

2017

**Federal Employee Viewpoint Survey**

Empowering Employees. Inspiring Change.



Annual Employee Survey (AES) Report

Consumer Product Safety Commission

<b>FIELD PERIOD</b>	May 9 - June 20, 2017
<b>SAMPLE OR CENSUS</b>	CENSUS
<b>NUMBER OF SURVEYS COMPLETED</b>	407
<b>NUMBER OF SURVEYS ADMINISTERED</b>	491
<b>RESPONSE RATE</b>	82.9%

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

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

**Engagement Index Score**

2017 ENGAGEMENT INDEX

**73%**

LEADERS LEAD

SUPERVISORS

INTRINSIC WORK EXPERIENCE

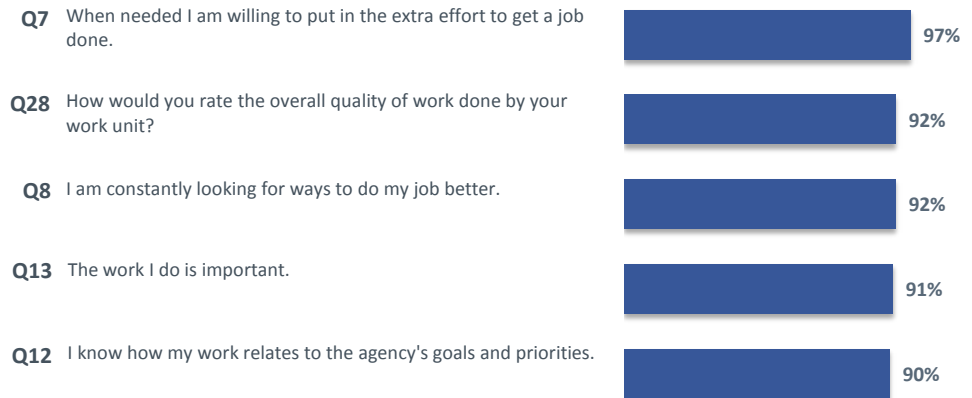
**64%**

**80%**

**75%**

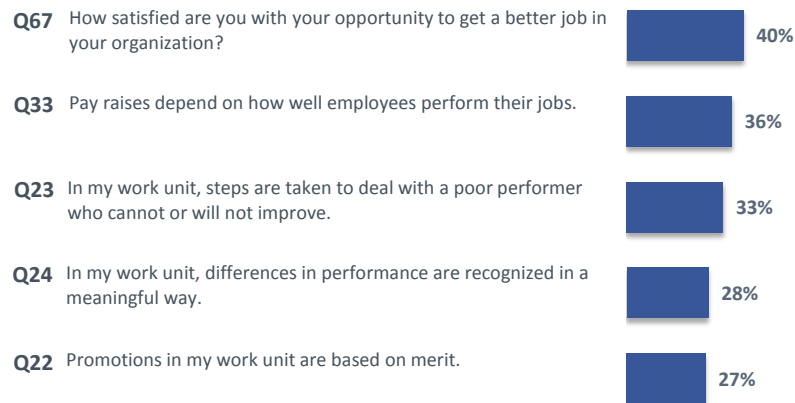
**Highest % Positive Items**

Select: Highest % Positive



**Highest % Negative Items**

Select: Highest % Negative





Select: Largest Increases since 2016

### Largest Increases in Percent Positive since 2016

63 items increased since 2016

	2014	2015	2016	2017	Percentage Point Change
Q59 Managers support collaboration across work units to accomplish work objectives.	54%	49%	51%	63%	+12
Q36 My organization has prepared employees for potential security threats.	54%	54%	51%	60%	+9
Q60 Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	63%	59%	62%	71%	+9
Q25 Awards in my work unit depend on how well employees perform their jobs.	45%	49%	47%	55%	+8
Q39 My agency is successful at accomplishing its mission.	81%	81%	81%	89%	+8

Select: Largest Decreases since 2016

### Largest Decreases in Percent Positive since 2016

3 items decreased since 2016

	2014	2015	2016	2017	Percentage Point Change
Q23 In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	36%	38%	41%	36%	-5
Q10 My workload is reasonable.	58%	60%	70%	68%	-2
Q49 My supervisor treats me with respect.	80%	83%	86%	85%	-1

