

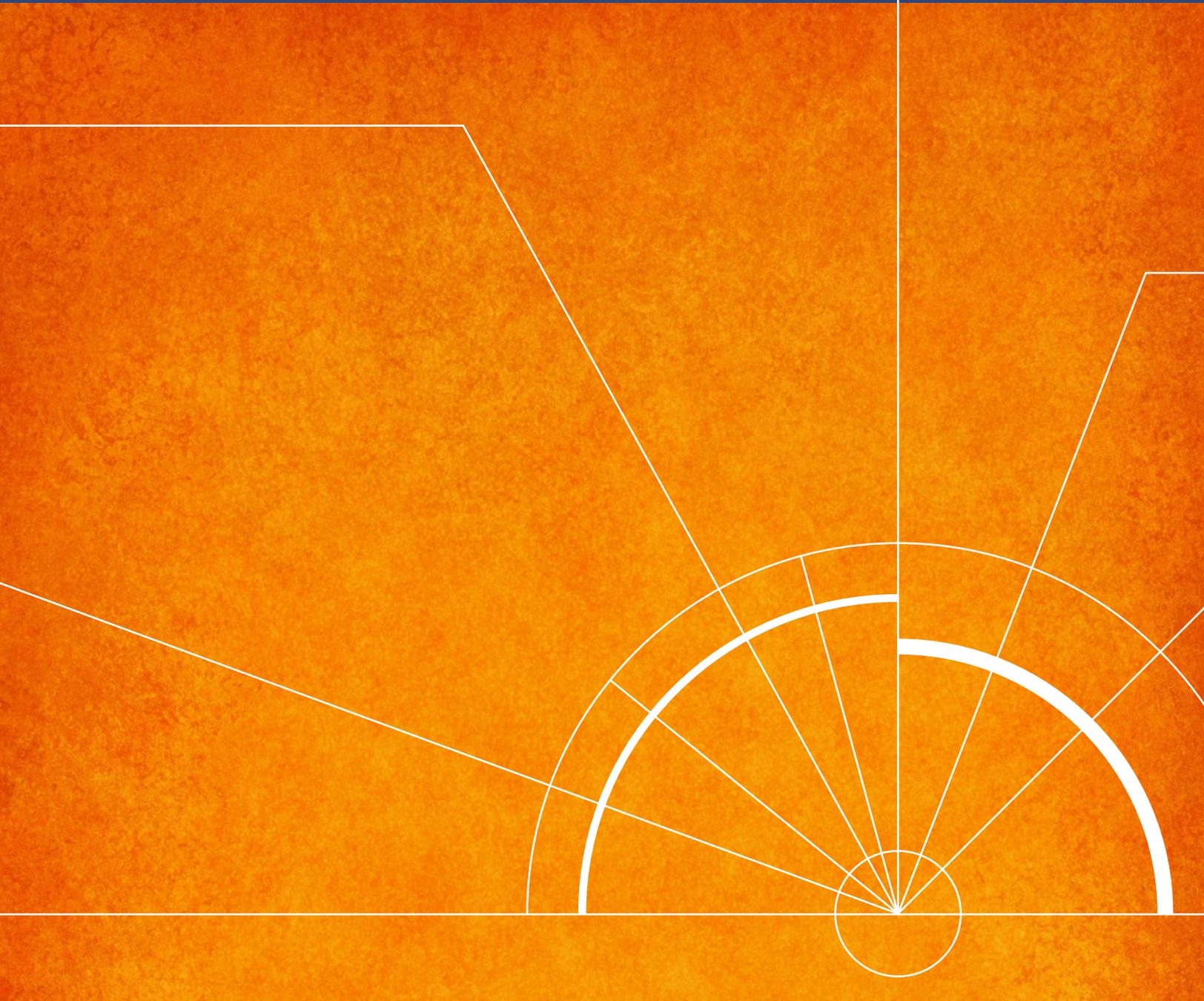


# Federal Employee Viewpoint Survey Results

*Employees Influencing Change*

**Commodity Futures Trading Commission**

2015 Small Agency Management Report





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# About This Report

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The 2015 Federal Employee Viewpoint Survey (FEVS) provides employees with the opportunity to influence change in their agencies by submitting feedback about their work environment, leadership and many other aspects of the organization. The FEVS also provides agency leaders with unique insight into workforce issues and trends, and helps them to identify problem areas as well as maintain positive aspects of the agency.

The 2015 Small Agency Management Report (SAM) was designed to help agency leaders identify these issues and take action to improve them, and it also highlights agency successes that should be acknowledged. Please feel free to share these successes and areas for improvement with your employees.

When reviewing your results, please keep the guidelines below in mind. These guidelines were created to organize your survey results in a way that is easier to digest and interpret.

## Understanding Your Results

### Percent Positive

The sum of two positive categories (e.g., Strongly Agree/Agree)

### Percent Negative

The sum of two negative categories (e.g., Strongly Disagree/Disagree)

### Percent Neutral

The neutral category (e.g., Neither Agree nor Disagree)

## Identifying Strengths, Challenges and Neutral Findings

**65 percent positive or higher** is considered a strength

**35 percent negative or higher** is considered a challenge

**30 percent neutral or higher** suggests uncertainty, presenting an opportunity for communication between managers and staff

## Identifying Increases and Decreases

Movement up or down since the previous year is another important piece of information to consider when examining your results. Any increase or decrease in results can be important; however larger increases or decreases (generally 3 or more percentage points) may be a result of significant changes taking place within the agency and should be examined. Increases indicate positive change that should continue to be reinforced. Decreases, especially in areas considered mission critical, may call for appropriate action to prevent further decline.



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# A Brief Guide to Using Your Small Agency Management Report

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This section provides suggestions on how to use your FEVS results and includes examples for taking action to help your agency meet its strategic human capital management goals.

## Getting Started

Agencies receive many FEVS reports each year, so it can be confusing to know where to start. One suggested starting point is to adopt a strategy based in an action planning framework. This means looking for improvements you have made in previous years while also examining areas of decline. To help you get started, several steps are outlined below, including references to sections of the Small Agency Management Report (SAM) that you may find useful in helping you to focus on the most critical issues.

### Step 1: Use Your SAM to Identify Areas for Improvement

Your SAM provides the tools that can be useful in analyzing your results to find issues most critical to your agency. One way to identify issues is to compare your agency's 2015 results to last year. The Decision Aid - Decreases section provides a quick way to view all of your results that have decreased since 2014. There are many ways to look at your results, and the following sections of the SAM can be valuable resources in illustrating the state of your agency:

#### Results at a Glance

The Results at a Glance is new in 2015. This section provides an overview of selected FEVS results including agency strengths and challenges, areas that have increased and decreased over time, and overall index highlights. This information allows the agency to get valuable insight into their results.

