



U.S. Department of Commerce

2011 Federal Employee Viewpoint Survey Results

Within This Report

This overview of the Commerce 2011 Federal Employee Viewpoint Survey (FEVS) results contains the following:

- Results At-A-Glance (page 1)
- Positive, Neutral, and Negative Ratings (pages 2 – 8)
- Work/Life Programs (page 9)
- Respondent Characteristics (page 10)

About The FEVS

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

This year, the web-based survey was administered to over 540,000 Federal employees from April 6, 2011 to May 31, 2011. It contained 95 questions.

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.

Commerce will use 2011 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 Commerce employees are engaged and have a positive outlook on the work of the Department, with major strengths in work experiences, supervisors/team leaders, the use of alternative work schedules, and telework implementation. However, opportunities for improvement lie within the administration of other work/life programs.

- **40 items had positive ratings of 65% or more** (strengths)
- **0 items had negative ratings of 35% or more** (challenges)
- **9 items had neutral ratings of 30% or more** (opportunities)

- **70 out of 78 items were above the Government-wide average**
- **30 items were 5 percentage points or more above the Government-wide average**
- **0 items were 5 percentage points or more below the Government-wide average**

- **Highest positive score: 97%** – When needed, I am willing to put in the extra effort to get a job done.
- **Lowest positive score: 18%** – How satisfied are you with... Elder Care Programs?

Indices

Commerce received the following Human Capital Assessment and Accountability Framework Indices rankings (out of 37 agencies) and Employee Engagement Indices scores:

- **5th on Results-Oriented Performance Culture**
The culture promotes improvement in processes, products, services, and organizational outcomes
- **10th on Talent Management**
The organization has the talent necessary to achieve organizational goals
- **11th on Leadership and Knowledge Management**
Leadership is held in high regard, both overall and on specific facets of leadership
- **12th on Job Satisfaction**
Employees are satisfied with their jobs and various aspects thereof
- **70% on Employee Engagement**
Conditions that lead to engaged employees
- **77% on Supervisors**
The interpersonal relationship between worker and supervisor, including trust, respect, and support
- **73% on Intrinsic Work Experiences**
Employees' feelings of motivation and competency relating to their role in the workplace
- **60% on Leaders Lead**
Perceptions of leadership integrity and behaviors, such as communication and workforce motivation

Response Rates

56% (18,071 out of 32,242) of Commerce employees responded to the 2011 FEVS, which is 10 percentage points above last year's rate and 7 percentage points above the Government-wide rate. Bureau/organizational unit response rates are:

- | | | | |
|--------------|---------------|----------------|--------------|
| ▪ OIG – 85% | ▪ OS – 66% | ▪ BEA – 61% | ▪ NOAA – 49% |
| ▪ ESA – 77% | ▪ USPTO – 65% | ▪ MBDA – 58% | ▪ NIST – 44% |
| ▪ ITA – 73% | ▪ EDA – 64% | ▪ CENSUS – 55% | |
| ▪ NTIA – 71% | ▪ NTIS – 63% | ▪ BIS – 53% | |

Positive, Neutral, Negative Ratings

POSITIVE		NEUTRAL	NEGATIVE		TOTAL	Don't 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.	69%		16%	15%		18,045	n/a
	19%	50%	16%	11%	4%		
	3,515	9,033	2,845	1,956	696		
2 I have enough information to do my job well.	77%		12%	11%		18,025	n/a
	19%	58%	12%	9%	2%		
	3,457	10,396	2,206	1,634	332		
3 I feel encouraged to come up with new and better ways of doing things.	61%		20%	19%		18,035	n/a
	21%	40%	20%	14%	5%		
	3,636	7,153	3,718	2,569	959		
4 My work gives me a feeling of personal accomplishment.	75%		14%	11%		18,024	n/a
	27%	48%	14%	8%	3%		
	4,834	8,614	2,612	1,372	592		
5 I like the kind of work I do.	83%		12%	5%		18,016	n/a
	36%	47%	12%	4%	1%		
	6,367	8,556	2,156	688	249		
6 I know what is expected of me on the job.	83%		10%	7%		17,989	n/a
	32%	51%	10%	5%	2%		
	5,879	9,049	1,756	949	356		
7 When needed I am willing to put in the extra effort to get a job done.	97%		2%	1%		18,019	n/a
	62%	35%	2%	1%	0%		
	11,054	6,381	446	88	50		
8 I am constantly looking for ways to do my job better.	90%		8%	1%		17,996	n/a
	44%	46%	8%	1%	0%		
	7,902	8,343	1,515	182	54		
9 I have sufficient resources (for example, people, materials, budget) to get my job done.	52%		18%	31%		17,986	56
	12%	40%	18%	20%	11%		
	2,136	7,354	3,121	3,497	1,878		
10 My workload is reasonable.	58%		19%	23%		17,982	47
	10%	48%	19%	15%	8%		
	1,761	8,622	3,352	2,824	1,423		
11 My talents are used well in the workplace.	61%		19%	21%		17,866	110
	15%	46%	19%	13%	8%		
	2,684	8,167	3,323	2,349	1,343		
12 I know how my work relates to the agency's goals and priorities.	86%		9%	5%		17,945	58
	31%	55%	9%	3%	2%		
	5,541	9,906	1,575	600	323		
13 The work I do is important.	90%		8%	3%		17,909	55
	45%	44%	8%	2%	1%		
	8,104	7,964	1,384	289	168		

