

**BROADCASTING BOARD OF GOVERNORS**  
**2008 FEDERAL HUMAN CAPITAL SURVEY RESULTS**  
(Survey Administration Period 8/1/08 to 9/26/08)

		Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Do Not Know/ No Basis to Judge	Percent Positive	Total
*1. The people I work with cooperate to get the job done.	N	136	290	51	57	22	NA		556
	%	23.5	52.2	9.7	10.5	4.1	NA	75.7	100
*2. I am given a real opportunity to improve my skills in my organization.	N	82	168	101	108	97	NA		556
	%	14.8	29.2	18.0	19.7	18.3	NA	44.0	100
3. I have enough information to do my job well.	N	88	249	98	82	39	NA		556
	%	16.0	44.3	17.4	15.0	7.3	NA	60.3	100
4. I feel encouraged to come up with new and better ways of doing things.	N	96	172	100	91	97	NA		556
	%	16.7	29.7	18.4	16.9	18.3	NA	46.4	100
*5. My work gives me a feeling of personal accomplishment.	N	154	224	78	53	47	NA		556
	%	27.2	40.4	14.1	9.6	8.7	NA	67.6	100
*6. I like the kind of work I do.	N	244	228	51	19	14	NA		556
	%	43.6	41.0	9.2	3.7	2.6	NA	84.6	100
*7. I have trust and confidence in my supervisor.	N	113	178	106	67	92	NA		556
	%	19.4	31.8	19.6	12.0	17.1	NA	51.2	100
8. I recommend my organization as a good place to work.	N	77	149	130	97	103	NA		556
	%	13.3	26.4	23.1	17.8	19.4	NA	39.7	100
							<b>Do Not Know/ No Basis to Judge</b>	<b>Percent Positive</b>	<b>Total</b>
		<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Very Poor</b>			
*9. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	N	127	164	129	75	61	NA		556
	%	21.9	29.3	23.8	13.5	11.4	NA	51.2	100
10. How would you rate the overall quality of work done by your work group?	N	183	223	107	29	14	NA		556
	%	31.6	40.0	20.3	5.4	2.6	NA	71.7	100
							<b>Do Not Know/ No Basis to Judge</b>	<b>Percent Positive</b>	<b>Total</b>
		<b>Strongly Agree</b>	<b>Agree</b>	<b>Neither Agree Nor Disagree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>			
*11. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N	46	255	108	91	46	10		556
	%	8.0	45.9	19.2	16.6	8.4	1.9	54.0	100
*12. My supervisor supports my need to balance work and other life issues.	N	170	230	80	31	37	8		556
	%	30.0	41.2	15.0	5.6	6.8	1.4	71.2	100
13. Supervisors/team leaders in my work unit provide employees with the opportunities to demonstrate their leadership skills.	N	70	188	108	78	102	10		556
	%	12.1	32.8	19.7	14.4	19.1	1.9	44.9	100
*14. My work unit is able to recruit people with the right skills.	N	37	151	139	113	95	21		556
	%	6.1	26.4	25.5	20.2	17.7	4.0	32.5	100

\* AES prescribed items.

Percentages are weighted to be representative of the Agency's population.

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		Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Do Not Know/ No Basis to Judge	Percent Positive	Total
15. The skill level in my work unit has improved in the past year.	N	54	181	151	85	68	17		556
	%	8.9	32.1	27.3	15.8	12.7	3.2	41.0	100
16. I have sufficient resources (for example, people, materials, budget) to get my job done.	N	33	152	114	121	128	8		556
	%	5.8	28.0	20.6	21.5	22.7	1.4	33.8	100
*17. My workload is reasonable.	N	56	262	125	67	45	1		556
	%	10.0	47.6	22.5	11.9	7.8	0.1	57.6	100
*18. My talents are used well in the workplace.	N	81	200	78	91	100	6		556
	%	14.2	35.2	14.1	16.8	18.6	1.1	49.4	100
*19. I know how my work relates to the agency's goals and priorities.	N	162	241	61	44	39	9		556
	%	29.0	42.7	11.3	8.0	7.4	1.7	71.7	100
*20. The work I do is important.	N	247	221	59	11	11	7		556
	%	44.2	39.5	10.9	1.9	2.1	1.4	83.8	100
*21. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N	79	202	113	75	76	11		556
	%	13.3	36.3	20.6	13.9	13.9	2.0	49.6	100
*22. Promotions in my work unit are based on merit.	N	43	101	116	97	170	29		556
	%	7.1	16.6	21.3	17.4	32.1	5.4	23.7	100
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N	27	84	155	108	146	36		556
	%	4.3	13.9	27.9	19.4	27.7	6.9	18.1	100
*24. Employees have a feeling of personal empowerment with respect to work processes.	N	30	125	149	121	113	18		556
	%	5.2	21.4	27.0	22.1	21.1	3.3	26.5	100
25. Employees are rewarded for providing high quality products and services to customers.	N	36	116	99	145	147	13		556
	%	6.1	20.0	17.5	26.0	27.8	2.6	26.1	100
*26. Creativity and innovation are rewarded.	N	39	97	127	133	146	14		556
	%	6.5	16.4	22.7	24.2	27.5	2.6	23.0	100
*27. Pay raises depend on how well employees perform their jobs.	N	24	52	122	141	195	22		556
	%	4.1	9.1	21.5	24.9	36.3	4.0	13.2	100
28. Awards in my work unit depend on how well employees perform their jobs.	N	44	118	111	108	155	20		556
	%	7.1	20.1	20.3	19.4	29.4	3.7	27.2	100
*29. In my work unit, differences in performance are recognized in a meaningful way.	N	26	93	130	123	167	17		556
	%	4.5	15.4	22.9	22.5	31.4	3.4	19.9	100
*30. My performance appraisal is a fair reflection of my performance.	N	100	239	103	49	56	9		556
	%	18.0	42.3	18.7	8.8	10.4	1.7	60.4	100
*31. Discussions with my supervisor/team leader about my performance are worthwhile.	N	75	179	125	71	90	16		556
	%	13.2	31.7	22.1	13.0	17.0	3.1	44.9	100

