

CONSUMER PRODUCT SAFETY COMMISSION
2009 FEDERAL HUMAN CAPITAL SURVEY RESULTS
(Survey Administration Period 7/28/09 to 8/17/09)

		Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Do Not Know/ No Basis to Judge	Percent Positive	Total
*1. The people I work with cooperate to get the job done.	N	39	92	17	6	0	NA		154
	%	25.3	59.7	11.0	3.9	0.0	NA	85.1	100
*2. I am given a real opportunity to improve my skills in my organization.	N	32	60	36	18	8	NA		154
	%	20.8	39.0	23.4	11.7	5.2	NA	59.7	100
3. I have enough information to do my job well.	N	24	79	29	15	7	NA		154
	%	15.6	51.3	18.8	9.7	4.5	NA	66.9	100
4. I feel encouraged to come up with new and better ways of doing things.	N	31	52	31	26	14	NA		154
	%	20.1	33.8	20.1	16.9	9.1	NA	53.9	100
*5. My work gives me a feeling of personal accomplishment.	N	47	65	20	17	5	NA		154
	%	30.5	42.2	13.0	11.0	3.2	NA	72.7	100
*6. I like the kind of work I do.	N	63	63	15	11	2	NA		154
	%	40.9	40.9	9.7	7.1	1.3	NA	81.8	100
*7. I have trust and confidence in my supervisor.	N	53	49	22	15	15	NA		154
	%	34.4	31.8	14.3	9.7	9.7	NA	66.2	100
8. I recommend my organization as a good place to work.	N	42	61	29	14	8	NA		154
	%	27.3	39.6	18.8	9.1	5.2	NA	66.9	100
							Do Not Know/ No Basis to Judge	Percent Positive	Total
		Very Good	Good	Fair	Poor	Very Poor			
*9. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	N	58	47	25	15	9	NA		154
	%	37.7	30.5	16.2	9.7	5.8	NA	68.2	100
10. How would you rate the overall quality of work done by your work group?	N	75	62	14	3	0	NA		154
	%	48.7	40.3	9.1	1.9	0.0	NA	89.0	100
							Do Not Know/ No Basis to Judge	Percent Positive	Total
		Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree			
*11. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N	31	90	31	4	1	1		158
	%	19.6	57.0	19.6	2.5	0.6	0.6	76.6	100
*12. My supervisor supports my need to balance work and other life issues.	N	74	55	14	10	2	3		158
	%	46.8	34.8	8.9	6.3	1.3	1.9	81.6	100
13. Supervisors/team leaders in my work unit provide employees with the opportunities to demonstrate their leadership skills.	N	33	60	33	19	12	1		158
	%	20.9	38.0	20.9	12.0	7.6	0.6	58.9	100
*14. My work unit is able to recruit people with the right skills.	N	17	70	36	19	7	9		158
	%	10.8	44.3	22.8	12.0	4.4	5.7	55.1	100

* AES prescribed items.

Percentages are weighted to be representative of the Agency's population.

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		Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Do Not Know/ No Basis to Judge	Percent Positive	Total
15. The skill level in my work unit has improved in the past year.	N	20	53	50	15	5	15		158
	%	12.7	33.5	31.6	9.5	3.2	9.5	46.2	100
16. I have sufficient resources (for example, people, materials, budget) to get my job done.	N	13	66	29	34	16	0		158
	%	8.2	41.8	18.4	21.5	10.1	0.0	50.0	100
*17. My workload is reasonable.	N	11	73	28	25	20	1		158
	%	7.0	46.2	17.7	15.8	12.7	0.6	53.2	100
*18. My talents are used well in the workplace.	N	24	64	24	35	11	0		158
	%	15.2	40.5	15.2	22.2	7.0	0.0	55.7	100
*19. I know how my work relates to the agency's goals and priorities.	N	58	71	18	7	2	2		158
	%	36.7	44.9	11.4	4.4	1.3	1.3	81.6	100
*20. The work I do is important.	N	83	58	12	4	1	0		158
	%	52.5	36.7	7.6	2.5	0.6	0.0	89.2	100
*21. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N	46	64	20	12	11	5		158
	%	29.1	40.5	12.7	7.6	7.0	3.2	69.6	100
*22. Promotions in my work unit are based on merit.	N	12	39	35	22	21	24		153
	%	7.8	25.5	22.9	14.4	13.7	15.7	33.3	100
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N	2	34	45	20	15	37		153
	%	1.3	22.2	29.4	13.1	9.8	24.2	23.5	100
*24. Employees have a feeling of personal empowerment with respect to work processes.	N	6	46	54	27	14	6		153
	%	3.9	30.1	35.3	17.6	9.2	3.9	34.0	100
25. Employees are rewarded for providing high quality products and services to customers.	N	15	52	29	31	12	14		153
	%	9.8	34.0	19.0	20.3	7.8	9.2	43.8	100
*26. Creativity and innovation are rewarded.	N	15	34	51	23	16	14		153
	%	9.8	22.2	33.3	15.0	10.5	9.2	32.0	100
*27. Pay raises depend on how well employees perform their jobs.	N	3	32	42	25	29	22		153
	%	2.0	20.9	27.5	16.3	19.0	14.4	22.9	100
28. Awards in my work unit depend on how well employees perform their jobs.	N	13	54	36	13	15	22		153
	%	8.5	35.3	23.5	8.5	9.8	14.4	43.8	100
*29. In my work unit, differences in performance are recognized in a meaningful way.	N	8	38	46	23	15	23		153
	%	5.2	24.8	30.1	15.0	9.8	15.0	30.1	100
*30. My performance appraisal is a fair reflection of my performance.	N	36	53	34	12	6	12		153
	%	23.5	34.6	22.2	7.8	3.9	7.8	58.2	100
*31. Discussions with my supervisor/team leader about my performance are worthwhile.	N	22	65	30	20	9	7		153
	%	14.4	42.5	19.6	13.1	5.9	4.6	56.9	100

