

2007 Annual Employee Survey Results Broadcasting Board of Governors

- 1. Interpretation of Results:** The 2007 Annual Employee Survey was conducted for the Broadcasting Board of Governors by the Office of Personnel Management. The survey was designed to assess employee perceptions on a variety of work-related issues. Forty-one percent of our workforce completed the survey.

The Board of Governors and senior agency management appreciate the participation of those employees who completed the survey.

Results of the 2007 survey of Chief Financial Officer (CFO), General Counsel (GC), Broadcasting Board of Governors (BBG) staff, International Broadcasting Bureau (IBB), Voice of America (VOA) and Office of Cuba Broadcasting (OCB) employees came in with a clear message: employees like their work and believe it is important, but remain concerned about a number of serious issues.

The Board, IBB, VOA and OCB management acknowledge the feedback and remain committed to continuing to address these issues.

- 2. How the survey was conducted:** The survey was conducted online from November 5, 2007 to November 30, 2007.
- 3. Description of sample:** All 1742 full-time permanent employees of the agency were surveyed.
- 4. Survey items and response choices:** See the tables on the following pages.
- 5. Number of employees surveyed, number who responded, and representativeness of respondents:** Of the 1742 employees surveyed, 708 responded, for a 41% response rate. These respondents are representative of the population except for supervisory status. A higher percentage of supervisors responded to the survey compared to the population, and a lower percentage of non-supervisors took the survey compared to the population. In addition, more survey respondents indicated they were team leaders than exist in the population.

**2007 Annual Employee Survey Results for
Broadcasting Board of Governors
All Respondents**

Surveys Sent: 1742

Surveys Returned: 708

Response Rate: 41%

Prescribed Questions: Personal Work Experiences								
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree		Total
1. The people I work with cooperate to get the job done.	Frequencies	170	366	68	60	27		691
	Percentages	24.6%	53.0%	9.8%	8.7%	3.9%		100.0%
2. I am given a real opportunity to improve my skills in my organization.	Frequencies	103	224	144	129	102		702
	Percentages	14.7%	31.9%	20.5%	18.4%	14.5%		100.0%
3. My work gives me a feeling of personal accomplishment.	Frequencies	187	292	103	64	55		701
	Percentages	26.7%	41.7%	14.7%	9.1%	7.8%		100.0%
4. I like the kind of work I do.	Frequencies	296	297	64	24	14		695
	Percentages	42.6%	42.7%	9.2%	3.5%	2.0%		100.0%
5. I have trust and confidence in my supervisor.	Frequencies	158	221	120	106	95		700
	Percentages	22.6%	31.6%	17.1%	15.1%	13.6%		100.0%
Item Text		Very Good	Good	Fair	Poor	Very Poor		Total
6. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	Frequencies	162	209	156	96	75		698
	Percentages	23.2%	29.9%	22.3%	13.8%	10.7%		100.0%

Prescribed Questions: Recruitment, Development, & Retention								
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
7. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	Frequencies	106	301	119	115	46	15	702
	Percentages	15.1%	42.9%	17.0%	16.4%	6.6%	2.1%	100.0%
8. My work unit is able to recruit people with the right skills.	Frequencies	70	210	139	162	98	21	700
	Percentages	10.0%	30.0%	19.9%	23.1%	14.0%	3.0%	100.0%
9. I know how my work relates to the agency's goals and priorities.	Frequencies	252	257	66	70	33	20	698
	Percentages	36.1%	36.8%	9.5%	10.0%	4.7%	2.9%	100.0%
10. The work I do is important.	Frequencies	369	226	49	15	16	25	700
	Percentages	52.7%	32.3%	7.0%	2.1%	2.3%	3.6%	100.0%
11. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	Frequencies	126	228	121	138	71	6	690
	Percentages	18.3%	33.0%	17.5%	20.0%	10.3%	0.9%	100.0%
12. Supervisors/team leaders in my work unit support employee development.	Frequencies	123	214	131	122	95	13	698
	Percentages	17.6%	30.7%	18.8%	17.5%	13.6%	1.9%	100.0%
13. My talents are used well in the workplace.	Frequencies	163	218	98	115	99	10	703
	Percentages	23.2%	31.0%	13.9%	16.4%	14.1%	1.4%	100.0%
14. My training needs are assessed.	Frequencies	72	161	141	172	130	23	699
	Percentages	10.3%	23.0%	20.2%	24.6%	18.6%	3.3%	100.0%

