

2009 OPIC Annual Employee Survey Results Overseas Private Investment Corporation (OPIC)

The OPIC Annual Employee Survey was administered by the Office of Human Resource Management in accordance with the National Defense Authorization Act. The survey was conducted online from September 14, 2009 through October 2, 2009. Approximately 206 employees were asked to participate in the 2009 survey. 131 OPIC employees completed the survey, resulting in a response rate of 64%.

The enclosed summary report compares the 2009 OPIC Annual Survey results with the 2008 Federal Human Capital Survey results in the same areas of Personal Work Experiences; Overall Work Experience; Recruitment, Development, & Retention; Performance Culture; Leadership; Learning (Knowledge Management); and Job Satisfaction. The Federal Human Capital Survey, issued every two years, is a government-wide survey measuring employee satisfaction on a variety of human capital areas. Government-wide survey results are unavailable for 2009.

Overall, OPIC has seen some impressive gains- of the 40 questions that were asked, OPIC employees responded more positively to 75% of the survey questions over last year's survey. Notable areas in which OPIC saw a marked increase (greater than 10% increase) over the past year include:

Leadership

- 70% of employees have a high level of respect for their organization's senior leaders. *17% increase over last year.*
- 65% of employees believe leaders with their organizations generate high levels of motivation and commitment to the workforce. *24% increase over last year.*

Job Satisfaction

- 67% of employees are satisfied with the policies and practices of their senior leaders. *16% increase over last year.*
- 42% of employees are satisfied with their opportunity to get a better job in their organization. *14% increase over last year.*
- 62% of employees are satisfied with the training they receive for their present jobs. *14% increase over last year.*

Learning (Knowledge Management)

- 56% of employees believe their training needs are assessed. *17% increase over last year.*

Recruitment, Development & Retention

- 82% of employees believe their work unit is able to recruit people. *11% increase over last year.*
- 75% of employees feel that their talents are used well in the workplace. *13% increase over last year.*

There is one area where OPIC saw a marked decrease (greater than 10% decline) over the past year:

Performance Culture

- 59% of employees feel they understood what they had to do to be rated at different performance levels. *12 % decline from 2008.*

The complete results of the 2009 OPIC Annual Employee Survey are found below:

2009 OPIC Annual Employee Survey
Overseas Private Investment Corporation Trend Report
Number of Surveys Returned: 131

This is a summary OPIC employee responses to the 2009 OPIC Annual Employee Survey. This summary displays results by Positive, Neutral, Negative and where applicable, Do Not Know or No Basis to Judge responses. As shown below, for each response scale two responses are categorized as “Positive”, one response is categorized as “Neutral”, and two responses are categorized as “Negative”

<i>Positive Responses</i>		<i>Neutral Responses</i>	<i>Negative Responses</i>	
<i>Strongly Agree</i>	<i>Agree</i>	<i>Neither Agree nor Disagree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>

Overseas Private Investment Corporation Trend Report

Personal Work Experiences

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

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2009 OPIC Annual Employee Survey	82%	8%	10%
2008 Federal Human Capital Survey	87%	7%	7%
Difference in Positive Ratings	↓5%		

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

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2009 OPIC Annual Employee Survey	71%	16%	13%
2008 Federal Human Capital Survey	61%	25%	14%
Difference in Positive Ratings	↑10%		

03 My work gives me a feeling of personal accomplishment.

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2009 OPIC Annual Employee Survey	79%	11%	10%
2008 Federal Human Capital Survey	78%	15%	7%
Difference in Positive Ratings	↑1%		

04 I like the kind of work I do.

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2009 OPIC Annual Employee Survey	82%	11%	7%
2008 Federal Human Capital Survey	88%	11%	2%
Difference in Positive Ratings	↓6%		

05 I have trust and confidence in my supervisor.

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2009 OPIC Annual Employee Survey	81%	9%	8%
2008 Federal Human Capital Survey	74%	9%	17%
Difference in Positive Ratings	↑7%		

Overall Work Experience

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

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2009 OPIC Annual Employee Survey	79%	15%	7%
2008 Federal Human Capital Survey	72%	18%	10%
Difference in Positive Ratings	↑7%		

Recruitment, Development, & Retention

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

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2009 OPIC Annual Employee Survey	84%	9%	5%
2008 Federal Human Capital Survey	83%	11%	7%
Difference in Positive Ratings	↑1%		

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

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2009 OPIC Annual Employee Survey	87%	8%	6%
2008 Federal Human Capital Survey	86%	7%	8%
Difference in Positive Ratings	↑1%		

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

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2009 OPIC Annual Employee Survey	82%	9%	8%
2008 Federal Human Capital Survey	71%	15%	14%
Difference in Positive Ratings	↑11%		

10 My workload is reasonable.

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2009 OPIC Annual Employee Survey	79%	8%	12%
2008 Federal Human Capital Survey	70%	15%	14%
Difference in Positive Ratings	↑9%		

11 My talents are used well in the workplace.

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2009 OPIC Annual Employee Survey	75%	12%	13%
2008 Federal Human Capital Survey	62%	22%	16%
Difference in Positive Ratings	↑13%		

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

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2009 OPIC Annual Employee Survey	92%	4%	4%
2008 Federal Human Capital Survey	93%	4%	4%
Difference in Positive Ratings	↓1%		

13 The work I do is important.

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2009 OPIC Annual Employee Survey	89%	7%	4%
2008 Federal Human Capital Survey	91%	8%	1%
Difference in Positive Ratings	↓2%		

