

2012

Federal Employee Viewpoint Survey Results

EMPLOYEES INFLUENCING CHANGE

OFFICE OF MANAGEMENT AND BUDGET
AGENCY RESULTS

UNITED STATES
OFFICE OF PERSONNEL MANAGEMENT



Over
687,000
Federal
Employees'
Opinions

2012 Federal Employee Viewpoint Survey – Interpretation of Results

Interpretation of Results: OMB results on the 2012 Federal Employee Viewpoint Survey (FEVS) reflect positive improvements compared to 2011 results as well as across the board improvements on all indicators—the Human Capital Assessment and Accountability Framework (HCAFF), the Employee Engagement Index, and the Global Satisfaction Index. On the HCAFF index which measures an agency’s efforts to achieve its mission with human capital strategies, OMB received the following percent positive responses.

- Leadership & Knowledge Management – 61%
- Results-Oriented Performance Culture – 60%
- Talent Management – 65%
- Job Satisfaction – 72%

The Employee Engagement Index measures conditions likely to lead to employee engagement such as responsiveness from leadership and opportunity to use skills. The Global Satisfaction Index measures overall employee satisfaction with job, pay, and the organization as a whole. OMB staff indicates a 73% positive response on the Employee Engagement Index and 71% on the Global Satisfaction Index. These are both notable increases over prior year results.

OMB had 61 out of 84 items that increased by at least 5% and zero items that decreased by at least 5%. The agency had a positive rating (greater than 65% positive) on 48 survey items. Items scoring the highest percent positive include:

- When needed I am willing to put in the extra effort to get a job done. (99% positive)
- How would you rate the overall quality of work done by your work unit? (94% positive)
- I am constantly looking for ways to do my job better. (92% positive)
- The work I do is important. (90% positive)

OMB leads the governmentwide results on a number of survey items including recruiting the right staff with the right skills and rewarding creativity and innovation. However, there are some items with a notable difference in positive responses between OMB and the governmentwide results. These areas primarily focus on facilities, training, and job expectations/workload. Over the coming year, action plans will be updated and efforts will be made to improve these areas.

How the survey was conducted: The survey was conducted by OPM from May 24 to July 2, 2012.

Description of sample: All 442 full-time and part-time career employees who joined the agency on or before September 2011 received the survey.

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

Response Rate: Responses were received from 342 employees with a response rate of 77%.

**OFFICE OF MANAGEMENT AND BUDGET
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		65	182	51	34	8	340	NA
	%	72.4	19.0	53.4	15.2	10.1	2.4	100.0	
2. I have enough information to do my job well.	N		51	190	45	48	7	341	NA
	%	71.1	15.4	55.7	13.1	13.8	2.0	100.0	
3. I feel encouraged to come up with new and better ways of doing things.	N		115	130	62	25	6	338	NA
	%	72.6	34.5	38.2	18.0	7.5	1.8	100.0	
*4. My work gives me a feeling of personal accomplishment.	N		122	157	38	20	3	340	NA
	%	82.3	36.4	45.9	11.1	5.8	0.9	100.0	
*5. I like the kind of work I do.	N		146	157	26	11	2	342	NA
	%	88.7	43.0	45.7	7.6	3.1	0.6	100.0	
6. I know what is expected of me on the job.	N		67	176	56	34	9	342	NA
	%	71.5	20.0	51.5	16.3	9.6	2.6	100.0	
7. When needed I am willing to put in the extra effort to get a job done.	N		259	81	2	0	0	342	NA
	%	99.4	75.6	23.9	0.6	0.0	0.0	100.0	
8. I am constantly looking for ways to do my job better.	N		171	144	24	3	0	342	NA
	%	92.3	50.2	42.1	6.8	0.9	0.0	100.0	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N		36	141	57	84	22	340	1
	%	51.8	10.7	41.1	16.7	25.1	6.5	100.0	
*10. My workload is reasonable.	N		25	150	65	76	24	340	0
	%	51.1	7.6	43.5	19.3	22.6	6.9	100.0	
*11. My talents are used well in the workplace.	N		63	168	53	42	13	339	0
	%	68.1	19.2	48.8	15.7	12.2	4.0	100.0	
*12. I know how my work relates to the agency's goals and priorities.	N		96	181	32	24	8	341	0
	%	81.6	28.6	52.9	9.3	7.0	2.2	100.0	
*13. The work I do is important.	N		137	166	24	8	4	339	0
	%	89.9	40.9	49.0	6.7	2.3	1.1	100.0	
*14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N		45	153	61	56	25	340	0
	%	58.7	13.5	45.2	17.9	16.0	7.4	100.0	
*15. My performance appraisal is a fair reflection of my performance.	N		71	162	52	27	11	323	17
	%	71.6	22.2	49.4	16.2	8.7	3.5	100.0	
16. I am held accountable for achieving results.	N		72	196	57	12	2	339	2
	%	79.5	21.4	58.1	16.5	3.4	0.6	100.0	

