



2011 Federal Employee Viewpoint Survey Results

U.S. Railroad Retirement Board
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U.S. Railroad Retirement Board Annual Employee Survey Results, 2011 (Survey Administration Period 04/19/11 to 5/31/11)

1. **Interpretation of Results:** Overall, the responses to the employee survey are positive. We were pleased that of the 837 employees invited to participate, 611 completed the survey, for a response rate of 73%.

Based on OPM's guideline for determining notable results, we scored especially high (greater than 65% favorable—Strongly Agree/Agree) on the majority of the items for questions measuring personal work experiences. Ninety four percent of the respondents think the work they do is important (question 13) and 86% know how their work relates to the agency's goals and priorities (question 12). Seventy five percent of respondents feel their work gives them a feeling of personal accomplishment (question 4). Over 80% of respondents like the kind of work they do (question 5, 81.5%) and feel they are held accountable for achieving results (question 16, 86.7%). Additionally, employees continued to feel supported by their supervisor to balance work and other life issues (question 42, 78.3%).

On the other hand, the lowest scores were on items measuring performance culture and job satisfaction—although these scores still represent only a minority of the employees that responded. For example, only 32% of the employees surveyed felt that pay raises depend on how well employees perform their jobs (question 33). Only 33% of the employees surveyed agree that steps are taken to deal with poor performers who do not improve (question 23). This is an area we intend to concentrate on improving in the upcoming years.

2. **How the survey was conducted:** The survey was conducted online by OPM from April 19th, 2011 to May 31st, 2011.

3. **Description of the employee sample:** All full-time, permanent employees of the agency as of June 30th, 2010 were surveyed.

4. **Survey items, response choices, and number of respondents for each question:** see the table on pages three through fifteen.

5. **Number of employees surveyed, number who responded, and representation of respondents:** Of the 837 employees surveyed, 611 responded, for a 73% response rate. Below are the demographics of the population.

<i>Work Location</i>	<i>Respondents</i>
Headquarters	73%
Field	27%
<i>Supervisory Status</i>	
Non-Supervisor	70%

Team Leader	11%
Supervisor	11%
Manager	7%
Executive	1%
Gender	
Male	32%
Female	68%
Hispanic or Latino?	
Yes	7%
No	93%
Racial Category	
American Indian or Alaska Native	<1%
Asian	2%
Black or African American	35%
Native Hawaiian or Other Pacific Islander	<1%
White	60%
Two or More Races	2%

			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		79	271	160	76	24	610	NA
		%	57.0	13.0	43.9	25.9	13.0	4.1	100.0	
2.	I have enough information to do my job well.	N		99	369	83	48	10	609	NA
		%	77.1	16.2	60.9	13.5	7.6	1.8	100.0	
3.	I feel encouraged to come up with new and better ways of doing things.	N		99	238	152	86	33	608	NA
		%	53.6	16.2	37.4	25.9	15.2	5.4	100.0	
*4.	My work gives me a feeling of personal accomplishment.	N		174	288	92	35	19	608	NA
		%	75.1	28.9	46.2	15.7	6.1	3.1	100.0	
*5.	I like the kind of work I do.	N		216	286	78	20	9	609	NA
		%	81.5	36.1	45.4	13.5	3.5	1.6	100.0	
6.	I know what is expected of me on the job.	N		174	335	62	28	10	609	NA
		%	83.3	29.1	54.2	10.5	4.6	1.7	100.0	
7.	When needed I am willing to put in the extra effort to get a job done.	N		330	253	20	4	4	611	NA
		%	95.5	54.7	40.8	3.3	0.5	0.7	100.0	
8.	I am constantly looking for ways to do my job better.	N		211	313	80	3	4	611	NA
		%	85.3	34.7	50.6	13.5	0.6	0.6	100.0	
9.	I have sufficient resources (for example, people, materials, budget) to get my job done.	N		65	274	107	116	45	607	3
		%	56.1	10.9	45.1	17.4	18.9	7.6	100.0	
*10.	My workload is reasonable.	N		56	307	103	102	41	609	2
		%	59.6	9.3	50.4	16.7	16.5	7.1	100.0	
*11.	My talents are used well in the workplace.	N		85	275	122	77	43	602	4
		%	59.4	14.4	45.0	20.3	13.0	7.3	100.0	
*12.	I know how my work relates to the agency's goals and priorities.	N		181	340	64	14	7	606	4
		%	85.5	29.7	55.8	10.7	2.5	1.3	100.0	
*13.	The work I do is important.	N		307	267	28	5	1	608	1
		%	94.1	51.0	43.2	4.8	0.9	0.1	100.0	
*14.	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N		128	256	98	85	39	606	4
		%	64.2	21.4	42.8	15.7	13.9	6.3	100.0	
*15.	My performance appraisal is a fair reflection of my performance.	N		144	282	78	63	38	605	6
		%	69.5	23.6	45.9	13.6	10.6	6.3	100.0	
16.	I am held accountable for achieving	N		171	355	65	9	3	603	6

