

**2010 Annual Employee Viewpoint Survey Results for  
The Institute of Museum and Library Services  
All Respondents**

**Evaluation of Results:**

The agency scored especially high (i.e., 60% favorable - Strongly Agree/Agree or Very Satisfied/Satisfied) on a majority of the items for questions measuring employee satisfaction with personal work experiences, staffing, recruitment, development, retention and job satisfaction. Additionally, several items on performance appraisal had a favorable rating. On the other hand, the lowest scores were obtained on the items measuring leadership and communications. These are areas that we aim to focus on in FY 2011.

**INSTITUTE OF MUSEUM AND LIBRARY SERVICES**  
**2010 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS**  
(Survey Administration Period 2/9/2010 to 3/19/2010)

		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	61.4	12	17	4	6	9	48	NA
	%		26.1	35.4	8.8	12.4	17.4	100.0	
2. I have enough information to do my job well.	N	69.8	9	24	8	3	4	48	NA
	%		19.0	50.8	16.6	6.4	7.2	100.0	
3. I feel encouraged to come up with new and better ways of doing things.	N	68.0	10	22	5	6	5	48	NA
	%		21.3	46.6	10.2	12.0	9.8	100.0	
*4. My work gives me a feeling of personal accomplishment.	N	75.4	12	24	4	5	3	48	NA
	%		24.4	51.0	8.1	10.1	6.3	100.0	
*5. I like the kind of work I do.	N	81.2	17	21	2	6	1	47	NA
	%		35.2	46.0	4.0	12.6	2.2	100.0	
6. I know what is expected of me on the job.	N	85.7	11	28	4	2	1	46	NA
	%		24.1	61.5	8.0	4.6	1.8	100.0	
7. When needed I am willing to put in the extra effort to get a job done.	N	95.8	34	11	1	1	0	47	NA
	%		72.2	23.6	1.9	2.3	0.0	100.0	
8. I am constantly looking for ways to do my job better.	N	91.0	23	20	2	2	0	47	NA
	%		47.9	43.1	4.5	4.5	0.0	100.0	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N	42.3	1	18	9	10	9	47	1
	%		2.1	40.2	20.6	18.9	18.2	100.0	
*10. My workload is reasonable.	N	50.3	2	21	6	7	12	48	0
	%		4.4	45.9	12.7	12.8	24.3	100.0	
*11. My talents are used well in the workplace.	N	47.9	6	16	7	9	9	47	1
	%		12.4	35.5	14.9	18.3	18.8	100.0	
*12. I know how my work relates to the agency's goals and priorities.	N	87.3	13	29	5	1	0	48	0
	%		26.2	61.1	10.3	2.3	0.0	100.0	
*13. The work I do is important.	N	84.9	19	21	3	2	2	47	0
	%		38.9	46.0	5.9	4.5	4.6	100.0	
*14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N	98.1	20	26	1	0	0	47	0
	%		41.4	56.6	1.9	0.0	0.0	100.0	
*15. My performance appraisal is a fair reflection of my performance.	N	77.7	14	23	3	4	4	48	0
	%		29.6	48.2	6.3	8.3	7.7	100.0	
16. I am held accountable for achieving results.	N	85.7	15	26	2	4	1	48	0
	%		30.3	55.4	3.8	8.8	1.7	100.0	

\*AES prescribed items

\*\* Sum of responses excluding DNK/NBJ

Sample or Census: Census

Number in Population: 59

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17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N		8	12	6	9	9	44	4
	%	44.3	18.6	25.7	15.1	20.6	20.0	100.0	
*18. My training needs are assessed.	N		5	17	4	11	11	48	0
	%	48.1	10.5	37.6	7.6	22.2	22.2	100.0	
*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		12	22	5	4	5	48	0
	%	71.8	25.2	46.6	9.7	8.4	10.0	100.0	
*20. The people I work with cooperate to get the job done.	N		9	22	10	4	2	47	NA
	%	65.2	17.2	48.0	22.4	8.2	4.2	100.0	
*21. My work unit is able to recruit people with the right skills.	N		5	20	9	9	2	45	3
	%	55.0	9.9	45.1	21.6	18.9	4.5	100.0	
*22. Promotions in my work unit are based on merit.	N		5	17	12	4	9	47	1
	%	46.5	9.7	36.8	26.2	8.3	18.9	100.0	
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		4	11	8	11	11	45	3
	%	33.8	8.7	25.1	18.1	23.5	24.6	100.0	
*24. In my work unit, differences in performance are recognized in a meaningful way.	N		5	12	9	11	9	46	2
	%	37.0	10.3	26.7	19.8	24.1	19.1	100.0	
25. Awards in my work unit depend on how well employees perform their jobs.	N		7	12	14	4	8	45	3
	%	42.4	15.5	26.9	32.2	8.3	17.1	100.0	
26. Employees in my work unit share job knowledge with each other.	N		10	26	6	3	3	48	0
	%	75.3	20.6	54.7	12.9	5.7	6.2	100.0	
27. The skill level in my work unit has improved in the past year.	N		9	17	13	5	3	47	1
	%	54.3	18.8	35.6	29.0	10.6	6.1	100.0	
		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		21	19	8	0	0	48	NA
	%	83.0	41.0	42.0	17.0	0.0	0.0	100.0	
		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		8	25	8	4	2	47	1
	%	71.6	16.6	55.0	17.0	7.8	3.7	100.0	

