

2020



Annual Employee Survey (AES) Report

Consumer Product Safety Commission

The Dashboard's percent positive and negative results only include items 1-38, excluding item 11.

FIELD PERIOD	Sept 24 - Nov 5, 2020
SAMPLE OR CENSUS	CENSUS
NUMBER OF SURVEYS COMPLETED	326
NUMBER OF SURVEYS ADMINISTERED	445
RESPONSE RATE	73.3%

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

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

Engagement Index Score

2020 ENGAGEMENT INDEX

75%

LEADERS LEAD	SUPERVISORS	INTRINSIC WORK EXPERIENCE
62%	84%	78%

Highest % Positive Items

Select: Highest % Positive

- Q19** My supervisor supports my need to balance work and other life issues. **92%**
- Q23** My supervisor treats me with respect. **90%**
- Q7** I know how my work relates to the agency's goals. **89%**
- Q22** My supervisor listens to what I have to say. **87%**
- Q9** The people I work with cooperate to get the job done. **86%**

Highest % Negative Items

Select: Highest % Negative

- Q26** In my organization, senior leaders generate high levels of motivation and commitment in the workforce. **28%**
- Q18** I believe the results of this survey will be used to make my agency a better place to work. **28%**
- Q29** Managers promote communication among different work units (for example, about projects, goals, needed resources). **23%**
- Q12** In my work unit, differences in performance are recognized in a meaningful way. **23%**
- Q10** In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. **22%**



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The Dashboard's largest item increases and decreases only include items 1-38, excluding item 11.

Select: Largest Increases since 2019 ▼

Largest Increases in Percent Positive since 2019

36 items increased since 2019

	2017	2018	2019	2020	Percentage Point Change
Q12 In my work unit, differences in performance are recognized in a meaningful way.	41%	42%	39%	59%	+20
Q32 Senior leaders demonstrate support for Work-Life programs.	66%	62%	56%	74%	+18
Q14 Employees are recognized for providing high quality products and services.	61%	58%	56%	72%	+16
Q31 I have a high level of respect for my organization's senior leaders.	63%	56%	47%	62%	+15
Q34 How satisfied are you with the information you receive from management on what's going on in your organization?	57%	50%	46%	60%	+14

Select: Largest Decreases since 2019 ▼

Largest Decreases in Percent Positive since 2019

0 items decreased since 2019

	2017	2018	2019	2020	Percentage Point Change
No items decreased					

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 N
1	*I am given a real opportunity to improve my skills in my organization.	73.7%	28.2%	45.5%	10.6%	9.5%	6.2%	15.7%	95	146	35	31	19	326	N/A
2	I feel encouraged to come up with new and better ways of doing things.	73.0%	28.5%	44.4%	12.3%	7.7%	7.0%	14.7%	92	140	40	24	21	317	N/A
3	My work gives me a feeling of personal accomplishment.	77.5%	35.8%	41.7%	13.2%	5.5%	3.8%	9.3%	119	133	41	19	12	324	N/A
4	I know what is expected of me on the job.	84.2%	34.0%	50.2%	6.7%	6.3%	2.9%	9.1%	112	163	21	20	9	325	N/A
5	*My workload is reasonable.	73.1%	21.4%	51.7%	10.4%	9.7%	6.8%	16.5%	68	169	34	31	21	323	0
6	*My talents are used well in the workplace.	67.1%	21.1%	46.0%	14.7%	11.1%	7.0%	18.1%	68	148	47	35	22	320	0
7	*I know how my work relates to the agency's goals.	89.2%	41.8%	47.4%	6.5%	2.4%	2.0%	4.3%	135	153	20	8	6	322	2
8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	64.9%	30.1%	34.8%	16.7%	9.2%	9.2%	18.4%	92	105	50	27	26	300	24
9	*The people I work with cooperate to get the job done.	85.6%	45.2%	40.4%	7.4%	4.5%	2.5%	7.0%	150	132	24	13	7	326	N/A
10	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	49.2%	13.9%	35.4%	29.0%	10.7%	11.1%	21.8%	36	93	75	29	28	261	65
12	*In my work unit, differences in performance are recognized in a meaningful way.	58.8%	15.2%	43.6%	18.3%	15.1%	7.9%	22.9%	44	125	51	41	22	283	43
13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	85.4%	36.4%	49.0%	7.4%	5.6%	1.6%	7.2%	119	157	23	16	5	320	6
14	Employees are recognized for providing high quality products and services.	72.1%	22.3%	49.8%	11.2%	10.8%	6.0%	16.8%	73	156	35	34	18	316	8
15	Employees are protected from health and safety hazards on the job.	84.0%	39.4%	44.7%	10.4%	3.3%	2.3%	5.6%	127	143	31	11	7	319	7
16	My agency is successful at accomplishing its mission.	79.4%	26.6%	52.8%	14.1%	4.6%	1.9%	6.5%	85	168	44	15	6	318	6
17	*I recommend my organization as a good place to work.	71.9%	30.0%	41.9%	16.1%	7.1%	5.0%	12.0%	99	136	50	23	16	324	N/A

