

U.S. Chemical Safety and Hazard Investigation Board  
2010 Federal Employee Viewpoint Survey

## **Background**

In 2010 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 78 questions. The data are used to assess Federal employees' perceptions about how effectively agencies are managing their workforces.

### **1. Interpretation of Results:**

Overall, the responses to the 2010 FEVS were positive, 50 out of 78 (64%) responses scored 50% or better.

General overall results from the 2010 survey indicate that CSB employees believe the work they do is important (96%) and when needed will put in the extra effort to get a job done. (95%) They are extremely satisfied with the support they receive for balancing work and family issues (87.5%), feel a sense of accomplishment in doing their jobs (82.1%), and like the kind of work they do (91.8%).

The areas identified for improvement were communications and leadership. Specifically, the following are examples of questions that were below government averages in the communication and leadership areas: (58) Managers promote communication among different work units (for example, about projects, goals needed resources), (56) Managers communicate the goals and priorities of the organization, and (59) Managers support collaboration across work units to accomplish work objectives. The agency is addressing the communication issues by instituting regularly scheduled informational meetings for the entire agency and individual teams. Additionally, the agency recently hired a Managing Director who will be responsible for ensuring the agency has consistent/better communication and leadership.

Finally, during 2011, the Agency plans to continue its supervisory training initiatives to ensure managers have the necessary tools to meet their human capital management responsibilities.

2. **How the survey was conducted:** The survey was conducted online from February 9, 2010, until March 19, 2010.
3. **Description of sample:** All full time permanent CSB employees hired prior to June 30, 2009 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 27 employees surveyed, 22 completed the survey for a response rate of 81.5 percent. 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**  
**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 %	5	13	1	2	1	22	NA
	%	23.2	57.5	4.4	9.7	5.2	100.0	
2. I have enough information to do my job well.	N %	3	15	2	1	1	22	NA
	%	12.8	68.7	8.2	5.1	5.2	100.0	
3. I feel encouraged to come up with new and better ways of doing things.	N %	4	10	5	1	2	22	NA
	%	17.0	45.5	23.2	5.1	9.1	100.0	
*4. My work gives me a feeling of personal accomplishment.	N %	8	10	1	2	1	22	NA
	%	35.5	46.6	3.8	8.9	5.2	100.0	
*5. I like the kind of work I do.	N %	11	9	1	1	0	22	NA
	%	48.7	43.1	3.8	4.4	0.0	100.0	
6. I know what is expected of me on the job.	N %	3	14	3	2	0	22	NA
	%	13.3	65.3	12.4	9.1	0.0	100.0	
7. When needed I am willing to put in the extra effort to get a job done.	N %	13	8	0	0	1	22	NA
	%	58.7	36.0	0.0	0.0	5.2	100.0	
8. I am constantly looking for ways to do my job better.	N %	9	12	0	0	1	22	NA
	%	40.8	54.0	0.0	0.0	5.2	100.0	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N %	1	5	3	10	3	22	0
	%	4.4	23.2	12.4	46.9	13.2	100.0	
*10. My workload is reasonable.	N %	0	9	4	4	5	22	0
	%	0.0	41.1	17.9	18.6	22.4	100.0	
*11. My talents are used well in the workplace.	N %	4	10	2	4	2	22	0
	%	17.7	45.8	8.3	17.9	10.4	100.0	
*12. I know how my work relates to the agency's goals and priorities.	N %	8	11	2	1	0	22	0
	%	37.3	50.1	7.9	4.7	0.0	100.0	
*13. The work I do is important.	N %	14	7	1	0	0	22	0
	%	64.8	31.4	3.8	0.0	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 %	3	12	2	4	1	22	0
	%	14.3	55.4	7.7	18.2	4.4	100.0	
*15. My performance appraisal is a fair reflection of my performance.	N %	5	8	5	2	2	22	0
	%	22.3	36.5	23.6	8.6	9.1	100.0	
16. I am held accountable for achieving results.	N %	4	10	6	1	1	22	0
	%	17.7	46.2	27.5	4.7	3.9	100.0	

