

U.S. Merit Systems Protection Board 2013 Annual Employee Survey Results

1. Interpretation of results: An analysis of MSPB's 2013 Federal Employee Viewpoint Survey (EVS) results indicates that employees continue to have positive views of the agency's mission to protect the merit system principles and to promote a workforce free of prohibited personnel practices. However, resource limitations continue to negatively affect employee perceptions and employees' ability to operate effectively. The increase in MSPB's workload due to the arrival of 32,000 furlough appeals is likely to compound the effect of lack of resources.

In 2013, MSPB's average positive response to the survey's 71 core questions was 64 percent—essentially unchanged from the 65 percent average positive response in 2012. Four items increased and eight items decreased by 5 percentage points or more in positive response compared to 2012 results. The largest increase was 18 percent for preparing employees for potential security threats. The largest decrease was 13 percent for assessing training needs.

A large proportion of MSPB employees continued to respond positively to questions focusing on agency mission. All of the five highest positive ratings (all above 90 percent) related directly or indirectly to agency mission. The questions with the highest positive responses involved (1) the employee's willingness to put in extra effort to get the job done, (2) the kind of work the employee does, (3) the importance of the employee's work, (4) knowing how the employee's work relates to agency goals and priorities, and (5) overall quality of work done by the employee's work unit. Overall engagement of MSPB employees also remains strong.

In contrast, only 35 percent of MSPB employees indicated that they had sufficient resources (including people) to get the job done, a 4 percent decrease from 2012 results. Given the magnitude of this rating, its decline from previous years, and MSPB's reliance on people to accomplish its knowledge-based work, it is not surprising that four-of-the-six lowest positive responses and five-of-the-six most declining responses (compared to 2012) were on questions related to resources.

2. How the survey was conducted: The 2013 FEVS was administered on line from April 23, 2013 to June 7, 2013. An invitation to participate in the survey was sent via e-mail to the entire sample.

3. Description of sample: All of MSPB's career civil service employees as of October 2012 were invited to participate in the survey. (Political appointees were not included in the sample.)

4. Number of employees surveyed, number responded, and representativeness of respondents: The survey was distributed to 180 MSPB employees and 135 employees participated yielding an overall response rate of 75 percent. This is an improvement over MSPB's 2012 response rate of 69 percent and is far greater than the 2013 governmentwide response rate of 48 percent. Due to MSPB's small size, MSPB did not request demographic data beyond duty location (field or HQ) and bargaining unit status. These data have not yet been made available to MSPB.

5. The survey items and responses calculated as percentages for each response choice are included here.

**MERIT SYSTEMS PROTECTION BOARD
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		27	61	22	17	8	135	NA
	%	64.00	19.38	44.62	17.21	12.20	6.59	100.00	
2. I have enough information to do my job well.	N		26	78	15	11	3	133	NA
	%	78.07	18.85	59.23	11.17	8.32	2.43	100.00	
3. I feel encouraged to come up with new and better ways of doing things.	N		23	48	32	18	11	132	NA
	%	53.64	16.94	36.71	24.54	12.99	8.83	100.00	
*4. My work gives me a feeling of personal accomplishment.	N		54	60	13	3	5	135	NA
	%	83.69	38.79	44.89	10.21	2.27	3.83	100.00	
*5. I like the kind of work I do.	N		64	60	5	0	4	133	NA
	%	93.15	47.82	45.33	3.68	0.00	3.17	100.00	
6. I know what is expected of me on the job.	N		46	65	12	5	5	133	NA
	%	83.22	33.55	49.67	9.13	3.68	3.97	100.00	
7. When needed I am willing to put in the extra effort to get a job done.	N		96	35	1	0	2	134	NA
	%	97.78	70.85	26.93	0.65	0.00	1.57	100.00	
8. I am constantly looking for ways to do my job better.	N		72	47	15	1	0	135	NA
	%	88.30	52.35	35.95	11.05	0.65	0.00	100.00	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N		7	40	27	38	22	134	0
	%	35.45	5.03	30.42	20.32	27.82	16.41	100.00	
*10. My workload is reasonable.	N		11	61	32	20	10	134	0
	%	52.62	7.62	45.00	25.51	14.57	7.29	100.00	
*11. My talents are used well in the workplace.	N		27	66	16	13	11	133	0
	%	67.87	19.37	48.50	13.83	9.69	8.62	100.00	
*12. I know how my work relates to the agency's goals and priorities.	N		60	63	4	2	3	132	0
	%	92.59	43.76	48.83	3.56	1.53	2.32	100.00	
*13. The work I do is important.	N		74	49	6	1	2	132	0
	%	92.68	55.05	37.63	5.20	0.66	1.46	100.00	
*14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N		54	58	10	7	5	134	0
	%	84.06	40.53	43.53	7.35	4.90	3.70	100.00	
*15. My performance appraisal is a fair reflection of my performance.	N		40	64	10	11	9	134	0
	%	77.43	28.95	48.48	7.31	8.56	6.70	100.00	
16. I am held accountable for achieving results.	N		51	67	10	3	3	134	0
	%	88.06	37.34	50.73	7.66	1.99	2.29	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: 135

