

**DEPARTMENT OF HOMELAND SECURITY**  
**2011 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS**  
(Survey Administration Period April 4, 2011 to May 12, 2011)

		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	56.0	2,386	6,805	2,730	2,627	936	15,484	NA
	%		13.5	42.6	18.5	18.7	6.7	100.0	
2. I have enough information to do my job well.	N	67.4	2,368	8,100	2,435	2,064	514	15,481	NA
	%		14.5	53.0	16.3	13.0	3.2	100.0	
3. I feel encouraged to come up with new and better ways of doing things.	N	46.2	2,708	5,354	2,977	3,001	1,429	15,469	NA
	%		13.9	32.3	21.1	22.0	10.7	100.0	
*4. My work gives me a feeling of personal accomplishment.	N	65.9	4,062	6,497	2,485	1,572	856	15,472	NA
	%		23.6	42.3	17.4	10.6	6.1	100.0	
*5. I like the kind of work I do.	N	84.1	6,227	6,762	1,554	624	282	15,449	NA
	%		39.9	44.2	10.3	3.8	1.9	100.0	
6. I know what is expected of me on the job.	N	78.1	4,357	7,335	1,922	1,322	492	15,428	NA
	%		29.2	48.9	11.6	7.4	2.9	100.0	
7. When needed I am willing to put in the extra effort to get a job done.	N	96.0	10,286	4,672	335	105	69	15,467	NA
	%		63.9	32.1	2.6	0.8	0.6	100.0	
8. I am constantly looking for ways to do my job better.	N	89.8	7,722	6,338	1,128	171	82	15,441	NA
	%		48.1	41.7	8.2	1.4	0.6	100.0	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N	41.3	1,289	5,147	2,725	3,849	2,409	15,419	59
	%		8.3	33.0	18.9	24.2	15.6	100.0	
*10. My workload is reasonable.	N	60.6	1,558	7,369	2,619	2,469	1,404	15,419	48
	%		10.9	49.7	17.4	14.4	7.7	100.0	
*11. My talents are used well in the workplace.	N	49.7	2,110	5,929	2,735	2,655	1,860	15,289	138
	%		12.3	37.4	18.9	18.5	12.9	100.0	
*12. I know how my work relates to the agency's goals and priorities.	N	81.2	4,503	8,117	1,616	711	442	15,389	51
	%		26.9	54.3	11.1	4.7	3.0	100.0	
*13. The work I do is important.	N	91.4	8,269	5,772	910	254	179	15,384	27
	%		54.8	36.6	5.7	1.7	1.2	100.0	
*14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N	62.0	3,488	6,528	2,131	1,938	1,298	15,383	85
	%		20.8	41.2	14.9	13.2	9.8	100.0	
*15. My performance appraisal is a fair reflection of my performance.	N	65.5	3,509	6,701	2,342	1,432	1,201	15,185	279
	%		22.0	43.5	15.8	9.7	9.0	100.0	
16. I am held accountable for achieving results.	N	77.7	4,332	8,044	1,933	646	384	15,339	84
	%		25.3	52.3	14.4	4.8	3.1	100.0	

