

NATIONAL CAPITAL PLANNING COMMISSION

2012 Employee Viewpoint Survey Results

Introduction

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 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 survey administered from April 4, 2012 to May16, 2012, indicate NCPC had a response rate of 83%, 29 out of 35 employees responded. The government-wide response rate was 46.1%. NCPC employees continue to have a high degree of motivation and commitment to the mission and goals of the Agency. The Agency's results at a glance are summarized in terms of 1) Strengths and Increases, 2) Challenges & Decreases, and Combined Small Agency Comparisons.

Strengths & Increases

- 56 items had positive ratings of 65 percent or more (strengths)
- 16 items increased by 5 percentage points or more since the 2011 survey

Challenges & Decreases

- 2 items had negative ratings of 35 percent or more (challenges)
- 25 items decreased by 5 percentage points or more since the 2011 survey

Combined Small Agency Comparisons

- 52 items were 5 percentage points or more above the small agency average
- 3 items were 5 percentage points or more below the small agency average

Highlights from Selected Questions

The overall results in the section dealing with "My Work Experiences" were positive, over three-fourths of the 19 questions received a 65% or higher positive response. NCPC's employees indicated they are willing to put in the extra effort when needed (Q.7 – 93%), that they are constantly looking for ways to do their job better (Q.8 – 93%), they are held accountable for achieving results (Q. 16 – 90%), and their work is important (Q. 13 – 76%).

The section, “My Work Unit” continues to be a challenge. More than half of the 9 responses were less than 65% positive. Employees indicated that steps are taken to deal with a poor performer (Q. 23 – 50%), promotions are based on merit (Q. 22 - 53%), and differences in performance are recognized in a meaningful way (Q. 24 – 56%).

Upon reviewing the section “My Agency”, over three-fourths of the 10 questions received 65% or higher positive responses. Employees overwhelmingly replied that they are protected from health and safety hazards on the job (Q. 35 – 93%). They see the agency as successful at accomplishing its mission (Q. 39 – 88%), and the workforce having the relevant job-knowledge and skills needed (Q. 29 – 92%). Employees were less positive about personal empowerment with respect to work processes (Q. 30 – 56%), and that the results of this survey would be used to make my agency a better place to work (Q. 41 – 55%). The responses to questions pertaining to the section, “My Supervisor/Team Leader” were highly rated overall. All 11 questions were 100% positive and received responses that were over 65%.

The section on “Leadership”, more than half of the 10 questions received 65% or higher positive responses. Employees indicated that senior leaders demonstrate support for Work/Life programs (Q. 62 – 100%), and managers review and evaluate the organization’s progress toward meetings its goals and objectives (Q. 57 – 85%). Employees were less positive about leaders generating high levels of motivation and commitment in the workforce (Q. 53 – 50%), and managers promoting communication among different work units (Q. 50 – 50%).

Upon reviewing the section “My Satisfaction”, more than half of the 9 questions received 65% or higher positive responses. Employees are satisfied with the recognition received for doing a good job (Q. 65 – 78%), and considering everything how satisfied are you with your job (Q. 69, 74%). Employees were not positive about the opportunity to get a better job in the organization (Q. 67 – 32%).

In measuring NCPC’s progress toward meeting the Human Capital Assessment and Accountability Framework (HCAAF) objectives, NCPC results are as follows:

- In Leadership & Knowledge Management, 72% compared to 60% all small agencies
- In Results-Oriented Performance Culture, 70% compared to 57% all small agencies
- In Talent Management, 71% compared to 61% all small agencies
- In Job Satisfaction, 66% compared to 65 % all small agencies

NCPC will incorporate employee feedback from the survey as it creates and revises strategies, policies, and services to ensure that the organization has the human capital environment needed to help employees complete their job’s duties and enable NCPC to accomplish its mission.

