

## 2011 EMPLOYEE VIEWPOINT SURVEY RESULTS

### FEDERAL MARITIME COMMISSION

**1. Interpretation of Results:** Nearly 76 percent of Federal Maritime Commission employees responded to the 2011 Employee Viewpoint Survey that was conducted online between April 4 and May 15, 2011. Of the 116 employees who received the survey, 88 completed and returned it. This response rate far exceeded the government-wide response rate of 49%. Response rates for surveys over the last five years are shown in Table 1.

**Table 1. Response Rates Over Five Years**

<b>Instrument</b>	<b>Responses</b>	<b>Response Rate</b>
<b>2011 Federal Employee Viewpoint Survey</b>	88	76%
<b>2010 Federal Employee Viewpoint Survey</b>	87	81%
<b>2009 Annual Employee Survey</b>	71	66%
<b>2008 Federal Human Capital Survey</b>	68	69%
<b>2007 Annual Employee Survey</b>	78	66%

FMC's results describe a high-performing agency where employees view their work as important and are willing to put in extra effort when it's needed. They share their knowledge and cooperate to get the job done. They constantly look for ways to do their jobs better, and they know that they are held accountable for results.

#### **Highlights from Selected Questions**

Overall results in the section dealing with "My Work Experiences" were positive, with over two-thirds of the 19 questions receiving 65% or higher positive response. FMC employees indicated that they are willing to put in extra effort when needed (Q.7 – 96.8%), that they are constantly looking for ways to do their jobs better (Q.8 – 91.8%), that they are held accountable for achieving results (Q.16 – 84.2%), and that their work is important (Q.13 – 81.4%).

FMC employees work with others who cooperate to get the job done (Q.20 – 71.1%) and they share their job knowledge (Q.26 – 71.4%). They rate the quality of work done by their work units as high (Q. 28 – 82.9%). However, they are less in agreement that their work unit is able to recruit people with the right skills (Q.21 – 44.2%).

In viewing the agency as a whole, employees overwhelmingly replied that they are protected from health and safety hazards on the job (Q.35 – 84.9%). They see the agency as successful at accomplishing its mission (Q.39 – 71.7%) and the workforce as having the job-relevant knowledge and skills needed (Q.29 – 77.2%). Employees were less positive about feeling personal empowerment with respect to work processes (Q.30 – 44.4%) and about creativity and innovation being rewarded (Q.32 – 42.1%).

Supervisors and team leaders were rated highly overall by FMC employees. When asked their assessment of how good a job is being done by their immediate supervisor or team leader, 79.4% responded positively (Q.52). Supervisors/team leaders treat employees with respect (Q.49 – 89.2%) and listen to them (Q.48 – 83.8%). Similarly, employees believe that their supervisors support their needs to balance work and other life issues (Q.42 – 84.1%). Supervisors provide feedback about performance (Q.50 – 84.4%) and most employees find the discussions worthwhile (Q.44 – 69.5%).

Employees see managers working well with employees of different backgrounds (Q.55 – 62.4%) and credit senior leaders with demonstrating support for Work/Life programs (Q.62 – 63.1%). Among Work/Life programs, employees expressed the greatest satisfaction with Alternative Work Schedules (AWS) (Q.80 – 82.1%) and with Health and Wellness Programs (Q.81 – 71.4%).

Overall, FMC employees are satisfied with their jobs (Q.69 – 66.2%) and their pay (Q.70 – 70.2%).

- 2. How the survey was conducted:** The survey was conducted online from April 4, 2011 to May 15, 2011.
- 3. Description of sample:** All 116 full-time permanent employees of the agency were surveyed.
- 4. Survey items and response choices:** See the tables on the following pages.
- 5. Number of employees surveyed and number who responded:** Of the 116 employees surveyed, 88 responded, for a response rate of nearly 76%.