#### Respondent Overview

The Respondent Overview provides a quick snapshot of some interesting demographic results from the respondent population. It offers valuable insight into the makeup of who is responding in your agency and can help inform and guide your recruiting and retention efforts. For example, this section allows you to better understand the ratio of seasoned employees who may be preparing for retirement to newer employees. It is important to keep in mind that this is a survey respondent overview, and these percentages may not match up exactly to your agency's total population characteristics.

#### Top 10 Positive and Negative Items

Not only does this section display a brief overview of noteworthy results (for use in leadership briefings, agency communications, etc.), it also allows you to quickly determine if there are any underlying themes in the way employees responded to certain items. For example, your agency may want to prioritize issues around communication if multiple survey items related to this subject reside in the Top 10 Negative Items list.

#### Indices

The Engagement Index, Global Satisfaction Index, and New IQ provide agencies with consistent metrics for measuring progress toward objectives. Benchmarks are included to provide insight into how your agency compares to others, and to encourage information sharing between agencies. For example, some of the top ranking agencies in the Engagement Index may have suggestions on things that have and have not worked to engage their employees. This year, each index also includes a display of trends for the overall agency, going as far back as 2012 when available.

### Decision Aid

This section is useful in helping you easily identify the most critical issues in your agency as well as recognizing where your agency has improved since 2014. The Decision Aid is divided into three sections to help you focus your attention on improvements and declines in your results since last year:

**Increases:** Contains all items that increased since 2014

**Decreases:** Contains all items that decreased since 2014

**No Change:** Contains all items that did not change since 2014

### Appendices

The appendices give you an opportunity to more thoroughly understand your workforce by displaying item-level results. Appendix A shows how well your agency scored relative to others small agencies. Scanning the graphs can indicate how your agency is generally performing as well as help you identify particularly strong or weak areas. Appendix B shows a full breakdown of the Work/Life program results. Appendix C shows a full breakdown of the demographic items to provide a more in-depth summary than in the Respondent Overview. Appendix D lists all agencies that participated in the 2015 FEVS.

### Step 2: Develop Your Goals for Improvement

To develop your goals for improvement, you should consider issues that are most critical to your agency and how these issues relate to your strategic goals. It is also important to focus on issues that will provide both short-term, visible, measurable results, and those that will require long-term perspective.

### Step 3: Identify Your FEVS Team

This is a crucial step, as your team can make or break your efforts to improve areas of concern and keep strengths strong. It is important that each member of your team is actively engaged in the process and supports its goals. Identifying your team is not just limited to personnel selection. It also includes identifying and pulling together your available resources while being aware of staff interests, capabilities, and agency budget and resources.

### Step 4: Develop Your Plan for Action

Once your team has identified its goals, you should develop a list of actions that must be taken to reach these goals. You might also consider soliciting employee input on your plan. Assign staff responsibilities for each action and keep in mind timeframes. Tasks should include start dates, end dates, and measurable milestones. Make sure you get approval for the actions you must take to achieve your agency goals. Remember that leadership buy-in, engagement, and communication is critical to your success.

### Step 5: Implement Your Plan

There are many ways to publicize and communicate your intentions to employees, such as all-hands meetings, announcements, intranet/web updates, and social media, to name a few. After your plan is communicated and you have leadership support, you are ready to launch the plan. Communicating early and often ensures staff and leadership are well-informed.

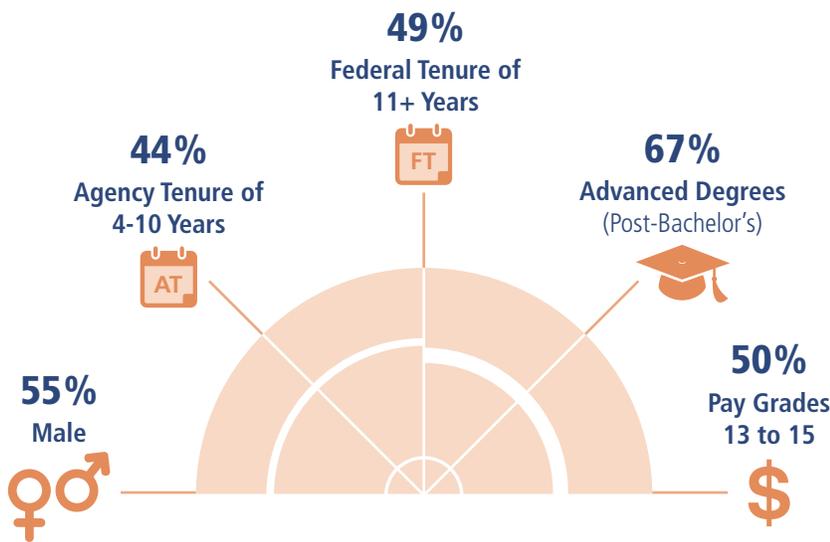
### Step 6: Monitor and Evaluate the Results

In addition to measuring your progress along the way and evaluating the success of your plan, it is important that you communicate progress toward goals and final outcomes. Communicating during the entire process provides transparency which can add to staff engagement.

# Respondent Overview

## The Unique Characteristics of Commodity Futures Trading Commission Respondents

The figures below provide a snapshot of your survey participants. The most frequently selected response choice for each demographic item is highlighted in the first figure. The second figure displays the total FEVS respondent breakdown by generation. Please be aware that these results are based on survey respondents, which may differ from the total employee population.



### CFTC Response Rate

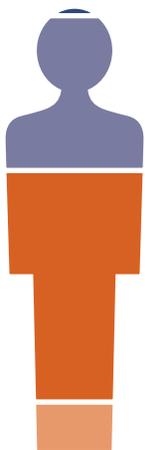
**79%** (488 out of 617 employees responded)

Field Period: May 4, 2015 – June 12, 2015  
Overall 2014 response rate: **63%**

### Component Response Rates

- 85% Office of Data and Technology
- 85% Office of the Executive Director
- 82% Office of General Counsel
- 82% Office of International Affairs
- 81% Division of Market Oversight
- 80% Division of Enforcement
- 78% Division of Clearing and Risk
- 74% Division of Swap Dealer and Intermediary Oversight
- 67% Office of Commissioner Giancarlo
- 50% Office of the Chief Economist
- 33% Office of the Chairman

Agency results have a margin of error of +/- 2%



### Generations

1%	Traditionalists	(born 1945 or earlier)
35%	Baby Boomers	(born 1946 – 1964)
53%	Generation X	(born 1965 – 1980)
11%	Generation Y	(born 1981 or later)

Note: The sum of percentages may not add to 100 due to rounding.



