



Federal Trade Commission 2015 Employee Viewpoint Survey Results Summary



SURVEY OVERVIEW

This report summarizes and interprets the results of the Federal Trade Commission's (FTC) 2015 Employee Viewpoint Survey (EVS) and complies with the U.S. Office of Personnel Management's (OPM) requirement that agencies analyze and provide a summary of their results at the close of the survey collection period. The report is intended as an initial, high-level summary of the FTC's agency-wide results.

Agencies are required to administer an Annual Employee Survey to assess employee satisfaction. The FTC uses the EVS to satisfy this mandate.

HOW THE SURVEY WAS CONDUCTED

The survey was administered by OPM from April 27, 2015 until June 5, 2015. An invitation to participate in the survey was sent by e-mail from OPM to FTC permanent staff employed as of the end of October 2014. A communication campaign was launched to encourage staff participation and notify all employees about the survey.

The 98-item survey includes 84 items that measure Federal employees' perceptions about how effectively agencies manage their workforce, as well as 14 demographic questions.

The survey is grouped into eight topic areas:

- (1) Personal Work Experiences
- (2) Work Unit
- (3) Agency
- (4) Supervisor
- (5) Leadership
- (6) Satisfaction
- (7) Work/Life Programs
- (8) Demographics

RESPONDENT OVERVIEW

- Of the 1,034 permanent employees who received the survey, 626 responded for an overall response rate of 61%.
- The FTC's 2015 response rate increased by 11 percentage points from 2014 (50%) and is greater than the government-wide rate of 49.7%.

- FTC Component Response Rates:
 - ✓ 82% Office of the General Counsel
 - ✓ 76% Office of the Executive Director
 - ✓ 62% Regions
 - ✓ 60% Bureau of Competition
 - ✓ 55% Bureau of Consumer Protection
 - ✓ 55% Office of the Chairman/Commissioners/Other
 - ✓ 53% Bureau of Economics

INTERPRETATION OF RESULTS¹

The results of the survey are critical to the achievement of the FTC’s organizational goals. Moreover, they are an important tool for informing leadership and management of areas of progress and opportunities for improvement. Indeed, the FTC’s leadership at all levels throughout the agency is committed to using tools like the FEVS to make the FTC the best workplace that it can be. Vigorous employee engagement is essential to the success of the agency’s mission, and to the quality of the service that the FTC can provide to the American public.

Understanding Your Results

Positive Ratings

The sum of two positive categories (i.e., Strongly Agree/Agree)

Negative Ratings

The sum of two negative categories (i.e., Strongly Disagree/Disagree)

Applying Rules of Thumb

- **65% or more positive** is considered a strength
- **35% or more negative** is considered a challenge
- **30% or more neutral** suggests uncertainty, presenting an opportunity for communication
- **A difference of 5 percentage points** or more is considered notable

¹ Agency results have a margin of error of +/- 2%

FTC RESULTS AT A GLANCE

FTC Findings at a Glance

The figures below highlight the top 10 strengths and challenges from the survey to quickly identify the most positive aspects of the FTC organizational environment and the areas that need improvement.

Highlighted Strengths:

- Based on the 2015 EVS results, employees are truly invested in the FTC and have a positive outlook on the overall mission of the agency—91% feel the work they do is important and 93% feel that FTC is successful at accomplishing its mission. Also, 91% know how their work relates to the agency's goals and priorities.
- Results indicate that FTC employees are highly dedicated. An overwhelming majority of employees—98%, said they are willing to put in the effort it takes to get the job done, and another 91% said they are constantly looking for ways to do their jobs better.
- Employees are positive on three survey items that measure their perceptions of teamwork and the quality of work. Eighty-seven percent of FTC employees indicated that the people they work with cooperate to get the job done. In addition, 83% of employees believe their work unit produces quality work and there is a 92% success rate of the overall quality of work by individual work units.

Percent Positive Items

- ✓ **98%** When needed I am willing to put in the extra effort to get a job done.
- ✓ **93%** My agency is successful at accomplishing its mission.
- ✓ **92%** How would you rate the overall quality of work done by your work unit?
- ✓ **91%** The work I do is important.
- ✓ **91%** I am constantly looking for ways to do my job better.
- ✓ **91%** I know how my work relates to the agency's goals and priorities.
- ✓ **88%** In the last six months, my supervisor has talked with me about my performance.
- ✓ **88%** Employees are protected from health and safety hazards on the job.)
- ✓ **87%** The people I work with cooperate to get the job done.
- ✓ **87%** I like the kind of work I do.

Percent Negative Items

FTC's Management Challenge

- ✓ **37%** In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.

