



2012 Federal Employee Viewpoint Survey Results

The response rate for the 2012 Federal Employee Viewpoint (FEVS) survey was 46.4% which was slightly above the Government-wide response rate of 46.1%. The survey was administered between April 4 and May 16, 2012.

Positive Trends

Work/Life

The largest increase in employee attitudes over 2011 FEVS survey results was related to satisfaction with Work/Life programs. Employees report increased satisfaction with Telework (68.1%, +37.3%), Alternative Work Schedules (94.0%, +50.8%), Health and Wellness Programs (72.5%, +33.2%), the Employee Assistance Program (83.5%, +53.2%), Child Care Programs (56.1%, +39.8%), and Elder Care Programs (47.8%, +32.1%). This increase in satisfaction is likely due to employees' improved perceptions of Senior Leader support for Work/Life programs (50.7%, +15.5%).

Satisfaction with Leadership

Employees also report increased satisfaction with organizational leadership. The largest increases can be seen in questions related to managers' support of collaboration (50.3%, +12.2%) and the effectiveness of managers (59.0%, +11.2%). Employees also cite that they have high levels of respect for senior leadership (43.7%, +4.5%). The significant increases in satisfaction with leadership are likely linked to leadership training which occurred in the last fiscal year.

Satisfaction with the Organization

Another area with large increases is satisfaction with the Bank. Employees overwhelmingly report that they believe the Bank is successful at accomplishing its mission (89.2%, +11.8%). Employees increasingly recommend Ex-Im Bank as a good place to work (58.9, +6.3%) and believe that the organization will use the survey results to make the agency an even better place to work (40.8%, +34.7%). Overall, the majority of employees cite that they are satisfied with the Bank (57.6%, +7.3%).

Resources and Opportunities

Questions associated with resources and opportunities also saw large improvements in employee perceptions. More employees now feel they have the resources they need get their job done (42.9%, +11.9%). Additionally, more employees believe that their training needs are being assessed (36.3%, +7.5%), are satisfied with the training they receive (38.6%, +6.0%), and feel that they have the opportunity to get a better job in the organization (33.6%, 8.4%).

Negative Trends

Performance Appraisal

Performance appraisal was one of the areas which saw a decline in perceptions over the past year. The number of employees who feel that their performance appraisal is a fair reflection of performance (62.9%, -14.2%) and understood what they had to do to be rated at each performance level (57.3%, -11.7%) declined from 2011. Also, fewer employees report that discussions with supervisors about performance were worthwhile (55.8%, -8.7%). The decline in ratings is most likely due to implementing a new performance management system. Results for next year should be higher due to increased education about the performance management system.

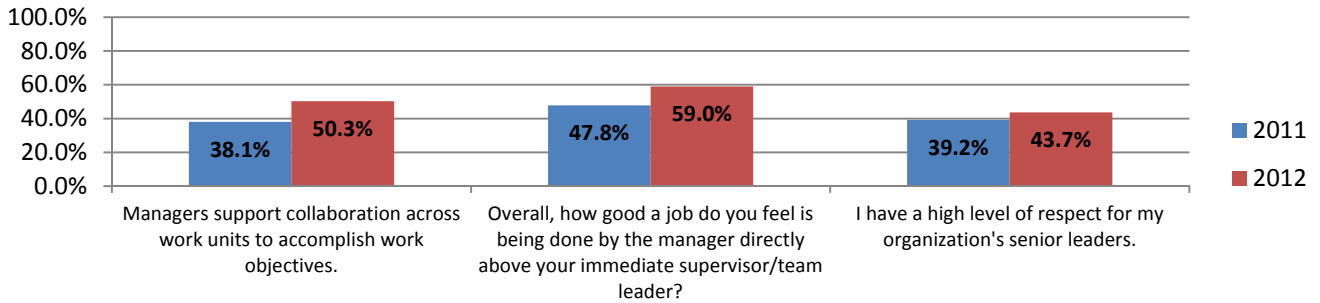
Physical Conditions

One of the largest declines in employee attitudes was seen in the question concerning physical conditions. Few employees report that physical conditions allow employees to perform their jobs well (36.8%, -13.7%).

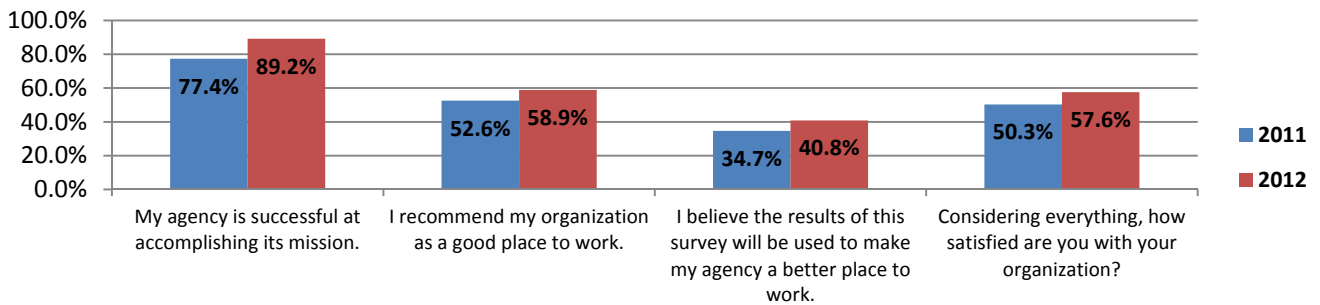
Diversity

Employee perceptions of diversity also decreased. Employees had low levels of agreement with questions concerning policies and programs that promote diversity (55.8%, -8.7%), leader commitment to a workforce representative of all segments of society (60.6%, -9.9%), and manager interactions with employees of different backgrounds (59.1%, -3.9%).

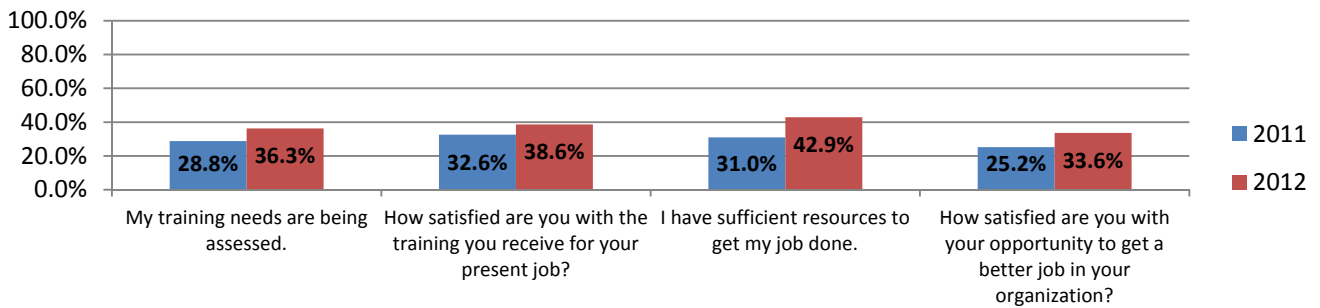
Satisfaction with Leadership



Satisfaction with the Organization



Perceptions of Available Training and Opportunities



Attitudes towards Performance Appraisal

