Federal Employee Viewpoint Survey

2016 Results

Edited December 21, 2016

2016 Federal Employee Viewpoint Survey

About the Survey

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In the Executive Branch of the federal government, the Office of Personnel Management (OPM) conducts the annual Federal Employee Viewpoint Survey (FEVS) to measure employees' perceptions of whether, and to what extent, conditions characterizing successful organizations are present in each agency.

As a Legislative Branch agency, the AOC is not included in this process. However, AOC chooses to conduct the same type of survey of our employees in order to benchmark our own agency against the rest of the federal government.

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About the Best Places to Work in the Federal Government

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The Partnership for Public Service (PPS), an independent nonprofit organization, uses the data from the FEVS, together with a proprietary weighting formula developed by PPS, to rank the Best Places to Work in the Federal Government.

In 2016, AOC ranked 11 out of 27 mid-size agencies. More information about the Best Places to Work rankings can be found at: http://www.bestplacestowork.org.

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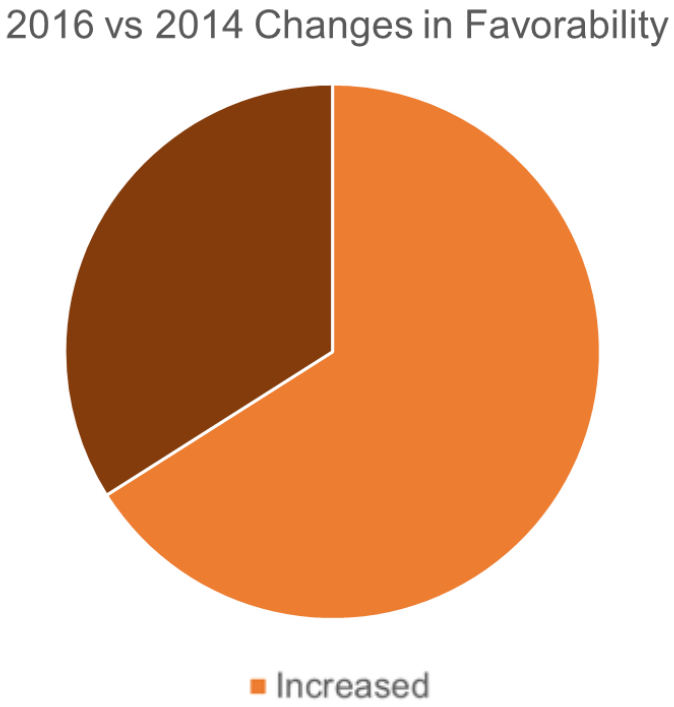
Improvement in 66% of Questions

In 2016, AOC scores improved in two-thirds (66%) of comparable questions by an average of 5% over AOC's 2014 scores.



(Due to changes in the survey instrument, 62 of the 71 applicable questions were comparable between the two surveys.)

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About AOC Dimensions

The survey consists of 114 questions. After accounting for questions used for demographics and similar analysis, there are 89 questions that measure employee engagement on a five-point scale.

AOC groups these 89 questions into 21 dimensions. Grouping survey results into dimensions helps focus analysis on thematic concepts in the data.

At AOC, the current dimensions have been organized by areas of focus in AOC's 2017-2021 Strategic Plan.

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95% Favorability

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Overall, employees report very favorable perceptions about working at AOC.

In 2016, AOC scored highly favorable in 70% of questions and favorable in 25% of questions, with just 5% of questions unfavorable.

As delineated with dashed lines in the following graph of AOC's dimensions, highly favorable applies to responses of 66% favorability or above, favorable applies to responses between 51% and 65% favorable, and unfavorable applies to responses registering at 50% or below favorable.

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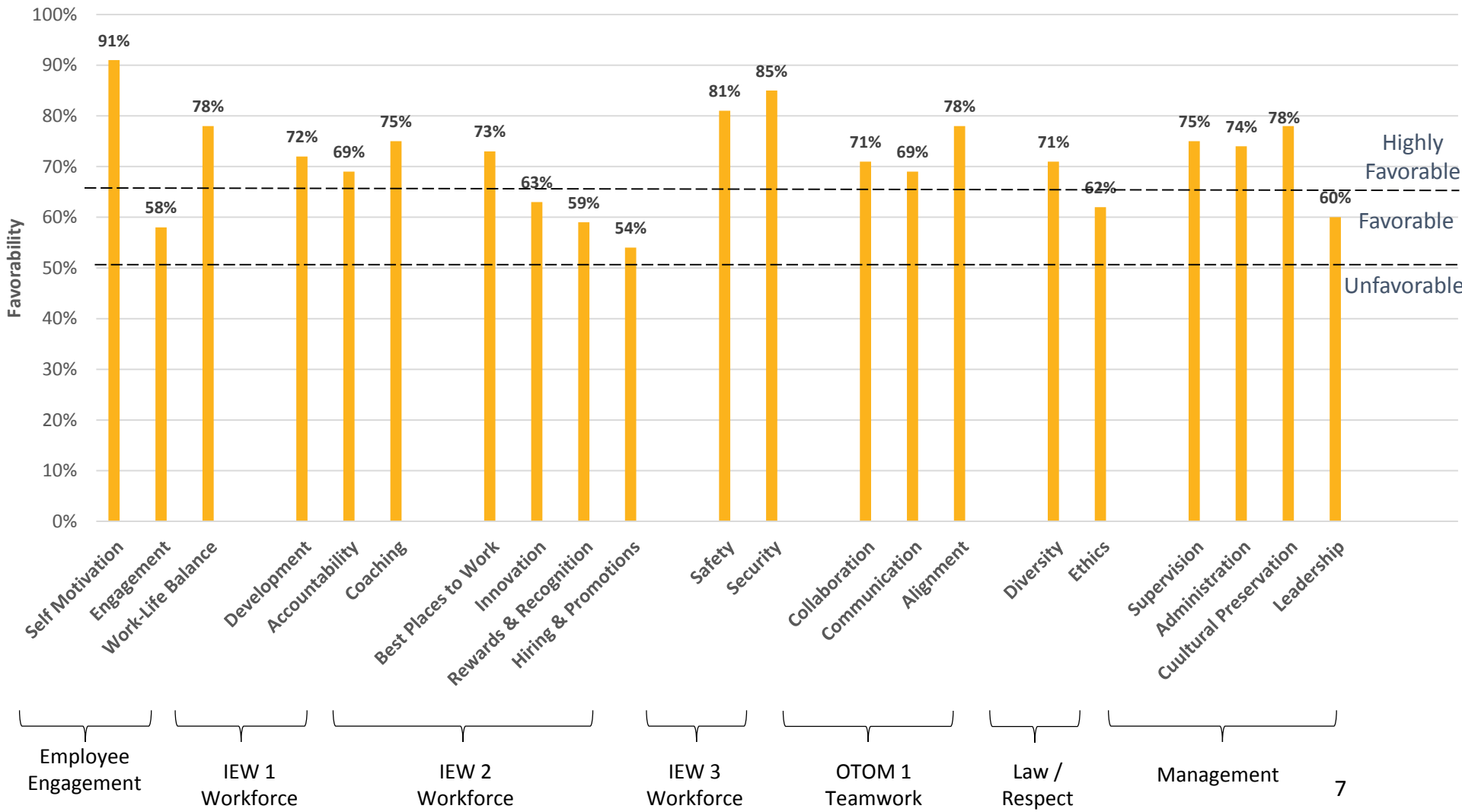
All AOC Dimensions



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Well Above the Federal Government-wide Average

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Overall, AOC scored an average of five percent higher than the federal government-wide average.

Specifically, AOC scored above the federal government average on 85% of questions, and scored comparable to or higher than the federal government average across the board.

The following chart depicts AOC's dimensions compared to the federal government-wide average for the same questions.

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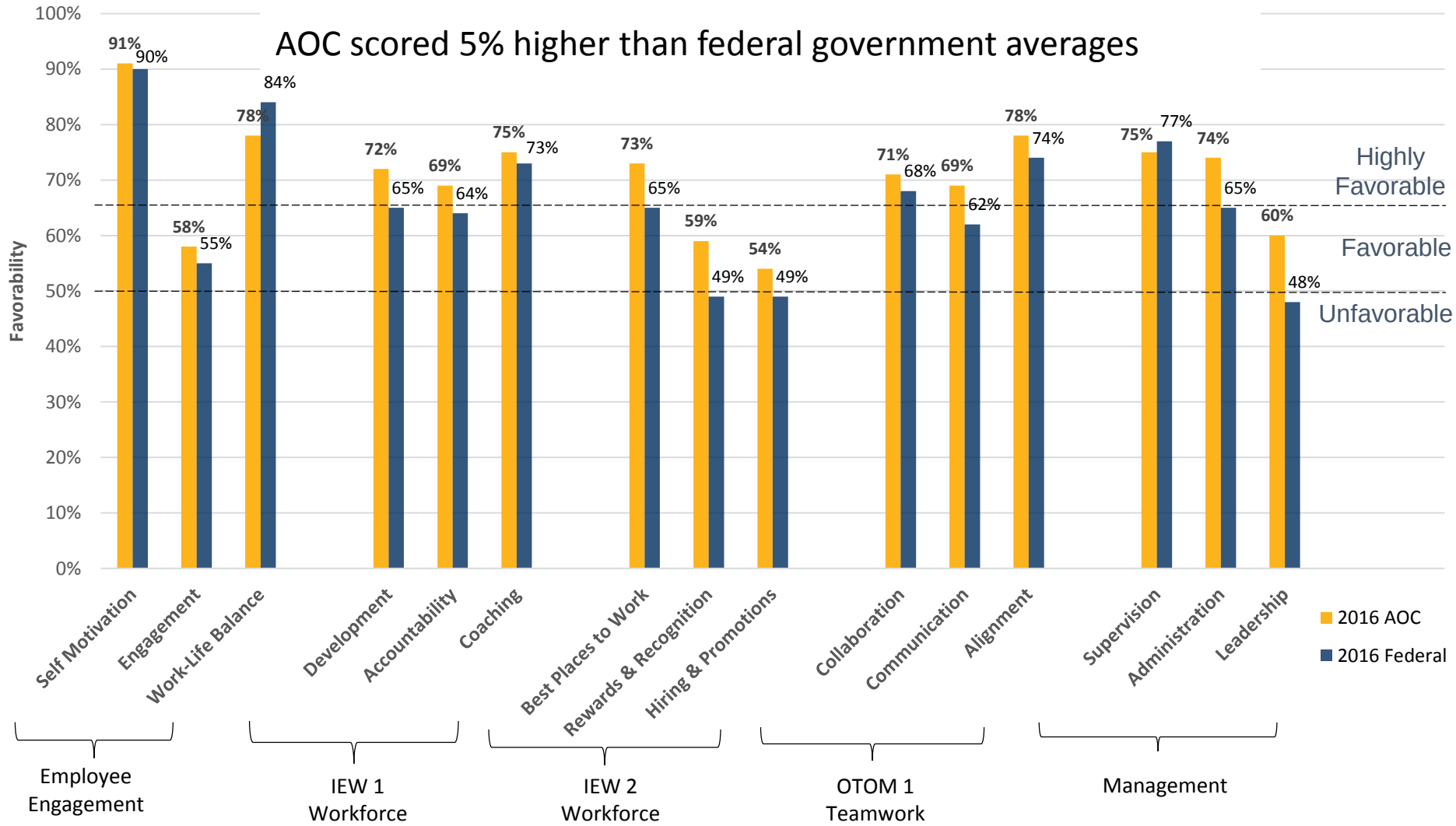
Comparable Dimensions Against Federal Government-wide Averages



Note: Dimensions are not depicted where there is no corresponding 2016 Federal data for a question within that dimension.

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Dimension Results

The following slides provide the detailed results for all questions in each of AOC's survey dimensions.

AOC's 2016 results are compared to AOC's 2014 results and to the federal government-wide average results for each question.

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Best Places to Work Dimension

These are the questions used by the Partnership for Public Service, together with its proprietary weighting formula, to calculate the annual ranking of Best Places to Work in the Federal Government.

- I recommend my organization as a good place to work.
- Considering everything, how satisfied are you with your job?
- Considering everything, how satisfied are you with your organization?

