

2012

Federal Employee Viewpoint Survey Results

EMPLOYEES INFLUENCING CHANGE

CHEMICAL SAFETY AND HAZARD INVESTIGATION BOARD
AGENCY RESULTS

UNITED STATES
OFFICE OF PERSONNEL MANAGEMENT



Over
687,000
Federal
Employees'
Opinions

U.S. Chemical Safety and Hazard Investigation Board
2012 Federal Employee Viewpoint Survey

Background

In 2012 the US Chemical Safety and Hazard Investigation Board (CSB) completed the annual Federal Employee Viewpoint Survey (FEVS). The survey was administered by OPM and included 84 questions. The data are used to assess Federal employees' perceptions about how effectively agencies are managing their workforces.

1. Interpretation of Results:

The results from the 2012 FEVS prove that the CSB has a dedicated professional staff that believes in the mission and works hard achieve it despite resource constraints - CSB employees believe the work they do is important (97%), like the kind of work they do (85%), when needed will put in the extra effort to get a job done (95%), look for better ways to do their jobs (92%) and believe their overall work quality is excellent (88%). The staff has a positive view of their mission work despite the fact that they believe the agency does not have sufficient resources (people, materials, budget) to accomplish the CSB's mission. (49% negative)

CSB employees trust their supervisor (76%), believe their supervisor listens and respects them (82%), provides opportunities for leadership (78%), is committed to a diverse workforce (75%), supports employee development (76%), have had meaningful discussions with their supervisor about performance (78%), received recent feedback about their performance (83%), and believe their immediate supervisor is doing a good job (79%).

CSB provides a family friendly environment which based on the survey results is valued by our staff – CSB employees are extremely satisfied with the support they receive for balancing work and family issues (73%), know they can telework (100%) and have teleworked for some period of time over the past 12 months (90%).

The areas identified for improvement primarily related to the agency's board and senior leadership. The following are examples of questions that were below government averages in the senior leadership area: (66) How satisfied are you with the policies and practices of your senior leaders, (54) My organization's leaders maintain high standards of honesty and integrity, and (53) In my

organization, leaders generate high levels of motivation and commitment in the workplace. FY 2012 was a transition year for the agency's board and senior leadership team and the uncertainty from the leadership changes are reflected in our results. The agency now has the new leadership team in place and believes the results will improve during the next survey period.

Finally, the agency saw dramatic improvement in the areas of communication, teamwork and employee recognition for high quality work. The questions about these areas improved between 26 to 38 points – Managers promote communication among different work units (for example, about projects, goals, needed resources (+38), Managers communicate the goals and priorities of organization (+26), My supervisor/team leader provides me with constructive suggestions to improve my job performance (+29), Employees are recognized for providing high quality products and services (+31), and Managers support collaboration across work units to accomplish work objectives (+31).

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

3. Description of sample: All full time permanent CSB employees hired prior to September 30, 2011, were surveyed.

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

5. Number of employees surveyed, number responded, and representativeness of respondents: Of the 35 employees surveyed, 33 completed the survey for a response rate of 94.3% - the highest response rate in the federal government for small agencies. While demographic questions were included in the OPM requirements, agencies with 800 or fewer employees were exempt from this requirement. The CSB decided not to ask these questions in order to foster a sense of confidentiality and anonymity for respondents.

