

Pension Benefit Guaranty Corporation Federal Employee Viewpoint Survey 2016¹

We Seek Employees' Perspectives

To find out how PBGC employees feel about their work environment, leadership, work/life balance and other aspects of the agency, we ask them to take the Federal Employee Viewpoint Survey (FEVS). The survey was administered April 27 – June 8, 2016, and 65% of our employees participated in the survey.

An Engaged Workforce

Our Employee Engagement score is 72%, our highest score ever for this index. PBGC ranked 10th among large agencies in employee engagement. The Employee Engagement Index is composed of three sub-factors: Leaders Lead, Supervisors, and Intrinsic Work Experience. The index provides a guide to the areas that agencies can focus on to foster an engaged workforce. PBGC employees responded positively to questions in this index. Those questions in this index receiving the highest scores included:

- *I know how my work relates to the agency's goals and priorities (90%)*
- *My supervisor treats me with respect (85%)*
- *I know what is expected of me on the job (82%)*
- *My supervisor listens to what I have to say (82%)*

Highest % Positive Items:

The top five ranking questions have scores ranging from 89% to 97%. The questions and responses are:

- *When needed, employees are willing to put in the extra effort to get a job done. (97%)*
- *The work I do is important. (93%)*
- *I know how my work relates to the agency's goals and priorities. (90%)*
- *I am constantly looking for ways to do my job better (89%)*
- *Employees are protected from health and safety hazards on the job. (89%)*

PBGC employees are very satisfied with our Work/Life Programs, giving high scores for Alternate Work Schedules, Child Care Programs, Health and Wellness, and Telework.

A Commitment to Improve

At PBGC, we value employees and recognize the importance of providing a work environment that is safe, conducive to professional growth and an overall good place to work. While some scores have improved over the last year, others have declined. However, there are 42 items identified as strengths (65% positive or higher) and only one item identified as a challenge (35% negative or higher). The 2016 FEVS results will help us strive toward a model work environment that supports effective human capital practices.

PBGC's Results

OPM provided results are included. The attached documents are: core survey responses, work/life programs results and demographics. All scores will be rounded by OPM in subsequent reports.

¹ The Office of Personnel Management (OPM) requires agencies to conduct an annual survey of their employees.

Core Survey

Item	Item Text	Percent Positive %	Strongly Agree/ Very Good/ Very Satisfied %	Agree/ Good/ Satisfied %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Disagree/ Poor/ Dissatisfied %	Strongly Disagree/ Very Poor/ Very Dissatisfied %	Percent Negative %	Strongly Agree/ Very Good/ Very Satisfied N	Agree/ Good/ Satisfied N	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied N	Disagree/ Poor/ Dissatisfied N	Strongly Disagree/ Very Poor/ Very Dissatisfied N	Item Response Total** N	Do Not Know/ No Basis to Judge N
1	*I am given a real opportunity to improve my skills in my organization.	70.36%	27.74%	42.62%	15.64%	10.03%	3.97%	14.00%	165	247	79	58	20	569	N/A
2	I have enough information to do my job well.	77.27%	23.51%	53.77%	12.85%	8.19%	1.68%	9.87%	136	306	67	46	10	565	N/A
3	I feel encouraged to come up with new and better ways of doing things.	66.31%	27.75%	38.56%	16.54%	10.62%	6.53%	17.15%	165	217	85	61	37	565	N/A
4	*My work gives me a feeling of personal accomplishment.	79.14%	32.28%	46.86%	11.16%	6.87%	2.83%	9.69%	189	264	59	39	16	567	N/A
5	*I like the kind of work I do.	85.87%	37.90%	47.97%	9.34%	3.53%	1.26%	4.79%	217	267	53	19	7	563	N/A
6	I know what is expected of me on the job.	81.52%	33.82%	47.70%	10.08%	6.60%	1.81%	8.41%	195	264	56	40	10	565	N/A
7	When needed I am willing to put in the extra effort to get a job done.	96.64%	62.10%	34.54%	2.03%	0.87%	0.46%	1.33%	360	187	11	5	3	566	N/A
8	I am constantly looking for ways to do my job better.	89.01%	46.93%	42.08%	10.48%	0.37%	0.14%	0.51%	272	234	57	2	1	566	N/A
9	I have sufficient resources (for example, people, materials, budget) to get my job done.	63.76%	17.09%	46.67%	14.17%	15.59%	6.48%	22.07%	100	259	80	89	38	566	2
10	*My workload is reasonable.	66.60%	14.59%	52.01%	13.87%	13.81%	5.72%	19.54%	86	288	78	79	34	565	0
11	*My talents are used well in the workplace.	64.28%	21.75%	42.53%	14.86%	14.05%	6.81%	20.86%	122	231	80	76	38	547	0
12	*I know how my work relates to the agency's goals and priorities.	90.03%	43.10%	46.93%	5.30%	3.26%	1.41%	4.67%	249	259	28	20	8	564	0