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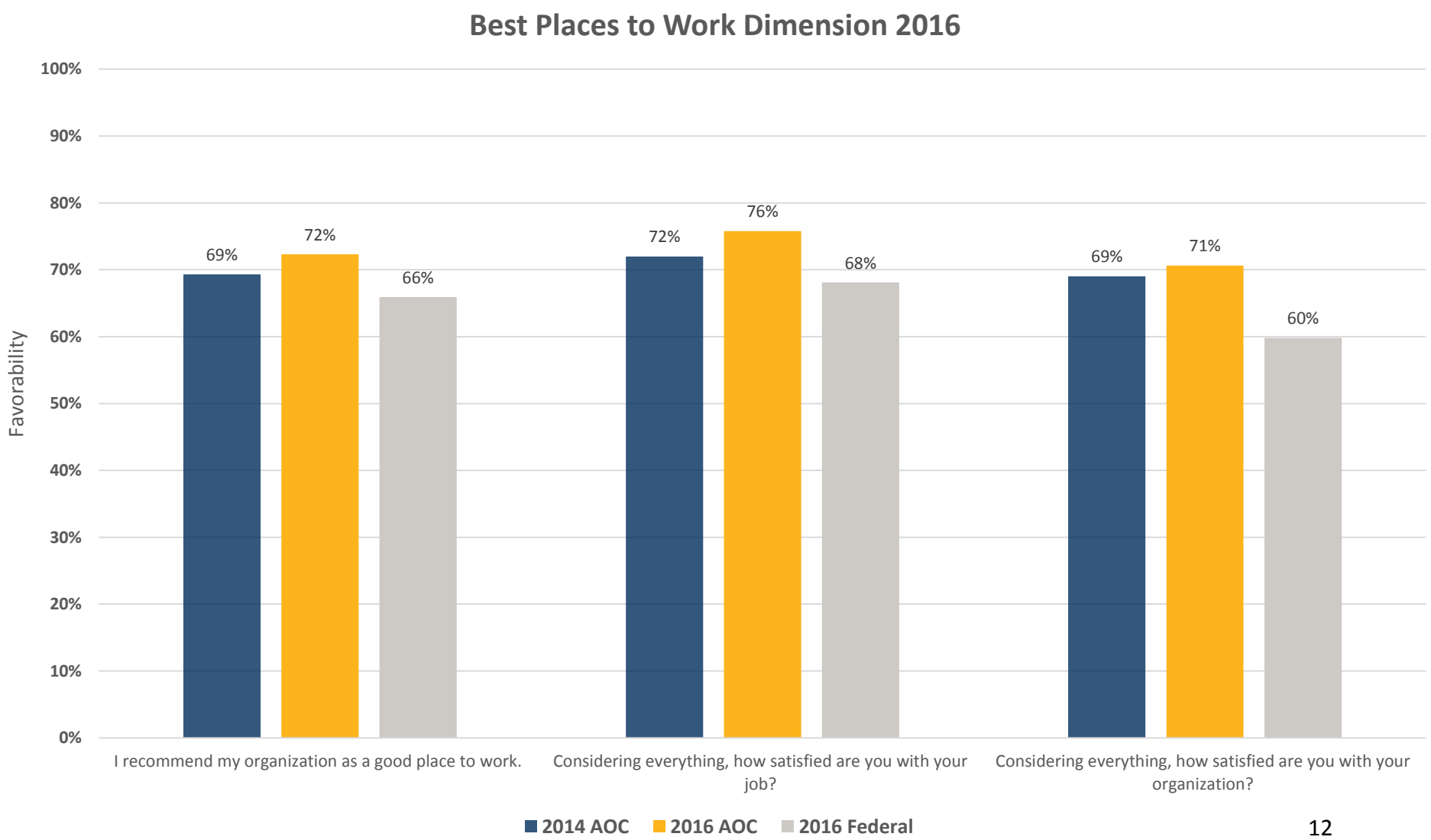
Best Places to Work Dimension



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IEW1 Workforce Dimensions

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IEW1 Workforce Dimensions:

The questions in these three dimensions are key performance indicators AOC uses to measure progress in our Innovative and Empowered Workforce (IEW) Goal's Objective 1.0: to strengthen performance through improved development and accountability practices.

Development Dimension

- I am given a real opportunity to improve my skills in my organization.
- The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.
- Supervisors in my work unit support employee development.
- How satisfied are you with the training you receive for your present job?

Accountability Dimension

- My performance appraisal is a fair reflection of my performance.
- I am held accountable for achieving results.
- In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Outstanding, Fully Successful, and Successful).
- In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.

Coaching Dimension

- Discussions with my supervisor about my performance are worthwhile.
- My supervisor provides me with constructive suggestions to improve my job performance.
- In the last six months, my supervisor has talked with me about my performance.

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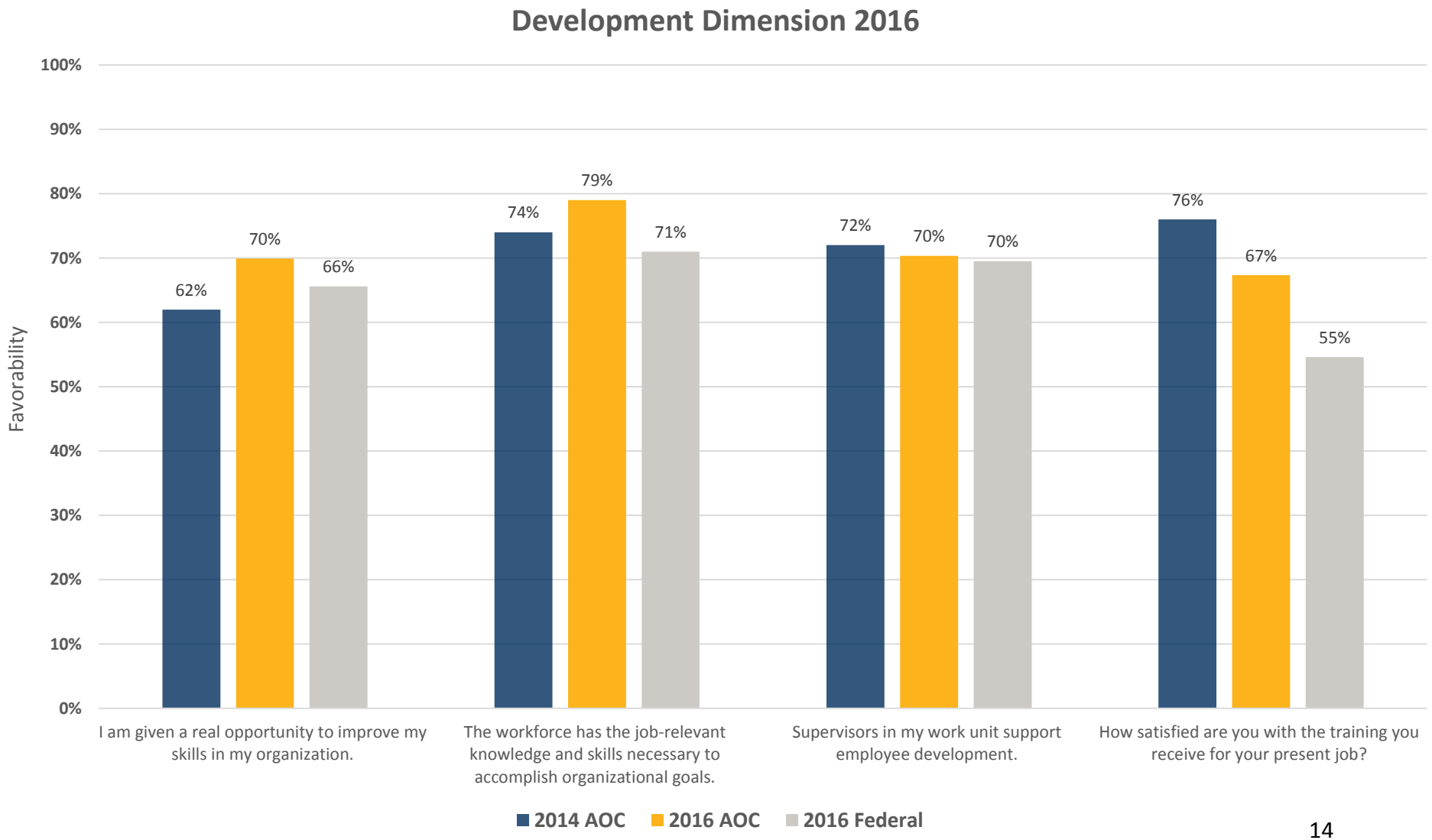
IEW1 Workforce Dimensions: Development



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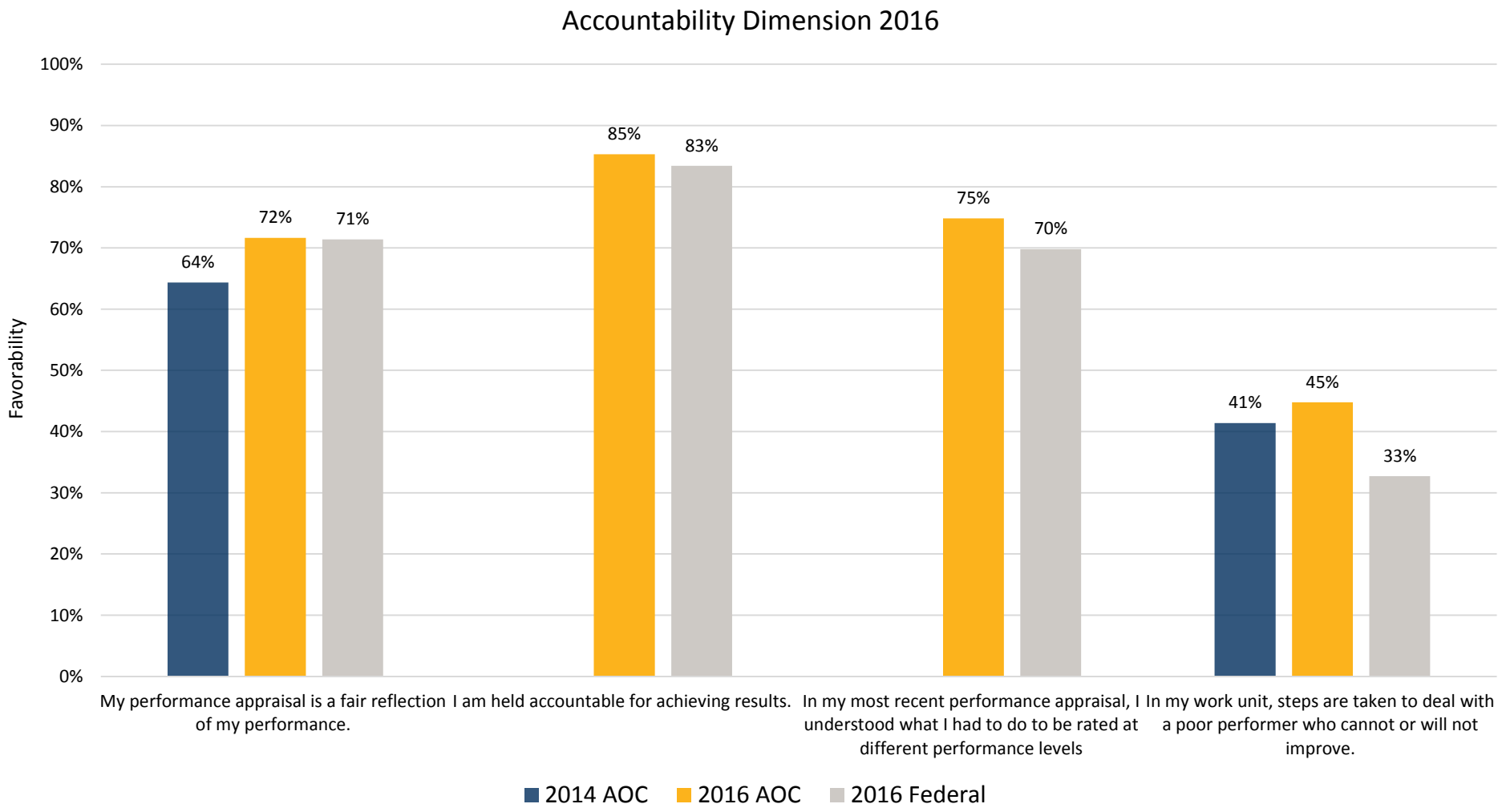
IEW1 Workforce Dimensions: Accountability



Note: 2014 AOC or 2016 Federal data is not depicted where there is no corresponding question due to survey differences.

