

APPENDIX C-1
YEAR SEVEN SURVEY

Year Seven Survey – Demonstration Group version

United States Department of Commerce
Personnel Management Demonstration Project
Year Seven Survey

Purpose: The Department of Commerce (DoC) implemented a Personnel Management Demonstration Project (Demo Project) in March 1998. Your organization is part of the Demonstration Group, where a series of human resources practices have been implemented under the Demo Project (e.g., broadbanding, pay-for-performance), OR the Comparison Group, where the traditional human resources practices have been maintained. The goals of the Demonstration Project are to improve workforce performance and promote mission accomplishment through changes in human resources management systems.

Confidentiality: Booz Allen Hamilton, the Demonstration Project evaluator, is administering this web-based survey. All of your responses will go directly to Booz Allen and will be kept strictly confidential. We do ask for some information about your job for the purpose of making statistical comparisons. Individual responses will not be seen by anyone within your organization. All results will be reported in terms of trends and overall findings.

Instructions: Please answer all questions honestly. Your responses should be based on your opinions and impressions. There are no wrong or right answers.

IMPORTANT: Please be advised that this survey is designed to be taken only once, and in one sitting. You cannot leave the survey unattended for a long period of time or close your browser window with the intent to return later. Once you click the 'Start Survey' button to the right, you must complete the survey from start to finish at that time. The survey will take you approximately 30 - 45 minutes to complete. Please plan on allotting this amount of time to complete the survey.

Privacy Statement: Solicitation of this information is authorized by Section 4702 of Title 5, U.S. Code, which requires the Office of Personnel Management to establish and maintain research programs to improve Federal personnel management. The information will only be used to prepare aggregate statistical reports of all responses received. Furnishing this information is voluntary. While we need your input and urge your cooperation, declining to

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Background Information

1. What is your gender?

Male Female

2. What is your race/national origin? (Check all that apply)

American Indian or Alaska Native

Asian

Black or African American

Native Hawaiian or Other Pacific Islander

White

Other

3. Are you :

Of Hispanic or Latino origin Not of Hispanic or Latino origin

4. What is your pay category?

GS/GM

ST/SL

SES

Demo Project Career Paths (e.g., ZA, ZP, ZS, and ZT)

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3. Are you :

Of Hispanic or Latino origin Not of Hispanic or Latino origin

4. What is your pay category?

GS/GM
 ST/SL
 SES
 Demo Project Career Paths (e.g., ZA, ZP, ZS, and ZT)

5. Which statement best describes your participation in the Demo Project?

Between March 1998 and September 2003, I entered the Demo Project as a Demonstration Group participant. Today, I remain in this group.
 Between March 1998 and September 2003, I entered the Demo Project as a Comparison Group participant. Today, I remain in this group.
 Between October 2003 and March 2005, I entered the Demo Project as a Demonstration Group participant.
 Between October 2003 and March 2005, I entered the Demo Project as a Comparison Group participant.
 Between March 1998 and September 2003, I entered the Demo Project as a Comparison Group participant. However, in October 2003, I became a Demonstration Group participant.
 None of these statements describe my participation in the Demo Project.

6. To what age category do you belong?

7. What is your highest level of education completed?

Percent Complete: 3%

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Background Information

8. Are you receiving veteran's preference (must be a veteran who was separated from active duty in the Armed Forces with an honorable or general discharge)?

Yes No

9. Are you a bargaining unit employee?

Yes No

10. What is your supervisory status?

11. What is your operating unit?

Technology Administration:

Office of the Under Secretary
 Office of Technology Policy

Economics and Statistics Administration:

