

Everybody Knows

Pension Benefit Guaranty Corporation Federal Employee Viewpoint Survey and Trend Report for 2011

We Survey Everybody

At PBGC, there is no special level of employee that “matters.” We care what all our people think, so we ask every one of them to take the Federal Employee Viewpoint survey, to find out how they feel about working here. We use their responses to measure our progress against the Human Capital Assessment and Accountability Framework’s four indices:

- *leadership and knowledge management,*
- *results-oriented performance culture,*
- *talent management, and*
- *job satisfaction.*

Managing Talent to Achieve Results

We continued to rank among the top five federal agencies in the *results-oriented performance culture* and *talent management* indices. Our people responded very positively to questions in the “My Work Experiences” section, answering positively 90% or more of the time for many statements, including:

- “When needed I am willing to put in the extra effort to get a job done,”
- “I am constantly looking for ways to do my job better,”
- “The work I do is important,”
- “I am held accountable for achieving results,” and
- “I know how my work relates to the agency’s goals and priorities.”

Our people scored us higher than 69% of all agencies in the new *Employee Engagement* index. This index measures an employee’s passion and commitment for, and involvement with, his or her job.

Support, Respect, Balance

Our people also expressed satisfaction with the relationship they have with their immediate supervisors and team leaders. Their feedback showed that they believe their supervisors and team leaders:

- communicate with them about their performance,
- treat them with respect, and
- provide the support needed to balance work and other life issues.

At PBGC, we recognize the importance of offering employees the chance to work and grow using their unique talents and strengths to do work that matters, in a culture of outstanding performance and effective leadership. We will use the 2011 FedView results to monitor the work environment and support effective human capital practices.

Below is a compilation of the 2011 Federal Employee Viewpoint Survey (FedView) survey questions and responses. Nearly 64% of employees participated in the survey. We include the 2011 results with 2009 and 2010 for comparison. This summary displays responses by *Positive*, *Neutral*, *Negative*, and where applicable, *Do Not Know* or *No Basis to Judge* responses, which are groupings from the more detailed options available to survey responders. For example, **Positive** represents responses of Strongly Agree and Agree; Very Satisfied and Satisfied; and Very Good and Good. **Neutral** represents responses of Neither Agree nor Disagree; Neither Satisfied nor Dissatisfied; and Fair. **Negative** represents responses of Disagree and Strongly Disagree; Dissatisfied and Very Dissatisfied; and Poor and Very Poor.

My Work Experiences

01. I am given a real opportunity to improve my skills in my organization.

| | Positive | Neutral | Negative |
|----------------------|-----------------|----------------|-----------------|
| 2011 FedView Results | 77.9% | 10.7% | 11.4% |
| 2010 FedView Results | 76.4% | 11.2% | 12.3% |
| 2009 AES Results | 73.7% | 10.4% | 15.5% |

02. I have enough information to do my job well.

| | Positive | Neutral | Negative |
|----------------------|-----------------|----------------|-----------------|
| 2011 FedView Results | 74.9% | 11.6% | 13.5% |
| 2010 FedView Results | 76.7% | 13.5% | 9.8% |
| 2009 AES Results | 76.0% | 11.8% | 12.2% |

03. I feel encouraged to come up with new and better ways of doing things.

| | Positive | Neutral | Negative |
|----------------------|-----------------|----------------|-----------------|
| 2011 FedView Results | 68.8% | 14.0% | 17.2% |
| 2010 FedView Results | 68.2% | 14.8% | 16.9% |
| 2009 AES Results | 66.3% | 16.1% | 17.6% |

04. My work gives me a feeling of personal accomplishment.

| | Positive | Neutral | Negative |
|----------------------|-----------------|----------------|-----------------|
| 2011 FedView Results | 76.9% | 13.3% | 9.9% |
| 2010 FedView Results | 79.2% | 11.3% | 9.5% |
| 2009 AES Results | 77.3% | 13.1% | 9.4% |

05. I like the kind of work I do.

| | Positive | Neutral | Negative |
|----------------------|-----------------|----------------|-----------------|
| 2011 FedView Results | 82.5% | 10.7% | 6.8% |
| 2010 FedView Results | 84.4% | 10.0% | 5.6% |
| 2009 AES Results | 82.7% | 12.4% | 4.9% |