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.	72.46%	23.78%	48.68%	15.33%	8.29%	3.92%	12.21%	96	199	62	33	16	406	N/A
2	I have enough information to do my job well.	74.20%	20.33%	53.87%	14.86%	7.48%	3.46%	10.94%	82	220	61	30	14	407	N/A
3	I feel encouraged to come up with new and better ways of doing things.	62.67%	23.72%	38.95%	18.17%	12.71%	6.45%	19.16%	96	157	73	52	26	404	N/A
4	My work gives me a feeling of personal accomplishment.	76.86%	36.17%	40.69%	13.52%	6.91%	2.71%	9.62%	144	168	54	28	11	405	N/A
5	I like the kind of work I do.	84.98%	41.36%	43.62%	9.96%	4.37%	0.69%	5.06%	161	178	40	17	3	399	N/A
6	I know what is expected of me on the job.	84.33%	32.20%	52.13%	8.67%	4.99%	2.01%	7.00%	127	210	35	20	8	400	N/A
7	When needed I am willing to put in the extra effort to get a job done.	97.04%	69.26%	27.78%	2.17%	0.27%	0.52%	0.79%	276	116	9	1	2	404	N/A
8	I am constantly looking for ways to do my job better.	91.54%	46.28%	45.26%	6.97%	0.97%	0.52%	1.49%	185	185	28	4	2	404	N/A
9	I have sufficient resources (for example, people, materials, budget) to get my job done.	60.29%	14.94%	45.34%	16.48%	17.57%	5.67%	23.24%	59	181	66	72	23	401	5
10	*My workload is reasonable.	68.29%	13.79%	54.50%	12.10%	13.43%	6.18%	19.61%	55	219	49	54	25	402	3
11	*My talents are used well in the workplace.	61.53%	16.55%	44.98%	19.16%	13.24%	6.06%	19.31%	65	179	74	53	24	395	5
12	*I know how my work relates to the agency's goals and priorities.	89.51%	37.60%	51.90%	6.77%	3.22%	0.51%	3.72%	150	211	27	13	2	403	4
13	The work I do is important.	91.04%	53.60%	37.44%	5.70%	2.76%	0.50%	3.26%	212	153	23	11	2	401	5
14	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	81.16%	37.32%	43.83%	10.73%	5.98%	2.14%	8.12%	148	181	44	24	9	406	1
15	My performance appraisal is a fair reflection of my performance.	80.59%	37.24%	43.36%	9.16%	5.22%	5.03%	10.25%	146	172	36	21	20	395	10

## Core Survey

16	I am held accountable for achieving results.	88.87%	36.42%	52.46%	9.66%	0.95%	0.52%	1.47%	146	212	38	4	2	402	3
17	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	65.03%	28.88%	36.15%	23.25%	5.89%	5.82%	11.72%	108	136	86	23	22	375	30
18	My training needs are assessed.	60.50%	16.00%	44.49%	23.10%	10.04%	6.36%	16.40%	65	178	94	41	26	404	3
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).	74.75%	35.82%	38.93%	12.15%	6.74%	6.35%	13.10%	137	153	48	27	25	390	16
20	*The people I work with cooperate to get the job done.	80.24%	33.70%	46.54%	13.03%	5.48%	1.25%	6.73%	137	189	53	22	5	406	N/A
21	My work unit is able to recruit people with the right skills.	59.26%	12.79%	46.48%	22.69%	13.62%	4.43%	18.05%	49	176	87	54	17	383	23
22	Promotions in my work unit are based on merit.	47.14%	11.49%	35.65%	26.25%	15.32%	11.29%	26.61%	42	132	97	55	41	367	39
23	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	36.47%	9.56%	26.92%	30.40%	21.69%	11.43%	33.12%	32	94	104	75	40	345	61
24	*In my work unit, differences in performance are recognized in a meaningful way.	40.93%	9.15%	31.78%	31.52%	18.65%	8.91%	27.55%	33	116	116	69	33	367	39
25	Awards in my work unit depend on how well employees perform their jobs.	54.77%	15.20%	39.56%	20.59%	15.94%	8.71%	24.65%	55	144	76	59	32	366	37
26	Employees in my work unit share job knowledge with each other.	76.58%	29.11%	47.47%	13.83%	6.18%	3.41%	9.59%	116	190	54	25	13	398	7
27	The skill level in my work unit has improved in the past year.	61.19%	18.86%	42.32%	27.84%	7.24%	3.74%	10.97%	70	161	103	28	14	376	29
28	How would you rate the overall quality of work done by your work unit?	91.84%	54.50%	37.33%	6.93%	0.96%	0.28%	1.24%	222	151	29	4	1	407	N/A
29	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	81.27%	19.56%	61.71%	12.18%	4.73%	1.82%	6.55%	77	243	49	19	7	395	8
30	Employees have a feeling of personal empowerment with respect to work processes.	56.22%	13.45%	42.77%	22.93%	12.48%	8.37%	20.86%	49	162	88	48	32	379	24
31	Employees are recognized for providing high quality products and services.	60.51%	16.56%	43.95%	20.54%	12.02%	6.94%	18.95%	64	170	79	47	27	387	14
32	Creativity and innovation are rewarded.	47.32%	13.36%	33.96%	30.17%	14.13%	8.38%	22.51%	50	128	114	54	32	378	23

