



## FEDERAL LABOR RELATIONS AUTHORITY 2013 Federal Employee Viewpoint Survey Interpretation of Results

The annual Federal Employee Viewpoint Survey (EVS) is a key tool in assessing employees' perceptions of whether, and to what extent, conditions that characterize successful organizations are present in an organization. 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 even though federal employees across the government are facing significant challenges – including, among other things, fiscal uncertainty and furloughs -- FLRA employees continue to feel “engaged.” In terms of overall agency strengths, FLRA employees report that they are willing to put the extra effort in to get a job done (98%); know how their work relates to the agency’s goals and priorities (93%); are being held accountable for achieving results (92%); believe the overall quality of the work done by their work unit is high(92%); feel the work they do is important (92%); and are constantly looking for ways to do their job better (91%). The agency credits its mission performance successes in large part to its high level of employee engagement.

There were reductions in positive response rates to questions dealing with opportunities for advancement, individual recognition, personal empowerment with respect to work processes, and aspects of the performance appraisal process and supervisor/employee relationship. Consistent with an agency-wide focus on targeting challenges identified in the survey, the FLRA renews its commitment to address areas of weakness or concern in full collaboration with its employees at all levels. In this regard, the FLRA continues to strengthen its partnership with the Union of Authority Employees (UAE), involving the UAE in the development of agency-wide planning through the agency’s Labor-Management Forum (LMF). The LMF is charged with analyzing the survey results and developing strategies and policies targeted to addressing areas of strengths and challenges.

As employees indicated -- with 71% 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. The FLRA’s exceptionally high response rate – with 84% percent of eligible employees responding – demonstrates that employees value the process and use it as a tool to communicate their interests and concerns to agency leadership and managers. 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.