06. I know what is expected of me on the job.

| | Positive | Neutral | Negative |
|----------------------|-----------------|----------------|-----------------|
| 2011 FedView Results | 76.8% | 12.7% | 10.4% |
| 2010 FedView Results | 82.0% | 10.1% | 7.9% |

07. When needed I am willing to put in the extra effort to get a job done.

| | Positive | Neutral | Negative |
|----------------------|-----------------|----------------|-----------------|
| 2011 FedView Results | 96.2% | 3.2% | 0.6% |
| 2010 FedView Results | 98.1% | 1.5% | 0.4% |

08. I am constantly looking for ways to do my job better.

| | Positive | Neutral | Negative |
|----------------------|-----------------|----------------|-----------------|
| 2011 FedView Results | 92.2% | 6.3% | 1.5% |
| 2010 FedView Results | 90.5% | 8.4% | 1.1% |

09. I have sufficient resources (for example, people, materials, budget) to get my job done.

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 62.0% | 13.4% | 24.6% | - |
| 2010 FedView Results | 65.2% | 15.4% | 19.3% | - |
| 2009 AES Results | 68.4% | 12.9% | 18.7% | 0.0% |

10. My workload is reasonable.

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 59.7% | 15.3% | 25.0% | - |
| 2010 FedView Results | 62.7% | 14.3% | 22.9% | - |
| 2009 AES Results | 64.6% | 14.7% | 20.7% | 0.0% |

11. My talents are used well in the workplace.

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 62.2% | 17.4% | 20.4% | - |
| 2010 FedView Results | 67.8% | 11.6% | 20.7% | - |
| 2009 AES Results | 65.5% | 14.2% | 19.9% | 0.4% |

12. I know how my work relates to the agency's goals and priorities.

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 90.2% | 5.9% | 3.8% | - |
| 2010 FedView Results | 88.8% | 6.8% | 4.4% | - |
| 2009 AES Results | 89.3% | 6.3% | 4.0% | 0.4% |

13. The work I do is important.

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 91.2% | 6.3% | 2.5% | - |
| 2010 FedView Results | 90.4% | 7.0% | 2.7% | - |
| 2009 AES Results | 89.5% | 6.3% | 4.0% | 0.2% |

14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 84.8% | 8.9% | 6.3% | - |
| 2010 FedView Results | 82.2% | 8.4% | 9.4% | - |
| 2009 AES Results | 84.4% | 7.8% | 7.8% | 0.0% |

15. My performance appraisal is a fair reflection of my performance.

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 73.5% | 12.0% | 14.6% | - |
| 2010 FedView Results | 73.1% | 12.0% | 15.0% | - |
| 2009 AES Results | 67.2% | 14.0% | 14.2% | 4.7% |

16. I am held accountable for achieving results.

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 90.8% | 7.7% | 1.5% | - |
| 2010 FedView Results | 88.8% | 9.2% | 2.0% | - |
| 2009 AES Results | 88.3% | 8.2% | 2.9% | 0.6% |

17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 59.5% | 21.7% | 18.8% | - |
| 2010 FedView Results | 60.6% | 22.0% | 17.4% | - |
| 2009 AES Results | 45.5% | 19.0% | 17.6% | 17.8% |

18. My training needs are assessed.

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 57.4% | 22.3% | 20.2% | - |
| 2010 FedView Results | 60.0% | 19.0% | 20.9% | - |
| 2009 AES Results | 54.6% | 21.4% | 21.0% | 3.0% |

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).

| | Positive | Neutral | Negative | No Basis to Judge |
|----------------------|-----------------|----------------|-----------------|--------------------------|
| 2011 FedView Results | 71.4% | 12.9% | 15.7% | - |
| 2010 FedView Results | 73.2% | 11.0% | 15.9% | - |
| 2009 AES Results | 66.5% | 15.1% | 14.7% | 3.7% |

My Work Unit

20. The people I work with cooperate to get the job done.

| | Positive | Neutral | Negative |
|----------------------|-----------------|----------------|-----------------|
| 2011 FedView Results | 75.3% | 12.0% | 12.6% |
| 2010 FedView Results | 79.0% | 13.1% | 7.9% |
| 2009 AES Results | 84.7% | 6.9% | 8.2% |

