

Annual Employee Survey Results, 2008

Corporation for National and Community Services

1. **Interpretation of Results:** The results of the 2008 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 8/1/2008 to 9/26/2008).
3. **Description of sample:** All 513 full-time permanent Corporation employees with more than 90 days tenure 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 513 employees surveyed, 367 responded, for a 72% response rate.

**CORPORATION FOR NATIONAL AND COMMUNITY SERVICE
2008 ANNUAL EMPLOYEE SURVEY RESULTS**

Surveys Sent: 513

Surveys Completed: 367

Response Rate: 71.5%

ITEM TEXT			Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Do Not Know/ No Basis to Judge	Total
1	The people I work with cooperate to get the job done.	N	151	181	20	12	3	NA	367
		%	40.4	49.9	5.5	3.3	0.8	NA	100
2	I am given a real opportunity to improve my skills in my organization.	N	66	165	64	46	26	NA	367
		%	18.0	44.9	17.6	12.5	6.9	NA	100
3	My work gives me a feeling of personal accomplishment.	N	126	170	38	21	12	NA	367
		%	34.2	46.2	10.6	5.7	3.3	NA	100
4	I like the kind of work I do.	N	158	154	37	13	5	NA	367
		%	42.7	41.9	10.6	3.5	1.3	NA	100
5	I have trust and confidence in my supervisor.	N	131	116	55	40	25	NA	367
		%	35.6	31.6	15.0	11.0	6.8	NA	100
			Very Good	Good	Fair	Poor	Very Poor	Do Not Know/ No Basis to Judge	Total
6	Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	N	153	101	71	24	18	NA	367
		%	41.6	27.8	19.3	6.6	4.8	NA	100
			Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Do Not Know/ No Basis to Judge	Total
7	The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N	45	219	56	35	9	3	367
		%	12.1	59.9	15.3	9.6	2.4	0.8	100
8	My work unit is able to recruit people with the right skills.	N	67	155	80	33	21	11	367
		%	17.6	42.9	21.8	9.2	5.5	3.0	100
9	I know how my work relates to the agency's goals and priorities.	N	129	193	26	12	7	0	367
		%	34.9	52.7	7.1	3.4	1.9	0.0	100
10	The work I do is important.	N	191	149	20	3	3	1	367
		%	51.8	40.7	5.6	0.8	0.8	0.3	100
11	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N	105	185	44	19	13	1	367
		%	28.3	51.0	11.9	5.0	3.5	0.3	100
12	Supervisors/team leaders in my work unit support employee development.	N	73	181	54	35	20	4	367
		%	19.9	49.2	14.7	9.7	5.5	1.0	100
13	My talents are used well in the workplace.	N	63	166	57	52	27	2	367
		%	17.0	45.4	15.8	14.1	7.2	0.6	100
14	My training needs are assessed.	N	28	109	84	94	47	5	367
		%	7.8	29.5	22.8	25.7	12.7	1.4	100

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		Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Do Not Know/ No Basis to Judge	Total
15	Promotions in my work unit are based on merit.	N 39 % 10.6	110 30.1	88 23.7	40 11.0	51 14.1	39 10.5	367 100
16	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N 35 % 9.6	98 26.8	95 26.0	56 15.2	41 11.2	42 11.2	367 100
17	Creativity and innovation are rewarded.	N 46 % 12.3	124 34.1	89 24.8	60 16.0	33 9.0	15 3.8	367 100
18	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 69 % 18.6	169 46.5	46 12.6	44 11.6	24 6.6	15 4.1	367 100
19	In my work unit, differences in performance are recognized in a meaningful way.	N 24 % 6.5	107 28.9	97 26.8	64 17.6	47 12.9	28 7.3	367 100
20	Pay raises depend on how well employees perform their jobs.	N 35 % 9.4	101 27.4	81 22.7	55 14.7	57 15.9	38 9.9	367 100
21	My performance appraisal is a fair reflection of my performance.	N 79 % 21.4	184 50.3	41 11.1	26 7.0	22 6.0	15 4.1	367 100
22	Discussions with my supervisor/team leader about my performance are worthwhile.	N 74 % 20.1	159 43.4	65 17.8	35 9.5	30 8.2	4 1.0	367 100
23	Managers/supervisors/team leaders work well with employees of different backgrounds.	N 97 % 26.0	176 48.4	51 13.8	17 4.6	17 4.6	9 2.5	367 100
24	My supervisor supports my need to balance work and other life issues.	N 177 % 48.0	141 38.6	28 7.6	9 2.6	12 3.2	0 0.0	367 100
25	I have a high level of respect for my organization's senior leaders.	N 53 % 14.1	129 35.3	81 22.4	57 15.7	44 11.7	3 0.8	367 100
26	In my organization, leaders generate high levels of motivation and commitment in the workforce.	N 36 % 9.7	119 32.1	94 26.3	74 20.1	39 10.5	5 1.3	367 100
27	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N 49 % 13.0	178 48.4	73 20.4	21 5.8	15 3.9	31 8.4	367 100
28	Employees are protected from health and safety hazards on the job.	N 90 % 24.6	215 58.3	34 9.3	10 2.7	5 1.4	13 3.6	367 100
29	Employees have a feeling of personal empowerment with respect to work processes.	N 34 % 9.2	161 44.2	78 21.3	57 15.3	27 7.4	10 2.7	367 100
30	My workload is reasonable.	N 35 % 9.3	162 44.3	60 16.7	68 18.3	39 10.6	3 0.8	367 100
31	Managers communicate the goals and priorities of the organization.	N 58 % 15.5	199 54.2	65 18.0	30 8.3	12 3.2	3 0.8	367 100
32	My organization has prepared employees for potential security threats.	N 58 % 15.7	165 45.1	69 19.0	43 11.5	17 4.6	15 4.2	367 100

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		Very Satisfied	Satisfied	Neither Satisfied nor Dis-satisfied	Dis-satisfied	Strongly Dis-satisfied	Do Not Know/ No Basis to Judge	Total
33	How satisfied are you with the information you receive from management on what's going on in your organization?	N 43 % 11.4	173 47.1	69 19.2	58 15.8	24 6.4	NA NA	367 100
34	How satisfied are you with your involvement in decisions that affect your work?	N 46 % 12.3	177 48.8	62 16.7	59 16.0	23 6.2	NA NA	367 100
35	How satisfied are you with your opportunity to get a better job in your organization?	N 28 % 7.5	86 23.3	129 35.5	76 20.5	48 13.1	NA NA	367 100
36	How satisfied are you with the recognition you receive for doing a good job?	N 57 % 15.0	140 38.7	73 20.2	66 17.6	31 8.5	NA NA	367 100
37	How satisfied are you with the policies and practices of your senior leaders?	N 32 % 8.5	134 36.4	88 24.3	74 20.2	39 10.6	NA NA	367 100
38	How satisfied are you with the training you receive for your present job?	N 27 % 7.4	127 34.5	83 22.8	88 24.0	42 11.3	NA NA	367 100
39	Considering everything, how satisfied are you with your job?	N 85 % 22.7	167 45.8	54 14.9	50 13.6	11 3.0	NA NA	367 100
40	Considering everything, how satisfied are you with your pay?	N 50 % 13.6	159 42.8	67 18.4	54 14.9	37 10.3	NA NA	367 100