

2012 Federal Employee Viewpoint Survey Results National Labor Relations Board

1. Interpretation of Results:

NLRB's Integration of Survey Data with Other Inputs into Planning

The results of the Federal Employee Viewpoint Survey (EVS) are an important component of NLRB's ongoing commitment to maintaining and improving the quality of work/life for our workforce. Based on the results of the 2011 EVS, an in-depth analysis of the data and focus groups were conducted to determine the factors that resulted in the low scores. Subsequently, a detailed corporate action plan was developed in January 2012 and implemented in March 2012 to address areas of greatest concern. As a result of implementing the action plan shortly before the 2012 FEV was conducted, the Agency did not expect to see significant improvement in the low scoring areas of the 2011 EVS (at least until the results of the upcoming 2013 EVS are analyzed). Additionally, EVS results need to be considered within the context of the limitations of surveys and within the overall context of broader data inputs.

Overview of Results

NLRB's 2012 response rate was a favorable 48.9% (up from 43.2% in 2011).

The Agency's 2012 results show significant changes from 2011.

In areas with at least a 2% change (negative or positive): Positive response rates increased (average of 4.9%) in 17 % of the survey items as compared to the 2011 survey. Conversely, there was a decrease (average -3.5 %) in the positive response rates of 46% of the survey items.

The Agency did particularly well on 4 questions related to satisfaction with Work/Life programs:

- *Satisfaction with Telework?*

2012 NLRB = 30% (2011 = 38%) • **+8**

- *Satisfaction with Alternative Work Schedules?*

2012 NLRB = 71% (2011 = 61%) • **+10**

- *Satisfaction with Health and Wellness Programs?*

2012 NLRB = 77% (2011 = 46%) • **+31**

- *Satisfaction with the Employee Assistance Program? [12% of NLRB's respondents reported using EAP.]*

2012 NLRB = 82% 2011 NLRB = 35% • **+47**

NLRB's Strengths • 5 Highest % Positive Ratings:

- 1) *When needed I am willing to put in the extra effort to get a job done.*

NLRB = 98% (2011 = 98%)

- 2) *The work I do is important.*

NLRB = 92% (2011 = 92%)

- 3) *How would you rate the overall quality of work done by your work unit?*

NLRB = 89% (2011 = 89%)

- 4) *I am constantly looking for ways to do my job better.*

NLRB = 88% (2011 = 87%)

- 5) *I am held accountable for achieving results.*

NLRB = 87% (2011 = 85%)

NLRB's Challenges • 5 Lowest % Positive Ratings:

- 1) *Steps are taken to deal with a poor performer who cannot or will not improve.*

NLRB = 26% (2011 = 26%)

- 2) *Creativity and innovation are rewarded.*

NLRB = 26% (2011 = 26%)

3) *In my work unit, differences in performance are recognized in a meaningful way.*

NLRB = 27% (2011 = 25%)

4) *How satisfied are you with your opportunity to get a better job in your organization?*

NLRB = 30% (2011 = 31%)

5) *Leaders generate high levels of motivation and commitment in the workforce.*

NLRB = 36% (2011 = 37%)

NLRB's average for the three questions the Partnership for Public Service uses to compute its Best Places to Work (BPTW) in the Federal Government rankings showed a decrease of -7%.

The BPTW questions are:

- *I recommend my organization as a good place to work.*

2012 NLRB = 60% (2011 NLRB = 67%)

- *Considering everything, how satisfied are you with your job?*

2012 NLRB = 65% (2011 NLRB = 72%)

- *Considering everything, how satisfied are you with your organization?*

2012 NLRB = 56% (2011 NLRB = 62%)

The Agency has 3 other areas of concern with relatively high decreases in % Positive Ratings:

1) *I believe the results of this survey will be used to make my agency a better place to work.*

2012 NLRB = 37% (2011 NLRB = 45%) -8

2) *My organization's leaders maintain high standards of honesty and integrity.*

2012 NLRB = 54% (2011 NLRB = 63%) -9

3) *My organization has prepared employees for potential security threats*

2012 NLRB = 69% (2011 NLRB = 76%) -7

NLRB's Results on OPM's Human Capital Assessment and Accountability Framework (HCAAF)

OPM's HCAAF indices provide consistent metrics for measuring progress towards NLRB's human capital/human resources objectives. The four indices are: *Leadership and Knowledge Management*, *Results-Oriented Performance Culture*, *Talent Management*, and *Job Satisfaction*. A total of 39 items make up the indices. Additional information about HCAAF systems can be found on the OPM website at: http://www.opm.gov/hr_practitioners/OPM uses averages of groups of questions to calculate each of its HCAAF indices:

- The **Leadership & Knowledge Management Index** indicates the extent employees hold their leadership in high regard, both overall and on specific facets of leadership. It is made up of the following twelve items: **10, 35, 36, 51, 52, 53, 55, 56, 57, 61, 64, and 66.**
- The **Results-Oriented Performance Culture Index** indicates the extent employees believe their organizational culture promotes improvement in processes, products and services, and organizational outcomes. It is made up of the following thirteen items: **12, 14, 15, 20, 22, 23, 24, 30, 32, 33, 42, 44, and 65.**
- The **Talent Management Index** indicates the extent employees think the organization has the talent necessary to achieve organizational goals. It is made up of the following seven items: **1, 11, 18, 21, 29, 47, and 68.**
- The **Job Satisfaction Index** indicates the extent employees are satisfied with their jobs and various aspects thereof. It is made up of the following seven items: **4, 5, 13, 63, 67, 69, and 70.**

Conclusion:

Based on analysis of NLRB's 2011 EVS, the subsequent action plans implemented in 2012 and review of the 2012 EVS results, we believe that the Agency's human capital improvement activities will have a positive impact on future EVS scores and on our continuing ability to attract and retain high quality, enthusiastic employees to support our mission in the future.

2. How the survey was conducted:

The 2012 Federal Employee Viewpoint survey was administered by the Office of Personnel Management (OPM) government-wide April 11- May 23, 2012

3. Description of sample, number who responded, and representativeness of respondents:

Of the 1,610 employees surveyed, 787 responded, for a 48.9% overall response rate. Of those responding, 65.4% were female and 34.6% male. The respondents are representative of NLRB's population, identifying as: Non-Supervisor (72%), Team Leaders (4%), Supervisor/Manager (13%), and Executive (4%).

4. To view all Survey items with OPM's analysis, please see: *2012 Federal Employee Viewpoint Survey: Employees Influencing Change* → *National Labor Relations Board Agency Results*