

# 2012

## Federal Employee Viewpoint Survey Results

EMPLOYEES INFLUENCING CHANGE

TRADE AND DEVELOPMENT AGENCY  
AGENCY RESULTS

UNITED STATES  
OFFICE OF PERSONNEL MANAGEMENT



Over  
**687,000**  
Federal  
Employees'  
Opinions



## U. S. T R A D E A N D D E V E L O P M E N T A G E N C Y

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The annual **Federal Employee Viewpoint Survey (EVS)** is one source of information to measure employees' feelings and attitudes in topic areas such as Talent, Leadership and Knowledge Management, Performance Culture, and Job Satisfaction. The ultimate goal of the survey is to provide agencies with information to build off of strengths and improve challenge areas within the categories of My Work Experience, My Work Unit, My Agency, My Supervisor/Team Leader, Leadership, My Satisfaction, and Work/Life.

The results of the 2012 EVS, administered from April 4, 2012 to May 16, 2012, indicate that USTDA employees continue to have a high degree of motivation and commitment to the mission and goals of the Agency. Across the board, the Agency's results for the 77 questions for which positive responses were calculated are significantly higher than the government-wide averages.

Five questions (Qs 7,12, 26, 28, and 29), dealing with individual effort, knowing how an employee's work relates to Agency goals and priorities, and an assessment of the overall quality of the work performed, received 100% positive (Strongly Agree/Agree) responses. Notably, 80% of responses were in the highly positive range (70% - 100%), including the important indicators of overall job satisfaction and workplace desirability. Once again, USTDA ranked significantly higher than the government as a whole in the three key questions used to calculate the rankings of the agencies in the *Best Places to Work in the Federal Government* index. They are:

1. Q. 40. I recommend my organization as a good place to work. (87.7%)
2. Q. 69. Considering everything, how satisfied are you with your job? (73.7%)
3. Q. 71. Considering everything, how satisfied are you with your organization? (81.0%)

The percentage of positive responses increased for several important indicators dealing with work unit and personal satisfaction, policies and programs to promote diversity, and perceptions of supervisory involvement and support. It is particularly encouraging that the two questions dealing with "Arbitrary Action, Personal Favoritism, and Prohibited Personnel Practices" (Qs 37 and 38) showed positive increases over the 2011 EVS results. Reflecting the implementation of the USTDA Telework Program in 2011, 100% of Agency respondents indicated that they had been notified of their eligibility to telework.

There were a few noteworthy reductions in positive response rates to questions dealing with opportunities for advancement, individual recognition, and personal involvement in decisions affecting work (Q. 3, 47, 63, and 69). While down from the 2011 EVS results, the positive response rates for these questions is still significantly higher than the recent government-wide averages.

USTDA will be incorporating employee feedback from the survey as it creates and revises strategies, policies, and services to ensure the organization has the human capital environment

needed to help employees complete their job's duties and enable USTDA to accomplish its mission.