CHEMICAL SAFETY AND HAZARD INVESTIGATION BOARD 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		9	14	2	8	0	33	NA
	%	69.3	26.9	42.4	7.0	23.6	0.0	100.0	
2. I have enough information to do my job well.	N		4	16	4	8	0	32	NA
	%	62.2	11.8	50.4	12.1	25.7	0.0	100.0	
3. I feel encouraged to come up with new and better ways of doing things.	N		5	15	2	8	3	33	NA
	%	62.4	15.2	47.2	5.4	23.4	8.8	100.0	
*4. My work gives me a feeling of personal accomplishment.	N		11	16	3	3	0	33	NA
	%	82.3	33.7	48.6	9.2	8.5	0.0	100.0	
*5. I like the kind of work I do.	N		16	12	3	2	0	33	NA
	%	84.8	49.4	35.4	8.9	6.4	0.0	100.0	
6. I know what is expected of me on the job.	N		6	20	1	4	1	32	NA
	%	80.3	17.8	62.5	3.7	12.5	3.5	100.0	
7. When needed I am willing to put in the extra effort to get a job done.	N		17	14	2	0	0	33	NA
	%	94.5	51.2	43.2	5.5	0.0	0.0	100.0	
8. I am constantly looking for ways to do my job better.	N		14	16	2	1	0	33	NA
	%	91.2	43.6	47.6	5.4	3.4	0.0	100.0	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N		2	11	3	13	3	32	0
	%	40.8	6.9	34.0	9.8	39.0	10.4	100.0	
*10. My workload is reasonable.	N		0	12	6	10	4	32	0
	%	37.4	0.0	37.4	18.0	31.4	13.2	100.0	
*11. My talents are used well in the workplace.	N		3	15	3	8	3	32	0
	%	57.7	9.3	48.4	9.3	23.0	10.1	100.0	
*12. I know how my work relates to the agency's goals and priorities.	N		7	19	1	5	1	33	0
	%	79.3	21.2	58.1	2.7	14.5	3.5	100.0	
*13. The work I do is important.	N		14	18	0	1	0	33	0
	%	96.6	42.3	54.3	0.0	3.4	0.0	100.0	
*14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N		10	21	0	2	0	33	0
	%	93.6	31.1	62.5	0.0	6.4	0.0	100.0	
*15. My performance appraisal is a fair reflection of my performance.	N		9	16	3	3	1	32	1
	%	77.5	28.0	49.5	9.5	9.3	3.7	100.0	
16. I am held accountable for achieving results.	N		6	17	5	4	1	33	0
	%	68.9	17.9	51.0	15.6	12.8	2.7	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
Number of surveys completed: 33
Number of surveys administered: 35
Response Rate: 94.3%

CHEMICAL SAFETY AND HAZARD INVESTIGATION BOARD 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
17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N		5	12	1	8	6	32	1
	%	52.7	15.5	37.2	2.8	25.9	18.5	100.0	
*18. My training needs are assessed.	N		3	13	3	8	4	31	1
	%	50.7	9.3	41.4	9.7	26.0	13.6	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		12	12	3	3	2	32	1
	%	74.8	37.8	37.0	9.3	9.0	6.9	100.0	
*20. The people I work with cooperate to get the job done.	N		10	14	5	2	2	33	NA
	%	73.3	29.1	44.2	15.3	5.9	5.5	100.0	
*21. My work unit is able to recruit people with the right skills.	N		4	13	2	10	3	32	1
	%	52.8	12.6	40.2	5.9	32.3	9.0	100.0	
*22. Promotions in my work unit are based on merit.	N		6	12	4	5	5	32	1
	%	55.4	19.1	36.3	13.7	16.9	14.0	100.0	
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		2	8	7	4	4	25	7
	%	41.3	8.7	32.7	26.8	16.8	15.1	100.0	
*24. In my work unit, differences in performance are recognized in a meaningful way.	N		3	11	5	9	3	31	2
	%	44.9	10.1	34.8	16.0	30.1	8.9	100.0	
25. Awards in my work unit depend on how well employees perform their jobs.	N		3	11	7	5	3	29	3
	%	47.6	9.9	37.7	23.6	18.5	10.3	100.0	
26. Employees in my work unit share job knowledge with each other.	N		11	18	1	1	2	33	0
	%	88.1	33.2	54.9	2.9	2.7	6.3	100.0	
27. The skill level in my work unit has improved in the past year.	N		6	16	4	4	3	33	0
	%	67.5	18.5	48.9	10.9	13.2	8.5	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		20	9	3	0	1	33	NA
	%	87.7	59.4	28.2	9.6	0.0	2.7	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		5	12	6	9	1	33	0
	%	52.2	14.5	37.7	18.8	26.4	2.7	100.0	

