

Federal Employee Viewpoint Survey

The 2016 Employee Viewpoint Survey results are once again positive for NCUA. The agency had a survey response rate of 58 percent, significantly higher than that of the federal government overall.

Agency employees again demonstrated their commitment to producing high-quality work; ninety-six percent of the agency's survey respondents said they were willing to put in extra work to get a job completed. Ninety-three percent said they constantly look for ways to do their jobs better, and ninety-two percent said they feel their work is important.

NCUA also showed strong increases in survey categories reflecting the agency's efforts to maintain a good work/life balance.

NCUA Board Chairman Rick Metsger said the 2016 survey results reflect the agency's ongoing efforts to be a model workplace, providing an environment that offers respect for individuals and opportunities for professional development.

"This is a source of great personal satisfaction for me, knowing NCUA's employees look forward to coming to work every day," Metsger said. "We have more than 1,200 hard-working and dedicated professionals who will put in the extra time, look for ways to be more productive, and regard their work to be important. We take no small measure of pride knowing we have created an atmosphere in which our people feel trusted, respected, and motivated."

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1	*I am given a real opportunity to improve my skills in my organization.	77.47%	31.70%	45.78%	10.25%	9.10%	3.18%	12.28%	214	299	68	58	22	661	N/A
2	I have enough information to do my job well.	74.33%	22.45%	51.88%	13.95%	8.18%	3.55%	11.72%	148	335	92	55	21	651	N/A
3	I feel encouraged to come up with new and better ways of doing things.	61.69%	25.24%	36.45%	17.36%	14.55%	6.40%	20.96%	167	237	112	93	42	651	N/A
4	*My work gives me a feeling of personal accomplishment.	79.23%	31.56%	47.67%	10.98%	6.43%	3.36%	9.79%	212	311	74	40	23	660	N/A
5	*I like the kind of work I do.	85.84%	40.03%	45.82%	9.26%	3.45%	1.44%	4.90%	264	294	58	24	9	649	N/A
6	I know what is expected of me on the job.	79.85%	30.23%	49.62%	9.86%	6.93%	3.36%	10.29%	200	317	65	48	22	652	N/A
7	When needed I am willing to put in the extra effort to get a job done.	96.03%	64.07%	31.97%	1.76%	1.14%	1.06%	2.20%	420	208	12	8	7	655	N/A
8	I am constantly looking for ways to do my job better.	92.64%	46.29%	46.34%	6.40%	0.43%	0.54%	0.97%	307	302	42	3	4	658	N/A
9	I have sufficient resources (for example, people, materials, budget) to get my job done.	57.75%	15.99%	41.76%	14.86%	17.56%	9.84%	27.39%	110	272	98	112	64	656	1
10	*My workload is reasonable.	63.27%	15.83%	47.44%	13.42%	14.83%	8.48%	23.31%	105	306	88	94	58	651	1
11	*My talents are used well in the workplace.	67.67%	21.32%	46.34%	14.06%	11.13%	7.15%	18.27%	138	295	87	71	46	637	1
12	*I know how my work relates to the agency's goals and priorities.	86.71%	33.67%	53.04%	8.17%	3.05%	2.06%	5.12%	226	344	52	19	13	654	1
13	*The work I do is important.	92.50%	44.35%	48.15%	4.28%	2.42%	0.80%	3.22%	290	307	29	15	5	646	3
14	*Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	67.30%	25.10%	42.20%	22.54%	6.54%	3.61%	10.16%	170	271	137	39	23	640	17
15	*My performance appraisal is a fair reflection of my performance.	75.09%	30.08%	45.01%	10.37%	7.94%	6.61%	14.55%	198	284	68	53	40	643	9
16	I am held accountable for achieving results.	88.02%	34.85%	53.17%	8.68%	2.45%	0.85%	3.30%	233	344	55	17	5	654	2
17	I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	74.72%	33.69%	41.02%	11.39%	7.33%	6.56%	13.90%	218	257	71	47	39	632	24
18	*My training needs are assessed.	63.49%	21.34%	42.15%	19.53%	11.17%	5.81%	16.97%	143	271	125	75	36	650	7

