

TRADE AND DEVELOPMENT AGENCY
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	89.3	11	12	2	0	1	26	NA
	%		45.2	44.1	6.7	0.0	4.0	100.0	
2. I have enough information to do my job well.	N	93.1	12	12	2	0	0	26	NA
	%		49.1	44.0	6.9	0.0	0.0	100.0	
3. I feel encouraged to come up with new and better ways of doing things.	N	92.6	11	13	1	0	1	26	NA
	%		44.6	47.9	3.5	0.0	4.0	100.0	
*4. My work gives me a feeling of personal accomplishment.	N	92.6	13	11	0	1	1	26	NA
	%		51.7	40.9	0.0	3.4	4.0	100.0	
*5. I like the kind of work I do.	N	92.6	16	8	0	1	1	26	NA
	%		62.8	29.8	0.0	3.4	4.0	100.0	
6. I know what is expected of me on the job.	N	100.0	12	14	0	0	0	26	NA
	%		48.2	51.8	0.0	0.0	0.0	100.0	
7. When needed I am willing to put in the extra effort to get a job done.	N	100.0	20	6	0	0	0	26	NA
	%		78.3	21.7	0.0	0.0	0.0	100.0	
8. I am constantly looking for ways to do my job better.	N	96.0	16	9	1	0	0	26	NA
	%		63.6	32.5	4.0	0.0	0.0	100.0	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N	85.8	8	13	2	1	1	25	0
	%		34.5	51.3	7.2	3.6	3.4	100.0	
*10. My workload is reasonable.	N	70.9	5	12	0	7	1	25	0
	%		21.3	49.6	0.0	25.7	3.4	100.0	
*11. My talents are used well in the workplace.	N	66.2	8	7	5	3	1	24	0
	%		37.2	29.0	19.2	10.3	4.3	100.0	
*12. I know how my work relates to the agency's goals and priorities.	N	100.0	13	12	0	0	0	25	0
	%		54.1	45.9	0.0	0.0	0.0	100.0	
*13. The work I do is important.	N	88.7	15	7	2	1	0	25	0
	%		61.3	27.4	7.2	4.1	0.0	100.0	
*14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N	93.1	18	6	1	1	0	26	0
	%		68.9	24.2	3.5	3.4	0.0	100.0	
*15. My performance appraisal is a fair reflection of my performance.	N	92.9	17	6	0	2	0	25	1
	%		69.5	23.4	0.0	7.1	0.0	100.0	
16. I am held accountable for achieving results.	N	96.5	13	12	1	0	0	26	0
	%		51.3	45.2	3.5	0.0	0.0	100.0	

*AES prescribed items

** Sum of responses excluding DNK/NBJ

Sample or Census: Census

Number of Employees Selected: 36

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17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N %	95.8	15 61.3	9 34.5	0 0.0	1 4.2	0 0.0	25 100.0	1
*18. My training needs are assessed.	N %	75.6	11 45.7	7 29.9	3 9.9	4 14.5	0 0.0	25 100.0	1
*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 %	81.7	11 46.0	9 35.7	3 11.2	2 7.1	0 0.0	25 100.0	1
*20. The people I work with cooperate to get the job done.	N %	100.0	13 51.6	12 48.4	0 0.0	0 0.0	0 0.0	25 100.0	NA
*21. My work unit is able to recruit people with the right skills.	N %	95.6	13 57.0	10 38.6	1 4.4	0 0.0	0 0.0	24 100.0	2
*22. Promotions in my work unit are based on merit.	N %	73.8	11 48.2	6 25.6	4 14.7	2 7.3	1 4.3	24 100.0	2
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N %	71.5	4 24.9	9 46.6	4 20.0	0 0.0	2 8.5	19 100.0	7
*24. In my work unit, differences in performance are recognized in a meaningful way.	N %	56.1	7 34.2	5 22.0	6 24.2	4 16.0	1 3.7	23 100.0	3
25. Awards in my work unit depend on how well employees perform their jobs.	N %	65.2	8 40.6	5 24.6	6 25.9	1 4.1	1 4.8	21 100.0	5
26. Employees in my work unit share job knowledge with each other.	N %	100.0	13 52.7	13 47.3	0 0.0	0 0.0	0 0.0	26 100.0	0
27. The skill level in my work unit has improved in the past year.	N %	84.3	10 42.5	10 41.7	4 15.7	0 0.0	0 0.0	24 100.0	2
		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 %	100.0	20 77.1	6 22.9	0 0.0	0 0.0	0 0.0	26 100.0	NA
		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 %	93.2	12 49.1	12 44.2	2 6.8	0 0.0	0 0.0	26 100.0	0