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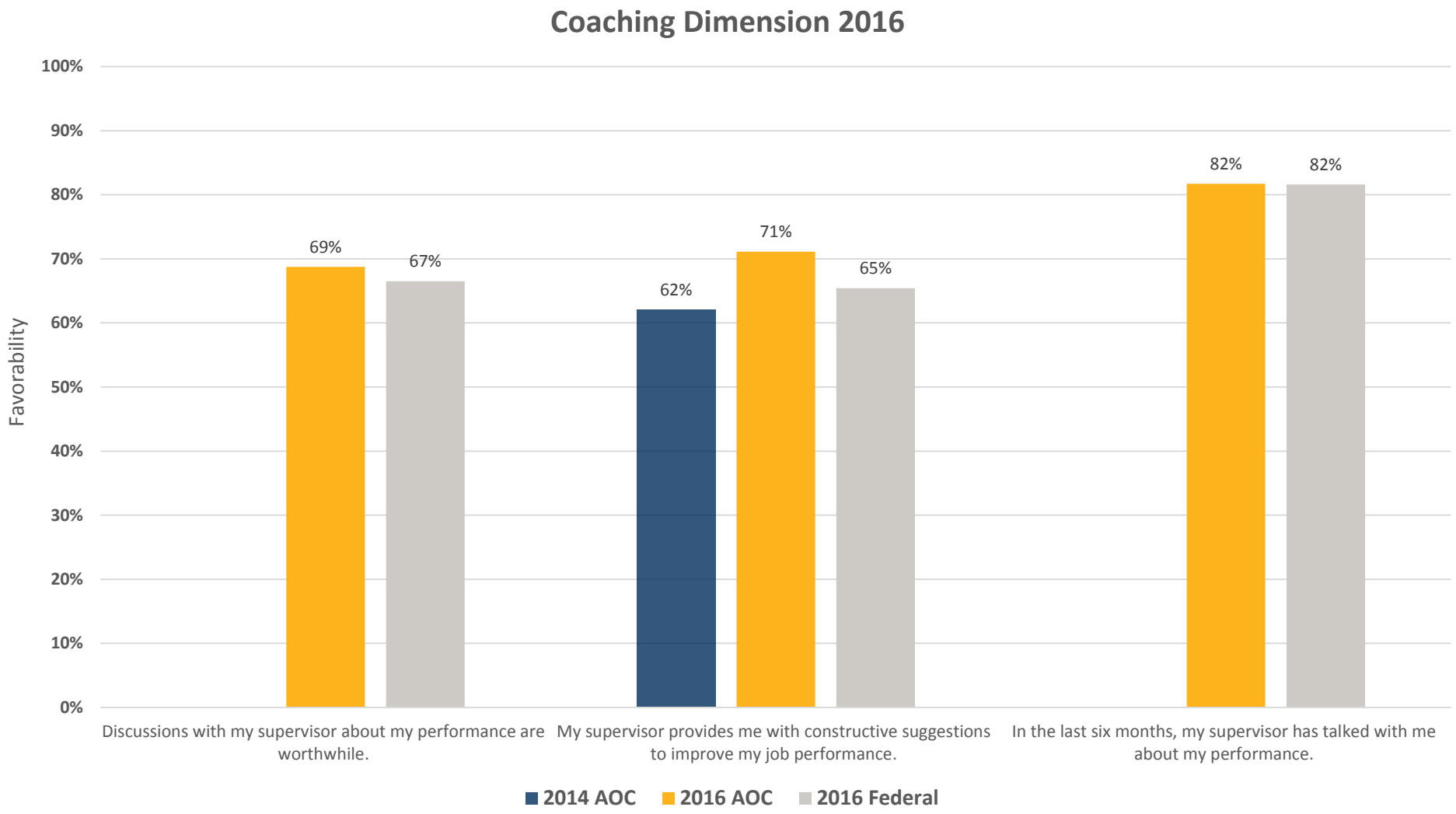
IEW1 Workforce Dimensions: Coaching



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IEW2 Workforce Dimensions

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IEW2 Workforce Dimensions:

The questions in these three dimensions are key performance indicators AOC uses to measure progress in our Innovative and Empowered Workforce (IEW) Goal's Objective 2.0: to cultivate high employee engagement in the workplace. They parallel AOC's three areas of organizational development focus based on AOC's historic FEVS scores in areas where we want to improve.

Innovation Dimension

- I feel encouraged to come up with new and better ways of doing things.
- Creativity and innovation are rewarded.
- How satisfied are you with your involvement in decisions that affect your work?
- My direct supervisor removes barriers to getting my job done.

Rewards & Recognition Dimension

- In my work unit, differences in performance are recognized in a meaningful way.
- Awards in my work unit depend on how well employees perform their jobs.
- Employees are recognized for providing high quality products and services.
- How satisfied are you with the recognition you receive for doing a good job?

Hiring & Promotions Dimension

- How satisfied are you with your opportunity to get a better job in your organization?
- Promotions in my work unit are based on merit.
- My supervisor provides me with opportunities to demonstrate my leadership skills.

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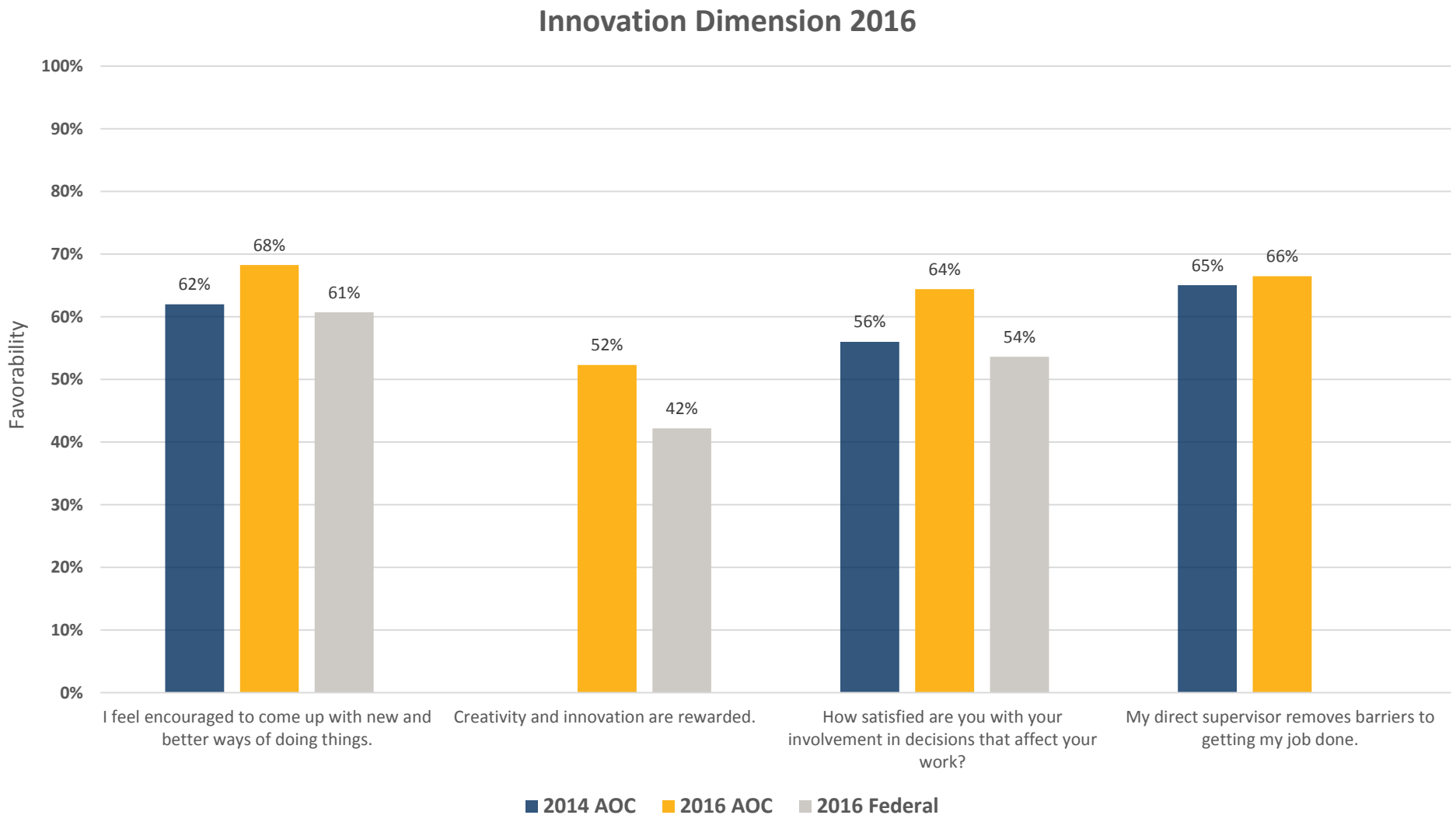
IEW2 Workforce Dimensions: Innovation



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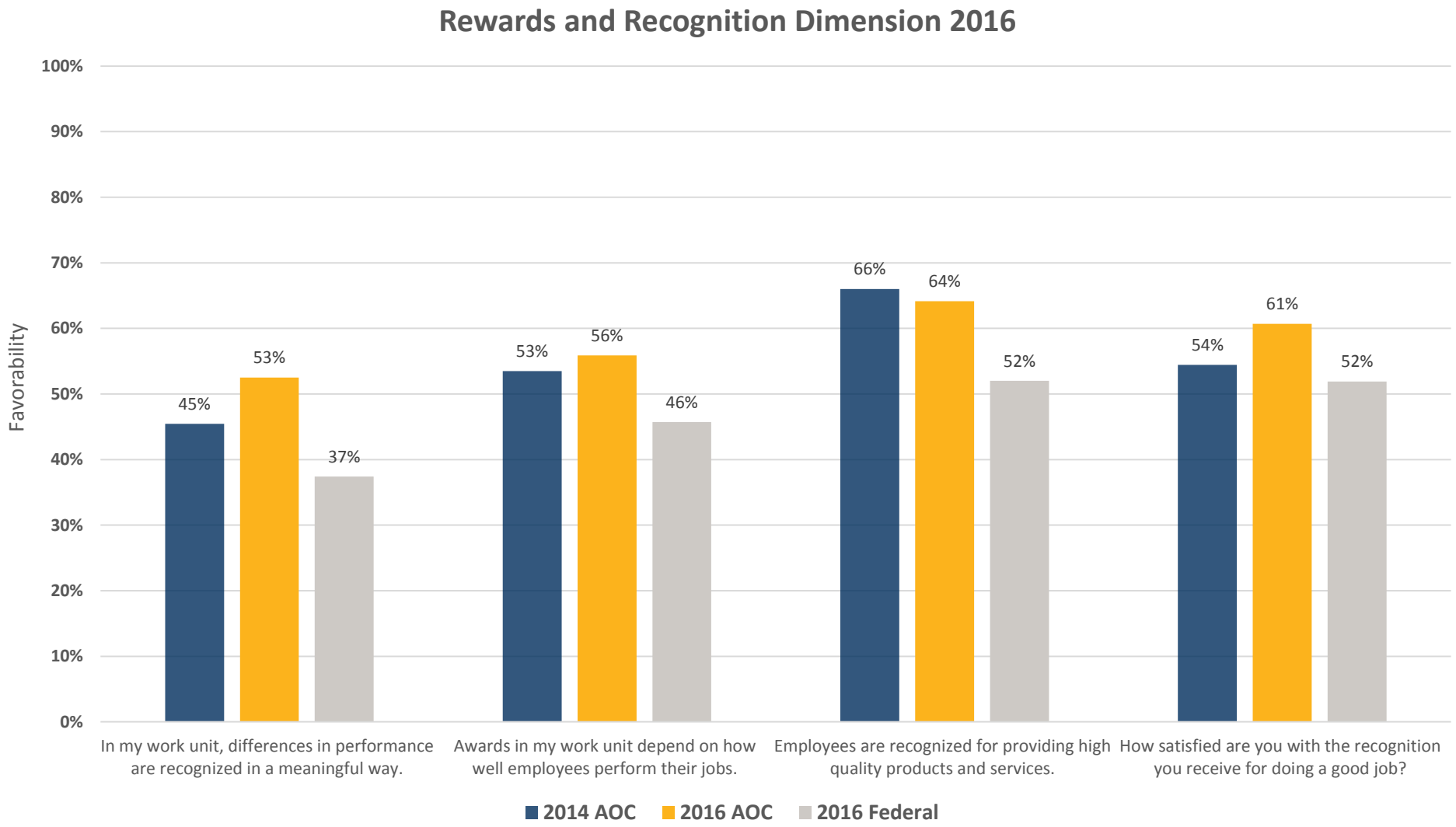
IEW2 Workforce Dimensions: Rewards & Recognition



