

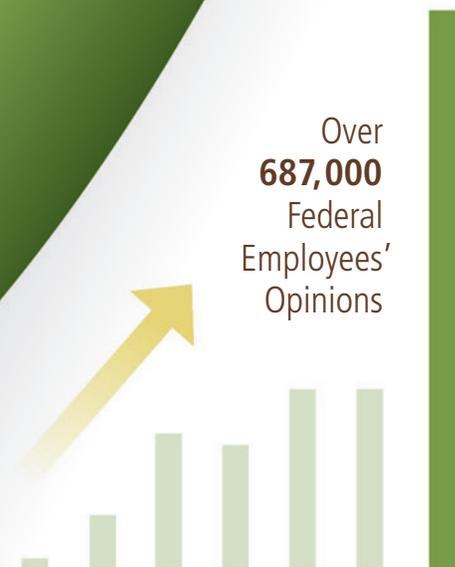
# 2012

## Federal Employee Viewpoint Survey Results

EMPLOYEES INFLUENCING CHANGE

FEDERAL HOUSING FINANCE AGENCY  
AGENCY RESULTS

UNITED STATES  
OFFICE OF PERSONNEL MANAGEMENT



Over  
**687,000**  
Federal  
Employees'  
Opinions

**FEDERAL HOUSING FINANCE AGENCY  
2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS**

		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*1. I am given a real opportunity to improve my skills in my organization.	N		70	143	61	44	18	336	NA
	%	63.5	20.8	42.7	18.1	13.0	5.4	100.0	
2. I have enough information to do my job well.	N		42	159	49	55	32	337	NA
	%	60.8	12.1	48.6	13.7	16.3	9.3	100.0	
3. I feel encouraged to come up with new and better ways of doing things.	N		62	109	65	60	40	336	NA
	%	51.6	18.7	32.9	19.3	17.3	11.9	100.0	
*4. My work gives me a feeling of personal accomplishment.	N		64	144	57	41	29	335	NA
	%	62.4	19.2	43.1	17.2	11.9	8.6	100.0	
*5. I like the kind of work I do.	N		88	172	45	18	7	330	NA
	%	78.6	26.4	52.2	14.2	5.1	2.2	100.0	
6. I know what is expected of me on the job.	N		61	151	46	50	24	332	NA
	%	64.4	18.9	45.5	13.5	15.0	7.1	100.0	
7. When needed I am willing to put in the extra effort to get a job done.	N		243	88	3	1	1	336	NA
	%	98.5	72.4	26.1	0.9	0.3	0.4	100.0	
8. I am constantly looking for ways to do my job better.	N		157	145	27	6	1	336	NA
	%	89.6	46.9	42.7	8.2	1.8	0.3	100.0	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N		48	153	49	61	25	336	0
	%	59.5	14.4	45.1	14.9	17.9	7.6	100.0	
*10. My workload is reasonable.	N		48	168	61	34	21	332	3
	%	64.9	14.7	50.2	18.4	10.2	6.4	100.0	
*11. My talents are used well in the workplace.	N		37	123	51	62	53	326	2
	%	49.5	11.8	37.7	15.7	18.9	16.0	100.0	
*12. I know how my work relates to the agency's goals and priorities.	N		77	156	45	31	23	332	3
	%	70.8	23.4	47.4	13.4	9.0	6.8	100.0	
*13. The work I do is important.	N		108	143	50	20	12	333	2
	%	75.0	32.6	42.5	15.3	6.1	3.5	100.0	
*14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N		93	146	34	31	28	332	3
	%	72.8	27.7	45.1	9.6	9.1	8.5	100.0	
*15. My performance appraisal is a fair reflection of my performance.	N		77	143	44	34	32	330	3
	%	66.5	23.9	42.6	14.0	10.2	9.3	100.0	
16. I am held accountable for achieving results.	N		79	171	51	16	15	332	1
	%	76.2	24.2	52.0	14.8	4.6	4.4	100.0	

