

**REPORT
OF
2011 ANNUAL EMPLOYEE SURVEY RESULTS
FOR
THE PRESIDIO TRUST**

Introduction

The National Defense Authorization Act for Fiscal Year 2004 (Pub. L. 108-136, November 24, 2003, 117 STAT. 1641) requires federal agencies to conduct an annual survey of their employees to assess employee satisfaction as well as leadership and management practices that contribute to agency performance. Specifically, section 1128 of the Act requires each agency survey to cover—

- Leadership and management practices that contribute to agency performance
- Employee satisfaction with—
 - Leadership policies and practices
 - Work environment
 - Rewards and recognition for professional accomplishment and personal contributions to achieving organizational mission
 - Opportunity for professional development and growth
 - Opportunity to contribute to achieving organizational mission

The law also requires that the United States Office of Personnel Management (OPM) issue regulations prescribing survey questions that should appear in agency surveys. The law additionally requires each agency to make the survey results available to the public and to post the results on their web sites (unless the head of the agency determines that doing so would jeopardize or negatively impact national security).

Under the regulations issued by OPM (5 Code of Federal Regulations, part 250), the posted survey results will include:

- The agency's evaluation of its survey results
- How the survey was conducted
- A description of the employee sample, unless all employees are surveyed
- The survey questions and response choices with the prescribed questions identified
- The number of employees surveyed and the number of survey respondents
- The number of respondents for each survey question and each response choice

The data must be collected by December 31 of each calendar year, and must be posted on the agency's web site and submitted to OPM no later than 120 days after the agency completes survey administration. The results are to remain posted on the agency's web site until replaced by the results from the next year's survey.

The following survey results for the Presidio Trust are presented in the format developed for this purpose by the Office of Personnel Management.

1. Interpretation of Results

The 2011 Presidio Trust Annual Employee Survey measured five areas: Personal Work Experience; Recruitment, Development and Retention; Performance Culture; Leadership; and Job Satisfaction. Results for each area are reviewed using the percentage of positive responses (Strongly Agree/Agree; Very Good/Good; Very Satisfied/Satisfied) as a measure of how well the agency is performing.

See the Survey Tables for the full range of responses and exact percentages for each survey item. The results for each major category of the survey are analyzed below:

A. Personal Work Experience

The percentages of positive responses were generally higher in this category than in any other. The percentage of positive responses exceeded 64% for four of the six survey items under this heading. For example, 90.0% of respondents like the work they do, which was an increase from last year; 79.8% agree that the people they work with cooperate to get the job done; 81.8% agree that their work gives them a feeling of personal accomplishment, and 64.8% had trust and confidence in their supervisor.

B. Recruitment, Development and Retention

Results showed that 79.5% of respondents agree that the workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.

C. Performance Culture

A very large majority of respondents (84.4%) agree that their supervisors supported their need to balance work and family issues and 71.6% agree that their performance appraisal is a fair reflection of their performance.

D. Leadership

78.0% of employees agreed that they were protected from health and safety hazards on the job (with another 15.0% having neutral responses), and 61.1% agreed that their workloads were reasonable. The numbers still indicate that the agency needs to keep working on increasing the effectiveness of communications with employees in regard to agency and organizational goals and objectives, and in regard to progress toward meeting those goals and objectives. The agency also intends to better publicize the initiatives in place to enhance employee security.

E. Job Satisfaction

Survey responses show that 69.5% of employees are satisfied with their jobs. The results also show that Presidio Trust employees are more satisfied with their pay than they were in 2010 and in 2009.

2. The Presidio Trust Survey—How It Was Conducted

The survey was conducted by regular mail from November 18, 2011 until December 31, 2011. On November 10, 2011 an advance notice of the survey was mailed to all employees. The notice explained the survey's purpose and how the results would be used, urged each employee to participate, and assured employees that it was anonymous. The survey itself was mailed on November 18, 2011. Employees were to return it to the Presidio Trust Human Resources Office in a pre-addressed, prepaid envelope by December 31, 2011. The due date was extended for one week. Follow-up post cards were mailed to employees each week through mid-December reminding them to complete and submit their surveys. Returned surveys were reviewed by the Human Resources Office where each response was manually recorded and tallied on spreadsheets.

3. Description of Sample

The 2011 Annual Employee Survey was not sent to a statistical sample, but to the entire target audience -- all 295 Regular employees. Regular employees are all those full-time and part-time employees who are serving under appointments that have no time limitation.