21. My work unit is able to recruit people with the right skills.

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 57.9% | 23.1% | 19.1% | - |
| 2010 FedView Results | 56.8% | 23.7% | 19.4% | - |
| 2009 AES Results | 58.7% | 20.0% | 16.9% | 4.4% |

22. Promotions in my work unit are based on merit.

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 47.2% | 27.3% | 25.6% | - |
| 2010 FedView Results | 47.5% | 22.8% | 29.8% | - |
| 2009 AES Results | 44.1% | 20.4% | 25.0% | 10.5% |

23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 37.9% | 30.2% | 31.9% | - |
| 2010 FedView Results | 41.7% | 29.3% | 29.0% | - |
| 2009 AES Results | 32.8% | 21.3% | 26.3% | 19.6% |

24. In my work unit, differences in performance are recognized in a meaningful way.

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 46.0% | 27.0% | 27.0% | - |
| 2010 FedView Results | 46.2% | 25.8% | 28.1% | - |
| 2009 AES Results | 41.8% | 22.8% | 26.1% | 9.3% |

25. Awards in my work unit depend on how well employees perform their jobs.

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 53.9% | 21.0% | 25.1% | - |
| 2010 FedView Results | 56.0% | 20.3% | 23.7% | - |
| 2009 AES Results | 55.4% | 15.6% | 21.8% | 7.1% |

26. Employees in my work unit share job knowledge with each other.

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 72.8% | 13.0% | 14.2% | - |
| 2010 FedView Results | 74.7% | 12.5% | 12.9% | - |
| 2009 AES Results | 77.1% | 9.8% | 12.6% | 0.4% |

27. The skill level in my work unit has improved in the past year.

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 62.5% | 25.5% | 11.9% | - |
| 2010 FedView Results | 62.4% | 26.3% | 11.3% | - |
| 2009 AES Results | 58.1% | 23.1% | 12.7% | 6.1% |

28. How would you rate the overall quality of work done by your work group?

| | Positive | Neutral | Negative |
|----------------------|-----------------|----------------|-----------------|
| 2011 FedView Results | 83.1% | 14.1% | 2.7% |
| 2010 FedView Results | 86.8% | 10.2% | 3.0% |
| 2009 AES Results | 84.5% | 9.8% | 4.0% |

My Agency

29. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 73.0% | 15.6% | 11.4% | - |
| 2010 FedView Results | 75.4% | 15.1% | 9.4% | - |
| 2009 AES Results | 75.4% | 11.5% | 12.1% | 0.9% |

30. Employees have a feeling of personal empowerment with respect to work processes.

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 50.7% | 26.4% | 23.0% | - |
| 2010 FedView Results | 52.0% | 27.7% | 20.2% | - |
| 2009 AES Results | 52.5% | 22.4% | 20.8% | 4.4% |

31. Employees are recognized for providing high quality products and services.

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 60.2% | 21.8% | 18.0% | - |
| 2010 FedView Results | 64.4% | 20.1% | 15.5% | - |
| 2009 AES Results | 64.6% | 12.6% | 19.0% | 3.8% |

32. Creativity and innovation are rewarded.

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 47.2% | 27.4% | 25.4% | - |
| 2010 FedView Results | 53.7% | 26.4% | 20.0% | - |
| 2009 AES Results | 51.1% | 23.7% | 20.6% | 4.6% |

33. Pay raises depend on how well employees perform their jobs.

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 29.5% | 31.6% | 38.9% | - |
| 2010 FedView Results | 33.0% | 29.5% | 37.5% | - |
| 2009 AES Results | 34.3% | 21.5% | 33.5% | 10.7% |

34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 70.1% | 18.6% | 11.3% | - |
| 2010 FedView Results | 68.9% | 21.1% | 10.0% | - |
| 2009 AES Results | 68.6% | 16.9% | 8.2% | 6.3% |

35. Employees are protected from health and safety hazards on the job.

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 88.1% | 9.6% | 2.3% | - |
| 2010 FedView Results | 86.4% | 11.1% | 2.5% | - |
| 2009 AES Results | 87.0% | 7.3% | 3.6% | 2.2% |

36. My organization has prepared employees for potential security threats.

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 81.9% | 13.6% | 4.4% | - |
| 2010 FedView Results | 82.7% | 12.6% | 4.6% | - |
| 2009 AES Results | 83.7% | 9.3% | 4.8% | 2.2% |

37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 51.5% | 22.4% | 26.1% | - |
| 2010 FedView Results | 54.9% | 21.4% | 23.7% | - |
| 2009 AES Results | 46.5% | 16.8% | 22.6% | 14.1% |

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.

