



U.S. Department of Commerce

2014 Federal Employee Viewpoint Survey Results

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About The FEVS

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

The web-based survey was completed by more than 392,000 Federal employees from April 29 to June 13, 2014. The survey was open to Commerce employees beginning May 7, 2014.

The FEVS contained 100 questions regarding employee perceptions on critical areas of their work lives which drive employee satisfaction, commitment, and ultimately retention. Commerce will use the 2014 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, immediate supervisors, and work-life programs. However, opportunities for improvement lie within employee perceptions on performance management, resources, and leadership within the Department.

- **45 items had positive ratings of 65% or more** (strengths)
- **0 items had negative ratings of 35% or more** (challenges)
- **4 items had neutral ratings of 30% or more** (opportunities)
- **34 items increased from the Department's 2013 positive score**
- **17 items decreased from the Department's 2013 positive score**
- **76 out of 77 items were above the positive Government-wide average**
- **62 items were 5 percentage points or more above the positive Government-wide average**
- **0 items were 5 percentage points or more below the positive 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: 41%** – Pay raises depend on how well employees perform their jobs.

Indices

Out of 37 agencies, Commerce received the following Index rankings:

5th at 69% on Job Satisfaction (4th at 68% in 2013)

Employees are satisfied with their jobs and various aspects thereof

5th at 69% on Global Satisfaction (7th at 69% in 2013)

Satisfaction with the job, pay, and organization and willingness to recommend it as good place to work

6th at 65% on Leadership and Knowledge Management (7th at 65% in 2013)

Leadership is held in high regard, both overall and on specific facets of leadership

6th at 61% on Results-Oriented Performance Culture (4th at 61% in 2013)

The culture promotes improvement in processes, products, services, and organizational outcomes

7th at 63% on Talent Management (7th at 62% in 2013)

The organization has the talent necessary to achieve organizational goals

8th at 70% on Employee Engagement (7th at 70% in 2013)

Conditions that lead to engaged employees

- **78% on Supervisors** (78% in 2013)
The interpersonal relationship between worker and supervisor, including trust, respect, and support
- **74% on Intrinsic Work Experiences** (73% in 2013)
Employees' feelings of motivation and competency relating to their role in the workplace
- **58% on Leaders Lead** (60% in 2013)
Perceptions of leadership integrity and behaviors, such as communication and workforce motivation

Response Rates

57% (9,892 out of 17,402) of Commerce employees responded, which is the same as last year's rate and 10 percentage points above the Government rate. Bureau/organizational unit response rates are:

- | | | | |
|--------------|---------------|----------------|-------------|
| ▪ ESA – 96% | ▪ BEA – 73% | ▪ NOAA – 52% | ▪ OS – 46% |
| ▪ EDA – 83% | ▪ USPTO – 70% | ▪ CENSUS – 52% | ▪ BIS – 39% |
| ▪ NTIS – 77% | ▪ MBDA – 62% | ▪ ITA – 50% | |
| ▪ OIG – 76% | ▪ NTIA – 57% | ▪ NIST – 47% | |

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%	16%		9,876	n/a
	24%	45%	16%	11%	5%		
2 I have enough information to do my job well.	75%		12%	13%		9,811	n/a
	23%	51%	12%	10%	3%		
3 I feel encouraged to come up with new and better ways of doing things.	60%		20%	20%		9,736	n/a
	23%	37%	20%	13%	6%		
4 My work gives me a feeling of personal accomplishment.	76%		13%	11%		9,804	n/a
	31%	45%	13%	8%	3%		
5 I like the kind of work I do.	83%		11%	5%		9,736	n/a
	39%	45%	11%	4%	1%		
6 I know what is expected of me on the job.	83%		10%	7%		9,787	n/a
	37%	46%	10%	5%	2%		
7 When needed I am willing to put in the extra effort to get a job done.	97%		2%	1%		9,829	n/a
	63%	34%	2%	1%	0%		
8 I am constantly looking for ways to do my job better.	91%		8%	2%		9,851	n/a
	47%	43%	8%	1%	0%		
9 I have sufficient resources (for example, people, materials, budget) to get my job done.	54%		15%	31%		9,844	22
	16%	38%	15%	19%	12%		
10 My workload is reasonable.	59%		18%	23%		9,770	11
	12%	46%	18%	15%	8%		
11 My talents are used well in the workplace.	62%		18%	20%		9,570	40
	18%	44%	18%	13%	8%		
12 I know how my work relates to the agency's goals and priorities.	86%		9%	5%		9,792	31
	35%	51%	9%	3%	2%		
13 The work I do is important.	90%		7%	3%		9,679	30
	48%	42%	7%	2%	1%		

