

2012 Annual Employee Survey Results for the Corporation for National Community Service

- 1 **Interpretation of Results:** The results of the 2012 Annual Employee Survey (AES) reflect the attitudes and experiences of a workforce that is highly dedicated to the Corporation's mission. Corporation employees also clearly derive a sense of satisfaction and accomplishment from the work done to accomplish that mission. The survey results are consistent with a workforce comprised of employees who have chosen to invest much of their talents, energy, knowledge, and enthusiasm in their work. And while the results are generally positive, the Corporation will continue to seek improvements in its human capital practices.

- 2 **How the survey was conducted:** The survey was conducted online from April 4 to May 16, 2012.

- 3 **Description of sample:** All full-time permanent employees of the agency were surveyed.

- 4 **Survey items and response choices:** See the tables on the following pages.

- 5 **Number of employees surveyed, number who responded, and representativeness of respondents:** Of the 524 employees surveyed, 323 responded, for a 62% response rate.

**CORPORATION FOR NATIONAL AND COMMUNITY SERVICE
2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS**

		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		51	147	47	54	24	323	NA
	%	61.9	15.6	46.2	13.8	16.9	7.4	100.0	
*2. My work gives me a feeling of personal accomplishment.	N		102	132	44	31	12	321	NA
	%	73.5	32.0	41.5	13.1	10.2	3.2	100.0	
*3. I like the kind of work I do.	N		132	134	31	20	4	321	NA
	%	83.8	40.9	42.9	9.3	5.8	1.1	100.0	
*4. My workload is reasonable.	N		21	151	41	72	33	318	1
	%	54.1	6.4	47.7	13.6	22.1	10.2	100.0	
*5. My talents are used well in the workplace.	N		32	144	43	59	34	312	2
	%	56.8	10.2	46.6	12.9	19.1	11.2	100.0	
*6. I know how my work relates to the agency's goals and priorities.	N		121	166	20	7	4	318	1
	%	89.4	38.6	50.8	6.9	2.5	1.2	100.0	
*7. The work I do is important.	N		172	122	20	3	5	322	0
	%	91.3	54.1	37.2	6.3	0.8	1.6	100.0	
*8. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N		90	152	44	26	8	320	1
	%	76.1	28.6	47.5	13.1	8.3	2.5	100.0	
*9. My performance appraisal is a fair reflection of my performance.	N		82	139	34	27	34	316	7
	%	69.2	26.1	43.1	11.7	8.4	10.7	100.0	
*10. My training needs are assessed.	N		34	101	62	73	44	314	8
	%	41.3	10.2	31.1	19.5	24.6	14.6	100.0	
*11. 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		76	111	38	48	41	314	9
	%	59.6	24.9	34.7	12.6	15.0	12.8	100.0	
*12. The people I work with cooperate to get the job done.	N		109	148	35	24	7	323	NA
	%	78.3	33.1	45.1	11.4	8.1	2.2	100.0	
*13. My work unit is able to recruit people with the right skills.	N		38	160	60	39	15	312	9
	%	62.6	12.1	50.5	18.1	13.7	5.6	100.0	
*14. Promotions in my work unit are based on merit.	N		28	63	80	48	63	282	40
	%	33.3	10.7	22.6	27.5	17.0	22.2	100.0	
*15. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		19	73	77	59	41	269	53
	%	35.6	7.2	28.4	27.8	20.8	15.8	100.0	

Survey Administration Period: April 4, 2012 to May 16, 2012
Percentages are weighted to represent the Agency's population.

