

2011 Federal Employee Viewpoint Survey

Empowering Employees

inspiring change

Department of Education
AGENCY RESULTS

UNITED STATES OFFICE OF PERSONNEL MANAGEMENT



DEPARTMENT OF EDUCATION
2011 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS
(Survey Administration Period April 4, 2011 to May 13, 2011)

		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		545	1,325	454	368	194	2,886	NA
	%	64.4	18.8	45.6	16.0	12.7	6.9	100.0	
2. I have enough information to do my job well.	N		495	1,475	427	361	122	2,880	NA
	%	68.4	17.1	51.3	14.7	12.6	4.3	100.0	
3. I feel encouraged to come up with new and better ways of doing things.	N		579	1,032	514	486	273	2,884	NA
	%	55.6	19.9	35.8	17.9	16.8	9.6	100.0	
*4. My work gives me a feeling of personal accomplishment.	N		790	1,253	452	236	154	2,885	NA
	%	70.7	27.2	43.5	15.8	8.0	5.4	100.0	
*5. I like the kind of work I do.	N		1,016	1,301	358	138	73	2,886	NA
	%	80.3	35.1	45.2	12.4	4.7	2.5	100.0	
6. I know what is expected of me on the job.	N		726	1,379	361	267	131	2,864	NA
	%	73.7	25.4	48.3	12.5	9.2	4.6	100.0	
7. When needed I am willing to put in the extra effort to get a job done.	N		1,945	850	52	16	22	2,885	NA
	%	97.0	66.9	30.1	1.7	0.5	0.8	100.0	
8. I am constantly looking for ways to do my job better.	N		1,323	1,268	236	29	20	2,876	NA
	%	90.0	45.6	44.4	8.3	1.0	0.7	100.0	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N		319	1,104	466	645	338	2,872	11
	%	49.7	11.3	38.4	16.3	22.3	11.8	100.0	
*10. My workload is reasonable.	N		320	1,324	454	487	292	2,877	7
	%	57.0	11.1	45.9	16.0	16.8	10.2	100.0	
*11. My talents are used well in the workplace.	N		429	1,072	543	449	355	2,848	31
	%	52.5	15.1	37.4	19.2	15.7	12.6	100.0	
*12. I know how my work relates to the agency's goals and priorities.	N		856	1,465	305	144	90	2,860	20
	%	81.1	29.8	51.3	10.7	4.9	3.2	100.0	
*13. The work I do is important.	N		1,309	1,191	253	67	39	2,859	13
	%	87.5	45.8	41.7	8.9	2.3	1.4	100.0	
*14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N		707	1,334	344	311	167	2,863	15
	%	71.2	24.7	46.5	12.0	10.8	5.9	100.0	
*15. My performance appraisal is a fair reflection of my performance.	N		660	1,151	395	295	280	2,781	99
	%	64.4	23.3	41.1	14.4	10.8	10.4	100.0	
16. I am held accountable for achieving results.	N		881	1,514	307	92	52	2,846	28
	%	84.2	31.0	53.3	10.8	3.1	1.8	100.0	

