



2008 FEDERAL HUMAN CAPITAL SURVEY RESULTS

THANK YOU

The Commerce Department is committed to recruiting and retaining a high-performing, diverse workforce to promote U.S. trade and industry and new economic opportunities for the American people.

Participation by Commerce employees in the Office of Personnel Management 2008 Federal Human Capital Survey provided a picture of employee perceptions as well as management challenges facing the Federal government and the civilian workforce.

The survey is a valuable tool which enables the Department to target and address management practices and other issues critical to establishing an innovative workplace that fosters performance and productivity. The Commerce survey results indicated improvements in 66 out of 73 items that had been identified in an earlier survey. Action on outstanding issues is under review.

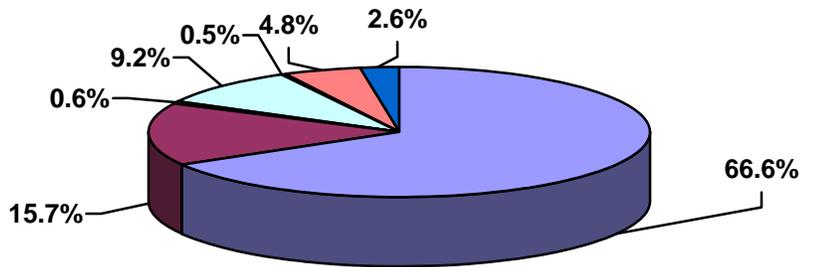
Building the best workforce in the best workplace environment has been and remains a major goal for the Commerce Department.

Carlos M. Gutierrez
Secretary of Commerce

RESULTS AT A GLANCE

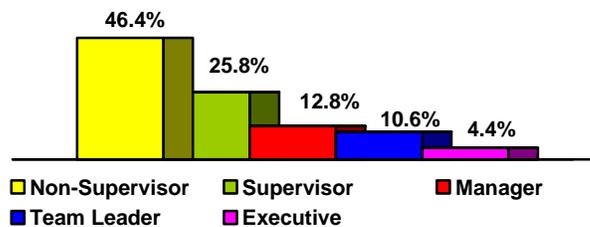
- Survey Period: August through September 2008
- Commerce Response Rate: 45% (3,556 out of a sample of 7,908 employees)
- Government-wide Response Rate: 51% (212,223 out of a sample of 417,128 employees)
- Automated web-based survey tool: 74 items plus 11 demographic questions
- Positive survey response percentages ranged from 91.7% (highest) to 8.5% (lowest)
 - ◆ Item 54: Employees use information technology (for example, intranet, shared networks) to perform work. (91.7%)
 - ◆ Item 71: How satisfied are you with childcare subsidies? (8.5%)
- Commerce improved in 66 out of 73 items as compared to the 2006 Federal Human Capital Survey (FHCS). Item 32 was not included in the 2006 FHCS.
- Commerce's percent of positive responses was higher than the Government-wide percent of positive responses in 67 out of 74 items.

RESPONDENT DEMOGRAPHICS

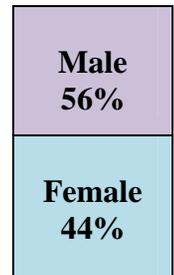


White	Black or African American
Native Hawaiian or Pacific Islander	Asian
American Indian or Alaska Native	Hispanic
Two or more races	