results.		%	86.7	28.4	58.3	11.0	1.7	0.6	100.0	
			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		117	211	154	42	35	559	49
		%	59.3	21.3	38.0	26.8	7.5	6.3	100.0	
*18.	My training needs are assessed.	N		65	226	173	87	45	596	9
		%	49.1	11.3	37.8	29.0	14.2	7.7	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		150	256	98	58	41	603	6
		%	67.1	24.8	42.3	16.3	9.6	7.0	100.0	
*20.	The people I work with cooperate to get the job done.	N		129	325	84	52	16	606	NA
		%	73.9	21.4	52.5	14.3	8.9	2.9	100.0	
*21.	My work unit is able to recruit people with the right skills.	N		43	183	203	86	52	567	43
		%	39.3	7.5	31.8	36.0	15.1	9.7	100.0	
*22.	Promotions in my work unit are based on merit.	N		55	169	183	102	62	571	38
		%	38.8	9.7	29.0	32.2	17.7	11.3	100.0	
*23.	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		31	154	173	113	73	544	64
		%	33.1	5.5	27.6	31.9	20.9	14.1	100.0	
*24.	In my work unit, differences in performance are recognized in a meaningful way.	N		37	175	189	114	56	571	39
		%	36.7	6.3	30.4	33.4	20.3	9.6	100.0	
25.	Awards in my work unit depend on how well employees perform their jobs.	N		67	240	135	77	60	579	31
		%	52.8	11.9	40.9	22.9	13.3	11.0	100.0	
26.	Employees in my work unit share job knowledge with each other.	N		125	329	86	39	22	601	6
		%	75.5	21.0	54.5	14.4	6.4	3.8	100.0	
27.	The skill level in my work unit has improved in the past year.	N		87	220	175	60	28	570	37
		%	54.4	15.6	38.8	30.3	10.5	4.8	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		250	268	86	4	0	608	NA
		%	84.4	40.7	43.6	15.0	0.7	0.0	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	72.7	78	349	111	39	9	586	20
		%		13.5	59.2	19.3	6.6	1.4	100.0	
			Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*30.	Employees have a feeling of personal empowerment with respect to work processes.	N	45.3	45	218	183	102	33	581	29
		%		7.8	37.5	30.6	18.0	6.1	100.0	
31.	Employees are recognized for providing high quality products and services.	N	52.2	60	253	157	76	41	587	23
		%		10.6	41.6	27.2	13.1	7.4	100.0	
*32.	Creativity and innovation are rewarded.	N	38.2	45	181	224	78	53	581	29
		%		7.7	30.5	38.1	13.8	9.9	100.0	
*33.	Pay raises depend on how well employees perform their jobs.	N	32.0	37	147	193	132	70	579	30
		%		6.4	25.6	32.6	22.7	12.7	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	58.3	84	240	175	36	20	555	55
		%		15.8	42.5	31.6	6.2	3.9	100.0	
*35.	Employees are protected from health and safety hazards on the job.	N	74.0	108	337	108	31	13	597	14
		%		18.4	55.7	18.3	5.4	2.3	100.0	
*36.	My organization has prepared employees for potential security threats.	N	73.6	103	331	100	49	10	593	11
		%		17.3	56.2	16.8	8.0	1.7	100.0	
37.	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N	54.2	97	212	150	55	47	561	46
		%		18.1	36.1	27.2	10.1	8.6	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	69.4	118	265	116	24	25	548	59
		%		21.6	47.8	21.6	4.3	4.7	100.0	
39.	My agency is successful at accomplishing its mission.	N	85.7	170	336	64	10	6	586	19
		%		29.2	56.5	11.4	1.8	1.1	100.0	
40.	I recommend my organization as a good place to work.	N	71.6	163	280	116	32	18	609	NA
		%		26.9	44.8	19.6	5.5	3.2	100.0	