## TRADE AND DEVELOPMENT AGENCY 2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS

|  |   | 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 |                  | 14             | 5     | 4                          | 1        | 1                 | 25                    | NA                             |
|  | % | 76.5             | 56.4           | 20.1  | 15.2                       | 4.3      | 4.0               | 100.0                 |                                |
| 2. I have enough information to do my job well.  | N |                  | 13             | 11    | 0                          | 1        | 0                 | 25                    | NA                             |
|  | % | 95.7             | 52.7           | 42.9  | 0.0                        | 4.3      | 0.0               | 100.0                 |                                |
| 3. I feel encouraged to come up with new and better ways of doing things.  | N |                  | 16             | 3     | 3                          | 1        | 2                 | 25                    | NA                             |
|  | % | 76.5             | 64.3           | 12.1  | 12.1                       | 4.3      | 7.1               | 100.0                 |                                |
| *4. My work gives me a feeling of personal accomplishment.   | N |                  | 15             | 6     | 1                          | 1        | 2                 | 25                    | NA                             |
|  | % | 85.1             | 60.9           | 24.3  | 4.1                        | 3.6      | 7.1               | 100.0                 |                                |
| *5. I like the kind of work I do.  | N |                  | 15             | 8     | 1                          | 0        | 1                 | 25                    | NA                             |
|  | % | 92.4             | 61.1           | 31.2  | 3.6                        | 0.0      | 4.0               | 100.0                 |                                |
| 6. I know what is expected of me on the job.   | N |                  | 12             | 12    | 1                          | 0        | 0                 | 25                    | NA                             |
|  | % | 96.3             | 49.1           | 47.3  | 3.7                        | 0.0      | 0.0               | 100.0                 |                                |
| 7. When needed I am willing to put in the extra effort to get a job done.  | N |                  | 18             | 6     | 0                          | 0        | 0                 | 24                    | NA                             |
|  | % | 100.0            | 76.1           | 23.9  | 0.0                        | 0.0      | 0.0               | 100.0                 |                                |
| 8. I am constantly looking for ways to do my job better.   | N |                  | 18             | 5     | 0                          | 1        | 0                 | 24                    | NA                             |
|  | % | 95.8             | 76.0           | 19.8  | 0.0                        | 4.2      | 0.0               | 100.0                 |                                |
| 9. I have sufficient resources (for example, people, materials, budget) to get my job done.  | N |                  | 10             | 9     | 1                          | 4        | 1                 | 25                    | 0                              |
|  | % | 77.1             | 40.1           | 37.0  | 3.6                        | 15.6     | 3.7               | 100.0                 |                                |
| *10. My workload is reasonable.  | N |                  | 7              | 10    | 0                          | 6        | 2                 | 25                    | 0                              |
|  | % | 69.1             | 27.9           | 41.2  | 0.0                        | 23.0     | 8.0               | 100.0                 |                                |
| *11. My talents are used well in the workplace.  | N |                  | 10             | 8     | 1                          | 3        | 2                 | 24                    | 0                              |
|  | % | 75.9             | 42.7           | 33.2  | 4.3                        | 12.3     | 7.4               | 100.0                 |                                |
| *12. I know how my work relates to the agency's goals and priorities.  | N |                  | 17             | 8     | 0                          | 0        | 0                 | 25                    | 0                              |
|  | % | 100.0            | 68.8           | 31.2  | 0.0                        | 0.0      | 0.0               | 100.0                 |                                |
| *13. The work I do is important.   | N |                  | 19             | 3     | 1                          | 1        | 1                 | 25                    | 0                              |
|  | % | 88.8             | 77.2           | 11.6  | 4.1                        | 4.0      | 3.1               | 100.0                 |                                |
| *14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well. | N |                  | 19             | 5     | 0                          | 0        | 1                 | 25                    | 0                              |
|  | % | 96.9             | 76.5           | 20.4  | 0.0                        | 0.0      | 3.1               | 100.0                 |                                |
| *15. My performance appraisal is a fair reflection of my performance.  | N |                  | 14             | 8     | 1                          | 2        | 0                 | 25                    | 0                              |
|  | % | 87.4             | 57.6           | 29.9  | 4.1                        | 8.5      | 0.0               | 100.0                 |                                |
| 16. I am held accountable for achieving results.   | N |                  | 15             | 9     | 1                          | 0        | 0                 | 25                    | 0                              |
|  | % | 95.9             | 60.9           | 35.0  | 4.1                        | 0.0      | 0.0               | 100.0                 |                                |

Survey Administration Period: April 4, 2012 to May 16, 2012

Percentages are weighted to represent the Agency's population.

\* AES prescribed items

\*\* Unweighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'

