

# 2011 Federal Employee Viewpoint Survey

## Empowering Employees

*inspiring change*

Office of Management and Budget  
AGENCY RESULTS

UNITED STATES OFFICE OF PERSONNEL MANAGEMENT



## **2011 Federal Employee Viewpoint Survey Office of Management and Budget**

**Interpretation of Results:** The Office of Personnel Management (OPM) provided the Office of Management and Budget (OMB) with the results of the 2011 Federal Employee Viewpoint Survey (FEVS). OMB had a positive rating (greater than 65% positive) on 22 survey items and a negative rating (greater than 35% negative) on 9 items.

Notable items scoring the highest percent positive included:

- When needed I am willing to put in the extra effort to get a job done. (99%)
- I am constantly looking for ways to do my job better. (93%)
- How would you rate the overall quality of work done by your unit? (88%)

Notable items scoring the highest percent negative included:

- Senior leaders demonstrate support for Work/Life programs. (49%)
- How satisfied are you with the following Work/Life programs in your agency...Alternate Work Schedules (AWS)? (48%)
- My training needs are assessed. (45%)

OMB continues to explore workplace flexibility options for staff as well as provide the necessary training to meet staff needs. Action planning efforts will address items receiving a negative percent.

When evaluating agency results in terms of meeting the objectives of the Human Capital Assessment and Accountability Framework (HCAAF), OMB results show the following percent positive responses in each index:

- Leadership & Knowledge Management – 51%
- Results-Oriented Performance Culture – 51%
- Talent Management – 58%
- Job Satisfaction – 65%

**How the survey was conducted:** The survey was conducted by OPM from May 2-31, 2011.

**Description of sample:** The entire eligible population received the survey. All 437 full-time permanent employees who joined the agency on or before September 2010 were surveyed.

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

**Response Rate:** Responses were received from 286 employees with a response rate of 65%.

**OFFICE OF MANAGEMENT AND BUDGET**  
**2011 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS**  
(Survey Administration Period May 2, 2011 to May 31, 2011)

		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	63.4	51	133	49	39	14	286	NA
	%		17.4	46.0	17.5	13.6	5.5	100.0	
2. I have enough information to do my job well.	N	57.3	22	141	57	48	18	286	NA
	%		8.2	49.1	20.3	15.8	6.6	100.0	
3. I feel encouraged to come up with new and better ways of doing things.	N	63.8	70	115	45	40	16	286	NA
	%		24.5	39.3	16.2	14.2	5.8	100.0	
*4. My work gives me a feeling of personal accomplishment.	N	76.1	70	148	36	21	10	285	NA
	%		25.5	50.7	13.2	7.2	3.5	100.0	
*5. I like the kind of work I do.	N	85.9	95	151	25	12	3	286	NA
	%		33.6	52.3	8.9	4.2	1.0	100.0	
6. I know what is expected of me on the job.	N	63.9	44	139	54	40	9	286	NA
	%		16.0	48.0	18.8	13.9	3.4	100.0	
7. When needed I am willing to put in the extra effort to get a job done.	N	99.0	208	74	0	0	3	285	NA
	%		73.2	25.8	0.0	0.0	1.0	100.0	
8. I am constantly looking for ways to do my job better.	N	93.1	119	147	15	4	1	286	NA
	%		42.1	51.0	5.3	1.4	0.3	100.0	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N	48.3	28	112	52	63	31	286	0
	%		10.3	38.0	17.8	22.7	11.2	100.0	
*10. My workload is reasonable.	N	41.2	15	101	50	75	43	284	1
	%		5.6	35.6	17.3	26.3	15.2	100.0	
*11. My talents are used well in the workplace.	N	59.3	35	136	54	40	19	284	2
	%		13.0	46.3	19.2	14.5	7.0	100.0	
*12. I know how my work relates to the agency's goals and priorities.	N	71.1	66	135	44	25	15	285	0
	%		23.7	47.4	14.5	8.6	5.7	100.0	
*13. The work I do is important.	N	85.3	108	135	29	7	6	285	0
	%		39.0	46.3	10.2	2.4	2.1	100.0	
*14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N	54.4	26	127	50	45	36	284	2
	%		9.9	44.5	17.4	15.4	12.9	100.0	
*15. My performance appraisal is a fair reflection of my performance.	N	61.8	38	126	50	33	13	260	26
	%		15.1	46.7	19.7	13.1	5.5	100.0	
16. I am held accountable for achieving results.	N	72.4	50	155	59	15	4	283	2
	%		17.7	54.7	20.3	5.9	1.4	100.0	

