Inter-American Foundation
2011 Annual Federal Employee Viewpoint Survey Results

The 2011 Federal Employee Viewpoint Survey (FEVS) was administered by the U.S. Office of Personnel Management (OPM) from April 11, 2011, through May 31, 2011. This annual government-wide survey measures employee perceptions of whether, and to what extent, conditions characterizing successful organizations are present in Federal agencies. The survey was anonymous, web-based, and offered to all full-time permanent IAF employees on board as of September 30, 2010. Seventy-three percent of the 30 eligible IAF employees participated in the survey, comparing favorably to a 49% government-wide response rate.

Overall job satisfaction at IAF is 61 percent. Examples of areas in which IAF is doing well are:

- 100% of IAF employees willing to put in the extra effort to get a job done.
- 89% of IAF employees believe the work they do is important.
- 87% of IAF employees are constantly looking for ways to do their job better.
- 85 % of IAF employees feel they are held accountable for achieving results.
- 83% of IAF employees reported that they like the kind of work they do.
- 80% of IAF employees know how their work relates to agency goals and priorities.

Based on the survey results, the IAF compares less favorably to government-wide ratings in the following areas:

- 44% of IAF employees are satisfied with talent management measures in the agency compared with 60% government-wide.
- 50% of IAF employees indicated that they work in a results-oriented performance culture in the agency compared with 54% government-wide.
- 51% of IAF employees reported a positive view of agency leadership and knowledge management compared with 62% government-wide.

The IAF values its employees and is committed to making improvements based on employee feedback. In today's changing workplace, the IAF must offer employees a meaningful culture, effective leadership, and the chance to work and grow using their unique talents and strengths. The 2011 survey results will be used by IAF leadership to monitor the work environment and human capital practices. The IAF will analyze the survey results further and engage senior leaders and employees to address the challenges identified.

2011 Federal Employee Viewpoint Survey

Empowering Employees

inspiring change

Inter-American Foundation

AGENCY RESULTS

UNITED STATES OFFICE OF PERSONNEL MANAGEMENT

INTER-AMERICAN FOUNDATION
2011 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS
(Survey Administration Period April 4, 2011 to May 15, 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		3	8	3	5	3	22	NA
	%	48.0	14.1	33.9	15.4	23.3	13.2	100.0	
2. I have enough information to do my job well.	N		4	7	5	4	2	22	NA
	%	48.1	18.1	30.0	25.5	17.1	9.2	100.0	
3. I feel encouraged to come up with new and better ways of doing things.	N		6	2	4	7	3	22	NA
	%	35.3	27.3	8.0	19.5	32.0	13.2	100.0	
*4. My work gives me a feeling of personal accomplishment.	N		9	7	1	4	1	22	NA
	%	70.0	39.5	30.5	6.1	19.3	4.7	100.0	
*5. I like the kind of work I do.	N		11	7	2	2	0	22	NA
	%	82.8	48.8	34.0	8.0	9.2	0.0	100.0	
6. I know what is expected of me on the job.	N		8	8	1	3	2	22	NA
	%	74.3	35.5	38.8	4.0	12.5	9.2	100.0	
7. When needed I am willing to put in the extra effort to get a job done.	N		15	6	0	0	0	21	NA
	%	100.0	70.7	29.3	0.0	0.0	0.0	100.0	
8. I am constantly looking for ways to do my job better.	N		12	7	3	0	0	22	NA
	%	87.4	56.3	31.1	12.6	0.0	0.0	100.0	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N		4	5	4	6	2	21	0
	%	41.5	19.6	21.8	21.2	28.5	8.9	100.0	
*10. My workload is reasonable.	N		3	7	7	3	2	22	0
	%	46.9	14.8	32.1	31.2	12.7	9.2	100.0	
*11. My talents are used well in the workplace.	N		4	5	4	3	6	22	0
	%	40.2	18.1	22.1	19.4	13.1	27.3	100.0	
*12. I know how my work relates to the agency's goals and priorities.	N		7	11	0	2	2	22	0
	%	80.0	33.6	46.5	0.0	10.8	9.2	100.0	
*13. The work I do is important.	N		11	9	0	1	1	22	0
	%	89.4	51.0	38.4	0.0	4.5	6.1	100.0	
*14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N		9	12	1	0	0	22	0
	%	95.5	42.3	53.2	4.5	0.0	0.0	100.0	
*15. My performance appraisal is a fair reflection of my performance.	N		9	6	2	2	3	22	0
	%	69.1	42.3	26.8	8.7	9.0	13.2	100.0	
16. I am held accountable for achieving results.	N		7	12	1	1	1	22	0
	%	84.6	31.5	53.0	6.1	4.7	4.7	100.0	

*AES prescribed items

** Sum of responses excluding DNK/NBJ

Sample or Census: Census

Number of Employees Selected: 30

Percentages are weighted to represent the Agency's population.

