



## **2013 EMPLOYEE VIEWPOINT SURVEY**

The Selective Service System continues to strive to maintain an engaged workforce ready to meet the needs of the national preparedness community. Employee satisfaction continues to be a top priority and it shows. In 2013, Selective Service moved up seven places from number twenty-one to number fourteen on the list of Best Places to Work (Small Agency Category) and was the fourth most improved small agency.

<http://bestplacestowork.org/BPTW/rankings/overall/small>

The U. S. Office of Personnel Management sponsored the 2013 Federal Employee Viewpoint Survey that provided a snapshot of the human capital environment from April through June 2013. Additionally, this online survey is employed as a tool to measure employee perceptions on certain conditions that characterize successful organizations and provide general indicators for ongoing human capital assessment. The results supply information for managers to make positive changes in the workplace. Of the 111 eligible employees, the completion of 89 surveys represents an 80% response rate. Although this rate represents 2% fewer participants than in 2012, it is 31.8% higher than the government-wide average of 48.2%. Selective Service is delighted with the positive results expressed by its workforce.

### **Selective Service System Results – Highlights**

#### **INCREASES**

Selective Service achieved noteworthy improvement between 2012 and 2013 in 10 areas: I am held accountable for achieving results +11% (76% to 87%); the skill level in my work unit has improved in the past year +11% (49% to 60%); my training needs are assessed +9% (43% to 52%); how satisfied are you with the training you receive for your present job +9% (50% to 59%); I know what is expected of me on the job +8% (82% to 90%); managers review and evaluate the organization's progress toward meeting its goals and objectives +8% (60% to 68%); considering everything, how satisfied are you with your job +7% (68% to 75%); I recommend my organization as a good place to work +7% (55% to 62%); I know how my work relates to the agency's goals and priorities +7% (85% to 92%); and my agency is successful at accomplishing its mission +6% (74% to 80%).

## DECREASES

During 2013, Selective Service lost ground in these 10 areas: in the last six months, my supervisor/team leader has talked with me about my performance -18% (88% to 70%); creativity and innovation are rewarded -16% (from 49% to 33%); employees are recognized for providing high quality products and services -11% (58% to 47%); employees in my work unit share job knowledge with each other -10% (67% to 57%); I believe the results of this survey will be used to make my agency a better place to work -7% (66% to 59%); the workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals -7% (73% to 66%); my workload is reasonable -6% (69% to 63%); I have a high level of respect for my organization's senior leaders -5% (71% to 66%); how satisfied are you with your opportunity to get a better job in your organization -5% (43% to 38%); and overall, how good a job do you feel is being done by your immediate supervisor/team leader -5% (74% to 69%).

These decreases could be attributable to a multi-year suspension of civil service pay raises, budgeting by continuing resolution, sequestration, a partial government shutdown, supervisor turnover, and the stresses of a difficult economy. To address these concerns, management communications have been expanded with both managers/supervisors and staff through periodic all-hands gatherings, along with more staff participation in the crafting of the Agency's strategic plan, goals, objectives, and priorities. Additionally, employee professional development/training has been emphasized with dedicated funding. Finally, the promotion and expansion of work/life programs was encouraged throughout the Agency.

