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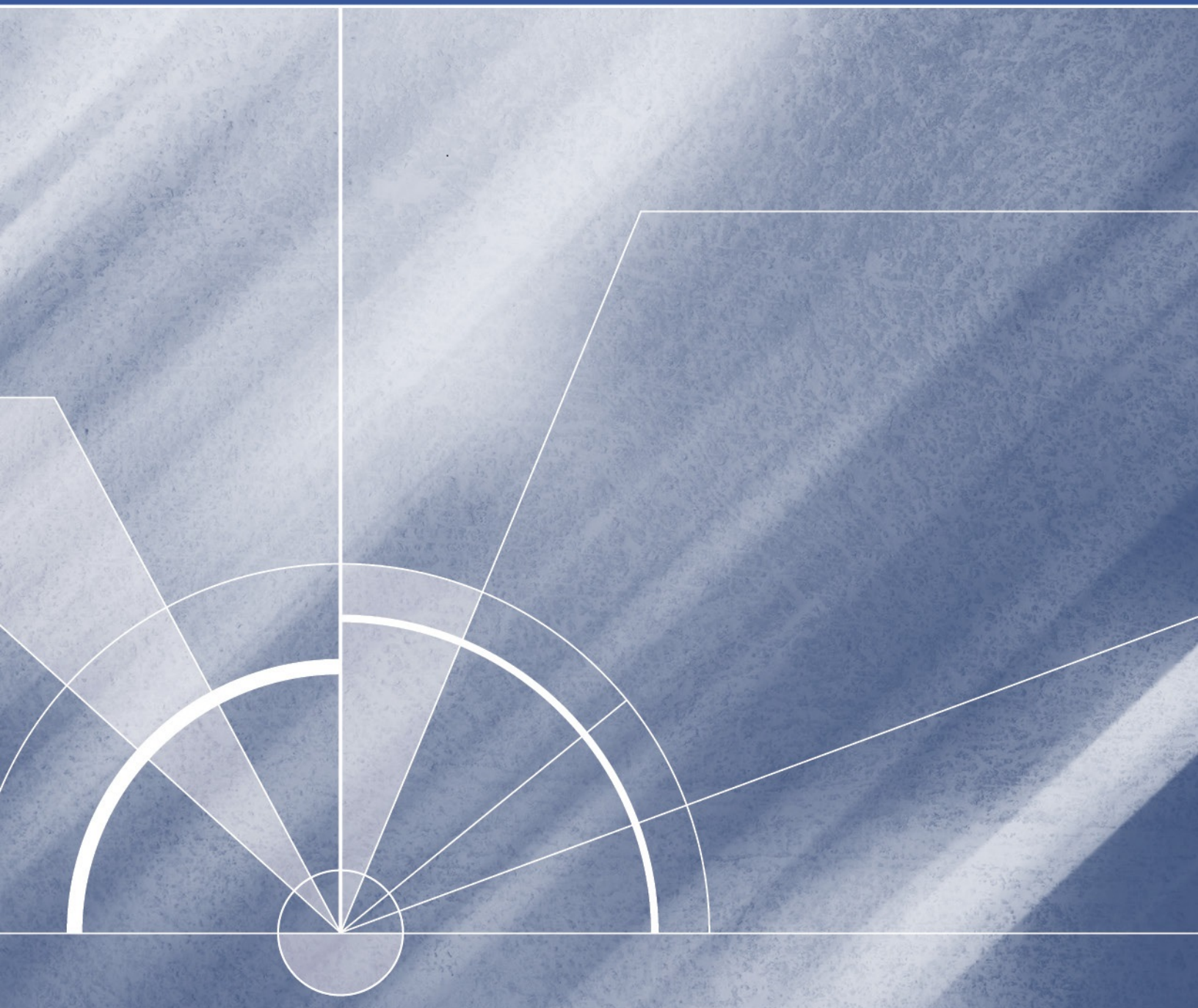
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2017


Federal Employee Viewpoint Survey
Empowering Employees. Inspiring Change.

1st Level
Subagency
Report

Department of Homeland Security
U.S. CUSTOMS AND BORDER PROTECTION





Department of Homeland Security

U.S. CUSTOMS AND BORDER PROTECTION

1st Level Subagency Report

This 2017 Federal Employee Viewpoint Survey Report provides summary results for your subagency, including comparisons to your department or agency.