\*AES prescribed items

\*\* Sum of responses excluding DNK/NBJ

Sample or Census: Census

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17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N		57	101	47	18	22	245	40
	%	64.9	23.5	41.4	18.7	7.3	9.1	100.0	
*18. My training needs are assessed.	N		14	63	77	79	46	279	6
	%	27.9	5.4	22.5	26.8	28.6	16.7	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		18	104	58	47	33	260	25
	%	46.2	7.3	39.0	22.7	17.8	13.3	100.0	
*20. The people I work with cooperate to get the job done.	N		113	112	16	15	2	258	NA
	%	86.9	43.4	43.5	6.3	6.0	0.8	100.0	
*21. My work unit is able to recruit people with the right skills.	N		57	162	31	25	7	282	4
	%	77.3	19.8	57.5	11.2	9.0	2.5	100.0	
*22. Promotions in my work unit are based on merit.	N		29	93	81	33	22	258	28
	%	47.2	11.6	35.6	31.1	13.1	8.6	100.0	
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		13	62	78	46	34	233	53
	%	33.5	6.1	27.4	32.8	19.1	14.6	100.0	
*24. In my work unit, differences in performance are recognized in a meaningful way.	N		14	83	85	53	24	259	27
	%	37.7	5.8	32.0	32.4	20.4	9.5	100.0	
25. Awards in my work unit depend on how well employees perform their jobs.	N		29	94	71	34	24	252	34
	%	48.7	12.0	36.7	27.6	13.5	10.1	100.0	
26. Employees in my work unit share job knowledge with each other.	N		98	133	25	18	9	283	1
	%	80.8	34.0	46.8	9.6	6.5	3.0	100.0	
27. The skill level in my work unit has improved in the past year.	N		39	117	73	27	13	269	14
	%	57.6	14.5	43.1	27.3	9.7	5.4	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		150	103	27	4	1	285	NA
	%	88.1	51.9	36.2	9.9	1.7	0.3	100.0	
		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*29. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N		59	171	29	15	7	281	3
	%	81.6	20.6	61.0	10.7	5.1	2.7	100.0	

