



## 2010 EMPLOYEE VIEWPOINT SURVEY

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The results of the OPM-sponsored survey provide a snapshot of the human capital environment in February and March 2010. Of 110 eligible employees, the completion of 89 surveys represents an 80.9% participation rate that exceeds by 8% the 2008 Agency participation rate and the government-wide rate of 52% in 2010. The online survey is a tool to measure employees' perceptions on certain conditions that characterize successful organizations and provides general indicators for ongoing human capital assessment. Additionally, the results provide information for managers to answer the question: What can be done to make my agency work better?

### Selective Service System Results – Noteworthy Items:

- Improvement in several individual areas continues (satisfaction, job experience) but overall progress in the areas of the organization, leadership, and work environment continues to degrade, with two of the three areas near or below the 50% positive level.
- Employees continue to believe their work is important (91.1% positive response, just about at the government-wide 92% level). Further, at the lower organizational units there is “significant” positive difference in 2010 vice 2008/2006 concerning recruiting staff with the right skills (46.5% vs. 34.1%), dealing with poor performers (38.1% vs. 28.6%), and advancement in skill level of office (50.1% vs. 30.8%). Each of these positive gains is the direct result of new front office leadership, organizational realignments, and shakeup in supervisor/manager assignments.
- A significant increase in employee’s belief that the agency leadership has generated high levels of motivation and commitment in the workforce (33.8% vs. 23.3%). This is directly attributable to a complete change in the agency’s front office and the reassignment of senior individuals.

- With the change in Administrations, a 100% new team has refocused the employee performance award process, separating money from rating scores. Awards now depend upon true job performance and it has been noticed, endorsed by the workforce (44.2% vs. 34.8%).
- Employee satisfaction has made “significant” improvement concerning: information flow (46.9% vs. 33.2%); policies and practices of senior leaders (39.5% vs. 20.9%); and opportunity to get a better job in your organization (32.6% vs. 18.6%). Each of these positive accomplishments is directly attributable to new Agency leadership.
- At first glance, many of these improving statistics may not appear noteworthy. However, they are legitimately so when considering the low inherited baselines of 2006 and 2008. Previously Selective Service was broken; it was at the bottom of the small agency rankings; overall it was not improving. But with the change in Administrations, the installation of an entirely new leadership team, and the unfolding of major changes in organizational structure, supervisors/managers, and policies/procedures a turn-around has been implemented. Unfortunately, the change in players and the execution of an array of improvements were not in place when the 2010 survey commenced nor were they completed while the survey was still underway. Naturally, because of this timing the full positive effects of agency innovations will not be demonstrated until the 2011 survey. But the remedial plan is already unfolding.

FedView 2006 to 2008 to 2010 Comparison					
Question	FHCS 2006	FHCS 2008	FEVS 2010	2006/2008	2008/2010
(1) I am given a real opportunity to improve my skills in my organization.	56.20%	40.90%	46.30%	Yes-Down	
(2) I have enough information to do my job well.	74.90%	67.50%	66.90%		
(3) I feel encouraged to come up with new and better ways of doing things.	58.10%	52.20%	52.50%		
(4) My work gives me a feeling of personal accomplishment.	69.30%	68.10%	75.60%		Yes-Up
(5) I like the kind of work I do.	80.50%	82.70%	78.60%		
(6) I know what is expected of me on the job.	No Data	No Data	76.30%		
(7) When needed I am willing to put in the extra effort to get a job done.	No Data	No Data	96.10%		
(8) I am constantly looking for ways to do my job better.	No Data	No Data	92.30%		
(9) I have sufficient resources (for example, people, materials, budget) to get my job done.	50.00%	34.30%	44.30%	Yes-Down	Yes-Up
(10) My workload is reasonable.	58.80%	53.10%	56.50%		
(11) My talents are used well in the workplace.	57.70%	59.80%	55.00%		
(12) I know how my work relates to the agency's goals and priorities.	88.30%	88.10%	87.70%		
(13) The work I do is important.	88.00%	93.10%	91.10%		
(14) Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	75.90%	82.80%	76.60%		
(15) My performance appraisal is a fair reflection of my performance.	73.20%	68.80%	63.80%		
(16) I am held accountable for achieving results.	83.90%	86.60%	81.10%		

(17) I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	38.60%	35.20%	38.80%		
(18) My training needs are assessed.	52.70%	36.00%	36.10%	Yes-Down	
(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).	No Data	77.20%	69.40%		Yes-Down
(20) The people I work with cooperate to get the job done.	85.00%	72.40%	61.40%	Yes-Down	Yes-Down
(21) My work unit is able to recruit people with the right skills.	41.00%	34.10%	46.50%		Yes-Up
(22) Promotions in my work unit are based on merit.	41.30%	34.50%	38.90%		
(23) In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	34.60%	28.60%	38.10%		Yes-Up
(24) In my work unit, differences in performance are recognized in a meaningful way.	33.10%	31.10%	40.20%		Yes-Up
(25) Awards in my work unit depend on how well employees perform their jobs.	53.00%	34.80%	44.20%	Yes-Down	Yes-Up
(26) Employees in my work unit share job knowledge with each other.	68.20%	61.60%	53.00%		Yes-Down
(27) The skill level in my work unit has improved in the past year.	57.10%	30.80%	50.10%	Yes-Down	Yes-Up
(28) How would you rate the overall quality of work done by your work unit?	80.50%	72.30%	69.50%	Yes-Down	
(29) The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	72.70%	53.00%	58.80%	Yes-Down	
(30) Employees have a feeling of personal empowerment with respect to work processes.	45.80%	32.80%	32.60%	Yes-Down	

