

2011 Federal Employee Viewpoint Survey

Empowering Employees

inspiring change

National Credit Union Administration
AGENCY RESULTS

UNITED STATES OFFICE OF PERSONNEL MANAGEMENT



**NATIONAL CREDIT UNION ADMINISTRATION
2011 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS
(Survey Administration Period May 9, 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	78.0	140	260	46	51	13	510	NA
	%		27.0	51.1	9.2	10.1	2.7	100.0	
2. I have enough information to do my job well.	N	68.4	82	265	76	71	12	506	NA
	%		16.3	52.2	15.2	13.9	2.4	100.0	
3. I feel encouraged to come up with new and better ways of doing things.	N	56.3	73	216	103	92	25	509	NA
	%		14.0	42.3	20.5	18.1	5.1	100.0	
*4. My work gives me a feeling of personal accomplishment.	N	77.1	131	266	65	32	16	510	NA
	%		25.0	52.1	13.3	6.2	3.3	100.0	
*5. I like the kind of work I do.	N	85.0	183	252	51	14	9	509	NA
	%		34.9	50.1	10.4	2.7	1.9	100.0	
6. I know what is expected of me on the job.	N	73.9	101	274	70	40	18	503	NA
	%		19.8	54.1	14.0	8.4	3.7	100.0	
7. When needed I am willing to put in the extra effort to get a job done.	N	97.2	325	167	8	2	4	506	NA
	%		63.5	33.6	1.6	0.4	0.8	100.0	
8. I am constantly looking for ways to do my job better.	N	92.4	243	226	31	4	4	508	NA
	%		47.5	45.0	6.0	0.8	0.8	100.0	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N	52.2	54	208	88	94	65	509	0
	%		11.2	41.0	17.0	18.3	12.5	100.0	
*10. My workload is reasonable.	N	46.6	39	196	89	117	68	509	0
	%		8.1	38.5	17.2	22.8	13.3	100.0	
*11. My talents are used well in the workplace.	N	62.7	76	247	87	62	35	507	2
	%		14.6	48.1	17.4	12.7	7.3	100.0	
*12. I know how my work relates to the agency's goals and priorities.	N	86.9	142	302	34	18	12	508	1
	%		27.4	59.6	7.1	3.5	2.5	100.0	
*13. The work I do is important.	N	92.5	233	237	25	6	6	507	1
	%		45.8	46.7	5.1	1.1	1.3	100.0	
*14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N	68.2	119	218	119	30	11	497	12
	%		24.6	43.6	23.9	5.7	2.2	100.0	
*15. My performance appraisal is a fair reflection of my performance.	N	68.1	118	229	67	46	42	502	7
	%		23.2	44.9	13.2	9.6	9.1	100.0	
16. I am held accountable for achieving results.	N	89.4	171	283	37	6	8	505	3
	%		33.3	56.2	7.4	1.3	1.9	100.0	