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Sample or Census: Census

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		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N		64	112	55	31	38	300	35
	%	59.2	22.6	36.7	17.8	10.3	12.6	100.0	
*18. My training needs are assessed.	N		41	119	85	50	34	329	7
	%	49.2	12.9	36.3	25.4	15.3	10.0	100.0	
*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).	N		80	108	56	47	43	334	2
	%	56.7	24.3	32.4	16.6	13.7	13.0	100.0	
*20. The people I work with cooperate to get the job done.	N		59	176	46	31	25	337	NA
	%	70.6	17.9	52.7	13.0	9.0	7.4	100.0	
*21. My work unit is able to recruit people with the right skills.	N		47	143	65	42	21	318	19
	%	60.7	15.0	45.6	20.0	12.7	6.6	100.0	
*22. Promotions in my work unit are based on merit.	N		33	78	90	43	54	298	39
	%	37.8	11.1	26.8	29.9	14.5	17.9	100.0	
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		9	53	100	63	50	275	59
	%	22.3	3.0	19.3	37.7	22.3	17.7	100.0	
*24. In my work unit, differences in performance are recognized in a meaningful way.	N		16	65	82	81	51	295	42
	%	28.4	5.6	22.7	27.6	26.8	17.3	100.0	
25. Awards in my work unit depend on how well employees perform their jobs.	N		22	81	89	52	46	290	46
	%	36.7	7.9	28.9	30.5	17.6	15.1	100.0	
26. Employees in my work unit share job knowledge with each other.	N		48	186	53	27	20	334	2
	%	71.3	14.7	56.6	15.3	7.7	5.7	100.0	
27. The skill level in my work unit has improved in the past year.	N		44	129	87	33	20	313	21
	%	55.9	14.3	41.7	27.7	10.0	6.3	100.0	
		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total	Do Not Know/ No Basis to Judge
28. How would you rate the overall quality of work done by your work unit?	N		121	142	59	10	5	337	NA
	%	78.8	36.2	42.6	16.7	3.1	1.4	100.0	
		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*29. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N		41	165	55	49	15	325	9
	%	64.2	12.6	51.5	16.5	14.8	4.6	100.0	

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		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*30. Employees have a feeling of personal empowerment with respect to work processes.	N		15	77	75	88	72	327	7
	%	28.8	4.8	24.1	22.9	26.5	21.8	100.0	
31. Employees are recognized for providing high quality products and services.	N		25	98	69	77	55	324	8
	%	38.7	8.1	30.5	20.5	24.1	16.7	100.0	
*32. Creativity and innovation are rewarded.	N		17	66	88	76	66	313	19
	%	27.3	5.6	21.7	28.0	24.2	20.5	100.0	
*33. Pay raises depend on how well employees perform their jobs.	N		8	47	75	77	91	298	33
	%	18.9	2.6	16.3	25.4	25.9	29.8	100.0	
34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	N		56	115	77	28	26	302	33
	%	56.1	18.3	37.7	25.5	9.4	9.0	100.0	
*35. Employees are protected from health and safety hazards on the job.	N		97	172	33	13	13	328	6
	%	82.5	29.9	52.6	9.5	3.9	4.1	100.0	
*36. My organization has prepared employees for potential security threats.	N		72	193	35	15	11	326	4
	%	81.3	22.1	59.2	10.8	4.4	3.6	100.0	
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N		38	89	70	39	54	290	44
	%	43.7	13.6	30.1	24.4	13.8	18.2	100.0	
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.	N		56	118	59	22	29	284	51
	%	61.0	20.1	41.0	20.9	8.2	9.9	100.0	
39. My agency is successful at accomplishing its mission.	N		34	137	79	45	28	323	10
	%	53.5	10.4	43.1	24.4	13.5	8.6	100.0	
40. I recommend my organization as a good place to work.	N		56	112	90	57	19	334	NA
	%	51.0	16.9	34.1	27.3	16.1	5.6	100.0	
41. I believe the results of this survey will be used to make my agency a better place to work.	N		33	83	70	52	62	300	34
	%	39.1	10.9	28.2	23.5	17.0	20.4	100.0	
*42. My supervisor supports my need to balance work and other life issues.	N		138	141	33	12	7	331	3
	%	84.5	42.6	41.9	9.8	3.5	2.2	100.0	
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N		100	120	60	20	31	331	3
	%	68.0	30.9	37.1	16.8	6.2	9.0	100.0	
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N		76	110	68	34	33	321	8
	%	58.9	24.3	34.6	20.6	10.9	9.6	100.0	