Response Summary

	Surveys Completed	Response Rate
Governmentwide	486,105	45.5%
Department of Homeland Security	47,414	49.0%
U.S. CUSTOMS AND BORDER PROTECTION	13,410	44.4%

Your Data

An embedded Microsoft® Excel® file containing your results. To access the workbook from Adobe® Reader®, double click on the 'pin' in the upper left corner of this page. Alternatively, you may access the workbook through the vertical navigation pane on the left side of the Adobe® Reader® window by clicking on the image of the paper clip.

Top 10 Positive & Negative Items and Leading & Trailing Your Comparison Group.

These sections provide high level information on how your subagency is doing.

Main Report Results

The results include response percentages for each survey item. The definitions for the Positive, Neutral, and Negative response percentages vary in the following ways across the three primary response scales used in the survey:

Positive: *"Strongly Agree and Agree"* or *"Very Satisfied and Satisfied"* or *"Very Good and Good"*

Neutral: *"Neither Agree nor Disagree"* or *"Neither Satisfied nor Dissatisfied"* or *"Fair"*

Negative: *"Disagree and Strongly Disagree"* or *"Dissatisfied and Very Dissatisfied"* or *"Poor and Very Poor"*

Positive, Neutral, and Negative percentages are based on the total number of responses (N) that are in these three categories. The number of *Do Not Know (DNK)* or *No Basis to Judge (NBJ)* responses, where applicable, is listed separately.

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Top 10 Positive & Negative Items

The figures below highlight the top 10 positive and negative results from the survey to help you quickly identify the most positive and most negative aspects of the organizational environment (only items 1 to 71 are included). Use this snapshot as a quick reference or overview of your FEVS results.

Highest Percent Positive

- 93.9% When needed I am willing to put in the extra effort to get a job done. (Q.7)
- 88.5% The work I do is important. (Q.13)
- 86.8% I am constantly looking for ways to do my job better. (Q.8)
- 81.6% I like the kind of work I do. (Q.5)
- 79.1% My supervisor treats me with respect. (Q.49)
- 78.3% I know what is expected of me on the job. (Q.6)
- 77.5% I know how my work relates to the agency's goals and priorities. (Q.12)
- 73.6% How would you rate the overall quality of work done by your work unit? (Q.28)
- 70.8% My supervisor listens to what I have to say. (Q.48)
- 69.5% My supervisor supports my need to balance work and other life issues. (Q.42)

Highest Percent Negative

- 65.7% Pay raises depend on how well employees perform their jobs. (Q.33)
- 57.4% In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. (Q.23)
- 53.1% Promotions in my work unit are based on merit. (Q.22)
- 49.4% I have sufficient resources (for example, people, materials, budget) to get my job done. (Q.9)
- 48.4% In my work unit, differences in performance are recognized in a meaningful way. (Q.24)
- 48.4% In my organization, senior leaders generate high levels of motivation and commitment in the workforce. (Q.53)
- 44.1% Awards in my work unit depend on how well employees perform their jobs. (Q.25)
- 44.0% Creativity and innovation are rewarded. (Q.32)
- 42.1% How satisfied are you with your opportunity to get a better job in your organization? (Q.67)
- 41.8% My work unit is able to recruit people with the right skills. (Q.21)

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Leading Your Comparison Group

The figure below allows you to see where your subagency results are higher than your comparison group (Department of Homeland Security) average (only items 1 to 71 are included). Only survey items with differences of 3 percentage points or more from your comparison group average are displayed. If your subagency has more than 10 items that are higher than the average, only the 10 items with the greatest differences are shown. An '*' in % Positive Response represents a percentage less than 10.



<i>Survey Item</i>	<i>% Positive Response</i>		<i>Difference</i>
Considering everything, how satisfied are you with your pay? (Q.70)	63.6%	54.9%	+8.7
I recommend my organization as a good place to work. (Q.40)	59.7%	55.7%	+4.0
My workload is reasonable. (Q.10)	61.2%	57.4%	+3.8
My performance appraisal is a fair reflection of my performance. (Q.15)	67.4%	64.1%	+3.3

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Trailing Your Comparison Group

The figure below allows you to see where your subagency results are lower than your comparison group (Department of Homeland Security) average (only items 1 to 71 are included). Only survey items with differences of 3 percentage points or more from your comparison group average are displayed. If your subagency has more than 10 items that are lower than the average, only the 10 items with the greatest differences are shown. An '*' in % Positive Response represents a percentage less than 10.