*AES prescribed items

** Sum of responses excluding DNK/NBJ

Sample or Census: Census

Number of Employees Selected: 3,790

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17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N		639	910	566	249	308	2,672	209
	%	57.3	23.4	33.8	21.6	9.4	11.8	100.0	
*18. My training needs are assessed.	N		308	953	681	493	370	2,805	61
	%	44.7	10.9	33.8	24.5	17.5	13.3	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		592	1,074	409	345	360	2,780	102
	%	59.5	21.1	38.5	14.9	12.4	13.2	100.0	
*20. The people I work with cooperate to get the job done.	N		777	1,421	343	234	74	2,849	NA
	%	76.9	27.2	49.7	12.3	8.2	2.6	100.0	
*21. My work unit is able to recruit people with the right skills.	N		355	1,144	642	398	217	2,756	130
	%	54.1	12.9	41.2	23.7	14.3	7.9	100.0	
*22. Promotions in my work unit are based on merit.	N		308	744	669	412	451	2,584	301
	%	40.2	11.8	28.4	26.1	16.1	17.7	100.0	
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		168	519	749	526	529	2,491	391
	%	27.3	6.8	20.5	30.3	21.2	21.2	100.0	
*24. In my work unit, differences in performance are recognized in a meaningful way.	N		214	695	708	573	455	2,645	238
	%	34.0	8.0	26.0	26.8	21.8	17.4	100.0	
25. Awards in my work unit depend on how well employees perform their jobs.	N		324	803	600	397	423	2,547	329
	%	43.7	12.5	31.2	23.6	15.8	16.9	100.0	
26. Employees in my work unit share job knowledge with each other.	N		691	1,422	360	228	164	2,865	16
	%	73.5	23.7	49.7	12.6	8.1	5.8	100.0	
27. The skill level in my work unit has improved in the past year.	N		482	1,065	740	223	173	2,683	181
	%	57.2	17.6	39.6	27.9	8.3	6.6	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		1,217	1,196	378	61	27	2,879	NA
	%	83.8	42.1	41.6	13.2	2.1	1.0	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		390	1,554	464	256	95	2,759	92
	%	70.6	14.3	56.2	16.9	9.0	3.5	100.0	

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*30. Employees have a feeling of personal empowerment with respect to work processes.	N		212	892	653	634	364	2,755	93
	%	40.0	7.8	32.2	24.0	22.7	13.3	100.0	
31. Employees are recognized for providing high quality products and services.	N		322	1,051	607	448	319	2,747	103
	%	49.5	11.6	37.9	22.3	16.4	11.8	100.0	
*32. Creativity and innovation are rewarded.	N		259	733	756	548	395	2,691	148
	%	36.5	9.6	26.9	28.4	20.3	14.9	100.0	
*33. Pay raises depend on how well employees perform their jobs.	N		156	568	735	576	495	2,530	318
	%	28.4	6.2	22.1	29.1	22.8	19.8	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		397	1,042	666	243	238	2,586	261
	%	55.1	15.2	40.0	25.9	9.5	9.5	100.0	
*35. Employees are protected from health and safety hazards on the job.	N		691	1,515	366	105	79	2,756	87
	%	79.7	24.6	55.1	13.5	3.9	2.9	100.0	
*36. My organization has prepared employees for potential security threats.	N		557	1,498	448	205	83	2,791	47
	%	73.7	19.8	53.9	16.1	7.2	3.0	100.0	
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N		401	878	621	319	351	2,570	272
	%	49.2	15.2	34.0	24.4	12.5	13.9	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		576	988	477	178	246	2,465	368
	%	62.7	22.9	39.8	19.9	7.3	10.2	100.0	
39. My agency is successful at accomplishing its mission.	N		552	1,527	486	113	71	2,749	87
	%	75.6	20.1	55.5	17.8	4.0	2.6	100.0	
40. I recommend my organization as a good place to work.	N		511	1,102	624	358	252	2,847	NA
	%	56.5	17.7	38.7	22.1	12.5	8.9	100.0	
41. I believe the results of this survey will be used to make my agency a better place to work.	N		397	849	645	356	378	2,625	227
	%	47.2	14.9	32.3	24.8	13.6	14.3	100.0	
*42. My supervisor supports my need to balance work and other life issues.	N		1,135	1,158	242	151	131	2,817	24
	%	81.1	39.7	41.4	8.7	5.4	4.8	100.0	
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N		846	1,071	437	257	217	2,828	11
	%	67.2	29.5	37.7	15.9	9.0	7.9	100.0	
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N		735	1,013	468	306	263	2,785	52
	%	62.2	26.0	36.2	17.2	10.9	9.7	100.0	