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		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
45. My supervisor/team leader is committed to a workforce representative of all segments of society.	N		80	115	65	8	17	285	48
	%	68.8	28.3	40.5	22.3	3.0	6.0	100.0	
46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N		69	119	75	36	33	332	2
	%	57.2	21.5	35.7	22.5	10.8	9.5	100.0	
*47. Supervisors/team leaders in my work unit support employee development.	N		96	137	48	24	19	324	7
	%	72.7	30.4	42.3	14.6	7.0	5.8	100.0	
48. My supervisor/team leader listens to what I have to say.	N		118	136	39	24	15	332	NA
	%	77.2	35.9	41.3	11.6	6.9	4.3	100.0	
49. My supervisor/team leader treats me with respect.	N		131	135	30	20	14	330	NA
	%	81.0	40.1	40.9	8.9	6.3	3.8	100.0	
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N		103	155	22	38	13	331	NA
	%	78.9	31.4	47.5	6.4	11.2	3.5	100.0	
*51. I have trust and confidence in my supervisor.	N		111	102	51	39	28	331	NA
	%	65.0	34.0	31.1	15.3	11.5	8.2	100.0	
		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total	Do Not Know/ No Basis to Judge
*52. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	N		125	99	58	27	21	330	NA
	%	68.8	38.2	30.6	17.3	7.8	6.1	100.0	
		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*53. In my organization, leaders generate high levels of motivation and commitment in the workforce.	N		22	68	76	91	65	322	4
	%	28.7	7.1	21.6	23.4	28.0	19.9	100.0	
54. My organization's leaders maintain high standards of honesty and integrity.	N		42	111	60	51	42	306	22
	%	50.3	13.6	36.7	19.6	16.5	13.6	100.0	
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N		37	116	75	32	42	302	27
	%	51.0	12.2	38.8	24.4	10.8	13.8	100.0	
*56. Managers communicate the goals and priorities of the organization.	N		31	126	54	63	48	322	5
	%	49.2	9.6	39.5	16.8	19.3	14.7	100.0	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N		29	117	78	45	36	305	21
	%	48.6	9.5	39.1	25.0	15.1	11.2	100.0	

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		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
58. Managers promote communication among different work units (for example, about projects, goals, needed resources).	N		24	90	78	62	66	320	9
	%	36.1	7.6	28.6	24.5	19.4	20.0	100.0	
59. Managers support collaboration across work units to accomplish work objectives.	N		29	110	71	49	63	322	5
	%	44.2	9.3	34.9	21.6	15.5	18.8	100.0	
		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total**	Do Not Know/ No Basis to Judge
60. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor/team leader?	N		61	95	73	41	38	308	20
	%	51.1	19.7	31.5	23.4	12.9	12.5	100.0	
		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*61. I have a high level of respect for my organization's senior leaders.	N		39	95	71	68	51	324	4
	%	42.1	11.9	30.1	22.4	20.0	15.5	100.0	
62. Senior leaders demonstrate support for Work/Life programs.	N		61	158	60	18	12	309	19
	%	71.0	19.7	51.3	19.3	5.9	3.9	100.0	
		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total	Do Not Know/ No Basis to Judge
*63. How satisfied are you with your involvement in decisions that affect your work?	N		36	97	76	84	33	326	NA
	%	40.8	11.1	29.6	23.9	25.8	9.6	100.0	
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N		28	100	69	90	37	324	NA
	%	39.7	8.7	31.0	21.9	27.2	11.2	100.0	
*65. How satisfied are you with the recognition you receive for doing a good job?	N		38	114	84	47	42	325	NA
	%	47.4	11.8	35.5	25.8	14.3	12.6	100.0	
*66. How satisfied are you with the policies and practices of your senior leaders?	N		25	66	87	96	51	325	NA
	%	28.1	7.7	20.4	27.3	28.9	15.7	100.0	
*67. How satisfied are you with your opportunity to get a better job in your organization?	N		24	62	110	71	57	324	NA
	%	27.2	7.5	19.7	33.2	22.4	17.2	100.0	
*68. How satisfied are you with the training you receive for your present job?	N		47	123	100	33	19	322	NA
	%	52.5	14.8	37.8	31.5	10.1	5.9	100.0	

