



2007 Annual Employee Survey Results Nuclear Regulatory Commission All Respondents

- 1. Evaluation of Results:** The results of the 2007 Annual Employee Survey (AES) showed improvement for the NRC in 25 of the 33 areas that were in the 2006 Government-wide Survey Employee Satisfaction Survey. This in itself was an achievement because the NRC had very high marks in the majority of its results in the 2006 Government-wide Survey thus earning it the #1 ranking as the "Best Place to Work in the Federal Government". Nevertheless, the NRC is not content to rest on its laurels. While we have improved in the 25 areas, we will look at what we can do to improve in the 8 areas that showed no improvement or an actual (though slight) decline. Our emphasis on addressing the "total employee" throughout his/her career can be seen in our Comprehensive Diversity Management Plan and this is reflected in the responses of the employees especially in the Personal Work Experiences and Job Satisfaction areas.

The largest gains were in: Leaders Motivating their staff (+11%); Employee Empowerment (+9%); Respect for Leaders (+8%); Opportunities for Advancement (+8%); and, a Reasonable Workload (+7%). Over the next year, we will work on several areas to continue to improve: Stressing Communication at all levels; Assessing Developmental Needs of the Staff in a more pro-active manner; Conveying Performance Standards with a greater degree of specificity; Recognizing Stellar Performance in a more timely fashion; and Conducting more Leading and Coaching Seminars for Managers, Supervisors, and Team Leaders.

- 2. How the survey was conducted:** The survey was conducted online from November 6, 2007 to November 28, 2007.
- 3. Description of sample:** All 3,600 full-time and part-time permanent employees of the agency were surveyed.
- 4. Survey items and response choices:** See the tables on the following pages.
- 5. Number of employees surveyed, number who responded, and representativeness of respondents:** Of the 3,600 surveyed, 2,446 responded, for a 68% response rate. These respondents are representative of the population.



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DEMOGRAPHICS

Supervisory Status	Population	Respondents
Non-supervisor	82%	74%
Team Leader	6%	8%
Supervisor	8%	11%
Manager*	0%	2%
Executive	4%	5%
Gender		
Male	61%	60%
Female	39%	40%
Are you: Hispanic or Latino		
Yes	5%	5%
No	95%	95%
Racial Category		
White	71%	76%
Black or African-American	15%	13%
Native Hawaiian or Other Pacific Islander	0%	0%
Asian	8%	8%
American Indian or Alaska Native	1%	1%
Two or more races (not Hispanic or Latino)		2%
Sub-Agency		
ADM	4%	4%
ACRS/ACNW	1%	1%
ASLBP	1%	0%
OCA	0%	0%
OCAA	0%	0%
OCFO	3%	4%
COMM	1%	1%
EDO	1%	1%
FSME	5%	5%
OHR	3%	3%
OIP	1%	1%
OIS	5%	4%
NMSS	6%	6%
NRO	11%	10%
NRR	15%	15%
NSIR	6%	6%
OE	1%	1%
OGC	3%	2%
OI	1%	1%
OIG	1%	1%
OPA	0%	0%
RES	7%	6%
R-I	7%	7%
R-II	7%	6%
R-III	6%	7%
R-IV	5%	5%
SBCR	0%	0%
SECY	0%	1%

*The agency does not make distinctions between Managers and Supervisors; therefore, separate population data was not able to be recorded.