Supervisory Status



Gender



2008 Federal Human Capital Survey Results*

2008 Federal Human Capital Survey Item	Gov-wide and Commerce	Positive	Neutral	Negative	Do Not Know
PERSONAL WORK EXPERIENCES					
(1) The people I work with cooperate to get the job done.	Government-wide Department of Commerce	83.9% 87.3%	8.4% 7.1%	7.7% 5.6%	---- ----
(2) I am given a real opportunity to improve my skills in my organization.	Government-wide Department of Commerce	64.0% 68.4%	17.9% 16.4%	18.1% 15.2%	---- ----
(3) I have enough information to do my job well.	Government-wide Department of Commerce	73.4% 75.4%	15.2% 13.7%	11.4% 10.9%	---- ----
(4) I feel encouraged to come up with new and better ways of doing things.	Government-wide Department of Commerce	60.7% 61.4%	19.4% 20.1%	19.9% 18.5%	---- ----
(5) My work gives me a feeling of personal accomplishment.	Government-wide Department of Commerce	73.4% 74.7%	14.9% 14.2%	11.7% 11.1%	---- ----
(6) I like the kind of work I do.	Government-wide Department of Commerce	83.8% 81.9%	11.0% 11.9%	5.2% 6.2%	---- ----
(7) I have trust and confidence in my supervisor.	Government-wide Department of Commerce	64.2% 70.4%	17.8% 13.3%	18.0% 16.3%	---- ----
(8) I recommend my organization as a good place to work.	Government-wide Department of Commerce	65.5% 69.4%	19.6% 18.3%	14.9% 12.2%	---- ----
(9) Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	Government-wide Department of Commerce	66.2% 72.4%	20.9% 16.8%	12.9% 10.8%	---- ----
(10) How would you rate the overall quality of work done by your work group?	Government-wide Department of Commerce	83.4% 86.6%	13.5% 11.1%	3.0% 2.3%	---- ----
RECRUITMENT, DEVELOPMENT, & RETENTION					
(11) The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	Government-wide Department of Commerce	73.8% 78.4%	15.1% 13.6%	10.4% 7.2%	0.7% 0.7%
(12) My supervisor supports my need to balance work and other life issues.	Government-wide Department of Commerce	75.3% 81.5%	13.4% 10.2%	10.6% 7.9%	0.6% 0.4%
(13) Supervisors/team leaders in my work unit provide employees with the opportunities to demonstrate their leadership skills.	Government-wide Department of Commerce	60.6% 63.4%	21.0% 21.3%	17.4% 14.5%	1.0% 0.9%
(14) My work unit is able to recruit people with the right skills.	Government-wide Department of Commerce	44.9% 54.9%	27.8% 25.2%	24.5% 16.7%	2.8% 3.1%
(15) The skill level in my work unit has improved in the past year.	Government-wide Department of Commerce	52.7% 54.1%	27.2% 28.0%	17.4% 14.4%	2.6% 3.5%
(16) I have sufficient resources (for example, people, materials, budget) to get my job done.	Government-wide Department of Commerce	51.2% 55.9%	18.1% 17.1%	29.9% 26.4%	0.8% 0.6%
(17) My workload is reasonable.	Government-wide Department of Commerce	60.0% 56.0%	16.2% 17.2%	23.3% 26.3%	0.5% 0.5%
(18) My talents are used well in the workplace.	Government-wide Department of Commerce	62.3% 61.6%	17.0% 18.6%	19.8% 19.2%	0.9% 0.6%
(19) I know how my work relates to the agency's goals and priorities.	Government-wide Department of Commerce	83.9% 85.5%	10.3% 8.9%	5.1% 5.3%	0.6% 0.4%
(20) The work I do is important.	Government-wide Department of Commerce	90.8% 89.3%	6.3% 8.1%	2.6% 2.3%	0.2% 0.3%
(21) Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	Government-wide Department of Commerce	67.2% 74.5%	14.6% 11.4%	17.7% 13.5%	0.5% 0.6%
PERFORMANCE CULTURE					
(22) Promotions in my work unit are based on merit.	Government-wide Department of Commerce	35.2% 50.4%	26.2% 21.3%	34.0% 22.8%	4.6% 5.5%
(23) In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	Government-wide Department of Commerce	29.6% 34.5%	26.5% 26.6%	37.3% 29.1%	6.5% 9.7%
(24) Employees have a feeling of personal empowerment with respect to work processes.	Government-wide Department of Commerce	43.8% 48.6%	28.5% 27.3%	25.4% 21.3%	2.3% 2.8%
(25) Employees are rewarded for providing high quality products and services to customers.	Government-wide Department of Commerce	46.1% 54.6%	23.6% 20.3%	28.0% 22.4%	2.2% 2.7%
(26) Creativity and innovation are rewarded.	Government-wide Department of Commerce	40.0% 45.9%	28.1% 26.0%	29.3% 25.1%	2.5% 3.0%
(27) Pay raises depend on how well employees perform their jobs.	Government-wide Department of Commerce	25.6% 40.1%	26.7% 23.6%	42.5% 30.7%	5.2% 5.7%