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13	*The work I do is important.	92.66%	54.70%	37.96%	5.11%	1.10%	1.13%	2.23%	303	211	26	6	6	552	0
14	*Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	86.42%	39.18%	47.24%	8.96%	3.58%	1.03%	4.61%	232	259	47	20	7	565	0
15	*My performance appraisal is a fair reflection of my performance.	69.09%	30.24%	38.85%	12.73%	9.67%	8.51%	18.19%	167	212	70	52	43	544	17
16	I am held accountable for achieving results.	86.33%	35.97%	50.37%	9.19%	2.66%	1.82%	4.48%	206	282	47	16	9	560	1
17	I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	63.09%	29.51%	33.58%	21.47%	7.34%	8.11%	15.45%	159	177	103	39	40	518	40
18	*My training needs are assessed.	56.90%	18.04%	38.86%	23.09%	13.76%	6.25%	20.01%	104	217	126	79	33	559	6
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).	66.29%	29.66%	36.63%	13.29%	10.88%	9.54%	20.42%	167	203	71	63	51	555	14
20	*The people I work with cooperate to get the job done.	79.69%	32.76%	46.93%	11.54%	6.83%	1.93%	8.76%	189	264	65	39	11	568	N/A
21	*My work unit is able to recruit people with the right skills.	63.03%	14.96%	48.07%	18.12%	12.44%	6.41%	18.85%	87	258	92	71	33	541	28

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22	*Promotions in my work unit are based on merit.	46.26%	15.40%	30.85%	24.95%	14.39%	14.40%	28.79%	85	162	130	75	69	521	47
23	*In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	33.83%	8.14%	25.69%	33.46%	19.92%	12.80%	32.71%	41	122	156	96	57	472	89
24	*In my work unit, differences in performance are recognized in a meaningful way.	38.49%	12.13%	26.36%	28.65%	20.68%	12.18%	32.86%	63	139	143	104	60	509	55
25	Awards in my work unit depend on how well employees perform their jobs.	49.77%	14.77%	35.00%	22.40%	13.77%	14.07%	27.84%	79	181	117	71	67	515	49
26	Employees in my work unit share job knowledge with each other.	77.04%	29.41%	47.63%	11.53%	8.42%	3.00%	11.42%	168	266	63	46	17	560	4
27	The skill level in my work unit has improved in the past year.	59.53%	19.88%	39.65%	28.73%	6.72%	5.02%	11.74%	109	209	149	37	25	529	38
28	How would you rate the overall quality of work done by your work unit?	86.10%	50.69%	35.42%	11.73%	1.79%	0.38%	2.17%	290	202	63	10	2	567	N/A
29	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	75.78%	14.81%	60.97%	14.31%	6.90%	3.02%	9.91%	84	327	77	41	17	546	14
30	*Employees have a feeling of personal empowerment with respect to work processes.	50.31%	11.38%	38.92%	24.70%	16.93%	8.06%	24.99%	64	207	129	93	40	533	25
31	Employees are recognized for providing high quality products and services.	56.69%	14.75%	41.94%	18.65%	15.76%	8.90%	24.66%	81	228	100	84	46	539	19
32	*Creativity and innovation are rewarded.	46.92%	12.56%	34.36%	26.20%	16.15%	10.73%	26.88%	68	184	135	90	53	530	30

