

2012 Federal Employee Viewpoint Survey: NSF Trend Analysis

	Question	NSF 2010 % Positive	NSF 2011 % Positive	NSF 2012 % Positive	NSF Difference 2011 to 2012
M Y  W O R K  E X P E R I E N C E S	(1) I am given a real opportunity to improve my skills in my organization.	↓ 74%	↓ 74%	↓ 69%	-4.8%
	(2) I have enough information to do my job well.	↓ 79%	↓ 77%	↓ 71%	-6.0%
	(3) I feel encouraged to come up with new and better ways of doing things.	↓ 71%	↓ 67%	↓ 66%	-1.5%
	(4) My work gives me a feeling of personal accomplishment.	↓ 79%	↓ 77%	↓ 73%	-4.1%
	(5) I like the kind of work I do.	↓ 85%	↓ 83%	↓ 79%	-3.6%
	(6) I know what is expected of me on the job.	82%	↓ 78%	↓ 74%	-4.7%
	(7) When needed, I am willing to put in the extra effort to get a job done.	98%	↑ 99%	↓ 97%	-1.8%
	(8) I am constantly looking for ways to do my job better.	94%	↓ 94%	↓ 93%	-1.0%
	(9) I have sufficient resources (for example, people, materials, budget) to get my job done.	↓ 54%	↓ 52%	↓ 48%	-4.7%
	(10) My workload is reasonable.	↓ 52%	↓ 45%	↓ 44%	-0.8%
	(11) My talents are used well in the workplace.	↓ 63%	↓ 59%	↓ 56%	-2.1%
	(12) I know how my work relates to the agency's goals and priorities.	↑ 91%	↓ 89%	↓ 85%	-3.7%
	(13) The work I do is important.	↑ 92%	↓ 91%	↓ 90%	-1.4%
	(14) Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	↓ 81%	↓ 80%	↓ 77%	-3.1%
	(15) My performance appraisal is a fair reflection of my performance.	↑ 79%	↓ 72%	↓ 67%	-4.5%
	(16) I am held accountable for achieving results.	↑ 88%	↓ 85%	↓ 83%	-1.7%
	(17) I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	↓ 64%	↓ 64%	↓ 59%	-4.8%
	(18) My training needs are assessed.	↓ 50%	↓ 44%	↓ 44%	-0.2%
	(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).	↓ 68%	↓ 63%	↓ 62%	-0.2%

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M Y W O R K  U N I T	(20) The people I work with cooperate to get the job done.	↓ 75%	75%	↑ 76%	0.5%
	(21) My work unit is able to recruit people with the right skills.	↓ 53%	↓ 51%	↑ 53%	2.6%
	(22) Promotions in my work unit are based on merit.	↓ 45%	↓ 41%	↑ 41%	0.4%
	(23) In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	↓ 31%	↓ 28%	↑ 33%	4.3%
	(24) In my work unit, differences in performance are recognized in a meaningful way.	↓ 39%	↓ 34%	↑ 35%	0.7%
	(25) Awards in my work unit depend on how well employees perform their jobs.	↓ 49%	↓ 44%	↓ 42%	-2.0%
	(26) Employees in my work unit share job knowledge with each other.	↓ 69%	↑ 71%	↑ 72%	0.7%
	(27) The skill level in my work unit has improved in the past year.	↓ 51%	↑ 51%	↑ 52%	1.2%
	(28) How would you rate the overall quality of work done by your work group?	↓ 86%	↑ 86%	↑ 88%	1.6%

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M Y A G E N C Y	(29) The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	↓ 76%	↑ 77%	↓ 75%	-1.7%
	(30) Employees have a feeling of personal empowerment with respect to work processes.	↑ 57%	↓ 49%	↓ 46%	-3.5%
	(31) Employees are recognized for providing high quality products and services.	65%	↓ 58%	↓ 50%	-7.5%
	(32) Creativity and innovation are rewarded.	↓ 55%	↓ 52%	↓ 44%	-8.2%
	(33) Pay raises depend on how well employees perform their jobs.	↓ 34%	↓ 33%	↓ 27%	-6.2%
	(34) Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	↓ 61%	↑ 62%	↓ 57%	-5.1%
	(35) Employees are protected from health and safety hazards on the job.	↓ 86%	↓ 85%	↓ 82%	-3.2%
	(36) My organization has prepared employees for potential security threats.	↓ 78%	↓ 71%	↑ 75%	4.2%
	(37) Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	↓ 56%	↑ 56%	↓ 52%	-4.2%
	(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.	↓ 68%	↑ 68%	↓ 63%	-4.8%
	(39) My agency is successful at accomplishing its mission.	90%	↓ 89%	↓ 84%	-5.3%
	(40) I recommend my organization as a good place to work.	80%	↓ 75%	↓ 68%	-7.6%
	(41) I believe the results of this survey will be used to make my agency a better place to work.	57%	↓ 51%	↓ 47%	-4.2%