# Results at a Glance

## Strengths & Challenges\*

**22** items identified as strengths  
(65% positive or higher)

**Most positively rated item:**  
When needed I am willing to put  
in the extra effort to get a job done.  
(96% positive)

**22** items identified as challenges  
(35% negative or higher)

**Most negatively rated item:**  
Pay raises depend on how well  
employees perform their jobs.  
(69% negative)

## Increases & Decreases\*

### 1 Year Trend (2014 to 2015)

 **61** items increased  
from 2014  
(26 items increased by  
5 percentage points or more)

 **6** items decreased  
from 2014  
(0 items decreased by  
5 percentage points or more)

### 2 Year Trend (2013 to 2015)

 **10** items increased  
from 2013  
(2 items increased by  
5 percentage points or more)

 **55** items decreased  
from 2013  
(30 items decreased by  
5 percentage points or more)

### 3 Year Trend (2012 to 2015)

 **3** items increased  
from 2012  
(0 items increased by  
5 percentage points or more)

 **66** items decreased  
from 2012  
(54 items decreased by  
5 percentage points or more)

## Index Highlights

### Engagement Index

 **60%**  
(increased 4 percentage points  
from 2014)

### Global Satisfaction Index

 **46%**  
(increased 6 percentage points  
from 2014)

### New IQ Index

 **51%**  
(increased 3 percentage points  
from 2014)

\* Work/Life Program items (72-84) are excluded.

# Top 10 Positive & Negative Items

The figures below highlight the top 10 positive and negative results from the survey to help you quickly identify the most positive and most negative aspects of the organizational environment. Use this snapshot as a quick reference or overview of your FEVS results. For more in-depth analysis, use this section in conjunction with the Decision Aid to help you narrow down the most important areas to work on improving and/or maintaining in the coming year. The text box at the bottom of this page also contains some tips for taking action to improve negative items.

## Highest Percent Positive Items

**96%** When needed I am willing to put in the extra effort to get a job done. (Q. 7)

**89%** In the last six months, my supervisor has talked with me about my performance. (Q. 50)

**88%** My supervisor supports my need to balance work and other life issues. (Q. 42)

**88%** I am constantly looking for ways to do my job better. (Q. 8)

**87%** Employees are protected from health and safety hazards on the job. (Q. 35)

**84%** My supervisor treats me with respect. (Q. 49)

**83%** How would you rate the overall quality of work done by your work unit? (Q. 28)

**81%** My supervisor listens to what I have to say. (Q. 48)

**80%** Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well. (Q. 14)

**80%** The work I do is important. (Q. 13)

## Highest Percent Negative Items

**69%** Pay raises depend on how well employees perform their jobs. (Q. 33)

**62%** I have sufficient resources (for example, people, materials, budget) to get my job done. (Q. 9)

**58%** In my work unit, differences in performance are recognized in a meaningful way. (Q. 24)

**51%** Considering everything, how satisfied are you with your pay? (Q. 70)

**51%** How satisfied are you with your opportunity to get a better job in your organization? (Q. 67)

**48%** In my organization, senior leaders generate high levels of motivation and commitment in the workforce. (Q. 53)

**48%** In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. (Q. 23)

**47%** Employees have a feeling of personal empowerment with respect to work processes. (Q. 30)

**47%** Awards in my work unit depend on how well employees perform their jobs. (Q. 25)

**45%** Managers promote communication among different work units (for example, about projects, goals, needed resources). (Q. 58)

### Tips for Taking Action

It can be difficult to know where to start when looking at items with high percent negative ratings. A helpful suggestion is to group items together with common themes and determine if there is a larger category you can target for improvement. For example, if you notice there are several high percent negative items related to communication with supervisors, understanding of job expectations, and fairness of performance appraisals, then it may be a good idea to target the performance management process as an area for improvement in your agency.



# Engagement Index

Because the FEVS is an assessment of organizational climate, the Engagement Index does not directly evaluate an employee’s level of engagement. Therefore, instead of measuring “states” of engagement such as focused attention and dedication to completing assignments, this index concentrates on factors that lead to an engaged workforce (e.g., supporting employee development, communicating agency goals).

Below, you can see where your agency’s Engagement Index score compares to the small agency average. The names of the highest-ranked small agencies are listed to facilitate the sharing of information, such as best practices. The U.S. Office of Personnel Management (OPM) has also created the Unlock Talent website (<https://www.unlocktalent.gov>) to share resources and help with interagency communication.

## Engagement Benchmarks



This table displays the Engagement Index score for each component in your agency as well as the scores for the three engagement factors, which can facilitate information-sharing within your agency.

## Engagement Component Scores

	Leaders Lead	Supervisors	Intrinsic Work Experience	2015 Engagement Index
<b>Commodity Futures Trading Commission</b>	<b>44</b>	<b>75</b>	<b>60</b>	<b>60</b>
Division of Clearing and Risk	64	86	79	76
Office of the Executive Director	65	83	76	74
Office of Data and Technology	59	79	72	70
Division of Enforcement	44	78	65	62
Office of General Counsel	32	65	58	52

Leaders Lead: Employees’ perceptions of leadership’s integrity as well as leadership behaviors such as communication and workforce motivation. (Q. 53, 54, 56, 60, and 61)

Supervisors: Interpersonal relationship between worker and supervisor, including trust, respect, and support. (Q. 47, 48, 49, 51, and 52)

Intrinsic Work Experience: Employees’ feelings of motivation and competency relating to their role in the workplace. (Q. 3, 4, 6, 11, and 12)

## Engagement Index (continued)

	Leaders Lead	Supervisors	Intrinsic Work Experience	2015 Engagement Index
<b>Commodity Futures Trading Commission</b>	<b>44</b>	<b>75</b>	<b>60</b>	<b>60</b>
Division of Market Oversight	25	69	39	<b>45</b>
Division of Swap Dealer and Intermediary Oversight	25	65	42	<b>44</b>

## Engagement Index (continued)

To provide more information on employee engagement for your agency, the figure below includes engagement index trends back to 2012 (if available), as well as the small agency combined trends for comparison. The trend scores for the three engagement factors are also included.



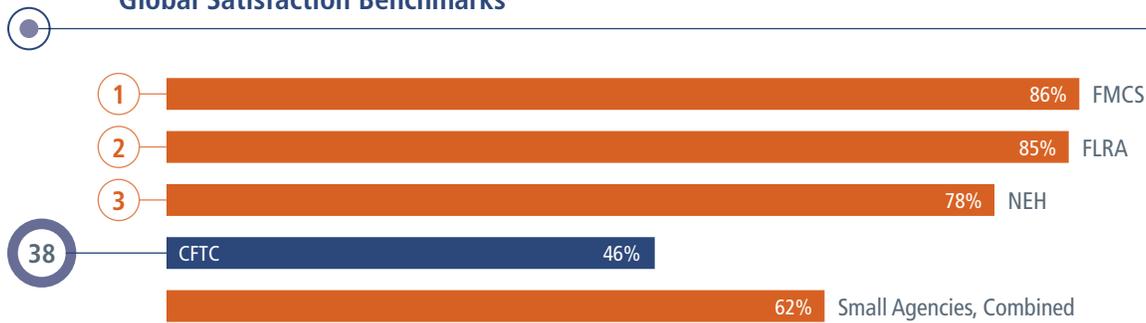
### Engagement Index Trends



# Global Satisfaction Index

The Global Satisfaction Index is a combination of employees' satisfaction with their jobs, their pay, and their organization, plus their willingness to recommend their organization as a good place to work. The Global Satisfaction Index score for your agency, the highest scoring small agencies, and the small agency average are displayed below.

