

Federal Labor Relations Authority
2012 Federal Employee Viewpoint Survey
Interpretation of Results

The annual Federal Employee Viewpoint Survey (EVS) is a key tool in assessing which policies, programs, and other aspects of the work environment are viewed positively by employees. Agency employees are asked a series of questions designed to measure their engagement and satisfaction with, as well as their commitment to, the work of the FLRA. The results of the EVS have been instrumental in developing and driving change throughout the FLRA, and have been a key component of agency efforts to enhance mission performance through various strategic initiatives.

The FLRA is pleased to report that it sustained its strong performance on the EVS, continuing the trend that began with the 2010 results. Overall, the data again represents an increase in key areas of employee satisfaction and engagement. While some results identified areas in need of continued improvement, many dimensions of the survey showed gains from 2011 levels.

Consistent with an agency-wide focus, targeting areas in which employees identified challenges in prior surveys, the FLRA was able to make major gains over the last year in several areas. Employees reported dramatic improvements in the agency's efforts to: assess their training needs (18.4% increase); prepare employees for potential security threats (16.6% increase); and engage employees around performance management -- a key initiative for 2011 and 2012. With respect to performance management, employees reported increases in supervisory support for employee development (5.9% increase) and the extent to which supervisors communicate with employees about performance (11.4% increase), as well as provide employees with constructive suggestions to improve employees' job performance (6.3% increase).

As with prior year successes, the agency's gains were accomplished in full collaboration with its employees. In this regard, the FLRA continued efforts to strengthen its partnership with the Union of Authority Employees (UAE) and involve the UAE in the development of agency-wide planning. This year, agency-planning focused on a variety of issues, including:

- Enhancing mission performance, and delivering training and dispute resolution services to the labor-management community;
- Enhancing employee engagement, training and development, and work/life balance; and
- Effectively managing resources to address agency needs.

As shown below, with respect to each of the four indicia that OPM determined make up the Human Capital Assessment and Accountability Framework (HCAAF), the FLRA's overall improvement since 2008 is dramatic, with the FLRA achieving scores that exceed even 2012 government-wide small agency scores.

HCAAF Systems – Human Capital Management Indices	2012 FLRA % Positive	2011 FLRA % Positive	2010 FLRA % Positive	2008 FLRA % Positive	FLRA Positive % Increase 2008-2012	2012 Small Agency % Positive
Leadership & Knowledge Management	78%	76%	71%	35%	123%	60%
Results-Oriented Performance Culture	70%	71%	65%	43%	63%	57%
Talent Management	70%	66%	63%	39%	80%	61%
Job Satisfaction	72%	74%	70%	46%	57%	65%

In terms of overall agency strengths, FLRA employees are almost universally satisfied with work/life programs such as alternative work schedules (97%). Other areas of particular success for the FLRA include employee views on the agency's ability to accomplish its overall mission (92%), the high quality of work done by each work unit (91%), and on accountability for achieving results (98%). These results indicate that employees understand the mission of the FLRA, understand their role in fulfilling the mission, and see themselves as an integral piece of achieving agency-wide success.

FLRA employees continued to identify areas in which the agency faces challenges with declines in certain scores, including employees' belief that promotions are based on merit (8.65% decline), and steps are taken to deal with poor performers (8.2% decline). While the overall results of the EVS show improvement over the years in many respects, there are definite areas the FLRA intends to target for improvement.

As employees indicated -- with 72.8% percent responding that they believe the survey will be used to make the FLRA a better place to work -- the results of the EVS 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 and management are committed to using tools like the EVS to make the FLRA the best workplace it can be. Employee input is essential to the success of the agency's mission and to the quality of service the FLRA can provide the American public.