Survey Administration Period: May 24, 2012 to July 2, 2012

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* AES prescribed items

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

Sample or Census: Census

Number of surveys completed: 342

Number of surveys administered: 442

Response Rate: 77.4%

**OFFICE OF MANAGEMENT AND BUDGET
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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
17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N		103	138	33	15	14	303	37
	%	78.8	34.0	44.8	11.4	5.0	4.7	100.0	
*18. My training needs are assessed.	N		26	103	83	84	43	339	2
	%	38.4	8.0	30.4	24.4	24.7	12.5	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		50	143	54	54	26	327	15
	%	58.5	15.5	43.0	16.8	16.4	8.3	100.0	
*20. The people I work with cooperate to get the job done.	N		160	144	27	8	3	342	NA
	%	88.8	46.7	42.0	7.9	2.4	0.9	100.0	
*21. My work unit is able to recruit people with the right skills.	N		76	175	42	32	9	334	8
	%	75.3	22.7	52.6	12.5	9.6	2.7	100.0	
*22. Promotions in my work unit are based on merit.	N		48	112	87	37	16	300	40
	%	53.1	16.6	36.5	29.5	12.1	5.3	100.0	
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		18	78	93	66	24	279	63
	%	34.9	6.6	28.3	33.5	23.2	8.3	100.0	
*24. In my work unit, differences in performance are recognized in a meaningful way.	N		24	101	101	68	18	312	29
	%	40.5	8.1	32.4	32.1	21.5	5.9	100.0	
25. Awards in my work unit depend on how well employees perform their jobs.	N		33	134	78	45	16	306	36
	%	54.7	11.5	43.2	25.4	14.5	5.4	100.0	
26. Employees in my work unit share job knowledge with each other.	N		118	175	23	16	9	341	1
	%	85.5	34.3	51.2	7.0	4.8	2.7	100.0	
27. The skill level in my work unit has improved in the past year.	N		72	143	87	21	5	328	14
	%	64.8	21.9	42.9	26.9	6.6	1.7	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		192	130	18	1	1	342	NA
	%	94.1	56.3	37.9	5.3	0.3	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		83	195	38	17	1	334	1
	%	82.8	24.9	58.0	11.6	5.2	0.4	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		48	125	69	77	10	329	6
	%	53.1	14.9	38.2	21.1	22.8	3.1	100.0	
31. Employees are recognized for providing high quality products and services.	N		57	163	65	36	9	330	6
	%	66.7	17.9	48.8	19.8	10.7	2.7	100.0	
*32. Creativity and innovation are rewarded.	N		55	142	83	43	6	329	5
	%	59.9	17.1	42.8	25.0	13.3	1.8	100.0	
*33. Pay raises depend on how well employees perform their jobs.	N		8	77	113	74	27	299	34
	%	28.4	3.0	25.4	38.4	24.4	8.8	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		29	130	87	45	25	316	17
	%	51.0	9.7	41.3	26.9	13.8	8.3	100.0	
*35. Employees are protected from health and safety hazards on the job.	N		52	131	82	38	20	323	11
	%	56.7	16.1	40.6	25.4	11.7	6.2	100.0	
*36. My organization has prepared employees for potential security threats.	N		54	150	69	43	14	330	6
	%	62.2	16.8	45.4	20.9	12.7	4.2	100.0	
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N		85	135	57	23	11	311	24
	%	70.7	27.6	43.1	18.3	7.3	3.7	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		101	136	32	10	11	290	46
	%	81.2	35.1	46.1	11.7	3.3	3.8	100.0	
39. My agency is successful at accomplishing its mission.	N		95	177	37	16	7	332	4
	%	81.9	28.7	53.1	11.2	4.8	2.2	100.0	
40. I recommend my organization as a good place to work.	N		103	150	55	19	8	335	NA
	%	75.3	30.8	44.6	16.5	5.5	2.6	100.0	
41. I believe the results of this survey will be used to make my agency a better place to work.	N		58	136	74	38	20	326	11
	%	59.1	18.1	41.0	23.4	11.5	6.0	100.0	
*42. My supervisor supports my need to balance work and other life issues.	N		146	132	30	20	6	334	2
	%	83.0	43.7	39.3	9.2	6.0	1.8	100.0	
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N		125	130	39	31	9	334	2
