



2010 FEDERAL EMPLOYEE VIEWPOINT SURVEY

Congress has mandated that an annual survey of Federal employees be administered to assess satisfaction with leadership policies and practices in accordance with the National Defense Authorization Act for Fiscal Year 2004 (Public Law 108-136, 117 STAT. 641), Section 1128 and Title 5, Code of Federal Regulations, Part 250 (Subpart C – Employee Surveys).

The 2010 Federal Employee Viewpoint Survey (FedView), replacing the Federal Human Capital Survey (FHCS) and Annual Employee Survey, was administered by the Office of Personnel Management (OPM) to more than 260,000 employees from February 2 – March 26, 2010. The FedView is a tool that measures employees' perception regarding critical areas of their work life, areas which drive employee satisfaction, commitment, and ultimately retention in the workforce. Management will use survey results to determine progress and priorities for improvement. Approximately 46% of Commerce employees participated in the web-based survey (14,956 Commerce respondents out of 32,180 eligible employees).

The FedView was grouped into 8 topical areas: Personal Work Experiences, Work Unit, Agency, Supervisor/Team Leader, Leadership, Satisfaction, Work/Life, and Demographics. As required by the Chief Human Capital Officers Act of 2002, Commerce is evaluated on progress towards meeting Human Capital Accountability and Assessment Framework (HCAAF) standards in the following 4 indices: Leadership and Knowledge Management Index, Results-Oriented Performance Culture Index, Talent Management Index, and Job Satisfaction Index.

Commerce will use 2010 FedView results to improve processes, products, services, and organizational outcomes through the recruitment and retention of a high-performing, diverse workforce. When comparing the 2010 FedView to the 2008 FHCS, overall results reflect positive steps taken to ensure effective performance management practices; formulate, refine, and execute strategies to attract and retain a high-performing workforce; and maintain ongoing bureau-level communication from top management to line managers to the entire workforce.

RESULTS AT A GLANCE

- Commerce Response Rate: 46% (14,956 out of 32,180 eligible employees)
- Government-wide Response Rate: 52% (263,475 out of 504,609 eligible employees)
- Automated web-based survey tool: 78 items plus 11 demographic questions
- Positive survey response percentages ranged from 96.9% (highest) to 23.7% (lowest):
 - ◆ Item 7: When needed I am willing to put in the extra effort to get a job done. (96.9%)
 - ◆ Item 78: How satisfied are you with the following Work/Life Program: Elder Care Programs? (23.7%)
- Commerce maintained its position as the 8th ranked Federal agency (out of 37) on the Results-Oriented Performance Culture Index, which indicates the extent to which Commerce employees believe that organizational culture promotes improvement in process, products, services, and organizational outcomes.
- Commerce ranked 10th among Federal agencies on the Leadership & Knowledge Management Index, which indicates the extent to which Commerce employees hold leadership in high regard (both overall and on specific facets of leadership).
- Commerce ranked 13th among Federal agencies on the Talent Management Index, which indicates the extent to which Commerce employees think the organization has the talent to achieve organizational goals.
- Commerce ranked 13th among Federal agencies on the Job Satisfaction Index, which indicates the extent to which Commerce employees are satisfied with their jobs.
- One categorical area that showed noteworthy positive responses was Personal Work Experience, as 6 out of the 10 top positive response items were within this category.
- Commerce's percent of positive responses was higher than the Government-wide percent of positive responses in 53 out of 78 items.

DEPARTMENT OF COMMERCE
2010 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS
(Survey Administration Period 2/2/2010 to 3/26/2010)

