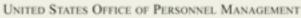
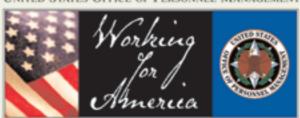


2008 FEDERAL HUMAN CAPITAL SURVEY







UNITED STATES OFFICE OF PERSONNEL MANAGEMENT

Washington, DC 20415

August 14, 2008

Dear Federal Employee,

The Office of Personnel Management (OPM) is once again pleased to conduct the Federal Human Capital Survey. This survey offers you the opportunity to express your thoughts, opinions, and ideas regarding your job, your agency, and the Federal workforce as a whole.

Since the first Federal Human Capital Survey in 2002, Federal agencies have taken important steps to become more efficient and improve the quality-of-life for their employees. But we know there is much more to be done. That's why we ask you to once again participate and share your views with us. When you participate in this survey, *you are* heard.

Over the next two months, approximately 450,000 Federal employees will be given the opportunity to participate. The survey itself takes approximately 30 minutes to complete. Participation is voluntary, and you may use official time to share your views. We urge you to be candid. **Your responses will be absolutely confidential.** Once you have completed the survey, your answers will be submitted directly to OPM.

OPM will work closely with the Chief Human Capital Officers and each agency to develop and implement improvement plans based on your answers, and will regularly monitor progress.

Thank you once again for sharing your thoughts and concerns with us through your participation in this important survey.

Michael W. Hager Acting Director

Sincerely

2008 Federal Human Capital Survey

Privacy Act Statement

Collection of this information is authorized by 5 U.S.C. 1101 note, 1103(a)(5), 1104, 1302, 3301, 3302, 4702, 7701 note; E.O. 13197, 66 FR 7853, 3 CFR 748 (2002); E.O. 10577, 12 FR 1259, 3 CFR, 1954-1958 Comp., p. 218.

Your responses to this survey are voluntary and there is no penalty if you choose not to respond. However, maximum participation is encouraged so that the data will be complete and representative.

- The routine uses include collecting this information to study and report attitudes and perceptions about Human Capital programs and policies that will assist in the formulation of policies which may be needed to improve the working environment. The information you provide will be analyzed and reported for the whole Federal workforce population and for certain subgroups.
- Access to completed surveys will be limited to OPM staff and contractors who are involved in collecting or
 preparing the information for analysis and agencies such as GAO that have specific authority to obtain agency
 records.
- In any public release of survey results, no data will be disclosed that could be used to identify specific
 individuals.
- Your agency will only receive summary reports for the whole population and for certain subgroups. Your agency will not receive data by subgroups that could be used to identify a specific individual or a person's specific response to a survey question.

MARKING INSTRUCTIONS

Please read and follow instructions carefully. You will respond directly in the survey booklet. Fill out the survey by using a pencil, or pen with black or blue ink. For most of the questions you will need to make a mark within a circle indicating your response. Make sure your marks are clearly visible. Please answer all of the questions.





Definitions

EXECUTIVES: Members of the Senior Executive Service or equivalent.

MANAGERS: Those in management positions who typically supervise one or more supervisors.

SUPERVISORS: First-line supervisors who do not supervise other supervisors; typically those who are responsible for employees' performance appraisals and approval of their leave.

TEAM LEADERS: Not official supervisors; those who provide employees with day-to-day guidance in work projects, but do not have supervisory responsibilities or conduct performance appraisals.

SENIOR LEADERS: The heads of departments/agencies and their immediate leadership team. Typically these individuals would be members of the Senior Executive Service or equivalent.

CUSTOMERS: Anyone who uses or receives the products or services that your organization provides; may include individuals within your organization and individuals outside your organization.

LEADERS: This is your agency's management team. This includes anyone with supervisory or managerial responsibilities.

NON-SUPERVISOR: Anyone who does not have supervisory/team leader responsibilities.

WORK UNIT: This is your immediate work unit headed by your immediate supervisor.

ORGANIZATION: This is your agency, office, or division. Please respond to these questions based on the level in your organization that is appropriate for the content of the question. Depending on how your organization is structured, this could either be one or more levels above your own.

This part of the survey asks you to describe only your own work experiences, or your personal opinion/attitudes about various aspects of your job. These first ten questions are often used in private sector surveys and will help us compare Government employees' opinions with those of private sector counterparts.

