

2011 Federal Employee Viewpoint Survey

Empowering Employees

inspiring change

Department of Veterans Affairs
AGENCY RESULTS

UNITED STATES OFFICE OF PERSONNEL MANAGEMENT



DEPARTMENT OF VETERANS AFFAIRS
2011 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS
(Survey Administration Period April 5, 2011 to April 29, 2011)

		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*1. I am given a real opportunity to improve my skills in my organization.	N	63.4	2,775	6,079	2,205	1,975	655	13,689	NA
	%		19.3	44.1	16.7	14.8	5.1	100.0	
2. I have enough information to do my job well.	N	72.7	2,721	7,230	1,871	1,559	304	13,685	NA
	%		20.0	52.7	14.0	11.1	2.3	100.0	
3. I feel encouraged to come up with new and better ways of doing things.	N	57.7	2,852	5,180	2,415	2,295	937	13,679	NA
	%		19.9	37.8	18.1	17.0	7.1	100.0	
*4. My work gives me a feeling of personal accomplishment.	N	76.2	4,548	5,928	1,647	1,081	474	13,678	NA
	%		32.5	43.8	12.3	7.9	3.6	100.0	
*5. I like the kind of work I do.	N	87.4	6,363	5,591	1,114	418	178	13,664	NA
	%		46.3	41.1	8.3	2.9	1.4	100.0	
6. I know what is expected of me on the job.	N	81.9	4,686	6,384	1,429	857	270	13,626	NA
	%		34.9	46.9	10.2	5.9	2.0	100.0	
7. When needed I am willing to put in the extra effort to get a job done.	N	97.3	9,194	4,138	239	65	42	13,678	NA
	%		65.6	31.6	1.9	0.5	0.3	100.0	
8. I am constantly looking for ways to do my job better.	N	93.3	7,482	5,315	738	106	33	13,674	NA
	%		53.9	39.4	5.6	0.8	0.3	100.0	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N	47.2	1,597	4,841	2,282	3,093	1,820	13,633	46
	%		11.8	35.4	17.3	22.2	13.3	100.0	
*10. My workload is reasonable.	N	54.9	1,505	5,789	2,220	2,579	1,521	13,614	50
	%		11.5	43.4	16.2	18.2	10.7	100.0	
*11. My talents are used well in the workplace.	N	61.3	2,564	5,784	2,081	1,908	1,182	13,519	88
	%		18.8	42.4	15.8	14.1	8.8	100.0	
*12. I know how my work relates to the agency's goals and priorities.	N	85.9	4,672	7,118	1,173	425	225	13,613	38
	%		32.8	53.2	9.1	3.2	1.7	100.0	
*13. The work I do is important.	N	95.5	8,286	4,692	455	99	74	13,606	14
	%		60.4	35.2	3.2	0.7	0.6	100.0	
*14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N	64.0	3,174	5,620	1,891	1,822	1,072	13,579	94
	%		22.8	41.2	14.3	13.5	8.2	100.0	
*15. My performance appraisal is a fair reflection of my performance.	N	68.4	3,757	5,441	1,881	1,263	1,058	13,400	258
	%		27.7	40.7	14.3	9.2	8.1	100.0	
16. I am held accountable for achieving results.	N	85.5	4,662	7,062	1,311	345	195	13,575	52
	%		32.8	52.6	10.3	2.7	1.6	100.0	