*AES prescribed items

** Sum of responses excluding DNK/NBJ

Sample or Census: Census

Number of Employees Selected: 1,027

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17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N		147	196	68	42	33	486	22
	%	69.5	29.6	40.0	14.1	8.9	7.5	100.0	
*18. My training needs are assessed.	N		84	217	95	80	26	502	3
	%	59.5	16.8	42.7	19.5	15.6	5.4	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		121	218	70	47	47	503	3
	%	67.1	23.7	43.4	13.5	9.6	9.7	100.0	
*20. The people I work with cooperate to get the job done.	N		133	279	40	23	1	476	NA
	%	86.1	27.4	58.7	8.6	5.0	0.3	100.0	
*21. My work unit is able to recruit people with the right skills.	N		61	233	94	67	36	491	18
	%	59.4	12.0	47.4	19.5	13.4	7.6	100.0	
*22. Promotions in my work unit are based on merit.	N		59	188	115	69	56	487	22
	%	49.4	11.4	38.0	24.2	14.4	12.0	100.0	
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		37	153	142	73	48	453	55
	%	41.9	7.8	34.0	31.1	16.2	10.9	100.0	
*24. In my work unit, differences in performance are recognized in a meaningful way.	N		41	175	130	88	44	478	31
	%	44.3	8.2	36.0	27.7	18.6	9.5	100.0	
25. Awards in my work unit depend on how well employees perform their jobs.	N		61	197	107	65	49	479	27
	%	52.8	12.0	40.8	22.7	14.1	10.4	100.0	
26. Employees in my work unit share job knowledge with each other.	N		165	252	44	28	16	505	1
	%	82.0	31.6	50.4	9.1	5.6	3.3	100.0	
27. The skill level in my work unit has improved in the past year.	N		101	198	112	43	29	483	22
	%	61.0	19.7	41.4	23.4	9.3	6.3	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		215	227	51	10	1	504	NA
	%	87.2	41.1	46.1	10.4	2.2	0.2	100.0	
		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*29. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N		81	268	92	48	13	502	4
	%	69.3	16.2	53.1	18.5	9.4	2.8	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
*30. Employees have a feeling of personal empowerment with respect to work processes.	N	54.5	63	207	120	76	29	495	8
	%		12.7	41.8	24.1	15.5	5.9	100.0	
31. Employees are recognized for providing high quality products and services.	N	62.5	60	254	82	72	28	496	10
	%		11.6	50.9	17.0	14.7	5.8	100.0	
*32. Creativity and innovation are rewarded.	N	50.6	48	200	123	71	43	485	20
	%		9.6	41.1	25.6	14.6	9.2	100.0	
*33. Pay raises depend on how well employees perform their jobs.	N	53.0	66	197	87	82	57	489	17
	%		13.3	39.7	17.8	17.2	12.0	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	68.5	100	229	112	18	16	475	32
	%		20.9	47.7	24.0	4.0	3.5	100.0	
*35. Employees are protected from health and safety hazards on the job.	N	72.4	103	254	92	36	10	495	11
	%		20.9	51.5	18.7	7.1	1.8	100.0	
*36. My organization has prepared employees for potential security threats.	N	69.1	75	270	94	40	16	495	10
	%		14.9	54.1	19.8	8.1	3.0	100.0	
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N	52.9	80	180	115	54	50	479	27
	%		16.0	36.9	24.6	11.4	11.1	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	68.2	109	215	85	25	32	466	40
	%		22.6	45.6	19.2	5.7	7.0	100.0	
39. My agency is successful at accomplishing its mission.	N	77.4	83	307	82	16	10	498	5
	%		16.4	61.0	17.1	3.4	2.2	100.0	
40. I recommend my organization as a good place to work.	N	71.3	135	229	98	29	14	505	NA
	%		26.0	45.2	20.0	5.8	2.8	100.0	
41. I believe the results of this survey will be used to make my agency a better place to work.	N	55.3	78	190	101	72	37	478	23
	%		16.2	39.1	21.9	15.1	7.8	100.0	
*42. My supervisor supports my need to balance work and other life issues.	N	75.1	155	221	57	39	26	498	8
	%		30.4	44.8	11.7	7.8	5.3	100.0	
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N	74.7	147	231	64	35	22	499	5
	%		28.2	46.5	13.4	7.2	4.7	100.0	
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N	67.3	137	200	79	48	31	495	9
	%		26.9	40.3	16.1	9.9	6.7	100.0	

