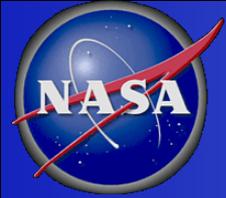




Federal Human Capital Survey

2008



Background

- Purpose of the Federal Human Capital Survey (FHCS):
 - Assess the state of human capital management across the Federal Government
 - Provide information to improve Agency management practices and the work environment for Federal employees

- Fourth survey conducted by The Office of Personnel Management (OPM)- (2002, 2004, 2006, 2008)
 - Survey conducted in August / September of 2008
 - The 2008 FHCS included 74 items plus 11 demographic items;
 - 73 (nondemographic) items were in common between the 2006 and 2008 surveys.
 - 71 items were in common between the 2005 and 2008 surveys.



What was measured?

- Federal employees' perceptions on how agencies manage their workforces.
- The 2008 FHCS measures:
 - The Human Capital Assessment and Accountability Framework (HCAAF) Indices
 - Leadership and Knowledge Management
 - Results-Oriented Performance Culture
 - Talent Management
 - Job Satisfaction
 - Other area surveyed include:
 - Personal work experiences,
 - Knowledge Management
 - Satisfaction with Benefits
 - Performance Appraisal Assessment



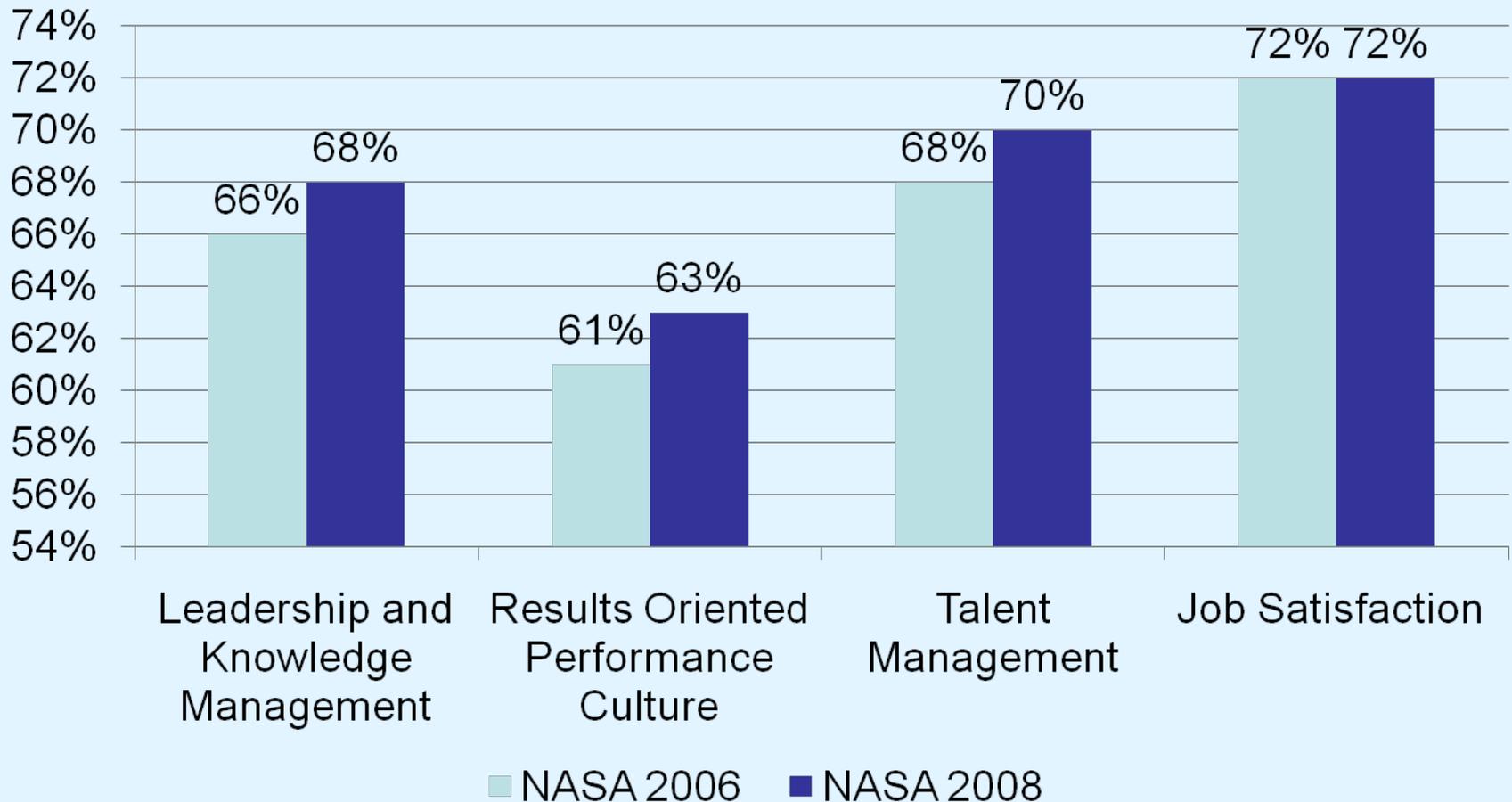
NASA-wide Results

- The 2008 Sample size was 9,594. 4,375 employees responded at NASA. Our response rate was 46% with a +/- 2% margin of error.
- NASA's rankings (out of 37 agencies) were:
 - **5th** on Leadership & Knowledge Management
 - **4th** on Results-Oriented Performance Culture
 - **3rd** on Talent Management
 - **4th** on Job Satisfaction



