

FEDERAL COMMUNICATIONS COMMISSION

2013 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS

The 2013 Federal Employee Viewpoint Survey was administered by the U.S. Office of Personnel Management (OPM) from April 30, 2013, through June 14, 2013. The survey was anonymous, web based, and offered to all permanent FCC employees on board as of October 31, 2012. Of the 1,631 employees surveyed, 814, or 49.9%, chose to participate. Included in the survey were the 45 survey questions prescribed by OPM that must be asked of employees each year (identified with an asterisk). Five of the 45 questions were demographic questions.

When the FCC responses to the mandatory questions (excluding the demographic questions) are ranked by positive response, e.g., strongly agree and agree, or very satisfied and satisfied, the top 5 five indicate that most employees agree that the organization has prepared them for potential security threats, supervisors support their need to balance work and other life issues, they are protected from health and safety hazards on the job, the work they do is important, and that they know how their work relates to the agency's goals and priorities. The bottom 5 responses indicate few employees agree that pay raises depend on how well employees perform their jobs, steps are taken to deal with a poor performer who cannot or will not improve, differences in performance are recognized in a meaningful way, they are satisfied with their opportunity to get a better job in their organization, or that promotions are based on merit.

The responses follow:

		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		176	401	125	83	28	813	NA
	%	70.88	20.76	50.13	15.36	10.17	3.59	100.00	
2. I have enough information to do my job well.	N		163	435	128	61	14	801	NA
	%	74.59	19.71	54.88	16.14	7.47	1.79	100.00	
3. I feel encouraged to come up with new and better ways of doing things.	N		182	329	152	96	40	799	NA
	%	63.56	21.99	41.56	19.43	11.85	5.16	100.00	
*4. My work gives me a feeling of personal accomplishment.	N		217	364	118	74	34	807	NA
	%	71.31	25.96	45.35	15.43	9.14	4.13	100.00	
*5. I like the kind of work I do.	N		269	389	102	34	6	800	NA
	%	81.62	32.84	48.78	13.28	4.29	0.81	100.00	
6. I know what is expected of me on the job.	N		261	415	64	48	16	804	NA
	%	84.41	32.71	51.70	7.88	5.81	1.90	100.00	
7. When needed I am willing to put in the extra effort to get a job done.	N		514	269	13	4	3	803	NA
	%	97.37	63.06	34.31	1.72	0.52	0.39	100.00	
8. I am constantly looking for ways to do my job better.	N		356	365	74	15	1	811	NA
	%	89.06	44.00	45.06	8.92	1.90	0.13	100.00	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N		71	329	154	176	80	810	0
	%	50.18	8.98	41.20	19.48	21.02	9.31	100.00	
*10. My workload is reasonable.	N		105	456	118	85	38	802	0
	%	70.28	13.41	56.87	14.72	10.44	4.56	100.00	
*11. My talents are used well in the workplace.	N		133	357	130	93	70	783	2
	%	62.06	16.37	45.68	17.18	11.62	9.14	100.00	
*12. I know how my work relates to the agency's goals and priorities.	N		219	456	84	28	20	807	1
	%	84.02	27.24	56.77	10.25	3.41	2.33	100.00	

