

Pension Benefit Guaranty Corporation Federal Employee Viewpoint Survey and Trend Report for 2014¹

We Seek Employees Perspectives

To find out how PBGC employees feel about working here we ask them to take the Federal Employee Viewpoint survey. We use their responses to measure our progress against the Human Capital Assessment and Accountability Framework's four indices:

- Leadership and Knowledge Management
- Results-oriented Performance Culture
- Talent Management
- Job Satisfaction

A Positive Work Experience

We ranked 7th among the top ten federal agencies in the Talent Management Index. This index shows if employees think the organization has the talent necessary to achieve organizational goals. Our employees responded positively 70% of the time to questions in the "My Work Experiences" section. Those questions receiving high scores included:

- *When needed I am willing to put in the extra effort to get a job done (95%)*
- *I know how my work relates to the agency's goals and priorities (90%)*
- *I am constantly looking for ways to do my job better (90%)*
- *The work I do is important (89%)*

PBGC employees are very satisfied with our Work/Life Programs. Staff provided high scores for Alternate Work Schedules, Health and Wellness, Employee Assistance and Telework.

Communicate, Respect, Balance

Employees also expressed satisfaction with the relationship they have with their immediate supervisors. Their feedback showed that they believe their supervisors:

- *Communicate with them about their performance (86%)*
- *Provide the support needed to balance work and other life issues (82%)*
- *Treat them with respect (81%)*

A Commitment to Improve

At PBGC, we recognize the importance of offering employees the chance to grow using their unique talents and strengths to do work that matters. While some scores have improved over the last year, others have declined. The 2014 FedView results will help us strive toward a model work environment which supports effective human capital practices.²

¹ The Office of Personnel Management (OPM) requires agencies to conduct an annual survey of their employees; and provides a list of questions that must appear in each agency's employee survey.

² Below is a compilation of the 2014 Federal Employee Viewpoint Survey (FedView) survey questions and responses. Fifty-four percent (54%) of employees participated in the survey. We include the 2013 and 2012 results for comparison. This summary displays responses by *Positive*, *Neutral*, *Negative*, and where applicable, *Do Not Know* or *No Basis to Judge*. For example, **Positive** represents responses of Strongly Agree and Agree and Very Satisfied and Satisfied. **Neutral** represents responses of Neither Agree nor Disagree and Neither Satisfied nor Dissatisfied; **Negative** represents responses of Disagree and Strongly Disagree and Dissatisfied and Very Dissatisfied.

My Work Experiences

01. I am given a real opportunity to improve my skills in my organization. **Positive** **Neutral** **Negative**

2014 FedView Results	71%	14%	15%
2013 FedView Results	70%	13%	17%
2012 FedView Results	72%	14%	13%

02. I have enough information to do my job well. **Positive** **Neutral** **Negative**

2014 FedView Results	73%	13%	14%
2013 FedView Results	72%	14%	13%
2012 FedView Results	73%	13%	14%

03. I feel encouraged to come up with new and better ways of doing things. **Positive** **Neutral** **Negative**

2014 FedView Results	67%	12%	21%
2013 FedView Results	61%	19%	20%
2012 FedView Results	64%	15%	20%

04. My work gives me a feeling of personal accomplishment. **Positive** **Neutral** **Negative**

2014 FedView Result	74%	12%	14%
2013 FedView Results	75%	13%	13%
2012 FedView Results	74%	13%	12%

05. I like the kind of work I do. **Positive** **Neutral** **Negative**

2014 FedView Results	81%	12%	7%
2013 FedView Results	79%	14%	8%

2012 FedView Results	82%	13%	5%
06. I know what is expected of me on the job.	Positive	Neutral	Negative
2014 FedView Results	78%	11%	11%
2013 FedView Results	75%	12%	13%
2012 FedView Results	78%	11%	11%
07. When needed I am willing to put in the extra effort to get a job done.	Positive	Neutral	Negative
2014 FedView Results	95%	3%	2%
2013 FedView Results	94%	3%	2%
2012 FedView Results	95%	3%	2%
08. I am constantly looking for ways to do my job better.	Positive	Neutral	Negative
2014 FedView Results	90%	8%	2%
2013 FedView Results	90%	8%	1%
2012 FedView Results	90%	8%	1%
09. I have sufficient resources (for example, people, materials, budget) to get my job done.	Positive	Neutral	Negative
2014 FedView Results	57%	14%	29%
2013 FedView Results	53%	16%	31%
2012 FedView Results	59%	15%	26%
10. My workload is reasonable.	Positive	Neutral	Negative
2014 FedView Results	56%	17%	27%
2013 FedView Results	55%	17%	28%
2012 FedView Results	58%	18%	24%

