

2009 Annual Employee Survey

Key Survey Findings

OTS recently completed an analysis of its 2009 Annual Employee Survey. Hay Group, an internationally known management consulting firm that specializes in employee surveys, conducted the survey. The survey consisted of 74 questions that were grouped into 7 dimensions: (1) Personal Work Experience; (2) Recruitment, Development, and Retention; (3) Performance Culture; (4) Leadership; (5) Learning (Knowledge Management); (6) Job Satisfaction; and (7) Satisfaction with Benefits.

OTS's survey data was compared to Hay Group's normative data for the Federal Government and the Best Places to Work in the Federal Government. OTS ranks at least 10% above the federal government-wide norm on most questions. OTS results were also higher than the norm on many questions when compared to the Best Places to Work in the Federal Government, particularly in the areas of benefits, immediate supervisor, using talents well in the workplace and focusing on improving employee skills.

In addition, statistically significant positive rating changes (by OPM standards, up or down at least 5%) occurred for 29 items when compared to the 2008 survey results, with only one significant negative change in rating (recruiting people with the right skills). Improved scores show that we have taken decisive actions in response to the 2008 survey; we plan to continue tracking employee perceptions and are committed to addressing employee concerns into the future.

KEY STRENGTHS	
65% or higher favorable responses	
Employees are in roles that fulfill and satisfy them...	
90%	Feel the work they do is important
89%	Know how their work relates to the Agency's goals and priorities
85%	Like the kind of work they do
79%	Are satisfied with their job
79%	Indicate their work gives them a feeling of personal accomplishment
OTS has great employee benefits...	
95%	Are satisfied with paid vacation time
93%	Are satisfied with paid leave for illness and the flexible spending account (FSA) program
90%	Are satisfied with health insurance benefits
89%	Are satisfied with life insurance benefits and alternative work schedule
88%	Are satisfied with retirement benefits
OTS has a cooperative atmosphere and a competent workforce...	
92%	Feel the people they work with cooperate to get the job done
90%	Give favorable ratings to the overall quality of work being done by their work group
87%	Indicate employees in their work unit share job knowledge with each other
84%	Feel the workforce has the job-relevant knowledge & skills necessary to accomplish OTS' goals
79%	Indicate their work gives them a feeling of personal accomplishment