

2013 Federal Employee Viewpoint Survey – Interpretation of Results

Interpretation of Results: OMB results on the 2013 Federal Employee Viewpoint Survey (FEVS) identify key strengths and current challenges facing the agency. Key indicators of organizational performance are best reflected in 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 – 57%
- Results-Oriented Performance Culture – 54%
- Talent Management – 53%
- Job Satisfaction – 61%

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 68% positive response on the Employee Engagement Index and 56% positive response on the Global Satisfaction Index.

On the 84 item survey, OMB had 30 items identified as strengths (greater than 65% positive) and ten items identified as challenges (greater than 35% negative). Items scoring the highest percent positive responses include:

- When needed I am willing to put in the extra effort to get a job done. (96% positive)
- I am constantly looking for ways to do my job better. (90% positive)
- How would you rate the overall quality of work done by your work unit? (90% positive)

However, there are some items with a notable decrease in positive responses. These areas primarily focused on sufficient resources, pay, workload, and training. Over the coming year, the agency will conduct focus groups collecting qualitative data to support the survey results and update action plans to improve these areas.

How the survey was conducted: The survey was conducted by OPM from April 30 to June 13, 2013.

Description of sample: All 425 full-time and part-time career employees who joined the agency on or before September 2012 received the survey.

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

Response Rate: Responses were received from 314 employees with a response rate of 74%.

**OFFICE OF MANAGEMENT AND BUDGET
2013 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		37	150	57	57	13	314	NA
	%	58.74	11.72	47.03	18.18	18.09	4.98	100.00	
2. I have enough information to do my job well.	N		37	158	57	46	15	313	NA
	%	61.72	11.96	49.76	18.30	14.56	5.42	100.00	
3. I feel encouraged to come up with new and better ways of doing things.	N		76	128	39	55	13	311	NA
	%	64.58	24.19	40.39	13.13	17.63	4.66	100.00	
*4. My work gives me a feeling of personal accomplishment.	N		93	142	39	29	11	314	NA
	%	73.53	29.89	43.64	12.89	9.75	3.83	100.00	
*5. I like the kind of work I do.	N		106	158	26	16	4	310	NA
	%	85.05	33.78	51.26	8.31	5.08	1.56	100.00	
6. I know what is expected of me on the job.	N		62	157	51	31	10	311	NA
	%	69.91	20.29	49.63	16.55	10.11	3.42	100.00	
7. When needed I am willing to put in the extra effort to get a job done.	N		220	81	8	3	0	312	NA
	%	96.23	69.63	26.59	2.74	1.03	0.00	100.00	
8. I am constantly looking for ways to do my job better.	N		144	140	23	5	1	313	NA
	%	90.50	45.78	44.72	7.46	1.67	0.37	100.00	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N		13	76	64	98	62	313	1
	%	29.03	4.20	24.83	20.18	30.27	20.51	100.00	
*10. My workload is reasonable.	N		14	106	73	77	44	314	0
	%	38.47	4.55	33.92	23.71	23.30	14.52	100.00	
*11. My talents are used well in the workplace.	N		47	141	54	50	17	309	1
	%	59.69	15.40	44.29	17.31	16.83	6.17	100.00	
*12. I know how my work relates to the agency's goals and priorities.	N		74	157	43	26	13	313	0
	%	73.84	23.59	50.25	13.66	8.26	4.24	100.00	
*13. The work I do is important.	N		109	144	38	14	7	312	0
	%	80.80	34.50	46.30	12.00	4.77	2.43	100.00	
*14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N		42	131	61	51	28	313	0
	%	55.76	13.59	42.18	19.56	15.40	9.27	100.00	
*15. My performance appraisal is a fair reflection of my performance.	N		56	155	55	24	10	300	13
	%	68.58	18.98	49.59	18.68	8.95	3.80	100.00	
16. I am held accountable for achieving results.	N		53	170	64	19	6	312	2
	%	71.44	17.45	53.99	20.20	6.20	2.16	100.00	

Survey Administration Period: April 30, 2013 to June 14, 2013

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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: 314

