

**FEDERAL COMMUNICATIONS COMMISSION  
2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS**

The 2012 Federal Employee Viewpoint Survey was administered by the U.S. Office of Personnel Management (OPM) from May 24, 2012, through July 2, 2012. The survey was anonymous, web based, and offered to all permanent FCC employees on board as of October 31, 2011. Of the 1,700 employees surveyed, 725, or 42.6%, chose to participate. Included in the survey were the 45 survey questions prescribed by OPM that must be asked of employees each year (identified with an asterisk). Five of the 45 questions were demographic questions.

When the FCC responses to the mandatory questions (excluding the demographic questions) are ranked by positive response, e.g., strongly agree and agree, or very satisfied and satisfied, the top 5 five indicate that most employees agree that supervisors support their need to balance work and other life issues, the organization has prepared them for potential security threats, they are protected from health and safety hazards on the job, the work they do is important, and that the people they work with cooperate to get the job done. The bottom 5 responses indicate few employees agree that pay raises depend on how well employees perform their jobs, steps are taken to deal with a poor performer who cannot or will not improve, differences in performance are recognized in a meaningful way, they are satisfied with their opportunity to get a better job in their organization, or that promotions are based on merit.

The responses follow:

		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*1. I am given a real opportunity to improve my skills in my organization.	N	69.1	189	316	111	75	33	724	NA
	%		26.3	42.8	15.2	10.6	5.1	100.0	
2. I have enough information to do my job well.	N	74.5	158	377	91	73	22	721	NA
	%		22.4	52.1	12.1	10.2	3.2	100.0	
3. I feel encouraged to come up with new and better ways of doing things.	N	62.7	171	281	122	103	45	722	NA
	%		24.0	38.7	17.1	13.9	6.3	100.0	
*4. My work gives me a feeling of personal accomplishment.	N	69.9	202	305	100	80	37	724	NA
	%		28.0	41.9	13.4	11.3	5.4	100.0	
*5. I like the kind of work I do.	N	79.3	255	313	92	41	13	714	NA
	%		35.2	44.1	13.1	5.7	1.9	100.0	
6. I know what is expected of me on the job.	N	81.0	257	323	79	44	15	718	NA
	%		36.5	44.5	11.0	5.8	2.2	100.0	
7. When needed I am willing to put in the extra effort to get a job done.	N	96.8	477	225	16	2	3	723	NA
	%		65.7	31.1	2.4	0.3	0.5	100.0	
8. I am constantly looking for ways to do my job better.	N	89.6	347	299	59	10	4	719	NA
	%		47.5	42.1	8.3	1.4	0.6	100.0	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N	51.4	82	280	125	155	76	718	2
	%		12.3	39.1	17.5	20.1	11.1	100.0	
*10. My workload is reasonable.	N	70.6	108	394	93	82	41	718	1
	%		15.6	55.0	12.8	10.8	5.9	100.0	
*11. My talents are used well in the workplace.	N	60.3	124	309	102	116	62	713	2
	%		17.6	42.7	15.4	15.4	8.9	100.0	
*12. I know how my work relates to the agency's goals and priorities.	N	78.7	207	352	84	53	19	715	3
	%		29.4	49.4	11.5	7.2	2.6	100.0	

\*AES prescribed items

\*\*Unweighted count of responses excluding "Do Not Know" and "No Basis to Judge"

