

Federal Energy Regulatory Commission

2013 Federal Employee Viewpoint Survey Results

Within This Report

This overview of the FERC 2013 Federal Employee Viewpoint Survey (FEVS) results contains the following:

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About the FEVS

Title 5, Code of Federal Regulations, Part 250 requires agencies to administer an annual employee survey. The Office of Personnel Management administers the FEVS annually, helping agencies meet this yearly survey commitment.

This year, the web-based survey was completed by more than 376,000 Federal employees from April 30 to June 14.

The FEVS focuses on employee perceptions regarding critical areas of their work lives: areas which drive employee satisfaction, commitment, and ultimately retention in the workforce. The Commission will use the 2013 results to improve processes, products, services, and organizational outcomes through the recruitment and retention of a high-performing, diverse workforce.

Results At-A-Glance

Overall, the results show that FERC employees are engaged and have a positive outlook on the work of the Commission.

- 46 items had positive ratings of 65% or more (strengths)**
- 1 item had a negative rating of 35% or more (challenges)**
- 5 items had neutral ratings of 30% or more (opportunities)**
- 71 out of 78 items were above the positive Government-wide average**
- Highest positive score: 98%** *When needed, I am willing to put in the extra effort to get a job done.*
- Lowest positive score: 38%** *In my work unit, steps are taken to deal with poor performer who cannot or will not improve.*

Indices

FERC received the following Human Capital Assessment and Accountability Framework Indices ranking (out of 37 agencies) and Employee Engagement Indices and Global Satisfaction Index scores, percent positive is indicated in parenthesis:

- 5th on Leadership & Knowledge Management (70%); 4th in 2012 (67%)**
Leadership is held in high regard, both overall and on specific facets of leadership
- 5th on Talent Management (65%); 5th in 2012 (65%)**
The organization has the talent necessary to achieve organizational goals
- 5th on Results-Oriented Performance Culture (60%); 8th in 2012 (58%)**
The culture promotes improvement in processes, products, services and organizational outcomes
- 9th on Job Satisfaction (67%); 25th in 2012 (65%)**
Employees are satisfied with their jobs and various aspects thereof
- 4th on Employee Engagement (73%); 8th in 2012 (70%)**
An engaged employee is seen as one who is immersed in the content of the job and energized to spend extra effort in job performance
 - 80% on Supervisors:** The interpersonal relationship between worker and supervisor, including trust, respect, and support
 - 72% on Intrinsic Work Experiences:** Employees' feelings of motivation and competency relating to their role in the workplace
 - 66% on Leaders Lead:** Perceptions of leadership integrity and behaviors, such as communication and workforce motivation
- 4th on Global Satisfaction (70%); 12th in 2012 (68%)**
Combination of employees' satisfaction with their job, pay, and organization, plus their willingness to recommend their organization as a good place to work

Telework

The Telework Enhancement Act of 2010 encouraged agencies to expand their use of telework as a strategic management tool.

Telework Eligibility: 93%

Telework Status

- 69% of employees telework, significantly better than the government-wide average 26%
- 22% of employees do not telework because they choose not to do so

Response Rates

64% (893 out of 1,395) of FERC employees responded to the 2013 FEVS, which is 11 percentage points above last year's rate. Office response rates are:

OSEC – 89%	OED – 71%	OEP – 61%
OER – 82%	OAL – 64%	OEMR – 58%
OEIS – 79%	OEA – 62%	OGC – 54%
OE – 75%	OEPI – 62%	OALJ – 37%

Positive, Neutral, Negative Ratings

POSITIVE		NEUTRAL	NEGATIVE		TOTAL	Do Not Know/ No Basis to Judge
Strongly Agree, Very Good, Very Satisfied	Agree, Good, Satisfied	Neither Agree nor Disagree, Fair, Neither Satisfied nor Dissatisfied	Disagree, Poor, Dissatisfied	Strongly Disagree, Very Poor, Very Dissatisfied		

