

2010 Federal Employee Viewpoint Survey Evaluation

Background

In early February 2010, the Office of Personnel Management sent via e-mail an invitation to selected agency employees to participate in the 2010 Federal Employee Viewpoint Survey. The survey was available online February 9 through March 19, 2010.

The population of employees sampled for survey participation consisted of all full-time, permanent, non-seasonal employees. A total of 35 employees were selected for survey participation, including supervisors, managers, and executives. Of the total agency sample of 35 employees, 31 responded for an overall agency response rate 88.6%.

Evaluation

On July 14, 2010 the Office of Personnel Management released to federal agencies the results of the 2010 Federal Employee Viewpoint Survey. In keeping with the administration's focus on transparency, one of the three principles that form the cornerstone of an open government, agencies are required to analyze the results and make the information available to the public. The National Planning Commission's (NCPC) results have been reviewed and analyzed to gauge how well the Agency is meeting its goal of strengthening, developing and rewarding its employees.

The survey results showed substantial improvements compared to 2009 in many areas. Generally, the NCPC results are more favorable than the government-wide data in 85% of the survey questions. NCPC results also showed an 83% increase in the positive responses.

- Over 90% of NCPC employees reported that when needed, they are: willing to put in the extra effort to get the job done; that they are constantly looking for ways to do their job better; that physical conditions allow them to perform their job well; that they are protected from health and safety hazards on the job; that they are satisfied with the work/life programs in the Agency such as alternative work schedules; they know how their work relates to the Agency's goals and priorities; that they like the kind of work they do; and that in the last six months, their supervisor has talked to them about their performance.
- Over 80% of NCPC employees reported that their work gives them a feeling of personal accomplishment; that they know what is expected of them on the job; that the work they do is important; that they are held accountable for achieving results; that employees share job knowledge with each other; that the workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals; that Prohibited Personnel Practices are not tolerated; that the agency is successful in accomplishing its mission; and that managers review and evaluate the organization's process toward meeting its goals and objectives.

- Over 70% of NCPC employees reported that they are given a real opportunity to improve their skills; that they feel encouraged to come up with new and better ways of doing things; that their talents are used well in the workplace; that their performance appraisal is a fair reflection of what they had to do to be rated at a different performance level; that the people they work with cooperate to get the job done; that promotions in their unit are based on merit; that the skill level in their work unit has improved in the past year; that employees are recognized for providing high quality products and services; that the organization has prepared them for potential security threats; that they recommend their organization as a good place to work; that their supervisors support their need to balance work and other life issues; that their supervisors provides them with opportunities to demonstrate their leadership skills; that discussions with their supervisors about their performance are worthwhile; that their supervisors provide them with constructive suggestions to improve their job performance; that their supervisors support employee development; that their supervisors treats them with respect; that overall, their supervisors and the manager directly above their immediate supervisors are doing a good job; that the organization's leaders maintain high standards of honesty and integrity; that that they have a high level of respect for the organization's senior leaders; that senior leaders demonstrate support for work/life programs; that they are satisfied with their job; that considering everything, they are satisfied with their organization; and they are satisfied with the health and wellness and employee assistance work/life programs.

Conclusion

NCPC views these results as very encouraging and will continue to introduce programs and business processes that foster a high-performing organization; an organization that is built on sound leadership principles, and comprised of a highly talented and motivated staff who leverages available resources to maintain a balanced work-life. Additionally, NCPC will delve further in the few survey areas where there were a higher percentage of negative perceptions, e.g., opportunities to get a better job, availability of daycare, parenting classes, etc. and ensuring differences in performance are recognized in a meaningful way.