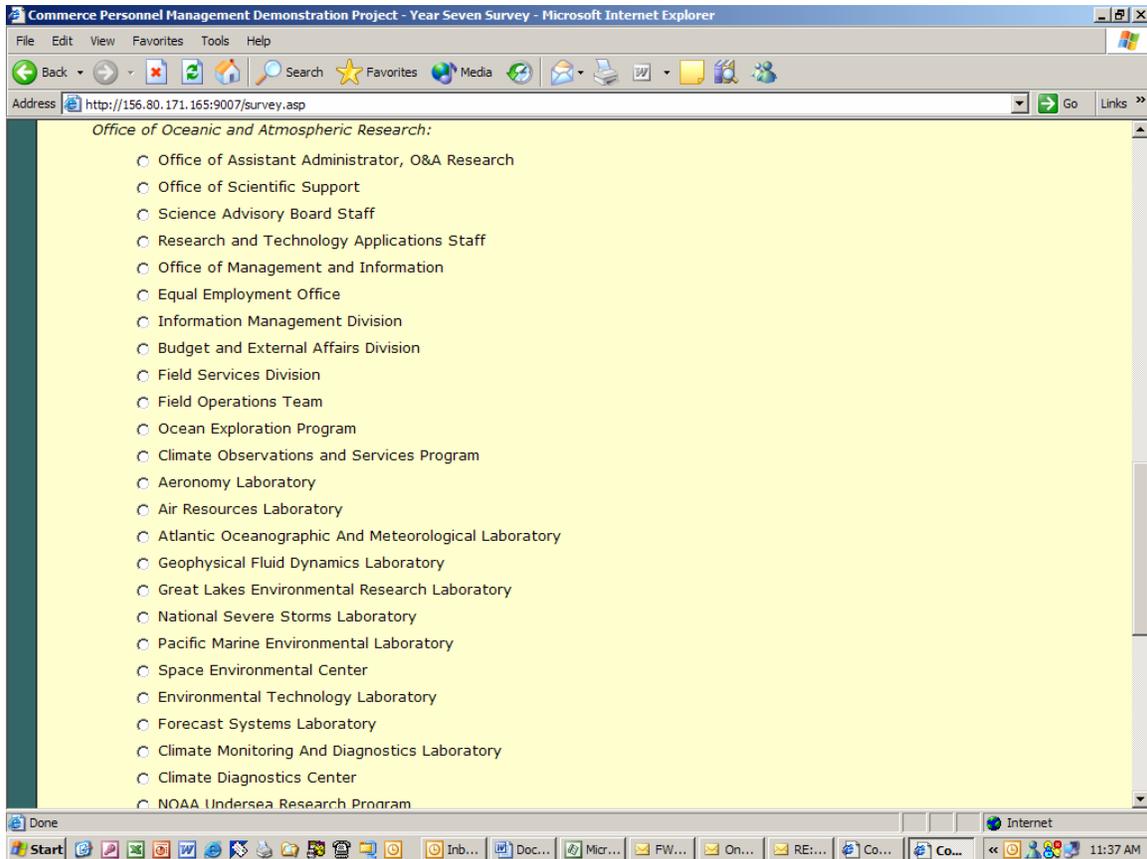
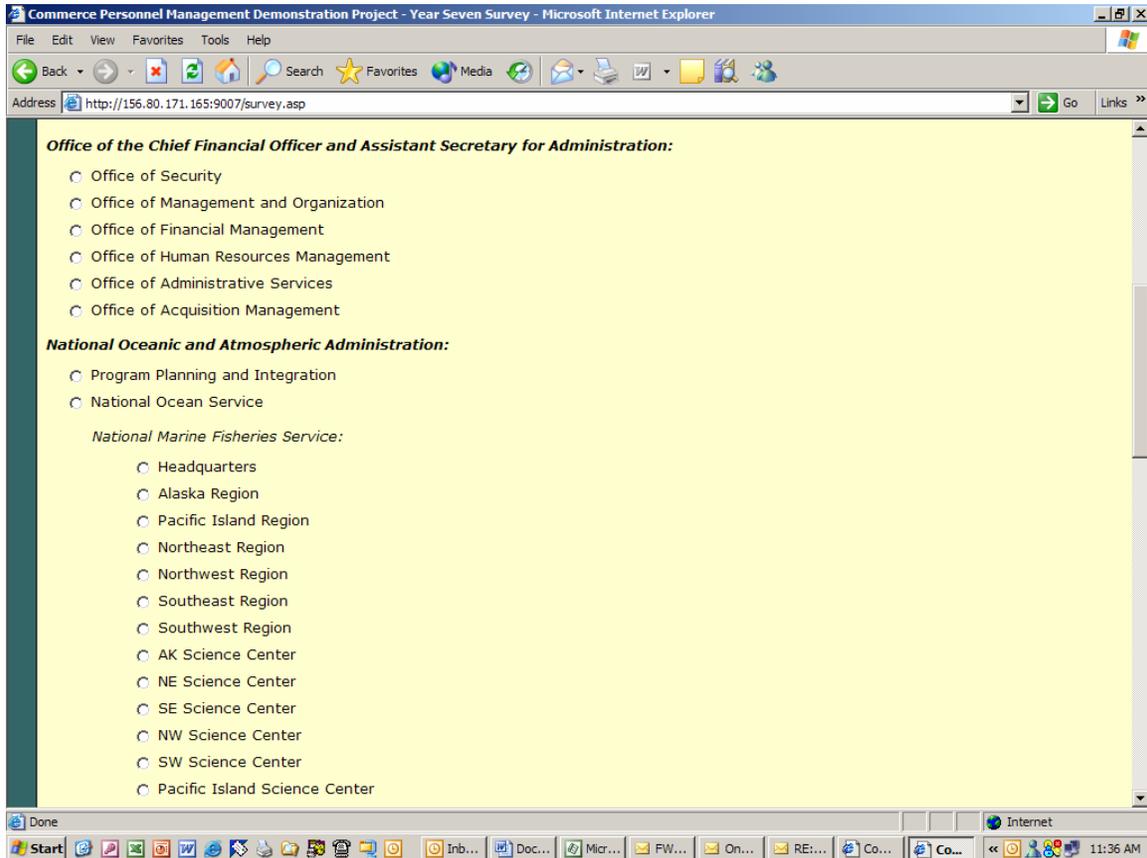
Bureau of Economic Analysis
 Economics and Statistics Administration