\*AES prescribed items

\*\* Sum of responses excluding DNK/NBJ

Sample or Census: Sample

Number of Employees Selected: 29,906

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17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N		3,304	5,415	2,881	1,594	1,756	14,950	508
	%	56.5	19.8	36.7	20.1	11.0	12.4	100.0	
*18. My training needs are assessed.	N		1,729	5,379	3,765	2,617	1,656	15,146	213
	%	47.3	11.1	36.2	25.0	16.8	11.0	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		3,520	6,841	2,354	1,431	1,019	15,165	299
	%	68.2	22.0	46.2	16.0	9.1	6.7	100.0	
*20. The people I work with cooperate to get the job done.	N		3,203	7,560	2,173	1,520	435	14,891	NA
	%	70.3	19.9	50.4	15.6	11.0	3.1	100.0	
*21. My work unit is able to recruit people with the right skills.	N		1,180	4,963	4,246	3,072	1,601	15,062	416
	%	37.5	6.7	30.8	30.9	20.3	11.3	100.0	
*22. Promotions in my work unit are based on merit.	N		1,100	3,674	4,027	2,910	3,104	14,815	654
	%	26.4	5.3	21.1	28.0	20.8	24.8	100.0	
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		821	3,813	3,660	3,377	3,025	14,696	768
	%	26.8	4.4	22.4	25.1	24.0	24.2	100.0	
*24. In my work unit, differences in performance are recognized in a meaningful way.	N		958	4,221	4,140	3,305	2,323	14,947	515
	%	30.3	5.4	25.0	28.3	23.3	18.0	100.0	
25. Awards in my work unit depend on how well employees perform their jobs.	N		1,389	4,692	3,588	2,611	2,496	14,776	678
	%	35.9	7.8	28.1	24.5	19.3	20.3	100.0	
26. Employees in my work unit share job knowledge with each other.	N		2,853	8,166	2,314	1,236	794	15,363	72
	%	70.2	17.1	53.0	16.2	8.1	5.5	100.0	
27. The skill level in my work unit has improved in the past year.	N		2,286	6,267	3,991	1,508	919	14,971	424
	%	54.3	14.2	40.1	28.0	10.8	6.9	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		5,435	6,814	2,553	464	163	15,429	NA
	%	76.4	31.3	45.0	18.8	3.5	1.3	100.0	
		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*29. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N		1,940	8,378	2,607	1,500	514	14,939	140
	%	69.0	12.3	56.6	18.0	9.4	3.6	100.0	

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*30. Employees have a feeling of personal empowerment with respect to work processes.	N	39.6	1,164	5,029	3,899	3,151	1,592	14,835	255
	%		7.0	32.6	27.5	21.4	11.5	100.0	
31. Employees are recognized for providing high quality products and services.	N	41.1	1,492	5,476	3,601	2,829	1,481	14,879	224
	%		8.3	32.8	26.0	21.2	11.7	100.0	
*32. Creativity and innovation are rewarded.	N	32.3	1,264	4,227	4,079	3,214	1,931	14,715	333
	%		6.8	25.4	28.4	24.0	15.3	100.0	
*33. Pay raises depend on how well employees perform their jobs.	N	19.1	582	2,407	4,017	3,865	3,441	14,312	760
	%		3.8	15.2	27.2	26.6	27.2	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	54.0	2,021	5,923	4,055	1,189	1,007	14,195	870
	%		12.9	41.0	30.2	8.5	7.4	100.0	
*35. Employees are protected from health and safety hazards on the job.	N	63.7	2,646	7,790	2,406	1,233	790	14,865	194
	%		14.5	49.2	18.4	10.5	7.4	100.0	
*36. My organization has prepared employees for potential security threats.	N	69.6	2,809	8,081	2,266	1,145	616	14,917	105
	%		16.5	53.1	16.5	8.4	5.5	100.0	
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N	40.8	1,944	4,537	3,391	2,170	2,370	14,412	631
	%		11.0	29.8	24.5	16.2	18.6	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	61.6	3,088	5,922	2,817	955	1,188	13,970	1,029
	%		19.1	42.5	22.3	7.2	9.0	100.0	
39. My agency is successful at accomplishing its mission.	N	72.0	3,193	7,829	2,462	864	503	14,851	155
	%		19.6	52.4	18.1	6.0	4.0	100.0	
40. I recommend my organization as a good place to work.	N	61.9	3,038	6,195	3,287	1,632	874	15,026	NA
	%		19.6	42.2	21.8	10.6	5.7	100.0	
41. I believe the results of this survey will be used to make my agency a better place to work.	N	45.2	1,966	4,120	3,994	2,085	1,753	13,918	1,123
	%		15.3	29.9	27.0	14.7	13.1	100.0	
*42. My supervisor supports my need to balance work and other life issues.	N	71.2	4,389	6,599	1,915	1,055	885	14,843	85
	%		26.9	44.3	13.8	8.1	6.9	100.0	
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N	62.3	3,689	6,138	2,405	1,523	1,105	14,860	46
	%		21.5	40.8	18.2	11.4	8.1	100.0	
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N	59.0	3,245	5,666	3,058	1,574	1,184	14,727	167
	%		20.2	38.8	21.6	10.9	8.4	100.0	

