

Federal Employee Viewpoint Survey

The NCUA has again achieved strong marks for employee satisfaction in the 2017 Federal Employee Viewpoint Survey.

The agency's response rate, 58 percent, was much higher than the overall federal government rate of 45.5 percent, which speaks well for our employees' willingness to participate in this important exercise.

The NCUA saw stronger results for employee satisfaction in 11 areas and ranked twelfth government-wide for inclusiveness in our work environment. The agency 44 areas identified as strengths, and no areas identified as challenges.

Ninety-six percent of NCUA employees participating in the survey said they were willing to put in extra effort to complete a job, and 92 percent they are constantly looking for ways to do their jobs better.

2017 NCUA FEVS Results

Item	Item Text	Percent Positive %	Strongly Agree/ Very Good/ Very Satisfied %	Agree/ Good/ Satisfied %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Disagree/ Poor/ Dissatisfied %	Strongly Disagree/ Very Poor/ Very Dissatisfied %	Percent Negative %	Strongly Agree/ Very Good/ Very Satisfied N	Agree/ Good/ Satisfied N	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied N	Disagree/ Poor/ Dissatisfied N	Strongly Disagree/ Very Poor/ Very Dissatisfied N	Item Response Total** N	Do Not Know/ No Basis to Judge N
1	*I am given a real opportunity to improve my skills in my organization.	69.29%	25.35%	43.95%	13.53%	12.87%	4.30%	17.18%	169	290	91	84	31	665	N/A
2	I have enough information to do my job well.	71.58%	20.46%	51.12%	12.74%	11.51%	4.17%	15.69%	137	333	86	78	29	663	N/A
3	I feel encouraged to come up with new and better ways of doing things.	56.20%	23.17%	33.03%	18.98%	16.58%	8.24%	24.82%	155	215	121	111	54	656	N/A
4	My work gives me a feeling of personal accomplishment.	76.62%	30.99%	45.63%	12.27%	6.66%	4.44%	11.11%	205	299	81	43	32	660	N/A
5	I like the kind of work I do.	84.94%	39.92%	45.02%	9.63%	4.05%	1.38%	5.42%	262	296	67	26	10	661	N/A
6	I know what is expected of me on the job.	78.87%	30.98%	47.88%	10.96%	5.57%	4.60%	10.17%	206	310	75	37	33	661	N/A
7	When needed I am willing to put in the extra effort to get a job done.	96.35%	64.55%	31.80%	2.00%	0.93%	0.71%	1.64%	428	208	13	7	5	661	N/A
8	I am constantly looking for ways to do my job better.	91.84%	48.71%	43.12%	5.83%	1.21%	1.12%	2.34%	321	285	39	8	8	661	N/A
9	I have sufficient resources (for example, people, materials, budget) to get my job done.	54.46%	15.18%	39.28%	15.28%	18.37%	11.89%	30.26%	97	263	99	125	79	663	0
10	*My workload is reasonable.	62.38%	13.33%	49.05%	12.97%	16.54%	8.11%	24.65%	85	324	86	110	56	661	0
11	*My talents are used well in the workplace.	64.86%	17.55%	47.31%	15.35%	11.27%	8.52%	19.79%	117	308	99	78	57	659	0
12	*I know how my work relates to the agency's goals and priorities.	81.72%	31.06%	50.65%	10.39%	4.27%	3.62%	7.89%	204	330	66	29	24	653	1
13	The work I do is important.	87.75%	43.71%	44.05%	8.46%	2.39%	1.40%	3.79%	290	291	53	16	10	660	0

2017 NCUA FEVS Results

Item	Item Text	Percent Positive %	Strongly Agree/ Very Good/ Very Satisfied %	Agree/ Good/ Satisfied %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Disagree/ Poor/ Dissatisfied %	Strongly Disagree/ Very Poor/ Very Dissatisfied %	Percent Negative %	Strongly Agree/ Very Good/ Very Satisfied N	Agree/ Good/ Satisfied N	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied N	Disagree/ Poor/ Dissatisfied N	Strongly Disagree/ Very Poor/ Very Dissatisfied N	Item Response Total** N	Do Not Know/ No Basis to Judge N
14	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	71.25%	29.15%	42.10%	18.76%	5.92%	4.06%	9.98%	194	271	123	39	27	654	10
15	My performance appraisal is a fair reflection of my performance.	70.81%	29.19%	41.62%	13.80%	9.06%	6.33%	15.39%	189	272	92	59	43	655	6
16	I am held accountable for achieving results.	87.24%	35.88%	51.36%	8.56%	2.08%	2.12%	4.20%	237	337	57	14	14	659	2
17	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	75.78%	36.75%	39.03%	10.58%	6.25%	7.39%	13.64%	229	245	67	42	48	631	28
18	My training needs are assessed.	56.97%	16.41%	40.56%	16.97%	16.52%	9.53%	26.06%	108	264	115	109	63	659	4
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).	68.83%	31.15%	37.68%	12.61%	8.51%	10.04%	18.56%	202	243	83	57	69	654	11
20	*The people I work with cooperate to get the job done.	83.63%	39.51%	44.11%	8.47%	5.83%	2.08%	7.91%	257	294	56	40	15	662	N/A
21	My work unit is able to recruit people with the right skills.	55.19%	15.79%	39.41%	23.29%	14.90%	6.62%	21.52%	103	252	148	97	43	643	22
22	Promotions in my work unit are based on merit.	49.18%	16.54%	32.64%	23.29%	14.41%	13.12%	27.53%	106	201	144	90	84	625	39
23	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	41.88%	11.70%	30.18%	25.47%	18.75%	13.90%	32.65%	69	178	148	110	82	587	77

