

2009 Annual Employee Survey
Pension Benefit Guaranty Corporation Trend Report
Number of Surveys Returned: 558

This is a summary-by-question of PBGC employee responses to the 2009 Annual Employee Survey (AES). This summary displays responses by *Positive*, *Neutral*, *Negative*, and where applicable, *Do Not Know* or *No Basis to Judge* responses.

Positive represents responses of Strongly Agree and Agree; Very Satisfied and Satisfied; and Very Good and Good. **Neutral** represents responses of Neither Agree nor Disagree; Neither Satisfied nor Dissatisfied; and Fair. **Negative** represents responses of Disagree and Strongly Disagree; Dissatisfied and Very Dissatisfied; and Poor and Very Poor. The table contains PBGC results for the period 2006 to 2009.

PBGC had notable improvements and gains in the areas of performance culture and leadership in the 2009 AES. Questions such as “Managers communicate the goals and priorities of the organization” and “How satisfied are you with the recognition you receive for doing a good job” scored especially high.

In today’s changing workplace, the PBGC must offer employees a meaningful culture, effective leadership, and the chance to work and grow using their unique talents and strengths. The 2009 AES results will be used by PBGC executive leadership to monitor the work environment and human capital practices.

Positive Responses		Neutral Responses	Negative Responses		Do Not Know/No Basis to Judge
<i>Strongly Agree</i>	<i>Agree</i>	<i>Neither Agree nor Disagree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	
<i>Strongly Agree</i>	<i>Agree</i>	<i>Neither Agree nor Disagree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>Do Not Know</i>
<i>Strongly Agree</i>	<i>Agree</i>	<i>Neither Agree nor Disagree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>No Basis to Judge</i>
<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neither Satisfied nor Dissatisfied</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	
<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neither Satisfied nor Dissatisfied</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>No Basis to Judge</i>
<i>Very Good</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Very Poor</i>	

Personal Work Experiences

<i>01 The people I work with cooperate to get the job done.</i>	Positive	Neutral	Negative
2009 AES Results	84.70%	6.90%	8.20%
2008 FHCS Results	86.70%	8.50%	4.80%
2007 AES Results	87.00%	8.00%	5.00%
2006 FHCS Results	85.40%	8.10%	6.50%
<i>02 I am given a real opportunity to improve my skills in my organization.</i>	Positive	Neutral	Negative
2009 AES Results	73.70%	10.40%	15.50%
2008 FHCS Results	71.90%	14.70%	13.40%
2007 AES Results	71.00%	13.00%	16.00%
2006 FHCS Results	72.30%	12.80%	14.80%
<i>03 I have enough information to do my job well.</i>	Positive	Neutral	Negative

2009 AES Results	76.00%	11.80%	12.20%
2008 FHCS Results	74.00%	14.90%	11.00%
2007 AES Results	71.00%	14.00%	15.00%
2006 FHCS Results	73.80%	13.60%	12.60%
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04 I feel encouraged to come up with new and better ways of doing things.	Positive	Neutral	Negative
2009 AES Results	66.30%	16.10%	17.60%
2008 FHCS Results	62.80%	16.50%	20.70%
2007 AES Results	64.00%	17.00%	19.00%
2006 FHCS Results	67.30%	14.30%	18.40%
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05 My work gives me a feeling of personal accomplishment.	Positive	Neutral	Negative
2009 AES Results	77.30%	13.10%	9.40%
2008 FHCS Results	74.70%	14.50%	10.80%
2007 AES Results	76.00%	13.00%	11.00%
2006 FHCS Results	74.70%	16.30%	9.00%
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06 I like the kind of work I do.	Positive	Neutral	Negative
2009 AES Results	82.70%	12.40%	4.90%
2008 FHCS Results	82.00%	10.50%	7.40%
2007 AES Results	82.00%	13.00%	5.00%
2006 FHCS Results	79.20%	15.20%	5.60%
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07 I have trust and confidence in my supervisor.	Positive	Neutral	Negative
2009 AES Results	68.40%	14.30%	16.60%
2008 FHCS Results	63.20%	15.20%	21.60%
2007 AES Results	65.00%	13.00%	21.00%
2006 FHCS Results	63.80%	15.60%	20.70%
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08 I recommend my organization as a good place to work.	Positive	Neutral	Negative
2009 AES Results	71.70%	15.10%	13.00%
2008 FHCS Results	65.60%	19.70%	14.80%
2007 AES Results	71.00%	15.00%	14.00%
2006 FHCS Results	68.90%	19.20%	12.00%
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09 Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	Positive	Neutral	Negative
2009 AES Results	70.10%	16.80%	12.10%
2008 FHCS Results	66.10%	19.30%	14.60%
2007 AES Results	67.00%	18.00%	14.00%
2006 FHCS Results	64.40%	23.80%	11.90%
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10 How would you rate the overall quality of work done by your work group?	Positive	Neutral	Negative
2009 AES Results	84.50%	9.80%	4.00%
2008 FHCS Results	83.70%	13.10%	3.10%