Positive, Neutral, Negative Ratings

14 Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	74%		14%	12%		9,728	109
	31%	43%	14%	8%	4%		
15 My performance appraisal is a fair reflection of my performance.	72%		14%	14%		9,763	83
	27%	45%	14%	9%	6%		
16 I am held accountable for achieving results.	85%		10%	5%		9,775	36
	34%	51%	10%	3%	1%		
17 I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	64%		21%	16%		9,145	662
	25%	39%	21%	8%	8%		
18 My training needs are assessed.	53%		23%	23%		9,712	122
	14%	39%	23%	16%	8%		
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).	70%		14%	16%		9,684	187
	30%	41%	14%	10%	6%		
20 The people I work with cooperate to get the job done.	78%		12%	9%		9,859	n/a
	30%	49%	12%	7%	2%		
21 My work unit is able to recruit people with the right skills.	52%		24%	24%		9,375	487
	13%	39%	24%	16%	8%		
22 Promotions in my work unit are based on merit.	52%		24%	24%		9,144	669
	19%	33%	24%	13%	11%		
23 In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	42%		27%	31%		8,635	1,190
	10%	31%	27%	17%	14%		
24 In my work unit, differences in performance are recognized in a meaningful way.	44%		28%	28%		9,111	727
	12%	32%	28%	18%	11%		
25 Awards in my work unit depend on how well employees perform their jobs.	56%		21%	23%		9,142	672
	20%	36%	21%	13%	10%		
26 Employees in my work unit share job knowledge with each other.	75%		14%	11%		9,776	53
	26%	50%	14%	7%	4%		
27 The skill level in my work unit has improved in the past year.	56%		30%	14%		9,298	549
	18%	38%	30%	10%	4%		

Positive, Neutral, Negative Ratings

28 How would you rate the overall quality of work done by your work unit?	88%		10%	2%			9,852	n/a
	47%	42%	10%	2%	1%			
My Agency								
29 The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	76%	14%	10%			9,495	249	
	20%	56%	14%	8%				
	1,849	5,316	1,388	731	211			
30 Employees have a feeling of personal empowerment with respect to work processes.	52%	24%	24%			9,458	291	
	14%	39%	24%	16%				
	1,229	3,596	2,285	1,620	728			
31 Employees are recognized for providing high quality products and services.	58%	21%	21%			9,508	211	
	16%	41%	21%	14%				
	1,539	3,912	2,024	1,354	679			
32 Creativity and innovation are rewarded.	45%	30%	25%			9,372	351	
	12%	33%	30%	16%				
	1,184	3,132	2,705	1,469	882			
33 Pay raises depend on how well employees perform their jobs.	41%	25%	34%			9,040	648	
	14%	27%	25%	18%				
	1,140	2,389	2,318	1,752	1,441			
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%			8,854	888	
	21%	43%	26%	6%				
	1,848	3,822	2,264	523	397			
35 Employees are protected from health and safety hazards on the job.	81%	12%	6%			9,515	211	
	29%	53%	12%	4%				
	2,819	5,051	1,097	351	197			
36 My organization has prepared employees for potential security threats.	80%	13%	7%			9,545	180	
	26%	54%	13%	5%				
	2,441	5,196	1,281	437	190			
37 Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	63%	20%	16%			8,936	764	
	22%	41%	20%	9%				
	2,001	3,545	1,814	839	737			
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.	75%	16%	8%			8,591	1,077	
	30%	46%	16%	4%				
	2,563	3,846	1,404	376	402			
39 My agency is successful at accomplishing its mission.	82%	13%	5%			9,525	200	
	28%	54%	13%	3%				
	2,695	5,155	1,227	310	138			
40 I recommend my organization as a good place to work.	74%	16%	10%			9,752	n/a	
	33%	41%	16%	7%				
	3,095	3,975	1,577	738	367			

Positive, Neutral, Negative Ratings

41 I believe the results of this survey will be used to make my agency a better place to work.	51%		26%	23%		8,899	864
	20%	31%	26%	14%	9%		

