



U.S. Department of Commerce

2013 Federal Employee Viewpoint Survey Results

Within This Report

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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.

This year, the web-based survey was completed by more than 376,000 Federal employees from April 23 to June 7, 2013. It contained 99 questions.

The FEVS focuses on employee perceptions regarding critical areas of their work lives which drive employee satisfaction, commitment, and ultimately retention in the workforce. Commerce 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 Commerce employees are engaged and have a positive outlook on the work of the Department, with major strengths in work experiences, supervisors/team leaders, and the use of work schedule flexibilities. However, opportunities for improvement lie within employee perceptions on performance management and employee recognition within the Department.

- **44 items had positive ratings of 65% or more** (strengths)
- **2 items had negative ratings of 35% or more** (challenges)
- **2 items had neutral ratings of 30% or more** (opportunities)
- **75 out of 77 items were above the positive Government-wide average**
- **56 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: 38%** – Pay raises depend on how well employees perform their jobs.

Indices

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

7th at 70% on Employee Engagement (8th at 70% in 2012)

Conditions that lead to engaged employees

- **78% on Supervisors** (77% in 2012)
The interpersonal relationship between worker and supervisor, including trust, respect, and support
- **73% on Intrinsic Work Experiences** (73% in 2012)
Employees' feelings of motivation and competency relating to their role in the workplace
- **60% on Leaders Lead** (59% in 2012)
Perceptions of leadership integrity and behaviors, such as communication and workforce motivation

7th at 69% on Global Satisfaction (8th at 70% in 2012)

Combination of employees' satisfaction with their job, pay, and organization, plus their willingness to recommend their organization as a good place to work

4th at 68% on Job Satisfaction (8th at 69% in 2012)

Employees are satisfied with their jobs and various aspects thereof

7th at 65% on Leadership and Knowledge Management (8th at 65% in 2012)

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

4th at 61% on Results-Oriented Performance Culture (5th at 61% in 2012)

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

7th at 62% on Talent Management (9th at 63% in 2012)

The organization has the talent necessary to achieve organizational goals

Response Rates

57% (9,447 out of 16,659) of Commerce employees responded to the 2013 FEVS, which is 2 percentage points below last year's rate and 9 percentage points above the Government-wide rate. Bureau/organizational unit response rates are:

- | | | | |
|---------------|--------------|----------------|--------------|
| ▪ ESA – 96% | ▪ BEA – 72% | ▪ CENSUS – 56% | ▪ BIS – 47% |
| ▪ OIG – 93% | ▪ NTIA – 61% | ▪ ITA – 54% | ▪ NIST – 40% |
| ▪ EDA – 80% | ▪ MBDA – 58% | ▪ NOAA – 49% | |
| ▪ USPTO – 73% | ▪ NTIS – 58% | ▪ OS – 48% | |

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.	68%		16%	16%		9,431	n/a
	21% 2,153	46% 4,333	16% 1,449	12% 1,112	4% 384		
2 I have enough information to do my job well.	74%		13%	13%		9,355	n/a
	21% 2,054	53% 4,888	13% 1,219	10% 929	3% 265		
3 I feel encouraged to come up with new and better ways of doing things.	59%		21%	20%		9,324	n/a
	21% 2,146	39% 3,654	21% 1,754	14% 1,244	6% 526		
4 My work gives me a feeling of personal accomplishment.	76%		13%	11%		9,393	n/a
	30% 2,791	46% 4,201	13% 1,305	8% 736	3% 360		
5 I like the kind of work I do.	84%		11%	5%		9,309	n/a
	37% 3,377	47% 4,362	11% 1,052	4% 356	2% 162		
6 I know what is expected of me on the job.	83%		10%	7%		9,351	n/a
	35% 3,160	48% 4,502	10% 916	5% 549	2% 224		
7 When needed I am willing to put in the extra effort to get a job done.	97%		2%	1%		9,382	n/a
	62% 5,913	35% 3,185	2% 182	1% 54	1% 48		
8 I am constantly looking for ways to do my job better.	91%		8%	1%		9,404	n/a
	45% 4,299	46% 4,229	8% 742	1% 95	0% 39		
9 I have sufficient resources (for example, people, materials, budget) to get my job done.	49%		15%	35%		9,407	17
	14% 1,274	35% 3,419	15% 1,472	22% 2,103	13% 1,139		
10 My workload is reasonable.	58%		18%	24%		9,348	15
	11% 1,091	47% 4,379	18% 1,648	16% 1,527	8% 703		
11 My talents are used well in the workplace.	62%		17%	21%		9,157	40
	17% 1,630	45% 3,998	17% 1,581	14% 1,267	7% 681		
12 I know how my work relates to the agency's goals and priorities.	87%		8%	5%		9,359	28
	34% 3,141	53% 4,920	8% 803	3% 316	2% 179		
13 The work I do is important.	90%		7%	3%		9,288	30
	47% 4,192	43% 4,102	7% 706	2% 179	1% 109		

