

Ames 2009 Employee Survey Report

Survey administered: July 6 – July 31, 2009

Response Rate: 787/1,256 civil servant employees completed the survey, for a response rate of 63%.

Summary: This report contains Ames specific data from the 2002, 2004, 2006, 2008, and 2009 Federal Human Capital Survey. Numbers represent the percentage of respondents indicating a positive response (i.e., strongly agree and agree). This does not include neutral or negative responses.

Personal Work Experience	AMES				
	2002	2004	2006	2008	2009*
(1) The people I work with cooperate to get the job done.	86	90	91	88	89
(2) I am given a real opportunity to improve my skills in my organization.	70	77	76	73	70
(3) I have enough information to do my job well.	75	72	78	68	73
(4) I feel encouraged to come up with new and better ways of doing things.	73	72	71	69	69
(5) My work gives me a feeling of personal accomplishment.	81	77	77	76	78
(6) I like the kind of work I do.	87	85	82	83	84
(7) I have trust and confidence in my supervisor.	n/a	n/a	69	66	68
(8) I recommend my organization as a good place to work.	71	62	65	65	65
(9) Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	73	73	73	66	70
(10) How would you rate the overall quality of work done by your work group?	86	86	87	87	86
Average	78	77	77	74	75

Recruitment, Development, and Retention	AMES				
	2002	2004	2006	2008	2009*
(11) The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	77	75	75	75	74
(12) My supervisor supports my need to balance work and family issues.	84	84	85	77	81
(13) Supervisors/team leaders in my work unit provide employees with the opportunities to demonstrate their leadership skills.	69	69	70	68	68
(14) My work unit is able to recruit people with the right skills.	32	37	31	38	38
(15) The skill level in my work unit has improved in the past year.	55	41	42	46	48
(16) I have sufficient resources (for example, people, materials, budget) to get my job done.	44	32	35	38	39
(17) My workload is reasonable.	70	55	55	48	57
(18) My talents are used well in the workplace.	72	66	66	64	64
(19) I know how my work relates to the agency's goals and priorities.	87	77	81	84	85
(20) The work I do is important.	91	87	88	86	87
(21) Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	76	78	82	76	75
Average	69	64	65	64	65

Performance Culture	AMES				
	2002	2004	2006	2008	2009*
(22) Promotions in my work unit are based on merit.	52	49	47	47	50
(23) In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	29	27	26	25	27
(24) Employees have a feeling of personal empowerment with respect to work processes.	52	49	48	45	47
(25) Employees are rewarded for providing high quality products and services to customers.	60	58	57	53	57
(26) Creativity and innovation are rewarded.	60	54	55	55	55
(27) Pay raises depend on how well employees perform their jobs.	n/a	n/a	26	30	34
(28) Awards in my work unit depend on how well employees perform their jobs.	66	53	49	50	51
(29) In my work unit, differences in performance are recognized in a meaningful way.	n/a	37	33	35	37
(30) My performance appraisal is a fair reflection of my performance.	78	74	70	67	70
(31) Discussions with my supervisor/team leader about my performance are worthwhile.	68	66	63	60	64
(32) I am held accountable for achieving results.	83	83	81	79	83
(33) Supervisors/team leaders in my work unit are committed to a workforce representative of all segments of society.	63	57	58	61	65
(34) Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	74	65	60	63	64
(35) Managers/supervisors/ team leaders work well with employees of different backgrounds.	80	73	72	72	71
Average	64	57	53	53	55

Leadership	AMES				
	2002	2004	2006	2008	2009*
(36) I have a high level of respect for my organization's senior leaders.	n/a	45	52	47	52
(37) In my organization, leaders generate high levels of motivation and commitment in the workforce.	45	37	40	39	43
(38) My organization's leaders maintain high standards of honesty and integrity.	60	49	53	52	52
(39) Managers communicate the goals and priorities of the organization.	n/a	59	61	56	59
(40) Managers review and evaluate the organization's progress toward meeting its goals and objectives.	75	56	53	51	52
(41) Employees are protected from health and safety hazards on the job.	n/a	92	92	86	87
(42) My organization has prepared employees for potential security threats.	n/a	75	76	76	79
(43) Complaints, disputes or grievances are resolved fairly in my work unit.	63	44	48	44	45
(44) Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	65	56	58	50	55
(45) Prohibited Personnel Practices (for expl., 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/a	70	72	60	69
(46) I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	72	60	62	55	61
Average	63	58	60	56	59

Learning (Knowledge Management)	AMES				
	2002	2004	2006	2008	2009*
(47) Supervisors/team leaders provide employees with constructive suggestions to improve their job performance.	n/a	62	59	58	62
(48) Supervisors/team leaders in my work unit support employee development.	70	75	74	70	74
(49) Employees have electronic access to learning and training programs readily available at their desk.	80	82	84	88	88
(50) My training needs are assessed.	60	56	57	59	59
(51) Managers promote communication among different work units (for example, about projects, goals, needed resources).	60	57	59	56	59
(52) Employees in my work unit share job knowledge with each other.	77	78	76	74	75
(53) Employees use information technology (for example, intranet, shared networks) to perform work.	n/a	92	93	88	91
Average	69	72	72	70	73

Job Satisfaction	AMES				
	2002	2004	2006	2008	2009*
(54) How satisfied are you with your involvement in decisions that affect your work?	64	52	59	57	58
(55) How satisfied are you with the information you receive from management on what's going on in your organization?	60	44	54	53	53
(56) How satisfied are you with the recognition you receive for doing a good job?	63	62	53	54	58
(57) How satisfied are you with the policies and practices of your senior leaders?	n/a	33	41	39	42
(58) How satisfied are you with your opportunity to get a better job in your organization?	44	42	43	47	41
(59) How satisfied are you with the training you receive for your present job?	57	60	57	60	58
(60) Considering everything, how satisfied are you with your job?	78	68	70	68	73
(61) Considering everything, how satisfied are you with your pay?	59	63	64	57	66
(62) Considering everything, how satisfied are you with your organization?	62	56	59	57	58
Average	61	53	55	55	56

Satisfaction With Benefits	AMES
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	2002	2004	2006	2008	2009*
(63) How satisfied are you with retirement benefits?	62	63	62	59	62
(64) How satisfied are you with health insurance benefits?	48	55	60	67	66
(65) How satisfied are you with life insurance benefits?	47	51	53	48	53
(66) How satisfied are you with long term care insurance benefits?	20	33	30	26	28
(67) How satisfied are you with the flexible spending account (FSA) program?	n/a	34	32	36	41
(68) How satisfied are you with paid vacation time?	88	88	90	92	91
(69) How satisfied are you with paid leave for illness (for expl., personal), including family care situations (for expl, childbirth/adoption or elder care)?	n/a	84	88	89	88
(70) How satisfied are you with child care subsidies?	10	13	8	6	9
(71) How satisfied are you with work/life programs (for example, health and wellness, employee assistance, elder care, and support groups)?	n/a	45	32	31	33
(72) How satisfied are you with telework/telecommuting?	42	42	37	38	41
(73) How satisfied are you with alternative work schedules?	80	75	75	70	69
Average	50	53	52	51	53



Positive response increased at least four points from 2008

Positive response decreased by at least four points from 2008