2009 COMMERCE ANNUAL EMPLOYEE SURVEY RESULTS

THANK YOU

Your participation in the 2009 Commerce Annual Employee Survey made it possible for Commerce to gauge employee perceptions and identify management challenges. A total of 8,549 employees (25.1%) responded to the 2009 Commerce Annual Employee Survey.

The survey measured employee satisfaction within the areas of personal work experiences; recruitment, development, and retention; performance culture; leadership; learning (knowledge management); and job satisfaction.

This overview of the 2009 Commerce Annual Employee Survey results includes the following:
- ➢ Trend Analysis of High Impact Items (page 2)
- ➢ Results by Survey Component (pages 3-6)
- ➢ Leadership Priorities for Improvement, 2009 Best Places to Work Ranking, and Commerce Commitment (page 6)

The strategic management of human capital requires planning and analysis in order to develop, administer, and implement programs that support every facet of employee work life. As part of the Department's commitment to continuous improvement, we plan to measure progress by analyzing the results of future administrations of the Office of Personnel Management's annual Federal Employee Viewpoint Survey, beginning in 2010.
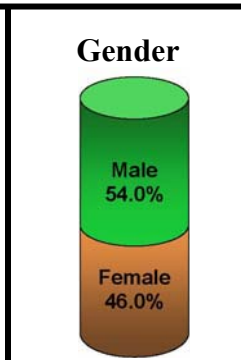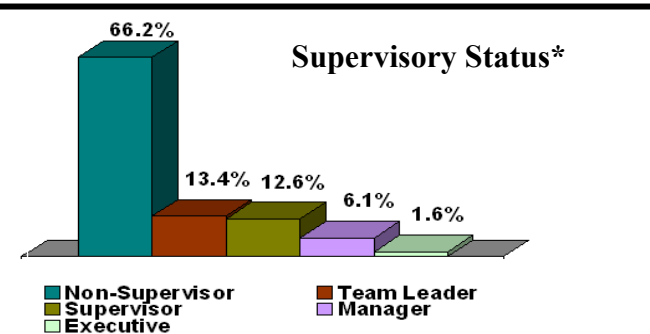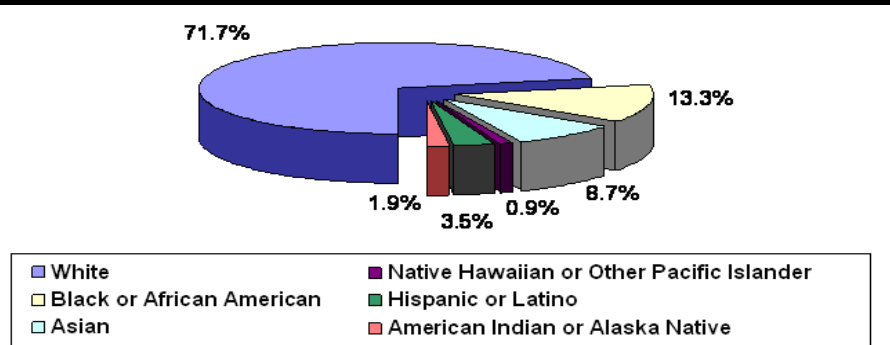
Again, thank you for your participation in the 2009 Commerce Annual Employee Survey.

Deborah A Jefferson
Deputy Chief Human Capital Officer and Director for Human Resources Management

RESULTS AT A GLANCE

- ➢ Survey Period: November through December 2009
- ➢ Commerce Workforce: approximately 34,016 full-time permanent employees
- ➢ Commerce Response Rate: 25.1% (8,549 employees)
- ➢ Bureau/Organizational Unit Response Rates:

♦ NTIA - 56.7%	♦ BEA - 34.5%
♦ MBDA - 56.3%	♦ NIST - 34.2%
♦ ITA - 54.9%	♦ OS - 31.5%
♦ ESA - 48.8%	♦ BIS - 26.8%
♦ EDA - 45.6%	♦ CENSUS - 25.0%
♦ OIG - 43.1%	♦ USPTO - 21.7%
♦ NTIS - 42.5%	♦ NOAA - 20.2%

