



## **MERIT SYSTEMS PROTECTION BOARD 2009 ANNUAL EMPLOYEE SURVEY RESULTS**

**1. Interpretation of results:** An analysis of MSPB's 2009 Annual Employee Survey (AES) results indicates that MSPB's performance continues to be strong. As in previous surveys, the findings suggest that MSPB employees have a clear sense of mission and enjoy and find value in their jobs. Furthermore, they continue to feel that the workforce has the necessary knowledge and collaborative relationships to produce quality work.

MSPB compared the 2009 FHCS responses to the responses on the 2008, 2007, 2006, and 2004 annual employee surveys. Overall the results were fairly stable. There were some areas of improvement from previous years, including satisfaction with training, pay, as well as the information employees receive from management on what is going on with their organization.

There were some areas that bear further consideration due to a decrease in positive opinions. MSPB examined how the survey responses cluster into the four major indices of the Human Capital Assessment and Accountability Framework (HCAAF) developed by the Office of Personnel Management. OPM's metrics for the HCAAF systems include four major indices based on items required in the annual employee survey: Leadership and Knowledge Management, Results-Oriented Performance Culture, Talent Management and Job Satisfaction. In comparing the 2008 and 2009 indices, there was no significant change in terms of Talent Management and Job Satisfaction. However, we did see a slight decrease in the areas of Leadership and Knowledge Management and Results-Oriented Performance Culture. MSPB will look more closely at what might be contributing to these changes to determine what actions may be necessary.

### **2. How the survey was conducted:**

The survey was conducted online from September 29, 2009 until November 17, 2009. An invitation to participate in the survey was sent via e-mail to all agency employees.

### **3. Description of sample:**

All 215 agency employees (as of September 14, 2009) were invited to participate in the survey.

**4. Number of employees surveyed, number responded and representativeness of respondents:**

The survey was distributed to 215 MSPB employees, of whom 170 responded for an overall response rate of 79%. Due to MSPB's size, we did not collect demographic information on the respondents to protect anonymity.

## MSPB Annual Employee Survey 2009

### 1. The people I work with cooperate to get the job done.

Answer Options	Response Percent	Response Count
Strongly Agree	44.6%	75
Agree	44.0%	74
Neither Agree Nor Disagree	4.2%	7
Disagree	5.4%	9
Strongly Disagree	1.8%	3
<i>answered question</i>		<b>168</b>
<i>skipped question</i>		<b>2</b>

### 2. I am given a real opportunity to improve my skills in my organization.

Answer Options	Response Percent	Response Count
Strongly Agree	32.7%	55
Agree	39.3%	66
Neither Agree Nor Disagree	13.7%	23
Disagree	9.5%	16
Strongly Disagree	4.8%	8
<i>answered question</i>		<b>168</b>
<i>skipped question</i>		<b>2</b>

### 3. My work gives me a feeling of personal accomplishment.

Answer Options	Response Percent	Response Count
Strongly Agree	39.4%	65
Agree	43.0%	71
Neither Agree Nor Disagree	10.3%	17
Disagree	3.6%	6
Strongly Disagree	3.6%	6
<i>answered question</i>		<b>165</b>
<i>skipped question</i>		<b>5</b>

### 4. I like the kind of work I do.

Answer Options	Response Percent	Response Count
Strongly Agree	47.9%	80
Agree	38.9%	65
Neither Agree Nor Disagree	10.2%	17
Disagree	2.4%	4
Strongly Disagree	0.6%	1
<i>answered question</i>		<b>167</b>
<i>skipped question</i>		<b>3</b>

**5. I have trust and confidence in my supervisor.**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Strongly Agree	36.0%	59
Agree	31.7%	52
Neither Agree Nor Disagree	18.3%	30
Disagree	4.3%	7
Strongly Disagree	9.8%	16
<i>answered question</i>		<b>164</b>
<i>skipped question</i>		<b>6</b>

**6. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Good	38.2%	63
Good	33.9%	56
Fair	17.0%	28
Poor	6.1%	10
Very Poor	4.8%	8
<i>answered question</i>		<b>165</b>
<i>skipped question</i>		<b>5</b>