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		Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Do Not Know/ No Basis to Judge	Percent Positive	Total
*32. 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	27	82	24	15	2	3		153
	%	17.6	53.6	15.7	9.8	1.3	2.0	71.2	100
33. I am held accountable for achieving results.	N	39	87	18	4	2	3		153
	%	25.5	56.9	11.8	2.6	1.3	2.0	82.4	100
34. Supervisors/team leaders in my work unit are committed to a workforce representative of all segments of society.	N	32	51	36	9	6	19		153
	%	20.9	33.3	23.5	5.9	3.9	12.4	54.2	100
35. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	N	30	55	28	10	3	27		153
	%	19.6	35.9	18.3	6.5	2.0	17.6	55.6	100
*36. Managers/supervisors/team leaders work well with employees of different backgrounds.	N	41	55	25	11	5	16		153
	%	26.8	35.9	16.3	7.2	3.3	10.5	62.7	100
*37. I have a high level of respect for my organization's senior leaders.	N	18	60	35	18	20	2		153
	%	11.8	39.2	22.9	11.8	13.1	1.3	51.0	100
*38. In my organization, leaders generate high levels of motivation and commitment in the workforce.	N	12	45	45	31	17	3		153
	%	7.8	29.4	29.4	20.3	11.1	2.0	37.3	100
39. My organization's leaders maintain high standards of honesty and integrity.	N	23	50	46	11	14	9		153
	%	15.0	32.7	30.1	7.2	9.2	5.9	47.7	100
*40. Managers communicate the goals and priorities of the organization.	N	18	67	38	21	9	0		153
	%	11.8	43.8	24.8	13.7	5.9	0.0	55.6	100
*41. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N	22	67	37	14	2	11		153
	%	14.4	43.8	24.2	9.2	1.3	7.2	58.2	100
*42. Employees are protected from health and safety hazards on the job.	N	22	83	26	10	6	6		153
	%	14.4	54.2	17.0	6.5	3.9	3.9	68.6	100
*43. My organization has prepared employees for potential security threats.	N	5	59	42	24	6	17		153
	%	3.3	38.6	27.5	15.7	3.9	11.1	41.8	100
44. Complaints, disputes or grievances are resolved fairly in my work unit.	N	9	29	39	16	15	45		153
	%	5.9	19.0	25.5	10.5	9.8	29.4	24.8	100
45. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N	22	38	31	24	15	23		153
	%	14.4	24.8	20.3	15.7	9.8	15.0	39.2	100
46. 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	31	40	29	12	9	32		153
	%	20.3	26.1	19.0	7.8	5.9	20.9	46.4	100
47. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N	24	37	35	20	12	25		153
	%	15.7	24.2	22.9	13.1	7.8	16.3	39.9	100

