

2019

Office of Personnel Management

Federal Employee Viewpoint Survey

Empowering Employees. Inspiring Change.



Annual Employee Survey (AES) Report

Consumer Product Safety Commission

FIELD PERIOD	May 23 - July 5, 2019
SAMPLE OR CENSUS	CENSUS
NUMBER OF SURVEYS COMPLETED	357
NUMBER OF SURVEYS ADMINISTERED	466
RESPONSE RATE	76.6%

34 items identified as **strengths** (65% positive or higher)

4 items identified as **challenges** (35% negative or higher)

Engagement Index Score

2019 ENGAGEMENT INDEX
66%

LEADERS LEAD	SUPERVISORS	INTRINSIC WORK EXPERIENCE
51%	77%	70%

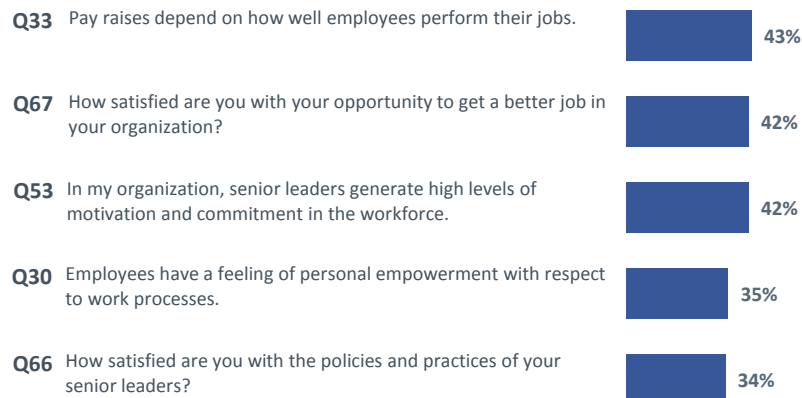
Highest % Positive Items

Select: Highest % Positive



Highest % Negative Items

Select: Highest % Negative





Select: Largest Increases since 2018

Largest Increases in Percent Positive since 2018

11 items increased since 2018

	2016	2017	2018	2019	Percentage Point Change
Q21 My work unit is able to recruit people with the right skills.	55%	59%	51%	55%	+4
Q49 My supervisor treats me with respect.	86%	85%	82%	86%	+4
Q17 I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	61%	65%	62%	65%	+3
Q46 My supervisor provides me with constructive suggestions to improve my job performance.	64%	71%	65%	68%	+3
Q7 When needed I am willing to put in the extra effort to get a job done.	96%	97%	93%	95%	+2

Select: Largest Decreases since 2018

Largest Decreases in Percent Positive since 2018

49 items decreased since 2018

	2016	2017	2018	2019	Percentage Point Change
Q39 My agency is successful at accomplishing its mission.	81%	89%	83%	70%	-13
Q61 I have a high level of respect for my organization's senior leaders.	56%	63%	56%	47%	-9
Q66 How satisfied are you with the policies and practices of your senior leaders?	46%	54%	45%	36%	-9
Q54 My organization's senior leaders maintain high standards of honesty and integrity.	59%	63%	58%	49%	-9
Q41 I believe the results of this survey will be used to make my agency a better place to work.	47%	49%	53%	45%	-8

