

2011 Federal Employee Viewpoint Survey

Empowering Employees

inspiring change

Export-Import Bank
of the United States
AGENCY RESULTS

UNITED STATES OFFICE OF PERSONNEL MANAGEMENT



EXPORT-IMPORT BANK OF THE UNITED STATES
2011 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS
(Survey Administration Period April 4, 2011 to May 15, 2011)

		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*1. I am given a real opportunity to improve my skills in my organization.	N		24	67	28	37	7	163	NA
	%	54.8	13.9	40.9	18.5	22.5	4.2	100.0	
2. I have enough information to do my job well.	N		23	85	28	22	4	162	NA
	%	66.5	15.1	51.4	17.5	13.8	2.3	100.0	
3. I feel encouraged to come up with new and better ways of doing things.	N		26	69	29	25	12	161	NA
	%	58.4	14.6	43.8	18.6	15.7	7.3	100.0	
*4. My work gives me a feeling of personal accomplishment.	N		49	71	22	16	5	163	NA
	%	73.4	27.8	45.6	14.7	9.2	2.6	100.0	
*5. I like the kind of work I do.	N		57	76	20	8	2	163	NA
	%	82.8	33.5	49.3	11.6	4.5	1.1	100.0	
6. I know what is expected of me on the job.	N		43	89	15	11	4	162	NA
	%	82.1	26.0	56.1	8.9	6.6	2.4	100.0	
7. When needed I am willing to put in the extra effort to get a job done.	N		101	56	2	0	3	162	NA
	%	97.2	61.1	36.1	0.9	0.0	1.9	100.0	
8. I am constantly looking for ways to do my job better.	N		64	80	14	1	2	161	NA
	%	89.8	37.9	51.8	8.4	0.9	1.0	100.0	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N		10	42	23	55	33	163	0
	%	31.0	6.1	24.9	15.1	34.3	19.6	100.0	
*10. My workload is reasonable.	N		16	73	29	31	14	163	0
	%	54.5	9.7	44.8	17.9	19.2	8.4	100.0	
*11. My talents are used well in the workplace.	N		23	73	28	21	18	163	0
	%	59.5	13.9	45.6	18.1	11.9	10.6	100.0	
*12. I know how my work relates to the agency's goals and priorities.	N		53	82	12	8	6	161	1
	%	83.8	32.2	51.6	8.3	4.4	3.6	100.0	
*13. The work I do is important.	N		64	79	14	5	1	163	0
	%	88.6	39.1	49.4	8.2	2.7	0.5	100.0	
*14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N		18	60	18	32	33	161	2
	%	50.5	12.4	38.0	11.2	18.8	19.5	100.0	
*15. My performance appraisal is a fair reflection of my performance.	N		43	78	22	8	6	157	6
	%	77.1	27.6	49.6	14.4	4.7	3.8	100.0	
16. I am held accountable for achieving results.	N		40	90	14	8	7	159	1
	%	81.6	25.3	56.3	9.2	5.1	4.1	100.0	

