

A review of the Federal Employee Viewpoint Survey reveals that the Agency rated positively and/or improved in several areas under work experiences. Other areas including leadership and job satisfaction were rated negatively and/or declined in rating. The Agency recognizes that employee satisfaction is important and is committed to developing an action plan to improve employee satisfaction in all areas of the survey.

COMMISSION ON CIVIL RIGHTS
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 | | 2 | 2 | 7 | 8 | 2 | 21 | NA |
| | % | 18.6 | 10.0 | 8.6 | 30.8 | 39.9 | 10.6 | 100.0 | |
| 2. I have enough information to do my job well. | N | | 4 | 6 | 3 | 6 | 2 | 21 | NA |
| | % | 49.7 | 21.7 | 28.0 | 13.2 | 27.5 | 9.6 | 100.0 | |
| 3. I feel encouraged to come up with new and better ways of doing things. | N | | 2 | 5 | 5 | 7 | 2 | 21 | NA |
| | % | 33.4 | 10.7 | 22.7 | 25.1 | 31.6 | 9.9 | 100.0 | |
| *4. My work gives me a feeling of personal accomplishment. | N | | 6 | 7 | 3 | 3 | 2 | 21 | NA |
| | % | 63.4 | 27.7 | 35.7 | 13.7 | 13.0 | 9.9 | 100.0 | |
| *5. I like the kind of work I do. | N | | 8 | 10 | 2 | 1 | 0 | 21 | NA |
| | % | 86.8 | 38.3 | 48.5 | 9.3 | 3.9 | 0.0 | 100.0 | |
| 6. I know what is expected of me on the job. | N | | 4 | 10 | 3 | 3 | 1 | 21 | NA |
| | % | 67.3 | 22.7 | 44.6 | 13.4 | 14.3 | 4.9 | 100.0 | |
| 7. When needed I am willing to put in the extra effort to get a job done. | N | | 14 | 6 | 0 | 0 | 0 | 20 | NA |
| | % | 100.0 | 70.9 | 29.1 | 0.0 | 0.0 | 0.0 | 100.0 | |
| 8. I am constantly looking for ways to do my job better. | N | | 9 | 11 | 0 | 0 | 1 | 21 | NA |
| | % | 95.1 | 45.0 | 50.1 | 0.0 | 0.0 | 4.9 | 100.0 | |
| 9. I have sufficient resources (for example, people, materials, budget) to get my job done. | N | | 0 | 4 | 1 | 9 | 7 | 21 | 0 |
| | % | 21.3 | 0.0 | 21.3 | 4.9 | 41.4 | 32.4 | 100.0 | |
| *10. My workload is reasonable. | N | | 2 | 7 | 1 | 1 | 10 | 21 | 0 |
| | % | 45.1 | 9.6 | 35.5 | 3.8 | 4.4 | 46.6 | 100.0 | |
| *11. My talents are used well in the workplace. | N | | 4 | 5 | 1 | 7 | 4 | 21 | 0 |
| | % | 43.2 | 20.0 | 23.3 | 4.4 | 33.7 | 18.6 | 100.0 | |
| *12. I know how my work relates to the agency's goals and priorities. | N | | 6 | 6 | 4 | 4 | 1 | 21 | 0 |
| | % | 56.7 | 30.3 | 26.4 | 18.4 | 20.0 | 4.9 | 100.0 | |
| *13. The work I do is important. | N | | 8 | 9 | 0 | 2 | 2 | 21 | 0 |
| | % | 81.9 | 38.6 | 43.3 | 0.0 | 9.3 | 8.8 | 100.0 | |
| *14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well. | N | | 8 | 10 | 1 | 2 | 0 | 21 | 0 |
| | % | 85.8 | 40.4 | 45.4 | 4.9 | 9.3 | 0.0 | 100.0 | |
| *15. My performance appraisal is a fair reflection of my performance. | N | | 4 | 7 | 3 | 4 | 3 | 21 | 0 |
| | % | 53.0 | 22.0 | 31.0 | 14.8 | 17.2 | 15.0 | 100.0 | |
| 16. I am held accountable for achieving results. | N | | 7 | 9 | 3 | 1 | 1 | 21 | 0 |
| | % | 76.4 | 33.1 | 43.3 | 14.2 | 4.9 | 4.4 | 100.0 | |