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33	*Pay raises depend on how well employees perform their jobs.	30.17%	8.31%	21.86%	29.80%	23.16%	16.87%	40.03%	43	110	154	119	86	512	43
34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	62.83%	22.65%	40.17%	22.78%	7.16%	7.23%	14.39%	123	218	112	33	35	521	38
35	*Employees are protected from health and safety hazards on the job.	88.98%	34.86%	54.12%	9.02%	0.95%	1.05%	2.00%	201	292	48	4	5	550	10
36	*My organization has prepared employees for potential security threats.	82.30%	26.56%	55.74%	11.84%	3.90%	1.96%	5.86%	154	300	65	19	9	547	8
37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	55.87%	21.62%	34.25%	24.41%	9.60%	10.12%	19.72%	116	174	119	49	49	507	49
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.	66.50%	27.46%	39.04%	19.95%	6.19%	7.36%	13.55%	144	196	93	29	34	496	58
39	My agency is successful at accomplishing its mission.	82.68%	25.46%	57.21%	12.03%	2.55%	2.74%	5.29%	143	316	64	14	14	551	4

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40	I recommend my organization as a good place to work.	72.25%	28.28%	43.97%	17.91%	7.34%	2.50%	9.84%	160	242	99	42	14	557	N/A
41	I believe the results of this survey will be used to make my agency a better place to work.	53.93%	21.63%	32.30%	24.48%	11.77%	9.81%	21.59%	113	169	124	64	51	521	37
42	*My supervisor supports my need to balance work and other life issues.	85.36%	52.62%	32.74%	8.07%	3.19%	3.38%	6.57%	304	178	38	17	18	555	3
43	My supervisor provides me with opportunities to demonstrate my leadership skills.	73.99%	37.11%	36.88%	13.20%	7.57%	5.23%	12.81%	212	198	69	41	26	546	7
44	*Discussions with my supervisor about my performance are worthwhile.	70.94%	33.98%	36.95%	14.49%	7.83%	6.74%	14.57%	191	195	72	42	35	535	12
45	My supervisor is committed to a workforce representative of all segments of society.	75.58%	38.87%	36.70%	15.21%	3.44%	5.78%	9.22%	203	179	69	17	26	494	61
46	My supervisor provides me with constructive suggestions to improve my job performance.	70.70%	32.09%	38.61%	15.04%	8.22%	6.03%	14.25%	184	207	81	44	31	547	8
47	*Supervisors in my work unit support employee development.	74.90%	36.97%	37.93%	13.07%	6.53%	5.50%	12.03%	206	205	67	34	26	538	17
48	My supervisor listens to what I have to say.	82.38%	45.94%	36.45%	9.44%	5.50%	2.68%	8.18%	260	204	47	30	16	557	N/A
49	My supervisor treats me with respect.	85.49%	51.88%	33.61%	9.72%	2.29%	2.50%	4.79%	293	185	50	12	15	555	N/A

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50	In the last six months, my supervisor has talked with me about my performance.	86.55%	46.10%	40.45%	8.14%	4.10%	1.21%	5.31%	264	221	43	20	6	554	N/A
51	*I have trust and confidence in my supervisor.	74.83%	45.74%	29.09%	13.25%	6.44%	5.48%	11.92%	260	162	69	36	29	556	N/A
52	*Overall, how good a job do you feel is being done by your immediate supervisor?	77.04%	51.48%	25.56%	15.61%	3.23%	4.11%	7.34%	291	142	84	17	22	556	N/A
53	*In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	48.89%	13.69%	35.20%	23.68%	14.45%	12.98%	27.43%	77	190	126	81	70	544	9
54	My organization's senior leaders maintain high standards of honesty and integrity.	57.26%	18.91%	38.35%	21.39%	12.19%	9.16%	21.35%	103	195	112	63	46	519	36
55	*Supervisors work well with employees of different backgrounds.	62.42%	20.55%	41.87%	23.24%	7.83%	6.51%	14.34%	110	222	116	39	32	519	36
56	*Managers communicate the goals and priorities of the organization.	67.10%	17.45%	49.65%	14.81%	10.89%	7.21%	18.10%	99	266	81	59	39	544	9
57	*Managers review and evaluate the organization's progress toward meeting its goals and objectives.	69.21%	17.03%	52.18%	16.27%	8.75%	5.77%	14.53%	92	262	81	45	29	509	42
58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	57.54%	15.14%	42.40%	21.41%	13.10%	7.95%	21.05%	86	221	115	70	44	536	18