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45. My supervisor/team leader is committed to a workforce representative of all segments of society.	N		774	1,008	511	106	162	2,561	264
	%	68.9	29.8	39.1	20.3	4.2	6.6	100.0	
46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N		685	1,045	499	320	257	2,806	30
	%	61.4	24.2	37.2	17.9	11.3	9.4	100.0	
*47. Supervisors/team leaders in my work unit support employee development.	N		786	1,106	448	219	222	2,781	46
	%	67.5	27.7	39.8	16.5	7.9	8.2	100.0	
48. My supervisor/team leader listens to what I have to say.	N		1,045	1,140	326	198	128	2,837	NA
	%	76.7	36.2	40.5	11.7	7.1	4.6	100.0	
49. My supervisor/team leader treats me with respect.	N		1,182	1,072	299	140	135	2,828	NA
	%	79.4	41.0	38.4	10.7	5.0	4.9	100.0	
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N		874	1,266	283	290	118	2,831	NA
	%	75.2	30.4	44.8	10.2	10.3	4.3	100.0	
*51. I have trust and confidence in my supervisor.	N		956	897	452	285	237	2,827	NA
	%	65.1	33.1	32.0	16.2	10.2	8.5	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		1,074	876	537	188	155	2,830	NA
	%	68.6	37.5	31.2	19.1	6.6	5.7	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		306	946	644	457	423	2,776	39
	%	44.8	11.0	33.8	23.5	16.4	15.4	100.0	
54. My organization's leaders maintain high standards of honesty and integrity.	N		500	963	605	279	319	2,666	145
	%	54.3	18.4	35.9	23.0	10.4	12.3	100.0	
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N		485	1,153	549	254	246	2,687	124
	%	60.4	17.7	42.7	20.8	9.4	9.5	100.0	
*56. Managers communicate the goals and priorities of the organization.	N		461	1,298	489	296	243	2,787	17
	%	62.8	16.4	46.4	17.9	10.6	8.8	100.0	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N		430	1,214	545	228	201	2,618	192
	%	62.6	16.3	46.3	20.9	8.7	7.8	100.0	

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58. Managers promote communication among different work units (for example, about projects, goals, needed resources).	N		370	1,041	536	432	346	2,725	82
	%	51.7	13.4	38.3	19.8	15.6	12.8	100.0	
59. Managers support collaboration across work units to accomplish work objectives.	N		408	1,106	523	353	311	2,701	92
	%	56.1	14.9	41.2	19.3	12.8	11.7	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		613	915	627	258	272	2,685	111
	%	56.5	22.5	34.0	23.5	9.6	10.3	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		572	944	636	324	304	2,780	30
	%	54.3	20.3	34.1	23.0	11.7	11.0	100.0	
62. Senior leaders demonstrate support for Work/Life programs.	N		496	989	606	242	220	2,553	253
	%	58.0	19.2	38.8	24.0	9.4	8.7	100.0	
		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total**	Do Not Know/ No Basis to Judge
*63. How satisfied are you with your involvement in decisions that affect your work?	N		384	1,009	605	579	216	2,793	NA
	%	49.7	13.7	36.1	21.8	20.6	7.9	100.0	
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N		340	1,062	613	549	234	2,798	NA
	%	49.8	12.1	37.7	22.1	19.7	8.5	100.0	
*65. How satisfied are you with the recognition you receive for doing a good job?	N		446	998	584	480	285	2,793	NA
	%	51.2	15.7	35.5	21.2	17.2	10.4	100.0	
*66. How satisfied are you with the policies and practices of your senior leaders?	N		304	908	792	505	274	2,783	NA
	%	43.3	10.9	32.4	28.6	18.1	10.0	100.0	
*67. How satisfied are you with your opportunity to get a better job in your organization?	N		254	694	858	543	438	2,787	NA
	%	33.6	9.0	24.6	30.8	19.6	16.0	100.0	
*68. How satisfied are you with the training you receive for your present job?	N		362	1,031	694	481	215	2,783	NA
	%	50.0	12.9	37.0	25.0	17.2	7.8	100.0	

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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		578	1,238	520	276	164	2,776	NA
	%	65.3	20.7	44.6	18.8	9.9	6.0	100.0	
*70. Considering everything, how satisfied are you with your pay?	N		661	1,209	426	341	149	2,786	NA
	%	66.9	23.5	43.3	15.3	12.3	5.5	100.0	
71. Considering everything, how satisfied are you with your organization?	N		449	1,179	563	374	222	2,787	NA
	%	58.3	15.9	42.4	20.4	13.3	8.1	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		2,215	79.8
No		470	16.6
Not sure		100	3.6
Total		2,785	100.0