My Work Experience

1 I am given a real opportunity to improve my skills in my organization.	70%		14%	16%		891	NA
	236 26	387 43.91	126 14.49	94 10.47	48 5.34		
2. I have enough information to do my job well.	78%		12%	10%		888	NA
	226 25.76	471 53.48	103 11.25	71 7.73	17 1.77		
3. I feel encouraged to come up with new and better ways of doing things.	59%		19%	21%		882	NA
	201 22.24	325 36.76	168 19.33	111 12.73	77 8.94		
4 My work gives me a feeling of personal accomplishment.	71%		16%	12%		884	NA
	243 27.22	390 44.25	142 16.04	69 7.88	40 4.61		
5 I like the kind of work I do.	80%		12%	7%		881	NA
	298 33.63	416 47.37	105 11.85	48 5.45	14 1.70		
6. I know what is expected of me on the job.	80%		10%	10%		884	NA
	277 31.54	436 49.94	86 9.46	58 6.19	27 2.87		
7. When needed I am willing to put in the extra effort to get a job done.	98%		1%	1%		889	NA
	564 63.11	307 34.86	10 1.09	4 0.47	4 0.46		
8. I am constantly looking for ways to do my job better.	90%		9%	1%		889	NA
	394 43.71	407 45.94	77 9.05	8 0.98	3 0.32		
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	65%		14%	21%		890	0
	145 17.07	432 48.76	124 13.50	129 14.35	60 6.33		
10 My workload is reasonable.	74%		11%	15%		882	2
	158 18.24	497 55.98	99 10.99	84 9.84	44 4.95		
11 My talents are used well in the workplace.	62%		15%	22%		865	7
	171 19.40	369 43.10	132 15.00	127 14.96	66 7.53		
12 I know how my work relates to the agency's goals and priorities.	85%		8%	6%		885	2
	307 34.33	447 51.13	75 8.47	38 4.00	18 2.08		
13 The work I do is important.	86%		10%	4%		878	3
	363 40.80	393 45.35	87 9.88	27 3.05	8 0.92		

Positive, Neutral, Negative Ratings

14 Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	88%		6%	6%		890	1
	327 36.55	452 50.76	54 6.17	33 3.88	24 2.65		

15 My performance appraisal is a fair reflection of my performance.	71%		15%	14%		866	19
	232 26.35	385 44.42	131 15.35	67 7.99	51 5.89		

16. I am held accountable for achieving results.	81%		12%	7%		886	3
	246 27.13	475 54.16	106 11.99	43 4.95	16 1.78		

17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	70%		17%	13%		812	73
	240 28.73	329 40.53	139 17.77	55 6.93	49 6.03		

18 My training needs are assessed.	50%		23%	27%		873	15
	120 13.40	314 36.03	204 23.44	159 18.37	76 8.75		

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).	66%		17%	18%		851	39
	199 23.33	361 42.50	142 16.55	94 11.29	55 6.33		

My Work Unit

20 The people I work with cooperate to get the job done.	83%		10%	7%		890	NA
	289 32.17	446 50.34	93 10.48	47 5.33	15 1.67		

21 My work unit is able to recruit people with the right skills.	64%		21%	16%		861	30
	146 17.20	401 46.77	178 20.88	97 10.80	39 4.36		

22 Promotions in my work unit are based on merit.	47%		25%	28%		813	73
	107 12.76	274 33.63	205 25.34	120 15.28	107 12.99		

23 In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	35%		31%	34%		777	111
	61 7.46	208 26.49	242 31.70	158 20.53	108 13.83		

24 In my work unit, differences in performance are recognized in a meaningful way.	38%		29%	33%		803	84
	73 8.83	231 28.71	234 29.67	162 20.31	103 12.48		

25. Awards in my work unit depend on how well employees perform their jobs.	45%		27%	28%		787	99
	104 13.23	253 31.54	213 27.18	109 14.25	108 13.79		

26. Employees in my work unit share job knowledge with each other.	79%		11%	10%		882	6
	253 27.49	446 51.38	99 11.44	56 6.58	28 3.11		

Positive, Neutral, Negative Ratings

27. The skill level in my work unit has improved in the past year.	59%		27%	14%		845	46
	163 18.29	336 39.93	226 27.46	85 10.27	35 4.07		

