

THE 2010 FEDERAL EMPLOYEE VIEWPOINT SURVEY SUMMARY

Broadcasting Board of Governors

About this Summary

Becoming America's model employer depends on attracting, developing, and retaining talented employees and ensuring they have a direct line of sight between the work they do and one or more of your agency's missions.

The Federal Employee Viewpoint Survey, formerly the Federal Human Capital Survey, focuses on employee perceptions regarding critical areas of their work life, areas which drive employee satisfaction, commitment, and ultimately retention in the workforce. This is the fifth time the U.S. Office

of Personnel Management (OPM) has administered the survey, which was first conducted in 2002, then again in 2004, 2006, 2008, and 2010.

The findings from the 2010 survey offer an indication of Federal employees' perceptions of workforce management in their agencies. By looking at trends across the different survey administrations, agency leaders also will determine how far they have come and what remains to be done.

HCAAF

Human Capital Assessment and Accountability Framework

The HCAAF indices provide consistent metrics for measuring progress toward HCAAF objectives. Here are your agency results compared with the Governmentwide results.



LEADERSHIP & KNOWLEDGE MANAGEMENT



RESULTS-ORIENTED PERFORMANCE CULTURE



TALENT MANAGEMENT



JOB SATISFACTION



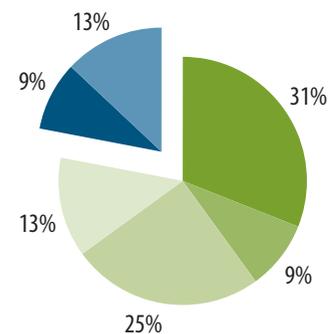
YOUR AGENCY RANKINGS (OUT OF 37 AGENCIES)

- 37th on Leadership & Knowledge Management
- 37th on Results-Oriented Performance Culture
- 37th on Talent Management
- 37th on Job Satisfaction

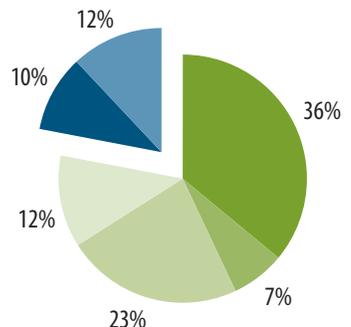
Telework

- I telework on a regular basis (at least one entire work day a week).
- I telework infrequently (less than one entire work day a week).
- I do not telework because I have to be physically present on the job.
- I do not telework because I have technical issues.
- I do not telework because I am not allowed to, even though I have the kind of job where I can telework.
- I do not telework because I choose not to telework.

Broadcasting Board of Governors



Governmentwide



U.S. Office of Personnel Management
1900 E Street NW, Washington, DC 20415
(202) 606-1800 • TTY (202) 606-2532

www.FedView.opm.gov

Top 10 and Bottom 10 Items

Your agency's 10 highest percent positive responses and 10 lowest percent positive responses, including the 2010 Governmentwide percent positive for comparison.

Broadcasting Board of Governors Governmentwide

TOP 10 POSITIVE RESPONSE ITEMS

7. When needed I am willing to put in the extra effort to get a job done.	97%	97%
8. I am constantly looking for ways to do my job better.	90%	92%
13. The work I do is important.	88%	92%
5. I like the kind of work I do.	87%	86%
6. I know what is expected of me on the job.	77%	81%
12. I know how my work relates to the agency's goals and priorities.	77%	84%
49. My supervisor/team leader treats me with respect.	75%	80%
16. I am held accountable for achieving results.	73%	84%
42. My supervisor supports my need to balance work and other life issues.	73%	76%
28. How would you rate the overall quality of work done by your work unit?	73%	82%

BOTTOM 10 POSITIVE RESPONSE ITEMS

78. How satisfied are you with the following Work/Life programs in your agency... Elder Care Programs (for example, support groups, speakers)?	12%	20%
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)?	12%	23%
33. Pay raises depend on how well employees perform their jobs.	16%	26%
23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	24%	31%
76. How satisfied are you with the following Work/Life programs in your agency... Employee Assistance Program (EAP)?	26%	48%
22. Promotions in my work unit are based on merit.	27%	35%
24. In my work unit, differences in performance are recognized in a meaningful way.	28%	36%
67. How satisfied are you with your opportunity to get a better job in your organization?	28%	42%
32. Creativity and innovation are rewarded.	30%	41%
53. In my organization, leaders generate high levels of motivation and commitment in the workforce.	31%	44%

Increases and Decreases

Agency items that increased and decreased the most from 2008

Up to 3 items with positive ratings that increased or decreased at least 5 percentage points from 2008 to 2010.

