

## 2010 EMPLOYEE VIEWPOINT SURVEY RESULTS

### FEDERAL MARITIME COMMISSION

**1. Interpretation of Results:** Nearly 81 percent of Federal Maritime Commission employees responded to the 2010 Employee Viewpoint Survey that was conducted online between February 9 and March 19, 2010. Of the 108 employees who received the survey, 87 completed and returned it. This response rate far exceeded the government-wide response rate of 52% and topped the FMC's highest previous rate by over 10%, as shown in Table 1.

**Table 1. Response Rates Over Five Years**

<b>Instrument</b>	<b>Responses</b>	<b>Response Rate</b>
<b>2010 Employee Viewpoint Survey</b>	87	81%
<b>2009 Annual Employee Survey</b>	71	66%
<b>2008 Federal Human Capital Survey</b>	68	69%
<b>2007 Annual Employee Survey</b>	78	66%
<b>2006 Federal Human Capital Survey</b>	69	66%

FMC's results compare extremely favorably with results across the government, with 66 of the 78 items (84.6%) showing higher positive responses than the government-wide average. Similarly, among small agencies, 65 of the items (83.3%) showed higher positive responses at FMC.

FMC's results describe a high-performing agency where employees view their work as important and are willing to put in extra effort when it's needed. They share their knowledge and cooperate to get the job done. They rate their supervisors and team leaders highly, and they credit managers with promoting communication and supporting collaboration. They constantly look for ways to do their jobs better, and they know that they are held accountable for results.

#### **Highlights from Selected Questions**

Overall results in the section dealing with "My Work Experiences" were positive, with over two-thirds of the 19 questions receiving 75% or higher positive response. FMC employees indicated that they are willing to put in extra effort when needed (Q.7 – 93.7%), that they are constantly looking for ways to do their jobs better (Q.8 – 93.5%), that they are held accountable for achieving results (Q.16 – 90.1%), and that their work is important (Q.13 – 86.7%).

FMC employees work with others who cooperate to get the job done (Q.20 – 81.6%) and they share their job knowledge (Q.26 – 80.9%). They rate the quality of work done by their work units as high (Q. 28 – 86.1%) and they believe that the skill level has improved in the past year (Q.27 – 64.9%). However, they are less in agreement that differences in performance are recognized in a meaningful way (Q.24 – 50.8%).

In viewing the agency as a whole, employees overwhelmingly replied that they are protected from health and safety hazards on the job (Q.35 – 85.9%). They see the agency as successful at accomplishing its mission (Q.39 – 74.8%) and the workforce as having the job-relevant knowledge and skills needed (Q.29 – 74.7%). Over 70% recommend the FMC as a good place to work (Q.40 – 72.4%). Employees were

less positive about the link between pay raises and performance (Q.33 – 50.0%) and about creativity and innovation being rewarded (Q.32 – 49.9%).

Supervisors and team leaders were rated highly overall by FMC employees. When asked their assessment of how good a job is being done by their immediate supervisor or team leader, 84.2% responded positively (Q.52). Supervisors/team leaders treat employees with respect (Q.49 – 90.9%), listen to employees (Q.48 – 86.4%), and support employee development (Q.47 – 85.6%). Similarly, employees believe that their supervisors support their needs to balance work and other life issues (Q.42 – 89.7%). Supervisors provide feedback about performance (Q.50 – 83.5%) and employees find the discussions worthwhile (Q.44 – 81.2%).

Employees approve of the job that is being done by the manager directly above their immediate supervisor/team leader (Q.60 – 72.2%) and credit senior leaders with demonstrating support for Work/Life programs (Q.62 – 76.7%). Managers promote communication among different work units (Q.58 – 67.1%) and support collaboration across them (Q.59 – 63.8%). Employees see managers reviewing and evaluating the organization's progress toward meeting its goals and objectives (Q.57 – 67.2%) and working well with employees of different backgrounds (Q.55 – 64.6%).

FMC employees express satisfaction with their involvement in decisions that affect their work (Q.63 – 69.0%). They are satisfied with the information they receive about what's going on in the organization (Q.64 – 67.1%) and with the recognition they receive for doing a good job (Q.65 – 67.6%). Overall, FMC employees are satisfied with their jobs (Q.69 – 70.8%) and their pay (Q.70 – 71.1%).

