

Annual Employee Survey Results, 2008 Millennium Challenge Corporation

1. Interpretation of Results:

The agency scored especially high (i.e., greater than 70% favorable - Strongly Agree/Agree) on 11 items; below are the 5 highest ranking items:

- The people I work with cooperate to get the job done.
- I like the kind of work I do.
- I know how my work relates to the agency's goals and priorities.
- The work I do is important.
- My supervisor supports my need to balance work and family issues.

The agency scored especially low (i.e., greater than 30% unfavorable - Strongly Disagree/Disagree) on 7 items; below are the 5 lowest ranking items:

- In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.
- In my work unit, differences in performance are recognized in a meaningful way.
- In my organization, leaders generate high levels of motivation and commitment in the workforce.
- How satisfied are you with the policies and practices of your senior leaders?
- How satisfied are you with your involvement in decisions that affect your work?

Summary:

The workforce enjoys the work they do relating to the mission or goals of the agency and they work well together to accomplish those goals.

The areas we intend to concentrate on improving in the upcoming year involve employee engagement, in particular communicating expectations and communication between managers and employees.

2. Methodology: The survey was conducted online via the Web from July 23, 2008 through August 8, 2008.

3. Description of sample: All 300 full-time permanent employees of the agency were surveyed.

4. Survey items and response choices included in the report: See the tables on following pages. The tables contain the items asked, the frequency and percent for each of the 5 response possibilities, as well as totals for each item.

5. Number of employees surveyed, number responded, and representativeness of respondents: Of the 300 employees surveyed, 280 employees responded from MCC's total population, yielding a response rate of 93%.

MCC Direct Hires	Gender		Race/Ethnicity				Number of MCC Supervisors
	Male	Female	White	Black or African America	Asian	Hispanic or Latino	
296	142	154	218	45	21	12	79
Percentage of MCC Staff	48%	52%	74%	15%	7%	4%	27%

Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
Personal Work Experiences							
The people I work with cooperate to get the job done.	Frequencies	62	143	39	31	6	280
	Percentages	22%	51%	14%	11%	2%	100%
I am given a real opportunity to improve my skills in my organization.	Frequencies	45	109	76	39	11	280
	Percentages	16%	39%	27%	14%	4%	100%
My work gives me a feeling of personal accomplishment.	Frequencies	70	123	56	22	8	280
	Percentages	25%	44%	20%	8%	3%	100%
I like the kind of work I do.	Frequencies	92	115	48	22	3	280
	Percentages	33%	41%	17%	8%	1%	100%
I have trust and confidence in my supervisor.	Frequencies	78	112	42	28	20	280
	Percentages	28%	40%	15%	10%	7%	100%
Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	Frequencies	81	120	48	20	11	280
	Percentages	29%	43%	17%	7%	4%	100%

Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
Recruitment, Development and Retention							
The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	Frequencies	50	135	47	39	6	275
	Percentages	18%	49%	17%	14%	2%	98%
My work unit is able to recruit people with the right skills.	Frequencies	57	122	49	35	8	272
	Percentages	21%	45%	18%	13%	3%	97%
I know how my work relates to the agency's goals and priorities.	Frequencies	92	142	28	11	6	279
	Percentages	33%	51%	10%	4%	2%	99%
The work I do is important.	Frequencies	108	130	28	8	3	277
	Percentages	39%	47%	10%	3%	1%	99%
Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	Frequencies	109	126	22	20	3	280
	Percentages	39%	45%	8%	7%	1%	100%
Supervisors/team leaders in my work unit support employee development.	Frequencies	67	120	50	31	11	278
	Percentages	24%	43%	18%	11%	4%	99%
My talents are used well in the workplace.	Frequencies	56	98	56	53	17	279
	Percentages	20%	35%	20%	19%	6%	99%
My training needs are assessed.	Frequencies	30	87	87	52	16	273
	Percentages	11%	32%	32%	19%	6%	97%

Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
Performance Culture							
Promotions in my work unit are based on merit.	Frequencies	38	62	72	36	31	239
	Percentages	16%	26%	30%	15%	13%	85%
In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	Frequencies	32	58	65	46	30	231
	Percentages	14%	25%	28%	20%	13%	83%
Creativity and innovation are rewarded.	Frequencies	37	108	69	37	13	264
	Percentages	14%	41%	26%	14%	5%	94%
In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels.	Frequencies	29	70	61	38	27	226
	Percentages	13%	31%	27%	17%	12%	81%
In my work unit, differences in performance are recognized in a meaningful way.	Frequencies	14	65	74	55	31	239
	Percentages	6%	27%	31%	23%	13%	85%
Pay raises depend on how well employees perform their jobs.	Frequencies	24	64	67	40	27	222
	Percentages	11%	29%	30%	18%	12%	79%
My performance appraisal is a fair reflection of my performance.	Frequencies	25	109	46	30	21	231
	Percentages	11%	47%	20%	13%	9%	83%
Discussions with my supervisor/team leader about my performance are worthwhile.	Frequencies	47	117	55	29	13	260
	Percentages	18%	45%	21%	11%	5%	93%
Managers/supervisors/team leaders work well with employees of different backgrounds.	Frequencies	62	131	46	21	8	268
	Percentages	23%	49%	17%	8%	3%	96%
My supervisor supports my need to balance work and family issues.	Frequencies	100	111	49	11	0	271
	Percentages	37%	41%	18%	4%	0%	97%

Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
Leadership							
I have a high level of respect for my organization's senior leaders.	Frequencies	39	86	63	63	22	276
	Percentages	14%	31%	23%	23%	8%	99%
In my organization, leaders generate high levels of motivation and commitment in the workforce.	Frequencies	28	74	77	72	25	275
	Percentages	10%	27%	28%	26%	9%	98%
Managers review and evaluate the organization's progress toward meeting its goals and objectives.	Frequencies	48	128	56	27	8	267
	Percentages	18%	48%	21%	10%	3%	95%
Employees are protected from health and safety hazards on the job.	Frequencies	103	127	26	5	3	264
	Percentages	39%	48%	10%	2%	1%	94%
Employees have a feeling of personal empowerment with respect to work processes.	Frequencies	19	88	93	51	16	266
	Percentages	7%	33%	35%	19%	6%	95%
My workload is reasonable.	Frequencies	25	118	60	52	19	274
	Percentages	9%	43%	22%	19%	7%	98%
Managers communicate the goals and priorities of the organization.	Frequencies	41	138	52	36	11	275
	Percentages	15%	50%	19%	13%	4%	98%
My organization has prepared employees for potential security threats.	Frequencies	53	176	29	8	3	267
	Percentages	20%	66%	11%	3%	1%	95%

Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
Job Satisfaction							
How satisfied are you with the information you receive from management on what's going on in your organization?	Frequencies	44	111	67	39	17	278
	Percentages	16%	40%	24%	14%	6%	99%
How satisfied are you with your involvement in decisions that affect your work?	Frequencies	28	89	73	70	22	279
	Percentages	10%	32%	26%	25%	8%	99%
How satisfied are you with your opportunity to get a better job in your organization?	Frequencies	17	84	98	53	25	279
	Percentages	6%	30%	35%	19%	9%	99%
How satisfied are you with the recognition you receive for doing a good job?	Frequencies	39	105	69	47	17	277
	Percentages	14%	38%	25%	17%	6%	99%
How satisfied are you with the policies and practices of your senior leaders?	Frequencies	17	83	72	78	25	278
	Percentages	6%	30%	26%	28%	9%	99%
How satisfied are you with the training you receive for your present job?	Frequencies	3	100	114	28	8	278
	Percentages	1%	36%	41%	10%	3%	99%
Considering everything, how satisfied are you with your job?	Frequencies	61	117	58	33	11	278
	Percentages	22%	42%	21%	12%	4%	99%
Considering everything, how satisfied are you with your pay?	Frequencies	56	140	42	31	8	279
	Percentages	20%	50%	15%	11%	3%	99%