2007 AES Results		86.00%	12.00%	12.00%
2006 FHCS Results		82.10%	16.20%	1.70%

Recruitment, Development, & Retention

11 The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.

	Positive	Neutral	Negative	Do Not Know
2009 AES Results	75.40%	11.50%	12.10%	0.90%
2008 FHCS Results	68.70%	16.10%	13.60%	1.60%
2007 AES Results	72.00%	13.00%	12.00%	2.00%
2006 FHCS Results	72.40%	15.20%	11.20%	1.20%

12 My supervisor supports my need to balance work and other life issues.

	Positive	Neutral	Negative	Do Not Know
2009 AES Results	82.50%	8.80%	7.00%	1.80%
2008 FHCS Results	78.70%	10.20%	10.10%	1.00%
2007 AES Results	79.00%	12.00%	7.00%	2.00%
2006 FHCS Results	79.30%	9.40%	8.60%	2.70%

13 Supervisors/team leaders in my work unit provide employees with the opportunities to demonstrate their leadership skills.

	Positive	Neutral	Negative	Do Not Know
2009 AES Results	62.90%	16.60%	19.10%	1.30%
2008 FHCS Results	59.10%	20.40%	18.80%	1.70%
2007 AES Results	65.00%	15.00%	18.00%	2.00%
2006 FHCS Results	62.10%	16.40%	20.10%	1.50%

14 My work unit is able to recruit people with the right skills.

	Positive	Neutral	Negative	Do Not Know
2009 AES Results	58.70%	20.00%	16.90%	4.40%
2008 FHCS Results	50.40%	24.10%	22.20%	3.30%
2007 AES Results	55.00%	22.00%	17.00%	5.00%
2006 FHCS Results	49.50%	25.10%	21.70%	3.70%

15 The skill level in my work unit has improved in the past year.

	Positive	Neutral	Negative	Do Not Know
2009 AES Results	58.10%	23.10%	12.70%	6.10%
2008 FHCS Results	55.70%	25.50%	15.40%	3.40%
2007 AES Results	57.00%	23.00%	14.00%	7.00%
2006 FHCS Results	54.50%	27.70%	14.70%	3.10%

16 I have sufficient resources (for example, people, materials, budget) to get my job done.

	Positive	Neutral	Negative	Do Not Know
2009 AES Results	68.40%	12.90%	18.70%	0.00%
2008 FHCS Results	67.30%	12.50%	20.20%	0.00%
2007 AES Results	64.00%	17.00%	19.00%	0.00%
2006 FHCS Results	62.30%	13.50%	23.70%	0.50%