2012

Federal Employee Viewpoint Survey Results

EMPLOYEES INFLUENCING CHANGE

NATIONAL CAPITAL PLANNING COMMISSION
AGENCY RESULTS

UNITED STATES
OFFICE OF PERSONNEL MANAGEMENT



Over
687,000
Federal
Employees'
Opinions

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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
*1. I am given a real opportunity to improve my skills in my organization.	N		9	10	7	3	0	29	NA
	%	63.3	29.8	33.5	25.5	11.2	0.0	100.0	
2. I have enough information to do my job well.	N		10	13	4	2	0	29	NA
	%	77.3	34.2	43.1	15.2	7.4	0.0	100.0	
3. I feel encouraged to come up with new and better ways of doing things.	N		13	6	5	5	0	29	NA
	%	63.7	43.6	20.1	18.1	18.3	0.0	100.0	
*4. My work gives me a feeling of personal accomplishment.	N		13	5	6	5	0	29	NA
	%	60.8	44.6	16.3	21.2	18.0	0.0	100.0	
*5. I like the kind of work I do.	N		15	9	3	1	1	29	NA
	%	82.5	50.6	31.9	10.4	3.8	3.3	100.0	
6. I know what is expected of me on the job.	N		15	8	4	2	0	29	NA
	%	77.4	51.4	25.9	14.9	7.7	0.0	100.0	
7. When needed I am willing to put in the extra effort to get a job done.	N		23	4	2	0	0	29	NA
	%	93.3	79.2	14.1	6.7	0.0	0.0	100.0	
8. I am constantly looking for ways to do my job better.	N		18	9	2	0	0	29	NA
	%	92.8	62.8	30.1	7.2	0.0	0.0	100.0	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N		6	15	3	4	1	29	0
	%	72.5	20.4	52.1	10.5	12.9	4.0	100.0	
*10. My workload is reasonable.	N		7	13	8	1	0	29	0
	%	69.6	24.1	45.5	27.0	3.4	0.0	100.0	
*11. My talents are used well in the workplace.	N		7	10	4	5	3	29	0
	%	57.3	23.3	34.0	14.4	17.3	11.1	100.0	
*12. I know how my work relates to the agency's goals and priorities.	N		13	10	2	2	0	27	0
	%	84.1	47.1	37.0	8.2	7.6	0.0	100.0	
*13. The work I do is important.	N		13	9	4	2	1	29	0
	%	75.8	43.4	32.3	13.4	7.5	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		22	6	0	0	0	28	0
	%	100.0	79.0	21.0	0.0	0.0	0.0	100.0	
*15. My performance appraisal is a fair reflection of my performance.	N		12	11	5	1	0	29	0
	%	79.0	40.9	38.1	17.3	3.8	0.0	100.0	
16. I am held accountable for achieving results.	N		16	10	3	0	0	29	0
	%	90.3	54.9	35.4	9.7	0.0	0.0	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'

Sample or Census: Census

Number of surveys completed: 29

Number of surveys administered: 35

Response Rate: 82.9%

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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		10	10	1	3	1	25	4
	%	77.6	39.3	38.3	4.4	13.3	4.6	100.0	
*18. My training needs are assessed.	N		11	9	6	1	1	28	0
	%	71.1	39.4	31.7	21.7	3.1	4.2	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		11	13	1	2	1	28	1
	%	85.7	38.8	46.9	3.2	6.9	4.2	100.0	
*20. The people I work with cooperate to get the job done.	N		7	14	6	0	2	29	NA
	%	71.2	23.1	48.1	21.1	0.0	7.7	100.0	
*21. My work unit is able to recruit people with the right skills.	N		7	14	7	1	0	29	0
	%	72.1	23.6	48.4	24.2	3.8	0.0	100.0	
*22. Promotions in my work unit are based on merit.	N		7	9	7	4	2	29	0
	%	53.2	22.8	30.4	24.7	14.3	7.8	100.0	
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		6	6	3	8	1	24	5
	%	50.4	25.1	25.3	11.8	33.3	4.5	100.0	
*24. In my work unit, differences in performance are recognized in a meaningful way.	N		5	10	6	5	0	26	2
	%	56.0	18.7	37.3	23.5	20.5	0.0	100.0	
25. Awards in my work unit depend on how well employees perform their jobs.	N		9	7	5	4	2	27	2
	%	57.1	31.7	25.4	18.9	15.7	8.4	100.0	
26. Employees in my work unit share job knowledge with each other.	N		8	14	2	1	4	29	0
	%	74.6	25.8	48.7	6.6	3.7	15.1	100.0	
27. The skill level in my work unit has improved in the past year.	N		8	11	6	3	1	29	0
	%	64.0	26.8	37.2	20.9	11.1	4.0	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		18	9	2	0	0	29	NA
	%	92.3	61.0	31.3	7.7	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		11	15	1	1	0	28	0
	%	92.2	38.5	53.8	3.9	3.9	0.0	100.0	

