



# **Federal Trade Commission 2016 Employee Viewpoint Survey Results Summary**



## **SURVEY OVERVIEW**

This report summarizes and interprets the results of the Federal Trade Commission's (FTC) 2016 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 25, 2016 until June 8, 2016. 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 2015. FTC management actively encouraged staff participation and notified all employees about the survey.

The 2016 survey instrument remained unchanged from the 2015 survey. The 98-item survey includes 84 items that measure Federal employees' perceptions about how effectively agencies manage their workforce, plus 14 demographic items.

The survey items are 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

## **NEW FOR 2016!!!!**

New to the report this year is a breakout comparison of agencies by size. Recognizing that agencies may encounter different challenges or opportunities based on their size and the resources available to them, these categories were created to further aid interagency communication and sharing of promising practices. The agency size is based on the eligible employee population for the FEVS as of March 2016.

The five size categories are:

**Very Small**

(<100 employees)

**Small**

(100 – 999 employees)

**Medium**

**(1,000 – 9,999 employees) – FTC IS IN THIS CATEGORY**

**Large**

(10,000 – 74,999 employees)

**Very Large**

(>75,000 employees)

## RESPONDENT OVERVIEW

- Of the 1,052 permanent employees who received the survey, 641 responded for an overall response rate of 61%.
- The FTC’s 2016 response rate remains consistent at 61% from 2015 and is still higher than the government-wide rate of 45.8%.
- FTC Component Response Rates (rounded):
  - ✓ 80% Office of the Executive Director
  - ✓ 76% Office of the General Counsel
  - ✓ 68% Office of the Chairman/Commissioners/Other
  - ✓ 67% Bureau of Consumer Protection
  - ✓ 64% Regions
  - ✓ 58% Office of International Affairs
  - ✓ 52% Bureau of Competition
  - ✓ 42% Bureau of Economics

## INTERPRETATION OF RESULTS<sup>1</sup>

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

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

## **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.

### **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 2016 Global Satisfaction Index score for the FTC is 74%. The 2016 score for this index increased by 3 percentage points from 2015 (71%).

### **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 2016 New IQ Index score for the FTC is 75%. The 2016 score for this index increased by 5 percentage points from 2015 (70%). FTC remains just a percentage point behind the number one ranked mid-size agency.

### **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 2016 Engagement Index score for the FTC is 82%. The Engagement Index Score continues to rise with an increase of 4 percentage points from 2015 (78%). FTC is now at the number one spot in ranking for this index among mid-size agencies.

To learn more detailed information about our agency results, be sure to attend one of the upcoming employee briefings. Information on these briefings will be distributed in the next few weeks.