

2009 ANNUAL EMPLOYEE SURVEY RESULTS

FEDERAL MARITIME COMMISSION

2009 Summary

Sixty-six percent of Federal Maritime Commission employees responded to the 2009 Annual Employee Survey that was conducted online between October 12 and October 30, 2009. Of the 109 employees who received the survey, 71 completed and returned it.

General overall results indicated that more than 75% of respondents answered positively on questions regarding their personal work experience. They like the work they do (Q.4 - 80.3%), their work gives them a sense of personal accomplishment (Q.3 - 77.5%), the people they work with cooperate to get the job done (Q.1 - 85.9%) and they have trust and confidence in their supervisors (Q.5 - 80.3%). All questions relating to personal work experience received 79.8% positive responses.

FMC employees also indicated they thought the agency did a good job recruiting, developing and training employees with an overall positive rating of 77.8% for that category of questions. Specifically, they indicated that the workforce has the job knowledge and skills to accomplish organizational goals (Q.7 - 78.9%), they know how their work relates to the agency's goals and priorities (Q.9 - 85.9%), and believe the work they do is important (Q.10 - 85.9%).

Respondents also understood what they needed to do to be rated at different performance levels (Q.18 - 76.1%), believed their performance appraisal were reflections of their performance (Q.21 - 77.5%), indicated supervisory discussions about their performance were worthwhile (Q.22 - 71.8%), thought managers/supervisors worked well with people of different backgrounds (Q.23 - 80.3%), and believed their supervisors support their need to balance work and family issues (Q.24 - 91.5%). In addition, almost 68% of respondents provided a positive response to the questions regarding performance culture, i.e., promotions are based on merit (Q.15), poor performers are dealt with (Q.16), innovation and creativity are rewarded (Q.17), differences in performance are recognized in meaningful ways (Q.19), and they understand the linkage between performance and pay (Q.20).

Regarding leadership, respondents in 2009 overwhelmingly replied that employees are protected from health and safety hazards on the job (Q.28 - 85.9%), have been prepared for potential security threats (Q.32 - 71.8%), and have a reasonable workload (Q.30 - 77.5%). The average response to all leadership questions was nearly 70% positive.

Questions 33 through 40, all related to job satisfaction, averaged a positive response rate of 69.5%. Employees responded positively about being involved in decisions that affect their work (Q.34 - 73.2%), receiving recognition for doing a good job (Q.36 - 76.1%), being provided training (Q.38 - 74.6%), and satisfaction with their jobs (Q.39 - 78.9%) and with their pay (Q.40 - 77.5%).

TREND ANALYSIS

The Commission analyzed the results of the 2007 and 2008 Annual Employee Surveys with those obtained from the 2009 Survey. FMC's response rate of 66% in 2009 is comparable to the 2008 response rate of 69% and the 2007 response rate of 66%. Due to the small size of the total population surveyed, even with the excellent response rate experienced, the data may only be statistically reliable to a certain extent. However, when the data is compared with respect to prior years' responses, certain overall trends become apparent. Fortunately the trends are predominantly positive in nature and are indicative of a healthy organization.

Over the last three years that the survey was administered at FMC, more than 25% of the survey questions showed successive improvement from one year to the next and to the most recent. The questions showing such positive improvement included: Q.3 – My work gives me a feeling of personal accomplishment; Q.4 – I like the kind of work I do; Q.5 – I have trust and confidence in my supervisor; Q.10 – The work I do is important; Q.12 – Supervisors in my work unit support employee development; Q.16 – In my work unit, steps are taken to deal with a poor performer who cannot or will not improve; Q.19 – In my work unit, differences in performance are recognized in a meaningful way; Q.23 – Managers/supervisors work well with employees of different backgrounds; and Q.28 – Employees are protected from health and safety hazards on the job. There was also improvement in how satisfied respondents were with the information they received from management about what's going on in the organization (Q.33); their involvement in decisions that affected their work (Q.34); their opportunity to get a better job in the organization (Q.35); and the recognition they received for doing a good job (Q.36). Most significant is the ever-increasing positive responses received about the respondents' general satisfaction with their job and their pay, taking everything into consideration.

