Description of document:	Merit Systems Protection Board (MSPB) <u>2016 All Employee Internal Survey Results</u>
Requested date:	19-August-2017
Released date:	22-September-2017
Posted date:	08-January-2018
Source of document:	FOIA Request Merit Systems Protection Board 1615 M Street, NW Washington, DC 20419 Fax: (202) 653-7130 Email: mspb@mspb.gov

September 22, 2017

<u>**SENT VIA E-MAIL**</u>

RE: **Final Response for Request MSPB-2017-000206**

This is a final response to the Freedom of Information Act (FOIA) request to the U.S. Merit Systems Protection Board (MSPB) dated August 19, 2017 and received August 22, 2017. In your request you sought, "a digital/electronic copy of the most recent results from the MSPB INTERNAL SURVEY."

We have conducted a comprehensive search and located records responsive to your request. After a careful review, we are releasing the following record to you in full:

- MSPB 2016 All Employee Internal Survey Results

If you wish to contact the FOIA Public Liaison, you may do so via email to foiahq@mspb.gov or telephone at (202) 254-4475.

If you wish to appeal the determination, you may do so by submitting your appeal through FOIAonline or by mailing your appeal to:

Chairman, c/o Clerk of the Board
U.S. Merit Systems Protection Board
1615 M Street, NW
Suite 500
Washington, DC 20419

Your appeal should be identified as a "FOIA Appeal" on both the letter and the envelope, if applicable. It should include a copy of your original request, a copy of this letter and your reasons for appealing this decision. You may also submit your appeal by email to foiahq@mspb.gov or by fax at (202) 653-7130. You appeal must be filed within ninety (90) days from the date of this letter.

Sincerely,

//signed//

Karin Kelly
Government Information Specialist
U.S. Merit Systems Protection Board

MSPB 2016 All-Employee Annual Internal Survey Results of Scaled Questions

1. How satisfied are you that the following information technology hardware items met your business needs as a user in the last year? (Mark "N/A" if you did not use this type of equipment or hardware in the last year.)

Answer Options	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A	Response Count	# of Valid Response	Positive Answers	Percent Positive
Your computer	12	71	27	33	17	0	2	162	160	83	52%
Your original computer monitor	31	85	23	12	4	0	7	162	155	116	75%
Your new or second computer monitor	34	51	13	9	3	2	50	162	110	85	77%
Your keyboard	32	91	23	9	4	0	3	162	159	123	77%
Your mouse	32	86	22	12	7	0	3	162	159	118	74%
Your local printer	24	88	13	14	4	0	19	162	143	112	78%
Other printers you use	22	83	21	7	2	0	27	162	135	105	78%
Scanners	26	67	12	7	3	2	45	162	115	93	81%
Copiers you use	41	90	16	5	0	0	10	162	152	131	86%
Fax machines	23	69	20	0	2	4	44	162	114	92	81%
Office phone	28	94	22	11	3	0	4	162	158	122	77%
Smartphone or mobile device	10	15	8	0	1	0	128	162	34	25	74%
Video-teleconferencing equipment	9	40	23	27	13	1	49	162	112	49	44%
Phone-teleconferencing equipment	12	56	24	14	3	2	51	162	109	68	62%
Lenovo X1 Carbon laptop (ITTG Members)	12	12	10	5	2	1	120	162	41	24	59%

2. How satisfied are you that the following software, applications, or automated IT systems met your business needs as a user in the past year? (Mark "N/A" if you have not used this type of software or system in the last year.)

Answer Options	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A	Response Count	# of Valid Response	Positive Answers	Percent Positive
Office 365: Cloud email	17	71	32	18	4	12	7	161	142	88	62%
Office 365: OneDrive	12	42	34	11	5	22	35	161	104	54	52%
MSPB Office Calendar on the Portal (SharePoint)	15	77	44	16	3	2	4	161	155	92	59%
New Office Calendar in Office 365 (only for ITTG members)	7	22	13	2	4	5	108	161	48	29	60%
Microsoft Office Suite (Word, Excel, PowerPoint, etc.)	20	99	26	11	3	0	2	161	159	119	75%
MS Lync or Skype instant messaging	3	9	14	2	0	19	114	161	28	12	43%
Individual personal drive (e.g., H:drive)	12	70	52	7	7	2	11	161	148	82	55%
Shared office drives (e.g., OACApps; PETeam; ATapps)	4	37	36	4	3	17	60	161	84	41	49%
Laptop drives (e.g., Desktop or C:drive)	15	67	50	9	2	4	14	161	143	82	57%
Virtual Desktop Image (VDI) in the office	6	39	36	41	20	3	16	161	142	45	32%
VDI used remotely	5	28	25	31	38	2	32	161	127	33	26%
Virtual Private network (VPN) used remotely	6	34	22	11	12	14	62	161	85	40	47%

3. How satisfied are you that the following software, applications, or automated IT systems met your business needs as a user in the last year? (Mark "N/A" if you have not used this type of software or system in the last year.)

