

2012

Federal Employee Viewpoint Survey Results

EMPLOYEES INFLUENCING CHANGE

EXPORT-IMPORT BANK OF THE UNITED STATES
AGENCY RESULTS

UNITED STATES
OFFICE OF PERSONNEL MANAGEMENT



Over
687,000
Federal
Employees'
Opinions

**EXPORT-IMPORT BANK OF THE UNITED STATES
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		30	56	31	30	16	163	NA
	%	52.1	18.1	34.0	19.0	18.7	10.2	100.0	
2. I have enough information to do my job well.	N		30	81	20	25	6	162	NA
	%	68.1	18.8	49.4	12.3	15.7	3.8	100.0	
3. I feel encouraged to come up with new and better ways of doing things.	N		34	59	22	28	18	161	NA
	%	56.7	20.6	36.1	13.8	18.1	11.4	100.0	
*4. My work gives me a feeling of personal accomplishment.	N		43	73	23	9	12	160	NA
	%	71.8	26.4	45.4	14.7	5.9	7.6	100.0	
*5. I like the kind of work I do.	N		52	84	20	3	3	162	NA
	%	83.5	31.7	51.7	12.4	2.0	2.1	100.0	
6. I know what is expected of me on the job.	N		44	82	17	15	3	161	NA
	%	78.4	27.2	51.2	10.5	9.2	1.9	100.0	
7. When needed I am willing to put in the extra effort to get a job done.	N		96	60	4	1	1	162	NA
	%	95.9	58.0	37.9	2.6	0.8	0.7	100.0	
8. I am constantly looking for ways to do my job better.	N		64	85	11	2	1	163	NA
	%	91.0	38.3	52.7	7.0	1.3	0.7	100.0	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N		18	52	26	36	31	163	0
	%	42.9	11.5	31.4	16.5	21.5	19.2	100.0	
*10. My workload is reasonable.	N		25	69	20	32	17	163	0
	%	57.8	16.1	41.8	12.7	19.0	10.5	100.0	
*11. My talents are used well in the workplace.	N		22	70	19	31	16	158	1
	%	57.3	13.9	43.4	12.3	20.1	10.4	100.0	
*12. I know how my work relates to the agency's goals and priorities.	N		62	82	11	4	4	163	0
	%	88.0	37.7	50.3	6.8	2.6	2.6	100.0	
*13. The work I do is important.	N		67	78	8	0	5	158	0
	%	91.5	41.9	49.6	5.3	0.0	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		17	42	25	42	35	161	1
	%	36.8	10.9	25.9	16.0	25.8	21.5	100.0	
*15. My performance appraisal is a fair reflection of my performance.	N		36	65	29	16	12	158	5
	%	62.9	22.5	40.4	18.9	10.4	7.8	100.0	
16. I am held accountable for achieving results.	N		36	89	27	7	3	162	1
	%	76.8	22.0	54.9	17.0	4.2	1.9	100.0	

Survey Administration Period: April 4, 2012 to May 16, 2012
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* AES prescribed items