28. How would you rate the overall quality of work done by your work unit?	88%		11%	2%		889	NA
	418 47.37	361 40.43	96 10.64	10 1.12	4 0.43		

My Agency

29 The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	82%		12%	6%		866	13
	192 22.16	520 59.92	104 12.14	44 5.14	6 0.64		

30 Employees have a feeling of personal empowerment with respect to work processes.	53%		24%	22%		850	30
	107 12.26	346 40.41	207 24.69	131 15.48	59 7.16		

31. Employees are recognized for providing high quality products and services.	58%		23%	19%		847	28
	125 14.19	364 42.80	193 22.97	111 13.57	54 6.46		

32 Creativity and innovation are rewarded.	40%		31%	29%		839	36
	94 10.51	243 28.52	260 31.41	140 17.16	102 12.42		

33 Pay raises depend on how well employees perform their jobs.	29%		30%	41%		776	99
	54 6.76	173 22.29	234 29.95	174 23.07	141 17.93		

34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	67%		22%	11%		790	87
	165 20.40	367 46.58	175 22.22	49 6.29	34 4.52		

35 Employees are protected from health and safety hazards on the job.	89%		8%	3%		858	21
	309 35.34	454 53.51	67 7.92	22 2.56	6 0.66		

36 My organization has prepared employees for potential security threats.	82%		12%	6%		859	20
	223 25.58	481 56.86	106 12.07	34 3.82	15 1.68		

37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	63%		20%	17%		799	77
	181 22.10	326 40.61	157 19.90	74 9.40	61 7.99		

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.	76%		17%	8%		768	106
	247 30.71	333 43.75	129 17.56	27 3.78	32 4.20		

39. My agency is successful at accomplishing its mission.	85%		12%	3%		859	22
	239 27.81	490 57.01	101 11.83	23 2.61	6 0.74		

Positive, Neutral, Negative Ratings

40. I recommend my organization as a good place to work.	78%		14%	7%		881	NA
	305 34.25	386 43.87	124 14.26	46 5.40	20 2.23		

41. I believe the results of this survey will be used to make my agency a better place to work.	53%		27%	21%		789	93
	147 18.31	269 33.61	210 27.23	96 12.22	67 8.63		

My Supervisor/Team Leader

42. My supervisor supports my need to balance work and other life issues.	88%		6%	5%		879	2
	466 52.29	311 35.86	57 6.73	24 2.90	21 2.22		

43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	74%		15%	11%		876	2
	322 35.67	325 37.67	133 15.84	54 6.16	42 4.67		

44. Discussions with my supervisor/team leader about my performance are worthwhile.	69%		14%	17%		872	9
	274 30.56	327 37.84	123 14.75	96 10.92	52 5.93		

45. My supervisor/team leader is committed to a workforce representative of all segments of society.	71%		22%	6%		757	123
	276 35.49	265 35.15	169 23.06	24 3.28	23 3.02		

46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	65%		18%	17%		875	3
	241 26.67	327 37.57	161 19.05	96 11.19	50 5.53		

47. Supervisors/team leaders in my work unit support employee development.	75%		14%	11%		865	16
	289 32.28	360 42.08	118 14.44	61 7.19	37 4.00		

48. My supervisor/team leader listens to what I have to say.	83%		8%	8%		875	NA
	392 44.01	337 39.08	74 8.71	52 5.99	20 2.21		

49. My supervisor/team leader treats me with respect.	87%		7%	6%		878	NA
	458 51.49	303 35.17	60 6.97	30 3.31	27 3.07		

50. In the last six months, my supervisor/team leader has talked with me about my performance.	88%		5%	7%		875	NA
	380 42.56	388 45.03	48 5.59	43 4.99	16 1.82		

51. I have trust and confidence in my supervisor.	76%		13%	11%		877	NA
	374 42.18	294 33.70	111 13.01	57 6.63	41 4.48		

52. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	78%		14%	8%		876	NA
	417 47.59	267 30.73	121 13.88	47 5.19	24 2.61		

Positive, Neutral, Negative Ratings

Leadership

53 In my organization, leaders generate high levels of motivation and commitment in the workforce.	51%		25%	23%		860	13
	155 17.44	287 33.39	217 25.33	130 15.73	71 8.11		