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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).	70.29%	31.84%	38.46%	10.75%	11.43%	7.53%	18.96%	208	252	71	75	49	655	6
20	*The people I work with cooperate to get the job done.	84.86%	37.64%	47.22%	7.61%	5.50%	2.02%	7.53%	249	311	50	37	14	661	N/A
21	*My work unit is able to recruit people with the right skills.	58.70%	18.35%	40.35%	21.17%	12.96%	7.17%	20.13%	121	260	133	84	46	644	13
22	*Promotions in my work unit are based on merit.	51.24%	16.86%	34.38%	24.02%	13.10%	11.63%	24.73%	110	216	151	79	73	629	28
23	*In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	39.43%	13.49%	25.94%	26.92%	19.74%	13.91%	33.65%	81	147	147	110	77	562	96
24	*In my work unit, differences in performance are recognized in a meaningful way.	46.93%	14.76%	32.17%	23.22%	19.38%	10.47%	29.84%	94	195	141	115	62	607	46
25	Awards in my work unit depend on how well employees perform their jobs.	54.47%	19.21%	35.27%	17.52%	15.08%	12.93%	28.01%	126	218	110	92	76	622	35
26	Employees in my work unit share job knowledge with each other.	82.96%	32.70%	50.26%	9.53%	4.46%	3.05%	7.51%	214	324	63	31	22	654	3
27	The skill level in my work unit has improved in the past year.	65.31%	25.85%	39.46%	20.66%	8.46%	5.57%	14.03%	169	250	132	54	38	643	16
28	How would you rate the overall quality of work done by your work unit?	87.43%	47.07%	40.36%	10.13%	1.76%	0.68%	2.44%	313	265	64	13	4	659	N/A
29	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	77.30%	19.38%	57.92%	12.90%	6.88%	2.93%	9.81%	129	372	81	45	19	646	6
30	*Employees have a feeling of personal empowerment with respect to work processes.	61.40%	15.25%	46.15%	20.55%	12.37%	5.68%	18.05%	99	292	133	80	37	641	9
31	Employees are recognized for providing high quality products and services.	64.88%	19.40%	45.48%	15.87%	13.59%	5.66%	19.25%	127	288	103	84	36	638	12
32	*Creativity and innovation are rewarded.	54.05%	15.02%	39.03%	22.76%	14.39%	8.80%	23.19%	96	239	145	92	54	626	24

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33	*Pay raises depend on how well employees perform their jobs.	57.55%	17.38%	40.17%	18.49%	13.29%	10.67%	23.95%	115	245	118	83	65	626	22
34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	74.99%	29.49%	45.50%	15.05%	4.65%	5.30%	9.96%	180	283	90	29	31	613	37
35	*Employees are protected from health and safety hazards on the job.	72.12%	22.76%	49.35%	18.53%	5.24%	4.12%	9.36%	149	312	114	32	25	632	18
36	*My organization has prepared employees for potential security threats.	82.83%	26.53%	56.30%	9.39%	5.17%	2.61%	7.78%	175	356	61	32	16	640	4
37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	59.83%	20.14%	39.69%	19.11%	11.40%	9.65%	21.06%	125	233	115	66	54	593	50
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.	73.94%	28.82%	45.12%	15.34%	4.61%	6.10%	10.72%	176	267	86	26	35	590	56
39	My agency is successful at accomplishing its mission.	84.38%	29.25%	55.12%	11.01%	3.13%	1.48%	4.61%	195	347	69	20	9	640	7
40	I recommend my organization as a good place to work.	77.04%	33.71%	43.32%	13.59%	6.47%	2.90%	9.38%	226	278	86	43	18	651	N/A
41	I believe the results of this survey will be used to make my agency a better place to work.	64.00%	26.29%	37.72%	17.91%	11.21%	6.87%	18.09%	167	230	109	70	42	618	32
42	*My supervisor supports my need to balance work and other life issues.	82.48%	42.93%	39.55%	6.58%	6.28%	4.66%	10.93%	277	258	43	39	30	647	2
43	My supervisor provides me with opportunities to demonstrate my leadership skills.	75.35%	37.68%	37.67%	12.06%	7.58%	5.01%	12.59%	242	240	79	50	33	644	3

