

Federal Labor Relations Authority 2008 Federal Human Capital Survey

Background:

In 2008, the Federal Labor Relations Authority completed the biannual Federal Human Capital Survey (FHCS). The survey was administered by OPM and included 74 questions. The survey is used to assess employee morale and how well agencies are managing their workforces.

1. Interpretation of Results:

Overall, the responses to the 2008 FHCS were mixed and clearly indicate that there is room for significant improvement. Only 28 of the 74 questions resulted in positive ratings over 50 percent. However, 76 percent of FLRA employees like the work they do, 79 percent feel that the work done by their work group is good or very good, and 78 percent feel that the work they do is very important. Additionally, over 80 percent of employees feel that co-workers cooperate to get the job done and 71 percent feel that their supervisor supports their need to balance work and other life issues.

The areas showing the greatest overall increase in positive responses include employees who feel that managers communicate the goals and priorities of the organization (17 percent increase); employees who feel they can disclose suspected violations without fear of reprisal (12 percent increase); employees who feel that supervisors provide employees with constructive suggestions to improve job performance (11 percent increase); and employees who feel managers promote communication among different work units (11 percent increase).

Overall, the survey reflects that employee morale remained low for 2008. This presents the agency with a significant challenge. Over the past year, the Authority has had high turnover in our leadership positions, and important vacancies have remained unfilled, or were filled only after a substantial period of time. This resulted in increased workloads for the remaining employees, contributing to the low morale documented by the survey. We fully expect to see significant improvements in future surveys, as a result of both recent and future hires, and strong management commitment to working together to rebuild the agency so that we can effectively and efficiently fulfill our important statutory mission.

- 2. How the survey was conducted:** The survey was conducted online from August 1, 2008 to September 26, 2008.
- 3. Description of sample:** 106 on board FLRA employees were surveyed.

4. **Survey items and response choices:** See the attached table.
5. **Number of employees surveyed, number responding, and representativeness of respondents:** Of 106 employees surveyed, 79 responded for an overall response rate of 74.5 percent, which is higher than the 65 percent response rate for small agencies combined. While demographic questions were included in the OPM requirements, agencies with fewer than 800 employees were exempt from this requirement. The FLRA decided not to ask these questions in order to ensure anonymity for respondents.