Positive, Neutral, Negative Ratings

14 Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	73%		14%	13%		17,910	104
	26%	47%	14%	9%	4%		
	4,716	8,524	2,432	1,546	692		
15 My performance appraisal is a fair reflection of my performance.	72%		15%	13%		17,812	202
	23%	49%	15%	8%	5%		
	4,217	8,729	2,574	1,383	909		
16 I am held accountable for achieving results.	86%		10%	4%		17,901	65
	30%	56%	10%	3%	1%		
	5,541	9,883	1,755	503	219		
17 I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	62%		22%	15%		16,843	1,144
	21%	41%	22%	8%	7%		
	3,600	6,946	3,798	1,265	1,234		
18 My training needs are assessed.	51%		26%	23%		17,613	272
	11%	40%	26%	15%	8%		
	1,965	7,042	4,562	2,644	1,400		
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).	69%		15%	16%		17,725	283
	23%	46%	15%	10%	6%		
	4,346	8,084	2,612	1,685	998		

My Work Unit

20 The people I work with cooperate to get the job done.	77%		14%	9%		16,718	n/a
	23%	54%	14%	7%	2%		
	3,880	8,961	2,347	1,208	322		
21 My work unit is able to recruit people with the right skills.	53%		26%	21%		17,290	730
	11%	43%	26%	14%	7%		
	1,852	7,434	4,480	2,362	1,162		
22 Promotions in my work unit are based on merit.	52%		24%	23%		17,058	947
	15%	38%	24%	13%	10%		
	2,675	6,498	4,042	2,149	1,694		
23 In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	38%		30%	33%		16,260	1,755
	7%	30%	30%	19%	14%		
	1,265	5,045	4,753	2,957	2,240		
24 In my work unit, differences in performance are recognized in a meaningful way.	44%		29%	27%		16,925	1,068
	8%	36%	29%	18%	10%		
	1,427	6,083	4,895	2,926	1,594		
25 Awards in my work unit depend on how well employees perform their jobs.	57%		22%	22%		17,109	889
	15%	42%	22%	13%	9%		
	2,652	7,244	3,637	2,084	1,492		
26 Employees in my work unit share job knowledge with each other.	74%		14%	11%		17,883	111
	20%	54%	14%	7%	4%		
	3,676	9,639	2,556	1,325	687		
27 The skill level in my work unit has improved in the past year.	58%		30%	12%		17,084	844
	15%	43%	30%	8%	4%		
	2,626	7,292	5,141	1,342	683		

Positive, Neutral, Negative Ratings

28 How would you rate the overall quality of work done by your work unit?	86%		11%	2%		17,963	n/a
	41%	45%	11%	2%	1%		
	7,353	8,203	2,034	278	95		

My Agency

29 The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	77%		15%	8%		17,272	292
	16%	61%	15%	6%	2%		
	2,833	10,535	2,574	1,029	301		

30 Employees have a feeling of personal empowerment with respect to work processes.	52%		26%	21%		17,096	477
	10%	42%	26%	15%	6%		
	1,740	7,206	4,481	2,580	1,089		

