



Federal Maritime Commission

2013 Federal Employee Viewpoint Survey Results

About The Federal Employee Viewpoint Survey (FEVS)

Title 5, Code of Federal Regulations, Part 250 requires agencies to administer an annual employee survey. The U.S. Office of Personnel Management now administers the FEVS annually, thus meeting agencies' yearly survey commitment.

This year, the web-based survey was completed by more than 376,000 federal employees from April 23 to June 7, 2013. It contained 99 questions.

The FEVS focuses on employee perceptions regarding critical areas of their work lives which drive employee satisfaction, commitment, and ultimately retention in the workforce. The FMC will use the 2013 results to improve processes, services, and organizational outcomes through the recruitment and retention of a high performing, diverse workforce.

Results At-A-Glance

The FMC 2013 Best Places to Work Index Score rose by 7.8 points from 34.7 in 2012 to 42.5. The FMC ranked 27 out of 29 small agencies.

Overall, the results show that FMC employees are engaged and have a positive outlook on the work of the Commission, with strengths in work experiences and accountability. However, opportunities for improvement lie within employee perceptions on effective leadership, performance management and training and development.

- 16 items had positive ratings of 65 percent or more (strengths)
- 30 items increased by 5 or more percentage points since the 2012 survey
- 31 items had negative ratings of 35 percent or more
- 8 items decreased by 5 or more percentage points since the 2012 survey
- Highest positive score: 94.4% - When needed I am willing to put in the extra effort to get a job done (Q.7)
- Lowest positive score: 14.5% - Pay raises depend on how well employees perform their jobs. (Q.33)

Category Scores and Rankings

	2013 Score	2012 Score
Effective Leadership	39.9	36.1
Effective Leadership: Empowerment	34.3	31.2
Effective Leadership: Fairness	31.7	28.7
Effective Leadership: Senior Leaders	30.0	26.7
Effective Leadership: Supervisors	56.6	51.6
Employee Skills-Mission Match	67.3	60.6
Pay	39.3	53.0
Strategic Management	44.4	43.0
Teamwork	57.3	51.4
Training and Development	41.1	43.9
Work-Life Balance	53.8	53.7
Support for Diversity	47.3	37.7
Performance-Based Rewards and Advancement	35.9	34.0

Response Rate:

83% of FMC employees responded to the 2013 FEVS, which is 5 percentage points above the last year's rate and 34.8 percentage points above the Government-wide rate.

**FEDERAL MARITIME COMMISSION
2013 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS**

		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		14	27	20	16	18	95	NA
	%	41.88	14.53	27.36	21.47	17.46	19.19	100.00	
2. I have enough information to do my job well.	N		11	46	14	16	8	95	NA
	%	58.93	11.42	47.50	15.42	16.69	8.97	100.00	
3. I feel encouraged to come up with new and better ways of doing things.	N		20	21	18	20	15	94	NA
	%	42.86	20.86	22.00	19.74	20.74	16.66	100.00	
*4. My work gives me a feeling of personal accomplishment.	N		26	32	11	13	13	95	NA
	%	60.64	26.88	33.76	11.81	13.80	13.75	100.00	
*5. I like the kind of work I do.	N		33	36	10	8	7	94	NA
	%	73.22	34.47	38.74	11.25	8.27	7.27	100.00	
6. I know what is expected of me on the job.	N		18	51	6	15	4	94	NA
	%	73.72	19.59	54.14	6.31	15.68	4.28	100.00	
7. When needed I am willing to put in the extra effort to get a job done.	N		58	31	2	2	1	94	NA
	%	94.40	60.70	33.69	2.14	2.29	1.17	100.00	
8. I am constantly looking for ways to do my job better.	N		42	39	11	3	0	95	NA
	%	85.04	43.45	41.59	11.71	3.25	0.00	100.00	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N		6	22	16	27	24	95	0
	%	30.38	6.58	23.80	16.88	27.78	24.96	100.00	
*10. My workload is reasonable.	N		7	44	15	14	14	94	1
	%	54.78	7.24	47.54	15.93	14.54	14.75	100.00	
*11. My talents are used well in the workplace.	N		8	38	10	17	20	93	1
	%	48.68	8.81	39.87	10.94	18.78	21.61	100.00	
*12. I know how my work relates to the agency's goals and priorities.	N		24	46	7	9	7	93	1
	%	75.28	25.66	49.62	7.77	9.31	7.64	100.00	
*13. The work I do is important.	N		30	48	6	4	7	95	0
	%	82.29	31.99	50.29	6.11	4.23	7.38	100.00	
*14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N		30	41	12	7	5	95	0
	%	74.60	31.50	43.10	12.50	7.48	5.41	100.00	
*15. My performance appraisal is a fair reflection of my performance.	N		12	45	13	9	13	92	1
	%	61.17	13.27	47.90	14.23	10.41	14.19	100.00	
16. I am held accountable for achieving results.	N		20	51	9	8	4	92	3
	%	77.08	23.07	54.01	10.42	8.21	4.29	100.00	

Survey Administration Period: April 23, 2013 to June 7, 2013

Percentages are weighted to represent the Agency's population.

