

FARM CREDIT SYSTEM INSURANCE CORPORATION

2009 Federal Human Capital Survey Results

This section of the survey addresses individuals' own work experiences or their personal opinions/attitudes about various aspects of their job. These ten questions are often used in private sector surveys and help to compare Government employees' opinions with their private sector counterparts.

Question Number	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
1	The people I work with cooperate to get the job done.	10					10
2	I am given a real opportunity to improve my skills in my organization.	10					10
3	I have enough information to do my job well.	10					10
4	I feel encouraged to come up with new and better ways of doing things.	10					10
5	My work gives me a feeling of personal accomplishment.	9	1				10
6	I like the kind of work I do.	9	1				10
7	I have trust and confidence in my supervisor.	10					10
8	I recommend my organization as a good place to work.	10					10
Question Number	Question	Very Good	Good	Fair	Poor	Very Poor	Total
9	Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	10					10
10	How would you rate the overall quality of work done by your work group?	10					10

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This section of the survey asks eleven questions about agency conditions related to the effective recruitment, development, and retention of employees.

<i>Question Number</i>	<i>Question</i>	<i>Strongly Agree</i>	<i>Agree</i>	<i>Neither Agree nor Disagree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>Do Not Know</i>	<i>Total</i>
11	The workforce has the job-related knowledge and skills necessary to accomplish organizational goals.	10						10
12	My supervisor supports my need to balance work and family issues.	10						10
13	Supervisors/team leaders in my work unit provide employees with the opportunities to demonstrate their leadership skills.	8		2				10
14	My work unit is able to recruit people with the right skills.	10						10
15	The skill level in my work unit has improved in the past year.	5	2	3				10
16	I have sufficient resources (for example, people, materials, budget) to get my job done.	10						10
17	My workload is reasonable.	10						10
18	My talents are used well in the workplace.	8	2					10
19	I know how my work relates to the agency's goals and priorities.	10						10
20	The work I do is important.	8	1	1				10
21	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	9	1					10

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This section of the survey asks fourteen questions on whether the agency's culture motivates employees to achieve optimal performance and whether the agency fosters a climate that values diversity in the workplace.

Question Number	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Do Not Know	Total
22	Promotions in my work unit are based on merit.	8		1				9
23	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	6	3					9
24	Employees have a feeling of personal empowerment with respect to work processes.	6	3					9
25	Employees are rewarded for providing high quality products and services to customers.	8	1					9
26	Creativity and innovation are rewarded.	8	1					9
27	Pay raises depend on how well employees perform their jobs.	7	2	1				10
28	Awards in my work unit depend on how well employees perform their jobs.	6	2	2				10
29	In my work unit, differences in performance are recognized in a meaningful way.	7	2	1				10
30	My performance appraisal is a fair reflection of my performance.	8	2					10
31	Discussions with my supervisor/team leader about my performance are worthwhile.	7	3					10
32	I am held accountable for achieving results.	8	2					10
33	Supervisors/team leaders in my work unit are committed to a workforce representative of all segments of society.	10						10
34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring)	10						10
35	Managers/supervisors/team leaders work well with employees of different backgrounds.	10						10

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This section of the survey asks eleven questions about agency leadership and management practices and seeks to learn whether leadership fosters a culture of honesty, integrity, trust, openness, and respect for individuals.

<i>Question Number</i>	<i>Question</i>	<i>Strongly Agree</i>	<i>Agree</i>	<i>Neither Agree nor Disagree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>Do Not Know</i>	<i>Total</i>
36	I have a high level of respect for my organization's senior leaders.	9	1					10
37	In my organization, leaders generate high levels of motivation and commitment in the workplace.	9	1					10
38	My organization's leaders maintain high standards of honesty and integrity.	10						10
39	Managers communicate the goals and priorities of the organization.	9	1					10
40	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	9	1					10
41	Employees are protected from health and safety hazards on the job.	9		1				10
42	My organization has prepared employees for potential security threats.	8	1	1				10
43	Complaints, disputes or grievances are resolved fairly in my work unit.	9	1					10
44	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	9		1				10
45	Prohibited Personal Practices (for example, illegally discriminating for or against any employee/applicant, obstructing a person's right to compete for employment, knowingly violating veteran's preference requirements) are not tolerated.	10						10
46	I can disclose a suspected violation of any law, rule of regulation without fear of reprisal.	10						10

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This section of the survey asks seven questions regarding the agency's ability to promote a knowledge-sharing culture and a climate of openness, as well as continuous learning and improvement.

Question Number	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Do Not Know	Total
47	Supervisors/team leaders provide employees with constructive suggestions to improve their job performance.	9	1					10
48	Supervisors/team leaders in my work unit support employee development.	10						10
49	Employees have electronic access to learning and training programs readily available at their desk.	10						10
50	My training needs are assessed.	7	2	1				10
51	Managers promote communication among different work units (for example, about projects, goals, needed resources).	9	1					10
52	Employees in my work unit share job knowledge with each other.	10						10
53	Employees use information technology (for example, intranet, shared networks) to perform work.	10						10

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This section of the survey asks nine questions regarding how satisfied individuals are with various aspects of their jobs. These questions are often used in private sector surveys and help to compare Government employees' opinions with their private sector counterparts.

<i>Question Number</i>	<i>Question</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neither Dissatisfied nor Satisfied</i>	<i>Dissatisfied Disagree</i>	<i>Very Dissatisfied</i>	<i>Total</i>
54	How satisfied are you with your involvement in decisions that affect your work?	8	2				10
55	How satisfied are you with the information you receive from management on what's going on in your organization?	8	2				10
56	How satisfied are you with the recognition you receive for doing a good job?	9	1				10
57	How satisfied are you with the policies and practices of your senior leaders?	10					10
58	How satisfied are you with your opportunity to get a better job in your organization?	7		2			9
59	How satisfied are you with the training you receive for your present job?	9					9
60	Considering everything, how satisfied are you with your job?	10					10
61	Considering everything, how satisfied are you with your pay?	8	2				10
62	Considering everything, how satisfied are you with your organization?	9	1				10

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This section of the survey asks eleven questions regarding how satisfied individuals are with employee benefits and family-friendly flexibilities offered in the agency.

<i>Question Number</i>	<i>Question</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neither Dissatisfied nor Satisfied</i>	<i>Dissatisfied Disagree</i>	<i>Very Dissatisfied</i>	<i>No Basis to Judge</i>	<i>Total</i>
63	How satisfied are you with retirement benefits?	5	3	1	1			10
64	How satisfied are you with health insurance benefits?	7	2	1				10
65	How satisfied are you with life insurance benefits?	5	2	3				10
66	How satisfied are you with long term care insurance benefits?	3	1	4	2			10
67	How satisfied are you with the flexible spending account (FSA) program?	8	1					9
68	How satisfied are you with paid vacation time?	10						10
69	How satisfied are you with paid leave for illness (for example, personal), including family care situations (for example, childbirth/adoption or eldercare)?	9	1					10
70	How satisfied are you with child care subsidies?	2	1	3			4	10
71	How satisfied are you with work/life programs (for example, health and wellness, employee assistance, eldercare, and support groups)?	7	2	1				10
72	How satisfied are you with telework/telecommuting?	4	3	2			1	10
73	How satisfied are you with alternative work schedules?	6	1	2	1			10