



Federal Communications Commission

2004 Annual FCC Employee Survey Results

Associate Managing Director – Human Resources Management
Office of Managing Director

2004 Annual FCC Employee Survey Results

1. Bureau/Office:	Total	Percent
CGB	76	9 %
EB	141	16 %
IB	53	6 %
MB	75	9 %
OET	63	7 %
OGC	45	5 %
OMD	105	12 %
Other	27	3 %
WCB	67	8 %
WTB	213	25 %

2. Occupation Group:	Total	Percent
Attorney	224	26%
Clerical & Administrative Support	70	8%
Consumer Affairs & Consumer Outreach	22	3%
Economist	26	3%
Engineer	160	19%
Finance/Accounting/Auditing	28	3%
Information Technology	40	5%
Management/Program Analyst	101	12%
Specialist	89	10%
Other	98	11%

3. Grade Level:	Total	Percent
Wage Grade	1	<1%
GS 1-7	44	5%
GS 8-12	179	21%
GS 13-15	609	71%
SES / SL	25	3%

4. Supervisory Status:	Total	Percent
Supervisor	196	23%
Non-supervisor	650	77%

5. Site:	Total	Percent
Headquarters	655	77%
Field Site	194	23%

6. Race/Ethnicity:	Total	Percent
Hispanic/Latino	19	2%
White	573	69%
Black or African-American	175	21%
Asian	39	5%
Native Hawaiian or Other Pacific Islander	2	<1%
American Indian or Alaskan Native	5	1%
Two or more races	17	2%

7. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	Total	Percent
Strongly Agree	182	21%
Agree	440	51%
Neither Agree nor Disagree	116	13%
Disagree	44	5%
Strongly Disagree	22	3%
Do Not Know	60	7%

8. Agency performance information is communicated throughout the organization.	Total	Percent
Strongly Agree	89	10%
Agree	354	41%
Neither Agree nor Disagree	180	21%
Disagree	171	20%
Strongly Disagree	43	5%
Do Not Know	26	3%

9. I know how my work relates to the agency's mission and goals.	Total	Percent
Strongly Agree	303	35%
Agree	431	50%
Neither Agree nor Disagree	69	8%
Disagree	46	5%
Strongly Disagree	8	1%
Do Not Know	8	1%

10. The workforce has the job relevant knowledge and skills necessary to accomplish organizational goals.	Total	Percent
Strongly Agree	176	20%
Agree	453	52%
Neither Agree nor Disagree	125	14%
Disagree	74	9%
Strongly Disagree	24	3%
Do Not Know	14	2%

11. My work unit is able to recruit people with the right skills.	Total	Percent
Strongly Agree	102	12%
Agree	276	32%
Neither Agree nor Disagree	150	17%
Disagree	194	22%
Strongly Disagree	109	13%
Do Not Know	33	4%

12. Promotions in my work unit are based on merit.	Total	Percent
Strongly Agree	151	17%
Agree	299	35%
Neither Agree nor Disagree	183	21%
Disagree	110	13%
Strongly Disagree	79	9%
Do Not Know	43	5%

13. My talents are used well in the workplace.	Total	Percent
Strongly Agree	188	22%
Agree	437	51%
Neither Agree nor Disagree	95	11%
Disagree	100	12%
Strongly Disagree	44	5%
Do Not Know	1	<1%

14. I have a high level of respect for my organization's senior leaders.	Total	Percent
Strongly Agree	244	28%
Agree	341	39%
Neither Agree nor Disagree	146	17%
Disagree	86	10%
Strongly Disagree	50	6%
Do Not Know	1	<1%

15. In my organization, leaders generate high levels of motivation and commitment in the workforce.	Total	Percent
Strongly Agree	168	19%
Agree	296	34%
Neither Agree nor Disagree	188	22%
Disagree	130	15%
Strongly Disagree	77	9%
Do Not Know	8	1%

16. Supervisors/team-leaders are receptive to change.	Total	Percent
Strongly Agree	158	18%
Agree	353	41%
Neither Agree nor Disagree	170	20%
Disagree	108	12%
Strongly Disagree	66	8%
Do Not Know	11	1%

17. Overall, how good a job do you feel is being done by your immediate supervisor/team-leader?	Total	Percent
Very Good	366	42%
Good	291	34%
Fair	139	16%
Poor	42	5%
Very Poor	25	3%

18. Creativity and innovation are rewarded.	Total	Percent
Strongly Agree	138	16%
Agree	354	41%
Neither Agree nor Disagree	188	22%
Disagree	121	14%
Strongly Disagree	51	6%
Do Not Know	14	2%