Item	Item Text	Percent Positive %	Strongly Agree/ Very Good/ Very Satisfied %	Agree/ Good/ Satisfied %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Disagree/ Poor/ Dissatisfied %	Strongly Disagree/ Very Poor/ Very Dissatisfied %	Percent Negative %	Strongly Agree/ Very Good/ Very Satisfied N	Agree/ Good/ Satisfied N	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied N	Disagree/ Poor/ Dissatisfied N	Strongly Disagree/ Very Poor/ Very Dissatisfied N	Item Response Total** N	Do Not Know/ No Basis to Judge N
1	*I am given a real opportunity to improve my skills in my organization.	65.8%	23.9%	41.9%	13.8%	14.5%	6.0%	20.5%	85	150	48	51	21	355	N/A
2	I have enough information to do my job well.	63.5%	18.9%	44.5%	16.9%	13.3%	6.4%	19.7%	67	159	59	48	23	356	N/A
3	I feel encouraged to come up with new and better ways of doing things.	60.2%	22.4%	37.8%	15.5%	13.9%	10.3%	24.3%	80	132	54	50	36	352	N/A
4	My work gives me a feeling of personal accomplishment.	72.3%	31.2%	41.1%	11.9%	10.1%	5.7%	15.8%	110	147	42	35	20	354	N/A
5	I like the kind of work I do.	81.4%	38.0%	43.4%	12.0%	4.1%	2.5%	6.6%	134	157	43	14	9	357	N/A
6	I know what is expected of me on the job.	72.3%	27.3%	45.1%	15.2%	8.7%	3.8%	12.5%	97	161	54	31	13	356	N/A
7	When needed I am willing to put in the extra effort to get a job done.	94.7%	66.5%	28.1%	3.6%	0.3%	1.5%	1.8%	236	100	13	1	5	355	N/A
8	I am constantly looking for ways to do my job better.	91.4%	46.5%	45.0%	6.6%	0.3%	1.6%	1.9%	165	161	24	1	6	357	N/A
9	I have sufficient resources (for example, people, materials, budget) to get my job done.	53.9%	12.1%	41.8%	12.9%	18.2%	15.0%	33.2%	42	149	45	65	54	355	1
10	*My workload is reasonable.	62.3%	14.2%	48.1%	13.5%	13.3%	10.9%	24.2%	50	171	47	48	38	354	1
11	*My talents are used well in the workplace.	59.7%	16.7%	43.0%	13.0%	13.9%	13.4%	27.3%	59	153	45	48	47	352	2
12	*I know how my work relates to the agency's goals.	84.7%	35.4%	49.3%	9.2%	3.2%	3.0%	6.2%	127	176	32	12	10	357	0
13	The work I do is important.	88.2%	49.1%	39.1%	7.0%	2.4%	2.4%	4.8%	172	139	25	8	8	352	2
14	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	72.1%	32.4%	39.7%	14.4%	6.3%	7.2%	13.5%	114	141	52	23	25	355	1
15	My performance appraisal is a fair reflection of my performance.	73.8%	31.2%	42.7%	12.0%	5.7%	8.5%	14.2%	111	149	41	20	29	350	6

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16	I am held accountable for achieving results.	87.3%	34.1%	53.2%	7.8%	2.7%	2.3%	4.9%	122	188	27	10	8	355	2
17	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	65.2%	29.2%	36.0%	18.8%	5.6%	10.5%	16.1%	98	120	62	18	35	333	23
18	My training needs are assessed.	57.2%	21.1%	36.1%	18.4%	15.3%	9.0%	24.4%	75	128	66	53	31	353	2
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).	72.5%	34.0%	38.5%	11.3%	8.1%	8.1%	16.2%	116	129	39	28	28	340	16
20	*The people I work with cooperate to get the job done.	79.4%	32.8%	46.6%	10.9%	5.9%	3.8%	9.7%	118	166	37	21	13	355	N/A
21	My work unit is able to recruit people with the right skills.	55.0%	16.6%	38.4%	21.6%	13.6%	9.8%	23.4%	57	132	72	46	33	340	14
22	Promotions in my work unit are based on merit.	46.8%	15.3%	31.5%	23.9%	13.4%	16.0%	29.3%	51	103	77	43	51	325	30
23	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	37.6%	12.3%	25.3%	29.3%	17.7%	15.4%	33.1%	38	78	90	55	46	307	47
24	*In my work unit, differences in performance are recognized in a meaningful way.	39.1%	13.0%	26.1%	28.9%	18.3%	13.7%	31.9%	43	86	93	59	43	324	30
25	Awards in my work unit depend on how well employees perform their jobs.	51.8%	17.2%	34.7%	21.2%	13.3%	13.7%	27.0%	57	114	68	43	44	326	30
26	Employees in my work unit share job knowledge with each other.	74.7%	29.4%	45.2%	13.7%	4.3%	7.3%	11.6%	106	161	47	15	24	353	2
27	The skill level in my work unit has improved in the past year.	55.9%	20.9%	35.0%	27.0%	8.9%	8.2%	17.0%	71	118	88	28	27	332	22
28	How would you rate the overall quality of work done by your work unit?	87.9%	48.5%	39.4%	9.5%	0.9%	1.7%	2.6%	174	137	34	3	6	354	N/A

