

2011 Federal Employee Viewpoint Survey

Empowering Employees

inspiring change

Office of Management and Budget
AGENCY RESULTS

UNITED STATES OFFICE OF PERSONNEL MANAGEMENT



2011 Federal Employee Viewpoint Survey

Office of Management and Budget

Interpretation of Results: The Office of Personnel Management (OPM) provided the Office of Management and Budget (OMB) with the results of the 2011 Federal Employee Viewpoint Survey (FEVS). OMB had a positive rating (greater than 65% positive) on 22 survey items and a negative rating (greater than 35% negative) on 9 items.

Notable items scoring the highest percent positive included:

- When needed I am willing to put in the extra effort to get a job done. (99%)
- I am constantly looking for ways to do my job better. (93%)
- How would you rate the overall quality of work done by your unit? (88%)

Notable items scoring the highest percent negative included:

- Senior leaders demonstrate support for Work/Life programs. (49%)
- How satisfied are you with the following Work/Life programs in your agency...Alternate Work Schedules (AWS)? (48%)
- My training needs are assessed. (45%)

OMB continues to explore workplace flexibility options for staff as well as provide the necessary training to meet staff needs. Action planning efforts will address items receiving a negative percent.

When evaluating agency results in terms of meeting the objectives of the Human Capital Assessment and Accountability Framework (HCAAF), OMB results show the following percent positive responses in each index:

- Leadership & Knowledge Management – 51%
- Results-Oriented Performance Culture – 51%
- Talent Management – 58%
- Job Satisfaction – 65%

How the survey was conducted: The survey was conducted by OPM from May 2-31, 2011.

Description of sample: The entire eligible population received the survey. All 437 full-time permanent employees who joined the agency on or before September 2010 were surveyed.

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

Response Rate: Responses were received from 286 employees with a response rate of 65%.

OFFICE OF MANAGEMENT AND BUDGET
2011 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS
(Survey Administration Period May 2, 2011 to May 31, 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 %	63.4	51 17.4	133 46.0	49 17.5	39 13.6	14 5.5	286 100.0	NA
2. I have enough information to do my job well.	N %	57.3	22 8.2	141 49.1	57 20.3	48 15.8	18 6.6	286 100.0	NA
3. I feel encouraged to come up with new and better ways of doing things.	N %	63.8	70 24.5	115 39.3	45 16.2	40 14.2	16 5.8	286 100.0	NA
*4. My work gives me a feeling of personal accomplishment.	N %	76.1	70 25.5	148 50.7	36 13.2	21 7.2	10 3.5	285 100.0	NA
*5. I like the kind of work I do.	N %	85.9	95 33.6	151 52.3	25 8.9	12 4.2	3 1.0	286 100.0	NA
6. I know what is expected of me on the job.	N %	63.9	44 16.0	139 48.0	54 18.8	40 13.9	9 3.4	286 100.0	NA
7. When needed I am willing to put in the extra effort to get a job done.	N %	99.0	208 73.2	74 25.8	0 0.0	0 0.0	3 1.0	285 100.0	NA
8. I am constantly looking for ways to do my job better.	N %	93.1	119 42.1	147 51.0	15 5.3	4 1.4	1 0.3	286 100.0	NA
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N %	48.3	28 10.3	112 38.0	52 17.8	63 22.7	31 11.2	286 100.0	0
*10. My workload is reasonable.	N %	41.2	15 5.6	101 35.6	50 17.3	75 26.3	43 15.2	284 100.0	1
*11. My talents are used well in the workplace.	N %	59.3	35 13.0	136 46.3	54 19.2	40 14.5	19 7.0	284 100.0	2
*12. I know how my work relates to the agency's goals and priorities.	N %	71.1	66 23.7	135 47.4	44 14.5	25 8.6	15 5.7	285 100.0	0
*13. The work I do is important.	N %	85.3	108 39.0	135 46.3	29 10.2	7 2.4	6 2.1	285 100.0	0
*14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N %	54.4	26 9.9	127 44.5	50 17.4	45 15.4	36 12.9	284 100.0	2
*15. My performance appraisal is a fair reflection of my performance.	N %	61.8	38 15.1	126 46.7	50 19.7	33 13.1	13 5.5	260 100.0	26
16. I am held accountable for achieving results.	N %	72.4	50 17.7	155 54.7	59 20.3	15 5.9	4 1.4	283 100.0	2

*AES prescribed items

** Sum of responses excluding DNK/NBJ

Sample or Census: Census

Number of Employees Selected: 437

Percentages are weighted to represent the Agency's population.