*AES prescribed items

** Sum of responses excluding DNK/NBJ

Sample or Census: Sample

Number of Employees Selected: 29,460

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DEPARTMENT OF VETERANS AFFAIRS
2011 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS
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17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N		3,319	4,988	2,511	1,248	1,171	13,237	412
	%	61.7	23.5	38.1	19.7	9.5	9.1	100.0	
*18. My training needs are assessed.	N		2,176	5,545	2,942	1,736	996	13,395	169
	%	57.9	16.1	41.8	22.1	12.8	7.3	100.0	
*19. 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		3,919	5,619	1,644	1,304	939	13,425	250
	%	70.9	28.8	42.1	12.5	9.6	7.0	100.0	
*20. The people I work with cooperate to get the job done.	N		3,030	6,579	1,985	1,485	466	13,545	NA
	%	69.9	21.4	48.4	15.1	11.3	3.7	100.0	
*21. My work unit is able to recruit people with the right skills.	N		1,374	5,102	3,367	2,332	1,201	13,376	297
	%	47.9	10.0	37.9	25.9	17.2	9.0	100.0	
*22. Promotions in my work unit are based on merit.	N		1,145	3,453	3,894	2,422	1,981	12,895	760
	%	32.7	7.7	25.0	31.4	19.6	16.3	100.0	
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		829	3,426	3,426	2,828	2,435	12,944	728
	%	30.3	5.7	24.6	27.3	22.6	19.8	100.0	
*24. In my work unit, differences in performance are recognized in a meaningful way.	N		1,050	3,819	3,748	2,772	1,812	13,201	470
	%	34.7	7.3	27.4	29.4	21.5	14.5	100.0	
25. Awards in my work unit depend on how well employees perform their jobs.	N		1,526	4,291	3,209	2,123	1,883	13,032	621
	%	42.2	10.7	31.5	25.5	16.9	15.4	100.0	
26. Employees in my work unit share job knowledge with each other.	N		2,916	6,977	1,924	1,036	726	13,579	72
	%	71.3	20.1	51.2	15.0	8.0	5.8	100.0	
27. The skill level in my work unit has improved in the past year.	N		2,437	5,420	3,398	1,219	769	13,243	378
	%	57.5	17.2	40.3	26.8	9.4	6.3	100.0	
		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total**	Do Not Know/ No Basis to Judge
28. How would you rate the overall quality of work done by your work unit?	N		5,403	5,756	2,049	335	108	13,651	NA
	%	80.7	38.3	42.4	15.7	2.7	0.9	100.0	
		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*29. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N		2,052	7,638	2,184	1,087	346	13,307	153
	%	72.5	15.2	57.3	17.0	7.9	2.7	100.0	

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*30. Employees have a feeling of personal empowerment with respect to work processes.	N		1,232	4,844	3,315	2,645	1,244	13,280	187
	%	45.0	9.1	36.0	25.5	20.0	9.5	100.0	
31. Employees are recognized for providing high quality products and services.	N		1,566	5,012	3,070	2,381	1,223	13,252	218
	%	47.5	10.9	36.6	24.1	18.5	9.9	100.0	
*32. Creativity and innovation are rewarded.	N		1,277	3,913	3,766	2,652	1,488	13,096	348
	%	38.0	9.0	29.0	29.3	20.8	11.9	100.0	
*33. Pay raises depend on how well employees perform their jobs.	N		661	2,425	3,627	3,503	2,562	12,778	677
	%	24.0	5.3	18.7	28.1	27.5	20.4	100.0	
34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	N		1,952	5,721	3,454	920	742	12,789	656
	%	59.0	14.5	44.5	27.4	7.5	6.0	100.0	
*35. Employees are protected from health and safety hazards on the job.	N		2,904	7,292	1,757	850	528	13,331	109
	%	75.4	20.6	54.8	13.5	6.8	4.3	100.0	
*36. My organization has prepared employees for potential security threats.	N		2,418	7,048	2,214	984	517	13,181	199
	%	72.0	18.2	53.8	16.9	7.2	3.9	100.0	
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N		2,132	4,681	2,975	1,592	1,539	12,919	509
	%	50.8	15.0	35.8	23.9	12.8	12.4	100.0	
38. 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 tolerated.	N		2,905	5,423	2,490	903	979	12,700	711
	%	63.7	20.8	42.8	20.7	7.4	8.2	100.0	
39. My agency is successful at accomplishing its mission.	N		2,837	7,029	2,383	625	328	13,202	186
	%	73.4	19.8	53.6	19.2	4.8	2.6	100.0	
40. I recommend my organization as a good place to work.	N		3,443	5,923	2,619	1,011	433	13,429	NA
	%	69.3	24.7	44.6	20.0	7.4	3.2	100.0	
41. I believe the results of this survey will be used to make my agency a better place to work.	N		2,307	4,260	3,322	1,564	1,122	12,575	882
	%	53.0	18.6	34.4	25.9	12.1	8.9	100.0	
*42. My supervisor supports my need to balance work and other life issues.	N		3,927	5,650	1,841	1,015	823	13,256	109
	%	71.4	28.9	42.5	14.3	7.7	6.6	100.0	
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N		3,356	5,089	2,386	1,482	958	13,271	77
	%	62.1	24.1	38.0	18.8	11.6	7.6	100.0	
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N		3,160	4,882	2,589	1,490	1,064	13,185	162
	%	60.1	23.2	36.9	20.1	11.5	8.3	100.0	

