

DEPARTMENT OF VETERANS AFFAIRS
2008 FEDERAL HUMAN CAPITAL SURVEY RESULTS
(Survey Administration Period 8/1/08 to 9/26/08)

		Strongly Agree		Neither Agree Nor Disagree		Strongly Disagree		Do Not Know/ No Basis to Judge	Percent Positive	Total				
		N	%	N	%	N	%	N						
*1. The people I work with cooperate to get the job done.	N	1,101	29.5	1,704	51.4	227	8.3	215	8.9	36	1.9	NA	80.9	3,283
	%													100
*2. I am given a real opportunity to improve my skills in my organization.	N	818	19.2	1,403	45.0	500	14.7	405	13.7	157	7.4	NA	64.3	3,283
	%													100
3. I have enough information to do my job well.	N	730	21.0	1,769	56.0	406	12.1	304	8.8	74	2.1	NA	77.0	3,283
	%													100
4. I feel encouraged to come up with new and better ways of doing things.	N	884	23.1	1,229	36.5	516	18.2	460	15.7	194	6.5	NA	59.7	3,283
	%													100
*5. My work gives me a feeling of personal accomplishment.	N	1,240	32.9	1,340	44.0	370	12.2	236	7.1	97	3.8	NA	76.9	3,283
	%													100
*6. I like the kind of work I do.	N	1,579	48.3	1,293	38.6	282	10.4	95	1.6	34	1.0	NA	86.9	3,283
	%													100
*7. I have trust and confidence in my supervisor.	N	1,063	25.9	1,121	35.3	529	20.2	335	11.9	235	6.7	NA	61.2	3,283
	%													100
8. I recommend my organization as a good place to work.	N	1,086	30.1	1,228	39.0	562	17.9	243	7.3	164	5.7	NA	69.2	3,283
	%													100
		Very Good		Good		Fair		Poor		Very Poor		Do Not Know/ No Basis to Judge	Percent Positive	Total
		N	%	N	%	N	%	N	%	N	%	N		
*9. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	N	1,160	29.2	1,106	33.8	612	23.3	249	8.6	156	5.1	NA	63.0	3,283
	%													100
10. How would you rate the overall quality of work done by your work group?	N	1,392	38.6	1,438	45.2	371	12.7	62	2.8	20	0.8	NA	83.7	3,283
	%													100
		Strongly Agree		Neither Agree Nor Disagree		Strongly Disagree		Do Not Know/ No Basis to Judge	Percent Positive	Total				
		N	%	N	%	N	%	N						
*11. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N	628	17.3	1,874	56.9	436	15.3	264	7.7	68	2.0	13	0.7	74.3
	%													100
*12. My supervisor supports my need to balance work and other life issues.	N	1,181	27.7	1,314	40.3	431	17.9	198	7.6	140	5.7	19	0.8	68.0
	%													100
13. Supervisors/team leaders in my work unit provide employees with the opportunities to demonstrate their leadership skills.	N	715	16.3	1,378	38.6	612	22.4	372	13.2	173	7.5	33	2.0	54.9
	%													100
*14. My work unit is able to recruit people with the right skills.	N	467	13.0	1,275	40.1	763	21.4	490	17.1	228	6.3	60	2.2	53.1
	%													100

* AES prescribed items.

Percentages are weighted to be representative of the Agency's population.

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15. The skill level in my work unit has improved in the past year.	N	666	1,381	720	333	128	55		3,283
	%	17.2	40.7	24.5	10.8	3.9	2.8	57.9	100
16. I have sufficient resources (for example, people, materials, budget) to get my job done.	N	487	1,313	514	619	324	26		3,283
	%	11.9	40.7	18.0	17.2	11.1	1.0	52.6	100
*17. My workload is reasonable.	N	394	1,424	516	588	332	29		3,283
	%	12.0	48.7	13.7	17.7	7.0	0.9	60.7	100
*18. My talents are used well in the workplace.	N	703	1,418	495	387	244	36		3,283
	%	18.9	45.7	15.3	11.3	7.2	1.5	64.6	100
*19. I know how my work relates to the agency's goals and priorities.	N	1,349	1,596	220	62	44	12		3,283
	%	29.2	57.1	10.4	1.3	0.8	1.2	86.4	100
*20. The work I do is important.	N	1,977	1,129	125	24	26	2		3,283
	%	55.4	39.7	2.7	0.8	1.3	0.0	95.1	100
*21. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N	861	1,459	393	357	193	20		3,283
	%	21.4	42.7	15.5	13.3	6.7	0.4	64.1	100
*22. Promotions in my work unit are based on merit.	N	442	1,068	713	557	390	113		3,283
	%	7.6	26.6	27.1	16.6	16.6	5.4	34.2	100
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N	293	1,125	705	628	391	141		3,283
	%	7.2	25.0	24.1	24.5	15.3	3.9	32.2	100
*24. Employees have a feeling of personal empowerment with respect to work processes.	N	350	1,272	821	541	249	50		3,283
	%	7.6	35.3	28.1	19.5	7.9	1.6	42.8	100
25. Employees are rewarded for providing high quality products and services to customers.	N	529	1,333	622	469	289	41		3,283
	%	9.3	33.0	25.5	18.0	12.3	2.0	42.3	100
*26. Creativity and innovation are rewarded.	N	424	1,107	847	534	314	57		3,283
	%	8.2	28.8	27.0	20.9	12.7	2.6	36.9	100
*27. Pay raises depend on how well employees perform their jobs.	N	206	699	887	847	524	120		3,283
	%	5.3	19.0	22.0	28.9	20.4	4.4	24.4	100
28. Awards in my work unit depend on how well employees perform their jobs.	N	447	1,256	623	519	335	103		3,283
	%	8.6	29.8	23.3	18.7	14.7	4.9	38.4	100
*29. In my work unit, differences in performance are recognized in a meaningful way.	N	288	1,029	881	631	367	87		3,283
	%	6.1	25.1	33.2	20.6	12.7	2.3	31.2	100
*30. My performance appraisal is a fair reflection of my performance.	N	673	1,497	519	309	219	66		3,283
	%	16.4	45.8	18.5	9.9	6.6	2.8	62.2	100
*31. Discussions with my supervisor/team leader about my performance are worthwhile.	N	674	1,224	700	361	280	44		3,283
	%	16.3	38.4	26.5	7.3	9.4	2.1	54.7	100