*AES prescribed items

**Unweighted count of responses excluding "Do Not Know" and "No Basis to Judge"

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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
*13. The work I do is important.	N		298	387	77	27	9	798	1
	%	85.67	37.44	48.23	9.70	3.49	1.14	100.00	
*14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N		202	402	118	63	21	806	3
	%	74.97	25.23	49.73	14.81	7.67	2.55	100.00	
*15. My performance appraisal is a fair reflection of my performance.	N		233	391	112	27	30	793	17
	%	78.76	29.46	49.30	13.91	3.34	3.98	100.00	
16. I am held accountable for achieving results.	N		226	442	95	28	15	806	5
	%	83.30	28.01	55.28	11.54	3.30	1.86	100.00	
17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N		201	323	152	44	34	754	56
	%	68.40	25.73	42.67	21.21	5.82	4.57	100.00	
*18. My training needs are assessed.	N		93	305	235	107	60	800	11
	%	49.69	11.48	38.22	29.90	12.84	7.57	100.00	
*19. In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels.	N		227	305	127	53	33	745	67
	%	71.68	30.90	40.79	16.71	7.24	4.36	100.00	
*20. The people I work with cooperate to get the job done.	N		276	392	88	38	19	813	NA
	%	82.06	33.22	48.83	10.80	4.80	2.35	100.00	
*21. My work unit is able to recruit people with the right skills.	N		81	301	198	110	77	767	46
	%	49.56	9.89	39.66	26.27	14.16	10.02	100.00	
*22. Promotions in my work unit are based on merit.	N		88	249	210	94	90	731	74
	%	44.75	11.27	33.48	29.43	12.97	12.84	100.00	
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		37	165	240	139	118	699	109
	%	28.81	5.18	23.63	35.01	19.34	16.84	100.00	
*24. In my work unit, differences in performance are recognized in a meaningful way.	N		54	249	227	137	88	755	58
	%	40.14	6.82	33.32	30.76	17.06	12.04	100.00	
25. Awards in my work unit depend on how well employees perform their jobs.	N		86	286	174	116	73	735	76
	%	50.35	11.21	39.14	23.66	15.46	10.52	100.00	
26. Employees in my work unit share job knowledge with each other.	N		188	414	116	59	33	810	2
	%	73.47	22.63	50.83	14.71	7.66	4.16	100.00	
27. The skill level in my work unit has improved in the past year.	N		116	321	242	54	33	766	47
	%	57.13	14.85	42.28	31.46	6.98	4.43	100.00	
		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		409	300	85	14	2	810	NA
	%	87.26	49.62	37.64	10.77	1.67	0.31	100.00	
		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		150	466	105	49	18	788	18
	%	78.14	18.32	59.82	13.49	6.04	2.33	100.00	
*30. Employees have a feeling of personal empowerment with respect to work processes.	N		83	291	200	137	65	776	30
	%	48.74	10.55	38.19	26.19	16.78	8.29	100.00	
31. Employees are recognized for providing high quality products and services.	N		111	369	170	88	45	783	23
	%	61.44	14.04	47.40	21.53	11.18	5.84	100.00	

*AES prescribed items

**Unweighted count of responses excluding "Do Not Know" and "No Basis to Judge"

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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
*32. Creativity and innovation are rewarded.	N		91	291	205	110	68	765	30
	%	50.25	11.94	38.31	26.66	13.92	9.17	100.00	
*33. Pay raises depend on how well employees perform their jobs.	N		42	132	220	181	141	716	89
	%	24.56	5.55	19.01	31.29	24.86	19.29	100.00	
34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	N		114	285	219	41	37	696	107
	%	56.35	15.68	40.67	32.17	6.02	5.46	100.00	
*35. Employees are protected from health and safety hazards on the job.	N		202	465	87	17	5	776	28
	%	85.69	25.60	60.09	11.46	2.21	0.63	100.00	
*36. My organization has prepared employees for potential security threats.	N		226	483	55	18	2	784	13
	%	90.53	28.86	61.66	6.87	2.36	0.24	100.00	
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N		145	288	178	57	54	722	79
	%	58.09	19.28	38.81	25.81	8.16	7.94	100.00	
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		193	317	131	33	31	705	98
	%	70.89	26.03	44.86	19.40	4.89	4.83	100.00	
39. My agency is successful at accomplishing its mission.	N		151	453	142	25	8	779	24
	%	77.69	19.27	58.41	18.10	3.09	1.12	100.00	
40. I recommend my organization as a good place to work.	N		239	371	136	36	21	803	NA
	%	75.62	29.53	46.09	17.29	4.45	2.64	100.00	
41. I believe the results of this survey will be used to make my agency a better place to work.	N		112	252	189	101	65	719	84
	%	51.03	15.99	35.04	26.29	13.50	9.18	100.00	
*42. My supervisor supports my need to balance work and other life issues.	N		407	308	47	24	11	797	4
	%	89.49	50.36	39.13	6.28	2.76	1.47	100.00	
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N		285	293	115	66	36	795	4
	%	72.28	35.10	37.18	15.05	8.01	4.67	100.00	
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N		248	307	121	58	45	779	14
	%	70.74	31.29	39.45	15.72	7.64	5.90	100.00	
45. My supervisor/team leader is committed to a workforce representative of all segments of society.	N		241	297	131	22	25	716	82
	%	74.13	33.02	41.11	19.11	3.10	3.66	100.00	
46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N		236	321	143	50	40	790	7
	%	70.09	29.43	40.66	18.63	6.03	5.24	100.00	
*47. Supervisors/team leaders in my work unit support employee development.	N		249	340	123	42	29	783	14
	%	74.92	30.93	43.99	15.83	5.49	3.76	100.00	
48. My supervisor/team leader listens to what I have to say.	N		372	303	76	29	19	799	NA
	%	84.03	45.48	38.55	9.72	3.96	2.30	100.00	
49. My supervisor/team leader treats me with respect.	N		423	282	54	25	13	797	NA
	%	88.59	52.09	36.50	6.82	2.94	1.64	100.00	
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N		324	331	66	54	21	796	NA
	%	82.25	39.96	42.30	8.20	6.90	2.64	100.00	
*51. I have trust and confidence in my supervisor.	N		367	249	101	40	40	797	NA
	%	76.56	44.53	32.03	13.11	5.33	4.99	100.00	