Survey Item	% Positive Response		Difference
In the last six months, my supervisor has talked with me about my performance. (Q.50)	63.9%	76.5%	-12.6
Pay raises depend on how well employees perform their jobs. (Q.33)	10.5%	18.9%	-8.4
I am held accountable for achieving results. (Q.16)	67.0%	74.3%	-7.3
My supervisor provides me with opportunities to demonstrate my leadership skills. (Q.43)	56.1%	62.7%	-6.6
My supervisor provides me with constructive suggestions to improve my job performance. (Q.46)	55.0%	61.1%	-6.1
My organization has prepared employees for potential security threats. (Q.36)	62.1%	68.0%	-5.9
My agency is successful at accomplishing its mission. (Q.39)	63.0%	68.8%	-5.8
Discussions with my supervisor about my performance are worthwhile. (Q.44)	55.1%	60.8%	-5.7
Supervisors in my work unit support employee development. (Q.47)	54.8%	60.2%	-5.4
In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. (Q.23)	20.5%	25.8%	-5.3

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My Work Experience

1. I am given a real opportunity to improve my skills in my organization.

	N	Positive	Neutral	Negative
Governmentwide	485,193	64.1%	16.0%	19.9%
Department of Homeland Security	47,329	54.7%	17.7%	27.6%
U.S. CUSTOMS AND BORDER PROTECTION	13,387	50.5%	18.1%	31.4%

2. I have enough information to do my job well.

	N	Positive	Neutral	Negative
Governmentwide	483,786	71.1%	14.4%	14.5%
Department of Homeland Security	47,218	63.9%	16.7%	19.4%
U.S. CUSTOMS AND BORDER PROTECTION	13,354	59.9%	18.5%	21.5%

3. I feel encouraged to come up with new and better ways of doing things.

	N	Positive	Neutral	Negative
Governmentwide	481,568	59.5%	17.7%	22.8%
Department of Homeland Security	46,968	47.2%	19.4%	33.4%
U.S. CUSTOMS AND BORDER PROTECTION	13,267	42.3%	20.1%	37.6%

4. My work gives me a feeling of personal accomplishment.

	N	Positive	Neutral	Negative
Governmentwide	483,323	71.9%	14.4%	13.7%
Department of Homeland Security	47,111	63.2%	17.1%	19.7%
U.S. CUSTOMS AND BORDER PROTECTION	13,316	61.1%	17.4%	21.5%

5. I like the kind of work I do.

	N	Positive	Neutral	Negative
Governmentwide	481,878	83.4%	10.7%	5.8%
Department of Homeland Security	47,040	80.0%	12.9%	7.1%
U.S. CUSTOMS AND BORDER PROTECTION	13,307	81.6%	11.3%	7.0%

6. I know what is expected of me on the job.

	N	Positive	Neutral	Negative
Governmentwide	481,399	80.4%	10.6%	9.0%
Department of Homeland Security	47,008	78.3%	11.0%	10.8%
U.S. CUSTOMS AND BORDER PROTECTION	13,295	78.3%	11.2%	10.6%

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My Work Experience (continued)

7. When needed I am willing to put in the extra effort to get a job done.

	N	Positive	Neutral	Negative
Governmentwide	483,257	95.8%	2.7%	1.5%
Department of Homeland Security	47,158	94.4%	3.3%	2.3%
U.S. CUSTOMS AND BORDER PROTECTION	13,333	93.9%	3.5%	2.6%

8. I am constantly looking for ways to do my job better.

	N	Positive	Neutral	Negative
Governmentwide	483,445	91.0%	7.3%	1.7%
Department of Homeland Security	47,210	87.5%	9.5%	3.0%
U.S. CUSTOMS AND BORDER PROTECTION	13,356	86.8%	9.9%	3.3%

9. I have sufficient resources (for example, people, materials, budget) to get my job done.

	N	Positive	Neutral	Negative	DNK
Governmentwide	483,755	47.4%	16.1%	36.6%	973
Department of Homeland Security	47,169	39.7%	16.0%	44.3%	115
U.S. CUSTOMS AND BORDER PROTECTION	13,344	34.7%	15.9%	49.4%	33