Surveys Completed: 22

Response Rate: 73.3%

INTER-AMERICAN FOUNDATION
2011 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS
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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		4	7	4	2	5	22	0
	%	50.6	16.7	33.8	19.5	8.1	21.9	100.0	
*18. My training needs are assessed.	N		2	6	1	8	4	21	1
	%	39.2	10.5	28.6	4.7	38.2	17.9	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		8	9	3	1	1	22	0
	%	75.5	33.5	42.1	15.3	4.7	4.5	100.0	
*20. The people I work with cooperate to get the job done.	N		4	7	4	5	2	22	NA
	%	48.1	16.7	31.4	19.8	22.8	9.4	100.0	
*21. My work unit is able to recruit people with the right skills.	N		4	7	6	2	3	22	0
	%	49.6	16.7	32.9	26.9	8.1	15.4	100.0	
*22. Promotions in my work unit are based on merit.	N		3	4	5	4	6	22	0
	%	30.1	12.0	18.2	24.6	17.2	28.0	100.0	
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		3	5	5	4	5	22	0
	%	36.7	12.0	24.7	22.5	17.4	23.3	100.0	
*24. In my work unit, differences in performance are recognized in a meaningful way.	N		3	5	5	4	5	22	0
	%	36.8	12.7	24.2	22.6	16.5	24.0	100.0	
25. Awards in my work unit depend on how well employees perform their jobs.	N		5	4	3	4	4	20	1
	%	44.7	24.9	19.9	14.6	18.8	21.8	100.0	
26. Employees in my work unit share job knowledge with each other.	N		6	7	2	6	1	22	0
	%	57.6	24.7	32.9	10.6	27.1	4.7	100.0	
27. The skill level in my work unit has improved in the past year.	N		4	4	9	2	3	22	0
	%	35.4	16.7	18.7	40.6	8.7	15.3	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		7	9	5	0	1	22	NA
	%	69.9	30.8	39.1	25.6	0.0	4.5	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		4	7	6	4	1	22	0
	%	50.3	18.1	32.2	26.2	18.8	4.7	100.0	

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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		4	3	4	8	3	22	0
	%	32.9	18.1	14.7	18.4	34.9	13.9	100.0	
31. Employees are recognized for providing high quality products and services.	N		4	2	3	8	5	22	0
	%	28.7	18.1	10.6	14.0	33.2	24.0	100.0	
*32. Creativity and innovation are rewarded.	N		2	6	2	7	5	22	0
	%	37.5	8.0	29.6	9.2	29.2	24.0	100.0	
*33. Pay raises depend on how well employees perform their jobs.	N		1	3	6	5	6	21	1
	%	16.9	4.2	12.6	31.5	22.2	29.4	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		5	5	9	1	2	22	0
	%	44.5	20.7	23.8	41.4	4.0	10.1	100.0	
*35. Employees are protected from health and safety hazards on the job.	N		7	10	1	2	1	21	1
	%	81.2	33.1	48.1	4.7	9.8	4.2	100.0	
*36. My organization has prepared employees for potential security threats.	N		6	8	3	5	0	22	0
	%	63.4	26.8	36.6	14.6	22.0	0.0	100.0	
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N		4	7	3	1	7	22	0
	%	49.9	16.7	33.2	16.9	4.0	29.2	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		4	9	1	4	3	21	1
	%	62.9	17.5	45.4	4.2	19.1	13.8	100.0	
39. My agency is successful at accomplishing its mission.	N		3	8	5	4	1	21	0
	%	52.8	12.6	40.2	22.8	20.2	4.2	100.0	
40. I recommend my organization as a good place to work.	N		3	7	6	4	2	22	NA
	%	46.8	12.0	34.8	25.9	18.8	8.5	100.0	
41. I believe the results of this survey will be used to make my agency a better place to work.	N		5	3	4	4	4	20	2
	%	41.9	23.4	18.5	18.6	18.3	21.2	100.0	
*42. My supervisor supports my need to balance work and other life issues.	N		7	9	4	1	1	22	0
	%	71.5	29.5	42.1	19.4	4.5	4.5	100.0	
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N		4	8	5	2	3	22	0
	%	53.2	16.7	36.5	26.2	8.0	12.6	100.0	
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N		5	5	5	2	5	22	0
	%	46.1	22.8	23.3	22.5	8.7	22.6	100.0	

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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
45. My supervisor/team leader is committed to a workforce representative of all segments of society.	N		3	9	5	1	3	21	0
	%	58.5	13.3	45.2	22.1	4.1	15.3	100.0	
46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N		4	7	4	4	3	22	0
	%	51.3	16.7	34.5	17.3	16.8	14.7	100.0	
*47. Supervisors/team leaders in my work unit support employee development.	N		6	4	7	2	2	21	1
	%	48.2	28.6	19.6	31.7	10.5	9.6	100.0	
48. My supervisor/team leader listens to what I have to say.	N		6	8	3	3	2	22	NA
	%	61.4	26.9	34.5	16.9	12.6	9.2	100.0	
49. My supervisor/team leader treats me with respect.	N		8	8	2	3	1	22	NA
	%	70.8	36.1	34.8	10.1	14.6	4.5	100.0	
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N		5	8	6	1	2	22	NA
	%	57.4	22.8	34.6	28.7	4.7	9.2	100.0	
*51. I have trust and confidence in my supervisor.	N		6	6	4	2	4	22	NA
	%	54.1	27.5	26.6	18.6	10.1	17.2	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		5	8	4	1	4	22	NA
	%	60.2	23.3	36.9	16.5	4.0	19.3	100.0	