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		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*13. The work I do is important.	N		263	319	91	32	12	717	4
	%	81.3	37.1	44.2	12.6	4.3	1.7	100.0	
*14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N		197	355	97	52	20	721	2
	%	76.1	28.1	48.1	13.9	7.3	2.6	100.0	
*15. My performance appraisal is a fair reflection of my performance.	N		228	314	91	50	25	708	13
	%	76.7	33.0	43.7	13.0	6.8	3.4	100.0	
16. I am held accountable for achieving results.	N		208	376	95	31	9	719	3
	%	82.1	29.4	52.7	13.0	3.8	1.1	100.0	
17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N		198	272	121	58	32	681	40
	%	68.6	29.2	39.4	17.6	9.0	4.9	100.0	
*18. My training needs are assessed.	N		106	249	198	107	48	708	13
	%	50.3	16.0	34.3	27.6	14.7	7.4	100.0	
*19. In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Fully	N		195	257	114	62	31	659	64
	%	68.9	30.4	38.5	17.2	9.4	4.5	100.0	
*20. The people I work with cooperate to get the job done.	N		262	317	84	50	12	725	NA
	%	79.6	37.6	42.0	11.9	6.8	1.7	100.0	
*21. My work unit is able to recruit people with the right skills.	N		74	230	170	138	64	676	46
	%	45.7	11.1	34.6	25.2	19.5	9.5	100.0	
*22. Promotions in my work unit are based on merit.	N		85	218	176	95	89	663	61
	%	45.0	12.7	32.3	26.5	14.6	14.0	100.0	
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		38	134	207	132	126	637	84
	%	27.4	6.2	21.2	33.5	20.0	19.2	100.0	
*24. In my work unit, differences in performance are recognized in a meaningful way.	N		60	193	187	123	93	656	66
	%	38.6	9.2	29.4	29.0	17.8	14.5	100.0	
25. Awards in my work unit depend on how well employees perform their jobs.	N		83	234	155	90	89	651	68
	%	48.2	12.8	35.5	24.0	14.0	13.7	100.0	
26. Employees in my work unit share job knowledge with each other.	N		183	344	93	63	30	713	5
	%	73.4	25.2	48.2	13.3	9.0	4.3	100.0	
27. The skill level in my work unit has improved in the past year.	N		109	264	202	65	39	679	39
	%	55.9	16.0	39.9	29.2	8.9	5.9	100.0	
		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total	Do Not Know/ No Basis to Judge
28. How would you rate the overall quality of work done by your work unit?	N		369	248	80	17	5	719	NA
	%	85.9	51.1	34.7	11.2	2.2	0.7	100.0	
		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*29. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N		137	371	112	53	19	692	18
	%	72.9	20.5	52.4	16.8	7.2	3.0	100.0	
*30. Employees have a feeling of personal empowerment with respect to work processes.	N		73	241	164	140	74	692	20
	%	46.7	11.1	35.5	23.5	19.5	10.4	100.0	
31. Employees are recognized for providing high quality products and services.	N		111	307	136	93	45	692	20
	%	60.9	16.5	44.4	19.2	13.3	6.5	100.0	

\*AES prescribed items

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		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*32. Creativity and innovation are rewarded.	N		88	234	195	101	66	684	28
	%	47.2	13.1	34.1	28.7	14.2	9.9	100.0	
*33. Pay raises depend on how well employees perform their jobs.	N		39	125	191	144	137	636	73
	%	26.1	6.4	19.7	30.5	22.4	21.0	100.0	
34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	N		115	243	173	51	47	629	81
	%	55.5	18.3	37.2	27.3	8.5	8.7	100.0	
*35. Employees are protected from health and safety hazards on the job.	N		191	368	92	16	12	679	28
	%	81.6	27.5	54.1	14.5	2.2	1.7	100.0	
*36. My organization has prepared employees for potential security threats.	N		188	388	79	30	12	697	12
	%	82.2	27.1	55.1	11.9	4.3	1.7	100.0	
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N		131	232	145	78	71	657	52
	%	54.1	19.7	34.4	23.0	12.0	11.0	100.0	
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.	N		178	259	128	25	34	624	82
	%	68.0	27.7	40.4	22.2	4.1	5.7	100.0	
39. My agency is successful at accomplishing its mission.	N		124	371	141	30	14	680	25
	%	72.7	18.1	54.6	21.0	4.2	2.1	100.0	
40. I recommend my organization as a good place to work.	N		218	294	123	54	22	711	NA
	%	71.3	30.2	41.0	18.2	7.3	3.2	100.0	
41. I believe the results of this survey will be used to make my agency a better place to work.	N		111	208	155	103	65	642	68
	%	49.4	17.7	31.7	25.4	15.3	9.8	100.0	
*42. My supervisor supports my need to balance work and other life issues.	N		368	260	33	22	20	703	6
	%	88.4	52.3	36.1	5.1	3.5	3.0	100.0	
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N		237	252	106	68	41	704	3
	%	69.2	33.1	36.2	15.4	9.4	6.0	100.0	
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N		233	236	122	57	46	694	10
	%	66.8	33.2	33.6	18.1	8.0	7.1	100.0	
45. My supervisor/team leader is committed to a workforce representative of all segments of society.	N		225	223	145	16	22	631	75
	%	70.0	35.2	34.8	23.1	3.0	3.9	100.0	
46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N		217	256	130	65	36	704	3
	%	66.8	30.9	35.9	18.6	9.1	5.6	100.0	
*47. Supervisors/team leaders in my work unit support employee development.	N		228	279	121	31	35	694	12
	%	72.4	33.3	39.1	17.8	4.4	5.4	100.0	
48. My supervisor/team leader listens to what I have to say.	N		329	268	49	44	15	705	NA
	%	84.2	46.9	37.3	7.3	6.0	2.5	100.0	
49. My supervisor/team leader treats me with respect.	N		358	247	53	30	16	704	NA
	%	84.9	51.0	33.9	8.3	4.4	2.4	100.0	
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N		279	288	66	56	15	704	NA
	%	80.5	39.3	41.2	9.3	8.0	2.2	100.0	
*51. I have trust and confidence in my supervisor.	N		305	217	101	45	38	706	NA
	%	73.1	43.3	29.8	15.0	6.2	5.7	100.0	