Number of surveys administered: 180

Response Rate: 75.0%

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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		28	40	26	20	16	130	4
	%	51.39	20.64	30.74	20.11	15.68	12.83	100.00	
*18. My training needs are assessed.	N		14	42	38	19	20	133	1
	%	40.85	10.05	30.80	29.49	14.13	15.52	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		47	58	10	12	6	133	1
	%	77.63	33.81	43.82	8.62	9.20	4.55	100.00	
*20. The people I work with cooperate to get the job done.	N		46	63	7	12	7	135	NA
	%	79.59	33.03	46.56	6.16	8.79	5.46	100.00	
*21. My work unit is able to recruit people with the right skills.	N		20	57	26	17	10	130	5
	%	57.65	14.60	43.05	21.93	13.03	7.39	100.00	
*22. Promotions in my work unit are based on merit.	N		23	39	27	18	16	123	11
	%	48.70	17.84	30.86	22.51	15.39	13.40	100.00	
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		7	35	39	22	15	118	17
	%	34.47	5.65	28.82	34.72	17.83	12.98	100.00	
*24. In my work unit, differences in performance are recognized in a meaningful way.	N		14	37	34	27	12	124	9
	%	40.28	10.65	29.63	28.23	21.56	9.94	100.00	
25. Awards in my work unit depend on how well employees perform their jobs.	N		21	38	29	21	16	125	9
	%	45.95	16.12	29.83	24.18	16.83	13.04	100.00	
26. Employees in my work unit share job knowledge with each other.	N		48	58	13	13	3	135	0
	%	77.64	34.26	43.38	10.59	9.50	2.27	100.00	
27. The skill level in my work unit has improved in the past year.	N		18	43	42	14	8	125	9
	%	48.83	13.54	35.30	33.53	11.20	6.44	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		79	42	9	2	2	134	NA
	%	89.93	58.40	31.54	6.91	1.58	1.58	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		30	74	18	10	3	135	0
	%	77.09	21.62	55.47	13.05	7.60	2.27	100.00	

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*30. Employees have a feeling of personal empowerment with respect to work processes.	N		17	51	30	22	8	128	7
	%	53.10	12.48	40.63	23.81	16.86	6.23	100.00	
31. Employees are recognized for providing high quality products and services.	N		18	47	29	21	13	128	6
	%	49.51	13.31	36.20	24.16	16.26	10.07	100.00	
*32. Creativity and innovation are rewarded.	N		12	32	39	28	16	127	6
	%	33.60	8.97	24.63	30.68	23.42	12.30	100.00	
*33. Pay raises depend on how well employees perform their jobs.	N		8	22	36	38	18	122	12
	%	23.54	6.17	17.38	30.33	31.33	14.80	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		34	52	23	10	5	124	10
	%	68.21	25.99	42.21	18.61	8.92	4.26	100.00	
*35. Employees are protected from health and safety hazards on the job.	N		42	61	15	8	5	131	4
	%	79.15	31.10	48.05	11.44	5.64	3.77	100.00	
*36. My organization has prepared employees for potential security threats.	N		36	74	16	6	2	134	0
	%	82.34	26.58	55.76	11.95	4.35	1.36	100.00	
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N		28	49	22	16	15	130	5
	%	57.30	20.84	36.47	18.75	12.35	11.59	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		39	51	21	4	10	125	6
	%	69.95	30.33	39.62	18.74	3.42	7.89	100.00	
39. My agency is successful at accomplishing its mission.	N		35	76	17	4	1	133	2
	%	83.22	25.57	57.64	12.84	3.22	0.72	100.00	
40. I recommend my organization as a good place to work.	N		31	63	29	8	4	135	NA
	%	69.04	21.89	47.15	21.65	5.94	3.37	100.00	
41. I believe the results of this survey will be used to make my agency a better place to work.	N		21	34	39	17	9	120	15
	%	45.38	17.26	28.12	33.05	13.74	7.83	100.00	
*42. My supervisor supports my need to balance work and other life issues.	N		60	48	15	5	5	133	2
	%	80.87	44.16	36.71	11.25	4.03	3.84	100.00	
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N		46	44	18	13	12	133	2
	%	67.32	33.10	34.22	13.61	9.81	9.26	100.00	
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N		43	48	21	12	9	133	1
	%	68.26	31.11	37.16	15.63	9.36	6.75	100.00	