41.	I believe the results of this survey will be used to make my agency a better place to work.	N		84	185	176	59	32	536	72
		%	50.5	16.1	34.4	31.8	11.5	6.2	100.0	
*42.	My supervisor supports my need to balance work and other life issues.	N		229	248	80	30	19	606	4
		%	78.3	37.8	40.5	13.5	4.8	3.4	100.0	
43.	My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N		141	237	133	57	38	606	4
		%	61.6	23.4	38.2	22.6	9.4	6.4	100.0	
			Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
45.	My supervisor/team leader is committed to a workforce representative of all segments of society.	N		129	194	171	26	22	542	68
		%	59.2	24.3	34.9	31.6	5.0	4.2	100.0	
46.	My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N		120	243	134	63	41	601	6
		%	60.7	20.6	40.1	22.3	10.1	6.9	100.0	
*47.	Supervisors/team leaders in my work unit support employee development.	N		111	246	152	48	35	592	14
		%	59.9	19.0	40.9	25.8	8.2	6.1	100.0	
48.	My supervisor/team leader listens to what I have to say.	N		173	275	91	43	27	609	NA
		%	73.0	28.5	44.5	15.2	7.5	4.3	100.0	
49.	My supervisor/team leader treats me with respect.	N		213	264	82	21	28	608	NA
		%	78.2	35.1	43.1	13.7	3.4	4.7	100.0	
50.	In the last six months, my supervisor/team leader has talked with me about my performance.	N		176	310	64	40	17	607	NA
		%	79.5	29.1	50.4	10.7	6.9	2.9	100.0	
*51.	I have trust and confidence in my supervisor.	N		174	227	125	48	34	608	NA
		%	65.7	28.9	36.8	20.6	7.8	5.8	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		218	216	108	39	26	607	NA
		%	71.1	35.9	35.2	17.9	6.7	4.4	100.0	
			Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*53.	In my organization, leaders generate high levels of motivation and commitment in the workforce.	N		61	190	194	89	52	586	19
		%	42.7	10.3	32.3	32.7	15.6	9.0	100.0	

54.	My organization's leaders maintain high standards of honesty and integrity.	N		95	230	151	48	36	560	46
		%	57.7	17.2	40.5	26.5	9.1	6.7	100.0	
*55.	Managers/supervisors/team leaders work well with employees of different backgrounds.	N		101	287	124	30	24	566	39
		%	67.9	18.0	49.8	22.3	5.5	4.3	100.0	
*56.	Managers communicate the goals and priorities of the organization.	N		77	301	133	45	31	587	13
		%	63.7	13.4	50.2	22.7	8.0	5.6	100.0	
*57.	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N		89	269	146	35	21	560	44
		%	63.1	16.2	46.9	26.5	6.5	3.9	100.0	
			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		70	237	146	78	37	568	33
		%	53.6	12.7	40.9	25.7	14.0	6.7	100.0	
59.	Managers support collaboration across work units to accomplish work objectives.	N		79	256	146	58	33	572	30
		%	58.2	14.1	44.1	25.2	10.6	5.9	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		139	225	135	38	28	565	40
		%	64.0	25.3	38.8	24.0	7.0	5.0	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		126	227	147	64	35	599	6
		%	59.1	22.1	37.0	23.9	11.1	5.9	100.0	
62.	Senior leaders demonstrate support for Work/Life programs.	N		111	208	164	41	35	559	47
		%	56.7	20.8	35.9	29.3	7.6	6.5	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		78	242	160	97	28	605	NA
		%	51.7	12.6	39.0	27.0	16.7	4.7	100.0	
*64.	How satisfied are you with the information	N		67	234	152	108	42	603	NA

	you receive from management on what's going on in your organization?	%	49.9	11.3	38.7	25.0	18.0	7.0	100.0	
*65.	How satisfied are you with the recognition you receive for doing a good job?	N		104	226	140	94	39	603	NA
		%	53.5	16.9	36.7	23.7	16.1	6.7	100.0	
*66.	How satisfied are you with the policies and practices of your senior leaders?	N		66	219	199	83	36	603	NA
		%	46.9	11.1	35.8	33.3	13.6	6.2	100.0	
*67.	How satisfied are you with your opportunity to get a better job in your organization?	N		68	167	188	118	64	605	NA
		%	38.2	11.0	27.2	31.3	19.7	10.8	100.0	
*68.	How satisfied are you with the training you receive for your present job?	N		70	231	176	89	39	605	NA
		%	49.8	11.3	38.5	29.1	14.4	6.7	100.0	
			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		139	304	91	46	23	603	NA
		%	72.4	22.9	49.6	15.8	7.8	3.9	100.0	
*70.	Considering everything, how satisfied are you with your pay?	N		119	257	106	77	45	604	NA
		%	61.7	19.9	41.8	17.9	12.8	7.5	100.0	
71.	Considering everything, how satisfied are you with your organization?	N		119	285	127	47	28	606	NA
		%	65.8	19.6	46.3	21.2	7.9	5.0	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								185	29.6
	No								404	67.7
	Not sure								16	2.7
	Total								605	100.0

