



## **MERIT SYSTEMS PROTECTION BOARD 2011 ANNUAL EMPLOYEE SURVEY RESULTS**

**1. Interpretation of results:** An analysis of MSPB's 2011 Federal Employee Viewpoint Survey (FEVS) results indicates that MSPB continues to be a leader in good employment practices. The 2011 survey findings suggest that MSPB employees are willing to put in extra effort to get the job done, perform high quality work, consider their work important, are constantly looking for better ways to do their jobs, and know how their work relates to the agency's goals. The 2011 data also indicates an increase in perceptions that supervisors and team leaders are committed to a workforce that is representative of all segments of society. Additionally, the 2011 data show an improvement in employee satisfaction with work/life programs such as telework. This higher level of satisfaction with telework is not surprising, given that more than half of the agency reported that they telework to some extent, and another 16 percent reported that they do not telework because they choose not to telework.

However, the 2011 data shows room for improvement. The areas in which employees expressed their most negative views tended to be related to available resources, such as pay, awards, and training. Of all the questions asked in 2010 and 2011, the item that had the most dramatic decrease in positive opinions was the percent of employees who agreed that they have sufficient resources (for example, people, material, budget) to get the job done.

**2. How the survey was conducted:** The survey was conducted online from April 4, 2011 until May 15, 2011. An invitation to participate in the survey was sent via e-mail to all agency employees.

**3. Description of sample:** All 203 individuals employed by MSPB as of January 2011 were invited to participate in the survey.

**4. Number of employees surveyed, number responded and representativeness of respondents:** The survey was distributed to 203 MSPB employees, of whom 143 responded for an overall response rate of 70.4%. Due to MSPB's small size, we did not collect 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		36	66	19	12	9	142	NA
	%	70.9	24.4	46.5	14.4	8.2	6.6	100.0	
2. I have enough information to do my job well.	N		34	75	15	15	4	143	NA
	%	75.9	23.4	52.5	10.9	10.7	2.5	100.0	
3. I feel encouraged to come up with new and better ways of doing things.	N		30	61	17	21	13	142	NA
	%	61.4	20.5	40.9	13.7	15.9	9.0	100.0	
*4. My work gives me a feeling of personal accomplishment.	N		62	54	9	10	8	143	NA
	%	80.4	43.8	36.6	6.1	7.8	5.7	100.0	
*5. I like the kind of work I do.	N		71	54	3	11	1	140	NA
	%	89.4	51.6	37.8	1.7	8.2	0.7	100.0	
6. I know what is expected of me on the job.	N		60	57	14	6	6	143	NA
	%	81.4	42.4	39.0	10.3	4.2	4.1	100.0	
7. When needed I am willing to put in the extra effort to get a job done.	N		106	34	2	0	1	143	NA
	%	97.6	74.2	23.4	1.7	0.0	0.7	100.0	
8. I am constantly looking for ways to do my job better.	N		78	56	7	1	1	143	NA
	%	93.7	54.6	39.1	5.0	0.7	0.7	100.0	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N		16	49	31	30	16	142	1
	%	46.2	10.3	35.9	22.5	20.5	10.9	100.0	
*10. My workload is reasonable.	N		20	55	25	27	14	141	1
	%	52.1	15.1	37.0	19.4	19.3	9.3	100.0	
*11. My talents are used well in the workplace.	N		35	64	13	13	14	139	1
	%	71.6	26.0	45.6	9.0	9.7	9.8	100.0	
*12. I know how my work relates to the agency's goals and priorities.	N		74	54	9	2	2	141	1
	%	90.1	51.9	38.2	6.2	1.9	1.8	100.0	
*13. The work I do is important.	N		82	52	5	1	0	140	1
	%	95.8	59.7	36.1	3.5	0.7	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		64	59	12	3	1	139	1
	%	88.2	42.6	45.5	9.4	1.8	0.6	100.0	
*15. My performance appraisal is a fair reflection of my performance.	N		61	50	10	8	9	138	5
	%	81.4	43.9	37.5	6.6	5.5	6.5	100.0	
16. I am held accountable for achieving results.	N		73	55	10	3	1	142	1
	%	89.6	51.7	37.8	7.6	2.1	0.7	100.0	