FedView 2006 to 2013 Comparison (% Positive)						
Question	FHCS 2006	FHCS 2008	FEVS 2010	FEVS 2011	FEVS 2012	FEVS 2013
(1) I am given a real opportunity to improve my skills in my organization.	56.20%	40.90%	46.30%	57.00%	65.70%	65%
(2) I have enough information to do my job well.	74.90%	67.50%	66.90%	69.50%	77.50%	76%
(3) I feel encouraged to come up with new and better ways of doing things.	58.10%	52.20%	52.50%	52.30%	62.50%	63%
(4) My work gives me a feeling of personal accomplishment.	69.30%	68.10%	75.60%	66.00%	77.90%	76%
(5) I like the kind of work I do.	80.50%	82.70%	78.60%	82.10%	86.80%	83%
(6) I know what is expected of me on the job.	No Data	No Data	76.30%	79.10%	82.20%	90%
(7) When needed I am willing to put in the extra effort to get a job done.	No Data	No Data	96.10%	96.80%	96.30%	98%
(8) I am constantly looking for ways to do my job better.	No Data	No Data	92.30%	88.80%	89.00%	88%
(9) I have sufficient resources (for example, people, materials, budget) to get my job done.	50.00%	34.30%	44.30%	52.90%	54.50%	50%
(10) My workload is reasonable.	58.80%	53.10%	56.50%	73.00%	68.90%	63%
(11) My talents are used well in the workplace.	57.70%	59.80%	55.00%	56.20%	56.00%	60%
(12) I know how my work relates to the agency's goals and priorities.	88.30%	88.10%	87.70%	91.70%	85.40%	92%
(13) The work I do is important.	88.00%	93.10%	91.10%	87.90%	87.70%	90%
(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%	80.70%	77.20%	74%

<b>Question</b>	<b>FHCS 2006</b>	<b>FHCS 2008</b>	<b>FEVS 2010</b>	<b>FEVS 2011</b>	<b>FEVS 2012</b>	<b>FEVS 2013</b>
(16) I am held accountable for achieving results.	83.90%	86.60%	81.10%	83.70%	76.10%	87%
(17) I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	38.60%	35.20%	38.80%	57.10%	55.80%	59%
(18) My training needs are assessed	52.70%	36.00%	36.10%	44.10 %	42.90%	52%
(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%	73.70%	76.40%	75%
(20) The people I work with cooperate to get the job done.	85.00%	72.40%	61.40%	70.10%	69.80%	66%
(21) My work unit is able to recruit people with the right skills.	41.00%	34.10%	46.50%	52.80%	50.70%	48%
(22) Promotions in my work unit are based on merit.	41.30%	34.50%	38.90%	44.10%	45.20%	42%
(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%	30.30%	33.40%	30%
(24) In my work unit, differences in performance are recognized in a meaningful way.	33.10%	31.10%	40.20%	42.40%	39.60%	40%
(25) Awards in my work unit depend on how well employees perform their jobs.	53.00%	34.80%	44.20%	46.70%	40.90%	41%
(26) Employees in my work unit share job knowledge with each other.	68.20%	61.60%	53.00%	65.10%	66.70%	57%
(27) The skill level in my work unit has improved in the past year.	57.10%	30.80%	50.10%	59.30%	49.10%	60%
(28) How would you rate the overall quality of work done by your work unit?	80.50%	72.30%	69.50%	82.40%	80.60%	79%
(29) The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	72.70%	53.00%	58.80%	70.70%	72.80%	66%
(30) Employees have a feeling of personal empowerment with respect to work processes.	45.80%	32.80%	32.60%	53.90%	47.10%	51%
(31) Employees are recognized for providing high quality products and services.	No Data	No Data	41.90%	58.80%	58.40%	47%
(32) Creativity and innovation are rewarded.	42.90%	35.00%	38.80%	44.40%	49.20%	33%
(33) Pay raises depend on how well employees perform their jobs.	32.90%	27.50%	27.90%	30.90%	30.60%	29%
(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%	48.50%	57.80%	54%
(35) Employees are protected from health and safety hazards on the job.	79.30%	76.70%	72.50%	81.80%	84.50%	80%
(36) My organization has prepared employees for potential security threats.	68.00%	71.40%	62.60%	72.90%	80.20%	78%