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45. My supervisor/team leader is committed to a workforce representative of all segments of society.	N	74.1	140	213	85	14	16	468	36
	%		29.0	45.1	19.1	3.1	3.7	100.0	
46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N	67.3	131	204	75	52	31	493	8
	%		25.8	41.4	15.5	10.5	6.7	100.0	
*47. Supervisors/team leaders in my work unit support employee development.	N	73.8	158	213	77	28	19	495	7
	%		30.8	43.0	16.4	5.8	4.1	100.0	
48. My supervisor/team leader listens to what I have to say.	N	77.6	182	215	55	36	17	505	NA
	%		35.0	42.5	11.4	7.5	3.5	100.0	
49. My supervisor/team leader treats me with respect.	N	82.0	210	205	39	34	14	502	NA
	%		41.1	41.0	8.1	7.0	2.9	100.0	
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N	82.8	182	238	42	34	8	504	NA
	%		35.3	47.5	8.8	6.7	1.7	100.0	
*51. I have trust and confidence in my supervisor.	N	68.9	191	162	77	49	26	505	NA
	%		37.1	31.8	15.3	10.3	5.4	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	72.9	208	162	84	32	14	500	NA
	%		41.3	31.6	17.2	6.9	2.9	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	48.3	45	199	125	81	50	500	3
	%		9.1	39.2	25.5	16.4	9.9	100.0	
54. My organization's leaders maintain high standards of honesty and integrity.	N	54.7	74	198	126	55	37	490	13
	%		15.3	39.4	26.1	11.7	7.5	100.0	
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N	69.4	82	253	86	32	20	473	29
	%		16.9	52.5	19.2	7.1	4.3	100.0	
*56. Managers communicate the goals and priorities of the organization.	N	66.7	87	251	87	47	30	502	2
	%		16.9	49.8	17.8	9.6	6.0	100.0	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N	68.7	77	259	94	37	16	483	20
	%		15.6	53.2	20.2	7.8	3.3	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 %	58.6	71 14.3	217 44.3	93 19.3	69 14.1	40 8.1	490 100.0	12
59. Managers support collaboration across work units to accomplish work objectives.	N %	63.9	69 14.1	241 49.9	84 17.5	55 11.3	35 7.2	484 100.0	15
		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 %	62.0	98 20.1	198 41.9	119 25.9	26 5.7	29 6.4	470 100.0	29
		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 %	52.6	74 15.2	190 37.4	132 26.7	52 10.6	50 10.1	498 100.0	2
62. Senior leaders demonstrate support for Work/Life programs.	N %	49.5	62 13.1	176 36.4	114 24.4	67 14.3	57 11.9	476 100.0	24
		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 %	55.4	48 9.5	232 45.9	109 21.6	94 18.8	20 4.1	503 100.0	NA
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N %	56.5	68 13.2	219 43.3	114 23.6	78 15.5	22 4.4	501 100.0	NA
*65. How satisfied are you with the recognition you receive for doing a good job?	N %	54.5	73 14.0	205 40.5	110 22.0	85 17.5	28 6.0	501 100.0	NA
*66. How satisfied are you with the policies and practices of your senior leaders?	N %	45.8	41 8.1	189 37.7	154 30.9	87 17.2	30 6.0	501 100.0	NA
*67. How satisfied are you with your opportunity to get a better job in your organization?	N %	47.7	63 12.1	183 35.6	126 26.4	74 14.8	54 11.1	500 100.0	NA
*68. How satisfied are you with the training you receive for your present job?	N %	60.8	70 13.9	236 46.9	97 19.8	72 14.1	25 5.2	500 100.0	NA

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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		110	246	81	45	18	500	NA
	%	70.3	21.9	48.4	16.8	9.3	3.6	100.0	
*70. Considering everything, how satisfied are you with your pay?	N		104	241	81	59	17	502	NA
	%	67.5	20.3	47.2	16.8	12.1	3.5	100.0	
71. Considering everything, how satisfied are you with your organization?	N		89	248	95	55	15	502	NA
	%	66.3	17.6	48.7	19.5	11.0	3.2	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		256	50.9
No		182	36.3
Not sure		63	12.8
Total		501	100.0