Sample or Census: Census

Number of surveys completed: 25

Number of surveys administered: 34

Response Rate: 73.5%

**TRADE AND DEVELOPMENT AGENCY  
2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS**

|   |   | Percent Positive | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Item Response Total** | Do Not Know/ No Basis to Judge |
|---|---|------------------|----------------|-------|----------------------------|----------|-------------------|-----------------------|--------------------------------|
| 17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.   | N |                  | 14             | 6     | 1                          | 0        | 2                 | 23                    | 2                              |
|   | % | 88.4             | 61.4           | 27.0  | 4.0                        | 0.0      | 7.6               | 100.0                 |                                |
| *18. My training needs are assessed.  | N |                  | 11             | 5     | 3                          | 5        | 1                 | 25                    | 0                              |
|   | % | 64.3             | 44.2           | 20.2  | 12.1                       | 20.4     | 3.1               | 100.0                 |                                |
| *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). | N |                  | 10             | 9     | 2                          | 1        | 0                 | 22                    | 3                              |
|   | % | 86.3             | 46.4           | 39.9  | 8.5                        | 5.2      | 0.0               | 100.0                 |                                |
| *20. The people I work with cooperate to get the job done.  | N |                  | 17             | 7     | 0                          | 1        | 0                 | 25                    | NA                             |
|   | % | 96.9             | 68.1           | 28.7  | 0.0                        | 3.1      | 0.0               | 100.0                 |                                |
| *21. My work unit is able to recruit people with the right skills.  | N |                  | 11             | 9     | 2                          | 0        | 1                 | 23                    | 2                              |
|   | % | 87.7             | 49.5           | 38.2  | 8.9                        | 0.0      | 3.4               | 100.0                 |                                |
| *22. Promotions in my work unit are based on merit.   | N |                  | 8              | 6     | 3                          | 1        | 4                 | 22                    | 3                              |
|   | % | 66.0             | 38.2           | 27.8  | 13.9                       | 4.2      | 15.9              | 100.0                 |                                |
| *23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.   | N |                  | 6              | 5     | 4                          | 0        | 2                 | 17                    | 8                              |
|   | % | 67.2             | 36.8           | 30.3  | 23.7                       | 0.0      | 9.1               | 100.0                 |                                |
| *24. In my work unit, differences in performance are recognized in a meaningful way.  | N |                  | 6              | 3     | 6                          | 1        | 4                 | 20                    | 5                              |
|   | % | 48.2             | 32.9           | 15.4  | 29.8                       | 4.6      | 17.4              | 100.0                 |                                |
| 25. Awards in my work unit depend on how well employees perform their jobs.   | N |                  | 8              | 3     | 5                          | 0        | 3                 | 19                    | 6                              |
|   | % | 61.5             | 44.2           | 17.3  | 25.1                       | 0.0      | 13.4              | 100.0                 |                                |
| 26. Employees in my work unit share job knowledge with each other.  | N |                  | 17             | 8     | 0                          | 0        | 0                 | 25                    | 0                              |
|   | % | 100.0            | 69.1           | 30.9  | 0.0                        | 0.0      | 0.0               | 100.0                 |                                |
| 27. The skill level in my work unit has improved in the past year.  | N |                  | 10             | 7     | 6                          | 0        | 1                 | 24                    | 1                              |
|   | % | 72.9             | 43.7           | 29.2  | 23.9                       | 0.0      | 3.2               | 100.0                 |                                |
|   |   | 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 |                  | 23             | 2     | 0                          | 0        | 0                 | 25                    | NA                             |
|   | % | 100.0            | 91.9           | 8.1   | 0.0                        | 0.0      | 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 |
| *29. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.  | N |                  | 15             | 10    | 0                          | 0        | 0                 | 25                    | 0                              |
|   | % | 100.0            | 60.6           | 39.4  | 0.0                        | 0.0      | 0.0               | 100.0                 |                                |

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\* AES prescribed items

\*\* Unweighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'