*AES prescribed items

** Sum of responses excluding DNK/NBJ

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| 17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal. | N | | 3 | 5 | 4 | 2 | 7 | 21 | 0 |
| | % | 37.0 | 15.7 | 21.4 | 19.5 | 9.5 | 34.0 | 100.0 | |
| *18. My training needs are assessed. | N | | 0 | 1 | 1 | 9 | 7 | 18 | 2 |
| | % | 5.9 | 0.0 | 5.9 | 5.9 | 49.6 | 38.7 | 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 | | 5 | 6 | 2 | 4 | 4 | 21 | 0 |
| | % | 54.6 | 23.7 | 30.9 | 10.6 | 16.4 | 18.4 | 100.0 | |
| *20. The people I work with cooperate to get the job done. | N | | 2 | 3 | 4 | 7 | 3 | 19 | NA |
| | % | 28.0 | 10.0 | 18.0 | 20.9 | 34.3 | 16.8 | 100.0 | |
| *21. My work unit is able to recruit people with the right skills. | N | | 1 | 5 | 2 | 3 | 7 | 18 | 2 |
| | % | 36.5 | 5.9 | 30.6 | 12.3 | 14.5 | 36.7 | 100.0 | |
| *22. Promotions in my work unit are based on merit. | N | | 0 | 4 | 6 | 3 | 6 | 19 | 1 |
| | % | 21.6 | 0.0 | 21.6 | 33.2 | 14.6 | 30.6 | 100.0 | |
| *23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. | N | | 0 | 4 | 5 | 5 | 4 | 18 | 2 |
| | % | 19.4 | 0.0 | 19.4 | 31.1 | 27.3 | 22.2 | 100.0 | |
| *24. In my work unit, differences in performance are recognized in a meaningful way. | N | | 0 | 4 | 4 | 4 | 8 | 20 | 0 |
| | % | 18.7 | 0.0 | 18.7 | 22.9 | 19.8 | 38.6 | 100.0 | |
| 25. Awards in my work unit depend on how well employees perform their jobs. | N | | 0 | 6 | 3 | 1 | 10 | 20 | 0 |
| | % | 31.2 | 0.0 | 31.2 | 13.5 | 5.2 | 50.0 | 100.0 | |
| 26. Employees in my work unit share job knowledge with each other. | N | | 1 | 4 | 8 | 4 | 3 | 20 | 0 |
| | % | 26.7 | 4.2 | 22.5 | 38.4 | 19.1 | 15.8 | 100.0 | |
| 27. The skill level in my work unit has improved in the past year. | N | | 0 | 3 | 7 | 4 | 5 | 19 | 0 |
| | % | 14.2 | 0.0 | 14.2 | 39.5 | 19.5 | 26.8 | 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 | | 5 | 8 | 6 | 0 | 1 | 20 | NA |
| | % | 65.7 | 24.2 | 41.5 | 28.3 | 0.0 | 6.0 | 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 | | 2 | 3 | 4 | 9 | 2 | 20 | 1 |
| | % | 27.1 | 10.5 | 16.6 | 20.0 | 43.6 | 9.3 | 100.0 | |

