



MERIT SYSTEMS PROTECTION BOARD 2010 ANNUAL EMPLOYEE SURVEY RESULTS

1. Interpretation of results: An analysis of MSPB's 2010 Annual Employee Survey (AES) results indicates that MSPB's performance continues to be strong. The findings suggest that employees have a clear sense of mission and continue to enjoy and find value in their jobs. Overall, MSPB employees' views changed more positively in this administration of the survey than negatively, and MSPB continues to score well above the Government average on a majority of the survey questions. These are good signs that MSPB is on the right track.

MSPB compared the 2010 Employee Viewpoint Survey responses to the responses on the 2009, 2008, 2007, 2006, and 2004 annual employee surveys. Overall the results have remained fairly stable. There were some areas in which MSPB improved from the previous annual employee survey, including leadership and knowledge management and employee empowerment, which had been areas of concern in 2009. The items that showed the largest decreases from 2009 dealt with employees' ability to get the job done, such as cooperation, workload, and training. MSPB will look more closely at what might be contributing to these changes to determine what actions may be necessary.

Finally, MSPB examined how the survey responses cluster into the four major indices of the Human Capital Assessment and Accountability Framework (HCAAF). 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. These indices have remained fairly stable as well. While there was a slight decrease in the areas of Leadership and Knowledge Management and Results-Oriented Performance Culture in 2009, the Leadership indices returned to previous levels in 2010.

2. How the survey was conducted: The survey was conducted online by the Office of Personnel Management from February 9, 2010 until March 19, 2010. An invitation to participate in the survey was sent via e-mail to all agency employees.

3. Description of sample: All 199 agency employees were invited to participate in the survey.

4. Number of employees surveyed, number responded and representativeness of respondents: The survey was distributed to 199 MSPB employees, of which 161 responded for an overall response rate of 81%. Due to MSPB's size, OPM did not provide demographic information on the respondents to protect anonymity.

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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
*1. I am given a real opportunity to improve my skills in my organization.	N	73.1	56	61	14	22	8	161	NA
	%		35.1	38.0	7.9	13.5	5.5	100.0	
2. I have enough information to do my job well.	N	82.6	50	82	14	12	3	161	NA
	%		31.7	50.9	8.7	7.0	1.7	100.0	
3. I feel encouraged to come up with new and better ways of doing things.	N	66.2	42	65	22	20	12	161	NA
	%		26.7	39.5	13.6	12.7	7.5	100.0	
*4. My work gives me a feeling of personal accomplishment.	N	75.6	61	60	22	7	11	161	NA
	%		39.0	36.7	12.6	5.1	6.7	100.0	
*5. I like the kind of work I do.	N	85.6	79	57	15	6	3	160	NA
	%		51.2	34.4	9.2	3.6	1.5	100.0	
6. I know what is expected of me on the job.	N	81.6	70	61	21	4	5	161	NA
	%		44.8	36.8	13.2	2.3	3.0	100.0	
7. When needed I am willing to put in the extra effort to get a job done.	N	97.9	119	38	2	1	1	161	NA
	%		74.5	23.4	1.0	0.6	0.5	100.0	
8. I am constantly looking for ways to do my job better.	N	91.6	86	61	12	2	0	161	NA
	%		54.9	36.7	7.3	1.1	0.0	100.0	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N	74.2	35	82	20	11	11	159	1
	%		23.0	51.2	13.4	5.9	6.5	100.0	
*10. My workload is reasonable.	N	67.2	27	80	28	13	11	159	2
	%		17.8	49.5	18.2	8.4	6.2	100.0	
*11. My talents are used well in the workplace.	N	68.0	39	67	23	16	14	159	1
	%		24.7	43.3	13.0	9.8	9.1	100.0	
*12. I know how my work relates to the agency's goals and priorities.	N	94.2	86	62	6	2	2	158	3
	%		54.6	39.6	3.6	1.1	1.1	100.0	
*13. The work I do is important.	N	95.9	95	56	5	2	0	158	3
	%		62.5	33.3	3.1	1.0	0.0	100.0	
*14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N	92.4	74	73	1	9	3	160	1
	%		47.6	44.8	0.5	5.6	1.5	100.0	
*15. My performance appraisal is a fair reflection of my performance.	N	82.1	57	72	14	9	7	159	2
	%		36.8	45.3	8.2	5.3	4.5	100.0	
16. I am held accountable for achieving results.	N	91.4	75	71	10	2	3	161	0
	%		46.7	44.7	5.9	1.1	1.6	100.0	