## TRADE AND DEVELOPMENT AGENCY 2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS

|  |   | Percent Positive | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Item Response Total** | Do Not Know/ No Basis to Judge |
|--|---|------------------|----------------|-------|----------------------------|----------|-------------------|-----------------------|--------------------------------|
| *30. Employees have a feeling of personal empowerment with respect to work processes.  | N |                  | 10             | 7     | 3                          | 2        | 3                 | 25                    | 0                              |
|  | % | 70.3             | 41.5           | 28.8  | 11.6                       | 8.0      | 10.2              | 100.0                 |                                |
| 31. Employees are recognized for providing high quality products and services.   | N |                  | 10             | 7     | 1                          | 3        | 2                 | 23                    | 2                              |
|  | % | 75.6             | 45.4           | 30.2  | 4.2                        | 13.5     | 6.8               | 100.0                 |                                |
| *32. Creativity and innovation are rewarded.   | N |                  | 12             | 4     | 5                          | 0        | 2                 | 23                    | 2                              |
|  | % | 70.8             | 53.9           | 16.8  | 22.4                       | 0.0      | 6.8               | 100.0                 |                                |
| *33. Pay raises depend on how well employees perform their jobs.   | N |                  | 7              | 5     | 2                          | 3        | 3                 | 20                    | 5                              |
|  | % | 61.5             | 36.7           | 24.8  | 10.0                       | 15.7     | 12.7              | 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 |                  | 7              | 12    | 2                          | 1        | 1                 | 23                    | 2                              |
|  | % | 83.3             | 32.3           | 51.0  | 8.5                        | 4.7      | 3.5               | 100.0                 |                                |
| *35. Employees are protected from health and safety hazards on the job.  | N |                  | 14             | 10    | 0                          | 1        | 0                 | 25                    | 0                              |
|  | % | 96.9             | 56.8           | 40.0  | 0.0                        | 3.1      | 0.0               | 100.0                 |                                |
| *36. My organization has prepared employees for potential security threats.  | N |                  | 11             | 8     | 2                          | 3        | 0                 | 24                    | 1                              |
|  | % | 79.8             | 46.9           | 32.9  | 9.0                        | 11.2     | 0.0               | 100.0                 |                                |
| 37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.  | N |                  | 10             | 6     | 4                          | 0        | 4                 | 24                    | 1                              |
|  | % | 68.9             | 43.3           | 25.6  | 15.1                       | 0.0      | 16.0              | 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 |                  | 14             | 6     | 1                          | 0        | 1                 | 22                    | 3                              |
|  | % | 92.2             | 63.9           | 28.3  | 4.2                        | 0.0      | 3.6               | 100.0                 |                                |
| 39. My agency is successful at accomplishing its mission.  | N |                  | 19             | 5     | 0                          | 0        | 1                 | 25                    | 0                              |
|  | % | 96.0             | 76.5           | 19.6  | 0.0                        | 0.0      | 4.0               | 100.0                 |                                |
| 40. I recommend my organization as a good place to work.   | N |                  | 14             | 7     | 1                          | 1        | 1                 | 24                    | NA                             |
|  | % | 87.7             | 58.3           | 29.4  | 4.9                        | 3.3      | 4.2               | 100.0                 |                                |
| 41. I believe the results of this survey will be used to make my agency a better place to work.  | N |                  | 12             | 8     | 2                          | 0        | 3                 | 25                    | 0                              |
|  | % | 81.4             | 48.9           | 32.5  | 8.4                        | 0.0      | 10.2              | 100.0                 |                                |
| *42. My supervisor supports my need to balance work and other life issues.   | N |                  | 15             | 8     | 1                          | 1        | 0                 | 25                    | 0                              |
|  | % | 92.2             | 60.3           | 31.9  | 4.1                        | 3.6      | 0.0               | 100.0                 |                                |
| 43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.  | N |                  | 10             | 10    | 3                          | 1        | 0                 | 24                    | 1                              |
|  | % | 84.0             | 42.5           | 41.5  | 11.4                       | 4.5      | 0.0               | 100.0                 |                                |
| *44. Discussions with my supervisor/team leader about my performance are worthwhile.   | N |                  | 9              | 11    | 0                          | 3        | 1                 | 24                    | 1                              |
|  | % | 85.8             | 39.3           | 46.5  | 0.0                        | 10.9     | 3.2               | 100.0                 |                                |

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**TRADE AND DEVELOPMENT AGENCY  
2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS**