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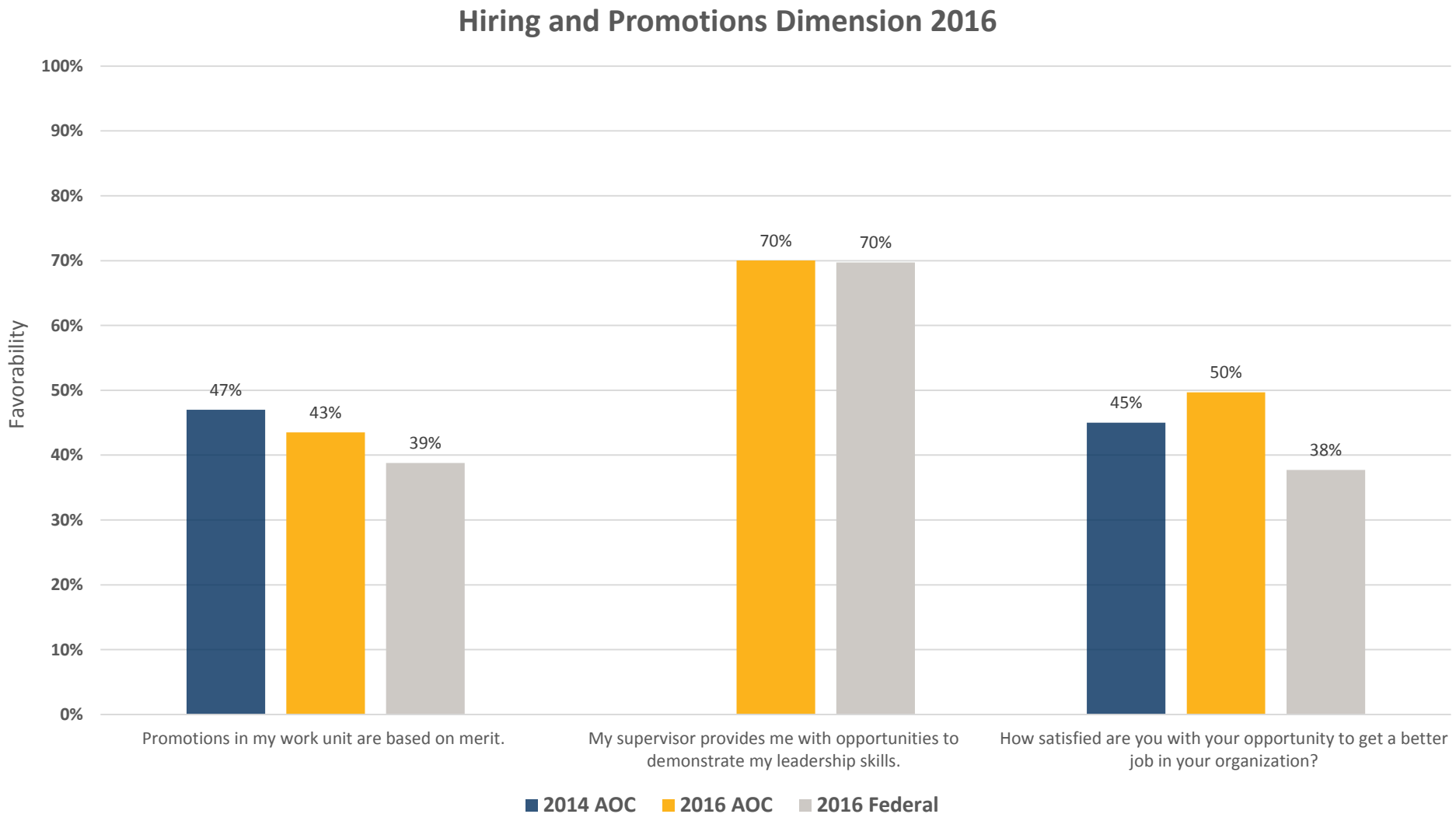
IEW2 Workforce Dimensions: Hiring & Promotions



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IEW3 Workforce Dimensions

IEW3 Workforce Dimensions:

The questions in these two dimensions are key performance indicators AOC uses to measure progress in our Innovative and Empowered Workforce (IEW) Goal's Objective 3.0: to provide for the security and safety of every AOC employee.

Safety Dimension

- Physical conditions allow employees to perform their jobs well.
- Employees are protected from health and safety hazards on the job.
- My direct supervisor follows and consistently enforces safety requirements within my workgroup.
- I can report safety concerns without fear of being punished.
- I am given the proper tools and protective equipment to do my job safely.
- I am given the proper training to do my job safely.

Security Dimension

- My organization has prepared employees for potential security threats.
- I have been told what to do if there is a workplace emergency.
- To what extent have you, personally, experienced workplace violence in the last 12 months at AOC?

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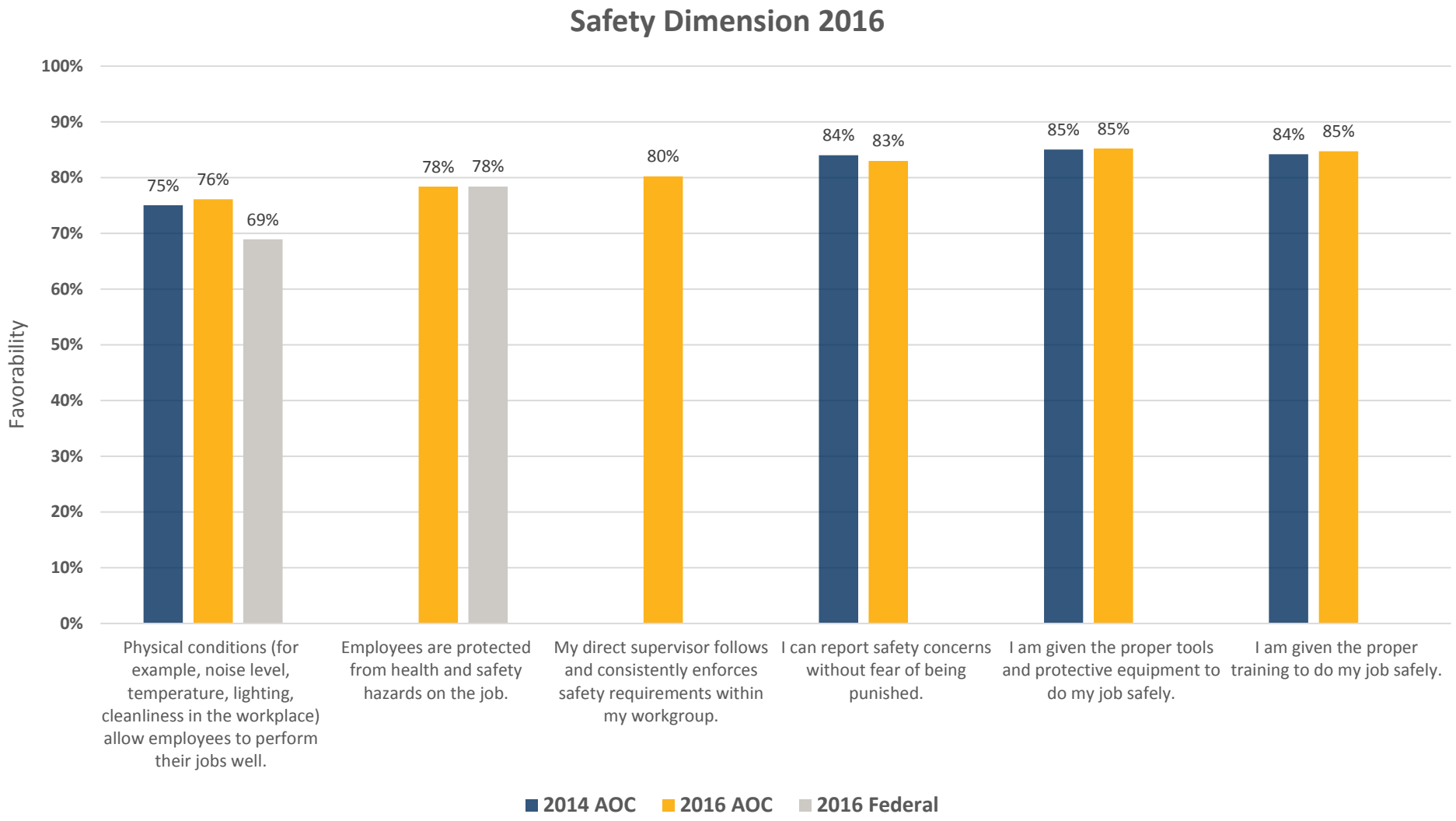
IEW3 Workforce Dimensions: Safety



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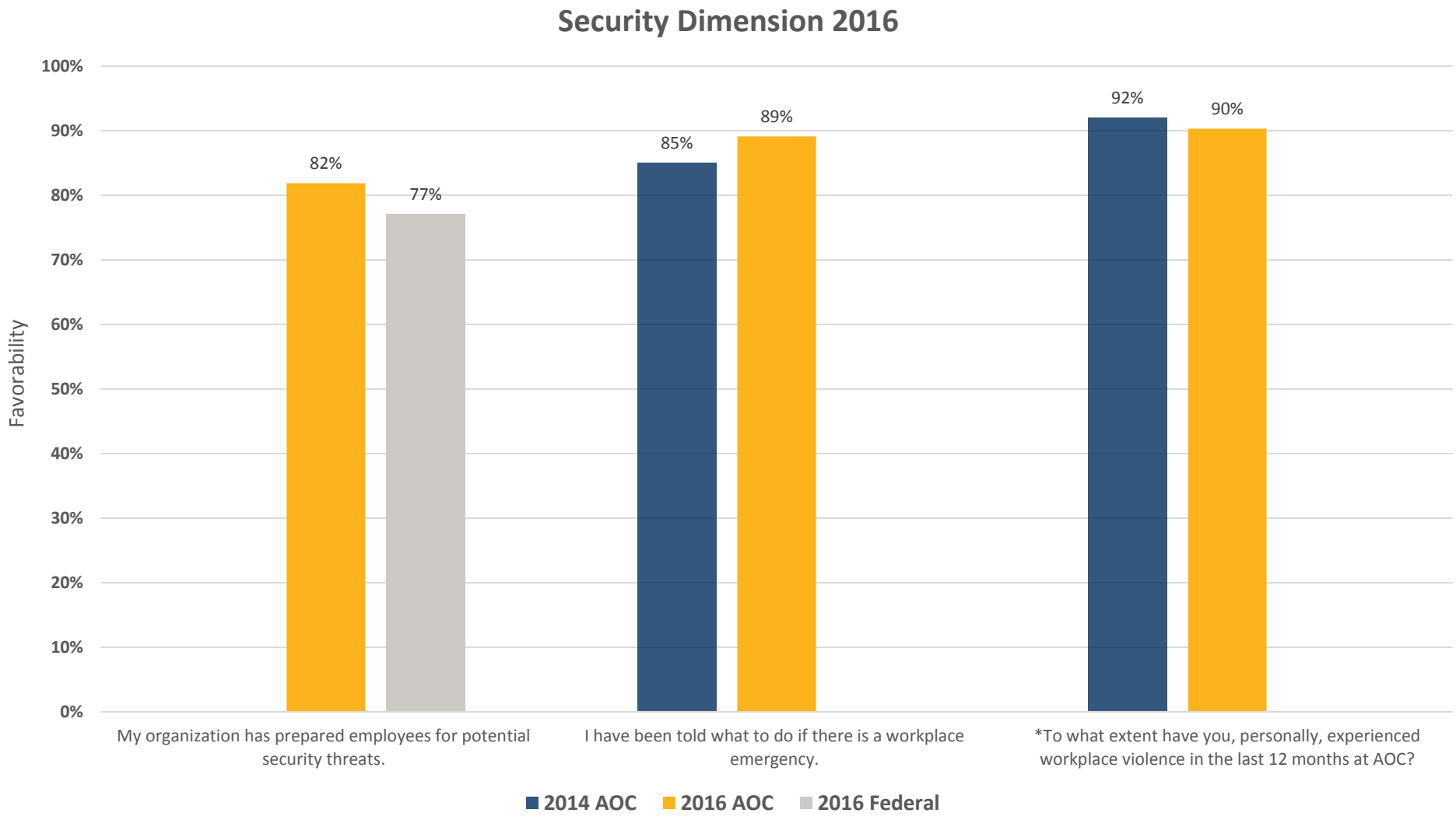
IEW3 Workforce Dimensions: Security



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OTOM1 Teamwork Dimensions

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OTOM1 Teamwork Dimensions:
The questions in these three dimensions are key performance indicators AOC uses to measure progress in Objective 1.0 of our Goal to Operate as One Team, Dedicated to One Mission (OTOM). OTOM Objective 1.0 calls for teamwork and asks us to ensure the success of others by prioritizing AOC's mission, values, vision and goals ahead of the interests of any individual, work group or business unit.