10. My workload is reasonable.

	N	Positive	Neutral	Negative	DNK
Governmentwide	482,533	58.9%	16.0%	25.0%	776
Department of Homeland Security	47,109	57.4%	16.3%	26.3%	64
U.S. CUSTOMS AND BORDER PROTECTION	13,330	61.2%	16.1%	22.7%	17

11. My talents are used well in the workplace.

	N	Positive	Neutral	Negative	DNK
Governmentwide	475,916	59.7%	16.5%	23.8%	1,928
Department of Homeland Security	46,437	49.7%	18.2%	32.1%	236
U.S. CUSTOMS AND BORDER PROTECTION	13,144	48.3%	17.4%	34.3%	72

12. I know how my work relates to the agency's goals and priorities.

	N	Positive	Neutral	Negative	DNK
Governmentwide	481,130	84.2%	9.5%	6.4%	1,459
Department of Homeland Security	46,905	79.3%	11.1%	9.6%	141
U.S. CUSTOMS AND BORDER PROTECTION	13,247	77.5%	11.9%	10.6%	55

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My Work Experience (continued)

13. The work I do is important.

	N	Positive	Neutral	Negative	DNK
Governmentwide	479,280	90.7%	6.4%	2.8%	1,120
Department of Homeland Security	46,739	89.4%	6.6%	4.0%	123
U.S. CUSTOMS AND BORDER PROTECTION	13,207	88.5%	6.7%	4.8%	46

14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.

	N	Positive	Neutral	Negative	DNK
Governmentwide	481,674	66.3%	14.0%	19.7%	2,014
Department of Homeland Security	47,008	59.3%	15.5%	25.2%	187
U.S. CUSTOMS AND BORDER PROTECTION	13,297	59.6%	15.5%	24.9%	60

15. My performance appraisal is a fair reflection of my performance.

	N	Positive	Neutral	Negative	DNK
Governmentwide	477,285	71.3%	14.1%	14.6%	6,699
Department of Homeland Security	46,661	64.1%	15.6%	20.3%	536
U.S. CUSTOMS AND BORDER PROTECTION	13,203	67.4%	17.9%	14.7%	141

16. I am held accountable for achieving results.

	N	Positive	Neutral	Negative	DNK
Governmentwide	480,241	82.7%	11.5%	5.8%	2,029
Department of Homeland Security	46,829	74.3%	15.0%	10.6%	212
U.S. CUSTOMS AND BORDER PROTECTION	13,244	67.0%	17.4%	15.6%	79

17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.

	N	Positive	Neutral	Negative	DNK
Governmentwide	462,879	64.5%	17.3%	18.2%	19,717
Department of Homeland Security	45,372	56.6%	19.1%	24.2%	1,693
U.S. CUSTOMS AND BORDER PROTECTION	12,899	58.9%	19.4%	21.7%	420

18. My training needs are assessed.

	N	Positive	Neutral	Negative	DNK
Governmentwide	478,928	55.2%	22.4%	22.5%	4,395
Department of Homeland Security	46,703	48.7%	23.0%	28.3%	473
U.S. CUSTOMS AND BORDER PROTECTION	13,191	44.5%	23.8%	31.8%	156

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My Work Experience (continued)

19. In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding).

	N	Positive	Neutral	Negative	NBJ
Governmentwide	473,585	71.0%	13.4%	15.6%	11,653
Department of Homeland Security	46,198	67.4%	14.8%	17.8%	1,152
U.S. CUSTOMS AND BORDER PROTECTION	12,756	62.2%	18.5%	19.3%	634

My Work Unit

20. The people I work with cooperate to get the job done.

	N	Positive	Neutral	Negative
Governmentwide	484,728	74.6%	12.9%	12.5%
Department of Homeland Security	47,295	71.1%	14.2%	14.7%
U.S. CUSTOMS AND BORDER PROTECTION	13,386	68.4%	15.0%	16.6%

21. My work unit is able to recruit people with the right skills.

	N	Positive	Neutral	Negative	DNK
Governmentwide	468,542	42.3%	25.4%	32.3%	16,412
Department of Homeland Security	45,999	35.5%	26.5%	38.0%	1,327
U.S. CUSTOMS AND BORDER PROTECTION	12,981	32.1%	26.1%	41.8%	408

22. Promotions in my work unit are based on merit.

	N	Positive	Neutral	Negative	DNK
Governmentwide	449,801	35.8%	28.4%	35.9%	33,402
Department of Homeland Security	44,815	25.8%	25.3%	48.9%	2,366
U.S. CUSTOMS AND BORDER PROTECTION	12,734	22.7%	24.1%	53.1%	602

23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.