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		Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Do Not Know/ No Basis to Judge	Percent Positive	Total
*32. 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	88	200	119	42	52	55		556
	%	15.8	36.1	20.6	7.7	9.5	10.3	51.9	100
33. I am held accountable for achieving results.	N	125	271	82	36	29	13		556
	%	21.9	48.6	15.0	6.7	5.4	2.5	70.5	100
34. Supervisors/team leaders in my work unit are committed to a workforce representative of all segments of society.	N	87	177	143	47	54	48		556
	%	15.2	30.8	26.3	8.6	10.2	8.9	46.0	100
35. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	N	74	189	145	38	59	51		556
	%	12.5	33.3	26.6	7.1	11.0	9.5	45.8	100
*36. Managers/supervisors/team leaders work well with employees of different backgrounds.	N	96	199	118	56	60	27		556
	%	16.0	35.2	21.6	10.7	11.5	5.2	51.2	100
*37. I have a high level of respect for my organization's senior leaders.	N	54	131	105	108	142	16		556
	%	9.4	23.0	18.7	19.3	26.6	3.1	32.4	100
*38. In my organization, leaders generate high levels of motivation and commitment in the workforce.	N	31	94	116	138	167	10		556
	%	5.1	16.3	21.0	24.7	31.0	1.9	21.4	100
39. My organization's leaders maintain high standards of honesty and integrity.	N	51	119	120	85	140	41		556
	%	8.3	20.9	21.3	15.5	26.3	7.7	29.2	100
*40. Managers communicate the goals and priorities of the organization.	N	40	151	105	110	143	7		556
	%	6.6	26.6	19.3	19.6	26.4	1.4	33.3	100
*41. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N	39	134	134	85	107	57		556
	%	6.5	23.5	24.4	15.0	19.6	10.9	30.0	100
*42. Employees are protected from health and safety hazards on the job.	N	77	228	117	73	43	18		556
	%	13.1	40.0	22.1	13.5	8.0	3.3	53.1	100
*43. My organization has prepared employees for potential security threats.	N	41	221	159	58	55	22		556
	%	6.7	40.0	28.6	10.4	10.2	4.1	46.8	100
44. Complaints, disputes or grievances are resolved fairly in my work unit.	N	46	126	120	84	117	63		556
	%	7.5	21.2	21.6	15.7	22.0	12.0	28.8	100
45. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N	64	125	107	71	129	60		556
	%	10.4	21.9	19.6	12.8	23.9	11.3	32.3	100
46. 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 tolerate	N	85	149	112	53	71	86		556
	%	13.9	26.4	20.3	9.7	13.4	16.3	40.3	100
47. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N	56	124	126	75	105	70		556
	%	9.2	21.6	22.9	13.7	19.6	13.0	30.8	100