<p>17 My workload is reasonable.</p>	<table border="1"> <thead> <tr> <th></th> <th>Positive</th> <th>Neutral</th> <th>Negative</th> <th>Do Not Know</th> </tr> </thead> <tbody> <tr> <td>2009 AES Results</td> <td>64.60%</td> <td>14.70%</td> <td>20.70%</td> <td>0.00%</td> </tr> <tr> <td>2008 FHCS Results</td> <td>65.70%</td> <td>13.70%</td> <td>20.40%</td> <td>0.20%</td> </tr> <tr> <td>2007 AES Results</td> <td>66.00%</td> <td>12.00%</td> <td>22.00%</td> <td>1.00%</td> </tr> <tr> <td>2006 FHCS Results</td> <td>65.70%</td> <td>15.10%</td> <td>19.10%</td> <td>0.20%</td> </tr> </tbody> </table>		Positive	Neutral	Negative	Do Not Know	2009 AES Results	64.60%	14.70%	20.70%	0.00%	2008 FHCS Results	65.70%	13.70%	20.40%	0.20%	2007 AES Results	66.00%	12.00%	22.00%	1.00%	2006 FHCS Results	65.70%	15.10%	19.10%	0.20%
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<p>18 My talents are used well in the workplace.</p>	<table border="1"> <thead> <tr> <th></th> <th>Positive</th> <th>Neutral</th> <th>Negative</th> <th>Do Not Know</th> </tr> </thead> <tbody> <tr> <td>2009 AES Results</td> <td>65.50%</td> <td>14.20%</td> <td>19.90%</td> <td>0.40%</td> </tr> <tr> <td>2008 FHCS Results</td> <td>60.40%</td> <td>16.60%</td> <td>22.20%</td> <td>0.80%</td> </tr> <tr> <td>2007 AES Results</td> <td>62.00%</td> <td>15.00%</td> <td>22.00%</td> <td>1.00%</td> </tr> <tr> <td>2006 FHCS Results</td> <td>57.90%</td> <td>16.90%</td> <td>24.30%</td> <td>0.90%</td> </tr> </tbody> </table>		Positive	Neutral	Negative	Do Not Know	2009 AES Results	65.50%	14.20%	19.90%	0.40%	2008 FHCS Results	60.40%	16.60%	22.20%	0.80%	2007 AES Results	62.00%	15.00%	22.00%	1.00%	2006 FHCS Results	57.90%	16.90%	24.30%	0.90%
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<p>19 I know how my work relates to the agency's goals and priorities.</p>	<table border="1"> <thead> <tr> <th></th> <th>Positive</th> <th>Neutral</th> <th>Negative</th> <th>Do Not Know</th> </tr> </thead> <tbody> <tr> <td>2009 AES Results</td> <td>89.30%</td> <td>6.30%</td> <td>4.00%</td> <td>0.40%</td> </tr> <tr> <td>2008 FHCS Results</td> <td>90.30%</td> <td>5.40%</td> <td>3.10%</td> <td>1.20%</td> </tr> <tr> <td>2007 AES Results</td> <td>90.00%</td> <td>6.00%</td> <td>3.00%</td> <td>1.00%</td> </tr> <tr> <td>2006 FHCS Results</td> <td>89.00%</td> <td>6.50%</td> <td>4.30%</td> <td>0.20%</td> </tr> </tbody> </table>		Positive	Neutral	Negative	Do Not Know	2009 AES Results	89.30%	6.30%	4.00%	0.40%	2008 FHCS Results	90.30%	5.40%	3.10%	1.20%	2007 AES Results	90.00%	6.00%	3.00%	1.00%	2006 FHCS Results	89.00%	6.50%	4.30%	0.20%
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<p>20 The work I do is important.</p>	<table border="1"> <thead> <tr> <th></th> <th>Positive</th> <th>Neutral</th> <th>Negative</th> <th>Do Not Know</th> </tr> </thead> <tbody> <tr> <td>2009 AES Results</td> <td>89.50%</td> <td>6.30%</td> <td>4.00%</td> <td>0.20%</td> </tr> <tr> <td>2008 FHCS Results</td> <td>92.10%</td> <td>5.30%</td> <td>2.30%</td> <td>0.20%</td> </tr> <tr> <td>2007 AES Results</td> <td>91.00%</td> <td>6.00%</td> <td>3.00%</td> <td>1.00%</td> </tr> <tr> <td>2006 FHCS Results</td> <td>89.10%</td> <td>9.00%</td> <td>2.00%</td> <td>0.00%</td> </tr> </tbody> </table>		Positive	Neutral	Negative	Do Not Know	2009 AES Results	89.50%	6.30%	4.00%	0.20%	2008 FHCS Results	92.10%	5.30%	2.30%	0.20%	2007 AES Results	91.00%	6.00%	3.00%	1.00%	2006 FHCS Results	89.10%	9.00%	2.00%	0.00%
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<p>21 Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.</p>	<table border="1"> <thead> <tr> <th></th> <th>Positive</th> <th>Neutral</th> <th>Negative</th> <th>Do Not Know</th> </tr> </thead> <tbody> <tr> <td>2009 AES Results</td> <td>84.40%</td> <td>7.80%</td> <td>7.80%</td> <td>0.00%</td> </tr> <tr> <td>2008 FHCS Results</td> <td>85.70%</td> <td>7.70%</td> <td>6.20%</td> <td>0.40%</td> </tr> <tr> <td>2007 AES Results</td> <td>83.00%</td> <td>9.00%</td> <td>7.00%</td> <td>1.00%</td> </tr> <tr> <td>2006 FHCS Results</td> <td>85.40%</td> <td>10.20%</td> <td>4.20%</td> <td>0.20%</td> </tr> </tbody> </table>		Positive	Neutral	Negative	Do Not Know	2009 AES Results	84.40%	7.80%	7.80%	0.00%	2008 FHCS Results	85.70%	7.70%	6.20%	0.40%	2007 AES Results	83.00%	9.00%	7.00%	1.00%	2006 FHCS Results	85.40%	10.20%	4.20%	0.20%
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2006 FHCS Results	85.40%	10.20%	4.20%	0.20%																						

Performance Culture*22 Promotions in my work unit are based on merit.*

	Positive	Neutral	Negative	Do Not Know
2009 AES Results	44.10%	20.40%	25.00%	10.50%
2008 FHCS Results	39.10%	22.20%	31.30%	7.30%
2007 AES Results	43.00%	20.00%	28.00%	10.00%
2006 FHCS Results	40.20%	24.60%	29.30%	5.90%

23 In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.

	Positive	Neutral	Negative	Do Not Know
2009 AES Results	32.80%	21.30%	26.30%	19.60%
2008 FHCS Results	30.70%	23.00%	31.40%	14.90%
2007 AES Results	33.00%	26.00%	26.00%	15.00%
2006 FHCS Results	31.40%	24.70%	34.20%	9.80%