2017 NCUA FEVS Results

Item	Item Text	Percent Positive %	Strongly Agree/ Very Good/ Very Satisfied %	Agree/ Good/ Satisfied %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Disagree/ Poor/ Dissatisfied %	Strongly Disagree/ Very Poor/ Very Dissatisfied %	Percent Negative %	Strongly Agree/ Very Good/ Very Satisfied N	Agree/ Good/ Satisfied N	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied N	Disagree/ Poor/ Dissatisfied N	Strongly Disagree/ Very Poor/ Very Dissatisfied N	Item Response Total** N	Do Not Know/ No Basis to Judge N
24	*In my work unit, differences in performance are recognized in a meaningful way.	42.95%	11.58%	31.37%	24.04%	20.38%	12.64%	33.01%	73	193	148	126	80	620	43
25	Awards in my work unit depend on how well employees perform their jobs.	49.09%	15.24%	33.85%	21.46%	15.81%	13.63%	29.45%	97	210	130	102	88	627	35
26	Employees in my work unit share job knowledge with each other.	84.58%	33.77%	50.81%	8.90%	4.40%	2.12%	6.51%	225	332	59	32	16	664	0
27	The skill level in my work unit has improved in the past year.	65.63%	22.79%	42.84%	21.77%	8.34%	4.26%	12.60%	148	267	140	57	30	642	19
28	How would you rate the overall quality of work done by your work unit?	87.95%	48.71%	39.24%	9.63%	1.46%	0.97%	2.42%	321	259	67	10	7	664	N/A
29	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	75.07%	19.33%	55.74%	12.05%	10.44%	2.45%	12.88%	126	359	79	70	16	650	7
30	Employees have a feeling of personal empowerment with respect to work processes.	56.08%	14.80%	41.28%	19.61%	16.03%	8.28%	24.31%	96	264	125	104	56	645	8
31	Employees are recognized for providing high quality products and services.	57.81%	16.89%	40.91%	17.77%	16.23%	8.19%	24.42%	110	260	114	104	52	640	13
32	Creativity and innovation are rewarded.	46.85%	12.74%	34.11%	25.35%	16.51%	11.29%	27.80%	82	213	159	105	72	631	24
33	Pay raises depend on how well employees perform their jobs.	51.19%	15.86%	35.33%	21.27%	16.71%	10.82%	27.54%	98	217	130	108	68	621	29

2017 NCUA FEVS Results

Item	Item Text	Percent Positive %	Strongly Agree/Very Good/Very Satisfied %	Agree/Good/Satisfied %	Neither Agree nor Disagree/Fair/Neither Satisfied nor Dissatisfied %	Disagree/Poor/Dissatisfied %	Strongly Disagree/Very Poor/Very Dissatisfied %	Percent Negative %	Strongly Agree/Very Good/Very Satisfied N	Agree/Good/Satisfied N	Neither Agree nor Disagree/Fair/Neither Satisfied nor Dissatisfied N	Disagree/Poor/Dissatisfied N	Strongly Disagree/Very Poor/Very Dissatisfied N	Item Response Total** N	Do Not Know/No Basis to Judge N
34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	72.69%	30.13%	42.56%	16.81%	5.73%	4.77%	10.50%	185	254	103	34	28	604	50
35	Employees are protected from health and safety hazards on the job.	74.30%	23.57%	50.73%	15.01%	6.84%	3.85%	10.70%	155	318	96	45	24	638	18
36	My organization has prepared employees for potential security threats.	75.99%	22.61%	53.38%	13.76%	6.68%	3.57%	10.25%	152	341	88	43	22	646	5
37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	58.72%	22.09%	36.63%	18.10%	12.37%	10.81%	23.18%	137	221	111	77	67	613	37
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.	74.52%	30.89%	43.64%	15.69%	3.66%	6.13%	9.79%	182	257	93	21	37	590	63
39	My agency is successful at accomplishing its mission.	79.19%	27.59%	51.59%	15.22%	3.74%	1.86%	5.60%	179	329	98	25	12	643	10
40	*I recommend my organization as a good place to work.	73.90%	31.90%	42.00%	16.85%	6.46%	2.79%	9.25%	210	273	109	43	19	654	N/A
41	*I believe the results of this survey will be used to make my agency a better place to work.	52.82%	20.49%	32.32%	24.62%	13.71%	8.86%	22.57%	128	202	150	86	57	623	32