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		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		427	210	104	39	16	796	NA
	%	79.74	52.51	27.23	13.29	5.08	1.89	100.00	
		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		112	307	186	114	60	779	13
	%	53.65	13.53	40.12	23.85	14.57	7.93	100.00	
54. My organization's leaders maintain high standards of honesty and integrity.	N		207	324	145	46	37	759	34
	%	68.98	25.88	43.10	19.67	6.23	5.12	100.00	
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N		209	366	118	35	28	756	35
	%	75.09	26.80	48.29	16.25	4.91	3.75	100.00	
*56. Managers communicate the goals and priorities of the organization.	N		155	379	138	65	38	775	10
	%	69.08	19.53	49.55	17.69	8.26	4.96	100.00	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N		138	361	147	52	30	728	58
	%	68.87	18.60	50.27	19.94	6.89	4.30	100.00	
58. Managers promote communication among different work units (for example, about projects, goals, needed resources).	N		144	346	139	77	54	760	31
	%	64.31	18.36	45.95	18.41	10.11	7.18	100.00	
59. Managers support collaboration across work units to accomplish work objectives.	N		155	372	147	59	37	770	21
	%	68.21	19.33	48.88	18.94	8.01	4.85	100.00	
		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		289	263	128	43	33	756	32
	%	72.76	37.48	35.28	16.99	5.95	4.30	100.00	
		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		227	302	136	73	45	783	7
	%	67.10	28.35	38.75	17.61	9.47	5.82	100.00	
62. Senior leaders demonstrate support for Work/Life programs.	N		215	317	116	42	23	713	79
	%	74.23	29.41	44.82	16.56	5.94	3.27	100.00	
		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		151	341	160	104	33	789	NA
	%	62.18	18.77	43.41	20.78	12.83	4.20	100.00	
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N		123	335	178	106	46	788	NA
	%	57.75	15.07	42.68	22.96	13.34	5.95	100.00	
*65. How satisfied are you with the recognition you receive for doing a good job?	N		174	325	159	89	35	782	NA
	%	63.50	21.34	42.16	20.25	11.44	4.81	100.00	
*66. How satisfied are you with the policies and practices of your senior leaders?	N		117	324	216	77	50	784	NA
	%	55.82	14.19	41.63	28.17	9.47	6.55	100.00	
*67. How satisfied are you with your opportunity to get a better job in your organization?	N		95	229	259	125	75	783	NA
	%	41.03	11.30	29.73	32.78	16.35	9.83	100.00	

*AES prescribed items

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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
*68. How satisfied are you with the training you receive for your present job?	N		114	331	217	88	32	782	NA
	%	56.66	14.25	42.42	27.64	11.27	4.43	100.00	
*69. Considering everything, how satisfied are you with your job?	N		200	385	111	51	28	775	NA
	%	75.24	24.96	50.28	15.03	6.05	3.69	100.00	
*70. Considering everything, how satisfied are you with your pay?	N		133	341	127	115	69	785	NA
	%	60.50	16.69	43.81	16.28	14.45	8.77	100.00	
71. Considering everything, how satisfied are you with your organization?	N		169	391	130	64	32	786	NA
	%	70.91	20.94	49.97	16.86	8.17	4.05	100.00	
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							616	77.6
	No							122	16.5
	Not sure							47	6.0
	Total							785	100.0
73. Please select the response below that BEST describes your current teleworking situation:								N	%
	I telework 3 or more days per week.							26	3.4
	I telework 1 or 2 days per week.							274	35.4
	I telework, but no more than 1 or 2 days per month.							72	8.7
	I telework very infrequently, on an unscheduled or short-term basis.							166	19.6
	I do not telework because I have to be physically present on the job (e.g., Law							39	5.2
	I do not telework because I have technical issues (e.g., connectivity, inadequate							34	4.6
	I do not telework because I did not receive approval to do so, even though I have the kind							61	8.4
	I do not telework because I choose not to telework.							113	14.8
	Total							785	100.0
74. Do you participate in the following Work/Life programs? Alternative Work Schedules (AWS)								N	%
	Yes							106	14.5
	No							640	81.2
	Not available to me							34	4.3
	Total							780	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							199	26.2
	No							532	68.5
	Not available to me							40	5.3
	Total							771	100.0