(31) Employees are recognized for providing high quality products and services.	No Data	No Data	41.90%		
(32) Creativity and innovation are rewarded.	42.90%	35.00%	38.80%		
(33) Pay raises depend on how well employees perform their jobs.	32.90%	27.50%	27.90%		
(34) Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	51.90%	52.30%	45.40%		
(35) Employees are protected from health and safety hazards on the job.	79.30%	76.70%	72.50%		
(36) My organization has prepared employees for potential security threats.	68.00%	71.40%	62.60%		Yes-Down
(37) Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	49.70%	38.10%	36.90%	Yes-Down	
(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.	56.80%	50.10%	46.80%		
(39) My agency is successful at accomplishing its mission.	No Data	No Data	41.40%		
(40) I recommend my organization as a good place to work.	47.90%	42.80%	41.10%		
(41) I believe the results of this survey will be used to make my agency a better place to work.	No Data	No Data	54.30%		
(42) My supervisor supports my need to balance work and other life issues.	84.60%	79.10%	72.10%		Yes-Down
(43) My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	No Data	No Data	60.40%		

(44) Discussions with my supervisor/team leader about my performance are worthwhile.	60.00%	56.00%	57.40%		
(45) My supervisor/team leader is committed to a workforce representative of all segments of society.	No Data	No Data	60.50%		
(46) My supervisor/team leader provides me with constructive suggestions to improve my job performance.	No Data	No Data	53.60%		
(47) Supervisors/team leaders in my work unit support employee development.	64.40%	50.50%	51.30%	Yes-Down	
(48) My supervisor/team leader listens to what I have to say.	No Data	No Data	65.10%		
(49) My supervisor/team leader treats me with respect.	No Data	No Data	71.90%		
(50) In the last six months, my supervisor/team leader has talked with me about my performance.	No Data	No Data	67.90%		
(51) I have trust and confidence in my supervisor.	64.80%	60.70%	56.90%		
(52) Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	70.20%	58.40%	57.50%	Yes-Down	
(53) In my organization, leaders generate high levels of motivation and commitment in the workforce.	39.00%	23.30%	33.80%	Yes-Down	Yes-Up
(54) My organization's leaders maintain high standards of honesty and integrity.	45.40%	29.30%	33.90%	Yes-Down	
(55) Managers/supervisors/team leaders work well with employees of different backgrounds.	64.90%	54.90%	46.90%	Yes-Down	
(56) Managers communicate the goals and priorities of the organization.	46.30%	46.70%	44.30%		
(57) Managers review and evaluate the organization's progress toward meeting its goals and objectives.	47.20%	40.70%	42.30%		

(58) Managers promote communication among different work units (for example, about projects, goals, needed resources).	56.70%	40.80%	38.80%	Yes-Down	
(59) Managers support collaboration across work units to accomplish work objectives.	No Data	No Data	38.00%		
(60) Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor/team leader?	No Data	No Data	48.60%		
(61) I have a high level of respect for my organization's senior leaders.	44.10%	33.80%	46.30%	Yes-Down	Yes-Up
(62) Senior leaders demonstrate support for Work/Life programs.	No Data	No Data	52.70%		
(63) How satisfied are you with your involvement in decisions that affect your work?	47.70%	41.20%	48.40%		
(64) How satisfied are you with the information you receive from management on what's going on in your organization?	38.90%	33.20%	46.90%		Yes-Up
(65) How satisfied are you with the recognition you receive for doing a good job?	53.00%	41.30%	48.80%	Yes-Down	
(66) How satisfied are you with the policies and practices of your senior leaders?	40.40%	20.90%	39.50%	Yes-Down	Yes-Up
(67) How satisfied are you with your opportunity to get a better job in your organization?	28.20%	18.60%	32.60%	Yes-Down	Yes-Up
(68) How satisfied are you with the training you receive for your present job?	46.10%	36.80%	33.70%	Yes-Down	
(69) Considering everything, how satisfied are you with your job?	64.30%	56.10%	59.20%		
(70) Considering everything, how satisfied are you with your pay?	59.30%	50.40%	65.50%	Yes-Down	Yes-Up
(71) Considering everything, how satisfied are you with your organization?	51.70%	38.10%	45.00%	Yes-Down	

(73) How satisfied are you with the Telework program in your agency?	52.10%	49.20%	46.60%		
(74) How satisfied are you with the Alternative Work Schedules (AWS) program in your agency?	77.00%	70.40%	81.50%		Yes-Up
(75) How satisfied are you with the Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs) in your agency?	No Data	No Data	51.10%		
(76) How satisfied are you with the Employee Assistance Program (EAP) in your agency?	No Data	No Data	43.70%		
(77) How satisfied are you with the Child Care Programs (for example, daycare, parenting classes, parenting support groups) in your agency?	No Data	No Data	14.70%		
(78) How satisfied are you with the Elder Care Programs (for example, support groups, speakers) in your agency?	No Data	No Data	13.40%		