		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	69.6	2,995	7,363	2,307	1,662	602	14,929	NA
	%		20.2	49.4	15.3	11.1	4.0	100.0	
2. I have enough information to do my job well.	N	75.9	2,837	8,461	1,941	1,331	345	14,915	NA
	%		19.1	56.8	13.0	8.8	2.3	100.0	
3. I feel encouraged to come up with new and better ways of doing things.	N	60.4	3,053	5,893	2,952	2,080	901	14,879	NA
	%		20.7	39.7	19.7	13.8	6.0	100.0	
*4. My work gives me a feeling of personal accomplishment.	N	74.3	4,028	7,047	2,155	1,164	532	14,926	NA
	%		27.1	47.2	14.4	7.7	3.6	100.0	
*5. I like the kind of work I do.	N	82.8	5,230	7,090	1,743	568	261	14,892	NA
	%		35.3	47.6	11.6	3.8	1.8	100.0	
6. I know what is expected of me on the job.	N	82.9	4,817	7,508	1,438	810	302	14,875	NA
	%		32.3	50.6	9.7	5.4	2.0	100.0	
7. When needed I am willing to put in the extra effort to get a job done.	N	96.9	9,190	5,264	336	68	55	14,913	NA
	%		61.6	35.3	2.3	0.5	0.4	100.0	
8. I am constantly looking for ways to do my job better.	N	89.9	6,590	6,806	1,293	165	51	14,905	NA
	%		44.2	45.7	8.6	1.1	0.3	100.0	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N	54.5	1,889	6,240	2,537	2,795	1,414	14,875	43
	%		12.6	41.8	17.1	18.9	9.6	100.0	
*10. My workload is reasonable.	N	57.7	1,455	7,084	2,635	2,441	1,261	14,876	39
	%		9.8	47.8	17.7	16.3	8.3	100.0	
*11. My talents are used well in the workplace.	N	60.6	2,188	6,750	2,627	2,064	1,131	14,760	103
	%		14.8	45.8	17.9	13.9	7.6	100.0	
*12. I know how my work relates to the agency's goals and priorities.	N	85.1	4,426	8,242	1,352	540	300	14,860	51
	%		29.6	55.5	9.2	3.7	2.0	100.0	
*13. The work I do is important.	N	90.0	6,580	6,698	1,104	247	125	14,754	56
	%		44.6	45.4	7.5	1.6	0.9	100.0	
*14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N	72.6	3,764	7,024	1,966	1,402	692	14,848	73
	%		25.2	47.3	13.3	9.5	4.7	100.0	
*15. My performance appraisal is a fair reflection of my performance.	N	70.5	3,325	7,084	2,118	1,340	918	14,785	107
	%		22.5	48.0	14.3	9.0	6.2	100.0	
16. I am held accountable for achieving results.	N	85.1	4,469	8,189	1,512	440	217	14,827	57
	%		29.7	55.4	10.4	3.1	1.5	100.0	

*AES prescribed items

** Sum of responses excluding DNK/NBJ

Sample or Census: Census

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17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N		2,806	5,551	3,200	1,132	1,150	13,839	1,035
	%	60.6	20.4	40.2	23.0	8.1	8.3	100.0	
*18. My training needs are assessed.	N		1,588	5,622	3,803	2,327	1,252	14,592	213
	%	49.5	10.9	38.6	26.0	15.9	8.5	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		3,503	6,538	2,105	1,553	1,027	14,726	172
	%	68.1	23.6	44.6	14.4	10.5	7.0	100.0	
*20. The people I work with cooperate to get the job done.	N		3,446	7,592	2,020	1,057	322	14,437	NA
	%	76.6	23.9	52.6	14.0	7.3	2.2	100.0	
*21. My work unit is able to recruit people with the right skills.	N		1,479	6,076	3,721	1,969	1,005	14,250	656
	%	53.1	10.4	42.7	26.0	13.8	7.1	100.0	
*22. Promotions in my work unit are based on merit.	N		2,071	5,293	3,335	1,880	1,535	14,114	792
	%	52.2	14.6	37.6	23.6	13.3	10.9	100.0	
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		1,001	4,177	3,723	2,555	1,919	13,375	1,524
	%	38.4	7.4	31.1	27.9	19.2	14.5	100.0	
*24. In my work unit, differences in performance are recognized in a meaningful way.	N		1,206	4,862	3,932	2,517	1,434	13,951	955
	%	43.5	8.6	34.9	28.2	18.0	10.3	100.0	
25. Awards in my work unit depend on how well employees perform their jobs.	N		2,112	5,873	2,931	1,863	1,402	14,181	706
	%	56.3	14.8	41.5	20.7	13.1	9.9	100.0	
26. Employees in my work unit share job knowledge with each other.	N		2,993	7,764	2,193	1,154	689	14,793	88
	%	72.9	20.2	52.6	14.8	7.7	4.6	100.0	
27. The skill level in my work unit has improved in the past year.	N		2,125	5,983	4,163	1,230	638	14,139	700
	%	57.4	15.0	42.4	29.4	8.7	4.5	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		6,351	6,467	1,684	276	97	14,875	NA
	%	86.1	42.6	43.5	11.4	1.9	0.7	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		2,175	8,676	2,227	961	323	14,362	265
	%	75.7	15.2	60.5	15.4	6.6	2.3	100.0	