**7. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Strongly Agree	43.5%	73
Agree	39.9%	67
Neither Agree Nor Disagree	7.7%	13
Disagree	5.4%	9
Strongly Disagree	2.4%	4
Do Not Know	1.2%	2
<i>answered question</i>		<b>168</b>
<i>skipped question</i>		<b>2</b>

**8. My work unit is able to recruit people with the right skills.**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Strongly Agree	29.8%	50
Agree	41.7%	70
Neither Agree Nor Disagree	12.5%	21
Disagree	7.1%	12
Strongly Disagree	6.0%	10
Do Not Know	3.0%	5
<i>answered question</i>		<b>168</b>
<i>skipped question</i>		<b>2</b>

**9. I know how my work relates to the agency's goals and priorities.**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Strongly Agree	61.9%	104
Agree	31.5%	53
Neither Agree Nor Disagree	3.6%	6
Disagree	1.2%	2
Strongly Disagree	1.8%	3
Do Not Know	0.0%	0
<i>answered question</i>		<b>168</b>
<i>skipped question</i>		<b>2</b>

**10. The work I do is important.**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Strongly Agree	64.3%	108
Agree	28.0%	47
Neither Agree Nor Disagree	3.6%	6
Disagree	3.0%	5
Strongly Disagree	0.0%	0
Do Not Know	1.2%	2
<i>answered question</i>		<b>168</b>
<i>skipped question</i>		<b>2</b>

**11. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Strongly Agree	46.7%	78
Agree	38.9%	65
Neither Agree Nor Disagree	9.6%	16
Disagree	3.0%	5
Strongly Disagree	1.8%	3
Do Not Know	0.0%	0
<i>answered question</i>		<b>167</b>
<i>skipped question</i>		<b>3</b>

**12. Supervisors/team leaders in my work unit support employee development.**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Strongly Agree	34.5%	58
Agree	39.3%	66
Neither Agree Nor Disagree	8.9%	15
Disagree	10.1%	17
Strongly Disagree	6.0%	10
Do Not Know	1.2%	2
<i>answered question</i>		<b>168</b>
<i>skipped question</i>		<b>2</b>

**13. My talents are used well in the workplace.**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Strongly Agree	34.7%	58
Agree	35.9%	60
Neither Agree Nor Disagree	11.4%	19
Disagree	10.8%	18
Strongly Disagree	7.2%	12
Do Not Know	0.0%	0
<i>answered question</i>		<b>167</b>
<i>skipped question</i>		<b>3</b>

**14. My training needs are assessed.**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Strongly Agree	18.0%	30
Agree	37.1%	62
Neither Agree Nor Disagree	27.5%	46
Disagree	12.0%	20
Strongly Disagree	4.8%	8
Do Not Know	0.6%	1
<i>answered question</i>		<b>167</b>
<i>skipped question</i>		<b>3</b>

**15. Promotions in my work unit are based on merit.**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Strongly Agree	25.0%	42
Agree	28.0%	47
Neither Agree Nor Disagree	20.8%	35
Disagree	11.3%	19
Strongly Disagree	7.1%	12
Do Not Know	7.7%	13
<i>answered question</i>		<b>168</b>
<i>skipped question</i>		<b>2</b>

**16. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Strongly Agree	10.1%	17
Agree	29.8%	50
Neither Agree Nor Disagree	29.2%	49
Disagree	10.1%	17
Strongly Disagree	8.9%	15
Do Not Know	11.9%	20
<i>answered question</i>		<b>168</b>
<i>skipped question</i>		<b>2</b>

**17. Creativity and innovation are rewarded.**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Strongly Agree	20.4%	34
Agree	32.9%	55
Neither Agree Nor Disagree	21.0%	35
Disagree	13.2%	22
Strongly Disagree	7.8%	13
Do Not Know	4.8%	8
<i>answered question</i>		<b>167</b>
<i>skipped question</i>		<b>3</b>

**18. In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (e.g., Fully Successful, Outstanding).**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Strongly Agree	28.9%	48
Agree	42.8%	71
Neither Agree Nor Disagree	12.0%	20
Disagree	6.6%	11
Strongly Disagree	3.0%	5
No Basis to Judge	6.6%	11
<i>answered question</i>		<b>166</b>
<i>skipped question</i>		<b>4</b>