2017 NCUA FEVS Results

Item	Item Text	Percent Positive %	Strongly Agree/ Very Good/ Very Satisfied %	Agree/ Good/ Satisfied %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Disagree/ Poor/ Dissatisfied %	Strongly Disagree/ Very Poor/ Very Dissatisfied %	Percent Negative %	Strongly Agree/ Very Good/ Very Satisfied N	Agree/ Good/ Satisfied N	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied N	Disagree/ Poor/ Dissatisfied N	Strongly Disagree/ Very Poor/ Very Dissatisfied N	Item Response Total** N	Do Not Know/ No Basis to Judge N
42	My supervisor supports my need to balance work and other life issues.	80.79%	42.98%	37.81%	7.98%	6.98%	4.26%	11.23%	278	250	51	46	29	654	2
43	My supervisor provides me with opportunities to demonstrate my leadership skills.	72.87%	36.35%	36.51%	13.20%	8.31%	5.62%	13.93%	234	235	87	57	38	651	3
44	Discussions with my supervisor about my performance are worthwhile.	67.69%	32.34%	35.35%	13.39%	9.48%	9.44%	18.92%	207	224	87	62	63	643	6
45	My supervisor is committed to a workforce representative of all segments of society.	75.82%	38.96%	36.86%	16.78%	2.58%	4.83%	7.41%	225	216	98	16	30	585	68
46	My supervisor provides me with constructive suggestions to improve my job performance.	68.04%	30.90%	37.14%	15.49%	8.92%	7.55%	16.48%	197	238	103	59	51	648	5
47	Supervisors in my work unit support employee development.	72.99%	34.15%	38.84%	13.89%	6.27%	6.85%	13.12%	218	248	89	42	46	643	10
48	My supervisor listens to what I have to say.	80.52%	42.54%	37.98%	9.32%	6.32%	3.84%	10.15%	277	247	62	42	27	655	N/A
49	My supervisor treats me with respect.	83.92%	49.57%	34.34%	7.57%	4.56%	3.95%	8.52%	319	223	50	30	28	650	N/A
50	In the last six months, my supervisor has talked with me about my performance.	92.31%	47.18%	45.13%	4.37%	1.99%	1.33%	3.32%	305	295	27	14	10	651	N/A
51	I have trust and confidence in my supervisor.	72.62%	41.87%	30.75%	12.92%	7.46%	7.00%	14.46%	271	198	86	51	47	653	N/A
52	Overall, how good a job do you feel is being done by your immediate supervisor?	74.25%	45.61%	28.64%	15.90%	5.51%	4.34%	9.85%	297	187	104	38	29	655	N/A

2017 NCUA FEVS Results

Item	Item Text	Percent Positive %	Strongly Agree/ Very Good/ Very Satisfied %	Agree/ Good/ Satisfied %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Disagree/ Poor/ Dissatisfied %	Strongly Disagree/ Very Poor/ Very Dissatisfied %	Percent Negative %	Strongly Agree/ Very Good/ Very Satisfied N	Agree/ Good/ Satisfied N	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied N	Disagree/ Poor/ Dissatisfied N	Strongly Disagree/ Very Poor/ Very Dissatisfied N	Item Response Total** N	Do Not Know/ No Basis to Judge N
53	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	45.08%	12.96%	32.12%	21.15%	20.53%	13.24%	33.77%	83	201	133	131	86	634	15
54	My organization's senior leaders maintain high standards of honesty and integrity.	56.52%	20.42%	36.10%	21.81%	10.97%	10.69%	21.66%	122	210	129	66	66	593	51
55	Supervisors work well with employees of different backgrounds.	72.12%	26.64%	45.48%	18.55%	4.59%	4.74%	9.33%	160	268	111	27	29	595	49
56	*Managers communicate the goals and priorities of the organization.	66.97%	18.14%	48.83%	16.22%	11.15%	5.65%	16.80%	117	302	101	74	37	631	9
57	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	67.79%	18.69%	49.10%	18.53%	8.45%	5.24%	13.69%	112	281	109	51	32	585	54
58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	58.86%	17.77%	41.09%	20.02%	13.02%	8.10%	21.12%	111	248	122	82	53	616	29
59	Managers support collaboration across work units to accomplish work objectives.	63.04%	18.10%	44.94%	18.58%	10.62%	7.76%	18.38%	115	276	112	68	51	622	22
60	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	67.33%	28.52%	38.81%	18.52%	7.85%	6.30%	14.15%	172	227	108	50	39	596	51
61	I have a high level of respect for my organization's senior leaders.	55.41%	22.07%	33.34%	22.19%	14.47%	7.92%	22.40%	144	211	137	96	53	641	7
62	Senior leaders demonstrate support for Work/Life programs.	58.71%	20.77%	37.94%	22.49%	10.77%	8.03%	18.80%	127	225	133	65	50	600	47

