

DEPARTMENT OF STATE
2011 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS
(Survey Administration Period April 19, 2011 to May 31, 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		686	1,182	294	211	45	2,418	NA
	%	74.6	26.2	48.4	13.1	9.9	2.4	100.0	
2. I have enough information to do my job well.	N		581	1,358	272	184	25	2,420	NA
	%	77.1	21.9	55.3	13.1	8.5	1.3	100.0	
3. I feel encouraged to come up with new and better ways of doing things.	N		683	986	380	265	103	2,417	NA
	%	65.6	24.8	40.8	17.3	12.2	4.9	100.0	
*4. My work gives me a feeling of personal accomplishment.	N		984	975	257	153	44	2,413	NA
	%	78.8	36.8	42.0	11.5	7.8	1.9	100.0	
*5. I like the kind of work I do.	N		1,196	903	221	73	23	2,416	NA
	%	84.2	45.8	38.4	10.7	4.1	1.1	100.0	
6. I know what is expected of me on the job.	N		868	1,170	214	127	34	2,413	NA
	%	83.0	33.8	49.2	9.5	6.1	1.4	100.0	
7. When needed I am willing to put in the extra effort to get a job done.	N		1,850	534	19	9	2	2,414	NA
	%	98.5	74.1	24.4	0.9	0.5	0.1	100.0	
8. I am constantly looking for ways to do my job better.	N		1,370	906	114	19	3	2,412	NA
	%	93.5	53.7	39.8	5.4	0.9	0.2	100.0	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N		207	914	413	642	236	2,412	6
	%	48.9	10.3	38.6	18.7	24.1	8.4	100.0	
*10. My workload is reasonable.	N		227	1,101	424	465	192	2,409	4
	%	56.5	10.8	45.7	19.2	17.4	6.9	100.0	
*11. My talents are used well in the workplace.	N		450	1,132	367	306	149	2,404	7
	%	62.4	16.7	45.7	16.5	13.8	7.3	100.0	
*12. I know how my work relates to the agency's goals and priorities.	N		949	1,195	182	58	28	2,412	4
	%	87.9	35.3	52.6	7.7	2.9	1.5	100.0	
*13. The work I do is important.	N		1,343	874	129	45	16	2,407	2
	%	90.5	51.8	38.7	6.7	2.1	0.8	100.0	
*14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N		608	1,046	330	276	146	2,406	11
	%	67.8	24.4	43.4	14.5	11.0	6.7	100.0	
*15. My performance appraisal is a fair reflection of my performance.	N		693	1,121	295	149	101	2,359	60
	%	76.3	29.5	46.7	12.1	7.0	4.7	100.0	
16. I am held accountable for achieving results.	N		767	1,249	256	90	44	2,406	8
	%	83.4	30.8	52.6	10.7	3.7	2.2	100.0	

*AES prescribed items

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17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N		692	971	345	184	143	2,335	82
	%	68.3	26.8	41.5	16.2	8.1	7.4	100.0	
*18. My training needs are assessed.	N		280	815	602	504	183	2,384	26
	%	48.6	12.9	35.7	24.3	19.3	7.8	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		673	1,068	317	162	99	2,319	96
	%	74.1	28.5	45.6	13.7	7.8	4.4	100.0	
*20. The people I work with cooperate to get the job done.	N		724	1,261	264	134	23	2,406	NA
	%	81.2	28.4	52.8	11.7	5.9	1.1	100.0	
*21. My work unit is able to recruit people with the right skills.	N		303	1,088	549	330	100	2,370	48
	%	57.8	12.8	45.0	25.3	12.3	4.5	100.0	
*22. Promotions in my work unit are based on merit.	N		252	859	608	363	223	2,305	108
	%	41.7	8.9	32.8	29.2	17.6	11.5	100.0	
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		169	730	614	482	306	2,301	118
	%	33.8	6.2	27.6	29.6	21.3	15.4	100.0	
*24. In my work unit, differences in performance are recognized in a meaningful way.	N		190	824	698	444	195	2,351	66
	%	37.3	6.6	30.7	31.8	20.4	10.5	100.0	
25. Awards in my work unit depend on how well employees perform their jobs.	N		335	903	515	364	197	2,314	98
	%	46.1	11.3	34.8	26.1	17.4	10.4	100.0	
26. Employees in my work unit share job knowledge with each other.	N		657	1,316	248	148	40	2,409	5
	%	79.6	25.8	53.8	11.2	7.0	2.2	100.0	
27. The skill level in my work unit has improved in the past year.	N		535	1,055	537	139	49	2,315	91
	%	66.2	21.3	44.9	24.7	6.7	2.4	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		1,203	974	213	21	3	2,414	NA
	%	88.0	46.0	42.0	10.8	1.0	0.2	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		411	1,442	297	164	30	2,344	9
	%	78.7	17.8	60.9	13.3	6.8	1.2	100.0	