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*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).	N	832	1,406	462	278	204	101		3,283
	%	21.5	45.6	14.2	7.1	7.8	3.7	67.2	100
33. I am held accountable for achieving results.	N	1,137	1,755	281	67	28	15		3,283
	%	22.2	58.1	15.4	1.6	1.9	0.8	80.3	100
34. Supervisors/team leaders in my work unit are committed to a workforce representative of all segments of society.	N	761	1,406	679	178	115	144		3,283
	%	13.4	42.7	28.2	6.4	4.8	4.5	56.2	100
35. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	N	777	1,484	629	179	102	112		3,283
	%	18.0	44.2	23.7	6.3	3.9	3.9	62.2	100
*36. Managers/supervisors/team leaders work well with employees of different backgrounds.	N	823	1,507	521	215	145	72		3,283
	%	16.6	46.4	20.9	7.9	5.3	3.0	63.0	100
*37. I have a high level of respect for my organization's senior leaders.	N	660	1,141	705	430	334	13		3,283
	%	16.9	33.6	24.2	15.1	9.6	0.5	50.6	100
*38. In my organization, leaders generate high levels of motivation and commitment in the workforce.	N	464	1,031	795	625	353	15		3,283
	%	13.1	25.7	29.8	19.9	10.4	1.0	38.8	100
39. My organization's leaders maintain high standards of honesty and integrity.	N	615	1,111	776	383	308	90		3,283
	%	14.6	28.4	33.0	13.3	8.4	2.3	42.9	100
*40. Managers communicate the goals and priorities of the organization.	N	675	1,586	523	291	190	18		3,283
	%	15.0	46.5	21.7	10.0	6.1	0.6	61.6	100
*41. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N	727	1,551	568	198	136	103		3,283
	%	15.4	45.8	24.0	6.5	5.3	3.0	61.2	100
*42. Employees are protected from health and safety hazards on the job.	N	948	1,724	334	155	89	33		3,283
	%	23.7	53.8	12.7	4.9	3.8	1.1	77.5	100
*43. My organization has prepared employees for potential security threats.	N	778	1,661	466	229	101	48		3,283
	%	20.4	49.8	17.9	7.6	3.6	0.8	70.2	100
44. Complaints, disputes or grievances are resolved fairly in my work unit.	N	528	1,137	720	347	261	290		3,283
	%	12.2	27.1	28.6	15.6	10.2	6.4	39.2	100
45. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N	715	1,117	661	319	293	178		3,283
	%	14.0	31.4	26.2	11.7	11.6	5.2	45.4	100
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 tolerate	N	974	1,265	492	176	171	205		3,283
	%	20.2	38.1	22.8	6.1	6.7	6.2	58.3	100
47. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N	769	1,121	643	309	243	198		3,283
	%	15.0	37.4	22.5	11.2	9.4	4.5	52.3	100