11. My talents are used well in the workplace.	Positive	Neutral	Negative
2014 FedView Results	58%	18%	24%
2013 FedView Results	55%	18%	27%
2012 FedView Results	59%	19%	22%
12. I know how my work relates to the agency's goals and priorities.	Positive	Neutral	Negative
2014 FedView Results	90%	6%	4%
2013 FedView Results	89%	7%	4%
2012 FedView Results	89%	8%	4%
13. The work I do is important.	Positive	Neutral	Negative
2014 FedView Results	89%	7%	4%
2013 FedView Results	89%	9%	2%
2012 FedView Results	92%	6%	2%
14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	Positive	Neutral	Negative
2014 FedView Results	86%	9%	5%
2013 FedView Results	86%	9%	5%
2012 FedView Results	85%	8%	7%
15. My performance appraisal is a fair reflection of my performance.	Positive	Neutral	Negative
2014 FedView Results	59%	15%	26%
2013 FedView Results	60%	17%	23%

2012 FedView Results	62%	14%	24%
16. I am held accountable for achieving results.	Positive	Neutral	Negative
2014 FedView Results	85%	11%	4%
2013 FedView Results	86%	11%	4%
2012 FedView Results	86%	10%	4%
17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	Positive	Neutral	Negative
2014 FedView Results	60%	21%	19%
2013 FedView Results	57%	25%	19%
2012 FedView Results	57%	23%	20%
18. My training needs are assessed.	Positive	Neutral	Negative
2014 FedView Results	55%	21%	24%
2013 FedView Results	50%	24%	26%
2012 FedView Results	52%	24%	24%
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).	Positive	Neutral	Negative
2014 FedView Results	62%	13%	25%
2013 FedView Results	57%	15%	28%
2012 FedView Results	65%	14%	21%

My Work Unit

20. The people I work with cooperate to get the job done.	Positive	Neutral	Negative
2014 FedView Results	73%	15%	12%

2013 FedView Results	70%	16%	14%
2012 FedView Results	74%	15%	11%
21. My work unit is able to recruit people with the right skills.	Positive	Neutral	Negative
2014 FedView Results	53%	23%	24%
2013 FedView Results	49%	26%	25%
2012 FedView Results	57%	20%	23%
22. Promotions in my work unit are based on merit.	Positive	Neutral	Negative
2014 FedView Results	45%	27%	28%
2013 FedView Results	42%	27%	31%
2012 FedView Results	44%	27%	28%
23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	Positive	Neutral	Negative
2014 FedView Results	36%	29%	35%
2013 FedView Results	31%	33%	36%
2012 FedView Results	38%	28%	34%
24. In my work unit, differences in performance are recognized in a meaningful way.	Positive	Neutral	Negative
2014 FedView Results	34%	31%	35%
2013 FedView Results	34%	31%	35%
2012 FedView Results	39%	27%	34%
25. Awards in my work unit depend on how well employees perform their jobs.	Positive	Neutral	Negative
2014 FedView Results	48%	23%	29%

2013 FedView Results	43%	26%	31%
2012 FedView Results	45%	27%	27%
26. Employees in my work unit share job knowledge with each other.	Positive	Neutral	Negative
2014 FedView Results	74%	13%	13%
2013 FedView Results	71%	14%	15%
2012 FedView Results	77%	12%	11%
27. The skill level in my work unit has improved in the past year.	Positive	Neutral	Negative
2014 FedView Results	55%	29%	16%
2013 FedView Results	56%	30%	14%
2012 FedView Results	61%	26%	14%
28. How would you rate the overall quality of work done by your work group?	Positive	Neutral	Negative
2014 FedView Results	83%	14%	3%
2013 FedView Results	82%	14%	4%
2012 FedView Results	84%	14%	2%
My Agency			
29. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	Positive	Neutral	Negative
2014 FedView Results	72%	17%	11%
2013 FedView Results	67%	21%	13%
2012 FedView Results	69%	17%	14%
30. Employees have a feeling of personal empowerment with respect to work processes.	Positive	Neutral	Negative