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		Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Do Not Know/ No Basis to Judge	Percent Positive	Total
48. Supervisors/team leaders provide employees with constructive suggestions to improve their job performance.	N	42	196	129	106	77	6		556
	%	7.5	34.2	23.2	19.7	14.3	1.1	41.7	100
*49. Supervisors/team leaders in my work unit support employee development.	N	67	193	102	97	88	9		556
	%	11.5	34.2	17.8	18.4	16.4	1.7	45.7	100
50. Employees have electronic access to learning and training programs readily available at their desk.	N	54	185	127	94	60	36		556
	%	9.2	32.6	22.7	17.5	11.2	6.8	41.8	100
*51. My training needs are assessed.	N	38	124	127	139	112	16		556
	%	6.8	22.1	22.4	25.0	20.6	3.2	28.9	100
52. Managers promote communication among different work units (for example, about projects, goals, needed resources).	N	49	133	131	117	111	15		556
	%	8.1	23.8	23.2	21.6	20.6	2.8	31.9	100
53. Employees in my work unit share job knowledge with each other.	N	89	244	103	61	55	4		556
	%	15.8	43.0	18.6	11.6	10.4	0.7	58.7	100
54. Employees use information technology (for example, intranet, shared networks) to perform work.	N	131	309	65	24	18	9		556
	%	22.8	56.1	11.9	4.1	3.4	1.7	78.9	100
		Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Strongly Dissatisfied	Do Not Know/ No Basis to Judge	Percent Positive	Total
*55. How satisfied are you with your involvement in decisions that affect your work?	N	50	182	89	122	113	NA		556
	%	8.3	32.4	16.2	22.4	20.8	NA	40.6	100
*56. How satisfied are you with the information you receive from management on what's going on in your organization?	N	37	118	110	147	144	NA		556
	%	6.2	20.3	19.9	27.1	26.4	NA	26.6	100
*57. How satisfied are you with the recognition you receive for doing a good job?	N	60	137	109	128	122	NA		556
	%	10.5	24.2	19.3	23.2	22.9	NA	34.6	100
*58. How satisfied are you with the policies and practices of your senior leaders?	N	35	111	134	141	135	NA		556
	%	6.0	19.0	24.1	25.9	25.0	NA	25.0	100
*59. How satisfied are you with your opportunity to get a better job in your organization?	N	36	105	153	112	150	NA		556
	%	6.2	18.1	26.8	20.9	27.9	NA	24.3	100
*60. How satisfied are you with the training you receive for your present job?	N	46	148	172	106	84	NA		556
	%	8.2	26.2	30.4	19.7	15.4	NA	34.4	100
*61. Considering everything, how satisfied are you with your job?	N	91	227	99	84	55	NA		556
	%	15.6	40.6	18.2	15.4	10.2	NA	56.2	100
*62. Considering everything, how satisfied are you with your pay?	N	92	236	101	86	41	NA		556
	%	15.9	42.2	18.6	15.8	7.6	NA	58.1	100
63. Considering everything, how satisfied are you with your organization?	N	43	175	107	142	89	NA		556
	%	7.3	31.0	19.1	26.0	16.6	NA	38.4	100

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		Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Strongly Dissatisfied	Do Not Know/ No Basis to Judge	Percent Positive	Total
64. How satisfied are you with retirement benefits?	N	92	226	113	53	20	52		556
	%	15.8	40.0	20.8	10.0	3.6	9.8	55.8	100
65. How satisfied are you with health insurance benefits?	N	98	281	86	53	21	17		556
	%	17.1	50.3	16.0	9.8	3.9	2.9	67.4	100
66. How satisfied are you with life insurance benefits?	N	65	240	122	35	15	79		556
	%	11.5	43.3	22.1	6.4	2.8	13.8	54.8	100
67. How satisfied are you with long term care insurance benefits?	N	30	146	153	28	15	184		556
	%	5.3	26.1	27.9	4.6	2.8	33.2	31.4	100
68. How satisfied are you with the flexible spending account (FSA) program?	N	59	148	143	17	10	179		556
	%	10.2	26.8	25.7	2.9	1.7	32.7	37.0	100
69. How satisfied are you with paid vacation time?	N	174	293	52	24	13	NA		556
	%	30.4	52.9	9.7	4.6	2.5	NA	83.3	100
70. How satisfied are you with paid leave for illness (for example, personal), including family care situations (for example, childbirth/adoption or eldercare)?	N	167	281	63	28	17	NA		556
	%	29.3	50.5	11.8	5.2	3.1	NA	79.8	100
71. How satisfied are you with child care subsidies?	N	9	18	139	17	16	357		556
	%	1.6	3.2	24.8	3.2	2.9	64.3	4.8	100
72. How satisfied are you with work/life programs (for example, health and wellness, employee assistance, eldercare, and support groups)?	N	15	57	148	25	33	278		556
	%	2.5	10.1	26.4	4.8	6.0	50.2	12.6	100
73. How satisfied are you with telework/telecommuting?	N	38	87	113	44	74	200		556
	%	6.7	15.5	20.1	7.5	13.6	36.6	22.2	100
74. How satisfied are you with alternative work schedules?	N	58	121	116	30	68	163		556
	%	10.2	21.5	21.0	5.4	12.6	29.2	31.7	100

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