

2013 Annual Employee Survey Results for the Corporation for National Community Service

- 1 **Interpretation of Results:** The results of the 2013 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 23 to June 7, 2013.

- 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 571 employees surveyed, 452 responded, for a 79% response rate.

**CORPORATION FOR NATIONAL AND COMMUNITY SERVICE
2013 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		77	196	72	79	28	452	NA
	%	59.4	16.9	42.6	16.2	17.6	6.8	100.0	
*2. My work gives me a feeling of personal accomplishment.	N		141	195	61	37	17	451	NA
	%	73.9	31.3	42.6	13.5	8.6	4.0	100.0	
*3. I like the kind of work I do.	N		169	209	46	19	5	448	NA
	%	84.2	37.7	46.5	10.4	4.2	1.2	100.0	
*4. My workload is reasonable.	N		31	195	85	94	44	449	2
	%	50.2	6.8	43.5	19.2	20.6	10.0	100.0	
*5. My talents are used well in the workplace.	N		49	198	74	77	40	438	1
	%	55.7	10.9	44.8	17.4	17.5	9.4	100.0	
*6. I know how my work relates to the agency's goals and priorities.	N		155	242	35	10	8	450	1
	%	87.9	34.3	53.6	8.0	2.1	1.9	100.0	
*7. The work I do is important.	N		222	186	29	6	6	449	0
	%	90.6	49.7	40.9	6.7	1.3	1.4	100.0	
*8. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N		124	230	48	34	14	450	2
	%	78.1	27.4	50.8	11.4	7.5	3.1	100.0	
*9. My performance appraisal is a fair reflection of my performance.	N		92	210	57	31	48	438	12
	%	68.7	20.8	47.9	13.2	7.2	10.9	100.0	
*10. My training needs are assessed.	N		36	131	113	97	70	447	2
	%	36.9	8.1	28.9	25.8	21.4	15.9	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		87	165	55	74	48	429	23
	%	58.4	20.3	38.1	13.4	17.1	11.1	100.0	
*12. The people I work with cooperate to get the job done.	N		155	201	53	35	8	452	NA
	%	78.7	34.0	44.7	11.7	7.8	1.8	100.0	
*13. My work unit is able to recruit people with the right skills.	N		72	211	76	63	17	439	12
	%	63.5	16.2	47.3	18.0	14.4	4.1	100.0	
*14. Promotions in my work unit are based on merit.	N		30	86	121	66	78	381	67
	%	30.3	7.9	22.4	31.3	17.0	21.4	100.0	
*15. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		35	116	106	66	55	378	74
	%	40.0	9.5	30.5	28.6	17.2	14.3	100.0	

Survey Administration Period: April 23, 2013 to June 7, 2013

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

Number of surveys completed: 452

Number of surveys administered: 571

Response Rate: 79.2%

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*16. In my work unit, differences in performance are recognized in a meaningful way.	N		24	86	120	106	72	408	40
	%	26.8	5.8	21.0	29.4	25.7	18.2	100.0	
*17. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N		63	268	64	31	10	436	8
	%	75.3	14.3	61.0	15.2	7.0	2.5	100.0	
*18. Employees have a feeling of personal empowerment with respect to work processes.	N		32	168	109	85	34	428	17
	%	46.0	7.4	38.7	26.0	19.5	8.4	100.0	
*19. Creativity and innovation are rewarded.	N		35	120	123	86	53	417	25
	%	36.4	8.2	28.2	29.9	20.3	13.5	100.0	
*20. Pay raises depend on how well employees perform their jobs.	N		11	33	97	89	145	375	66
	%	11.5	2.9	8.6	25.9	23.1	39.5	100.0	
*21. Employees are protected from health and safety hazards on the job.	N		108	258	51	13	4	434	12
	%	83.9	24.8	59.1	12.1	3.0	1.1	100.0	
*22. My organization has prepared employees for potential security threats.	N		63	214	82	50	20	429	14
	%	64.6	14.8	49.7	19.4	11.4	4.7	100.0	
*23. My supervisor supports my need to balance work and other life issues.	N		210	161	32	24	11	438	1
	%	84.3	47.5	36.9	7.6	5.5	2.6	100.0	
*24. Discussions with my supervisor/team leader about my performance are worthwhile.	N		131	153	64	40	46	434	3
	%	64.9	29.9	35.0	15.0	9.5	10.7	100.0	
*25. Supervisors/team leaders in my work unit support employee development.	N		120	172	82	38	25	437	3
	%	66.1	27.1	39.0	19.4	8.6	5.9	100.0	
*26. I have trust and confidence in my supervisor.	N		170	138	67	36	28	439	NA
	%	69.4	38.3	31.1	16.3	8.0	6.3	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		176	145	80	23	14	438	NA
	%	73.2	40.2	33.0	18.4	5.2	3.2	100.0	
		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		42	163	95	89	45	434	4
	%	46.0	9.5	36.6	22.4	20.7	10.9	100.0	
*29. Managers/supervisors/team leaders work well with employees of different backgrounds.	N		76	211	71	33	20	411	23
	%	68.7	18.4	50.2	17.9	8.4	5.1	100.0	
*30. Managers communicate the goals and priorities of the organization.	N		76	228	74	39	17	434	2
	%	69.2	17.2	52.0	17.9	9.0	3.9	100.0	
*31. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N		63	187	93	45	13	401	36
	%	61.7	15.5	46.2	23.8	11.2	3.3	100.0	
*32. I have a high level of respect for my organization's senior leaders.	N		83	158	106	59	29	435	3
	%	54.2	18.4	35.7	25.0	14.0	6.8	100.0	

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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		60	169	97	88	21	435	NA
	%	52.0	13.6	38.4	22.5	20.6	4.9	100.0	
*34. How satisfied are you with the information you receive from management on what's going on in your organization?	N		55	152	114	89	27	437	NA
	%	46.6	12.5	34.1	27.3	19.9	6.3	100.0	
*35. How satisfied are you with the recognition you receive for doing a good job?	N		48	139	99	86	62	434	NA
	%	42.4	10.8	31.7	23.0	19.7	14.8	100.0	
*36. How satisfied are you with the policies and practices of your senior leaders?	N		48	154	126	80	29	437	NA
	%	44.9	10.6	34.3	29.6	18.7	6.7	100.0	
*37. How satisfied are you with your opportunity to get a better job in your organization?	N		26	85	135	91	98	435	NA
	%	24.9	5.8	19.1	30.8	21.0	23.3	100.0	
*38. How satisfied are you with the training you receive for your present job?	N		28	132	116	102	55	433	NA
	%	36.4	6.4	30.1	27.0	23.7	12.9	100.0	
*39. Considering everything, how satisfied are you with your job?	N		85	210	75	43	24	437	NA
	%	66.7	19.0	47.7	17.6	9.9	5.8	100.0	
*40. Considering everything, how satisfied are you with your pay?	N		45	154	69	94	75	437	NA
	%	44.5	10.2	34.3	15.9	21.8	17.9	100.0	

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