Answer Options	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A	Response Count	# of Valid Response	Positive Answers	Percent Positive
Case Management System/Law Manager	7	60	29	12	2	7	44	161	110	67	61%
Document Management System (DMS)	10	76	26	23	6	1	19	161	141	86	61%
HotDocs	8	84	26	16	1	2	24	161	135	92	68%
e-Transcript	3	22	27	1	1	18	89	161	54	25	46%
QuickCase	15	76	25	12	2	4	27	161	130	91	70%
WestLaw	36	73	14	7	0	2	29	161	130	109	84%
MSPB IdeaScale Community (Suggestion Box)	2	8	29	4	6	24	88	161	49	10	20%
Desktop publishing	1	12	17	3	1	18	109	161	34	13	38%
Statistical analysis/data management	4	14	15	3	1	16	108	161	37	18	49%
Survey development and administration	3	8	18	4	4	15	109	161	37	11	30%
Shortel Communicator (Regular phone services)	16	78	34	13	3	1	16	161	144	94	65%
Shortel Communicator (Teleconferencing limited to 40 part	9	39	27	16	3	6	61	161	94	48	51%
Intercall phone teleconferencing	11	24	14	3	1	15	93	161	53	35	66%
Go-To-Meeting Conferencing	8	34	30	11	1	13	64	161	84	42	50%

4. How satisfied are you with the availability of the following aspects of the IT infrastructure in the last year? Availability means you can open or access the service or application every time you need it. (Mark"N/A" if you have not

Answer Options	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A	Response Count	# of Valid Response	Positive Answers	Percent Positive
Availability of network services in the office (LAN, WAN,	9	66	42	28	10	2	4	161	155	75	**48%**
Availability of internet connection in the office	9	75	38	24	12	0	3	161	158	84	**53%**
Availability of applications and software (e.g., Office 365,	10	88	37	17	8	0	1	161	160	98	**61%**
Availability of working and archived files and documents	14	66	48	16	9	1	7	161	153	80	**52%**
Availability of VDI in the office	8	50	38	28	10	4	23	161	134	58	**43%**
Availability of VDI used remotely	6	26	25	41	30	1	32	161	128	32	**25%**
Availability of VPN used remotely	5	41	23	12	8	8	64	161	89	46	**52%**

5. How satisfied are you with the reliability of the following aspects of the IT infrastructure in the last year? Reliability means the service or application operates as it should during the entire time you use it. (Mark"N/A" if you have not

Answer Options	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A	Response Count	# of Valid Response	Positive Answers	Percent Positive
Reliability of network services in the office (LAN, WAN,	10	61	40	31	17	0	1	160	159	71	**45%**
Reliability of internet connection in the office	10	57	43	33	15	1	1	160	158	67	**42%**
Reliability of applications and software (Office 365, Office	8	85	33	20	12	1	1	160	158	93	**59%**
Reliable and secure storage of working and archived files	8	65	38	26	14	6	3	160	151	73	**48%**
Reliability of VDI in the office	6	42	33	35	16	6	22	160	132	48	**36%**
Reliability of VDI used remotely	5	22	26	41	34	3	29	160	128	27	**21%**
Reliability of VPN used remotely	6	36	24	16	7	9	62	160	89	42	**47%**

6. What is your level of agreement with the following statements about IRM services in the last year? (Mark "N/A" if you have not used these services during the last year.)