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		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total	Do Not Know/ No Basis to Judge
*52. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	N		349	191	101	42	23	706	NA
	%	75.8	48.9	26.9	14.6	6.1	3.4	100.0	
		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*53. In my organization, leaders generate high levels of motivation and commitment in the workforce.	N		103	228	165	125	69	690	11
	%	48.0	15.0	33.0	24.8	17.1	10.1	100.0	
54. My organization's leaders maintain high standards of honesty and integrity.	N		165	253	145	60	36	659	40
	%	62.8	24.4	38.4	22.4	8.8	6.0	100.0	
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N		176	301	118	47	19	661	37
	%	70.8	26.2	44.6	18.3	7.5	3.3	100.0	
*56. Managers communicate the goals and priorities of the organization.	N		124	288	150	77	54	693	6
	%	59.7	18.0	41.7	21.6	10.6	8.0	100.0	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N		118	272	152	59	40	641	57
	%	61.1	18.1	43.0	23.9	8.7	6.3	100.0	
58. Managers promote communication among different work units (for example, about projects, goals, needed resources).	N		132	270	128	89	63	682	18
	%	59.3	19.2	40.1	19.0	12.7	9.1	100.0	
59. Managers support collaboration across work units to accomplish work objectives.	N		149	284	119	76	50	678	20
	%	64.1	21.6	42.5	17.7	10.7	7.5	100.0	
		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total**	Do Not Know/ No Basis to Judge
60. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor/team leader?	N		240	199	134	57	34	664	35
	%	66.6	36.4	30.1	19.4	9.0	4.9	100.0	
		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*61. I have a high level of respect for my organization's senior leaders.	N		184	231	142	81	53	691	8
	%	60.5	26.2	34.3	20.5	11.4	7.6	100.0	
62. Senior leaders demonstrate support for Work/Life programs.	N		163	254	133	38	29	617	82
	%	66.8	26.9	39.9	21.9	6.4	4.9	100.0	
		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total	Do Not Know/ No Basis to Judge
*63. How satisfied are you with your involvement in decisions that affect your work?	N		131	288	135	104	38	696	NA
	%	60.4	18.8	41.6	19.5	14.9	5.3	100.0	
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N		102	239	161	149	44	695	NA
	%	49.8	14.8	34.9	23.2	20.9	6.0	100.0	
*65. How satisfied are you with the recognition you receive for doing a good job?	N		141	296	131	78	49	695	NA
	%	62.8	20.2	42.6	18.4	11.3	7.4	100.0	
*66. How satisfied are you with the policies and practices of your senior leaders?	N		103	242	187	120	41	693	NA
	%	50.0	15.0	34.9	27.1	17.0	5.9	100.0	
*67. How satisfied are you with your opportunity to get a better job in your organization?	N		92	193	213	122	71	691	NA
	%	40.8	13.1	27.7	30.9	18.0	10.3	100.0	