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*30. Employees have a feeling of personal empowerment with respect to work processes.	N	78.2	8	11	3	2	1	25	1
	%		33.9	44.3	11.1	7.8	2.9	100.0	
31. Employees are recognized for providing high quality products and services.	N	75.6	8	11	4	3	0	26	0
	%		34.3	41.3	14.2	10.2	0.0	100.0	
*32. Creativity and innovation are rewarded.	N	79.0	8	12	5	1	0	26	0
	%		32.5	46.5	17.1	4.0	0.0	100.0	
*33. Pay raises depend on how well employees perform their jobs.	N	65.7	7	8	6	2	1	24	2
	%		30.8	34.9	22.7	7.3	4.3	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	78.7	9	8	4	1	0	22	4
	%		44.4	34.4	17.3	4.0	0.0	100.0	
*35. Employees are protected from health and safety hazards on the job.	N	100.0	16	10	0	0	0	26	0
	%		62.7	37.3	0.0	0.0	0.0	100.0	
*36. My organization has prepared employees for potential security threats.	N	82.3	13	8	3	2	0	26	0
	%		52.4	29.9	10.4	7.4	0.0	100.0	
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N	57.6	10	3	4	5	2	24	2
	%		45.1	12.4	15.1	18.5	8.7	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	91.8	14	6	0	2	0	22	4
	%		66.7	25.1	0.0	8.2	0.0	100.0	
39. My agency is successful at accomplishing its mission.	N	96.0	18	7	1	0	0	26	0
	%		69.2	26.9	4.0	0.0	0.0	100.0	
40. I recommend my organization as a good place to work.	N	96.0	15	10	0	0	1	26	NA
	%		58.8	37.3	0.0	0.0	4.0	100.0	
41. I believe the results of this survey will be used to make my agency a better place to work.	N	88.8	10	11	2	0	1	24	2
	%		45.8	43.0	6.9	0.0	4.3	100.0	
*42. My supervisor supports my need to balance work and other life issues.	N	93.1	14	10	1	1	0	26	0
	%		58.0	35.1	3.5	3.4	0.0	100.0	
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N	93.8	14	10	0	1	1	26	0
	%		55.6	38.2	0.0	3.4	2.8	100.0	
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N	86.6	13	8	2	1	1	25	1
	%		55.9	30.7	7.0	3.5	2.9	100.0	

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45. My supervisor/team leader is committed to a workforce representative of all segments of society.	N	96.8	13	8	1	0	0	22	4
	%		61.0	35.8	3.2	0.0	0.0	100.0	
46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N	79.5	11	9	3	2	1	26	0
	%		45.3	34.2	10.8	6.9	2.8	100.0	
*47. Supervisors/team leaders in my work unit support employee development.	N	90.3	17	6	2	0	1	26	0
	%		66.9	23.4	6.9	0.0	2.8	100.0	
48. My supervisor/team leader listens to what I have to say.	N	89.8	19	4	2	0	1	26	NA
	%		75.4	14.4	7.4	0.0	2.8	100.0	
49. My supervisor/team leader treats me with respect.	N	89.8	19	4	1	2	0	26	NA
	%		75.4	14.4	4.0	6.2	0.0	100.0	
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N	82.5	13	8	1	4	0	26	NA
	%		54.5	28.0	3.4	14.1	0.0	100.0	
*51. I have trust and confidence in my supervisor.	N	89.8	18	5	1	1	1	26	NA
	%		72.1	17.7	4.0	3.4	2.8	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	93.8	19	5	1	1	0	26	NA
	%		75.5	18.3	3.4	2.8	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
*53. In my organization, leaders generate high levels of motivation and commitment in the workforce.	N	85.1	10	12	3	0	1	26	0
	%		41.8	43.3	11.0	0.0	4.0	100.0	
54. My organization's leaders maintain high standards of honesty and integrity.	N	88.6	11	12	2	0	1	26	0
	%		45.7	42.9	7.5	0.0	4.0	100.0	
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N	95.7	15	8	0	1	0	24	2
	%		63.4	32.3	0.0	4.3	0.0	100.0	
*56. Managers communicate the goals and priorities of the organization.	N	96.7	11	14	0	1	0	26	0
	%		44.2	52.6	0.0	3.3	0.0	100.0	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N	100.0	14	12	0	0	0	26	0
	%		56.0	44.0	0.0	0.0	0.0	100.0	