19. My performance appraisal is a fair reflection of my performance.	Total	Percent
Strongly Agree	251	29%
Agree	422	49%
Neither Agree nor Disagree	115	13%
Disagree	48	6%
Strongly Disagree	20	2%
Do Not Know	11	1%

20. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	Total	Percent
Strongly Agree	49	6%
Agree	182	21%
Neither Agree nor Disagree	268	31%
Disagree	162	19%
Strongly Disagree	109	13%
Do Not Know	98	11%

21. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	Total	Percent
Strongly Agree	164	19%
Agree	439	51%
Neither Agree nor Disagree	116	13%
Disagree	100	12%
Strongly Disagree	42	5%
Do Not Know	8	1%

22. Managers/supervisors/team-leaders work well with employees of different backgrounds.	Total	Percent
Strongly Agree	200	23%
Agree	428	49%
Neither Agree nor Disagree	131	15%
Disagree	58	7%
Strongly Disagree	26	3%
Do Not Know	26	3%

23. In my work unit, differences in performance are recognized in a meaningful way.	Total	Percent
Strongly Agree	95	11%
Agree	297	34%
Neither Agree nor Disagree	222	26%
Disagree	141	16%
Strongly Disagree	53	6%
Do Not Know	56	6%

24. Discussions with my supervisor/team-leader about my performance are worthwhile.	Total	Percent
Strongly Agree	213	25%
Agree	389	45%
Neither Agree nor Disagree	144	17%
Disagree	65	8%
Strongly Disagree	47	5%
Do Not Know	8	1%

25. Employees are rewarded for providing high quality products and services to customers.	Total	Percent
Strongly Agree	175	20%
Agree	344	40%
Neither Agree nor Disagree	172	20%
Disagree	93	11%
Strongly Disagree	55	6%
Do Not Know	30	3%

26. My supervisor supports my need to balance work and family issues.	Total	Percent
Strongly Agree	394	46%
Agree	351	41%
Neither Agree nor Disagree	80	9%
Disagree	14	2%
Strongly Disagree	14	2%
Do Not Know	10	1%

27. I recommend my organization as a good place to work.	Total	Percent
Strongly Agree	331	38%
Agree	334	38%
Neither Agree nor Disagree	114	13%
Disagree	53	6%
Strongly Disagree	34	4%
Do Not Know	3	<1%

28. The work I do is important.	Total	Percent
Strongly Agree	370	43%
Agree	383	44%
Neither Agree nor Disagree	76	9%
Disagree	21	2%
Strongly Disagree	7	1%
Do Not Know	6	1%

29. Supervisors/team-leaders in my work unit are committed to a workforce representative of all segments of society.	Total	Percent
Strongly Agree	215	25%
Agree	328	38%
Neither Agree nor Disagree	201	23%
Disagree	25	3%
Strongly Disagree	20	2%
Do Not Know	73	8%

30. FCC policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training awareness of diversity issues, mentoring).	Total	Percent
Strongly Agree	210	24%
Agree	361	42%
Neither Agree nor Disagree	182	21%
Disagree	31	4%
Strongly Disagree	26	3%
Do Not Know	54	6%

31. The people I work with cooperate to get the job done.	Total	Percent
Strongly Agree	310	36%
Agree	421	49%
Undecided	66	8%
Disagree	58	7%
Strongly Disagree	12	1%

32. My work gives me a feeling of personal accomplishment.	Total	Percent
Strongly Agree	292	34%
Agree	402	46%
Undecided	86	10%
Disagree	68	8%
Strongly Disagree	20	2%

33. I like the kind of work I do.	Total	Percent
Strongly Agree	325	37%
Agree	403	46%
Undecided	84	10%
Disagree	42	5%
Strongly Disagree	14	2%

34. My job makes good use of my skills and abilities.	Total	Percent
Strongly Agree	264	31%
Agree	392	45%
Undecided	86	10%
Disagree	96	11%
Strongly Disagree	26	3%

35. How would you rate your organization as an organization to work for compared to other organizations?	Total	Percent
One of the Best	311	36%
Above Average	291	34%
Average	185	21%
Below Average	56	6%
One of the Worst	19	2%

36. How satisfied are you with your involvement in decisions that affect your work?	Total	Percent
Very Satisfied	182	21%
Satisfied	365	42%
Undecided	168	19%
Dissatisfied	120	14%
Very Dissatisfied	33	4%

37. How satisfied are you with the recognition you receive for doing a good job?	Total	Percent
Very Satisfied	242	28%
Satisfied	361	42%
Undecided	132	15%
Dissatisfied	95	11%
Very Dissatisfied	38	4%