\*AES prescribed items  
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Sample or Census: Census  
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Page 1  
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17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N %	6	6	6	3	1	22	0
	%	26.1	27.8	27.4	13.4	5.2	100.0	
*18. My training needs are assessed.	N %	3	6	5	6	2	22	0
	%	12.9	27.0	21.4	29.1	9.7	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	8	6	1	2	22	0
	%	22.3	37.1	27.1	4.4	9.1	100.0	
*20. The people I work with cooperate to get the job done.	N %	5	6	1	6	4	22	NA
	%	22.8	25.5	4.9	29.1	17.7	100.0	
*21. My work unit is able to recruit people with the right skills.	N %	5	9	3	1	4	22	0
	%	24.4	40.9	12.4	4.4	17.9	100.0	
*22. Promotions in my work unit are based on merit.	N %	6	8	3	2	2	21	1
	%	29.4	36.9	14.0	10.1	9.5	100.0	
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N %	4	7	5	1	4	21	1
	%	18.2	34.3	23.2	4.3	20.0	100.0	
*24. In my work unit, differences in performance are recognized in a meaningful way.	N %	4	6	6	1	4	21	1
	%	18.8	29.7	28.1	4.6	18.8	100.0	
25. Awards in my work unit depend on how well employees perform their jobs.	N %	4	7	6	2	3	22	0
	%	17.9	33.1	26.0	9.7	13.3	100.0	
26. Employees in my work unit share job knowledge with each other.	N %	7	10	1	2	2	22	0
	%	33.3	44.8	4.4	8.3	9.1	100.0	
27. The skill level in my work unit has improved in the past year.	N %	8	8	5	0	1	22	0
	%	38.2	34.3	22.2	0.0	5.2	100.0	
		<b>Percent Positive</b>	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Item Response Total**</b>	<b>Do Not Know/ No Basis to Judge</b>
28. How would you rate the overall quality of work done by your work unit?	N %	13	5	4	0	0	22	NA
	%	83.0	58.7	24.2	17.0	0.0	100.0	
		<b>Percent Positive</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neither Agree Nor Disagree</b>	<b>Disagree</b>	<b>Item Response Total**</b>	<b>Do Not Know/ No Basis to Judge</b>
*29. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N %	4	9	3	4	2	22	0
	%	59.9	18.2	12.9	18.1	9.1	100.0	

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	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 %	4	6	6	4	2	22	0
	%	18.2	29.0	24.7	18.4	9.7	100.0	
31. Employees are recognized for providing high quality products and services.	N %	7	3	6	3	3	22	0
	%	32.9	13.3	25.7	14.6	13.6	100.0	
*32. Creativity and innovation are rewarded.	N %	5	7	3	4	3	22	0
	%	22.3	31.8	13.3	19.0	13.6	100.0	
*33. Pay raises depend on how well employees perform their jobs.	N %	4	7	3	3	3	20	1
	%	19.8	35.5	14.4	15.3	15.0	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 %	3	8	5	1	5	22	0
	%	12.9	35.2	23.3	5.1	23.5	100.0	
*35. Employees are protected from health and safety hazards on the job.	N %	7	10	1	3	1	22	0
	%	33.1	44.5	4.9	13.0	4.4	100.0	
*36. My organization has prepared employees for potential security threats.	N %	2	6	8	3	1	20	2
	%	10.0	32.1	38.6	14.4	4.9	100.0	
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N %	5	7	5	3	2	22	0
	%	21.7	31.4	23.5	15.2	8.3	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 %	5	8	7	0	1	21	1
	%	22.9	38.9	33.5	0.0	4.7	100.0	
39. My agency is successful at accomplishing its mission.	N %	3	13	3	2	1	22	0
	%	12.9	61.0	13.2	9.1	3.9	100.0	
40. I recommend my organization as a good place to work.	N %	4	8	4	3	3	22	NA
	%	18.3	36.5	17.8	13.0	14.3	100.0	
41. I believe the results of this survey will be used to make my agency a better place to work.	N %	3	7	5	4	2	21	1
	%	14.2	35.0	22.1	18.6	10.1	100.0	
*42. My supervisor supports my need to balance work and other life issues.	N %	7	12	2	0	1	22	0
	%	31.2	56.3	8.0	0.0	4.4	100.0	
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N %	9	7	1	3	2	22	0
	%	39.8	33.3	3.8	13.5	9.6	100.0	
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N %	8	5	5	1	3	22	0
	%	36.5	22.4	23.1	4.4	13.6	100.0	