My Supervisor

42 My supervisor supports my need to balance work and other life issues.	84%		9%	7%		9,694	49
	44%	40%	9%	4%	3%		
43 My supervisor provides me with opportunities to demonstrate my leadership skills.	69%		18%	13%		9,663	60
	32%	37%	18%	8%	5%		
44 Discussions with my supervisor about my performance are worthwhile.	70%		16%	14%		9,596	74
	32%	38%	16%	9%	6%		
45 My supervisor is committed to a workforce representative of all segments of society.	73%		21%	6%		8,723	977
	34%	39%	21%	3%	3%		
46 My supervisor provides me with constructive suggestions to improve my job performance.	69%		17%	14%		9,666	40
	30%	39%	17%	9%	5%		
47 Supervisors in my work unit support employee development.	72%		16%	12%		9,572	146
	31%	40%	16%	7%	5%		
48 My supervisor listens to what I have to say.	82%		10%	8%		9,718	n/a
	43%	39%	10%	5%	3%		
49 My supervisor treats me with respect.	85%		8%	6%		9,695	n/a
	48%	37%	8%	4%	2%		
50 In the last six months, my supervisor has talked with me about my performance.	89%		6%	5%		9,698	n/a
	44%	45%	6%	3%	1%		
51 I have trust and confidence in my supervisor.	73%		14%	13%		9,700	n/a
	41%	32%	14%	7%	5%		
52 Overall, how good a job do you feel is being done by your immediate supervisor?	77%		15%	8%		9,714	n/a
	46%	30%	15%	5%	3%		

Leadership

53 In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	45%		25%	30%		9,446	231
	14%	32%	25%	18%	12%		
54 My organization's senior leaders maintain high standards of honesty and integrity.	59%		25%	16%		8,901	775
	19%	39%	25%	9%	8%		

Positive, Neutral, Negative Ratings

55 Supervisors work well with employees of different backgrounds.	71%		20%	9%			699
	23%	48%	20%	5%	4%		
56 Managers communicate the goals and priorities of the organization.	67%		19%	15%			147
	20%	47%	19%	9%	6%		
57 Managers review and evaluate the organization's progress toward meeting its goals and objectives.	67%		21%	12%			664
	20%	47%	21%	7%	4%		
58 Managers promote communication among different work units (for example, about projects, goals, needed resources).	56%		22%	22%			416
	17%	40%	22%	13%	9%		
59 Managers support collaboration across work units to accomplish work objectives.	61%		22%	18%			391
	18%	43%	22%	10%	7%		
60 Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	64%		23%	13%			711
	27%	37%	23%	8%	5%		
61 I have a high level of respect for my organization's senior leaders.	57%		25%	19%			185
	22%	35%	25%	11%	7%		
62 Senior leaders demonstrate support for Work/Life programs.	63%		25%	11%			1,049
	23%	40%	25%	7%	5%		

My Satisfaction

63 How satisfied are you with your involvement in decisions that affect your work?	55%		22%	22%			n/a
	17%	38%	22%	17%	5%		
64 How satisfied are you with the information you receive from management on what's going on in your organization?	53%		22%	25%			n/a
	14%	39%	22%	18%	7%		
65 How satisfied are you with the recognition you receive for doing a good job?	56%		22%	22%			n/a
	18%	38%	22%	14%	7%		
66 How satisfied are you with the policies and practices of your senior leaders?	47%		30%	23%			n/a
	12%	35%	30%	15%	8%		
67 How satisfied are you with your opportunity to get a better job in your organization?	42%		30%	28%			n/a
	13%	29%	30%	17%	12%		
68 How satisfied are you with the training you receive for your present job?	59%		22%	19%			n/a
	17%	42%	22%	13%	6%		

Positive, Neutral, Negative Ratings

69 Considering everything, how satisfied are you with your job?	72%		16%	12%		9,625	n/a
	26%	46%	16%	9%	4%		
70 Considering everything, how satisfied are you with your pay?	65%		16%	20%		9,638	n/a
	21%	44%	16%	13%	6%		
71 Considering everything, how satisfied are you with your organization?	65%		19%	15%		9,634	n/a
	21%	45%	19%	11%	5%		

Work/Life

79 How satisfied are you with the following Work/Life programs in your agency? Telework	87%		8%	5%		6,484	207
	51%	36%	8%	4%	1%		
80 How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	94%		4%	2%		5,116	55
	61%	34%	4%	1%	1%		
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)	88%		10%	1%		2,561	135
	39%	50%	10%	1%	0%		
82 How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	79%		17%	4%		1,097	169
	32%	47%	17%	3%	1%		
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)	76%		21%	2%		355	102
	41%	36%	21%	2%	0%		
84 How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	73%		26%	1%		298	85
	33%	41%	26%	1%	0%		
	102	121	72	3	0		

Notes:

- Don't Know/No Basis to Judge responses were excluded from percentage calculations and total response counts.
- The work/life satisfaction results (questions 79 - 84) only include employees who indicated that they participated in the program.
- 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.
- Negative ratings of 35% or greater are in **bold red** font.