24 Employees have a feeling of personal empowerment with respect to work processes.

	Positive	Neutral	Negative	Do Not Know
2009 AES Results	52.50%	22.40%	20.80%	4.40%
2008 FHCS Results	44.40%	27.20%	25.20%	3.10%
2007 AES Results	48.00%	22.00%	24.00%	5.00%
2006 FHCS Results	42.50%	28.90%	24.50%	4.00%

25 Employees are rewarded for providing high quality products and services to customers.

	Positive	Neutral	Negative	Do Not Know
2009 AES Results	64.60%	12.60%	19.00%	3.80%
2008 FHCS Results	59.20%	16.80%	22.20%	1.80%
2007 AES Results	63.00%	11.00%	24.00%	2.00%
2006 FHCS Results	53.90%	23.60%	21.10%	1.50%

26 Creativity and innovation are rewarded.

	Positive	Neutral	Negative	Do Not Know
2009 AES Results	51.10%	23.70%	20.60%	4.60%
2008 FHCS Results	49.60%	23.50%	24.00%	2.90%
2007 AES Results	54.00%	17.00%	25.00%	4.00%
2006 FHCS Results	48.00%	27.20%	23.60%	1.20%

27 Pay raises depend on how well employees perform their jobs.

	Positive	Neutral	Negative	Do Not Know
2009 AES Results	34.30%	21.50%	33.50%	10.70%
2008 FHCS Results	26.40%	31.40%	36.60%	5.60%
2007 AES Results	34.00%	22.00%	36.00%	8.00%
2006 FHCS Results	27.20%	27.50%	39.10%	6.10%

28 Awards in my work unit depend on how well employees perform their jobs.

	Positive	Neutral	Negative	Do Not Know
2009 AES Results	55.40%	15.60%	21.80%	7.10%
2008 FHCS Results	49.40%	22.70%	23.40%	4.50%
2007 AES Results	54.00%	17.00%	23.00%	6.00%
2006 FHCS Results	46.60%	23.10%	26.30%	4.00%
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<i>29 In my work unit, differences in performance are recognized in a meaningful way.</i>				
	Positive	Neutral	Negative	Do Not Know
2009 AES Results	41.80%	22.80%	26.10%	9.30%
2008 FHCS Results	34.70%	27.10%	30.50%	7.70%
2007 AES Results	40.00%	25.00%	27.00%	8.00%
2006 FHCS Results	32.40%	32.00%	31.40%	4.20%
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<i>30 My performance appraisal is a fair reflection of my performance.</i>				
	Positive	Neutral	Negative	Do Not Know
2009 AES Results	67.20%	14.00%	14.20%	4.70%
2008 FHCS Results	63.20%	18.00%	16.70%	2.20%
2007 AES Results	66.00%	13.00%	18.00%	3.00%
2006 FHCS Results	60.60%	18.40%	17.60%	3.30%
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<i>31 Discussions with my supervisor/team leader about my performance are worthwhile.</i>				
	Positive	Neutral	Negative	Do Not Know
2009 AES Results	66.00%	14.80%	17.10%	2.10%
2008 FHCS Results	56.20%	23.10%	19.00%	1.80%
2007 AES Results	63.00%	13.00%	22.00%	2.00%
2006 FHCS Results	55.90%	20.20%	21.80%	2.10%
<hr/>				
<i>32 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).</i>				
	Positive	Neutral	Negative	No Basis to Judge
2009 AES Results	66.50%	15.10%	14.70%	3.70%
2008 FHCS Results	57.00%	13.80%	23.90%	5.30%
2007 AES Results	62.00%	13.00%	19.00%	6.00%
2006 FHCS Results	N/A	N/A	N/A	N/A
<hr/>				
<i>33 I am held accountable for achieving results.</i>				
	Positive	Neutral	Negative	Do Not Know
2009 AES Results	88.30%	8.20%	2.90%	0.60%
2008 FHCS Results	87.50%	9.10%	3.00%	0.40%
2007 AES Results	86.00%	9.00%	5.00%	1.00%
2006 FHCS Results	82.10%	12.90%	4.10%	0.90%

34 Supervisors/team leaders in my work unit are committed to a workforce representative of all segments of society.

	Positive	Neutral	Negative	Do Not Know
2009 AES Results	66.20%	14.10%	10.80%	9.00%
2008 FHCS Results	61.20%	21.00%	10.80%	7.00%
2007 AES Results	63.00%	17.00%	12.00%	8.00%
2006 FHCS Results	57.50%	24.10%	11.40%	7.00%

35 Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).