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76. Do you participate in the following Work/Life programs? Employee Assistance Program (EAP)		N			%				
	Yes	65			9.2				
	No	687			88.1				
	Not available to me	18			2.7				
	Total	770			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	5			0.7				
	No	628			80.1				
	Not available to me	148			19.3				
	Total	781			100.0				
78. Do you participate in the following Work/Life programs? Elder Care Programs (for example, support groups, speakers)		N			%				
	Yes	28			3.8				
	No	660			84.1				
	Not available to me	92			12.1				
	Total	780			100.0				
		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		176	241	55	41	16	529	9
	%	79.02	33.91	45.11	10.41	7.46	3.11	100.00	
80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	N		47	51	5	0	0	103	8
	%	95.04	47.02	48.02	4.96	0.00	0.00	100.00	
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		56	111	29	4	0	200	14
	%	83.57	28.19	55.39	14.34	2.09	0.00	100.00	
82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	N		16	37	12	0	1	66	16
	%	79.11	22.84	56.27	19.35	0.00	1.54	100.00	
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		1	2	3	0	0	6	5
	%	50.97	17.31	33.66	49.03	0.00	0.00	100.00	
84. How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	N		3	15	9	0	0	27	8
	%	62.51	8.86	53.66	37.49	0.00	0.00	100.00	
85. Where do you work?		N			%				
	Headquarters	669			85.6				
	Field	113			14.5				
	Total	782			100.0				

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*86. What is your supervisory status?		N	%
	Non-Supervisor	473	60.4
	Team Leader	110	14.1
	Supervisor	107	13.7
	Manager	69	8.8
	Executive	24	3.1
	Total	783	100.0
*87. Are you:		N	%
	Male	372	47.7
	Female	408	52.3
	Total	780	100.0
*88. Are you Hispanic or Latino?		N	%
	Yes	34	4.4
	No	736	95.6
	Total	770	100.0
*89. Please select the racial category or categories with which you most closely identify.		N	%
	American Indian or Alaska Native	4	0.5
	Asian	49	6.6
	Black or African American	173	23.4
	Native Hawaiian or Other Pacific Islander	4	0.5
	White	491	66.3
	Two or more races	20	2.7
	Total	741	100.0
90. What is your age group?		N	%
	25 and under	9	1.2
	26-29	24	3.2
	30-39	100	13.1
	40-49	214	28.1
	50-59	256	33.6
	60 or older	158	20.8
	Total	761	100.0

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91. What is your pay category/grade?		N	%
	Federal Wage System	2	0.3
	GS 1-6	6	0.8
	GS 7-12	129	16.7
	GS 13-15	609	78.7
	Senior Executive Service	22	2.8
	Senior Level (SL) or Scientific or Professional (ST)	3	0.4
	Other	3	0.4
	Total	774	100.0
92. How long have you been with the Federal Government (excluding military service)?		N	%
	Less than 1 year	22	2.8
	1 to 3 years	49	6.3
	4 to 5 years	44	5.7
	6 to 10 years	85	11.0
	11 to 14 years	106	13.7
	15 to 20 years	129	16.6
	More than 20 years	341	43.9
	Total	776	100.0
93. How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?		N	%
	Less than 1 year	36	4.7
	1 to 3 years	75	9.7
	4 to 5 years	54	7.0
	6 to 10 years	86	11.1
	11 to 20 years	271	35.0
	More than 20 years	252	32.6
	Total	774	100.0
94. Are you considering leaving your organization within the next year, and if so, why?		N	%
	No	571	73.9
	Yes, to retire	61	7.9
	Yes, to take another job within the Federal Government	78	10.1
	Yes, to take another job outside the Federal Government	32	4.1
	Yes, other	31	4.0
	Total	773	100.0

*AES prescribed items

**Unweighted count of responses excluding "Do Not Know" and "No Basis to Judge"

FEDERAL COMMUNICATIONS COMMISSION
2013 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS

95. I am planning to retire:		N	%
	Within one year	33	4.3
	Between one and three years	89	11.7
	Between three and five years	75	9.9
	Five or more years	564	74.1
	Total	761	100.0
96. Self-Identify as:		N	%
	Heterosexual or Straight	613	83.7
	Gay, Lesbian, Bisexual, or Transgender	20	2.7
	I prefer not to say	99	13.5
	Total	732	100.0
97. Have you ever served on Active Duty in the US Armed Forces (Air Force, Army, Coast Guard, Marine Corps or Navy)?		N	%
	Yes	80	10.4
	No	691	89.6
	Total	771	100.0
98. Are you an individual with a disability?		N	%
	Yes	53	6.9
	No	718	93.1
	Total	771	100.0

*AES prescribed items

**Unweighted count of responses excluding "Do Not Know" and "No Basis to Judge"