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 64.4% | 21.3% | 14.3% | - |
| 2010 FedView Results | 60.9% | 24.4% | 14.8% | - |
| 2009 AES Results | 55.4% | 13.9% | 11.5% | 19.2% |

39. My agency is successful at accomplishing its mission.

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 83.7% | 11.3% | 5.0% | - |
| 2010 FedView Results | 84.9% | 13.1% | 2.0% | - |

40. I recommend my organization as a good place to work.

| | Positive | Neutral | Negative |
|----------------------|-----------------|----------------|-----------------|
| 2011 FedView Results | 70.1% | 20.1% | 9.8% |
| 2010 FedView Results | 74.8% | 16.5% | 8.7% |
| 2009 AES Results | 71.7% | 15.1% | 13.0% |

41. I believe the results of this survey will be used to make my agency a better place to work.

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 54.0% | 23.3% | 22.7% | - |
| 2010 FedView Results | 53.0% | 24.1% | 22.9% | - |

My Supervisor/Team Leader

42. My supervisor supports my need to balance work and other life issues.

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 81.9% | 7.5% | 10.6% | - |
| 2010 FedView Results | 82.0% | 10.7% | 7.3% | - |
| 2009 AES Results | 82.5% | 8.8% | 7.0% | 1.8% |

43. Supervisors/team leaders in my work unit provide employees with the opportunities to demonstrate their leadership skills.

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 72.6% | 13.1% | 14.3% | - |
| 2010 FedView Results | 69.3% | 14.9% | 15.8% | - |
| 2009 AES Results | 62.9% | 16.6% | 19.1% | 1.3% |

44. Discussions with my supervisor/team leader about my performance are worthwhile.

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 68.4% | 14.7% | 16.9% | - |
| 2010 FedView Results | 68.8% | 14.9% | 16.4% | - |
| 2009 AES Results | 66.0% | 14.8% | 17.1% | 2.1% |

45. My Supervisor/team leader is committed to a workforce representative of all segments of society.

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 72.5% | 19.6% | 7.9% | - |
| 2010 FedView Results | 69.5% | 21.1% | 9.4% | - |
| 2009 AES Results | 66.2% | 14.1% | 10.8% | 9.0% |

46. My Supervisor/team leader provides me with constructive suggestions to improve my job performance.

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 67.1% | 15.5% | 17.4% | - |
| 2010 FedView Results | 66.6% | 17.2% | 16.1% | - |
| 2009 AES Results | 66.1% | 17.5% | 15.0% | 1.4% |

47. Supervisors/team leaders in my work unit support employee development.

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 76.1% | 11.3% | 12.7% | - |
| 2010 FedView Results | 72.7% | 14.7% | 12.6% | - |
| 2009 AES Results | 77.2% | 11.4% | 10.8% | 0.6% |

48. My supervisor/team leader listens to what I have to say.

| | Positive | Neutral | Negative |
|----------------------|-----------------|----------------|-----------------|
| 2011 FedView Results | 79.4% | 9.6% | 11.0% |
| 2010 FedView Results | 78.8% | 9.1% | 12.2% |

49. My supervisor/team leader treats me with respect.

| | Positive | Neutral | Negative |
|----------------------|-----------------|----------------|-----------------|
| 2011 FedView Results | 82.3% | 8.8% | 9.0% |
| 2010 FedView Results | 82.2% | 8.8% | 9.1% |

50. In the last six months, my supervisor/team leader has talked with me about my performance.

| | Positive | Neutral | Negative |
|----------------------|-----------------|----------------|-----------------|
| 2011 FedView Results | 86.9% | 7.1% | 6.0% |
| 2010 FedView Results | 87.0% | 6.0% | 7.0% |

