

**FEDERAL COMMUNICATIONS COMMISSION
2011 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS**

The 2011 Federal Employee Viewpoint Survey was administered by the U.S. Office of Personnel Management (OPM) from April 11, 2011 through May 31, 2011. The survey was anonymous, web based, and offered to all full-time permanent FCC employees on board as of September 30, 2010. Of the 1,701 employees surveyed, 862, or 50.7%, chose to participate. Included in the survey were the 45 survey questions prescribed by OPM that must be asked of employees each year (identified with an asterisk). Five of the 45 questions were demographic questions.

When the FCC responses to the mandatory questions (excluding the demographic questions) are ranked by positive response, e.g., strongly agree and agree, or very satisfied and satisfied, the top 5 indicate that most employees agree that supervisors support their need to balance work and other life issues, the organization has prepared them for potential security threats, they are protected from health and safety hazards on the job, the work they do is important, and that the people they work with cooperate to get the job done. The bottom 5 responses indicate few employees agree that pay raises depend on how well employees perform their jobs, steps are taken to deal with a poor performer who cannot or will not improve, differences in performance are recognized in a meaningful way, they are satisfied with their opportunity to get a better job in their organization, or that their work unit is able to recruit people with the right skills.

The responses follow:

		Percent Positive	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*1. I am given a real opportunity to improve my skills in my organization.	N		187	398	135	111	31	862	NA
	%	67.2	21.8	45.4	16.4	12.8	3.5	100.0	
2. I have enough information to do my job well.	N		171	454	124	95	17	861	NA
	%	72.8	20.4	52.4	14.7	10.7	1.8	100.0	
3. I feel encouraged to come up with new and better ways of doing things.	N		204	321	155	127	54	861	NA
	%	61.4	24.5	36.9	18.2	14.3	6.2	100.0	
*4. My work gives me a feeling of personal accomplishment.	N		211	385	138	80	46	860	NA
	%	69.2	24.7	44.5	16.4	9.0	5.4	100.0	
*5. I like the kind of work I do.	N		269	414	111	44	19	857	NA
	%	78.7	31.7	47.1	13.7	5.2	2.4	100.0	
6. I know what is expected of me on the job.	N		243	426	103	63	22	857	NA
	%	78.6	28.9	49.6	11.9	6.9	2.6	100.0	
7. When needed I am willing to put in the extra effort to get a job done.	N		537	297	14	7	6	861	NA
	%	96.9	61.9	35.0	1.6	0.7	0.8	100.0	
8. I am constantly looking for ways to do my job better.	N		371	394	80	11	3	859	NA
	%	89.2	43.5	45.8	9.3	1.2	0.3	100.0	

*AES prescribed items

** Sum of responses excluding DNK/NBJ

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		Percent Positive	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N		88	333	169	186	84	860	2
	%	50.0	11.0	39.0	19.5	21.4	9.0	100.0	
*10. My workload is reasonable.	N		110	495	142	72	41	860	2
	%	70.2	13.2	57.0	16.8	8.3	4.7	100.0	
*11. My talents are used well in the workplace.	N		142	355	128	133	96	854	4
	%	58.3	16.8	41.5	15.6	15.1	11.0	100.0	
*12. I know how my work relates to the agency's goals and priorities.	N		216	436	114	63	24	853	6
	%	77.0	26.2	50.8	13.2	7.2	2.6	100.0	
*13. The work I do is important.	N		281	401	109	33	26	850	5
	%	80.4	33.8	46.6	12.9	3.8	2.8	100.0	
*14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N		236	435	93	67	26	857	4
	%	78.3	28.2	50.2	11.3	7.6	2.8	100.0	
*15. My performance appraisal is a fair reflection of my performance.	N		232	402	130	42	37	843	15
	%	75.8	28.2	47.6	15.4	4.6	4.3	100.0	
16. I am held accountable for achieving results.	N		217	470	112	36	14	849	4
	%	81.4	26.3	55.1	13.0	3.9	1.6	100.0	
17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N		205	320	185	56	50	816	43
	%	63.8	25.2	38.6	22.9	7.2	6.1	100.0	
*18. My training needs are assessed.	N		106	316	248	125	52	847	6
	%	50.6	13.1	37.4	29.0	14.5	6.0	100.0	
*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).	N		180	360	167	74	38	819	37
	%	66.7	22.5	44.1	20.3	8.7	4.3	100.0	
*20. The people I work with cooperate to get the job done.	N		226	447	92	64	14	843	NA
	%	79.8	26.6	53.2	11.3	7.4	1.4	100.0	
*21. My work unit is able to recruit people with the right skills.	N		82	258	209	174	84	807	52
	%	43.0	11.0	32.0	26.3	20.9	9.8	100.0	
*22. Promotions in my work unit are based on merit.	N		107	258	205	118	111	799	59
	%	45.7	13.9	31.8	26.3	14.6	13.4	100.0	