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2011 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS
(Survey Administration Period May 2, 2011 to May 31, 2011)

		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		57	101	47	18	22	245	40
	%	64.9	23.5	41.4	18.7	7.3	9.1	100.0	
*18. My training needs are assessed.	N		14	63	77	79	46	279	6
	%	27.9	5.4	22.5	26.8	28.6	16.7	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		18	104	58	47	33	260	25
	%	46.2	7.3	39.0	22.7	17.8	13.3	100.0	
*20. The people I work with cooperate to get the job done.	N		113	112	16	15	2	258	NA
	%	86.9	43.4	43.5	6.3	6.0	0.8	100.0	
*21. My work unit is able to recruit people with the right skills.	N		57	162	31	25	7	282	4
	%	77.3	19.8	57.5	11.2	9.0	2.5	100.0	
*22. Promotions in my work unit are based on merit.	N		29	93	81	33	22	258	28
	%	47.2	11.6	35.6	31.1	13.1	8.6	100.0	
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		13	62	78	46	34	233	53
	%	33.5	6.1	27.4	32.8	19.1	14.6	100.0	
*24. In my work unit, differences in performance are recognized in a meaningful way.	N		14	83	85	53	24	259	27
	%	37.7	5.8	32.0	32.4	20.4	9.5	100.0	
25. Awards in my work unit depend on how well employees perform their jobs.	N		29	94	71	34	24	252	34
	%	48.7	12.0	36.7	27.6	13.5	10.1	100.0	
26. Employees in my work unit share job knowledge with each other.	N		98	133	25	18	9	283	1
	%	80.8	34.0	46.8	9.6	6.5	3.0	100.0	
27. The skill level in my work unit has improved in the past year.	N		39	117	73	27	13	269	14
	%	57.6	14.5	43.1	27.3	9.7	5.4	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		150	103	27	4	1	285	NA
	%	88.1	51.9	36.2	9.9	1.7	0.3	100.0	
		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*29. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N		59	171	29	15	7	281	3
	%	81.6	20.6	61.0	10.7	5.1	2.7	100.0	

*AES prescribed items

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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 %	44.2	28 10.6	93 33.6	50 17.7	75 26.1	32 12.0	278 100.0	6
31. Employees are recognized for providing high quality products and services.	N %	51.9	35 13.0	110 38.9	65 22.6	55 20.0	14 5.4	279 100.0	4
*32. Creativity and innovation are rewarded.	N %	47.9	35 12.8	100 35.1	67 24.2	57 20.3	20 7.5	279 100.0	4
*33. Pay raises depend on how well employees perform their jobs.	N %	21.3	9 3.7	44 17.6	83 34.2	77 30.6	33 13.8	246 100.0	38
34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	N %	46.9	19 8.3	98 38.6	73 28.1	34 12.9	29 12.1	253 100.0	29
*35. Employees are protected from health and safety hazards on the job.	N %	57.1	37 14.0	117 43.1	52 19.1	38 13.7	27 10.1	271 100.0	12
*36. My organization has prepared employees for potential security threats.	N %	64.6	35 12.8	143 51.9	59 21.0	32 11.5	8 2.9	277 100.0	5
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N %	60.6	50 18.9	107 41.6	57 21.6	26 11.0	18 6.8	258 100.0	24
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 %	74.3	69 28.2	114 46.1	39 16.3	9 3.8	13 5.6	244 100.0	39
39. My agency is successful at accomplishing its mission.	N %	76.3	63 22.2	151 54.1	41 15.3	15 5.5	8 2.9	278 100.0	3
40. I recommend my organization as a good place to work.	N %	63.2	58 21.0	121 42.3	63 22.5	28 9.8	12 4.5	282 100.0	NA
41. I believe the results of this survey will be used to make my agency a better place to work.	N %	46.4	28 10.6	100 35.8	62 23.6	51 19.2	29 10.8	270 100.0	11
*42. My supervisor supports my need to balance work and other life issues.	N %	63.8	78 28.1	103 35.7	45 15.8	29 11.3	24 9.1	279 100.0	0
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N %	67.6	64 23.1	125 44.5	42 14.9	33 11.8	15 5.7	279 100.0	0
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N %	53.2	48 18.5	96 34.7	57 22.2	43 16.4	20 8.2	264 100.0	13