FTC's Communication Opportunities

- **32%** Pay raises depend on how well employees perform their jobs.
- **32%** I have sufficient resources (for example, people, materials, budget) to get my job done.
- **32%** Considering everything, how satisfied are you with your pay?
- **28%** How satisfied are you with your opportunity to get a better job in your organization?
- **27%** In my work unit, differences in performance are recognized in a meaningful way.
- **22%** Awards in my work unit depend on how well employees perform their jobs.
- **21%** Creativity and innovation are rewarded.
- **20%** Promotions in my work unit are based on merit.
- **20%** My training needs are assessed.

Areas Needing Improvement:

- On the other end of the spectrum, employees expressed dissatisfaction with performance based rewards and advancement. 28% of employees expressed dissatisfaction with their opportunity to get a better job in their organization, 32% felt pay raises do not depend on how well employees performed in their job, 21% felt creativity and innovation are not rewarded, and 20% believed promotions in their work unit were not based on merit. In addition, 27% said that differences in performance are not recognized in a meaningful way. While all of the areas listed above present opportunities for greater communication, the one FTC management challenge at 37% reported that steps are not taken to deal with a poor performer who cannot or will not improve.

Increases and Decreases:

Increases

FTC's positive response rates increased significantly in four areas. The following chart lists these items and the corresponding positive (i.e., strongly agree, agree) percentage increase.

Significant Increases

Increases in Percent Positive (i.e., strongly agree, agree)	2015	2014	Difference
I feel encouraged to come up with new and better ways of doing things.	74%	67%	+7%
How satisfied are you with the training you receive for your present job?	65%	60%	+5%*
Prohibited Personnel Practices are not tolerated.	84%	79%	+5%
I know how my work relates to the agency's goals and priorities.	91%	86%	+5%

*New Strength - These items became a new strength in 2015

Decreases

There are two areas in which the FTC's positive response rates decreased significantly in 2015. The following chart lists these items and the corresponding (i.e., strongly agree, agree) percentage decrease.

Significant Decreases

Decreases in Percent Positive (i.e., strongly agree, agree)	2015	2014	Difference
My organization has prepared employees for potential security threats.	72%	77%	-5%
I have sufficient resources (for example, people, materials, budget) to get my job done.	51%	56%	-5%

Human Capital Assessment and Accountability Framework (HCAAF) Indices Results

The Human Capital Assessment and Accountability Framework (HCAAF) identifies five human capital systems that together provide a consistent, comprehensive representation of human capital management for the Federal Government.

The HCAAF indices were created to help agencies build high-performing organizations by providing consistent metrics for measuring progress toward HCAAF objectives. This section provides Government-wide and agency performance on all four indices that make up the HCAAF: Leadership & Knowledge Management, Results-Oriented Performance Culture, Talent Management, and Job Satisfaction.

HCAAF Indices Results Comparison, 2014 and 2015

HCAAF Indices	Leadership & Knowledge Management	Results-Oriented Performance Culture	Talent Management	Job Satisfaction
2015 FTC % Positive	75%	65%	72%	70%
2014 FTC % Positive	72%	64%	69%	68%

Global Satisfaction Index Results

The Global Satisfaction Index is a combination of employees' satisfaction with their jobs, their pay, and their organization, plus their willingness to recommend their organization as a good place to work.

The 2015 Global Satisfaction Index score for the FTC is 71%. The 2015 score for this index increased by 3 percentage points from 2014 (69%).

New Inclusion Quotient Index Results

The New IQ stands for the New Inclusion Quotient. The New IQ is based on the concept that individual behaviors repeated over time will create habits necessary for inclusiveness. It consists of 20 questions that relate to inclusive work environments. These 20 questions are grouped into five Habits of Inclusion: Fair, Open, Cooperative, Supportive, and Empowering.

The 2015 New IQ Index score for the FTC is 70%. The 2015 score for this index increased by 2 percentage points from 2014 (68%). This also places FTC as number two in ranking among mid-size agencies.

Employee Engagement Index Results

The Engagement Index is a measure of the conditions conducive to engagement, that is the engagement potential of an agency's work environment. The index is made up of three sub factors: Leaders Lead, Supervisors, and Intrinsic Work Experience. Each sub factor reflects a different aspect of an engaging work environment. An agency that engages its employees ensures a work environment where each employee can reach his or her potential, while contributing to the success of the agency. Individual agency performance contributes to success for the entire Federal Government.

The 2015 Engagement Index score for the FTC is 78%. The 2015 score for this index increased by 2 percentage points from 2014 (76%). FTC is now tied with NASA and OMB for the number one spot in ranking for this index among mid-size agencies.

To view all Survey items with OPM's analysis, please see the 2015 Federal Employee Viewpoint Survey, Employees Influencing Change, Federal Trade Commission Agency Results posted on FTC.gov.