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*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N %	29.5	38 5.3	178 24.2	243 31.4	160 20.8	147 18.3	766 100.0	94
*24. In my work unit, differences in performance are recognized in a meaningful way.	N %	40.6	69 9.1	250 31.5	225 28.4	149 18.2	105 12.9	798 100.0	63
25. Awards in my work unit depend on how well employees perform their jobs.	N %	51.2	95 12.3	302 38.9	204 25.6	105 12.8	84 10.4	790 100.0	69
26. Employees in my work unit share job knowledge with each other.	N %	71.2	195 22.6	411 48.6	134 15.9	63 7.0	49 5.9	852 100.0	5
27. The skill level in my work unit has improved in the past year.	N %	52.9	132 16.8	289 36.1	245 29.3	104 12.2	46 5.6	816 100.0	42
		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total**	Do Not Know/ No Basis to Judge
28. How would you rate the overall quality of work done by your work unit?	N %	82.8	377 43.5	331 39.3	121 14.1	21 2.5	6 0.6	856 100.0	NA
		Percent Positive	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*29. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N %	73.0	143 17.6	453 55.4	148 18.2	57 6.6	20 2.3	821 100.0	24
*30. Employees have a feeling of personal empowerment with respect to work processes.	N %	48.1	86 11.0	300 37.1	210 26.3	150 17.2	72 8.4	818 100.0	28
31. Employees are recognized for providing high quality products and services.	N %	60.7	130 16.4	361 44.3	169 20.6	112 13.0	51 5.8	823 100.0	24
*32. Creativity and innovation are rewarded.	N %	49.9	110 13.9	283 36.0	221 27.3	125 14.9	68 8.0	807 100.0	35
*33. Pay raises depend on how well employees perform their jobs.	N %	26.2	50 7.2	142 18.9	255 33.2	194 24.0	135 16.6	776 100.0	71
34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	N %	59.1	109 15.0	329 44.1	212 28.1	48 6.4	48 6.4	746 100.0	98

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		Percent Positive	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*35. Employees are protected from health and safety hazards on the job.	N		213	454	111	27	13	818	25
	%	81.8	26.3	55.4	13.4	3.4	1.5	100.0	
*36. My organization has prepared employees for potential security threats.	N		206	472	117	28	8	831	12
	%	82.1	25.4	56.7	13.9	3.1	0.9	100.0	
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N		154	274	192	91	80	791	50
	%	54.4	19.6	34.8	24.5	11.2	10.0	100.0	
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.	N		189	322	161	38	46	756	85
	%	67.0	24.9	42.1	22.0	4.9	6.1	100.0	
39. My agency is successful at accomplishing its mission.	N		160	452	149	37	19	817	21
	%	75.6	20.3	55.3	17.9	4.3	2.3	100.0	
40. I recommend my organization as a good place to work.	N		241	357	158	56	31	843	NA
	%	70.4	28.8	41.6	19.6	6.3	3.7	100.0	
41. I believe the results of this survey will be used to make my agency a better place to work.	N		152	301	195	87	49	784	61
	%	58.7	20.6	38.1	24.2	10.9	6.2	100.0	
*42. My supervisor supports my need to balance work and other life issues.	N		397	326	71	26	19	839	3
	%	85.9	46.9	39.0	8.4	3.2	2.5	100.0	
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N		278	292	143	80	47	840	2
	%	67.6	32.8	34.7	17.0	10.0	5.5	100.0	
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N		244	306	159	78	45	832	9
	%	66.4	29.5	36.9	18.8	9.5	5.2	100.0	
45. My supervisor/team leader is committed to a workforce representative of all segments of society.	N		247	300	168	35	25	775	62
	%	70.3	31.8	38.5	21.7	4.8	3.2	100.0	
46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N		222	319	173	77	44	835	3
	%	65.0	26.6	38.4	20.8	9.1	5.1	100.0	
*47. Supervisors/team leaders in my work unit support employee development.	N		253	337	150	57	31	828	10
	%	71.2	30.1	41.2	18.3	7.0	3.5	100.0	