31 Employees are recognized for providing high quality products and services.	61%		21%	18%		17,286	288
	14%	47%	21%	12%	6%		
	2,392	8,082	3,661	2,185	966		

32 Creativity and innovation are rewarded.	47%		29%	24%		17,023	526
	11%	36%	29%	16%	8%		
	1,860	6,033	4,942	2,782	1,406		

33 Pay raises depend on how well employees perform their jobs.	40%		27%	33%		16,645	916
	10%	30%	27%	19%	14%		
	1,778	5,182	4,386	3,149	2,150		

34 Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	64%		26%	10%		16,290	1,286
	17%	47%	26%	6%	4%		
	2,825	7,663	4,183	947	672		

35 Employees are protected from health and safety hazards on the job.	83%		12%	5%		17,258	319
	25%	58%	12%	3%	2%		
	4,380	10,026	2,017	543	292		

36 My organization has prepared employees for potential security threats.	79%		15%	6%		17,272	251
	21%	58%	15%	4%	2%		
	3,688	10,115	2,463	727	279		

37 Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	60%		23%	17%		16,321	1,213
	18%	42%	23%	9%	8%		
	2,908	6,899	3,760	1,462	1,292		

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.	73%		18%	9%		15,956	1,564
	24%	49%	18%	4%	4%		
	3,894	7,854	2,833	674	701		

39 My agency is successful at accomplishing its mission.	82%		14%	5%		17,198	285
	25%	57%	14%	3%	1%		
	4,163	9,863	2,368	565	239		

40 I recommend my organization as a good place to work.	75%		16%	9%		17,491	n/a
	28%	47%	16%	7%	3%		
	4,891	8,165	2,835	1,138	462		

Positive, Neutral, Negative Ratings

41 I believe the results of this survey will be used to make my agency a better place to work.	47%		30%	23%		16,065	1,487
	13%	34%	30%	14%	9%		
	2,262	5,574	4,641	2,224	1,364		

My Supervisor/Team Leader

42 My supervisor supports my need to balance work and other life issues.	82%		11%	7%		17,274	131
	36%	46%	11%	4%	3%		
	6,373	7,796	1,852	703	550		

43 My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	68%		18%	14%		17,244	128
	26%	42%	18%	9%	5%		
	4,470	7,245	3,177	1,466	886		

44 Discussions with my supervisor/team leader about my performance are worthwhile.	68%		17%	15%		17,217	153
	25%	43%	17%	9%	6%		
	4,398	7,418	2,900	1,531	970		

45 My supervisor/team leader is committed to a workforce representative of all segments of society.	69%		24%	7%		15,739	1,599
	26%	43%	24%	4%	3%		
	4,161	6,747	3,683	602	546		

46 My supervisor/team leader provides me with constructive suggestions to improve my job performance.	66%		19%	15%		17,246	103
	23%	43%	19%	9%	6%		
	4,016	7,400	3,273	1,602	955		

47 Supervisors/team leaders in my work unit support employee development.	73%		17%	11%		17,100	211
	27%	46%	17%	6%	5%		
	4,640	7,814	2,811	1,078	757		

48 My supervisor/team leader listens to what I have to say.	80%		11%	9%		17,354	n/a
	35%	45%	11%	6%	3%		
	6,136	7,747	1,946	1,043	482		

49 My supervisor/team leader treats me with respect.	84%		9%	7%		17,344	n/a
	41%	43%	9%	4%	3%		
	7,173	7,362	1,607	730	472		

50 In the last six months, my supervisor/team leader has talked with me about my performance.	85%		8%	7%		17,350	n/a
	36%	49%	8%	5%	2%		
	6,237	8,544	1,321	915	333		

51 I have trust and confidence in my supervisor.	72%		15%	13%		17,262	n/a
	35%	37%	15%	8%	5%		
	6,124	6,444	2,541	1,267	886		

52 Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	75%		16%	9%		17,311	n/a
	40%	35%	16%	6%	4%		
	7,008	6,001	2,716	973	613		

Leadership

53 In my organization, leaders generate high levels of motivation and commitment in the workforce.	48%		27%	25%		16,887	211
	11%	37%	27%	17%	8%		
	1,818	6,389	4,568	2,765	1,347		

54 My organization's leaders maintain high standards of honesty and integrity.	62%		24%	15%		16,331	764
	17%	44%	24%	8%	6%		
	2,877	7,286	3,820	1,352	996		