National Telecommunications and Information Administration:

Institute for Telecommunication Sciences

Office of the Chief Financial Officer and Assistant Secretary for Administration:

Office of Security
 Office of Management and Organization
 Office of Financial Management



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- Climate Monitoring And Diagnostics Laboratory
- Climate Diagnostics Center
- NOAA Undersea Research Program
- National Sea Grant College Program

National Environmental Satellite, Data, and Information Service:

- Office of Assistant Administrator Satellite, Data & Info Service
- Office of Satellite Operations
- Office of Satellite Data Processing and Distribution
- Office of Research and Applications
- Office of Systems Development
- National Climatic Data Center
- National Oceanographic Data Center
- National Geophysical Data Center
- Wallops CDA Station
- Integrated Program Office

12. What is your work location/duty station?

13. How many total years of experience in your profession have you had? (Please round up to the highest number of years of both Federal and private sector experience.)

Percent Complete: 6%

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Done

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Background Information

14. What is your general category of work?

15. What is your pay grade?

16. Are you at the salary ceiling (cap) at step 10 of your grade?

17. Question not required.

18. Question not required.

19. Question not required.

Percent Complete: 9%

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Career Progression

Please indicate the extent to which you agree with the following statements...

20. The position description for my job is clear and accurate.
 Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

21. Jobs are classified fairly and accurately in my organization.
 Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

22. I am satisfied with my chances of getting a promotion.
 Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

23. The current job classification system has enhanced my career progression.
 Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

24. All in all, I am satisfied with the position classifications used in my organization.
 Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

Percent Complete: 12%

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Please indicate the extent to which you agree with the following statements...

25. On my job I know exactly what is expected of me.
 Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

26. My supervisor gives me adequate information on how well I am performing.
 Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

27. I understand the performance appraisal system currently being used.
 Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

28. My performance rating provides an accurate picture of my performance.
 Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

29. My performance appraisal takes into account the most important parts of my job.
 Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

30. My supervisor and I agree on what "good performance" on my job means.
 Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

31. My supervisor evaluates my performance on things not related to my job.
 Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

32. Throughout the year, how often do you receive informal feedback (aside from at a mid-year or annual review) from your supervisor that helps you to improve your performance?
 Never Rarely Sometimes Often Continually

Percent Complete: 15%

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Performance Appraisal

33. The quality of the feedback that I receive from my supervisor is good.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

34. What was your last performance appraisal rating?

Meets or Exceeds
 Does Not Meet Expectations or Unsatisfactory

Please indicate the extent to which you agree with the following statements...

35. At my last performance appraisal, I was given an explanation about the reasons for my performance rating/score.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

36. My supervisor tends to inflate the performance ratings of the employees he/she supervises.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

37. My supervisor tends to deflate the performance ratings of the employees he/she supervises.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

Percent Complete: 18%

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Performance Appraisal

Please indicate the extent to which you agree with the following statements...

38. I understand how pay raises are given in my organization.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

39. Pay raises depend on how well you perform.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

40. I understand how cash awards are given in my organization.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

41. Cash awards depend on how well you perform.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

42. Question not required.

43. Question not required.

44. Question not required.

45. Cash awards are distributed fairly within my operating unit.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

Percent Complete: 21%

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46. All in all, I am satisfied with my pay.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

47. Differences in pay at my organization represent real differences in level of responsibility and job difficulty.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

48. Pay progression (the way I move up within my grade/band) is reflective of my performance.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

49. Other employers in this area pay more than the government does for the kind of work I am doing.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

50. In my operating unit, minority employees get similar pay to non-minority employees doing equivalent work.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

51. I am satisfied with the way management handles pay.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

52. Management officials are qualified to make pay decisions.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

53. The current pay system has resulted in improved supervisor performance.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

54. The current pay system encourages team performance.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

Percent Complete: 24%

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Hiring/Recruitment

55. Giving a one time recruitment bonus to attract a high quality employee is fair.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

56. Paying a high quality new hire more than other new hires is fair.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

57. Were you hired:

Percent Complete: 27%

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Hiring/Recruitment

58. Question not required.

59. Question not required.

60. Question not required.

61. Question not required.

Percent Complete: 30%

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Hiring/Recruitment

62. How frequently have you been involved in recruiting or hiring any permanent employees from outside of your agency during the past year (e.g., developing hiring strategy, interviewing, making selection decisions)?

