

Department of State 2009 Quality of Worklife Survey Results

In accordance with the Code of Federal Regulations (5 CFR Part 250) and the Office of Personnel Management (OPM), the Department of State conducted the annual employee survey from October 20th to November 27th, 2009. The Department's Quality of Worklife Survey (QWL) targets required questions related to elements within the Human Capital Assessment and Accountability Framework (HCAAF), as well as additional items regarding various elements of employment within the Department. Specifically, the Department's 2009 QWL survey targeted internal programs and management-focused areas such as work-life balance, overseas assignments, and overall areas of improvement. Below are the Department's results for the CFR required questions. The QWL survey was completed by 2,426 Department employees out of a random sample size of 4,117 employees for a response rate of 59%. A full scope analysis of internal Department questions is on-going and will be included in a detailed report at a later date.

The following legend illustrates how the data is presented for each survey question:

The diagram shows a table with callouts A, B, C, and D pointing to specific data elements:

- A** points to the question text: "1) I like the kind of work I do."
- B** points to the percentage row: "% 89.1% 6.7% 4.0% 0.2% 100%".
- C** points to the number of responses row: "N 2,162 163 96 5 2,426".
- D** points to the "Do Not Know / No Basis to Judge" column header.

		Positive	Neutral	Negative	Do Not Know / No Basis to Judge	Total
1) I like the kind of work I do.	N	2,162	163	96	5	2,426
	%	89.1%	6.7%	4.0%	0.2%	100%

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		Positive	Neutral	Negative	Do Not Know / No Basis to Judge	Total
1) I like the kind of work I do.	N	2,162	163	96	5	2,426
	%	89.1%	6.7%	4.0%	0.2%	100%
2) My work gives me a feeling of personal accomplishment.	N	2,028	251	142	5	2,426
	%	83.6%	10.3%	5.9%	0.2%	100%
3) The people I work with cooperate to get the job done.	N	1,968	273	176	9	2,426
	%	81.1%	11.3%	7.3%	0.4%	100%
4) Employees have a feeling of personal empowerment with respect to work processes.	N	1,385	544	473	24	2,426
	%	57.1%	22.4%	19.5%	1.0%	100%
5) I recommend my organization as a good place to work.	N	1,916	345	160	5	2,426
	%	79.0%	14.2%	6.6%	0.2%	100%
6) Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N	1,643	309	471	3	2,426
	%	67.7%	12.7%	19.4%	0.1%	100%
7) Employees are protected from health and safety hazards on the job.	N	1,855	299	255	17	2,426
	%	76.5%	12.3%	10.5%	0.7%	100%
8) My organization has prepared employees for potential security threats.	N	1,991	244	167	24	2,426
	%	82.1%	10.1%	6.9%	1.0%	100%
9) Complaints, disputes or grievances are resolved fairly in my work unit.	N	1,304	528	316	278	2,426
	%	53.8%	21.8%	13.0%	11.5%	100%
10) I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N	1,460	392	323	251	2,426
	%	60.2%	16.2%	13.3%	10.3%	100%
11) Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N	1,358	454	469	145	2,426
	%	56.0%	18.7%	19.3%	6.0%	100%
12) 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	1,723	290	216	197	2,426
	%	71.0%	12.0%	8.9%	8.1%	100%
13) Elements of workplace intimidation are not tolerated	N	1,658	295	356	117	2,426
	%	68.3%	12.2%	14.7%	4.8%	100%
14) I know how my work relates to the agency's goals and priorities.	N	2,178	164	76	8	2,426
	%	89.8%	6.8%	3.1%	0.3%	100%
15) The work I do is important.	N	2,211	154	58	3	2,426
	%	91.1%	6.3%	2.4%	0.1%	100%
16) My talents are used well in the workplace.	N	1,682	362	370	12	2,426
	%	69.3%	14.9%	15.3%	0.5%	100%
17) The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N	2,017	244	151	14	2,426
	%	83.1%	10.1%	6.2%	0.6%	100%
18) My work unit is able to recruit people with the right skills.	N	1,501	480	333	112	2,426
	%	61.9%	19.8%	13.7%	4.6%	100%
19) I am given a real opportunity to improve my skills in my organization.	N	1,592	459	357	18	2,426
	%	65.6%	18.9%	14.7%	0.7%	100%
20) How satisfied are you with the training you receive for your present job?	N	1,451	474	468	33	2,426
	%	59.8%	19.5%	19.3%	1.4%	100%
21) Employees have electronic access to learning and training programs readily available at their desk.	N	1,955	267	143	61	2,426
	%	80.6%	11.0%	5.9%	2.5%	100%
22) I receive adequate time to take distance learning or classroom training	N	1,090	527	733	76	2,426
	%	44.9%	21.7%	30.2%	3.1%	100%
23) I am aware of distance learning and technology-based training opportunities the Department makes available to me	N	2,024	224	147	31	2,426
	%	83.4%	9.2%	6.1%	1.3%	100%
24) I feel I have more training opportunities than I did three years ago	N	1,096	674	430	226	2,426
	%	45.2%	27.8%	17.7%	9.3%	100%
25) My training needs are assessed.	N	822	705	802	97	2,426
	%	33.9%	29.1%	33.1%	4.0%	100%