- 2. How the survey was conducted:** The survey was conducted online from February 9, 2010 to March 16, 2010.
- 3. Description of sample:** All 108 full-time permanent employees of the agency were surveyed.
- 4. Survey items and response choices:** See the tables on the following pages.
- 5. Number of employees surveyed and number who responded:** Of the 108 employees surveyed, 87 responded, for a response rate of nearly 81%.

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(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	73.3	20	43	10	6	8	87	NA
	%		24.0	49.4	11.1	7.1	8.4	100.0	
2. I have enough information to do my job well.	N	70.7	20	42	17	5	3	87	NA
	%		23.3	47.3	19.2	7.1	3.0	100.0	
3. I feel encouraged to come up with new and better ways of doing things.	N	75.3	24	41	10	6	6	87	NA
	%		28.1	47.2	12.1	6.3	6.3	100.0	
*4. My work gives me a feeling of personal accomplishment.	N	76.3	23	43	10	7	4	87	NA
	%		28.0	48.4	11.8	7.6	4.3	100.0	
*5. I like the kind of work I do.	N	76.8	26	40	11	7	3	87	NA
	%		30.6	46.2	11.8	7.9	3.5	100.0	
6. I know what is expected of me on the job.	N	78.4	24	43	13	3	3	86	NA
	%		28.2	50.2	15.0	3.4	3.2	100.0	
7. When needed I am willing to put in the extra effort to get a job done.	N	93.7	54	27	4	1	1	87	NA
	%		62.3	31.3	4.4	1.0	1.0	100.0	
8. I am constantly looking for ways to do my job better.	N	93.5	39	42	4	1	1	87	NA
	%		45.6	47.9	4.4	1.1	1.0	100.0	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N	60.0	12	39	13	14	9	87	0
	%		14.5	45.5	14.8	15.3	9.8	100.0	
*10. My workload is reasonable.	N	74.5	11	53	13	7	2	86	1
	%		13.1	61.4	15.4	8.0	2.1	100.0	
*11. My talents are used well in the workplace.	N	67.7	18	38	10	9	9	84	1
	%		21.5	46.2	11.6	10.3	10.3	100.0	
*12. I know how my work relates to the agency's goals and priorities.	N	85.8	25	48	5	5	2	85	2
	%		29.4	56.4	6.6	5.5	2.1	100.0	
*13. The work I do is important.	N	86.7	35	38	9	2	1	85	1
	%		42.2	44.6	9.9	2.2	1.1	100.0	
*14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N	83.2	26	46	2	9	4	87	0
	%		31.0	52.2	2.4	10.1	4.3	100.0	
*15. My performance appraisal is a fair reflection of my performance.	N	83.8	26	43	8	4	2	83	3
	%		33.2	50.6	9.2	5.0	2.0	100.0	
16. I am held accountable for achieving results.	N	90.1	28	49	8	0	1	86	0
	%		33.5	56.6	8.9	0.0	1.0	100.0	

