U.S. Merit Systems Protection Board

2012 Annual Employee Survey Results

1. Interpretation of results: An analysis of MSPB's 2012 Federal Employee Viewpoint Survey (FEVS) results indicates that limitations on the agency's resources may be having a negative impact on the ability of the workforce to operate effectively. In 2010, MSPB averaged a positive level of 70.4 percent on the 71 core questions. In 2011, the average declined slightly to 69.1 percent, but in 2012, it dropped to 64.6 percent. This is the first FEVS since 2004 with an MSPB average positive response level below 69 percent. However, in comparison to other small agencies, MSPB had 19 items that exceeded the small agency average by 5 percentage points or more, and only 6 items that were 5 percentage points or more below the small agency average.

In the 2004 Federal Human Capital Survey (the predecessor to the FEVS), 76.8 percent of MSPB respondents indicated that they had sufficient resources (including people) to get the job done. In 2011, positive responses to this question were below 76 percent for the first time, falling to 46.2 percent, and positive responses fell further in 2012, to 39.5 percent. Given the magnitude of this decline, and MSPB's reliance on resources to accomplish its work, it is not surprising that perceptions in other areas have begun to suffer.

Nevertheless, MSPB employees remained positive on several questions that focus on mission rather than resources. Over 90 percent of employees had positive perceptions regarding: (1) the kind of work they do; (2) their willingness to put in the extra effort to get a job done; (3) belief that their work is important; and (4) the overall quality of work done by their work unit. Clearly, MSPB has dedicated employees who believe in the agency's mission of protecting the civil service from prohibited personnel practices such as discrimination, political corruption, and whistleblower retaliation. However, reduced resources appear to be creating strains on the workforce that may intensify if more resources are not provided.

2. How the survey was conducted:

The survey was conducted online from April 4, 2012 until May 16, 2012. An invitation to participate in the survey was sent via e-mail to the entire sample.

3. Description of sample:

All of MSPB's career civil service employees as of January 2012 were invited to participate in the survey. (Political appointees were not included in the sample.)

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

The survey was distributed to 202 MSPB employees, of whom 140 responded for an overall response rate of 69.3%. Due to MSPB's small size, MSPB did not request demographic data, other than bargaining unit status and location (field/HQ). As of November 20, 2012, OPM has not provided this data to MPSB.

5. The survey items and responses calculated as percentages for each response choice are below.

MERIT SYSTEMS PROTECTION BOARD
2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS

		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		33	59	18	16	13	139	NA
	%	67.3	25.1	42.2	12.8	10.9	9.1	100.0	
2. I have enough information to do my job well.	N		46	62	17	8	7	140	NA
	%	77.2	33.4	43.8	12.1	5.9	4.8	100.0	
3. I feel encouraged to come up with new and better ways of doing things.	N		30	51	22	20	16	139	NA
	%	58.9	22.6	36.3	15.4	14.6	11.0	100.0	
*4. My work gives me a feeling of personal accomplishment.	N		63	48	14	8	5	138	NA
	%	80.4	46.2	34.1	10.0	5.8	3.7	100.0	
*5. I like the kind of work I do.	N		75	54	8	2	1	140	NA
	%	92.5	54.7	37.9	5.5	1.3	0.6	100.0	
6. I know what is expected of me on the job.	N		60	58	7	9	6	140	NA
	%	84.6	43.3	41.3	4.6	6.9	3.9	100.0	
7. When needed I am willing to put in the extra effort to get a job done.	N		104	30	4	2	0	140	NA
	%	95.9	75.5	20.4	2.8	1.3	0.0	100.0	
8. I am constantly looking for ways to do my job better.	N		76	48	10	5	1	140	NA
	%	88.7	55.5	33.2	7.3	3.4	0.6	100.0	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N		11	44	26	34	24	139	1
	%	39.5	7.9	31.6	19.4	24.5	16.7	100.0	
*10. My workload is reasonable.	N		13	56	23	32	15	139	0
	%	50.8	10.7	40.1	16.6	22.2	10.4	100.0	
*11. My talents are used well in the workplace.	N		35	61	14	17	13	140	0
	%	68.4	25.0	43.4	11.1	11.3	9.2	100.0	
*12. I know how my work relates to the agency's goals and priorities.	N		67	56	6	4	4	137	1
	%	89.9	49.1	40.8	4.3	2.9	2.9	100.0	
*13. The work I do is important.	N		87	38	10	3	1	139	1
	%	90.6	63.5	27.1	6.5	2.3	0.6	100.0	
*14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N		58	53	11	12	5	139	1
	%	80.1	41.3	38.8	8.2	8.4	3.4	100.0	
*15. My performance appraisal is a fair reflection of my performance.	N		61	42	7	14	12	136	3
	%	75.6	44.8	30.8	4.9	10.7	8.9	100.0	
16. I am held accountable for achieving results.	N		66	52	16	3	1	138	2
	%	85.9	47.9	38.0	11.4	2.0	0.7	100.0	