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18	*I believe the results of this survey will be used to make my agency a better place to work.	47.7%	14.5%	33.2%	24.3%	15.0%	13.0%	28.0%	44	104	73	46	38	305	21
19	My supervisor supports my need to balance work and other life issues.	91.6%	62.5%	29.1%	3.2%	2.7%	2.5%	5.2%	204	94	10	9	8	325	1
20	My supervisor is committed to a workforce representative of all segments of society.	82.6%	49.4%	33.3%	10.7%	3.6%	3.1%	6.7%	152	97	33	10	9	301	24
21	Supervisors in my work unit support employee development.	82.7%	46.6%	36.1%	8.1%	5.7%	3.6%	9.2%	152	115	26	17	11	321	2
22	My supervisor listens to what I have to say.	86.8%	56.8%	30.0%	7.5%	3.2%	2.6%	5.7%	186	96	24	10	8	324	N/A
23	My supervisor treats me with respect.	89.6%	61.8%	27.8%	3.8%	3.3%	3.2%	6.5%	201	90	12	11	10	324	N/A
24	I have trust and confidence in my supervisor.	80.8%	54.3%	26.5%	8.3%	6.1%	4.7%	10.8%	177	86	27	19	15	324	N/A
25	Overall, how good a job do you feel is being done by your immediate supervisor?	81.6%	56.4%	25.2%	12.4%	3.7%	2.4%	6.0%	184	84	39	11	8	326	N/A
26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	49.7%	15.2%	34.5%	22.2%	16.3%	11.8%	28.1%	49	114	68	51	37	319	7
27	My organization's senior leaders maintain high standards of honesty and integrity.	60.8%	24.0%	36.8%	23.5%	9.3%	6.5%	15.8%	73	110	69	26	18	296	26
28	*Managers communicate the goals of the organization.	69.5%	21.7%	47.8%	14.9%	10.1%	5.5%	15.7%	74	153	46	33	18	324	1
29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	61.6%	18.9%	42.8%	15.2%	14.4%	8.8%	23.2%	62	135	48	44	28	317	7
30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	70.8%	31.3%	39.5%	15.1%	5.7%	8.4%	14.1%	100	118	49	17	26	310	14
31	I have a high level of respect for my organization's senior leaders.	61.7%	20.8%	40.9%	19.7%	10.7%	8.0%	18.7%	69	130	63	34	25	321	4

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32	Senior leaders demonstrate support for Work-Life programs.	74.0%	30.2%	43.8%	16.2%	5.0%	4.8%	9.8%	95	136	49	16	15	311	14
33	*How satisfied are you with your involvement in decisions that affect your work?	58.0%	17.3%	40.7%	20.7%	14.5%	6.8%	21.3%	59	131	67	46	22	325	N/A
34	*How satisfied are you with the information you receive from management on what's going on in your organization?	59.7%	19.6%	40.1%	19.7%	14.6%	6.0%	20.6%	66	129	63	46	19	323	N/A
35	*How satisfied are you with the recognition you receive for doing a good job?	61.5%	23.4%	38.0%	19.5%	11.0%	8.0%	19.0%	79	122	62	35	25	323	N/A
36	*Considering everything, how satisfied are you with your job?	72.3%	28.2%	44.1%	12.5%	9.4%	5.7%	15.1%	93	140	40	30	18	321	N/A
37	Considering everything, how satisfied are you with your pay?	72.3%	26.4%	46.0%	12.3%	9.1%	6.2%	15.3%	89	150	39	29	18	325	N/A
38	*Considering everything, how satisfied are you with your organization?	71.1%	22.5%	48.6%	14.2%	7.9%	6.7%	14.7%	75	156	45	26	21	323	N/A