

# 2016

## Federal Employee Viewpoint Survey



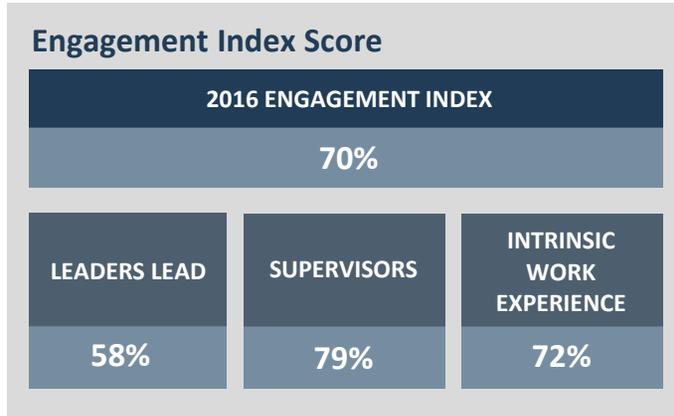
Annual Employee Survey (AES) Report

Consumer Product Safety Commission

FIELD PERIOD	May 3 - June 14, 2016
SAMPLE OR CENSUS	CENSUS
NUMBER OF SURVEYS COMPLETED	317
NUMBER OF SURVEYS ADMINISTERED	490
RESPONSE RATE	64.7%

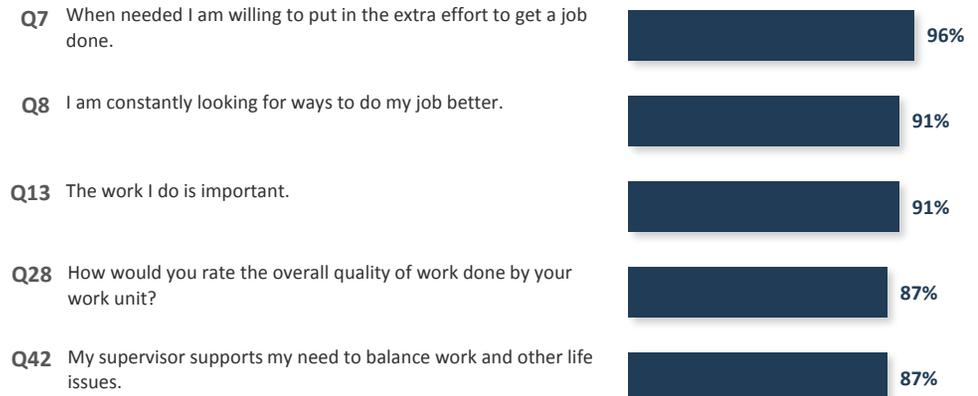
**37** items identified as **strengths** (65% positive or higher)