Percent Positive 2008 2010 Difference

INCREASED THE MOST

56. Managers communicate the goals and priorities of the organization.	34%	45%	+11
17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	35%	46%	+11
61. I have a high level of respect for my organization's senior leaders.	33%	43%	+10

DECREASED THE MOST

20. The people I work with cooperate to get the job done.	76%	68%	-8
34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	51%	45%	-6

Who Responded?

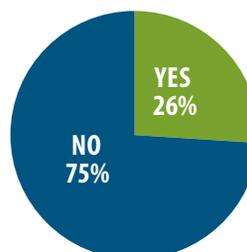
Broadcasting Board of Governors: 62% response rate

Governmentwide: 52% response rate

Leaving?

Are you considering leaving your organization within the next year...?

... and if so, why?



Note: Percentages may not add to 100 due to rounding.

- 5% Yes, to retire
- 14% Yes, to take another job within the Federal Gov't
- 3% Yes, to take another job outside the Federal Gov't
- 4% Yes, other

BROADCASTING BOARD OF GOVERNORS
2010 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS
(Survey Administration Period 3/1/2010 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		126	398	187	164	106	981	NA
	%	51.5	11.5	40.0	19.4	17.4	11.7	100.0	
2. I have enough information to do my job well.	N		158	461	170	142	53	984	NA
	%	61.5	15.4	46.1	18.4	14.4	5.7	100.0	
3. I feel encouraged to come up with new and better ways of doing things.	N		160	336	192	169	120	977	NA
	%	48.8	15.3	33.4	20.5	17.3	13.5	100.0	
*4. My work gives me a feeling of personal accomplishment.	N		271	417	150	84	60	982	NA
	%	68.6	27.3	41.3	16.1	8.8	6.5	100.0	
*5. I like the kind of work I do.	N		435	417	83	24	18	977	NA
	%	87.2	44.1	43.2	8.5	2.4	1.9	100.0	
6. I know what is expected of me on the job.	N		283	471	124	66	34	978	NA
	%	77.4	28.4	49.0	12.5	6.6	3.5	100.0	
7. When needed I am willing to put in the extra effort to get a job done.	N		666	285	21	0	9	981	NA
	%	96.9	67.1	29.7	2.3	0.0	0.9	100.0	
8. I am constantly looking for ways to do my job better.	N		510	382	77	6	6	981	NA
	%	90.3	51.1	39.1	8.5	0.6	0.6	100.0	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N		74	323	179	228	171	975	7
	%	39.3	7.3	32.0	19.2	23.1	18.4	100.0	
*10. My workload is reasonable.	N		106	529	155	112	77	979	6
	%	64.1	11.0	53.1	16.8	11.2	7.8	100.0	
*11. My talents are used well in the workplace.	N		129	368	164	153	156	970	13
	%	49.3	12.6	36.7	17.3	17.1	16.3	100.0	
*12. I know how my work relates to the agency's goals and priorities.	N		285	475	115	51	46	972	11
	%	76.6	28.8	47.9	12.8	5.4	5.1	100.0	
*13. The work I do is important.	N		477	380	72	13	22	964	11
	%	88.1	48.2	39.9	8.0	1.1	2.8	100.0	
*14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N		146	373	174	159	125	977	6
	%	52.0	15.0	37.0	18.8	16.1	13.1	100.0	
*15. My performance appraisal is a fair reflection of my performance.	N		193	434	162	71	78	938	43
	%	66.1	20.2	45.8	17.8	7.9	8.2	100.0	
16. I am held accountable for achieving results.	N		211	499	165	55	35	965	16
	%	72.7	20.6	52.1	17.7	5.9	3.7	100.0	

*AES prescribed items

** Sum of responses excluding DNK/NBJ

Sample or Census: Census

Number in Population: 1,591

Percentages are weighted to represent the Agency's population.