Positive, Neutral, Negative Ratings

55 Managers/supervisors/team leaders work well with employees of different backgrounds.	69%		21%	10%		16,262	820
	19%	50%	21%	6%	4%		
	3,108	8,222	3,310	985	637		
56 Managers communicate the goals and priorities of the organization.	68%		19%	13%		16,910	155
	17%	51%	19%	9%	5%		
	2,925	8,719	3,063	1,447	756		
57 Managers review and evaluate the organization's progress toward meeting its goals and objectives.	69%		21%	11%		16,174	858
	17%	52%	21%	7%	4%		
	2,863	8,446	3,213	1,081	571		
58 Managers promote communication among different work units (for example, about projects, goals, needed resources).	57%		23%	20%		16,511	529
	14%	44%	23%	13%	7%		
	2,311	7,241	3,686	2,145	1,128		
59 Managers support collaboration across work units to accomplish work objectives.	62%		22%	16%		16,428	543
	15%	47%	22%	10%	6%		
	2,557	7,662	3,572	1,669	968		
60 Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor/team leader?	62%		24%	14%		16,180	825
	22%	40%	24%	8%	6%		
	3,613	6,581	3,820	1,245	921		
61 I have a high level of respect for my organization's senior leaders.	60%		23%	18%		16,846	200
	20%	40%	23%	11%	7%		
	3,441	6,784	3,753	1,739	1,129		
62 Senior leaders demonstrate support for Work/Life programs.	61%		27%	13%		15,446	1,563
	19%	42%	27%	7%	5%		
	2,954	6,577	4,036	1,083	796		

My Satisfaction

63 How satisfied are you with your involvement in decisions that affect your work?	56%		23%	21%		16,911	n/a
	13%	43%	23%	16%	4%		
	2,131	7,324	3,993	2,751	712		
64 How satisfied are you with the information you receive from management on what's going on in your organization?	53%		24%	23%		16,905	n/a
	11%	42%	24%	18%	5%		
	1,919	7,251	3,949	2,898	888		
65 How satisfied are you with the recognition you receive for doing a good job?	58%		23%	20%		16,907	n/a
	16%	42%	23%	14%	6%		
	2,671	7,154	3,808	2,320	954		
66 How satisfied are you with the policies and practices of your senior leaders?	48%		30%	22%		16,866	n/a
	10%	38%	30%	16%	6%		
	1,721	6,572	5,006	2,580	987		
67 How satisfied are you with your opportunity to get a better job in your organization?	42%		31%	27%		16,889	n/a
	10%	32%	31%	17%	10%		
	1,731	5,481	5,108	2,876	1,693		
68 How satisfied are you with the training you receive for your present job?	56%		24%	20%		16,886	n/a
	13%	44%	24%	14%	6%		
	2,198	7,404	4,004	2,304	976		

Positive, Neutral, Negative Ratings

69 Considering everything, how satisfied are you with your job?	73%		16%	12%		16,879	n/a
	23%	50%	16%	8%	3%		
	3,839	8,464	2,639	1,376	561		
70 Considering everything, how satisfied are you with your pay?	68%		16%	16%		16,896	n/a
	21%	47%	16%	11%	5%		
	3,485	8,060	2,692	1,879	780		
71 Considering everything, how satisfied are you with your organization?	68%		19%	13%		16,880	n/a
	17%	50%	19%	9%	4%		
	2,936	8,544	3,204	1,565	631		

Work/Life

79 How satisfied are you with the following Work/Life programs in your agency? Telework	61%		21%	17%		12,826	3,972
	28%	34%	21%	10%	7%		
	3,737	4,359	2,607	1,293	830		
80 How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	78%		15%	7%		13,276	3,453
	42%	36%	15%	4%	3%		
	5,792	4,697	1,968	484	335		
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)	58%		35%	7%		9,871	6,836
	17%	40%	35%	5%	2%		
	1,783	3,964	3,487	431	206		
82 How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	42%		53%	5%		7,156	9,554
	11%	31%	53%	3%	2%		
	834	2,189	3,793	218	122		
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)	24%		67%	9%		5,212	11,453
	8%	16%	67%	5%	4%		
	401	872	3,490	247	202		
84 How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	18%		76%	6%		4,767	11,879
	5%	13%	76%	4%	2%		
	241	647	3,611	158	110		

Notes:

- Don't Know/No Basis to Judge responses were excluded from percentage calculations and total response counts.
- Percentages are weighted to represent the Agency's population.
- The sum of percentages may not add to 100 due to rounding.
- 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.
- There were no negative ratings of 35% or greater.

