

# 2009 Annual Employee Survey (AES)

## Survey Results

Federal Deposit Insurance Corporation Survey Sent: 6,691 | Surveys Returned: 3,869 | Response Rate: 58%

What is your supervisory status?	Valid N	%
Non-supervisor	2843	74%
Team Leader	480	13%
Supervisor	355	9%
Manager	105	3%
Executive	57	1%
	Validini	0/
Are you	Valid N	%
Male	2198	58%
Female	1585	42%
Are you Hispanic or Latino?	Valid N	%
Yes	176	5%
No	3600	95%
	ľ	
Please select the racial category or categories with which you most closely identify.	Validini	0/
(Please select one or more)	Valid N	%
White Disals on African American	2988	78%
Black or African-American	569 21	15%
Native Hawaiian or other Pac. Islander		1%
Asian American Indian or Alaskan Native	148 61	4% 2%
American Indian of Alaskan Native Two or more races	01	۷%
What is your agency subcomponent?	Valid N	%
Corporate University	194	5%
Division of Administration	230	6%
Division of Finance	92	2%
Division of Information Technology	185	5%
Division of Insurance and Research	119	3%
Division of Resolutions and Receiverships	663	17%
Division of Supervision and Consumer Protection	1930	50%
Legal Division	331	9%
Office of Inspector General	52	1%
All other Offices (including Executive Offices)	63	2%



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### **Survey Results**

Federal Deposit Insurance Corporation Surveys Sent: 6,691 | Surveys Returned: 3,869 | Response Rate: 58%