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CHEMICAL SAFETY AND HAZARD INVESTIGATION BOARD 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
*30. Employees have a feeling of personal empowerment with respect to work processes.	N		3	10	6	9	5	33	0
	%	39.5	8.7	30.8	17.4	28.1	14.9	100.0	
31. Employees are recognized for providing high quality products and services.	N		3	17	7	4	2	33	0
	%	62.6	8.7	53.8	19.6	12.7	5.2	100.0	
*32. Creativity and innovation are rewarded.	N		2	9	8	10	4	33	0
	%	33.2	5.9	27.3	25.6	28.6	12.7	100.0	
*33. Pay raises depend on how well employees perform their jobs.	N		1	10	6	8	3	28	4
	%	38.8	3.8	35.0	20.9	28.9	11.4	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		2	9	9	10	3	33	0
	%	33.9	5.9	27.9	26.4	29.9	9.9	100.0	
*35. Employees are protected from health and safety hazards on the job.	N		4	16	7	5	0	32	0
	%	61.7	12.6	49.2	21.1	17.1	0.0	100.0	
*36. My organization has prepared employees for potential security threats.	N		3	11	4	11	3	32	0
	%	44.4	9.4	35.0	12.0	34.1	9.5	100.0	
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N		5	12	1	5	10	33	0
	%	51.1	14.5	36.6	3.2	16.1	29.5	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		6	14	2	1	8	31	2
	%	64.8	20.4	44.4	7.2	2.9	25.1	100.0	
39. My agency is successful at accomplishing its mission.	N		7	13	7	6	0	33	0
	%	61.4	19.9	41.5	21.5	17.1	0.0	100.0	
40. I recommend my organization as a good place to work.	N		5	14	4	9	1	33	NA
	%	58.3	14.9	43.4	11.9	27.2	2.7	100.0	
41. I believe the results of this survey will be used to make my agency a better place to work.	N		5	7	5	10	5	32	0
	%	37.5	14.8	22.7	15.9	31.2	15.3	100.0	
*42. My supervisor supports my need to balance work and other life issues.	N		11	13	4	4	1	33	0
	%	72.5	33.6	38.9	12.7	11.8	3.0	100.0	
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N		7	19	1	5	1	33	0
	%	78.2	21.2	57.0	3.5	14.7	3.6	100.0	
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N		7	18	2	4	1	32	0
	%	77.9	21.9	56.0	6.6	11.7	3.7	100.0	

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Number of surveys administered: 35

Response Rate: 94.3%

CHEMICAL SAFETY AND HAZARD INVESTIGATION BOARD 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
45. My supervisor/team leader is committed to a workforce representative of all segments of society.	N		9	14	3	3	2	31	2
	%	74.8	29.1	45.7	9.3	9.2	6.7	100.0	
46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N		8	19	1	4	1	33	0
	%	81.1	24.0	57.1	3.5	11.8	3.6	100.0	
*47. Supervisors/team leaders in my work unit support employee development.	N		10	15	4	4	0	33	0
	%	75.7	30.2	45.5	13.3	11.0	0.0	100.0	
48. My supervisor/team leader listens to what I have to say.	N		13	14	1	4	1	33	NA
	%	82.1	39.8	42.3	3.5	10.8	3.6	100.0	
49. My supervisor/team leader treats me with respect.	N		15	12	2	3	1	33	NA
	%	82.1	46.0	36.1	6.4	7.9	3.6	100.0	
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N		14	13	1	4	1	33	NA
	%	82.6	43.3	39.4	2.9	10.8	3.6	100.0	
*51. I have trust and confidence in my supervisor.	N		14	11	3	2	3	33	NA
	%	76.3	42.8	33.5	9.3	5.6	8.8	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		15	11	4	1	2	33	NA
	%	79.0	44.3	34.8	11.9	2.7	6.3	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		4	2	9	11	7	33	0
	%	19.0	12.1	6.9	27.6	32.8	20.7	100.0	
54. My organization's leaders maintain high standards of honesty and integrity.	N		4	9	6	7	7	33	0
	%	39.3	11.5	27.8	17.9	22.3	20.5	100.0	
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N		5	11	4	8	4	32	0
	%	51.3	15.3	35.9	12.6	24.1	12.0	100.0	
*56. Managers communicate the goals and priorities of the organization.	N		5	14	3	9	2	33	0
	%	58.6	14.5	44.1	8.6	26.9	5.9	100.0	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N		5	11	5	10	2	33	0
	%	47.3	14.5	32.8	14.8	32.1	5.8	100.0	

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Sample or Census: Census

Number of surveys completed: 33

Number of surveys administered: 35

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CHEMICAL SAFETY AND HAZARD INVESTIGATION BOARD 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
58. Managers promote communication among different work units (for example, about projects, goals, needed resources).	N		3	16	4	6	4	33	0
	%	57.0	8.9	48.1	12.0	18.9	12.0	100.0	
59. Managers support collaboration across work units to accomplish work objectives.	N		3	17	5	5	3	33	0
	%	60.0	8.6	51.4	16.5	14.3	9.1	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		3	10	8	6	6	33	0
	%	39.8	8.6	31.2	23.6	19.5	17.0	100.0	
		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*61. I have a high level of respect for my organization's senior leaders.	N		3	10	3	9	8	33	0
	%	38.7	8.6	30.0	8.8	28.6	23.9	100.0	
62. Senior leaders demonstrate support for Work/Life programs.	N		3	9	11	6	4	33	0
	%	36.6	8.6	28.0	31.8	19.0	12.5	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		3	14	5	11	0	33	NA
	%	50.1	9.3	40.8	15.3	34.6	0.0	100.0	
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N		2	12	5	9	5	33	NA
	%	41.8	5.9	35.9	15.3	26.3	16.6	100.0	
*65. How satisfied are you with the recognition you receive for doing a good job?	N		3	15	7	5	3	33	NA
	%	55.3	9.4	45.9	20.2	14.7	9.8	100.0	
*66. How satisfied are you with the policies and practices of your senior leaders?	N		2	7	5	13	6	33	NA
	%	26.8	5.9	20.8	14.0	40.2	19.0	100.0	
*67. How satisfied are you with your opportunity to get a better job in your organization?	N		2	9	9	11	2	33	NA
	%	34.7	6.7	28.0	25.8	33.2	6.3	100.0	
*68. How satisfied are you with the training you receive for your present job?	N		3	12	8	8	2	33	NA
	%	46.4	8.6	37.8	22.4	24.8	6.4	100.0	