2014 FedView Results	43%	26%	31%
2013 FedView Results	39%	25%	36%
2012 FedView Results	44%	25%	31%
31. Employees are recognized for providing high quality products and services.	Positive	Neutral	Negative
2014 FedView Results	53%	20%	27%
2013 FedView Results	47%	23%	30%
2012 FedView Results	51%	24%	25%
32. Creativity and innovation are rewarded.	Positive	Neutral	Negative
2014 FedView Results	44%	26%	30%
2013 FedView Results	38%	26%	36%
2012 FedView Results	41%	30%	29%
33. Pay raises depend on how well employees perform their jobs.	Positive	Neutral	Negative
2014 FedView Results	25%	31%	44%
2013 FedView Results	21%	29%	50%
2012 FedView Results	26%	29%	44%
34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	Positive	Neutral	Negative
2014 FedView Results	66%	20%	14%
2013 FedView Results	66%	22%	12%
2012 FedView Results	65%	23%	13%
35. Employees are protected from health and safety hazards on	Positive	Neutral	Negative

the job.

2014 FedView Results	87%	10%	3%
2013 FedView Results	87%	11%	3%
2012 FedView Results	87%	9%	4%

36. My organization has prepared employees for potential security threats. ***Positive*** ***Neutral*** ***Negative***

2014 FedView Results	84%	11%	5%
2013 FedView Results	81%	16%	4%
2012 FedView Results	83%	13%	4%

37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated. ***Positive*** ***Neutral*** ***Negative***

2014 FedView Results	51%	22%	27%
2013 FedView Results	49%	25%	26%
2012 FedView Results	53%	20%	27%

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. ***Positive*** ***Neutral*** ***Negative***

2014 FedView Results	64%	20%	16%
2013 FedView Results	65%	21%	14%
2012 FedView Results	67%	19%	14%

39. My agency is successful at accomplishing its mission. ***Positive*** ***Neutral*** ***Negative***

2014 FedView Results	80%	14%	6%
2013 FedView Results	83%	11%	6%

2012 FedView Results	80%	13%	7%
40. I recommend my organization as a good place to work.	Positive	Neutral	Negative
2014 FedView Results	64%	23%	13%
2013 FedView Results	66%	20%	14%
2012 FedView Results	69%	19%	12%
41. I believe the results of this survey will be used to make my agency a better place to work.	Positive	Neutral	Negative
2014 FedView Results	46%	25%	29%
2013 FedView Results	42%	28%	30%
2012 FedView Results	50%	22%	27%

My Supervisor/Team Leader

42. My supervisor supports my need to balance work and other life issues.	Positive	Neutral	Negative
2014 FedView Results	82%	8%	10%
2013 FedView Results	77%	10%	12%
2012 FedView Results	83%	9%	8%
43. Supervisors/team leaders in my work unit provide employees with the opportunities to demonstrate their leadership skills.	Positive	Neutral	Negative
2014 FedView Results	66%	17%	17%
2013 FedView Results	67%	15%	17%
2012 FedView Results	70%	15%	14%
44. Discussions with my supervisor/team leader about my performance are worthwhile.	Positive	Neutral	Negative

2014 FedView Results	61%	18%	21%
2013 FedView Results	62%	15%	23%
2012 FedView Results	66%	14%	19%
45. My supervisor/team leader is committed to a workforce representative of all segments of society.	Positive	Neutral	Negative
2014 FedView Results	69%	17%	14%
2013 FedView Results	67%	20%	13%
2012 FedView Results	69%	20%	10%
46. My supervisor/team leader provides me with constructive suggestions to improve my performance.	Positive	Neutral	Negative
2014 FedView Results	61%	19%	20%
2013 FedView Results	62%	17%	21%
2012 FedView Results	64%	18%	18%
47. Supervisors/team leaders in my work unit support employee development.	Positive	Neutral	Negative
2014 FedView Results	69%	15%	16%
2013 FedView Results	70%	13%	17%
2012 FedView Results	71%	16%	13%
48. My supervisor/team leader listens to what I have to say.	Positive	Neutral	Negative
2014 FedView Results	78%	10%	12%
2013 FedView Results	75%	10%	14%
2012 FedView Results	77%	13%	10%
49. My supervisor/team leader treats me with respect.	Positive	Neutral	Negative

2014 FedView Results	81%	8%	11%
2013 FedView Results	77%	11%	12%
2012 FedView Results	78%	12%	10%

50. In the last six months, my supervisor/team leader has talked with me about my performance.

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2014 FedView Results	86%	6%	8%
2013 FedView Results	85%	6%	9%
2012 FedView Results	89%	7%	4%

