

# 2011 Federal Employee Viewpoint Survey

## Empowering Employees

*inspiring change*

**Commission on Civil Rights**  
AGENCY RESULTS

UNITED STATES OFFICE OF PERSONNEL MANAGEMENT



**COMMISSION ON CIVIL RIGHTS**  
**2011 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS**  
(Survey Administration Period April 4, 2011 to May 15, 2011)

		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		0	7	7	4	5	23	NA
	%	32.0	0.0	32.0	28.3	15.1	24.6	100.0	
2. I have enough information to do my job well.	N		4	9	6	2	2	23	NA
	%	56.4	16.8	39.6	23.7	7.6	12.3	100.0	
3. I feel encouraged to come up with new and better ways of doing things.	N		3	7	7	2	4	23	NA
	%	45.5	12.2	33.3	33.1	6.8	14.6	100.0	
*4. My work gives me a feeling of personal accomplishment.	N		4	9	6	2	2	23	NA
	%	52.2	17.7	34.5	27.8	12.0	8.0	100.0	
*5. I like the kind of work I do.	N		9	11	2	1	0	23	NA
	%	84.7	39.2	45.5	11.8	3.5	0.0	100.0	
6. I know what is expected of me on the job.	N		8	8	3	4	0	23	NA
	%	68.5	32.5	36.1	11.5	19.9	0.0	100.0	
7. When needed I am willing to put in the extra effort to get a job done.	N		19	3	0	0	0	22	NA
	%	100.0	88.0	12.0	0.0	0.0	0.0	100.0	
8. I am constantly looking for ways to do my job better.	N		10	13	0	0	0	23	NA
	%	100.0	40.3	59.7	0.0	0.0	0.0	100.0	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N		0	1	7	6	9	23	0
	%	4.3	0.0	4.3	28.7	23.8	43.2	100.0	
*10. My workload is reasonable.	N		2	7	3	7	4	23	0
	%	40.6	12.0	28.6	11.3	32.6	15.5	100.0	
*11. My talents are used well in the workplace.	N		1	10	2	4	6	23	0
	%	49.6	4.9	44.7	7.3	16.5	26.6	100.0	
*12. I know how my work relates to the agency's goals and priorities.	N		6	12	3	2	0	23	0
	%	76.7	24.9	51.8	16.5	6.8	0.0	100.0	
*13. The work I do is important.	N		12	4	4	0	0	20	0
	%	77.8	60.4	17.4	22.2	0.0	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		10	8	4	0	1	23	0
	%	75.8	46.1	29.8	20.1	0.0	4.0	100.0	
*15. My performance appraisal is a fair reflection of my performance.	N		7	6	7	2	1	23	0
	%	57.7	31.1	26.6	31.5	7.6	3.3	100.0	
16. I am held accountable for achieving results.	N		5	13	4	0	1	23	0
	%	76.9	20.7	56.1	19.8	0.0	3.3	100.0	