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		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total	Do Not Know/ No Basis to Judge
*68. How satisfied are you with the training you receive for your present job?	N		123	289	167	81	32	692	NA
	%	59.5	17.5	42.0	24.2	11.5	4.8	100.0	
*69. Considering everything, how satisfied are you with your job?	N		183	309	103	60	36	691	NA
	%	70.7	26.1	44.6	14.8	8.8	5.7	100.0	
*70. Considering everything, how satisfied are you with your pay?	N		154	275	129	80	57	695	NA
	%	60.3	22.0	38.4	18.8	11.4	9.4	100.0	
71. Considering everything, how satisfied are you with your organization?	N		149	312	124	68	43	696	NA
	%	65.8	21.6	44.2	18.1	9.6	6.5	100.0	
72. Have you been notified that you are eligible to telework? Telework means working at a location other than your normal work site during your regular work hours (excludes travel).								<b>N</b>	<b>%</b>
	<b>Yes</b>							534	76.6
	<b>No</b>							136	20.1
	<b>Not sure</b>							24	3.3
	<b>Total</b>							694	100.0
73. Please select the response below that BEST describes your current teleworking situation:								<b>N</b>	<b>%</b>
	<b>I telework 3 or more days per week.</b>							17	2.5
	<b>I telework 1 or 2 days per week.</b>							250	37.2
	<b>I telework, but no more than 1 or 2 days per month.</b>							51	6.8
	<b>I telework very infrequently, on an unscheduled or short-term basis.</b>							146	20.1
	<b>I do not telework because I have to be physically present on the job (e.g., Law Enforcement</b>							32	4.5
	<b>I do not telework because I have technical issues (e.g., connectivity, inadequate</b>							36	5.1
	<b>I do not telework because I did not receive approval to do so, even though I have the kind</b>							65	10.2
	<b>I do not telework because I choose not to telework.</b>							94	13.5
	<b>Total</b>							691	100.0
74. Do you participate in the following Work/Life programs? Alternative Work Schedules (AWS)								<b>N</b>	<b>%</b>
	<b>Yes</b>							120	17.2
	<b>No</b>							523	76.9
	<b>Not available to me</b>							42	5.9
	<b>Total</b>							685	100.0
75. Do you participate in the following Work/Life programs? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)								<b>N</b>	<b>%</b>
	<b>Yes</b>							162	23.0
	<b>No</b>							486	71.7
	<b>Not available to me</b>							38	5.4
	<b>Total</b>							686	100.0

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76. Do you participate in the following Work/Life programs? Employee Assistance Program (EAP)		<b>N</b>	<b>%</b>						
	<b>Yes</b>	70	10.7						
	<b>No</b>	599	86.8						
	<b>Not available to me</b>	15	2.5						
	<b>Total</b>	684	100.0						
77. Do you participate in the following Work/Life programs? Child Care Programs (for example, daycare, parenting classes, parenting support groups)		<b>N</b>	<b>%</b>						
	<b>Yes</b>	3	0.6						
	<b>No</b>	543	78.1						
	<b>Not available to me</b>	145	21.4						
	<b>Total</b>	691	100.0						
78. Do you participate in the following Work/Life programs? Elder Care Programs (for example, support groups, speakers)		<b>N</b>	<b>%</b>						
	<b>Yes</b>	25	3.9						
	<b>No</b>	562	81.4						
	<b>Not available to me</b>	101	14.7						
	<b>Total</b>	688	100.0						
		<b>Percent Positive</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neither Satisfied nor Dissatisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>Item Response Total**</b>	<b>Do Not Know/ No Basis to Judge</b>
79. How satisfied are you with the following Work/Life programs in your agency? Telework	N		149	197	54	41	16	457	6
	%	75.4	33.0	42.4	12.1	9.0	3.5	100.0	
80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	N		47	53	13	2	1	116	8
	%	85.1	41.6	43.5	12.0	2.0	0.9	100.0	
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)	N		45	86	19	4	0	154	11
	%	83.5	29.3	54.2	13.3	3.2	0.0	100.0	
82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	N		22	24	11	2	0	59	17
	%	75.4	33.6	41.8	21.3	3.2	0.0	100.0	
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)	N		0	0	1	0	0	1	1
	%	0.0	0.0	0.0	100.0	0.0	0.0	100.0	
84. How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	N		4	9	3	1	0	17	10
	%	77.3	22.2	55.1	17.3	5.5	0.0	100.0	
85. Where do you work?		<b>N</b>	<b>%</b>						
	<b>Headquarters</b>							564	81.9
	<b>Field</b>							125	18.1
	<b>Total</b>							689	100.0