Work/Life Programs

	YES	NOT SURE	NO	TOTAL
	Notified that I was eligible	Notified that I was not eligible	Not sure if I was notified	Not notified of my telework eligibility

Telework Eligibility

72 Have you been notified whether or not you are eligible to telework?	81%		7%	12%	9,595
	73%	8%	7%	12%	
	7,455	721	534	885	

	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 an 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:	67%				34%				9,544
	19%	23%	8%	17%	9%	3%	9%	13%	
	1,291	2,582	913	1,826	651	284	738	1,259	
	YES			NO			NOT AVAILABLE TO ME		TOTAL

Program Participation

74 Do you participate in the following Work/Life programs? Alternative Work Schedules (AWS)	52%			37%	10%	9,608
	5,198	3,649	761			
75 Do you participate in the following Work/Life programs? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)	27%			63%	10%	9,583
	2,657	6,201	725			
76 Do you participate in the following Work/Life programs? Employee Assistance Program (EAP)	12%			82%	5%	9,484
	1,117	7,973	394			
77 Do you participate in the following Work/Life programs? Child Care Programs (for example, daycare, parenting classes, parenting support groups)	4%			83%	13%	9,591
	401	8,158	1,032			
78 Do you participate in the following Work/Life programs? Elder Care Programs (for example, support groups, speakers)	3%			83%	14%	9,596
	334	8,180	1,082			

Notes:

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

Respondent Characteristics and Agency-Specific Item

Demographic Characteristics

	Headquarters		Field			Total			
85 Where do you work?	66%		34%			9,546			
	6,256		3,290						
	Non-Supervisor	Team Leader	Supervisor	Manager	Sr. Leader	Total			
86 What is your supervisory status?	65%	13%	14%	6%	3%	9,583			
	6,202	1,254	1,320	558	249				
	Male		Female			Total			
87 Are you:	54%		46%			9,492			
	5,155		4,337						
	Yes		No			Total			
88 Are you Hispanic or Latino?	5%		95%			9,409			
	500		8,909						
	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(ies) with which you most closely identify.	0%	11%	14%	0%	70%	3%	9,130		
	40	978	1,323	42	6,434	313			
	Less Than High School	High School Diploma/GED or equivalent	Trade or Technical Certificate	Some College (No Degree)	Associate's Degree (e.g., AA, AS)	Bachelor's Degree (e.g., BA, BS)	Master's Degree (e.g., MA, MS, MBA)	Doctoral/Professional Degree (e.g., Ph.D., MD, JD)	Total
90 What is the highest degree or level of education you have completed?	0%	3%	1%	9%	4%	33%	30%	18%	9,525
	8	305	120	903	392	3,152	2,885	1,760	
	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?	1%	7%	31%	50%	3%	1%	7%	9,498	
	136	641	2,962	4,714	266	102	677		
	< 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)?	1%	11%	10%	20%	12%	14%	32%	9,516	
	108	1,017	957	1,947	1,121	1,333	3,033		
	< 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)?	2%	15%	11%	22%	25%	25%	9,506		
	162	1,393	1,089	2,049	2,415	2,398			

Respondent Characteristics and Agency-Specific Item

	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?	72%	5%	15%	4%	4%		
	6,874	449	1,401	408	383	9,515	
	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%	82%			
	283	671	759	7,721		9,434	
	Heterosexual or Straight	Gay, Lesbian, Bisexual, or Transgender	I Prefer Not to Say	Total			
96 Self-Identify as:	83%	4%	13%				
	7,500	332	1,164			8,996	
	No Prior Military Service	Currently in National Guard or Reserves	Retired	Separated or Discharged	Total		
97 What is your US military service status?	87%	1%	3%	9%			
	8,196	47	304	862		9,409	
	Yes	No			Total		
98 Are you an individual with a disability?	7%	93%					
	678	8,771				9,449	
	25 and under	26-29	30-39	40-49	50-59	60 or older	Total
99 What is your age group?	1%	5%	21%	27%	32%	14%	
	98	469	2,059	2,678	3,182	1,406	9,892

Agency-Specific Item

	Yes	No			Total
		I would rather not have one	I would rather have one	I am not sure what an IDP is	
100 Do you currently have an Individual Development Plan (IDP) approved by your supervisor?	TBD	TBD	TBD	TBD	TBD
	TBD	TBD	TBD	TBD	

Notes:

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