	%	76.4	37.7	38.7	11.6	9.2	2.8	100.0	
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N		96	126	58	29	19	328	8
	%	67.5	29.3	38.2	17.5	9.1	5.9	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		87	126	74	13	8	308	28
	%	69.6	28.8	40.8	23.6	4.2	2.7	100.0	
46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N		83	134	64	36	17	334	1
	%	64.9	25.0	39.9	18.9	11.1	5.1	100.0	
*47. Supervisors/team leaders in my work unit support employee development.	N		89	161	53	21	9	333	2
	%	74.8	26.9	47.8	16.5	6.1	2.7	100.0	
48. My supervisor/team leader listens to what I have to say.	N		153	136	26	18	3	336	NA
	%	85.9	45.5	40.3	7.8	5.4	0.9	100.0	
49. My supervisor/team leader treats me with respect.	N		173	119	24	19	1	336	NA
	%	86.6	51.5	35.1	7.2	5.9	0.3	100.0	
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N		133	160	25	13	3	334	NA
	%	87.5	39.4	48.1	7.4	4.2	0.9	100.0	
*51. I have trust and confidence in my supervisor.	N		154	109	41	23	9	336	NA
	%	78.1	45.5	32.6	12.0	7.2	2.7	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		155	124	36	14	7	336	NA
	%	83.1	46.3	36.8	10.4	4.3	2.1	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		32	126	97	59	18	332	2
	%	47.8	9.9	37.9	29.5	17.4	5.4	100.0	
54. My organization's leaders maintain high standards of honesty and integrity.	N		78	150	64	12	9	313	20
	%	72.7	25.4	47.3	20.5	3.9	2.9	100.0	
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N		74	172	54	15	8	323	11
	%	76.3	23.3	52.9	16.5	4.6	2.6	100.0	
*56. Managers communicate the goals and priorities of the organization.	N		41	148	75	44	25	333	1
	%	56.8	12.9	43.9	22.8	13.1	7.3	100.0	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N		37	126	83	48	18	312	22
	%	52.6	12.1	40.5	26.6	15.2	5.6	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		48	142	66	54	18	328	6
	%	57.8	15.2	42.6	20.4	16.4	5.4	100.0	
59. Managers support collaboration across work units to accomplish work objectives.	N		65	161	65	29	9	329	5
	%	68.8	20.2	48.6	19.5	8.9	2.8	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		87	137	72	19	11	326	9
	%	68.4	26.8	41.6	22.3	5.9	3.4	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		75	132	86	29	10	332	3
	%	62.4	22.4	40.0	25.7	8.9	3.0	100.0	
62. Senior leaders demonstrate support for Work/Life programs.	N		29	136	88	49	20	322	12
	%	51.6	9.5	42.2	27.5	14.7	6.2	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		58	155	72	43	5	333	NA
	%	64.2	17.8	46.3	21.2	13.1	1.5	100.0	
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N		42	152	71	62	7	334	NA
	%	58.2	13.0	45.2	21.2	18.5	2.1	100.0	
*65. How satisfied are you with the recognition you receive for doing a good job?	N		59	142	85	44	3	333	NA
	%	60.0	18.6	41.4	25.5	13.6	1.0	100.0	
*66. How satisfied are you with the policies and practices of your senior leaders?	N		31	141	114	39	8	333	NA
	%	51.6	9.7	41.9	34.2	11.7	2.4	100.0	
*67. How satisfied are you with your opportunity to get a better job in your organization?	N		31	105	115	53	29	333	NA
	%	41.1	9.7	31.3	34.4	15.9	8.7	100.0	
*68. How satisfied are you with the training you receive for your present job?	N		30	107	98	75	23	333	NA
	%	41.6	9.4	32.3	29.5	22.1	6.7	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
*69. Considering everything, how satisfied are you with your job?	N		86	162	53	25	5	331	NA
	%	75.2	26.4	48.8	15.9	7.2	1.7	100.0	
*70. Considering everything, how satisfied are you with your pay?	N		61	153	64	37	16	331	NA
	%	64.1	18.7	45.4	19.1	11.6	5.2	100.0	
71. Considering everything, how satisfied are you with your organization?	N		55	173	63	34	8	333	NA
	%	68.5	17.2	51.3	18.8	10.1	2.6	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	314	94.3
No	14	4.1
Not sure	5	1.5
Total	333	100.0