Survey Administration Period: April 4, 2012 to May 16, 2012
Percentages are weighted to represent the Agency's population.
* AES prescribed items
** Unweighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'

Sample or Census: Census
Number of surveys completed: 140
Number of surveys administered: 202
Response Rate: 69.3%

MERIT SYSTEMS PROTECTION BOARD
2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS

		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N		37	32	25	18	24	136	4
	%	50.8	27.6	23.2	17.6	13.6	18.0	100.0	
*18. My training needs are assessed.	N		26	48	28	19	18	139	1
	%	54.0	18.9	35.1	19.7	13.3	13.0	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		71	36	9	13	8	137	3
	%	78.0	52.6	25.4	6.4	9.4	6.2	100.0	
*20. The people I work with cooperate to get the job done.	N		40	68	16	11	4	139	NA
	%	78.4	30.0	48.4	11.4	7.7	2.6	100.0	
*21. My work unit is able to recruit people with the right skills.	N		26	53	23	20	15	137	3
	%	57.2	19.4	37.8	16.8	14.9	11.2	100.0	
*22. Promotions in my work unit are based on merit.	N		25	42	24	20	20	131	9
	%	51.9	20.7	31.3	18.6	15.0	14.4	100.0	
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		12	35	40	22	16	125	14
	%	37.4	10.4	27.0	32.3	17.6	12.6	100.0	
*24. In my work unit, differences in performance are recognized in a meaningful way.	N		17	36	29	28	20	130	9
	%	41.2	13.8	27.4	22.5	22.0	14.4	100.0	
25. Awards in my work unit depend on how well employees perform their jobs.	N		22	48	20	21	18	129	11
	%	55.1	17.4	37.6	15.6	15.8	13.6	100.0	
26. Employees in my work unit share job knowledge with each other.	N		59	53	16	5	7	140	0
	%	80.5	43.5	37.0	11.0	3.5	5.0	100.0	
27. The skill level in my work unit has improved in the past year.	N		26	45	41	11	9	132	8
	%	54.8	20.7	34.0	30.4	7.8	7.1	100.0	

		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		86	41	11	1	1	140	NA
	%	91.3	62.4	28.9	7.1	0.7	0.8	100.0	