\*AES prescribed items

\*\* Sum of responses excluding DNK/NBJ

Sample or Census: Census

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17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N		22	32	15	5	7	81	5
	%	67.9	28.2	39.6	18.2	6.1	7.9	100.0	
*18. My training needs are assessed.	N		16	36	18	11	1	82	3
	%	64.3	19.6	44.7	21.3	13.4	1.0	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		25	41	6	9	3	84	3
	%	79.1	30.2	48.9	7.0	11.0	3.0	100.0	
*20. The people I work with cooperate to get the job done.	N		14	52	8	5	3	82	NA
	%	81.6	17.0	64.6	9.3	5.8	3.3	100.0	
*21. My work unit is able to recruit people with the right skills.	N		17	32	21	8	2	80	7
	%	60.6	21.3	39.3	27.8	9.5	2.1	100.0	
*22. Promotions in my work unit are based on merit.	N		12	34	22	6	8	82	5
	%	55.3	14.9	40.4	28.2	7.2	9.4	100.0	
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		4	30	31	8	6	79	8
	%	42.5	4.8	37.7	39.7	10.8	7.0	100.0	
*24. In my work unit, differences in performance are recognized in a meaningful way.	N		10	31	25	9	6	81	6
	%	50.8	13.6	37.2	30.8	11.3	7.1	100.0	
25. Awards in my work unit depend on how well employees perform their jobs.	N		12	39	18	6	6	81	6
	%	63.3	16.2	47.1	22.6	7.2	6.9	100.0	
26. Employees in my work unit share job knowledge with each other.	N		22	48	9	4	3	86	1
	%	80.9	26.2	54.7	11.3	4.8	3.1	100.0	
27. The skill level in my work unit has improved in the past year.	N		13	40	19	6	4	82	4
	%	64.9	16.6	48.3	24.0	7.0	4.1	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		43	30	10	2	1	86	NA
	%	86.1	51.6	34.6	10.8	2.1	1.0	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		16	44	14	4	4	82	3
	%	74.7	19.3	55.4	16.5	4.5	4.2	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		13	33	23	8	7	84	3
	%	55.2	16.9	38.3	28.0	9.0	7.8	100.0	
31. Employees are recognized for providing high quality products and services.	N		16	34	20	8	7	85	2
	%	58.3	19.7	38.6	24.8	8.8	8.0	100.0	
*32. Creativity and innovation are rewarded.	N		13	27	24	8	9	81	4
	%	49.9	16.9	33.0	30.2	9.8	10.1	100.0	
*33. Pay raises depend on how well employees perform their jobs.	N		8	32	18	13	8	79	8
	%	50.0	11.5	38.5	24.5	15.8	9.7	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	33	19	6	4	81	6
	%	63.5	23.5	40.1	23.5	8.3	4.6	100.0	
*35. Employees are protected from health and safety hazards on the job.	N		30	43	10	3	0	86	1
	%	85.9	35.5	50.4	10.9	3.2	0.0	100.0	
*36. My organization has prepared employees for potential security threats.	N		20	41	16	7	1	85	2
	%	71.7	23.8	47.8	18.1	9.1	1.1	100.0	
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N		11	31	19	9	9	79	8
	%	54.1	14.8	39.3	24.3	11.0	10.6	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		21	30	15	7	5	78	9
	%	65.7	27.3	38.4	19.5	8.8	6.0	100.0	
39. My agency is successful at accomplishing its mission.	N		18	45	15	5	2	85	1
	%	74.8	21.6	53.3	17.3	5.5	2.4	100.0	
40. I recommend my organization as a good place to work.	N		24	38	15	4	6	87	NA
	%	72.4	28.1	44.3	17.2	4.1	6.3	100.0	
41. I believe the results of this survey will be used to make my agency a better place to work.	N		19	36	12	9	7	83	3
	%	67.7	23.4	44.2	14.4	10.0	8.0	100.0	
*42. My supervisor supports my need to balance work and other life issues.	N		44	32	7	2	0	85	0
	%	89.7	53.3	36.4	7.9	2.4	0.0	100.0	
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N		26	42	13	2	1	84	1
	%	81.9	32.4	49.5	15.0	2.1	1.0	100.0	
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N		27	39	14	2	0	82	3
	%	81.2	34.3	46.9	16.6	2.2	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
45. My supervisor/team leader is committed to a workforce representative of all segments of society.	N		25	38	16	3	0	82	3
	%	77.5	31.9	45.6	19.0	3.5	0.0	100.0	
46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N		24	37	17	5	0	83	2
	%	73.5	30.3	43.2	20.7	5.8	0.0	100.0	
*47. Supervisors/team leaders in my work unit support employee development.	N		31	40	9	3	0	83	1
	%	85.6	38.4	47.2	10.9	3.5	0.0	100.0	
48. My supervisor/team leader listens to what I have to say.	N		39	33	9	2	1	84	NA
	%	86.4	47.8	38.5	10.3	2.3	1.0	100.0	
49. My supervisor/team leader treats me with respect.	N		39	38	7	0	1	85	NA
	%	90.9	46.9	44.1	8.1	0.0	1.0	100.0	
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N		29	40	7	7	1	84	NA
	%	83.5	35.9	47.5	7.7	7.9	1.0	100.0	
*51. I have trust and confidence in my supervisor.	N		37	29	13	4	2	85	NA
	%	78.7	45.0	33.7	14.8	4.3	2.1	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		45	26	11	0	3	85	NA
	%	84.2	54.4	29.8	12.7	0.0	3.1	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		13	35	20	8	9	85	1
	%	58.3	16.2	42.1	23.0	9.4	9.4	100.0	
54. My organization's leaders maintain high standards of honesty and integrity.	N		14	36	19	7	8	84	2
	%	61.3	17.8	43.5	22.1	8.1	8.5	100.0	
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N		18	35	19	7	4	83	2
	%	64.6	22.4	42.2	22.5	8.5	4.5	100.0	
*56. Managers communicate the goals and priorities of the organization.	N		14	39	18	6	9	86	0
	%	62.2	17.0	45.2	21.6	6.6	9.6	100.0	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N		14	39	19	1	6	79	6
	%	67.2	18.4	48.7	25.0	1.0	6.7	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		12	43	14	7	7	83	2
	%	67.1	14.8	52.3	17.1	8.2	7.6	100.0	
59. Managers support collaboration across work units to accomplish work objectives.	N		13	40	16	8	7	84	0
	%	63.8	16.0	47.8	19.3	9.4	7.5	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		22	35	11	4	9	81	4
	%	72.2	28.6	43.6	13.5	4.2	10.1	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		17	34	18	7	10	86	0
	%	60.9	21.1	39.7	20.9	7.6	10.6	100.0	
62. Senior leaders demonstrate support for Work/Life programs.	N		23	39	16	2	2	82	4
	%	76.7	29.3	47.5	18.2	2.5	2.5	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	40	13	9	6	86	NA
	%	69.0	22.2	46.8	14.7	9.9	6.4	100.0	
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N		10	46	11	11	8	86	NA
	%	67.1	12.3	54.8	12.1	12.1	8.8	100.0	
*65. How satisfied are you with the recognition you receive for doing a good job?	N		15	42	18	7	4	86	NA
	%	67.6	18.8	48.8	20.1	8.1	4.3	100.0	
*66. How satisfied are you with the policies and practices of your senior leaders?	N		15	36	18	7	10	86	NA
	%	61.3	18.7	42.6	20.5	7.5	10.7	100.0	
*67. How satisfied are you with your opportunity to get a better job in your organization?	N		11	31	26	9	9	86	NA
	%	48.9	12.9	36.1	30.2	11.1	9.7	100.0	
*68. How satisfied are you with the training you receive for your present job?	N		19	37	16	10	4	86	NA
	%	65.8	23.1	42.7	18.3	11.7	4.2	100.0	

