

2010 Federal Employee Viewpoint Survey Results

United States International Boundary & Water Commission (USIBWC)

1. Interpretation of Results:

The survey this year focused on 7 different areas:

- 1) My Work Experience;
- 2) My Work Unit;
- 3) My Agency;
- 4) My Supervisor/Team Lead;
- 5) Leadership;
- 6) My Satisfaction; and
- 7) Work/Life

The following represents the percentage of positive responses given by at least 50% of the survey participants in each category:

My Work Experience – 75% positive
My Work Unit – 30% positive
My Agency – 38% positive
My Supervisor/Team Lead – 82% positive
Leadership – 10% positive
My Satisfaction – 22% positive
Work/Life – 0% positive

Top 5 Most Improved Positive Responses from 2008 Survey:

1. Q #42 My supervisor supports my need to balance work and other life issues. IBWC 2010 score: 77.6% reflects increase of 16.4%. **exceeded Government-wide response of 76.2%**
2. Q #25 Awards in my work unit depend on how well employees perform their jobs. IBWC 2010 score: 45.8% reflects increase of 14.2%. **exceeded Government-wide response of 43.5%**
3. Q #65 How satisfied are you with the recognition you receive for doing a good job? IBWC 2010 score: 42.7% reflects increase of 13.1%.
4. Q #22 Promotions in my work unit are based on merit. IBWC 2010 score: 35.2% reflects increase of 12.6%.
5. Q #44 Discussions with my supervisor/team leader about my performance are worthwhile. IBWC 2010 score: 48.9% reflects increase of 12.2%.
5. Q #15 My performance appraisal is a fair reflection of my performance. IBWC 2010 score: 60.6% reflects increase of 12.2%.

Top 5 Positive Responses to NEW Survey Questions*:

1. Q #7 When needed I am willing to put in the extra effort to get a job done. (95.1%)
2. Q #8 I am constantly looking for ways to do my job better. (91.9%) **exceeded Government-wide response of 91.7%**
3. Q #6 I know what is expected of me on the job. (79.8%)
4. Q #49 My supervisor/team leader treats me with respect. (77.3%)

5. Q #50 In the last six months, my supervisor/team leader has talked with me about my performance. (70.3%)

*New questions do not have data for the 2 previous years 2006 and 2008.

** In addition to questions #42, #25 and #8 annotated above, the following questions also had positive responses from IBWC employees that matched or exceeded the government-wide response:

Q # 5 – I like the kind of work I do.	Government-wide: 85.6%
	IBWC: 85.6%

Q. #11 – My talents are used well in the workplace.	Government-wide: 60.4%
	IBWC: 62.1%

Q. #23 – In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	Government-wide: 30.8%
	IBWC: 36.6%

The highest improvement was in the area of supervisors supporting the employee's need to balance work and other life issues. This is attributed to the implementation and increased use of the Telecommuting Program and Maxiflex work schedules. Telecommuting allows employees to work at home during periods of recovery from major illness or surgery, which in turn helps the employee save their leave and allows them to remain productive. Telecommuting also cuts commuting time and allows more time for personal and family matters. The Maxiflex Program allows employees to vary their work hours through the earning and use of credit hours which permits employees to work around family obligations and personal commitments.

The majority of the positive responses showed a marked improvement in the areas of performance appraisals, recognition for doing a good job and awards. This is attributed to the implementation of the new Performance Management and Recognition System program in 2009. Employees were required to have at least one mid-year review during the appraisal process. Monetary awards were paid out to 89% of the employees and 76% received time off awards - or a combination of both.

Top 5 Least Improved Negative Responses from 2008 Survey:

1. Q. #20 The people I work with cooperate to get the job done. IBWC 2010 score: 61.0% reflects decrease of 22%.
2. Q. #14 Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well. IBWC 2010 score: 60.6% reflects decrease of 15.8%.
2. Q. #26 Employees in my work unit share job knowledge with each other. IBWC 2010 score: 58.7% reflects decrease of 15.8%.
3. Q. #28 How would you rate the overall quality of work done by your work unit? IBWC 2010 score: 66.5% reflects decrease of 12.9%.
4. Q. #55 Managers/supervisors/team leaders work well with employees of different backgrounds. IBWC 2010 score: 40.3% reflects decrease of 12.3%.
5. Q. #34 Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring). IBWC 2010 score: 35.2% reflects decrease of 8.1%.

Top 5 Negative Responses to NEW Survey Questions*:

1. Q. #78 How satisfied are you with the following Work/Life programs in your agency... Elder Care Programs (for example, support groups, speakers)? (9.7%)
2. Q. #77 How satisfied are you with the following Work/Life programs in your agency... Child Care Programs (for example, daycare, parenting classes, parenting support groups)? (10%)
3. Q. #75 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)? (21.3%)
4. Q #60 Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor/team leader? (34%)
5. Q #31 Employees are recognized for providing high quality products and services. (34.4%)

*New questions do not have data for the 2 previous years 2006 and 2008.

The survey revealed that improvements in the area of work unit effectiveness, encouraging the sharing of job knowledge, cooperation and improving the quality of work will need to be made. Also improving the physical conditions in the workplace to improve employee performance will need to be addressed.

More emphasis needs to be placed on educating managers and employees on the work/life programs that IBWC offers. This will be accomplished during the upcoming agency-wide orientation program being developed.

Improvements will also need to be made in the promotion of diversity in the workplace and in leaders working well with employees of different backgrounds. Leadership as a whole also needs to be seriously addressed as there was only a 10% satisfaction rate among 50% of the survey respondents. Positive responses to all 10 questions by IBWC employees were below the 2010 Governmentwide positive responses. An emphasis on supervisory training, EEO and sensitivity training and upcoming mentoring training for managers should all help towards improving these scores in the future. Only 1 question out of 10 in this area was answered with a 50% positive response – “managers review and evaluate the organization’s progress toward meeting its goals and objectives”. This reflects the requirement in the new Performance Management and Recognition System implemented last year, for standards to be aligned with the agency’s strategic goals and objectives.

2. How the survey was conducted: The survey was conducted Government-wide by the Office of Personnel Management (OPM) through an online survey conducted from February 9, 2010 – March 19, 2010.

3. Description of sample: Employees were selected at random by OPM to participate in the survey. OPM selected 172 employees from USIBWC to be surveyed.

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

5. Number of employees surveyed, number responded, and representativeness of respondents: Of the 172 employees surveyed, 89 responded, for a 51.7% response rate. These respondents are representative of the population.