

U.S. Merit Systems Protection Board 2017 Annual Employee Survey Results

1. Interpretation of results: Overall, MSPB's 2017 FEVS results changed very little from the 2016 results. MSPB employees continue to believe in the importance of the work that they do and their role in accomplishing the agency's goals and priorities. Many of the five highest positive ratings in 2017 (all above 86 percent) are related directly or indirectly to an employee's commitment to the agency's mission. The questions with the highest positive responses involved (1) when needed I am willing to put in the extra effort to get a job done, (2) the work I do is important, (3) I know how my work relates to the agency's goals and priorities, (4) my organization has prepared employees for potential security threats, and (5) rate the quality of work done by your work unit.

Results also indicated challenges. The five highest percent negative ratings (all below 37 percent) were related to (1) pay raises being dependent on how well employees perform their jobs, (2) addressing poor performers in my work unit, (3) disclosing a suspected violation without fear of reprisal, (4) opportunity to get a better job in the agency, and (5) belief that results of the survey will be used to make the agency a better place to work.

Comparing percent positive responses in 2017 to 2016 results, seven items increased by more than 5 percent and four items decreased by more than 5 percent. The largest increase was 11 percent for the question about employee's perception of their workload being reasonable. The largest decrease was 8 percent for the question about managers reviewing and evaluating progress toward meeting the agency's goals and objectives.

2. How the survey was conducted: The web-based 2017 FEVS was administered May 9, 2017 to June 20, 2017. An invitation to participate in the survey was sent via e-mail to all survey participants.

3. Description of sample: All of MSPB's permanent career civil service employees on-board as of October 2016 were invited to participate in the survey. (Political and temporary appointees were not included in the sample.)

4. Number of employees surveyed, number responded, and representativeness of respondents: The survey was distributed to 193 MSPB employees and 138 employees participated yielding an overall response rate of 72%. Due to MSPB's small size, MSPB does not link results to demographic characteristics.

5. The survey items and responses provided to MSPB by OPM are attached.

Item	Item Text	Percent Positive %	Strongly Agree/ Very Good/ Very Satisfied %	Agree/ Good/ Satisfied %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Disagree/ Poor/ Dissatisfied %	Strongly Disagree/ Very Poor/ Very Dissatisfied %	Percent Negative %	Strongly Agree/ Very Good/ Very Satisfied N	Agree/ Good/ Satisfied N	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied N	Disagree/ Poor/ Dissatisfied N	Strongly Disagree/ Very Poor/ Very Dissatisfied N	Item Response Total** N	Do Not Know/ No Basis to Judge N
1	*I am given a real opportunity to improve my skills in my organization.	78.52%	34.40%	44.12%	10.40%	4.94%	6.14%	11.08%	48	61	14	7	8	138	N/A
2	I have enough information to do my job well.	79.82%	36.77%	43.06%	12.11%	4.97%	3.09%	8.06%	51	58	17	7	4	137	N/A
3	I feel encouraged to come up with new and better ways of doing things.	60.92%	22.85%	38.07%	20.19%	12.62%	6.27%	18.89%	32	52	27	18	8	137	N/A
4	My work gives me a feeling of personal accomplishment.	79.75%	41.63%	38.12%	10.32%	4.60%	5.34%	9.93%	58	52	14	7	7	138	N/A
5	I like the kind of work I do.	86.11%	47.31%	38.80%	8.19%	3.38%	2.32%	5.70%	64	52	11	5	3	135	N/A
6	I know what is expected of me on the job.	83.66%	38.80%	44.86%	4.84%	8.65%	2.85%	11.50%	53	61	7	12	4	137	N/A
7	When needed I am willing to put in the extra effort to get a job done.	95.04%	66.17%	28.87%	3.39%	0.66%	0.91%	1.57%	90	39	4	1	1	135	N/A
8	I am constantly looking for ways to do my job better.	86.59%	50.47%	36.12%	11.23%	0.64%	1.54%	2.18%	69	50	16	1	2	138	N/A
9	I have sufficient resources (for example, people, materials, budget) to get my job done.	61.02%	15.96%	45.07%	19.96%	13.13%	5.89%	19.02%	22	62	28	18	8	138	0
10	*My workload is reasonable.	67.05%	18.39%	48.66%	17.06%	9.07%	6.81%	15.88%	26	66	24	13	9	138	0
11	*My talents are used well in the workplace.	66.75%	26.63%	40.12%	15.06%	11.43%	6.77%	18.19%	37	55	20	16	9	137	1
12	*I know how my work relates to the agency's goals and priorities.	90.01%	45.48%	44.53%	5.12%	3.33%	1.54%	4.87%	62	61	7	5	2	137	0
13	The work I do is important.	94.70%	49.74%	44.96%	3.10%	0.00%	2.20%	2.20%	68	62	4	0	3	137	0
14	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	84.14%	43.37%	40.77%	5.89%	6.23%	3.75%	9.97%	59	56	8	9	5	137	1
15	My performance appraisal is a fair reflection of my performance.	78.41%	42.95%	35.46%	10.01%	7.74%	3.85%	11.58%	57	48	13	10	5	133	4
16	I am held accountable for achieving results.	86.47%	39.62%	46.86%	8.47%	3.50%	1.55%	5.05%	54	64	12	5	2	137	0