\*AES prescribed items

\*\* Sum of responses excluding DNK/NBJ

Sample or Census: Census

Number of Employees Selected: 203

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17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N		42	42	28	8	12	132	10
	%	62.3	32.7	29.6	22.0	6.9	8.9	100.0	
*18. My training needs are assessed.	N		15	44	34	32	11	136	5
	%	41.6	11.9	29.7	25.0	25.1	8.2	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		52	54	16	6	8	136	5
	%	78.5	40.0	38.6	11.2	4.9	5.3	100.0	
*20. The people I work with cooperate to get the job done.	N		49	65	15	10	2	141	NA
	%	80.7	35.7	45.0	10.9	7.2	1.2	100.0	
*21. My work unit is able to recruit people with the right skills.	N		34	42	35	15	9	135	8
	%	56.9	25.9	31.0	25.6	11.3	6.1	100.0	
*22. Promotions in my work unit are based on merit.	N		32	37	30	12	14	125	17
	%	54.8	24.5	30.3	24.8	9.8	10.5	100.0	
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		17	54	27	20	4	122	21
	%	55.4	13.3	42.1	23.3	17.6	3.7	100.0	
*24. In my work unit, differences in performance are recognized in a meaningful way.	N		22	37	34	23	16	132	11
	%	43.2	15.6	27.6	25.1	19.4	12.4	100.0	
25. Awards in my work unit depend on how well employees perform their jobs.	N		34	42	27	12	11	126	16
	%	58.8	26.9	31.9	22.4	10.1	8.7	100.0	
26. Employees in my work unit share job knowledge with each other.	N		57	54	12	9	8	140	2
	%	78.8	42.8	36.0	9.4	6.1	5.7	100.0	
27. The skill level in my work unit has improved in the past year.	N		30	45	42	7	8	132	9
	%	56.6	22.4	34.2	32.1	5.2	6.1	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		85	45	11	1	1	143	NA
	%	91.0	58.8	32.2	7.7	0.7	0.7	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		49	69	10	7	3	138	4
	%	85.6	36.5	49.1	6.9	5.6	2.0	100.0	

\*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
*30. Employees have a feeling of personal empowerment with respect to work processes.	N %	66.0	23 16.8	69 49.2	17 13.2	20 15.5	8 5.3	137 100.0	5
31. Employees are recognized for providing high quality products and services.	N %	65.3	30 20.8	61 44.5	25 19.2	14 10.4	7 5.0	137 100.0	5
*32. Creativity and innovation are rewarded.	N %	40.7	22 16.3	35 24.5	38 30.2	23 19.9	12 9.1	130 100.0	6
*33. Pay raises depend on how well employees perform their jobs.	N %	38.7	15 12.8	35 25.9	38 31.6	27 22.8	9 7.0	124 100.0	16
34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	N %	71.3	37 27.5	58 43.8	24 18.6	7 5.5	6 4.5	132 100.0	10
*35. Employees are protected from health and safety hazards on the job.	N %	79.8	52 37.7	61 42.2	19 14.0	6 5.5	1 0.7	139 100.0	3
*36. My organization has prepared employees for potential security threats.	N %	73.5	32 24.3	73 49.1	23 17.1	5 3.9	7 5.5	140 100.0	1
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N %	63.6	38 28.9	49 34.7	27 20.9	10 7.9	11 7.6	135 100.0	7
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 %	73.8	45 35.2	51 38.7	24 19.2	3 2.4	6 4.6	129 100.0	11
39. My agency is successful at accomplishing its mission.	N %	86.6	57 41.1	62 45.5	12 9.0	2 1.3	4 3.1	137 100.0	3
40. I recommend my organization as a good place to work.	N %	76.1	54 38.9	54 37.2	15 11.7	9 6.6	8 5.6	140 100.0	NA
41. I believe the results of this survey will be used to make my agency a better place to work.	N %	53.6	28 22.8	42 30.8	39 31.8	9 7.8	9 6.9	127 100.0	14
*42. My supervisor supports my need to balance work and other life issues.	N %	84.6	69 50.1	50 34.6	11 7.8	7 5.0	4 2.6	141 100.0	1
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N %	66.3	50 35.9	42 30.4	21 15.1	18 13.1	8 5.6	139 100.0	3
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N %	70.9	48 33.9	51 37.0	16 10.9	14 9.8	12 8.4	141 100.0	0