		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
1.	The people I work with cooperate to get the job done.	0	0	0	0	0
2.	I am given a real opportunity to improve my skills in my organization.	0	0	0	0	0
3.	I have enough information to do my job well.	0	0	0	0	0
4.	I feel encouraged to come up with new and better ways of doing things.	0	0	0	0	0
5.	My work gives me a feeling of personal accomplishment.	0	0	0	0	0
6.	I like the kind of work I do.	0	0	0	0	0
7.	I have trust and confidence in my supervisor.	0	0	0	0	0
8.	I recommend my organization as a good place to work.	0	0	0	0	0
		Very Good	Good	Fair	Poor	Very Poor
9.	Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	0	0	0	0	0
10.	How would you rate the overall quality of work done by your work group?	0	0	0	0	0

The next eleven questions ask about conditions in your agency related to the effective recruitment, development, and retention of employees.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Do Not Know
 The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals. 	0	0	0	0	0	0

		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Do Not Know
12.	My supervisor supports my need to balance work and other life issues.	0	\circ	0	0	0	0
13.	Supervisors/team leaders in my work unit provide employees with the opportunities to demonstrate their leadership skills.	0	0	0	0	0	0
14.	My work unit is able to recruit people with the right skills.	0	0	0	0	0	0
15.	The skill level in my work unit has improved in the past year.	0	0	0	0	0	0
16.	I have sufficient resources (for example, people, materials, budget) to get my job done.	0	0	0	0	0	0
17.	My workload is reasonable.	0	0	0	0	0	0
18.	My talents are used well in the workplace.	0	0	0	0	0	0
19.	I know how my work relates to the agency's goals and priorities.	0	0	0	0	0	0
20.	The work I do is important.	0	0	0	0	0	0
21.	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	0	0	0	0	0	0

This part of the survey asks fifteen questions regarding your agency including whether employees are engaged and focused on achieving the results expected of them and whether the agency fosters a climate that values diversity in the workplace.

		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Do Not Know
22.	Promotions in my work unit are based on merit.	0	0	0	0	0	0
23.	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	0	0	0	0	0	0
24.	Employees have a feeling of personal empowerment with respect to work processes.	0	\circ	0	0	0	0

		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Do Not Know
25.	Employees are rewarded for providing high quality products and services to customers.	0	0	0	0	0	0
26.	Creativity and innovation are rewarded.	0	0	0	0	0	0
27.	Pay raises depend on how well employees perform their jobs.	0	0	0	0	0	0
28.	Awards in my work unit depend on how well employees perform their jobs.	0	0	0	0	0	0
29.	In my work unit, differences in performance are recognized in a meaningful way.	0	0	0	0	0	0
30.	My performance appraisal is a fair reflection of my performance.	0	0	0	0	0	0
31.	Discussions with my supervisor/team leader about my performance are worthwhile.	0	0	0	0	0	0
32.	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).	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Basis to Judge
32.	I understood what I had to do to be rated at different performance levels (for			Agree nor	Disagree Disagree		
	I understood what I had to do to be rated at different performance levels (for	Agree	0	Agree nor Disagree Neither Agree nor	Ö	Disagree Strongly	to Judge Do Not
33.	I understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding).	Agree Strongly Agree	Agree	Agree nor Disagree Neither Agree nor Disagree	Ö	Disagree Strongly Disagree	to Judge Do Not
33. 34.	I understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding). I am held accountable for achieving results. Supervisors/team leaders in my work unit are committed to a workforce	Agree Strongly Agree	Agree	Agree nor Disagree Neither Agree nor Disagree	Ö	Disagree Strongly Disagree	to Judge Do Not
33. 34. 35.	I understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding). I am held accountable for achieving results. Supervisors/team leaders in my work unit are committed to a workforce representative of all segments of society. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in	Agree Strongly Agree	Agree	Agree nor Disagree Neither Agree nor Disagree	Ö	Disagree Strongly Disagree	to Judge Do Not
33.34.35.36.	I understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding). I am held accountable for achieving results. Supervisors/team leaders in my work unit are committed to a workforce representative of all segments of society. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring). Managers/supervisors/team leaders work well with employees of different	Strongly Agree	Agree	Agree nor Disagree Neither Agree nor Disagree O	Disagree	Strongly Disagree	Do Not Know

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Do Not Know	
37. I have a high level of respect for my organization's senior leaders.	0	0	0	0	0	0	

		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Do Not Know
38.	In my organization, leaders generate high levels of motivation and commitment in the workforce.	0	0	0	0	0	0
39.	My organization's leaders maintain high standards of honesty and integrity.	0	0	0	0	0	0
40.	Managers communicate the goals and priorities of the organization.	0	0	0	0	0	0
41.	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	0	0	0	0	0	0
42.	Employees are protected from health and safety hazards on the job.	0	0	0	0	0	0
43.	My organization has prepared employees for potential security threats.	0	0	0	0	0	0
44.	Complaints, disputes or grievances are resolved fairly in my work unit.	0	0	0	0	0	0
45.	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	0	0	0	0	0	0
46.	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.	0	0	0	0	0	0
47.	I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	0	0	0	0	0	0
Th	s part of the survey asks seven questions reg	arding kno	owledge-s	haring witl	hin your a	gency.	
		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Do Not Know
48.	Supervisors/team leaders provide employees with constructive suggestions to improve their job performance.	0	0	0	0	0	0
49.	Supervisors/team leaders in my work unit support employee development.	0	0	0	0	0	0