Person	al Work	Experiences							
OPM's AES Question #	FDIC's AES Question #	Question Text	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree		Total N (surveys returned)
1	113	The people I work with cooperate to get the job	1463	1898	302	147	31		3841
I	115	done.	38%	49%	8%	4%	1%		
2	110	I am given a real opportunity to improve my skills in	1278	1952	314	195	81		3843
		my organization. My work gives me a feeling of personal	33% 1518	51% 1722	9% 388	5% 165	2% 51		3844
3	112	accomplishment.	39%	45%	388 11%	4%	1%		3844
			1676	1716	316	100	39		3847
4	111	I like the kind of work I do.	44%	45%	7%	3%	1%		0017
5	84	I have trust and confidence in my supervisor.	1553	1377	427	307	157		3821
5	04		41%	36%	11%	8%	4%		
			Very Good	Good	Fair	Poor	Very Poor		Total N (surveys returned
6	85	Overall, how good a job do you feel is being done	1608	1282	589	232	134		3845
0	05	by your immediate supervisor/team leader?	42%	33%	16%	6%	3%		
Recruit	ment, D	evelopment, and Retention						Don't	
OPM's AES	FDIC'S AES		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Know/No Basis to	Total N (surveys
OPM's AES	FDIC'S AES	Question Text	Agree	Agree 2211	Agree nor Disagree	Disagree 317	Disagree	Know/No Basis to Judge	(survey: returned
)PM's AES	FDIC'S AES		Agree 750	2211	Agree nor Disagree 415	317	Disagree 92	Know/No Basis to Judge 52	(survey:
DPM's AES Question # 7	FDIC's AES Question # 96	Question Text The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	Agree 750 20%	2211 58%	Agree nor Disagree 415 11%	317 8%	Disagree 92 2%	Know/No Basis to Judge 52 1%	(surveys returned 3837
DPM's AES Question #	FDIC's AES Question #	Question Text The workforce has the job-relevant knowledge and	Agree 750	2211	Agree nor Disagree 415	317	Disagree 92	Know/No Basis to Judge 52	(survey: returned
DPM's AES Question # 7 8	FDIC's AES Question # 96 98	Question Text The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals. My work unit is able to recruit people with the right	Agree 750 20% 522 14% 1927	2211 58% 1576 42% 1727	Agree nor Disagree 415 11% 832 22% 141	317 8% 390 10% 47	Disagree 92 2% 151 4% 17	Know/No Basis to Judge 52 1% 316 8% 1	(survey: returned 3837
DPM's AES Question # 7	FDIC's AES Question # 96	Question Text The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals. My work unit is able to recruit people with the right skills.	Agree 750 20% 522 14% 1927 50%	2211 58% 1576 42% 1727 45%	Agree nor Disagree 415 11% 832 22% 141 4%	317 8% 390 10% 47 1%	Disagree 92 2% 151 4% 17 0%	Know/No Basis to Judge 52 1% 316 8% 1 0%	(survey returned 3837 3787 3860
DPM's AES Question # 7 8	FDIC's AES Question # 96 98	Question Text The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals. My work unit is able to recruit people with the right skills. I know how my work relates to the agency's goals and priorities.	Agree 750 20% 522 14% 1927 50% 1959	2211 58% 1576 42% 1727 45% 1655	Agree nor Disagree 415 11% 832 22% 141 4% 150	317 8% 390 10% 47 1% 51	Disagree 92 2% 151 4% 17 0% 13	Know/No Basis to Judge 52 1% 316 8% 1 0% 17	(surveys returned 3837 3787
DPM's AES Question # 7 8 9	FDIC's AES Question # 96 98 3	Ouestion Text The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals. My work unit is able to recruit people with the right skills. I know how my work relates to the agency's goals and priorities. The work I do is important.	Agree 750 20% 522 14% 1927 50% 1959 51%	2211 58% 1576 42% 1727 45% 1655 43%	Agree nor Disagree 415 11% 832 22% 141 4% 150 5%	317 8% 390 10% 47 1% 51 1%	Disagree 92 2% 151 4% 17 0% 13 0%	Know/No Basis to Judge 52 1% 316 8% 1 0% 17 0%	(survey returned 3837 3787 3860 3845
DPM's AES Question # 7 8 9	FDIC's AES Question # 96 98 3	Ouestion Text The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals. My work unit is able to recruit people with the right skills. I know how my work relates to the agency's goals and priorities. The work I do is important. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace)	Agree 750 20% 522 14% 1927 50% 1959 51% 1097	2211 58% 1576 42% 1727 45% 1655 43% 2014	Agree nor Disagree 415 11% 832 22% 141 4% 150 5% 382	317 8% 390 10% 47 1% 51 1% 243	Disagree     92     2%     151     4%     17     0%     13     0%     83	Know/No Basis to Judge 52 1% 316 8% 1 0% 17 0% 18	(survey: returned 3837 3787 3787 3860
DPM's AES Question # 7 8 9 10	FDIC's AES Question # 96 98 3 105	Ouestion Text The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals. My work unit is able to recruit people with the right skills. I know how my work relates to the agency's goals and priorities. The work I do is important. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	Agree 750 20% 522 14% 1927 50% 1959 51% 1097 29%	2211 58% 1576 42% 1727 45% 1655 43% 2014 52%	Agree nor Disagree 415 11% 832 22% 141 4% 150 5% 382 11%	317 8% 390 10% 47 1% 51 1% 243 6%	Disagree     92     2%     151     4%     17     0%     83     2%	Know/No Basis to Judge 52 1% 316 8% 1 0% 17 0% 18 0%	(survey: returned 3837 3787 3860 3845 3837
DPM's AES Question # 7 8 9 10	FDIC's AES Question # 96 98 3 105	Question Text   The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.   My work unit is able to recruit people with the right skills.   I know how my work relates to the agency's goals and priorities.   The work I do is important.   Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.   Supervisors/team leaders in my work unit support	Agree 750 20% 522 14% 1927 50% 1959 51% 1097 29% 1300	2211 58% 1576 42% 1727 45% 1655 43% 2014 52% 1648	Agree nor Disagree 415 11% 832 22% 141 4% 150 5% 382 11% 486	317 8% 390 10% 47 1% 51 1% 243 6% 207	Disagree     92     2%     151     4%     17     0%     83     2%     141	Know/No Basis to Judge 52 1% 316 8% 1 0% 17 0% 18 0% 69	(survey returned 3837 3787 3860 3845
DPM's AES Duestion # 7 8 9 10 11	FDIC's AES Question # 96 98 3 105 102	Question Text     The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.     My work unit is able to recruit people with the right skills.     I know how my work relates to the agency's goals and priorities.     The work I do is important.     Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.     Supervisors/team leaders in my work unit support employee development.	Agree 750 20% 522 14% 1927 50% 1959 51% 1097 29% 1300 34%	2211 58% 1576 42% 1727 45% 1655 43% 2014 52% 1648 43%	Agree nor Disagree 415 11% 832 22% 141 4% 150 5% 382 11% 486 12%	317 8% 390 10% 47 1% 51 1% 243 6% 207 5%	Disagree 92 2% 151 4% 17 0% 13 0% 83 2% 141 4%	Know/No Basis to Judge 52 1% 316 8% 1 0% 17 0% 17 0% 18 0% 69 2%	(survey returned 3837 3787 3860 3845 3837 3837
DPM's AES Question # 7 8 9 10 11	FDIC's AES Question # 96 98 3 105 102	Question Text   The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.   My work unit is able to recruit people with the right skills.   I know how my work relates to the agency's goals and priorities.   The work I do is important.   Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.   Supervisors/team leaders in my work unit support	Agree 750 20% 522 14% 1927 50% 1959 51% 1097 29% 1300 34% 898	2211 58% 1576 42% 1727 45% 1655 43% 2014 52% 1648 43% 1810	Agree nor Disagree 415 11% 832 22% 141 4% 150 5% 382 11% 486 12% 498	317 8% 390 10% 47 1% 51 1% 243 6% 207 5% 432	Disagree 92 2% 151 4% 17 0% 13 0% 83 2% 141 4% 176	Know/No Basis to Judge 52 1% 316 8% 1 0% 17 0% 17 0% 18 0% 69 2% 21	(survey returned 3837 3787 3860 3845 3837
DPM's AES Question # 7 8 9 10 11 11	FDIC's AES Question # 96 98 3 105 102 81	Question Text     The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.     My work unit is able to recruit people with the right skills.     I know how my work relates to the agency's goals and priorities.     The work I do is important.     Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.     Supervisors/team leaders in my work unit support employee development.	Agree 750 20% 522 14% 1927 50% 1959 51% 1097 29% 1300 34%	2211 58% 1576 42% 1727 45% 1655 43% 2014 52% 1648 43%	Agree nor Disagree 415 11% 832 22% 141 4% 150 5% 382 11% 486 12%	317 8% 390 10% 47 1% 51 1% 243 6% 207 5%	Disagree 92 2% 151 4% 17 0% 13 0% 83 2% 141 4%	Know/No Basis to Judge 52 1% 316 8% 1 0% 17 0% 17 0% 18 0% 69 2%	(survey: returned 3837 3787 3860 3845 3837 3837