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Surveys Sent: 3600

Surveys Returned: 2446

Response Rate: 68%

Prescribed Questions: Personal Work Experiences							
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
1. The people I work with cooperate to get the job done.	Frequencies	1,086	1,122	129	70	36	2,443
	Percentages	44.5%	45.9%	5.3%	2.9%	1.5%	100.0%
2. I am given a real opportunity to improve my skills in my organization.	Frequencies	913	1,036	261	165	68	2,443
	Percentages	37.4%	42.4%	10.7%	6.8%	2.8%	100.0%
3. My work gives me a feeling of personal accomplishment.	Frequencies	849	1,114	269	149	62	2,443
	Percentages	34.8%	45.6%	11.0%	6.1%	2.5%	100.0%
4. I like the kind of work I do.	Frequencies	961	1,102	241	89	48	2,441
	Percentages	39.4%	45.1%	9.9%	3.6%	2.0%	100.0%
5. I have trust and confidence in my supervisor.	Frequencies	1,018	860	272	167	125	2,442
	Percentages	41.7%	35.2%	11.1%	6.8%	5.1%	100.0%
Item Text		Very Good	Good	Fair	Poor	Very Poor	Total
6. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	Frequencies	1,077	828	333	134	68	2,440
	Percentages	44.1%	33.9%	13.6%	5.5%	2.8%	100.0%



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Prescribed Questions: Recruitment, Development, & Retention								
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
7. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	Frequencies	909	1,091	193	142	39	57	2,431
	Percentages	37.4%	44.9%	7.9%	5.8%	1.6%	2.3%	100.0%
8. My work unit is able to recruit people with the right skills.	Frequencies	590	1,010	388	256	75	112	2,431
	Percentages	24.3%	41.5%	16.0%	10.5%	3.1%	4.6%	100.0%
9. I know how my work relates to the agency's goals and priorities.	Frequencies	1,363	838	89	42	25	75	2,432
	Percentages	56.0%	34.5%	3.7%	1.7%	1.0%	3.1%	100.0%
10. The work I do is important.	Frequencies	1,422	748	116	42	24	78	2,430
	Percentages	58.5%	30.8%	4.8%	1.7%	1.0%	3.2%	100.0%
11. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	Frequencies	784	977	272	279	99	14	2,425
	Percentages	32.3%	40.3%	11.2%	11.5%	4.1%	0.6%	100.0%
12. Supervisors/team leaders in my work unit support employee development.	Frequencies	1,163	878	196	106	53	29	2,425
	Percentages	48.0%	36.2%	8.1%	4.4%	2.2%	1.2%	100.0%
13. My talents are used well in the workplace.	Frequencies	836	960	268	245	91	24	2,424
	Percentages	34.5%	39.6%	11.1%	10.1%	3.8%	1.0%	100.0%
14. My training needs are assessed.	Frequencies	683	1,001	401	234	68	36	2,423
	Percentages	28.2%	41.3%	16.5%	9.7%	2.8%	1.5%	100.0%



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Prescribed Questions: Performance Culture								
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
15. Promotions in my work unit are based on merit.	Frequencies	484	784	406	256	181	318	2,429
	Percentages	19.9%	32.3%	16.7%	10.5%	7.5%	13.1%	100.0%
16. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	Frequencies	205	571	516	391	192	553	2,428
	Percentages	8.4%	23.5%	21.3%	16.1%	7.9%	22.8%	100.0%
17. Creativity and innovation are rewarded.	Frequencies	520	892	470	268	151	128	2,429
	Percentages	21.4%	36.7%	19.3%	11.0%	6.2%	5.3%	100.0%
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	No Basis to Judge	Total
18. In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (e.g., Fully Successful, Outstanding).	Frequencies	765	913	243	234	152	121	2,428
	Percentages	31.5%	37.6%	10.0%	9.6%	6.3%	5.0%	100.0%
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
19. In my work unit, differences in performance are recognized in a meaningful way.	Frequencies	356	821	500	355	109	281	2,422
	Percentages	14.7%	33.9%	20.6%	14.7%	4.5%	11.6%	100.0%
20. Pay raises depend on how well employees perform their jobs.	Frequencies	216	508	575	531	258	334	2,422
	Percentages	8.9%	21.0%	23.7%	21.9%	10.7%	13.8%	100.0%
21. My performance appraisal is a fair reflection of my performance.	Frequencies	755	956	279	194	126	113	2,423
	Percentages	31.2%	39.5%	11.5%	8.0%	5.2%	4.7%	100.0%
22. Discussions with my supervisor/ team leader about my performance are worthwhile.	Frequencies	734	930	364	218	109	69	2,424
	Percentages	30.3%	38.4%	15.0%	9.0%	4.5%	2.8%	100.0%
23. Managers/supervisors/team leaders work well with employees of different backgrounds.	Frequencies	831	992	304	118	86	94	2,425
	Percentages	34.3%	40.9%	12.5%	4.9%	3.5%	3.9%	100.0%
24. My supervisor supports my need to balance work and family issues.	Frequencies	1,322	754	176	68	48	54	2,422
	Percentages	54.6%	31.1%	7.3%	2.8%	2.0%	2.2%	100.0%