- ➢ Automated web-based survey tool: 46 items plus 4 demographic questions
- ➢ Positive survey response percentages ranged from 87.6% (highest) to 34.3% (lowest)
    - ♦ Item 13: The work I do is important. (87.6%)
    - ♦ Item 17: In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. (34.3%)
- ➢ Commerce improved in 5 out of 46 items, as compared to the 2008 Federal Human Capital Survey
- ➢ 18 items had a positive rating (strongly agree/agree, very satisfied/satisfied, and very good/good) of 65% or greater, and 0 items had a negative rating (strongly disagree/disagree, very dissatisfied/dissatisfied, and very poor/poor) of 35% or greater

RESPONDENT DEMOGRAPHICS

- White — 71.7%
- Black or African American — 13.3%
- Asian — 8.7%
- Native Hawaiian or Other Pacific Islander — 0.9%
- Hispanic or Latino — 3.5%
- American Indian or Alaska Native — 1.9%

Supervisory Status*

- Non-Supervisor — 66.2%
- Team Leader — 13.4%
- Supervisor — 12.6%
- Manager — 6.1%
- Executive — 1.6%

*Percentages may not equal 100%, since all were rounded to the nearest tenth.

Gender

Male 54.0%
Female 46.0%

Trend Analysis of High Impact Items

Comparison of the 2006 Federal Human Capital Survey (FHCS), 2007 Commerce Annual Employee Survey (AES), 2008 FHCS, and 2009 Commerce AES

High Impact Items *(based on analysis conducted by the Office of Personnel Management, these items are highly related to employees' satisfaction and their intent to leave the organization within the coming year)*	2006 FHCS	2007 AES	2008 FHCS	2009 AES
(2) I am given a real opportunity to improve my skills in my organization.	66.0%	63.4%	68.4%	64.0%
(3) My work gives me a feeling of personal accomplishment.	72.7%	71.6%	74.7%	73.7%
(4) I like the kind of work I do.	80.5%	79.5%	81.9%	81.8%
(7) Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	69.8%	69.1%	72.4%	68.1%
(11) My workload is reasonable.	56.4%	59.3%	56.0%	61.7%
(15) My talents are used well in the workplace.	60.8%	60.5%	61.6%	64.0%
(18) Employees have a feeling of personal empowerment with respect to work processes.	45.7%	45.2%	48.6%	48.1%
(29) I have a high level of respect for my organization's senior leaders.	48.5%	50.3%	54.6%	52.8%
(32) Managers communicate the goals and priorities of the organization.	59.9%	61.6%	62.9%	58.4%
(38) How satisfied are you with your involvement in decisions that affect your work?	54.3%	44.2%	55.0%	55.0%
(39) How satisfied are you with the information you receive from management on what's going on in your organization?	46.8%	50.5%	51.3%	49.3%
(40) How satisfied are you with the recognition you receive for doing a good job?	54.1%	54.7%	56.5%	56.0%
(41) How satisfied are you with the polices and practices of your senior leaders?	40.4%	40.6%	45.0%	43.0%
(42) How satisfied are you with your opportunity to get a better job in your organization?	37.7%	38.8%	40.8%	38.2%
(43) How satisfied are you with the training you receive for your present job?	55.3%	54.0%	56.8%	53.4%
(45) Considering everything, how satisfied are you with your pay?	61.9%	61.1%	64.3%	67.8%

Notes: *Percentages illustrated above represent positive responses (strongly agree/agree, very satisfied/satisfied, and very good/good).*
      The 2006 and 2008 FHCS were administered by OPM to a sample of Commerce employees.
      The 2007 and 2009 Commerce AES were administered by the Department to the Commerce employee population.