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*30. Employees have a feeling of personal empowerment with respect to work processes.	N	56.7	313	1,057	524	332	90	2,316	31
	%		13.3	43.3	23.3	15.2	4.8	100.0	
31. Employees are recognized for providing high quality products and services.	N	60.8	406	1,114	451	261	87	2,319	27
	%		14.9	45.9	21.8	12.7	4.8	100.0	
*32. Creativity and innovation are rewarded.	N	49.8	388	870	589	318	136	2,301	36
	%		14.3	35.4	27.7	14.7	7.9	100.0	
*33. Pay raises depend on how well employees perform their jobs.	N	20.1	68	379	703	638	441	2,229	115
	%		3.5	16.7	31.3	28.2	20.3	100.0	
34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	N	64.5	426	1,067	532	127	75	2,227	121
	%		18.3	46.2	24.9	6.4	4.3	100.0	
*35. Employees are protected from health and safety hazards on the job.	N	77.3	520	1,287	343	130	46	2,326	25
	%		22.1	55.1	14.8	5.7	2.2	100.0	
*36. My organization has prepared employees for potential security threats.	N	83.7	773	1,213	204	93	34	2,317	14
	%		31.3	52.4	10.2	4.6	1.4	100.0	
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N	57.1	503	898	451	239	169	2,260	88
	%		19.3	37.8	22.9	11.2	8.8	100.0	
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	77.1	764	1,023	271	75	67	2,200	131
	%		31.5	45.6	15.2	3.8	3.9	100.0	
39. My agency is successful at accomplishing its mission.	N	84.3	675	1,296	264	66	15	2,316	18
	%		27.3	57.0	12.2	2.7	0.8	100.0	
40. I recommend my organization as a good place to work.	N	76.5	856	1,004	330	118	32	2,340	NA
	%		33.5	43.0	16.1	5.8	1.6	100.0	
41. I believe the results of this survey will be used to make my agency a better place to work.	N	44.9	287	640	737	314	154	2,132	211
	%		14.8	30.1	32.6	15.3	7.1	100.0	
*42. My supervisor supports my need to balance work and other life issues.	N	78.6	779	1,066	277	124	72	2,318	14
	%		34.1	44.5	12.1	5.7	3.7	100.0	
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N	75.4	857	990	258	141	68	2,314	14
	%		32.8	42.6	13.8	7.0	3.8	100.0	
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N	68.7	667	929	409	205	83	2,293	36
	%		28.1	40.6	17.9	9.6	3.9	100.0	

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45. My supervisor/team leader is committed to a workforce representative of all segments of society.	N		728	909	448	61	45	2,191	133
	%	71.7	30.1	41.6	22.9	2.8	2.6	100.0	
46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N		543	1,009	445	221	90	2,308	16
	%	66.2	23.4	42.8	19.8	9.6	4.5	100.0	
*47. Supervisors/team leaders in my work unit support employee development.	N		699	1,083	330	126	69	2,307	19
	%	74.3	28.5	45.8	14.9	6.7	4.2	100.0	
48. My supervisor/team leader listens to what I have to say.	N		961	975	233	121	37	2,327	NA
	%	81.3	38.2	43.1	11.2	5.7	1.7	100.0	
49. My supervisor/team leader treats me with respect.	N		1,087	907	199	95	40	2,328	NA
	%	83.9	43.1	40.8	10.0	4.3	1.8	100.0	
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N		894	1,019	192	172	48	2,325	NA
	%	81.6	35.7	45.9	8.9	7.3	2.2	100.0	
*51. I have trust and confidence in my supervisor.	N		921	814	318	171	95	2,319	NA
	%	72.3	36.0	36.3	15.6	7.3	4.8	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		973	785	372	125	69	2,324	NA
	%	73.2	38.6	34.6	17.8	5.7	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		346	946	530	324	127	2,273	17
	%	54.3	13.7	40.7	23.9	15.5	6.3	100.0	
54. My organization's leaders maintain high standards of honesty and integrity.	N		625	977	408	148	88	2,246	44
	%	68.7	24.9	43.7	20.1	6.8	4.4	100.0	
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N		635	1,141	302	121	54	2,253	36
	%	75.1	24.7	50.4	15.3	6.6	3.1	100.0	
*56. Managers communicate the goals and priorities of the organization.	N		462	1,159	381	198	76	2,276	14
	%	67.7	17.9	49.8	18.8	9.5	3.9	100.0	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N		398	1,116	462	184	61	2,221	60
	%	65.2	16.6	48.6	23.1	8.5	3.2	100.0	