\*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
*30. Employees have a feeling of personal empowerment with respect to work processes.	N		28	93	50	75	32	278	6
	%	44.2	10.6	33.6	17.7	26.1	12.0	100.0	
31. Employees are recognized for providing high quality products and services.	N		35	110	65	55	14	279	4
	%	51.9	13.0	38.9	22.6	20.0	5.4	100.0	
*32. Creativity and innovation are rewarded.	N		35	100	67	57	20	279	4
	%	47.9	12.8	35.1	24.2	20.3	7.5	100.0	
*33. Pay raises depend on how well employees perform their jobs.	N		9	44	83	77	33	246	38
	%	21.3	3.7	17.6	34.2	30.6	13.8	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		19	98	73	34	29	253	29
	%	46.9	8.3	38.6	28.1	12.9	12.1	100.0	
*35. Employees are protected from health and safety hazards on the job.	N		37	117	52	38	27	271	12
	%	57.1	14.0	43.1	19.1	13.7	10.1	100.0	
*36. My organization has prepared employees for potential security threats.	N		35	143	59	32	8	277	5
	%	64.6	12.8	51.9	21.0	11.5	2.9	100.0	
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N		50	107	57	26	18	258	24
	%	60.6	18.9	41.6	21.6	11.0	6.8	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		69	114	39	9	13	244	39
	%	74.3	28.2	46.1	16.3	3.8	5.6	100.0	
39. My agency is successful at accomplishing its mission.	N		63	151	41	15	8	278	3
	%	76.3	22.2	54.1	15.3	5.5	2.9	100.0	
40. I recommend my organization as a good place to work.	N		58	121	63	28	12	282	NA
	%	63.2	21.0	42.3	22.5	9.8	4.5	100.0	
41. I believe the results of this survey will be used to make my agency a better place to work.	N		28	100	62	51	29	270	11
	%	46.4	10.6	35.8	23.6	19.2	10.8	100.0	
*42. My supervisor supports my need to balance work and other life issues.	N		78	103	45	29	24	279	0
	%	63.8	28.1	35.7	15.8	11.3	9.1	100.0	
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N		64	125	42	33	15	279	0
	%	67.6	23.1	44.5	14.9	11.8	5.7	100.0	
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N		48	96	57	43	20	264	13
	%	53.2	18.5	34.7	22.2	16.4	8.2	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
45. My supervisor/team leader is committed to a workforce representative of all segments of society.	N		55	102	64	18	15	254	26
	%	61.9	22.4	39.6	24.6	7.0	6.5	100.0	
46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N		46	94	65	48	23	276	2
	%	50.8	16.5	34.2	23.4	17.3	8.6	100.0	
*47. Supervisors/team leaders in my work unit support employee development.	N		49	125	49	36	17	276	2
	%	62.6	17.7	44.9	17.7	13.5	6.2	100.0	
48. My supervisor/team leader listens to what I have to say.	N		96	121	31	22	10	280	NA
	%	77.2	34.0	43.2	11.2	7.8	3.8	100.0	
49. My supervisor/team leader treats me with respect.	N		117	105	32	20	6	280	NA
	%	78.8	41.6	37.2	11.4	7.7	2.1	100.0	
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N		59	117	27	56	20	279	NA
	%	63.0	21.3	41.7	9.7	20.0	7.3	100.0	
*51. I have trust and confidence in my supervisor.	N		96	95	42	30	16	279	NA
	%	68.3	33.8	34.5	14.8	11.0	5.9	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		97	91	58	26	6	278	NA
	%	67.5	34.6	32.9	20.8	9.6	2.2	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		21	82	79	70	26	278	1
	%	37.6	7.5	30.1	28.2	24.5	9.6	100.0	
54. My organization's leaders maintain high standards of honesty and integrity.	N		48	118	67	19	14	266	13
	%	62.7	18.6	44.1	24.5	7.1	5.7	100.0	
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N		41	136	52	22	11	262	17
	%	67.2	16.1	51.1	20.2	7.9	4.7	100.0	
*56. Managers communicate the goals and priorities of the organization.	N		21	99	76	53	29	278	1
	%	43.0	7.6	35.4	27.2	19.0	10.8	100.0	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N		15	79	78	58	30	260	19
	%	36.6	6.0	30.5	29.4	22.2	11.8	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
58. Managers promote communication among different work units (for example, about projects, goals, needed resources).	N		32	90	58	61	33	274	4
	%	44.7	11.5	33.2	20.6	22.4	12.3	100.0	
59. Managers support collaboration across work units to accomplish work objectives.	N		41	115	59	39	22	276	2
	%	56.3	14.6	41.7	21.1	14.4	8.2	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		49	103	78	20	19	269	7
	%	55.6	18.5	37.1	29.2	7.8	7.4	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		42	107	65	41	22	277	2
	%	53.2	15.4	37.8	24.4	14.1	8.2	100.0	
62. Senior leaders demonstrate support for Work/Life programs.	N		15	56	69	78	55	273	6
	%	26.2	5.9	20.3	25.1	28.4	20.3	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		33	97	77	52	18	277	NA
	%	46.9	12.2	34.7	27.4	19.2	6.6	100.0	
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N		20	90	66	77	25	278	NA
	%	40.0	7.3	32.7	23.4	27.0	9.6	100.0	
*65. How satisfied are you with the recognition you receive for doing a good job?	N		27	94	81	61	15	278	NA
	%	42.8	9.8	33.0	29.0	22.6	5.6	100.0	
*66. How satisfied are you with the policies and practices of your senior leaders?	N		16	78	97	60	26	277	NA
	%	33.4	6.0	27.3	35.2	21.5	9.9	100.0	
*67. How satisfied are you with your opportunity to get a better job in your organization?	N		22	87	96	49	24	278	NA
	%	37.7	8.3	29.4	34.8	18.0	9.5	100.0	
*68. How satisfied are you with the training you receive for your present job?	N		20	73	95	70	19	277	NA
	%	33.5	7.9	25.6	34.0	25.6	6.9	100.0	