2009 Commerce Annual Employee Survey Results
(by survey component)

PERSONAL WORK EXPERIENCES	Positive (strongly agree and agree; very good and good)	Neutral (neither agree nor disagree; fair)	Negative (strongly disagree and disagree; very poor and poor)
(1) The people I work with cooperate to get the job done.	83.3%	8.7%	8.0%
(2) I am given a real opportunity to improve my skills in my organization.	64.0%	17.2%	18.8%
(3) My work gives me a feeling of personal accomplishment.	73.7%	13.5%	12.8%
(4) I like the kind of work I do.	81.8%	11.4%	6.7%
(5) I have trust and confidence in my supervisor.	67.2%	14.0%	18.8%
(6) I recommend my organization as a good place to work.	67.6%	17.2%	15.2%
(7) Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	68.1%	17.5%	14.4%
Top 3 Bureau (300+ employees) Leader Averages for Personal Work Experiences **NIST - 78.9% ♦ BEA - 75.7% ♦ CENSUS - 75.2%**			

RECRUITMENT, DEVELOPMENT, & RETENTION	Positive (strongly agree and agree)	Neutral (neither agree nor disagree)	Negative (strongly disagree and disagree)	Do Not Know
(8) The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	74.6%	13.4%	11.2%	0.7%
(9) My supervisor supports my need to balance work and other life issues.	79.8%	10.5%	9.1%	0.7%
(10) My work unit is able to recruit people with the right skills.	54.3%	23.4%	19.5%	2.7%
(11) My workload is reasonable.	61.7%	15.8%	22.1%	0.4%
(12) I know how my work relates to the agency's goals and priorities.	85.3%	7.6%	6.7%	0.5%
(13) The work I do is important.	87.6%	8.3%	3.8%	0.4%
(14) Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	71.6%	13.2%	14.6%	0.6%
(15) My talents are used well in the workplace.	64.0%	14.9%	20.1%	1.0%
Top 3 Bureau (300+ employees) Leader Averages for Recruitment, Development, & Retention **BEA - 77.4% ♦ NIST - 76.1% ♦ CENSUS - 75.5%**				

PERFORMANCE CULTURE	Positive (strongly agree and agree)	Neutral (neither agree nor disagree)	Negative (strongly disagree and disagree)	Do Not Know
(16) Promotions in my work unit are based on merit.	47.9%	20.7%	24.9%	6.4%
(17) In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	34.3%	24.3%	30.3%	11.1%
(18) Employees have a feeling of personal empowerment with respect to work processes.	48.1%	23.8%	25.5%	2.6%
(19) Employees are rewarded for providing high quality products and services to customers.	52.6%	19.2%	25.3%	3.0%
(20) Creativity and innovation are rewarded.	44.4%	24.3%	28.1%	3.3%
(21) Pay raises depend on how well employees perform their jobs.	38.5%	23.3%	31.2%	7.0%
(22) Awards in my work unit depend on how well employees perform their jobs.	49.8%	19.1%	24.6%	6.5%
(23) In my work unit, differences in performance are recognized in a meaningful way.	36.5%	26.9%	29.9%	6.6%
(24) My performance appraisal is a fair reflection of my performance.	64.1%	15.7%	17.0%	3.2%
(25) Discussions with my supervisor/team leader about my performance are worthwhile.	60.3%	18.0%	20.0%	1.7%
(26) 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).	60.6%	16.0%	19.9%	3.5%
(27) I am held accountable for achieving results.	81.9%	11.7%	5.6%	0.8%
(28) Managers/supervisors/team leaders work well with employees of different backgrounds.	65.3%	16.7%	15.0%	3.1%
Top 3 Bureau (300+ employees) Leader Averages for Performance Culture **NIST - 56.8% ♦ USPTO - 56.1% ♦ BEA - 53.9%**				