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| *30. Employees have a feeling of personal empowerment with respect to work processes. | N | 19.2 | 1 | 3 | 5 | 7 | 4 | 20 | 0 |
| | % | | 5.3 | 13.9 | 28.7 | 33.4 | 18.7 | 100.0 | |
| 31. Employees are recognized for providing high quality products and services. | N | 20.4 | 1 | 3 | 2 | 7 | 7 | 20 | 1 |
| | % | | 5.3 | 15.1 | 9.3 | 34.3 | 36.0 | 100.0 | |
| *32. Creativity and innovation are rewarded. | N | 15.7 | 0 | 3 | 2 | 7 | 8 | 20 | 1 |
| | % | | 0.0 | 15.7 | 10.8 | 32.9 | 40.6 | 100.0 | |
| *33. Pay raises depend on how well employees perform their jobs. | N | 11.2 | 0 | 2 | 3 | 8 | 7 | 20 | 1 |
| | % | | 0.0 | 11.2 | 13.2 | 40.6 | 35.0 | 100.0 | |
| 34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring). | N | 34.9 | 2 | 4 | 3 | 5 | 4 | 18 | 3 |
| | % | | 10.8 | 24.1 | 17.1 | 26.7 | 21.3 | 100.0 | |
| *35. Employees are protected from health and safety hazards on the job. | N | 71.2 | 2 | 12 | 5 | 1 | 0 | 20 | 0 |
| | % | | 9.9 | 61.3 | 23.7 | 5.1 | 0.0 | 100.0 | |
| *36. My organization has prepared employees for potential security threats. | N | 57.6 | 2 | 10 | 6 | 2 | 0 | 20 | 1 |
| | % | | 9.5 | 48.0 | 33.8 | 8.6 | 0.0 | 100.0 | |
| 37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated. | N | 17.4 | 2 | 1 | 6 | 4 | 5 | 18 | 3 |
| | % | | 11.6 | 5.7 | 33.8 | 20.5 | 28.4 | 100.0 | |
| 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 | 54.6 | 4 | 6 | 4 | 4 | 1 | 19 | 2 |
| | % | | 20.7 | 33.9 | 20.5 | 19.8 | 5.1 | 100.0 | |
| 39. My agency is successful at accomplishing its mission. | N | 32.4 | 1 | 5 | 5 | 4 | 3 | 18 | 2 |
| | % | | 6.1 | 26.3 | 29.2 | 21.9 | 16.4 | 100.0 | |
| 40. I recommend my organization as a good place to work. | N | 19.7 | 1 | 3 | 5 | 5 | 7 | 21 | NA |
| | % | | 5.1 | 14.7 | 24.3 | 21.8 | 34.2 | 100.0 | |
| 41. I believe the results of this survey will be used to make my agency a better place to work. | N | 35.8 | 1 | 5 | 1 | 4 | 6 | 17 | 4 |
| | % | | 6.4 | 29.4 | 7.2 | 20.9 | 36.2 | 100.0 | |
| *42. My supervisor supports my need to balance work and other life issues. | N | 68.5 | 5 | 9 | 4 | 1 | 1 | 20 | 0 |
| | % | | 25.2 | 43.4 | 20.4 | 5.2 | 5.9 | 100.0 | |
| 43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills. | N | 54.7 | 2 | 9 | 2 | 4 | 3 | 20 | 0 |
| | % | | 9.9 | 44.8 | 9.2 | 19.8 | 16.2 | 100.0 | |
| *44. Discussions with my supervisor/team leader about my performance are worthwhile. | N | 34.9 | 2 | 5 | 2 | 5 | 6 | 20 | 0 |
| | % | | 9.9 | 24.9 | 11.2 | 23.8 | 30.1 | 100.0 | |