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\*AES prescribed items

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	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 %	7	8	3	1	2	21	1
		33.1	38.4	13.8	4.6	10.1	100.0	
46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N %	7	6	4	1	3	21	0
		32.6	27.6	21.0	4.6	14.2	100.0	
*47. Supervisors/team leaders in my work unit support employee development.	N %	8	6	3	3	2	22	0
		36.5	26.3	14.8	12.7	9.7	100.0	
48. My supervisor/team leader listens to what I have to say.	N %	8	7	2	3	2	22	NA
		34.9	32.1	9.9	14.0	9.1	100.0	
49. My supervisor/team leader treats me with respect.	N %	11	6	1	2	2	22	NA
		49.9	27.6	4.4	8.9	9.1	100.0	
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N %	9	9	3	0	1	22	NA
		40.7	39.5	14.6	0.0	5.2	100.0	
*51. I have trust and confidence in my supervisor.	N %	9	5	5	0	3	22	NA
		40.3	23.7	22.4	0.0	13.6	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 %	10	4	5	0	3	22	NA
		45.0	19.2	22.3	0.0	13.6	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 %	2	3	8	4	5	22	0
		8.3	13.4	36.1	17.9	24.3	100.0	
54. My organization's leaders maintain high standards of honesty and integrity.	N %	4	6	3	5	4	22	0
		17.5	25.9	13.7	23.3	19.6	100.0	
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N %	3	3	7	4	5	22	0
		12.5	13.1	30.7	19.4	24.3	100.0	
*56. Managers communicate the goals and priorities of the organization.	N %	2	2	9	6	3	22	0
		8.3	9.5	39.3	28.5	14.3	100.0	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N %	2	5	8	3	4	22	0
		8.3	22.4	36.4	13.3	19.6	100.0	

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	Percent Positive	Strongly Agree	Agree	Neither		Disagree	Strongly Disagree	Item Response Total**	Do Not Know/No Basis to Judge
				Agree	Disagree				
58. Managers promote communication among different work units (for example, about projects, goals, needed resources).	N %	2 8.3	1 4.6	3 13.8	6 25.5	10 47.9	22 100.0	0	
59. Managers support collaboration across work units to accomplish work objectives.	N %	2 8.3	4 18.9	2 8.7	4 17.5	10 46.5	22 100.0	0	
60. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor/team leader?	N %	4 18.4	4 20.9	7 35.4	0 0.0	5 25.3	20 100.0	1	
*61. I have a high level of respect for my organization's senior leaders.	N %	1 4.6	9 40.5	4 17.6	4 19.3	4 18.1	22 100.0	0	
62. Senior leaders demonstrate support for Work/Life programs.	N %	2 10.6	6 29.8	5 25.3	1 4.9	5 29.5	19 100.0	3	
*63. How satisfied are you with your involvement in decisions that affect your work?	N %	5 21.6	6 28.4	5 22.2	4 19.5	2 8.3	22 100.0	NA	
*64 How satisfied are you with the information you receive from management on what's going on in your organization?	N %	2 8.3	6 26.5	0 0.0	13 61.3	1 3.9	22 100.0	NA	
*65. How satisfied are you with the recognition you receive for doing a good job?	N %	4 17.8	8 35.8	3 14.5	4 18.4	3 13.6	22 100.0	NA	
*66. How satisfied are you with the policies and practices of your senior leaders?	N %	1 4.6	8 35.8	3 13.0	7 33.1	3 13.6	22 100.0	NA	
*67. How satisfied are you with your opportunity to get a better job in your organization?	N %	4 17.5	8 38.5	4 17.1	1 4.7	5 22.1	22 100.0	NA	
*68. How satisfied are you with the training you receive for your present job?	N %	3 12.9	10 45.7	4 18.3	3 13.5	2 9.7	22 100.0	NA	

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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
*69. Considering everything, how satisfied are you with your job?	N %	6 27.7	9 41.7	3 12.4	3 13.0	1 5.2	22 100.0	NA
*70. Considering everything, how satisfied are you with your pay?	N %	4 18.9	11 50.6	2 7.7	4 17.6	1 5.2	22 100	NA
71. Considering everything, how satisfied are you with your organization?	N %	5 23.3	7 31.8	4 16.8	2 9.4	4 18.8	22 100	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 %	0 0.0	17 80.1	1 4.9	1 5.2	0 0.0	2 9.8	21

	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 %	5 22.2	8 37.4	5 23.4	4 16.9	0 0.0	22 100.0	0
74. How satisfied are you with the following Work/Life programs in your agency... Alternative Work Schedules (AWS)?	N %	1 7.3	2 15.0	3 23.5	4 30.2	3 24.0	13 100.0	9
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 %	0 0.0	4 27.5	4 29.6	3 21.4	3 21.5	14 100	8
76. How satisfied are you with the following Work/Life programs in your agency... Employee Assistance Program (EAP)?	N %	2 13.9	4 27.6	6 43.2	2 15.3	0 0.0	14 100	8
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	1 9.7	4 45.3	2 21.9	2 23.1	9 100	13
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	1 10.9	5 65.2	1 12.3	1 11.6	8 100	14

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 Page 6