**3** items identified as **challenges** (35% negative or higher)



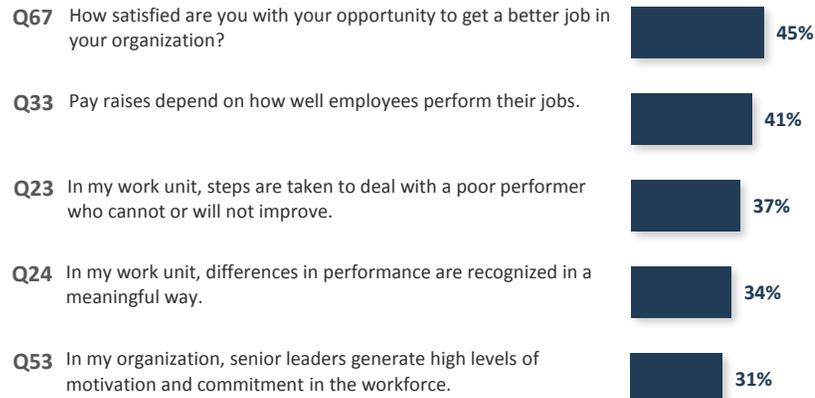
### Highest % Positive Items

Select: Highest % Positive



### Highest % Negative Items

Select: Highest % Negative



Core Survey

Item	Item Text	Percent Positive %	Strongly Agree/ Very Good/ Very Satisfied %	Agree/ Good/ Satisfied %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Disagree/ Poor/ Dissatisfied %	Strongly Disagree/ Very Poor/ Very Dissatisfied %	Percent Negative %	Strongly Agree/ Very Good/ Very Satisfied N	Agree/ Good/ Satisfied N	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied N	Disagree/ Poor/ Dissatisfied N	Strongly Disagree/ Very Poor/ Very Dissatisfied N	Item Response Total** N	Do Not Know/ No Basis to Judge N
1	*I am given a real opportunity to improve my skills in my organization.	69.84%	22.99%	46.85%	15.52%	10.46%	4.18%	14.64%	75	147	49	33	13	317	N/A
2	I have enough information to do my job well.	72.25%	20.30%	51.95%	14.79%	10.35%	2.61%	12.96%	64	160	46	32	8	310	N/A
3	I feel encouraged to come up with new and better ways of doing things.	60.87%	22.51%	38.36%	17.29%	14.04%	7.80%	21.84%	71	119	53	43	24	310	N/A
4	*My work gives me a feeling of personal accomplishment.	73.69%	32.01%	41.67%	12.83%	10.24%	3.24%	13.48%	101	131	41	32	10	315	N/A
5	*I like the kind of work I do.	82.39%	38.38%	44.00%	12.88%	3.15%	1.58%	4.73%	120	137	40	10	5	312	N/A
6	I know what is expected of me on the job.	79.66%	27.83%	51.84%	10.94%	7.41%	1.99%	9.40%	88	164	34	23	6	315	N/A
7	When needed I am willing to put in the extra effort to get a job done.	95.86%	62.02%	33.84%	1.91%	1.26%	0.96%	2.23%	195	107	6	4	3	315	N/A
8	I am constantly looking for ways to do my job better.	90.99%	41.03%	49.96%	7.38%	0.64%	0.99%	1.64%	129	156	23	2	3	313	N/A
9	I have sufficient resources (for example, people, materials, budget) to get my job done.	57.35%	12.39%	44.96%	16.33%	15.92%	10.40%	26.32%	39	141	52	50	33	315	1
10	*My workload is reasonable.	70.13%	13.15%	56.98%	11.47%	10.51%	7.89%	18.40%	42	177	36	33	25	313	2
11	*My talents are used well in the workplace.	59.25%	14.82%	44.43%	16.91%	14.13%	9.70%	23.84%	47	136	52	43	29	307	2
12	*I know how my work relates to the agency's goals and priorities.	84.62%	32.68%	51.94%	9.18%	3.19%	3.01%	6.20%	103	160	28	10	9	310	2
13	*The work I do is important.	90.66%	52.11%	38.54%	6.17%	1.51%	1.67%	3.17%	160	117	19	5	5	306	2
14	*Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	78.59%	34.70%	43.89%	11.40%	5.43%	4.58%	10.01%	110	138	36	17	14	315	1
15	*My performance appraisal is a fair reflection of my performance.	76.91%	31.48%	45.43%	12.44%	3.52%	7.13%	10.65%	99	141	38	11	21	310	6

## Core Survey

16	I am held accountable for achieving results.	86.19%	30.49%	55.70%	11.82%	0.96%	1.02%	1.98%	95	172	37	3	3	310	3
17	I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	61.05%	25.21%	35.84%	18.39%	10.82%	9.74%	20.56%	72	101	51	30	27	281	32
18	*My training needs are assessed.	58.65%	18.03%	40.62%	21.03%	12.74%	7.58%	20.32%	57	123	64	39	23	306	10
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).	75.38%	30.78%	44.59%	10.92%	6.57%	7.13%	13.70%	97	136	33	20	21	307	10
20	*The people I work with cooperate to get the job done.	78.47%	30.58%	47.88%	10.28%	8.33%	2.92%	11.25%	98	151	32	26	9	316	N/A
21	*My work unit is able to recruit people with the right skills.	55.06%	9.89%	45.18%	21.79%	15.33%	7.81%	23.15%	31	137	65	46	23	302	14
22	*Promotions in my work unit are based on merit.	42.09%	9.10%	33.00%	27.86%	13.55%	16.50%	30.05%	29	99	82	41	48	299	17
23	*In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	40.59%	8.58%	32.01%	21.93%	23.14%	14.34%	37.48%	25	87	59	65	39	275	41
24	*In my work unit, differences in performance are recognized in a meaningful way.	37.84%	5.31%	32.53%	27.92%	22.42%	11.82%	34.24%	16	93	80	64	33	286	30
25	Awards in my work unit depend on how well employees perform their jobs.	46.91%	10.56%	36.34%	24.81%	14.27%	14.02%	28.29%	31	105	71	40	39	286	28
26	Employees in my work unit share job knowledge with each other.	72.52%	24.27%	48.26%	17.02%	5.85%	4.61%	10.45%	78	151	53	18	14	314	2
27	The skill level in my work unit has improved in the past year.	55.93%	17.25%	38.67%	32.88%	6.52%	4.68%	11.19%	53	115	99	19	14	300	15
28	How would you rate the overall quality of work done by your work unit?	87.14%	48.32%	38.82%	10.60%	0.93%	1.33%	2.26%	154	122	33	3	4	316	N/A
29	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	75.43%	19.76%	55.66%	14.02%	6.76%	3.79%	10.55%	61	170	42	21	11	305	6
30	*Employees have a feeling of personal empowerment with respect to work processes.	52.12%	11.09%	41.03%	20.66%	18.15%	9.08%	27.22%	34	123	62	54	27	300	15
31	Employees are recognized for providing high quality products and services.	56.72%	13.06%	43.66%	20.63%	11.57%	11.07%	22.64%	42	134	64	36	33	309	5
32	*Creativity and innovation are rewarded.	44.88%	10.37%	34.51%	26.13%	16.11%	12.88%	28.99%	32	102	77	48	38	297	15