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Page 2

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*30. Employees have a feeling of personal empowerment with respect to work processes.	N	55.9	4	12	9	3	0	28	0
	%		13.3	42.5	33.2	10.9	0.0	100.0	
31. Employees are recognized for providing high quality products and services.	N	81.7	8	15	5	0	0	28	0
	%		28.0	53.8	18.3	0.0	0.0	100.0	
*32. Creativity and innovation are rewarded.	N	66.3	8	10	5	2	2	27	1
	%		28.8	37.6	18.0	7.7	7.9	100.0	
*33. Pay raises depend on how well employees perform their jobs.	N	50.1	2	10	8	2	2	24	3
	%		7.6	42.5	33.5	7.0	9.4	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	67.0	6	11	4	2	2	25	3
	%		23.4	43.6	15.4	8.5	9.0	100.0	
*35. Employees are protected from health and safety hazards on the job.	N	93.3	17	9	2	0	0	28	0
	%		61.0	32.2	6.7	0.0	0.0	100.0	
*36. My organization has prepared employees for potential security threats.	N	78.8	12	9	4	1	1	27	1
	%		44.7	34.2	14.2	3.4	3.6	100.0	
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N	75.7	7	13	3	2	1	26	2
	%		26.3	49.4	11.4	8.4	4.5	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	84.1	13	10	2	1	1	27	1
	%		47.7	36.5	7.2	4.3	4.3	100.0	
39. My agency is successful at accomplishing its mission.	N	88.4	11	14	0	3	0	28	0
	%		39.0	49.4	0.0	11.6	0.0	100.0	
40. I recommend my organization as a good place to work.	N	77.8	11	11	6	0	0	28	NA
	%		38.7	39.1	22.2	0.0	0.0	100.0	
41. I believe the results of this survey will be used to make my agency a better place to work.	N	55.0	6	9	5	4	3	27	1
	%		21.5	33.5	17.3	15.3	12.3	100.0	
*42. My supervisor supports my need to balance work and other life issues.	N	92.3	16	10	2	0	0	28	0
	%		57.8	34.5	7.7	0.0	0.0	100.0	
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N	75.2	11	10	4	1	2	28	0
	%		39.8	35.5	13.8	3.3	7.7	100.0	
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N	73.9	9	11	5	1	1	27	1
	%		32.5	41.4	18.1	3.7	4.3	100.0	