	Positive	Neutral	Negative	Do Not Know
2009 AES Results	68.60%	16.90%	8.20%	6.30%
2008 FHCS Results	70.00%	16.50%	9.60%	3.90%
2007 AES Results	65.00%	18.00%	10.00%	6.00%
2006 FHCS Results	61.80%	23.20%	9.70%	5.30%

36 Managers/supervisors/team leaders work well with employees of different backgrounds.

	Positive	Neutral	Negative	Do Not Know
2009 AES Results	69.50%	12.70%	13.50%	4.30%
2008 FHCS Results	63.30%	18.40%	14.90%	3.50%
2007 AES Results	66.00%	15.00%	14.00%	5.00%
2006 FHCS Results	62.80%	19.90%	12.70%	4.70%

Leadership

37 I have a high level of respect for my organization's senior leaders.

	Positive	Neutral	Negative	Do Not Know
2009 AES Results	59.50%	19.30%	20.50%	0.80%
2008 FHCS Results	48.30%	22.60%	28.00%	1.10%
2007 AES Results	54.00%	20.00%	24.00%	1.00%
2006 FHCS Results	45.80%	25.60%	26.50%	2.10%

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

	Positive	Neutral	Negative	Do Not Know
2009 AES Results	47.70%	26.40%	24.60%	1.40%
2008 FHCS Results	41.80%	24.70%	32.30%	1.10%
2007 AES Results	47.00%	22.00%	30.00%	2.00%
2006 FHCS Results	36.20%	27.70%	33.90%	2.30%

39 My organization's leaders maintain high standards of honesty and integrity.

	Positive	Neutral	Negative	Do Not Know
2009 AES Results	48.50%	26.40%	20.50%	4.50%
2008 FHCS Results	41.40%	30.20%	25.30%	3.10%
2007 AES Results	52.00%	20.00%	23.00%	5.00%
2006 FHCS Results	43.20%	26.30%	23.60%	7.00%

40 Managers communicate the goals and priorities of the organization.

	Positive	Neutral	Negative	Do Not Know
2009 AES Results	74.60%	10.60%	13.80%	0.80%
2008 FHCS Results	66.50%	17.30%	15.30%	0.90%
2007 AES Results	71.00%	13.00%	15.00%	1.00%
2006 FHCS Results	63.70%	18.50%	17.40%	0.40%

41 Managers review and evaluate the organization's progress toward meeting its goals and objectives.

	Positive	Neutral	Negative	Do Not Know
2009 AES Results	65.20%	17.90%	10.30%	6.50%
2008 FHCS Results	63.00%	19.00%	14.30%	3.80%
2007 AES Results	66.00%	16.00%	13.00%	5.00%
2006 FHCS Results	62.10%	19.70%	14.60%	3.60%

42 Employees are protected from health and safety hazards on the job.

	Positive	Neutral	Negative	Do Not Know
2009 AES Results	87.00%	7.30%	3.60%	2.20%
2008 FHCS Results	79.90%	12.60%	4.60%	2.90%
2007 AES Results	83.00%	11.00%	3.00%	3.00%
2006 FHCS Results	83.50%	11.20%	2.90%	2.50%

43 My organization has prepared employees for potential

<i>security threats.</i>				
	Positive	Neutral	Negative	Do Not Know
2009 AES Results	83.70%	9.30%	4.80%	2.20%
2008 FHCS Results	80.00%	14.20%	3.50%	2.40%
2007 AES Results	81.00%	11.00%	6.00%	2.00%
2006 FHCS Results	76.50%	16.00%	5.60%	1.90%
<i>44 Complaints, disputes or grievances are resolved fairly in my work unit.</i>				
	Positive	Neutral	Negative	Do Not Know
2009 AES Results	38.10%	19.80%	16.60%	25.50%
2008 FHCS Results	34.20%	22.90%	26.20%	16.70%
2007 AES Results	35.00%	24.00%	17.00%	24.00%
2006 FHCS Results	34.90%	31.80%	16.40%	17.00%
<i>45 Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.</i>				
	Positive	Neutral	Negative	Do Not Know
2009 AES Results	46.50%	16.80%	22.60%	14.10%
2008 FHCS Results	44.60%	23.20%	23.80%	8.50%
2007 AES Results	46.00%	19.00%	22.00%	14.00%
2006 FHCS Results	40.40%	25.40%	23.20%	11.00%
<i>46 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.</i>				
	Positive	Neutral	Negative	Do Not Know
2009 AES Results	55.40%	13.90%	11.50%	19.20%
2008 FHCS Results	50.80%	20.40%	15.00%	13.80%
2007 AES Results	57.00%	15.00%	12.00%	15.00%
2006 FHCS Results	54.60%	20.10%	14.60%	10.70%
<i>47 I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.</i>				
	Positive	Neutral	Negative	Do Not Know
2009 AES Results	45.50%	19.00%	17.60%	17.80%
2008 FHCS Results	45.00%	25.70%	18.70%	10.60%
2007 AES Results	48.00%	21.00%	17.00%	15.00%
2006 FHCS Results	39.20%	29.10%	19.80%	11.90%

Learning (Knowledge Management)

48 Supervisors/team leaders provide employees with constructive suggestions to improve their job performance.

	Positive	Neutral	Negative	Do Not Know
2009 AES Results	66.10%	17.50%	15.00%	1.40%
2008 FHCS Results	63.40%	17.00%	18.50%	1.10%
2007 AES Results	65.00%	13.00%	22.00%	2.00%
2006 FHCS Results	65.40%	17.00%	16.10%	1.60%