* AES prescribed items

** Unweighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'

Sample or Census: Census
Surveys completed: 323
Number of surveys administered: 524
Response Rate: 61.6%

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*16. In my work unit, differences in performance are recognized in a meaningful way.	N		12	84	76	69	53	294	26
	%	34.5	5.1	29.3	24.4	23.8	17.3	100.0	
*17. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N		44	192	46	26	4	312	6
	%	74.8	13.8	61.0	15.1	8.8	1.3	100.0	
*18. Employees have a feeling of personal empowerment with respect to work processes.	N		21	121	79	58	34	313	6
	%	45.8	7.1	38.7	24.5	18.0	11.7	100.0	
*19. Creativity and innovation are rewarded.	N		21	99	72	72	47	311	7
	%	38.3	6.5	31.7	22.2	24.2	15.3	100.0	
*20. Pay raises depend on how well employees perform their jobs.	N		9	33	74	69	101	286	31
	%	14.7	3.3	11.4	25.8	24.4	35.0	100.0	
*21. Employees are protected from health and safety hazards on the job.	N		75	186	31	8	4	304	13
	%	85.5	25.4	60.1	10.4	3.0	1.1	100.0	
*22. My organization has prepared employees for potential security threats.	N		38	154	69	34	15	310	9
	%	62.0	12.2	49.8	22.0	11.2	4.8	100.0	
*23. My supervisor supports my need to balance work and other life issues.	N		143	129	23	10	11	316	2
	%	85.7	45.6	40.0	7.4	3.1	3.8	100.0	
*24. Discussions with my supervisor/team leader about my performance are worthwhile.	N		92	102	50	34	33	311	7
	%	61.5	29.7	31.9	17.1	11.0	10.3	100.0	
*25. Supervisors/team leaders in my work unit support employee development.	N		89	116	45	35	27	312	5
	%	65.2	28.4	36.8	14.3	12.2	8.3	100.0	
*26. I have trust and confidence in my supervisor.	N		114	100	46	30	24	314	NA
	%	68.4	37.1	31.4	14.9	9.5	7.1	100.0	

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		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total	Do Not Know/ No Basis to Judge
*27.	Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	N %	118 37.2	107 33.2	54 17.4	25 8.0	14 4.2	318 100.0	NA
		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*28.	In my organization, leaders generate high levels of motivation and commitment in the workforce.	N %	26 7.9	111 34.9	88 28.4	53 16.9	37 11.9	315 100.0	3
*29.	Managers/supervisors/team leaders work well with employees of different backgrounds.	N %	57 18.9	164 54.2	42 13.5	23 8.5	15 5.0	301 100.0	15
*30.	Managers communicate the goals and priorities of the organization.	N %	46 14.4	175 54.5	53 16.5	29 10.5	11 4.1	314 100.0	3
*31.	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N %	36 11.7	157 52.3	62 19.9	30 10.8	13 5.3	298 100.0	17
*32.	I have a high level of respect for my organization's senior leaders.	N %	47 14.9	116 36.3	84 25.9	41 14.1	27 8.8	315 100.0	3

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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
*33.	How satisfied are you with your involvement in decisions that affect your work?	N %	31 9.4	132 41.5	66 20.8	67 21.4	21 7.0	317 100.0	NA
*34.	How satisfied are you with the information you receive from management on what's going on in your organization?	N %	31 10.0	132 41.4	61 19.9	76 23.9	13 4.9	313 100.0	NA
*35.	How satisfied are you with the recognition you receive for doing a good job?	N %	31 9.8	95 29.6	67 21.9	77 23.5	47 15.2	317 100.0	NA
*36.	How satisfied are you with the policies and practices of your senior leaders?	N %	20 6.5	118 37.0	98 31.2	54 16.8	24 8.6	314 100.0	NA
*37.	How satisfied are you with your opportunity to get a better job in your organization?	N %	19 5.8	63 20.2	79 25.8	84 26.3	71 21.9	316 100.0	NA
*38.	How satisfied are you with the training you receive for your present job?	N %	25 7.2	104 32.1	75 23.7	73 24.0	40 13.1	317 100.0	NA
*39.	Considering everything, how satisfied are you with your job?	N %	58 18.4	146 46.5	49 15.4	41 13.0	21 6.8	315 100.0	NA
*40.	Considering everything, how satisfied are you with your pay?	N %	33 10.6	104 32.6	49 16.9	71 21.6	59 18.3	316 100.0	NA

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