

		2004*****					
MSPB 2004 Federal Human Capital Survey Results		Percent Positive	Neither Agree nor Disagree	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			132.0		
		%	82	10	8		
2.	I have enough information to do my job well.	N			132.0		
		%	89	7	4		
3.	I feel encouraged to come up with new and better ways of doing things.	N			132.0		
		%	70	11	18		
*4.	My work gives me a feeling of personal accomplishment.	N			132.0		
		%	82	12	6		
*5.	I like the kind of work I do.	N			132.0		
		%	86	11	3		
6.	I know what is expected of me on the job.	N			132.0		
		%					
7.	When needed I am willing to put in the extra effort to get a job done.	N			132.0		
		%					
8.	I am constantly looking for ways to do my job better.	N			132.0		
		%					
9.	I have sufficient resources (for example, people, materials, budget) to get my job done.	N	100	13	17	131	1
		%	76.8	10.1	13.1	100.0	
*10.	My workload is reasonable.	N			132.0		
		%	67	15	18		0
*11.	My talents are used well in the workplace.	N	98	20	13	131	3
		%	74.7	15.2	10.1	100.0	
*12.	I know how my work relates to the agency's goals and priorities.	N			132.0		
		%	97	2	1		0
*13.	The work I do is important.	N			132.0		
		%	90	8	2		0
*14.	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N	114	12	4	129	3
		%	87.8	9.2	3.1	100.0	
*15.	My performance appraisal is a fair reflection of my performance.	N	103	9	13	125	7
		%	82.1	7.4	10.5	100.0	
16.	I am held accountable for achieving results.	N	115	11	5	131	1
		%	87.9	8.1	4.0	100.0	
17.	I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N	71	26	25	123	9
		%	58.1	21.5	20.4	100.0	
*18.	My training needs are assessed.	N	84	15	30	129	3
		%	65.3	11.2	23.5	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,	N				132.0	
		%					
*20.	The people I work with cooperate to get the job done.	N				132.0	
		%	92	6	1		
*21.	My work unit is able to recruit people with the right skills.	N	104	15	11	129	3
		%	80.6	11.2	8.2	100.0	
*22.	Promotions in my work unit are based on merit.	N	78	25	22	125	7
		%	62.1	20.0	17.9	100.0	
*23.	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N	65	34	21	120	12
		%	53.8	28.6	17.6	100.0	
*24.	In my work unit, differences in performance are recognized in a meaningful way.	N	66	26	28	120	12
		%	54.9	22.0	23.1	100.0	
25.	Awards in my work unit depend on how well employees perform their jobs.	N	83	20	22	125	7
		%	66.3	15.8	17.9	100.0	