## Global Satisfaction Benchmarks



This table shows the Global Satisfaction Index score for each component in your agency as well as the scores for all four satisfaction factors.

## Global Satisfaction Component Scores

	Job Satisfaction	Pay Satisfaction	Organization Satisfaction	Recommend Organization	2015 Global Satisfaction Index
<b>Commodity Futures Trading Commission</b>	<b>52</b>	<b>34</b>	<b>46</b>	<b>52</b>	<b>46</b>
Office of the Executive Director	72	75	73	73	73
Office of Data and Technology	63	40	62	64	57
Division of Clearing and Risk	60	33	57	58	52
Division of Enforcement	54	27	52	59	48
Office of General Counsel	52	24	33	36	36
Division of Swap Dealer and Intermediary Oversight	38	17	29	38	30
Division of Market Oversight	38	24	22	33	29

Job Satisfaction: Considering everything, how satisfied are you with your job? (Q. 69)  
 Pay Satisfaction: Considering everything, how satisfied are you with your pay? (Q. 70)  
 Organization Satisfaction: Considering everything, how satisfied are you with your organization? (Q. 71)  
 Recommend Organization: I recommend my organization as a good place to work. (Q. 40)

## Global Satisfaction Index (continued)

To provide more information on global satisfaction for your agency, the figure below includes index trends back to 2012 (if available), as well as the small agency combined trends for comparison. The trend scores for all four satisfaction factors are also included.

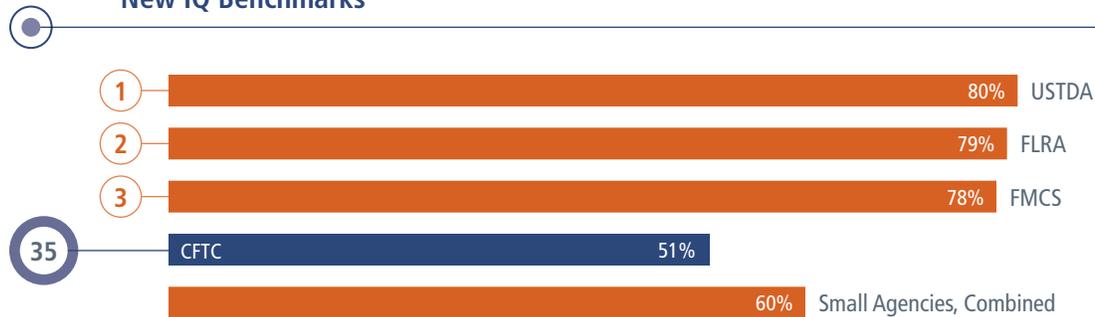
### Global Satisfaction Index Trends



# The New IQ Index

The New IQ stands for the New Inclusion Quotient. The New IQ is based on the concept that individual behaviors repeated over time will create habits necessary for inclusiveness. It consists of 20 questions that relate to inclusive work environments. These 20 questions are grouped into five Habits of Inclusion: Fair, Open, Cooperative, Supportive, and Empowering. The New IQ Index score for your agency, the highest scoring small agencies, and the small agency average are displayed below.

## New IQ Benchmarks



This table shows the New IQ Index score for each component in your agency as well as the scores for all five habits of inclusion.

## New IQ Component Scores

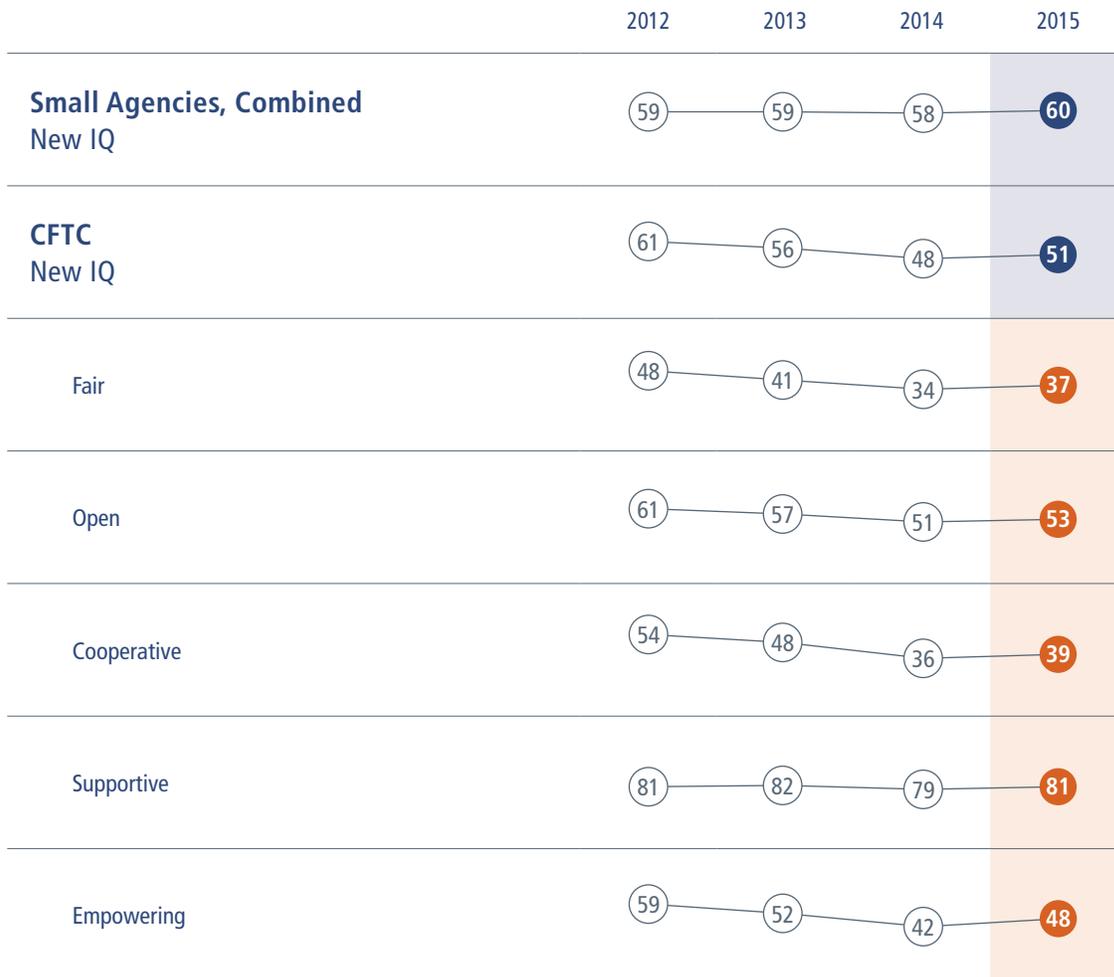
	Fair	Open	Cooperative	Supportive	Empowering	2015 New IQ Index
<b>Commodity Futures Trading Commission</b>	<b>37</b>	<b>53</b>	<b>39</b>	<b>81</b>	<b>48</b>	<b>51</b>
Office of the Executive Director	47	65	57	86	64	64
Division of Clearing and Risk	46	70	49	87	66	64
Office of Data and Technology	50	65	56	85	62	64
Division of Enforcement	35	52	35	82	45	50
Division of Market Oversight	31	45	34	79	30	44
Office of General Counsel	27	34	28	76	48	43
Division of Swap Dealer and Intermediary Oversight	27	41	17	72	35	39