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*30. Employees have a feeling of personal empowerment with respect to work processes.	N		1,403	5,826	3,611	2,335	1,006	14,181	436
	%	51.2	10.0	41.3	25.4	16.3	7.1	100.0	
31. Employees are recognized for providing high quality products and services.	N		1,887	6,524	3,029	1,985	941	14,366	265
	%	58.8	13.2	45.6	21.0	13.7	6.5	100.0	
*32. Creativity and innovation are rewarded.	N		1,556	4,882	3,965	2,431	1,319	14,153	466
	%	46.0	11.2	34.8	27.8	17.0	9.2	100.0	
*33. Pay raises depend on how well employees perform their jobs.	N		1,418	4,352	3,581	2,711	1,824	13,886	716
	%	41.5	10.2	31.3	25.8	19.4	13.3	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		2,142	6,204	3,504	938	665	13,453	1,160
	%	62.1	15.9	46.2	26.0	7.0	4.9	100.0	
*35. Employees are protected from health and safety hazards on the job.	N		3,520	8,356	1,661	525	274	14,336	264
	%	83.0	24.7	58.3	11.5	3.6	1.9	100.0	
*36. My organization has prepared employees for potential security threats.	N		3,173	8,307	2,004	669	259	14,412	196
	%	79.4	21.8	57.6	14.0	4.7	1.8	100.0	
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N		2,318	5,634	3,098	1,290	1,124	13,464	1,127
	%	59.3	17.3	42.0	22.9	9.5	8.3	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		3,150	6,278	2,372	665	675	13,140	1,459
	%	72.0	24.1	47.8	17.9	5.0	5.1	100.0	
39. My agency is successful at accomplishing its mission.	N		3,119	7,935	2,210	629	293	14,186	272
	%	78.2	22.1	56.1	15.4	4.4	2.0	100.0	
40. I recommend my organization as a good place to work.	N		4,353	6,377	2,433	941	470	14,574	NA
	%	73.8	30.0	43.8	16.6	6.4	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		1,831	4,289	3,984	1,873	1,252	13,229	1,396
	%	45.9	13.7	32.3	30.2	14.2	9.6	100.0	
*42. My supervisor supports my need to balance work and other life issues.	N		5,297	6,425	1,558	663	504	14,447	111
	%	81.1	36.6	44.5	10.8	4.6	3.5	100.0	
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N		3,707	5,971	2,701	1,267	804	14,450	103
	%	67.2	25.7	41.5	18.6	8.7	5.5	100.0	
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N		3,566	5,973	2,615	1,361	900	14,415	127
	%	66.3	24.7	41.6	18.1	9.4	6.2	100.0	