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

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17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N		28	51	42	16	14	151	12
	%	51.6	18.2	33.3	28.8	10.3	9.3	100.0	
*18. My training needs are assessed.	N		14	45	35	42	25	161	2
	%	36.3	8.8	27.5	21.7	26.5	15.5	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		32	56	26	20	17	151	12
	%	57.3	21.2	36.1	17.5	13.8	11.4	100.0	
*20. The people I work with cooperate to get the job done.	N		44	79	21	10	9	163	NA
	%	75.9	26.7	49.2	12.5	6.1	5.6	100.0	
*21. My work unit is able to recruit people with the right skills.	N		14	68	34	22	13	151	12
	%	53.4	9.1	44.3	23.2	14.4	9.0	100.0	
*22. Promotions in my work unit are based on merit.	N		11	44	36	24	23	138	23
	%	39.0	7.7	31.3	25.9	18.1	17.0	100.0	
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		9	35	41	28	20	133	30
	%	33.0	6.8	26.2	30.6	20.9	15.6	100.0	
*24. In my work unit, differences in performance are recognized in a meaningful way.	N		15	31	45	31	20	142	21
	%	31.7	10.2	21.4	32.2	21.9	14.3	100.0	
25. Awards in my work unit depend on how well employees perform their jobs.	N		17	43	36	25	19	140	23
	%	42.3	11.9	30.4	26.0	18.0	13.7	100.0	
26. Employees in my work unit share job knowledge with each other.	N		35	80	21	10	10	156	4
	%	73.7	22.3	51.4	13.5	6.4	6.4	100.0	
27. The skill level in my work unit has improved in the past year.	N		25	59	46	12	9	151	12
	%	54.8	16.3	38.5	31.0	8.2	6.0	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		81	65	15	2	0	163	NA
	%	89.7	49.2	40.5	9.1	1.2	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		28	91	22	9	6	156	4
	%	76.2	18.0	58.2	14.3	5.6	3.9	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
*30. Employees have a feeling of personal empowerment with respect to work processes.	N		7	59	36	37	19	158	4
	%	41.7	4.3	37.4	23.5	22.7	12.1	100.0	
31. Employees are recognized for providing high quality products and services.	N		12	53	37	26	26	154	8
	%	41.3	7.4	33.9	24.7	16.8	17.1	100.0	
*32. Creativity and innovation are rewarded.	N		9	38	45	35	26	153	8
	%	29.6	5.6	24.0	30.8	22.5	17.1	100.0	
*33. Pay raises depend on how well employees perform their jobs.	N		7	22	37	43	40	149	11
	%	19.1	4.4	14.7	25.6	28.6	26.6	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		19	46	59	18	11	153	9
	%	40.9	11.5	29.4	39.6	12.2	7.3	100.0	
*35. Employees are protected from health and safety hazards on the job.	N		15	60	28	27	29	159	3
	%	47.2	9.3	37.9	18.0	16.8	18.0	100.0	
*36. My organization has prepared employees for potential security threats.	N		18	69	40	15	9	151	9
	%	57.9	11.5	46.4	26.8	9.6	5.6	100.0	
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N		9	49	42	25	18	143	17
	%	39.3	6.2	33.1	30.5	17.6	12.6	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		20	62	34	7	9	132	28
	%	61.3	14.6	46.7	26.5	5.4	6.8	100.0	
39. My agency is successful at accomplishing its mission.	N		56	82	9	4	3	154	6
	%	89.2	35.2	54.0	6.0	2.7	2.1	100.0	
40. I recommend my organization as a good place to work.	N		39	58	32	25	8	162	NA
	%	58.9	23.5	35.4	20.5	15.2	5.3	100.0	
41. I believe the results of this survey will be used to make my agency a better place to work.	N		20	38	34	29	20	141	21
	%	40.8	13.6	27.2	24.5	20.3	14.4	100.0	
*42. My supervisor supports my need to balance work and other life issues.	N		62	63	13	15	9	162	0
	%	77.3	37.8	39.5	7.9	9.4	5.4	100.0	
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N		39	62	27	20	14	162	0
	%	61.2	23.5	37.8	16.9	12.9	8.9	100.0	
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N		35	54	31	25	12	157	4
	%	55.8	21.8	34.0	20.1	16.5	7.6	100.0	

