

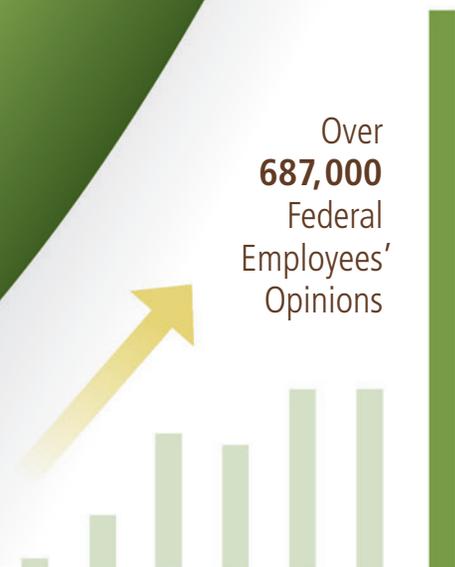
2012

Federal Employee Viewpoint Survey Results

EMPLOYEES INFLUENCING CHANGE

POSTAL REGULATORY COMMISSION
AGENCY RESULTS

UNITED STATES
OFFICE OF PERSONNEL MANAGEMENT



Over
687,000
Federal
Employees'
Opinions

**POSTAL REGULATORY COMMISSION
2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS**

		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*1. I am given a real opportunity to improve my skills in my organization.	N		16	25	11	4	1	57	NA
	%	73.1	28.7	44.4	18.4	6.9	1.7	100.0	
2. I have enough information to do my job well.	N		14	31	4	6	2	57	NA
	%	79.1	25.4	53.8	6.8	10.8	3.2	100.0	
3. I feel encouraged to come up with new and better ways of doing things.	N		14	29	7	4	3	57	NA
	%	76.5	25.1	51.5	11.7	7.0	4.8	100.0	
*4. My work gives me a feeling of personal accomplishment.	N		15	28	8	5	1	57	NA
	%	76.5	27.1	49.4	13.1	8.8	1.6	100.0	
*5. I like the kind of work I do.	N		19	26	10	2	0	57	NA
	%	80.0	34.0	46.0	16.8	3.2	0.0	100.0	
6. I know what is expected of me on the job.	N		16	30	4	3	3	56	NA
	%	83.0	28.3	54.8	6.6	5.4	4.9	100.0	
7. When needed I am willing to put in the extra effort to get a job done.	N		37	18	0	1	1	57	NA
	%	96.8	64.3	32.6	0.0	1.6	1.6	100.0	
8. I am constantly looking for ways to do my job better.	N		21	32	2	1	1	57	NA
	%	93.1	37.8	55.3	3.7	1.6	1.6	100.0	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N		12	27	7	9	1	56	0
	%	70.4	21.6	48.7	11.8	16.2	1.6	100.0	
*10. My workload is reasonable.	N		7	27	6	12	4	56	0
	%	60.9	13.1	47.8	10.7	20.9	7.5	100.0	
*11. My talents are used well in the workplace.	N		13	27	4	6	4	54	2
	%	75.1	24.3	50.7	7.3	11.0	6.7	100.0	
*12. I know how my work relates to the agency's goals and priorities.	N		19	33	1	1	2	56	0
	%	93.5	33.7	59.8	1.6	1.7	3.2	100.0	
*13. The work I do is important.	N		17	27	6	1	4	55	0
	%	81.5	32.4	49.1	10.2	1.7	6.7	100.0	
*14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N		23	29	2	1	1	56	0
	%	93.0	41.1	51.9	3.7	1.7	1.7	100.0	
*15. My performance appraisal is a fair reflection of my performance.	N		20	18	10	2	3	53	3
	%	71.7	38.0	33.7	19.2	3.9	5.2	100.0	
16. I am held accountable for achieving results.	N		18	34	2	1	1	56	0
	%	93.0	33.0	60.1	3.7	1.6	1.6	100.0	

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Sample or Census: Census
Number of surveys completed: 57
Number of surveys administered: 64
Response Rate: 89.1%