51. I have trust and confidence in my supervisor.

| | Positive | Neutral | Negative |
|----------------------|-----------------|----------------|-----------------|
| 2011 FedView Results | 68.0% | 16.8% | 15.2% |
| 2010 FedView Results | 68.2% | 14.3% | 17.4% |
| 2009 AES Results | 68.4% | 14.3% | 16.6% |

52. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?

| | Positive | Neutral | Negative |
|----------------------|-----------------|----------------|-----------------|
| 2011 FedView Results | 73.2% | 16.4% | 10.4% |
| 2010 FedView Results | 70.7% | 16.1% | 13.2% |
| 2009 AES Results | 70.1% | 16.8% | 12.1% |

Leadership

53. In my organization, leaders generate high levels of motivation and commitment in the workforce.

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 48.8% | 25.2% | 26.0% | - |
| 2010 FedView Results | 51.5% | 23.6% | 24.8% | - |
| 2009 AES Results | 47.7% | 26.4% | 24.6% | 1.4% |

54. My organization's leaders maintain high standards of honesty and integrity.

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 54.0% | 23.2% | 22.8% | - |
| 2010 FedView Results | 51.3% | 26.0% | 22.8% | - |
| 2009 AES Results | 48.5% | 26.4% | 20.5% | 4.5% |

55. Managers/supervisors/team leaders work well with employees of different backgrounds.

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 67.8% | 20.1% | 12.0% | - |
| 2010 FedView Results | 65.4% | 21.9% | 12.6% | - |
| 2009 AES Results | 69.5% | 12.7% | 13.5% | 4.3% |

56. Managers communicate the goals and priorities of the organization.

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 68.9% | 15.5% | 15.6% | - |
| 2010 FedView Results | 71.4% | 14.6% | 14.0% | - |
| 2009 AES Results | 74.6% | 10.6% | 13.8% | 0.8% |

57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 67.7% | 17.1% | 15.2% | - |
| 2010 FedView Results | 71.1% | 16.6% | 12.3% | - |
| 2009 AES Results | 65.2% | 17.9% | 10.3% | 6.5% |

58. Managers promote communication among different work units (for example, about projects, goals, needed resources).

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 59.7% | 18.7% | 21.5% | - |
| 2010 FedView Results | 60.5% | 20.6% | 18.9% | - |
| 2009 AES Results | 67.0% | 14.1% | 17.5% | 1.4% |

59. Managers support collaboration across work units to accomplish work objectives.

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 64.5% | 17.0% | 18.5% | - |
| 2010 FedView Results | 63.6% | 19.6% | 16.9% | - |

60. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor/team leader?

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 63.7% | 21.0% | 15.2% | 3.5% |
| 2010 FedView Results | 63.6% | 22.9% | 13.4% | - |
| 2009 AES Results | 70.1% | 16.8% | 12.1% | 12.1% |

61. I have a high level of respect for my organization's senior leaders.

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 52.2% | 27.0% | 20.8% | - |
| 2010 FedView Results | 54.6% | 25.4% | 20.0% | - |
| 2009 AES Results | 59.5% | 19.3% | 20.5% | 0.8% |

62. Senior leaders demonstrate support for Work/Life programs.

| | Positive | Neutral | Negative | Do Not Know |
|----------------------|-----------------|----------------|-----------------|--------------------|
| 2011 FedView Results | 61.6% | 23.3% | 15.0% | - |
| 2010 FedView Results | 62.9% | 25.2% | 11.9% | - |

My Satisfaction

63. How satisfied are you with your involvement in decisions that affect your work?

| | Positive | Neutral | Negative |
|----------------------|-----------------|----------------|-----------------|
| 2011 FedView Results | 58.9% | 21.3% | 19.8% |
| 2010 FedView Results | 61.2% | 19.6% | 19.2% |
| 2009 AES Results | 60.3% | 18.1% | 20.6% |

64. How satisfied are you with the information you receive from management on what's going on in your organization?

| | Positive | Neutral | Negative |
|----------------------|-----------------|----------------|-----------------|
| 2011 FedView Results | 56.9% | 19.1% | 24.0% |
| 2010 FedView Results | 59.8% | 21.5% | 18.8% |
| 2009 AES Results | 60.0% | 20.0% | 19.4% |

