



2014 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 is a top priority.

The U. S. Office of Personnel Management sponsored the 2014 Federal Employee Viewpoint Survey that provided a snapshot of the human capital environment during May and June 2014. Additionally, this online survey is employed as a tool to measure employee perceptions on certain conditions that characterize successful organizations and provides general indicators for ongoing human capital assessment. The results supply information for managers to make positive changes in the workplace. Of the 110 eligible employees, the completion of 73 surveys represents a 66% response rate. Although this rate represents 14% fewer participants than in 2013, it is 19% higher than the government-wide average.

INCREASES

Selective Service achieved improvement between 2013 and 2014 in 4 areas: In the last six months, my supervisor has talked with me about my performance - +10% (70% - 80%); 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) - +2% (75% - 77%); the people I work with cooperate to get the job done - +2% (66% to 68%); and I am constantly looking for ways to do my job better - +1% (88% to 89%).

DECREASES

During 2014, Selective Service lost ground in 65 areas:

	%		
	Decreased	2014	2013
Considering everything, how satisfied are you with your job? (Q. 69)	-18	75	57
How satisfied are you with the information you receive from management on what's going on in your organization? (Q. 64)	-15	62	47
Managers support collaboration across work units to accomplish work objectives. (Q. 59)	-15	62	47
I recommend my organization as a good place to work. (Q. 40)	-15	62	47
In my organization, senior leaders generate high levels of motivation and commitment in the workforce. (Q. 53)	-14	54	40
How satisfied are you with the recognition you receive for doing a good job? (Q. 65)	-14	57	43
Employees have a feeling of personal empowerment with respect to work processes. (Q. 30)	-14	51	37
Managers communicate the goals and priorities of the organization. (Q. 56)	-13	67	54

My agency is successful at accomplishing its mission. (Q. 39)	-13	80	<u>67</u>
Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated. (Q. 37)	-13	58	<u>45</u>
Managers review and evaluate the organization's progress toward meeting its goals and objectives. (Q. 57)	-13	68	<u>55</u>
I know what is expected of me on the job. (Q. 6)	-12	90	78
Prohibited Personnel Practices are not tolerated. (Q. 38)	-11	64	<u>53</u>
Employees are recognized for providing high quality products and services. (Q. 31)	-11	47	36
Pay raises depend on how well employees perform their jobs. (Q. 33)	-11	29	18
Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor? (Q. 60)	-11	70	59
I have trust and confidence in my supervisor. (Q. 51)	-11	67	<u>56</u>
Discussions with my supervisor about my performance are worthwhile. (Q. 44)	-10	68	<u>58</u>
Senior leaders demonstrate support for Work/Life programs. (Q. 62)	-10	80	70
Considering everything, how satisfied are you with your organization? (Q. 71)	-10	64	<u>54</u>
The work I do is important. (Q. 13)	-10	90	80
In my work unit, differences in performance are recognized in a meaningful way. (Q. 24)	-10	40	<u>30</u>
My work unit is able to recruit people with the right skills. (Q. 21)	-10	48	38
I have a high level of respect for my organization's senior leaders. (Q. 61)	-10	66	56
My work gives me a feeling of personal accomplishment. (Q. 4)	-10	76	<u>66</u>
I like the kind of work I do. (Q. 5)	-9	83	<u>74</u>
How satisfied are you with your opportunity to get a better job in your organization? (Q. 67)	-9	38	<u>29</u>
I believe the results of this survey will be used to make my agency a better place to work. (Q. 41)	-9	59	50
Promotions in my work unit are based on merit. (Q. 22)	-9	42	33
Creativity and innovation are rewarded. (Q. 32)	-9	33	24
The skill level in my work unit has improved in the past year. (Q. 27)	-9	60	51

Considering everything, how satisfied are you with your pay? (Q. 70)	-9	54	45
How satisfied are you with the training you receive for your present job? (Q. 68)	-9	59	50
I have enough information to do my job well. (Q. 2)	-8	76	68
When needed I am willing to put in the extra effort to get a job done. (Q. 7)	-8	98	90
I can disclose a suspected violation of any law, rule or regulation without fear of reprisal. (Q. 17)	-7	59	52
Supervisors work well with employees of different backgrounds. (Q. 55)	-7	73	66
How satisfied are you with the policies and practices of your senior leaders? (Q. 66)	-7	59	52
My organization's senior leaders maintain high standards of honesty and integrity. (Q. 54)	-7	60	53
Managers promote communication among different work units (for example, about projects, goals, needed resources). (Q. 58)	-7	58	51
The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals. (Q. 29)	-6	66	60
Supervisors in my work unit support employee development. (Q. 47)	-6	66	60
Awards in my work unit depend on how well employees perform their jobs. (Q. 25)	-6	41	35
My workload is reasonable. (Q. 10)	-6	63	57
I am held accountable for achieving results. (Q. 16)	-6	87	81
I feel encouraged to come up with new and better ways of doing things. (Q. 3)	-6	63	57
My supervisor is committed to a workforce representative of all segments of society. (Q. 45)	-6	71	65
I know how my work relates to the agency's goals and priorities. (Q. 12)	-5	92	87
My performance appraisal is a fair reflection of my performance. (Q. 15)	-5	75	70
How would you rate the overall quality of work done by your work unit? (Q. 28)	-5	79	74
My talents are used well in the workplace. (Q. 11)	-4	60	56
In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. (Q. 23)	-4	30	26
Overall, how good a job do you feel is being done by your immediate supervisor? (Q. 52)	-3	69	66