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		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N		12	20	7	8	6	53	3
	%	60.1	23.3	36.8	13.5	15.1	11.3	100.0	
*18. My training needs are assessed.	N		6	21	18	8	3	56	0
	%	49.1	11.0	38.1	31.5	13.5	5.9	100.0	
*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).	N		13	20	6	2	6	47	10
	%	70.4	28.7	41.7	12.9	4.5	12.2	100.0	
*20. The people I work with cooperate to get the job done.	N		21	28	4	4	0	57	NA
	%	86.2	36.9	49.3	6.9	6.9	0.0	100.0	
*21. My work unit is able to recruit people with the right skills.	N		12	33	6	4	1	56	1
	%	80.9	21.7	59.2	10.3	6.5	2.2	100.0	
*22. Promotions in my work unit are based on merit.	N		10	18	10	4	7	49	6
	%	56.7	20.6	36.1	21.0	8.2	14.1	100.0	
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		8	17	11	8	3	47	9
	%	53.2	17.1	36.1	22.9	17.4	6.5	100.0	
*24. In my work unit, differences in performance are recognized in a meaningful way.	N		8	16	10	7	7	48	8
	%	49.9	16.9	33.0	21.6	14.1	14.4	100.0	
25. Awards in my work unit depend on how well employees perform their jobs.	N		12	17	9	5	7	50	6
	%	57.9	24.3	33.6	18.4	9.8	13.8	100.0	
26. Employees in my work unit share job knowledge with each other.	N		15	25	10	3	4	57	0
	%	69.1	26.6	42.5	18.2	5.7	7.0	100.0	
27. The skill level in my work unit has improved in the past year.	N		16	21	11	4	1	53	4
	%	70.0	30.5	39.5	20.8	7.5	1.7	100.0	
		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total	Do Not Know/ No Basis to Judge
28. How would you rate the overall quality of work done by your work unit?	N		33	18	4	2	0	57	NA
	%	89.5	57.5	32.0	7.3	3.2	0.0	100.0	
		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*29. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N		14	30	7	2	1	54	2
	%	81.1	25.0	56.1	13.8	3.4	1.7	100.0	

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**POSTAL REGULATORY COMMISSION
2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS**

		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*30. Employees have a feeling of personal empowerment with respect to work processes.	N		7	19	13	9	5	53	3
	%	48.7	13.3	35.5	24.9	16.7	9.7	100.0	
31. Employees are recognized for providing high quality products and services.	N		7	27	7	6	4	51	4
	%	66.3	13.5	52.8	13.6	11.8	8.2	100.0	
*32. Creativity and innovation are rewarded.	N		6	18	14	6	5	49	6
	%	48.5	11.5	37.0	29.2	11.8	10.5	100.0	
*33. Pay raises depend on how well employees perform their jobs.	N		4	16	11	11	10	52	4
	%	37.9	7.3	30.7	22.0	21.5	18.6	100.0	
34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	N		7	29	8	2	2	48	8
	%	73.6	14.1	59.6	17.6	4.4	4.4	100.0	
*35. Employees are protected from health and safety hazards on the job.	N		15	33	5	1	1	55	1
	%	88.2	26.0	62.1	8.4	1.7	1.6	100.0	
*36. My organization has prepared employees for potential security threats.	N		8	23	12	5	2	50	5
	%	62.0	15.8	46.2	24.9	9.4	3.7	100.0	
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N		8	15	11	8	7	49	7
	%	45.7	15.6	30.1	23.3	16.8	14.2	100.0	
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.	N		10	21	11	3	2	47	9
	%	65.0	20.1	44.9	24.0	6.6	4.5	100.0	
39. My agency is successful at accomplishing its mission.	N		13	29	9	3	2	56	0
	%	76.3	22.1	54.2	15.5	4.9	3.2	100.0	
40. I recommend my organization as a good place to work.	N		13	19	11	12	1	56	NA
	%	56.8	22.9	33.9	20.0	21.0	2.2	100.0	
41. I believe the results of this survey will be used to make my agency a better place to work.	N		10	16	12	8	2	48	8
	%	54.1	20.4	33.7	25.5	16.0	4.4	100.0	
*42. My supervisor supports my need to balance work and other life issues.	N		24	20	5	5	2	56	0
	%	78.6	42.2	36.4	8.9	8.7	3.8	100.0	
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N		21	21	5	5	2	54	1
	%	78.9	39.4	39.5	8.7	9.0	3.4	100.0	
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N		17	18	10	8	2	55	1
	%	63.0	30.7	32.3	19.3	14.5	3.3	100.0	