Work/Life Programs

YES	NOT SURE	NO	TOTAL
-----	----------	----	-------

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).	65%	4%	30%	16,855
	65%	4%	30%	
	11,392	648	4,815	

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:	51%				50%				16,669
	11%	15%	7%	18%	12%	6%	16%	16%	
	2,044	2,613	1,171	2,947	1,812	948	2,587	2,547	

YES	NOT AVAILABLE TO ME	NO	TOTAL
-----	---------------------	----	-------

Program Participation

74 Do you participate in the following Work/Life programs? Alternative Work Schedules (AWS)	55%	7%	37%	16,799
	55%	7%	37%	
	9,473	1,131	6,195	
75 Do you participate in the following Work/Life programs? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)	28%	7%	65%	16,698
	28%	7%	65%	
	4,638	1,141	10,919	
76 Do you participate in the following Work/Life programs? Employee Assistance Program (EAP)	12%	3%	85%	16,651
	12%	3%	85%	
	1,983	527	14,141	
77 Do you participate in the following Work/Life programs? Child Care Programs (for example, daycare, parenting classes, parenting support groups)	3%	11%	85%	16,630
	3%	11%	85%	
	542	1,777	14,311	
78 Do you participate in the following Work/Life programs? Elder Care Programs (for example, support groups, speakers)	2%	12%	86%	16,583
	2%	12%	86%	
	295	1,957	14,331	

Notes:

- Percentages are weighted to represent the Agency's population.
- The sum of percentages may not add to 100 due to rounding.

Respondent Characteristics

	Headquarters		Field		Total										
85 Where do you work?	62%		38%		16,629										
	10,253		6,376												
	Non-Supervisor	Team Leader	Supervisor	Manager	Executive	Total									
86 What is your supervisory status?	67%		14%		13%		5%		1%		16,755				
	11,198		2,316		2,132		858		251						
	Male		Female		Total										
87 Are you:	57%		43%		16,649										
	9,573		7,076												
	Yes		No		Total										
88 Are you Hispanic or Latino?	5%		95%		16,528										
	751		15,777												
	American Indian or Alaska Native	Asian	Black or African American	Native Hawaiian or Other Pacific	White	Two or more races	Total								
89 Please select the racial category(ies) with which you most closely identify.	1%		12%		16%		0%		68%		3%		16,146		
	83		1,983		2,636		65		10,925		454				
	25 and under	26-29	30-39	40-49	50-59	60 or older	Total								
90 What is your age group?	2%		8%		21%		30%		29%		10%		16,520		
	377		1,257		3,405		4,935		4,853		1,693				
	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?	2%		3%		37%		50%		1%		0%		6%		16,594
	268		550		6,113		8,365		200		71		1,027		
	< 1 yr	1-3 yrs	4-5 yrs	6-10 yrs	11-14 yrs	15-20 yrs	> 20 yrs	Total							
92 How long have you been with the Federal Government (excluding military service)?	2%		13%		11%		16%		13%		12%		32%		16,454
	305		2,190		1,731		2,709		2,155		2,029		5,335		
	< 1 yr	1-3 yrs	4-5 yrs	6-10 yrs	11-20 yrs	> 20 yrs	Total								
93 How long have you been with your current agency (for example, DOJ, EPA)?	3%		16%		12%		18%		26%		25%		16,580		
	424		2,720		2,062		2,949		4,287		4,138				
	No	Yes, Retire	Yes, Another job within Fed Gov	Yes, Another job outside Fed Gov	Yes, Other	Total									
94 Are you considering leaving your organization within the next year, and if so, why?	75%		5%		13%		4%		3%		16,608				
	12,532		748		2,172		591		565						
	Within 1 yr	Between 1 & 3 yrs	Between 3 & 5 yrs	5 or more yrs	Total										
95 I am planning to retire:	3%		7%		8%		83%		16,474						
	417		1,224		1,240		13,593								

Notes:

- The sum of percentages may not add to 100 due to rounding.