

## **2012 Employee Viewpoint Survey Results for the Office of the United States Trade Representative**

1- **Interpretation of Results:** In the 2012 Employee Viewpoint Survey, USTR scored especially high (i.e., greater than 65% favorable - Strongly Agree/Agree or Very Satisfied/Satisfied) on a significant number of questions relating to employees' work experiences, such as liking the kind of work they do, being willing to put in the extra effort to get a job done, knowing how their work relates to USTR's goals and priorities, and being held accountable for achieving results.

USTR also garnered high marks on work unit related questions such as people in the office cooperating to get the job done, employees sharing job knowledge with each other, and a high quality of work being produced by the office.

A majority of USTR employees responded that their supervisor treats them with respect and talks with them about their performance. Most agency employees are satisfied with USTR's Alternative Work Schedules, Health and Wellness Programs, and the Employee Assistance Program.

On the other hand, some of the lowest scores were on the items measuring satisfaction with such issues as sufficient resources to get the job done (e.g., people, materials, budget), reasonable workload, assessment of training needs, recognition of employees for providing high quality products/services, and managers' review and evaluation of the organization's progress toward meeting its goals and objectives.

The head of the agency, Ambassador Ron Kirk, held an open forum "town hall" meeting with all employees, soliciting their feedback and suggestions for improving the agency. He also encouraged employees to make use of the anonymous suggestion boxes located in both of the agencies' buildings. In response to some of the suggestions received, the agency is currently in the process of finalizing a Leadership Development Plan for Deputy Assistant U.S. Trade Representatives, and is also on track to provide Negotiating Skills training to mission critical employees.

2- **How the survey was conducted:** The survey was conducted online from April 4, 2012 to May 16, 2012.

3- **Description of sample:** All full-time permanent employees who were on board at USTR as of September 30, 2011 were surveyed (a total of 179 employees.)

4- **Survey items and response choices:** See the tables on the following pages.

5- **Number of employees surveyed, number who responded, and representativeness of respondents:** Of the 179 employees surveyed, 108 responded. USTR's 2012 response rate of 60% is a significant increase over USTR's 44% response rate in 2011.