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		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
45. My supervisor/team leader is committed to a workforce representative of all segments of society.	N		16	21	9	0	2	48	8
	%	76.2	33.0	43.2	19.4	0.0	4.4	100.0	
46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N		20	17	11	4	4	56	0
	%	66.0	35.9	30.0	20.3	6.6	7.1	100.0	
*47. Supervisors/team leaders in my work unit support employee development.	N		18	25	6	1	4	54	2
	%	79.4	34.0	45.4	11.6	1.7	7.4	100.0	
48. My supervisor/team leader listens to what I have to say.	N		23	23	6	2	1	55	NA
	%	83.6	41.9	41.7	11.3	3.4	1.7	100.0	
49. My supervisor/team leader treats me with respect.	N		26	18	6	4	0	54	NA
	%	81.3	47.8	33.5	11.4	7.3	0.0	100.0	
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N		22	24	5	4	0	55	NA
	%	83.4	40.0	43.4	10.0	6.6	0.0	100.0	
*51. I have trust and confidence in my supervisor.	N		25	13	9	5	3	55	NA
	%	68.6	45.5	23.1	16.1	9.7	5.6	100.0	
		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total	Do Not Know/ No Basis to Judge
*52. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	N		29	13	8	5	1	56	NA
	%	74.3	51.3	23.0	14.0	9.5	2.2	100.0	
		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*53. In my organization, leaders generate high levels of motivation and commitment in the workforce.	N		8	19	15	7	5	54	1
	%	48.8	14.4	34.4	29.6	12.6	9.0	100.0	
54. My organization's leaders maintain high standards of honesty and integrity.	N		10	25	11	5	4	55	0
	%	62.4	17.6	44.8	21.0	9.5	7.2	100.0	
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N		12	28	5	3	4	52	2
	%	75.6	22.2	53.3	10.9	5.9	7.6	100.0	
*56. Managers communicate the goals and priorities of the organization.	N		8	28	7	6	3	52	1
	%	68.4	14.8	53.6	14.7	11.1	5.8	100.0	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N		8	23	13	3	3	50	3
	%	61.8	15.6	46.2	26.6	5.6	6.0	100.0	

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		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
58. Managers promote communication among different work units (for example, about projects, goals, needed resources).	N		10	21	13	5	3	52	2
	%	59.3	18.5	40.8	26.0	9.0	5.8	100.0	
59. Managers support collaboration across work units to accomplish work objectives.	N		9	30	9	3	3	54	1
	%	71.3	16.1	55.1	17.9	5.2	5.6	100.0	
		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total**	Do Not Know/ No Basis to Judge
60. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor/team leader?	N		15	17	8	3	4	47	7
	%	67.8	31.0	36.8	16.6	7.2	8.4	100.0	
		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*61. I have a high level of respect for my organization's senior leaders.	N		14	18	11	7	4	54	1
	%	57.9	25.7	32.2	21.7	13.1	7.3	100.0	
62. Senior leaders demonstrate support for Work/Life programs.	N		13	20	12	1	3	49	6
	%	66.4	25.9	40.5	25.1	2.3	6.2	100.0	
		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total	Do Not Know/ No Basis to Judge
*63. How satisfied are you with your involvement in decisions that affect your work?	N		11	23	14	5	2	55	NA
	%	62.7	20.3	42.5	24.7	9.3	3.3	100.0	
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N		7	27	11	8	2	55	NA
	%	61.8	12.7	49.1	20.6	14.3	3.3	100.0	
*65. How satisfied are you with the recognition you receive for doing a good job?	N		15	20	9	9	1	54	NA
	%	64.8	28.2	36.6	17.4	16.2	1.7	100.0	
*66. How satisfied are you with the policies and practices of your senior leaders?	N		9	22	10	10	4	55	NA
	%	55.6	16.4	39.2	19.2	18.6	6.6	100.0	
*67. How satisfied are you with your opportunity to get a better job in your organization?	N		8	11	22	10	4	55	NA
	%	33.9	14.4	19.5	40.8	18.3	7.0	100.0	
*68. How satisfied are you with the training you receive for your present job?	N		7	22	14	10	2	55	NA
	%	52.9	12.7	40.2	25.2	18.2	3.7	100.0	