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45. My supervisor/team leader is committed to a workforce representative of all segments of society.	N		3,408	5,504	3,083	575	487	13,057	1,469
	%	68.3	26.0	42.3	23.6	4.4	3.7	100.0	
46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N		3,258	5,993	2,802	1,538	872	14,463	60
	%	64.0	22.4	41.6	19.4	10.5	6.0	100.0	
*47. Supervisors/team leaders in my work unit support employee development.	N		3,692	6,456	2,429	972	755	14,304	196
	%	71.0	25.8	45.2	16.9	6.7	5.3	100.0	
48. My supervisor/team leader listens to what I have to say.	N		5,325	6,244	1,648	899	438	14,554	NA
	%	79.6	36.6	43.0	11.3	6.1	3.0	100.0	
49. My supervisor/team leader treats me with respect.	N		6,141	5,936	1,415	625	430	14,547	NA
	%	83.1	42.3	40.8	9.6	4.3	2.9	100.0	
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N		5,090	7,283	1,111	784	246	14,514	NA
	%	85.4	35.1	50.3	7.6	5.3	1.7	100.0	
*51. I have trust and confidence in my supervisor.	N		5,088	5,174	2,216	1,135	874	14,487	NA
	%	70.9	35.1	35.8	15.2	7.8	6.0	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		5,847	4,794	2,415	907	564	14,527	NA
	%	73.2	40.2	33.1	16.6	6.3	3.9	100.0	
		Percent Positive	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*53. In my organization, leaders generate high levels of motivation and commitment in the workforce.	N		1,393	5,155	3,913	2,444	1,283	14,188	234
	%	46.1	9.8	36.3	27.6	17.3	9.0	100.0	
54. My organization's leaders maintain high standards of honesty and integrity.	N		2,242	5,830	3,326	1,300	985	13,683	732
	%	59.1	16.3	42.7	24.3	9.5	7.2	100.0	
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N		2,379	6,874	2,786	943	620	13,602	812
	%	68.1	17.4	50.6	20.4	7.0	4.5	100.0	
*56. Managers communicate the goals and priorities of the organization.	N		2,162	7,185	2,721	1,399	764	14,231	175
	%	65.5	15.1	50.4	19.2	9.9	5.4	100.0	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N		2,112	6,913	2,900	1,028	580	13,533	858
	%	66.4	15.5	50.9	21.6	7.7	4.3	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		1,781	5,810	3,270	1,927	1,087	13,875	521
	%	54.6	12.8	41.8	23.6	13.9	7.8	100.0	
59. Managers support collaboration across work units to accomplish work objectives.	N		1,947	6,084	3,180	1,575	942	13,728	522
	%	58.5	14.2	44.3	23.2	11.4	6.8	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		2,864	5,333	3,356	1,138	938	13,629	775
	%	60.0	20.9	39.1	24.7	8.4	6.9	100.0	
		Percent Positive	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*61. I have a high level of respect for my organization's senior leaders.	N		2,611	5,347	3,448	1,545	1,121	14,072	226
	%	56.4	18.4	37.9	24.6	11.0	8.0	100.0	
62. Senior leaders demonstrate support for Work/Life programs.	N		2,172	5,328	3,516	1,013	790	12,819	1,574
	%	58.3	16.8	41.5	27.6	7.9	6.2	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		1,889	6,155	3,351	2,271	709	14,375	NA
	%	56.1	13.2	43.0	23.3	15.7	4.9	100.0	
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N		1,618	5,928	3,466	2,467	887	14,366	NA
	%	52.4	11.2	41.2	24.2	17.1	6.2	100.0	
*65. How satisfied are you with the recognition you receive for doing a good job?	N		2,312	5,935	3,125	2,024	970	14,366	NA
	%	57.4	16.1	41.3	21.8	14.1	6.7	100.0	
*66. How satisfied are you with the policies and practices of your senior leaders?	N		1,423	5,289	4,335	2,324	984	14,355	NA
	%	46.6	9.9	36.8	30.3	16.2	6.9	100.0	
*67. How satisfied are you with your opportunity to get a better job in your organization?	N		1,505	4,629	4,317	2,462	1,449	14,362	NA
	%	42.8	10.5	32.3	30.0	17.1	10.1	100.0	
*68. How satisfied are you with the training you receive for your present job?	N		1,913	6,229	3,377	1,969	869	14,357	NA
	%	56.8	13.4	43.3	23.4	13.7	6.1	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		3,316	7,111	2,243	1,191	492	14,353	NA
	%	72.8	23.2	49.6	15.6	8.2	3.4	100.0	
*70. Considering everything, how satisfied are you with your pay?	N		3,369	6,894	2,074	1,428	606	14,371	NA
	%	71.5	23.7	47.9	14.4	9.9	4.2	100	
71. Considering everything, how satisfied are you with your organization?	N		2,515	7,024	2,777	1,442	593	14,351	NA
	%	66.5	17.5	49.0	19.4	10.0	4.1	100	
		Percent Positive	Telework on regular basis	Telework infrequently	No telework: physical presence required	No telework: technical issues	No telework: not allowed though ok for job type	No telework: personal choice	Item Response Total**
72. Please select the response below that BEST describes your teleworking situation.	N		3,013	2,700	1,866	980	2,900	2,540	13,999
	%	27.9	20.7	19.1	13.9	7.1	20.9	18.3	
		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total**	Do Not Know/ No Basis to Judge
73. How satisfied are you with the following Work/Life programs in your agency... Telework?	N		2,913	3,258	2,503	1,148	845	10,667	3,593
	%	57.2	26.8	30.4	23.8	10.9	8.1	100.0	
74. How satisfied are you with the following Work/Life programs in your agency... Alternative Work Schedules (AWS)?	N		5,489	4,509	1,585	485	414	12,482	1,828
	%	79.7	43.5	36.3	12.8	4.0	3.4	100.0	
75. 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		2,444	4,668	2,943	716	428	11,199	3,114
	%	63.0	21.4	41.6	26.5	6.6	4.0	100	
76. How satisfied are you with the following Work/Life programs in your agency... Employee Assistance Program (EAP)?	N		1,324	2,961	3,287	272	199	8,043	6,269
	%	53.1	16.2	36.9	40.9	3.4	2.6	100	
77. 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		593	1,080	3,193	407	356	5,629	8,673
	%	29.6	10.5	19.1	56.4	7.4	6.6	100	
78. How satisfied are you with the following Work/Life programs in your agency... Elder Care Programs (for example, support groups, speakers)?	N		375	872	3,425	281	219	5,172	9,107
	%	23.7	7.1	16.7	66.4	5.5	4.4	100	

