

Working for America...

2006 Federal Human Capital Survey (FHCS)

How far we've come in creating better working environments for our employees and what remains to be done...

Survey Background

- Purpose

- Administration

- Content

Our Agency's Results at a Glance

Survey Respondent and Agency Population Characteristics

Key Survey Results

Private Sector Comparisons

Action Planning

2006 Federal Human Capital Survey

Survey Background: Purpose

The FHCS is a tool that measures employees' perceptions of whether, and to what extent, conditions that characterize successful organizations are present in their agencies

The Survey:

- Measures factors that influence employees wanting to come, to stay, and to help the agency meet its mission

- Allows managers to examine trends to determine what they have accomplished and to identify areas for improvement

Summer 2006

Electronic & paper administration

29 major Federal agencies

59 small and independent agencies

221,479 employees responded

57% response rate (Governmentwide)—up from 54% in 2004

Survey results represent a snapshot in time of the perceptions of the Federal workforce, and our agency's workforce

2006 Federal Human Capital Survey

Eighty-Four Items Grouped into Eight Topic Areas

- Personal Work Experiences

- Recruitment, Development, and Retention

- Performance Culture

- Leadership

- Learning (Knowledge Management)

- Job Satisfaction

- Satisfaction with Benefits

- Demographics

Addresses Three Human Capital Assessment and Accountability Framework (HCAAF) Systems

- Leadership & Knowledge Management

- Results-Oriented Performance Culture

- Talent Management

Thirty-Nine Items were Combined to Form Four HCAAF Indices

- Leadership & Knowledge Management Index

- Results-Oriented Performance Culture Index

- Talent Management Index

- Job Satisfaction Index

2006 Federal Human Capital Survey

Findings At A Glance

Reminder: The 2006 FHCS included 73 items plus 11 demographic items;

71 items were used in both the 2004 and 2006 surveys

7,742 DOE employees responded for a 61% response rate

The margin of error for our agency is +/-1%

2 items increased by 5 percentage points or more since 2004

24 items decreased by 5 percentage points or more since 2004

26 items have positive ratings of 65 percent or greater (strengths)

4 items have negative ratings of 35 percent or greater (weaknesses)

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Findings At A Glance Continued

9 items are 5 percentage points or more above the Governmentwide average

0 items are 5 percentage points or more below the Governmentwide average

DOE ranks as follows, out of 36 agencies, on the 4 HCAAF Indices:

- 14th on Leadership & Knowledge Management Index

- 20th on Results-Oriented Performance Culture Index

- 21st on Talent Management Index

- 23rd on the Job Satisfaction Index

See DOE Overall Report for Accessible Chart Information

2006 Federal Human Capital Survey

Action Planning

This is a wonderful opportunity to make a difference to improve both our agency and the entire Federal workforce

Reflect and review

Plan, discuss, and decide

Provide feedback

Use organizational resources

2006 Federal Human Capital Survey Reflect and Review

Compare our agency's results with:

- Governmentwide results
- 2004 and 2002 benchmarks

Look at results in light of our Strategic Human Capital Plan

- Identify tactical and strategic issues
- Identify the most important areas to address
- Pay attention to large proportions of Neutral/Do Not Know responses
- Consider results from different perspectives
 - Supervisory vs. non-supervisory
 - Headquarters vs. field
 - Other

2006 Federal Human Capital Survey Plan, Discuss, and Decide

Determine priorities

Develop integrated action plans with relevant managers, employees, and their representatives

- Costs
 - Timeframes for implementation and followup
 - Who is responsible for the action
- Consider conducting focus groups to explore the "whys" behind the results
- Look for action items
- Can be solved in the short term
 - Can be completed in the next 2 to 3 months
 - Require greater effort

2006 Federal Human Capital Survey Feedback

Employees will care only if they believe top leadership cares

Communicate positive and negative survey results

Share successes in making change

Monitor and communicate progress and impacts

Work actions down and results back up

Consider establishing a working group for continuous improvement monitoring

Show top-level support

2006 Federal Human Capital Survey

Use Organizational Resources

Engage our OPM Human Capital Officer

- Ensure action plans are aligned with our agency Strategic Human Capital Plan

-Answer questions related to our survey results

Working for America...

The success of each agency depends on the talent and commitment of the Federal workforce