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**POSTAL REGULATORY COMMISSION
2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS**

		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total	Do Not Know/ No Basis to Judge
*69. Considering everything, how satisfied are you with your job?	N		13	26	10	4	1	54	NA
	%	71.9	24.3	47.6	19.2	7.2	1.7	100.0	
*70. Considering everything, how satisfied are you with your pay?	N		7	17	13	13	5	55	NA
	%	44.0	12.3	31.7	22.8	24.5	8.7	100.0	
71. Considering everything, how satisfied are you with your organization?	N		12	22	12	6	3	55	NA
	%	61.4	21.8	39.6	22.7	11.0	4.9	100.0	

72. Have you been notified that you are eligible to telework? Telework means working at a location other than your normal work site during your regular work hours (excludes travel).

	N	%
Yes	48	90.0
No	5	10.0
Not sure	0	0.0
Total	53	100.0

73. Please select the response below that BEST describes your current teleworking situation:

	N	%
I telework 3 or more days per week.	1	2.1
I telework 1 or 2 days per week.	12	21.0
I telework, but no more than 1 or 2 days per month.	8	13.8
I telework very infrequently, on an unscheduled or short-term basis.	13	24.9
I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).	6	11.3
I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.	3	5.4
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.	6	11.5
I do not telework because I choose not to telework.	6	10.0
Total	55	100.0

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**POSTAL REGULATORY COMMISSION
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74. Do you participate in the following Work/Life programs? Alternative Work Schedules (AWS)

	N	%
Yes	20	38.1
No	29	50.9
Not available to me	6	11.0
Total	55	100.0

75. Do you participate in the following Work/Life programs? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)

	N	%
Yes	20	37.2
No	30	53.5
Not available to me	5	9.3
Total	55	100.0

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

	N	%
Yes	3	6.1
No	42	77.5
Not available to me	9	16.4
Total	54	100.0

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

	N	%
Yes	0	0.0
No	35	64.4
Not available to me	19	35.6
Total	54	100.0

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

	N	%
Yes	1	1.6
No	35	63.6
Not available to me	19	34.7
Total	55	100.0

**POSTAL REGULATORY COMMISSION
2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS**

		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total**	Do Not Know/ No Basis to Judge
79. How satisfied are you with the following Work/Life programs in your agency? Telework	N %	74.8	10 28.5	15 46.3	5 15.4	3 9.8	0 0.0	33 100.0	1
80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	N %	89.7	12 58.8	6 30.9	1 4.5	1 5.8	0 0.0	20 100.0	0
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)	N %	87.0	4 25.9	10 61.0	2 13.0	0 0.0	0 0.0	16 100.0	4
82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	N %	49.3	0 0.0	1 49.3	1 50.7	0 0.0	0 0.0	2 100.0	1
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)	N %	---	0 ---	0 ---	0 ---	0 ---	0 ---	0 ---	1
84. How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	N %	---	0 ---	0 ---	0 ---	0 ---	0 ---	0 ---	1

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The work/life satisfaction results only include employees who indicated that they participated in the program.

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Office of Personnel Management
Planning and Policy Analysis

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