Collaboration Dimension

- The people I work with cooperate to get the job done.
- Employees in my work unit share job knowledge with each other.
- Managers support collaboration across work units to accomplish work objectives.

Communication Dimension

- I have enough information to do my job well.
- My supervisor listens to what I have to say.
- Managers promote communication among different work units.
- How satisfied are you with the information you receive from management on what's going on in your organization?

Alignment Dimension

- My work gives me a feeling of personal accomplishment.
- I know how my work relates to the agency's goals and priorities.
- My agency is successful at accomplishing its mission.
- Managers communicate the goals and priorities of the organization.

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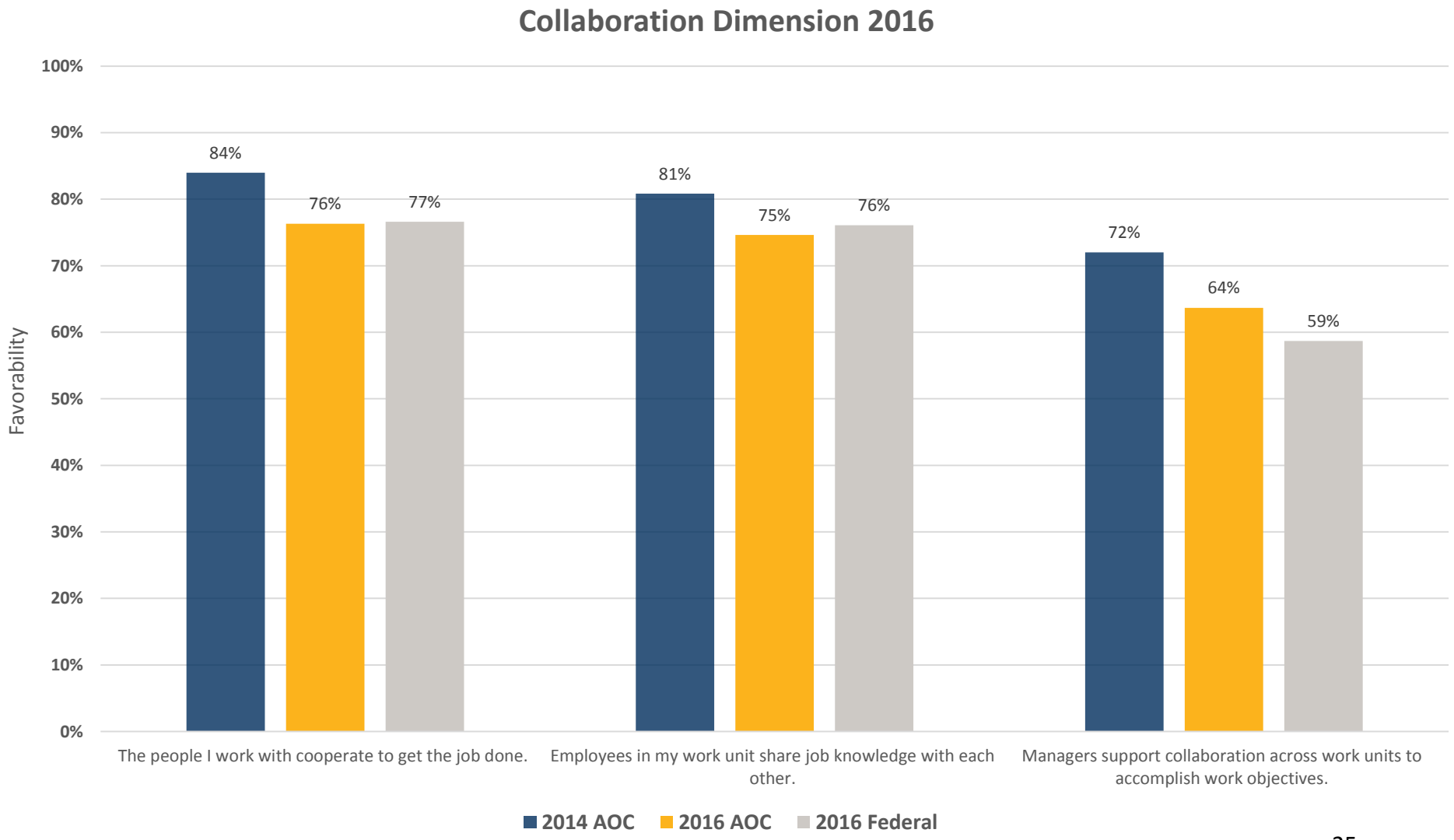
OTOM1 Teamwork Dimensions: Collaboration



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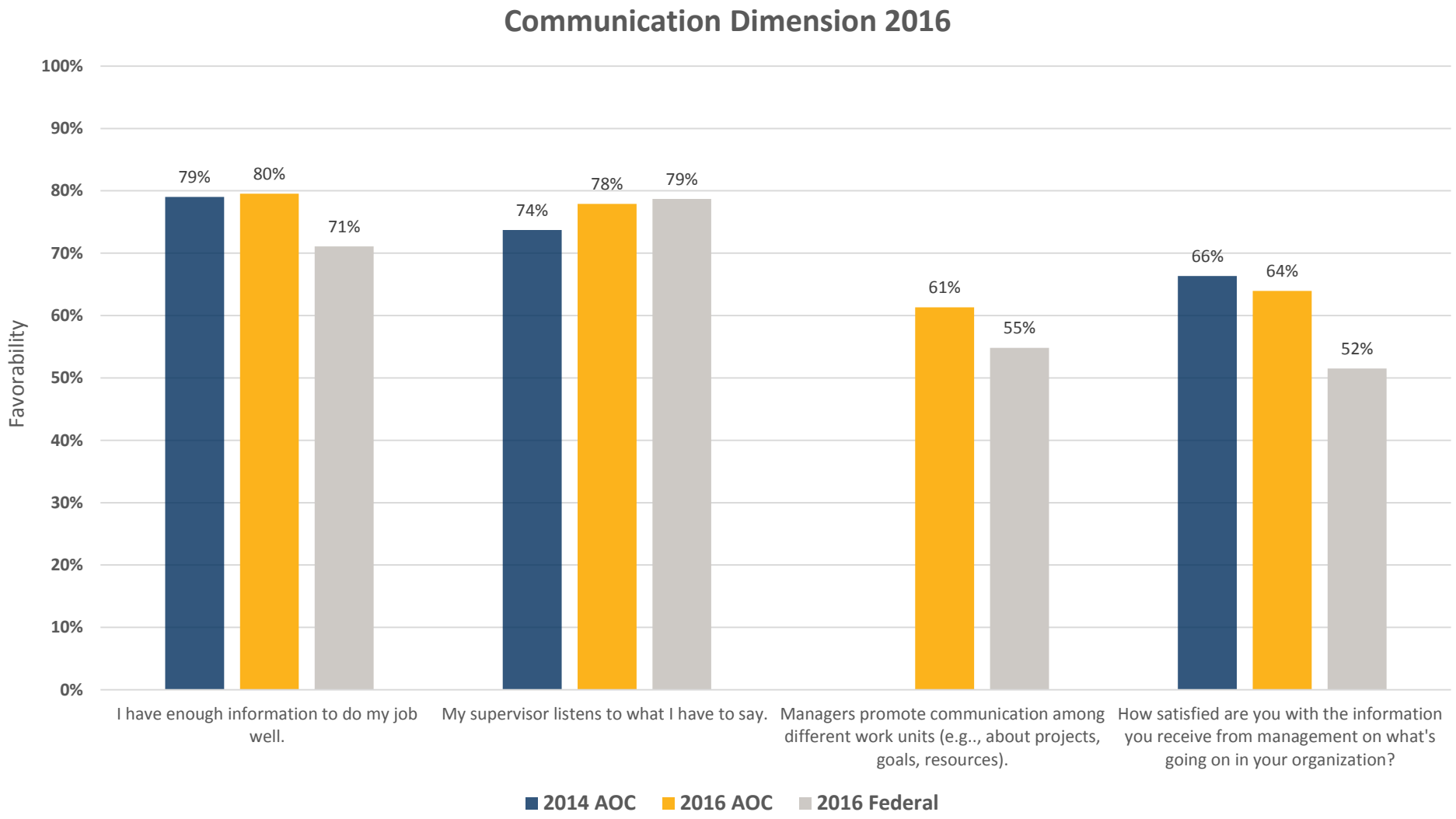
OTOM1 Teamwork Dimensions: Communication



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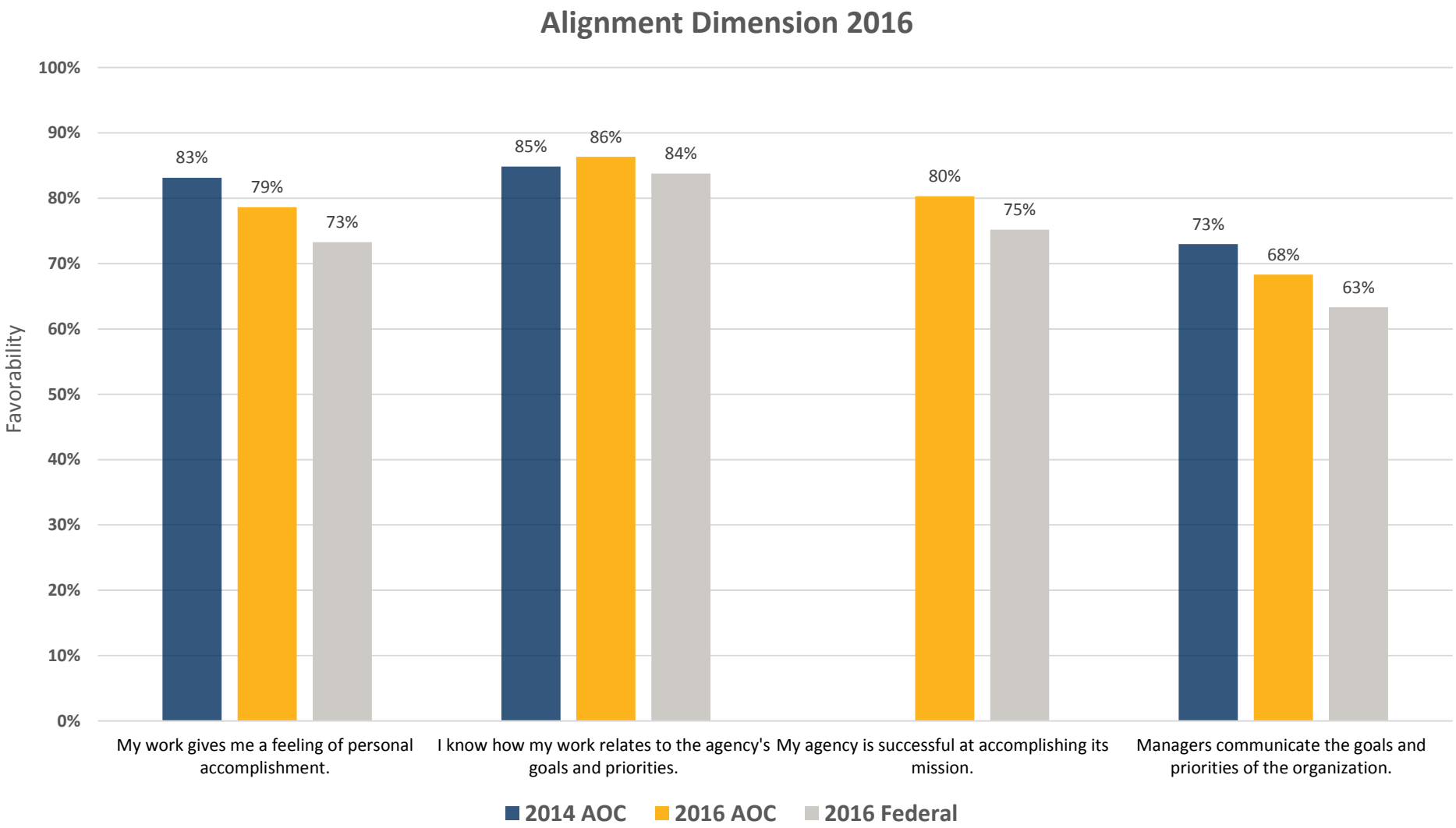
OTOM1 Teamwork Dimensions: Alignment



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Law/Respect Dimensions

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Law/Respect Dimensions:
The questions in these two dimensions relate to perceptions about AOC's fulfillment of its commitment to a legal, ethical and respectful workplace for all.