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M Y  S U P E R V I S O R  /  T E A M  L E A D E R	(42) My supervisor supports my need to balance work and family issues.	↓ 80%	↓ 79%	↑ 81%	2.4%
	(43) My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	73%	↓ 69%	↓ 67%	-2.4%
	(44) Discussions with my supervisor/team leader about my performance are worthwhile.	↓ 63%	↓ 60%	↓ 59%	-1.1%
	(45) My supervisors/team leader is committed to a workforce representative of all segments of society.	70%	↑ 70%	↓ 67%	-3.4%
	(46) My supervisor/team leader provides me with constructive suggestions to improve my job performance.	59%	↓ 57%	↑ 57%	0.2%
	(47) Supervisors/team leaders in my work unit support employee development.	↓ 72%	↓ 70%	↓ 68%	-1.3%
	(48) My supervisor/team leader listens to what I have to say.	79%	↓ 76%	↓ 75%	-1.6%
	(49) My supervisor/team leader treats me with respect.	82%	↓ 81%	↓ 80%	-1.4%
	(50) In the last six months, my supervisor/team leader has talked with me about my performance.	78%	↓ 74%	↑ 82%	7.2%
	(51) I have trust and confidence in my supervisor.	↓ 67%	↓ 64%	↑ 65%	0.5%
	(52) Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	↓ 71%	↓ 69%	↑ 71%	2.3%

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L E A D E R S H I P	(53) In my organization, leaders generate high levels of motivation and commitment in the workforce.	↓ 53%	↓ 44%	↓ 40%	-4.2%
	(54) My organization's leaders maintain high standards of honesty and integrity.	↓ 65%	↓ 58%	↓ 56%	-2.7%
	(55) Managers/supervisors/team leaders work well with employees of different backgrounds.	↓ 63%	↓ 60%	↓ 58%	-2.2%
	(56) Managers communicate the goals and priorities of the organization.	↓ 65%	↓ 59%	↓ 56%	-3.3%
	(57) Managers review and evaluate the organization's progress toward meeting its goals and objectives.	↓ 68%	↓ 59%	↓ 56%	-3.0%
	(58) Managers promote communication among different work units (for example, about projects, goals, needed resources).	↓ 59%	↓ 56%	↓ 52%	-3.6%
	(59) Managers support collaboration across work units to accomplish work objectives?	67%	↓ 64%	↓ 62%	-1.9%
	(60) Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor/team leader?	61%	↓ 59%	↓ 57%	-1.4%
	(61) I have a high level of respect for my organization's senior leaders.	↓ 63%	↓ 58%	↓ 51%	-7.2%
	(62) Senior leaders demonstrate support for work/life programs.	66%	↓ 60%	↑ 63%	3.3%

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M Y S A T I S F A C T I O N	(63) How satisfied are you with your involvement in decisions that affect your work?	↓ 61%	↓ 56%	↓ 52%	-3.7%
	(64) How satisfied are you with the information you receive from management on what's going on in your organization?	↓ 55%	↓ 50%	↓ 46%	-3.4%
	(65) How satisfied are you with the recognition you receive for doing a good job?	↓ 67%	↓ 58%	↓ 52%	-5.3%
	(66) How satisfied are you with the policies and practices of your senior leaders.	↓ 52%	↓ 44%	↓ 40%	-4.0%
	(67) How satisfied are you with your opportunity to get a better job in your organization?	↓ 41%	↓ 35%	↓ 30%	-5.8%
	(68) How satisfied are you with the training you receive for your present job?	↓ 61%	↓ 57%	↓ 54%	-2.3%
	(69) Considering everything, how satisfied are you with your job?	↓ 73%	↓ 70%	↓ 66%	-3.7%
	(70) Considering everything, how satisfied are you with your pay?	↑ 74%	↓ 66%	↓ 59%	-7.3%
	(71) Considering everything, how satisfied are you with your organization?	↓ 71%	↓ 66%	↓ 60%	-6.2%
	W O R K  L I F E	<b>NOTE:</b> OPM changed the way scores are calculated for questions related to Work/Life programs in 2012. Scores now only include inputs from those who participate in the referenced program.			
(79) How satisfied are you with telework in your agency?		↑ 70%	↑ 71%	↑ 79%	8.5%
(80) How satisfied are you with alternative work schedules in your agency?		↓ 68%	↓ 59%	↑ 91%	32.0%
(81) How satisfied are you with health and wellness programs (for example, exercise, medical screening, quit smoking programs) in your agency?		80%	↓ 75%	↑ 89%	13.7%
(82) How satisfied are you with your Employee Assistance Program (EAP) in your agency?		55%	↓ 52%	↑ 86%	34.2%
(83) How satisfied are you with Child Care Programs in your agency?		49%	↓ 41%	↑ 69%	28.6%
(84) How satisfied are you with Elder Care Programs in your agency?		33%	↓ 29%	↑ 66%	36.6%