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44	*Discussions with my supervisor about my performance are worthwhile.	69.19%	33.16%	36.03%	15.63%	8.38%	6.80%	15.18%	212	228	101	55	44	640	4
45	My supervisor is committed to a workforce representative of all segments of society.	75.83%	39.62%	36.21%	16.61%	3.43%	4.13%	7.56%	230	213	96	19	25	583	64
46	My supervisor provides me with constructive suggestions to improve my job performance.	71.39%	33.20%	38.19%	13.34%	9.67%	5.60%	15.27%	214	246	87	62	37	646	3
47	*Supervisors in my work unit support employee development.	75.88%	35.58%	40.30%	12.45%	6.60%	5.06%	11.66%	229	256	81	40	34	640	9
48	My supervisor listens to what I have to say.	80.24%	44.32%	35.92%	9.68%	5.98%	4.10%	10.08%	288	232	64	39	27	650	N/A
49	My supervisor treats me with respect.	86.40%	50.78%	35.62%	5.51%	4.13%	3.96%	8.09%	329	228	37	28	26	648	N/A
50	In the last six months, my supervisor has talked with me about my performance.	90.86%	47.30%	43.56%	4.97%	2.89%	1.28%	4.17%	308	279	33	20	8	648	N/A
51	*I have trust and confidence in my supervisor.	72.93%	42.07%	30.85%	13.57%	6.61%	6.89%	13.50%	272	198	87	45	44	646	N/A
52	*Overall, how good a job do you feel is being done by your immediate supervisor?	77.27%	47.11%	30.16%	14.42%	5.35%	2.95%	8.30%	304	194	94	36	18	646	N/A
53	*In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	54.21%	14.65%	39.56%	19.53%	16.68%	9.58%	26.26%	95	249	128	104	62	638	8
54	My organization's senior leaders maintain high standards of honesty and integrity.	62.41%	20.45%	41.96%	18.46%	11.00%	8.13%	19.13%	129	253	114	65	50	611	32
55	*Supervisors work well with employees of different backgrounds.	73.41%	24.01%	49.40%	16.19%	6.73%	3.67%	10.40%	145	292	95	37	22	591	50
56	*Managers communicate the goals and priorities of the organization.	71.54%	20.94%	50.60%	15.12%	8.88%	4.47%	13.34%	134	312	99	56	29	630	7
57	*Managers review and evaluate the organization's progress toward meeting its goals and objectives.	72.14%	20.13%	52.01%	17.42%	6.78%	3.67%	10.45%	124	304	109	43	23	603	36

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58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	60.23%	18.63%	41.61%	18.45%	14.69%	6.63%	21.32%	119	253	118	92	41	623	16
59	Managers support collaboration across work units to accomplish work objectives.	64.38%	21.16%	43.22%	16.67%	13.02%	5.93%	18.95%	136	265	105	83	38	627	16
60	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	69.30%	32.64%	36.66%	20.33%	6.66%	3.71%	10.36%	199	220	127	41	23	610	30
61	*I have a high level of respect for my organization's senior leaders.	62.60%	24.65%	37.95%	20.30%	11.29%	5.81%	17.10%	160	237	133	72	37	639	3
62	Senior leaders demonstrate support for Work/Life programs.	64.83%	23.01%	41.82%	18.07%	9.73%	7.37%	17.10%	143	261	113	61	43	621	24
63	*How satisfied are you with your involvement in decisions that affect your work?	60.59%	18.60%	41.99%	20.01%	13.28%	6.11%	19.39%	122	267	126	88	40	643	N/A
64	*How satisfied are you with the information you receive from management on what's going on in your organization?	64.32%	19.24%	45.08%	19.57%	11.68%	4.42%	16.11%	126	283	125	75	30	639	N/A
65	*How satisfied are you with the recognition you receive for doing a good job?	60.78%	21.30%	39.48%	16.61%	14.72%	7.89%	22.61%	139	251	102	97	48	637	N/A
66	*How satisfied are you with the policies and practices of your senior leaders?	55.71%	15.26%	40.45%	24.31%	13.87%	6.11%	19.98%	101	255	157	87	39	639	N/A
67	*How satisfied are you with your opportunity to get a better job in your organization?	47.81%	14.45%	33.36%	21.77%	18.44%	11.98%	30.42%	96	210	138	116	73	633	N/A
68	*How satisfied are you with the training you receive for your present job?	63.15%	19.97%	43.18%	16.41%	13.83%	6.62%	20.45%	132	271	107	86	40	636	N/A
69	*Considering everything, how satisfied are you with your job?	75.10%	27.16%	47.94%	14.76%	6.40%	3.75%	10.14%	177	303	96	42	23	641	N/A
70	*Considering everything, how satisfied are you with your pay?	70.14%	25.80%	44.34%	13.34%	10.92%	5.61%	16.53%	172	283	85	67	33	640	N/A

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71	Considering everything, how satisfied are you with your organization?	70.22%	23.10%	47.12%	17.81%	8.61%	3.36%	11.97%	151	299	112	56	20	638	N/A
79	How satisfied are you with the following Work/Life programs in your agency? Telework	70.90%	32.87%	38.04%	21.04%	4.84%	3.22%	8.06%	117	131	68	18	11	345	70
80	How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	90.80%	48.93%	41.88%	6.46%	1.89%	0.85%	2.74%	230	187	30	9	4	460	9
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)	84.31%	33.97%	50.33%	12.46%	3.23%	0.00%	3.23%	52	76	19	4	0	151	7
82	How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	83.98%	37.12%	46.86%	12.49%	1.98%	1.55%	3.53%	23	31	7	1	1	63	14
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)	100.00%	48.59%	51.41%	0.00%	0.00%	0.00%	0.00%	4	3	0	0	0	7	6
84	How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	77.13%	57.11%	20.02%	22.87%	0.00%	0.00%	0.00%	6	2	2	0	0	10	7