Fair: Are all employees treated equally? (Q. 23, 24, 25, 37, and 38)  
 Open: Does management support diversity in all ways? (Q. 32, 34, 45, and 55)  
 Cooperative: Does management encourage communication and collaboration? (Q. 58 and 59)  
 Supportive: Do supervisors value employees? (Q. 42, 46, 48, 49, and 50)  
 Empowering: Do employees have the resources and support needed to excel? (Q. 2, 3, 11, and 30)

## The New IQ Index (continued)

To provide more information on the New IQ for your agency, the figure below includes index trends back to 2012 (if available), as well as the small agency combined trends for comparison. The trend scores for the five habits of inclusion are also included.

### New IQ Index Trends



# Decision Aid: Increases

## Identifying Increases Since 2014

The items in this section are sorted by greatest to smallest increase in percent positive ratings. The items are sorted to allow you to quickly and easily identify where your agency has made the greatest improvements since last year. Work/Life Program survey items (72-84) are excluded.

## Using the Legend Icons

The legend icons provide context for interpreting these results. While these items have improved, some may still be considered challenges (35% or more negative) or others may have reached the 65% or more positive mark and become new strengths this year. The legend icons help to highlight areas in need of continued focus and areas that have been successfully improved and should be celebrated.

### 61 Items Increased Since 2014



#### Strength

These items are 65 percent positive or higher



#### Caution

These items are 30 percent neutral or higher



#### Challenge

These items are 35 percent negative or higher



#### New Strength

These items became a new strength in 2015

	2014 Positive	2015 Positive	2015 Neutral	2015 Negative	Increase Since 2014
My work unit is able to recruit people with the right skills. (Q. 21)	33	51	19	31	+18
How satisfied are you with the training you receive for your present job? (Q. 68)	33	46	24	30	+13
The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals. (Q. 29)	46	58	18	24	+12
My agency is successful at accomplishing its mission. (Q. 39)	51	61	25	14	+10
I believe the results of this survey will be used to make my agency a better place to work. (Q. 41)	34	43	17	39	+9
Considering everything, how satisfied are you with your organization? (Q. 71)	37	46	22	32	+9
In my organization, senior leaders generate high levels of motivation and commitment in the workforce. (Q. 53)	24	32	21	48	+8
How satisfied are you with the recognition you receive for doing a good job? (Q. 65)	31	39	24	37	+8
I feel encouraged to come up with new and better ways of doing things. (Q. 3)	47	55	13	32	+8
I am given a real opportunity to improve my skills in my organization. (Q. 1)	50	58	16	26	+8

## Decision Aid: Increases (continued)

	2014 Positive	2015 Positive	2015 Neutral	2015 Negative	Increase Since 2014
My workload is reasonable. (Q. 10)	44	51	15	34	+7
My organization's senior leaders maintain high standards of honesty and integrity. (Q. 54)	43	50	23	27	+7
Managers review and evaluate the organization's progress toward meeting its goals and objectives. (Q. 57)	35	42	25	33	+7
I recommend my organization as a good place to work. (Q. 40)	45	52	22	27	+7
Supervisors in my work unit support employee development. (Q. 47)	63	70	13	17	+7
Creativity and innovation are rewarded. (Q. 32)	24	30	26	43	+6
Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated. (Q. 37)	42	48	25	27	+6
My training needs are assessed. (Q. 18)	33	39	24	37	+6
I have a high level of respect for my organization's senior leaders. (Q. 61)	37	43	24	34	+6
My talents are used well in the workplace. (Q. 11)	43	49	16	35	+6
Employees are recognized for providing high quality products and services. (Q. 31)	31	37	22	41	+6
Employees have a feeling of personal empowerment with respect to work processes. (Q. 30)	24	30	23	47	+6
The skill level in my work unit has improved in the past year. (Q. 27)	48	54	28	18	+6
I can disclose a suspected violation of any law, rule or regulation without fear of reprisal. (Q. 17)	56	62	19	20	+6
Managers communicate the goals and priorities of the organization. (Q. 56)	36	41	20	39	+5
How satisfied are you with the information you receive from management on what's going on in your organization? (Q. 64)	31	36	20	44	+5
Senior leaders demonstrate support for Work/Life programs. (Q. 62)	53	57	22	21	+4
I like the kind of work I do. (Q. 5)	72	76	13	11	+4
Managers support collaboration across work units to accomplish work objectives. (Q. 59)	38	42	20	38	+4
I know what is expected of me on the job. (Q. 6)	63	67	13	20	+4
I have enough information to do my job well. (Q. 2)	54	58	17	25	+4

## Decision Aid: Increases (continued)

	2014 Positive	2015 Positive	2015 Neutral	2015 Negative	Increase Since 2014
Promotions in my work unit are based on merit. (Q. 22)	30	34	24	42	+4
Considering everything, how satisfied are you with your pay? (Q. 70)	30	34	15	51	+4
My supervisor provides me with constructive suggestions to improve my job performance. (Q. 46)	58	61	19	20	+3
In the last six months, my supervisor has talked with me about my performance. (Q. 50)	86	89	5	5	+3
I have sufficient resources (for example, people, materials, budget) to get my job done. (Q. 9)	19	22	16	62	+3
In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. (Q. 23)	20	23	29	48	+3
My work gives me a feeling of personal accomplishment. (Q. 4)	62	65	15	20	+3
In my work unit, differences in performance are recognized in a meaningful way. (Q. 24)	19	22	20	58	+3
Considering everything, how satisfied are you with your job? (Q. 69)	50	52	21	27	+2
Awards in my work unit depend on how well employees perform their jobs. (Q. 25)	26	28	25	47	+2
The people I work with cooperate to get the job done. (Q. 20)	72	74	11	14	+2
How satisfied are you with your opportunity to get a better job in your organization? (Q. 67)	19	21	28	51	+2
My supervisor treats me with respect. (Q. 49)	82	84	8	7	+2
Supervisors work well with employees of different backgrounds. (Q. 55)	57	59	21	20	+2
Pay raises depend on how well employees perform their jobs. (Q. 33)	12	14	17	69	+2
Employees in my work unit share job knowledge with each other. (Q. 26)	67	69	14	16	+2
My supervisor listens to what I have to say. (Q. 48)	79	81	9	11	+2
I am constantly looking for ways to do my job better. (Q. 8)	86	88	9	3	+2
The work I do is important. (Q. 13)	78	80	13	7	+2
How satisfied are you with the policies and practices of your senior leaders? (Q. 66)	27	29	32	40	+2
Managers promote communication among different work units (for example, about projects, goals, needed resources). (Q. 58)	34	35	19	45	+1
My supervisor provides me with opportunities to demonstrate my leadership skills. (Q. 43)	66	67	15	18	+1