54. My organization's leaders maintain high standards of honesty and integrity.	73%		17%	11%		835	36
	250 29.15	356 43.02	141 17.17	49 6.00	39 4.65		

55 Managers/supervisors/team leaders work well with employees of different backgrounds.	76%		15%	9%		832	43
	235 27.48	395 48.18	123 14.89	49 5.98	30 3.48		

56 Managers communicate the goals and priorities of the organization.	66%		19%	16%		863	12
	180 20.58	387 45.02	161 19.08	84 9.61	51 5.71		

57 Managers review and evaluate the organization's progress toward meeting its goals and objectives.	65%		22%	13%		782	92
	168 21.20	339 43.49	172 22.29	69 8.85	34 4.17		

58. Managers promote communication among different work units (for example, about projects, goals, needed resources).	63%		19%	19%		850	25
	174 19.92	359 42.69	158 18.86	94 10.93	65 7.60		

59. Managers support collaboration across work units to accomplish work objectives.	70%		17%	13%		847	25
	201 23.14	390 46.65	142 16.99	69 8.10	45 5.13		

60. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor/team leader?	74%		16%	10%		840	26
	307 36.26	311 37.40	134 15.83	48 5.76	40 4.75		

61 I have a high level of respect for my organization's senior leaders.	70%		18%	12%		865	2
	297 33.39	309 36.37	158 18.46	60 6.88	41 4.91		

62. Senior leaders demonstrate support for Work/Life programs.	73%		18%	9%		823	48
	281 33.55	316 38.70	151 18.70	42 5.01	33 4.03		

My Satisfaction

63 How satisfied are you with your involvement in decisions that affect your work?	61%		20%	20%		869	NA
	180 20.13	347 40.32	172 19.82	130 15.22	40 4.50		

64 How satisfied are you with the information you receive from management on what's going on in your organization?	56%		22%	23%		865	NA
	164 18.53	319 36.64	187 22.01	144 17.09	51 5.73		

Positive, Neutral, Negative Ratings

65 How satisfied are you with the recognition you receive for doing a good job?	56%		22%	23%		863	NA
	166 18.75	314 36.24	188 22.20	135 15.84	60 6.97		
66 How satisfied are you with the policies and practices of your senior leaders?	55%		26%	18%		865	NA
	158 17.81	321 36.86	229 26.94	116 13.64	41 4.74		
67 How satisfied are you with your opportunity to get a better job in your organization?	40%		32%	28%		866	NA
	124 13.93	223 25.17	279 33.03	135 15.62	105 12.24		
68 How satisfied are you with the training you receive for your present job?	56%		24%	20%		862	NA
	142 16.02	338 39.36	210 24.95	118 13.74	54 5.92		
69 Considering everything, how satisfied are you with your job?	72%		15%	13%		864	NA
	227 25.93	394 45.96	133 15.13	72 8.43	38 4.55		
70 Considering everything, how satisfied are you with your pay?	59%		18%	24%		864	NA
	146 17.04	361 41.52	152 17.46	143 16.71	62 7.27		
71. Considering everything, how satisfied are you with your organization?	71%		18%	12%		866	NA
	203 23.26	409 47.19	153 17.76	65 7.49	36 4.30		

Positive, Neutral, Negative Ratings

Work/Life

79. How satisfied are you with the following Work/Life programs in your agency? Tele-work	83%		8%	9%		588	6
	265 45.06	224 37.94	46 7.71	38 6.56	15 2.73		
80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	96%		2%	1%		656	3
	471 71.43	162 25.02	15 2.26	7 1.10	1 0.19		
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)	92%		7%	1%		386	16
	161 41.35	195 51.07	28 7.01	1 0.34	1 0.23		
82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	85%		11%	4%		79	25
	27 34.05	40 48.98	9 12.73	2 2.93	1 1.31		
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)	81%		19%	0%		32	18
	19 60.54	7 20.82	6 18.64	0 0.00	0 0.00		
84. How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	56%		40%	4%		25	15
	6 24.07	8 33.77	10 38.38	1 3.78	0 0.00		

Notes:

- The sum of percentages may not add to 100 due to rounding.
- Percentages are weighted to represent the Agency's population.
- Don't Know/No Basis to Judge responses were excluded from percentage calculations and total response counts.
- Responses to questions 72 - 78 are listed under Work/Life Programs on page 8.
- Positive ratings of 65% or greater are in **bold green** font.
- Neutral ratings of 30% or greater are in **bold blue** font.
- Negative ratings of 35% or greater are in **bold red** font.