Question	FHCS 2006	FHCS 2008	FEVS 2010	FEVS 2011	FEVS 2012	FEVS 2013
(37) Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	49.70%	38.10%	36.90%	51.90%	57.70%	58%
(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%	60.10%	63.80%	64%
(39) My agency is successful at accomplishing its mission.	No Data	No Data	41.40%	79.00%	74.20%	80%
(40) I recommend my organization as a good place to work.	47.90%	42.80%	41.10%	63.40%	54.80%	62%
(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%	67.50%	66.00%	59%
(42) My supervisor supports my need to balance work and other life issues.	84.60%	79.10%	72.10%	76.40%	84.00%	86%
(43) My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	No Data	No Data	60.40%	61.00%	65.20%	64%
44) Discussions with my supervisor/team leader about my performance are worthwhile.	60.00%	56.00%	57.40%	64.50%	66.50%	68%
(45) My supervisor/team leader is committed to a workforce representative of all segments of society.	No Data	No Data	60.50%	61.90%	71.10%	71%
(46) My supervisor/team leader provides me with constructive suggestions to improve my job performance.	No Data	No Data	53.60%	64.40%	62.50%	61%
(47) Supervisors/team leaders in my work unit support employee development.	64.40%	50.50%	51.30%	58.10%	67.30%	66%
(48) My supervisor/team leader listens to what I have to say.	No Data	No Data	65.10%	68.90%	74.20%	74%
(49) My supervisor/team leader treats me with respect.	No Data	No Data	71.90%	72.40%	82.40%	82%
(50) In the last six months, my supervisor/team leader has talked with me about my performance.	No Data	No Data	67.90%	76.80%	87.70%	70%
(51) I have trust and confidence in my supervisor.	64.80%	60.70%	56.90%	60.50%	64.90%	67%
(52) Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	70.20%	58.40%	57.50%	62.20%	74.10%	69%
(53) In my organization, leaders generate high levels of motivation and commitment in the workforce.	39.00%	23.30%	33.80%	50.80%	50.30%	54%
(54) My organization's leaders maintain high standards of honesty and integrity.	45.40%	29.30%	33.90%	58.40%	61.30%	60%

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(55) Managers/supervisors/team leaders work well with employees of different backgrounds.	64.90%	54.90%	46.90%	67.00%	70.20%	73%
(56) Managers communicate the goals and priorities of the organization.	46.30%	46.70%	44.30%	68.20%	65.10%	67%
(57) Managers review and evaluate the organization's progress toward meeting its goals and objectives.	47.20%	40.70%	42.30%	62.30%	60.40%	68%
(58) Managers promote communication among different work units (i.e., about projects, goals, needed resources).	56.70%	40.80%	38.80%	59.40%	53.10%	58%
(59) Managers support collaboration across work units to accomplish work objectives	No Data	No Data	38.00%	64.00%	61.60%	62%
(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%	68.00%	67.50%	70%
(61) I have a high level of respect for my organization's senior leaders.	44.10%	33.80%	46.30%	63.80%	71.40%	66%
(62) Senior leaders demonstrate support for Work/Life programs.	No Data	No Data	52.70%	58.90%	80.80%	80%
(63) How satisfied are you with your involvement in decisions that affect your work?	47.70%	41.20%	48.40%	55.70%	61.50%	60%
(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%	54.70%	61.00%	62%
(65) How satisfied are you with the recognition you receive for doing a good job?	53.00%	41.30%	48.80%	54.10%	60.70%	57%
(66) How satisfied are you with the policies and practices of your senior leaders?	40.40%	20.90%	39.50%	53.00%	57.50%	59%
(67) How satisfied are you with your opportunity to get a better job in your organization?	28.20%	18.60%	32.60%	37.40%	42.80%	38%
(68) How satisfied are you with the training you receive for your present job?	46.10%	36.80%	33.70%	45.00%	49.70%	59%
(69) Considering everything, how satisfied are you with your job?	64.30%	56.10%	59.20%	67.60%	67.90%	75%
(70) Considering everything, how satisfied are you with your pay?	59.30%	50.40%	65.50%	62.20%	52.40%	54%
(71) Considering everything, how satisfied are you with your organization?	51.70%	38.10%	45.00%	59.10%	61.20%	64%