|  |   | Percent Positive | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Item Response Total** | Do Not Know/ No Basis to Judge |
|--|---|------------------|----------------|-------|----------------------------|----------|-------------------|-----------------------|--------------------------------|
| 45. My supervisor/team leader is committed to a workforce representative of all segments of society.   | N |                  | 12             | 8     | 1                          | 1        | 1                 | 23                    | 2                              |
|  | % | 89.2             | 53.8           | 35.4  | 3.4                        | 4.0      | 3.5               | 100.0                 |                                |
| 46. My supervisor/team leader provides me with constructive suggestions to improve my job performance. | N |                  | 10             | 11    | 1                          | 1        | 1                 | 24                    | 1                              |
|  | % | 89.7             | 43.1           | 46.5  | 3.8                        | 3.3      | 3.2               | 100.0                 |                                |
| *47. Supervisors/team leaders in my work unit support employee development.                            | N |                  | 13             | 6     | 3                          | 1        | 1                 | 24                    | 1                              |
|  | % | 80.2             | 54.3           | 25.9  | 12.0                       | 4.5      | 3.3               | 100.0                 |                                |
| 48. My supervisor/team leader listens to what I have to say.   | N |                  | 16             | 7     | 1                          | 1        | 0                 | 25                    | NA                             |
|  | % | 93.2             | 64.7           | 28.5  | 3.6                        | 3.1      | 0.0               | 100.0                 |                                |
| 49. My supervisor/team leader treats me with respect.  | N |                  | 16             | 7     | 0                          | 1        | 1                 | 25                    | NA                             |
|  | % | 93.2             | 64.7           | 28.5  | 0.0                        | 3.6      | 3.1               | 100.0                 |                                |
| 50. In the last six months, my supervisor/team leader has talked with me about my performance.         | N |                  | 13             | 7     | 4                          | 0        | 1                 | 25                    | NA                             |
|  | % | 80.9             | 52.1           | 28.8  | 16.1                       | 0.0      | 3.1               | 100.0                 |                                |
| *51. I have trust and confidence in my supervisor.   | N |                  | 15             | 6     | 1                          | 1        | 2                 | 25                    | NA                             |
|  | % | 85.5             | 61.1           | 24.4  | 4.7                        | 3.6      | 6.2               | 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 |                  | 14             | 7     | 3                          | 1        | 0                 | 25                    | NA                             |
|  | % | 85.5             | 57.3           | 28.2  | 11.5                       | 3.1      | 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 |                  | 10             | 8     | 3                          | 2        | 1                 | 24                    | 1                              |
|  | % | 76.6             | 43.5           | 33.2  | 12.7                       | 6.5      | 4.2               | 100.0                 |                                |
| 54. My organization's leaders maintain high standards of honesty and integrity.                        | N |                  | 12             | 8     | 1                          | 1        | 2                 | 24                    | 1                              |
|  | % | 84.2             | 50.7           | 33.5  | 4.3                        | 4.0      | 7.5               | 100.0                 |                                |
| *55. Managers/supervisors/team leaders work well with employees of different backgrounds.              | N |                  | 13             | 7     | 3                          | 0        | 0                 | 23                    | 2                              |
|  | % | 88.4             | 57.6           | 30.7  | 11.6                       | 0.0      | 0.0               | 100.0                 |                                |
| *56. Managers communicate the goals and priorities of the organization.                                | N |                  | 12             | 12    | 0                          | 1        | 0                 | 25                    | 0                              |
|  | % | 96.0             | 48.3           | 47.7  | 0.0                        | 4.0      | 0.0               | 100.0                 |                                |
| *57. Managers review and evaluate the organization's progress toward meeting its goals and objectives. | N |                  | 13             | 10    | 1                          | 0        | 0                 | 24                    | 1                              |
|  | % | 95.9             | 54.1           | 41.8  | 4.1                        | 0.0      | 0.0               | 100.0                 |                                |