## Decision Aid: Increases (continued)

	2014 Positive	2015 Positive	2015 Neutral	2015 Negative	Increase Since 2014
Overall, how good a job do you feel is being done by your immediate supervisor? (Q. 52)	71	72	19	9	+1
I am held accountable for achieving results. (Q. 16)	72	73	17	10	+1
Discussions with my supervisor about my performance are worthwhile. (Q. 44)	61	62	15	22	+1
How satisfied are you with your involvement in decisions that affect your work? (Q. 63)	41	42	23	35	+1
My performance appraisal is a fair reflection of my performance. (Q. 15)	62	63	17	20	+1
Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor? (Q. 60)	52	53	21	27	+1
My supervisor is committed to a workforce representative of all segments of society. (Q. 45)	72	73	18	10	+1
When needed I am willing to put in the extra effort to get a job done. (Q. 7)	95	96	3	1	+1

# Decision Aid: Decreases

## Identifying Decreases Since 2014

The items in this section are sorted by greatest to smallest decrease in percent positive ratings. The items are sorted to allow you to quickly and easily identify where results have dropped since last year. Work/Life Program survey items (72-84) are excluded.

## Using the Legend Icons

The legend icons provide context for interpreting these results. When identifying the most critical decreases to focus on, it is important to check if these decreases are also identified as challenges (35% or more negative) or if they were previously identified as strengths that have fallen below the 65% or more positive threshold.

### 6 Items Decreased Since 2014



#### Strength

These items are 65 percent positive or higher



#### Caution

These items are 30 percent neutral or higher



#### Challenge

These items are 35 percent negative or higher



#### Past Strength

These items are no longer a strength in 2015

	2014 Positive	2015 Positive	2015 Neutral	2015 Negative	Decrease Since 2014
Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well. (Q. 14)	84	80	11	9	-4
I know how my work relates to the agency's goals and priorities. (Q. 12)	70	66	13	20	-4
My organization has prepared employees for potential security threats. (Q. 36)	66	64	22	14	-2
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). (Q. 19)	54	52	20	28	-2
How would you rate the overall quality of work done by your work unit? (Q. 28)	84	83	12	4	-1
Employees are protected from health and safety hazards on the job. (Q. 35)	88	87	8	4	-1



# Decision Aid: No Change

## Identifying Items That Have Not Changed Since 2014

Your percent positive results for these items have not changed since last year. These are items that your agency is maintaining, which can be either a positive, neutral, or negative finding. For example, an item with low percent positive results over several years is a strong indication of a need for focused action. You may also want to consider changing or updating your approach to addressing these issues if the item has been the focus of attention in the past. On the other hand, a trend of stable, high percent positive ratings is a finding that should be celebrated. Look at these items individually to determine whether there may be areas of concern for your agency. Work/Life Program survey items (72-84) are excluded.

## Using the Legend Icons

The legend icons provide context for interpreting these results. While these items have not increased or decreased, they still may be causes for celebration or concern depending on the percent positive, negative, and neutral ratings.

### 4 Items Did Not Change Since 2014



#### Strength

These items are 65 percent positive or higher



#### Caution

These items are 30 percent neutral or higher



#### Challenge

These items are 35 percent negative or higher

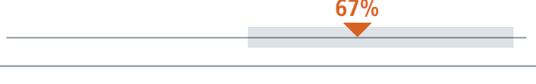
	2014 Positive	2015 Positive	2015 Neutral	2015 Negative	Change Since 2014
Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring). (Q. 34)	49	49	24	27	0
Prohibited Personnel Practices are not tolerated. (Q. 38)	64	64	18	18	0
My supervisor supports my need to balance work and other life issues. (Q. 42)	88	88	6	6	0
I have trust and confidence in my supervisor. (Q. 51)	67	67	18	15	0



# Appendix A: Item Results and Benchmarks

For each item, your agency’s percent positive response is shown on a 0 to 100 scale, with the triangular arrow indicating where your agency falls. The gray bars represent the range of scores for the 41 small independent agencies surveyed that had 10 or more respondents.

To understand how well your agency performed compared to others, focus on the location of the triangle within the gray bar. If the triangle is toward the right side of the bar, then your agency was above average on that item. If it is at the right edge of the bar, then you had the highest percent positive response for that item. Additionally, you can numerically compare your percent positive to the small agency average, listed to the right of each item.

	0	Low	CFTC	High	100	Small Agencies, Combined
<b>My Work Experience</b>						
‡1. I am given a real opportunity to improve my skills in my organization.						67%
2. I have enough information to do my job well.						72%
3. I feel encouraged to come up with new and better ways of doing things.						61%
‡4. My work gives me a feeling of personal accomplishment.						74%
5. I like the kind of work I do.						84%
6. I know what is expected of me on the job.						79%
7. When needed I am willing to put in the extra effort to get a job done.						96%
8. I am constantly looking for ways to do my job better.						90%
9. I have sufficient resources (for example, people, materials, budget) to get my job done.						53%
‡10. My workload is reasonable.						61%
‡11. My talents are used well in the workplace.						61%
‡12. I know how my work relates to the agency’s goals and priorities.						83%

Note: Items included on the Annual Employee Survey are noted by a double dagger (‡).

## Appendix A: Item Results and Benchmarks (continued)

	0	Low	CFTC	High	100	Small Agencies, Combined
#13. The work I do is important.						87%
#14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.						79%
#15. My performance appraisal is a fair reflection of my performance.						72%
16. I am held accountable for achieving results.						83%
17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.						61%
#18. My training needs are assessed.						51%
#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).						67%
<b>My Work Unit</b>						
#20. The people I work with cooperate to get the job done.						78%
#21. My work unit is able to recruit people with the right skills.						59%
#22. Promotions in my work unit are based on merit.						44%
#23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.						37%
#24. In my work unit, differences in performance are recognized in a meaningful way.						39%
25. Awards in my work unit depend on how well employees perform their jobs.						47%
26. Employees in my work unit share job knowledge with each other.						77%
27. The skill level in my work unit has improved in the past year.						61%
28. How would you rate the overall quality of work done by your work unit?						87%

Note: Items included on the Annual Employee Survey are noted by a double dagger (#).