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%	11%		9,332	85
	30%	44%	14%	8%	4%		
	2,808	4,161	1,262	725	376		
15 My performance appraisal is a fair reflection of my performance.	72%		15%	14%		9,317	99
	25%	47%	15%	9%	5%		
	2,374	4,318	1,330	798	497		
16 I am held accountable for achieving results.	86%		9%	5%		9,351	33
	33%	53%	9%	3%	1%		
	3,102	4,954	901	278	116		
17 I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	65%		20%	15%		8,818	571
	25%	41%	20%	8%	7%		
	2,330	3,502	1,676	675	635		
18 My training needs are assessed.	52%		23%	25%		9,273	124
	14%	38%	23%	16%	9%		
	1,330	3,488	2,167	1,543	745		
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).	71%		13%	16%		9,247	182
	29%	42%	13%	10%	6%		
	2,610	3,812	1,249	997	579		

My Work Unit

20 The people I work with cooperate to get the job done.	79%		12%	9%		9,428	n/a
	29%	50%	12%	7%	2%		
	2,797	4,661	1,102	643	225		
21 My work unit is able to recruit people with the right skills.	49%		25%	26%		8,964	460
	11%	37%	25%	17%	10%		
	1,058	3,346	2,220	1,537	803		
22 Promotions in my work unit are based on merit.	51%		25%	24%		8,770	612
	17%	34%	25%	13%	11%		
	1,470	2,996	2,197	1,194	913		
23 In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	40%		28%	32%		8,292	1,104
	10%	30%	28%	18%	14%		
	786	2,527	2,366	1,483	1,130		
24 In my work unit, differences in performance are recognized in a meaningful way.	43%		28%	29%		8,750	665
	10%	33%	28%	19%	10%		
	896	2,844	2,447	1,646	917		
25 Awards in my work unit depend on how well employees perform their jobs.	54%		23%	23%		8,764	637
	17%	37%	23%	12%	10%		
	1,386	3,184	2,124	1,124	946		
26 Employees in my work unit share job knowledge with each other.	75%		13%	12%		9,344	54
	24%	51%	13%	7%	4%		
	2,312	4,768	1,183	690	391		
27 The skill level in my work unit has improved in the past year.	56%		30%	14%		8,915	498
	17%	39%	30%	9%	5%		
	1,591	3,514	2,569	818	423		

Positive, Neutral, Negative Ratings

28 How would you rate the overall quality of work done by your work unit?	88%		10%	2%		9,396	n/a
	46%	42%	10%	1%	0%		
	4,479	3,847	893	130	47		
My Agency							
29 The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	75%		16%	9%		9,127	185
	19%	56%	16%	7%	2%		
	1,748	5,119	1,434	632	194		
30 Employees have a feeling of personal empowerment with respect to work processes.	53%		24%	23%		9,018	281
	13%	40%	24%	16%	7%		
	1,136	3,590	2,143	1,471	678		
31 Employees are recognized for providing high quality products and services.	57%		21%	22%		9,088	201
	16%	42%	21%	15%	7%		
	1,421	3,776	1,915	1,362	614		
32 Creativity and innovation are rewarded.	44%		29%	27%		8,923	336
	11%	33%	29%	17%	10%		
	1,072	3,027	2,512	1,490	822		
33 Pay raises depend on how well employees perform their jobs.	38%		25%	36%		8,634	619
	12%	26%	25%	19%	17%		
	987	2,137	2,299	1,747	1,464		
34 Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	64%		25%	10%		8,519	770
	20%	45%	25%	6%	5%		
	1,751	3,852	2,059	480	377		
35 Employees are protected from health and safety hazards on the job.	82%		12%	6%		9,102	181
	27%	54%	12%	4%	2%		
	2,628	4,914	1,065	322	173		
36 My organization has prepared employees for potential security threats.	77%		15%	7%		9,096	164
	24%	54%	15%	5%	2%		
	2,179	4,972	1,324	449	172		
37 Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	62%		22%	16%		8,535	726
	21%	41%	22%	9%	7%		
	1,787	3,420	1,869	772	687		
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%		17%	8%		8,275	959
	28%	47%	17%	4%	4%		
	2,348	3,766	1,432	343	386		
39 My agency is successful at accomplishing its mission.	82%		13%	4%		9,055	213
	27%	55%	13%	3%	1%		
	2,466	5,009	1,210	244	126		
40 I recommend my organization as a good place to work.	73%		16%	10%		9,285	n/a
	30%	43%	16%	7%	3%		
	2,851	3,926	1,538	674	296		

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%		28%	25%		8,407	895
	19%	29%	28%	15%	10%		
	1,588	2,478	2,287	1,252	802		