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45. My supervisor/team leader is committed to a workforce representative of all segments of society.	N	61.0	3,243	5,714	3,473	783	761	13,974	898
	%		20.4	40.5	26.8	6.1	6.1	100.0	
46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N	59.0	3,003	5,846	3,081	1,746	1,134	14,810	63
	%		18.9	40.1	21.3	11.7	8.0	100.0	
*47. Supervisors/team leaders in my work unit support employee development.	N	60.4	3,330	6,102	2,805	1,364	1,087	14,688	150
	%		20.1	40.3	20.4	10.6	8.6	100.0	
48. My supervisor/team leader listens to what I have to say.	N	70.8	4,361	6,486	2,104	1,330	609	14,890	NA
	%		26.4	44.4	15.4	9.5	4.3	100.0	
49. My supervisor/team leader treats me with respect.	N	77.8	5,144	6,533	1,689	902	598	14,866	NA
	%		32.1	45.7	12.0	6.1	4.1	100.0	
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N	75.0	4,052	7,118	1,648	1,507	548	14,873	NA
	%		25.1	49.9	11.6	9.8	3.6	100.0	
*51. I have trust and confidence in my supervisor.	N	63.8	4,388	5,232	2,606	1,439	1,162	14,827	NA
	%		27.6	36.1	18.1	10.0	8.1	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	66.1	5,044	4,901	2,876	1,191	867	14,879	NA
	%		32.8	33.3	19.6	8.3	5.9	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	36.5	1,325	4,332	3,633	3,145	2,136	14,571	87
	%		8.1	28.5	25.1	22.2	16.2	100.0	
54. My organization's leaders maintain high standards of honesty and integrity.	N	50.5	2,299	5,210	3,200	1,840	1,778	14,327	330
	%		14.8	35.7	22.7	13.4	13.5	100.0	
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N	59.0	2,291	6,589	3,118	1,262	1,022	14,282	364
	%		14.2	44.8	23.2	9.8	8.1	100.0	
*56. Managers communicate the goals and priorities of the organization.	N	55.7	1,925	6,456	2,960	1,936	1,242	14,519	104
	%		12.1	43.6	21.6	13.6	9.1	100.0	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N	53.7	1,814	5,938	3,490	1,574	1,022	13,838	786
	%		11.7	41.9	26.6	11.5	8.3	100.0	

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58. Managers promote communication among different work units (for example, about projects, goals, needed resources).	N %	45.4	1,678 10.2	5,255 35.2	3,328 24.5	2,320 17.2	1,707 12.9	14,288 100.0	337
59. Managers support collaboration across work units to accomplish work objectives.	N %	48.7	1,793 10.9	5,573 37.8	3,334 25.0	1,980 14.7	1,505 11.5	14,185 100.0	344
		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 %	49.6	2,710 17.1	4,646 32.4	3,731 26.9	1,631 12.0	1,502 11.5	14,220 100.0	351
		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 %	49.4	2,606 17.4	4,731 32.1	3,347 23.1	1,990 14.1	1,854 13.4	14,528 100.0	93
62. Senior leaders demonstrate support for Work/Life programs.	N %	46.3	2,186 14.6	4,624 31.7	3,621 27.3	1,695 13.4	1,559 13.0	13,685 100.0	901
		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 %	44.7	1,613 9.4	5,337 35.3	3,503 26.1	3,049 21.8	981 7.4	14,483 100.0	NA
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N %	42.9	1,411 8.3	5,071 34.6	3,479 24.7	3,320 23.8	1,192 8.6	14,473 100.0	NA
*65. How satisfied are you with the recognition you receive for doing a good job?	N %	42.9	1,777 10.3	4,974 32.5	3,567 24.9	2,790 21.4	1,352 10.8	14,460 100.0	NA
*66. How satisfied are you with the policies and practices of your senior leaders?	N %	37.1	1,238 7.6	4,397 29.5	4,046 28.2	3,233 23.3	1,530 11.4	14,444 100.0	NA
*67. How satisfied are you with your opportunity to get a better job in your organization?	N %	35.1	1,328 7.9	3,977 27.3	4,090 27.9	2,988 21.2	2,067 15.7	14,450 100.0	NA
*68. How satisfied are you with the training you receive for your present job?	N %	50.7	1,735 11.2	5,588 39.4	3,466 23.2	2,522 17.9	1,129 8.3	14,440 100.0	NA