*AES prescribed items

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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		55	102	64	18	15	254	26
	%	61.9	22.4	39.6	24.6	7.0	6.5	100.0	
46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N		46	94	65	48	23	276	2
	%	50.8	16.5	34.2	23.4	17.3	8.6	100.0	
*47. Supervisors/team leaders in my work unit support employee development.	N		49	125	49	36	17	276	2
	%	62.6	17.7	44.9	17.7	13.5	6.2	100.0	
48. My supervisor/team leader listens to what I have to say.	N		96	121	31	22	10	280	NA
	%	77.2	34.0	43.2	11.2	7.8	3.8	100.0	
49. My supervisor/team leader treats me with respect.	N		117	105	32	20	6	280	NA
	%	78.8	41.6	37.2	11.4	7.7	2.1	100.0	
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N		59	117	27	56	20	279	NA
	%	63.0	21.3	41.7	9.7	20.0	7.3	100.0	
*51. I have trust and confidence in my supervisor.	N		96	95	42	30	16	279	NA
	%	68.3	33.8	34.5	14.8	11.0	5.9	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		97	91	58	26	6	278	NA
	%	67.5	34.6	32.9	20.8	9.6	2.2	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		21	82	79	70	26	278	1
	%	37.6	7.5	30.1	28.2	24.5	9.6	100.0	
54. My organization's leaders maintain high standards of honesty and integrity.	N		48	118	67	19	14	266	13
	%	62.7	18.6	44.1	24.5	7.1	5.7	100.0	
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N		41	136	52	22	11	262	17
	%	67.2	16.1	51.1	20.2	7.9	4.7	100.0	
*56. Managers communicate the goals and priorities of the organization.	N		21	99	76	53	29	278	1
	%	43.0	7.6	35.4	27.2	19.0	10.8	100.0	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N		15	79	78	58	30	260	19
	%	36.6	6.0	30.5	29.4	22.2	11.8	100.0	

*AES prescribed items

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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 %	44.7	32 11.5	90 33.2	58 20.6	61 22.4	33 12.3	274 100.0	4
59. Managers support collaboration across work units to accomplish work objectives.	N %	56.3	41 14.6	115 41.7	59 21.1	39 14.4	22 8.2	276 100.0	2
		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 %	55.6	49 18.5	103 37.1	78 29.2	20 7.8	19 7.4	269 100.0	7
		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 %	53.2	42 15.4	107 37.8	65 24.4	41 14.1	22 8.2	277 100.0	2
62. Senior leaders demonstrate support for Work/Life programs.	N %	26.2	15 5.9	56 20.3	69 25.1	78 28.4	55 20.3	273 100.0	6
		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 %	46.9	33 12.2	97 34.7	77 27.4	52 19.2	18 6.6	277 100.0	NA
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N %	40.0	20 7.3	90 32.7	66 23.4	77 27.0	25 9.6	278 100.0	NA
*65. How satisfied are you with the recognition you receive for doing a good job?	N %	42.8	27 9.8	94 33.0	81 29.0	61 22.6	15 5.6	278 100.0	NA
*66. How satisfied are you with the policies and practices of your senior leaders?	N %	33.4	16 6.0	78 27.3	97 35.2	60 21.5	26 9.9	277 100.0	NA
*67. How satisfied are you with your opportunity to get a better job in your organization?	N %	37.7	22 8.3	87 29.4	96 34.8	49 18.0	24 9.5	278 100.0	NA
*68. How satisfied are you with the training you receive for your present job?	N %	33.5	20 7.9	73 25.6	95 34.0	70 25.6	19 6.9	277 100.0	NA

*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		46	127	58	35	10	276	NA
	%	62.4	17.1	45.3	21.2	12.6	3.8	100.0	
*70. Considering everything, how satisfied are you with your pay?	N		36	133	55	39	15	278	NA
	%	60.7	13.1	47.7	20.0	13.4	5.9	100.0	
71. Considering everything, how satisfied are you with your organization?	N		32	113	79	37	17	278	NA
	%	52.3	11.9	40.4	28.1	13.2	6.4	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							105	38.2
	No							140	49.8
	Not sure							33	12.0
	Total							278	100.0

73. Please select the response below that BEST describes your current teleworking situation:								N	%
	I telework 3 or more days per week.							1	0.5
	I telework 1 or 2 days per week.							10	3.9
	I telework, but no more than 1 or 2 days per month.							17	5.7
	I telework very infrequently, on an unscheduled or short-term basis.							89	32.7
	I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).							10	3.5
	I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.							3	1.2
	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.							78	27.5
	I do not telework because I choose not to telework.							66	25.1
	Total							274	100.0

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74. Do you participate in the following Work/Life programs?