\*AES prescribed items

\*\* Sum of responses excluding DNK/NBJ

Sample or Census: Census

Number of Employees Selected: 28

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17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N		2	5	6	5	3	21	1
	%	34.9	9.1	25.7	31.8	21.5	11.8	100.0	
*18. My training needs are assessed.	N		0	1	9	7	5	22	1
	%	4.2	0.0	4.2	43.4	28.6	23.7	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		5	11	2	3	2	23	0
	%	69.8	21.1	48.7	7.3	11.1	11.8	100.0	
*20. The people I work with cooperate to get the job done.	N		5	5	5	4	4	23	NA
	%	41.7	21.0	20.7	23.4	20.0	14.8	100.0	
*21. My work unit is able to recruit people with the right skills.	N		0	7	5	4	6	22	1
	%	35.6	0.0	35.6	22.6	17.9	23.9	100.0	
*22. Promotions in my work unit are based on merit.	N		1	5	5	4	6	21	1
	%	28.9	4.6	24.2	28.1	16.3	26.8	100.0	
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		1	3	7	2	7	20	1
	%	19.3	4.9	14.4	35.6	9.6	35.5	100.0	
*24. In my work unit, differences in performance are recognized in a meaningful way.	N		2	4	8	3	5	22	1
	%	27.8	9.1	18.6	39.4	12.8	20.0	100.0	
25. Awards in my work unit depend on how well employees perform their jobs.	N		2	4	2	7	7	22	1
	%	27.8	9.1	18.6	13.8	29.9	28.6	100.0	
26. Employees in my work unit share job knowledge with each other.	N		0	10	6	3	3	22	1
	%	52.0	0.0	52.0	25.9	11.1	11.0	100.0	
27. The skill level in my work unit has improved in the past year.	N		2	7	7	4	3	23	0
	%	42.1	9.7	32.3	28.1	14.6	15.3	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		9	10	3	1	0	23	NA
	%	85.7	37.4	48.3	11.0	3.3	0.0	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		1	7	8	4	2	22	1
	%	34.0	3.4	30.6	43.7	14.7	7.6	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
*30. Employees have a feeling of personal empowerment with respect to work processes.	N %	21.1	0 0.0	5 21.1	7 31.7	6 28.6	5 18.6	23 100.0	0
31. Employees are recognized for providing high quality products and services.	N %	25.4	2 9.1	3 16.3	5 24.5	7 28.6	5 21.5	22 100.0	1
*32. Creativity and innovation are rewarded.	N %	19.9	1 4.0	3 15.9	5 20.5	9 40.6	5 18.9	23 100.0	0
*33. Pay raises depend on how well employees perform their jobs.	N %	17.7	0 0.0	4 17.7	6 31.4	6 25.5	6 25.3	22 100.0	1
34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	N %	47.6	1 5.2	8 42.3	7 34.5	1 4.0	3 13.9	20 100.0	3
*35. Employees are protected from health and safety hazards on the job.	N %	77.5	4 19.1	13 58.4	5 22.5	0 0.0	0 0.0	22 100.0	1
*36. My organization has prepared employees for potential security threats.	N %	68.9	3 13.6	14 55.3	3 17.2	2 13.9	0 0.0	22 100.0	1
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N %	12.4	1 4.4	2 8.0	8 40.8	4 21.8	6 25.0	21 100.0	2
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 %	61.9	4 23.9	6 38.1	4 22.9	1 4.9	2 10.3	17 100.0	6
39. My agency is successful at accomplishing its mission.	N %	38.5	1 5.1	8 33.5	6 26.4	5 27.6	2 7.4	22 100.0	1
40. I recommend my organization as a good place to work.	N %	25.3	1 4.9	5 20.5	8 41.7	5 17.9	4 15.0	23 100.0	NA
41. I believe the results of this survey will be used to make my agency a better place to work.	N %	24.8	2 10.6	3 14.2	4 24.0	5 28.3	5 22.8	19 100.0	4
*42. My supervisor supports my need to balance work and other life issues.	N %	69.9	7 30.5	9 39.4	5 22.9	0 0.0	2 7.1	23 100.0	0
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N %	45.5	6 25.6	4 19.9	8 31.5	3 15.6	2 7.3	23 100.0	0
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N %	40.4	6 27.7	2 12.8	8 34.5	3 17.4	2 7.7	21 100.0	2