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		Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Do Not Know/ No Basis to Judge	Percent Positive	Total
48. Supervisors/team leaders provide employees with constructive suggestions to improve their job performance.	N	22	67	30	24	4	4		151
	%	14.6	44.4	19.9	15.9	2.6	2.6	58.9	100
*49. Supervisors/team leaders in my work unit support employee development.	N	29	77	26	14	3	2		151
	%	19.2	51.0	17.2	9.3	2.0	1.3	70.2	100
50. Employees have electronic access to learning and training programs readily available at their desk.	N	31	87	18	7	1	7		151
	%	20.5	57.6	11.9	4.6	0.7	4.6	78.1	100
*51. My training needs are assessed.	N	11	48	45	35	6	6		151
	%	7.3	31.8	29.8	23.2	4.0	4.0	39.1	100
52. Managers promote communication among different work units (for example, about projects, goals, needed resources).	N	18	52	33	28	17	3		151
	%	11.9	34.4	21.9	18.5	11.3	2.0	46.4	100
53. Employees in my work unit share job knowledge with each other.	N	41	71	17	18	2	2		151
	%	27.2	47.0	11.3	11.9	1.3	1.3	74.2	100
54. Employees use information technology (for example, intranet, shared networks) to perform work.	N	70	69	9	1	1	1		151
	%	46.4	45.7	6.0	0.7	0.7	0.7	92.1	100
		Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Strongly Dissatisfied	Do Not Know/ No Basis to Judge	Percent Positive	Total
*55. How satisfied are you with your involvement in decisions that affect your work?	N	19	52	36	28	15	NA		150
	%	12.7	34.7	24.0	18.7	10.0	NA	47.3	100
*56. How satisfied are you with the information you receive from management on what's going on in your organization?	N	14	46	36	35	19	NA		150
	%	9.3	30.7	24.0	23.3	12.7	NA	40.0	100
*57. How satisfied are you with the recognition you receive for doing a good job?	N	19	60	36	28	7	NA		150
	%	12.7	40.0	24.0	18.7	4.7	NA	52.7	100
*58. How satisfied are you with the policies and practices of your senior leaders?	N	13	39	56	24	18	NA		150
	%	8.7	26.0	37.3	16.0	12.0	NA	34.7	100
*59. How satisfied are you with your opportunity to get a better job in your organization?	N	5	29	59	33	24	NA		150
	%	3.3	19.3	39.3	22.0	16.0	NA	22.7	100
*60. How satisfied are you with the training you receive for your present job?	N	14	56	55	17	8	NA		150
	%	9.3	37.3	36.7	11.3	5.3	NA	46.7	100
*61. Considering everything, how satisfied are you with your job?	N	26	66	34	18	6	NA		150
	%	17.3	44.0	22.7	12.0	4.0	NA	61.3	100
*62. Considering everything, how satisfied are you with your pay?	N	27	70	20	27	6	NA		150
	%	18.0	46.7	13.3	18.0	4.0	NA	64.7	100
63. Considering everything, how satisfied are you with your organization?	N	25	64	34	21	6	NA		150
	%	16.7	42.7	22.7	14.0	4.0	NA	59.3	100

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		Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Strongly Dissatisfied	Do Not Know/ No Basis to Judge	Percent Positive	Total
64. How satisfied are you with retirement benefits?	N	21	75	27	11	2	11		147
	%	14.3	51.0	18.4	7.5	1.4	7.5	65.3	100
65. How satisfied are you with health insurance benefits?	N	22	86	17	10	4	8		147
	%	15.0	58.5	11.6	6.8	2.7	5.4	73.5	100
66. How satisfied are you with life insurance benefits?	N	17	77	23	11	2	17		147
	%	11.6	52.4	15.6	7.5	1.4	11.6	63.9	100
67. How satisfied are you with long term care insurance benefits?	N	5	32	31	11	1	67		147
	%	3.4	21.8	21.1	7.5	0.7	45.6	25.2	100
68. How satisfied are you with the flexible spending account (FSA) program?	N	22	54	22	3	2	44		147
	%	15.0	36.7	15.0	2.0	1.4	29.9	51.7	100
69. How satisfied are you with paid vacation time?	N	41	85	12	4	4	1		147
	%	27.9	57.8	8.2	2.7	2.7	0.7	85.7	100
70. How satisfied are you with paid leave for illness (for example, personal), including family care situations (for example, childbirth/adoption or eldercare)?	N	43	76	16	4	3	5		147
	%	29.3	51.7	10.9	2.7	2.0	3.4	81.0	100
71. How satisfied are you with child care subsidies?	N	3	9	19	2	3	111		147
	%	2.0	6.1	12.9	1.4	2.0	75.5	8.2	100
72. How satisfied are you with work/life programs (for example, health and wellness, employee assistance, eldercare, and support groups)?	N	3	25	27	9	5	78		147
	%	2.0	17.0	18.4	6.1	3.4	53.1	19.0	100
73. How satisfied are you with telework/telecommuting?	N	39	41	19	8	6	34		147
	%	26.5	27.9	12.9	5.4	4.1	23.1	54.4	100
74. How satisfied are you with alternative work schedules?	N	51	63	9	6	0	18		147
	%	34.7	42.9	6.1	4.1	0.0	12.2	77.6	100

* AES prescribed items.