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45. My supervisor/team leader is committed to a workforce representative of all segments of society.	N		48	48	23	3	5	127	8
	%	74.44	36.19	38.25	18.93	2.56	4.07	100.00	
46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N		41	44	22	17	9	133	1
	%	63.30	29.58	33.72	16.67	13.16	6.86	100.00	
*47. Supervisors/team leaders in my work unit support employee development.	N		47	42	21	13	10	133	2
	%	65.73	34.26	31.47	16.72	9.99	7.56	100.00	
48. My supervisor/team leader listens to what I have to say.	N		56	48	13	9	8	134	NA
	%	77.26	40.10	37.16	9.64	7.17	5.93	100.00	
49. My supervisor/team leader treats me with respect.	N		68	43	8	5	9	133	NA
	%	82.91	49.35	33.56	6.23	3.77	7.09	100.00	
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N		59	58	5	7	5	134	NA
	%	87.31	42.51	44.80	3.44	5.25	4.00	100.00	
*51. I have trust and confidence in my supervisor.	N		54	44	13	10	14	135	NA
	%	71.88	38.75	33.13	9.60	7.81	10.71	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		63	37	15	9	11	135	NA
	%	73.55	45.07	28.48	10.99	7.03	8.42	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		12	32	42	31	12	129	6
	%	33.58	8.84	24.74	33.09	24.13	9.20	100.00	
54. My organization's leaders maintain high standards of honesty and integrity.	N		20	44	33	17	14	128	7
	%	48.94	15.11	33.82	26.49	13.89	10.68	100.00	
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N		25	61	28	6	5	125	8
	%	68.11	19.13	48.98	23.11	4.77	4.01	100.00	
*56. Managers communicate the goals and priorities of the organization.	N		21	67	22	19	4	133	2
	%	65.70	15.55	50.15	17.26	14.11	2.92	100.00	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N		27	59	29	10	4	129	6
	%	65.18	20.37	44.81	23.49	8.18	3.15	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		17	46	26	26	13	128	7
	%	48.57	13.16	35.40	21.53	19.77	10.13	100.00	
59. Managers support collaboration across work units to accomplish work objectives.	N		16	53	25	20	11	125	8
	%	54.64	12.32	42.32	21.19	15.68	8.49	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		26	56	30	4	6	122	13
	%	66.27	20.92	45.35	25.05	3.34	5.33	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		26	43	36	17	11	133	2
	%	52.14	19.70	32.44	26.96	12.70	8.20	100.00	
62. Senior leaders demonstrate support for Work/Life programs.	N		40	49	24	8	2	123	11
	%	72.57	31.91	40.65	19.47	6.41	1.56	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		20	54	24	25	12	135	NA
	%	55.01	14.39	40.62	18.03	17.69	9.26	100.00	
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N		18	47	36	21	13	135	NA
	%	47.85	13.08	34.76	27.80	14.93	9.42	100.00	
*65. How satisfied are you with the recognition you receive for doing a good job?	N		25	46	28	23	12	134	NA
	%	51.40	17.85	33.55	22.57	16.97	9.06	100.00	
*66. How satisfied are you with the policies and practices of your senior leaders?	N		12	39	50	23	10	134	NA
	%	37.70	8.47	29.22	37.93	17.03	7.34	100.00	
*67. How satisfied are you with your opportunity to get a better job in your organization?	N		9	30	54	24	17	134	NA
	%	27.85	6.32	21.54	40.68	18.29	13.17	100.00	
*68. How satisfied are you with the training you receive for your present job?	N		11	58	32	15	19	135	NA
	%	51.08	7.72	43.36	23.31	11.18	14.43	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		37	64	16	10	7	134	NA
	%	74.65	26.35	48.30	12.47	7.31	5.57	100.00	
*70. Considering everything, how satisfied are you with your pay?	N		22	49	29	24	11	135	NA
	%	51.96	16.38	35.58	22.67	17.39	7.98	100.00	
71. Considering everything, how satisfied are you with your organization?	N		23	62	31	10	7	133	NA
	%	63.46	16.99	46.47	23.36	7.47	5.71	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	104	77.10
No	28	20.37
Not sure	3	2.53
Total	135	100.00

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

	N	%
I telework 3 or more days per week.	14	10.51
I telework 1 or 2 days per week.	52	38.94
I telework, but no more than 1 or 2 days per month.	8	6.04
I telework very infrequently, on an unscheduled or short-term basis.	16	11.80
I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).	6	4.66
I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.	5	3.46
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.	14	10.01
I do not telework because I choose not to telework.	20	14.58
Total	135	100.00

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

	N	%
Yes	63	46.52
No	63	47.58
Not available to me	8	5.91
Total	134	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	33	24.78
No	84	62.76
Not available to me	17	12.46
Total	134	100.00

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

	N	%
Yes	19	14.53
No	115	85.47
Not available to me	0	0.00
Total	134	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	3	2.24
No	98	72.94
Not available to me	33	24.82
Total	134	100.00

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

	N	%
Yes	3	2.22
No	96	70.90
Not available to me	36	26.88
Total	135	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 %	82.84	40 43.14	34 39.70	8 8.97	5 5.84	2 2.35	89 100.00	1
80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	N %	93.68	39 61.65	19 32.03	1 1.58	2 3.17	1 1.57	62 100.00	2
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 %	68.29	3 10.49	16 57.80	8 27.85	1 3.86	0 0.00	28 100.00	3
82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	N %	70.97	4 24.18	8 46.80	5 29.03	0 0.00	0 0.00	17 100.00	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 %	67.48	0 0.00	2 67.48	1 32.52	0 0.00	0 0.00	3 100.00	1
84. How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	N %	67.48	0 0.00	2 67.48	1 32.52	0 0.00	0 0.00	3 100.00	0

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

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