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		N	%	N	%	N	%	N			%					
48. Supervisors/team leaders provide employees with constructive suggestions to improve their job performance.	N	527	10.8	1,566	46.5	629	21.5	371	13.5	157	6.5	33	1.3	57.2	3,283	100
*49. Supervisors/team leaders in my work unit support employee development.	N	722	15.4	1,585	44.3	519	20.5	277	12.7	161	6.5	19	0.6	59.7	3,283	100
50. Employees have electronic access to learning and training programs readily available at their desk.	N	1,169	26.2	1,701	55.2	237	11.9	106	4.2	48	1.4	22	1.2	81.4	3,283	100
*51. My training needs are assessed.	N	542	15.2	1,366	42.6	702	23.8	468	14.7	169	2.8	36	0.9	57.8	3,283	100
52. Managers promote communication among different work units (for example, about projects, goals, needed resources).	N	587	13.8	1,421	39.7	595	24.2	417	12.3	203	6.2	60	3.8	53.5	3,283	100
53. Employees in my work unit share job knowledge with each other.	N	918	22.1	1,714	55.1	347	12.4	185	7.1	110	2.9	9	0.5	77.2	3,283	100
54. Employees use information technology (for example, intranet, shared networks) to perform work.	N	1,358	29.9	1,643	57.1	186	9.1	58	2.7	28	0.7	10	0.5	87.1	3,283	100
		Very Satisfied		Neither Satisfied nor Dissatisfied		Strongly Dissatisfied		Do Not Know/ No Basis to Judge	Percent Positive	Total						
		N	%	N	%	N	%	N			%					
*55. How satisfied are you with your involvement in decisions that affect your work?	N	592	13.9	1,269	36.1	670	24.2	559	19.5	193	6.3	NA	NA	50.0	3,283	100
*56. How satisfied are you with the information you receive from management on what's going on in your organization?	N	531	10.3	1,265	36.9	651	26.6	589	19.0	247	7.2	NA	NA	47.2	3,283	100
*57. How satisfied are you with the recognition you receive for doing a good job?	N	597	13.5	1,167	33.4	659	21.8	606	21.2	254	10.2	NA	NA	46.9	3,283	100
*58. How satisfied are you with the policies and practices of your senior leaders?	N	428	10.2	1,119	30.3	819	28.4	611	21.2	306	9.9	NA	NA	40.5	3,283	100
*59. How satisfied are you with your opportunity to get a better job in your organization?	N	486	11.4	1,097	31.6	826	24.1	532	19.9	342	13.0	NA	NA	43.0	3,283	100
*60. How satisfied are you with the training you receive for your present job?	N	572	13.8	1,362	42.7	739	23.5	431	14.4	179	5.5	NA	NA	56.5	3,283	100
*61. Considering everything, how satisfied are you with your job?	N	886	21.6	1,491	48.8	504	17.3	276	9.5	126	2.7	NA	NA	70.5	3,283	100
*62. Considering everything, how satisfied are you with your pay?	N	674	12.8	1,473	42.5	500	16.7	467	20.4	169	7.4	NA	NA	55.4	3,283	100
63. Considering everything, how satisfied are you with your organization?	N	683	15.1	1,370	44.7	630	22.9	410	12.5	190	4.9	NA	NA	59.7	3,283	100

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		Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Strongly Dissatisfied	Do Not Know/ No Basis to Judge	Percent Positive	Total
64. How satisfied are you with retirement benefits?	N	595	1,499	582	280	91	236		3,283
	%	13.7	45.8	21.6	8.9	3.0	7.0	59.6	100
65. How satisfied are you with health insurance benefits?	N	593	1,547	484	336	118	205		3,283
	%	14.4	46.0	21.4	8.1	5.1	5.0	60.4	100
66. How satisfied are you with life insurance benefits?	N	535	1,559	642	191	70	286		3,283
	%	13.2	45.9	23.4	7.0	3.1	7.5	59.1	100
67. How satisfied are you with long term care insurance benefits?	N	252	856	904	197	85	989		3,283
	%	6.8	24.9	29.9	6.1	3.5	28.7	31.8	100
68. How satisfied are you with the flexible spending account (FSA) program?	N	395	927	831	80	42	1,008		3,283
	%	9.3	25.3	29.0	1.9	1.0	33.3	34.6	100
69. How satisfied are you with paid vacation time?	N	1,386	1,555	203	102	37	NA		3,283
	%	35.6	48.5	9.3	5.7	0.8	NA	84.2	100
70. How satisfied are you with paid leave for illness (for example, personal), including family care situations (for example, childbirth/adoption or eldercare)?	N	1,380	1,466	262	125	50	NA		3,283
	%	33.2	47.4	12.9	5.4	1.1	NA	80.5	100
71. How satisfied are you with child care subsidies?	N	94	195	738	59	47	2,150		3,283
	%	6.5	5.8	22.5	2.5	0.9	61.9	12.3	100
72. How satisfied are you with work/life programs (for example, health and wellness, employee assistance, eldercare, and support groups)?	N	190	655	778	172	102	1,386		3,283
	%	7.1	22.1	23.5	5.9	3.0	38.4	29.1	100
73. How satisfied are you with telework/telecommuting?	N	239	533	681	246	298	1,286		3,283
	%	6.7	15.1	22.9	7.2	4.6	43.5	21.8	100
74. How satisfied are you with alternative work schedules?	N	541	941	572	282	256	691		3,283
	%	9.6	22.7	24.4	7.3	9.6	26.5	32.2	100

* AES prescribed items.