Never Rarely Sometimes Often Always

Percent Complete: 33%

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Hiring/Recruitment

63. Please think about the most recent recruiting effort for a permanent employee in your group in which you were personally involved. What was your assessment of the overall capabilities of all the applicants for that position compared to your workforce?

64. What was your assessment of the overall capabilities of the person hired compared to the rest of your workforce?

Percent Complete: 36%

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Hiring/Recruitment

Please indicate the extent to which you agree with the following statements...

65. Skills and abilities of the most recent employee I hired were a good match for the job.
 Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

66. I am satisfied with the processes used to fill vacancies here.
 Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

67. Recruitment procedures allow for the opportunity to hire good minority applicants.
 Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

68. Applicants are hired in a timely manner.
 Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

69. My operating unit uses relevant recruitment sources.
 Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

70. The current job posting/advertising procedures have resulted in an excellent pool of applicants.
 Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

Percent Complete: 39%

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Employee Retention

Please indicate the extent to which you agree with the following statements...

71. Current efforts toward employee retention have produced a higher quality, higher performing workforce.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

72. Current efforts toward employee retention have enabled managers to retain good minority employees.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

73. Current efforts toward employee retention help minority employees get paid at competitive levels.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

74. Giving a retention payment (extra money to keep an employee with critical skills from leaving) is fair.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

Percent Complete: 42%

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Employee Turnover

75. What are the factors that make you want to stay in your organization? (Please rank the three most important reasons: 1 = most important; 2 = second most important; 3 = third most important)

<input type="text" value="0"/> The work itself	<input type="text" value="0"/> Funding
<input type="text" value="0"/> The public reputation of this organization	<input type="text" value="0"/> Competence of management
<input type="text" value="0"/> Salary	<input type="text" value="0"/> Fair treatment
<input type="text" value="0"/> Benefits	<input type="text" value="0"/> Convenient work hours
<input type="text" value="0"/> The chance for advancement	<input type="text" value="0"/> Competence of immediate supervisor
<input type="text" value="0"/> The people I work with	<input type="text" value="0"/> Other
<input type="text" value="0"/> Job security	

76. What are the factors that would make you want to leave? (Please rank the three most important reasons: 1 = most important; 2 = second most important; 3 = third most important)

<input type="text" value="0"/> The work itself	<input type="text" value="0"/> Funding
<input type="text" value="0"/> The public reputation of this organization	<input type="text" value="0"/> Lack of competence of management
<input type="text" value="0"/> Salary	<input type="text" value="0"/> Unfair treatment
<input type="text" value="0"/> Benefits	<input type="text" value="0"/> Inconvenient work hours
<input type="text" value="0"/> The chance for advancement	<input type="text" value="0"/> Lack of competence of immediate supervisor
<input type="text" value="0"/> The people I work with	<input type="text" value="0"/> Other
<input type="text" value="0"/> Job security	

Percent Complete: 45%

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Please indicate the extent to which you agree with the following statements...

77. If you were looking for another job, where would you primarily focus your job search?

a. Inside your agency?

Not at all likely Somewhat likely Very likely

b. In another Federal Agency?

Not at all likely Somewhat likely Very likely

c. Outside the Federal Government?

Not at all likely Somewhat likely Very likely

78. During the next year, I will probably look for a new job outside of this organization.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

Percent Complete: 48%

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Organizational Excellence and Workforce Diversity

Please indicate the extent to which you agree with the following statements...

79. My organization recruits, selects, and advances employees on the basis of merit.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

80. Employees and applicants receive fair and equitable treatment in all aspects of personnel management in my agency without regard to race, color, religion, sex, national origin, age, handicapping condition, marital status, or political affiliation.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

81. My organization provides equal pay for equal work.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

82. My organization rewards excellent performance.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

83. My organization maintains high standards of integrity, conduct, and concern for the public interest.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

Percent Complete: 51%

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Organizational Excellence and Workforce Diversity

Please indicate the extent to which you agree with the following statements...