51. I have trust and confidence in my supervisor.

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2014 FedView Results	64%	18%	18%
2013 FedView Results	62%	17%	21%
2012 FedView Results	66%	17%	18%

52. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2014 FedView Results	68%	20%	12%
2013 FedView Results	66%	19%	15%
2012 FedView Results	68%	21%	11%

Leadership

53. In my organization, leaders generate high levels of motivation and commitment in the workforce.

	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2014 FedView Results	37%	23%	40%
2013 FedView Results	37%	24%	38%
2012 FedView Results	46%	24%	30%

54. My organization's leaders maintain high standards of honesty and integrity.	Positive	Neutral	Negative
2014 FedView Results	45%	28%	27%
2013 FedView Results	50%	26%	24%
2012 FedView Results	56%	23%	21%
55. Managers/supervisors/team leaders work well with employees of different backgrounds.	Positive	Neutral	Negative
2014 FedView Results	63%	22%	15%
2013 FedView Results	62%	19%	18%
2012 FedView Results	67%	21%	12%
56. Managers communicate the goals and priorities of the organization.	Positive	Neutral	Negative
2014 FedView Results	65%	19%	16%
2013 FedView Results	62%	20%	18%
2012 FedView Results	68%	17%	15%
57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	Positive	Neutral	Negative
2014 FedView Results	65%	23%	12%
2013 FedView Results	66%	19%	15%
2012 FedView Results	67%	20%	12%
58. Managers promote communication among different work units (for example, about projects, goals, needed resources).	Positive	Neutral	Negative
2014 FedView Results	59%	19%	22%
2013 FedView Results	56%	22%	22%

2012 FedView Results	60%	21%	19%
59. Managers support collaboration across work units to accomplish work objectives.	Positive	Neutral	Negative
2014 FedView Results	62%	20%	18%
2013 FedView Results	63%	19%	18%
2012 FedView Results	63%	20%	17%
60. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor/team leader?	Positive	Neutral	Negative
2014 FedView Results	59%	22%	19%
2013 FedView Results	57%	24%	20%
2012 FedView Results	63%	22%	15%
61. I have a high level of respect for my organization's senior leaders.	Positive	Neutral	Negative
2014 FedView Results	47%	24%	29%
2013 FedView Results	48%	25%	27%
2012 FedView Results	53%	22%	25%
62. Senior leaders demonstrate support for Work/Life programs.	Positive	Neutral	Negative
2014 FedView Results	56%	24%	20%
2013 FedView Results	53%	27%	20%
2012 FedView Results	62%	24%	15%

My Satisfaction

63. How satisfied are you with your involvement in decisions that affect your work?	Positive	Neutral	Negative
--------------------------------------------------------------------------------------------	-----------------	----------------	-----------------

2014 FedView Results	54%	22%	24%
2013 FedView Results	53%	21%	25%
2012 FedView Results	59%	20%	20%

64. How satisfied are you with the information you receive from management on what's going on in your organization? **Positive** **Neutral** **Negative**

2014 FedView Results	52%	22%	26%
2013 FedView Results	47%	28%	25%
2012 FedView Results	54%	21%	24%

65. How satisfied are you with the recognition you receive for doing a good job? **Positive** **Neutral** **Negative**

2014 FedView Results	49%	23%	28%
2013 FedView Results	49%	20%	31%
2012 FedView Results	53%	22%	25%

66. How satisfied are you with the policies and practices of your senior leaders? **Positive** **Neutral** **Negative**

2014 FedView Results	39%	31%	30%
2013 FedView Results	37%	33%	29%
2012 FedView Results	44%	27%	28%

67. How satisfied are you with your opportunity to get a better job in your organization? **Positive** **Neutral** **Negative**

2014 FedView Results	35%	30%	35%
2013 FedView Results	32%	30%	38%
2012 FedView Results	36%	31%	32%

68. How satisfied are you with the training you receive for your **Positive** **Neutral** **Negative**

present job?

2014 FedView Results	61%	22%	17%
2013 FedView Results	59%	20%	21%
2012 FedView Results	59%	24%	17%

69. Considering everything, how satisfied are you with your job? Positive Neutral Negative

2014 FedView Results	64%	19%	17%
2013 FedView Results	62%	22%	16%
2012 FedView Results	66%	20%	13%

70. Considering everything, how satisfied are you with your pay? Positive Neutral Negative

2014 FedView Results	52%	21%	27%
2013 FedView Results	47%	23%	31%
2012 FedView Results	56%	20%	24%

71. Considering everything, how satisfied are you with your organization? Positive Neutral Negative

2014 FedView Results	59%	22%	19%
2013 FedView Results	59%	20%	21%
2012 FedView Results	62%	21%	17%

Work/Life

72. Have you been notified that you are eligible to telework? 2014 2013 2012
Telework means working at a location other than your normal Results Results Results
work site during your regular work hours (excludes travel).