Performance Culture									
	FDIC's AES Question #	Question Text	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Don't Know/No Basis to Judge	Total N (surveys returned
15	108	Promotions in my work unit are based on merit.	480	1135	812	413	363	634	3837
10	100		13%	30%	20%	11%	9%	17%	
16	88	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	298 8%	936 24%	739 20%	505 13%	360 9%	1010 26%	3848
17	16	Creativity and innovation are rewarded.	267 7%	1299 34%	1256 33%	582 15%	211 5%	236 6%	3851
18	92	In my most recent performance appraisal, I understand what I had to do to be rated at different performance levels.	597 16%	1520 40%	620 15%	452	263 7%	394 10%	3846
19	89	In my work unit, differences in performance are recognized in a meaningful way.	347 9%	1061 28%	860 22%	601 16%	343 9%	632 16%	3844
20	90	Pay raises depend on how well employees perform their jobs.	384 10%	1155 30%	803 21%	541 14%	363 9%	605 16%	3851
01	04	My performance appraisal is a fair reflection of my	579	1700	592	420	217	347	3855
21	86	performance.	15%	44%	15%	11%	6%	9%	
22	87	Discussions with my supervisor/team leader about my performance are worthwhile.	667 17%	1523 40%	682 17%	484 13%	264 7%	233 6%	3853
23	67	Managers/supervisors/team leaders work well with employees of different backgrounds.	769 20%	1858 48%	605 16%	272 7%	150 4%	189 5%	3843
24	138	My supervisor supports my need to balance work and family issues.	1602 42%	40% 1522 40%	386 10%	134 3%	113 3%	86 2%	3843
Leader			7270	4070	1070	570	570	270	
OPM's AES Question #	FDIC's AES Question #	Question Text	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Don't Know/No Basis to Judge	Total N (survey: returned
25	61	I have a high level of respect for my organization's senior leaders.	840 22%	1808 47%	725 18%	290 8%	111 3%	76 2%	3850
26	62	In my organization, leaders generate high levels of motivation and commitment in the workforce.	520 14%	1480 39%	1002 25%	548 14%	183 5%	108 3%	3841
27	66	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	732 19%	2005 52%	519 14%	142 4%	81 2%	351 9%	3830
28	103	Employees are protected from health and safety hazards on the job.	1312 34%	2099 55%	272 7%	67 2%	33 1%	50 1%	3833
29	23	Employees have a feeling of personal empowerment with respect to work processes.	339 9%	1472 38%	1002 26%	686 18%	275 7%	69 2%	3843
30	95	My workload is reasonable.	478 12%	1940 51%	498 12%	640 17%	259 7%	24 1%	3839
31	68	Managers communicate the goals and priorities of	687	2013	603	325	132	81	3841
32	104	the organization. My organization has prepared employees for	18% 958	52% 2014	17% 464	8% 217	3% 56	2% 128	3837
		potential security threats.	25%	52%	13%	6%	1%	3%	

Job Satisfaction								
	FDIC's AES Question #	Question Text	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	Total N (surveys returned)
33	143	Information you receive from management on	533	1867	848	436	151	3835
00		what's going on in your organization?	14%	49%	22%	11%	4%	
34	139	Your involvement in decisions that affect your work?	552	1822	874	496	95	3839
34	157	Tour involvement in decisions that direct your work:	14%	47%	24%	13%	2%	
35	142	Opportunity to get a better job in your organization?	414	1345	1222	579	252	3812
30	142	Opportunity to get a better job in your organization?	11%	35%	32%	15%	7%	
36	141	Recognition you receive for doing a good job?	583	1615	834	613	197	3842
30	141	Recognition you receive for doing a good job?	15%	42%	22%	16%	5%	
37	144	Deligion and practices of your conier loaders?	475	1675	1088	419	170	3827
37	144	Policies and practices of your senior leaders?	12%	44%	29%	11%	4%	
38	140	Training you receive for your present job?	570	1836	825	484	122	3837
38	140		15%	48%	21%	13%	3%	
20	14/	Considering everything, how satisfied are you with	1085	2003	477	221	52	3838
39	146	your job?	28%	52%	13%	6%	1%	
40		Considering everything, how satisfied are you with	832	1919	534	443	115	3843
40	145	your pay?	22%	50%	13%	12%	3%	