## Appendix A: Item Results and Benchmarks (continued)

	0	Low	CFTC	High	100	Small Agencies, Combined
<b>My Agency</b>						
‡29. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.						75%
‡30. Employees have a feeling of personal empowerment with respect to work processes.						47%
31. Employees are recognized for providing high quality products and services.						53%
‡32. Creativity and innovation are rewarded.						42%
‡33. Pay raises depend on how well employees perform their jobs.						29%
34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).						59%
‡35. Employees are protected from health and safety hazards on the job.						80%
‡36. My organization has prepared employees for potential security threats.						66%
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.						53%
38. Prohibited Personnel Practices are not tolerated.						69%
39. My agency is successful at accomplishing its mission.						77%
40. I recommend my organization as a good place to work.						64%
41. I believe the results of this survey will be used to make my agency a better place to work.						46%

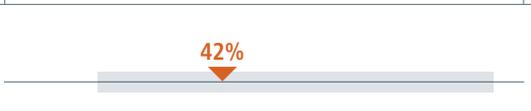
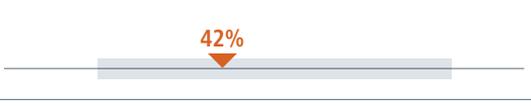
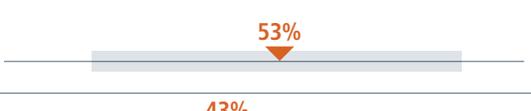
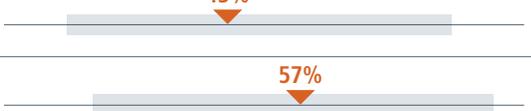
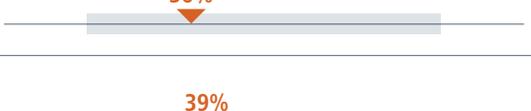
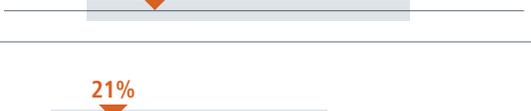
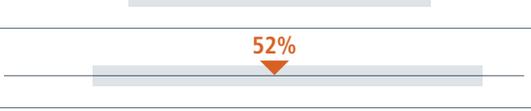
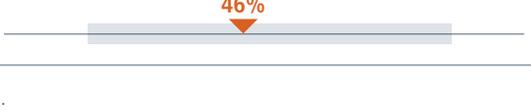
Note: Items included on the Annual Employee Survey are noted by a double dagger (‡).

## Appendix A: Item Results and Benchmarks (continued)

	0	Low	CFTC	High	100	Small Agencies, Combined
<b>My Supervisor</b>						
‡42. My supervisor supports my need to balance work and other life issues.						84%
43. My supervisor provides me with opportunities to demonstrate my leadership skills.						70%
‡44. Discussions with my supervisor about my performance are worthwhile.						66%
45. My supervisor is committed to a workforce representative of all segments of society.						71%
46. My supervisor provides me with constructive suggestions to improve my job performance.						65%
‡47. Supervisors in my work unit support employee development.						71%
48. My supervisor listens to what I have to say.						79%
49. My supervisor treats me with respect.						83%
50. In the last six months, my supervisor has talked with me about my performance.						81%
‡51. I have trust and confidence in my supervisor.						70%
‡52. Overall, how good a job do you feel is being done by your immediate supervisor?						73%
<b>Leadership</b>						
‡53. In my organization, senior leaders generate high levels of motivation and commitment in the workforce.						43%
54. My organization's senior leaders maintain high standards of honesty and integrity.						55%
‡55. Supervisors work well with employees of different backgrounds.						64%
‡56. Managers communicate the goals and priorities of the organization.						59%

Note: Items included on the Annual Employee Survey are noted by a double dagger (‡).

## Appendix A: Item Results and Benchmarks (continued)

	0	Low	CFTC	High	100	Small Agencies, Combined
#57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.						60%
58. Managers promote communication among different work units (for example, about projects, goals, needed resources).						51%
59. Managers support collaboration across work units to accomplish work objectives.						56%
60. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?						61%
#61. I have a high level of respect for my organization's senior leaders.						53%
62. Senior leaders demonstrate support for Work/Life programs.						62%
<b>My Satisfaction</b>						
#63. How satisfied are you with your involvement in decisions that affect your work?						54%
#64. How satisfied are you with the information you receive from management on what's going on in your organization?						52%
#65. How satisfied are you with the recognition you receive for doing a good job?						53%
#66. How satisfied are you with the policies and practices of your senior leaders?						45%
#67. How satisfied are you with your opportunity to get a better job in your organization?						33%
#68. How satisfied are you with the training you receive for your present job?						54%
#69. Considering everything, how satisfied are you with your job?						67%
#70. Considering everything, how satisfied are you with your pay?						56%
71. Considering everything, how satisfied are you with your organization?						60%

Note: Items included on the Annual Employee Survey are noted by a double dagger (‡).

## Appendix A: Item Results and Benchmarks (continued)

	0	Low	CFTC	High	100	Small Agencies, Combined
<b>Work/Life Programs</b>						
72. Have you been notified that you are eligible to telework? (See Appendix B)						
73. Please select the response below that best describes your current teleworking situation. (See Appendix B)						
74 - 78. Do you participate in the following Work/Life programs? (See Appendix B)						
79 - 84. How satisfied are you with the following Work/Life programs?*						
79. Telework						77%
80. Alternative Work Schedules (AWS)						90%
81. Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)						82%
82. Employee Assistance Program (EAP)						77%
83. Child Care Programs (for example, daycare, parenting classes, parenting support groups)						59%
84. Elder Care Programs (for example, support groups, speakers)						68%

\* The Work/Life program satisfaction results include only employees who indicated that they participated in the program.



## Appendix B: Work/Life Programs

Appendix B displays your agency's Work/Life program participation and satisfaction results. Use the Work/Life results to gain an understanding of how your Work/Life programs are utilized and rated.

	2015 Percentages
<b>Work/Life Programs</b>	
Have you been notified that you are eligible to telework?	
Yes, I was notified that I was eligible to telework	86
Yes, I was notified that I was not eligible to telework	3
No, I was not notified of my telework eligibility	4
Not sure if I was notified of my telework eligibility	7
Please select the response below that BEST describes your current teleworking situation.	
I telework 3 or more days per week	<1
I telework 1 or 2 days per week	18
I telework, but no more than 1 or 2 days per month	28
I telework very infrequently, on an unscheduled or short-term basis	28
I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel)	1
I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking	3
I do not telework because I did not receive approval to do so, even though I have the kind of job where I can telework	4
I do not telework because I choose not to telework	19
Do you participate in the following Work/Life programs? Alternative Work Schedules (AWS)	
Yes	57
No	38
Not Available to Me	4
Do you participate in the following Work/Life programs? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)	
Yes	13
No	71
Not Available to Me	17

## Appendix B: Work/Life Programs (continued)

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2015  
Percentages

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Do you participate in the following Work/Life programs? Employee Assistance Program (EAP)

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Yes	9
No	87
Not Available to Me	4

---

Do you participate in the following Work/Life programs? Child Care Programs (for example, daycare, parenting classes, parenting support groups)

---

Yes	<1
No	67
Not Available to Me	33

---

Do you participate in the following Work/Life programs? Elder Care Programs (for example, support groups, speakers)

---

Yes	2
No	74
Not Available to Me	24

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## Appendix C: Demographic Results

Appendix C includes the demographic characteristics of your agency's survey respondents. The demographic results can be useful in planning, recruiting, and training activities in your agency.