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45. My supervisor/team leader is committed to a workforce representative of all segments of society.	N		8	11	6	0	0	25	3
	%	75.5	31.3	44.2	24.5	0.0	0.0	100.0	
46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N		11	10	2	3	1	27	1
	%	77.1	40.3	36.8	7.1	11.8	4.0	100.0	
*47. Supervisors/team leaders in my work unit support employee development.	N		12	9	2	3	1	27	1
	%	77.1	44.3	32.8	6.8	12.4	3.7	100.0	
48. My supervisor/team leader listens to what I have to say.	N		9	13	5	0	1	28	NA
	%	77.4	31.7	45.7	18.4	0.0	4.2	100.0	
49. My supervisor/team leader treats me with respect.	N		10	13	3	2	0	28	NA
	%	80.3	34.9	45.5	11.9	7.7	0.0	100.0	
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N		11	14	2	1	0	28	NA
	%	89.2	40.4	48.8	7.4	3.5	0.0	100.0	
*51. I have trust and confidence in my supervisor.	N		9	11	6	1	1	28	NA
	%	71.0	31.7	39.3	21.6	3.9	3.6	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		13	9	3	3	0	28	NA
	%	76.5	46.2	30.3	12.2	11.3	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		4	10	7	6	1	28	0
	%	49.9	13.5	36.4	24.3	22.4	3.5	100.0	
54. My organization's leaders maintain high standards of honesty and integrity.	N		5	14	7	1	1	28	0
	%	67.5	17.0	50.6	24.4	3.9	4.2	100.0	
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N		7	13	4	2	1	27	0
	%	74.0	24.9	49.1	14.1	8.3	3.6	100.0	
*56. Managers communicate the goals and priorities of the organization.	N		9	11	4	3	1	28	0
	%	70.9	31.8	39.1	14.9	10.4	3.9	100.0	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N		8	14	2	2	0	26	2
	%	84.8	29.8	55.1	7.5	7.7	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		6	8	8	4	2	28	0
	%	49.9	20.2	29.7	28.8	14.0	7.4	100.0	
59. Managers support collaboration across work units to accomplish work objectives.	N		6	10	7	4	1	28	0
	%	56.6	20.2	36.4	25.2	14.3	3.9	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		8	11	5	3	0	27	1
	%	69.1	28.4	40.7	18.6	12.4	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
*61. I have a high level of respect for my organization's senior leaders.	N		6	12	4	5	1	28	0
	%	61.9	21.1	40.8	14.9	19.4	3.9	100.0	
62. Senior leaders demonstrate support for Work/Life programs.	N		10	15	0	0	0	25	3
	%	100.0	41.2	58.8	0.0	0.0	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		6	12	6	4	0	28	NA
	%	63.3	21.1	42.3	21.2	15.5	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		6	13	3	4	2	28	NA
	%	68.1	21.7	46.4	10.2	14.9	6.8	100.0	
*65. How satisfied are you with the recognition you receive for doing a good job?	N		9	12	4	2	0	27	NA
	%	78.3	32.4	45.8	14.0	7.7	0.0	100.0	
*66. How satisfied are you with the policies and practices of your senior leaders?	N		5	15	4	2	2	28	NA
	%	70.6	17.7	52.9	13.6	8.1	7.8	100.0	
*67. How satisfied are you with your opportunity to get a better job in your organization?	N		4	5	5	11	2	27	NA
	%	32.5	14.2	18.3	17.8	41.8	8.0	100.0	
*68. How satisfied are you with the training you receive for your present job?	N		9	8	6	3	1	27	NA
	%	62.5	33.6	28.8	22.1	12.1	3.4	100.0	

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*69. Considering everything, how satisfied are you with your job?	N		10	11	4	3	0	28	NA
	%	73.9	34.3	39.6	15.2	10.9	0.0	100.0	
*70. Considering everything, how satisfied are you with your pay?	N		9	11	3	2	2	27	NA
	%	74.0	33.8	40.2	10.6	7.0	8.3	100.0	
71. Considering everything, how satisfied are you with your organization?	N		9	8	7	4	0	28	NA
	%	59.3	30.7	28.6	25.6	15.1	0.0	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	27	96.5
No	1	3.5
Not sure	0	0.0
Total	28	100.0

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

	N	%
I telework 3 or more days per week.	0	0.0
I telework 1 or 2 days per week.	5	17.6
I telework, but no more than 1 or 2 days per month.	10	36.4
I telework very infrequently, on an unscheduled or short-term basis.	9	31.2
I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).	1	3.5
I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.	1	3.9
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.	0	0.0
I do not telework because I choose not to telework.	2	7.4
Total	28	100.0

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

	N	%
Yes	15	53.5
No	13	46.5
Not available to me	0	0.0
Total	28	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	11	40.4
No	17	59.6
Not available to me	0	0.0
Total	28	100.0

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

	N	%
Yes	4	15.0
No	24	85.0
Not available to me	0	0.0
Total	28	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	0	0.0
No	21	75.7
Not available to me	7	24.3
Total	28	100.0

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

	N	%
Yes	1	3.9
No	23	82.4
Not available to me	4	13.6
Total	28	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 %	82.3	37.9	44.4	12.8	4.9	0.0	24 100.0	0
80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	N %	94.9	54.1	40.8	0.0	5.1	0.0	15 100.0	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 %	81.0	28.8	52.3	10.3	8.6	0.0	11 100.0	0
82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	N %	69.9	36.1	33.9	0.0	30.1	0.0	3 100.0	1
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 %	---	---	---	---	---	---	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 %	100.0	0.0	100.0	0.0	0.0	0.0	1 100.0	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'

Page 8

Sample or Census: Census

Number of surveys completed: 29

Number of surveys administered: 35

Response Rate: 82.9%



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