*AES prescribed items

** Sum of responses excluding DNK/NBJ

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17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N		18	63	40	14	14	149	13
	%	53.2	12.3	41.0	26.8	10.2	9.9	100.0	
*18. My training needs are assessed.	N		8	35	40	42	29	154	6
	%	28.8	5.8	23.0	26.5	27.1	17.6	100.0	
*19. In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding).	N		28	79	29	14	6	156	7
	%	69.0	18.7	50.3	18.8	8.5	3.7	100.0	
*20. The people I work with cooperate to get the job done.	N		36	90	18	14	2	160	NA
	%	78.4	22.8	55.6	12.7	7.4	1.5	100.0	
*21. My work unit is able to recruit people with the right skills.	N		16	70	30	31	11	158	5
	%	54.0	10.5	43.5	19.1	20.3	6.5	100.0	
*22. Promotions in my work unit are based on merit.	N		10	44	45	22	25	146	17
	%	37.0	7.5	29.4	30.3	15.1	17.6	100.0	
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		9	41	44	35	18	147	16
	%	35.7	6.3	29.4	29.5	22.6	12.2	100.0	
*24. In my work unit, differences in performance are recognized in a meaningful way.	N		6	41	47	37	18	149	14
	%	31.7	4.0	27.6	32.2	23.8	12.4	100.0	
25. Awards in my work unit depend on how well employees perform their jobs.	N		7	54	36	25	23	145	16
	%	41.5	4.5	36.9	25.8	16.7	15.9	100.0	
26. Employees in my work unit share job knowledge with each other.	N		23	97	19	14	6	159	4
	%	74.5	13.9	60.6	13.3	8.3	3.9	100.0	
27. The skill level in my work unit has improved in the past year.	N		23	71	39	20	5	158	5
	%	60.3	14.0	46.3	24.6	11.9	3.3	100.0	
		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total**	Do Not Know/ No Basis to Judge
28. How would you rate the overall quality of work done by your work unit?	N		74	67	19	3	0	163	NA
	%	86.7	46.2	40.5	11.3	2.0	0.0	100.0	
		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*29. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N		25	92	25	11	6	159	3
	%	73.9	15.5	58.4	15.9	6.2	4.0	100.0	

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		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*30. Employees have a feeling of personal empowerment with respect to work processes.	N		7	53	37	41	20	158	4
	%	38.0	4.3	33.7	24.6	24.7	12.7	100.0	
31. Employees are recognized for providing high quality products and services.	N		10	52	38	34	23	157	5
	%	40.5	6.7	33.7	22.9	22.0	14.6	100.0	
*32. Creativity and innovation are rewarded.	N		6	46	46	39	20	157	4
	%	32.7	3.7	29.1	29.4	25.2	12.7	100.0	
*33. Pay raises depend on how well employees perform their jobs.	N		4	20	45	46	33	148	14
	%	16.7	2.8	13.9	30.7	30.3	22.3	100.0	
34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	N		11	59	46	16	11	143	18
	%	48.4	8.8	39.5	32.5	11.5	7.6	100.0	
*35. Employees are protected from health and safety hazards on the job.	N		13	56	26	28	36	159	0
	%	43.2	8.7	34.5	15.1	19.4	22.2	100.0	
*36. My organization has prepared employees for potential security threats.	N		17	69	32	28	13	159	2
	%	53.8	11.1	42.8	19.2	18.9	8.1	100.0	
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N		13	52	39	17	20	141	20
	%	46.3	10.4	35.9	27.1	12.0	14.6	100.0	
38. Prohibited Personnel Practices (for example, illegally discriminating for or against any employee/applicant, obstructing a person's right to compete for employment, knowingly violating veterans' preference requirements) are not tolerated.	N		20	66	38	9	9	142	19
	%	58.9	14.9	44.0	27.0	6.6	7.5	100.0	
39. My agency is successful at accomplishing its mission.	N		39	85	26	5	2	157	4
	%	77.4	24.9	52.5	18.3	3.2	1.1	100.0	
40. I recommend my organization as a good place to work.	N		22	62	44	26	7	161	NA
	%	52.6	13.1	39.5	27.5	16.1	3.8	100.0	
41. I believe the results of this survey will be used to make my agency a better place to work.	N		17	34	45	29	21	146	16
	%	34.7	12.4	22.4	32.2	18.5	14.5	100.0	
*42. My supervisor supports my need to balance work and other life issues.	N		39	84	12	13	11	159	0
	%	77.6	25.3	52.3	7.3	8.1	7.0	100.0	
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N		36	68	20	24	11	159	2
	%	64.9	23.2	41.8	13.6	14.5	7.0	100.0	
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N		26	75	23	20	12	156	4
	%	64.5	16.8	47.7	16.0	12.0	7.5	100.0	