73. Please select the response below that BEST describes your current teleworking situation:	N	%
I telework 3 or more days per week.	80	15.9
I telework 1 or 2 days per week.	56	11.4
I telework, but no more than 1 or 2 days per month.	70	14.2
I telework very infrequently, on an unscheduled or short-term basis.	88	17.8
I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).	89	17.8
I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.	7	1.6
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.	66	13.8
I do not telework because I choose not to telework.	36	7.5
Total	492	100.0

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

	N	%
Yes	378	75.3
No	87	17.7
Not available to me	35	7.0
Total	500	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	115	24.0
No	294	58.6
Not available to me	89	17.5
Total	498	100.0

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

	N	%
Yes	45	9.5
No	439	87.2
Not available to me	16	3.4
Total	500	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	2	0.4
No	365	73.9
Not available to me	131	25.7
Total	498	100.0

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

	N	%
Yes	3	0.5
No	368	74.7
Not available to me	126	24.8
Total	497	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		74	138	90	31	29	362	138
	%	57.6	19.9	37.8	25.0	9.1	8.3	100.0	
80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	N		170	195	50	15	8	438	62
	%	82.8	38.5	44.3	11.7	3.6	2.0	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		32	80	129	28	22	291	209
	%	39.0	11.4	27.7	44.0	9.6	7.3	100.0	
82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	N		18	48	125	4	4	199	302
	%	33.8	8.8	25.0	62.3	1.8	2.2	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		2	7	114	5	11	139	361
	%	5.8	1.4	4.4	83.2	3.4	7.6	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		3	9	113	6	7	138	358
	%	7.8	2.0	5.9	83.0	4.1	5.0	100.0	

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Surveys Completed: 510
Response Rate: 49.7%

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85. Where do you work?	N	%
Headquarters	122	24.8
Field	370	75.2
Total	492	100.0

*86. What is your supervisory status?	N	%
Non-Supervisor	379	75.8
Team Leader	45	9.0
Supervisor	53	10.6
Manager	8	1.6
Executive	15	3.0
Total	500	100.0

*87. Are you:	N	%
Male	260	52.3
Female	237	47.7
Total	497	100.0

*88. Are you Hispanic or Latino?	N	%
Yes	29	5.9
No	462	94.1
Total	491	100.0

*89. Please select the racial category or categories with which you most closely identify.	N	%
American Indian or Alaska Native	5	1.0
Asian	24	5.0
Black or African American	38	7.9
Native Hawaiian or Other Pacific Islander	2	0.4
White	395	82.6
Two or more races	14	2.9
Total	478	100.0

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90. What is your age group?	N	%
25 and under	28	5.7
26-29	42	8.6
30-39	85	17.3
40-49	152	31.0
50-59	145	29.5
60 or older	39	7.9
Total	491	100.0

91. What is your pay category/grade?	N	%
Federal Wage System	1	0.2
GS 1-6	3	0.6
GS 7-12	230	46.5
GS 13-15	128	25.9
Senior Executive Service	16	3.2
Senior Level (SL) or Scientific or Professional (ST)	0	0.0
Other	117	23.6
Total	495	100.0

92. How long have you been with the Federal Government (excluding military service)?	N	%
Less than 1 year	40	8.1
1 to 3 years	81	16.3
4 to 5 years	37	7.5
6 to 10 years	46	9.3
11 to 14 years	65	13.1
15 to 20 years	70	14.1
More than 20 years	157	31.7
Total	496	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	44	8.9
1 to 3 years	87	17.6
4 to 5 years	44	8.9
6 to 10 years	57	11.5
11 to 20 years	139	28.1
More than 20 years	124	25.1
Total	495	100.0

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

	N	%
No	403	81.1
Yes, to retire	23	4.6
Yes, to take another job within the Federal Government	43	8.7
Yes, to take another job outside the Federal Government	14	2.8
Yes, other	14	2.8
Total	497	100.0

95. I am planning to retire:

	N	%
Within one year	12	2.4
Between one and three years	34	6.9
Between three and five years	42	8.5
Five or more years	404	82.1
Total	492	100.0



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