Prescribed Questions: Performance Culture								
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
15. Promotions in my work unit are based on merit.	Frequencies	69	139	142	98	189	63	700
	Percentages	9.9%	19.9%	20.3%	14.0%	27.0%	9.0%	100.0%
16. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	Frequencies	43	133	160	129	166	68	699
	Percentages	6.2%	19.0%	22.9%	18.5%	23.7%	9.7%	100.0%
17. Creativity and innovation are rewarded.	Frequencies	63	159	138	140	173	26	699
	Percentages	9.0%	22.7%	19.7%	20.0%	24.7%	3.7%	100.0%
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	No Basis to Judge	Total
18. In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (e.g., Fully Successful, Outstanding).	Frequencies	133	248	107	62	56	92	698
	Percentages	19.1%	35.5%	15.3%	8.9%	8.0%	13.2%	100.0%
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
19. In my work unit, differences in performance are recognized in a meaningful way.	Frequencies	40	165	143	158	147	40	693
	Percentages	5.8%	23.8%	20.6%	22.8%	21.2%	5.8%	100.0%
20. Pay raises depend on how well employees perform their jobs.	Frequencies	26	87	128	171	222	64	698
	Percentages	3.7%	12.5%	18.3%	24.5%	31.8%	9.2%	100.0%
21. My performance appraisal is a fair reflection of my performance.	Frequencies	142	267	120	60	61	51	701
	Percentages	20.3%	38.1%	17.1%	8.6%	8.7%	7.3%	100.0%
22. Discussions with my supervisor/ team leader	Frequencies	109	220	146	99	92	34	700

about my performance are worthwhile.	Percentages	15.6%	31.4%	20.9%	14.1%	13.1%	4.9%	100.0%
23. Managers/supervisors/team leaders work well with employees of different backgrounds.	Frequencies	103	241	159	78	84	31	696
	Percentages	14.8%	34.6%	22.8%	11.2%	12.1%	4.5%	100.0%
24. My supervisor supports my need to balance work and family issues.	Frequencies	229	260	99	38	50	24	700
	Percentages	32.7%	37.1%	14.1%	5.4%	7.1%	3.4%	100.0%

Prescribed Questions: Leadership								
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
25. I have a high level of respect for my organization's senior leaders.	Frequencies	83	176	142	135	149	16	701
	Percentages	11.8%	25.1%	20.3%	19.3%	21.3%	2.3%	100.0%
26. In my organization, leaders generate high levels of motivation and commitment in the workforce.	Frequencies	36	131	156	166	190	19	698
	Percentages	5.2%	18.8%	22.3%	23.8%	27.2%	2.7%	100.0%
27. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	Frequencies	37	165	172	107	126	87	694
	Percentages	5.3%	23.8%	24.8%	15.4%	18.2%	12.5%	100.0%
28. Employees are protected from health and safety hazards on the job.	Frequencies	76	278	169	90	54	35	702
	Percentages	10.8%	39.6%	24.1%	12.8%	7.7%	5.0%	100.0%
29. Employees have a feeling of personal empowerment with respect to work processes.	Frequencies	35	154	168	166	148	25	696
	Percentages	5.0%	22.1%	24.1%	23.9%	21.3%	3.6%	100.0%
30. My workload is reasonable.	Frequencies	79	345	115	95	61	5	700
	Percentages	11.3%	49.3%	16.4%	13.6%	8.7%	0.7%	100.0%
31. Managers communicate the goals and priorities of the organization.	Frequencies	56	198	155	143	131	16	699
	Percentages	8.0%	28.3%	22.2%	20.5%	18.7%	2.3%	100.0%
32. My organization has prepared employees for potential security threats.	Frequencies	49	253	178	105	83	34	702
	Percentages	7.0%	36.0%	25.4%	15.0%	11.8%	4.8%	100.0%