While there is always room for improvement, FMC employee responses to the agency survey were significantly better than those obtained from the Federal Human Capital Survey administered by the Office of Personnel Management in 2008. Because of the high rate of positive responses FMC employees provided in response to the agency survey, evidence suggests that, overall, FMC employees are satisfied with their jobs and related aspects of employment, hold their leaders in high regard, believe FMC's organizational culture promotes improvement in processes, products/ services, and outcomes, and has the talent necessary to achieve its organizational goals.

**2009 Annual Employee Survey Results for
Federal Maritime Commission
Online Survey Conducted October 12-30, 2009
All Respondents**

Surveys Sent: **109**

Surveys Returned: **71**

Response Rate: **66%**

Prescribed Questions: Personal Work Experiences								
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree		Total
1. The people I work with cooperate to get the job done.	Number	28	33	6	2	2		71
	Percentage	39.4%	46.5%	8.5%	2.8%	2.8%		100.0%
2. I am given a real opportunity to improve my skills in my organization.	Number	24	32	7	2	6		71
	Percentage	33.8%	45.1%	9.9%	2.8%	8.5%		100.0%
3. My work gives me a feeling of personal accomplishment.	Number	25	30	5	4	7		71
	Percentage	35.2%	42.3%	7.0%	5.6%	9.9%		100.0%
4. I like the kind of work I do.	Number	30	27	7	4	3		71
	Percentage	42.3%	38.0%	9.9%	5.6%	4.2%		100.0%
5. I have trust and confidence in my supervisor.	Number	25	32	3	5	6		71
	Percentage	35.2%	45.1%	4.2%	7.0%	8.5%		100.0%
Item Text		Very Good	Good	Fair	Poor	Very Poor		Total
6. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	Number	32	22	8	4	5		71
	Percentage	45.1%	31.0%	11.3%	5.6%	7.0%		100.0%

Prescribed Questions: Recruitment, Development & Retention								
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
7. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	Number	15	41	7	4	4	0	71
	Percentage	21.1%	57.7%	9.9%	5.6%	5.6%	0.0%	100.0%
8. My work unit is able to recruit people with the right skills.	Number	22	31	9	3	4	2	71
	Percentage	31.0%	43.7%	12.7%	4.2%	5.6%	2.8%	100.0%
9. I know how my work relates to the agency's goals and priorities.	Number	33	28	4	2	4	0	71
	Percentage	46.5%	39.4%	5.6%	2.8%	5.6%	0.0%	100.0%
10. The work I do is important.	Number	33	28	3	1	6	0	71
	Percentage	46.5%	39.4%	4.2%	1.4%	8.5%	0.0%	100.0%
11. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	Number	23	34	7	5	2	0	71
	Percentage	32.4%	47.9%	9.9%	7.0%	2.8%	0.0%	100.0%
12. Supervisors/team leaders in my work unit support employee development.	Number	30	29	4	4	4	0	71
	Percentage	42.3%	40.8%	5.6%	5.6%	5.6%	0.0%	100.0%
13. My talents are used well in the workplace.	Number	27	24	7	4	9	0	71
	Percentage	38.0%	33.8%	9.9%	5.6%	12.7%	0.0%	100.0%
14. My training needs are assessed.	Number	22	22	14	6	5	2	71
	Percentage	31.0%	31.0%	19.7%	8.5%	7.0%	2.8%	100.0%

Prescribed Questions: Performance Culture								
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
15. Promotions in my work unit are based on merit.	Number	19	23	10	6	8	5	71
	Percentage	26.8%	32.4%	14.1%	8.5%	11.3%	7.0%	100.0%
16. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	Number	8	20	15	10	9	9	71
	Percentage	11.3%	28.2%	21.1%	14.1%	12.7%	12.7%	100.0%
17. Creativity and innovation are rewarded.	Number	19	29	7	7	9	0	71
	Percentage	26.8%	40.8%	9.9%	9.9%	12.7%	0.0%	100.0%
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	No Basis to Judge	Total
18. In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (e.g., Fully Successful, Outstanding).	Number	25	29	10	4	2	1	71
	Percentage	35.2%	40.8%	14.1%	5.6%	2.8%	1.4%	100.0%
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
19. In my work unit, differences in performance are recognized in a meaningful way.	Number	18	26	8	11	6	2	71
	Percentage	25.4%	36.6%	11.3%	15.5%	8.5%	2.8%	100.0%
20. Pay raises depend on how well employees perform their jobs.	Number	16	21	15	9	8	2	71
	Percentage	22.5%	29.6%	21.1%	12.7%	11.3%	2.8%	100.0%
21. My performance appraisal is a fair reflection of my performance.	Number	28	27	5	3	7	1	71
	Percentage	39.4%	38.0%	7.0%	4.2%	9.9%	1.4%	100.0%
22. Discussions with my supervisor/ team leader about my performance are worthwhile.	Number	26	25	10	4	6	0	71
	Percentage	36.6%	35.2%	14.1%	5.6%	8.5%	0.0%	100.0%
23. Managers/supervisors/team leaders work well with employees of different backgrounds.	Number	26	31	7	4	3	0	71
	Percentage	36.6%	43.7%	9.9%	5.6%	4.2%	0.0%	100.0%