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17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N		130	308	216	103	148	905	75
	%	45.9	13.5	32.4	24.5	12.2	17.4	100.0	
*18. My training needs are assessed.	N		87	271	278	182	142	960	21
	%	35.5	8.6	26.9	28.8	19.3	16.4	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		148	394	193	76	73	884	95
	%	61.6	15.9	45.7	21.3	8.3	8.8	100.0	
*20. The people I work with cooperate to get the job done.	N		172	478	148	96	36	930	NA
	%	68.4	18.2	50.2	17.0	10.5	4.0	100.0	
*21. My work unit is able to recruit people with the right skills.	N		64	296	254	190	148	952	33
	%	35.3	6.3	29.0	27.0	20.5	17.2	100.0	
*22. Promotions in my work unit are based on merit.	N		69	205	250	156	234	914	71
	%	26.7	6.5	20.2	28.4	17.5	27.5	100.0	
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		44	185	254	187	242	912	73
	%	23.8	4.2	19.6	27.7	21.1	27.4	100.0	
*24. In my work unit, differences in performance are recognized in a meaningful way.	N		51	226	236	195	226	934	47
	%	27.8	4.6	23.1	25.2	21.4	25.6	100.0	
25. Awards in my work unit depend on how well employees perform their jobs.	N		75	269	217	151	218	930	53
	%	34.2	7.3	26.9	23.9	17.4	24.4	100.0	
26. Employees in my work unit share job knowledge with each other.	N		126	467	198	103	78	972	9
	%	59.2	11.6	47.6	20.8	11.4	8.6	100.0	
27. The skill level in my work unit has improved in the past year.	N		112	350	267	108	97	934	43
	%	46.1	10.5	35.5	30.5	12.2	11.2	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		318	401	199	46	19	983	NA
	%	72.6	31.0	41.5	20.3	5.0	2.1	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		94	443	199	158	56	950	25
	%	55.6	9.3	46.2	20.4	17.8	6.3	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
*30. Employees have a feeling of personal empowerment with respect to work processes.	N	32.8	58	274	280	181	152	945	32
	%		5.4	27.4	30.0	20.0	17.2	100.0	
31. Employees are recognized for providing high quality products and services.	N	38.7	78	316	208	186	168	956	19
	%		7.0	31.7	22.1	20.0	19.3	100.0	
*32. Creativity and innovation are rewarded.	N	30.3	74	233	244	195	196	942	31
	%		6.7	23.6	26.2	21.0	22.6	100.0	
*33. Pay raises depend on how well employees perform their jobs.	N	16.4	39	125	250	230	261	905	69
	%		3.5	13.0	27.0	25.9	30.6	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	45.0	88	333	282	92	87	882	90
	%		9.1	35.9	34.2	11.0	9.7	100.0	
*35. Employees are protected from health and safety hazards on the job.	N	54.2	122	402	230	112	64	930	43
	%		12.3	41.8	25.5	12.5	7.8	100.0	
*36. My organization has prepared employees for potential security threats.	N	48.4	85	382	267	125	66	925	48
	%		8.1	40.3	29.5	14.8	7.4	100.0	
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N	36.8	96	260	232	134	183	905	69
	%		9.5	27.3	25.5	15.0	22.7	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	49.2	133	328	209	91	109	870	103
	%		13.9	35.4	25.5	10.6	14.7	100.0	
39. My agency is successful at accomplishing its mission.	N	55.4	123	401	230	84	78	916	38
	%		12.5	42.8	25.4	9.5	9.7	100.0	
40. I recommend my organization as a good place to work.	N	49.2	138	351	236	138	105	968	NA
	%		13.6	35.6	25.0	15.0	10.8	100.0	
41. I believe the results of this survey will be used to make my agency a better place to work.	N	50.2	146	319	184	112	119	880	95
	%		15.7	34.4	21.9	12.7	15.2	100.0	
*42. My supervisor supports my need to balance work and other life issues.	N	72.7	271	431	138	53	67	960	15
	%		27.6	45.1	14.8	5.5	7.0	100.0	
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N	56.5	193	356	190	110	110	959	12
	%		19.6	36.9	20.6	11.5	11.4	100.0	
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N	55.0	175	359	184	112	122	952	23
	%		17.8	37.2	19.8	12.3	13.0	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
45. My supervisor/team leader is committed to a workforce representative of all segments of society.	N		183	328	248	52	83	894	80
	%	55.3	19.9	35.4	29.4	5.8	9.5	100.0	
46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N		154	355	202	119	119	949	18
	%	52.7	16.1	36.6	22.2	12.4	12.7	100.0	
*47. Supervisors/team leaders in my work unit support employee development.	N		168	354	205	110	114	951	21
	%	53.2	17.3	35.9	23.1	11.5	12.2	100.0	
48. My supervisor/team leader listens to what I have to say.	N		264	411	138	90	71	974	NA
	%	68.7	26.3	42.4	14.9	9.2	7.2	100.0	
49. My supervisor/team leader treats me with respect.	N		327	397	118	75	56	973	NA
	%	75.0	33.6	41.4	12.0	7.5	5.5	100.0	
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N		220	396	146	145	65	972	NA
	%	62.7	22.2	40.5	14.9	15.5	6.9	100.0	
*51. I have trust and confidence in my supervisor.	N		249	295	191	115	118	968	NA
	%	55.2	25.1	30.1	20.7	12.0	12.1	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		284	285	218	88	97	972	NA
	%	58.5	28.5	30.0	22.1	9.3	10.1	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		58	245	236	208	189	936	30
	%	30.8	6.1	24.7	25.4	22.0	21.8	100.0	
54. My organization's leaders maintain high standards of honesty and integrity.	N		97	287	229	140	145	898	68
	%	40.9	10.0	30.9	25.3	16.1	17.6	100.0	
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N		110	369	235	99	96	909	59
	%	51.3	11.6	39.7	27.0	10.9	10.9	100.0	
*56. Managers communicate the goals and priorities of the organization.	N		84	358	214	152	132	940	27
	%	44.8	8.5	36.3	23.3	16.9	15.0	100.0	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N		78	307	253	125	109	872	94
	%	41.3	8.0	33.3	29.8	15.2	13.7	100.0	