*AES prescribed items

** Sum of responses excluding DNK/NBJ

Sample or Census: Census

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17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N		43	43	35	15	15	151	10
	%	58.7	29.6	29.1	21.5	9.6	10.1	100.0	
*18. My training needs are assessed.	N		30	64	31	22	11	158	1
	%	59.5	19.9	39.5	18.9	14.4	7.3	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		65	58	13	15	6	157	3
	%	78.4	42.3	36.1	7.6	10.4	3.7	100.0	
*20. The people I work with cooperate to get the job done.	N		48	68	20	9	4	149	NA
	%	77.8	32.8	45.0	13.6	5.9	2.7	100.0	
*21. My work unit is able to recruit people with the right skills.	N		34	80	23	12	9	158	3
	%	72.9	22.5	50.4	14.0	6.9	6.1	100.0	
*22. Promotions in my work unit are based on merit.	N		31	56	26	22	19	154	5
	%	57.4	20.2	37.2	16.7	13.0	12.9	100.0	
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		17	47	44	22	15	145	16
	%	45.1	13.1	32.0	30.1	14.9	9.9	100.0	
*24. In my work unit, differences in performance are recognized in a meaningful way.	N		20	52	38	23	16	149	12
	%	47.6	14.6	33.0	25.8	15.4	11.2	100.0	
25. Awards in my work unit depend on how well employees perform their jobs.	N		27	58	36	17	15	153	8
	%	54.3	18.2	36.1	25.3	10.7	9.7	100.0	
26. Employees in my work unit share job knowledge with each other.	N		51	68	19	13	8	159	0
	%	75.5	33.6	41.9	11.2	8.1	5.2	100.0	
27. The skill level in my work unit has improved in the past year.	N		31	47	51	14	7	150	9
	%	53.4	23.0	30.4	33.1	8.9	4.6	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		96	44	16	3	2	161	NA
	%	86.8	59.9	26.9	9.8	2.1	1.2	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		57	78	13	8	2	158	2
	%	85.7	38.4	47.3	8.0	5.1	1.2	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 %	64.6	30 21.7	69 42.9	28 17.9	21 13.9	6 3.7	154 100.0	5
31. Employees are recognized for providing high quality products and services.	N %	66.8	39 25.9	68 40.9	24 15.1	16 11.6	10 6.5	157 100.0	3
*32. Creativity and innovation are rewarded.	N %	47.5	26 18.4	48 29.1	43 26.8	20 13.3	19 12.4	156 100.0	4
*33. Pay raises depend on how well employees perform their jobs.	N %	38.0	19 13.4	38 24.6	52 33.7	29 17.7	14 10.6	152 100.0	8
34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	N %	65.6	38 26.0	64 39.6	33 19.9	12 7.5	10 7.0	157 100.0	3
*35. Employees are protected from health and safety hazards on the job.	N %	84.6	54 35.3	79 49.3	15 9.1	7 5.3	2 1.0	157 100.0	3
*36. My organization has prepared employees for potential security threats.	N %	71.7	36 24.2	76 47.6	24 14.4	14 9.1	8 4.8	158 100.0	2
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N %	63.9	37 25.7	58 38.2	21 13.0	19 11.2	19 12.0	154 100.0	5
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 %	72.3	49 32.4	61 39.9	20 11.2	13 7.2	14 9.3	157 100.0	3
39. My agency is successful at accomplishing its mission.	N %	92.5	79 52.5	65 39.9	6 3.9	2 1.3	4 2.3	156 100.0	0
40. I recommend my organization as a good place to work.	N %	75.8	66 42.1	56 33.7	19 11.6	10 6.5	9 6.1	160 100.0	NA
41. I believe the results of this survey will be used to make my agency a better place to work.	N %	50.2	29 20.3	42 29.9	50 33.7	14 9.2	10 6.9	145 100.0	15
*42. My supervisor supports my need to balance work and other life issues.	N %	80.5	70 44.8	57 35.7	19 11.6	6 3.7	7 4.3	159 100.0	0
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N %	61.9	53 34.5	44 27.4	32 19.7	16 9.3	14 9.1	159 100.0	1
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N %	62.3	46 29.9	51 32.4	31 19.1	13 7.4	17 11.2	158 100.0	2