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*69. Considering everything, how satisfied are you with your job?	N		2,967	6,493	2,701	1,545	722	14,428	NA
	%	65.1	19.8	45.3	19.4	10.5	4.9	100.0	
*70. Considering everything, how satisfied are you with your pay?	N		3,071	6,296	2,205	1,993	868	14,433	NA
	%	61.6	20.6	40.9	15.9	15.3	7.2	100.0	
71. Considering everything, how satisfied are you with your organization?	N		2,133	5,992	3,078	2,178	1,048	14,429	NA
	%	55.6	14.2	41.4	21.6	15.4	7.4	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	%
<b>Yes</b>		4,429	20.3
<b>No</b>		9,171	72.1
<b>Not sure</b>		836	7.6
<b>Total</b>		14,436	100.0

73. Please select the response below that BEST describes your current teleworking situation:		N	%
<b>I telework 3 or more days per week.</b>		166	1.0
<b>I telework 1 or 2 days per week.</b>		673	2.9
<b>I telework, but no more than 1 or 2 days per month.</b>		469	1.8
<b>I telework very infrequently, on an unscheduled or short-term basis.</b>		1,702	6.5
<b>I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).</b>		6,936	60.4
<b>I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.</b>		409	2.8
<b>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.</b>		2,549	17.1
<b>I do not telework because I choose not to telework.</b>		1,199	7.5
<b>Total</b>		14,103	100.0

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Surveys Completed: 15,506  
Response Rate: 51.8%

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

	N	%
<b>Yes</b>	3,853	22.3
<b>No</b>	6,532	46.1
<b>Not available to me</b>	4,010	31.5
<b>Total</b>	14,395	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	%
<b>Yes</b>	3,587	22.3
<b>No</b>	8,471	59.9
<b>Not available to me</b>	2,319	17.8
<b>Total</b>	14,377	100.0

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

	N	%
<b>Yes</b>	2,180	15.5
<b>No</b>	11,671	80.2
<b>Not available to me</b>	493	4.3
<b>Total</b>	14,344	100.0

77. Do you participate in the following Work/Life programs? Child  
Care Programs (for example, daycare, parenting classes, parenting  
support groups)

	N	%
<b>Yes</b>	230	1.6
<b>No</b>	11,156	75.7
<b>Not available to me</b>	2,946	22.7
<b>Total</b>	14,332	100.0

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

	N	%
<b>Yes</b>	211	1.5
<b>No</b>	11,322	77.3
<b>Not available to me</b>	2,779	21.2
<b>Total</b>	14,312	100.0

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79. How satisfied are you with the following Work/Life programs in your agency? Telework	N	28.1	839	1,512	2,393	889	862	6,495	7,882
	%		9.8	18.3	45.3	12.2	14.4	100.0	
80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	N	50.5	2,082	2,411	2,079	641	702	7,915	6,361
	%		22.6	27.9	30.2	8.9	10.4	100.0	
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	41.8	947	2,590	3,009	664	593	7,803	6,511
	%		10.0	31.8	41.2	8.5	8.5	100.0	
82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	N	42.3	822	2,247	3,400	239	201	6,909	7,430
	%		11.0	31.4	50.2	4.0	3.4	100.0	
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	13.5	161	436	2,720	237	351	3,905	10,432
	%		3.3	10.3	70.1	6.3	10.0	100.0	
84. How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	N	12.5	122	393	2,791	176	248	3,730	10,596
	%		2.6	9.9	75.2	4.8	7.5	100.0	