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58. Managers promote communication among different work units (for example, about projects, goals, needed resources).	N		68	309	224	154	159	914	49
	%	37.9	6.6	31.3	26.0	17.0	19.1	100.0	
59. Managers support collaboration across work units to accomplish work objectives.	N		82	327	235	126	134	904	44
	%	42.2	8.3	33.9	27.2	14.1	16.4	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		153	268	238	125	128	912	53
	%	44.0	15.7	28.3	26.1	14.5	15.4	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		140	286	240	130	150	946	18
	%	43.1	14.4	28.6	25.2	14.1	17.6	100.0	
62. Senior leaders demonstrate support for Work/Life programs.	N		108	266	273	84	94	825	141
	%	43.2	12.4	30.7	33.3	10.6	12.9	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		105	302	224	202	133	966	NA
	%	40.8	10.5	30.3	22.8	22.0	14.5	100.0	
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N		78	281	234	233	141	967	NA
	%	34.5	7.4	27.1	24.9	24.9	15.7	100.0	
*65. How satisfied are you with the recognition you receive for doing a good job?	N		112	298	209	210	136	965	NA
	%	40.6	11.2	29.4	22.8	22.2	14.4	100.0	
*66. How satisfied are you with the policies and practices of your senior leaders?	N		73	246	285	212	148	964	NA
	%	31.5	7.0	24.5	28.8	23.2	16.5	100.0	
*67. How satisfied are you with your opportunity to get a better job in your organization?	N		69	217	271	219	188	964	NA
	%	28.2	6.7	21.5	28.9	22.7	20.2	100.0	
*68. How satisfied are you with the training you receive for your present job?	N		107	322	293	159	82	963	NA
	%	42.3	10.4	32.0	30.7	16.8	10.2	100.0	