4. Survey Items and Response Choices

The questions for the Presidio Trust Employee Survey consisted of the 40 questions that all federal agencies were required to ask.

5. Number of Employees Surveyed, Number Responded, and Representativeness of Respondents.

Employees returned 194 surveys of the 295 originally sent out, for a response rate of 65.7%.

Attachments

2011 Presidio Trust Annual Employee Survey Results

**2011 Annual Employee Survey Results
The Presidio Trust**

Surveys Sent: 295

Surveys Returned: 194

Response Rate: 65.7%

Prescribed Questions: Personal Work Experience								
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree		Total
1. The people I work with cooperate to get the job done.	Frequencies	75	80	22	16	1		194
	Percentages	38.6	41.2	11.3	8.2	0.5		99.8
2. I am given a real opportunity to improve my skills in my organization	Frequencies	43	55	52	26	18		194
	Percentages	22.1	28.3	26.8	13.4	9.2		99.8
3. My work gives me a feeling of personal accomplishment	Frequencies	75	84	21	11	3		194
	Percentages	38.6	43.2	10.8	5.6	1.5		99.7
4. I like the kind of work I do.	Frequencies	86	88	16	3	0		193
	Percentages	44.5	45.5	8.2	1.5	0		99.7
5. I have trust and confidence in my supervisor.	Frequencies	62	64	33	19	16		194
	Percentages	31.9	32.9	17.0	9.7	8.2		99.7
6. Overall, how good a job do you feel is being done by your immediate supervisor/team leader.	Frequencies	63	52	46	16	13		190
	Percentages	33.1	27.3	24.2	8.4	6.8		99.8

*Total percentage may not equal 100% due to rounding. Frequency totals for individual items may be less than 194 because a few respondents did not provide an answer.

**2011 Annual Employee Survey Results
The Presidio Trust**

Surveys Sent: 295

Surveys Returned: 194

Response Rate: 65.7%

Prescribed Questions: Recruitment, Development & Retention								
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
7. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	Frequencies	47	105	23	10	6	0	191
	Percentages	24.6	54.9	12.0	5.2	3.1	0	99.8
8. My work unit is able to recruit people with the right skills.	Frequencies	35	70	37	24	24	2	192
	Percentages	18.2	36.4	19.2	12.5	12.5	1.0	99.8
9. I know how my work relates to the agency's goals and priorities.	Frequencies	64	82	24	15	7	1	193
	Percentages	33.1	42.4	12.4	7.7	3.6	0.5	99.7
10. The work I do is important.	Frequencies	104	77	8	1	2	1	193
	Percentages	53.8	39.8	4.1	0.5	1.0	0.5	99.7
11. Physical conditions (for example, noise, temperature, lighting, cleanliness) allow employees to perform their jobs well.	Frequencies	51	86	33	13	9	0	192
	Percentages	26.5	44.7	17.1	6.7	4.6	0	99.6
12. Supervisor/team leaders in my work unit support employee development	Frequencies	48	72	36	20	17	0	193
	Percentages	24.8	37.3	18.6	10.3	8.8	0	99.8
13. My talents are used well in the workplace.	Frequencies	53	74	30	24	11	0	192
	Percentages	27.6	38.5	15.6	12.5	5.7	0	99.9
14. My training needs are assessed.	Frequencies	27	56	44	41	21	0	189
	Percentages	14.2	29.6	23.2	21.6	11.1	0	99.7

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**2011 Annual Employee Survey Results
The Presidio Trust**