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|  |   | Percent Positive | Strongly Agree | Agree     | Neither Agree nor Disagree         | Disagree     | Strongly Disagree | Item Response Total** | Do Not Know/ No Basis to Judge |
|--|---|------------------|----------------|-----------|------------------------------------|--------------|-------------------|-----------------------|--------------------------------|
| 58. Managers promote communication among different work units (for example, about projects, goals, needed resources).      | N |                  | 12             | 9         | 1                                  | 2            | 1                 | 25                    | 0                              |
|  | % | 86.2             | 49.1           | 37.1      | 3.1                                | 7.6          | 3.1               | 100.0                 |                                |
| 59. Managers support collaboration across work units to accomplish work objectives.  | N |                  | 13             | 8         | 1                                  | 1            | 1                 | 24                    | 1                              |
|  | % | 89.4             | 55.4           | 34.0      | 3.3                                | 4.1          | 3.2               | 100.0                 |                                |
|  |   | 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 |                  | 14             | 7         | 1                                  | 1            | 1                 | 24                    | 1                              |
|  | % | 88.0             | 59.6           | 28.4      | 4.5                                | 3.3          | 4.2               | 100.0                 |                                |
|  |   | 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 |                  | 12             | 9         | 2                                  | 0            | 2                 | 25                    | 0                              |
|  | % | 85.0             | 49.6           | 35.4      | 7.9                                | 0.0          | 7.1               | 100.0                 |                                |
| 62. Senior leaders demonstrate support for Work/Life programs.   | N |                  | 11             | 6         | 0                                  | 6            | 0                 | 23                    | 2                              |
|  | % | 76.5             | 49.8           | 26.7      | 0.0                                | 23.5         | 0.0               | 100.0                 |                                |
|  |   | 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 |                  | 9              | 7         | 4                                  | 5            | 0                 | 25                    | NA                             |
|  | % | 66.1             | 38.0           | 28.1      | 16.4                               | 17.5         | 0.0               | 100.0                 |                                |
| *64. How satisfied are you with the information you receive from management on what's going on in your organization?       | N |                  | 11             | 8         | 3                                  | 3            | 0                 | 25                    | NA                             |
|  | % | 77.4             | 44.7           | 32.7      | 10.6                               | 11.9         | 0.0               | 100.0                 |                                |
| *65. How satisfied are you with the recognition you receive for doing a good job?  | N |                  | 10             | 3         | 3                                  | 7            | 2                 | 25                    | NA                             |
|  | % | 54.0             | 41.5           | 12.5      | 11.6                               | 27.0         | 7.5               | 100.0                 |                                |
| *66. How satisfied are you with the policies and practices of your senior leaders?   | N |                  | 10             | 5         | 8                                  | 0            | 2                 | 25                    | NA                             |
|  | % | 60.7             | 40.9           | 19.8      | 32.2                               | 0.0          | 7.1               | 100.0                 |                                |
| *67. How satisfied are you with your opportunity to get a better job in your organization?                                 | N |                  | 6              | 3         | 6                                  | 5            | 5                 | 25                    | NA                             |
|  | % | 38.5             | 26.2           | 12.4      | 23.9                               | 18.3         | 19.2              | 100.0                 |                                |
| *68. How satisfied are you with the training you receive for your present job?   | N |                  | 9              | 7         | 5                                  | 4            | 0                 | 25                    | NA                             |
|  | % | 65.1             | 37.5           | 27.6      | 19.0                               | 15.9         | 0.0               | 100.0                 |                                |

Survey Administration Period: April 4, 2012 to May 16, 2012

Percentages are weighted to represent the Agency's population.

\* AES prescribed items

\*\* Unweighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'

Sample or Census: Census

Number of surveys completed: 25

Number of surveys administered: 34

Response Rate: 73.5%



**TRADE AND DEVELOPMENT AGENCY  
2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS**

|   |   | 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 |                  | 12             | 6         | 4                                  | 1            | 2                 | 25                  | NA                             |
|   | % | 73.7             | 49.8           | 24.0      | 15.5                               | 3.6          | 7.1               | 100.0               |                                |
| *70. Considering everything, how satisfied are you with your pay?         | N |                  | 6              | 11        | 4                                  | 1            | 3                 | 25                  | NA                             |
|   | % | 69.1             | 24.9           | 44.3      | 15.4                               | 4.0          | 11.5              | 100.0               |                                |
| 71. Considering everything, how satisfied are you with your organization? | N |                  | 10             | 10        | 3                                  | 0            | 2                 | 25                  | NA                             |
|   | % | 81.0             | 41.6           | 39.4      | 11.8                               | 0.0          | 7.1               | 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  | %     |
|-----------------|----|-------|
| <b>Yes</b>      | 25 | 100.0 |
| <b>No</b>       | 0  | 0.0   |
| <b>Not sure</b> | 0  | 0.0   |
| <b>Total</b>    | 25 | 100.0 |