	N	Positive	Neutral	Negative	DNK
Governmentwide	435,831	30.9%	27.5%	41.5%	47,551
Department of Homeland Security	43,968	25.8%	24.0%	50.3%	3,205
U.S. CUSTOMS AND BORDER PROTECTION	12,605	20.5%	22.1%	57.4%	724

24. In my work unit, differences in performance are recognized in a meaningful way.

	N	Positive	Neutral	Negative	DNK
Governmentwide	454,415	36.1%	28.2%	35.7%	29,143
Department of Homeland Security	45,318	29.3%	25.8%	44.9%	1,872
U.S. CUSTOMS AND BORDER PROTECTION	12,935	26.9%	24.7%	48.4%	402

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My Work Unit (continued)

25. Awards in my work unit depend on how well employees perform their jobs.

	N	Positive	Neutral	Negative	DNK
Governmentwide	449,570	43.7%	25.0%	31.3%	32,923
Department of Homeland Security	44,742	36.1%	23.2%	40.6%	2,323
U.S. CUSTOMS AND BORDER PROTECTION	12,761	34.0%	21.9%	44.1%	572

26. Employees in my work unit share job knowledge with each other.

	N	Positive	Neutral	Negative	DNK
Governmentwide	481,370	74.5%	13.4%	12.1%	1,941
Department of Homeland Security	47,040	72.4%	14.4%	13.1%	130
U.S. CUSTOMS AND BORDER PROTECTION	13,310	69.4%	15.2%	15.4%	45

27. The skill level in my work unit has improved in the past year.

	N	Positive	Neutral	Negative	DNK
Governmentwide	465,631	56.1%	27.6%	16.3%	18,337
Department of Homeland Security	45,813	50.2%	29.1%	20.7%	1,420
U.S. CUSTOMS AND BORDER PROTECTION	12,998	47.6%	30.0%	22.4%	364

28. How would you rate the overall quality of work done by your work unit?

	N	Positive	Neutral	Negative
Governmentwide	484,120	83.4%	13.4%	3.2%
Department of Homeland Security	47,205	77.3%	17.7%	5.0%
U.S. CUSTOMS AND BORDER PROTECTION	13,339	73.6%	20.2%	6.2%

My Agency

29. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.

	N	Positive	Neutral	Negative	DNK
Governmentwide	469,308	70.9%	16.8%	12.4%	7,233
Department of Homeland Security	45,923	65.2%	18.2%	16.6%	521
U.S. CUSTOMS AND BORDER PROTECTION	12,948	63.0%	18.6%	18.3%	138

30. Employees have a feeling of personal empowerment with respect to work processes.

	N	Positive	Neutral	Negative	DNK
Governmentwide	465,394	47.4%	24.4%	28.2%	10,900
Department of Homeland Security	45,535	37.2%	25.2%	37.6%	881
U.S. CUSTOMS AND BORDER PROTECTION	12,804	35.5%	26.0%	38.5%	271

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My Agency (continued)

31. Employees are recognized for providing high quality products and services.

	N	Positive	Neutral	Negative	DNK
Governmentwide	465,997	50.8%	22.5%	26.7%	9,657
Department of Homeland Security	45,586	39.6%	23.4%	37.0%	761
U.S. CUSTOMS AND BORDER PROTECTION	12,830	36.8%	24.0%	39.2%	219

32. Creativity and innovation are rewarded.

	N	Positive	Neutral	Negative	DNK
Governmentwide	459,635	40.9%	28.2%	30.9%	15,232
Department of Homeland Security	45,057	31.9%	26.5%	41.5%	1,178
U.S. CUSTOMS AND BORDER PROTECTION	12,725	29.1%	26.9%	44.0%	305

33. Pay raises depend on how well employees perform their jobs.

	N	Positive	Neutral	Negative	DNK
Governmentwide	440,033	24.7%	27.8%	47.5%	34,307
Department of Homeland Security	43,603	18.9%	23.7%	57.4%	2,617
U.S. CUSTOMS AND BORDER PROTECTION	12,333	10.5%	23.8%	65.7%	674

34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).