		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*53. In my organization, leaders generate high levels of motivation and commitment in the workforce.	N		2	6	2	6	6	22	0
	%	38.1	8.0	30.1	8.5	25.4	28.0	100.0	
54. My organization's leaders maintain high standards of honesty and integrity.	N		4	8	1	5	4	22	0
	%	55.3	18.6	36.7	4.7	20.7	19.3	100.0	
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N		5	6	4	4	3	22	0
	%	50.8	22.8	28.0	17.2	17.4	14.7	100.0	
*56. Managers communicate the goals and priorities of the organization.	N		4	4	6	2	6	22	0
	%	37.3	18.1	19.2	26.1	9.4	27.3	100.0	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N		4	6	4	2	6	22	0
	%	46.0	18.8	27.2	17.3	9.4	27.3	100.0	

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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		2	5	3	7	5	22	0
	%	31.4	8.0	23.4	15.3	30.1	23.2	100.0	
59. Managers support collaboration across work units to accomplish work objectives.	N		6	0	6	5	5	22	0
	%	27.3	27.3	0.0	28.0	21.4	23.2	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		2	8	6	2	4	22	0
	%	46.8	8.0	38.8	25.2	8.7	19.3	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		3	6	4	3	6	22	0
	%	42.1	12.7	29.5	17.9	12.7	27.3	100.0	
62. Senior leaders demonstrate support for Work/Life programs.	N		5	7	7	0	3	22	0
	%	54.8	21.2	33.6	32.0	0.0	13.3	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		5	3	7	4	3	22	NA
	%	35.4	22.8	12.6	33.3	18.1	13.2	100.0	
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N		6	6	3	5	2	22	NA
	%	54.9	26.9	28.0	13.2	22.8	9.2	100.0	
*65. How satisfied are you with the recognition you receive for doing a good job?	N		5	5	4	4	4	22	NA
	%	45.9	21.2	24.7	17.3	19.5	17.2	100.0	
*66. How satisfied are you with the policies and practices of your senior leaders?	N		4	3	5	5	4	21	NA
	%	35.5	19.6	15.9	22.8	23.7	18.0	100.0	
*67. How satisfied are you with your opportunity to get a better job in your organization?	N		3	4	3	6	6	22	NA
	%	33.6	12.0	21.5	12.6	27.9	26.0	100.0	
*68. How satisfied are you with the training you receive for your present job?	N		3	4	7	4	4	22	NA
	%	32.9	14.1	18.9	29.2	20.0	17.9	100.0	

*AES prescribed items

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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		5	7	3	5	2	22	NA
	%	54.9	20.1	34.8	12.5	23.4	9.2	100.0	
*70. Considering everything, how satisfied are you with your pay?	N		6	8	4	3	1	22	NA
	%	61.5	24.7	36.7	19.1	14.7	4.7	100.0	
71. Considering everything, how satisfied are you with your organization?	N		3	7	5	4	3	22	NA
	%	46.8	12.0	34.8	21.2	18.8	13.2	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	17	74.0
No	5	26.0
Not sure	0	0.0
Total	22	100.0

73. Please select the response below that BEST describes your current teleworking situation:	N	%
I telework 3 or more days per week.	0	0.0
I telework 1 or 2 days per week.	0	0.0
I telework, but no more than 1 or 2 days per month.	2	9.4
I telework very infrequently, on an unscheduled or short-term basis.	13	54.0
I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).	1	6.1
I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.	1	4.7
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.	2	10.6
I do not telework because I choose not to telework.	3	15.3
Total	22	100.0

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

	N	%
Yes	4	16.7
No	11	49.9
Not available to me	7	33.4
Total	22	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	1	4.5
No	10	45.4
Not available to me	11	50.0
Total	22	100.0

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

	N	%
Yes	6	26.8
No	15	68.5
Not available to me	1	4.7
Total	22	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	0	0.0
No	11	50.7
Not available to me	11	49.3
Total	22	100.0

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

	N	%
Yes	0	0.0
No	10	46.6
Not available to me	12	53.4
Total	22	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		2	3	6	4	4	19	3
	%	24.6	9.5	15.0	30.4	22.8	22.2	100.0	
80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	N		1	4	6	1	2	14	8
	%	32.4	6.1	26.3	42.3	6.8	18.5	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		0	1	3	0	3	7	15
	%	13.1	0.0	13.1	42.7	0.0	44.2	100.0	
82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	N		2	3	6	0	1	12	10
	%	41.8	14.8	27.0	50.0	0.0	8.3	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		0	0	3	1	3	7	15
	%	0.0	0.0	0.0	44.3	11.5	44.2	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		0	0	4	0	2	6	16
	%	0.0	0.0	0.0	67.7	0.0	32.3	100.0	

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