

## **2011 Employee Viewpoint Survey Results for the Office of the United States Trade Representative**

- 1- **Interpretation of Results:** Again in the 2011 Employee Viewpoint Survey, USTR scored especially high (i.e., greater than 65% favorable - Strongly Agree/Agree or Very Satisfied/Satisfied) on the majority of questions relating to employees' direct supervisors, such as supportiveness in balancing work/life issues, opportunities to demonstrate leadership skills, commitment to diversity, treating employees with respect, listening to what employees have to say, and giving feedback on performance, and in the trust and confidence employees have in their supervisors. USTR also again scored high on the majority of the items for questions measuring satisfaction with personal work experiences, such as having enough information to do their jobs well, knowing what is expected on the job, willingness to put in the extra effort to get a job done, satisfaction with kind and importance of work, sense of personal accomplishment, performance appraisal being an accurate reflection of performance level, and awareness of how personal work relates to USTR's goals and priorities. On the other hand, some of the lowest scores were on the items measuring satisfaction with such issues as sufficient resources to get the job done (e.g., people, materials, budget), assessment of training needs, how poor performers are dealt with, and demonstrated support for Work/Life programs.

The agency is currently in the process of surveying its mission critical employees and their supervisors on training & development needs. The results will be used to assess the effectiveness of the training already being offered through the EOP ELearn program, the Rosetta Stone foreign language program, and in-house courses on how trade policy is developed and how USTR does business. The training needs assessment survey will also inform development of negotiations skills workshops. In addition, we intend to solicit anonymous suggestions for improvement from our employees to address all low scoring issues in the 2011 Employee Viewpoint Survey.

- 2- **How the survey was conducted:** The survey was conducted online from April 4, 2011 to May 15, 2011.
- 3- **Description of sample:** All full-time permanent employees who were on board at USTR as of September 30, 2010 were surveyed (a total of 198 employees.)
- 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 198 employees surveyed, 88 responded, for a 44% response rate.