



## FEDERAL LABOR RELATIONS AUTHORITY 2014 Federal Employee Viewpoint Survey Interpretation of Results

**Summary of Results and Organizational Performance.** The Federal Employee Viewpoint Survey (FEVS) is a key tool that provides employees the opportunity to influence change by submitting feedback about their work environment, leadership and many other aspects of the organization. The FLRA's high response rate – with 83% percent of eligible employees responding – demonstrates that employees value the process and use the FEVS as a tool to communicate their interests and concerns to agency leadership and managers. This 2014 snapshot in time, represents employees' perceptions of the agency's work environment.

The FLRA administered the FEVS from May 6, 2014 to June 13, 2014, and the results of the survey reflect the agency's continuous growth in overall employee satisfaction. In this connection, the FLRA's 2014 positive ratings increased from 2013 in 61 items! And the FLRA's Human Capital Assessment and Accountability Framework (HCAAF) index scores, which increased as much as seven percent over the last year, reflect the FLRA's progress toward meeting government-wide human capital objectives and the relationship to organizational performance.

HCAAF Systems – Human Capital Management Indices	Leadership & Knowledge Management	Results-Oriented Performance Culture	Talent Management	Job Satisfaction
2014 FLRA % Positive	78%	71%	79%	75%
2013 FLRA % Positive	73%	66%	72%	71%

**Agency Strengths.** In terms of agency strengths, 100% of FLRA respondents report that they are willing to put in extra effort to get a job done; 97% indicate that they are being held accountable for achieving results; 96% know how their work relates to the agency's goals and priorities; and 94% know what is expected of them on the job. These results show that employees understand the mission of the FLRA, understand their role in achieving the mission, and see themselves as an integral part of achieving agency-wide success. The agency continues to credit its mission performance successes to its high level of employee engagement.

**Areas for Improvement.** In addition to this year's results that identify double-digit increases in 16 of its more than 60 "strengths," FLRA employees also identified areas for improvement. These include the reasonableness of workloads, resources, opportunities for advancement, individual recognition, and personal empowerment with respect to work processes. Consistent with an agency-wide focus on targeting challenges identified in the survey, the FLRA renews its commitment to address areas of weakness or concern in full collaboration with its employees at all levels. In this regard, the FLRA in full partnership with the Union of Authority Employees (UAE) -- through the agency's Labor-Management Forum (LMF) -- will analyze the survey results and developing strategies and policies targeted to addressing areas of strengths and challenges.

As employees indicated – with 73% percent responding that they believe the survey will be used to make the FLRA a better place to work – the results of the survey are critical to the achievement of the FLRA's organizational goals and are an important tool in informing leadership and management of areas of progress and opportunities for improvement. FLRA's leadership at all levels is indeed committed to using tools like the FEVS to make the FLRA the best workplace it can be. Full employee engagement is essential to the success of the agency's mission and to the quality of service the FLRA can provide the American public.