Number of surveys administered: 425

Response Rate: 73.9%

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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		87	112	48	18	10	275	38
	%	70.08	30.70	39.38	18.39	7.23	4.29	100.00	
*18. My training needs are assessed.	N		12	71	65	95	67	310	2
	%	27.92	4.19	23.73	20.75	29.57	21.76	100.00	
*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		41	126	71	43	17	298	16
	%	55.65	14.03	41.63	23.20	14.79	6.36	100.00	
*20. The people I work with cooperate to get the job done.	N		131	143	25	8	6	313	NA
	%	86.88	40.67	46.21	8.35	2.53	2.23	100.00	
*21. My work unit is able to recruit people with the right skills.	N		46	113	53	55	35	302	11
	%	51.42	14.86	36.56	18.18	18.29	12.10	100.00	
*22. Promotions in my work unit are based on merit.	N		26	103	86	44	22	281	30
	%	44.77	9.03	35.74	30.99	15.71	8.53	100.00	
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		11	77	82	66	39	275	38
	%	31.51	4.05	27.46	30.76	23.08	14.65	100.00	
*24. In my work unit, differences in performance are recognized in a meaningful way.	N		14	89	93	73	27	296	18
	%	34.39	5.06	29.33	30.41	25.17	10.03	100.00	
25. Awards in my work unit depend on how well employees perform their jobs.	N		21	118	74	52	27	292	22
	%	46.67	7.60	39.07	24.80	18.34	10.19	100.00	
26. Employees in my work unit share job knowledge with each other.	N		106	167	19	14	7	313	1
	%	85.31	32.54	52.78	6.69	5.51	2.49	100.00	
27. The skill level in my work unit has improved in the past year.	N		42	123	78	44	14	301	12
	%	53.13	13.14	39.98	26.75	14.88	5.24	100.00	
		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		168	114	26	2	2	312	NA
	%	89.64	52.55	37.08	9.06	0.63	0.67	100.00	
		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	180	26	22	3	303	4
	%	81.58	22.72	58.87	9.34	7.75	1.32	100.00	

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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		32	97	62	73	39	303	5
	%	42.13	10.56	31.57	20.28	24.10	13.49	100.00	
31. Employees are recognized for providing high quality products and services.	N		41	142	50	50	20	303	5
	%	59.18	13.22	45.96	16.30	17.35	7.16	100.00	
*32. Creativity and innovation are rewarded.	N		33	118	78	45	27	301	8
	%	48.77	10.87	37.89	26.24	15.34	9.66	100.00	
*33. Pay raises depend on how well employees perform their jobs.	N		7	60	79	89	46	281	27
	%	23.93	2.53	21.40	28.57	30.96	16.54	100.00	
34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	N		25	111	99	38	21	294	15
	%	45.47	8.55	36.92	32.82	13.58	8.13	100.00	
*35. Employees are protected from health and safety hazards on the job.	N		35	152	61	28	22	298	11
	%	61.95	11.33	50.62	21.10	9.15	7.79	100.00	
*36. My organization has prepared employees for potential security threats.	N		22	160	58	48	16	304	2
	%	59.06	6.97	52.09	19.97	15.39	5.58	100.00	
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N		65	129	53	28	15	290	19
	%	64.40	21.68	42.72	19.31	10.20	6.09	100.00	
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		89	119	37	10	5	260	47
	%	77.54	32.59	44.95	15.52	4.17	2.76	100.00	
39. My agency is successful at accomplishing its mission.	N		56	168	45	23	11	303	5
	%	72.88	18.41	54.47	15.50	7.50	4.12	100.00	
40. I recommend my organization as a good place to work.	N		55	142	58	40	13	308	NA
	%	63.03	17.09	45.95	18.83	13.23	4.90	100.00	
41. I believe the results of this survey will be used to make my agency a better place to work.	N		36	115	68	53	28	300	8
	%	49.51	11.93	37.57	23.02	17.32	10.15	100.00	
*42. My supervisor supports my need to balance work and other life issues.	N		123	135	21	13	16	308	0
	%	83.58	39.85	43.74	6.54	4.13	5.74	100.00	
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N		87	134	34	32	20	307	1
	%	70.83	28.24	42.59	10.93	10.93	7.31	100.00	
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N		62	133	47	34	23	299	8
	%	64.18	20.96	43.22	15.70	11.60	8.52	100.00	