		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		41	69	14	9	3	136	3
	%	81.1	31.3	49.7	10.0	6.9	2.0	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
*30. Employees have a feeling of personal empowerment with respect to work processes.	N		21	49	23	24	20	137	1
	%	51.4	15.5	36.0	17.1	17.0	14.5	100.0	
31. Employees are recognized for providing high quality products and services.	N		21	52	19	23	20	135	3
	%	53.7	15.6	38.1	15.4	16.7	14.3	100.0	
*32. Creativity and innovation are rewarded.	N		17	34	39	28	19	137	2
	%	37.6	12.5	25.1	28.7	20.4	13.3	100.0	
*33. Pay raises depend on how well employees perform their jobs.	N		10	28	33	30	26	127	8
	%	29.6	8.3	21.3	27.1	23.4	19.9	100.0	
34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	N		42	48	24	8	9	131	7
	%	68.5	31.6	36.9	18.5	6.1	6.9	100.0	
*35. Employees are protected from health and safety hazards on the job.	N		38	60	25	6	7	136	1
	%	72.2	27.2	44.9	17.8	4.8	5.3	100.0	
*36. My organization has prepared employees for potential security threats.	N		30	57	24	17	9	137	2
	%	63.7	21.0	42.6	16.5	13.0	6.9	100.0	
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N		35	35	18	22	19	129	10
	%	54.2	27.7	26.5	14.2	17.4	14.3	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		39	49	19	12	12	131	8
	%	66.8	30.0	36.8	15.0	9.3	8.9	100.0	
39. My agency is successful at accomplishing its mission.	N		44	67	14	5	6	136	2
	%	81.1	32.1	49.0	10.5	3.9	4.5	100.0	
40. I recommend my organization as a good place to work.	N		46	44	26	11	11	138	NA
	%	65.6	34.0	31.6	19.2	7.6	7.7	100.0	
41. I believe the results of this survey will be used to make my agency a better place to work.	N		28	28	37	15	21	129	9
	%	43.2	21.8	21.4	29.7	11.2	15.9	100.0	
*42. My supervisor supports my need to balance work and other life issues.	N		71	43	12	3	8	137	1
	%	83.5	52.9	30.6	8.7	2.0	5.8	100.0	
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N		55	34	18	14	14	135	2
	%	66.4	41.4	25.0	13.3	10.1	10.2	100.0	
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N		52	37	18	15	12	134	2
	%	67.2	38.9	28.3	12.8	11.2	8.8	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
45. My supervisor/team leader is committed to a workforce representative of all segments of society.	N		51	48	19	7	5	130	7
	%	76.2	39.5	36.7	14.8	5.4	3.7	100.0	
46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N		47	42	19	14	12	134	2
	%	67.0	35.3	31.7	13.3	10.7	8.9	100.0	
*47. Supervisors/team leaders in my work unit support employee development.	N		48	42	26	9	11	136	2
	%	66.8	35.2	31.6	18.5	6.6	8.1	100.0	
48. My supervisor/team leader listens to what I have to say.	N		68	38	12	11	9	138	NA
	%	76.9	50.1	26.9	8.7	8.3	6.0	100.0	
49. My supervisor/team leader treats me with respect.	N		76	38	9	9	6	138	NA
	%	82.7	56.0	26.6	6.8	6.5	4.0	100.0	
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N		59	52	11	11	5	138	NA
	%	80.4	43.8	36.6	7.8	8.2	3.6	100.0	
*51. I have trust and confidence in my supervisor.	N		62	35	18	12	11	138	NA
	%	71.0	45.4	25.6	12.4	9.2	7.4	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		71	28	22	11	6	138	NA
	%	72.5	52.2	20.4	15.1	8.0	4.4	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		17	37	29	28	23	134	4
	%	40.7	13.3	27.4	21.4	21.0	16.9	100.0	
54. My organization's leaders maintain high standards of honesty and integrity.	N		24	38	29	20	19	130	8
	%	47.6	19.2	28.5	22.4	15.7	14.3	100.0	
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N		36	53	26	9	5	129	9
	%	69.1	28.2	40.9	20.0	7.4	3.5	100.0	
*56. Managers communicate the goals and priorities of the organization.	N		33	59	21	16	6	135	3
	%	68.5	24.8	43.7	15.0	12.4	4.1	100.0	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N		37	48	25	13	4	127	10
	%	67.4	29.5	37.8	19.0	10.6	3.0	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
58. Managers promote communication among different work units (for example, about projects, goals, needed resources).	N		23	41	35	22	11	132	5
	%	49.7	18.0	31.7	25.3	16.6	8.4	100.0	
59. Managers support collaboration across work units to accomplish work objectives.	N		25	45	31	20	12	133	5
	%	53.3	19.3	34.0	22.1	15.9	8.7	100.0	

		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		43	36	22	12	17	130	8
	%	61.8	35.1	26.7	16.9	8.9	12.4	100.0	