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26) Supervisors/team leaders in my work unit support my requests for training	N	1,657	454	183	132	2,426
	%	68.3%	18.7%	7.5%	5.4%	100%
27) Supervisors/team leaders in my work unit support employee development.	N	1,716	409	235	66	2,426
	%	70.7%	16.9%	9.7%	2.7%	100%
28) My performance appraisal is a fair reflection of my performance.	N	1,862	214	176	174	2,426
	%	76.8%	8.8%	7.3%	7.2%	100%
29) 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	1,779	248	212	187	2,426
	%	73.3%	10.2%	8.7%	7.7%	100%
30) My mid-year progress review is a fair reflection of my performance	N	1,423	374	142	487	2,426
	%	58.7%	15.4%	5.9%	20.1%	100%
31) In my most recent mid-year progress review, I understood what I had to do to be rated at different performance levels	N	1,341	383	222	480	2,426
	%	55.3%	15.8%	9.2%	19.8%	100%
32) During my mid-year progress review, my supervisor provided meaningful feedback regarding my strenghts (positive work attributes) and/or areas in which I could improve my performance	N	1,286	384	294	462	2,426
	%	53.0%	15.8%	12.1%	19.0%	100%
33) I am held accountable for achieving results.	N	1,970	288	114	54	2,426
	%	81.2%	11.9%	4.7%	2.2%	100%
34) Discussions with my supervisor/team leader about my performance are worthwhile.	N	1,606	402	286	132	2,426
	%	66.2%	16.6%	11.8%	5.4%	100%
35) Supervisors/team leaders provide employees with constructive suggestions to improve their job performance.	N	1,451	485	382	108	2,426
	%	59.8%	20.0%	15.7%	4.5%	100%
36) My supervisor provides me with sufficient work and project opportunities to display my performance potential	N	1,726	344	301	55	2,426
	%	71.1%	14.2%	12.4%	2.3%	100%
37) My supervisor encourages an open line of communication that allows me to address/express any issues/concerns related to my performance	N	1,882	274	224	46	2,426
	%	77.6%	11.3%	9.2%	1.9%	100%
38) In my work unit, differences in performance are recognized in a meaningful way.	N	1,148	589	504	185	2,426
	%	47.3%	24.3%	20.8%	7.6%	100%
39) Pay raises depend on how well employees perform their jobs.	N	506	580	1,043	297	2,426
	%	20.9%	23.9%	43.0%	12.2%	100%
40) Promotions in my work unit are based on merit.	N	715	608	765	338	2,426
	%	29.5%	25.1%	31.5%	13.9%	100%
41) In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N	755	551	756	364	2,426
	%	31.1%	22.7%	31.2%	15.0%	100%
42) Creativity and innovation are rewarded.	N	1,304	557	424	141	2,426
	%	53.8%	23.0%	17.5%	5.8%	100%
43) Criteria for obtaining an award are clear in my work unit	N	783	612	837	194	2,426
	%	32.3%	25.2%	34.5%	8.0%	100%
44) Awards in my work unit depend on how well employees perform their jobs.	N	1,021	527	574	304	2,426
	%	42.1%	21.7%	23.7%	12.5%	100%
45) Employees are rewarded for providing high quality products and services to customers.	N	1,119	574	503	230	2,426
	%	46.1%	23.7%	20.7%	9.5%	100%
46) Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	N	1,738	413	233	42	2,426
	%	71.6%	17.0%	9.6%	1.7%	100%
47) I have trust and confidence in my supervisor.	N	1,767	361	265	33	2,426
	%	72.8%	14.9%	10.9%	1.4%	100%
48) I have a high level of respect for my organization's senior leaders.	N	1,580	475	354	17	2,426
	%	65.1%	19.6%	14.6%	0.7%	100%
49) Supervisors/team leaders in my work unit are committed to a workforce representative of all segments of society.	N	1,606	483	175	162	2,426
	%	66.2%	19.9%	7.2%	6.7%	100%
50) In my organization, leaders generate high levels of motivation and commitment in the workforce.	N	1,277	623	484	42	2,426
	%	52.6%	25.7%	20.0%	1.7%	100%