2008 Federal Human Capital Survey Item		Gov-wide and Commerce	Positive	Neutral	Negative	Do Not Know
(28)	Awards in my work unit depend on how well employees perform their jobs.	Government-wide Department of Commerce	41.4% 55.9%	23.2% 19.2%	30.9% 19.8%	4.4% 5.1%
(29)	In my work unit, differences in performance are recognized in a meaningful way.	Government-wide Department of Commerce	31.4% 38.6%	30.5% 28.2%	33.8% 26.2%	4.2% 6.9%
(30)	My performance appraisal is a fair reflection of my performance.	Government-wide Department of Commerce	63.2% 66.5%	18.0% 16.2%	16.7% 14.9%	2.2% 2.4%
(31)	Discussions with my supervisor/team leader about my performance are worthwhile.	Government-wide Department of Commerce	56.2% 62.2%	23.1% 19.7%	19.0% 16.5%	1.8% 1.7%
(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).	Government-wide Department of Commerce	64.3% 66.4%	15.9% 15.1%	16.2% 15.1%	3.6% 3.4%
(33)	I am held accountable for achieving results.	Government-wide Department of Commerce	81.8% 85.7%	12.7% 10.5%	4.8% 3.2%	0.8% 0.6%
(34)	Supervisors/team leaders in my work unit are committed to a workforce representative of all segments of society.	Government-wide Department of Commerce	56.8% 59.0%	25.7% 24.0%	11.0% 8.2%	6.5% 8.7%
(35)	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	Government-wide Department of Commerce	59.7% 61.9%	23.8% 21.2%	10.6% 9.5%	5.9% 7.4%
(36)	Managers/supervisors/team leaders work well with employees of different backgrounds.	Government-wide Department of Commerce	65.2% 68.3%	19.4% 16.2%	12.2% 11.2%	3.3% 4.3%
LEADERSHIP						
(37)	I have a high level of respect for my organization's senior leaders.	Government-wide Department of Commerce	51.8% 54.6%	22.7% 22.6%	24.9% 22.3%	0.6% 0.6%
(38)	In my organization, leaders generate high levels of motivation and commitment in the workforce.	Government-wide Department of Commerce	39.9% 41.2%	28.0% 28.6%	31.3% 29.3%	0.9% 0.9%
(39)	My organization's leaders maintain high standards of honesty and integrity.	Government-wide Department of Commerce	49.5% 52.9%	25.7% 24.5%	21.6% 17.3%	3.1% 5.3%
(40)	Managers communicate the goals and priorities of the organization.	Government-wide Department of Commerce	59.7% 62.9%	21.4% 21.1%	18.1% 15.3%	0.8% 0.7%
(41)	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	Government-wide Department of Commerce	57.5% 61.8%	23.6% 21.6%	13.7% 10.7%	5.1% 6.0%
(42)	Employees are protected from health and safety hazards on the job.	Government-wide Department of Commerce	76.2% 80.8%	13.2% 11.3%	9.6% 6.7%	1.1% 1.3%
(43)	My organization has prepared employees for potential security threats.	Government-wide Department of Commerce	74.1% 79.1%	15.6% 12.8%	8.9% 6.7%	1.4% 1.4%
(44)	Complaints, disputes or grievances are resolved fairly in my work unit.	Government-wide Department of Commerce	39.4% 38.8%	27.5% 26.7%	20.8% 15.6%	12.2% 18.9%
(45)	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	Government-wide Department of Commerce	47.7% 53.1%	23.4% 20.0%	21.5% 15.8%	7.4% 11.0%
(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 tolerated.	Government-wide Department of Commerce	60.1% 63.1%	19.2% 16.0%	11.5% 7.5%	9.2% 13.4%
(47)	I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	Government-wide Department of Commerce	50.5% 51.3%	22.6% 20.5%	19.0% 15.6%	7.9% 12.7%
LEARNING (KNOWLEDGE MANAGEMENT)						
(48)	Supervisors/team leaders provide employees with constructive suggestions to improve their job performance.	Government-wide Department of Commerce	58.3% 65.2%	22.3% 18.6%	18.2% 14.8%	1.3% 1.4%
(49)	Supervisors/team leaders in my work unit support employee development.	Government-wide Department of Commerce	64.5% 72.9%	19.1% 15.4%	15.6% 11.2%	0.8% 0.6%
(50)	Employees have electronic access to learning and training programs readily available at their desk.	Government-wide Department of Commerce	78.6% 83.3%	11.9% 9.2%	7.8% 5.6%	1.6% 1.9%
(51)	My training needs are assessed.	Government-wide Department of Commerce	53.4% 49.9%	24.7% 26.1%	20.4% 22.2%	1.6% 1.8%
(52)	Managers promote communication among different work units (for example, about projects, goals, needed resources).	Government-wide Department of Commerce	54.5% 56.3%	23.1% 22.0%	19.6% 18.6%	2.8% 3.1%
(53)	Employees in my work unit share job knowledge with each other.	Government-wide Department of Commerce	75.4% 75.9%	12.8% 12.5%	11.3% 11.0%	0.5% 0.5%
(54)	Employees use information technology (for example, intranet, shared networks) to perform work.	Government-wide Department of Commerce	87.3% 91.7%	8.2% 5.1%	3.8% 2.4%	0.8% 0.8%