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45. My supervisor/team leader is committed to a workforce representative of all segments of society.	N	63.1	3,150	4,944	2,984	811	675	12,564	745
	%		24.1	39.0	24.4	6.8	5.7	100.0	
46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N	59.8	2,958	5,042	2,670	1,555	1,024	13,249	81
	%		21.7	38.0	20.5	11.7	8.0	100.0	
*47. Supervisors/team leaders in my work unit support employee development.	N	63.0	3,323	5,179	2,432	1,260	945	13,139	154
	%		24.2	38.8	19.2	10.0	7.7	100.0	
48. My supervisor/team leader listens to what I have to say.	N	70.4	3,960	5,573	1,944	1,278	582	13,337	NA
	%		28.5	41.8	15.0	10.0	4.6	100.0	
49. My supervisor/team leader treats me with respect.	N	76.7	4,746	5,576	1,679	824	503	13,328	NA
	%		34.4	42.4	13.1	6.2	3.9	100.0	
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N	74.4	3,798	6,188	1,435	1,416	491	13,328	NA
	%		27.3	47.0	11.3	10.7	3.7	100.0	
*51. I have trust and confidence in my supervisor.	N	62.5	4,053	4,413	2,406	1,393	1,016	13,281	NA
	%		29.4	33.2	18.9	10.8	7.8	100.0	
		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total**	Do Not Know/ No Basis to Judge
*52. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	N	64.5	4,684	4,059	2,806	1,022	752	13,323	NA
	%		34.0	30.5	21.8	8.0	5.8	100.0	
		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*53. In my organization, leaders generate high levels of motivation and commitment in the workforce.	N	44.2	1,456	4,455	3,369	2,438	1,360	13,078	143
	%		10.6	33.7	26.4	18.8	10.6	100.0	
54. My organization's leaders maintain high standards of honesty and integrity.	N	52.9	2,105	4,882	3,065	1,594	1,199	12,845	365
	%		15.2	37.8	24.7	12.8	9.6	100.0	
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N	62.2	2,291	5,855	2,841	1,003	726	12,716	483
	%		16.8	45.4	23.4	8.3	6.1	100.0	
*56. Managers communicate the goals and priorities of the organization.	N	64.3	2,204	6,431	2,410	1,260	762	13,067	113
	%		15.7	48.7	19.6	10.0	6.1	100.0	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N	65.3	2,194	6,307	2,595	978	580	12,654	523
	%		16.1	49.1	21.8	8.0	4.9	100.0	