NATIONAL CAPITAL PLANNING COMMISSION
2010 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS
(Survey Administration Period 2/9/2010 to 3/19/2010)

		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		10	13	4	3	1	31	NA
	%	72.8	31.2	41.7	13.2	10.6	3.3	100.0	
2. I have enough information to do my job well.	N		7	18	4	0	1	30	NA
	%	83.5	23.4	60.1	13.1	0.0	3.4	100.0	
3. I feel encouraged to come up with new and better ways of doing things.	N		10	14	3	2	1	30	NA
	%	78.3	32.2	46.2	10.6	7.2	3.8	100.0	
*4. My work gives me a feeling of personal accomplishment.	N		17	10	2	1	1	31	NA
	%	86.6	53.6	32.9	6.5	3.7	3.3	100.0	
*5. I like the kind of work I do.	N		16	12	1	2	0	31	NA
	%	90.3	49.8	40.5	2.8	6.9	0.0	100.0	
6. I know what is expected of me on the job.	N		11	15	2	3	0	31	NA
	%	84.5	36.0	48.5	6.1	9.4	0.0	100.0	
7. When needed I am willing to put in the extra effort to get a job done.	N		19	12	0	0	0	31	NA
	%	100.0	60.5	39.5	0.0	0.0	0.0	100.0	
8. I am constantly looking for ways to do my job better.	N		17	13	1	0	0	31	NA
	%	96.7	54.4	42.3	3.3	0.0	0.0	100.0	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N		3	13	7	5	3	31	0
	%	51.3	9.2	42.2	22.4	16.5	9.8	100.0	
*10. My workload is reasonable.	N		3	18	5	0	5	31	0
	%	67.6	9.2	58.4	17.4	0.0	15.0	100.0	
*11. My talents are used well in the workplace.	N		5	19	3	2	1	30	1
	%	78.5	16.2	62.3	11.4	6.3	3.8	100.0	
*12. I know how my work relates to the agency's goals and priorities.	N		20	9	1	1	0	31	0
	%	93.4	64.4	29.0	3.3	3.3	0.0	100.0	
*13. The work I do is important.	N		17	10	2	1	1	31	0
	%	86.8	54.9	31.9	6.3	3.7	3.3	100.0	
*14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N		26	4	1	0	0	31	0
	%	96.3	83.7	12.6	3.7	0.0	0.0	100.0	
*15. My performance appraisal is a fair reflection of my performance.	N		12	12	3	3	1	31	0
	%	75.9	38.1	37.7	10.2	10.2	3.7	100.0	
16. I am held accountable for achieving results.	N		15	12	3	1	0	31	0
	%	87.2	47.9	39.3	9.5	3.3	0.0	100.0	

*AES prescribed items

** Sum of responses excluding DNK/NBJ

Sample or Census: Census

Number in Population: 35

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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
17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N %	69.7	9 29.8	12 39.9	5 17.3	2 6.8	2 6.3	30 100.0	1
*18. My training needs are assessed.	N %	57.7	7 22.7	11 34.9	5 15.9	7 23.0	1 3.5	31 100.0	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 %	72.5	10 32.9	12 39.6	5 17.4	2 6.3	1 3.8	30 100.0	0
*20. The people I work with cooperate to get the job done.	N %	76.9	11 36.8	12 40.1	7 23.1	0 0.0	0 0.0	30 100.0	NA
*21. My work unit is able to recruit people with the right skills.	N %	60.3	4 13.6	14 46.7	10 33.4	2 6.3	0 0.0	30 100.0	1
*22. Promotions in my work unit are based on merit.	N %	71.1	6 21.8	14 49.3	5 17.6	1 4.1	2 7.3	28 100.0	3
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N %	58.2	4 13.9	13 44.3	4 13.7	6 21.5	2 6.5	29 100.0	2
*24. In my work unit, differences in performance are recognized in a meaningful way.	N %	50.1	3 11.5	10 38.6	5 18.9	7 27.2	1 3.9	26 100.0	5
25. Awards in my work unit depend on how well employees perform their jobs.	N %	54.1	6 22.5	9 31.6	6 19.8	5 18.5	2 7.6	28 100.0	3
26. Employees in my work unit share job knowledge with each other.	N %	83.3	10 32.3	16 51.0	2 6.6	1 2.8	2 7.3	31 100.0	0
27. The skill level in my work unit has improved in the past year.	N %	73.1	8 26.3	14 46.7	6 20.2	2 6.7	0 0.0	30 100.0	1
		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 %	93.1	20 63.3	9 29.7	2 6.9	0 0.0	0 0.0	31 100.0	NA
		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 %	83.3	3 9.8	23 73.5	3 9.8	2 7.0	0 0.0	31 100.0	0