65. How satisfied are you with the recognition you receive for doing a good job?

| | Positive | Neutral | Negative |
|----------------------|-----------------|----------------|-----------------|
| 2011 FedView Results | 61.6% | 17.7% | 20.8% |
| 2010 FedView Results | 65.4% | 15.6% | 19.0% |
| 2009 AES Results | 63.1% | 14.3% | 22.0% |

66. How satisfied are you with the policies and practices of your senior leaders?

| | Positive | Neutral | Negative |
|----------------------|-----------------|----------------|-----------------|
| 2011 FedView Results | 46.5% | 27.6% | 25.9% |
| 2010 FedView Results | 48.7% | 28.1% | 23.2% |
| 2009 AES Results | 49.7% | 22.6% | 24.6% |

67. How satisfied are you with your opportunity to get a better job in your organization?

| | Positive | Neutral | Negative |
|----------------------|-----------------|----------------|-----------------|
| 2011 FedView Results | 39.7% | 30.2% | 30.1% |
| 2010 FedView Results | 46.0% | 28.4% | 25.6% |
| 2009 AES Results | 41.4% | 22.5% | 29.4% |

68. How satisfied are you with the training you receive for your present job?

| | Positive | Neutral | Negative |
|----------------------|-----------------|----------------|-----------------|
| 2011 FedView Results | 67.4% | 18.7% | 13.9% |
| 2010 FedView Results | 65.4% | 21.5% | 13.1% |
| 2009 AES Results | 70.1% | 16.6% | 12.5% |

69. Considering everything, how satisfied are you with your job?

| | Positive | Neutral | Negative |
|----------------------|-----------------|----------------|-----------------|
| 2011 FedView Results | 72.1% | 14.7% | 13.2% |
| 2010 FedView Results | 73.5% | 14.9% | 11.6% |
| 2009 AES Results | 72.4% | 14.6% | 12.8% |

70. Considering everything, how satisfied are you with your pay?

| | Positive | Neutral | Negative |
|----------------------|-----------------|----------------|-----------------|
| 2011 FedView Results | 60.9% | 15.5% | 23.7% |
| 2010 FedView Results | 66.0% | 17.6% | 16.5% |
| 2009 AES Results | 63.5% | 15.0% | 21.5% |

71. Considering everything, how satisfied are you with your organization?

| | Positive | Neutral | Negative |
|----------------------|-----------------|----------------|-----------------|
| 2011 FedView Results | 66.5% | 17.1% | 16.4% |
| 2010 FedView Results | 71.0% | 17.3% | 11.7% |
| 2009 AES Results | 68.4% | 16.3% | 16.1% |

Work/Life

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).

| | 2011 FedView Results |
|----------|-------------------------------------|
| Yes | 76.6% |
| No | 18.2% |
| Not Sure | 5.2% |

73. Please select the response below that BEST describes your current teleworking situation:

| | 2011 FedView Results | 2010 FedView Results |
|--|-------------------------------------|-------------------------------------|
| I telework 3 or more days per week. | 5.4% | - |
| I telework 1 or 2 days per week. | 31.8% | - |
| I telework, but no more than 1 or 2 days per month. | 13.4% | - |
| I telework very infrequently, on an unscheduled or short-term basis. | 23.6% | - |
| I telework on a regular basis (at least one entire work day a week). | - | 20.8% |
| I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel). | 2.5% | 3.9% |
| I telework infrequently (less than one entire work day a week). | - | 43.8% |
| I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking. | 2.8% | 3.1% |
| 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. | 7.4% | - |
| I do not telework because I choose not to telework. | 13.1% | 16.3% |
| I <u>do not</u> telework because I am not allowed to, even though I have the kind of job where I can telework. | - | 12.1% |

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

| | 2011 FedView Results |
|----------|-------------------------------------|
| Yes | 33.4% |
| No | 62.5% |
| Not Sure | 4.1% |

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

| | 2011 FedView Results |
|----------|-------------------------------------|
| Yes | 38.4% |
| No | 60.8% |
| Not Sure | 0.8% |

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

| | 2011 FedView Results |
|----------|-------------------------------------|
| Yes | 8.4% |
| No | 90.2% |
| Not Sure | 1.4% |