* AES prescribed items

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

Sample or Census: Census

Number of surveys completed: 95

Number of surveys administered: 114

Response Rate: 83.3%

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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
17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N		14	25	18	11	24	92	3
	%	41.65	15.66	25.99	19.66	12.53	26.16	100.00	
*18. My training needs are assessed.	N		7	20	23	20	22	92	3
	%	29.20	7.87	21.33	24.52	22.78	23.49	100.00	
*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		12	38	19	9	16	94	1
	%	53.00	12.79	40.21	20.92	9.04	17.04	100.00	
*20. The people I work with cooperate to get the job done.	N		23	40	14	11	7	95	NA
	%	66.47	25.11	41.35	14.85	11.77	6.91	100.00	
*21. My work unit is able to recruit people with the right skills.	N		6	29	19	19	19	92	3
	%	37.19	6.90	30.29	20.98	21.35	20.47	100.00	
*22. Promotions in my work unit are based on merit.	N		7	26	17	10	30	90	5
	%	34.96	7.30	27.66	19.46	12.10	33.48	100.00	
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		5	15	22	15	25	82	13
	%	23.48	5.58	17.89	27.20	18.53	30.79	100.00	
*24. In my work unit, differences in performance are recognized in a meaningful way.	N		7	24	18	15	22	86	8
	%	34.82	7.79	27.03	21.28	18.28	25.61	100.00	
25. Awards in my work unit depend on how well employees perform their jobs.	N		8	24	19	10	29	90	4
	%	34.30	8.77	25.52	21.61	11.66	32.43	100.00	
26. Employees in my work unit share job knowledge with each other.	N		22	41	13	8	10	94	0
	%	67.68	23.37	44.32	14.01	8.34	9.96	100.00	
27. The skill level in my work unit has improved in the past year.	N		11	27	27	10	18	93	1
	%	40.07	11.94	28.13	29.44	11.05	19.44	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		39	38	14	2	2	95	NA
	%	81.53	41.19	40.34	14.37	2.13	1.98	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		15	41	18	14	7	95	0
	%	58.73	16.32	42.41	19.83	14.47	6.97	100.00	

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*30. Employees have a feeling of personal empowerment with respect to work processes.	N %	28.29	5 5.64	22 22.64	26 27.47	18 19.26	23 24.97	94 100.00	1
31. Employees are recognized for providing high quality products and services.	N %	36.25	9 9.73	25 26.52	22 22.19	16 18.06	22 23.50	94 100.00	0
*32. Creativity and innovation are rewarded.	N %	22.47	6 6.71	15 15.76	29 30.32	20 22.18	23 25.04	93 100.00	2
*33. Pay raises depend on how well employees perform their jobs.	N %	14.51	2 2.14	11 12.37	22 24.46	21 24.33	32 36.69	88 100.00	5
34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	N %	52.94	15 17.55	31 35.39	23 27.42	4 5.05	12 14.59	85 100.00	10
*35. Employees are protected from health and safety hazards on the job.	N %	78.84	28 29.40	47 49.45	14 14.79	2 1.98	4 4.39	95 100.00	0
*36. My organization has prepared employees for potential security threats.	N %	58.09	12 13.79	40 44.30	20 22.45	10 10.40	8 9.07	90 100.00	3
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N %	25.54	5 5.81	18 19.73	18 20.42	19 20.51	28 33.53	88 100.00	5
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 %	39.61	6 7.42	27 32.19	20 23.85	9 11.09	20 25.46	82 100.00	11
39. My agency is successful at accomplishing its mission.	N %	57.20	10 11.58	41 45.61	20 22.33	12 13.94	6 6.53	89 100.00	6
40. I recommend my organization as a good place to work.	N %	39.18	8 8.98	30 30.20	20 20.85	18 19.43	19 20.54	95 100.00	NA
41. I believe the results of this survey will be used to make my agency a better place to work.	N %	46.87	18 19.83	24 27.04	19 21.93	11 12.46	16 18.75	88 100.00	7
*42. My supervisor supports my need to balance work and other life issues.	N %	77.57	32 33.51	41 44.06	8 8.49	7 7.44	6 6.50	94 100.00	1
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N %	55.53	20 20.96	33 34.57	18 19.37	11 12.14	12 12.96	94 100.00	0
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N %	55.61	21 23.09	29 32.52	14 15.04	11 12.31	15 17.04	90 100.00	3