Alternative Work Schedules (AWS)	N	%
Yes	47	17.2
No	131	47.8
Not available to me	99	35.0
Total	277	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	82	30.4
No	185	65.9
Not available to me	11	3.8
Total	278	100.0

76. Do you participate in the following Work/Life programs?

Employee Assistance Program (EAP)	N	%
Yes	25	9.4
No	244	87.7
Not available to me	9	2.9
Total	278	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	22	7.8
No	236	84.9
Not available to me	20	7.3
Total	278	100.0

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

	N	%
Yes	4	1.8
No	250	90.3
Not available to me	21	7.9
Total	275	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 %	34.2	9 4.3	63 29.9	56 24.9	46 19.7	47 21.3	221 100.0	56
80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	N %	32.7	16 8.1	50 24.6	39 19.2	45 20.3	59 27.7	209 100.0	67
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 %	54.1	21 11.5	81 42.6	76 39.5	9 4.7	3 1.7	190 100.0	88
82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	N %	37.8	10 9.7	31 28.1	61 56.1	4 4.1	2 2.0	108 100.0	170
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 %	29.6	12 12.9	16 16.6	55 55.3	8 8.4	7 6.8	98 100.0	179
84. How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	N %	22.1	7 10.4	8 11.7	54 68.3	3 4.5	4 5.1	76 100.0	199

** Sum of responses excluding DNK/NBJ
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Number of Employees Selected: 437

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Surveys Completed: 286
Response Rate: 65.4%

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85. Where do you work?	N	%
Headquarters	274	100.0
Field	0	0.0
Total	274	100.0

*86. What is your supervisory status?	N	%
Non-Supervisor	200	71.9
Team Leader	32	11.5
Supervisor	19	6.8
Manager	2	0.7
Executive	25	9.0
Total	278	100.0

*87. Are you:	N	%
Male	126	45.7
Female	150	54.3
Total	276	100.0

*88. Are you Hispanic or Latino?	N	%
Yes	6	2.2
No	268	97.8
Total	274	100.0

*89. Please select the racial category or categories with which you most closely identify.	N	%
American Indian or Alaska Native	0	0.0
Asian	25	9.6
Black or African American	17	6.5
Native Hawaiian or Other Pacific Islander	0	0.0
White	213	81.9
Two or more races	5	1.9
Total	260	100.0

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90. What is your age group?	N	%
25 and under	5	1.8
26-29	41	14.9
30-39	104	37.8
40-49	59	21.5
50-59	46	16.7
60 or older	20	7.3
Total	275	100.0

91. What is your pay category/grade?	N	%
Federal Wage System	0	0.0
GS 1-6	0	0.0
GS 7-12	62	22.6
GS 13-15	171	62.4
Senior Executive Service	37	13.5
Senior Level (SL) or Scientific or Professional (ST)	3	1.1
Other	1	0.4
Total	274	100.0

92. How long have you been with the Federal Government (excluding military service)?	N	%
Less than 1 year	12	4.4
1 to 3 years	56	20.6
4 to 5 years	43	15.8
6 to 10 years	45	16.5
11 to 14 years	29	10.7
15 to 20 years	26	9.6
More than 20 years	61	22.4
Total	272	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	19	6.9
1 to 3 years	89	32.4
4 to 5 years	46	16.7
6 to 10 years	36	13.1
11 to 20 years	44	16.0
More than 20 years	41	14.9
Total	275	100.0

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

	N	%
No	162	58.9
Yes, to retire	7	2.5
Yes, to take another job within the Federal Government	52	18.9
Yes, to take another job outside the Federal Government	35	12.7
Yes, other	19	6.9
Total	275	100.0

95. I am planning to retire:

	N	%
Within one year	6	2.2
Between one and three years	12	4.5
Between three and five years	12	4.5
Five or more years	238	88.8
Total	268	100.0



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