24. My supervisor supports my need to balance work and family issues.	Number	40	25	5	0	1	0	71
	Percentage	56.3%	35.2%	7.0%	0.0%	1.4%	0.0%	100.0%
Prescribed Questions: Leadership								
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
25. I have a high level of respect for my organization's senior leaders.	Number	17	29	8	8	9	0	71
	Percentage	23.9%	40.8%	11.3%	11.3%	12.7%	0.0%	100.0%
26. In my organization, leaders generate high levels of motivation and commitment in the workforce.	Number	17	24	11	10	8	1	71
	Percentage	23.9%	33.8%	15.5%	14.1%	11.3%	1.4%	100.0%
27. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	Number	19	28	13	4	5	2	71
	Percentage	26.8%	39.4%	18.3%	5.6%	7.0%	2.8%	100.0%
28. Employees are protected from health and safety hazards on the job.	Number	30	31	8	0	1	1	71
	Percentage	42.3%	43.7%	11.3%	0.0%	1.4%	1.4%	100.0%
29. Employees have a feeling of personal empowerment with respect to work processes.	Number	19	29	8	7	6	2	71
	Percentage	26.8%	40.8%	11.3%	9.9%	8.5%	2.8%	100.0%
30. My workload is reasonable.	Number	21	34	7	4	5	0	71
	Percentage	29.6%	47.9%	9.9%	5.6%	7.0%	0.0%	100.0%
31. Managers communicate the goals and priorities of the organization.	Number	20	26	12	7	5	1	71
	Percentage	28.2%	36.6%	16.9%	9.9%	7.0%	1.4%	100.0%
32. My organization has prepared employees for potential security threats.	Number	19	32	11	4	4	1	71
	Percentage	26.8%	45.1%	15.5%	5.6%	5.6%	1.4%	100.0%

Prescribed Questions: Job Satisfaction								
Item Text		Very Satisfied	Satisfied	Neither	Dis-satisfied	Very Dis-satisfied		Total
33. How satisfied are you with the information you receive from management on what's going on in your organization?	Number	17	29	13	8	4		71
	Percentage	23.9%	40.8%	18.3%	11.3%	5.6%		100.0%
34. How satisfied are you with your involvement in decisions that affect your work?	Number	20	32	10	2	7		71
	Percentage	28.2%	45.1%	14.1%	2.8%	9.9%		100.0%
35. How satisfied are you with your opportunity to get a better job in your organization?	Number	14	24	14	11	8		71
	Percentage	19.7%	33.8%	19.7%	15.5%	11.3%		100.0%
36. How satisfied are you with the recognition you receive for doing a good job?	Number	29	25	7	4	6		71
	Percentage	40.8%	35.2%	9.9%	5.6%	8.5%		100.0%
37. How satisfied are you with the policies and practices of your senior leaders?	Number	16	25	16	6	8		71
	Percentage	22.5%	35.2%	22.5%	8.5%	11.3%		100.0%
38. How satisfied are you with the training you receive for your present job?	Number	18	35	9	5	4		71
	Percentage	25.4%	49.3%	12.7%	7.0%	5.6%		100.0%
39. Considering everything, how satisfied are you with your job?	Number	29	27	6	3	6		71
	Percentage	40.8%	38.0%	8.5%	4.2%	8.5%		100.0%
40. Considering everything, how satisfied are you with your pay?	Number	19	36	7	9	0		71
	Percentage	26.8%	50.7%	9.9%	12.7%	0.0%		100.0%