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

	N	%
I telework 3 or more days per week.	7	1.3
I telework 1 or 2 days per week.	78	12.7
I telework, but no more than 1 or 2 days per month.	9	1.5
I telework very infrequently, on an unscheduled or short-term basis.	26	3.8
I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).	147	25.0
I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.	37	6.7
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.	198	35.9
I do not telework because I choose not to telework.	78	13.1
Total	580	100.0

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

	N	%
Yes	210	33.4
No	238	39.6
Not available to me	155	27.0
Total	603	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	282	43.1
No	256	44.3
Not available to me	65	12.6
Total	603	100.0

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

	N	%
Yes	92	14.7
No	490	81.6
Not available to me	21	3.8
Total	603	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	17	2.7
No	474	77.9
Not available to me	111	19.4
Total	602	100.0

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

	N	%
Yes	37	5.5
No	433	71.7
Not available to me	132	22.8
Total	602	100.0

			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		43	67	97	53	55	315	285
		%	33.9	13.7	20.1	30.3	17.4	18.5	100.0	
80.	How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	N		86	129	99	30	21	365	234
		%	56.6	22.7	33.9	27.9	8.9	6.6	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		133	192	102	14	7	448	152
		%	69.2	27.9	41.2	25.0	3.9	1.9	100.0	
82.	How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	N		27	102	154	3	2	288	311
		%	43.7	9.4	34.4	54.3	1.1	0.8	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		4	22	132	9	4	171	430
		%	14.9	2.5	12.4	77.3	5.0	2.9	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		9	36	133	8	5	191	411
		%	21.1	4.2	16.8	71.9	3.8	3.2	100.0	

85. Where do you work?	N	%
Headquarters	442	73.4
Field	160	26.6
Total	602	100.0

*86. What is your supervisory status?	N	%
Non-Supervisor	422	70.0
Team Leader	69	11.4
Supervisor	64	10.6
Manager	42	7.0
Executive	6	1.0
Total	603	100.0

*87. Are you:	N	%
Male	193	32.2
Female	407	67.8
Total	600	100.0

*88. Are you Hispanic or Latino?	N	%
Yes	43	7.2
No	555	92.8
Total	598	100.0

*89. Please select the racial category or categories with which you most closely identify.

	N	%
American Indian or Alaska Native	2	0.3
Asian	10	1.7
Black or African American	205	35.2
Native Hawaiian or Other Pacific Islander	1	0.2
White	351	60.3
Two or more races	13	2.2
Total	582	100.0

90. What is your age group?

	N	%
25 and under	0	0.0
26-29	7	1.2
30-39	40	6.7
40-49	166	27.8
50-59	266	44.5
60 or older	119	19.9
Total	598	100.0

91. What is your pay category/grade?

	N	%
Federal Wage System	0	0.0
GS 1-6	18	3.0
GS 7-12	424	70.4
GS 13-15	153	25.4
Senior Executive Service	6	1.0
Senior Level (SL) or Scientific or Professional (ST)	0	0.0
Other	1	0.2
Total	602	100.0

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

	N	%
Less than 1 year	0	0.0
1 to 3 years	5	0.8
4 to 5 years	27	4.5
6 to 10 years	34	5.7
11 to 14 years	18	3.0
15 to 20 years	49	8.2
More than 20 years	466	77.8
Total	599	100.0

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

	N	%
Less than 1 year	7	1.2
1 to 3 years	18	3.0
4 to 5 years	35	5.8
6 to 10 years	44	7.3
11 to 20 years	78	13.0
More than 20 years	418	69.7
Total	600	100.0

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

	N	%
No	462	76.9
Yes, to retire	86	14.3
Yes, to take another job within the Federal Government	38	6.3
Yes, to take another job outside the Federal Government	8	1.3
Yes, other	7	1.2
Total	601	100.0

95. I am planning to retire:

	N	%
Within one year	45	7.6
Between one and three years	130	21.9
Between three and five years	75	12.6
Five or more years	343	57.8
Total	593	100.0