## Core Survey

33	Pay raises depend on how well employees perform their jobs.	31.93%	8.25%	23.67%	32.51%	21.98%	13.59%	35.56%	29	84	115	80	48	356	43
34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	66.71%	21.20%	45.51%	23.22%	5.68%	4.39%	10.07%	78	167	85	21	16	367	36
35	Employees are protected from health and safety hazards on the job.	78.77%	27.98%	50.79%	13.72%	4.84%	2.67%	7.51%	111	202	52	18	10	393	9
36	My organization has prepared employees for potential security threats.	59.54%	14.90%	44.64%	22.72%	13.33%	4.41%	17.74%	56	169	86	51	16	378	22
37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	56.19%	19.90%	36.29%	26.47%	8.48%	8.86%	17.34%	72	136	97	31	32	368	32
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.	70.14%	27.87%	42.28%	20.29%	3.78%	5.79%	9.57%	100	153	71	13	21	358	42
39	My agency is successful at accomplishing its mission.	89.39%	34.98%	54.40%	8.15%	1.60%	0.86%	2.47%	137	216	33	6	3	395	6
40	*I recommend my organization as a good place to work.	72.85%	27.26%	45.59%	15.99%	7.25%	3.91%	11.16%	109	184	66	29	16	404	N/A
41	*I believe the results of this survey will be used to make my agency a better place to work.	48.90%	15.85%	33.05%	26.75%	12.32%	12.02%	24.35%	58	125	101	46	46	376	26
42	My supervisor supports my need to balance work and other life issues.	88.12%	55.75%	32.37%	5.44%	2.52%	3.92%	6.44%	223	132	22	10	16	403	1
43	My supervisor provides me with opportunities to demonstrate my leadership skills.	72.99%	36.62%	36.38%	15.26%	5.71%	6.04%	11.74%	146	146	61	23	24	400	4
44	Discussions with my supervisor about my performance are worthwhile.	72.66%	35.29%	37.37%	14.28%	6.15%	6.91%	13.06%	140	148	57	25	28	398	5
45	My supervisor is committed to a workforce representative of all segments of society.	78.38%	41.11%	37.28%	16.64%	2.24%	2.74%	4.98%	152	139	62	8	10	371	31
46	My supervisor provides me with constructive suggestions to improve my job performance.	71.23%	33.37%	37.87%	15.90%	7.91%	4.96%	12.86%	133	150	64	32	20	399	3