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

| | 2011 FedView Results |
|----------|-------------------------------------|
| Yes | 2.7% |
| No | 86.8% |
| Not Sure | 10.4% |

78. How satisfied are you with the following Work/Life programs in your agency... Elder Care Programs (for example, support groups, speakers)?

| | 2011 FedView Results |
|----------|-------------------------------------|
| Yes | 0.8% |
| No | 90.0% |
| Not Sure | 9.3% |

79. How satisfied are you with the following Work/Life programs in your agency... Telework?

| | Positive | Neutral | Negative | No Basis to Judge |
|----------------------|-----------------|----------------|-----------------|----------------------------------|
| 2011 FedView Results | 62.6% | 18.6% | 6.7% | - |
| 2010 FedView Results | 63.2% | 18.6% | 18.2% | - |
| 2009 AES Results | 51.6% | 13.1% | 18.4% | 16.9% |

80. How satisfied are you with the following Work/Life programs in your agency... Alternative Work Schedules (AWS)?

| | Positive | Neutral | Negative | No Basis to Judge |
|----------------------|-----------------|----------------|-----------------|----------------------------------|
| 2011 FedView Results | 65.9% | 25.2% | 9.0% | - |
| 2010 FedView Results | 78.0% | 16.2% | 5.8% | - |
| 2009 AES Results | 69.9% | 9.5% | 8.0% | 12.5% |

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)?

| | Positive | Neutral | Negative | No Basis to Judge |
|----------------------|-----------------|----------------|-----------------|----------------------------------|
| 2011 FedView Results | 71.4% | 25.0% | 3.7% | - |
| 2010 FedView Results | 77.5% | 18.8% | 3.6% | - |
| 2009 AES Results | 34.1% | 18.1% | 4.6% | 43.1% |

82. How satisfied are you with the following Work/Life programs in your agency... Employee Assistance Program (EAP)?

| | Positive | Neutral | Negative | No Basis to Judge |
|----------------------|-----------------|----------------|-----------------|--------------------------|
| 2011 FedView Results | 40.5% | 53.8% | 5.7% | - |
| 2010 FedView Results | 56.0% | 39.9% | 4.2% | - |

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)?

| | Positive | Neutral | Negative | No Basis to Judge |
|----------------------|-----------------|----------------|-----------------|--------------------------|
| 2011 FedView Results | 15.9% | 71.4% | 12.7% | - |
| 2010 FedView Results | 29.8% | 56.5% | 13.7% | - |

84. How satisfied are you with the following Work/Life programs in your agency... Elder Care Programs (for example, support groups, speakers)?

| | Positive | Neutral | Negative | No Basis to Judge |
|----------------------|-----------------|----------------|-----------------|--------------------------|
| 2011 FedView Results | 11.4% | 81.7% | 6.9% | - |
| 2010 FedView Results | 24.1% | 65.6% | 10.3% | - |

Demographics

85. Where do you work?

| | Headquarters | Field |
|----------------------|--------------|-------|
| 2011 FedView Results | 99.2% | 0.8% |
| 2010 FedView Results | 99.6% | 0.4% |
| 2009 AES Results | 99.6% | 0.4% |

86. What is your supervisory status?

| | Non-Supervisor | Team Leader | Supervisor | Manager | Executive |
|----------------------|----------------|-------------|------------|---------|-----------|
| 2011 FedView Results | 68.8% | 10.2% | 10.3% | 6.5% | 4.2% |
| 2010 FedView Results | | 12.8% | 9.2% | 5.1% | 5.2% |
| 2009 AES Results | 67.6% 67.3% | 8.5% | 8.3% | 11.3% | 4.6% |

87. Are you:

| | Male | Female |
|----------------------|-------|--------|
| 2011 FedView Results | 42.9% | 57.1% |
| 2010 FedView Results | 41.8% | 58.2% |
| 2009 AES Results | 44.7% | 55.3% |

88. Are you Hispanic or Latino?

| | Yes | No |
|----------------------|------|-------|
| 2011 FedView Results | 4.5% | 95.5% |
| 2010 FedView Results | 3.5% | 96.5% |
| 2009 AES Results | 4.3% | 95.7% |