2017 NCUA FEVS Results

Item	Item Text	Percent Positive %	Strongly Agree/ Very Good/ Very Satisfied %	Agree/ Good/ Satisfied %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Disagree/ Poor/ Dissatisfied %	Strongly Disagree/ Very Poor/ Very Dissatisfied %	Percent Negative %	Strongly Agree/ Very Good/ Very Satisfied N	Agree/ Good/ Satisfied N	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied N	Disagree/ Poor/ Dissatisfied N	Strongly Disagree/ Very Poor/ Very Dissatisfied N	Item Response Total** N	Do Not Know/ No Basis to Judge N
63	*How satisfied are you with your involvement in decisions that affect your work?	53.65%	16.61%	37.04%	22.76%	17.19%	6.40%	23.59%	109	237	145	113	42	646	N/A
64	*How satisfied are you with the information you receive from management on what's going on in your organization?	55.96%	14.86%	41.11%	19.83%	17.13%	7.08%	24.20%	98	262	124	111	46	641	N/A
65	*How satisfied are you with the recognition you receive for doing a good job?	57.19%	18.62%	38.58%	19.86%	14.43%	8.52%	22.94%	122	245	128	92	56	643	N/A
66	How satisfied are you with the policies and practices of your senior leaders?	48.89%	13.95%	34.94%	27.38%	16.02%	7.71%	23.73%	92	219	174	104	51	640	N/A
67	How satisfied are you with your opportunity to get a better job in your organization?	40.74%	13.61%	27.13%	28.19%	16.06%	15.01%	31.07%	89	171	183	102	97	642	N/A
68	How satisfied are you with the training you receive for your present job?	50.55%	17.68%	32.87%	20.52%	19.61%	9.32%	28.93%	112	209	135	125	60	641	N/A
69	*Considering everything, how satisfied are you with your job?	70.98%	25.17%	45.81%	15.86%	8.46%	4.70%	13.16%	164	293	102	55	31	645	N/A
70	Considering everything, how satisfied are you with your pay?	71.22%	26.66%	44.57%	13.91%	9.47%	5.39%	14.86%	176	285	87	59	36	643	N/A

2017 NCUA FEVS Results

Item	Item Text	Percent Positive %	Strongly Agree/Very Good/Very Satisfied %	Agree/Good/Satisfied %	Neither Agree nor Disagree/Fair/Neither Satisfied nor Dissatisfied %	Disagree/Poor/Dissatisfied %	Strongly Disagree/Very Poor/Very Dissatisfied %	Percent Negative %	Strongly Agree/Very Good/Very Satisfied N	Agree/Good/Satisfied N	Neither Agree nor Disagree/Fair/Neither Satisfied nor Dissatisfied N	Disagree/Poor/Dissatisfied N	Strongly Disagree/Very Poor/Very Dissatisfied N	Item Response Total** N	Do Not Know/No Basis to Judge N
71	*Considering everything, how satisfied are you with your organization?	68.42%	22.12%	46.29%	15.75%	11.72%	4.12%	15.84%	144	293	101	77	27	642	N/A
79	How satisfied are you with the following Work/Life programs in your agency? Telework	74.21%	33.18%	41.03%	14.53%	8.03%	3.23%	11.26%	126	157	54	31	14	382	55
80	How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	91.36%	48.84%	42.52%	6.06%	1.74%	0.84%	2.58%	221	190	27	7	4	449	7
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)	79.55%	30.89%	48.66%	14.56%	5.89%	0.00%	5.89%	39	60	17	7	0	123	9
82	How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	75.35%	32.07%	43.28%	20.92%	1.70%	2.02%	3.72%	20	26	13	1	1	61	13
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%	50.16%	49.84%	0.00%	0.00%	0.00%	0.00%	2	2	0	0	0	4	9
84	How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	88.57%	49.27%	39.30%	11.43%	0.00%	0.00%	0.00%	4	3	1	0	0	8	7