

2018

Federal Employee Viewpoint Survey

Empowering Employees. Inspiring Change.



Annual Employee Survey (AES) Report

Broadcasting Board of Governors

FIELD PERIOD	May 8 - June 19, 2018
SAMPLE OR CENSUS	CENSUS
NUMBER OF SURVEYS COMPLETED	829
NUMBER OF SURVEYS ADMINISTERED	1,418
RESPONSE RATE	58.5%

18 items identified as **strengths** (65% positive or higher)

12 items identified as **challenges** (35% negative or higher)

Engagement Index Score

2018 ENGAGEMENT INDEX

61%

LEADERS LEAD	SUPERVISORS	INTRINSIC WORK EXPERIENCE
48%	68%	67%

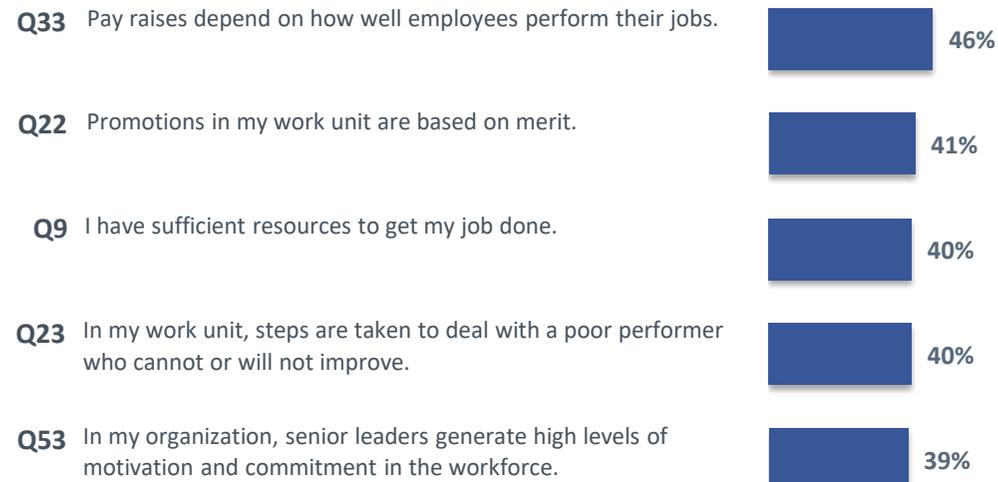
Highest % Positive Items

Select: Highest % Positive



Highest % Negative Items

Select: Highest % Negative



2018

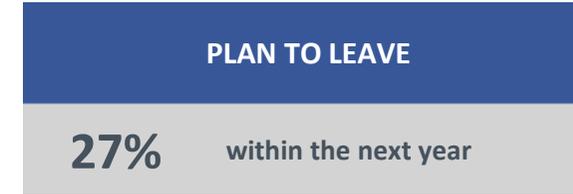
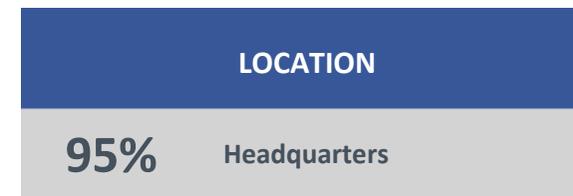
Federal Employee Viewpoint Survey

Empowering Employees. Inspiring Change.