Answer Options	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Don't Know	N/A	Response Count	# of Valid Response	Positive Answers	Percent Positive
My IRM help desk requests are resolved completely	21	57	32	28	12	1	8	159	150	78	**52%**
My IRM help desk requests are resolved accurately when	20	53	46	21	9	2	8	159	149	73	**49%**
My IRM help desk requests are resolved in a timely way	22	64	35	23	7	1	7	159	151	86	**57%**
The IRM staff who help me are knowledgeable about the	23	60	35	22	12	1	6	159	152	83	**55%**
The IRM staff who help me are courteous	45	79	18	5	6	0	6	159	153	124	**81%**
It seems that the right MSPB employees are consulted	10	18	45	25	30	20	11	159	128	28	**22%**
Information about IT issues, updates, and	13	45	45	31	20	0	5	159	154	58	**38%**
New IT hardware, applications or other changes help me	8	25	49	35	26	7	9	159	143	33	**23%**

8. What is your level of satisfaction with the following MSPB facilities in the last year? (Mark "N/A" if you have not used a facility in the last year.)

Answer Options	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A	Response Count	# of Valid Response	Positive Answers	Percent Positive
Your personal office space	53	81	17	6	1	0	0	158	158	134	**85%**
Your personal office desk and storage units	47	78	24	7	2	0	0	158	158	125	**79%**
Your personal desk chair	48	81	11	12	6	0	0	158	158	129	**82%**
Your personal office heating and cooling	39	66	23	22	7	0	1	158	157	105	**67%**
Your personal office lighting	43	84	21	6	3	0	1	158	157	127	**81%**
Meeting spaces in your location	30	85	21	16	5	0	1	158	157	115	**73%**
Meeting space furnishings in your location	29	87	25	13	3	0	1	158	157	116	**74%**
Meeting space heating, cooling, and lighting in your	22	73	31	24	5	0	3	158	155	95	**61%**
Videoteleconferencing in your location	15	51	28	23	13	1	27	158	130	66	**51%**
Restroom facilities in your location	32	77	22	17	9	0	1	158	157	109	**69%**
Kitchenette facilities in your location	23	91	30	11	1	0	2	158	156	114	**73%**
Shelter-in-place area or room in your location	22	74	29	5	3	17	8	158	133	96	**72%**
Shelter-in-place supplies in your location	21	63	24	7	1	28	14	158	116	84	**72%**

9. What is your level of satisfaction with the following common administrative systems and services in the last year? (Mark "N/A" if you have not used a service or system in the last year. Note questions about e-Requisition and

Answer Options	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A	Response Count	# of Valid Response	Positive Answers	Percent Positive
Mailroom	30	61	16	2	2	9	37	157	111	91	82%
Off-the-shelf supplies	29	88	26	9	1	3	1	157	153	117	76%
Time and Attendance system (Web TA)	48	91	11	5	0	0	2	157	155	139	90%
Support for resolving issues with Web TA	33	52	21	3	1	14	33	157	110	85	77%
e-OPF (e.g., reviewing/printing documents from your	22	75	27	8	3	5	17	157	135	97	72%
Transit Subsidy Program	44	64	10	1	0	2	36	157	119	108	91%
CONCUR travel system	9	23	24	21	19	4	57	157	96	32	33%
Support with using the CONCUR travel system	8	31	27	14	11	7	59	157	91	39	43%
Support with resolving issues regarding travel policies or	11	31	30	7	9	7	62	157	88	42	48%
Payroll/NFC Employee Personal Page (e.g., changes to	31	74	22	3	2	7	18	157	132	105	80%
Health/Wellness Program (e.g., flu shots, wellness	17	52	23	5	1	10	49	157	98	69	70%
Employee Assistance Program (EAP)	8	17	15	1	0	19	97	157	41	25	61%

10. What is your level of agreement with the following statements about the FAM ticket system and FAM services your have specifically requested over the last year (not including hiring or procurement)? (Mark "N/A" if you have not

Answer Options	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Don't Know	N/A	Response Count	# of Valid Response	Positive Answers	Percent Positive
My FAM tickets or other requests are resolved	19	29	14	4	0	9	82	157	66	48	73%
My FAM tickets or other requests are resolved accurately	19	30	17	1	0	9	81	157	67	49	73%
My FAM tickets or other requests are resolved in a timely	20	29	14	3	1	9	81	157	67	49	73%
The FAM staff who help me are knowledgeable about the	22	39	18	6	3	9	60	157	88	61	69%
The FAM staff who help me are courteous	30	48	11	4	1	6	57	157	94	78	83%
It seems that the right MSPB employees are consulted	14	25	25	7	7	23	56	157	78	39	50%
Information about changes in FAM-related administrative	14	33	29	12	6	14	49	157	94	47	50%
Changes in FAM-related administrative services,	11	25	43	9	3	16	50	157	91	36	40%