Summary of NASA Trends

Based on the Human Capital Assessment and Accountability Framework (HCAAF) Indices





LaRC Results

- Langley's response rate of 40% was 9th out the 10 Centers that responded to the survey.
- Out of 74 non-demographic items:
 - 39 items has positive ratings of 65% or more (strengths)
 - 3 items had a negative rating of 35% or more (weaknesses)
 - 23 items increased by 5 percentage points or more since 2006
 - 2 items decreased by 5 percentage points or more since 2006. These items were in the areas of satisfaction with benefits and recruitment, development and retention.
 - 48 items were 5 percentage points or more above the Government wide average.
 - 4 items were 5 percentage points or more below the Government wide average. All of these items were related to recruitment, development and retention.



LaRC Results

- Langley's response rate of 40% was 9th out the 10 centers that responded to the survey.
- Overall, Langley's top ten items were:
 1. How satisfied are you with paid vacation time? **95.1**
 2. Employees have electronic access to learning and training programs readily available at their desk. **92.6**
 3. How satisfied are you with paid leave for illness (for example, personal), including family care situations (for example, childbirth/adoption or elder care)? **92.5**
 4. Employees use information technology (for example, intranet, shared networks) to perform work. **91.8**
 5. How would you rate the overall quality of the work done by your work group? **90.1**
 6. Employees are protected from health and safety hazards on the job. **90**
 7. The people I work with cooperate to get the job done. **87.6**
 8. The work I do is important. **85.2**
 9. I know how my work relates to the Agency's goals and priorities. **84.7**
 10. My supervisor supports my need to balance work and other life issues. **84.3**



LaRC Results

Overall, the areas where Langley scored the lowest are:

- How satisfied are you with child care subsidies? **10.1**
- In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. **24.7**
- Pay raises depend on how well employees perform their jobs. **31.5**
- How satisfied are you with long-term care insurance benefits? **32.4**
- In my work unit, differences in performance are recognized in a meaningful way. **35.1**
- How satisfied are you with work/life programs (for example, health and wellness, employee assistance, eldercare, and support groups)? **36.4**
- My work unit is able to recruit people with the right skills. **42.2**
- How satisfied are you with your opportunity to get a better job in your organization? **43.5**
- I have sufficient resources (for example, people, materials, budget) to get my job done. **44.1**
- How satisfied are you with the flexible spending account? **45.9**



LaRC Notable Trends cont.

- The ten items where LaRC showed the most improvement over the 2006 survey are:
 1. My work unit is able to recruit people with the right skills. **+14.4**
 2. I have sufficient resources (for example, people, materials, budget) to get my job done. **+11.1**
 3. The skill level in my work unit has improved in the past year. **+10.7**
 4. How satisfied are you with telework/telecommuting. **+10.7**
 5. I have a high level of respect for my organization's senior leaders. **+10.6**
 6. Employees have electronic access to learning and training programs readily available at their desks. **+10.3**
 7. In my organization, leaders generate high levels of motivation and commitment in the workforce. **+10.1**
 8. My organizations leaders maintain high standards of honesty and integrity. **+9.5**
 9. My training needs are assessed. **+9.4**
 10. Considering everything, how satisfied are you with your organization? **+9.4**



LaRC Notable Trends cont.

- The ten items where LaRC scores decreased the most since the 2006 survey include:
 1. How satisfied are you with alternative work schedules? **-6.1**
 2. My supervisor supports my need to balance work and other life issues. **-5.1**
 3. Supervisors/team leaders in my work unit provide employees with the opportunities to demonstrate their leadership skills. **-3.9**
 4. How satisfied are you with paid leave for illness (for example, personal), including family care situations (for example, childbirth/adoption or elder care)? **-2.2**
 5. The people I work with cooperate to get the job done. **-2.1**
 6. Employees are protected from health and safety hazards on the job. **-1.8**
 7. How satisfied are you with work/life programs (for example, health and wellness, employee assistance, eldercare, and support groups)? **-1.7**
 8. Discussions with my supervisor/team leader about my performance are worthwhile. **-1.7**
 9. Supervisors/team leaders in my work unit support employee development. **-1.4**
 10. Supervisors/team leaders provide employees with constructive suggestions to improve their job performance. **-1.3**



Next Steps

In the spirit of continuous improvement, the Agency is leading an effort to improve the satisfaction of its workforce.

- The following action items will be carried out during the month of August.
 - Focus Groups conducted to verify and further define areas of improvement.
 - Action Plans constructed to address areas of opportunity.