\*AES prescribed items

\*\* Sum of responses excluding DNK/NBJ

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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		46	127	58	35	10	276	NA
	%	62.4	17.1	45.3	21.2	12.6	3.8	100.0	
*70. Considering everything, how satisfied are you with your pay?	N		36	133	55	39	15	278	NA
	%	60.7	13.1	47.7	20.0	13.4	5.9	100.0	
71. Considering everything, how satisfied are you with your organization?	N		32	113	79	37	17	278	NA
	%	52.3	11.9	40.4	28.1	13.2	6.4	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		105	38.2
No		140	49.8
Not sure		33	12.0
<b>Total</b>		<b>278</b>	<b>100.0</b>

73. Please select the response below that BEST describes your current teleworking situation:	N	%
I telework 3 or more days per week.	1	0.5
I telework 1 or 2 days per week.	10	3.9
I telework, but no more than 1 or 2 days per month.	17	5.7
I telework very infrequently, on an unscheduled or short-term basis.	89	32.7
I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).	10	3.5
I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.	3	1.2
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.	78	27.5
I do not telework because I choose not to telework.	66	25.1
<b>Total</b>	<b>274</b>	<b>100.0</b>

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Surveys Completed: 286  
Response Rate: 65.4%



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

	N	%
<b>Yes</b>	47	17.2
<b>No</b>	131	47.8
<b>Not available to me</b>	99	35.0
<b>Total</b>	277	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	%
<b>Yes</b>	82	30.4
<b>No</b>	185	65.9
<b>Not available to me</b>	11	3.8
<b>Total</b>	278	100.0

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

	N	%
<b>Yes</b>	25	9.4
<b>No</b>	244	87.7
<b>Not available to me</b>	9	2.9
<b>Total</b>	278	100.0

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

	N	%
<b>Yes</b>	22	7.8
<b>No</b>	236	84.9
<b>Not available to me</b>	20	7.3
<b>Total</b>	278	100.0

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

	N	%
<b>Yes</b>	4	1.8
<b>No</b>	250	90.3
<b>Not available to me</b>	21	7.9
<b>Total</b>	275	100.0

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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
79. How satisfied are you with the following Work/Life programs in your agency? Telework	N		9	63	56	46	47	221	56
	%	34.2	4.3	29.9	24.9	19.7	21.3	100.0	
80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	N		16	50	39	45	59	209	67
	%	32.7	8.1	24.6	19.2	20.3	27.7	100.0	
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		21	81	76	9	3	190	88
	%	54.1	11.5	42.6	39.5	4.7	1.7	100.0	
82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	N		10	31	61	4	2	108	170
	%	37.8	9.7	28.1	56.1	4.1	2.0	100.0	
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		12	16	55	8	7	98	179
	%	29.6	12.9	16.6	55.3	8.4	6.8	100.0	
84. How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	N		7	8	54	3	4	76	199
	%	22.1	10.4	11.7	68.3	4.5	5.1	100.0	