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17	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	60.26%	30.76%	29.50%	10.26%	16.49%	12.98%	29.47%	39	37	13	21	16	126	12
18	My training needs are assessed.	55.12%	21.88%	33.23%	25.02%	11.99%	7.88%	19.86%	29	44	33	16	11	133	4
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).	72.72%	42.70%	30.02%	9.02%	9.31%	8.95%	18.26%	58	41	12	13	12	136	2
20	*The people I work with cooperate to get the job done.	77.18%	29.18%	47.99%	12.07%	5.22%	5.53%	10.75%	40	66	17	7	7	137	N/A
21	My work unit is able to recruit people with the right skills.	64.31%	19.58%	44.73%	18.00%	11.94%	5.75%	17.69%	26	60	23	16	7	132	6
22	Promotions in my work unit are based on merit.	50.29%	20.57%	29.72%	27.56%	9.96%	12.19%	22.15%	25	37	35	12	15	124	13
23	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	36.23%	8.92%	27.30%	28.98%	19.89%	14.91%	34.80%	11	32	35	24	16	118	20
24	*In my work unit, differences in performance are recognized in a meaningful way.	45.01%	11.86%	33.15%	26.57%	17.49%	10.94%	28.43%	15	41	33	22	13	124	14
25	Awards in my work unit depend on how well employees perform their jobs.	52.70%	16.95%	35.76%	18.91%	16.79%	11.60%	28.39%	21	44	23	21	14	123	13
26	Employees in my work unit share job knowledge with each other.	81.18%	40.56%	40.62%	4.98%	8.98%	4.85%	13.83%	57	56	6	13	6	138	0
27	The skill level in my work unit has improved in the past year.	56.81%	22.11%	34.69%	32.45%	6.05%	4.70%	10.74%	28	45	41	8	6	128	10
28	How would you rate the overall quality of work done by your work unit?	86.86%	55.23%	31.62%	9.82%	1.53%	1.78%	3.32%	77	44	13	2	2	138	N/A
29	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	86.05%	30.37%	55.69%	8.33%	3.78%	1.84%	5.62%	41	75	11	5	2	134	4

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30	Employees have a feeling of personal empowerment with respect to work processes.	57.82%	19.97%	37.84%	20.71%	14.20%	7.27%	21.47%	27	49	27	18	9	130	8
31	Employees are recognized for providing high quality products and services.	56.80%	21.22%	35.58%	22.38%	14.44%	6.38%	20.82%	29	47	30	19	8	133	5
32	Creativity and innovation are rewarded.	37.99%	14.99%	23.00%	34.93%	16.72%	10.36%	27.08%	20	30	45	22	13	130	7
33	Pay raises depend on how well employees perform their jobs.	36.43%	11.16%	25.26%	27.94%	20.65%	14.99%	35.64%	14	31	35	26	19	125	12
34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	66.10%	28.06%	38.04%	15.34%	8.01%	10.55%	18.56%	38	50	21	10	13	132	5
35	Employees are protected from health and safety hazards on the job.	83.38%	35.85%	47.52%	8.98%	2.02%	5.62%	7.64%	50	65	13	3	7	138	0
36	My organization has prepared employees for potential security threats.	88.60%	37.22%	51.37%	4.90%	0.65%	5.85%	6.51%	52	70	7	1	7	137	0
37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	59.32%	26.30%	33.03%	15.72%	12.62%	12.33%	24.95%	35	43	21	17	15	131	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.	68.64%	31.60%	37.04%	14.91%	6.52%	9.93%	16.45%	41	47	19	9	12	128	9
39	My agency is successful at accomplishing its mission.	82.61%	40.52%	42.09%	14.30%	0.64%	2.44%	3.09%	57	57	19	1	3	137	1
40	*I recommend my organization as a good place to work.	66.18%	37.19%	29.00%	21.54%	5.80%	6.47%	12.27%	52	40	29	9	8	138	N/A