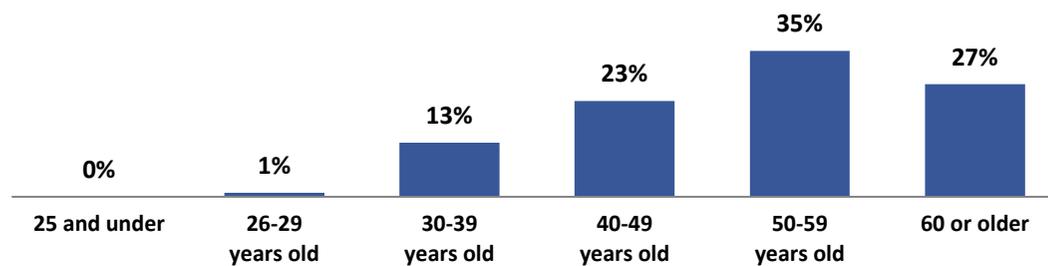
Annual Employee Survey (AES) Report

Broadcasting Board of Governors



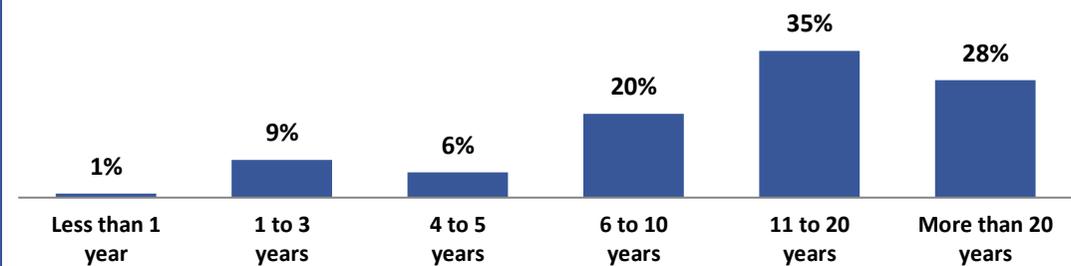
Age Group

- Age Group
- Racial Category
- Education



Agency Tenure

- Agency Tenure
- Federal Tenure
- Supervisory Status
- Pay Category/Grade





Select: Largest Increases since 2017

Largest Increases in Percent Positive since 2017

56

items increased since 2017

	2015	2016	2017	2018	Percentage Point Change
Q29 My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	55%	53%	56%	70%	+14
Q50 In the last six months, my supervisor has talked with me about my performance.	65%	65%	66%	77%	+11
Q68 How satisfied are you with the training you receive for your present job?	43%	42%	45%	54%	+9
Q23 In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	26%	27%	26%	33%	+7
Q32 Creativity and innovation are rewarded.	31%	35%	35%	42%	+7

Select: Largest Decreases since 2017

Largest Decreases in Percent Positive since 2017

4

items decreased since 2017

	2015	2016	2017	2018	Percentage Point Change
Q20 The people I work with cooperate to get the job done.	72%	71%	73%	72%	-1
Q7 When needed I am willing to put in the extra effort to get a job done.	96%	94%	95%	94%	-1
Q14 Physical conditions allow employees to perform their jobs well.	51%	48%	53%	52%	-1
Q10 My workload is reasonable.	58%	57%	61%	60%	-1

Core Survey

Item	Item Text	Percent Positive %	Strongly Agree/ Very Good/ Very Satisfied %	Agree/ Good/ Satisfied %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Disagree/ Poor/ Dissatisfied %	Strongly Disagree/ Very Poor/ Very Dissatisfied %	Percent Negative %	Item Response Total** N	Do Not Know/ No Basis to Judge N
1	*I am given a real opportunity to improve my skills in my organization.	60.5%	21.1%	39.4%	13.0%	14.2%	12.4%	26.5%	822	N/A
2	I have enough information to do my job well.	63.5%	19.7%	43.8%	16.2%	11.6%	8.7%	20.3%	819	N/A
3	I feel encouraged to come up with new and better ways of doing things.	55.6%	21.7%	33.9%	16.7%	13.8%	13.9%	27.7%	821	N/A
4	My work gives me a feeling of personal accomplishment.	69.8%	33.3%	36.5%	14.3%	6.9%	9.0%	15.9%	824	N/A
5	I like the kind of work I do.	84.8%	45.6%	39.2%	9.8%	2.9%	2.4%	5.4%	822	N/A
6	I know what is expected of me on the job.	75.8%	33.4%	42.4%	11.8%	5.2%	7.1%	12.3%	822	N/A
7	When needed I am willing to put in the extra effort to get a job done.	94.1%	65.8%	28.3%	3.2%	0.9%	1.9%	2.7%	824	N/A
8	I am constantly looking for ways to do my job better.	90.0%	57.5%	32.5%	7.7%	1.0%	1.3%	2.3%	822	N/A
9	I have sufficient resources (for example, people, materials, budget) to get my job done.	40.9%	10.2%	30.8%	18.8%	20.9%	19.3%	40.2%	807	8
10	*My workload is reasonable.	60.2%	11.8%	48.4%	16.1%	14.4%	9.3%	23.8%	818	3
11	*My talents are used well in the workplace.	55.1%	16.8%	38.3%	15.9%	14.4%	14.6%	29.0%	804	7
12	*I know how my work relates to the agency's goals.	78.5%	32.7%	45.7%	9.4%	5.3%	6.8%	12.1%	815	5
13	The work I do is important.	88.5%	50.4%	38.1%	6.3%	2.1%	3.2%	5.2%	812	5