\*AES prescribed items

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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		22	38	18	3	5	86	NA
	%	70.8	27.2	43.6	20.6	3.2	5.5	100.0	
*70. Considering everything, how satisfied are you with your pay?	N		16	47	15	7	1	86	NA
	%	71.1	18.8	52.3	19.6	7.9	1.3	100	
71. Considering everything, how satisfied are you with your organization?	N		17	40	17	6	6	86	NA
	%	67.4	20.0	47.4	20.0	6.1	6.5	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		1	25	9	6	13	28	82
	%	23.7	1.1	30.6	11.8	7.8	15.9	32.7	
		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		12	22	25	5	5	69	16
	%	47.3	17.7	29.6	39.1	6.8	6.8	100.0	
74. How satisfied are you with the following Work/Life programs in your agency... Alternative Work Schedules (AWS)?	N		44	25	12	1	0	82	4
	%	82.8	54.5	28.3	16.2	1.0	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		29	34	15	0	1	79	6
	%	78.6	37.8	40.8	20.3	0.0	1.1	100	
76. How satisfied are you with the following Work/Life programs in your agency... Employee Assistance Program (EAP)?	N		19	23	21	1	0	64	22
	%	64.1	29.5	34.6	34.2	1.7	0.0	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		4	4	26	3	3	40	46
	%	19.8	9.9	9.9	65.9	7.1	7.3	100	
78. How satisfied are you with the following Work/Life programs in your agency... Elder Care Programs (for example, support groups, speakers)?	N		4	8	27	2	2	43	43
	%	26.2	9.0	17.2	65.1	4.1	4.6	100	

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