

2018

Federal Employee Viewpoint Survey

Empowering Employees. Inspiring Change.



Annual Employee Survey (AES) Report

Consumer Product Safety Commission

FIELD PERIOD	May 8 - June 19, 2018
SAMPLE OR CENSUS	CENSUS
NUMBER OF SURVEYS	355
NUMBER OF SURVEYS	490
RESPONSE RATE	72.4%

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

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

Engagement Index Score

2018 ENGAGEMENT INDEX

69%

LEADERS LEAD

57%

SUPERVISORS

77%

INTRINSIC WORK EXPERIENCE

72%

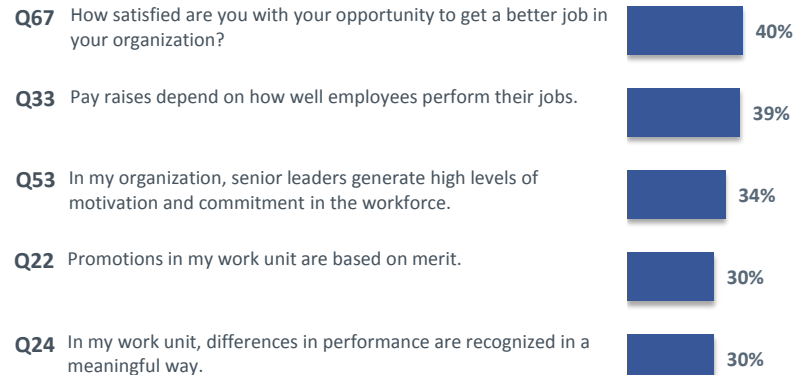
Highest % Positive Items

Select: Highest % Positive



Highest % Negative Items

Select: Highest % Negative





Select: Largest Increases since 2017

Largest Increases in Percent Positive since 2017

8 items increased since 2017

	2015	2016	2017	2018	Percentage Point Change
Q23 In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	38%	41%	36%	42%	+6
Q29 My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	75%	75%	81%	86%	+5
Q41 I believe the results of this survey will be used to make my agency a better place to work.	40%	47%	49%	53%	+4
Q70 Considering everything, how satisfied are you with your pay?	58%	60%	62%	66%	+4
Q55 Supervisors work well with employees of different backgrounds.	62%	68%	73%	74%	+1

Select: Largest Decreases since 2017

Largest Decreases in Percent Positive since 2017

57 items decreased since 2017

	2015	2016	2017	2018	Percentage Point Change
Q66 How satisfied are you with the policies and practices of your senior leaders?	42%	46%	54%	45%	-9
Q30 Employees have a feeling of personal empowerment with respect to work processes.	44%	52%	56%	48%	-8
Q53 In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	41%	46%	51%	43%	-8
Q69 Considering everything, how satisfied are you with your job?	69%	71%	76%	68%	-8
Q60 Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	59%	62%	71%	63%	-8

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.	68.1%	26.0%	42.1%	15.7%	10.2%	6.0%	16.2%	92	149	53	36	20	350	N/A
2	I have enough information to do my job well.	69.3%	19.2%	50.1%	14.9%	11.4%	4.5%	15.8%	67	179	53	39	16	354	N/A
3	I feel encouraged to come up with new and better ways of doing things.	60.2%	25.0%	35.3%	18.7%	11.2%	9.9%	21.1%	89	125	65	41	34	354	N/A
4	My work gives me a feeling of personal accomplishment.	75.7%	33.7%	42.0%	12.3%	7.7%	4.2%	11.9%	119	150	44	27	15	355	N/A
5	I like the kind of work I do.	85.0%	43.1%	41.8%	8.8%	4.7%	1.5%	6.2%	150	150	33	16	6	355	N/A
6	I know what is expected of me on the job.	77.5%	33.5%	43.9%	11.1%	7.1%	4.3%	11.4%	120	155	39	25	16	355	N/A
7	When needed I am willing to put in the extra effort to get a job done.	92.9%	67.0%	25.9%	4.6%	1.1%	1.4%	2.5%	236	93	17	4	5	355	N/A
8	I am constantly looking for ways to do my job better.	90.6%	50.5%	40.1%	6.6%	1.4%	1.4%	2.8%	177	144	23	5	5	354	N/A
9	I have sufficient resources (for example, people, materials, budget) to get my job done.	58.4%	15.1%	43.3%	16.4%	15.8%	9.3%	25.2%	53	154	57	55	35	354	0
10	*My workload is reasonable.	64.2%	15.9%	48.4%	15.0%	13.1%	7.6%	20.7%	55	173	53	46	27	354	1
11	*My talents are used well in the workplace.	59.0%	19.9%	39.1%	15.1%	16.3%	9.6%	25.9%	71	137	51	56	34	349	2
12	*I know how my work relates to the agency's goals.	86.6%	38.9%	47.7%	8.5%	2.7%	2.2%	4.9%	137	169	29	10	8	353	2
13	The work I do is important.	89.9%	51.5%	38.4%	6.2%	1.6%	2.3%	3.9%	180	138	23	6	8	355	0
14	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	78.9%	35.2%	43.7%	10.8%	6.3%	4.0%	10.3%	124	158	36	22	14	354	0
15	My performance appraisal is a fair reflection of my performance.	78.8%	38.7%	40.2%	8.4%	5.4%	7.4%	12.8%	135	143	29	18	25	350	4
16	I am held accountable for achieving results.	88.3%	38.1%	50.2%	7.8%	2.0%	1.9%	3.9%	132	178	26	7	7	350	4