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		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
58. Managers promote communication among different work units (for example, about projects, goals, needed resources).	N		1,821	5,089	2,939	1,864	1,137	12,850	330
	%	52.4	13.5	38.9	23.8	14.7	9.1	100.0	
59. Managers support collaboration across work units to accomplish work objectives.	N		1,899	5,246	2,970	1,609	1,030	12,754	364
	%	54.5	13.9	40.6	24.3	12.9	8.3	100.0	
		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total**	Do Not Know/ No Basis to Judge
60. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor/team leader?	N		2,532	4,421	3,345	1,295	1,060	12,653	507
	%	53.4	19.0	34.4	27.4	10.6	8.6	100.0	
		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*61. I have a high level of respect for my organization's senior leaders.	N		2,646	4,593	3,071	1,592	1,172	13,074	118
	%	54.3	19.2	35.2	24.2	12.2	9.3	100.0	
62. Senior leaders demonstrate support for Work/Life programs.	N		2,029	4,054	3,607	1,409	1,083	12,182	976
	%	48.9	15.8	33.0	30.2	11.7	9.3	100.0	
		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total**	Do Not Know/ No Basis to Judge
*63. How satisfied are you with your involvement in decisions that affect your work?	N		1,675	4,904	3,081	2,688	770	13,118	NA
	%	48.9	12.1	36.8	24.2	20.9	6.0	100.0	
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N		1,476	5,010	3,162	2,635	834	13,117	NA
	%	48.1	10.7	37.4	24.9	20.6	6.4	100.0	
*65. How satisfied are you with the recognition you receive for doing a good job?	N		1,903	4,504	2,986	2,536	1,188	13,117	NA
	%	47.2	13.7	33.5	23.4	19.9	9.5	100.0	
*66. How satisfied are you with the policies and practices of your senior leaders?	N		1,358	4,423	3,772	2,537	1,006	13,096	NA
	%	43.1	10.0	33.1	29.9	19.3	7.7	100.0	
*67. How satisfied are you with your opportunity to get a better job in your organization?	N		1,504	3,902	3,591	2,509	1,595	13,101	NA
	%	39.7	10.7	29.0	27.7	19.7	12.9	100.0	
*68. How satisfied are you with the training you receive for your present job?	N		1,969	5,422	2,912	1,927	850	13,080	NA
	%	55.7	14.4	41.3	22.9	14.7	6.6	100.0	

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		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total	Do Not Know/ No Basis to Judge
*69. Considering everything, how satisfied are you with your job?	N		3,237	5,979	2,204	1,159	473	13,052	NA
	%	70.0	24.1	45.9	17.4	9.0	3.6	100.0	
*70. Considering everything, how satisfied are you with your pay?	N		2,285	5,407	2,281	2,175	937	13,085	NA
	%	56.0	15.5	40.4	18.4	17.8	7.8	100.0	
71. Considering everything, how satisfied are you with your organization?	N		2,298	5,824	2,800	1,539	646	13,107	NA
	%	60.9	16.8	44.1	22.2	11.9	5.0	100.0	

72. Have you been notified that you are eligible to telework? Telework means working at a location other than your normal work site during your regular work hours (excludes travel).		N	%
Yes		1,998	11.0
No		10,483	83.7
Not sure		614	5.2
Total		13,095	100.0

73. Please select the response below that BEST describes your current teleworking situation:		N	%
I telework 3 or more days per week.		323	2.4
I telework 1 or 2 days per week.		324	1.7
I telework, but no more than 1 or 2 days per month.		184	1.0
I telework very infrequently, on an unscheduled or short-term basis.		570	3.3
I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).		5,361	45.8
I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.		708	5.8
I do not telework because I did not receive approval to do so, even though I have the kind of job where I can telework.		3,768	30.6
I do not telework because I choose not to telework.		1,200	9.4
Total		12,438	100.0

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Surveys Completed: 13,707
Response Rate: 46.5%

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74. Do you participate in the following Work/Life programs?
Alternative Work Schedules (AWS)

	N	%
Yes	2,493	16.3
No	6,765	53.6
Not available to me	3,779	30.1
Total	13,037	100.0

75. Do you participate in the following Work/Life programs? Health
and Wellness Programs (for example, exercise, medical screening,
quit smoking programs)

	N	%
Yes	2,973	23.5
No	8,583	66.1
Not available to me	1,467	10.4
Total	13,023	100.0

76. Do you participate in the following Work/Life programs?
Employee Assistance Program (EAP)

	N	%
Yes	1,366	11.1
No	10,812	82.3
Not available to me	818	6.6
Total	12,996	100.0

77. Do you participate in the following Work/Life programs? Child
Care Programs (for example, daycare, parenting classes, parenting
support groups)