Diversity Dimension

- Policies and programs promote diversity in the workplace.
- My supervisor is committed to a workforce representative of all segments of society.
- Supervisors work well with employees of different backgrounds.
- To what extent is prejudice, discrimination and/or harassment a problem at AOC?
- To what extent have you, personally, experienced prejudice or discrimination in the last 12 months at AOC?
- To what extent have you, personally, experienced harassment in the last 12 months at AOC?

Ethics Dimension

- I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.
- Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.
- Prohibited Personnel Practices are not tolerated.
- To what extent have you, personally, experienced workplace bullying in the last 12 months at AOC?

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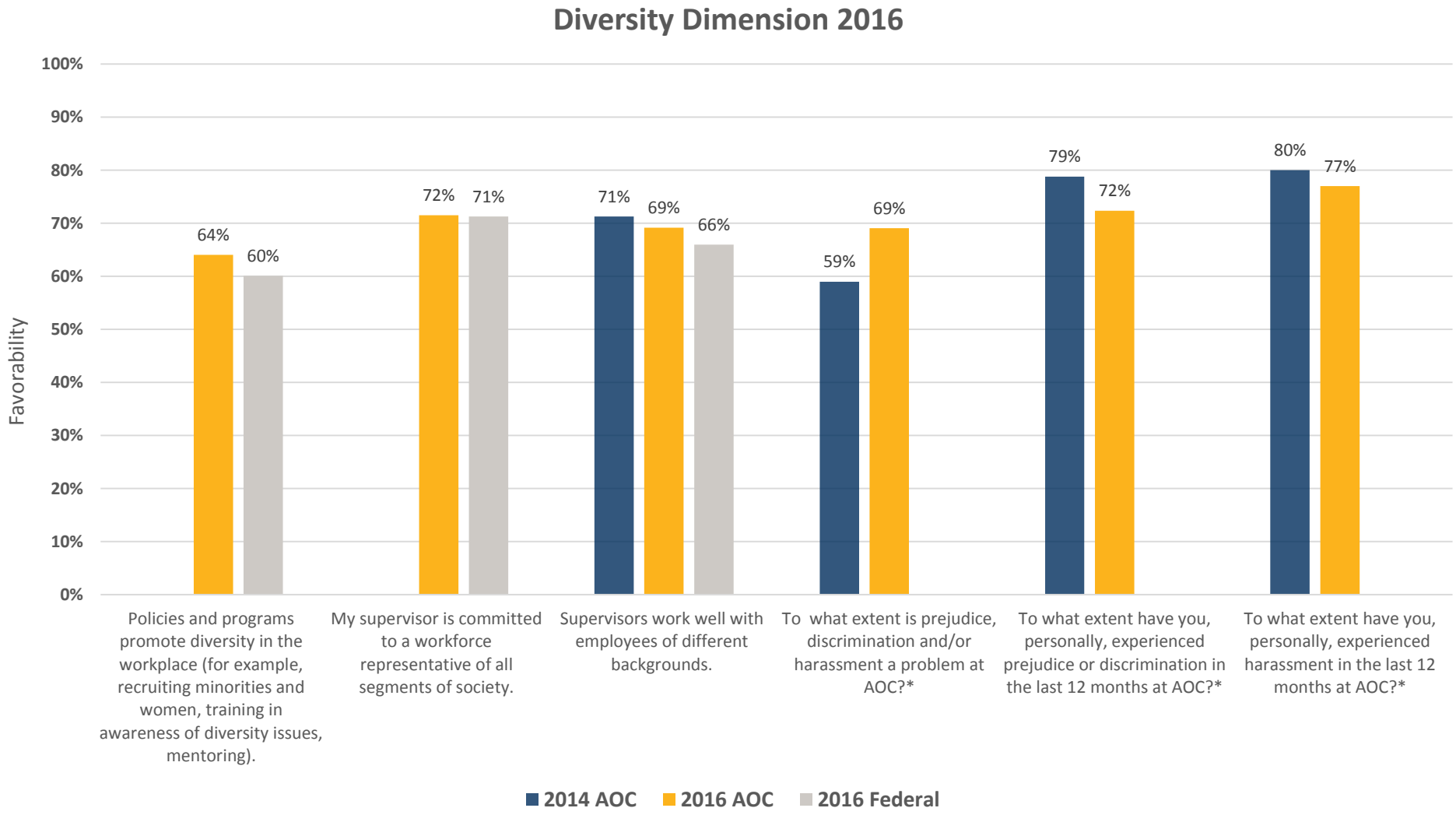
Law/Respect Dimensions: Diversity



* Favorability indicates employee response that these behaviors are not a problem/experienced at AOC.

Note: 2014 AOC or 2016 Federal data is not depicted where there is no corresponding question due to survey differences.

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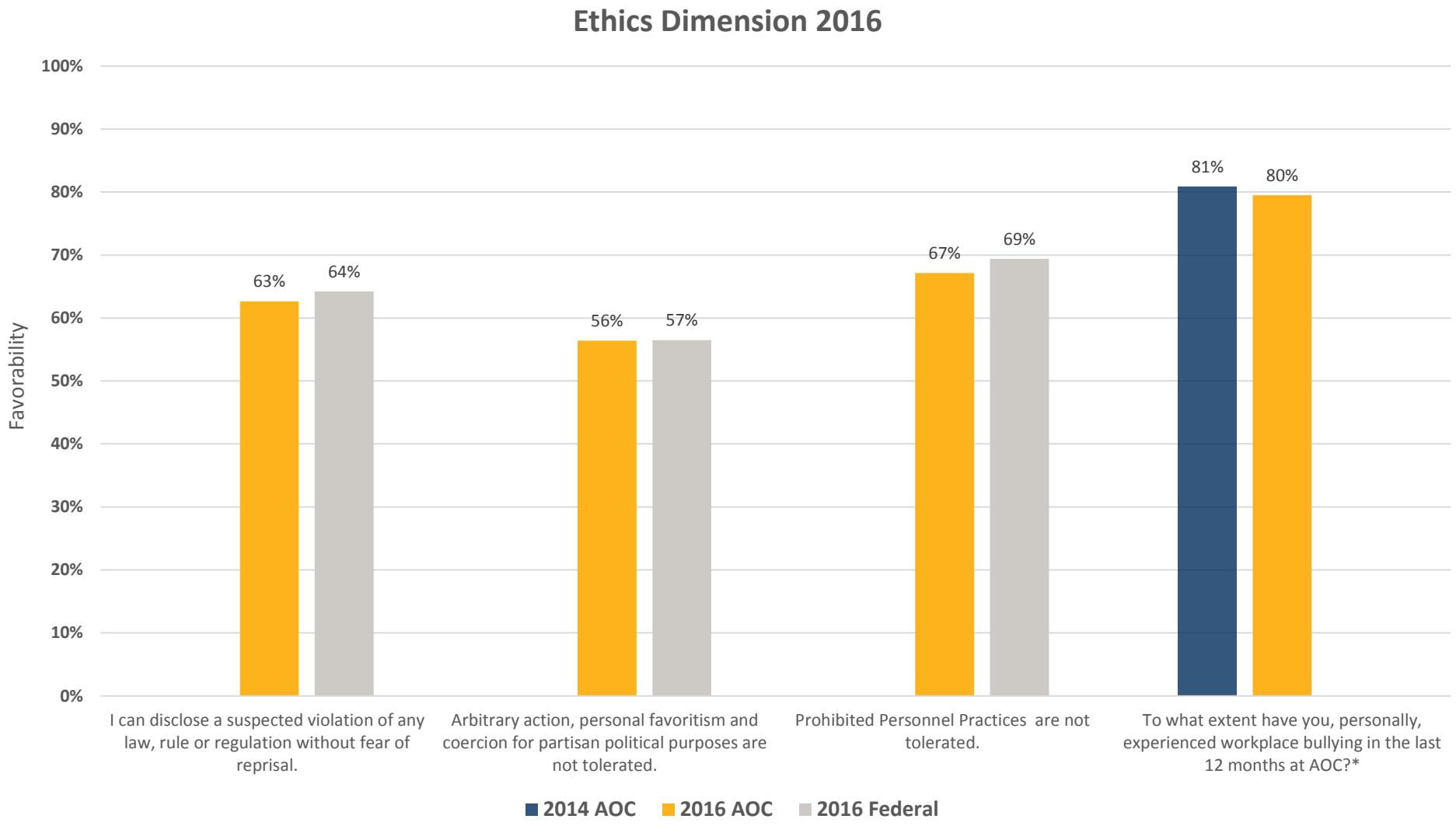
Law/Respect Dimensions: Ethics



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Management Dimensions

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Management Dimensions:

The questions in these four dimensions relate to employee perceptions about management at the supervisor, mid-level management and senior leader levels. The Cultural Preservation Dimension identifies particular administration elements required for successful mission execution.

Supervision Dimension

- My supervisor supports my need to balance work and other life issues.
- My supervisor treats me with respect.
- I have trust and confidence in my supervisor.
- Overall, how good a job do you feel is being done by your immediate supervisor?
- My supervisor cares about me as a person.

Administration Dimension

- I know what is expected of me on the job.
- I have sufficient resources (for example, people, materials, budget) to get my job done.
- My workload is reasonable.
- My talents are used well in the workplace.
- How would you rate the overall quality of work done by your work unit?
- Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?

Leadership Dimension:

- My work unit is able to recruit people with the right skills.
- I believe the results of this survey will be used to make my agency a better place to work.
- In my organization, senior leaders generate high levels of motivation and commitment in the workforce.
- My organization's senior leaders maintain high standards of honesty and integrity.
- I have a high level of respect for my organization's senior leaders.
- How satisfied are you with the policies and practices of your senior leaders?

Cultural Preservation Dimension

- I know which objects or areas in my work place are historical assets.
- I know how to use specific tools or methods to preserve historical assets.

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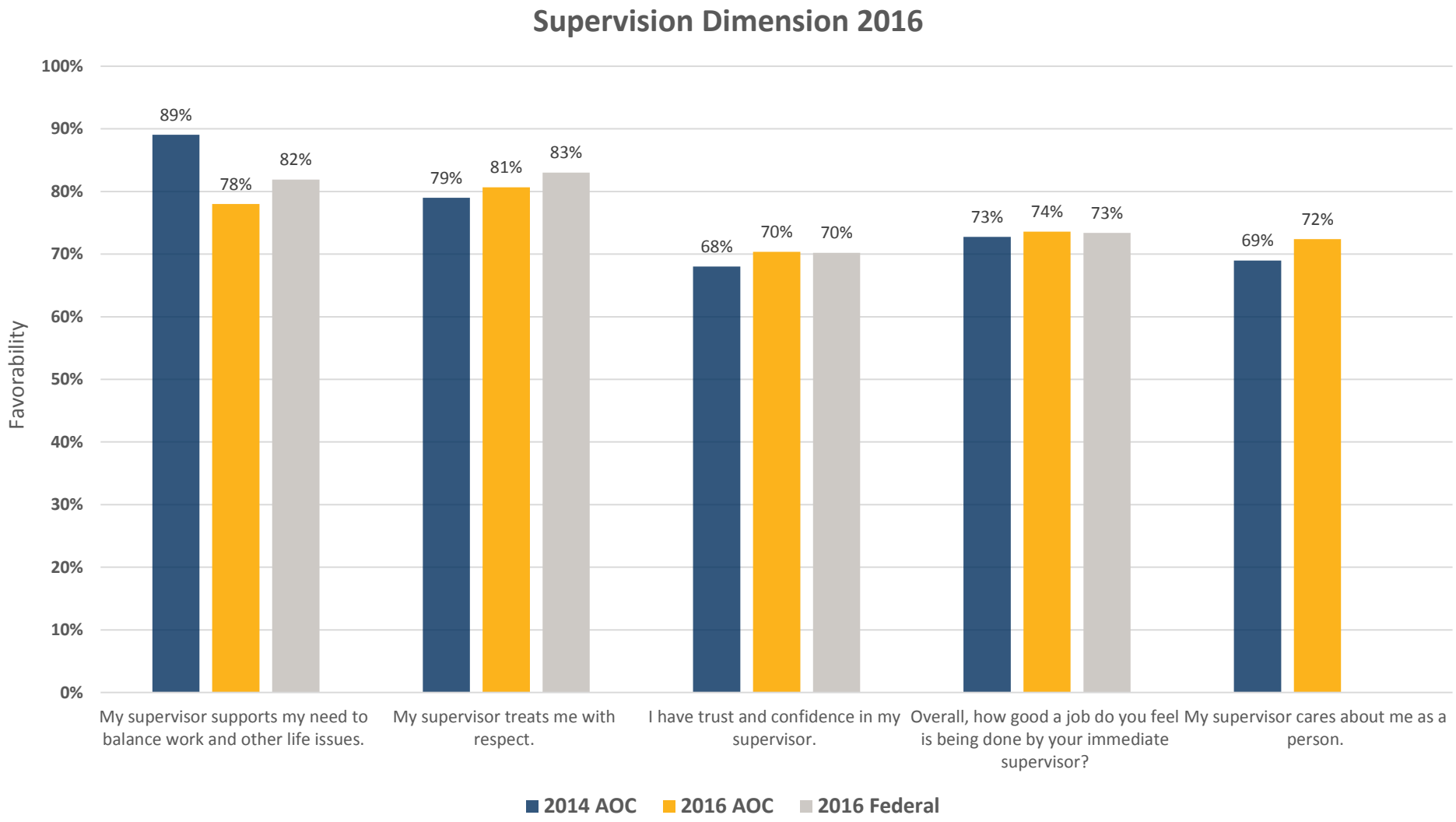
Management Dimensions: Supervision