\*\* Sum of responses excluding DNK/NBJ  
Sample or Census: Sample  
Number of Employees Selected: 29,906

Percentages are weighted to represent the Agency's population.  
Surveys Completed: 15,506  
Response Rate: 51.8%



**DEPARTMENT OF HOMELAND SECURITY**  
**2011 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS**  
(Survey Administration Period April 4, 2011 to May 12, 2011)

85. Where do you work?	N	%
<b>Headquarters</b>	4,050	28.4
<b>Field</b>	10,204	71.6
<b>Total</b>	14,254	100.0

*86. What is your supervisory status?	N	%
<b>Non-Supervisor</b>	7,352	51.2
<b>Team Leader</b>	1,970	13.7
<b>Supervisor</b>	3,127	21.8
<b>Manager</b>	1,574	11.0
<b>Executive</b>	326	2.3
<b>Total</b>	14,349	100.0

*87. Are you:	N	%
<b>Male</b>	9,199	64.3
<b>Female</b>	5,103	35.7
<b>Total</b>	14,302	100.0

*88. Are you Hispanic or Latino?	N	%
<b>Yes</b>	2,025	14.3
<b>No</b>	12,176	85.7
<b>Total</b>	14,201	100.0

*89. Please select the racial category or categories with which you most closely identify.	N	%
<b>American Indian or Alaska Native</b>	152	1.1
<b>Asian</b>	590	4.3
<b>Black or African American</b>	2,059	14.9
<b>Native Hawaiian or Other Pacific Islander</b>	140	1.0
<b>White</b>	10,353	75.0
<b>Two or more races</b>	517	3.7
<b>Total</b>	13,811	100.0

**DEPARTMENT OF HOMELAND SECURITY**  
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90. What is your age group?	N	%
<b>25 and under</b>	257	1.8
<b>26-29</b>	657	4.6
<b>30-39</b>	2,996	21.0
<b>40-49</b>	4,688	32.9
<b>50-59</b>	4,253	29.9
<b>60 or older</b>	1,382	9.7
<b>Total</b>	14,233	100.0

91. What is your pay category/grade?	N	%
<b>Federal Wage System</b>	411	2.9
<b>GS 1-6</b>	221	1.6
<b>GS 7-12</b>	4,947	34.7
<b>GS 13-15</b>	6,035	42.3
<b>Senior Executive Service</b>	289	2.0
<b>Senior Level (SL) or Scientific or Professional (ST)</b>	26	0.2
<b>Other</b>	2,329	16.3
<b>Total</b>	14,258	100.0

92. How long have you been with the Federal Government (excluding military service)?	N	%
<b>Less than 1 year</b>	321	2.3
<b>1 to 3 years</b>	1,989	13.9
<b>4 to 5 years</b>	1,415	9.9
<b>6 to 10 years</b>	4,428	31.0
<b>11 to 14 years</b>	1,590	11.1
<b>15 to 20 years</b>	1,506	10.6
<b>More than 20 years</b>	3,013	21.1
<b>Total</b>	14,262	100.0

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93. How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?

	N	%
<b>Less than 1 year</b>	455	3.2
<b>1 to 3 years</b>	2,992	21.0
<b>4 to 5 years</b>	1,948	13.6
<b>6 to 10 years</b>	5,137	36.0
<b>11 to 20 years</b>	2,311	16.2
<b>More than 20 years</b>	1,430	10.0
<b>Total</b>	14,273	100.0

94. Are you considering leaving your organization within the next year, and if so, why?

	N	%
<b>No</b>	9,521	66.5
<b>Yes, to retire</b>	640	4.5
<b>Yes, to take another job within the Federal Government</b>	3,227	22.6
<b>Yes, to take another job outside the Federal Government</b>	369	2.6
<b>Yes, other</b>	553	3.9
<b>Total</b>	14,310	100.0

95. I am planning to retire:

	N	%
<b>Within one year</b>	372	2.6
<b>Between one and three years</b>	1,122	7.9
<b>Between three and five years</b>	1,306	9.2
<b>Five or more years</b>	11,355	80.2
<b>Total</b>	14,155	100.0