

**Federal Labor Relations Authority  
2010 Federal Employee Viewpoint Survey  
Evaluation of Results**

In 2010, the Office of Personnel Management (OPM) conducted the Federal Employee Viewpoint Survey. The survey focuses on employee perceptions that drive employee satisfaction, commitment, and engagement, which ultimately contribute to the mission of agencies.

The FLRA is pleased to report that the responses to the 2010 Federal Employee Viewpoint Survey are overwhelmingly positive, and represent a significant increase in employee satisfaction from that reported in the 2008 Federal Human Capital Survey. The FLRA notes that the responses to the survey also highlight areas where work still needs to be done to achieve true employee satisfaction, and the FLRA is committed to accomplishing that work.

The striking increase in certain positive responses reflect the fact that the FLRA took substantial steps in FY2009 and FY2010 to address the serious human capital and employee morale issues that had developed over many years at the FLRA. It also reflects the fact that FLRA leadership is committed to leading the FLRA with transparency and accountability, and engaging employees at all levels.

In this regard, the FLRA undertook efforts to: improve communication and collaboration at every level of political and career leadership and with all employees; renew its relationship with the Union of Authority Employees (UAE) and involve the UAE in the development of agency-wide planning; re-commit and re-focus with respect to mission performance; involve employees at all levels in the development of plans to address the serious case backlog and the needs of the labor-management community; increase staffing among attorneys and other technical professionals; address training needs of employees; and develop policies -- such as telework -- to promote and support a healthy work/life balance.

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 improvement is dramatic, with the FLRA achieving scores that exceed even 2010 government-wide scores.

<b>HCAAF Systems – Human Capital Management Indices</b>	<b>2010 FLRA % Positive</b>	<b>2008 FLRA % Positive</b>	<b>FLRA Positive % Increase 2008-2010</b>	<b>2010 Government- Wide % Positive</b>
Leadership & Knowledge Management	70.7%	35.4%	99.7%	61%
Results-Oriented Performance Culture	64.6%	42.7%	51.3%	54%
Talent Management	62.6%	39.1%	60.1%	60%
Job Satisfaction	70.4%	46.4%	51.7%	69%

Generally, the overall results from the 2010 Survey indicate the FLRA employees believe that the work they do is important (91.2%), that the overall quality of their work unit is positive (93.9%), and that they understand how their work relates to the overall agency goals and priorities (90.1%). In addition, employees are very satisfied with the support they receive for balancing work and family issues (85.3%), feel a sense of accomplishment in doing their jobs (78.8%), and like the kind of work they do (85.7%).

The areas showing the greatest overall increase in positive responses relate to FLRA leadership and management. Seventy-seven percent of employees – up from 16.9 percent in 2008 -- responded that they have a high level of respect for the organization’s senior leaders. Eighty-two percent -- up from 16.5 percent in 2008 -- reported that FLRA leaders maintain high standards of honesty and integrity. Seventy-eight percent of employees -- up from 33.6 percent in 2008 -- stated that managers communicate the goals and priorities of the FLRA. The most dramatic of the increases survey-wide -- a more than 500 percent increase -- also falls within this area: 67.5 percent of employees, as compared to 10.7 percent in 2008, responded that FLRA leaders generate high levels of motivation and commitment in the workforce.

New to the Federal Employee Viewpoint Survey in 2010, OPM developed an index indentifying the conditions that lead to “engaged” employees. To determine the level of employee engagement, the survey measures conditions that include leadership, supervision, and intrinsic work experiences -- such as opportunities to use skills and professional development. Again, the FLRA achieved a score exceeding the 2010 government-wide score, with 73.5 percent of employees responding positively in comparison to 66 percent of employees government-wide.

Certain of the questions where the FLRA received a lower positive response rate – such as opportunities to get a better job in your organization – are consistent with responses received at other smaller agencies, and are generally considered to be due to organization size. Consistent with government-wide responses, FLRA employees feel that more resources are needed to perform their work. Although FLRA has higher positive response rates than the government-wide scores for most of the questions in the survey, the areas with lower scores relate to employee training and development, promoting diversity, and security preparedness – matters that the FLRA is currently addressing.

The results of the survey are critical to the FLRA’s rebuilding efforts, and are an important tool in informing FLRA leadership and management as it continues working with employees to restore confidence in the agency and employee satisfaction, so that the FLRA can effectively and efficiently fulfill its important statutory mission.

The survey was an on-line survey conducted of all eligible FLRA employees during the period of February 9 - March 19, 2010, and was administered by the OPM. Of the 101 employees surveyed, 81 completed the survey for a response rate of 80 percent, which greatly exceeds the government-wide response rate of 52 percent.