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

|   | N  | %     |
|---|----|-------|
| <b>I telework 3 or more days per week.</b>  | 0  | 0.0   |
| <b>I telework 1 or 2 days per week.</b>   | 0  | 0.0   |
| <b>I telework, but no more than 1 or 2 days per month.</b>  | 5  | 20.6  |
| <b>I telework very infrequently, on an unscheduled or short-term basis.</b>   | 13 | 49.6  |
| <b>I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).</b> | 0  | 0.0   |
| <b>I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.</b>           | 0  | 0.0   |
| <b>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.</b>                  | 0  | 0.0   |
| <b>I do not telework because I choose not to telework.</b>  | 7  | 29.8  |
| <b>Total</b>  | 25 | 100.0 |

Survey Administration Period: April 4, 2012 to May 16, 2012  
Percentages are weighted to represent the Agency's population.  
\* AES prescribed items

Sample or Census: Census  
Number of surveys completed: 25  
Number of surveys administered: 34  
Response Rate: 73.5%

**TRADE AND DEVELOPMENT AGENCY  
2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS**

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

|                            | N  | %     |
|----------------------------|----|-------|
| <b>Yes</b>                 | 1  | 4.4   |
| <b>No</b>                  | 8  | 34.0  |
| <b>Not available to me</b> | 16 | 61.5  |
| <b>Total</b>               | 25 | 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  | %     |
|----------------------------|----|-------|
| <b>Yes</b>                 | 3  | 14.0  |
| <b>No</b>                  | 13 | 56.3  |
| <b>Not available to me</b> | 7  | 29.6  |
| <b>Total</b>               | 23 | 100.0 |

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

|                            | N  | %     |
|----------------------------|----|-------|
| <b>Yes</b>                 | 5  | 21.2  |
| <b>No</b>                  | 18 | 70.8  |
| <b>Not available to me</b> | 2  | 8.0   |
| <b>Total</b>               | 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  | %     |
|----------------------------|----|-------|
| <b>Yes</b>                 | 1  | 4.4   |
| <b>No</b>                  | 11 | 44.5  |
| <b>Not available to me</b> | 13 | 51.1  |
| <b>Total</b>               | 25 | 100.0 |

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

|                            | N  | %     |
|----------------------------|----|-------|
| <b>Yes</b>                 | 1  | 4.4   |
| <b>No</b>                  | 11 | 44.5  |
| <b>Not available to me</b> | 13 | 51.1  |
| <b>Total</b>               | 25 | 100.0 |

**TRADE AND DEVELOPMENT AGENCY  
2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS**

|  |        | 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<br>% | 68.2             | 4<br>24.2      | 8<br>44.0 | 2<br>10.3                          | 3<br>16.3    | 1<br>5.2          | 18<br>100.0           | 0                              |
| 80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)   | N<br>% | 100.0            | 1<br>100.0     | 0<br>0.0  | 0<br>0.0                           | 0<br>0.0     | 0<br>0.0          | 1<br>100.0            | 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<br>% | 100.0            | 1<br>35.2      | 2<br>64.8 | 0<br>0.0                           | 0<br>0.0     | 0<br>0.0          | 3<br>100.0            | 2                              |
| 82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)  | N<br>% | 100.0            | 2<br>42.9      | 3<br>57.1 | 0<br>0.0                           | 0<br>0.0     | 0<br>0.0          | 5<br>100.0            | 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<br>% | 100.0            | 1<br>100.0     | 0<br>0.0  | 0<br>0.0                           | 0<br>0.0     | 0<br>0.0          | 1<br>100.0            | 0                              |
| 84. How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)                                    | N<br>% | 100.0            | 1<br>100.0     | 0<br>0.0  | 0<br>0.0                           | 0<br>0.0     | 0<br>0.0          | 1<br>100.0            | 0                              |

Survey Administration Period: April 4, 2012 to May 16, 2012

The work/life satisfaction results only include employees who indicated that they participated in the program.

Percentages are weighted to represent the Agency's population.

\*\* Unweighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'

Sample or Census: Census

Number of surveys completed: 25

Number of surveys administered: 34

Response Rate: 73.5%



United States  
Office of Personnel Management  
Planning and Policy Analysis

1900 E Street, NW  
Washington, DC 20415

[www.FedView.opm.gov](http://www.FedView.opm.gov)