49 Supervisors/team leaders in my work unit support employee development.

	Positive	Neutral	Negative	Do Not Know
2009 AES Results	77.20%	11.40%	10.80%	0.60%
2008 FHCS Results	74.50%	13.60%	11.60%	0.40%
2007 AES Results	73.00%	10.00%	15.00%	1.00%
2006 FHCS Results	73.60%	11.80%	14.00%	0.60%

50 Employees have electronic access to learning and training programs readily available at their desk.

	Positive	Neutral	Negative	Do Not Know
2009 AES Results	69.90%	15.80%	10.60%	3.60%
2008 FHCS Results	65.00%	17.40%	15.20%	2.40%
2007 AES Results	70.00%	16.00%	13.00%	2.00%
2006 FHCS Results	68.90%	16.20%	12.00%	3.00%

51 My training needs are assessed.

	Positive	Neutral	Negative	Do Not Know
2009 AES Results	54.60%	21.40%	21.00%	3.00%
2008 FHCS Results	54.40%	17.90%	26.90%	0.80%
2007 AES Results	51.00%	22.00%	26.00%	1.00%
2006 FHCS Results	49.00%	22.20%	26.70%	2.00%

52 Managers promote communication among different work units (for example, about projects, goals, needed resources).

	Positive	Neutral	Negative	Do Not Know
2009 AES Results	67.00%	14.10%	17.50%	1.40%
2008 FHCS Results	58.20%	18.30%	21.20%	2.30%
2007 AES Results	59.00%	16.00%	21.00%	3.00%
2006 FHCS Results	56.60%	20.00%	21.60%	1.80%

53 Employees in my work unit share job knowledge with each other.

	Positive	Neutral	Negative	Do Not Know
2009 AES Results	77.10%	9.80%	12.60%	0.40%
2008 FHCS Results	73.50%	12.30%	14.00%	0.20%
2007 AES Results	76.00%	9.00%	13.00%	2.00%
2006 FHCS Results	74.10%	13.90%	11.60%	0.40%

54 Employees use information technology (for example, intranet, shared networks) to perform work.

	Positive	Neutral	Negative	Do Not Know
2009 AES Results	91.50%	4.00%	4.00%	0.40%
2008 FHCS Results	90.50%	4.30%	5.00%	0.20%
2007 AES Results	92.00%	4.00%	3.00%	1.00%
2006 FHCS Results	91.90%	5.50%	1.90%	0.70%

Job Satisfaction

55 How satisfied are you with your involvement in decisions that affect your work?

	Positive	Neutral	Negative
2009 AES Results	60.30%	18.10%	20.60%
2008 FHCS Results	58.90%	16.50%	24.60%
2007 AES Results	63.00%	17.00%	21.00%
2006 FHCS Results	55.10%	20.40%	24.50%

56 How satisfied are you with the information you receive from management on what's going on in your organization?

	Positive	Neutral	Negative
2009 AES Results	60.00%	20.00%	19.40%
2008 FHCS Results	54.30%	22.10%	23.60%
2007 AES Results	61.00%	19.00%	20.00%
2006 FHCS Results	55.50%	19.60%	24.90%

57 How satisfied are you with the recognition you receive for doing a good job?

	Positive	Neutral	Negative
2009 AES Results	63.10%	14.30%	22.00%
2008 FHCS Results	56.70%	17.20%	26.10%
2007 AES Results	64.00%	16.00%	21.00%
2006 FHCS Results	53.10%	22.60%	24.40%

58 How satisfied are you with the policies and practices of your senior leaders?

	Positive	Neutral	Negative
2009 AES Results	49.70%	22.60%	24.60%
2008 FHCS Results	41.80%	29.50%	28.70%
2007 AES Results	49.00%	28.00%	23.00%
2006 FHCS Results	39.10%	32.50%	28.40%

59 How satisfied are you with your opportunity to get a better job in your organization?

	Positive	Neutral	Negative
2009 AES Results	41.40%	22.50%	29.40%
2008 FHCS Results	36.60%	29.90%	33.60%
2007 AES Results	43.00%	28.00%	29.00%
2006 FHCS Results	37.40%	30.90%	31.80%

60 How satisfied are you with the training you receive for your present job?

	Positive	Neutral	Negative
2009 AES Results	70.10%	16.60%	12.50%
2008 FHCS Results	62.60%	19.20%	18.20%
2007 AES Results	62.00%	21.00%	16.00%
2006 FHCS Results	63.50%	19.80%	16.80%

61 Considering everything, how satisfied are you with your job?

	Positive	Neutral	Negative
2009 AES Results	72.40%	14.60%	12.80%
2008 FHCS Results	66.40%	16.40%	17.20%
2007 AES Results	71.00%	13.00%	16.00%

2006 FHCS Results	66.10%	19.20%	14.70%
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62 Considering everything, how satisfied are you with your pay?