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45. My supervisor/team leader is committed to a workforce representative of all segments of society.	N		30	76	28	4	13	151	10
	%	70.5	20.2	50.3	18.3	3.0	8.2	100.0	
46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N		23	68	38	16	12	157	3
	%	58.6	14.4	44.2	23.6	10.4	7.4	100.0	
*47. Supervisors/team leaders in my work unit support employee development.	N		22	77	29	10	16	154	4
	%	64.3	14.6	49.7	19.4	6.0	10.2	100.0	
48. My supervisor/team leader listens to what I have to say.	N		45	77	21	10	8	161	NA
	%	75.5	27.9	47.6	13.4	6.1	5.0	100.0	
49. My supervisor/team leader treats me with respect.	N		56	75	13	9	7	160	NA
	%	81.8	34.1	47.7	8.0	5.7	4.5	100.0	
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N		30	81	17	23	10	161	NA
	%	68.8	19.0	49.8	10.8	14.4	6.0	100.0	
*51. I have trust and confidence in my supervisor.	N		47	62	20	17	14	160	NA
	%	67.9	29.3	38.6	13.0	9.9	9.2	100.0	
		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total**	Do Not Know/ No Basis to Judge
*52. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	N		49	66	21	13	11	160	NA
	%	72.7	31.0	41.7	12.5	8.0	6.8	100.0	
		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*53. In my organization, leaders generate high levels of motivation and commitment in the workforce.	N		13	43	26	42	31	155	2
	%	36.5	8.6	27.9	17.8	25.4	20.3	100.0	
54. My organization's leaders maintain high standards of honesty and integrity.	N		16	52	33	24	24	149	9
	%	45.5	11.3	34.1	22.1	15.5	16.8	100.0	
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N		21	70	30	14	11	146	11
	%	63.0	16.3	46.7	20.5	9.2	7.4	100.0	
*56. Managers communicate the goals and priorities of the organization.	N		19	66	33	23	11	152	3
	%	56.6	13.1	43.5	22.0	13.8	7.6	100.0	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N		16	66	35	18	10	145	13
	%	56.7	12.0	44.7	25.1	11.3	6.9	100.0	

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58. Managers promote communication among different work units (for example, about projects, goals, needed resources).	N		8	53	30	39	23	153	4
	%	40.5	4.7	35.8	20.1	25.0	14.5	100.0	
59. Managers support collaboration across work units to accomplish work objectives.	N		8	51	45	28	21	153	3
	%	38.1	4.7	33.4	29.9	18.3	13.6	100.0	
		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total**	Do Not Know/ No Basis to Judge
60. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor/team leader?	N		24	48	40	24	19	155	3
	%	47.8	16.0	31.8	25.6	14.3	12.2	100.0	
		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*61. I have a high level of respect for my organization's senior leaders.	N		19	40	30	34	32	155	2
	%	39.2	12.9	26.3	19.2	21.1	20.5	100.0	
62. Senior leaders demonstrate support for Work/Life programs.	N		15	36	42	29	28	150	8
	%	35.2	10.5	24.7	27.1	17.9	19.7	100.0	
		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total**	Do Not Know/ No Basis to Judge
*63. How satisfied are you with your involvement in decisions that affect your work?	N		14	53	45	32	13	157	NA
	%	42.6	9.2	33.4	30.2	19.0	8.2	100.0	
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N		7	59	38	41	12	157	NA
	%	42.1	5.7	36.5	24.5	25.4	7.9	100.0	
*65. How satisfied are you with the recognition you receive for doing a good job?	N		22	50	31	40	14	157	NA
	%	46.7	14.1	32.6	19.9	24.6	8.8	100.0	
*66. How satisfied are you with the policies and practices of your senior leaders?	N		9	37	47	43	21	157	NA
	%	30.8	6.1	24.6	29.6	26.6	13.0	100.0	
*67. How satisfied are you with your opportunity to get a better job in your organization?	N		7	32	48	44	25	156	NA
	%	25.2	4.6	20.7	32.2	26.9	15.7	100.0	
*68. How satisfied are you with the training you receive for your present job?	N		7	44	44	43	19	157	NA
	%	32.6	4.4	28.2	29.4	26.1	12.0	100.0	