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| 45. My supervisor/team leader is committed to a workforce representative of all segments of society. | N | | 2 | 4 | 5 | 4 | 3 | 18 | 2 |
| | % | 34.4 | 10.9 | 23.4 | 26.5 | 21.5 | 17.6 | 100.0 | |
| 46. My supervisor/team leader provides me with constructive suggestions to improve my job performance. | N | | 2 | 4 | 6 | 3 | 5 | 20 | 0 |
| | % | 28.4 | 9.9 | 18.5 | 33.9 | 14.3 | 23.3 | 100.0 | |
| *47. Supervisors/team leaders in my work unit support employee development. | N | | 2 | 3 | 8 | 2 | 4 | 19 | 1 |
| | % | 24.5 | 10.5 | 14.0 | 44.9 | 10.9 | 19.8 | 100.0 | |
| 48. My supervisor/team leader listens to what I have to say. | N | | 3 | 9 | 3 | 2 | 3 | 20 | NA |
| | % | 58.8 | 17.2 | 41.5 | 16.2 | 10.0 | 14.9 | 100.0 | |
| 49. My supervisor/team leader treats me with respect. | N | | 4 | 7 | 3 | 3 | 3 | 20 | NA |
| | % | 54.7 | 21.8 | 32.9 | 14.4 | 14.7 | 16.2 | 100.0 | |
| 50. In the last six months, my supervisor/team leader has talked with me about my performance. | N | | 3 | 7 | 2 | 5 | 3 | 20 | NA |
| | % | 49.1 | 14.5 | 34.6 | 11.9 | 24.3 | 14.7 | 100.0 | |
| *51. I have trust and confidence in my supervisor. | N | | 2 | 5 | 3 | 2 | 8 | 20 | NA |
| | % | 37.0 | 9.9 | 27.1 | 14.2 | 9.2 | 39.6 | 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 | | 3 | 3 | 5 | 5 | 4 | 20 | NA |
| | % | 29.7 | 15.9 | 13.9 | 26.7 | 23.3 | 20.3 | 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 | | 1 | 2 | 4 | 8 | 4 | 19 | 0 |
| | % | 13.9 | 5.5 | 8.3 | 22.3 | 44.6 | 19.2 | 100.0 | |
| 54. My organization's leaders maintain high standards of honesty and integrity. | N | | 1 | 2 | 8 | 4 | 3 | 18 | 1 |
| | % | 15.0 | 6.0 | 9.0 | 45.9 | 21.4 | 17.7 | 100.0 | |
| *55. Managers/supervisors/team leaders work well with employees of different backgrounds. | N | | 1 | 7 | 6 | 2 | 3 | 19 | 0 |
| | % | 40.7 | 5.5 | 35.2 | 32.8 | 10.2 | 16.3 | 100.0 | |
| *56. Managers communicate the goals and priorities of the organization. | N | | 1 | 5 | 5 | 5 | 3 | 19 | 0 |
| | % | 31.9 | 5.5 | 26.4 | 27.7 | 25.5 | 14.9 | 100.0 | |
| *57. Managers review and evaluate the organization's progress toward meeting its goals and objectives. | N | | 1 | 4 | 9 | 3 | 1 | 18 | 0 |
| | % | 28.7 | 5.8 | 22.9 | 49.9 | 15.7 | 5.6 | 100.0 | |