38. How satisfied are you with the training you receive for your present job?	Total	Percent
Very Satisfied	208	24%
Satisfied	426	49%
Undecided	137	16%
Dissatisfied	75	9%
Very Dissatisfied	23	3%

39. How satisfied are you with the policies and practices of your senior leaders?	Total	Percent
Very Satisfied	151	17%
Satisfied	343	40%
Undecided	201	23%
Dissatisfied	126	15%
Very Dissatisfied	46	5%

40. Considering everything, how satisfied are you with your pay?	Total	Percent
Very Satisfied	192	22%
Satisfied	441	51%
Undecided	88	10%
Dissatisfied	121	14%
Very Dissatisfied	24	3%

41. Considering everything, how satisfied are you with your job?	Total	Percent
Very Satisfied	237	27%
Satisfied	449	52%
Undecided	103	12%
Dissatisfied	65	7%
Very Dissatisfied	14	2%

42. Considering everything, how would you rate your overall satisfaction in your organization at the present time?	Total	Percent
Very Satisfied	195	22%
Satisfied	451	52%
Undecided	127	15%
Dissatisfied	74	9%
Very Dissatisfied	21	2%

43. How satisfied are you with the information you receive from management on what's going on in your organization?	Total	Percent
Very Satisfied	128	15%
Satisfied	331	38%
Undecided	189	22%
Dissatisfied	162	19%
Very Dissatisfied	57	7%

44. Employees are protected from health and safety hazards on the job.	Total	Percent
Strongly Agree	236	27%
Agree	469	54%
Neither Agree nor Disagree	94	11%
Disagree	28	3%
Strongly Disagree	20	2%
Do Not Know	21	2%

45. My organization has prepared employees for potential security threats.	Total	Percent
Strongly Agree	214	25%
Agree	456	53%
Neither Agree nor Disagree	115	13%
Disagree	50	6%
Strongly Disagree	19	2%
Do Not Know	13	1%

46. When I do not have a necessary skill, I can get appropriate training.	Total	Percent
Strongly Agree	193	22%
Agree	461	53%
Undecided	125	14%
Disagree	79	9%
Strongly Disagree	11	1%

47. I am given adequate opportunity to participate in training and development programs.	Total	Percent
Strongly Agree	257	30%
Agree	452	52%
Undecided	75	9%
Disagree	72	8%
Strongly Disagree	12	1%

48. My supervisor supports and encourages my development.	Total	Percent
Strongly Agree	344	40%
Agree	388	45%
Undecided	86	10%
Disagree	39	4%
Strongly Disagree	10	1%

49. In the last year, I have had the opportunity at work to learn and grow.	Total	Percent
Strongly Agree	297	34%
Agree	395	46%
Undecided	105	12%
Disagree	53	6%
Strongly Disagree	16	2%

50. Managers in my Bureau/Office consider continuous learning by everyone to be a key business priority.	Total	Percent
Strongly Agree	220	25%
Agree	376	43%
Undecided	176	20%
Disagree	72	8%
Strongly Disagree	22	3%

51. Employees in my work unit share their knowledge with each other.	Total	Percent
Strongly Agree	222	26%
Agree	403	47%
Undecided	118	14%
Disagree	97	11%
Strongly Disagree	25	3%

52. Managers promote communications among different work units (for example, about projects, goals, needed resources).	Total	Percent
Strongly Agree	170	20%
Agree	335	39%
Undecided	178	21%
Disagree	144	17%
Strongly Disagree	37	4%

53. I am given a real opportunity to improve my skills in my organization.	Total	Percent
Strongly Agree	212	25%
Agree	383	44%
Undecided	174	20%
Disagree	74	9%
Strongly Disagree	20	2%

54. I feel free to report workplace violence to someone up the line or the security office.	Total	Percent
Strongly Agree	412	47%
Agree	378	43%
Undecided	54	6%
Disagree	16	2%
Strongly Disagree	9	1%

55. I would be disciplined or punished if I threatened somebody at work.	Total	Percent
Strongly Agree	405	47%
Agree	360	41%
Undecided	82	9%
Disagree	12	1%
Strongly Disagree	9	1%

56. I would be disciplined or punished if I assaulted somebody at work.	Total	Percent
Strongly Agree	472	55%
Agree	334	39%
Undecided	53	6%
Disagree	4	<1%
Strongly Disagree	3	<1%

57. The FCC investigates and resolves any issue of workplace violence in a fair and impartial manner.	Total	Percent
Strongly Agree	209	24%
Agree	271	32%
Undecided	344	40%
Disagree	16	2%
Strongly Disagree	16	2%