



## **The U.S. Merit Systems Protection Board's Federal Telework Survey**

The U.S. Merit Systems Protection Board (MSPB) is conducting a study of Federal telework. A growing number of Federal organizations are implementing policies to enable their employees to telework – or perform their work from non-traditional locations – usually from home or from a telework center. While telework provides a variety of benefits to the employee and the organization, as well as for the environment, telework also presents challenges for the employee and the organization. In this study we want to learn how telework is operating in organizations, how it impacts employees and the organization, and more importantly, how telework can be used more effectively.

Our main source of information for this study is a web-based survey of approximately 20,000 randomly selected Federal employees in 13 Federal agencies or bureaus whose views will represent those of the larger Federal workforce. The Telework Survey includes questions about employees' experiences with and perceptions of telework and other important related issues regarding their work and organization. The automated Telework Survey takes about 20 minutes to complete and will be administered beginning in the Spring of 2009.

The findings from this survey, as well as our recommendations, will be included in a report sent to the President, Congress, policy-makers, practitioners, managers, employees and other stakeholders throughout the Federal Government who are interested in improving the effectiveness of Federal telework.

If you would like to review a demonstration copy of this survey, please click this link: [MSPB Telework Survey](#) In addition, if you would like to be notified once the final report is released, sign up for our listserv notices by clicking this link: [Studies Listserv](#).

**[Answers to Frequently Asked Questions](#)**

**[Privacy Act Statement](#)**

**[Question Topics](#)**



# Survey on Federal Telework

## Frequently Asked Questions

- Q1. What is the U.S. Merit Systems Protection Board?
- Q2. What is Westat?
- Q3. What is the purpose of the Telework Survey?
- Q4. Why is my response important?
- Q5. How was I selected for the survey?
- Q6. I recently moved to a new position. How do I fill out the survey?
- Q7. How long will it take to complete the survey?
- Q8. Can I complete the survey during working hours?
- Q9. Who will see my responses?
- Q10. How will the survey results be used?
- Q11. Who do I contact if I have questions related to the survey?
- Q12. How can I see the survey results?

[Return to Telework Survey Home](#)

Q1. *What is the U.S. Merit Systems Protection Board?*

- A. The U.S. Merit Systems Protection Board (MSPB) is an independent, quasi-judicial agency in the Executive branch. The mission of MSPB is to protect the Federal merit systems and the rights of individuals within these systems. In addition to hearing Federal employee appeals, MSPB is responsible for conducting studies to assess Federal merit systems and ensure they are consistent with the merit system principles and are free of prohibited personnel practices.

[Return to FAQ List](#)

Q2. *Who is Westat and why are they sending me information about an MSPB survey?*

- A. Westat is MSPB's survey support contractor. They are handling all of the logistical aspects of the survey.

[Return to FAQ List](#)

Q3. *What is the purpose of this survey?*

- A. The purpose of the Federal Telework Survey is to collect information from employees, supervisors and managers about how telework is operating in agencies and how it can be more effective.

[Return to FAQ List](#)

Q4. *Why is my response important?*

- A. Your response will help to improve the effectiveness of Federal telework. Because you are part of a random sample of Government employees, your views about your work and work environment will represent those of the larger Federal workforce. This is an opportunity for you to impact telework policy and practice by sharing your experiences and perceptions of telework and related issues about your job and organization.

[Return to FAQ List](#)

Q5. *How was I selected for the survey?*

- A. MSPB randomly selected you from a list of professional and administrative employees at your agency. We used accepted sampling techniques to ensure that by using your responses, and those of your coworkers who also participate, we can draw general conclusions about Federal telework.

[Return to FAQ List](#)

Q6. *I recently moved to a new position. How do I fill out the survey?*

- A. Please complete the survey with regard to your new position. However, if you do not feel comfortable answering the entire survey in regard to your new position, please answer all of the questions from the perspective of your last position.

[Return to FAQ List](#)

Q7. *How long will it take to complete the survey?*

- A. You should be able to complete the survey in approximately 20 minutes. You may complete part of the survey and return to finish and submit at a later time.

[Return to FAQ List](#)

Q8. *Can I complete the survey during working hours?*

- A. Yes, you may complete the survey during work hours. MSPB is authorized to collect this information by Section 1204 of Title 5, US Code. We have notified your agency leadership of this survey and asked them to allow you approximately 20 minutes to complete the survey during work hours. You or your manager may contact the head of your HR office to confirm this statement.

[Return to FAQ List](#)

Q9. *Who will see my responses?*

- A. Participation is voluntary and responses are confidential. Only MSPB staff and staff of the survey contractor will see survey data. Results will only be reported for groups of individuals. No data will be reported that could be used to identify specific participants or work units.

[Return to FAQ List](#)

Q10. *How will the survey results be used?*

- A. Responses from all survey respondents will be compiled and analyzed by MSPB professionals. We will identify telework trends across the Federal Government and factors that may help or hinder telework effectiveness. Survey results will be published in a report to the President, Congress, and other decision-makers to help inform policy and practice. Keep in mind, no data will be reported that could be used to identify specific participants.

[Return to FAQ List](#)

*Q11. Who do I contact if I have questions related to the survey?*

If you have questions that are not addressed on this web site, please email us at [MSPBTeleworkSurvey@mspb.gov](mailto:MSPBTeleworkSurvey@mspb.gov), or call us at 1-888-581-7922.

[Return to FAQ List](#)

*Q12. How can I see the survey results?*

- A. If you would like to be notified when the report is released, please subscribe to MSPB Studies LISTSERV which can be located on the “Studies” tab at [www.mspb.gov](http://www.mspb.gov).

[Return to FAQ List](#)



# Survey on Federal Telework

## Privacy Statement

MSPB wants to assure survey participants that your involvement in the Telework Survey is both voluntary and confidential. This Privacy Statement identifies MSPB's authorization to conduct this survey and explains how we will manage the data we receive.

- ❖ In accordance with the Privacy Act of 1974 (Public Law 93-579), your responses to this survey are completely voluntary. There is no penalty if you choose not to participate. However, we encourage your participation to ensure that our data is complete and representative of the Federal workforce.
- ❖ Collection of the information is authorized by Section 1204 of Title 5, US Code.
- ❖ The purpose of collecting this information is to study telework in the Federal Government. The results of the survey will be shared with the President, Congress, and other Federal decision-makers involved in developing, implementing and managing telework.
- ❖ Only MSPB staff and our survey support contractor staff will have access to individually completed surveys. In any public release of survey results, no data will be disclosed that could be used to identify individual participants.

[Return to Telework Survey Home](#)



# Survey on Federal Telework

## Question Topics

- Your job and organization
- Interpersonal relationships in your organization
- Performance Management
- Your supervisor and manager
- Your career plans and experience
- Work-life balance issues
- Your knowledge of telework
- Your interest and requests for telework
- Experience with and impact of telework
- Demographics
- *Supervisors & Managers:* questions about the telework of your employees