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41	*I believe the results of this survey will be used to make my agency a better place to work.	41.14%	16.80%	24.35%	29.98%	15.24%	13.63%	28.88%	21	32	38	20	17	128	10
42	My supervisor supports my need to balance work and other life issues.	85.26%	51.04%	34.22%	6.42%	2.18%	6.14%	8.32%	72	46	9	3	8	138	0
43	My supervisor provides me with opportunities to demonstrate my leadership skills.	67.57%	38.89%	28.68%	16.70%	7.96%	7.77%	15.73%	53	39	23	11	10	136	2
44	Discussions with my supervisor about my performance are worthwhile.	68.48%	37.79%	30.69%	13.78%	9.74%	8.00%	17.74%	51	41	19	13	11	135	2
45	My supervisor is committed to a workforce representative of all segments of society.	68.68%	37.72%	30.97%	16.38%	7.57%	7.36%	14.93%	48	40	21	9	9	127	10
46	My supervisor provides me with constructive suggestions to improve my job performance.	64.90%	35.75%	29.14%	16.05%	11.57%	7.49%	19.06%	49	40	22	16	10	137	0
47	Supervisors in my work unit support employee development.	70.45%	37.74%	32.71%	17.15%	5.51%	6.89%	12.40%	51	45	23	8	9	136	2
48	My supervisor listens to what I have to say.	79.63%	47.27%	32.36%	9.56%	5.93%	4.88%	10.81%	66	44	13	8	6	137	N/A
49	My supervisor treats me with respect.	84.13%	55.52%	28.61%	6.84%	4.19%	4.85%	9.04%	77	40	9	6	6	138	N/A
50	In the last six months, my supervisor has talked with me about my performance.	85.51%	48.93%	36.59%	5.58%	5.34%	3.57%	8.91%	68	51	8	7	4	138	N/A
51	I have trust and confidence in my supervisor.	74.46%	44.77%	29.69%	10.02%	7.11%	8.41%	15.52%	62	41	14	10	11	138	N/A
52	Overall, how good a job do you feel is being done by your immediate supervisor?	76.14%	45.66%	30.47%	13.28%	3.23%	7.36%	10.59%	63	42	19	5	9	138	N/A
53	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	43.31%	18.01%	25.30%	28.25%	19.13%	9.30%	28.44%	25	33	37	26	12	133	4

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54	My organization's senior leaders maintain high standards of honesty and integrity.	55.03%	26.76%	28.27%	26.85%	9.93%	8.20%	18.12%	35	36	35	12	10	128	10
55	Supervisors work well with employees of different backgrounds.	70.16%	27.19%	42.98%	18.29%	6.44%	5.10%	11.54%	36	56	24	9	6	131	7
56	*Managers communicate the goals and priorities of the organization.	67.93%	23.87%	44.06%	19.61%	8.35%	4.11%	12.46%	32	58	26	12	5	133	4
57	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	67.62%	25.75%	41.87%	23.28%	6.25%	2.85%	9.10%	34	54	29	9	3	129	8
58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	57.90%	16.66%	41.24%	22.08%	12.34%	7.68%	20.02%	23	54	28	18	10	133	5
59	Managers support collaboration across work units to accomplish work objectives.	52.93%	16.59%	36.34%	28.15%	10.63%	8.30%	18.93%	23	48	37	15	11	134	3
60	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	64.99%	27.80%	37.19%	23.09%	6.58%	5.35%	11.92%	36	46	28	9	6	125	12
61	I have a high level of respect for my organization's senior leaders.	55.88%	24.06%	31.82%	30.50%	6.85%	6.77%	13.62%	33	43	40	10	9	135	3
62	Senior leaders demonstrate support for Work/Life programs.	64.48%	24.12%	40.36%	25.32%	4.33%	5.87%	10.21%	32	51	33	6	7	129	9
63	*How satisfied are you with your involvement in decisions that affect your work?	58.54%	21.30%	37.23%	24.87%	9.72%	6.87%	16.59%	30	51	34	14	9	138	N/A
64	*How satisfied are you with the information you receive from management on what's going on in your organization?	62.23%	17.93%	44.30%	16.93%	13.87%	6.97%	20.84%	26	60	23	20	9	138	N/A
65	*How satisfied are you with the recognition you receive for doing a good job?	64.93%	29.96%	34.97%	13.93%	12.88%	8.25%	21.14%	42	48	19	18	11	138	N/A