	N	%
Yes	353	3.0
No	10,680	81.6
Not available to me	1,964	15.4
Total	12,997	100.0

78. Do you participate in the following Work/Life programs? Elder
Care Programs (for example, support groups, speakers)

	N	%
Yes	302	2.7
No	10,623	81.4
Not available to me	2,061	16.0
Total	12,986	100.0

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		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total**	Do Not Know/ No Basis to Judge
79. How satisfied are you with the following Work/Life programs in your agency? Telework	N	22.0	464	870	2,333	594	581	4,842	8,173
	%		7.2	14.8	54.9	11.4	11.8	100.0	
80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	N	38.7	1,101	1,765	2,222	701	693	6,482	6,431
	%		13.9	24.8	38.2	11.2	11.9	100.0	
81. How satisfied are you with the following Work/Life programs in your agency? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)	N	45.1	671	2,500	3,022	533	346	7,072	5,880
	%		9.0	36.1	43.2	7.2	4.5	100.0	
82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	N	37.1	462	1,611	2,999	255	183	5,510	7,470
	%		8.0	29.1	54.8	4.7	3.4	100.0	
83. How satisfied are you with the following Work/Life programs in your agency? Child Care Programs (for example, daycare, parenting classes, parenting support groups)	N	17.4	156	517	2,672	211	249	3,805	9,163
	%		3.9	13.5	70.1	5.7	6.8	100.0	
84. How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	N	17.1	124	481	2,712	163	173	3,653	9,326
	%		3.5	13.6	73.7	4.5	4.7	100.0	

** Sum of responses excluding DNK/NBJ
Sample or Census: Sample
Number of Employees Selected: 29,460

Percentages are weighted to represent the Agency's population.
Surveys Completed: 13,707
Response Rate: 46.5%

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85. Where do you work?	N	%
Headquarters	4,783	37.7
Field	7,900	62.3
Total	12,683	100.0

*86. What is your supervisory status?	N	%
Non-Supervisor	8,513	65.7
Team Leader	1,937	14.9
Supervisor	1,557	12.0
Manager	765	5.9
Executive	189	1.5
Total	12,961	100.0

*87. Are you:	N	%
Male	5,061	39.1
Female	7,890	60.9
Total	12,951	100.0

*88. Are you Hispanic or Latino?	N	%
Yes	938	7.3
No	11,939	92.7
Total	12,877	100.0

*89. Please select the racial category or categories with which you most closely identify.	N	%
American Indian or Alaska Native	150	1.2
Asian	628	5.0
Black or African American	2,551	20.3
Native Hawaiian or Other Pacific Islander	102	0.8
White	8,717	69.4
Two or more races	414	3.3
Total	12,562	100.0

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90. What is your age group?	N	%
25 and under	127	1.0
26-29	502	3.9
30-39	1,894	14.7
40-49	3,500	27.2
50-59	4,994	38.9
60 or older	1,835	14.3
Total	12,852	100.0

91. What is your pay category/grade?	N	%
Federal Wage System	803	6.2
GS 1-6	2,810	21.8
GS 7-12	5,226	40.5
GS 13-15	2,326	18.0
Senior Executive Service	147	1.1
Senior Level (SL) or Scientific or Professional (ST)	159	1.2
Other	1,432	11.1
Total	12,903	100.0

92. How long have you been with the Federal Government (excluding military service)?	N	%
Less than 1 year	407	3.2
1 to 3 years	2,594	20.1
4 to 5 years	1,492	11.6
6 to 10 years	2,319	18.0
11 to 14 years	1,180	9.1
15 to 20 years	1,462	11.3
More than 20 years	3,450	26.7
Total	12,904	100.0

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93. How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?

	N	%
Less than 1 year	632	4.9
1 to 3 years	3,179	24.8
4 to 5 years	1,751	13.7
6 to 10 years	2,351	18.3
11 to 20 years	2,400	18.7
More than 20 years	2,508	19.6
Total	12,821	100.0

94. Are you considering leaving your organization within the next year, and if so, why?

	N	%
No	9,442	73.0
Yes, to retire	689	5.3
Yes, to take another job within the Federal Government	1,863	14.4
Yes, to take another job outside the Federal Government	375	2.9
Yes, other	564	4.4
Total	12,933	100.0

95. I am planning to retire:

	N	%
Within one year	386	3.0
Between one and three years	1,179	9.3
Between three and five years	1,297	10.2
Five or more years	9,879	77.5
Total	12,741	100.0



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