

DEPARTMENT OF STATE
2010 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS
(Survey Administration Period 2/24/2010 to 3/26/2010)

In accordance with the Code of Federal Regulations (5 CFR Part 250) and the Office of Personnel Management (OPM), OPM administered the Federal Employment Viewpoint Survey (FedView) from February 24th to March 26th, 2010. Formerly the Federal Human Capital Survey (FHCS), FedView focuses on employee perceptions regarding areas which drive employee satisfaction, commitment and retention in the workforce. This is the fifth time OPM has administered the survey since 2002. FedView includes required questions related to elements within the Human Capital Assessment and Accountability Framework (HCAAF), as well as additional items designed to measure employee engagement.

Starting in 2007, during years when OPM did not administer the FHCS, agencies were required to administer all of the items in the HCAAF indices as a part of the Federal Government's Annual Employee Survey (AES). In 2007 and 2009, the Department administered the Quality of Work Life Survey (QWL); however, beginning in 2011 OPM will administer the FedView annually in lieu of the Department's QWL.

The Department's FedView data results will begin on Page 2. The following legend illustrates how the data is presented for each survey question:

*1. I am given a real opportunity to improve my skills in my organization.	N	Positive	Neutral	Negative	Do Not Know/No Basis to Judge	Item Response Total**
		%	1460	194	212	NA
		76.8	11.3	12.0		100.0

The percent of POSITIVE responses for each item combines the number of 'Strongly Agree' and 'Agree' responses. The percent of NEGATIVE responses for each item combines the number of 'Strongly Disagree' and 'Disagree' responses. The percent of NEUTRAL responses for each item includes only 'Neither' responses.

Responses such as 'Do Not Know' and 'No Basis to Judge' are removed from the calculations, such that only the raw numbers are reported. Additional analysis of the Department's results is ongoing and will be included in an action plan that will accompany the Department's 2010 budget submission.

*AES prescribed items
** Sum of responses excluding DNK/NBJ
Sample or Census: Sample
Number in Population: 3,922

Percentages are weighted to represent the Agency's population.

DEPARTMENT OF STATE
2010 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS
(Survey Administration Period 2/24/2010 to 3/26/2010)

		Positive	Neutral	Negative	Do Not Know/ No Basis to Judge	Item Response Total**
*1. I am given a real opportunity to improve my skills in my organization.	N %	1460 76.8	194 11.3	212 12.0	NA	1,866 100.0
2. I have enough information to do my job well.	N %	1483 77.0	203 12.4	180 10.6	NA	1,866 100.0
3. I feel encouraged to come up with new and better ways of doing things.	N %	1297 66.1	275 17.0	288 66.1	NA	1,860 100.0
*4. My work gives me a feeling of personal accomplishment.	N %	1522 78.9	182 11.5	160 78.9	NA	1,864 100.0
*5. I like the kind of work I do.	N %	1652 86.9	128 7.7	81 86.9	NA	1,861 100.0
6. I know what is expected of me on the job.	N %	1551 81.8	168 10.2	141 81.8	NA	1,860 100.0
7. When needed I am willing to put in the extra effort to get a job done.	N %	1840 98.8	15 0.9	5 98.8	NA	1,860 100.0
8. I am constantly looking for ways to do my job better.	N %	1752 92.2	106 7.6	6 92.2	NA	1,864 100.0
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N %	904 50.5	291 17.1	663 50.5	4	1,858 100.0
*10. My workload is reasonable.	N %	1060 57.5	271 16.3	528 57.5	4	1,859 100.0
*11. My talents are used well in the workplace.	N %	1216 63.0	248 14.8	379 63.0	12	1,843 100.0
*12. I know how my work relates to the agency's goals and priorities.	N %	1662 87.3	119 8.0	74 87.3	8	1,855 100.0
*13. The work I do is important.	N %	1716 91.0	94 6.1	40 91.0	5	1,850 100.0
*14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N %	1281 69.3	244 14.3	332 69.3	10	1,857 100.0
*15. My performance appraisal is a fair reflection of my performance.	N %	1417 75.0	215 14.4	183 75.0	46	1,815 100.0
16. I am held accountable for achieving results.	N %	1610 84.7	172 10.5	76 84.7	5	1,858 100.0
17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N %	1287 68.2	254 16.5	246 15.3	73	1,787 100.0
*18. My training needs are assessed.	N %	905 49.0	445 26.0	489 25.0	18	1,839 100.0
*19. In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for	N %	1336 72.3	239 15.2	224 12.6	66	1,799 100.0
*20. The people I work with cooperate to get the job done.	N %	1480 81.1	193 10.9	145 8.0	NA	1,818 100.0
*21. My work unit is able to recruit people with the right skills.	N %	1048 56.3	406 24.1	370 19.6	43	1,824 100.0
*22. Promotions in my work unit are based on merit.	N %	906 41.2	461 31.9	414 26.9	85	1,781 100.0
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N %	754 36.0	435 25.1	601 38.8	78	1,790 100.0
*24. In my work unit, differences in performance are recognized in a meaningful way.	N %	853 40.5	469 27.9	487 31.6	55	1,809 100.0
25. Awards in my work unit depend on how well employees perform their jobs.	N %	1011 48.4	379 25.0	394 26.6	82	1,784 100.0
26. Employees in my work unit share job knowledge with each other.	N %	1495 77.9	221 13.5	146 8.6	5	1,862 100.0
27. The skill level in my work unit has improved in the past year.	N %	1219 63.9	425 26.5	160 9.6	61	1,804 100.0
28. How would you rate the overall quality of work done by your work unit?	N %	1680 87.2	159 10.9	26 2.0	NA	1,865 100.0
*29. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N %	1419 77.3	218 13.3	170 9.4	12	1,807 100.0
*30. Employees have a feeling of personal empowerment with respect to work processes.	N %	1026 53.3	438 26.6	334 20.1	25	1,798 100.0