Yes	94%	92%	94%
No	3%	5%	4%

Not Sure	3%	2%	2%
----------	----	----	----

73. Please select the response that BEST describes your current teleworking situation.

	2014 Results	2013 Results	2012 Results
--	---------------------	---------------------	---------------------

I telework 3 or more days per week.	2%	1%	2%
-------------------------------------	----	----	----

I telework 1 or 2 days per week.	44%	44%	45%
----------------------------------	-----	-----	-----

I telework, but no more than 1 or 2 days per month.	10%	12%	14%
-----------------------------------------------------	-----	-----	-----

I telework very infrequently, on an unscheduled or short-term basis.	25%	18%	21%
----------------------------------------------------------------------	-----	-----	-----

I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).	1%	2%	1%
------------------------------------------------------------------------------------------------------------------------------------------	----	----	----

I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.	1%	0%	1%
--------------------------------------------------------------------------------------------------------------------------------	----	----	----

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.	5%	7%	-
-------------------------------------------------------------------------------------------------------------------------	----	----	---

I do not telework because I choose not to telework.	12%	16%	12%
-----------------------------------------------------	-----	-----	-----

I <u>do not</u> telework because I am not allowed to, even though I have the kind of job where I can telework.	-	-	5%
----------------------------------------------------------------------------------------------------------------	---	---	----

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

	2014 Results	2013 Results	2012 Results
--	---------------------	---------------------	---------------------

Yes	32%	33%	38%
-----	-----	-----	-----

No	63%	61%	58%
----	-----	-----	-----

Not Sure	5%	6%	4%
----------	----	----	----

75. Do you participate in the following Work/Life programs? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)

	2014 Results	2013 Results	2012 Results
--	---------------------	---------------------	---------------------

Yes	41%	39%	43%
-----	-----	-----	-----

No	57%	58%	55%
----	-----	-----	-----

Not Sure	2%	3%	2%
----------	----	----	----

76. Do you participate in the following Work/Life programs? Employee Assistance program (EAP)	2014 Results	2013 Results	2012 Results
Yes	10%	12%	9%
No	85%	86%	88%
Not Sure	5%	3%	3%

77. Do you participate in the following Work/Life programs? Child Care Programs (for example, daycare, parenting classes, parenting support groups)	2014 Results	2013 Results	2012 Results
Yes	1%	3%	2%
No	85%	82%	87%
Not Sure	14%	15%	11%

78. Do you participate in the following Work/Life programs? Elder Care Programs (for example, support groups, speakers)?	2014 Results	2013 Results	2012 Results
Yes	2%	2%	3%
No	85%	86%	86%
Not Sure/Not Available	13%	11%	11%

79. How satisfied are you with the following Work/Life programs in your agency... Telework?	Satisfied	Neutral	Dissatisfied
2014 FedView Results	80%	11%	9%
2013 FedView Results	77%	13%	10%
2012 FedView Results	81%	13%	6%

80. How satisfied are you with the following Work/Life programs in your agency... Alternative Work Schedules (AWS)?	Satisfied	Neutral	Dissatisfied
2014 FedView Results	94%	5%	1%

2013 FedView Results	90%	9%	2%
2012 FedView Results	92%	7%	1%

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)?

	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>
2014 FedView Results	93%	6%	1%
2013 FedView Results	91%	7%	2%
2012 FedView Results	89%	7%	3%

82. How satisfied are you with the following Work/Life programs in your agency... Employee Assistance Program (EAP)?

	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>
2014 FedView Results	84%	12%	4%
2013 FedView Results	81%	14%	5%
2012 FedView Results	85%	13%	2%

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)?

	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>
2014 FedView Results	67%	33%	0%
2013 FedView Results	68%	32%	0%
2012 FedView Results	85%	15%	0%

84. How satisfied are you with the following Work/Life programs in your agency... Elder Care Programs (for example, support groups, speakers)?

	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>
2014 FedView Results	74%	26%	0%
2013 FedView Results	68%	32%	0%
2012 FedView Results	67%	33%	0%