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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
45. My supervisor/team leader is committed to a workforce representative of all segments of society.	N		22	28	22	4	8	84	8
	%	58.18	25.62	32.56	27.14	4.96	9.72	100.00	
46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N		20	31	20	9	12	92	1
	%	55.06	21.72	33.34	21.91	9.62	13.41	100.00	
*47. Supervisors/team leaders in my work unit support employee development.	N		22	33	14	12	13	94	0
	%	57.79	23.22	34.58	15.22	12.56	14.42	100.00	
48. My supervisor/team leader listens to what I have to say.	N		25	43	8	11	7	94	NA
	%	72.14	26.24	45.90	8.81	11.29	7.76	100.00	
49. My supervisor/team leader treats me with respect.	N		30	42	7	7	6	92	NA
	%	78.35	32.27	46.08	7.46	7.45	6.74	100.00	
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N		18	54	10	7	5	94	NA
	%	76.60	19.23	57.37	10.89	7.49	5.02	100.00	
*51. I have trust and confidence in my supervisor.	N		30	30	12	10	12	94	NA
	%	63.23	31.02	32.20	12.73	10.63	13.41	100.00	
		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		31	28	20	5	10	94	NA
	%	62.09	32.52	29.57	22.00	5.26	10.65	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		7	22	19	17	29	94	1
	%	30.39	7.48	22.91	20.05	18.34	31.23	100.00	
54. My organization's leaders maintain high standards of honesty and integrity.	N		8	21	19	15	32	95	0
	%	29.97	8.63	21.33	19.35	16.37	34.31	100.00	
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N		12	29	24	6	15	86	7
	%	47.47	14.18	33.30	27.06	7.29	18.18	100.00	
*56. Managers communicate the goals and priorities of the organization.	N		13	27	24	12	18	94	1
	%	43.22	13.76	29.45	24.71	12.55	19.52	100.00	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N		9	31	25	9	17	91	3
	%	44.17	10.07	34.09	26.78	9.99	19.06	100.00	

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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		7	29	17	23	19	95	0
	%	38.15	7.63	30.52	17.03	24.58	20.24	100.00	
59. Managers support collaboration across work units to accomplish work objectives.	N		8	30	17	19	19	93	1
	%	40.98	8.82	32.16	17.76	20.15	21.11	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		18	17	26	8	20	89	4
	%	39.47	20.18	19.29	28.97	8.49	23.07	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		9	20	26	14	25	94	0
	%	30.78	9.80	20.98	26.97	15.15	27.10	100.00	
62. Senior leaders demonstrate support for Work/Life programs.	N		14	29	22	17	11	93	1
	%	46.77	15.00	31.76	23.74	17.83	11.66	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		11	28	19	21	15	94	NA
	%	41.36	12.16	29.20	20.40	22.25	15.99	100.00	
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N		7	21	26	21	19	94	NA
	%	30.19	7.89	22.31	27.44	21.99	20.38	100.00	
*65. How satisfied are you with the recognition you receive for doing a good job?	N		10	28	19	17	18	92	NA
	%	40.72	11.11	29.61	20.61	18.75	19.92	100.00	
*66. How satisfied are you with the policies and practices of your senior leaders?	N		8	21	23	19	23	94	NA
	%	30.83	9.02	21.81	24.33	20.01	24.83	100.00	
*67. How satisfied are you with your opportunity to get a better job in your organization?	N		8	18	24	16	28	94	NA
	%	26.75	8.54	18.21	25.38	17.27	30.60	100.00	
*68. How satisfied are you with the training you receive for your present job?	N		5	28	21	17	23	94	NA
	%	35.28	5.10	30.17	21.80	18.52	24.40	100.00	

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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		14	35	14	15	16	94	NA
	%	51.05	14.89	36.16	15.69	15.96	17.30	100.00	
*70. Considering everything, how satisfied are you with your pay?	N		7	31	21	16	19	94	NA
	%	39.93	7.65	32.28	22.59	17.41	20.07	100.00	
71. Considering everything, how satisfied are you with your organization?	N		9	30	15	21	19	94	NA
	%	40.86	9.88	30.98	16.00	22.61	20.53	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	64	68.83
No	24	26.11
Not sure	5	5.05
Total	93	100.00

73. Please select the response below that BEST describes your current teleworking situation:

	N	%
I telework 3 or more days per week.	0	0.00
I telework 1 or 2 days per week.	2	2.37
I telework, but no more than 1 or 2 days per month.	7	7.04
I telework very infrequently, on an unscheduled or short-term basis.	42	44.86
I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).	9	9.93
I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.	2	2.33
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.	15	16.49
I do not telework because I choose not to telework.	16	16.99
Total	93	100.00