Core Survey

17	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	62.3%	27.9%	34.3%	20.6%	6.9%	10.2%	17.2%	94	111	68	21	34	328	25
18	My training needs are assessed.	57.0%	18.3%	38.7%	19.1%	16.1%	7.9%	23.9%	66	134	66	56	28	350	5
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).	72.0%	35.4%	36.6%	11.3%	7.6%	9.2%	16.7%	126	126	39	25	32	348	7
20	*The people I work with cooperate to get the job done.	79.1%	31.2%	47.9%	12.6%	6.0%	2.3%	8.3%	113	169	44	21	8	355	N/A
21	My work unit is able to recruit people with the right skills.	51.5%	9.7%	41.8%	22.8%	15.3%	10.5%	25.8%	34	138	75	50	34	331	21
22	Promotions in my work unit are based on merit.	47.0%	13.2%	33.8%	23.3%	15.5%	14.1%	29.7%	43	110	74	48	45	320	34
23	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	42.1%	11.0%	31.1%	28.5%	16.6%	12.8%	29.4%	33	92	82	50	37	294	60
24	*In my work unit, differences in performance are recognized in a meaningful way.	41.7%	10.9%	30.8%	28.7%	16.2%	13.5%	29.6%	36	97	92	51	43	319	36
25	Awards in my work unit depend on how well employees perform their jobs.	53.7%	18.5%	35.2%	21.7%	13.7%	11.0%	24.6%	59	113	69	42	35	318	36
26	Employees in my work unit share job knowledge with each other.	77.0%	26.0%	51.0%	15.4%	4.3%	3.3%	7.6%	95	178	54	15	11	353	1
27	The skill level in my work unit has improved in the past year.	61.2%	19.7%	41.4%	26.3%	8.2%	4.4%	12.5%	65	137	89	25	13	329	25
28	How would you rate the overall quality of work done by your work unit?	89.8%	47.1%	42.6%	7.6%	1.5%	1.1%	2.6%	168	151	25	5	4	353	N/A
29	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	86.2%	32.9%	53.3%	8.4%	3.3%	2.1%	5.4%	116	183	28	12	7	346	8
30	Employees have a feeling of personal empowerment with respect to work processes.	48.0%	12.2%	35.8%	25.0%	15.8%	11.1%	26.9%	42	123	82	55	39	341	11
31	Employees are recognized for providing high quality products and services.	58.2%	15.2%	43.1%	20.7%	11.5%	9.5%	21.0%	53	145	69	38	33	338	13
32	Creativity and innovation are rewarded.	45.8%	14.5%	31.3%	29.0%	13.9%	11.3%	25.2%	48	104	93	45	38	328	23
33	Pay raises depend on how well employees perform their jobs.	32.9%	9.1%	23.7%	28.5%	21.6%	17.0%	38.6%	29	75	92	66	55	317	32

Core Survey

34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	62.6%	19.5%	43.1%	23.4%	8.4%	5.6%	14.0%	62	135	72	22	17	308	42
35	Employees are protected from health and safety hazards on the job.	76.1%	23.3%	52.8%	15.2%	5.2%	3.5%	8.7%	85	178	50	18	12	343	9
36	My organization has prepared employees for potential security threats.	58.5%	13.8%	44.7%	22.5%	12.3%	6.7%	19.0%	48	149	75	42	23	337	12
37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	56.8%	18.9%	37.9%	22.0%	9.3%	11.9%	21.2%	60	116	67	28	37	308	43
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.	70.5%	28.5%	42.0%	18.3%	3.4%	7.8%	11.2%	89	129	53	9	24	304	44
39	My agency is successful at accomplishing its mission.	83.0%	26.9%	56.1%	12.1%	2.6%	2.4%	5.0%	93	194	40	9	8	344	8
40	*I recommend my organization as a good place to work.	69.0%	28.1%	41.0%	16.2%	9.7%	5.0%	14.7%	101	144	55	34	17	351	N/A
41	*I believe the results of this survey will be used to make my agency a better place to work.	52.8%	18.8%	34.0%	22.5%	13.2%	11.5%	24.8%	60	108	71	41	36	316	35
42	My supervisor supports my need to balance work and other life issues.	85.4%	50.6%	34.8%	7.5%	1.7%	5.4%	7.1%	181	121	25	6	18	351	1
43	My supervisor provides me with opportunities to demonstrate my leadership skills.	70.2%	33.9%	36.3%	17.3%	7.0%	5.6%	12.6%	120	128	59	24	19	350	2
44	Discussions with my supervisor about my performance are worthwhile.	68.2%	32.2%	36.0%	14.8%	9.3%	7.7%	17.0%	115	125	49	32	27	348	3
45	My supervisor is committed to a workforce representative of all segments of society.	74.9%	35.9%	39.1%	16.5%	3.2%	5.3%	8.5%	113	121	49	9	15	307	45
46	My supervisor provides me with constructive suggestions to improve my job performance.	65.0%	30.9%	34.2%	17.2%	10.6%	7.1%	17.8%	112	120	58	36	25	351	1
47	Supervisors in my work unit support employee development.	71.3%	33.1%	38.2%	15.2%	6.3%	7.2%	13.5%	118	131	51	21	25	346	6
48	My supervisor listens to what I have to say.	81.9%	46.0%	35.8%	9.4%	5.1%	3.6%	8.8%	165	125	32	17	13	352	N/A