\*AES prescribed items

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**INSTITUTE OF MUSEUM AND LIBRARY SERVICES**  
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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
*30. Employees have a feeling of personal empowerment with respect to work processes.	N %	24.0	4 7.6	7 16.4	6 13.5	17 36.7	12 25.7	46 100.0	2
31. Employees are recognized for providing high quality products and services.	N %	43.5	6 12.9	14 30.6	10 23.4	10 20.9	6 12.2	46 100.0	2
*32. Creativity and innovation are rewarded.	N %	29.2	3 5.7	10 23.5	10 23.8	13 28.4	9 18.6	45 100.0	3
*33. Pay raises depend on how well employees perform their jobs.	N %	30.1	2 4.4	11 25.7	9 21.4	12 27.6	9 20.8	43 100.0	5
34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	N %	32.9	3 6.1	13 26.8	12 25.6	9 18.6	11 22.9	48 100.0	0
*35. Employees are protected from health and safety hazards on the job.	N %	85.5	10 20.3	30 65.3	4 8.1	2 4.6	1 1.7	47 100.0	1
*36. My organization has prepared employees for potential security threats.	N %	47.5	6 12.4	17 35.1	14 29.7	5 11.0	6 11.8	48 100.0	0
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N %	34.3	3 6.0	13 28.3	8 17.5	11 23.3	12 24.9	47 100.0	1
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 %	67.4	6 13.5	23 53.9	6 12.6	5 11.3	4 8.7	44 100.0	4
39. My agency is successful at accomplishing its mission.	N %	87.5	15 31.7	26 55.9	3 6.5	3 5.9	0 0.0	47 100.0	1
40. I recommend my organization as a good place to work.	N %	57.1	4 7.5	23 49.7	8 16.1	6 12.7	7 14.0	48 100.0	NA
41. I believe the results of this survey will be used to make my agency a better place to work.	N %	51.3	6 13.9	15 37.4	8 20.0	7 18.5	4 10.2	40 100.0	7
*42. My supervisor supports my need to balance work and other life issues.	N %	72.7	16 33.2	18 39.5	6 13.0	3 6.5	4 7.8	47 100.0	1
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N %	67.4	12 24.7	19 42.7	6 12.1	3 6.5	7 14.1	47 100.0	1
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N %	58.1	14 29.6	14 28.5	9 19.5	6 12.3	5 10.0	48 100.0	0

\*AES prescribed items

\*\* Sum of responses excluding DNK/NBJ

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**INSTITUTE OF MUSEUM AND LIBRARY SERVICES**  
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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
45. My supervisor/team leader is committed to a workforce representative of all segments of society.	N		13	21	6	3	4	47	1
	%	73.3	27.2	46.1	12.1	5.9	8.7	100.0	
46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N		12	13	11	6	6	48	0
	%	52.7	25.7	26.9	23.0	12.0	12.4	100.0	
*47. Supervisors/team leaders in my work unit support employee development.	N		11	20	5	6	6	48	0
	%	65.7	22.5	43.2	9.6	12.5	12.2	100.0	
48. My supervisor/team leader listens to what I have to say.	N		16	22	3	3	4	48	NA
	%	79.9	33.1	46.8	6.0	6.0	8.1	100.0	
49. My supervisor/team leader treats me with respect.	N		19	19	4	1	5	48	NA
	%	79.4	40.0	39.5	8.3	2.2	10.0	100.0	
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N		17	22	5	3	1	48	NA
	%	81.0	35.7	45.3	10.1	7.0	1.9	100.0	
*51. I have trust and confidence in my supervisor.	N		15	16	7	5	5	48	NA
	%	65.0	31.7	33.3	14.4	10.1	10.5	100.0	
		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		14	16	7	5	5	47	NA
	%	63.8	29.9	33.9	15.2	10.3	10.7	100.0	
		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		3	7	9	14	15	48	0
	%	20.8	5.4	15.4	19.3	30.0	29.8	100.0	
54. My organization's leaders maintain high standards of honesty and integrity.	N		4	11	6	11	14	46	2
	%	31.9	8.2	23.8	13.6	24.5	29.9	100.0	
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N		6	14	15	7	5	47	1
	%	42.2	12.7	29.5	32.3	14.8	10.7	100.0	
*56. Managers communicate the goals and priorities of the organization.	N		4	18	6	15	5	48	0
	%	46.6	7.5	39.0	11.9	31.4	10.1	100.0	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N		3	22	6	10	5	46	2
	%	55.6	6.2	49.4	13.0	21.5	9.9	100.0	