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29	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	80.2%	32.8%	47.5%	10.7%	5.6%	3.4%	9.0%	116	166	37	20	12	351	4
30	Employees have a feeling of personal empowerment with respect to work processes.	42.2%	10.9%	31.2%	22.4%	20.0%	15.5%	35.5%	37	108	75	70	53	343	7
31	Employees are recognized for providing high quality products and services.	55.9%	15.8%	40.2%	19.5%	13.6%	11.0%	24.6%	55	138	65	47	37	342	10
32	Creativity and innovation are rewarded.	43.6%	13.4%	30.2%	26.8%	17.2%	12.4%	29.6%	46	102	88	59	41	336	14
33	Pay raises depend on how well employees perform their jobs.	28.4%	9.5%	18.8%	28.9%	23.0%	19.7%	42.7%	31	61	92	73	62	319	33
34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	63.4%	19.8%	43.6%	22.9%	7.3%	6.4%	13.7%	65	143	73	23	20	324	27
35	Employees are protected from health and safety hazards on the job.	71.0%	25.1%	45.9%	16.9%	6.3%	5.7%	12.1%	88	159	57	22	19	345	7
36	My organization has prepared employees for potential security threats.	55.6%	14.9%	40.7%	20.7%	14.2%	9.5%	23.7%	51	137	68	48	31	335	17
37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	52.6%	17.7%	34.9%	23.5%	9.9%	14.1%	23.9%	58	112	73	32	44	319	32
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.	68.8%	28.9%	39.8%	17.8%	4.9%	8.6%	13.5%	92	122	53	14	26	307	44
39	My agency is successful at accomplishing its mission.	70.4%	22.0%	48.3%	20.1%	5.3%	4.2%	9.5%	77	166	69	19	14	345	6

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40	*I recommend my organization as a good place to work.	63.3%	26.4%	36.9%	17.7%	10.7%	8.3%	19.0%	93	130	62	37	29	351	N/A
41	*I believe the results of this survey will be used to make my agency a better place to work.	44.7%	14.1%	30.6%	23.4%	14.2%	17.6%	31.9%	45	102	78	47	59	331	21
42	My supervisor supports my need to balance work and other life issues.	86.1%	52.3%	33.8%	6.8%	2.4%	4.7%	7.1%	185	116	23	8	16	348	2
43	My supervisor provides me with opportunities to demonstrate my leadership skills.	71.1%	39.2%	31.8%	15.0%	7.0%	6.9%	13.9%	141	111	52	24	24	352	0
44	Discussions with my supervisor about my performance are worthwhile.	68.1%	36.6%	31.6%	14.1%	9.5%	8.2%	17.8%	127	107	49	32	28	343	8
45	My supervisor is committed to a workforce representative of all segments of society.	74.0%	41.0%	33.0%	16.0%	4.3%	5.7%	10.0%	133	106	49	13	18	319	32
46	My supervisor provides me with constructive suggestions to improve my job performance.	67.7%	35.2%	32.6%	16.1%	6.9%	9.3%	16.1%	124	113	56	24	31	348	2
47	Supervisors in my work unit support employee development.	72.6%	35.2%	37.4%	12.4%	5.5%	9.4%	14.9%	125	130	42	19	32	348	4
48	My supervisor listens to what I have to say.	82.3%	48.6%	33.6%	8.3%	5.7%	3.8%	9.5%	172	118	30	19	13	352	N/A
49	My supervisor treats me with respect.	85.5%	55.5%	30.0%	6.4%	4.6%	3.5%	8.1%	195	106	23	16	12	352	N/A
50	In the last six months, my supervisor has talked with me about my performance.	82.5%	46.5%	36.1%	8.4%	5.9%	3.2%	9.0%	163	127	29	21	11	351	N/A
51	I have trust and confidence in my supervisor.	71.8%	47.2%	24.7%	14.6%	7.2%	6.4%	13.6%	167	87	52	24	22	352	N/A
52	Overall, how good a job do you feel is being done by your immediate supervisor?	73.8%	47.7%	26.1%	18.7%	4.5%	3.0%	7.5%	168	92	65	15	11	351	N/A

