

Federal Labor Relations Authority 2009 Annual Employee Satisfaction Survey

Background:

In 2009, the Federal Labor Relations Authority (FLRA) conducted its Annual Employee Satisfaction Survey (AES) required by the Office of Personnel Management (OPM). See 5 C.F.R. Part 250, Subpart C. The survey included the 40 questions prescribed by OPM regulation that are intended to collect data on Federal employees' perceptions about how effectively agencies are managing their workforces.

1. Evaluation of Results

The FLRA is pleased to report that the responses to the 2009 Annual Employee Satisfaction Survey are overwhelmingly positive, and represent a significant increase in employee satisfaction from that reported in the 2008 Federal Human Capital Survey. The striking increases in certain positive responses – ranging from 50 to 99 percent -- reflect the fact that the FLRA took substantial steps in FY2009 to address the serious Human Capital and employee morale issues that had developed over many years at the FLRA.

As shown below, with respect to each of the four indicia that OPM has determined make up the Human Capital Assessment and Accountability Framework (HCAAF), the FLRA's improvement is dramatic, with the FLRA achieving scores that exceed even 2008 government-wide scores.

HCAAF Systems – Human Capital Management Indices	2009 FLRA % Positive	2008 FLRA % Positive	FLRA Positive % Increase 2008-2009	2008 Government- Wide % Positive
Leadership & Knowledge Management	70.5%	35.4%	99%	58.7%
Results-Oriented Performance Culture	64.0%	42.7%	50%	53.6%
Talent Management	63.5%	39.1%	62%	59.7%
Job Satisfaction	73.7%	46.4%	59%	67.0%

The responses to the five categories of prescribed questions are set forth in the chart below. Generally, the overall results from the 2009 Survey indicate the FLRA employees believe that the work they do is important (90.5%), that they work well with fellow employees to conduct the work of the agency (91.9%), and that they understand how their work relates to the overall agency goals and priorities (91.9%). In addition, employees are very satisfied with the support they receive for balancing work and family issues (83.8%), feel a sense of accomplishment in doing their jobs (82.4%), and like the kind of work they do (89.2%). Overall job satisfaction is 82.4 percent – a significant increase from the 33.5 percent reported in 2008.

The areas showing the greatest overall increase in positive responses relate to the FLRA leadership and management. Eighty-two percent of employees – up from 16.3 percent in 2008 --

responded that they have a high level of respect for the organization’s senior leaders. Seventy-four percent – up from 10.3 percent in 2008 -- reported that FLRA leaders generate high levels of motivation and commitment in the workforce.

AES Survey Category	Positive	Neutral	Negative
Personal Work Experiences	79.3%	10.6%	10.1%
Recruitment, Development, & Retention	73.8%	14.9%	11.3%
Performance Culture	57.3%	28.1%	14.6%
Leadership	68.2%	18.2%	13.5%
Job Satisfaction	64.7%	19.1%	16.2%

Certain of the questions where the FLRA received a lower positive response rate – such as opportunities to get a better job in your organization – are consistent with responses received at other smaller agencies, and are generally considered to be due to organization size. Although FLRA has higher positive response rates than the governmentwide scores for most of the questions in the survey, the areas with lower scores appear to relate to employee development and the performance appraisal process – matters that the FLRA is addressing in FY2010.

The results of the survey are critical to the FLRA’s rebuilding efforts, and are an important tool in informing FLRA leadership and management as it continues working with employees to restore confidence in the agency and employee satisfaction, so that the FLRA can effectively and efficiently fulfill its important statutory mission.

2. How the survey was conducted: The survey was an on-line survey conducted during the period of October 12-31, 2009, and was administered by the Department of the Interior, National Business Center.

3. Description of sample: All eligible FLRA employees were surveyed.

4. Survey questions and response choices: See the attached table.

5. Number of employee surveys, number responding, and representativeness of respondents: Of the 110 employees surveyed, 74 completed the survey for a response rate of 67 percent.