My Supervisor/Team Leader

42 My supervisor supports my need to balance work and other life issues.	83%		10%	7%		9,237	48
	42%	41%	10%	4%	3%		
	4,057	3,753	803	344	280		

43 My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	69%		17%	14%		9,218	50
	30%	40%	17%	8%	5%		
	2,879	3,620	1,513	727	479		

44 Discussions with my supervisor/team leader about my performance are worthwhile.	70%		16%	14%		9,163	79
	30%	40%	16%	8%	6%		
	2,818	3,535	1,476	757	577		

45 My supervisor/team leader is committed to a workforce representative of all segments of society.	72%		21%	7%		8,359	891
	31%	41%	21%	4%	3%		
	2,687	3,364	1,731	298	279		

46 My supervisor/team leader provides me with constructive suggestions to improve my job performance.	68%		18%	14%		9,219	42
	28%	40%	18%	8%	5%		
	2,610	3,673	1,612	812	512		

47 Supervisors/team leaders in my work unit support employee development.	72%		17%	11%		9,147	119
	30%	42%	17%	6%	5%		
	2,880	3,806	1,436	582	443		

48 My supervisor/team leader listens to what I have to say.	82%		10%	9%		9,255	n/a
	39%	42%	10%	6%	3%		
	3,773	3,790	897	535	260		

49 My supervisor/team leader treats me with respect.	85%		8%	7%		9,227	n/a
	46%	39%	8%	4%	3%		
	4,311	3,528	766	363	259		

50 In the last six months, my supervisor/team leader has talked with me about my performance.	88%		6%	6%		9,235	n/a
	41%	47%	6%	4%	2%		
	3,847	4,252	575	400	161		

51 I have trust and confidence in my supervisor.	74%		14%	12%		9,245	n/a
	39%	35%	14%	7%	5%		
	3,693	3,180	1,269	615	488		

52 Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	77%		15%	8%		9,241	n/a
	45%	32%	15%	5%	4%		
	4,209	2,928	1,323	458	323		

Leadership

53 In my organization, leaders generate high levels of motivation and commitment in the workforce.	49%		25%	26%		9,087	121
	14%	35%	25%	17%	10%		
	1,285	3,210	2,250	1,501	841		

54 My organization's leaders maintain high standards of honesty and integrity.	62%		21%	17%		8,791	414
	20%	42%	21%	9%	8%		
	1,883	3,681	1,843	735	649		

Positive, Neutral, Negative Ratings

55 Managers/supervisors/team leaders work well with employees of different backgrounds.	71%		19%	10%		8,660	518
	23%	48%	19%	6%	4%		
	2,027	4,183	1,600	495	355		
56 Managers communicate the goals and priorities of the organization.	68%		17%	14%		9,102	79
	21%	48%	17%	9%	5%		
	1,919	4,319	1,551	821	492		
57 Managers review and evaluate the organization's progress toward meeting its goals and objectives.	69%		20%	11%		8,629	538
	21%	48%	20%	7%	4%		
	1,830	4,169	1,679	580	371		
58 Managers promote communication among different work units (for example, about projects, goals, needed resources).	57%		22%	21%		8,886	311
	17%	40%	22%	13%	8%		
	1,586	3,609	1,858	1,140	693		
59 Managers support collaboration across work units to accomplish work objectives.	62%		21%	17%		8,861	321
	18%	44%	21%	10%	7%		
	1,688	3,909	1,814	865	585		
60 Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor/team leader?	64%		22%	14%		8,534	653
	27%	37%	22%	8%	6%		
	2,445	3,172	1,808	631	478		
61 I have a high level of respect for my organization's senior leaders.	57%		23%	20%		9,036	158
	23%	34%	23%	11%	9%		
	2,157	3,167	2,030	980	702		
62 Senior leaders demonstrate support for Work/Life programs.	63%		25%	12%		8,200	1,002
	23%	40%	25%	7%	5%		
	1,980	3,392	1,893	568	367		

My Satisfaction

63 How satisfied are you with your involvement in decisions that affect your work?	54%		24%	22%		9,176	n/a
	15%	39%	24%	17%	5%		
	1,503	3,643	2,089	1,479	462		
64 How satisfied are you with the information you receive from management on what's going on in your organization?	52%		22%	26%		9,158	n/a
	14%	38%	22%	18%	8%		
	1,333	3,575	2,011	1,622	617		
65 How satisfied are you with the recognition you receive for doing a good job?	55%		24%	21%		9,143	n/a
	16%	39%	24%	15%	7%		
	1,533	3,460	2,103	1,402	645		
66 How satisfied are you with the policies and practices of your senior leaders?	48%		28%	24%		9,142	n/a
	13%	35%	28%	16%	8%		
	1,235	3,254	2,579	1,383	691		
67 How satisfied are you with your opportunity to get a better job in your organization?	40%		30%	30%		9,138	n/a
	12%	28%	30%	17%	13%		
	1,148	2,542	2,701	1,610	1,137		
68 How satisfied are you with the training you receive for your present job?	57%		22%	21%		9,141	n/a
	16%	41%	22%	14%	7%		
	1,476	3,693	2,123	1,257	592		

