



FEDERAL LABOR RELATIONS AUTHORITY 2015 Federal Employee Viewpoint Survey Interpretation of Results

Summary of Results and Organizational Performance. The Federal Employee Viewpoint Survey (FEVS) is a key tool that provides employees the opportunity to influence change by submitting feedback about their work environment, agency leadership, and many other aspects of the organization. The FLRA’s all-time high response rate of 84% percent of eligible employees responding demonstrates that employees value the process and use the FEVS as a tool to communicate their interests and concerns to agency leadership and managers. This 2015 snapshot in time represents employees’ perceptions of the agency’s work environment.

The 2015 FEVS was administered at the FLRA from May 4, 2015 to June 12, 2015. The results of the survey reflect the agency’s continuous growth in overall employee satisfaction, with the FLRA’s 2015 positive ratings increasing from 2014 in 64 items! And the FLRA’s Human Capital Assessment and Accountability Framework (HCAAF) index scores, which continued to increase by as much as 8% over the last year, reflect the FLRA’s continued progress toward meeting government-wide human capital objectives and its recognition of the relationship to organizational performance.

HCAAF Systems – Human Capital Management Indices	Leadership & Knowledge Management	Results-Oriented Performance Culture	Talent Management	Job Satisfaction
2015 FLRA % Positive	86%	78%	85%	82%
2014 FLRA % Positive	78%	71%	79%	75%
2013 FLRA % Positive	73%	66%	72%	71%

Agency Strengths. As to agency strengths, 99% of FLRA respondents report that they are willing to put in extra effort to get a job done; 98% indicate that they are being held accountable for achieving results; 98% positively rate the overall quality of the work done by their work unit; 96% indicate that employees in their work unit share job knowledge with each other; 95% believe that the workforce has the job-relevant knowledge and skills to accomplish organization goals; 94% believe that the agency is successful at accomplishing its mission; 94% know how their work relates to the agency’s goals and priorities; 94% believe that supervisors in their unit support employee development; 94% believe that managers review and evaluate the organization’s progress toward meeting its goals and objectives; and 94% say that senior leaders support work/life programs. These results show that employees at all levels understand the mission of the FLRA, understand their role in achieving the mission, and see themselves as an integral part of achieving agency-wide success. The agency continues to credit its mission performance successes to its high level of employee engagement. Moreover, the agency’s scores are above the government-wide average in 82 out of 84 questions.

Areas for Improvement. In addition to this year’s increased ratings in 64 questions – including double-digit increases in 15 – FLRA employees also identified areas for improvement. These include opportunities for advancement, encouragement of creativity and innovation, personal empowerment with respect to work processes, resources, and reasonableness of workloads. The FLRA renews its ongoing and consistent agency-wide commitment to address areas of weakness identified in the survey in full collaboration with employees at all levels. In full partnership with the employees’ representative organization (the Union of Authority Employees), through the agency’s Labor-Management Forum, the FLRA will analyze these survey results and develop strategies and policies to address areas of challenge.

As employees indicated – with 86% percent responding that they believe the survey will be used to make the FLRA a better place to work – the results of the survey are critical to the achievement of the FLRA’s organizational goals. And they are an important tool for informing leadership and management of areas of progress and opportunities for improvement. The FLRA’s leadership at all levels throughout the agency is indeed committed to using tools like the FEVS to make the FLRA the best workplace that it can be. Full employee engagement is essential to the success of the agency’s mission, and to the quality of the service that the FLRA can provide to the American public.