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58. Managers promote communication among different work units (for example, about projects, goals, needed resources).	N %	87.0	12 48.6	10 38.4	1 3.5	3 9.5	0 0.0	26 100.0	0
59. Managers support collaboration across work units to accomplish work objectives.	N %	93.1	13 52.5	11 40.6	1 3.5	1 3.4	0 0.0	26 100.0	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 %	92.4	14 58.1	9 34.3	1 3.5	0 0.0	1 4.1	25 100.0	1
		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 %	85.1	12 48.5	10 36.6	3 11.0	0 0.0	1 4.0	26 100.0	0
62. Senior leaders demonstrate support for Work/Life programs.	N %	71.6	10 40.6	8 31.0	4 14.7	3 10.3	1 3.4	26 100.0	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 %	81.8	10 43.3	10 38.5	3 10.5	2 7.6	0 0.0	25 100.0	NA
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N %	81.8	9 39.3	11 42.5	1 3.6	2 6.9	2 7.7	25 100.0	NA
*65. How satisfied are you with the recognition you receive for doing a good job?	N %	75.3	11 46.8	7 28.5	2 6.5	5 18.2	0 0.0	25 100.0	NA
*66. How satisfied are you with the policies and practices of your senior leaders?	N %	65.6	9 39.7	7 25.9	7 26.7	1 3.5	1 4.1	25 100.0	NA
*67. How satisfied are you with your opportunity to get a better job in your organization?	N %	43.3	7 30.7	3 12.6	4 16.1	8 29.5	3 11.1	25 100.0	NA
*68. How satisfied are you with the training you receive for your present job?	N %	60.4	8 34.1	6 26.3	6 21.9	5 17.7	0 0.0	25 100.0	NA

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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		10	12	2	0	1	25	NA
	%	89.0	43.2	45.7	6.9	0.0	4.1	100.0	
*70. Considering everything, how satisfied are you with your pay?	N		6	13	3	1	2	25	NA
	%	73.9	24.7	49.2	14.4	4.2	7.5	100.0	
71. Considering everything, how satisfied are you with your organization?	N		12	11	1	0	1	25	NA
	%	92.3	49.7	42.6	3.6	0.0	4.1	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		15	61.9
No		8	31.1
Not sure		2	7.1
Total		25	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.		0	0.0
I telework, but no more than 1 or 2 days per month.		1	3.6
I telework very infrequently, on an unscheduled or short-term basis.		17	66.7
I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).		0	0.0
I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.		0	0.0
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.		5	20.7
I do not telework because I choose not to telework.		2	9.0
Total		25	100.0

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

	N	%
Yes	2	9.8
No	7	31.0
Not available to me	15	59.2
Total	24	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	9	35.2
No	14	57.7
Not available to me	2	7.1
Total	25	100.0

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

	N	%
Yes	9	35.8
No	13	53.6
Not available to me	3	10.7
Total	25	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	0	0.0
No	15	65.5
Not available to me	8	34.5
Total	23	100.0

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

	N	%
Yes	0	0.0
No	18	75.4
Not available to me	6	24.6
Total	24	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	27.0	2	3	5	6	4	20	5
	%		12.3	14.6	26.0	28.1	19.0	100.0	
80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	N	22.1	1	2	2	4	7	16	8
	%		6.8	15.3	10.6	24.9	42.4	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	66.0	1	12	4	3	0	20	4
	%		5.4	60.6	20.1	13.9	0.0	100.0	
82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	N	69.9	2	9	5	0	0	16	9
	%		13.1	56.8	30.1	0.0	0.0	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	29.3	1	0	2	0	1	4	21
	%		29.3	0.0	45.8	0.0	24.9	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	39.0	1	0	2	0	0	3	22
	%		39.0	0.0	61.0	0.0	0.0	100.0	

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Surveys Completed: 26
Response Rate: 72.2%

Initial analysis of the 2011 Employee Viewpoint Survey demonstrates that USTDA continues its past record of exceeding the Government-wide survey response rate by a substantial amount- 72 percent to 49 percent.

Significantly, of the 77 questions for which positive responses were calculated and highlighted in the survey, 38 percent were in the 90 to 100 percent positive range. If the range of positive responses is extended to encompass those from 70 to 100 percent, 58 percent of the responses were significantly positive. These are encouraging and useful results.

In its review of USTA's survey results, the Office of Personnel Management noted the five questions that received the highest percentage positive responses (questions 7, 12, 20, 26, and 35), which OPM deems to represent agency strengths. These questions relate primarily to employee perceptions of their work and how they interact in their work units. All five questions received positive responses of 100 percent, which exceeded Government-wide percentages for these survey questions. OPM also noted the five questions which received the highest percentage negative responses (questions 10, 37, 67, 79, and 80), which OPM deems to represent agency challenges. The questions relate to perceptions of Work/Life programs, opportunities for advancement, work load and arbitrary actions. These questions will receive further analysis on which to base improvement actions. With regard to question 79 regarding telework, approximately three weeks after the survey concluded, the agency promulgated a revised telework policy for which 62 percent of agency employees have registered to participate in the program and have taken the requisite training. The results will be monitored in the coming year.

The results for the metrics that measure progress toward Human Capital Assessment and Accountability (HCAFF) objectives were excellent. The agency results for Leadership and Knowledge Management, Results-oriented performance Culture, Talent Management, and Job Satisfaction substantially exceeded Government-wide results and will be useful in developing Human Capital Plan objectives.

As is the agency practice, survey results will be addressed in all-employee staff meetings and further analysis will be conducted to determine areas which will be targeted for improvement.