

**2013**

# **Federal Employee Viewpoint Survey Results**

Employees Influencing Change

Governmentwide Management Report

United States Office of  
Personnel Management

# Appendix B

(For Excel version click here)

## Trend Analysis: 2010 vs. 2011 vs. 2012 vs. 2013 Results

Appendix D consists of a set of trend tables displaying the governmentwide percent positive results for each item for the last four survey administrations. The last column indicates whether or not there were significant increases, decreases, or no changes in positive ratings from 2010 to 2011 (first arrow), from 2011 to 2012 (second arrow), and from 2012 to 2013 (last arrow). Arrows slanting up indicate a statistically significant increase, and arrows slanting down indicate a statistically significant decrease. Horizontal arrows indicate the change was not statistically significant. For example, symbols →↗↗ indicate there was no significant change in positive ratings from 2010 to 2011, but there was a significant increase in positive ratings from 2011 to 2012, and from 2012 to 2013. Similarly, symbols ↘→→ indicate there was a significant decrease from 2010 to 2011, but there were no significant changes in positive ratings from 2011 to 2012 or from 2012 to 2013.

### APPENDIX B | Trend Analysis

	Percent Positive				Significant Trends
	2010	2011	2012	2013	
<b>My Work Experience</b>					
‡1. I am given a real opportunity to improve my skills in my organization.	66	65	63	60	→ ↘ ↘
2. I have enough information to do my job well.	73	73	72	70	→ ↘ ↘
3. I feel encouraged to come up with new and better ways of doing things.	60	59	58	56	→ ↘ ↘
‡4. My work gives me a feeling of personal accomplishment.	75	74	72	70	↘ ↘ ↘
‡5. I like the kind of work I do.	86	85	84	83	↘ ↘ ↘
6. I know what is expected of me on the job.	81	80	80	79	→ → ↘
‡7. When needed I am willing to put in the extra effort to get a job done.	97	97	96	96	→ ↘ ↘
8. I am constantly looking for ways to do my job better.	92	92	91	90	→ ↘ ↘
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	50	48	48	44	↘ → ↘
‡10. My workload is reasonable.	59	59	59	57	→ → ↘
‡11. My talents are used well in the workplace.	60	61	59	57	→ ↘ ↘
‡12. I know how my work relates to the agency's goals and priorities.	84	85	84	83	→ ↘ ↘
‡13. The work I do is important.	92	92	91	90	→ ↘ ↘
‡14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	67	67	67	66	→ → ↘
‡15. My performance appraisal is a fair reflection of my performance.	68	70	69	68	↗ ↘ ↘
16. I am held accountable for achieving results.	84	84	83	81	→ ↘ ↘
17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	62	63	61	61	↗ ↘ ↘
‡18. My training needs are assessed.	54	54	53	50	→ ↘ ↘

Note: Items included on the Annual Employee Survey are noted by a double dagger (‡). An "NA" indicates that the item was not included in the survey that year or there were too few respondents to conduct trend analyses.

**APPENDIX B | Trend Analysis (cont'd)**

	Percent Positive				Significant Trends
	2010	2011	2012	2013	
‡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).	68	69	68	68	→ ↓ →
‡20. The people I work with cooperate to get the job done.	75	75	73	73	→ ↓ ↓
‡21. My work unit is able to recruit people with the right skills.	46	46	43	40	→ ↓ ↓
‡22. Promotions in my work unit are based on merit.	35	36	34	32	→ ↓ ↓
‡23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	31	31	29	28	→ ↓ ↓
‡24. In my work unit, differences in performance are recognized in a meaningful way.	36	36	34	31	→ ↓ ↓
25. Awards in my work unit depend on how well employees perform their jobs.	44	44	41	38	→ ↓ ↓
26. Employees in my work unit share job knowledge with each other.	73	73	72	72	→ ↓ ↓
27. The skill level in my work unit has improved in the past year.	56	57	55	52	↗ ↓ ↓
28. How would you rate the overall quality of work done by your work unit?	82	82	83	83	→ ↗ ↓
<b>My Agency</b>					
‡29. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	72	73	72	70	↗ ↓ ↓
‡30. Employees have a feeling of personal empowerment with respect to work processes.	48	48	45	43	↗ ↓ ↓
31. Employees are recognized for providing high quality products and services.	51	51	48	46	→ ↓ ↓
‡32. Creativity and innovation are rewarded.	41	41	38	35	→ ↓ ↓
‡33. Pay raises depend on how well employees perform their jobs.	26	24	22	19	↓ ↓ ↓
34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	58	59	57	55	→ ↓ ↓
‡35. Employees are protected from health and safety hazards on the job.	76	78	77	76	↗ ↓ ↓
‡36. My organization has prepared employees for potential security threats.	76	78	78	76	↗ → ↓
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	51	52	51	51	↗ ↓ ↓
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.	66	67	66	65	↗ ↓ ↓
39. My agency is successful at accomplishing its mission.	78	79	76	74	↗ ↓ ↓
40. I recommend my organization as a good place to work.	70	69	67	63	↓ ↓ ↓
41. I believe the results of this survey will be used to make my agency a better place to work.	45	45	42	38	→ ↓ ↓