12. What is your level of satisfaction with the following human resources (HR) advisory or referral services provided by MSPB HR in the last year? (Mark "N/A" if you have not inquired about the issue or service in the last year. Also,

Answer Options	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A	Response Count	# of Valid Response	Positive Answers	Percent Positive
Employee insurance benefits (e.g., health, life, or other	15	47	32	4	3	4	52	157	101	62	61%
Retirement (processes and forms, estimated annuity,	9	21	30	3	3	10	81	157	66	30	45%
Leave (other than simple Web TA questions) for	14	35	31	3	3	5	66	157	86	49	57%
Human resource actions (e.g., awards, within grade	10	42	42	7	5	6	45	157	106	52	49%
Modifying employee records/e-OPF issues (adding,	11	29	29	8	4	8	68	157	81	40	49%

13. What is your level of satisfaction with the following information or services provided by APHIS HR in the last year? (Mark "N/A" if you have not requested the information service from APHIS in the last year. Note that questions

Answer Options	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A	Response Count	# of Valid Response	Positive Answers	Percent Positive
Employee insurance benefits (e.g., health, life, or other	15	41	25	6	3	5	61	156	90	56	**62%**
Retirement (processes and forms, estimated annuity,	11	20	20	2	3	10	90	156	56	31	**55%**
Leave (other than simple Web TA questions) for	11	24	25	6	4	6	80	156	70	35	**50%**
Human resource actions (e.g., awards, within-grade	12	36	23	9	3	7	66	156	83	48	**58%**
Modifying employee records/e-OPF issues (adding,	9	27	26	11	2	6	75	156	75	36	**48%**

15. What is your level of agreement with the following statements about EEO services and programs in the last year?

Answer Options	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Don't Know	Response Count	# of Valid Response	Positive Answers	Percent Positive
I understand the process for filing an EEO complaint	39	83	19	6	1	8	156	148	122	**82%**
I understand the process for requesting a reasonable	40	81	23	2	1	9	156	147	121	**82%**
If I filed an EEO complaint, I trust that it would be	40	60	28	11	2	15	156	141	100	**71%**
If I requested a reasonable accommodation, I trust	47	63	26	3	2	15	156	141	110	**78%**

16. In general, what is your view of the quality of EEO, Diversity, and Inclusion special

Answer Options	Response Percent	Response Count
Very high	35%	54
High	26%	40
Medium	21%	32
Low	2%	3
Very Low	2%	3
N/A	15%	24

17. What is your view of the number of EEO, Diversity, and Inclusion special emphasis

Answer Options	Response Percent	Response Count
Too few events	2%	3
About the right number of events	78%	121
Too many events	21%	32

18. What is the likelihood that you would use or participate in the following methods of learning about EEO, diversity, or inclusion issues?

Answer Options	Very Likely	Likely	Neither Likely or Unlikely	Unlikely	Very Unlikely	Not At All Likely	Response Count	# of Valid Response	Positive Answers	Percent Positive
Emails from the MSPB EEO Director with links to	33	69	25	16	6	7	156	156	102	**65%**
Information, links, or blogs posted on the Portal	18	60	34	29	8	7	156	156	78	**50%**
MSPB film/video-clip events	20	59	37	26	4	10	156	156	79	**51%**
MSPB book discussion events (reading a particular book	24	41	32	34	9	16	156	156	65	**42%**
MSPB presentations or experiences from MSPB	40	62	29	14	2	9	156	156	102	**65%**
MSPB presentations from people outside of MSPB	34	72	29	8	4	9	156	156	106	**68%**
Written or electronic information from sources outside	21	63	34	23	6	9	156	156	84	**54%**
In-person events hosted by non-MSPB organizations	24	49	37	31	4	11	156	156	73	**47%**
Webinars or podcasts (regardless of source)	14	54	38	35	4	11	156	156	68	**44%**

20. What is your level of agreement with the following statement? I know what to do in the case of:

Answer Options	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Don't Know	Response Count	# of Valid Response	Positive Answers	Percent Positive
Fire	53	93	6	1	1	2	156	154	146	95%
Earthquake	52	74	16	11	0	3	156	153	126	82%
Weather emergency (tornado, hurricane, flood, snow/ice,	47	81	14	11	1	2	156	154	128	83%
Direction to shelter-in-place	57	80	7	9	0	3	156	153	137	90%
Direction to evacuate the surrounding area or city	35	63	30	21	3	4	156	152	98	64%
Receiving a mail, email, phone, or in-person threat (such	48	86	10	10	0	2	156	154	134	87%
An active shooter in the workplace	54	90	8	2	0	2	156	154	144	94%