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|--|---|------------------|----------------|-----------|------------------------------------|--------------|-------------------|-----------------------|--------------------------------|
| 58. Managers promote communication among different work units (for example, about projects, goals, needed resources). | N | | 1 | 5 | 6 | 5 | 2 | 19 | 0 |
| | % | 33.8 | 5.5 | 28.3 | 30.6 | 25.5 | 10.1 | 100.0 | |
| 59. Managers support collaboration across work units to accomplish work objectives. | N | | 1 | 7 | 4 | 4 | 3 | 19 | 0 |
| | % | 42.9 | 5.5 | 37.4 | 21.5 | 20.4 | 15.2 | 100.0 | |
| | | 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 | | 0 | 2 | 3 | 5 | 4 | 14 | 4 |
| | % | 13.0 | 0.0 | 13.0 | 24.0 | 34.6 | 28.4 | 100.0 | |
| | | 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 | | 1 | 2 | 7 | 4 | 5 | 19 | 0 |
| | % | 14.5 | 6.2 | 8.3 | 40.8 | 19.8 | 24.8 | 100.0 | |
| 62. Senior leaders demonstrate support for Work/Life programs. | N | | 1 | 3 | 8 | 1 | 2 | 15 | 4 |
| | % | 24.1 | 6.2 | 17.9 | 55.9 | 6.9 | 13.1 | 100.0 | |
| | | 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 | | 1 | 6 | 5 | 5 | 2 | 19 | NA |
| | % | 35.6 | 5.5 | 30.1 | 28.6 | 24.6 | 11.3 | 100.0 | |
| *64. How satisfied are you with the information you receive from management on what's going on in your organization? | N | | 1 | 3 | 5 | 7 | 3 | 19 | NA |
| | % | 20.0 | 5.5 | 14.5 | 28.0 | 35.3 | 16.6 | 100.0 | |
| *65. How satisfied are you with the recognition you receive for doing a good job? | N | | 0 | 4 | 3 | 7 | 5 | 19 | NA |
| | % | 20.6 | 0.0 | 20.6 | 18.4 | 34.0 | 27.0 | 100.0 | |
| *66. How satisfied are you with the policies and practices of your senior leaders? | N | | 0 | 2 | 6 | 9 | 2 | 19 | NA |
| | % | 8.3 | 0.0 | 8.3 | 33.6 | 47.4 | 10.6 | 100.0 | |
| *67. How satisfied are you with your opportunity to get a better job in your organization? | N | | 0 | 1 | 5 | 7 | 6 | 19 | NA |
| | % | 4.3 | 0.0 | 4.3 | 25.8 | 37.6 | 32.4 | 100.0 | |
| *68. How satisfied are you with the training you receive for your present job? | N | | 0 | 2 | 8 | 5 | 4 | 19 | NA |
| | % | 10.2 | 0.0 | 10.2 | 39.5 | 28.2 | 22.2 | 100.0 | |

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|---|--------|------------------|---------------------------|-----------------------|---|-------------------------------|---|------------------------------|--------------------------------|
| *69. Considering everything, how satisfied are you with your job? | N % | 36.3 | 3 16.0 | 4 20.3 | 5 28.0 | 6 30.6 | 1 5.1 | 19 100.0 | NA |
| *70. Considering everything, how satisfied are you with your pay? | N % | 44.7 | 2 8.3 | 7 36.4 | 6 34.7 | 3 15.0 | 1 5.5 | 19 100 | NA |
| 71. Considering everything, how satisfied are you with your organization? | N % | 8.3 | 1 4.3 | 1 4.0 | 6 34.7 | 6 29.4 | 5 27.5 | 19 100 | 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 % | 37.0 | 5 23.2 | 1 5.4 | 2 10.8 | 3 14.5 | 4 22.5 | 4 23.6 | 19 |
| | | 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 % | 30.4 | 2 11.6 | 3 18.8 | 4 27.4 | 4 27.1 | 2 15.1 | 15 100.0 | 4 |
| 74. How satisfied are you with the following Work/Life programs in your agency... Alternative Work Schedules (AWS)? | N % | 57.9 | 4 32.6 | 3 25.2 | 3 25.9 | 1 7.6 | 1 8.6 | 12 100.0 | 7 |
| 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 % | 40.6 | 2 15.9 | 3 24.7 | 5 42.0 | 1 8.7 | 1 8.7 | 12 100 | 7 |
| 76. How satisfied are you with the following Work/Life programs in your agency... Employee Assistance Program (EAP)? | N % | 47.8 | 2 15.8 | 4 31.9 | 5 43.6 | 0 0.0 | 1 8.7 | 12 100 | 7 |
| 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 % | 0.0 | 0 0.0 | 0 0.0 | 4 100.0 | 0 0.0 | 0 0.0 | 4 100 | 15 |
| 78. How satisfied are you with the following Work/Life programs in your agency... Elder Care Programs (for example, support groups, speakers)? | N % | 0.0 | 0 0.0 | 0 0.0 | 3 75.2 | 0 0.0 | 1 24.8 | 4 100 | 15 |

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