Prescribed Questions: Job Satisfaction								
Item Text		Very Satisfied	Satisfied	Neither	Dis-satisfied	Very Dis-satisfied		Total
33. How satisfied are you with the information you receive from management on what's going on in your organization?	Frequencies	30	164	142	187	169		692
	Percentages	4.3%	23.7%	20.5%	27.0%	24.4%		100.0%
34. How satisfied are you with your involvement in decisions that affect your work?	Frequencies	46	159	139	170	182		696
	Percentages	6.6%	22.8%	20.0%	24.4%	26.1%		100.0%
35. How satisfied are you with your opportunity to get a better job in your organization?	Frequencies	38	116	204	142	193		693
	Percentages	5.5%	16.7%	29.4%	20.5%	27.8%		100.0%
36. How satisfied are you with the recognition you receive for doing a good job?	Frequencies	63	193	132	146	163		697
	Percentages	9.0%	27.7%	18.9%	20.9%	23.4%		100.0%
37. How satisfied are you with the policies and practices of your senior leaders?	Frequencies	32	134	173	177	177		693
	Percentages	4.6%	19.3%	25.0%	25.5%	25.5%		100.0%
38. How satisfied are you with the training you receive for your present job?	Frequencies	47	203	193	130	122		695
	Percentages	6.8%	29.2%	27.8%	18.7%	17.6%		100.0%
39. Considering everything, how satisfied are you with your job?	Frequencies	100	274	157	85	75		691
	Percentages	14.5%	39.7%	22.7%	12.3%	10.9%		100.0%
40. Considering everything, how satisfied are you with your pay?	Frequencies	90	282	143	119	60		694
	Percentages	13.0%	40.6%	20.6%	17.1%	8.6%		100.0%

**Comparison of Results 2006 to 2007 Survey
(Percentage of Positive Responses)**

	<u>2006</u>	<u>2007</u>
<u>Questions</u>		
1. The people I work with cooperate to get the job done.	79	78
2. I am given a real opportunity to improve my skills in my organization.	46	47
3. My work gives me a feeling of personal accomplishment.	65	68
4. I like the kind of work I do.	85	85
5. I have trust and confidence in my supervisor.	50	54
6. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	53	53
7. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	59	58
8. My work unit is able to recruit people with the right skills.	35	40
9. I know how my work relates to the agency's goals and priorities.	73	73
10. The work I do is important.	86	85
11. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	51	51

12. Supervisors/team leaders in my work unit support employee development.	48	48
13. My talents are used well in the workplace.	53	54
14. My training needs are assessed.	27	33
15. Promotions in my work unit are based on merit.	24	30
16. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	22	25
17. Creativity and innovation are rewarded.	26	32
18. In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (e.g., Fully Successful, Outstanding).	n/a	55
19. In my work unit, differences in performance are recognized in a meaningful way.	19	30
20. Pay raises depend on how well employees perform their jobs.	13	16
21. My performance appraisal is a fair reflection of my performance.	61	58
22. Discussions with my supervisor/ team leader about my performance are worthwhile.	46	47
23. Managers/supervisors/team leaders work well with employees	53	49

of different backgrounds.

24. My supervisor supports my need to balance work and family issues.	74	70
25. I have a high level of respect for my organization's senior leaders.	35	37
26. In my organization, leaders generate high levels of motivation and commitment in the workforce.	22	24
27. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	31	29
28. Employees are protected from health and safety hazards on the job.	52	50
29. Employees have a feeling of personal empowerment with respect to work processes.	28	27
30. My workload is reasonable.	59	61
31. Managers communicate the goals and priorities of the organization.	36	36
32. My organization has prepared employees for potential security threats.	50	43
33. How satisfied are you with the information you receive from management on what's going on in your organization?	30	28