			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		16	40	11	15	6	88	NA
		%	64.7	17.6	47.1	11.3	17.1	6.9	100.0	
2.	I have enough information to do my job well.	N		21	41	10	13	3	88	NA
		%	70.0	22.9	47.1	10.3	16.0	3.7	100.0	
3.	I feel encouraged to come up with new and better ways of doing things.	N		24	30	14	12	8	88	NA
		%	60.8	26.2	34.6	16.9	13.3	9.0	100.0	
*4.	My work gives me a feeling of personal accomplishment.	N		19	38	14	10	6	87	NA
		%	66.2	24.0	42.2	16.4	10.9	6.5	100.0	
*5.	I like the kind of work I do.	N		24	45	12	6	1	88	NA
		%	80.3	29.0	51.3	12.6	6.1	1.0	100.0	
6.	I know what is expected of me on the job.	N		23	45	8	9	3	88	NA
		%	77.1	27.2	49.9	8.2	11.4	3.3	100.0	
7.	When needed I am willing to put in the extra effort to get a job done.	N		57	28	1	2	0	88	NA
		%	96.8	65.6	31.2	1.0	2.2	0.0	100.0	
8.	I am constantly looking for ways to do my job better.	N		44	36	6	2	0	88	NA
		%	91.8	51.8	40.0	6.3	2.0	0.0	100.0	
9.	I have sufficient resources (for example, people, materials, budget) to get my job done.	N		11	38	11	20	8	88	0
		%	54.3	13.5	40.8	13.8	23.4	8.6	100.0	
*10.	My workload is reasonable.	N		12	42	15	14	5	88	0
		%	60.1	14.3	45.8	17.9	15.2	6.7	100.0	
*11.	My talents are used well in the workplace.	N		18	32	12	11	13	86	2
		%	58.7	22.7	36.0	13.7	12.4	15.2	100.0	
*12.	I know how my work relates to the agency's goals and priorities.	N		24	44	9	6	3	86	1
		%	78.3	29.2	49.1	10.2	8.0	3.5	100.0	
*13.	The work I do is important.	N		31	39	11	5	2	88	0
		%	81.4	37.1	44.3	11.6	4.9	2.1	100.0	
*14.	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N		27	38	15	6	2	88	0
		%	73.3	31.4	41.9	17.0	6.0	3.7	100.0	
*15.	My performance appraisal is a fair reflection of my performance.	N		24	41	8	9	5	87	1
		%	74.2	28.0	46.3	10.5	10.3	5.1	100.0	
16.	I am held accountable for achieving results.	N		25	48	11	4	0	88	0
		%	84.2	30.3	53.9	11.7	4.0	0.0	100.0	

			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 %	56.5	25 31.7	20 24.8	16 19.2	13 15.5	7 8.7	81 100.0	6
*18.	My training needs are assessed.	N %	55.3	10 12.5	37 42.8	16 20.6	10 12.1	11 12.0	84 100.0	4
*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 %	75.5	21 23.1	43 52.4	11 12.4	4 4.6	7 7.5	86 100.0	2
*20.	The people I work with cooperate to get the job done.	N %	71.1	20 25.7	34 45.4	14 17.0	6 6.9	4 5.0	78 100.0	NA
*21.	My work unit is able to recruit people with the right skills.	N %	44.2	7 8.7	31 35.5	28 34.4	10 11.0	8 10.5	84 100.0	3
*22.	Promotions in my work unit are based on merit.	N %	41.1	7 7.7	29 33.4	23 26.5	12 13.3	15 19.2	86 100.0	2
*23.	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N %	32.4	3 3.1	22 29.3	30 34.1	15 18.3	13 15.2	83 100.0	5
*24.	In my work unit, differences in performance are recognized in a meaningful way.	N %	40.0	4 4.1	31 35.9	25 27.5	12 14.3	15 18.2	87 100.0	1
25.	Awards in my work unit depend on how well employees perform their jobs.	N %	39.8	8 8.4	27 31.4	25 31.1	11 14.3	13 14.8	84 100.0	2
26.	Employees in my work unit share job knowledge with each other.	N %	71.4	11 11.1	50 60.3	10 11.1	9 9.8	7 7.7	87 100.0	1
27.	The skill level in my work unit has improved in the past year.	N %	52.4	10 11.5	35 40.9	27 33.6	7 7.4	6 6.7	85 100.0	1
			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 %	82.9	36 43.9	35 39.0	13 13.8	2 2.2	1 1.1	87 100.0	NA
			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 %	77.2	13 17.3	51 59.9	13 14.2	6 6.3	2 2.3	85 100.0	2

			Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*30.	Employees have a feeling of personal empowerment with respect to work processes.	N %	44.4	9 10.8	28 33.7	22 25.2	15 18.2	11 12.2	85 100.0	2
31.	Employees are recognized for providing high quality products and services.	N %	52.7	12 14.8	30 37.9	17 19.5	13 15.0	11 12.7	83 100.0	3
*32.	Creativity and innovation are rewarded.	N %	42.1	12 14.3	22 27.8	22 24.5	17 21.0	11 12.5	84 100.0	3
*33.	Pay raises depend on how well employees perform their jobs.	N %	33.2	5 5.5	23 27.7	22 25.5	19 22.5	15 18.8	84 100.0	3
34.	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	N %	56.7	13 16.0	33 40.7	23 26.3	8 10.0	6 7.0	83 100.0	4
*35.	Employees are protected from health and safety hazards on the job.	N %	84.9	25 29.7	46 55.3	9 10.0	2 2.2	1 2.9	83 100.0	4
*36.	My organization has prepared employees for potential security threats.	N %	65.0	15 18.8	39 46.2	17 18.9	9 9.6	4 6.5	84 100.0	2
37.	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N %	38.3	11 14.6	19 23.7	19 27.1	12 14.3	16 20.3	77 100.0	9
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 %	53.9	14 18.8	28 35.1	22 28.5	6 7.5	8 10.1	78 100.0	8
39.	My agency is successful at accomplishing its mission.	N %	71.7	19 22.9	39 48.9	13 14.4	10 11.5	2 2.3	83 100.0	3
40.	I recommend my organization as a good place to work.	N %	53.8	22 25.1	25 28.7	25 30.5	6 7.0	8 8.7	86 100.0	NA
41.	I believe the results of this survey will be used to make my agency a better place to work.	N %	57.1	13 15.7	32 41.4	13 14.5	16 20.1	7 8.3	81 100.0	6
*42.	My supervisor supports my need to balance work and other life issues.	N %	84.1	39 44.2	35 39.9	7 7.3	4 4.7	2 3.9	87 100.0	0
43.	My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N %	64.7	23 26.7	33 38.0	17 19.8	8 8.9	6 6.6	87 100.0	0
*44.	Discussions with my supervisor/team leader about my performance are worthwhile.	N %	69.5	22 24.8	36 44.7	13 14.5	5 6.2	7 9.8	83 100.0	3

			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 %	73.4	24 27.6	37 45.8	14 17.5	2 2.2	6 7.0	83 100.0	4
46.	My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N %	69.5	21 24.5	39 44.9	16 17.3	4 4.8	6 8.4	86 100.0	0
*47.	Supervisors/team leaders in my work unit support employee development.	N %	69.8	29 33.0	31 36.8	14 17.4	6 6.0	6 6.8	86 100.0	1
48.	My supervisor/team leader listens to what I have to say.	N %	83.8	34 40.2	38 43.6	7 7.9	6 6.1	2 2.2	87 100.0	NA
49.	My supervisor/team leader treats me with respect.	N %	89.2	39 45.2	38 44.0	6 6.3	1 1.2	3 3.4	87 100.0	NA
50.	In the last six months, my supervisor/team leader has talked with me about my performance.	N %	84.4	32 37.8	41 46.6	5 5.8	5 5.4	4 4.4	87 100.0	NA
*51.	I have trust and confidence in my supervisor.	N %	69.7	33 38.8	28 30.9	15 17.9	5 5.8	6 6.6	87 100.0	NA
			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 %	79.4	40 47.3	29 32.1	11 13.9	3 3.3	3 3.4	86 100.0	NA
			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 %	39.6	7 7.5	27 32.1	16 18.9	20 21.8	16 19.7	86 100.0	1
54.	My organization's leaders maintain high standards of honesty and integrity.	N %	49.8	12 13.1	30 36.6	15 18.0	13 15.1	15 17.2	85 100.0	2
*55.	Managers/supervisors/team leaders work well with employees of different backgrounds.	N %	62.4	16 18.9	35 43.5	14 15.4	10 12.5	8 9.6	83 100.0	3
*56.	Managers communicate the goals and priorities of the organization.	N %	52.7	12 12.8	33 39.9	20 23.2	8 8.6	14 15.5	87 100.0	0
*57.	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N %	54.4	14 16.0	32 38.4	22 28.2	8 9.1	7 8.3	83 100.0	4

			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 %	51.6	10 11.0	34 40.6	11 13.8	16 19.6	13 15.0	84 100.0	3
59.	Managers support collaboration across work units to accomplish work objectives.	N %	47.5	13 14.6	27 32.9	16 19.5	15 18.8	12 14.1	83 100.0	3
			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 %	55.7	23 26.3	24 29.4	18 23.0	2 2.1	16 19.2	83 100.0	1
			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 %	50.6	16 18.2	26 32.4	15 17.4	14 15.7	14 16.3	85 100.0	1
62.	Senior leaders demonstrate support for Work/Life programs.	N %	63.1	19 21.9	35 41.2	20 23.2	4 4.5	6 9.2	84 100.0	3
			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 %	54.3	15 17.1	33 37.2	19 22.4	15 17.6	5 5.7	87 100.0	NA
*64.	How satisfied are you with the information you receive from management on what's going on in your organization?	N %	50.7	11 12.6	33 38.1	16 17.8	21 25.0	6 6.4	87 100.0	NA
*65.	How satisfied are you with the recognition you receive for doing a good job?	N %	60.1	15 16.3	39 43.8	13 15.6	13 14.4	7 9.8	87 100.0	NA
*66.	How satisfied are you with the policies and practices of your senior leaders?	N %	45.0	10 11.0	29 33.9	17 19.1	18 19.9	13 16.0	87 100.0	NA
*67.	How satisfied are you with your opportunity to get a better job in your organization?	N %	36.2	11 12.0	20 24.1	30 33.6	5 6.1	20 24.1	86 100.0	NA
*68.	How satisfied are you with the training you receive for your present job?	N %	57.7	17 18.5	33 39.2	17 20.1	8 9.3	12 12.9	87 100.0	NA