*AES prescribed items

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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 %	65.5	1 2.8	19 62.6	6 18.7	2 6.1	3 9.7	31 100.0	0
31. Employees are recognized for providing high quality products and services.	N %	74.3	5 16.2	18 58.1	3 9.0	4 13.0	1 3.7	31 100.0	0
*32. Creativity and innovation are rewarded.	N %	66.5	6 21.1	14 45.3	7 22.6	2 7.6	1 3.4	30 100.0	1
*33. Pay raises depend on how well employees perform their jobs.	N %	53.3	2 6.9	14 46.4	6 20.6	5 15.1	3 11.0	30 100.0	1
34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	N %	55.8	5 17.5	11 38.3	10 36.6	1 4.1	1 3.5	28 100.0	3
*35. Employees are protected from health and safety hazards on the job.	N %	96.3	20 64.4	10 31.9	1 3.7	0 0.0	0 0.0	31 100.0	0
*36. My organization has prepared employees for potential security threats.	N %	71.8	5 17.0	16 54.9	3 10.0	4 14.2	1 3.9	29 100.0	1
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N %	67.1	9 32.1	10 35.0	8 29.8	1 3.1	0 0.0	28 100.0	3
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 %	84.4	13 50.2	9 34.2	3 11.2	0 0.0	1 4.4	26 100.0	5
39. My agency is successful at accomplishing its mission.	N %	89.8	10 33.2	18 56.6	2 6.9	1 3.3	0 0.0	31 100.0	0
40. I recommend my organization as a good place to work.	N %	77.6	12 38.8	12 38.9	5 16.3	2 6.1	0 0.0	31 100.0	NA
41. I believe the results of this survey will be used to make my agency a better place to work.	N %	60.0	7 27.1	9 33.0	7 24.8	3 11.9	1 3.3	27 100.0	4
*42. My supervisor supports my need to balance work and other life issues.	N %	73.0	14 45.2	9 27.8	5 17.2	1 2.8	2 6.9	31 100.0	0
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N %	73.5	12 39.5	11 34.0	5 16.3	0 0.0	3 10.2	31 100.0	0
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N %	73.0	12 39.5	11 33.5	4 13.1	1 3.7	3 10.2	31 100.0	0