34. How satisfied are you with your involvement in decisions that affect your work?	40	29
35. How satisfied are you with your opportunity to get a better job in your organization?	20	22
36. How satisfied are you with the recognition you receive for doing a good job?	35	37
37. How satisfied are you with the policies and practices of your senior leaders?	25	24
38. How satisfied are you with the training you receive for your present job?	38	36
39. Considering everything, how satisfied are you with your job?	56	54
40. Considering everything, how satisfied are you with your pay?	58	54
AVERAGE PERCENTAGE OF POSITIVE RESPONSE TO THE 39 QUESTIONS ON BOTH SURVEYS	45.2	45.5

Demographic Information

Supervisory Status	Percent of Total Agency Population	Percent of Total Respondents
Non-supervisor	82%	55%
Team Leader	Less than 1%	18%
Supervisor & Manager*	17%	25%
Executive	1%	2%
Gender		
Male	62%	60%
Female	38%	40%
Are you: Hispanic or Latino		
Yes	9%	7%
No	91%	93%
Racial Category		
White	61%	64%
Black or African-American	22%	20%
Native Hawaiian or Other Pacific Islander	Less than 1%	Less than 1%
Asian	17%	13%
American Indian or Alaska Native	Less than 1%	1%
Two or more races (not Hispanic or Latino)	Less than 1%	2%

*Note that the response options for Supervisory Status, Supervisor and Manager, were combined for this report in order to compare responses to the survey to the population.

Sub-Agency	Percent of Total Agency Population	Percent of Total Respondents
BBG Chief Financial Officer	2%	4%
BBG Office of General Counsel	Less than 1%	Less than 1%
BBG Board Staff	1%	2%
IBB Office of the Director	2%	4%
VOA Office of the Director	Less than 1%	1%
VOA Operations	15%	13%
VOA Central Programming	10%	13%
VOA Language Programming	40%	30%
OCB Office of the Director	Less than 1%	Less than 1%
OCB Broadcast Operations	5%	2%
OCB Technical Operations	3%	2%
OCB Administration	Less than 1%	Less than 1%
ADPS Office of the Associate Director	Less than 1%	Less than 1%
ADPS Marketing & Program Placement	Less than 1%	1%
ADPS Performance Review	1%	1%
ADPS Public Affairs	Less than 1%	1%
ETS Office of the Director	Less than 1%	1%
ETS Technical Directorate	9%	4%
ETS Information Technology Directorate	4%	5%
ETS Resource Directorate	Less than 1%	1%
ETS Operations Directorate	6%	7%

ADM Office of Human Resources	2%	3%
ADM Office of Contracts	Less than 1%	2%
ADM Office of Security	Less than 1%	1%

Demographics

What is your supervisory status?

	Number of Respondents	Percentage of Total Respondents
Non-Supervisor	379	55%
Team Leader	123	18%
Supervisor	113	16%
Manager	62	9%
Executive	16	2%

Are you...

	N	%
Male	414	60%
Female	274	40%

Are you Hispanic or Latino?

	N	%
Yes	45	7%
No	633	93%

Please select the racial category or categories with which you most closely identify.

	N	%
White	438	64%
Black or African-American	134	20%
Native Hawaiian or other Pacific Islander	2	<1%
Asian	90	13%
American Indian or Alaska Native	5	1%
Two or more races	12	2%

Demographics cont.

What is your agency subcomponent?

	Number of Respondents	Percentage of Total Respondents
BBG Chief Financial Officer	27	4%
BBG Office of General Counsel	3	<1%
BBG Board Staff	11	2%
IBB Office of the Director	30	4%
VOA Office of the Director	8	1%
VOA Operations	86	13%
VOA Central Programming	85	13%
VOA Language Programming	200	30%
OCB Office of the Director	1	<1%
OCB Broadcast Operations	11	2%
OCB Technical Operations	16	2%
OCB Administration	2	<1%
ADPS Office of the Associate Director	2	<1%
ADPS Marketing & Program Placement	9	1%
ADPS Performance Review	10	1%
ADPS Public Affairs	7	1%
ETS Office of the Director	6	1%
ETS Technical Directorate	27	4%
ETS Information Technology Directorate	35	5%
ETS Resource Directorate	6	1%
ETS Operations Directorate	49	7%
ADM Office of Human Resources	17	3%
ADM Office of Contracts	11	2%
ADM Office of Security	10	1%