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66	How satisfied are you with the policies and practices of your senior leaders?	44.12%	15.68%	28.44%	35.21%	10.86%	9.81%	20.67%	22	39	47	16	13	137	N/A
67	How satisfied are you with your opportunity to get a better job in your organization?	33.32%	14.27%	19.05%	37.31%	14.79%	14.58%	29.37%	20	26	51	20	20	137	N/A
68	How satisfied are you with the training you receive for your present job?	65.32%	24.11%	41.21%	21.32%	6.47%	6.89%	13.36%	33	56	29	9	9	136	N/A
69	*Considering everything, how satisfied are you with your job?	72.16%	34.11%	38.05%	12.80%	9.71%	5.33%	15.04%	48	51	18	14	7	138	N/A
70	Considering everything, how satisfied are you with your pay?	68.72%	23.94%	44.78%	13.04%	8.94%	9.30%	18.24%	32	62	18	13	12	137	N/A
71	*Considering everything, how satisfied are you with your organization?	67.65%	26.05%	41.60%	18.60%	8.17%	5.58%	13.75%	37	56	26	12	7	138	N/A
79	How satisfied are you with the following Work/Life programs in your agency? Telework	84.51%	47.16%	37.36%	9.77%	4.75%	0.97%	5.72%	49	38	11	5	1	104	0
80	How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	92.61%	57.13%	35.49%	6.02%	1.37%	0.00%	1.37%	37	22	4	1	0	64	1
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)	84.75%	20.99%	63.75%	15.25%	0.00%	0.00%	0.00%	7	20	5	0	0	32	2
82	How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	75.70%	12.36%	63.34%	24.30%	0.00%	0.00%	0.00%	2	10	4	0	0	16	3

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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)	100.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1	0	0	0	0	1	0
84	How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	100.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0	1	0	0	0	1	1

* AES prescribed items as of 2017 (5 CFR Part 250, Subpart C)

**Unweighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'

Percentages are weighted to represent the Agency's population.

72. Have you been notified whether or not you are eligible to telework?	N	%
Yes, I was notified that I was eligible to telework.	110	78.82%
Yes, I was notified that I was not eligible to telework.	19	14.15%
No, I was not notified of my telework eligibility.	6	4.92%
Not sure if I was notified of my telework eligibility.	3	2.10%
Total	138	100.00%

73. Please select the response below that BEST describes your current teleworking situation.	N	%
I telework 3 or more days per week.	21	14.63%
I telework 1 or 2 days per week.	57	41.74%
I telework, but no more than 1 or 2 days per month.	11	8.43%
I telework very infrequently.	15	10.81%
I do not telework because I have to be physically present on the job.	6	4.36%
I do not telework because I have technical issues.	0	0.00%
I do not telework because I did not receive approval to do so.	17	12.94%
I do not telework because I choose not to telework.	10	7.09%
Total	137	100.00%

74. Do you participate in the following Work/Life programs? Alternative Work Schedules	N	%
Yes	66	48.98%
No	56	40.44%
Not available to me	14	10.58%
Total	136	100.00%

75. Do you participate in the following Work/Life programs? Health and Wellness Programs	N	%
Yes	33	25.28%
No	78	55.90%
Not available to me	26	18.82%
Total	137	100.00%

76. Do you participate in the following Work/Life programs? Employee Assistance Program	N	%
Yes	18	14.02%
No	118	85.08%
Not available to me	1	0.90%
Total	137	100.00%

77. Do you participate in the following Work/Life programs? Child Care Programs	N	%
Yes	1	0.83%
No	95	67.89%
Not available to me	42	31.28%
Total	138	100.00%

78. Do you participate in the following Work/Life programs? Elder Care Programs	N	%
Yes	1	0.65%
No	93	66.88%
Not available to me	43	32.47%
Total	137	100.00%

Percentages are weighted to represent the Agency's population.

Percentages for demographic questions are unweighted.