89. Are you:

| | American Indian or Alaska Native | Asian | Black or African American | Native Hawaiian or Other Pacific Islander | White | Two or more races |
|----------------------|----------------------------------|-------|---------------------------|---|-------|-------------------|
| 2011 FedView Results | 0.4% | 6.8% | 37.4% | 0.0% | 52.5% | 3.0% |
| 2010 FedView Results | 0.4% | 6.9% | 39.1% | 0.8% | 50.4% | 2.5% |
| 2009 AES Results | 0.4% | 6.3% | 34.8% | 0.4% | 51.9% | 6.1% |

90. What is your age group?

| | 25 and under | 26 - 29 | 30 - 39 | 40 - 49 | 50 - 59 | 60 or older |
|----------------------|--------------|---------|---------|---------|---------|-------------|
| 2011 FedView Results | 2.2% | 4.3% | 18.9% | 27.1% | 35.0% | 12.6% |
| 2010 FedView Results | 2.1% | 3.4% | 19.1% | 31.9% | 33.6% | 9.9% |
| 2009 AES Results | 1.2% | 4.4% | 18.3% | 32.6% | 33.4% | 10.2% |

91. What is your pay category/grade?

| | Federal Wage System | GS 1-6 | GS 7-12 | GS 13-15 | Senior Executive Service | Senior Level (SL) or Scientific or Professional (ST) | Other |
|----------------------|----------------------------|---------------|----------------|-----------------|---------------------------------|---|--------------|
| 2011 FedView Results | 0.0% | 1.0% | 30.0% | 63.3% | 0.2% | 5.3% | 0.2% |
| 2010 FedView Results | 0.0% | 1.5% | 30.7% | 62.6% | 0.0% | 5.0% | 0.2% |
| 2009 AES Results | TBA | 1.4% | 30.5% | 62.9% | 0.2% | 4.7% | 0.2% |

92. How long have you been with the Federal Government (excluding military service)?

| | Less than 1 year | 1 to 3 years | 4 to 5 years | 6 to 10 years | 11 to 14 years | 15 to 20 years | More than 20 years |
|----------------------|-------------------------|---------------------|---------------------|----------------------|-----------------------|-----------------------|---------------------------|
| 2011 FedView Results | 3.8% | 8.0% | 12.0% | 18.4% | 11.4% | 18.4% | 28.0% |
| 2010 FedView Results | 0.4% | 12.0% | 11.3% | 17.5% | 12.4% | 17.3% | 29.2% |
| 2009 AES Results | 2.2% | 11.4% | 12.4% | 16.3% | 11.4% | 19.4% | 26.7% |

93. How long have you been with your current agency?

| | Less than 1 year | 1 to 3 years | 4 to 5 years | 6 to 10 years | 11 to 20 years | More than 20 years |
|----------------------|-------------------------|---------------------|---------------------|----------------------|-----------------------|---------------------------|
| 2011 FedView Results | 5.3% | 18.8% | 12.9% | 17.1% | 29.6% | 16.3% |
| 2010 FedView Results | 1.5% | 22.0% | 12.9% | 17.4% | 29.9% | 16.3% |
| 2009 AES Results | 5.1% | 20.8% | 13.4% | 14.8% | 30.7% | 15.2% |

94. Are you considering leaving your organization within the next year?

| | No | Yes, to retire | Yes, to take another job in the Federal Government | Yes, to take another job outside the Federal Government | Yes, other |
|----------------------|-----------|-----------------------|---|--|-------------------|
| 2011 FedView Results | 68.1% | 4.5% | 19.6% | 3.7% | 4.1% |
| 2010 FedView Results | 68.4% | 4.0% | 21.7% | 2.0% | 3.9% |
| 2009 AES Results | 68.0% | 3.3% | 22.4% | 1.8% | 4.5% |

95. I am planning to retire:

| | Within one year | Between one and three years | Between three and five years | Five or more years |
|----------------------|------------------------|------------------------------------|-------------------------------------|---------------------------|
| 2011 FedView Results | 3.4% | 7.9% | 9.9% | 78.9% |
| 2010 FedView Results | 2.8% | 8.0% | 9.1% | 80.1% |
| 2009 AES Results | 2.5% | 7.7% | 8.7% | 81.1% |