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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
58. Managers promote communication among different work units (for example, about projects, goals, needed resources).	N %	33.7	4 7.5	12 26.1	10 20.6	13 27.6	9 18.2	48 100.0	0
59. Managers support collaboration across work units to accomplish work objectives.	N %	43.8	4 7.5	17 36.3	13 27.0	10 21.3	4 7.9	48 100.0	0
		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 %	40.7	5 10.8	14 29.9	10 22.5	9 19.1	8 17.6	46 100.0	1
		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 %	20.7	4 7.9	6 12.8	14 29.8	9 19.2	15 30.3	48 100.0	0
62. Senior leaders demonstrate support for Work/Life programs.	N %	27.3	2 4.0	10 23.3	15 36.7	8 17.9	8 18.1	43 100.0	4
		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 %	55.3	5 9.1	21 46.2	12 24.7	6 12.1	4 7.9	48 100.0	NA
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N %	37.0	4 8.2	13 28.8	10 22.7	16 34.2	3 6.2	46 100.0	NA
*65. How satisfied are you with the recognition you receive for doing a good job?	N %	59.5	4 8.2	25 51.3	8 17.8	6 12.9	5 9.8	48 100.0	NA
*66. How satisfied are you with the policies and practices of your senior leaders?	N %	29.2	2 3.6	12 25.6	13 28.2	12 23.3	9 19.3	48 100.0	NA
*67. How satisfied are you with your opportunity to get a better job in your organization?	N %	17.1	3 5.4	6 11.7	17 37.1	11 22.8	11 23.0	48 100.0	NA
*68. How satisfied are you with the training you receive for your present job?	N %	46.5	6 13.0	16 33.5	9 18.9	11 22.2	6 12.4	48 100.0	NA

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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 %	66.0	9 17.6	23 48.4	5 11.3	5 10.7	6 12.0	48 100.0	NA
*70. Considering everything, how satisfied are you with your pay?	N %	73.1	12 24.3	23 48.9	7 14.3	5 10.1	1 2.5	48 100	NA
71. Considering everything, how satisfied are you with your organization?	N %	49.5	5 10.0	19 39.5	9 19.4	9 19.0	6 12.2	48 100	NA
		Percent Positive	Telework on regular basis	Telework infrequently	No telework: physical presence required	No telework: technical issues	No telework: not allowed though ok for job type	No telework: personal choice	Item Response Total**
72. Please select the response below that BEST describes your teleworking situation.	N %	33.1	2 4.7	19 42.1	2 4.7	6 12.3	9 20.8	7 15.4	45
		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total**	Do Not Know/ No Basis to Judge
73. How satisfied are you with the following Work/Life programs in your agency... Telework?	N %	32.6	5 11.7	8 21.0	12 29.7	10 23.8	6 13.9	41 100.0	7
74. How satisfied are you with the following Work/Life programs in your agency... Alternative Work Schedules (AWS)?	N %	68.9	14 33.6	15 35.3	8 19.7	4 8.8	1 2.5	42 100.0	6
75. 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 %	44.1	5 12.1	11 32.1	11 30.1	7 18.1	3 7.6	37 100	11
76. How satisfied are you with the following Work/Life programs in your agency... Employee Assistance Program (EAP)?	N %	44.5	5 17.4	7 27.0	6 24.1	6 21.2	3 10.3	27 100	20
77. 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 %	25.8	0 0.0	3 25.8	5 38.8	3 19.1	2 16.4	13 100	35
78. How satisfied are you with the following Work/Life programs in your agency... Elder Care Programs (for example, support groups, speakers)?	N %	32.6	0 0.0	3 32.6	3 32.7	2 15.9	2 18.8	10 100	37

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