## Core Survey

33	*Pay raises depend on how well employees perform their jobs.	31.27%	7.00%	24.27%	28.04%	20.46%	20.24%	40.69%	21	70	80	61	58	290	21
34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	66.58%	22.57%	44.02%	21.50%	7.47%	4.44%	11.92%	66	126	61	21	12	286	29
35	*Employees are protected from health and safety hazards on the job.	77.46%	26.09%	51.37%	12.73%	6.87%	2.94%	9.81%	82	157	39	21	9	308	6
36	*My organization has prepared employees for potential security threats.	50.59%	12.28%	38.31%	28.50%	14.38%	6.53%	20.91%	38	115	85	43	20	301	11
37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	53.28%	18.39%	34.89%	24.24%	10.64%	11.83%	22.47%	55	101	67	30	34	287	25
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.	65.85%	24.10%	41.75%	21.66%	3.99%	8.49%	12.48%	69	117	60	11	24	281	32
39	My agency is successful at accomplishing its mission.	81.33%	26.43%	54.90%	14.95%	2.05%	1.67%	3.72%	82	169	45	6	5	307	6
40	I recommend my organization as a good place to work.	66.36%	26.19%	40.17%	21.31%	8.14%	4.20%	12.34%	84	126	66	25	13	314	N/A
41	I believe the results of this survey will be used to make my agency a better place to work.	47.43%	17.95%	29.48%	24.90%	12.70%	14.96%	27.66%	54	87	72	37	43	293	22
42	*My supervisor supports my need to balance work and other life issues.	86.83%	52.84%	33.99%	5.21%	2.70%	5.26%	7.96%	166	103	16	8	16	309	2
43	My supervisor provides me with opportunities to demonstrate my leadership skills.	72.14%	36.83%	35.30%	14.74%	7.28%	5.84%	13.12%	117	110	45	22	18	312	0
44	*Discussions with my supervisor about my performance are worthwhile.	67.88%	33.62%	34.26%	18.30%	6.97%	6.84%	13.82%	104	104	56	21	21	306	4
45	My supervisor is committed to a workforce representative of all segments of society.	74.18%	35.06%	39.11%	18.91%	1.88%	5.04%	6.92%	102	110	53	5	14	284	27
46	My supervisor provides me with constructive suggestions to improve my job performance.	64.48%	31.38%	33.10%	19.92%	9.05%	6.55%	15.60%	98	101	61	28	20	308	5