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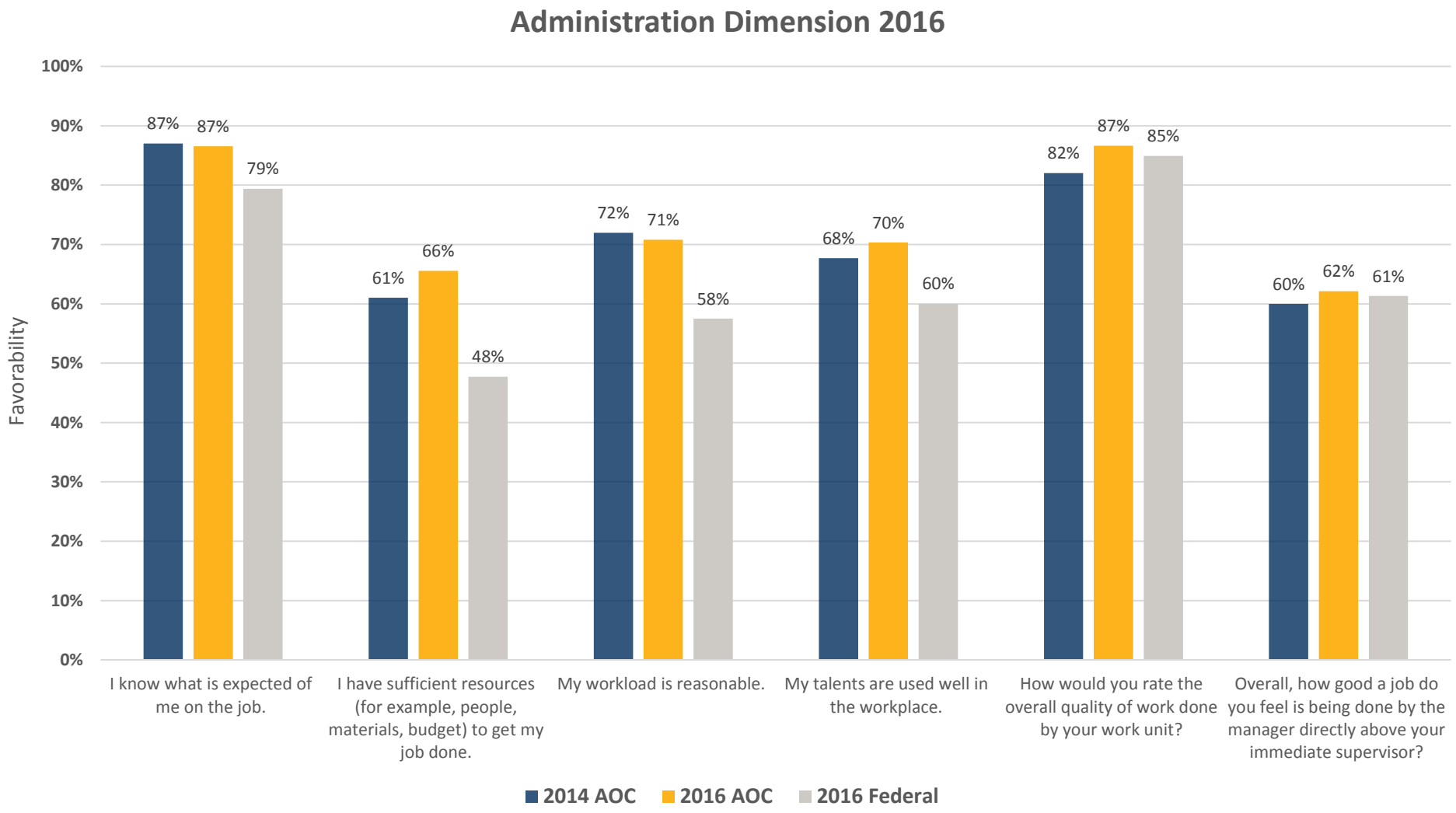
Management Dimensions: Administration



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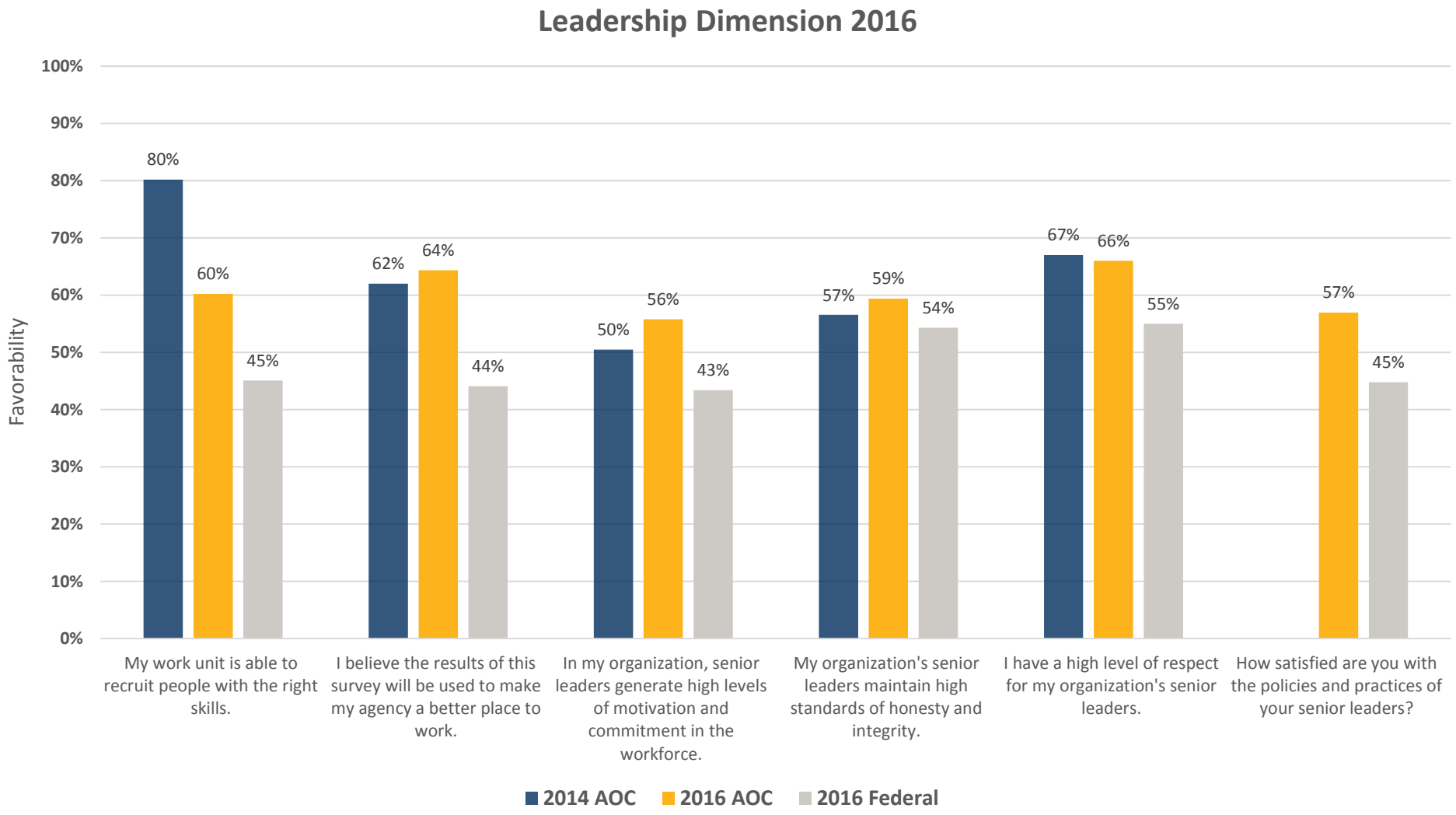
Management Dimensions: Leadership



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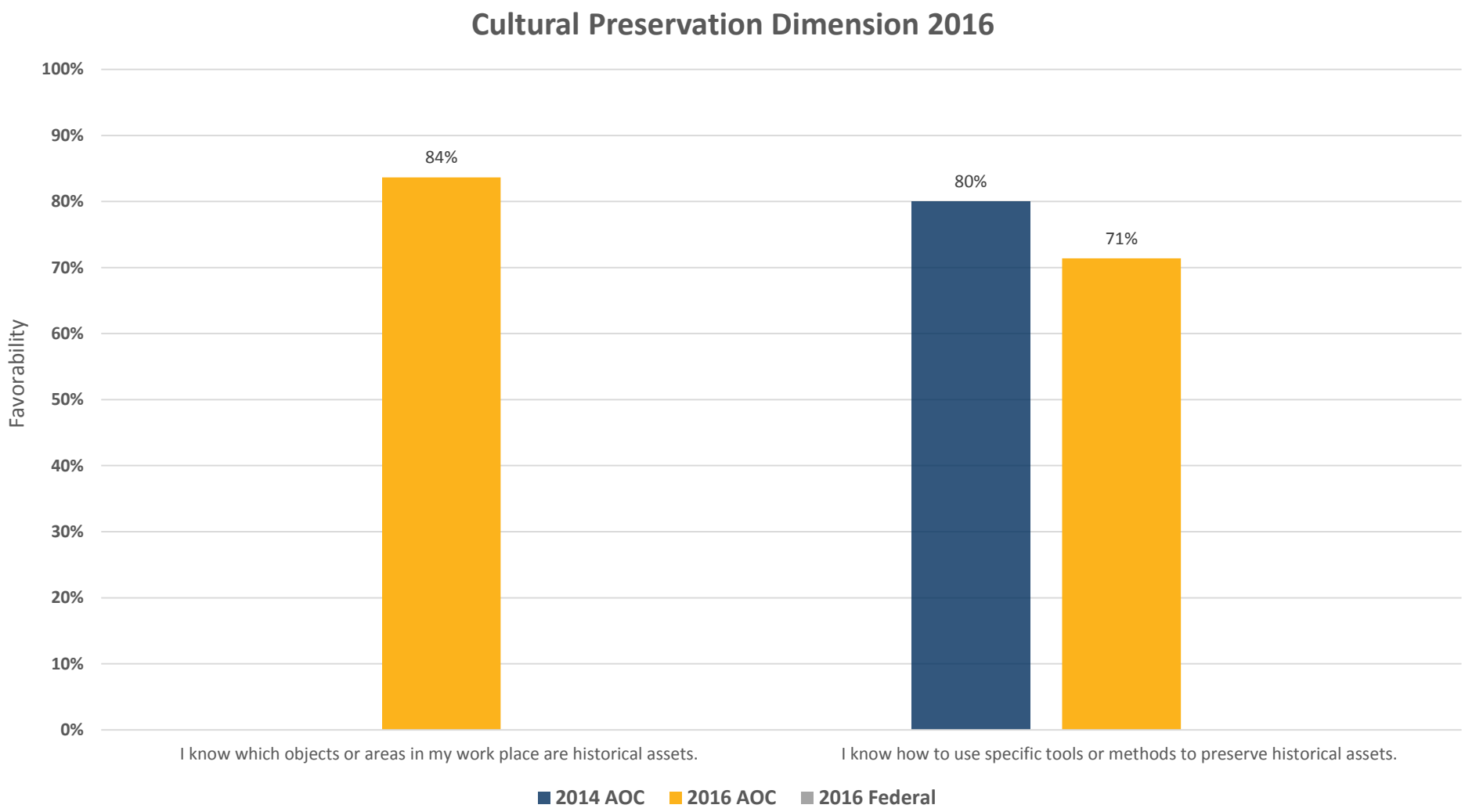
Management Dimensions: Cultural Preservation



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Employee Engagement Dimensions

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Employee Engagement Dimensions

The questions in these three dimensions provide data about employee self-motivation and additional engagement elements related to development, empowerment, work-life balance and overall satisfaction.

