

OFFICE OF THE U.S. TRADE REPRESENTATIVE

Federal employees remain resilient in the face of many challenges. The views of employees are critical in helping agency leaders identify areas where the organization may need more support, as well as areas to celebrate. When agencies commit to addressing their issues, employees are better able to focus on and remain steadfast in their mission.

This report highlights what employees have identified as our agency's areas of strengths and challenges, along with areas of progress and opportunities for improvement. Our 2013 results are compared with our 2012 results and the 2013 combined small agency results. Your voice is important and this report provides leaders the opportunity to listen to what you have to say.

RESPONSE RATES | Office of the U.S. Trade Representative **63%** | Small Agencies **71%**

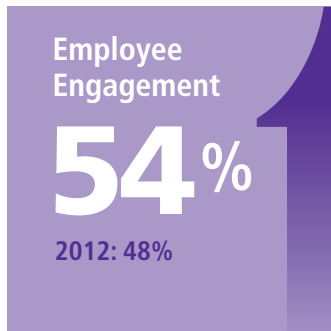
5 highest percent positive items (strengths) and 5 highest percent negative items (challenges)

Strengths	Small Agencies		Challenges	Small Agencies	
	USTR	Small Agencies		USTR	Small Agencies
When needed I am willing to put in the extra effort to get a job done. (Q. 7)	94%	97%	I have sufficient resources (for example, people, materials, budget) to get my job done. (Q. 9)	85%	36%
How would you rate the overall quality of work done by your work unit? (Q. 28)	94%	87%	I believe the results of this survey will be used to make my agency a better place to work. (Q. 41)	75%	30%
I am constantly looking for ways to do my job better. (Q. 8)	88%	89%	In my organization, leaders generate high levels of motivation and commitment in the workforce. (Q. 53)	75%	34%
I am held accountable for achieving results. (Q. 16)	87%	83%	Pay raises depend on how well employees perform their jobs. (Q. 33)	73%	47%
The work I do is important. (Q. 13)	86%	87%	My training needs are assessed. (Q. 18)	67%	31%

Largest changes in percent positive ratings for our agency between the 2012 and 2013 survey administrations

Increases	2012	2013	Diff.	Decreases	2012	2013	Diff.
	I have trust and confidence in my supervisor. (Q. 51)	51	71		+20	Awards in my work unit depend on how well employees perform their jobs. (Q. 25)	35
Overall, how good a job do you feel is being done by your immediate supervisor/team leader? (Q. 52)	57	74	+17	I believe the results of this survey will be used to make my agency a better place to work. (Q. 41)	26	13	-13
My supervisor/team leader listens to what I have to say. (Q. 48)	64	79	+15	I have sufficient resources (for example, people, materials, budget) to get my job done. (Q. 9)	24	12	-12
Prohibited Personnel Practices are not tolerated. (Q. 38)	41	56	+15	I recommend my organization as a good place to work. (Q. 40)	36	28	-8
My supervisor/team leader treats me with respect. (Q. 49)	69	82	+13	Considering everything, how satisfied are you with your pay? (Q. 70)	37	29	-8

Employee Engagement can be thought of as the extent to which an employee is not only fully involved in, but enthusiastic about their work. The 2013 FEVS includes questions related to the conditions likely to lead to employee engagement (e.g., leadership, opportunity to use skills).



Small Agencies 66%



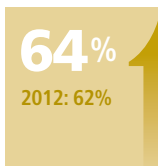
Leaders Lead

Reflects the employees' perceptions of the integrity of leadership, as well as leadership behaviors such as communication and workforce motivation. It is made up of items 53, 54, 56, 60, and 61.



Supervisors

Reflects the interpersonal relationship between worker and supervisor, including trust, respect, and support. It is made up of items 47, 48, 49, 51, and 52.



Intrinsic Work Experiences

Reflects the employees' feelings of motivation and competency relating to their role in the workplace. It is made up of items 3, 4, 6, 11, and 12.

OPM's Global Satisfaction Index can be used as a proxy to gauge employees' overall work satisfaction. The index is a combination of employees' satisfaction with their job, their pay, and their organization, plus their willingness to recommend their organization as a good place to work.



Small Agencies 61%



Job Satisfaction

Considering everything, how satisfied are you with your job? (Q. 69)



Pay Satisfaction

Considering everything, how satisfied are you with your pay? (Q. 70)



Organization Satisfaction

Considering everything, how satisfied are you with your organization? (Q. 71)



Recommend Organization

I recommend my organization as a good place to work. (Q. 40)