Positive, Neutral, Negative Ratings

69 Considering everything, how satisfied are you with your job?	72%		16%	13%		9,134	n/a
	24%	47%	16%	9%	3%		
	2,200	4,241	1,466	879	348		
70 Considering everything, how satisfied are you with your pay?	61%		17%	22%		9,147	n/a
	18%	43%	17%	15%	7%		
	1,587	3,885	1,555	1,448	672		
71 Considering everything, how satisfied are you with your organization?	64%		19%	16%		9,162	n/a
	19%	45%	19%	11%	5%		
	1,820	4,102	1,794	1,005	441		

Work/Life

79 How satisfied are you with the following Work/Life programs in your agency? Telework	85%		10%	6%		5,780	207
	47%	38%	10%	4%	2%		
	2,629	2,238	555	261	97		
80 How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	94%		4%	2%		5,074	58
	59%	36%	4%	1%	0%		
	3,068	1,768	164	55	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)	85%		13%	2%		2,594	157
	34%	51%	13%	1%	0%		
	950	1,303	305	29	7		
82 How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	74%		23%	3%		1,109	173
	29%	45%	23%	2%	1%		
	348	498	227	23	13		
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)	74%		24%	2%		347	126
	39%	35%	24%	2%	0%		
	145	114	80	7	1		
84 How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	78%		20%	2%		327	112
	35%	43%	20%	2%	0%		
	109	146	67	5	0		

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.
- 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).	73%	4%	23%	9,141
	7,186	312	1,643	

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:	61%				39%				9,045
	18%	19%	8%	17%	11%	3%	12%	13%	
	1,205	2,122	883	1,683	688	291	946	1,227	

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)	53%	36%	11%	9,111
	5,127	3,218	766	
75 Do you participate in the following Work/Life programs? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)	28%	62%	10%	9,063
	2,673	5,743	647	
76 Do you participate in the following Work/Life programs? Employee Assistance Program (EAP)	13%	82%	6%	9,005
	1,130	7,502	373	
77 Do you participate in the following Work/Life programs? Child Care Programs (for example, daycare, parenting classes, parenting support groups)	4%	81%	14%	9,095
	401	7,725	969	
78 Do you participate in the following Work/Life programs? Elder Care Programs (for example, support groups, speakers)	4%	82%	15%	9,105
	386	7,722	997	

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

Respondent Characteristics

		Headquarters		Field			Total		
85	Where do you work?	69%		31%			9,071		
		6,224		2,847					
		Non-Supervisor	Team Leader	Supervisor	Manager	Executive	Total		
86	What is your supervisory status?	65%	13%	14%	6%	3%	9,103		
		5,915	1,150	1,256	502	280			
		Male			Female		Total		
87	Are you:	53%			47%		9,023		
		4,757			4,266				
		Yes			No		Total		
88	Are you Hispanic or Latino?	5%			95%		8,941		
		450			8,491				
		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.	1%	11%	16%	0%	69%	3%	8,718	
		45	943	1,414	25	6,031	260		
		25 and under	26-29	30-39	40-49	50-59	60 or older	Total	
90	What is your age group?	2%	6%	21%	28%	31%	13%	8,944	
		149	527	1,870	2,479	2,755	1,164		
		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%	34%	48%	3%	1%	6%	9,025
		127	634	3,077	4,301	241	76	569	
		< 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)?	3%	11%	11%	19%	13%	11%	32%	9,060
		278	958	1,008	1,701	1,194	990	2,931	
		< 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)?	4%	14%	13%	20%	24%	25%	9,038	
		358	1,254	1,182	1,787	2,178	2,279		
		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?	74%	4%	13%	5%	4%	9,034		
		6,685	375	1,198	416	360			
		Within 1 yr	Between 1 & 3 yrs	Between 3 & 5 yrs	5 or More yrs	Total			
95	I am planning to retire:	2%	7%	8%	82%	8,934			
		200	645	727	7,362				

Respondent Characteristics and Agency-Specific Item

	Heterosexual or Straight	Gay, Lesbian, Bisexual, or Transgender	I Prefer Not to Say	Total
96 Self-Identify as:	84%	4%	13%	8,551
	7,164	311	1,076	

	Yes	No	Total
97 Have you ever served on Active Duty in the US Armed Forces (Air Force, Army, Coast Guard, Marine Corps or Navy)?	12%	88%	8,988
	1,064	7,924	

	Yes	No	Total
98 Are you an individual with a disability?	7%	93%	8,984
	608	8,376	

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	
99 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.