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

	N	%
I telework 3 or more days per week.	1	0.3
I telework 1 or 2 days per week.	29	8.7
I telework, but no more than 1 or 2 days per month.	45	13.5
I telework very infrequently, on an unscheduled or short-term basis.	170	50.7
I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).	3	0.9
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.	12	3.5
I do not telework because I choose not to telework.	73	22.4
Total	333	100.0

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

	N	%
Yes	55	17.0
No	172	51.9
Not available to me	107	31.1
Total	334	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	98	29.4
No	223	66.7
Not available to me	13	3.9
Total	334	100.0

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

	N	%
Yes	23	7.0
No	303	90.7
Not available to me	8	2.2
Total	334	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	25	7.5
No	280	84.5
Not available to me	28	8.0
Total	333	100.0

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

	N	%
Yes	5	1.6
No	300	90.1
Not available to me	28	8.3
Total	333	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 %	71.8	53 23.3	118 48.5	41 17.0	16 6.6	11 4.7	239 100.0	5
80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	N %	80.9	21 41.7	22 39.2	7 13.6	3 5.5	0 0.0	53 100.0	1
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 %	87.9	25 27.4	57 60.4	9 9.7	2 2.4	0 0.0	93 100.0	4
82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	N %	71.9	2 8.5	13 63.4	6 28.1	0 0.0	0 0.0	21 100.0	2
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 %	76.5	5 20.0	14 56.5	5 19.6	1 3.9	0 0.0	25 100.0	1
84. How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	N %	100.0	1 34.9	2 65.1	0 0.0	0 0.0	0 0.0	3 100.0	3

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

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85. Where do you work?	N	%
Headquarters	332	100.0
Field	0	0.0
Total	332	100.0

*86. What is your supervisory status?	N	%
Non-Supervisor	247	74.4
Team Leader	35	10.5
Supervisor	25	7.5
Manager	3	0.9
Executive	22	6.6
Total	332	100.0

*87. Are you:	N	%
Male	150	45.9
Female	177	54.1
Total	327	100.0

*88. Are you Hispanic or Latino?	N	%
Yes	11	3.4
No	314	96.6
Total	325	100.0

*89. Please select the racial category or categories with which you most closely identify.	N	%
American Indian or Alaska Native	2	0.6
Asian	25	8.0
Black or African American	20	6.4
Native Hawaiian or Other Pacific Islander	1	0.3
White	261	83.1
Two or more races	5	1.6
Total	314	100.0

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90. What is your age group?

	N	%
25 and under	3	0.9
26-29	50	15.6
30-39	134	41.9
40-49	65	20.3
50-59	46	14.4
60 or older	22	6.9
Total	320	100.0

91. What is your pay category/grade?

	N	%
Federal Wage System	0	0.0
GS 1-6	0	0.0
GS 7-12	71	21.5
GS 13-15	214	64.8
Senior Executive Service	42	12.7
Senior Level (SL) or Scientific or Professional (ST)	2	0.6
Other	1	0.3
Total	330	100.0

92. How long have you been with the Federal Government (excluding military service)?

	N	%
Less than 1 year	9	2.8
1 to 3 years	62	19.1
4 to 5 years	61	18.8
6 to 10 years	60	18.5
11 to 14 years	36	11.1
15 to 20 years	31	9.5
More than 20 years	66	20.3
Total	325	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	%
Less than 1 year	20	6.2
1 to 3 years	82	25.2
4 to 5 years	74	22.8
6 to 10 years	52	16.0
11 to 20 years	53	16.3
More than 20 years	44	13.5
Total	325	100.0

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

	N	%
No	211	65.7
Yes, to retire	7	2.2
Yes, to take another job within the Federal Government	54	16.8
Yes, to take another job outside the Federal Government	24	7.5
Yes, other	25	7.8
Total	321	100.0

95. I am planning to retire:

	N	%
Within one year	3	0.9
Between one and three years	15	4.7
Between three and five years	14	4.4
Five or more years	288	90.0
Total	320	100.0

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96. Self-Identify as:	N	%
Heterosexual or Straight	260	85.0
Gay, Lesbian, Bisexual, or Transgender	19	6.2
I prefer not to say	27	8.8
Total	306	100.0

97. Have you ever served on Active Duty in the US Armed Forces (Air Force, Army, Coast Guard, Marine Corps or Navy)?	N	%
Yes	20	6.1
No	307	93.9
Total	327	100.0

98. Are you an individual with a disability?	N	%
Yes	13	4.0
No	311	96.0
Total	324	100.0



United States
Office of Personnel Management
Planning and Policy Analysis

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