21. What is your level of agreement with the following statements about maintaining the safety and security of the workplace and workforce? I know my role or the actions I should take in:

Answer Options	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Don't Know	Response Count	# of Valid Response	Positive Answers	Percent Positive
Securing my workplace from unrecognized individuals or	48	90	11	5	1	1	156	155	138	89%
Recognizing/reporting threats or breaches to the physical	49	89	14	3	0	1	156	155	138	89%
Recognizing/reporting suspicious behavior	48	91	12	3	1	1	156	155	139	90%
Recognizing/reporting uncharacteristic behavior of	37	88	23	6	2	0	156	156	125	80%
Recognizing/reporting/getting help in a medical	43	92	16	4	1	0	156	156	135	87%
Recognizing/reporting workplace violence or its	37	90	20	9	0	0	156	156	127	81%
Ensuring I am accounted for in an emergency situation	41	85	19	10	1	0	156	156	126	81%
Ensuring I can convey and receive emergency	39	87	22	6	1	1	156	155	126	81%
Ensuring I am personally prepared to shelter-in-place	43	87	16	9	1	0	156	156	130	83%

23. What is your level of agreement with the following statements about work and organizational issues?

Answer Options	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Don't Know	Response Count	# of Valid Response	Positive Answers	Percent Positive
I know what the priorities are at MSPB	37	75	25	12	6	0	155	155	112	72%
I have the competencies I need to perform my work	75	72	4	4	0	0	155	155	147	95%
Employees in my work unit have the competencies	55	74	14	11	1	0	155	155	129	83%
I feel appreciated for the work I do	50	50	27	15	13	0	155	155	100	65%
My supervisor demonstrates appreciation for my work	66	47	21	13	7	1	155	154	113	73%

24. What is your level of agreement with the following statements about communication?

Answer Options	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Don't Know	Response Count	# of Valid Response	Positive Answers	Percent Positive
Communication from the Chairman's Office (Chairman or	29	70	34	13	4	4	154	150	99	66%
Communication from my Office Director or Deputy about	44	65	25	11	3	6	154	148	109	74%
Communication from my Office Director or Deputy about	40	67	23	15	3	6	154	148	107	72%
Communication about other issues from managers and	40	57	27	14	9	7	154	147	97	66%
Communication among and between colleagues in my	42	70	19	12	9	2	154	152	112	74%
Communications between work units or offices is	21	42	40	34	12	5	154	149	63	42%
I have the information I need about what is going on in my	38	67	25	14	9	1	154	153	105	69%
I have the information I need about what is going on at	24	63	38	17	11	1	154	153	87	57%

25. What is your level of agreement with each of the following statements about personal interactions?

Answer Options	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Don't Know	Response Count	# of Valid Response	Positive Answers	Percent Positive
A spirit of cooperation and teamwork exists in my work	52	62	17	13	9	1	154	153	114	**75%**
My colleagues listen to what I have to say	52	77	13	6	6	0	154	154	129	**84%**
My opinions count at work	49	60	25	12	7	1	154	153	109	**71%**
I am treated with respect at work	61	64	15	11	3	0	154	154	125	**81%**
I am comfortable being myself at work	55	69	21	3	6	0	154	154	124	**81%**
I am appreciated for my unique background and	51	55	23	11	7	7	154	147	106	**72%**
My colleagues accept those who are different from them	53	70	19	3	5	4	154	150	123	**82%**
My colleagues support the concept of diversity of thought	50	61	24	7	6	6	154	148	111	**75%**
Conflict (such as disagreements or differences in opinion,	37	52	28	21	11	5	154	149	89	**60%**
Conflict (such as disagreements or differences in opinion,	26	40	47	11	14	16	154	138	66	**48%**

27. Do you work at Headquarters or in a Regional/Field Office?

Answer Options	Response Percent	Response Count
Headquarters	52%	79
Regional/Field Office	48%	74

28. Are you a permanent MSPB employee (full or part-time), or are you a non-permanent

Answer Options	Response Percent	Response Count
Permanent (full or part time)	92%	140
Non-permanent	9%	13

29. Are you a member of the IT Testing Group (ITTG)?

Answer Options	Response Percent	Response Count
Yes	20%	31
No	80%	123