*AES prescribed items

** Sum of responses excluding DNK/NBJ

Sample or Census: Sample

Number in Population: 3,922

Percentages are weighted to represent the Agency's population.

DEPARTMENT OF STATE
2010 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS
(Survey Administration Period 2/24/2010 to 3/26/2010)

		Positive	Neutral	Negative	Do Not Know/ No Basis to Judge	Item Response Total**
31. Employees are recognized for providing high quality products and services.	N %	1168 58.7	369 24.0	266 17.3	20	1,803 100.0
*32. Creativity and innovation are rewarded.	N %	977 48.8	458 29.4	344 21.8	35	1,779 100.0
*33. Pay raises depend on how well employees perform their jobs.	N %	416 20.4	522 30.0	784 49.6	96	1,722 100.0
34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in	N %	1179 65.9	398 25.5	141 8.6	99	1,718 100.0
*35. Employees are protected from health and safety hazards on the job.	N %	1405 76.4	222 13.2	160 10.4	27	1,787 100.0
*36. My organization has prepared employees for potential security threats.	N %	1518 84.1	188 10.6	105 5.3	9	1,811 100.0
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N %	1063 54.7	367 23.6	323 21.7	64	1,753 100.0
38. Prohibited Personnel Practices (for example, illegally discriminating for or against any employee/applicant,	N %	1343 75.6	228 14.7	142 9.8	101	1,713 100.0
39. My agency is successful at accomplishing its mission.	N %	1484 81.0	232 14.4	69 4.6	20	1,785 100.0
40. I recommend my organization as a good place to work.	N %	1428 76.9	243 14.2	140 8.9	NA	1,811 100.0
41. I believe the results of this survey will be used to make my agency a better place to work.	N %	747 44.2	543 31.8	353 24.0	175	1,643 100.0
*42. My supervisor supports my need to balance work and other life issues.	N %	1442 79.9	196 11.0	163 9.0	10	1,801 100.0
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N %	1420 76.5	192 12.0	193 11.5	5	1,805 100.0
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N %	1242 70.2	296 15.6	242 14.2	27	1,780 100.0
45. My supervisor/team leader is committed to a workforce representative of all segments of society.	N %	1284 73.5	301 20.2	94 6.3	129	1,679 100.0
46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N %	1182 65.5	337 18.0	277 16.4	16	1,796 100.0
*47. Supervisors/team leaders in my work unit support employee development.	N %	1388 76.2	247 14.2	158 9.6	16	1,793 100.0
48. My supervisor/team leader listens to what I have to say.	N %	1509 82.1	166 10.2	134 7.7	NA	1,809 100.0
49. My supervisor/team leader treats me with respect.	N %	1554 86.0	134 7.2	120 6.7	NA	1,808 100.0
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N %	1458 82.0	158 9.3	191 8.6	NA	1,807 100.0
*51. I have trust and confidence in my supervisor.	N %	1337 72.8	260 16.2	205 11.0	NA	1,802 100.0
*52. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	N %	1363 75.2	283 15.8	162 8.9	NA	1,808 100.0
*53. In my organization, leaders generate high levels of motivation and commitment in the workforce.	N %	989 51.9	404 24.8	376 23.3	17	1,769 100.0
54. My organization's leaders maintain high standards of honesty and integrity.	N %	1224 67.1	316 19.5	207 13.4	37	1,747 100.0
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N %	1339 72.5	263 17.6	142 9.9	40	1,744 100.0
*56. Managers communicate the goals and priorities of the organization.	N %	1206 64.9	326 20.3	234 14.9	17	1,766 100.0
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N %	1148 63.9	348 22.9	222 13.3	62	1,718 100.0
58. Managers promote communication among different work units (for example, about projects, goals, needed resources).	N %	1111 60.0	327 19.8	309 20.1	34	1,747 100.0
59. Managers support collaboration across work units to accomplish work objectives.	N %	1165 62.8	324 20.8	250 16.4	30	1,739 100.0
60. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor/team leader?	N %	1163 64.4	347 21.1	223 14.5	50	1,733 100.0
*61. I have a high level of respect for my organization's senior leaders.	N %	1181 64.9	328 19.7	250 15.4	14	1,759 100.0
62. Senior leaders demonstrate support for Work/Life programs.	N %	979 57.4	420 26.4	253 16.3	126	1,652 100.0