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**APPENDIX B | Trend Analysis (cont'd)**

	Percent Positive				Significant Trends
	2010	2011	2012	2013	
<b>My Supervisor/Team Leader</b>					
‡42. My supervisor supports my need to balance work and other life issues.	76	77	77	77	↗ ↘ ↗
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	66	67	65	65	↗ ↘ ↘
‡44. Discussions with my supervisor/team leader about my performance are worthwhile.	62	63	62	61	↗ ↘ ↘
45. My supervisor/team leader is committed to a workforce representative of all segments of society.	65	66	64	65	→ ↘ →
46. My supervisor team leader provides me with constructive suggestions to improve my job performance.	61	62	61	60	↗ ↘ ↘
‡47. Supervisors/team leaders in my work unit support employee development.	66	67	65	64	↗ ↘ ↘
48. My supervisor/team leader listens to what I have to say.	75	75	74	74	→ ↘ →
49. My supervisor/team leader treats me with respect.	80	80	79	80	→ ↘ ↗
50. In the last six months, my supervisor/team leader has talked with me about my performance.	76	77	77	77	→ → →
‡51. I have trust and confidence in my supervisor.	67	67	66	66	→ ↘ →
‡52. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	68	69	68	68	↗ ↘ →
<b>Leadership</b>					
‡53. In my organization, leaders generate high levels of motivation and commitment in the workforce.	44	45	43	41	→ ↘ ↘
54. My organization's leaders maintain high standards of honesty and integrity.	56	57	55	54	↗ ↘ ↘
‡55. Managers/supervisors/team leaders work well with employees of different backgrounds.	64	65	63	63	↗ ↘ ↘
‡56. Managers communicate the goals and priorities of the organization.	64	64	62	61	→ ↘ ↘
‡57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	64	64	62	61	→ ↘ ↘
58. Managers promote communication among different work units (for example, about projects, goals, needed resources).	54	55	53	52	↗ ↘ ↘
59. Managers support collaboration across work units to accomplish work objectives.	58	58	57	56	→ ↘ ↘
60. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor/team leader?	57	58	58	57	→ → ↘
‡61. I have a high level of respect for my organization's senior leaders.	56	57	54	52	↗ ↘ ↘
62. Senior leaders demonstrate support for Work/Life programs.	55	55	54	54	→ ↘ ↘

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**APPENDIX B | Trend Analysis (cont'd)**

	Percent Positive				Significant Trends
	2010	2011	2012	2013	
<b>My Satisfaction</b>					
#63. How satisfied are you with your involvement in decisions that affect your work?	55	53	52	50	↘ ↘ ↘
#64. How satisfied are you with the information you receive from management on what's going on in your organization?	51	51	48	48	→ ↘ ↘
#65. How satisfied are you with the recognition you receive for doing a good job?	52	51	48	45	↘ ↘ ↘
#66. How satisfied are you with the policies and practices of your senior leaders?	45	46	43	41	→ ↘ ↘
#67. How satisfied are you with your opportunity to get a better job in your organization?	42	40	36	34	↘ ↘ ↘
#68. How satisfied are you with the training you receive for your present job?	56	55	54	50	→ ↘ ↘
#69. Considering everything, how satisfied are you with your job?	72	71	68	65	→ ↘ ↘
#70. Considering everything, how satisfied are you with your pay?	66	62	59	54	↘ ↘ ↘
#71. Considering everything, how satisfied are you with your organization?	62	62	59	56	→ ↘ ↘
<b>Work/Life Programs</b>					
79-84. How satisfied are you with the following Work/Life programs in your agency?*					
79. Telework	—	70	73	76	NA ↗ ↗
80. Alternative Work Schedules (AWS)	—	89	89	89	NA ↘ →
81. Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)	—	81	80	80	NA ↘ ↘
82. Employee Assistance Program (EAP)	—	78	76	74	NA ↘ ↘
83. Child Care Programs (for example, daycare, parenting classes, parenting support groups)	—	73	72	70	NA → ↘
84. Elder Care Programs (for example, support groups, speakers)	—	67	68	66	NA → ↘

\* The 2011-2013 work/life program satisfaction results only include employees who indicated that they participated in the program. Because participation questions were new in 2011, percentages from 2010 are not displayed.

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