**19. In my work unit, differences in performance are recognized in a meaningful way.**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Strongly Agree	16.2%	27
Agree	26.9%	45
Neither Agree Nor Disagree	24.0%	40
Disagree	13.8%	23
Strongly Disagree	7.8%	13
Do Not Know	11.4%	19
<i>answered question</i>		<b>167</b>
<i>skipped question</i>		<b>3</b>

**20. Pay raises depend on how well employees perform their jobs.**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Strongly Agree	16.9%	28
Agree	23.5%	39
Neither Agree Nor Disagree	28.3%	47
Disagree	13.3%	22
Strongly Disagree	7.2%	12
Do Not Know	10.8%	18
<b>answered question</b>		<b>166</b>
<b>skipped question</b>		<b>4</b>

**21. My performance appraisal is a fair reflection of my performance.**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Strongly Agree	29.9%	50
Agree	42.5%	71
Neither Agree Nor Disagree	13.2%	22
Disagree	6.0%	10
Strongly Disagree	3.0%	5
Do Not Know	5.4%	9
<b>answered question</b>		<b>167</b>
<b>skipped question</b>		<b>3</b>

**22. Discussions with my supervisor/team leader about my performance are worthwhile.**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Strongly Agree	22.0%	36
Agree	40.2%	66
Neither Agree Nor Disagree	20.7%	34
Disagree	10.4%	17
Strongly Disagree	6.1%	10
Do Not Know	0.6%	1
<b>answered question</b>		<b>164</b>
<b>skipped question</b>		<b>6</b>

**23. Managers/supervisors/team leaders work well with employees of different backgrounds.**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Strongly Agree	34.1%	57
Agree	35.3%	59
Neither Agree Nor Disagree	15.0%	25
Disagree	5.4%	9
Strongly Disagree	6.6%	11
Do Not Know	3.6%	6
<b>answered question</b>		<b>167</b>
<b>skipped question</b>		<b>3</b>

**24. My supervisor supports my need to balance work and family issues.**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Strongly Agree	50.3%	84
Agree	31.1%	52
Neither Agree Nor Disagree	10.8%	18
Disagree	4.8%	8
Strongly Disagree	2.4%	4
Do Not Know	0.6%	1
<b>answered question</b>		<b>167</b>
<b>skipped question</b>		<b>3</b>

**25. I have a high level of respect for my organization's senior leaders.**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Strongly Agree	21.4%	36
Agree	36.9%	62
Neither Agree Nor Disagree	19.0%	32
Disagree	10.1%	17
Strongly Disagree	10.7%	18
Do Not Know	1.8%	3
<b>answered question</b>		<b>168</b>
<b>skipped question</b>		<b>2</b>

**26. In my organization, leaders generate high levels of motivation and commitment in the workforce.**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Strongly Agree	16.1%	27
Agree	30.4%	51
Neither Agree Nor Disagree	28.0%	47
Disagree	11.3%	19
Strongly Disagree	11.9%	20
Do Not Know	2.4%	4
<b>answered question</b>		<b>168</b>
<b>skipped question</b>		<b>2</b>

**27. Managers review and evaluate the organization's progress toward meeting its goals and objectives.**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Strongly Agree	22.2%	37
Agree	42.5%	71
Neither Agree Nor Disagree	21.6%	36
Disagree	4.8%	8
Strongly Disagree	3.0%	5
Do Not Know	6.0%	10
<b>answered question</b>		<b>167</b>
<b>skipped question</b>		<b>3</b>

**28. Employees are protected from health and safety hazards on the job.**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Strongly Agree	36.9%	62
Agree	44.0%	74
Neither Agree Nor Disagree	13.7%	23
Disagree	2.4%	4
Strongly Disagree	1.8%	3
Do Not Know	1.2%	2
<b>answered question</b>		<b>168</b>
<b>skipped question</b>		<b>2</b>

**29. Employees have a feeling of personal empowerment with respect to work processes.**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Strongly Agree	20.2%	34
Agree	32.7%	55
Neither Agree Nor Disagree	25.0%	42
Disagree	9.5%	16
Strongly Disagree	7.7%	13
Do Not Know	4.8%	8
<b>answered question</b>		<b>168</b>
<b>skipped question</b>		<b>2</b>

