

# FEDERAL ENERGY REGULATORY COMMISSION

Federal employees remain resilient in the face of many challenges. The views of employees are critical in helping agency leaders identify areas where the organization may need more support, as well as areas to celebrate. When agencies commit to addressing their issues, employees are better able to focus on and remain steadfast in their mission.

This report highlights what employees have identified as our agency's areas of strengths and challenges, along with areas of progress and opportunities for improvement. Our 2013 results are compared with our 2012 results and the 2013 governmentwide results. Your voice is important and this report provides leaders the opportunity to listen to what you have to say.

**RESPONSE RATES** | Federal Energy Regulatory Commission **64%** | Governmentwide **48%**

## 5 highest percent positive items (strengths) and 5 highest percent negative items (challenges)

Strengths	FERC	G'wide	Challenges	FERC	G'wide
When needed I am willing to put in the extra effort to get a job done. (Q. 7)	<b>98%</b>	96%	Pay raises depend on how well employees perform their jobs. (Q. 33)	<b>41%</b>	55%
I am constantly looking for ways to do my job better. (Q. 8)	<b>90%</b>	90%	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. (Q. 23)	<b>34%</b>	45%
Employees are protected from health and safety hazards on the job. (Q. 35)	<b>89%</b>	76%	In my work unit, differences in performance are recognized in a meaningful way. (Q. 24)	<b>33%</b>	40%
My supervisor supports my need to balance work and other life issues. (Q. 42)	<b>88%</b>	77%	Creativity and innovation are rewarded. (Q. 32)	<b>30%</b>	35%
How would you rate the overall quality of work done by your work unit? (Q. 28)	<b>88%</b>	83%	Promotions in my work unit are based on merit. (Q. 22)	<b>28%</b>	39%

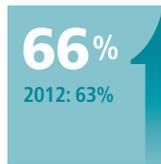
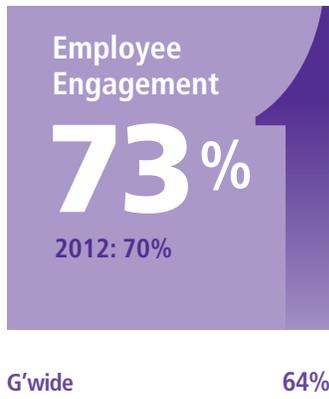
## Largest changes in percent positive ratings for our agency between the 2012 and 2013 survey administrations

Increases	2012	2013	Diff.
Senior leaders demonstrate support for Work/Life programs. (Q. 62)	65	72	<b>+7</b>
I can disclose a suspected violation of any law, rule or regulation without fear of reprisal. (Q. 17)	63	69	<b>+6</b>
Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well. (Q. 14)	81	87	<b>+6</b>
Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring). (Q. 34)	61	67	<b>+6</b>
Employees have a feeling of personal empowerment with respect to work processes. (Q. 30)	47	53	<b>+6</b>

### Decreases

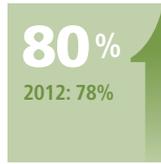
Your agency had no items that decreased by 5 percentage points or more since 2012.

Employee Engagement can be thought of as the extent to which an employee is not only fully involved in, but enthusiastic about their work. The 2013 FEVS includes questions related to the conditions likely to lead to employee engagement (e.g., leadership, opportunity to use skills).



**Leaders Lead**

Reflects the employees' perceptions of the integrity of leadership, as well as leadership behaviors such as communication and workforce motivation. It is made up of items 53, 54, 56, 60, and 61.



**Supervisors**

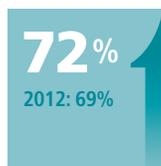
Reflects the interpersonal relationship between worker and supervisor, including trust, respect, and support. It is made up of items 47, 48, 49, 51, and 52.



**Intrinsic Work Experiences**

Reflects the employees' feelings of motivation and competency relating to their role in the workplace. It is made up of items 3, 4, 6, 11, and 12.

OPM's Global Satisfaction Index can be used as a proxy to gauge employees' overall work satisfaction. The index is a combination of employees' satisfaction with their job, their pay, and their organization, plus their willingness to recommend their organization as a good place to work.



**Job Satisfaction**

Considering everything, how satisfied are you with your job? (Q. 69)



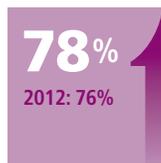
**Pay Satisfaction**

Considering everything, how satisfied are you with your pay? (Q. 70)



**Organization Satisfaction**

Considering everything, how satisfied are you with your organization? (Q. 71)



**Recommend Organization**

I recommend my organization as a good place to work. (Q. 40)