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* AES prescribed items

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

CHEMICAL SAFETY AND HAZARD INVESTIGATION BOARD 2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS

		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total	Do Not Know/ No Basis to Judge
*69. Considering everything, how satisfied are you with your job?	N		5	15	8	4	1	33	NA
	%	61.5	15.5	46.0	24.2	11.6	2.7	100.0	
*70. Considering everything, how satisfied are you with your pay?	N		1	18	6	8	0	33	NA
	%	56.9	3.2	53.7	18.7	24.5	0.0	100.0	
71. Considering everything, how satisfied are you with your organization?	N		3	12	5	11	2	33	NA
	%	44.8	8.9	35.9	15.5	33.7	6.1	100.0	

72. Have you been notified that you are eligible to telework? Telework means working at a location other than your normal work site during your regular work hours (excludes travel).

	N	%
Yes	33	100.0
No	0	0.0
Not sure	0	0.0
Total	33	100.0

73. Please select the response below that BEST describes your current teleworking situation:

	N	%
I telework 3 or more days per week.	0	0.0
I telework 1 or 2 days per week.	5	14.9
I telework, but no more than 1 or 2 days per month.	13	39.6
I telework very infrequently, on an unscheduled or short-term basis.	12	35.8
I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).	0	0.0
I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.	0	0.0
I do not telework because I did not receive approval to do so, even though I have the kind of job where I can telework.	0	0.0
I do not telework because I choose not to telework.	3	9.6
Total	33	100.0

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CHEMICAL SAFETY AND HAZARD INVESTIGATION BOARD 2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS

74. Do you participate in the following Work/Life programs? Alternative Work Schedules (AWS)

	N	%
Yes	4	12.5
No	9	26.8
Not available to me	20	60.6
Total	33	100.0

75. Do you participate in the following Work/Life programs? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)

	N	%
Yes	8	24.1
No	17	51.2
Not available to me	8	24.7
Total	33	100.0

76. Do you participate in the following Work/Life programs? Employee Assistance Program (EAP)

	N	%
Yes	6	16.7
No	23	70.1
Not available to me	4	13.2
Total	33	100.0

77. Do you participate in the following Work/Life programs? Child Care Programs (for example, daycare, parenting classes, parenting support groups)

	N	%
Yes	0	0.0
No	15	45.2
Not available to me	17	54.8
Total	32	100.0

78. Do you participate in the following Work/Life programs? Elder Care Programs (for example, support groups, speakers)

	N	%
Yes	0	0.0
No	15	44.4
Not available to me	18	55.6
Total	33	100.0

CHEMICAL SAFETY AND HAZARD INVESTIGATION BOARD 2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS

		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total**	Do Not Know/ No Basis to Judge
79. How satisfied are you with the following Work/Life programs in your agency? Telework	N %	63.5	6 21.0	13 42.5	3 11.0	7 22.5	1 3.0	30 100.0	0
80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	N %	77.3	2 50.4	1 26.9	1 22.7	0 0.0	0 0.0	4 100.0	0
81. 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 %	52.0	0 0.0	4 52.0	4 48.0	0 0.0	0 0.0	8 100.0	0
82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	N %	66.8	2 35.7	2 31.1	2 33.2	0 0.0	0 0.0	6 100.0	0
83. 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 ---	1
84. 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

Survey Administration Period: April 4, 2012 to May 16, 2012

The work/life satisfaction results only include employees who indicated that they participated in the program.

Percentages are weighted to represent the Agency's population.

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

Sample or Census: Census

Number of surveys completed: 33

Number of surveys administered: 35

Response Rate: 94.3%



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