*AES prescribed items

** Sum of responses excluding DNK/NBJ

Sample or Census: Sample

Number in Population: 3,922

Percentages are weighted to represent the Agency's population.

DEPARTMENT OF STATE
2010 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS
(Survey Administration Period 2/24/2010 to 3/26/2010)

		Positive	Neutral	Negative	Do Not Know/ No Basis to Judge	Item Response Total**
*63. How satisfied are you with your involvement in decisions that affect your work?	N %	1155 61.8	341 22.4	286 61.8	NA	1,782 100.0
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N %	1042 54.3	368 23.4	372 22.3	NA	1,782 100.0
*65. How satisfied are you with the recognition you receive for doing a good job?	N %	1048 55.4	373 23.9	361 20.7	NA	1,782 100.0
*66. How satisfied are you with the policies and practices of your senior leaders?	N %	983 50.5	469 29.8	325 19.7	NA	1,777 100.0
*67. How satisfied are you with your opportunity to get a better job in your organization?	N %	960 52.0	420 24.1	398 23.9	NA	1,778 100.0
*68. How satisfied are you with the training you receive for your present job?	N %	1079 60.2	386 20.8	316 19.0	NA	1,781 100.0
*69. Considering everything, how satisfied are you with your job?	N %	1374 75.3	228 13.3	178 11.5	NA	1,780 100.0
*70. Considering everything, how satisfied are you with your pay?	N %	1370 74.8	205 12.7	205 12.5	NA	1,780 100
71. Considering everything, how satisfied are you with your organization?	N %	1277 70.2	281 16.9	220 12.9	NA	1,778 100
72. Please select the response below that BEST describes your teleworking situation.	N %	395 27.0	698 43.0	445 27.0	1,746	208 10.4
73. How satisfied are you with the following Work/Life programs in your agency... Telework?	N %	402 34.4	407 38.9	244 26.6	714	1,053 100.0
74. How satisfied are you with the following Work/Life programs in your agency... Alternative Work Schedules (AWS)?	N %	633 51.4	370 30.2	196 18.4	571	1,199 100.0
75. How satisfied are you with the following Work/Life programs in your agency... Health and Wellness Programs (for example,	N %	582 43.4	441 34.6	305 22.0	442	1,328 100
76. How satisfied are you with the following Work/Life programs in your agency... Employee Assistance Program (EAP)?	N %	351 40.4	388 49.5	93 10.1	934	832 100
77. How satisfied are you with the following Work/Life programs in your agency... Child Care Programs (for example, daycare,	N %	170 21.6	345 50.5	160 27.8	1,090	675 100
78. How satisfied are you with the following Work/Life programs in your agency... Elder Care Programs (for example, support	N %	186 25.3	373 61.7	83 13.0	1,122	642 100

*AES prescribed items

** Sum of responses excluding DNK/NBJ

Sample or Census: Sample
Number in Population: 3,922

Percentages are weighted to represent the Agency's population.