*AES prescribed items

** Sum of responses excluding DNK/NBJ

Sample or Census: Census

Number in Population: 32,180

Percentages are weighted to represent the Agency's population.

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79. Where do you work?	N	%
Headquarters	8,573	60.7
Field	5,551	39.3
Total	14,124	100.0

*80. What is your supervisory status?	N	%
Non-Supervisor	9,380	65.4
Team Leader	2,143	15.0
Supervisor	1,830	12.8
Manager	765	5.3
Executive	216	1.5
Total	14,334	100

*81. Are you:	N	%
Male	8,199	57.4
Female	6,076	42.6
Total	14,275	100.0

*82. Are you Hispanic or Latino?	N	%
Yes	637	4.5
No	13,487	95.5
Total	14,124	100.0

*83. Please select the racial category or categories with which you most closely identify (mark as many as apply.)	N	%
American Indian or Alaska Native	93	0.7
Asian	1,538	11.1
Black or African American	2,258	16.3
Native Hawaiian or Other Pacific Islander	66	0.5
White	9,526	68.9
Two or more races	353	2.6
Total	13,834	100

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84. What is your age group?	N	%
25 and under	437	3.1
26-29	1,048	7.4
30-39	2,769	19.6
40-49	4,214	29.8
50-59	4,181	29.6
60 or older	1,491	10.5
Total	14,140	100

85. What is your pay category/grade?	N	%
Federal Wage System	228	1.6
GS 1-6	535	3.8
GS 7-12	5,573	39.3
GS 13-15	6,741	47.5
Senior Executive Service	175	1.2
Senior Leader (SL) or Scientific or Professional (ST)	69	0.5
Other	876	6.2
Total	14,197	100.0

86. How long have you been with the Federal Government (excluding military service)?	N	%
Less than 1 year	176	1.2
1 to 3 years	2,189	15.5
4 to 5 years	1,242	8.8
6 to 10 years	2,172	15.4
11 to 14 years	1,571	11.1
15 to 20 years	2,101	14.9
More than 20 years	4,639	32.9
Total	14,090	100.0

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

	N	%
Less than 1 year	236	1.7
1 to 3 years	2,774	19.6
4 to 5 years	1,457	10.3
6 to 10 years	2,465	17.4
11 to 20 years	3,743	26.4
More than 20 years	3,489	24.6
Total	14,164	100

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

	N	%
No	10,632	74.7
Yes, to retire	678	4.8
Yes, to take another job within the Federal Government	2,100	14.7
Yes, to take another job outside the Federal Government	341	2.4
Yes, other	487	3.4
Total	14,238	100

89. I am planning to retire:

	N	%
Within one year	386	2.7
Between one and three years	1,153	8.2
Between three and five years	1,162	8.2
Five or more years	11,397	80.8
Total	14,098	100