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

	N	%
Yes	59	64.29
No	33	34.76
Not available to me	1	0.95
Total	93	100.00

75. Do you participate in the following Work/Life programs? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)

	N	%
Yes	44	47.81
No	47	49.24
Not available to me	3	2.95
Total	94	100.00

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

	N	%
Yes	17	19.34
No	71	78.67
Not available to me	2	2.00
Total	90	100.00

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

	N	%
Yes	1	1.34
No	65	69.43
Not available to me	28	29.23
Total	94	100.00

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

	N	%
Yes	4	4.56
No	61	66.20
Not available to me	27	29.24
Total	92	100.00

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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 %	56.58	4 8.47	24 48.10	9 18.15	7 13.80	6 11.47	50 100.00	1
80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	N %	86.91	26 43.46	26 43.45	5 8.24	2 3.12	1 1.74	60 100.00	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 %	65.52	9 20.80	19 44.72	14 32.45	1 2.03	0 0.00	43 100.00	1
82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	N %	67.22	5 27.29	7 39.93	5 27.76	1 5.02	0 0.00	18 100.00	3
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 %	100.00	0 0.00	1 100.00	0 0.00	0 0.00	0 0.00	1 100.00	0
84. How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	N %	100.00	2 38.89	3 61.11	0 0.00	0 0.00	0 0.00	5 100.00	1

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The work/life satisfaction results only include employees who indicated that they participated in the program.

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85. Where do you work?	N	%
Headquarters	89	95.70
Field	4	4.30
Total	93	100.00

*86. What is your supervisory status?	N	%
Non-Supervisor	64	68.82
Team Leader	5	5.38
Supervisor	12	12.90
Manager	4	4.30
Executive	8	8.60
Total	93	100.00

*87. Are you:	N	%
Male	42	47.73
Female	46	52.27
Total	88	100.00

*88. Are you Hispanic or Latino?	N	%
Yes	7	7.87
No	82	92.13
Total	89	100.00

*89. Please select the racial category or categories with which you most closely identify.	N	%
American Indian or Alaska Native	1	1.23
Asian	3	3.70
Black or African American	23	28.40
Native Hawaiian or Other Pacific Islander	0	0.00
White	54	66.67
Two or more races	0	0.00
Total	81	100.00

Survey Administration Period: April 23, 2013 to June 7, 2013
 Percentages are weighted to represent the Agency's population.
 * AES prescribed items

Sample or Census: Census
 Number of surveys completed: 95
 Number of surveys administered: 114
 Response Rate: 83.3%

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90. What is your age group?

	N	%
25 and under	0	0.00
26-29	1	1.19
30-39	15	17.86
40-49	19	22.62
50-59	28	33.33
60 or older	21	25.00
Total	84	100.00

91. What is your pay category/grade?

	N	%
Federal Wage System	0	0.00
GS 1-6	3	3.41
GS 7-12	24	27.27
GS 13-15	52	59.09
Senior Executive Service	6	6.82
Senior Level (SL) or Scientific or Professional (ST)	0	0.00
Other	3	3.41
Total	88	100.00

92. How long have you been with the Federal Government (excluding military service)?

	N	%
Less than 1 year	2	2.30
1 to 3 years	6	6.90
4 to 5 years	8	9.20
6 to 10 years	14	16.09
11 to 14 years	11	12.64
15 to 20 years	8	9.20
More than 20 years	38	43.68
Total	87	100.00

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93. How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?

	N	%
Less than 1 year	4	4.60
1 to 3 years	11	12.64
4 to 5 years	13	14.94
6 to 10 years	16	18.39
11 to 20 years	14	16.09
More than 20 years	29	33.33
Total	87	100.00

94. Are you considering leaving your organization within the next year, and if so, why?

	N	%
No	43	47.25
Yes, to retire	10	10.99
Yes, to take another job within the Federal Government	25	27.47
Yes, to take another job outside the Federal Government	6	6.59
Yes, other	7	7.69
Total	91	100.00

95. I am planning to retire:

	N	%
Within one year	6	6.74
Between one and three years	11	12.36
Between three and five years	14	15.73
Five or more years	58	65.17
Total	89	100.00

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96. Self-Identify as:	N	%
Heterosexual or Straight	63	75.00
Gay, Lesbian, Bisexual, or Transgender	4	4.76
I prefer not to say	17	20.24
Total	84	100.00

97. Have you ever served on Active Duty in the US Armed Forces (Air Force, Army, Coast Guard, Marine Corps or Navy)?	N	%
Yes	19	22.35
No	66	77.65
Total	85	100.00

98. Are you an individual with a disability?	N	%
Yes	13	15.12
No	73	84.88
Total	86	100.00