Core Survey

14	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	52.4%	17.2%	35.2%	18.2%	14.7%	14.7%	29.4%	821	2
15	My performance appraisal is a fair reflection of my performance.	58.4%	19.8%	38.6%	21.0%	8.2%	12.4%	20.6%	794	27
16	I am held accountable for achieving results.	72.6%	23.6%	49.0%	17.6%	5.5%	4.3%	9.8%	805	10
17	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	50.5%	19.9%	30.6%	23.5%	10.4%	15.6%	25.9%	776	46
18	My training needs are assessed.	48.8%	12.8%	36.0%	27.7%	11.7%	11.7%	23.5%	801	19
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).	60.4%	22.9%	37.5%	18.4%	8.2%	13.0%	21.2%	775	49
20	*The people I work with cooperate to get the job done.	72.0%	26.6%	45.4%	14.3%	8.4%	5.3%	13.7%	821	N/A
21	My work unit is able to recruit people with the right skills.	36.2%	9.0%	27.2%	25.6%	19.2%	19.1%	38.2%	800	23
22	Promotions in my work unit are based on merit.	35.4%	10.3%	25.1%	23.9%	14.6%	26.1%	40.7%	776	47
23	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	32.7%	7.3%	25.4%	27.3%	16.8%	23.2%	40.0%	761	62
24	*In my work unit, differences in performance are recognized in a meaningful way.	35.9%	9.4%	26.5%	26.8%	14.4%	22.9%	37.3%	784	40
25	Awards in my work unit depend on how well employees perform their jobs.	40.5%	10.7%	29.8%	22.0%	14.2%	23.3%	37.6%	789	38
26	Employees in my work unit share job knowledge with each other.	65.2%	17.6%	47.6%	16.5%	9.3%	9.1%	18.3%	811	11
27	The skill level in my work unit has improved in the past year.	52.7%	16.9%	35.8%	26.8%	9.4%	11.2%	20.6%	789	31
28	How would you rate the overall quality of work done by your work unit?	75.2%	36.7%	38.5%	15.4%	6.0%	3.5%	9.4%	821	N/A

Core Survey

29	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	70.0%	27.5%	42.6%	15.7%	8.6%	5.7%	14.3%	808	12
30	Employees have a feeling of personal empowerment with respect to work processes.	42.8%	10.8%	32.1%	24.0%	16.7%	16.4%	33.2%	802	18
31	Employees are recognized for providing high quality products and services.	46.2%	12.1%	34.1%	20.7%	16.5%	16.6%	33.1%	809	11
32	Creativity and innovation are rewarded.	41.5%	12.8%	28.7%	22.9%	16.4%	19.2%	35.6%	787	25
33	Pay raises depend on how well employees perform their jobs.	25.6%	7.1%	18.5%	28.1%	20.0%	26.3%	46.3%	766	50
34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	54.1%	15.0%	39.1%	29.2%	6.7%	10.0%	16.7%	762	56
35	Employees are protected from health and safety hazards on the job.	58.8%	15.1%	43.7%	22.1%	11.2%	7.9%	19.1%	790	28
36	My organization has prepared employees for potential security threats.	63.5%	16.2%	47.3%	21.7%	7.1%	7.7%	14.8%	793	19
37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	41.8%	13.5%	28.3%	25.5%	10.7%	22.0%	32.7%	782	37
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.	55.1%	19.0%	36.1%	22.7%	7.2%	15.1%	22.2%	746	68
39	My agency is successful at accomplishing its mission.	62.2%	18.0%	44.2%	20.4%	7.8%	9.7%	17.5%	786	30
40	*I recommend my organization as a good place to work.	50.0%	16.0%	33.9%	24.6%	12.6%	12.9%	25.4%	820	N/A