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53	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	37.9%	8.5%	29.4%	20.5%	20.7%	20.8%	41.5%	29	101	70	72	71	343	7
54	My organization's senior leaders maintain high standards of honesty and integrity.	49.3%	13.9%	35.3%	26.9%	11.1%	12.8%	23.8%	44	112	86	36	41	319	31
55	Supervisors work well with employees of different backgrounds.	69.4%	23.1%	46.2%	16.4%	7.9%	6.3%	14.3%	75	149	51	25	20	320	30
56	*Managers communicate the goals of the organization.	62.8%	17.2%	45.6%	17.9%	8.8%	10.5%	19.3%	60	156	60	31	36	343	6
57	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	69.0%	18.9%	50.2%	15.3%	7.5%	8.2%	15.6%	63	165	49	24	27	328	20
58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	52.8%	15.3%	37.5%	18.2%	14.0%	14.9%	28.9%	53	128	62	48	51	342	9
59	Managers support collaboration across work units to accomplish work objectives.	58.4%	16.7%	41.7%	17.7%	10.0%	13.9%	23.9%	57	139	59	33	46	334	13
60	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	58.0%	23.4%	34.6%	25.6%	6.2%	10.3%	16.5%	78	114	84	21	35	332	18
61	I have a high level of respect for my organization's senior leaders.	46.7%	14.6%	32.1%	26.8%	12.4%	14.1%	26.4%	50	110	91	42	49	342	8
62	Senior leaders demonstrate support for Work-Life programs.	55.7%	18.7%	37.0%	21.9%	9.9%	12.5%	22.4%	60	118	69	32	40	319	32
63	*How satisfied are you with your involvement in decisions that affect your work?	52.3%	16.4%	35.9%	17.5%	20.8%	9.4%	30.2%	58	126	61	72	33	350	N/A
64	*How satisfied are you with the information you receive from management on what's going on in your organization?	46.2%	13.4%	32.8%	21.1%	21.3%	11.5%	32.8%	47	115	73	75	40	350	N/A

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65	*How satisfied are you with the recognition you receive for doing a good job?	54.3%	17.7%	36.5%	17.6%	16.0%	12.1%	28.1%	62	128	62	55	42	349	N/A
66	How satisfied are you with the policies and practices of your senior leaders?	35.7%	9.0%	26.7%	30.7%	21.2%	12.4%	33.6%	32	93	106	74	44	349	N/A
67	How satisfied are you with your opportunity to get a better job in your organization?	29.9%	8.7%	21.2%	28.2%	19.1%	22.8%	41.9%	31	73	99	66	79	348	N/A
68	How satisfied are you with the training you receive for your present job?	57.1%	17.1%	39.9%	21.2%	12.0%	9.8%	21.7%	61	139	73	43	32	348	N/A
69	*Considering everything, how satisfied are you with your job?	64.9%	22.1%	42.8%	14.8%	12.7%	7.5%	20.2%	78	150	51	44	27	350	N/A
70	Considering everything, how satisfied are you with your pay?	63.7%	19.2%	44.5%	14.9%	14.1%	7.3%	21.4%	67	156	51	48	25	347	N/A
71	*Considering everything, how satisfied are you with your organization?	58.1%	16.2%	42.0%	18.1%	13.6%	10.2%	23.8%	57	147	62	48	36	350	N/A

* AES prescribed items as of 2017 (5 CFR Part 250, Subpart C)

** Unweighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'

The Dashboard only includes items 1-71.

Percentages are weighted to represent the Agency's population.