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		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total	Do Not Know/ No Basis to Judge
*69. Considering everything, how satisfied are you with your job?	N		26	75	28	23	6	158	NA
	%	65.1	15.4	49.7	17.7	13.8	3.4	100.0	
*70. Considering everything, how satisfied are you with your pay?	N		18	48	45	32	14	157	NA
	%	42.1	11.4	30.6	27.7	21.0	9.2	100.0	
71. Considering everything, how satisfied are you with your organization?	N		20	60	32	32	13	157	NA
	%	50.3	12.5	37.8	22.3	19.9	7.6	100.0	

72. Have you been notified that you are eligible to telework? Telework means working at a location other than your normal work site during your regular work hours (excludes travel).		N	%
Yes		96	60.8
No		54	34.0
Not sure		7	5.3
Total		157	100.0

73. Please select the response below that BEST describes your current teleworking situation:		N	%
I telework 3 or more days per week.		0	0.0
I telework 1 or 2 days per week.		8	4.9
I telework, but no more than 1 or 2 days per month.		6	3.4
I telework very infrequently, on an unscheduled or short-term basis.		52	33.2
I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).		20	12.6
I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.		7	4.6
I do not telework because I did not receive approval to do so, even though I have the kind of job where I can telework.		28	18.9
I do not telework because I choose not to telework.		35	22.5
Total		156	100.0

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Surveys Completed: 163
Response Rate: 47.2%

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74. Do you participate in the following Work/Life programs?
Alternative Work Schedules (AWS)

	N	%
Yes	30	20.4
No	99	62.3
Not available to me	28	17.3
Total	157	100.0

75. Do you participate in the following Work/Life programs? Health
and Wellness Programs (for example, exercise, medical screening,
quit smoking programs)

	N	%
Yes	30	17.8
No	109	70.1
Not available to me	18	12.2
Total	157	100.0

76. Do you participate in the following Work/Life programs?
Employee Assistance Program (EAP)

	N	%
Yes	12	7.9
No	135	85.3
Not available to me	10	6.8
Total	157	100.0

77. Do you participate in the following Work/Life programs? Child
Care Programs (for example, daycare, parenting classes, parenting
support groups)

	N	%
Yes	1	0.6
No	140	89.1
Not available to me	16	10.3
Total	157	100.0

78. Do you participate in the following Work/Life programs? Elder
Care Programs (for example, support groups, speakers)

	N	%
Yes	4	2.5
No	133	84.9
Not available to me	20	12.6
Total	157	100.0

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		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total**	Do Not Know/ No Basis to Judge
79. How satisfied are you with the following Work/Life programs in your agency? Telework	N		8	30	41	22	20	121	36
	%	30.8	6.7	24.1	34.8	17.4	16.9	100.0	
80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	N		9	34	32	13	12	100	55
	%	43.2	9.1	34.2	33.1	10.8	12.8	100.0	
81. How satisfied are you with the following Work/Life programs in your agency? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)	N		4	29	37	3	5	78	78
	%	39.3	4.9	34.4	49.8	3.8	7.1	100.0	
82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	N		1	20	41	1	2	65	90
	%	30.3	1.6	28.7	65.2	1.5	2.9	100.0	
83. How satisfied are you with the following Work/Life programs in your agency? Child Care Programs (for example, daycare, parenting classes, parenting support groups)	N		2	7	37	3	2	51	105
	%	16.3	3.6	12.7	74.1	5.9	3.7	100.0	
84. How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	N		1	7	34	4	2	48	108
	%	15.7	2.1	13.6	73.3	7.1	3.9	100.0	

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