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59	Managers support collaboration across work units to accomplish work objectives.	62.80%	17.64%	45.16%	19.72%	9.67%	7.81%	17.48%	101	234	106	55	42	538	15
60	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	65.37%	31.46%	33.91%	20.86%	7.99%	5.79%	13.77%	172	175	103	43	30	523	31
61	*I have a high level of respect for my organization's senior leaders.	60.61%	23.45%	37.17%	21.00%	10.84%	7.55%	18.39%	128	202	115	61	41	547	4
62	Senior leaders demonstrate support for Work/Life programs.	70.70%	26.34%	44.35%	18.12%	6.15%	5.03%	11.19%	141	231	91	32	25	520	33
63	*How satisfied are you with your involvement in decisions that affect your work?	60.22%	18.29%	41.93%	19.92%	15.14%	4.72%	19.86%	105	235	107	80	25	552	N/A
64	*How satisfied are you with the information you receive from management on what's going on in your organization?	55.77%	17.03%	38.74%	19.95%	19.09%	5.19%	24.28%	98	217	105	106	29	555	N/A
65	*How satisfied are you with the recognition you receive for doing a good job?	55.89%	19.90%	35.99%	20.69%	16.42%	7.00%	23.41%	114	202	112	87	37	552	N/A
66	*How satisfied are you with the policies and practices of your senior leaders?	50.75%	12.58%	38.16%	26.02%	16.44%	6.79%	23.23%	73	210	143	91	37	554	N/A

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67	*How satisfied are you with your opportunity to get a better job in your organization?	37.26%	13.02%	24.24%	30.31%	19.76%	12.67%	32.43%	76	133	168	110	65	552	N/A
68	*How satisfied are you with the training you receive for your present job?	64.83%	18.11%	46.72%	23.12%	8.97%	3.07%	12.04%	108	255	121	52	16	552	N/A
69	*Considering everything, how satisfied are you with your job?	71.42%	25.03%	46.39%	15.56%	9.63%	3.39%	13.02%	142	254	84	53	18	551	N/A
70	*Considering everything, how satisfied are you with your pay?	57.32%	16.36%	40.96%	18.84%	14.55%	9.29%	23.84%	94	227	100	84	48	553	N/A
71	Considering everything, how satisfied are you with your organization?	66.62%	21.29%	45.33%	17.28%	11.11%	4.99%	16.10%	123	248	95	61	26	553	N/A
79	How satisfied are you with the following Work/Life programs in your agency? Telework	84.63%	38.78%	45.85%	9.36%	4.62%	1.39%	6.01%	192	216	45	21	7	481	5
80	How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	91.17%	53.70%	37.47%	8.38%	0.45%	0.00%	0.45%	95	67	14	1	0	177	8

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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)	86.45%	36.44%	50.01%	12.13%	1.04%	0.38%	1.42%	78	106	24	2	1	211	5
82	How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	80.21%	39.65%	40.56%	16.24%	3.55%	0.00%	3.55%	18	20	7	2	0	47	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)	90.43%	55.63%	34.81%	9.57%	0.00%	0.00%	0.00%	5	3	1	0	0	9	6
84	How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	62.06%	36.43%	25.63%	37.94%	0.00%	0.00%	0.00%	5	4	5	0	0	14	3

Work Life-Telework

72. Have you been notified whether or not you are eligible to telework?	N	%
Yes, I was notified that I was eligible to telework.	515	93.16%
Yes, I was notified that I was not eligible to telework.	13	2.70%
No, I was not notified of my telework eligibility.	12	2.86%
Not sure if I was notified of my telework eligibility.	6	1.28%
Total	546	100.00%

73. Please select the response below that BEST describes your current teleworking situation.	N	%
I telework 3 or more days per week.	14	2.27%
I telework 1 or 2 days per week.	280	50.18%
I telework, but no more than 1 or 2 days per month.	66	11.30%
I telework very infrequently.	130	23.84%
I do not telework because I have to be physically present on the job.	1	0.20%
I do not telework because I have technical issues.	7	1.29%
I do not telework because I did not receive approval to do so.	6	1.83%
I do not telework because I choose not to telework.	48	9.09%
Total	552	100.00%

74. Do you participate in the following Work/Life programs? Alternative Work Schedules	N	%
Yes	182	33.60%
No	348	63.14%
Not available to me	16	3.26%
Total	546	100.00%

75. Do you participate in the following Work/Life programs? Health and Wellness Programs	N	%
Yes	215	39.47%
No	327	59.29%
Not available to me	7	1.25%
Total	549	100.00%

76. Do you participate in the following Work/Life programs? Employee Assistance Program	N	%
Yes	48	9.15%
No	483	88.60%
Not available to me	12	2.25%
Total	543	100.00%

77. Do you participate in the following Work/Life programs? Child Care Programs	N	%
Yes	11	2.36%
No	463	85.10%
Not available to me	73	12.55%
Total	547	100.00%

78. Do you participate in the following Work/Life programs? Elder Care Programs	N	%
Yes	13	2.73%
No	482	88.27%
Not available to me	51	8.99%
Total	546	100.00%

Percentages are weighted to represent the Agency's population.