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58. Managers promote communication among different work units (for example, about projects, goals, needed resources).	N		393	1,057	444	248	112	2,254	30
	%	60.5	15.7	44.8	22.0	11.8	5.7	100.0	
59. Managers support collaboration across work units to accomplish work objectives.	N		463	1,100	385	206	92	2,246	35
	%	66.0	17.7	48.4	19.5	9.8	4.6	100.0	
		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		678	838	455	158	92	2,221	56
	%	65.3	27.1	38.1	22.3	7.9	4.5	100.0	
		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		740	850	391	188	104	2,273	12
	%	67.5	30.2	37.3	19.0	8.2	5.3	100.0	
62. Senior leaders demonstrate support for Work/Life programs.	N		462	828	529	240	109	2,168	118
	%	56.9	20.8	36.1	25.5	11.7	5.8	100.0	
		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		438	1,024	441	301	60	2,264	NA
	%	60.7	17.1	43.6	21.9	14.7	2.8	100.0	
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N		344	1,028	472	338	85	2,267	NA
	%	56.0	13.0	43.0	23.6	16.5	3.9	100.0	
*65. How satisfied are you with the recognition you receive for doing a good job?	N		396	924	523	318	107	2,268	NA
	%	55.3	15.8	39.5	24.4	15.4	5.0	100.0	
*66. How satisfied are you with the policies and practices of your senior leaders?	N		335	993	537	292	104	2,261	NA
	%	55.2	13.0	42.2	26.7	13.2	4.9	100.0	
*67. How satisfied are you with your opportunity to get a better job in your organization?	N		350	867	573	319	159	2,268	NA
	%	49.0	13.8	35.3	26.8	15.7	8.4	100.0	
*68. How satisfied are you with the training you receive for your present job?	N		355	985	517	320	91	2,268	NA
	%	58.2	16.1	42.1	22.5	14.5	4.8	100.0	

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*69. Considering everything, how satisfied are you with your job?	N		744	1,039	265	160	50	2,258	NA
	%	76.6	29.9	46.7	13.3	7.5	2.7	100.0	
*70. Considering everything, how satisfied are you with your pay?	N		557	1,080	300	262	69	2,268	NA
	%	70.8	22.5	48.3	13.4	12.6	3.2	100.0	
71. Considering everything, how satisfied are you with your organization?	N		543	1,126	358	185	57	2,269	NA
	%	71.4	22.2	49.3	17.5	8.5	2.5	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		527	23.2
No		1,639	72.0
Not sure		100	4.8
Total		2,266	100.0

73. Please select the response below that BEST describes your current teleworking situation:		N	%
I telework 3 or more days per week.		7	0.3
I telework 1 or 2 days per week.		63	3.8
I telework, but no more than 1 or 2 days per month.		51	2.9
I telework very infrequently, on an unscheduled or short-term basis.		363	14.3
I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).		1,029	44.4
I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.		154	7.0
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.		302	16.8
I do not telework because I choose not to telework.		242	10.7
Total		2,211	100.0

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Surveys Completed: 2,422
Response Rate: 43.1%

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

	N	%
Yes	297	16.1
No	1,309	56.6
Not available to me	656	27.3
Total	2,262	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	%
Yes	477	20.7
No	1,459	65.2
Not available to me	320	14.1
Total	2,256	100.0

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

	N	%
Yes	108	4.8
No	1,825	81.1
Not available to me	322	14.1
Total	2,255	100.0

77. Do you participate in the following Work/Life programs? Child
Care Programs (for example, daycare, parenting classes, parenting
support groups)

	N	%
Yes	36	2.0
No	1,759	78.4
Not available to me	458	19.7
Total	2,253	100.0

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

	N	%
Yes	38	1.8
No	1,778	79.2
Not available to me	432	19.1
Total	2,248	100.0

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79. How satisfied are you with the following Work/Life programs in your agency? Telework	N		100	284	451	151	86	1,072	1,190
	%	36.6	9.7	26.9	38.5	14.3	10.6	100.0	
80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	N		147	300	433	150	69	1,099	1,148
	%	45.1	17.0	28.1	34.9	12.4	7.6	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		86	414	476	107	49	1,132	1,122
	%	44.2	7.8	36.5	41.4	9.4	5.0	100.0	
82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	N		40	180	435	36	13	704	1,555
	%	31.6	6.4	25.2	60.4	6.0	2.0	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		33	90	385	64	37	609	1,643
	%	19.9	7.2	12.7	62.2	11.6	6.3	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		29	94	404	31	19	577	1,680
	%	19.9	5.6	14.3	70.9	5.4	3.8	100.0	

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