## Core Survey

47	*Supervisors in my work unit support employee development.	72.22%	33.61%	38.61%	15.49%	5.01%	7.29%	12.29%	106	119	47	15	22	309	4
48	My supervisor listens to what I have to say.	84.01%	47.37%	36.64%	6.61%	5.84%	3.54%	9.38%	148	114	20	18	11	311	N/A
49	My supervisor treats me with respect.	86.28%	51.28%	35.00%	5.90%	3.62%	4.21%	7.83%	161	108	18	11	13	311	N/A
50	In the last six months, my supervisor has talked with me about my performance.	82.97%	43.31%	39.66%	7.29%	7.53%	2.21%	9.74%	136	124	22	23	7	312	N/A
51	*I have trust and confidence in my supervisor.	75.13%	44.59%	30.54%	13.18%	6.49%	5.20%	11.70%	141	94	41	20	16	312	N/A
52	*Overall, how good a job do you feel is being done by your immediate supervisor?	79.28%	47.86%	31.42%	11.28%	5.81%	3.62%	9.43%	150	97	35	18	11	311	N/A
53	*In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	46.49%	12.67%	33.82%	22.39%	14.18%	16.95%	31.12%	39	102	67	43	51	302	7
54	My organization's senior leaders maintain high standards of honesty and integrity.	59.08%	17.33%	41.76%	20.14%	8.68%	12.10%	20.78%	51	122	57	25	35	290	16
55	*Supervisors work well with employees of different backgrounds.	67.88%	21.78%	46.11%	20.07%	3.90%	8.15%	12.05%	62	128	56	11	22	279	25
56	*Managers communicate the goals and priorities of the organization.	64.72%	17.20%	47.52%	13.95%	10.24%	11.08%	21.32%	53	144	43	30	33	303	4
57	*Managers review and evaluate the organization's progress toward meeting its goals and objectives.	71.20%	20.72%	50.47%	16.80%	4.47%	7.53%	12.00%	60	143	46	12	21	282	24
58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	51.70%	14.70%	37.00%	19.90%	14.98%	13.42%	28.40%	44	108	59	44	39	294	13
59	Managers support collaboration across work units to accomplish work objectives.	51.44%	16.95%	34.49%	23.52%	12.09%	12.96%	25.04%	50	100	68	35	37	290	15
60	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	61.87%	24.45%	37.41%	22.84%	6.54%	8.75%	15.29%	72	112	67	19	25	295	10
61	*I have a high level of respect for my organization's senior leaders.	55.59%	22.09%	33.50%	23.06%	8.70%	12.65%	21.34%	67	102	70	26	38	303	3
62	Senior leaders demonstrate support for Work/Life programs.	62.57%	26.17%	36.40%	21.05%	8.32%	8.06%	16.38%	74	103	59	23	22	281	24

Core Survey

63	*How satisfied are you with your involvement in decisions that affect your work?	54.73%	15.16%	39.57%	21.76%	15.58%	7.93%	23.51%	47	119	66	47	24	303	N/A
64	*How satisfied are you with the information you receive from management on what's going on in your organization?	48.89%	13.65%	35.24%	23.26%	17.90%	9.96%	27.86%	43	106	72	54	30	305	N/A
65	*How satisfied are you with the recognition you receive for doing a good job?	52.91%	16.97%	35.94%	23.91%	13.00%	10.18%	23.17%	53	109	72	40	30	304	N/A
66	*How satisfied are you with the policies and practices of your senior leaders?	45.60%	11.85%	33.74%	28.47%	16.70%	9.23%	25.94%	37	103	86	50	28	304	N/A
67	*How satisfied are you with your opportunity to get a better job in your organization?	27.61%	8.82%	18.79%	27.63%	23.53%	21.23%	44.76%	28	57	84	72	64	305	N/A
68	*How satisfied are you with the training you receive for your present job?	57.20%	16.13%	41.07%	24.87%	10.34%	7.60%	17.94%	51	125	74	31	23	304	N/A
69	*Considering everything, how satisfied are you with your job?	71.02%	23.20%	47.82%	14.80%	9.18%	4.99%	14.17%	71	144	44	28	15	302	N/A
70	*Considering everything, how satisfied are you with your pay?	59.85%	18.67%	41.18%	17.14%	18.12%	4.90%	23.02%	57	127	52	54	14	304	N/A
71	Considering everything, how satisfied are you with your organization?	63.85%	21.47%	42.38%	17.89%	10.85%	7.41%	18.26%	66	130	54	32	22	304	N/A
79	How satisfied are you with the following Work/Life programs in your agency? Telework	74.47%	40.15%	34.32%	9.97%	8.80%	6.76%	15.56%	92	78	23	20	15	228	3
80	How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	87.69%	51.40%	36.29%	5.31%	3.85%	3.16%	7.00%	99	69	10	7	6	191	3
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)	86.65%	29.18%	57.46%	10.88%	2.47%	0.00%	2.47%	25	47	9	2	0	83	10
82	How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	78.01%	25.06%	52.94%	17.17%	0.00%	4.82%	4.82%	11	22	7	0	2	42	12

Core Survey

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)	30.61%	30.61%	0.00%	34.90%	34.50%	0.00%	34.50%	1	0	1	1	0	3	7
84	How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	34.46%	15.00%	19.46%	48.62%	16.91%	0.00%	16.91%	1	1	3	1	0	6	6