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51) Managers communicate the goals and priorities of the organization.	N	1,523	513	357	33	2,426
	%	62.8%	21.1%	14.7%	1.4%	100%
52) Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N	1,430	540	337	119	2,426
	%	58.9%	22.3%	13.9%	4.9%	100%
52) Managers/supervisors/team leaders work well with employees of different backgrounds.	N	1,704	401	229	92	2,426
	%	70.2%	16.5%	9.4%	3.8%	100%
54) My workload is reasonable.	N	1,646	292	475	13	2,426
	%	67.8%	12.0%	19.6%	0.5%	100%
55) My work schedule allows me to balance family/personal and career goals	N	1,608	341	460	17	2,426
	%	66.3%	14.1%	19.0%	0.7%	100%
56) My supervisor supports my need to balance work and other life issues.	N	1,870	359	156	41	2,426
	%	77.1%	14.8%	6.4%	1.7%	100%
57) I am able to work on a flexible schedule when the job permits	N	965	332	759	370	2,426
	%	39.8%	13.7%	31.3%	15.3%	100%
58) DOS provides good support for work/life programs	N	1,191	538	379	318	2,426
	%	49.1%	22.2%	15.6%	13.1%	100%
59) Supervisors help employees manage stress by prioritizing work, using resources wisely, and leadership through time-management	N	989	703	618	116	2,426
	%	40.8%	29.0%	25.5%	4.8%	100%
60) How satisfied are you with the information you receive from management on what's going on in your organization?	N	1,370	542	491	23	2,426
	%	56.5%	22.3%	20.2%	0.9%	100%
61) How satisfied are you with your involvement in decisions that affect your work?	N	1,241	603	549	33	2,426
	%	51.2%	24.9%	22.6%	1.4%	100%
62) How satisfied are you with your opportunity to get a better job in your organization?	N	1,121	650	554	101	2,426
	%	46.2%	26.8%	22.8%	4.2%	100%
63) How satisfied are you with the recognition you receive for doing a good job?	N	1,258	533	595	40	2,426
	%	51.9%	22.0%	24.5%	1.6%	100%
64) How satisfied are you with the policies and practices of your senior leaders?	N	1,199	627	550	50	2,426
	%	49.4%	25.8%	22.7%	2.1%	100%
65) Considering everything, how satisfied are you with your job?	N	1,783	384	249	10	2,426
	%	73.5%	15.8%	10.3%	0.4%	100%
66) Considering everything, how satisfied are you with your pay?	N	1,658	395	363	10	2,426
	%	68.3%	16.3%	15.0%	0.4%	100%
67) Considering everything, how satisfied are you with your organization?	N	1,728	416	270	12	2,426
	%	71.2%	17.1%	11.1%	0.5%	100%