Self-Motivation Dimension

- I like the kind of work I do.
- When needed I am willing to put in the extra effort to get a job done.
- I am constantly looking for ways to do my job better.
- The work I do is important.

Engagement Dimension

- My training needs are assessed.
- The skill level in my work unit has improved in the past year.
- Employees have a feeling of personal empowerment with respect to work processes.
- Pay raises depend on how well employees perform their jobs.
- Managers review and evaluate the organization's progress toward meeting its goals and objectives.
- Senior leaders demonstrate support for Work/Life programs.
- Considering everything, how satisfied are you with your pay?

Work-Life Balance Dimension

- How satisfied are you with the Telework program in your agency?
- How satisfied are you with the Alternative Work Schedules (AWS) program in your agency?
- How satisfied are you with the Health and Wellness Programs in your agency?
- How satisfied are you with the Employee Assistance Program (EAP) in your agency?

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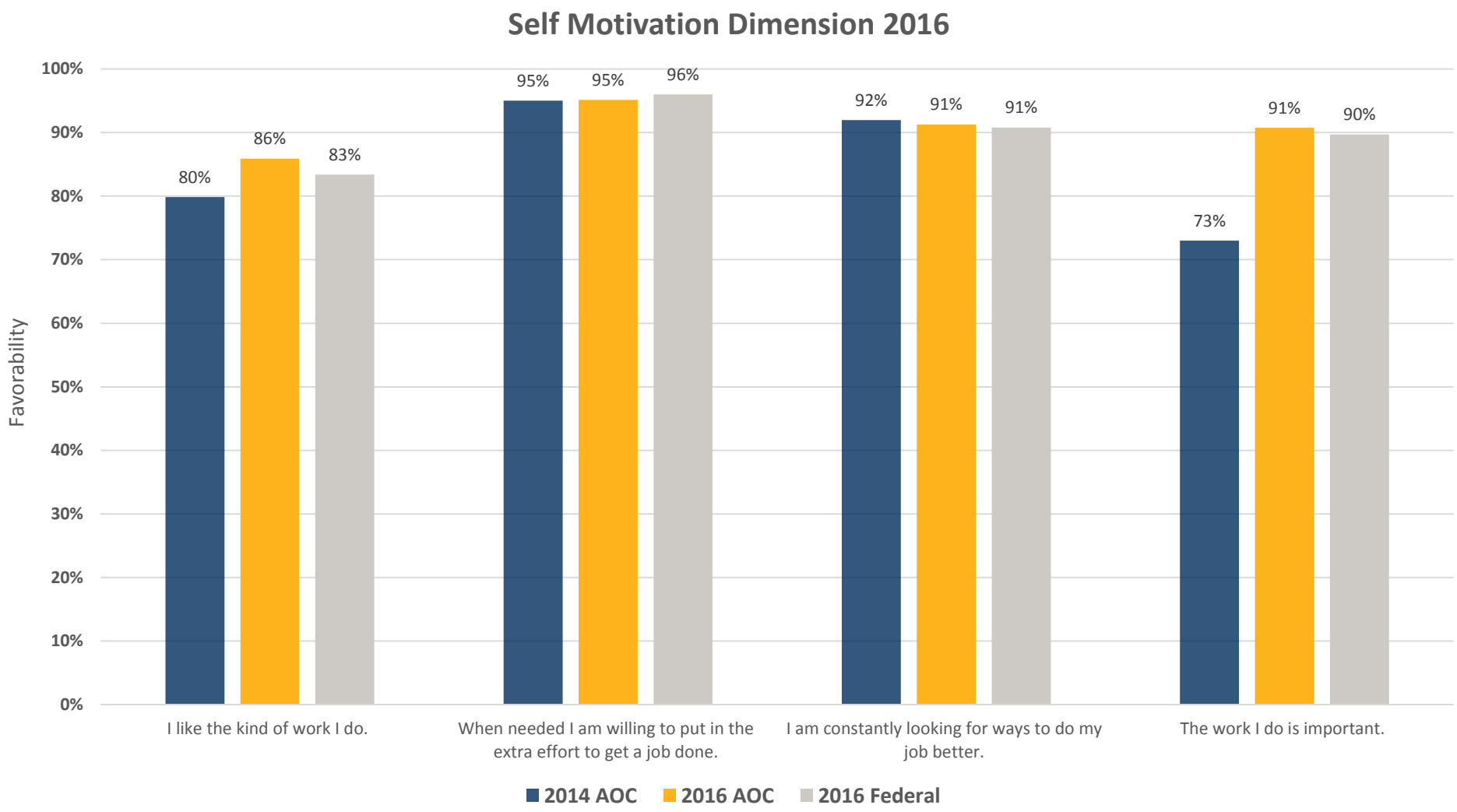
Employee Engagement Dimensions: Self Motivation



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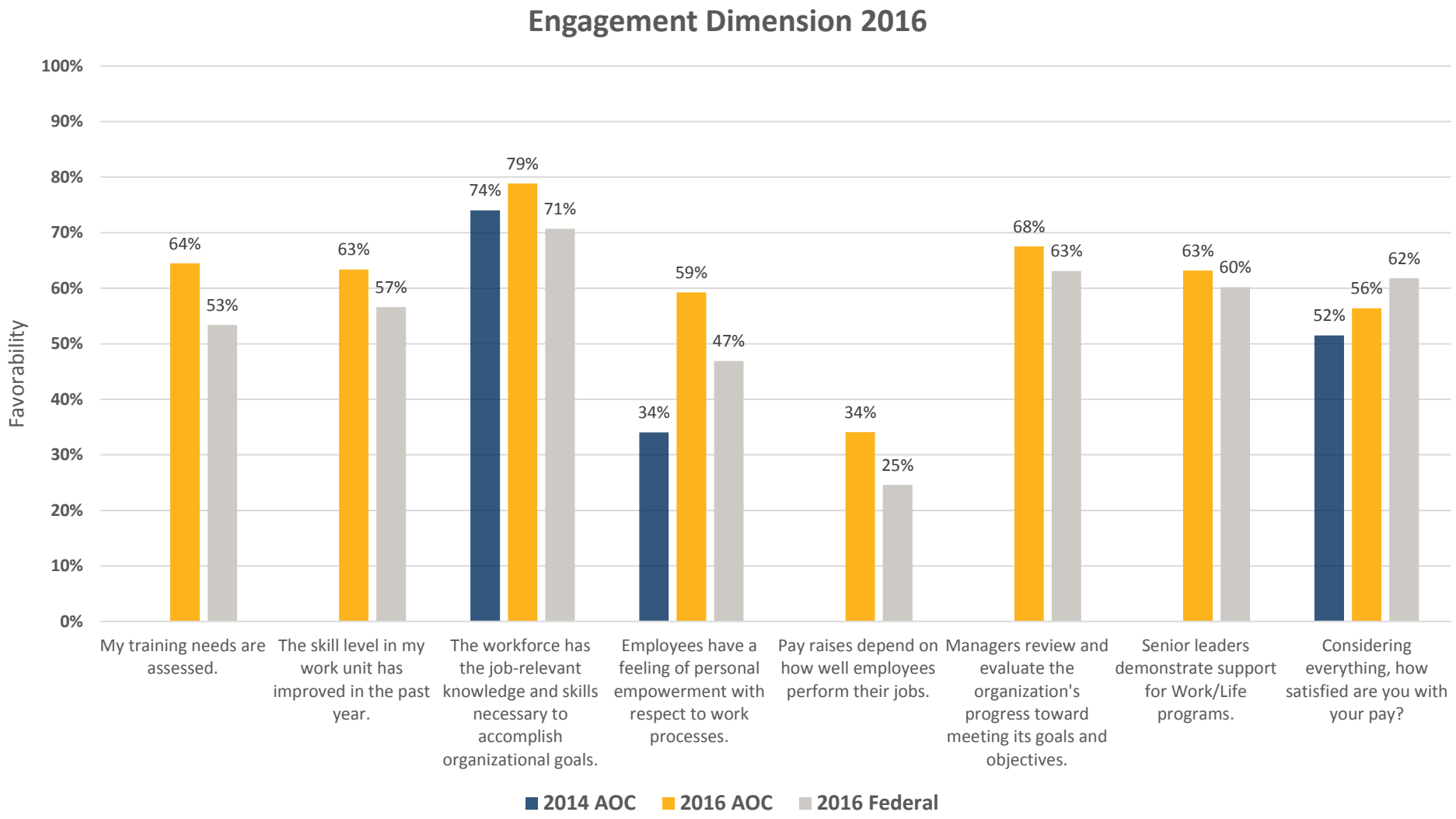
Employee Engagement Dimensions: Engagement



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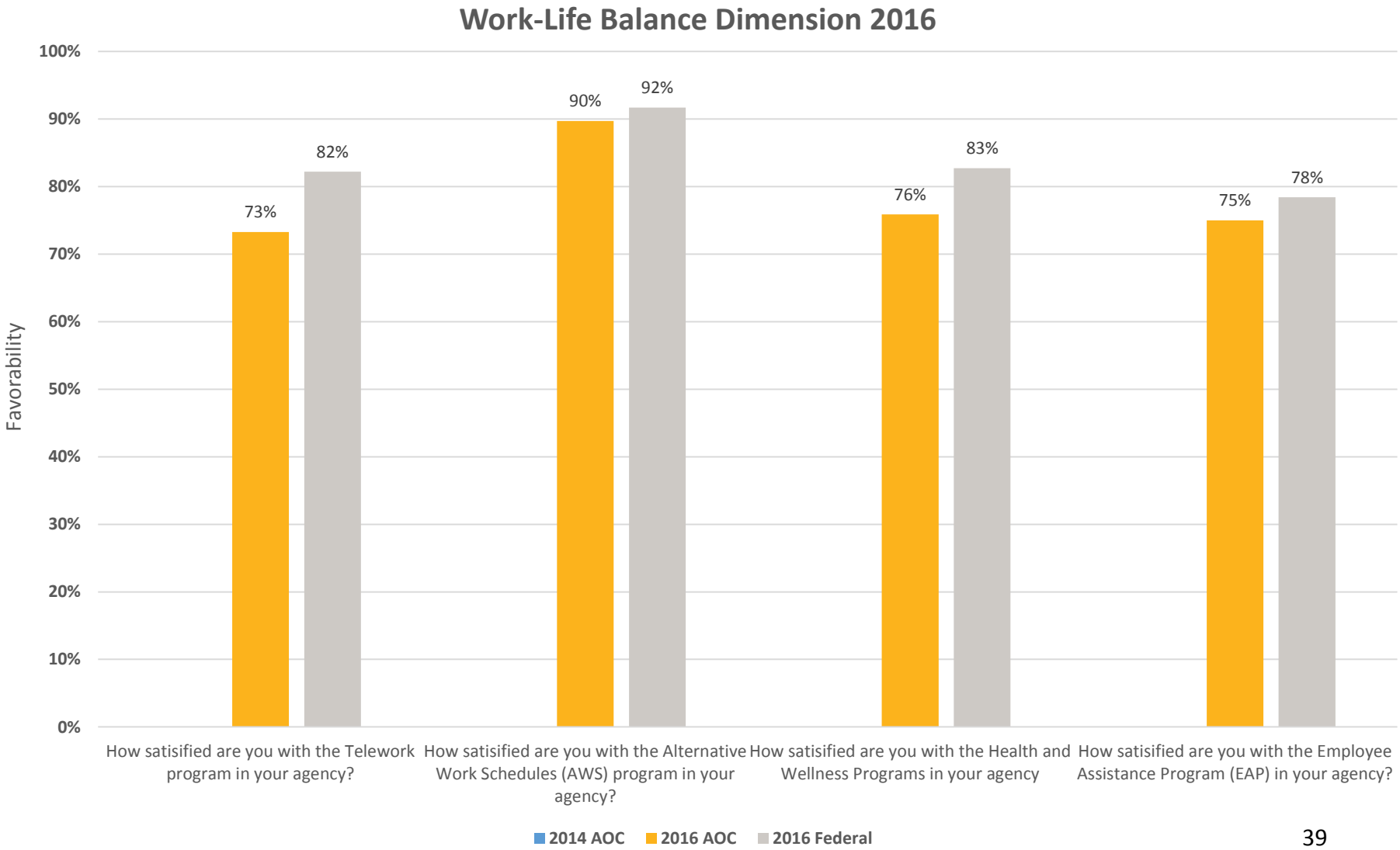
Employee Engagement Dimensions: Work-Life Balance



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For more information about the Architect of the Capitol's administration of the Federal Employee Viewpoint Survey, including results and associated analysis, please contact:

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