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		Percent Positive	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
48. My supervisor/team leader listens to what I have to say.	N		346	346	73	52	23	840	NA
	%	82.2	40.8	41.5	8.8	6.3	2.7	100.0	
49. My supervisor/team leader treats me with respect.	N		383	326	74	31	24	838	NA
	%	84.6	45.4	39.2	9.0	3.7	2.6	100.0	
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N		293	364	95	67	18	837	NA
	%	78.8	34.7	44.1	11.3	7.9	2.0	100.0	
*51. I have trust and confidence in my supervisor.	N		336	284	124	51	42	837	NA
	%	73.6	39.7	33.9	15.5	6.0	4.9	100.0	
		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total**	Do Not Know/ No Basis to Judge
*52. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	N		390	244	136	37	29	836	NA
	%	75.9	46.2	29.7	16.3	4.4	3.4	100.0	
		Percent Positive	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*53. In my organization, leaders generate high levels of motivation and commitment in the workforce.	N		102	307	221	119	74	823	10
	%	50.1	12.6	37.5	27.5	14.0	8.4	100.0	
54. My organization's leaders maintain high standards of honesty and integrity.	N		174	331	193	54	44	796	36
	%	63.6	21.7	41.8	24.2	6.8	5.4	100.0	
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N		179	382	142	55	29	787	43
	%	71.5	22.6	48.9	18.0	7.0	3.6	100.0	
*56. Managers communicate the goals and priorities of the organization.	N		132	385	165	92	42	816	12
	%	64.1	16.2	47.9	20.4	10.7	4.8	100.0	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N		130	344	204	70	34	782	47
	%	61.9	16.7	45.2	25.4	8.6	4.1	100.0	
58. Managers promote communication among different work units (for example, about projects, goals, needed resources).	N		131	361	174	93	53	812	18
	%	61.5	16.3	45.2	21.4	11.0	6.1	100.0	
59. Managers support collaboration across work units to accomplish work objectives.	N		155	369	163	69	50	806	23
	%	66.2	19.2	47.0	19.8	8.1	5.9	100.0	

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		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total**	Do Not Know/ No Basis to Judge
60. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor/team leader?	N		224	296	179	55	49	803	27
	%	64.7	27.8	36.9	22.2	7.1	6.0	100.0	
		Percent Positive	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*61. I have a high level of respect for my organization's senior leaders.	N		210	292	188	89	46	825	4
	%	61.7	25.3	36.3	22.5	10.2	5.6	100.0	
62. Senior leaders demonstrate support for Work/Life programs.	N		179	310	193	52	26	760	71
	%	65.0	23.3	41.8	25.2	6.1	3.6	100.0	
		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total**	Do Not Know/ No Basis to Judge
*63. How satisfied are you with your involvement in decisions that affect your work?	N		132	348	180	126	42	828	NA
	%	58.6	15.7	42.9	21.9	14.7	4.8	100.0	
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N		112	341	194	140	44	831	NA
	%	55.2	13.8	41.4	23.8	16.0	5.0	100.0	
*65. How satisfied are you with the recognition you receive for doing a good job?	N		152	358	182	94	44	830	NA
	%	61.5	18.2	43.3	21.9	11.3	5.2	100.0	
*66. How satisfied are you with the policies and practices of your senior leaders?	N		118	312	225	120	51	826	NA
	%	52.8	15.0	37.7	27.7	13.9	5.7	100.0	
*67. How satisfied are you with your opportunity to get a better job in your organization?	N		105	244	248	143	88	828	NA
	%	43.0	12.7	30.3	29.9	16.8	10.2	100.0	
*68. How satisfied are you with the training you receive for your present job?	N		131	369	197	92	39	828	NA
	%	60.3	16.1	44.2	24.2	11.0	4.5	100.0	
*69. Considering everything, how satisfied are you with your job?	N		219	365	127	77	33	821	NA
	%	71.0	26.4	44.6	15.9	9.3	3.9	100.0	
*70. Considering everything, how satisfied are you with your pay?	N		185	365	138	104	38	830	NA
	%	65.5	21.3	44.2	16.9	12.6	5.0	100.0	

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		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total**	Do Not Know/ No Basis to Judge
71. Considering everything, how satisfied are you with your organization?	N		194	372	147	77	38	828	NA
	%	68.3	23.6	44.7	18.2	8.9	4.5	100.0	

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).		N	%
Yes		593	71.4
No		174	22.0
Not sure		56	6.6
Total		823	100.0

73. Please select the response below that BEST describes your current teleworking situation:		N	%
I telework 3 or more days per week.		16	1.7
I telework 1 or 2 days per week.		277	33.5
I telework, but no more than 1 or 2 days per month.		65	7.7
I telework very infrequently, on an unscheduled or short-term basis.		169	19.9
I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).		46	5.8
I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.		50	6.4
I do not telework because I did not receive approval to do so, even though I have the kind of job where I can telework.		79	9.6
I do not telework because I choose not to telework.		122	15.3
Total		824	100.0