Work/Life Programs

Yes	NOT SURE	NO	TOTAL
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Telework Eligibility

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).

	93%	5%	2%	866
	808	42	16	

I TELEWORK				I DO NOT TELEWORK				TOTAL
3 or more days per week	1 or 2 days per week	No more than 1 or 2 days per month	Very infrequently, on and unscheduled or short-term basis	I have to be physically present on the job	Technical issues prevent me from teleworking	Did not receive approval, though I have the kind of job where I can telework	Choose not to telework	

Telework Situation

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

69%				31%				865
41%	35%	12%	18%	14%	22%	59%	22%	
36	295	102	160	11	18	52	191	

Yes	NO	NOT AVAILABLE TO ME	TOTAL
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Program Participation

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

77%	22%	1%	864
664	190	10	

75. Do you participate in the following Work/Life programs? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)

46%	48%	6%	858
393	413	52	

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

10%	86%	4%	847
85	729	33	

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

5%	87%	8%	863
47	751	65	

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

3%	85%	12%	856
28	729	99	

Respondent Characteristics and Agency Specific Items

Respondent Characteristics

	Headquarters	Field	Total
85. Where do you work?	88%	12%	866
	758	108	

	Non-Supervisor	Team Leader	Supervisor	Manager	Executive	Total
86. What is your supervisory status?	62%	20%	9%	4%	5%	866
	539	169	78	34	46	

	Male	Female	Total
87. Are you:	59%	41%	852
	506	346	

	Yes	No	Total
88. Are you Hispanic or Latino?	6%	94%	851
	48	803	

	American Indian or Alaska Native	Asian	Black or African American	Native Hawaiian or Other Pacific Islander	White	Two or more races	Total
89. Please select the racial category or categories with which you most closely identify.	0%	6%	19%	0%	72%	3%	821
	3	52	153	1	590	22	

	25 and under	26-29	30-39	40-49	50-59	60 or older	Total
90. What is your age group?	3%	11%	25%	21%	26%	15%	846
	23	89	212	179	218	125	

	Federal Wage System	GS 1-6	GS 7-12	GS 13-15	Senior Executive Service	Senior Level (SL) or Scientific or Professional (ST)	Other	Total
91. What is your pay category/grade?	0%	0%	20%	73%	4%	1%	1%	855
	0	4	169	625	36	11	10	

	Less than 1 year	1 to 3 years	4 to 5 years	6 to 10 years	11 to 14 years	15 to 20 years	More than 20 years	Total
92. How long have you been with the Federal Government (excluding military service)?	3%	14%	18%	20%	8%	7%	30%	855
	25	121	157	170	70	56	256	

	Less than 1 year	1 to 3 years	4 to 5 years	6 to 10 years	11 to 20 years	More than 20 years	Total
93. How long have you been with your current agency?	5%	18%	20%	19%	13%	25%	853
	40	153	174	163	113	210	

	No	Yes, to retire	Yes, to take another job within the Federal Government	Yes, to take another job outside the Federal Government	Yes, other	Total
94. Are you considering leaving your organization within the next year, and if so, why?	67%	5%	12%	10%	6%	853
	571	40	104	88	50	

	Within one year	Between one and three years	Between three and five years	Five or more years	Total
95. I am planning to retire:	3%	8%	10%	80%	844
	23	65	84	672	

	Heterosexual or Straight	Gay, Lesbian, Bisexual, or Transgender	I prefer not to say	Total
96. Self-Identify as:	85%	2%	13%	809
	687	20	102	

	Yes	No	Total
97. Have you ever served on Active Duty in the US Armed Forces?	9%	91%	854
	77	777	

	Yes	No	Total
98. Are you an individual with a disability?	7%	93%	851
	60	791	