Core Survey

49	My supervisor treats me with respect.	82.3%	51.0%	31.3%	9.4%	4.5%	3.8%	8.3%	182	110	31	15	14	352	N/A
50	In the last six months, my supervisor has talked with me about my performance.	82.4%	42.2%	40.2%	7.2%	8.2%	2.2%	10.4%	152	140	24	28	8	352	N/A
51	I have trust and confidence in my supervisor.	72.2%	42.3%	29.9%	14.3%	6.7%	6.8%	13.5%	151	106	48	23	24	352	N/A
52	Overall, how good a job do you feel is being done by your immediate supervisor?	75.5%	44.8%	30.8%	13.6%	6.0%	4.9%	10.9%	160	108	45	20	17	350	N/A
53	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	42.9%	10.5%	32.4%	22.8%	23.6%	10.8%	34.4%	37	109	76	77	38	337	11
54	My organization's senior leaders maintain high standards of honesty and integrity.	58.1%	18.8%	39.3%	24.4%	10.5%	6.9%	17.5%	62	122	78	31	23	316	32
55	Supervisors work well with employees of different backgrounds.	74.0%	23.8%	50.2%	16.1%	5.2%	4.7%	9.9%	80	159	51	16	15	321	27
56	*Managers communicate the goals of the organization.	67.0%	18.8%	48.3%	16.0%	9.6%	7.4%	16.9%	67	164	55	32	25	343	3
57	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	70.4%	19.6%	50.8%	18.2%	5.5%	5.9%	11.4%	66	166	56	18	19	325	22
58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	54.6%	15.8%	38.8%	17.9%	17.0%	10.5%	27.5%	54	131	59	58	35	337	11
59	Managers support collaboration across work units to accomplish work objectives.	59.8%	17.8%	42.0%	16.9%	14.1%	9.2%	23.3%	60	139	54	48	30	331	14
60	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	63.3%	24.9%	38.4%	24.9%	5.3%	6.5%	11.8%	87	128	82	17	22	336	12
61	I have a high level of respect for my organization's senior leaders.	55.8%	19.9%	35.9%	23.7%	13.8%	6.7%	20.5%	71	121	83	47	24	346	2
62	Senior leaders demonstrate support for Work/Life programs.	61.9%	24.1%	37.8%	19.3%	10.6%	8.1%	18.7%	77	117	59	33	26	312	36
63	*How satisfied are you with your involvement in decisions that affect your work?	52.2%	17.0%	35.2%	20.1%	20.8%	6.9%	27.7%	61	121	69	72	24	347	N/A
64	*How satisfied are you with the information you receive from management on what's going on in your organization?	50.3%	12.8%	37.5%	21.3%	19.2%	9.2%	28.4%	47	128	73	68	32	348	N/A

Core Survey

65	*How satisfied are you with the recognition you receive for doing a good job?	55.6%	18.5%	37.2%	23.4%	11.3%	9.7%	21.0%	66	129	78	39	35	347	N/A
66	How satisfied are you with the policies and practices of your senior leaders?	44.7%	11.8%	32.8%	32.4%	15.0%	7.9%	22.9%	43	113	111	51	29	347	N/A
67	How satisfied are you with your opportunity to get a better job in your organization?	29.7%	10.0%	19.7%	30.5%	20.3%	19.4%	39.8%	37	69	105	66	69	346	N/A
68	How satisfied are you with the training you receive for your present job?	58.6%	18.1%	40.6%	22.5%	11.7%	7.3%	18.9%	65	141	76	40	25	347	N/A
69	*Considering everything, how satisfied are you with your job?	68.1%	21.7%	46.4%	16.4%	12.6%	2.9%	15.5%	77	159	56	43	11	346	N/A
70	Considering everything, how satisfied are you with your pay?	65.6%	16.7%	48.9%	14.5%	14.6%	5.3%	19.9%	58	168	50	51	19	346	N/A
71	*Considering everything, how satisfied are you with your organization?	65.6%	18.7%	46.9%	18.9%	11.2%	4.3%	15.5%	66	159	65	39	15	344	N/A