

# National Archives and Records Administration (NARA) Federal Human Capital Survey (FHCS) 2008 Results

SURVEY ITEMS	Gov't Wide % Positive	NARA Wide	
		% Positive	Difference +/- from Gov't Wide
<b>PERSONAL WORK EXPERIENCES, ITEMS 1-10</b>			
*1. The people I work with cooperate to get the job done.	83.9	82.6	-1.3
*2. I am given a real opportunity to improve my skills in my organization.	64.0	60.4	-3.6
3. I have enough information to do my job well.	73.4	72.3	-1.1
4. I feel encouraged to come up with new and better ways of doing things.	60.7	58.6	-2.1
*5. My work gives me a feeling of personal accomplishment.	73.4	72.0	-1.4
*6. I like the kind of work I do.	83.8	81.9	-1.9
*7. I have trust and confidence in my supervisor.	64.2	63.8	-0.4
8. I recommend my organization as a good place to work.	65.5	55.7	-9.8
*9. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	66.2	65.4	-0.8
10. How would you rate the overall quality of work done by your work group?	83.4	83.9	0.5
<b>RECRUITMENT, DEVELOPMENT, &amp; RETENTION, ITEMS 11-21</b>			
*11. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	73.8	69.0	-4.8
*12. My supervisor supports my need to balance work and other life issues.	75.3	77.6	2.3
13. Supervisors/team leaders in my work unit provide employees with the opportunities to demonstrate their leadership skills.	60.6	56.3	-4.3
*14. My work unit is able to recruit people with the right skills.	44.9	45.6	0.7
15. The skill level in my work unit has improved in the past year.	52.7	50.6	-2.1
16. I have sufficient resources (for example, people, materials, budget) to get my job done.	51.2	52.3	1.1
*17. My workload is reasonable.	60.0	56.5	-3.5
*18. My talents are used well in the workplace.	62.3	60.3	-2.0
*19. I know how my work relates to the agency's goals and priorities.	83.9	84.3	0.4
*20. The work I do is important.	90.8	88.5	-2.3

\* AES prescribed items.

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*21. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	67.2	62.9	-4.3
<b>PERFORMANCE CULTURE, ITEMS 22-36</b>			
*22. Promotions in my work unit are based on merit.	35.2	36.2	1.0
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	29.6	33.9	4.3
*24. Employees have a feeling of personal empowerment with respect to work processes.	43.8	40.2	-3.6
25. Employees are rewarded for providing high quality products and services to customers.	46.1	50.3	4.2
*26. Creativity and innovation are rewarded.	40.0	39.5	-0.5
*27. Pay raises depend on how well employees perform their jobs.	25.6	27.8	2.2
28. Awards in my work unit depend on how well employees perform their jobs.	41.4	52.6	11.2
*29. In my work unit, differences in performance are recognized in a meaningful way.	31.4	31.7	0.3
*30. My performance appraisal is a fair reflection of my performance.	63.2	71.0	7.8
*31. Discussions with my supervisor/team leader about my performance are worthwhile.	56.2	56.9	0.7
*32. 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).	64.3	74.3	10.0
33. I am held accountable for achieving results.	81.8	81.0	-0.8
34. Supervisors/team leaders in my work unit are committed to a workforce representative of all segments of society.	56.8	54.0	-2.8
35. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	59.7	51.7	-8.0
*36. Managers/supervisors/team leaders work well with employees of different backgrounds.	65.2	57.8	-7.4
<b>LEADERSHIP, ITEMS 37-47</b>			
*37. I have a high level of respect for my organization's senior leaders.	51.8	47.2	-4.6
*38. In my organization, leaders generate high levels of motivation and commitment in the workforce.	39.9	32.9	-7.0

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39. My organization's leaders maintain high standards of honesty and integrity.	49.5	44.6	-4.9
*40. Managers communicate the goals and priorities of the organization.	59.7	56.2	-3.5
*41. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	57.5	58.0	0.5
*42. Employees are protected from health and safety hazards on the job.	76.2	65.4	-10.8
*43. My organization has prepared employees for potential security threats.	74.1	67.3	-6.8
44. Complaints, disputes or grievances are resolved fairly in my work unit.	39.4	38.2	-1.2
45. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	47.7	49.5	1.8
46. 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 tolerate	60.4	56.9	-3.5
47. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	50.5	46.7	-3.8
<b>LEARNING (KNOWLEDGE MANAGEMENT), ITEMS 48-54</b>			
48. Supervisors/team leaders provide employees with constructive suggestions to improve their job performance.	58.3	58.5	0.2
*49. Supervisors/team leaders in my work unit support employee development.	64.5	63.4	-1.1
50. Employees have electronic access to learning and training programs readily available at their desk.	78.6	74.2	-4.4
*51. My training needs are assessed.	53.4	46.7	-6.7
52. Managers promote communication among different work units (for example, about projects, goals, needed resources).	54.5	46.8	-7.7
53. Employees in my work unit share job knowledge with each other.	75.4	70.3	-5.1
54. Employees use information technology (for example, intranet, shared networks) to perform work.	87.3	81.9	-5.4
<b>JOB SATISFACTION, ITEMS 55-63</b>			
*55. How satisfied are you with your involvement in decisions that affect your work?	53.4	50.5	-2.9
*56. How satisfied are you with the information you receive from management on what's going on in your organization?	48.1	45.4	-2.7
*57. How satisfied are you with the recognition you receive for doing a good job?	50.3	51.4	1.1

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*58. How satisfied are you with the policies and practices of your senior leaders?	42.3	38.7	-3.6
*59. How satisfied are you with your opportunity to get a better job in your organization?	39.0	33.3	-5.7
*60. How satisfied are you with the training you receive for your present job?	55.3	50.6	-4.7
*61. Considering everything, how satisfied are you with your job?	68.5	63.6	-4.9
*62. Considering everything, how satisfied are you with your pay?	60.4	54.5	-5.9
63. Considering everything, how satisfied are you with your organization?	57.5	50.6	-6.9

SATISFACTION WITH BENEFITS, ITEMS 64-74			
64. How satisfied are you with retirement benefits?	60.9	59.3	-1.6
65. How satisfied are you with health insurance benefits?	62.0	63.2	1.2
66. How satisfied are you with life insurance benefits?	60.2	57.8	-2.4
67. How satisfied are you with long term care insurance benefits?	32.0	35.2	3.2
68. How satisfied are you with the flexible spending account (FSA) program?	34.8	32.4	-2.4
69. How satisfied are you with paid vacation time?	87.7	84.5	-3.2
70. How satisfied are you with paid leave for illness (for example, personal), including family care situations (for example, childbirth/adoption or eldercare)?	84.3	83.6	-0.7
71. How satisfied are you with child care subsidies?	9.1	8.0	-1.1
72. How satisfied are you with work/life programs (for example, health and wellness, employee assistance, eldercare, and support groups)?	28.5	27.2	-1.3
73. How satisfied are you with telework/telecommuting?	22.6	23.7	1.1
74. How satisfied are you with alternative work schedules?	46.9	53.3	6.4

SCORECARD KEY	STRENGTHS - items that 65 percent or more positive
	LEADING THE GOV'T - items that NARA scored 5 percent and more higher than the Gov't-wide average
	TRAILING THE GOV'T - items that NARA scored 5 percent and more lower than the Gov't-wide average

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