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85. Where do you work?	N	%
<b>Headquarters</b>	274	100.0
<b>Field</b>	0	0.0
<b>Total</b>	274	100.0

*86. What is your supervisory status?	N	%
<b>Non-Supervisor</b>	200	71.9
<b>Team Leader</b>	32	11.5
<b>Supervisor</b>	19	6.8
<b>Manager</b>	2	0.7
<b>Executive</b>	25	9.0
<b>Total</b>	278	100.0

*87. Are you:	N	%
<b>Male</b>	126	45.7
<b>Female</b>	150	54.3
<b>Total</b>	276	100.0

*88. Are you Hispanic or Latino?	N	%
<b>Yes</b>	6	2.2
<b>No</b>	268	97.8
<b>Total</b>	274	100.0

*89. Please select the racial category or categories with which you most closely identify.	N	%
<b>American Indian or Alaska Native</b>	0	0.0
<b>Asian</b>	25	9.6
<b>Black or African American</b>	17	6.5
<b>Native Hawaiian or Other Pacific Islander</b>	0	0.0
<b>White</b>	213	81.9
<b>Two or more races</b>	5	1.9
<b>Total</b>	260	100.0

**OFFICE OF MANAGEMENT AND BUDGET**  
**2011 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS**  
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90. What is your age group?	N	%
<b>25 and under</b>	5	1.8
<b>26-29</b>	41	14.9
<b>30-39</b>	104	37.8
<b>40-49</b>	59	21.5
<b>50-59</b>	46	16.7
<b>60 or older</b>	20	7.3
<b>Total</b>	275	100.0

91. What is your pay category/grade?	N	%
<b>Federal Wage System</b>	0	0.0
<b>GS 1-6</b>	0	0.0
<b>GS 7-12</b>	62	22.6
<b>GS 13-15</b>	171	62.4
<b>Senior Executive Service</b>	37	13.5
<b>Senior Level (SL) or Scientific or Professional (ST)</b>	3	1.1
<b>Other</b>	1	0.4
<b>Total</b>	274	100.0

92. How long have you been with the Federal Government (excluding military service)?	N	%
<b>Less than 1 year</b>	12	4.4
<b>1 to 3 years</b>	56	20.6
<b>4 to 5 years</b>	43	15.8
<b>6 to 10 years</b>	45	16.5
<b>11 to 14 years</b>	29	10.7
<b>15 to 20 years</b>	26	9.6
<b>More than 20 years</b>	61	22.4
<b>Total</b>	272	100.0

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93. How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?

	N	%
<b>Less than 1 year</b>	19	6.9
<b>1 to 3 years</b>	89	32.4
<b>4 to 5 years</b>	46	16.7
<b>6 to 10 years</b>	36	13.1
<b>11 to 20 years</b>	44	16.0
<b>More than 20 years</b>	41	14.9
<b>Total</b>	275	100.0

94. Are you considering leaving your organization within the next year, and if so, why?

	N	%
<b>No</b>	162	58.9
<b>Yes, to retire</b>	7	2.5
<b>Yes, to take another job within the Federal Government</b>	52	18.9
<b>Yes, to take another job outside the Federal Government</b>	35	12.7
<b>Yes, other</b>	19	6.9
<b>Total</b>	275	100.0

95. I am planning to retire:

	N	%
<b>Within one year</b>	6	2.2
<b>Between one and three years</b>	12	4.5
<b>Between three and five years</b>	12	4.5
<b>Five or more years</b>	238	88.8
<b>Total</b>	268	100.0



UNITED STATES  
OFFICE OF PERSONNEL MANAGEMENT  
Planning and Policy Analysis  
1900 E Street, NW  
Washington, DC 20415  
[www.FedView.opm.gov](http://www.FedView.opm.gov)