Core Survey

41	*I believe the results of this survey will be used to make my agency a better place to work.	46.4%	19.8%	26.6%	22.3%	12.9%	18.4%	31.3%	778	43
42	My supervisor supports my need to balance work and other life issues.	77.1%	35.9%	41.2%	10.1%	5.1%	7.7%	12.8%	814	6
43	My supervisor provides me with opportunities to demonstrate my leadership skills.	61.3%	26.6%	34.7%	15.7%	8.8%	14.1%	22.9%	814	3
44	Discussions with my supervisor about my performance are worthwhile.	62.0%	24.8%	37.2%	15.3%	9.4%	13.3%	22.7%	801	15
45	My supervisor is committed to a workforce representative of all segments of society.	64.8%	28.7%	36.1%	20.1%	6.2%	8.9%	15.1%	762	57
46	My supervisor provides me with constructive suggestions to improve my job performance.	58.2%	23.8%	34.4%	20.0%	9.3%	12.5%	21.8%	818	2
47	Supervisors in my work unit support employee development.	61.0%	25.1%	35.8%	17.8%	7.6%	13.6%	21.2%	801	18
48	My supervisor listens to what I have to say.	72.2%	34.4%	37.9%	11.6%	8.4%	7.7%	16.1%	815	N/A
49	My supervisor treats me with respect.	77.8%	39.7%	38.1%	10.9%	5.1%	6.2%	11.3%	816	N/A
50	In the last six months, my supervisor has talked with me about my performance.	76.7%	32.4%	44.3%	10.0%	6.2%	7.1%	13.3%	815	N/A
51	I have trust and confidence in my supervisor.	63.0%	32.8%	30.2%	17.7%	7.7%	11.7%	19.3%	814	N/A
52	Overall, how good a job do you feel is being done by your immediate supervisor?	65.3%	37.6%	27.7%	16.3%	10.0%	8.5%	18.4%	815	N/A
53	In my organization, senior leaders generate high levels of motivation and commitment in the	42.1%	10.9%	31.2%	19.3%	15.9%	22.8%	38.7%	790	22
54	My organization's senior leaders maintain high standards of honesty and integrity.	45.1%	12.7%	32.4%	23.4%	10.3%	21.2%	31.5%	764	51
55	Supervisors work well with employees of different backgrounds.	59.3%	15.6%	43.7%	22.8%	6.0%	12.0%	17.9%	769	44
56	*Managers communicate the goals of the organization.	48.4%	13.7%	34.7%	23.6%	12.1%	15.9%	28.0%	792	20
57	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	47.4%	13.0%	34.4%	25.4%	11.5%	15.7%	27.2%	735	76

Core Survey

58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	46.2%	13.0%	33.2%	23.4%	12.8%	17.6%	30.4%	783	29
59	Managers support collaboration across work units to accomplish work objectives.	51.6%	14.9%	36.7%	22.8%	10.8%	14.8%	25.7%	769	33
60	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	53.6%	24.0%	29.6%	21.3%	9.5%	15.5%	25.1%	769	46
61	I have a high level of respect for my organization's senior leaders.	49.1%	20.2%	28.9%	21.6%	12.1%	17.1%	29.3%	800	13
62	Senior leaders demonstrate support for Work/Life programs.	52.7%	18.5%	34.2%	28.6%	8.4%	10.4%	18.8%	729	85
63	*How satisfied are you with your involvement in decisions that affect your work?	45.4%	12.0%	33.4%	23.5%	17.0%	14.1%	31.1%	814	N/A
64	*How satisfied are you with the information you receive from management on what's going on in your organization?	41.0%	10.5%	30.5%	24.5%	20.0%	14.5%	34.6%	812	N/A
65	*How satisfied are you with the recognition you receive for doing a good job?	47.6%	15.3%	32.3%	19.4%	17.6%	15.4%	33.0%	813	N/A
66	How satisfied are you with the policies and practices of your senior leaders?	38.0%	10.2%	27.8%	25.8%	19.8%	16.4%	36.2%	811	N/A
67	How satisfied are you with your opportunity to get a better job in your organization?	33.5%	10.6%	22.9%	28.2%	16.2%	22.0%	38.3%	811	N/A
68	How satisfied are you with the training you receive for your present job?	53.9%	13.8%	40.1%	23.9%	12.2%	10.0%	22.2%	806	N/A
69	*Considering everything, how satisfied are you with your job?	62.1%	20.1%	42.0%	18.7%	10.6%	8.5%	19.2%	809	N/A
70	Considering everything, how satisfied are you with your pay?	64.4%	20.0%	44.4%	18.4%	10.0%	7.2%	17.2%	811	N/A
71	*Considering everything, how satisfied are you with your organization?	51.3%	14.1%	37.2%	21.4%	15.0%	12.3%	27.3%	796	N/A