Surveys Sent: 295

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Prescribed Questions: Performance Culture								
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
15. Promotions in my work unit are based on merit.	Frequencies	18	26	57	28	46	17	192
	Percentages	9.3	13.5	29.6	14.5	23.9	8.8	99.6
16. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	Frequencies	11	45	50	36	34	15	191
	Percentages	5.7	23.5	26.1	18.8	17.8	7.8	99.7
17. Creativity and innovation are rewarded	Frequencies	16	54	41	35	40	6	192
	Percentages	8.3	28.1	21.3	18.2	20.8	3.1	99.8
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	No Basis to Judge	Total
18. In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (e.g., Fully Successful, Outstanding).	Frequencies	36	82	39	16	13	4	190
	Percentages	18.9	43.1	20.5	8.4	6.8	2.1	99.8
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
19. In my work unit, differences in performance are recognized in a meaningful way.	Frequencies	14	45	61	29	32	10	191
	Percentages	7.3	23.5	31.9	15.1	16.7	5.2	99.7
20. Pay raises depend on how well employees perform their jobs.	Frequencies	8	14	45	47	63	14	191
	Percentages	4.1	7.3	23.5	24.6	32.9	7.3	99.7
21. My performance appraisal is a fair reflection of my performance.	Frequencies	45	92	31	12	9	2	191
	Percentages	23.5	48.1	16.2	6.2	4.7	1.0	99.7
22. Discussions with my supervisor/team leader about my performance are worthwhile.	Frequencies	40	77	46	13	13	4	193
	Percentages	20.7	39.8	23.8	6.7	6.7	2.0	99.7
23. Managers/supervisors/team leaders work well with employees of different backgrounds.	Frequencies	30	80	47	13	11	10	191
	Percentages	15.7	41.8	24.6	6.8	5.7	5.2	99.8
24. My supervisor supports my need to balance work and family issues.	Frequencies	84	79	17	4	5	4	193
	Percentages	43.5	40.9	8.8	2.0	2.5	2.0	99.7

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**2011 Annual Employee Survey Results
The Presidio Trust**

Surveys Sent: 295

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Response Rate: 65.7%

Prescribed Questions: Leadership								
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
25. I have a high level of respect for my organization's senior leaders.	Frequencies	27	50	60	32	23	2	194
	Percentages	13.9	25.7	30.9	16.4	11.8	1.0	99.7
26. In my organization, leaders generate high levels of motivation and commitment in the workforce.	Frequencies	17	40	52	47	35	3	194
	Percentages	8.7	20.6	26.8	24.2	18.0	1.5	99.8
27. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	Frequencies	19	43	64	28	13	25	192
	Percentages	9.8	22.3	33.3	14.5	6.7	13.0	99.6
28. Employees are protected from health and safety hazards on the job.	Frequencies	45	105	27	12	1	2	192
	Percentages	23.4	54.6	14.0	6.2	0.5	1.0	99.7
29. Employees have a feeling of personal empowerment and ownership of work processes.	Frequencies	12	64	51	41	18	7	193
	Percentages	6.2	33.1	26.4	21.2	9.3	3.6	99.8
30. My workload is reasonable.	Frequencies	24	93	29	24	20	1	191
	Percentages	12.5	48.6	15.1	12.5	10.4	0.5	99.6
31. Managers communicate the goals and priorities of the organization.	Frequencies	19	53	53	41	21	5	192
	Percentages	9.8	27.6	27.6	21.3	10.9	2.6	99.8
32. My organization has prepared employees for potential security threats.	Frequencies	25	75	46	25	15	7	193
	Percentages	12.9	38.8	23.8	12.9	7.7	3.6	99.7

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**2011 Annual Employee Survey Results
The Presidio Trust**

Surveys Sent: 295

Surveys Returned: 194

Response Rate: 65.7%

Prescribed Questions: Job Satisfaction								
Item Text		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied		Total
33. How satisfied are you with the information you receive from management on what's going on in your organization?	Frequencies	18	64	39	53	20		194
	Percentages	9.2	32.9	20.1	27.3	10.3		99.8
34. How satisfied are you with your involvement in decisions that affect your work?	Frequencies	22	61	51	39	20		193
	Percentages	11.3	31.6	26.4	20.2	10.3		99.8
35. How satisfied are you with your opportunity to get a better job in your organization?	Frequencies	16	35	67	44	32		194
	Percentages	8.2	18.0	34.5	22.6	16.4		99.7
36. How satisfied are you with the recognition you receive for doing a good job?	Frequencies	23	64	43	44	19		193
	Percentages	11.9	33.1	22.2	22.7	9.8		99.7
37. How satisfied are you with the policies and practices of your senior leaders?	Frequencies	15	51	57	43	28		194
	Percentages	7.7	26.2	29.3	22.1	14.4		99.7
38. How satisfied are you with the training you receive for your present job?	Frequencies	28	61	58	31	15		193
	Percentages	14.5	31.6	30.0	16.0	7.7		99.8
39. Considering everything, how satisfied are you with your job?	Frequencies	46	89	37	19	3		194
	Percentages	23.7	45.8	19.0	9.7	1.5		99.7
40. Considering everything, how satisfied are you with your pay?	Frequencies	25	83	29	40	13		190
	Percentages	13.1	43.6	15.2	21.0	6.8		99.7

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