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*86. What is your supervisory status?		N	%
	<b>Non-Supervisor</b>	435	63.4
	<b>Team Leader</b>	92	13.4
	<b>Supervisor</b>	88	12.8
	<b>Manager</b>	50	7.3
	<b>Executive</b>	21	3.1
	<b>Total</b>	686	100.0
*87. Are you:		N	%
	<b>Male</b>	337	49.6
	<b>Female</b>	343	50.4
	<b>Total</b>	680	100.0
*88. Are you Hispanic or Latino?		N	%
	<b>Yes</b>	29	4.3
	<b>No</b>	643	95.7
	<b>Total</b>	672	100.0
*89. Please select the racial category or categories with which you most closely identify.		N	%
	<b>American Indian or Alaska Native</b>	1	0.2
	<b>Asian</b>	39	6.0
	<b>Black or African American</b>	147	22.7
	<b>Native Hawaiian or Other Pacific Islander</b>	4	0.6
	<b>White</b>	442	68.1
	<b>Two or more races</b>	16	2.5
	<b>Total</b>	649	100.0
90. What is your age group?		N	%
	<b>25 and under</b>	5	0.7
	<b>26-29</b>	9	1.3
	<b>30-39</b>	85	12.7
	<b>40-49</b>	196	29.3
	<b>50-59</b>	247	37.0
	<b>60 or older</b>	126	18.9
	<b>Total</b>	668	100.0

\*AES prescribed items

\*\*Unweighted count of responses excluding "Do Not Know" and "No Basis to Judge"

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91. What is your pay category/grade?	N	%
Federal Wage System	0	0.0
GS 1-6	6	0.9
GS 7-12	102	15.0
GS 13-15	548	80.5
Senior Executive Service	19	2.8
Senior Level (SL) or Scientific or Professional (ST)	5	0.7
Other	1	0.1
<b>Total</b>	<b>681</b>	<b>100.0</b>
92. How long have you been with the Federal Government (excluding military service)?	N	%
Less than 1 year	4	0.6
1 to 3 years	42	6.2
4 to 5 years	46	6.7
6 to 10 years	93	13.6
11 to 14 years	79	11.6
15 to 20 years	113	16.6
More than 20 years	305	44.7
<b>Total</b>	<b>682</b>	<b>100.0</b>
93. How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?	N	%
Less than 1 year	11	1.6
1 to 3 years	62	9.1
4 to 5 years	70	10.2
6 to 10 years	84	12.3
11 to 20 years	239	35.0
More than 20 years	217	31.8
<b>Total</b>	<b>683</b>	<b>100.0</b>
94. Are you considering leaving your organization within the next year, and if so, why?	N	%
No	517	76.3
Yes, to retire	46	6.8
Yes, to take another job within the Federal Government	73	10.8
Yes, to take another job outside the Federal Government	23	3.4
Yes, other	19	2.8
<b>Total</b>	<b>678</b>	<b>100.0</b>

\*AES prescribed items

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95. I am planning to retire:		<b>N</b>	<b>%</b>
	<b>Within one year</b>	29	4.3
	<b>Between one and three years</b>	71	10.6
	<b>Between three and five years</b>	67	10.0
	<b>Five or more years</b>	501	75.0
	<b>Total</b>	668	100.0
96. Self-Identify as:		<b>N</b>	<b>%</b>
	<b>Heterosexual or Straight</b>	539	83.3
	<b>Gay, Lesbian, Bisexual, or Transgender</b>	19	2.9
	<b>I prefer not to say</b>	89	13.8
	<b>Total</b>	647	100.0
97. Have you ever served on Active Duty in the US Armed Forces (Air Force, Army, Coast Guard, Marine Corps or Navy)?		<b>N</b>	<b>%</b>
	<b>Yes</b>	77	11.4
	<b>No</b>	599	88.6
	<b>Total</b>	676	100.0
98. Are you an individual with a disability?		<b>N</b>	<b>%</b>
	<b>Yes</b>	47	7.0
	<b>No</b>	629	93.0
	<b>Total</b>	676	100.0

\*AES prescribed items

\*\*Unweighted count of responses excluding "Do Not Know" and "No Basis to Judge"