	Positive	Neutral	Negative
2009 AES Results	63.50%	15.00%	21.50%
2008 FHCS Results	57.10%	17.70%	25.20%
2007 AES Results	64.00%	19.00%	17.00%
2006 FHCS Results	58.00%	21.60%	20.40%

63 Considering everything, how satisfied are you with your organization?

	Positive	Neutral	Negative
2009 AES Results	68.40%	16.30%	16.10%
2008 FHCS Results	62.10%	19.80%	18.00%
2007 AES Results	67.00%	16.00%	17.00%
2006 FHCS Results	62.70%	22.00%	15.40%

Satisfaction with Benefits*64 How satisfied are you with retirement benefits?*

	Positive	Neutral	Negative	No Basis to Judge
2009 AES Results	67.50%	16.80%	8.70%	7.10%
2008 FHCS Results	67.60%	15.40%	9.30%	7.70%
2007 AES Results	77.00%	11.00%	5.00%	7.00%
2006 FHCS Results	72.50%	14.40%	7.70%	5.40%

65 How satisfied are you with health insurance benefits?

	Positive	Neutral	Negative	No Basis to Judge
2009 AES Results	75.20%	11.50%	11.10%	2.20%
2008 FHCS Results	69.30%	14.80%	11.90%	4.00%
2007 AES Results	77.00%	11.00%	7.00%	6.00%
2006 FHCS Results	73.20%	13.10%	11.80%	1.80%

66 How satisfied are you with life insurance benefits?

	Positive	Neutral	Negative	No Basis to Judge
2009 AES Results	65.60%	17.60%	6.30%	10.50%
2008 FHCS Results	59.40%	21.80%	8.00%	10.80%
2007 AES Results	64.00%	18.00%	6.00%	12.00%
2006 FHCS Results	63.30%	19.90%	7.30%	9.40%

67 How satisfied are you with long term care insurance benefits?

	Positive	Neutral	Negative	No Basis to Judge
2009 AES Results	33.20%	21.20%	10.30%	35.40%
2008 FHCS Results	33.90%	25.50%	7.60%	33.00%
2007 AES Results	37.00%	26.00%	6.00%	31.00%
2006 FHCS Results	37.60%	27.90%	6.50%	28.00%

68 How satisfied are you with the flexible spending account (FSA) program?

	Positive	Neutral	Negative	No Basis to Judge
2009 AES Results	50.50%	16.40%	2.60%	30.50%
2008 FHCS Results	48.90%	21.30%	3.90%	25.90%
2007 AES Results	51.00%	19.00%	2.00%	28.00%
2006 FHCS Results	48.10%	19.60%	3.10%	29.10%

69 How satisfied are you with paid vacation time?

	Positive	Neutral	Negative
2009 AES Results	85.90%	6.90%	6.30%
2008 FHCS Results	80.50%	11.90%	7.60%
2007 AES Results	90.00%	7.00%	3.00%
2006 FHCS Results	90.70%	5.90%	3.40%

70 How satisfied are you with paid leave for illness (for example, personal), including family care situations (for example, childbirth/adoption or eldercare)?

	Positive	Neutral	Negative
2009 FHCS/AES Results	80.90%	5.80%	7.60%
2008 FHCS Results	76.10%	14.10%	9.80%
2007 AES Results	87.00%	8.00%	5.00%
2006 FHCS Results	85.70%	6.70%	7.60%

71 How satisfied are you with child care subsidies?

	Positive	Neutral	Negative	No Basis to Judge
2009 AES Results	10.90%	14.30%	3.60%	71.10%
2008 FHCS Results	11.40%	20.60%	8.40%	59.60%
2007 AES Results	10.00%	24.00%	5.00%	61.00%
2006 FHCS Results	10.50%	21.10%	7.70%	60.70%

72 How satisfied are you with work/life programs (for example, health and wellness, employee assistance, eldercare, and support groups)?

	Positive	Neutral	Negative	No Basis to Judge
2009 AES Results	34.10%	18.10%	4.60%	43.10%
2008 FHCS Results	30.90%	26.30%	5.90%	37.00%
2007 AES Results	35.00%	23.00%	5.00%	38.00%
2006 FHCS Results	34.50%	25.40%	4.20%	35.80%

73 How satisfied are you with telework/telecommuting?

	Positive	Neutral	Negative	No Basis to Judge
2009 AES Results	51.60%	13.10%	18.40%	16.90%
2008 FHCS Results	45.80%	18.40%	20.00%	15.80%
2007 AES Results	47.00%	17.00%	18.00%	18.00%
2006 FHCS Results	43.20%	18.30%	17.40%	21.10%