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

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2009 OPIC Annual Employee Survey	94%	3%	4%
2008 Federal Human Capital Survey	95%	4%	2%
Difference in Positive Ratings	↓1%		

Performance Culture

15 *Promotions in my work unit are based on merit.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2009 OPIC Annual Employee Survey	56%	15%	12%
2008 Federal Human Capital Survey	48%	24%	23%
Difference in Positive Ratings	↑8%		

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

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2009 OPIC Annual Employee Survey	38%	23%	15%
2008 Federal Human Capital Survey	42%	30%	16%
Difference in Positive Ratings	↓4%		

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

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2009 OPIC Annual Employee Survey	55%	21%	18%
2008 Federal Human Capital Survey	44%	30%	19%
Difference in Positive Ratings	↑9%		

18 *Creativity and innovation are rewarded.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2009 OPIC Annual Employee Survey	58%	21%	14%
2008 Federal Human Capital Survey	48%	20%	30%
Difference in Positive Ratings	↑10%		

19 *Pay raises depend on how well employees perform their jobs.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2009 OPIC Annual Employee Survey	41%	25%	15%
2008 Federal Human Capital Survey	39%	30%	25%
Difference in Positive Ratings	↑2%		

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

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2009 OPIC Annual Employee Survey	42%	19%	20%
2008 Federal Human Capital Survey	35%	27%	31%
Difference in Positive Ratings	↑7%		

21 *My performance appraisal is a fair reflection of my performance.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2009 OPIC Annual Employee Survey	66%	9%	11%
2008 Federal Human Capital Survey	76%	9%	13%
Difference in Positive Ratings	↓10%		

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

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2009 OPIC Annual Employee Survey	65%	15%	12%
2008 Federal Human Capital Survey	60%	27%	13%
Difference in Positive Ratings	↑5%		

23 *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).*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2009 OPIC Annual Employee Survey	59%	11%	16%
2008 Federal Human Capital Survey	71%	10%	16%
Difference in Positive Ratings	↓12%		

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

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2009 OPIC Annual Employee Survey	75%	14%	5%
2008 Federal Human Capital Survey	75%	19%	5%
Difference in Positive Ratings	no change		

Leadership

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

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2009 OPIC Annual Employee Survey	70%	19%	9%
2008 Federal Human Capital Survey	53%	30%	17%
Difference in Positive Ratings	↑17%		

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

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2009 OPIC Annual Employee Survey	65%	21%	13%
2008 Federal Human Capital Survey	41%	24%	32%
Difference in Positive Ratings	↑24%		

27 *Managers communicate the goals and priorities of the organization.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2009 OPIC Annual Employee Survey	74%	15%	11%
2008 Federal Human Capital Survey	68%	16%	14%
Difference in Positive Ratings	↑6%		

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

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2009 OPIC Annual Employee Survey	70%	16%	9%
2008 Federal Human Capital Survey	62%	17%	13%
Difference in Positive Ratings	↑8%		

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

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2009 OPIC Annual Employee Survey	94%	6%	5%
2008 Federal Human Capital Survey	92%	7%	0%
Difference in Positive Ratings	↑2%		

30 *My organization has prepared employees for potential security threats.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2009 OPIC Annual Employee Survey	87%	6%	5%
2008 Federal Human Capital Survey	91%	6%	3%
Difference in Positive Ratings	↓4%		

Learning (Knowledge Management)

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

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2009 OPIC Annual Employee Survey	77%	11%	11%
2008 Federal Human Capital Survey	75%	8%	17%
Difference in Positive Ratings	↑2%		

32 *My training needs are assessed.*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2009 OPIC Annual Employee Survey	56%	15%	21%
2008 Federal Human Capital Survey	39%	23%	37%
Difference in Positive Ratings	↑17%		

Job Satisfaction

33 *How satisfied are you with your decisions that affect your work?*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2009 OPIC Annual Employee Survey	64%	21%	13%
2008 Federal Human Capital Survey	57%	22%	20%
Difference in Positive Ratings	↑7%		

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

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2009 OPIC Annual Employee Survey	70%	15%	14%
2008 Federal Human Capital Survey	63%	17%	20%
Difference in Positive Ratings	↑7%		

35 *How satisfied are you with the recognition you receive for doing a good job?*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2009 OPIC Annual Employee Survey	64%	16%	17%
2008 Federal Human Capital Survey	57%	18%	26%
Difference in Positive Ratings	↑7%		

36 *How satisfied are you with the policies and practices of your senior leaders?*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2009 OPIC Annual Employee Survey	67%	18%	12%
2008 Federal Human Capital Survey	51%	29%	19%
Difference in Positive Ratings	↑16%		

37 *How satisfied are you with your opportunity to get a better job in your organization?*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2009 OPIC Annual Employee Survey	42%	19%	33%
2008 Federal Human Capital Survey	28%	42%	31%
Difference in Positive Ratings	↑14%		

38 *How satisfied are you with the training you receive for your present job?*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2009 OPIC Annual Employee Survey	62%	21%	14%
2008 Federal Human Capital Survey	48%	26%	26%
Difference in Positive Ratings	↑14%		

39 *Considering everything, how satisfied are you with your job?*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2009 OPIC Annual Employee Survey	84%	4%	12%
2008 Federal Human Capital Survey	76%	14%	10%
Difference in Positive Ratings	↑8%		

40 *Considering everything, how satisfied are you with your pay?*

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2009 OPIC Annual Employee Survey	59%	15%	26%
2008 Federal Human Capital Survey	59%	17%	23%
Difference in Positive Ratings	no change		