26.	Employees in my work unit share job knowledge with each other.	N				132.0	
		%	89	7	4		0
27.	The skill level in my work unit has improved in the past year.	N	74	40	16	129	3
		%	57.1	30.6	12.2	100.0	
28.	How would you rate the overall quality of work done by your work unit?	N				132.0	
		%	95	3	2		
*29.	The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N	121	7	4	132	1
		%	92.0	5.0	3.0	100.0	
*30.	Employees have a feeling of personal empowerment with respect to work processes.	N	82	28	20	129	4
		%	63.3	21.4	15.3	100.0	
31.	Employees are recognized for providing high quality products and services.	N	82	17	26	125	7
		%	65.3	13.7	21.1	100.0	
*32.	Creativity and innovation are rewarded.	N	63	29	32	124	7
		%	51.1	23.4	25.5	100.0	
*33.	Pay raises depend on how well employees perform their jobs.	N				132.0	
		%					
34.	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness	N	106	13	8	127	4
		%	83.3	10.4	6.3	100.0	
*35.	Employees are protected from health and safety hazards on the job.	N				132.0	
		%	85	12	3		0
*36.	My organization has prepared employees for potential security threats.	N				132.0	
		%	82	13	5		0
37.	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N	83	16	24	123	11
		%	67.7	12.9	19.4	100.0	
38.	Prohibited Personnel Practices (for example, illegally discriminating for or against any employee/applicant, obstructing a	N	98	13	12	123	9
		%	79.6	10.8	9.7	100.0	
39.	My agency is successful at accomplishing its mission.	N				132.0	
		%					
40.	I recommend my organization as a good place to work.	N				132.0	
		%	77	13	10		
41.	I believe the results of this survey will be used to make my agency a better place to work.	N				132.0	
		%					
*42.	My supervisor supports my need to balance work and other life issues.	N	112	12	7	131	1
		%	85.9	9.1	5.1	100.0	
43.	My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N	90	20	22	132	1
		%	68.0	15.0	17.0	100.0	
*44.	Discussions with my supervisor/team leader about my performance are worthwhile.	N	81	24	26	131	1
		%	61.6	18.2	20.2	100.0	
45.	My supervisor/team leader is committed to a workforce representative of all segments of society.	N	94	25	8	127	5
		%	74.0	19.8	6.3	100.0	
46.	My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N				132.0	
		%	76	12	13		0
*47.	Supervisors/team leaders in my work unit support employee development.	N	112	7	11	129	3
		%	86.7	5.1	8.2	100.0	
48.	My supervisor/team leader listens to what I have to say.	N				132.0	
		%					
49.	My supervisor/team leader treats me with respect.	N				132.0	
		%					
50.	In the last six months, my supervisor/team leader has talked with me about my performance.	N				132.0	
		%					
*51.	I have trust and confidence in my supervisor.	N				132.0	
		%					
*52.	Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	N				132.0	
		%	73	17	10		
*53.	In my organization, leaders generate high levels of motivation and commitment in the workforce.	N	49	50	33	132	1
		%	37.0	38.0	25.0	100.0	
54.	My organization's leaders maintain high standards of honesty and	N	62	38	21	121	11

	integrity.	%	51.1	31.5	17.4	100.0	
*55.	Managers/supervisors/team leaders work well with employees of different backgrounds.	N	102	13	12	127	4
		%	80.2	10.4	9.4	100.0	
*56.	Managers communicate the goals and priorities of the organization.	N				132.0	
		%	75	13	12		0
*57.	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N	99	22	7	128	4
		%	77.3	17.5	5.2	100.0	
58.	Managers promote communication among different work units (for example, about projects, goals, needed resources).	N	78	28	22	128	3
		%	60.8	21.6	17.5	100.0	
59.	Managers support collaboration across work units to accomplish work objectives.	N				132.0	
		%					
60.	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor/team leader?	N					
		%					
*61.	I have a high level of respect for my organization's senior leaders.	N	55	37	37	129	3
		%	42.9	28.6	28.6	100.0	
62.	Senior leaders demonstrate support for Work/Life programs.	N					
		%					
*63.	How satisfied are you with your involvement in decisions that affect your work?	N					
		%	63	21	16		
*64.	How satisfied are you with the information you receive from management on what's going on in your organization?	N					
		%	54	22	24		
*65.	How satisfied are you with the recognition you receive for doing a good job?	N					
		%	70	13	17		
*66.	How satisfied are you with the policies and practices of your senior leaders?	N					
		%	40	35	25		
*67.	How satisfied are you with your opportunity to get a better job in your organization?	N					
		%	30	41	29		
*68.	How satisfied are you with the training you receive for your present job?	N					
		%	76	20	4		
*69.	Considering everything, how satisfied are you with your job?	N					
		%	81	9	10		
*70.	Considering everything, how satisfied are you with your pay?	N					
		%	67	13	20		
71.	Considering everything, how satisfied are you with your organization?	N					
		%	73	17	10		

*--OPM-weighted data, DKs had already been calculated out

**--MSPB data, unweighted, DKs calculated out from frequencies

***--OPM data, unweighted (original data was weighted), DKs calculated out from frequencies

****--MSPB data, unweighted, DK was not an option on survey

*****--OPM data, weighting unknown, DKs calculated out from percentages (not provided frequencies)