50. Employees have electronic access to learning and training programs readily available at their desk.

52. Managers promote communication among different work units (for example, about projects, goals, needed resources).

51. My training needs are assessed.

Please continue

		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Do Not Know
53.	Employees in my work unit share job knowledge with each other.	0	0	0	0	0	0
54.	Employees use information technology (for example, intranet, shared networks) to perform work.	0	0	0	0	0	0
Th	s part of the survey asks nine questions regarese questions are often used in private sector ployees' responses with those of private sector	surveys a	nd will he		-		job.
			Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
55.	How satisfied are you with your involvement decisions that affect your work?	in	0	0	0	0	0
56.	How satisfied are you with the information your creative from management on what's going o your organization?		0	0	0	0	0
57.	How satisfied are you with the recognition ye receive for doing a good job?	ou	0	0	0	0	0
58.	How satisfied are you with the policies and pof your senior leaders?	oractices	0	0	0	0	0
59.	How satisfied are you with your opportunity a better job in your organization?	to get	0	0	0	0	0
60.	How satisfied are you with the training you re for your present job?	eceive	0	0	0	0	0
61.	Considering everything, how satisfied are yo your job?	u with	0	0	0	0	0
62.	Considering everything, how satisfied are yo your pay?	u with	0	0	0	0	0
63.	Considering everything, how satisfied are yo your organization?	u with	0	0	0	0	0
	s part of the survey asks eleven questions reg your agency.	garding va	rious bene	efits and w	ork/life fle	exibilities c	offered
		Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	No Basis to Judge

8

64. How satisfied are you with retirement benefits?

		Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	No Basis to Judge
65.	How satisfied are you with health insurance benefits?	0	0	0	0	0	0
66.	How satisfied are you with life insurance benefits?	0	0	0	0	0	0
67.	How satisfied are you with long term care insurance benefits?	0	0	0	0	0	0
68.	How satisfied are you with the flexible spending account (FSA) program?	0	0	0	0	0	0
69.	How satisfied are you with paid vacation time?	0	0	0	0	0	
70.	How satisfied are you with paid leave for illness (for example, personal), including family care situations (for example, childbirth/adoption or eldercare)?	0	0	0	0	0	
7 1.	How satisfied are you with child care subsidies?	0	0	0	0	0	0
72.	How satisfied are you with work/life programs (for example, health and wellness, employee assistance, eldercare, and support groups)?	0	0	0	0	0	0
73.	How satisfied are you with telework/telecommuting?	0	0	0	0	0	0
74.	How satisfied are you with alternative work schedules?	0	0	0	0	0	0
Th	ese are demographic questions to describe ye	our backg	round and	d employm	ent. Your	answers to	these

These are demographic questions to describe your background and employment. Your answers to these questions will help us analyze survey results by subgroups.

75.	Where do you work? O Headquarters O Field
76.	What is your supervisory status? Non-Supervisor: You do not supervise other employees.
	Team Leader: You are not an official supervisor; you provide employees with day-to-day guidance in work projects, but do not have supervisory responsibilities or conduct performance appraisals.
	O Supervisor: You are responsible for employees' performance appraisals and approval of their leave, but you do not supervise other supervisors.
	O Manager: You are in a management position and supervise one or more supervisors.
	Executive: Member of Senior Executive Service or equivalent.

=	Are you: Male Female	82.	How long have you been with the Federal Government (excluding military service)? Less than 1 year 1 to 3 years 4 to 5 years
— 78.	Are you Hispanic or Latino? Yes No		6 to 10 years11 to 14 years15 to 20 yearsMore than 20 years
79.	Please select the racial category or categories with which you most closely identify. (Mark as many as apply.) American Indian or Alaska Native Asian Black or African American Native Hawaiian or Other Pacific Islander White	83.	How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)? Less than 1 year 1 to 3 years 4 to 5 years 6 to 10 years 11 to 20 years
80.	What is your age group? 25 and under 26-29 30-39 40-49 50-59 60 or older	84.	More than 20 years Are you considering leaving your organization within the next year, and if so, why? No Yes, to retire Yes, to take another job within the Federal Government Yes, to take another job outside the Federal Government Yes, other
81.-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	What is your pay category/grade? Federal Wage System (for example, WB, WD, WG, WL, WM, WS, WY) GS 1-6 GS 7-12 GS 13-15 Senior Executive Service Senior Level (SL) or Scientific or Professional (ST) Other	85.	I am planning to retire: Within one year Between one and three years Between three and five years Five or more years
10			