2008 Federal Human Capital Survey Item		Gov-wide and Commerce	Positive	Neutral	Negative	Do Not Know
JOB SATISFACTION						
(55)	How satisfied are you with your involvement in decisions that affect your work?	Government-wide Department of Commerce	53.4% 55.0%	22.8% 22.6%	23.9% 22.4%	---- ----
(56)	How satisfied are you with the information you receive from management on what's going on in your organization?	Government-wide Department of Commerce	48.1% 51.3%	24.4% 23.2%	27.4% 25.5%	---- ----
(57)	How satisfied are you with the recognition you receive for doing a good job?	Government-wide Department of Commerce	50.3% 56.5%	22.8% 21.7%	26.9% 21.8%	---- ----
(58)	How satisfied are you with the policies and practices of your senior leaders?	Government-wide Department of Commerce	42.3% 45.0%	28.8% 29.4%	28.9% 25.6%	---- ----
(59)	How satisfied are you with your opportunity to get a better job in your organization?	Government-wide Department of Commerce	39.0% 40.8%	28.2% 32.1%	32.8% 27.1%	---- ----
(60)	How satisfied are you with the training you receive for your present job?	Government-wide Department of Commerce	55.3% 56.8%	24.5% 24.7%	20.2% 18.5%	---- ----
(61)	Considering everything, how satisfied are you with your job?	Government-wide Department of Commerce	68.5% 68.6%	17.5% 17.4%	14.1% 14.0%	---- ----
(62)	Considering everything, how satisfied are you with your pay?	Government-wide Department of Commerce	60.4% 64.3%	17.4% 17.1%	22.2% 18.6%	---- ----
(63)	Considering everything, how satisfied are you with your organization?	Government-wide Department of Commerce	57.5% 62.3%	22.2% 19.9%	20.3% 17.9%	---- ----
SATISFACTION WITH BENEFITS						
(64)	How satisfied are you with retirement benefits?	Government-wide Department of Commerce	60.9% 68.2%	19.4% 16.2%	12.5% 7.9%	7.3% 7.7%
(65)	How satisfied are you with health insurance benefits?	Government-wide Department of Commerce	62.0% 70.0%	17.2% 15.9%	15.8% 11.5%	5.0% 2.6%
(66)	How satisfied are you with life insurance benefits?	Government-wide Department of Commerce	60.2% 61.0%	21.7% 19.1%	9.5% 7.7%	8.6% 12.2%
(67)	How satisfied are you with long term care insurance benefits?	Government-wide Department of Commerce	32.0% 33.6%	28.4% 23.8%	9.6% 7.2%	30.0% 35.3%
(68)	How satisfied are you with the flexible spending account (FSA) program?	Government-wide Department of Commerce	34.8% 41.1%	27.0% 20.8%	37.7% 4.0%	34.5% 34.2%
(69)	How satisfied are you with paid vacation time?	Government-wide Department of Commerce	87.7% 88.7%	7.7% 7.1%	4.7% 4.2%	---- ----
(70)	How satisfied are you with paid leave for illness (for example, personal), including family care situations (for example, childbirth/adoption or eldercare)?	Government-wide Department of Commerce	84.3% 86.5%	9.4% 7.5%	6.3% 6.0%	---- ----
(71)	How satisfied are you with child care subsidies?	Government-wide Department of Commerce	9.1% 8.5%	23.0% 19.1%	4.2% 5.1%	63.7% 67.2%
(72)	How satisfied are you with work/life programs (for example, health and wellness, employee assistance, eldercare, and support groups)?	Government-wide Department of Commerce	28.5% 29.2%	24.4% 22.3%	7.4% 5.7%	39.7% 42.9%
(73)	How satisfied are you with telework/telecommuting?	Government-wide Department of Commerce	22.6% 35.9%	20.3% 14.8%	13.7% 15.9%	43.3% 33.4%
(74)	How satisfied are you with alternative work schedules?	Government-wide Department of Commerce	46.9% 67.0%	17.0% 11.6%	12.7% 7.3%	23.4% 14.1%

*Positive responses include strongly agree, agree, very satisfied, satisfied, very good, and good. Neutral responses include neither agree nor disagree, neither satisfied nor dissatisfied, and fair. Negative responses include strongly disagree, disagree, very dissatisfied, dissatisfied, very poor, and poor.

LEADERSHIP PRIORITIES FOR IMPROVEMENT

- Promote effective performance management practices including holding employees accountable for producing results appropriate to their level of responsibility, differentiating between various levels of performance, and providing consequences based on performance.
- Formulate, refine, and execute strategies to attract and retain a high-performing workforce.
- Ensure effective and ongoing bureau-level communication from top management to line managers to the entire workforce.

COMMERCE COMMITMENT

To recruit and retain a high-performing, diverse workforce, the Department will use the 2008 Federal Human Capital Survey results to improve processes, products, services, and organizational outcomes. Documentation of measurable results will be submitted to the Office of Personnel Management (OPM) Human Capital Officer and the Office of Management and Budget (OMB) Examiner.

For more information on the 2008 Federal Human Capital Survey results, please contact Janice Guinyard, Director for the Office of Corporate Human Capital Strategy and Innovative Solutions at JGuinyard@doc.gov.