*AES prescribed items

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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		186	399	182	125	70	962	NA
	%	59.4	18.8	40.6	19.6	13.0	8.0	100.0	
*70. Considering everything, how satisfied are you with your pay?	N		194	427	168	120	57	966	NA
	%	65.2	20.6	44.5	16.9	11.9	6.1	100	
71. Considering everything, how satisfied are you with your organization?	N		100	351	234	170	110	965	NA
	%	45.4	10.1	35.3	24.2	18.3	12.2	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		86	123	259	75	224	130	897
	%	33.9	8.8	12.5	31.5	8.7	25.2	13.2	
		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		68	156	212	95	91	622	318
	%	33.0	9.8	23.1	36.3	14.6	16.2	100.0	
74. How satisfied are you with the following Work/Life programs in your agency... Alternative Work Schedules (AWS)?	N		81	194	205	74	78	632	311
	%	40.9	12.1	28.8	34.5	11.3	13.2	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		54	187	270	103	54	668	284
	%	34.5	7.2	27.2	40.6	15.5	9.4	100	
76. How satisfied are you with the following Work/Life programs in your agency... Employee Assistance Program (EAP)?	N		26	112	265	56	37	496	453
	%	26.2	4.2	22.0	54.0	11.1	8.7	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		10	39	242	39	54	384	562
	%	12.2	2.1	10.1	64.0	9.3	14.4	100	
78. How satisfied are you with the following Work/Life programs in your agency... Elder Care Programs (for example, support groups, speakers)?	N		8	38	252	34	32	364	581
	%	12.1	1.7	10.4	68.6	9.0	10.3	100	

*AES prescribed items

** Sum of responses excluding DNK/NBJ

Sample or Census: Census

Number in Population: 1,591

Percentages are weighted to represent the Agency's population.

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(Survey Administration Period 3/1/2010 to 3/26/2010)

79. Where do you work?	N	%
Headquarters	887	94.3
Field	54	5.7
Total	941	100.0

*80. What is your supervisory status?	N	%
Non-Supervisor	559	58.2
Team Leader	145	15.1
Supervisor	167	17.4
Manager	77	8.0
Executive	12	1.3
Total	960	100

*81. Are you:	N	%
Male	564	58.9
Female	393	41.1
Total	957	100.0

*82. Are you Hispanic or Latino?	N	%
Yes	51	5.4
No	892	94.6
Total	943	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	4	0.4
Asian	181	19.5
Black or African American	192	20.7
Native Hawaiian or Other Pacific Islander	2	0.2
White	526	56.7
Two or more races	23	2.5
Total	928	100

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84. What is your age group?	N	%
25 and under	5	0.5
26-29	18	1.9
30-39	101	10.6
40-49	279	29.3
50-59	351	36.9
60 or older	197	20.7
Total	951	100

85. What is your pay category/grade?	N	%
Federal Wage System	33	3.5
GS 1-6	10	1.0
GS 7-12	447	46.8
GS 13-15	441	46.2
Senior Executive Service	10	1.0
Senior Leader (SL) or Scientific or Professional (ST)	1	0.1
Other	13	1.4
Total	955	100.0

86. How long have you been with the Federal Government (excluding military service)?	N	%
Less than 1 year	11	1.1
1 to 3 years	99	10.3
4 to 5 years	77	8.0
6 to 10 years	140	14.6
11 to 14 years	80	8.4
15 to 20 years	143	14.9
More than 20 years	407	42.5
Total	957	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	11	1.2
1 to 3 years	115	12.1
4 to 5 years	88	9.2
6 to 10 years	170	17.8
11 to 20 years	228	23.9
More than 20 years	342	35.8
Total	954	100

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

	N	%
No	716	74.7
Yes, to retire	46	4.8
Yes, to take another job within the Federal Government	132	13.8
Yes, to take another job outside the Federal Government	24	2.5
Yes, other	41	4.3
Total	959	100

89. I am planning to retire:

	N	%
Within one year	21	2.3
Between one and three years	110	11.9
Between three and five years	121	13.1
Five or more years	673	72.8
Total	925	100