*AES prescribed items

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45. My supervisor/team leader is committed to a workforce representative of all segments of society.	N	64.1	11	7	7	1	2	28	2
	%		40.5	23.5	24.1	4.1	7.7	100.0	
46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N	73.9	10	13	5	1	2	31	0
	%		33.0	40.9	15.5	3.7	6.9	100.0	
*47. Supervisors/team leaders in my work unit support employee development.	N	73.6	12	11	4	1	3	31	0
	%		39.0	34.5	12.5	3.7	10.2	100.0	
48. My supervisor/team leader listens to what I have to say.	N	80.0	12	13	2	3	1	31	NA
	%		38.6	41.4	6.1	10.2	3.7	100.0	
49. My supervisor/team leader treats me with respect.	N	77.2	15	9	5	1	1	31	NA
	%		48.4	28.8	15.9	3.3	3.7	100.0	
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N	90.2	13	15	3	0	0	31	NA
	%		42.4	47.9	9.8	0.0	0.0	100.0	
*51. I have trust and confidence in my supervisor.	N	68.8	12	9	6	0	4	31	NA
	%		39.1	29.6	17.8	0.0	13.5	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	76.7	13	11	4	1	2	31	NA
	%		41.6	35.1	13.1	3.3	6.9	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	60.2	4	14	10	0	2	30	1
	%		14.6	45.6	33.0	0.0	6.8	100.0	
54. My organization's leaders maintain high standards of honesty and integrity.	N	79.4	7	16	2	3	1	29	2
	%		24.5	54.9	6.5	10.5	3.5	100.0	
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N	62.4	7	11	7	4	0	29	2
	%		25.0	37.4	23.3	14.3	0.0	100.0	
*56. Managers communicate the goals and priorities of the organization.	N	67.8	7	14	7	3	0	31	0
	%		23.5	44.2	23.0	9.3	0.0	100.0	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N	87.7	6	20	3	1	0	30	1
	%		20.6	67.1	9.4	2.9	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 %	64.5	6 20.6	13 43.9	7 22.3	4 13.2	0 0.0	30 100.0	0
59. Managers support collaboration across work units to accomplish work objectives.	N %	56.8	7 24.1	10 32.7	10 32.6	2 7.2	1 3.4	30 100.0	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 %	73.0	7 21.5	16 51.5	5 16.8	3 10.2	0 0.0	31 100.0	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 %	74.3	5 16.4	18 58.0	4 13.5	2 5.6	2 6.6	31 100.0	0
62. Senior leaders demonstrate support for Work/Life programs.	N %	75.0	6 22.6	14 52.4	5 17.5	2 7.5	0 0.0	27 100.0	4
		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 %	66.5	5 16.6	16 50.0	5 17.2	4 13.0	1 3.3	31 100.0	NA
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N %	62.5	4 13.8	15 48.7	6 21.2	3 10.1	2 6.2	30 100.0	NA
*65. How satisfied are you with the recognition you receive for doing a good job?	N %	63.8	8 25.7	12 38.1	6 19.5	4 13.4	1 3.3	31 100.0	NA
*66. How satisfied are you with the policies and practices of your senior leaders?	N %	60.0	5 16.2	14 43.8	6 20.4	6 19.6	0 0.0	31 100.0	NA
*67. How satisfied are you with your opportunity to get a better job in your organization?	N %	38.0	4 12.9	8 25.1	9 29.5	8 26.0	2 6.6	31 100.0	NA
*68. How satisfied are you with the training you receive for your present job?	N %	55.6	7 23.0	10 32.6	7 24.4	2 6.3	4 13.7	30 100.0	NA

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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		9	15	2	4	1	31	NA
	%	77.6	28.6	49.1	5.6	13.4	3.3	100.0	
*70. Considering everything, how satisfied are you with your pay?	N		13	12	2	3	1	31	NA
	%	80.5	40.6	39.9	6.5	9.7	3.3	100	
71. Considering everything, how satisfied are you with your organization?	N		9	14	6	1	1	31	NA
	%	73.9	28.2	45.7	20.0	2.8	3.3	100	
		Percent Positive	Telework on regular basis	Telework infrequently	No telework: physical presence required	No telework: technical issues	No telework: not allowed though ok for job type	No telework: personal choice	Item Response Total**
72. Please select the response below that BEST describes your teleworking situation.	N		0	14	2	1	2	12	31
	%	11.0	0.0	45.5	5.6	3.7	7.4	37.9	
		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total**	Do Not Know/ No Basis to Judge
73. How satisfied are you with the following Work/Life programs in your agency... Telework?	N		3	15	4	3	1	26	4
	%	68.3	11.5	56.7	15.2	12.2	4.4	100.0	
74. How satisfied are you with the following Work/Life programs in your agency... Alternative Work Schedules (AWS)?	N		13	13	1	0	0	27	3
	%	95.7	48.3	47.5	4.3	0.0	0.0	100.0	
75. 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		7	9	4	2	0	22	9
	%	70.9	31.9	39.0	18.8	10.3	0.0	100	
76. How satisfied are you with the following Work/Life programs in your agency... Employee Assistance Program (EAP)?	N		5	8	3	0	1	17	14
	%	73.6	28.6	45.0	19.8	0.0	6.7	100	
77. 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		1	3	2	1	2	9	21
	%	43.5	9.8	33.7	24.2	11.1	21.2	100	
78. How satisfied are you with the following Work/Life programs in your agency... Elder Care Programs (for example, support groups, speakers)?	N		1	1	4	1	1	8	22
	%	22.1	11.1	11.1	50.9	12.5	14.5	100	

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