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Prescribed Questions: Leadership								
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
25. I have a high level of respect for my organization's senior leaders.	Frequencies	796	909	360	222	119	15	2,421
	Percentages	32.9%	37.5%	14.9%	9.2%	4.9%	0.6%	100.0%
26. In my organization, leaders generate high levels of motivation and commitment in the workforce.	Frequencies	544	920	485	305	135	32	2,421
	Percentages	22.5%	38.0%	20.0%	12.6%	5.6%	1.3%	100.0%
27. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	Frequencies	658	1,061	382	94	63	160	2,418
	Percentages	27.2%	43.9%	15.8%	3.9%	2.6%	6.6%	100.0%
28. Employees are protected from health and safety hazards on the job.	Frequencies	1,071	1,013	185	78	43	32	2,422
	Percentages	44.2%	41.8%	7.6%	3.2%	1.8%	1.3%	100.0%
29. Employees have a feeling of personal empowerment with respect to work processes.	Frequencies	423	985	485	306	116	91	2,406
	Percentages	17.6%	40.9%	20.2%	12.7%	4.8%	3.8%	100.0%
30. My workload is reasonable.	Frequencies	448	1,279	279	282	110	6	2,404
	Percentages	18.6%	53.2%	11.6%	11.7%	4.6%	0.2%	100.0%
31. Managers communicate the goals and priorities of the organization.	Frequencies	603	1,196	340	182	71	13	2,405
	Percentages	25.1%	49.7%	14.1%	7.6%	3.0%	0.5%	100.0%
32. My organization has prepared employees for potential security threats.	Frequencies	545	1,099	419	171	59	109	2,402
	Percentages	22.7%	45.8%	17.4%	7.1%	2.5%	4.5%	100.0%



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Prescribed Questions: Job Satisfaction							
Item Text		Very Satisfied	Satisfied	Neither	Dis-satisfied	Very Dis-satisfied	Total
33. How satisfied are you with the information you receive from management on what's going on in your organization?	Frequencies	447	1,194	422	264	87	2,414
	Percentages	18.5%	49.5%	17.5%	10.9%	3.6%	100.0%
34. How satisfied are you with your involvement in decisions that affect your work?	Frequencies	410	1,068	491	327	121	2,417
	Percentages	17.0%	44.2%	20.3%	13.5%	5.0%	100.0%
35. How satisfied are you with your opportunity to get a better job in your organization?	Frequencies	507	857	570	294	183	2,411
	Percentages	21.0%	35.5%	23.6%	12.2%	7.6%	100.0%
36. How satisfied are you with the recognition you receive for doing a good job?	Frequencies	618	977	408	246	167	2,416
	Percentages	25.6%	40.4%	16.9%	10.2%	6.9%	100.0%
37. How satisfied are you with the policies and practices of your senior leaders?	Frequencies	371	1,088	546	274	136	2,415
	Percentages	15.4%	45.1%	22.6%	11.3%	5.6%	100.0%
38. How satisfied are you with the training you receive for your present job?	Frequencies	618	1,119	428	180	68	2,413
	Percentages	25.6%	46.4%	17.7%	7.5%	2.8%	100.0%
39. Considering everything, how satisfied are you with your job?	Frequencies	812	1,097	286	146	72	2,413
	Percentages	33.7%	45.5%	11.9%	6.1%	3.0%	100.0%
40. Considering everything, how satisfied are you with your pay?	Frequencies	654	1,163	302	226	70	2,415
	Percentages	27.1%	48.2%	12.5%	9.4%	2.9%	100.0%