LEADERSHIP	Positive *(strongly agree and agree)*	Neutral *(neither agree nor disagree)*	Negative *(strongly disagree and disagree)*	Do Not Know
(29) I have a high level of respect for my organization's senior leaders.	52.8%	21.3%	25.2%	0.7%
(30) In my organization, leaders generate high levels of motivation and commitment in the workforce.	40.1%	26.0%	32.8%	1.2%
(31) Managers review and evaluate the organization's progress toward meeting its goals and objectives.	57.4%	21.8%	14.1%	6.7%
(32) Managers communicate the goals and priorities of the organization.	58.4%	20.0%	20.5%	1.1%
(33) Employees are protected from health and safety hazards on the job.	81.6%	11.1%	5.7%	1.6%
(34) My organization has prepared employees for potential security threats.	75.5%	14.8%	7.7%	2.0%
Top 3 Bureau (300+ employees) Leader Averages for Leadership **BEA - 71.7% ♦ NIST - 64.9% ♦ CENSUS - 64.5%**				

LEARNING (KNOWLEDGE MANAGEMENT)	Positive *(strongly agree and agree)*	Neutral *(neither agree nor disagree)*	Negative *(strongly disagree and disagree)*	Do Not Know
(35) Supervisors/team leaders provide employees with constructive suggestions to improve their job performance.	57.6%	20.2%	20.8%	1.5%
(36) Supervisors/team leaders in my work unit support employee development.	66.0%	16.3%	16.7%	1.0%
(37) My training needs are assessed.	48.0%	24.4%	26.0%	1.6%
Top 3 Bureau (300+ employees) Leader Averages for Learning (Knowledge Management) **BEA - 68.0% ♦ NIST - 64.3% ♦ CENSUS - 61.5%**				

JOB SATISFACTION	Positive *(very satisfied and satisfied)*	Neutral *(neither satisfied nor dissatisfied)*	Negative *(very dissatisfied and dissatisfied)*
(38) How satisfied are you with your involvement in decisions that affect your work?	55.0%	20.0%	25.0%
(39) How satisfied are you with the information you receive from management on what's going on in your organization?	49.3%	22.0%	28.7%
(40) How satisfied are you with the recognition you receive for doing a good job?	56.0%	20.0%	24.0%
(41) How satisfied are you with the policies and practices of your senior leaders?	43.0%	27.1%	29.9%
(42) How satisfied are you with your opportunity to get a better job in your organization?	38.2%	30.2%	31.6%
(43) How satisfied are you with the training you receive for your present job?	53.4%	24.6%	22.0%
(44) Considering everything, how satisfied are you with your job?	68.9%	16.2%	15.0%
(45) Considering everything, how satisfied are you with your pay?	67.8%	16.3%	15.8%
(46) Considering everything, how satisfied are you with your organization?	61.3%	19.4%	19.3%

Top 3 Bureau (300+ employees) Leader Averages for Job Satisfaction
BEA - 63.0% ♦ NIST - 61.1% ♦ CENSUS - 59.9%

LEADERSHIP PRIORITIES FOR IMPROVEMENT

➢ Promote effective performance management practices including holding employees accountable for producing results appropriate to their level of responsibility, differentiating between various levels of performance, and providing consequences based on performance

➢ Maintain a continuous learning environment to attract and retain a high-performing workforce

➢ Ensure effective and ongoing bureau-level communication from top management to line managers to the entire workforce

DEPARTMENT OF COMMERCE RANKED TOP 10 BEST PLACE TO WORK IN THE FEDERAL GOVERNMENT IN 2009

Based upon the results of the 2008 Federal Human Capital Survey, the Department of Commerce was ranked as the top 10 Best Place to Work in the Federal Government in 2009 by the Partnership for Public Service in conjunction with American University's Institute for the Study of Public Policy Implementation. Commerce was also ranked "Best in Class" (top 3) for Strategic Management. The 2009 rankings are available at http://data.bestplacestowork.org.

COMMERCE COMMITMENT

To recruit and retain a high-performing, diverse workforce, the Department will use employee survey results to improve processes, products, services, and organizational outcomes.

For more information on the 2009 Commerce Annual Employee Survey results, please contact Janice Guinyard, Director for Corporate HC Strategy & Accountability Officer, at JGuinyard@doc.gov.