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**FEDERAL HOUSING FINANCE AGENCY  
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		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total	Do Not Know/ No Basis to Judge
*69. Considering everything, how satisfied are you with your job?	N		50	131	66	52	24	323	NA
	%	56.4	15.5	40.9	20.6	15.9	7.2	100.0	
*70. Considering everything, how satisfied are you with your pay?	N		57	133	60	47	27	324	NA
	%	58.5	17.2	41.3	18.8	14.2	8.4	100.0	
71. Considering everything, how satisfied are you with your organization?	N		42	110	63	70	39	324	NA
	%	47.3	13.1	34.1	20.1	20.8	11.8	100.0	

72. Have you been notified that you are eligible to telework? Telework means working at a location other than your normal work site during your regular work hours (excludes travel).

	N	%
<b>Yes</b>	252	78.8
<b>No</b>	56	17.0
<b>Not sure</b>	13	4.2
<b>Total</b>	321	100.0

73. Please select the response below that BEST describes your current teleworking situation:

	N	%
<b>I telework 3 or more days per week.</b>	43	13.1
<b>I telework 1 or 2 days per week.</b>	80	24.8
<b>I telework, but no more than 1 or 2 days per month.</b>	22	6.9
<b>I telework very infrequently, on an unscheduled or short-term basis.</b>	89	27.6
<b>I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).</b>	13	4.1
<b>I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.</b>	0	0.0
<b>I do not telework because I did not receive approval to do so, even though I have the kind of job where I can telework.</b>	26	7.8
<b>I do not telework because I choose not to telework.</b>	49	15.5
<b>Total</b>	322	100.0

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74. Do you participate in the following Work/Life programs? Alternative Work Schedules (AWS)

	N	%
<b>Yes</b>	251	77.6
<b>No</b>	60	18.4
<b>Not available to me</b>	13	4.1
<b>Total</b>	324	100.0

75. Do you participate in the following Work/Life programs? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)

	N	%
<b>Yes</b>	213	65.9
<b>No</b>	103	31.1
<b>Not available to me</b>	9	2.9
<b>Total</b>	325	100.0

76. Do you participate in the following Work/Life programs? Employee Assistance Program (EAP)

	N	%
<b>Yes</b>	46	14.7
<b>No</b>	274	84.2
<b>Not available to me</b>	4	1.2
<b>Total</b>	324	100.0

77. Do you participate in the following Work/Life programs? Child Care Programs (for example, daycare, parenting classes, parenting support groups)

	N	%
<b>Yes</b>	5	1.8
<b>No</b>	262	81.2
<b>Not available to me</b>	56	17.0
<b>Total</b>	323	100.0

78. Do you participate in the following Work/Life programs? Elder Care Programs (for example, support groups, speakers)

	N	%
<b>Yes</b>	7	2.3
<b>No</b>	262	80.9
<b>Not available to me</b>	55	16.8
<b>Total</b>	324	100.0

**FEDERAL HOUSING FINANCE AGENCY  
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		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total**	Do Not Know/ No Basis to Judge
79. How satisfied are you with the following Work/Life programs in your agency? Telework	N %	81.6	97 42.5	87 39.1	29 12.6	11 4.7	3 1.2	227 100.0	9
80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	N %	95.4	165 65.6	74 29.8	7 2.8	4 1.8	0 0.0	250 100.0	1
81. How satisfied are you with the following Work/Life programs in your agency? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)	N %	87.5	92 43.6	92 43.9	21 10.1	3 1.3	2 1.2	210 100.0	1
82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	N %	68.9	11 28.1	16 40.8	12 28.9	0 0.0	1 2.2	40 100.0	7
83. How satisfied are you with the following Work/Life programs in your agency? Child Care Programs (for example, daycare, parenting classes, parenting support groups)	N %	73.3	2 45.6	1 27.7	1 26.7	0 0.0	0 0.0	4 100.0	3
84. How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	N %	82.5	3 50.5	2 32.0	1 17.5	0 0.0	0 0.0	6 100.0	2

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The work/life satisfaction results only include employees who indicated that they participated in the program.

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