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45. My supervisor/team leader is committed to a workforce representative of all segments of society.	N		74	133	55	12	8	282	25
	%	72.99	26.42	46.57	19.13	4.40	3.48	100.00	
46. My supervisor/team leader provides me with constructive suggestion to improve my job performance.	N		56	134	51	42	19	302	5
	%	62.46	18.44	44.02	16.31	14.46	6.77	100.00	
*47. Supervisors/team leaders in my work unit support employee development.	N		59	151	51	27	17	305	2
	%	67.72	19.17	48.56	17.15	8.95	6.18	100.00	
48. My supervisor/team leader listens to what I have to say.	N		132	131	18	16	11	308	NA
	%	84.65	42.30	42.36	5.71	5.92	3.72	100.00	
49. My supervisor/team leader treats me with respect.	N		145	118	25	12	8	308	NA
	%	84.54	45.82	38.72	8.08	4.53	2.85	100.00	
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N		85	142	27	40	11	305	NA
	%	74.87	27.14	47.73	8.73	12.84	3.55	100.00	
*51. I have trust and confidence in my supervisor.	N		124	114	34	22	14	308	NA
	%	76.42	39.60	36.81	10.64	7.68	5.27	100.00	
		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		126	111	53	8	10	308	NA
	%	76.62	40.26	36.36	17.19	2.68	3.51	100.00	
		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		21	120	62	75	26	304	3
	%	45.64	6.73	38.91	20.76	24.70	8.90	100.00	
54. My organization's leaders maintain high standards of honesty and integrity.	N		63	143	53	25	10	294	13
	%	68.70	21.02	47.68	18.04	9.52	3.75	100.00	
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N		57	164	48	18	8	295	12
	%	73.46	18.90	54.57	16.21	6.98	3.35	100.00	
*56. Managers communicate the goals and priorities of the organization.	N		33	130	54	69	20	306	1
	%	53.66	10.85	42.81	17.46	21.77	7.11	100.00	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N		24	99	66	71	25	285	21
	%	43.72	8.42	35.30	22.45	24.45	9.39	100.00	

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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		37	121	60	57	24	299	7
	%	53.16	12.61	40.56	19.69	18.63	8.51	100.00	
59. Managers support collaboration across work units to accomplish work objectives.	N		55	144	55	30	19	303	2
	%	65.31	18.17	47.13	17.87	10.27	6.56	100.00	
		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	115	53	25	14	294	11
	%	67.69	28.64	39.05	18.54	8.67	5.10	100.00	
		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		60	121	68	36	20	305	1
	%	58.66	19.08	39.58	22.65	11.45	7.25	100.00	
62. Senior leaders demonstrate support for Work/Life programs.	N		19	110	82	61	16	288	18
	%	45.41	6.81	38.60	28.68	19.92	6.00	100.00	
		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		32	132	61	64	16	305	NA
	%	53.47	10.28	43.19	20.03	20.97	5.53	100.00	
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N		29	125	59	64	27	304	NA
	%	50.99	9.22	41.77	19.25	20.59	9.17	100.00	
*65. How satisfied are you with the recognition you receive for doing a good job?	N		32	123	73	58	19	305	NA
	%	49.92	10.60	39.32	24.57	18.99	6.52	100.00	
*66. How satisfied are you with the policies and practices of your senior leaders?	N		18	105	93	60	28	304	NA
	%	40.32	5.74	34.59	30.71	19.42	9.56	100.00	
*67. How satisfied are you with your opportunity to get a better job in your organization?	N		16	66	113	68	42	305	NA
	%	26.63	5.29	21.34	36.75	22.69	13.93	100.00	
*68. How satisfied are you with the training you receive for your present job?	N		13	64	86	90	51	304	NA
	%	26.64	4.24	22.40	27.97	28.79	16.60	100.00	

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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		42	152	60	35	15	304	NA
	%	63.21	13.42	49.79	19.52	12.06	5.22	100.00	
*70. Considering everything, how satisfied are you with your pay?	N		26	116	54	74	35	305	NA
	%	45.51	7.99	37.52	18.08	23.86	12.55	100.00	
71. Considering everything, how satisfied are you with your organization?	N		29	127	69	60	20	305	NA
	%	50.34	9.10	41.24	22.27	20.41	6.97	100.00	

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	284	93.07
No	13	4.25
Not sure	8	2.69
Total	305	100.00

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

	N	%
I telework 3 or more days per week.	1	0.29
I telework 1 or 2 days per week.	22	7.49
I telework, but no more than 1 or 2 days per month.	42	13.77
I telework very infrequently, on an unscheduled or short-term basis.	172	55.24
I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).	2	0.58
I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.	3	0.86
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.	10	3.25
I do not telework because I choose not to telework.	53	18.53
Total	305	100.00