		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*61. I have a high level of respect for my organization's senior leaders.	N		30	38	27	17	23	135	3
	%	49.6	22.6	26.9	20.8	12.7	17.0	100.0	
62. Senior leaders demonstrate support for Work/Life programs.	N		36	50	23	5	13	127	11
	%	67.5	28.6	38.9	18.4	4.1	10.1	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		23	50	23	22	20	138	NA
	%	52.9	16.5	36.4	16.7	15.9	14.5	100.0	
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N		20	51	24	24	18	137	NA
	%	52.5	14.8	37.7	18.1	16.5	12.9	100.0	
*65. How satisfied are you with the recognition you receive for doing a good job?	N		31	50	22	14	20	137	NA
	%	58.5	22.7	35.8	16.9	10.0	14.7	100.0	
*66. How satisfied are you with the policies and practices of your senior leaders?	N		16	41	35	21	24	137	NA
	%	41.5	11.9	29.6	25.6	15.4	17.5	100.0	
*67. How satisfied are you with your opportunity to get a better job in your organization?	N		11	30	55	23	18	137	NA
	%	30.2	8.4	21.8	40.6	16.5	12.7	100.0	
*68. How satisfied are you with the training you receive for your present job?	N		22	50	34	21	11	138	NA
	%	52.6	16.7	35.8	25.1	14.9	7.5	100.0	

Survey Administration Period: April 4, 2012 to May 16, 2012

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Sample or Census: Census

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2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS

		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total	Do Not Know/ No Basis to Judge
*69. Considering everything, how satisfied are you with your job?	N		45	53	18	13	9	138	NA
	%	71.9	33.0	38.8	12.3	9.4	6.4	100.0	
*70. Considering everything, how satisfied are you with your pay?	N		26	50	21	28	13	138	NA
	%	54.5	19.1	35.4	15.3	20.5	9.7	100.0	
71. Considering everything, how satisfied are you with your organization?	N		32	51	20	26	8	137	NA
	%	60.2	23.3	36.9	15.0	19.2	5.6	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	111	81.0
No	26	18.5
Not sure	1	0.6
Total	138	100.0

73. Please select the response below that BEST describes your current teleworking situation:

	N	%
I telework 3 or more days per week.	12	8.0
I telework 1 or 2 days per week.	53	38.9
I telework, but no more than 1 or 2 days per month.	12	9.1
I telework very infrequently, on an unscheduled or short-term basis.	17	11.6
I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).	10	7.0
I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.	0	0.0
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.	16	11.5
I do not telework because I choose not to telework.	18	13.9
Total	138	100.0

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74. Do you participate in the following Work/Life programs? Alternative Work Schedules (AWS)

	N	%
Yes	75	56.5
No	49	33.9
Not available to me	13	9.5
Total	137	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	30	23.2
No	77	56.5
Not available to me	28	20.3
Total	135	100.0

76. Do you participate in the following Work/Life programs? Employee Assistance Program (EAP)

	N	%
Yes	17	13.4
No	117	85.8
Not available to me	1	0.7
Total	135	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	0	0.0
No	89	66.3
Not available to me	46	33.7
Total	135	100.0

78. Do you participate in the following Work/Life programs? Elder Care Programs (for example, support groups, speakers)

	N	%
Yes	1	0.8
No	91	67.5
Not available to me	44	31.7
Total	136	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
79. How satisfied are you with the following Work/Life programs in your agency? Telework	N		37	35	8	5	4	89	5
	%	81.8	41.3	40.6	8.1	5.3	4.7	100.0	
80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	N		42	24	5	2	1	74	1
	%	89.2	56.7	32.6	6.9	2.6	1.3	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		4	15	7	0	0	26	6
	%	74.7	14.6	60.1	25.3	0.0	0.0	100.0	
82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	N		6	6	1	0	0	13	6
	%	92.1	44.7	47.4	7.9	0.0	0.0	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		0	0	1	0	0	1	1
	%	0.0	0.0	0.0	100.0	0.0	0.0	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		0	0	1	0	0	1	1
	%	0.0	0.0	0.0	100.0	0.0	0.0	100.0	

Survey Administration Period: April 4, 2012 to May 16, 2012
The work/life satisfaction results only include employees who indicated that they participated in the program.
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