

**2010 Federal Employee Viewpoint Survey Report
U.S. Department of Education
July 21, 2010**

1. **Interpretation of Results:** The Department of Education’s (ED) 2010 Federal Employee Viewpoint Survey (FedView), formerly Federal Human Capital Survey (FHCS), results show slight favorable increases in two out of the four Human Capital Assessment and Accountability Framework (HCAAF) indices when compared to its 2008 FHCS results. The details are shown below:

HCAAF Indices	2010 Percentage	Change from 2008 FHCS
Leadership and Knowledge Management	59%	3% increase
Results-Oriented Performance Culture	52%	No change
Talent Management	54%	4% decrease
Job Satisfaction	65%	1% increase
Engagement	61%	N/A

Out of 37 agencies ranked, ED’s government-wide rankings for the above four HCAAF indices are 22nd, 28th, 31st, and 32nd, respectively.

In 2010, the FedView Survey contained 89 total questions, of which 11 were demographic and 78 were work-related items, and of which 58 questions were common between the 2008 and 2010 surveys. These questions were designed to measure employee perceptions about how they felt agencies managed their workforce. For 2010, OPM did not include “No Basis to Judge” or “Do Not Know” in the calculation of the Positive, Neutral or Negative percentages.

The FedView Survey contains two new areas of interest – Employee Engagement and Work/life Programs. ED’s employee’s engagement level at 61% is lower than the government’s average of 66%. On a positive note, ED significantly exceeds the government’s satisfaction average for the Work/life Programs: in Telework (60% vs. government-wide average of 35%), Alternative Work Schedules (77% vs. government-wide average of 60%), and Health and Wellness (66% vs. government-wide average of 51%).

Some of the favorable highlights are in the area of ED employee’s personal work experience and their work unit. Ninety-seven percent (97%) are willing to put in the extra effort to get a job done and 90% of the employees are constantly looking for ways to do their jobs better. Employees understanding how their work supports mission accomplishment and the work quality perception continue to be strong points. Eighty-one (81%) know how their work relates to the agency’s goals and priorities and 82% believe that the quality of work their unit produces is good and that they are held accountable for achieving results. Overall, employees appear to be satisfied with their job responsibilities as 88% feel the work that they do is important and 79% like the type of work that they do.

Also, employee’s perception about supervisors and team leaders is increasing. Seventy-eight (78%) believe their supervisor/team leader treat them with respect, 77% have talked with them about their performance in the last six months and 59% believe the discussions are worthwhile, 75% believe they are listen to what they have to say, 78% believe they are protected from health and safety hazards on the job, 68% believe the physical conditions allow employees to perform their jobs well, and 80% believe their need to balance work and other life issues is supported.

There were significant increases of positive responses to several questions related to leadership when compared to the 2008 results. Fifty-four (54%) percent of employees indicated they have a high level of respect for their organization's senior leaders (a 12% increase), and 53% of the employees felt that their leaders maintained high standards of honesty and integrity (a 10% increase). Forty-one (41%) of the employees also believe the leaders in their organization generate high levels of motivation and commitment (an 8% increase), 57% felt they could report a violation of the law without fear of reprisal (an 8% increase), and 42% of employees were satisfied with the policies of their senior leaders (a 6% increase).

These positive responses are key factors contributing towards the steady-state with job satisfaction and increased satisfaction with the Department. While the survey reflects favorable increases in the performance culture, there continues to be opportunities to improve in this area and in addressing employee talent needs. Only 36% of surveyed employees believe that promotions are based on merit and 33% believe that they have an opportunity to get a better job at ED. Employees continue to express a desire to see more recognition for their contributions to the Department. Thirty-five percent (35%) of the employees believe that creativity and innovation are rewarded and a mere 35% believe that differences in performance levels are recognized in a meaningful way and 28% believe steps are taken to deal with poor performers.

In the area of talent, employees continue to believe their talents could be used better in the workplace (52%), an assessment of their training needs should be conducted (42%), and the skill level in the work unit has not improved in the past year (50%).

During FY 2011, ED will continue with its planned initiatives that focus on improving the results-oriented performance culture and addressing the talent needs of its workforce. Upon completion of the Department's collective bargaining obligation, a redesigned employee performance management system will be implemented to address key business challenges and common themes based on employee feedback. ED will offer training to supervisors and employees about the redesigned system and will communicate the benefits of the changes.

Also, efforts continue to focus on better utilization of employee talents by conducting competency assessments, addressing competency gaps and skill mismatches through various training programs and development opportunities, and offering tuition reimbursement assistance. These efforts will facilitate employees in sharing job knowledge within their work-unit, obtaining or further developing job-relevant knowledge and skills, and building a leadership pipeline necessary to accomplish organizational goals.

2. **How the survey was conducted:** The survey was conducted via on-line surveys from February 16 – March 26, 2010
3. **Description of sample:** 3,532 permanent full-time employees were surveyed.
4. **Survey items and response choices:** See the attached report, *Department of Education 2010 Federal Employee Viewpoint Survey Results Report*.
5. **Number of employees surveyed, number responded, and representativeness of respondents:** Of the 3,532 employees surveyed, 2,350 responded, for a 67% response rate. The respondents are representative of the population surveyed. Page 7 of the *Department of Education 2010 Federal Employee Viewpoint Survey Results Report* provides specific information regarding the population surveyed.