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

	N	%
Yes	44	15.89
No	146	47.23
Not available to me	115	36.88
Total	305	100.00

75. Do you participate in the following Work/Life programs? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)

	N	%
Yes	80	26.95
No	213	69.56
Not available to me	11	3.49
Total	304	100.00

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

	N	%
Yes	19	7.10
No	277	90.85
Not available to me	6	2.05
Total	302	100.00

77. Do you participate in the following Work/Life programs? Child Care Programs (for example, daycare, parenting classes, parenting support groups)

	N	%
Yes	23	7.34
No	266	87.95
Not available to me	15	4.70
Total	304	100.00

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

	N	%
Yes	4	1.72
No	280	91.81
Not available to me	20	6.47
Total	304	100.00

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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		49	112	38	29	6	234	1
	%	68.77	22.20	46.57	16.66	12.02	2.54	100.00	
80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	N		15	18	5	3	1	42	1
	%	78.93	35.64	43.28	11.94	6.49	2.65	100.00	
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		22	44	9	2	0	77	3
	%	86.09	29.52	56.57	11.40	2.51	0.00	100.00	
82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	N		3	7	6	0	0	16	6
	%	61.63	18.51	43.11	38.37	0.00	0.00	100.00	
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		2	12	4	3	0	21	3
	%	64.03	9.14	54.90	22.64	13.33	0.00	100.00	
84. How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	N		1	1	1	0	0	3	2
	%	63.20	36.80	26.40	36.80	0.00	0.00	100.00	

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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	302	99.67
Field	1	0.33
Total	303	100.00

*86. What is your supervisory status?	N	%
Non-Supervisor	219	72.28
Team Leader	32	10.56
Supervisor	28	9.24
Manager	3	0.99
Executive	21	6.93
Total	303	100.00

*87. Are you:	N	%
Male	141	47.32
Female	157	52.68
Total	298	100.00

*88. Are you Hispanic or Latino?	N	%
Yes	14	4.75
No	281	95.25
Total	295	100.00

*89. Please select the racial category or categories with which you most closely identify.	N	%
American Indian or Alaska Native	0	0.00
Asian	19	6.74
Black or African American	12	4.26
Native Hawaiian or Other Pacific Islander	0	0.00
White	241	85.46
Two or more races	10	3.55
Total	282	100.00

Survey Administration Period: April 30, 2013 to June 14, 2013
 Percentages are weighted to represent the Agency's population.
 * AES prescribed items

Sample or Census: Census
 Number of surveys completed: 314
 Number of surveys administered: 425
 Response Rate: 73.9%

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90. What is your age group?

	N	%
25 and under	0	0.00
26-29	45	15.41
30-39	124	42.47
40-49	61	20.89
50-59	46	15.75
60 or older	16	5.48
Total	292	100.00

91. What is your pay category/grade?

	N	%
Federal Wage System	0	0.00
GS 1-6	0	0.00
GS 7-12	56	18.79
GS 13-15	200	67.11
Senior Executive Service	40	13.42
Senior Level (SL) or Scientific or Professional (ST)	2	0.67
Other	0	0.00
Total	298	100.00

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

	N	%
Less than 1 year	3	1.01
1 to 3 years	51	17.23
4 to 5 years	56	18.92
6 to 10 years	71	23.99
11 to 14 years	32	10.81
15 to 20 years	30	10.14
More than 20 years	53	17.91
Total	296	100.00

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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	11	3.73
1 to 3 years	78	26.44
4 to 5 years	58	19.66
6 to 10 years	65	22.03
11 to 20 years	50	16.95
More than 20 years	33	11.19
Total	295	100.00

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

	N	%
No	165	55.56
Yes, to retire	6	2.02
Yes, to take another job within the Federal Government	60	20.20
Yes, to take another job outside the Federal Government	48	16.16
Yes, other	18	6.06
Total	297	100.00

95. I am planning to retire:

	N	%
Within one year	3	1.02
Between one and three years	12	4.08
Between three and five years	8	2.72
Five or more years	271	92.18
Total	294	100.00

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96. Self-Identify as:	N	%
Heterosexual or Straight	225	80.36
Gay, Lesbian, Bisexual, or Transgender	21	7.50
I prefer not to say	34	12.14
Total	280	100.00

97. Have you ever served on Active Duty in the US Armed Forces (Air Force, Army, Coast Guard, Marine Corps or Navy)?	N	%
Yes	23	7.82
No	271	92.18
Total	294	100.00

98. Are you an individual with a disability?	N	%
Yes	7	2.40
No	285	97.60
Total	292	100.00