Demographics

Where do you work?	N	%
Headquarters	540	99.63%
Field	2	0.37%
Total	542	100.00%
*What is your supervisory status?	N	%
Non-Supervisor	366	67.53%
Team Leader	51	9.41%
Supervisor	73	13.47%
Manager	25	4.61%
Senior Leader	27	4.98%
Total	542	100.00%
*Are you:	N	%
Male	250	46.90%
Female	283	53.10%
Total	533	100.00%
*Are you Hispanic or Latino?	N	%
Yes	29	5.61%
No	488	94.39%
Total	517	100.00%
*Please select the racial category or categories with which you most closely identify.	N	%
American Indian or Alaska Native	1	0.20%
Asian	42	8.37%
Black or African American	179	35.66%
Native Hawaiian or Other Pacific Islander	0	0.00%
White	269	53.59%
Two or more races	11	2.19%
Total	502	100.00%
What is the highest degree or level of education you have completed?	N	%
Less than High School	0	0.00%
High School Diploma/GED or equivalent	11	2.06%
Trade or Technical Certificate	5	0.94%
Some College (no degree)	52	9.74%
Associate's Degree (e.g., AA, AS)	18	3.37%
Bachelor's Degree (e.g., BA, BS)	214	40.07%
Master's Degree (e.g., MA, MS, MBA)	145	27.15%
Doctoral/Professional Degree (e.g., Ph.D., MD, JD)	89	16.67%
Total	534	100.00%
What is your pay category/grade?	N	%
Federal Wage System	0	0.00%
GS 1-6	2	0.37%
GS 7-12	111	20.67%
GS 13-15	398	74.12%
Senior Executive Service	1	0.19%
Senior Level (SL) or Scientific or Professional (ST)	24	4.47%
Other	1	0.19%
Total	537	100.00%
How long have you been with the Federal Government (excluding military service)?	N	%
Less than 1 year	5	0.93%
1 to 3 years	48	8.97%

Demographics

4 to 5 years	39	7.29%
6 to 10 years	108	20.19%
11 to 14 years	68	12.71%
15 to 20 years	91	17.01%
More than 20 years	176	32.90%
Total	535	100.00%

How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?	N	%
Less than 1 year	18	3.38%
1 to 3 years	86	16.14%
4 to 5 years	40	7.50%
6 to 10 years	129	24.20%
11 to 20 years	133	24.95%
More than 20 years	127	23.83%
Total	533	100.00%

Are you considering leaving your organization within the next year, and if so, why?	N	%
No	364	67.66%
Yes, to retire	30	5.58%
Yes, to take another job within the Federal Government	103	19.14%
Yes, to take another job outside the Federal Government	23	4.28%
Yes, other	18	3.35%
Total	538	100.00%

I am planning to retire:	N	%
Within one year	18	3.36%
Between one and three years	44	8.22%
Between three and five years	46	8.60%
Five or more years	427	79.81%
Total	535	100.00%

Self-Identify as:	N	%
Heterosexual or Straight	429	84.78%
Gay, Lesbian, Bisexual, or Transgender	20	3.95%
I prefer not to say	57	11.26%
Total	506	100.00%

What is your US military service status?	N	%
No Prior Military Service	455	86.17%
Currently in National Guard or Reserves	3	0.57%
Retired	14	2.65%
Separated or Discharged	56	10.61%
Total	528	100.00%

Are you an individual with a disability?	N	%
Yes	55	10.24%
No	482	89.76%
Total	537	100.00%

What is your age group?	N	%
25 and under	6	1.05%
26-29	19	3.34%
30-39	95	16.70%
40-49	165	29.00%
50-59	188	33.04%
60 or older	96	16.87%

Demographics

Total

569 100.00%

Percentages for demographic questions are unweighted.

* AES prescribed items