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45. My supervisor/team leader is committed to a workforce representative of all segments of society.	N	72.0	5	8	4	1	1	19	4
	%		25.8	46.2	19.8	4.1	4.1	100.0	
46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N	44.6	5	4	7	3	2	21	2
	%		22.4	22.1	30.3	12.4	12.7	100.0	
*47. Supervisors/team leaders in my work unit support employee development.	N	44.7	5	4	7	1	4	21	2
	%		22.2	22.4	30.7	3.5	21.1	100.0	
48. My supervisor/team leader listens to what I have to say.	N	56.4	5	7	7	3	0	22	NA
	%		23.0	33.4	31.9	11.8	0.0	100.0	
49. My supervisor/team leader treats me with respect.	N	77.7	6	11	4	1	1	23	NA
	%		25.7	52.0	15.7	3.3	3.3	100.0	
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N	47.8	6	5	5	3	3	22	NA
	%		25.5	22.3	23.6	12.2	16.4	100.0	
*51. I have trust and confidence in my supervisor.	N	55.4	7	5	8	1	1	22	NA
	%		31.6	23.8	37.3	3.4	4.0	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	69.2	6	9	5	2	1	23	NA
	%		24.0	45.1	20.2	7.3	3.3	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	19.4	0	4	6	5	6	21	2
	%		0.0	19.4	29.8	21.8	29.0	100.0	
54. My organization's leaders maintain high standards of honesty and integrity.	N	32.0	0	7	4	4	7	22	1
	%		0.0	32.0	21.7	16.8	29.6	100.0	
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N	53.3	0	11	7	2	2	22	1
	%		0.0	53.3	28.9	8.0	9.8	100.0	
*56. Managers communicate the goals and priorities of the organization.	N	45.0	0	10	6	3	3	22	1
	%		0.0	45.0	30.2	11.8	13.0	100.0	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N	53.3	0	9	4	3	2	18	4
	%		0.0	53.3	20.3	15.3	11.1	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 %	39.7	0 0.0	8 39.7	5 27.8	4 18.1	3 14.5	20 100.0	3
59. Managers support collaboration across work units to accomplish work objectives.	N %	24.8	0 0.0	5 24.8	9 47.8	2 8.8	4 18.6	20 100.0	3
		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 %	44.0	1 5.8	7 38.2	5 23.2	4 20.8	3 12.0	20 100.0	3
		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 %	23.1	0 0.0	5 23.1	6 32.3	4 20.1	6 24.5	21 100.0	1
62. Senior leaders demonstrate support for Work/Life programs.	N %	30.5	0 0.0	6 30.5	7 39.4	4 21.3	2 8.9	19 100.0	4
		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 %	24.3	1 4.0	5 20.2	12 58.4	3 10.2	2 7.1	23 100.0	NA
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N %	23.6	1 4.0	4 19.6	7 28.6	7 27.8	4 20.1	23 100.0	NA
*65. How satisfied are you with the recognition you receive for doing a good job?	N %	26.0	1 4.0	5 22.0	7 36.4	7 26.0	3 11.6	23 100.0	NA
*66. How satisfied are you with the policies and practices of your senior leaders?	N %	11.9	1 4.0	2 7.9	11 54.2	6 23.3	3 10.6	23 100.0	NA
*67. How satisfied are you with your opportunity to get a better job in your organization?	N %	7.8	1 4.0	1 3.8	8 35.5	8 31.6	5 25.1	23 100.0	NA
*68. How satisfied are you with the training you receive for your present job?	N %	16.9	0 0.0	4 16.9	10 44.0	6 23.5	3 15.6	23 100.0	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		2	9	7	2	2	22	NA
	%	47.2	9.1	38.1	37.6	7.8	7.4	100.0	
*70. Considering everything, how satisfied are you with your pay?	N		3	6	8	4	2	23	NA
	%	34.8	11.6	23.2	40.4	15.8	8.9	100.0	
71. Considering everything, how satisfied are you with your organization?	N		0	7	6	6	4	23	NA
	%	30.3	0.0	30.3	23.7	31.9	14.1	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	%
Yes		12	48.2
No		5	24.9
Not sure		6	26.9
<b>Total</b>		<b>23</b>	<b>100.0</b>

73. Please select the response below that BEST describes your current teleworking situation:		N	%
I telework 3 or more days per week.		0	0.0
I telework 1 or 2 days per week.		0	0.0
I telework, but no more than 1 or 2 days per month.		0	0.0
I telework very infrequently, on an unscheduled or short-term basis.		9	36.8
I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).		4	16.3
I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.		1	3.3
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.		5	24.0
I do not telework because I choose not to telework.		4	19.7
<b>Total</b>		<b>23</b>	<b>100.0</b>

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

	N	%
<b>Yes</b>	8	30.0
<b>No</b>	11	50.6
<b>Not available to me</b>	4	19.4
<b>Total</b>	23	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>	8	32.9
<b>No</b>	10	48.0
<b>Not available to me</b>	5	19.0
<b>Total</b>	23	100.0

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

	N	%
<b>Yes</b>	6	23.5
<b>No</b>	16	73.2
<b>Not available to me</b>	1	3.3
<b>Total</b>	23	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>	0	0.0
<b>No</b>	15	64.0
<b>Not available to me</b>	8	36.0
<b>Total</b>	23	100.0

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

	N	%
<b>Yes</b>	0	0.0
<b>No</b>	16	71.7
<b>Not available to me</b>	7	28.3
<b>Total</b>	23	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	22.4	0	3	8	1	2	14	9
	%		0.0	22.4	59.5	6.1	12.0	100.0	
80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	N	68.0	4	5	3	0	1	13	10
	%		29.0	39.1	25.1	0.0	6.9	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	41.6	0	5	5	1	1	12	11
	%		0.0	41.6	44.6	6.7	7.1	100.0	
82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	N	63.1	0	5	3	0	0	8	15
	%		0.0	63.1	36.9	0.0	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	26.2	0	1	3	0	0	4	19
	%		0.0	26.2	73.8	0.0	0.0	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	21.6	0	1	3	0	1	5	18
	%		0.0	21.6	60.8	0.0	17.7	100.0	

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Response Rate: 82.1%



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