\*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		55	44	21	4	3	127	13
	%	77.5	43.2	34.3	17.2	3.2	2.2	100.0	
46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N		45	52	17	14	11	139	2
	%	70.1	32.1	38.0	11.6	10.3	7.9	100.0	
*47. Supervisors/team leaders in my work unit support employee development.	N		45	46	30	9	8	138	2
	%	65.4	32.0	33.4	22.7	6.4	5.5	100.0	
48. My supervisor/team leader listens to what I have to say.	N		67	46	15	5	8	141	NA
	%	79.8	47.1	32.8	11.3	3.6	5.3	100.0	
49. My supervisor/team leader treats me with respect.	N		76	42	11	8	4	141	NA
	%	83.8	53.7	30.1	7.8	5.8	2.6	100.0	
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N		62	57	7	10	3	139	NA
	%	86.4	45.0	41.4	4.6	6.9	2.0	100.0	
*51. I have trust and confidence in my supervisor.	N		66	34	21	9	11	141	NA
	%	71.1	46.8	24.3	15.1	6.5	7.3	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		64	40	23	7	7	141	NA
	%	73.4	45.4	28.1	16.9	5.0	4.7	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		29	53	28	16	13	139	1
	%	55.4	20.1	35.3	23.0	11.8	9.8	100.0	
54. My organization's leaders maintain high standards of honesty and integrity.	N		41	46	27	9	10	133	7
	%	62.9	29.9	33.0	22.6	6.7	7.7	100.0	
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N		38	50	31	9	4	132	7
	%	65.1	28.3	36.8	25.0	6.9	2.9	100.0	
*56. Managers communicate the goals and priorities of the organization.	N		36	60	30	8	6	140	0
	%	67.2	25.5	41.8	23.2	5.2	4.3	100.0	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N		37	58	24	6	5	130	8
	%	72.5	27.8	44.7	19.4	4.5	3.6	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 %	59.5	26 17.9	61 41.6	28 23.1	13 10.2	10 7.2	138 100.0	2
59. Managers support collaboration across work units to accomplish work objectives.	N %	59.9	27 19.1	58 40.8	29 23.3	12 10.1	9 6.7	135 100.0	4
		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 %	60.7	40 28.7	45 32.1	36 26.8	8 6.3	8 6.2	137 100.0	2
		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 %	65.6	45 31.3	52 34.3	28 21.9	8 6.4	7 6.1	140 100.0	0
62. Senior leaders demonstrate support for Work/Life programs.	N %	75.3	46 34.4	56 40.9	21 18.9	4 3.0	4 2.8	131 100.0	9
		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 %	53.9	26 17.9	51 36.0	33 25.4	18 12.8	11 8.0	139 100.0	NA
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N %	58.9	21 12.9	63 46.0	34 25.2	11 8.7	11 7.3	140 100.0	NA
*65. How satisfied are you with the recognition you receive for doing a good job?	N %	64.2	38 26.8	53 37.4	24 18.3	16 12.3	7 5.2	138 100.0	NA
*66. How satisfied are you with the policies and practices of your senior leaders?	N %	55.2	27 18.2	54 37.0	36 27.0	16 13.3	6 4.5	139 100.0	NA
*67. How satisfied are you with your opportunity to get a better job in your organization?	N %	33.8	20 15.1	28 18.6	51 38.6	24 17.0	15 10.6	138 100.0	NA
*68. How satisfied are you with the training you receive for your present job?	N %	49.1	16 11.4	56 37.7	35 27.2	21 15.9	11 7.8	139 100.0	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		42	64	14	11	7	138	NA
	%	75.7	30.3	45.3	11.4	8.4	4.6	100.0	
*70. Considering everything, how satisfied are you with your pay?	N		31	61	25	14	8	139	NA
	%	65.3	21.2	44.2	17.3	11.3	6.1	100.0	
71. Considering everything, how satisfied are you with your organization?	N		39	68	15	9	8	139	NA
	%	74.4	27.1	47.3	11.9	7.4	6.3	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	%
<b>Yes</b>		89	64.5
<b>No</b>		47	33.4
<b>Not sure</b>		3	2.1
<b>Total</b>		139	100.0

73. Please select the response below that BEST describes your current teleworking situation:		N	%
<b>I telework 3 or more days per week.</b>		7	4.5
<b>I telework 1 or 2 days per week.</b>		42	30.7
<b>I telework, but no more than 1 or 2 days per month.</b>		10	7.6
<b>I telework very infrequently, on an unscheduled or short-term basis.</b>		18	11.6
<b>I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).</b>		17	12.5
<b>I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.</b>		3	1.8
<b>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.</b>		21	15.4
<b>I do not telework because I choose not to telework.</b>		20	15.9
<b>Total</b>		138	100.0

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

	N	%
<b>Yes</b>	71	51.8
<b>No</b>	54	38.4
<b>Not available to me</b>	14	9.8
<b>Total</b>	139	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	%
<b>Yes</b>	46	31.9
<b>No</b>	77	56.5
<b>Not available to me</b>	16	11.6
<b>Total</b>	139	100.0

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

	N	%
<b>Yes</b>	11	7.2
<b>No</b>	124	90.3
<b>Not available to me</b>	3	2.5
<b>Total</b>	138	100.0

77. Do you participate in the following Work/Life programs? Child  
Care Programs (for example, daycare, parenting classes, parenting  
support groups)

	N	%
<b>Yes</b>	1	0.6
<b>No</b>	104	74.3
<b>Not available to me</b>	34	25.1
<b>Total</b>	139	100.0

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

	N	%
<b>Yes</b>	1	0.6
<b>No</b>	100	71.4
<b>Not available to me</b>	37	27.9
<b>Total</b>	138	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		36	41	18	8	7	110	30
	%	71.1	31.5	39.6	16.2	6.1	6.5	100.0	
80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	N		47	39	9	2	3	100	40
	%	86.6	49.2	37.4	8.6	1.7	3.1	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		11	35	27	3	3	79	61
	%	54.7	13.8	40.9	38.0	3.2	4.1	100.0	
82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	N		6	25	23	1	0	55	83
	%	52.3	11.6	40.7	45.9	1.8	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	4	22	1	3	30	110
	%	12.8	0.0	12.8	73.6	4.4	9.2	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	4	22	0	3	29	111
	%	13.4	0.0	13.4	77.4	0.0	9.2	100.0	

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Number of Employees Selected: 203

Percentages are weighted to represent the Agency's population.  
Surveys Completed: 143  
Response Rate: 70.4%