How satisfied are you with your involvement in decisions that affect your work? (Q. 63)	-2	60	58
Employees are protected from health and safety hazards on the job. (Q. 35)	-2	80	78
My supervisor listens to what I have to say. (Q. 48)	-2	74	72
My supervisor treats me with respect. (Q. 49)	-2	82	80
Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring). (Q. 34)	-2	54	52
My supervisor provides me with opportunities to demonstrate my leadership skills. (Q. 43)	-2	64	62
My organization has prepared employees for potential security threats. (Q. 36)	-1	78	77
Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well. (Q. 14)	-1	74	73
I have sufficient resources (for example, people, materials, budget) to get my job done. (Q. 9)	-1	50	49
I am given a real opportunity to improve my skills in my organization. (Q. 1)	-1	65	64
My supervisor provides me with constructive suggestions to improve my job performance. (Q. 46)	-1	61	60
My supervisor supports my need to balance work and other life issues. (Q. 42)	-1	86	85

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

FEVS 2010 to 2014 Comparison (% Positive)					
Question	FEVS 2010	FEVS 2011	FEVS 2012	FEVS 2013	FEVS 2014
(1) I am given a real opportunity to improve my skills in my organization.	46.30%	57.00%	65.70%	65%	64%
(2) I have enough information to do my job well.	66.90%	69.50%	77.50%	76%	68%
(3) I feel encouraged to come up with new and better ways of doing things.	52.50%	52.30%	62.50%	63%	57%
(4) My work gives me a feeling of personal accomplishment.	75.60%	66.00%	77.90%	76%	66%
(5) I like the kind of work I do.	78.60%	82.10%	86.80%	83%	74%
(6) I know what is expected of me on the job.	76.30%	79.10%	82.20%	90%	78%

(7) When needed I am willing to put in the extra effort to get a job done.	96.10%	96.80%	96.30%	98%	90%
(8) I am constantly looking for ways to do my job better.	92.30%	88.80%	89.00%	88%	89%
(9) I have sufficient resources (for example, people, materials, budget) to get my job done.	44.30%	52.90%	54.50%	50%	49%
(10) My workload is reasonable.	56.50%	73.00%	68.90%	63%	57%
(11) My talents are used well in the workplace.	55.00%	56.20%	56.00%	60%	56%
(12) I know how my work relates to the agency's goals and priorities.	87.70%	91.70%	85.40%	92%	87%
(13) The work I do is important.	91.10%	87.90%	87.70%	90%	80%
(14) Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	76.60%	80.70%	77.20%	74%	73%
(15) My performance appraisal is a fair reflection of my performance.	63.80%	76.30%	76.40%	75%	70%
(16) I am held accountable for achieving results.	81.10%	83.70%	76.10%	87%	81%
(17) I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	38.80%	57.10%	55.80%	59%	52%
(18) My training needs are assessed	36.10%	44.10 %	42.90%	52%	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).	69.40%	73.70%	76.40%	75%	77%
(20) The people I work with cooperate to get the job done.	61.40%	70.10%	69.80%	66%	68%
(21) My work unit is able to recruit people with the right skills.	46.50%	52.80%	50.70%	48%	38%
(22) Promotions in my work unit are based on merit.	38.90%	44.10%	45.20%	42%	33%
(23) In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	38.10%	30.30%	33.40%	30%	26%
(24) In my work unit, differences in performance are recognized in a meaningful way.	40.20%	42.40%	39.60%	40%	30%
(25) Awards in my work unit depend on how well employees perform their jobs.	44.20%	46.70%	40.90%	41%	35%
(26) Employees in my work unit share job knowledge with each other.	53.00%	65.10%	66.70%	57%	57%
(27) The skill level in my work unit has improved in the past year.	50.10%	59.30%	49.10%	60%	51%
(28) How would you rate the overall quality of work done by your work unit?	69.50%	82.40%	80.60%	79%	74%
(29) The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	58.80%	70.70%	72.80%	66%	60%
(30) Employees have a feeling of personal empowerment with respect to work processes.	32.60%	53.90%	47.10%	51%	37%
(31) Employees are recognized for providing high quality products and services.	41.90%	58.80%	58.40%	47%	36%
(32) Creativity and innovation are rewarded.	38.80%	44.40%	49.20%	33%	24%
(33) Pay raises depend on how well employees perform their jobs.	27.90%	30.90%	30.60%	29%	18%