**30. My workload is reasonable.**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Strongly Agree	17.9%	30
Agree	57.7%	97
Neither Agree Nor Disagree	12.5%	21
Disagree	5.4%	9
Strongly Disagree	6.5%	11
Do Not Know	0.0%	0
<b>answered question</b>		<b>168</b>
<b>skipped question</b>		<b>2</b>

**31. Managers communicate the goals and priorities of the organization.**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Strongly Agree	24.4%	41
Agree	48.8%	82
Neither Agree Nor Disagree	14.9%	25
Disagree	7.7%	13
Strongly Disagree	3.6%	6
Do Not Know	0.6%	1
<b>answered question</b>		<b>168</b>
<b>skipped question</b>		<b>2</b>

**32. My organization has prepared employees for potential security threats.**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Strongly Agree	19.8%	33
Agree	43.7%	73
Neither Agree Nor Disagree	18.0%	30
Disagree	14.4%	24
Strongly Disagree	3.6%	6
Do Not Know	0.6%	1
<i>answered question</i>		<b>167</b>
<i>skipped question</i>		<b>3</b>

**33. How satisfied are you with the information you receive from management on what's going on in your organization?**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Satisfied	16.2%	27
Satisfied	48.5%	81
Neither Satisfied Nor Dissatisfied	17.4%	29
Dissatisfied	10.8%	18
Very Dissatisfied	7.2%	12
<i>answered question</i>		<b>167</b>
<i>skipped question</i>		<b>3</b>

**34. How satisfied are you with your involvement in decisions that affect your work?**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Satisfied	16.7%	28
Satisfied	36.3%	61
Neither Satisfied Nor Dissatisfied	24.4%	41
Dissatisfied	13.1%	22
Very Dissatisfied	9.5%	16
<i>answered question</i>		<b>168</b>
<i>skipped question</i>		<b>2</b>

**35. How satisfied are you with your opportunity to get a better job in your organization?**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Satisfied	10.4%	17
Satisfied	24.4%	40
Neither Satisfied Nor Dissatisfied	39.0%	64
Dissatisfied	15.2%	25
Very Dissatisfied	11.0%	18
<i>answered question</i>		<b>164</b>
<i>skipped question</i>		<b>6</b>

**36. How satisfied are you with the recognition you receive for doing a good job?**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Satisfied	30.7%	51
Satisfied	33.7%	56
Neither Satisfied Nor Dissatisfied	17.5%	29
Dissatisfied	12.0%	20
Very Dissatisfied	6.0%	10
<i>answered question</i>		<b>166</b>
<i>skipped question</i>		<b>4</b>

**37. How satisfied are you with the policies and practices of your senior leaders?**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Satisfied	17.0%	28
Satisfied	29.7%	49
Neither Satisfied Nor Dissatisfied	29.7%	49
Dissatisfied	12.7%	21
Very Dissatisfied	10.9%	18
<i>answered question</i>		<b>165</b>
<i>skipped question</i>		<b>5</b>

**38. How satisfied are you with the training you receive for your present job?**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Satisfied	23.5%	39
Satisfied	46.4%	77
Neither Satisfied Nor Dissatisfied	18.1%	30
Dissatisfied	7.8%	13
Very Dissatisfied	4.2%	7
<i>answered question</i>		<b>166</b>
<i>skipped question</i>		<b>4</b>

**39. Considering everything, how satisfied are you with your job?**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Satisfied	34.7%	58
Satisfied	38.9%	65
Neither Satisfied Nor Dissatisfied	11.4%	19
Dissatisfied	12.0%	20
Very Dissatisfied	3.0%	5
<i>answered question</i>		<b>167</b>
<i>skipped question</i>		<b>3</b>

**40. Considering everything, how satisfied are you with your pay?**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very Satisfied	24.4%	41
Satisfied	46.4%	78
Neither Satisfied Nor Dissatisfied	11.9%	20
Dissatisfied	13.7%	23
Very Dissatisfied	3.6%	6
	<b><i>answered question</i></b>	<b>168</b>
	<b><i>skipped question</i></b>	<b>2</b>