	2015 Percentages
<b>Demographic Results</b>	
Where do you work?	
Headquarters	65
Field	35
What is your supervisory status?	
Non-Supervisor	63
Team Leader	10
Supervisor	18
Manager	6
Senior Leader	3
Are you:	
Male	55
Female	45
Are you Hispanic or Latino?	
Yes	5
No	95
Are you:	
American Indian or Alaska Native	<1
Asian	7
Black or African American	16
Native Hawaiian or Other Pacific Islander	0
White	76
Two or more races (not Hispanic or Latino)	1

Note: Demographic results are unweighted.

## Appendix C: Demographic Results (continued)

	2015 Percentages
What is the highest level of education you have completed?	
Less than High School	0
High School Diploma/GED or equivalent	2
Trade or Technical Certificate	<1
Some College (no degree)	4
Associate's Degree (e.g., AA, AS)	1
Bachelor's Degree (e.g., BA, BS)	25
Master's Degree (e.g., MA, MS, MBA)	23
Doctoral/Professional Degree (e.g., Ph.D., MD, JD)	44
What is your pay category/grade?	
Federal Wage System	1
GS 1-6	<1
GS 7-12	4
GS 13-15	50
Senior Executive Service	3
Senior Level (SL) or Scientific or Professional (ST)	0
Other	42
How long have you been with the Federal Government (excluding military service)?	
Less than 1 year	3
1 to 3 years	8
4 to 5 years	18
6 to 10 years	23
11 to 14 years	8
15 to 20 years	16
More than 20 years	25
How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?	
Less than 1 year	5
1 to 3 years	15
4 to 5 years	25
6 to 10 years	19
11 to 20 years	21
More than 20 years	15

Note: Demographic results are unweighted.

## Appendix C: Demographic Results (continued)

	2015 Percentages
Are you considering leaving your organization within the next year, and if so, why?	
No	62
Yes, to retire	3
Yes, to take another job within the Federal Government	17
Yes, to take another job outside the Federal Government	11
Yes, other	9
I am planning to retire:	
Within one year	2
Between one and three years	5
Between three and five years	6
Five or more years	88
Do you consider yourself to be one or more of the following?	
Heterosexual or Straight	80
Gay, Lesbian, Bisexual or Transgender	3
I Prefer Not to Say	17
What is your US military service status?	
No Prior Military Service	93
Currently in National Guard or Reserves	<1
Retired	2
Separated or Discharged	5
Are you an individual with a disability?	
Yes	4
No	96
What is your age group?	
25 and under	<1
26-29	1
30-39	28
40-49	32
50-59	28
60 or older	11

Note: Demographic results are unweighted.



## Appendix D: Participating Agencies

The Office of Personnel Management administered the 2015 Federal Employee Viewpoint Survey to full-time and part-time permanent employees from the following Departments/large agencies and small independent agencies that accepted an invitation to participate in the survey.

### Departments/Large Agencies

Broadcasting Board of Governors (BBG)

Court Services and Offender Supervision Agency (CSOSA)

Department of Agriculture (USDA)

Department of Commerce (DOC)

Department of Education (Educ)

Department of Energy (DOE)

Department of Health and Human Services (HHS)

Department of Homeland Security (DHS)

Department of Housing and Urban Development (HUD)

Department of Justice (DOJ)

Department of Labor (DOL)

Department of State (State)

Department of the Interior (DOI)

Department of the Treasury (Treas)

Department of Transportation (DOT)

Department of Veterans Affairs (VA)

Environmental Protection Agency (EPA)

Equal Employment Opportunity Commission (EEOC)

Federal Communications Commission (FCC)

Federal Energy Regulatory Commission (FERC)

Federal Trade Commission(FTC)

General Services Administration (GSA)

National Aeronautics and Space Administration (NASA)

National Archives and Records Administration (NARA)

National Credit Union Administration (NCUA)

National Labor Relations Board (NLRB)

National Science Foundation (NSF)

Nuclear Regulatory Commission (NRC)

Office of Management and Budget (OMB)

Office of Personnel Management (OPM)

Pension Benefit Guaranty Corporation (PBGC)

Railroad Retirement Board (RRB)

Securities and Exchange Commission (SEC)

Small Business Administration (SBA)

Social Security Administration (SSA)

U.S. Agency for International Development (USAID)

**Department of Defense (DOD)**

Department of the Army (Army)

U.S. Army Corps of Engineers (USACE)

Department of the Navy (Navy)

U.S. Marine Corps (USMC)

Department of the Air Force (Air Force)

OSD, Joint Staff, Defense Agencies, & DOD Field Activities (DOD 4th Estate)

### Small/Independent Agencies

Advisory Council on Historic Preservation (ACHP)

African Development Foundation (USADF)

American Battle Monuments Commission (AMBC)

## Appendix D: Participating Agencies (continued)

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Chemical Safety and Hazard Investigation Board (CSB)	National Gallery of Art (NGA)
Commission on Civil Rights (USCCR)	National Indian Gaming Commission (NIGC)
Committee for Purchase from People Who Are Blind or Severely Disabled (CPPBSD)	National Mediation Board (NMB)
Commodity Futures Trading Commission (CFTC)	National Transportation Safety Board (NTSB)
Consumer Product Safety Commission (CPSC)	Nuclear Waste Technical Review Board (NWTRB)
Corporation for National and Community Service (CNCS)	Occupational Safety and Health Review Commission (OSHRC)
Defense Nuclear Facilities Safety Board (DNFSB)	Office of Navajo and Hopi Indian Relocation (ONHIR)
Export-Import Bank of the United States (EXIM)	Office of the U.S. Trade Representative (USTR)
Farm Credit Administration (FCA)	Overseas Private Investment Corporation (OPIC)
Farm Credit System Insurance Corporation (FCSIC)	Postal Regulatory Commission (PRC)
Federal Election Commission (FEC)	Selective Service System (SSS)
Federal Housing Finance Agency (FHFA)	Surface Transportation Board (STB)
Federal Labor Relations Authority (FLRA)	U.S. Access Board (USAB)
Federal Maritime Commission (FMC)	U.S. International Trade Commission (USITC)
Federal Mediation and Conciliation Service (FMCS)	U.S. Office of Government Ethics (OGE)
Federal Retirement Thrift Investment Board (FRTIB)	U.S. Office of Special Counsel (OSC)
Institute of Museum and Library Services (IMLS)	U.S. Trade and Development Agency (USTDA)
Inter-American Foundation (IAF)	Woodrow Wilson International Center for Scholars (WWICS)
International Boundary and Water Commission (IBWC)	
Marine Mammal Commission (MMC)	
Merit Systems Protection Board (MSPB)	
National Capital Planning Commission (NCPC)	
National Endowment for the Arts (NEA)	
National Endowment for the Humanities (NEH)	

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