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74. Do you participate in the following Work/Life programs? Alternative Work Schedules (AWS)	N	%
Yes	110	13.6
No	668	80.7
Not available to me	46	5.8
Total	824	100.0

75. Do you participate in the following Work/Life programs? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)	N	%
Yes	183	22.2
No	588	71.6
Not available to me	55	6.3
Total	826	100.0

76. Do you participate in the following Work/Life programs? Employee Assistance Program (EAP)	N	%
Yes	70	8.5
No	745	90.6
Not available to me	7	0.9
Total	822	100.0

77. Do you participate in the following Work/Life programs? Child Care Programs (for example, daycare, parenting classes, parenting support groups)	N	%
Yes	2	0.2
No	662	80.4
Not available to me	157	19.4
Total	821	100.0

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78. Do you participate in the following Work/Life programs? Elder Care Programs (for example, support groups, speakers)		N	%
Yes		13	1.4
No		702	85.6
Not available to me		104	13.0
Total		819	100.0

		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied		Very Dissatisfied	Item Response Total**	Do Not Know/ No Basis to Judge
					Dissatisfied	Dissatisfied			
79. How satisfied are you with the following Work/Life programs in your agency? Telework	N		167	259	126	79	53	684	140
	%	61.8	24.2	37.7	18.7	11.7	7.8	100.0	
80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	N		76	129	185	16	9	415	403
	%	49.1	18.5	30.5	44.7	3.6	2.6	100.0	
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)	N		71	189	179	21	11	471	354
	%	55.6	16.2	39.4	37.8	4.4	2.2	100.0	
82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	N		41	107	188	7	3	346	477
	%	43.6	11.7	31.9	53.7	1.8	0.8	100.0	
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)	N		5	22	182	16	30	255	562
	%	11.1	2.2	9.0	71.0	6.4	11.5	100.0	
84. How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	N		6	32	198	9	6	251	569
	%	15.6	2.6	13.0	78.9	3.2	2.3	100.0	

85. Where do you work?		N	%
Headquarters		661	80.5
Field		160	19.5
Total		821	100.0

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*86. What is your supervisory status?	N	%
Non-Supervisor	531	64.4
Team Leader	116	14.1
Supervisor	101	12.3
Manager	57	6.9
Executive	19	2.3
Total	824	100.0

*87. Are you:	N	%
Male	368	45.2
Female	447	54.8
Total	815	100.0

*88. Are you Hispanic or Latino?	N	%
Yes	43	5.3
No	764	94.7
Total	807	100.0

*89. Please select the racial category or categories with which you most closely identify.	N	%
American Indian or Alaska Native	2	0.3
Asian	43	5.5
Black or African American	193	24.9
Native Hawaiian or Other Pacific Islander	1	0.1
White	519	67.0
Two or more races	17	2.2
Total	775	100.0

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90. What is your age group?	N	%
25 and under	13	1.6
26-29	23	2.8
30-39	100	12.4
40-49	235	29.0
50-59	307	37.9
60 or older	131	16.2
Total	809	100.0

91. What is your pay category/grade?	N	%
Federal Wage System	0	0.0
GS 1-6	11	1.4
GS 7-12	158	19.4
GS 13-15	618	76.0
Senior Executive Service	21	2.6
Senior Leader (SL) or Scientific or Professional (ST)	5	0.6
Other	0	0.0
Total	813	100.0

92. How long have you been with the Federal Government (excluding military service)?	N	%
Less than 1 year	11	1.4
1 to 3 years	50	6.2
4 to 5 years	47	5.8
6 to 10 years	96	11.9
11 to 14 years	102	12.6
15 to 20 years	137	16.9
More than 20 years	367	45.3
Total	810	100.0

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93. How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?	N	%
Less than 1 year	17	2.1
1 to 3 years	68	8.4
4 to 5 years	64	7.9
6 to 10 years	112	13.8
11 to 20 years	268	33.0
More than 20 years	283	34.9
Total	812	100.0

94. Are you considering leaving your organization within the next year, and if so, why?	N	%
No	647	79.7
Yes, to retire	55	6.8
Yes, to take another job within the Federal Government	56	6.9
Yes, to take another job outside the Federal Government	32	3.9
Yes, other	22	2.7
Total	812	100.0

95. I am planning to retire:	N	%
Within one year	28	3.5
Between one and three years	100	12.4
Between three and five years	90	11.1
Five or more years	591	73.1
Total	809	100.0

*AES prescribed items

** Sum of responses excluding DNK/NBJ