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

Sample or Census: Census

Number of surveys completed: 163

Number of surveys administered: 351

Response Rate: 46.4%

**EXPORT-IMPORT BANK OF THE UNITED STATES
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		32	57	32	16	7	144	18
	%	60.6	21.4	39.2	23.3	11.1	5.0	100.0	
46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N		27	63	36	21	14	161	1
	%	55.1	16.2	39.0	22.9	13.3	8.7	100.0	
*47. Supervisors/team leaders in my work unit support employee development.	N		32	64	28	18	15	157	5
	%	60.5	20.0	40.5	17.9	11.8	9.8	100.0	
48. My supervisor/team leader listens to what I have to say.	N		47	69	17	20	9	162	NA
	%	70.8	28.5	42.3	11.0	12.7	5.5	100.0	
49. My supervisor/team leader treats me with respect.	N		57	71	17	11	5	161	NA
	%	79.1	34.5	44.6	10.8	6.9	3.2	100.0	
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N		39	74	17	24	7	161	NA
	%	69.8	23.6	46.2	10.6	15.3	4.3	100.0	
*51. I have trust and confidence in my supervisor.	N		47	58	27	14	15	161	NA
	%	64.8	28.2	36.6	17.1	8.6	9.5	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		53	56	31	13	8	161	NA
	%	66.6	32.1	34.5	20.0	8.4	5.0	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		9	48	39	38	26	160	2
	%	34.5	5.3	29.2	25.3	23.5	16.7	100.0	
54. My organization's leaders maintain high standards of honesty and integrity.	N		14	61	35	20	16	146	15
	%	50.4	9.0	41.4	24.5	13.8	11.4	100.0	
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N		20	71	28	19	14	152	10
	%	59.1	12.6	46.5	18.5	12.7	9.7	100.0	
*56. Managers communicate the goals and priorities of the organization.	N		18	76	33	19	14	160	1
	%	58.0	10.8	47.3	21.0	12.0	8.9	100.0	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N		20	80	26	14	11	151	10
	%	65.2	12.8	52.4	17.7	9.8	7.3	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		10	56	45	24	23	158	4
	%	41.5	6.3	35.2	28.8	15.1	14.6	100.0	
59. Managers support collaboration across work units to accomplish work objectives.	N		12	67	35	23	19	156	6
	%	50.3	7.5	42.7	22.8	14.7	12.3	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		37	56	35	13	14	155	6
	%	59.0	23.3	35.7	23.0	8.6	9.3	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		21	50	37	25	27	160	1
	%	43.7	12.8	30.9	23.8	15.5	17.0	100.0	
62. Senior leaders demonstrate support for Work/Life programs.	N		18	59	36	20	17	150	11
	%	50.7	11.4	39.3	24.7	12.9	11.7	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		18	56	37	36	14	161	NA
	%	45.0	10.6	34.4	23.9	22.1	9.1	100.0	
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N		20	50	49	29	12	160	NA
	%	43.1	11.5	31.6	31.3	18.2	7.5	100.0	
*65. How satisfied are you with the recognition you receive for doing a good job?	N		19	58	36	31	17	161	NA
	%	47.5	11.5	36.0	22.4	19.1	10.9	100.0	
*66. How satisfied are you with the policies and practices of your senior leaders?	N		13	45	49	37	17	161	NA
	%	35.5	7.6	27.8	31.2	22.2	11.1	100.0	
*67. How satisfied are you with your opportunity to get a better job in your organization?	N		10	46	39	37	28	160	NA
	%	33.6	6.2	27.4	25.0	23.1	18.4	100.0	
*68. How satisfied are you with the training you receive for your present job?	N		14	49	47	34	16	160	NA
	%	38.6	8.5	30.0	30.3	21.0	10.2	100.0	

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Sample or Census: Census

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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		30	74	30	22	4	160	NA
	%	64.5	18.1	46.4	19.1	13.8	2.6	100.0	
*70. Considering everything, how satisfied are you with your pay?	N		15	60	30	42	14	161	NA
	%	46.9	9.1	37.8	18.5	26.0	8.6	100.0	
71. Considering everything, how satisfied are you with your organization?	N		29	64	29	28	11	161	NA
	%	57.6	17.4	40.2	17.9	17.3	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	%
Yes	111	69.2
No	47	29.1
Not sure	3	1.8
Total	161	100.0

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

	N	%
I telework 3 or more days per week.	5	3.2
I telework 1 or 2 days per week.	21	13.0
I telework, but no more than 1 or 2 days per month.	10	6.2
I telework very infrequently, on an unscheduled or short-term basis.	32	19.6
I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).	6	3.6
I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.	9	5.6
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.	35	21.7
I do not telework because I choose not to telework.	43	27.1
Total	161	100.0

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

	N	%
Yes	47	29.5
No	89	55.6
Not available to me	25	14.9
Total	161	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	41	24.7
No	102	64.7
Not available to me	17	10.6
Total	160	100.0

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

	N	%
Yes	17	10.8
No	141	87.1
Not available to me	3	2.0
Total	161	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	5	3.2
No	144	89.1
Not available to me	12	7.7
Total	161	100.0

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

	N	%
Yes	6	3.5
No	138	85.8
Not available to me	17	10.6
Total	161	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 %	68.1	20 31.0	24 37.2	10 15.2	9 13.7	2 2.9	65 100.0	3
80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	N %	94.0	22 49.2	20 44.9	2 4.0	1 2.0	0 0.0	45 100.0	1
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 %	72.5	7 18.6	20 53.9	11 27.5	0 0.0	0 0.0	38 100.0	3
82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	N %	83.5	0 0.0	10 83.5	1 7.0	1 9.5	0 0.0	12 100.0	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)	N %	56.1	1 24.7	1 31.4	1 21.2	1 22.7	0 0.0	4 100.0	1
84. How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	N %	47.8	0 0.0	2 47.8	2 52.2	0 0.0	0 0.0	4 100.0	2

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

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United States
Office of Personnel Management
Planning and Policy Analysis

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