74 How satisfied are you with alternative work schedules?

	Positive	Neutral	Negative	No Basis to Judge
2009 AES Results	69.90%	9.50%	8.00%	12.50%
2008 FHCS Results	68.00%	12.10%	10.70%	9.20%
2007 AES Results	71.00%	10.00%	8.00%	10.00%
2006 FHCS Results	70.50%	12.30%	6.60%	10.60%

Demographics

75. Where do you work?

	Headquarters	Field
2009 AES Results	99.60%	0.40%
2008 FHCS Results	99.00%	1.00%
2007 AES Results	N/A	N/A
2006 FHCS Results	N/A	N/A

76. What is your supervisory status?

	Non-Supervisor	Team Leader	Supervisor	Manager	Executive
2009 AES Results	67.30%	8.50%	8.30%	11.30%	4.60%
2008 FHCS Results	68.00%	13.00%	9.00%	8.00%	3.00%
2007 AES Results	67.00%	7.00%	8.00%	8.00%	3.00%
2006 FHCS Results	N/A	N/A	N/A	N/A	N/A

77. Are you:

	Male	Female
2009 AES Results	44.70%	55.30%
2008 FHCS Results	42.00%	58.00%
2007 AES Results	40.00%	53.00%
2006 FHCS Results	N/A	N/A

78. Are you Hispanic or Latino?

	Yes	No
2009 AES Results	4.30%	95.70%
2008 FHCS Results	5.00%	95.00%
2007 AES Results	4.00%	88.00%
2006 FHCS Results	N/A	N/A

79. Are you:

	American Indian or Alaska Native	Asian	Black or African American	Native Hawaiian or Other Pacific Islander	White	Two or more races
2009 AES Results	0.40%	6.30%	34.80%	0.40%	51.90%	6.10%
2008 FHCS Results	1.00%	8.00%	37.00%	1.00%	51.00%	4.00%
2007 AES Results	0.00%	7.00%	32.00%	0.00%	47.00%	1.00%
2006 FHCS Results	N/A	N/A	N/A	N/A	N/A	N/A

80. What is your age group?

	25 and under	26 - 29	30 - 39	40 - 49	50 - 59	60 or older
2009 AES Results	1.20%	4.40%	18.30%	32.60%	33.40%	10.20%
2008 FHCS Results	2.00%	2.00%	23.00%	32.00%	30.00%	10.00%
2007 AES Results	N/A	N/A	N/A	N/A	N/A	N/A
2006 FHCS Results	N/A	N/A	N/A	N/A	N/A	N/A

81. What is your pay category/grade?

	Federal Wage System	GS 1-6	GS 7-12	GS 13-15	Senior Executive Service	Senior Level (SL) or Scientific or Professional (ST)	Other
2009 AES Results	TBA	1.40%	30.50%	62.90%	0.20%	4.70%	0.20%
2008 FHCS Results	<1%	1.00%	32.00%	63.00%	<1%	3.00%	1.00%
2007 AES Results	N/A	N/A	N/A	N/A	N/A	N/A	N/A
2006 FHCS Results	N/A	N/A	N/A	N/A	N/A	N/A	N/A

82. How long have you been with the Federal Government (excluding military service)?

	Less than 1 year	1 to 3 years	4 to 5 years	6 to 10 years	11 to 14 years	15 to 20 years	More than 20 years
2009 AES Results	2.20%	11.40%	12.40%	16.30%	11.40%	19.40%	26.70%
2008 FHCS Results	2%	16%	8%	17%	11%	22%	25%
2007 AES Results	N/A	N/A	N/A	N/A	N/A	N/A	N/A
2006 FHCS Results	N/A	N/A	N/A	N/A	N/A	N/A	N/A

83. How long have you been with your current agency?

	Less than 1 year	1 to 3 years	4 to 5 years	6 to 10 years	11 to 20 years	More than 20 years
2009 AES Results	5.10%	20.80%	13.40%	14.80%	30.70%	15.20%
2008 FHCS Results	5%	23%	9%	15%	34%	14%
2007 AES Results	N/A	N/A	N/A	N/A	N/A	N/A
2006 FHCS Results	N/A	N/A	N/A	N/A	N/A	N/A

84. Are you considering leaving your organization within the next year?

	No	Yes, to retire	Yes, to take another job in the Federal Government	Yes, to take another job outside the Federal Government	Yes, other
2009 AES Results	68.00%	3.30%	22.40%	1.80%	4.50%
2008 FHCS Results	62.00%	5.00%	26.00%	3.00%	5.00%
2007 AES Results	N/A	N/A	N/A	N/A	N/A
2006 FHCS Results	N/A	N/A	N/A	N/A	N/A

85. I am planning to retire:

	Within one year	Between one and three years	Between three and five years	Five or more years
2009 AES Results	2.50%	7.70%	8.7%	81.10%
2008 FHCS Results	3.00%	10.00%	8.00%	79.00%
2007 AES Results	N/A	N/A	N/A	N/A
2006 FHCS Results	N/A	N/A	N/A	N/A