*AES prescribed items

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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		49	50	36	8	11	154	6
	%	64.7	33.1	31.6	22.4	4.9	8.0	100.0	
46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N		46	55	29	13	15	158	2
	%	64.2	29.7	34.5	18.2	7.5	10.1	100.0	
*47. Supervisors/team leaders in my work unit support employee development.	N		56	54	27	9	12	158	1
	%	70.5	36.4	34.1	15.9	5.1	8.6	100.0	
48. My supervisor/team leader listens to what I have to say.	N		68	55	16	11	9	159	NA
	%	78.7	42.3	36.3	9.3	6.4	5.6	100.0	
49. My supervisor/team leader treats me with respect.	N		79	48	15	9	9	160	NA
	%	80.1	50.6	29.5	9.2	5.2	5.4	100.0	
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N		63	64	15	15	2	159	NA
	%	80.0	40.5	39.5	9.5	9.5	1.1	100.0	
*51. I have trust and confidence in my supervisor.	N		68	40	18	20	14	160	NA
	%	68.7	43.5	25.2	10.7	11.8	8.9	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		67	43	24	17	9	160	NA
	%	69.3	43.2	26.1	14.5	10.4	5.9	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		28	62	35	17	13	155	4
	%	59.5	19.3	40.2	20.9	10.2	9.4	100.0	
54. My organization's leaders maintain high standards of honesty and integrity.	N		40	60	25	11	13	149	11
	%	68.4	27.8	40.7	15.7	6.2	9.7	100.0	
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N		46	63	27	9	10	155	5
	%	70.9	29.7	41.2	16.2	5.5	7.4	100.0	
*56. Managers communicate the goals and priorities of the organization.	N		47	71	19	11	9	157	3
	%	75.4	30.8	44.6	11.6	7.0	6.1	100.0	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N		51	68	19	4	7	149	9
	%	81.2	34.9	46.3	11.8	2.3	4.8	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
58. Managers promote communication among different work units (for example, about projects, goals, needed resources).	N %	62.0	34 22.8	60 39.2	30 19.4	16 9.4	14 9.3	154 100.0	6
59. Managers support collaboration across work units to accomplish work objectives.	N %	65.0	36 25.8	58 39.3	32 19.7	13 8.0	10 7.2	149 100.0	8
		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 %	67.3	46 31.4	54 35.9	28 17.0	10 7.3	12 8.4	150 100.0	9
		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 %	66.9	49 32.5	51 34.4	33 21.3	8 5.0	10 6.8	151 100.0	7
62. Senior leaders demonstrate support for Work/Life programs.	N %	74.1	45 32.1	61 42.0	25 17.7	7 4.7	5 3.5	143 100.0	17
		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 %	63.1	34 22.0	67 41.1	33 20.8	16 9.6	10 6.5	160 100.0	NA
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N %	56.4	31 20.2	57 36.2	29 19.0	31 17.7	11 7.0	159 100.0	NA
*65. How satisfied are you with the recognition you receive for doing a good job?	N %	67.1	40 25.5	67 41.6	23 13.9	20 12.2	10 6.8	160 100.0	NA
*66. How satisfied are you with the policies and practices of your senior leaders?	N %	58.6	33 21.7	61 36.9	41 25.9	16 10.4	8 5.2	159 100.0	NA
*67. How satisfied are you with your opportunity to get a better job in your organization?	N %	36.6	23 15.7	33 21.0	56 35.2	30 17.6	16 10.5	158 100.0	NA
*68. How satisfied are you with the training you receive for your present job?	N %	62.3	31 19.9	67 42.3	34 21.1	23 13.7	5 2.9	160 100.0	NA

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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
*69. Considering everything, how satisfied are you with your job?	N		60	61	17	10	10	158	NA
	%	76.7	38.9	37.8	10.6	5.7	6.9	100.0	
*70. Considering everything, how satisfied are you with your pay?	N		38	71	18	23	8	158	NA
	%	69.1	23.4	45.7	11.5	13.7	5.8	100	
71. Considering everything, how satisfied are you with your organization?	N		49	68	21	10	11	159	NA
	%	73.9	31.6	42.2	11.9	6.5	7.8	100	
		Percent Positive	Telework on regular basis	Telework infrequently	No telework: physical presence required	No telework: technical issues	No telework: not allowed though ok for job type	No telework: personal choice	Item Response Total**
72. Please select the response below that BEST describes your teleworking situation.	N		41	22	31	1	35	25	155
	%	23.2	24.8	12.9	21.6	0.5	22.7	17.5	
		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total**	Do Not Know/ No Basis to Judge
73. How satisfied are you with the following Work/Life programs in your agency... Telework?	N		45	31	25	13	6	120	39
	%	61.9	36.2	25.7	22.3	10.3	5.5	100.0	
74. How satisfied are you with the following Work/Life programs in your agency... Alternative Work Schedules (AWS)?	N		61	47	15	2	5	130	30
	%	82.2	45.9	36.3	12.1	1.8	3.9	100.0	
75. 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		30	55	35	4	6	130	30
	%	65.5	23.4	42.1	26.8	2.7	5.1	100	
76. How satisfied are you with the following Work/Life programs in your agency... Employee Assistance Program (EAP)?	N		14	31	33	1	3	82	77
	%	55.5	17.9	37.6	40.0	1.2	3.3	100	
77. 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		2	9	32	5	4	52	108
	%	22.6	4.4	18.2	59.0	9.7	8.7	100	
78. How satisfied are you with the following Work/Life programs in your agency... Elder Care Programs (for example, support groups, speakers)?	N		2	9	32	4	3	50	109
	%	23.2	4.7	18.5	63.2	7.3	6.3	100	

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