## Core Survey

47	Supervisors in my work unit support employee development.	74.77%	34.97%	39.81%	15.60%	5.40%	4.23%	9.62%	139	159	61	22	17	398	6
48	My supervisor listens to what I have to say.	84.23%	46.04%	38.19%	9.17%	3.91%	2.70%	6.61%	185	155	36	16	11	403	N/A
49	My supervisor treats me with respect.	85.40%	54.98%	30.42%	7.88%	3.72%	2.99%	6.72%	217	122	31	15	12	397	N/A
50	In the last six months, my supervisor has talked with me about my performance.	83.21%	44.05%	39.16%	8.99%	6.31%	1.49%	7.80%	175	160	36	26	6	403	N/A
51	I have trust and confidence in my supervisor.	75.90%	45.56%	30.34%	13.50%	5.65%	4.94%	10.59%	182	123	54	23	20	402	N/A
52	Overall, how good a job do you feel is being done by your immediate supervisor?	80.50%	52.76%	27.74%	13.10%	3.39%	3.01%	6.39%	210	113	52	14	12	401	N/A
53	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	51.04%	14.79%	36.25%	24.27%	14.39%	10.30%	24.70%	58	142	94	57	40	391	13
54	My organization's senior leaders maintain high standards of honesty and integrity.	62.59%	21.51%	41.08%	24.85%	4.30%	8.26%	12.56%	81	153	93	16	31	374	29
55	Supervisors work well with employees of different backgrounds.	72.63%	28.33%	44.30%	19.17%	3.13%	5.07%	8.20%	105	167	71	12	19	374	26
56	*Managers communicate the goals and priorities of the organization.	72.67%	23.17%	49.50%	15.23%	5.94%	6.16%	12.10%	92	197	60	24	25	398	2
57	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	75.02%	22.72%	52.30%	16.82%	3.54%	4.63%	8.17%	87	201	65	14	18	385	17
58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	58.19%	20.05%	38.14%	21.50%	10.97%	9.34%	20.31%	78	151	85	43	37	394	9
59	Managers support collaboration across work units to accomplish work objectives.	63.24%	20.54%	42.71%	19.43%	8.55%	8.78%	17.33%	81	169	76	34	35	395	8
60	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	71.34%	33.63%	37.72%	18.03%	5.42%	5.20%	10.63%	131	145	69	21	20	386	15
61	I have a high level of respect for my organization's senior leaders.	62.83%	23.37%	39.46%	23.77%	6.08%	7.33%	13.40%	92	156	96	24	29	397	7
62	Senior leaders demonstrate support for Work/Life programs.	66.25%	24.20%	42.05%	21.82%	6.14%	5.79%	11.93%	88	151	77	23	21	360	43

Core Survey

63	*How satisfied are you with your involvement in decisions that affect your work?	56.60%	15.95%	40.65%	23.45%	14.67%	5.27%	19.94%	64	162	96	59	21	402	N/A
64	*How satisfied are you with the information you receive from management on what's going on in your organization?	56.98%	16.18%	40.80%	21.69%	16.35%	4.98%	21.32%	65	164	87	65	20	401	N/A
65	*How satisfied are you with the recognition you receive for doing a good job?	59.75%	20.51%	39.24%	21.41%	12.08%	6.76%	18.84%	80	158	85	49	27	399	N/A
66	How satisfied are you with the policies and practices of your senior leaders?	54.42%	13.48%	40.94%	29.43%	9.58%	6.58%	16.15%	54	165	118	38	26	401	N/A
67	How satisfied are you with your opportunity to get a better job in your organization?	31.34%	9.84%	21.50%	29.09%	25.12%	14.45%	39.57%	39	87	119	99	59	403	N/A
68	How satisfied are you with the training you receive for your present job?	59.09%	17.82%	41.27%	25.86%	9.01%	6.03%	15.05%	70	167	104	37	24	402	N/A
69	*Considering everything, how satisfied are you with your job?	76.24%	23.93%	52.31%	13.68%	7.13%	2.95%	10.08%	95	210	55	29	12	401	N/A
70	Considering everything, how satisfied are you with your pay?	62.18%	18.23%	43.95%	18.92%	15.61%	3.29%	18.90%	73	178	76	63	13	403	N/A
71	*Considering everything, how satisfied are you with your organization?	70.03%	23.56%	46.47%	18.62%	7.38%	3.97%	11.35%	94	187	74	30	16	401	N/A
79	How satisfied are you with the following Work/Life programs in your agency? Telework	67.62%	34.85%	32.77%	11.00%	13.03%	8.35%	21.38%	98	100	35	41	26	300	8
80	How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	91.25%	52.53%	38.72%	4.08%	2.58%	2.09%	4.67%	115	88	9	6	5	223	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)	83.57%	25.64%	57.93%	12.54%	2.92%	0.97%	3.89%	27	63	13	3	1	107	10
82	How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	85.46%	23.41%	62.05%	12.68%	1.87%	0.00%	1.87%	11	29	6	1	0	47	11

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)	60.68%	37.38%	23.30%	18.78%	20.54%	0.00%	20.54%	2	1	1	1	0	5	4
84	How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	57.00%	19.76%	37.24%	43.00%	0.00%	0.00%	0.00%	2	3	4	0	0	9	3