

# FEDERAL ENERGY REGULATORY COMMISSION

## About this report

Part of delivering a world-class Federal workforce is acknowledging that our employees are our greatest asset. It is for this reason that we focus on employee perceptions regarding critical areas of their work lives: areas which drive employee satisfaction, commitment, and ultimately retention in the workforce.

This report highlights your agency's areas of strengths and challenges, identifies areas of progress and opportunities for improvement. Your agency's 2011 results are compared with both the 2011 Governmentwide results and your agency's 2010 survey results. These results allow agency leaders and employees to reflect on past accomplishments while setting priorities for the future.





















## WHO RESPONDED

FERC 71% response rate GOVERNMENTWIDE 49% response rate


## STRENGTHS AND CHALLENGES

 STRENGTHS
  CHALLENGES
  GOVERNMENTWIDE










Your agency's 5 highest % positive and % negative ratings, including the 2011 Governmentwide percentage for comparison.

7. When needed I am willing to put in the extra effort to get a job done.	 97%	 97%	33. Pay raises depend on how well employees perform their jobs.	 35%	 47%
80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	 91%	 61%	23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	 34%	 41%
8. I am constantly looking for ways to do my job better.	 89%	 92%	79. How satisfied are you with the following Work/Life programs in your agency? Telework	 33%	 23%
50. In the last six months, my supervisor/team leader has talked with me about my performance.	 89%	 77%	24. In my work unit, differences in performance are recognized in a meaningful way.	 29%	 34%
42. My supervisor supports my need to balance work and other life issues.	 86%	 77%	67. How satisfied are you with your opportunity to get a better job in your organization?	 28%	 32%

## INCREASES AND DECREASES

 INCREASE
  DECREASE

Up to 5 items with positive ratings that increased or decreased at least 5 percentage points from 2010 to 2011.

	2010	2011	Diff.		2010	2011	Diff.
79. How satisfied are you with the following Work/Life programs in your agency? Telework	31%	44%	 +13	84. How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	42%	16%	 -26
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	68%	73%	 +5	82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	58%	34%	 -24
45. My supervisor/team leader is committed to a workforce representative of all segments of society.	66%	71%	 +5	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)	46%	29%	 -17
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).	61%	66%	 +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)	83%	74%	 -9
				70. Considering everything, how satisfied are you with your pay?	71%	63%	 -8

## HUMAN CAPITAL ASSESSMENT AND ACCOUNTABILITY FRAMEWORK (HCAAF)

The HCAAF indices provide consistent metrics for measuring progress toward HCAAF objectives. Here are your agency results compared with the Governmentwide results.

 FERC  
 GOVERNMENTWIDE

### LEADERSHIP & KNOWLEDGE MANAGEMENT



### RESULTS-ORIENTED PERFORMANCE CULTURE



### TALENT MANAGEMENT



### JOB SATISFACTION



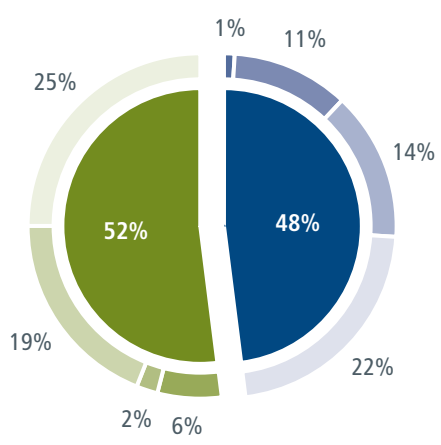
### YOUR AGENCY RANKINGS (OUT OF 37 AGENCIES)

**5th** on Leadership & Knowledge Management  
**7th** on Talent Management

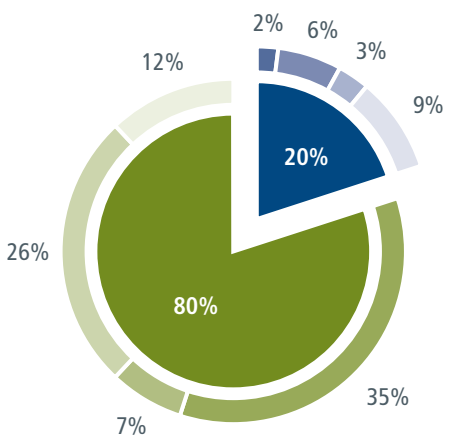
**7th** on Results-Oriented Performance Culture  
**24th** on Job Satisfaction

## TELEWORK





### FERC







### GOVERNMENTWIDE



### TELEWORK

-  I telework 3 or more days per week.
-  I telework 1 or 2 days per week.
-  I telework, but no more than 1 or 2 days per month.
-  I telework very infrequently, on an unscheduled or short-term basis.

### DO NOT TELEWORK

-  I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).
-  I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.
-  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.
-  I do not telework because I choose not to telework.

Note: The sum of percentages may not add to 100 due to rounding.



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