(34) Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	45.40%	48.50%	57.80%	54%	52%
(35) Employees are protected from health and safety hazards on the job.	72.50%	81.80%	84.50%	80%	78%
(36) My organization has prepared employees for potential security threats.	62.60%	72.90%	80.20%	78%	77%
(37) Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	36.90%	51.90%	57.70%	58%	45%
(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.	46.80%	60.10%	63.80%	64%	53%
(39) My agency is successful at accomplishing its mission.	41.40%	79.00%	74.20%	80%	67%
(40) I recommend my organization as a good place to work.	41.10%	63.40%	54.80%	62%	47%
(41) I believe the results of this survey will be used to make my agency a better place to work.	54.30%	67.50%	66.00%	59%	50%
(42) My supervisor supports my need to balance work and other life issues.	72.10%	76.40%	84.00%	86%	85%
(43) My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	60.40%	61.00%	65.20%	64%	62%
(44) Discussions with my supervisor/team leader about my performance are worthwhile.	57.40%	64.50%	66.50%	68%	58%
(45) My supervisor/team leader is committed to a workforce representative of all segments of society.	60.50%	61.90%	71.10%	71%	65%
(46) My supervisor/team leader provides me with constructive suggestions to improve my job performance.	53.60%	64.40%	62.50%	61%	60%
(47) Supervisors/team leaders in my work unit support employee development.	51.30%	58.10%	67.30%	66%	60%
(48) My supervisor/team leader listens to what I have to say.	65.10%	68.90%	74.20%	74%	72%
(49) My supervisor/team leader treats me with respect.	71.90%	72.40%	82.40%	82%	80%
(50) In the last six months, my supervisor/team leader has talked with me about my performance.	67.90%	76.80%	87.70%	70%	80%
(51) I have trust and confidence in my supervisor.	56.90%	60.50%	64.90%	67%	56%
(52) Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	57.50%	62.20%	74.10%	69%	66%
(53) In my organization, leaders generate high levels of motivation and commitment in the workforce.	33.80%	50.80%	50.30%	54%	40%
(54) My organization's leaders maintain high standards of honesty and integrity.	33.90%	58.40%	61.30%	60%	53%
(55) Managers/supervisors/team leaders work well with employees of different backgrounds.	46.90%	67.00%	70.20%	73%	66%
(56) Managers communicate the goals and priorities of the organization.	44.30%	68.20%	65.10%	67%	54%

(57) Managers review and evaluate the organization's progress toward meeting its goals and objectives.	42.30%	62.30%	60.40%	68%	55%
(58) Managers promote communication among different work units (i.e., about projects, goals, needed resources).	38.80%	59.40%	53.10%	58%	51%
(59) Managers support collaboration across work units to accomplish work objectives	38.00%	64.00%	61.60%	62%	47%
(60) Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor/team leader?	48.60%	68.00%	67.50%	70%	59%
(61) I have a high level of respect for my organization's senior leaders.	46.30%	63.80%	71.40%	66%	56%
(62) Senior leaders demonstrate support for Work/Life programs.	52.70%	58.90%	80.80%	80%	70%
(63) How satisfied are you with your involvement in decisions that affect your work?	48.40%	55.70%	61.50%	60%	58%
(64) How satisfied are you with the information you receive from management on what's going on in your organization?	46.90%	54.70%	61.00%	62%	47%
(65) How satisfied are you with the recognition you receive for doing a good job?	48.80%	54.10%	60.70%	57%	43%
(66) How satisfied are you with the policies and practices of your senior leaders?	39.50%	53.00%	57.50%	59%	52%
(67) How satisfied are you with your opportunity to get a better job in your organization?	32.60%	37.40%	42.80%	30%	29%
(68) How satisfied are you with the training you receive for your present job?	33.70%	45.00%	49.70%	59%	50%
(69) Considering everything, how satisfied are you with your job?	59.20%	67.60%	67.90%	75%	57%
(70) Considering everything, how satisfied are you with your pay?	65.50%	62.20%	52.40%	54%	45%
(71) Considering everything, how satisfied are you with your organization?	45.00%	59.10%	61.20%	64%	54%
(72) Have you been notified whether or not you are eligible to telework?					80%
(73) Please select the response below that BEST describes your current teleworking situation.					
(74) Do you participate in the following Work/Life programs? Alternative Work Schedule (AWS)?		50.7%	59.0%	54%	58%
(75) Do you participate in the following Work/Life programs? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)		24.1%	63.3%	58%	53%
(76) Do you participate in the following Work/Life program? Employee Assistance Program (EAP)		13.2%	19.4%	25%	22%
(77) Do you participate in the following Work/Life program? Child Care Programs (for example, daycare, parenting classes)		0.0%	6.1%	1%	1%
(78) Do you participate in the following Work/Life program? Elder Care Programs (for example, support groups, speakers)		0.0%	5.9%	3%	1%
(79) How satisfied are you with the following		68.5%	94.4%	63%	

Work/Life programs in your agency? Telework					70%
(80) How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)		93.0%	91.4%	90%	90%
(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)		72.6%	93.0%	88%	92%
(82) How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)		75.9%	88.3%	50%	86%
(83) How satisfied are you with the following Work/Life programs in your agency? Child care Programs (for example day care, parenting classes; parenting support groups)			36.5%	52%	100%
(84) How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)			50.6%	53%	100%