84. My organization deals effectively with poor performers.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

85. My organization provides training to employees when doing so will result in better organizational or individual performance.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

86. My organization protects employees from improper political influence.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

87. My agency protects employees against reprisal for the lawful disclosure of information in whistle blower situations.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

88. My organization does not solicit or consider improper employment recommendations.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

Percent Complete: 54%

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Organizational Excellence and Workforce Diversity

Please indicate the extent to which you agree with the following statements...

89. My agency does not obstruct any person's right to compete for, or withdraw from, employment.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

90. My organization does not grant any preference unless authorized by law, regulation, or rule.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

91. People in my organization engage in employing or promoting their own relatives.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

92. My organization unlawfully discriminates for off-duty conduct.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

Percent Complete: 57%

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Summary

Please indicate the extent to which you agree with the following statements...

93. In general, I am satisfied with my job.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

94. I trust my supervisor.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

95. My job is a good match for my skills and training.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

96. In general, I like working here.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

97. My organization is able to attract high quality employees.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

98. Competition for jobs here is fair and open.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

99. When changes are made at my organization, the employees usually lose out in the end.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

100. I am in favor of the Demonstration Project.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

Percent Complete: 60%

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Supervisor's Section

Please indicate the extent to which you agree with the following statements...

101. The performance appraisal system allows me to identify good and poor performers .

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

102. The performance appraisal system is easy for me as a supervisor to use.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

103. I have met with other supervisors and/or my pay pool manager to ensure consistency in performance ratings.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

104. I have enough authority to influence classification decisions.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

105. Getting a position description approved tends to be an adversarial process.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

106. I have to devote too much time to position classification.

Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

Percent Complete: 63%

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Supervisor's Section

Please indicate the extent to which you agree with the following statements...

107. It takes too long to get classification decisions made in my organization.
 Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

108. All in all, I am satisfied with the position classification procedures used in my organization.
 Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

109. It takes too long to get hiring decisions made in my organization.
 Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

110. It takes too long to process the paperwork needed to fill vacancies here.
 Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

111. I feel my ability to manage is restricted by unnecessary personnel rules and regulations.
 Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

112. I have enough authority to determine my employees' pay.
 Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

113. I have enough authority to promote people.
 Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

114. I have enough authority to hire people whenever I need them.
 Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

115. I have enough authority to remove people from their jobs if they perform poorly.
 Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

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Supervisor's Section

116. The current pay system is flexible.
 Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

117. I understand how to use the current pay system.
 Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

118. The current pay system provides a competitive range of entry salaries, which has positively affected my ability to negotiate with applicants.
 Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

119. The current pay system has positively affected my ability to retain employees.
 Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

Percent Complete: 72%

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Supervisor's Section

120. While at DoC, have you ever officially terminated a new employee during the one-year probation period?

Yes No

121. Have you ever encouraged an employee to leave voluntarily during the one-year probation period?

Yes No

122. Do you feel the length of time of the one-year probation period is:

Too Long About Right Too Short

Percent Complete: 76%

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Address <http://156.80.171.165:9007/survey.asp>

Commerce Personnel Management Demonstration Project
Year Seven Survey
United States Department of Commerce

Supervisor's Section

123. Question not required.

124. Question not required.

125. Question not required.

Percent Complete: 81%

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Address: http://156.80.171.165:9007/survey.asp

Commerce Personnel Management Demonstration Project
Year Seven Survey
United States Department of Commerce

Supervisor's Section

Please indicate your level of satisfaction with the competence of new employees who were hired since October 2002:

126. Question not required.

127. How satisfied are you with the following types of NEW employees?

a. Professional
 Very dissatisfied Dissatisfied Neither Satisfied Very satisfied

b. Administrative
 Very dissatisfied Dissatisfied Neither Satisfied Very satisfied

c. Technical
 Very dissatisfied Dissatisfied Neither Satisfied Very satisfied

d. Clerical
 Very dissatisfied Dissatisfied Neither Satisfied Very satisfied

e. Other
 Very dissatisfied Dissatisfied Neither Satisfied Very satisfied

Percent Complete: 86%

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Commerce Personnel Management Demonstration Project
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United States Department of Commerce

Supervisor's Section

Please indicate the extent to which you agree with the following statements:

128. On average, I interact with the servicing Human Resources Office:
 Daily Weekly Monthly Quarterly Not at all

129. The servicing Human Resources office has a good understanding of my work unit's operations and mission.
 Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

130. The servicing Human Resources office provides me with valuable services.
 Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

131. The servicing Human Resources office helps me perform my job effectively.
 Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

132. The servicing Human Resources office helps me achieve my organization's mission.
 Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree Don't Know - Not Applicable

Percent Complete: 90%

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