		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	17	40	13	8	9	87	NA
		%	66.2	19.1	47.1	15.2	8.9	9.7	100.0
*70.	Considering everything, how satisfied are you with your pay?	N	14	46	11	11	4	86	NA
		%	70.2	17.2	53.0	11.8	12.0	6.0	100.0
71.	Considering everything, how satisfied are you with your organization?	N	18	31	20	8	10	87	NA
		%	54.9	19.9	35.0	24.8	9.0	11.3	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	%
	<b>Yes</b>	63	73.4
	<b>No</b>	21	24.4
	<b>Not sure</b>	2	2.2
	<b>Total</b>	86	100.0

73. Please select the response below that BEST describes your current teleworking situation:		N	%
	<b>I telework 3 or more days per week.</b>	1	1.5
	<b>I telework 1 or 2 days per week.</b>	2	2.2
	<b>I telework, but no more than 1 or 2 days per month.</b>	10	11.5
	<b>I telework very infrequently, on an unscheduled or short-term basis.</b>	33	37.1
	<b>I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).</b>	9	11.0
	<b>I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.</b>	3	3.0
	<b>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.</b>	16	18.1
	<b>I do not telework because I choose not to telework.</b>	13	15.5
	<b>Total</b>	87	100.0

74. Do you participate in the following Work/Life programs? Alternative Work Schedules (AWS)			
		<b>N</b>	<b>%</b>
	<b>Yes</b>	53	60.2
	<b>No</b>	32	38.8
	<b>Not available to me</b>	1	1.0
	<b>Total</b>	86	100.0

  

75. Do you participate in the following Work/Life programs? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)			
		<b>N</b>	<b>%</b>
	<b>Yes</b>	48	54.3
	<b>No</b>	37	43.7
	<b>Not available to me</b>	2	2.0
	<b>Total</b>	87	100.0

  

76. Do you participate in the following Work/Life programs? Employee Assistance Program (EAP)			
		<b>N</b>	<b>%</b>
	<b>Yes</b>	12	13.4
	<b>No</b>	72	82.9
	<b>Not available to me</b>	3	3.7
	<b>Total</b>	87	100.0

  

77. Do you participate in the following Work/Life programs? Child Care Programs (for example, daycare, parenting classes, parenting support groups)			
		<b>N</b>	<b>%</b>
	<b>Yes</b>	1	1.2
	<b>No</b>	65	75.1
	<b>Not available to me</b>	20	23.7
	<b>Total</b>	86	100.0

  

78. Do you participate in the following Work/Life programs? Elder Care Programs (for example, support groups, speakers)			
		<b>N</b>	<b>%</b>
	<b>Yes</b>	10	11.6
	<b>No</b>	61	71.7
	<b>Not available to me</b>	14	16.7
	<b>Total</b>	85	100.0

			<b>Percent Positive</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neither Satisfied nor Dissatisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>Item Response Total**</b>	<b>Do Not Know/ No Basis to Judge</b>
79.	How satisfied are you with the following Work/Life programs in your agency? Telework	N %	52.4	14 19.7	25 32.7	20 26.2	8 10.5	8 10.9	75 100.0	12
80.	How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	N %	82.1	34 43.9	32 38.1	9 14.5	2 2.3	1 1.1	78 100.0	9
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 %	71.4	18 24.9	34 46.5	12 20.7	4 6.5	1 1.5	69 100.0	18
82.	How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	N %	50.8	8 17.9	16 32.9	20 47.1	1 2.1	0 0.0	45 100.0	42
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 %	23.0	3 10.8	4 12.2	17 64.2	1 3.4	3 9.3	28 100.0	58
84.	How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	N %	36.5	3 9.7	10 26.8	18 58.0	1 3.0	1 2.6	33 100.0	54