73. Please select the response below that BEST describes your current teleworking situation:		N	%
I telework 3 or more days per week.		91	3.4
I telework 1 or 2 days per week.		623	22.7
I telework, but no more than 1 or 2 days per month.		336	12.1
I telework very infrequently, on an unscheduled or short-term basis.		855	30.7
I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).		73	2.7
I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.		59	2.2
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.		342	12.1
I do not telework because I choose not to telework.		390	14.2
Total		2,769	100.0

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Surveys Completed: 2,891
Response Rate: 76.3%

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

	N	%
Yes	1,304	47.5
No	1,319	46.8
Not available to me	165	5.7
Total	2,788	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	765	27.7
No	1,886	67.8
Not available to me	122	4.5
Total	2,773	100.0

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

	N	%
Yes	233	8.8
No	2,465	88.9
Not available to me	65	2.3
Total	2,763	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	45	1.7
No	2,465	89.1
Not available to me	252	9.1
Total	2,762	100.0

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

	N	%
Yes	39	1.5
No	2,468	89.2
Not available to me	256	9.3
Total	2,763	100.0

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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		697	859	425	249	201	2,431	358
	%	63.7	28.5	35.2	17.8	10.2	8.3	100.0	
80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	N		743	856	365	99	61	2,124	647
	%	75.3	34.9	40.4	17.3	4.6	2.8	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		313	619	540	93	46	1,611	1,159
	%	57.6	19.3	38.4	33.9	5.7	2.8	100.0	
82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	N		131	286	583	26	25	1,051	1,726
	%	39.7	12.3	27.5	55.6	2.4	2.3	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		65	94	535	30	31	755	2,019
	%	21.3	8.5	12.8	71.1	3.8	3.8	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		59	83	543	24	21	730	2,041
	%	19.8	8.0	11.8	74.4	3.1	2.7	100.0	

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Response Rate: 76.3%

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85. Where do you work?	N	%
Headquarters	1,935	70.5
Field	810	29.5
Total	2,745	100.0

*86. What is your supervisory status?	N	%
Non-Supervisor	1,998	72.4
Team Leader	260	9.4
Supervisor	307	11.1
Manager	121	4.4
Executive	73	2.6
Total	2,759	100.0

*87. Are you:	N	%
Male	1,050	38.3
Female	1,691	61.7
Total	2,741	100.0

*88. Are you Hispanic or Latino?	N	%
Yes	159	5.9
No	2,555	94.1
Total	2,714	100.0

*89. Please select the racial category or categories with which you most closely identify.	N	%
American Indian or Alaska Native	16	0.6
Asian	107	4.1
Black or African American	861	33.2
Native Hawaiian or Other Pacific Islander	15	0.6
White	1,501	57.9
Two or more races	93	3.6
Total	2,593	100.0

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(Survey Administration Period April 4, 2011 to May 13, 2011)

90. What is your age group?	N	%
25 and under	45	1.7
26-29	156	5.8
30-39	496	18.5
40-49	786	29.3
50-59	806	30.0
60 or older	398	14.8
Total	2,687	100.0

91. What is your pay category/grade?	N	%
Federal Wage System	2	0.1
GS 1-6	25	0.9
GS 7-12	872	32.1
GS 13-15	1,658	61.0
Senior Executive Service	62	2.3
Senior Level (SL) or Scientific or Professional (ST)	12	0.4
Other	87	3.2
Total	2,718	100.0

92. How long have you been with the Federal Government (excluding military service)?	N	%
Less than 1 year	184	6.8
1 to 3 years	290	10.8
4 to 5 years	197	7.3
6 to 10 years	354	13.1
11 to 14 years	284	10.5
15 to 20 years	376	13.9
More than 20 years	1,012	37.5
Total	2,697	100.0

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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	241	8.9
1 to 3 years	417	15.4
4 to 5 years	252	9.3
6 to 10 years	430	15.9
11 to 20 years	723	26.7
More than 20 years	649	23.9
Total	2,712	100.0

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

	N	%
No	1,829	67.2
Yes, to retire	137	5.0
Yes, to take another job within the Federal Government	569	20.9
Yes, to take another job outside the Federal Government	81	3.0
Yes, other	106	3.9
Total	2,722	100.0

95. I am planning to retire:

	N	%
Within one year	71	2.7
Between one and three years	272	10.2
Between three and five years	305	11.4
Five or more years	2,029	75.8
Total	2,677	100.0



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