



## Federal Energy Regulatory Commission

**MEMORANDUM TO:** All FERC employees

**FROM:** Eduardo Ribas, Deputy Chief Human Capital Officer

**SUBJECT:** 2011 Federal Employee Viewpoint Survey Results

Colleagues,

This past spring I encouraged your participation in the 2011 Federal Employee Viewpoint Survey administered by the U.S. Office of Personnel Management (OPM) from April 20, to May 31, 2011. I am pleased to report that 70.9 percent of you responded to this request (971 out of 1,370 eligible employees). This participation rate put us in the Top 10 (actually #6) for Federal agencies and well ahead of the 49.3 percent Government-wide average participation rate. It also greatly exceeds our 51.2 percent participation rate for the 2010 survey. On behalf of Chairman Wellinghoff, we thank you for your participation.

The 2011 Federal Employee Viewpoint Survey included 84 items plus 11 demographic items. The survey addressed three systems defined under OPM's Human Capital Accountability and Assessment Framework (HCAAF): Leadership and Knowledge Management, Results-Oriented Performance Culture and Talent Management. Additionally, the survey measured Job Satisfaction and added a new section for Work/Life programs. Survey questions were grouped into eight sections under the following topic areas: Personal Work Experiences, Work Unit, Agency, Supervisory/Team Leader, Leadership, Satisfaction, Work/Life, Demographics.

For scoring purposes, OPM considers items that are scored 65 percent or more positive as strengths and items that are scored 35 percent or more negative as challenges. Additionally, items that are scored 30 percent or more neutral may indicate opportunities for more communication. Using this scoring method, FERC had 49 items that were scored as strengths and only 1 item that was scored as a challenge. A total of 7 items had neutral ratings or would be considered opportunities for more communication. The following is a breakdown of each section with the total number of survey items and the number of items scored as strengths, challenges, and neutral/opportunities.

- Personal Work Experiences (19 items total, 15 items scored as strengths)
- Work Unit (9 items total, 5 items scored as strengths and 2 items scored as neutral)
- Agency (13 items total, 6 items scored as strengths, 1 item scored as a challenge and neutral)

- Supervisory/Team Leader (11 items total, all 11 items scored as strengths)
- Leadership (10 items total, 8 items scored as strengths)
- Satisfaction (9 items total, 2 items scored as strengths and 1 item scored as neutral)
- Work/Life (13 items total, 2 items scored as strengths and 3 items scored as neutral)
- Demographics (11 items total)

Overall the survey ranks FERC on 4 indices, comparing us to 37 agencies. The following is our ranking in these indices:

- 5<sup>th</sup> on Leadership and Knowledge Management
- 7<sup>th</sup> on Results-Oriented Performance Culture
- 7<sup>th</sup> on Talent Management
- 24<sup>th</sup> on Job Satisfaction

Over the next several months, you will be hearing more about specific results, as well as plans to address critical areas. Please take some time to review our specific survey results, which can be found here:

<http://www.ferc.gov/about/offices/oed/oed-hco/oed-hr/2011-survey-results.pdf>

Thank you,

A handwritten signature in blue ink, appearing to read 'ERibas', is positioned above the typed name.

Eduardo Ribas  
Deputy Chief Human Capital Officer  
Office of the Executive Director