	N	Positive	Neutral	Negative	DNK
Governmentwide	442,361	58.7%	27.1%	14.2%	33,267
Department of Homeland Security	42,646	51.3%	30.4%	18.2%	3,717
U.S. CUSTOMS AND BORDER PROTECTION	11,889	49.9%	32.3%	17.9%	1,175

35. Employees are protected from health and safety hazards on the job.

	N	Positive	Neutral	Negative	DNK
Governmentwide	469,234	76.9%	13.0%	10.1%	6,752
Department of Homeland Security	45,722	61.9%	17.8%	20.3%	639
U.S. CUSTOMS AND BORDER PROTECTION	12,921	58.4%	18.0%	23.6%	144

36. My organization has prepared employees for potential security threats.

	N	Positive	Neutral	Negative	DNK
Governmentwide	468,960	78.3%	13.0%	8.7%	5,276
Department of Homeland Security	45,841	68.0%	16.3%	15.6%	364
U.S. CUSTOMS AND BORDER PROTECTION	12,899	62.1%	17.8%	20.1%	116

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My Agency (continued)

37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.

	N	Positive	Neutral	Negative	DNK
Governmentwide	448,936	54.9%	21.6%	23.5%	25,809
Department of Homeland Security	44,050	41.4%	23.2%	35.4%	2,237
U.S. CUSTOMS AND BORDER PROTECTION	12,368	40.5%	23.2%	36.3%	657

38. Prohibited Personnel Practices (for example, illegally discriminating for or against any employee/applicant, obstructing a person's right to compete for employment, knowingly violating veterans' preference requirements) are not tolerated.

	N	Positive	Neutral	Negative	DNK
Governmentwide	435,144	68.7%	18.2%	13.1%	38,233
Department of Homeland Security	42,228	60.6%	22.3%	17.0%	3,884
U.S. CUSTOMS AND BORDER PROTECTION	11,839	60.4%	22.4%	17.3%	1,138

39. My agency is successful at accomplishing its mission.

	N	Positive	Neutral	Negative	DNK
Governmentwide	467,844	76.3%	16.3%	7.5%	7,610
Department of Homeland Security	45,793	68.8%	19.5%	11.7%	587
U.S. CUSTOMS AND BORDER PROTECTION	12,883	63.0%	21.3%	15.7%	191

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

	N	Positive	Neutral	Negative
Governmentwide	475,463	66.3%	19.4%	14.3%
Department of Homeland Security	46,313	55.7%	21.8%	22.4%
U.S. CUSTOMS AND BORDER PROTECTION	13,046	59.7%	21.2%	19.2%

41. I believe the results of this survey will be used to make my agency a better place to work.

	N	Positive	Neutral	Negative	DNK
Governmentwide	440,039	41.8%	27.0%	31.2%	36,315
Department of Homeland Security	43,017	39.0%	23.3%	37.7%	3,330
U.S. CUSTOMS AND BORDER PROTECTION	12,062	39.2%	22.5%	38.4%	985

My Supervisor

42. My supervisor supports my need to balance work and other life issues.

	N	Positive	Neutral	Negative	DNK
Governmentwide	472,921	79.9%	10.0%	10.1%	2,324
Department of Homeland Security	46,008	71.7%	12.7%	15.6%	218
U.S. CUSTOMS AND BORDER PROTECTION	12,935	69.5%	12.9%	17.6%	65

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My Supervisor (continued)

43. My supervisor provides me with opportunities to demonstrate my leadership skills.

	N	Positive	Neutral	Negative	DNK
Governmentwide	472,151	67.5%	16.5%	16.0%	2,221
Department of Homeland Security	45,944	62.7%	18.3%	19.0%	195
U.S. CUSTOMS AND BORDER PROTECTION	12,916	56.1%	20.9%	23.0%	68

44. Discussions with my supervisor about my performance are worthwhile.

	N	Positive	Neutral	Negative	DNK
Governmentwide	468,047	65.5%	17.4%	17.1%	4,670
Department of Homeland Security	45,537	60.8%	19.1%	20.1%	412
U.S. CUSTOMS AND BORDER PROTECTION	12,752	55.1%	22.4%	22.6%	176

45. My supervisor is committed to a workforce representative of all segments of society.

	N	Positive	Neutral	Negative	DNK
Governmentwide	438,339	69.6%	20.7%	9.8%	34,846
Department of Homeland Security	42,546	63.4%	24.5%	12.1%	3,500
U.S. CUSTOMS AND BORDER PROTECTION	11,879	59.2%	26.7%	14.1%	1,077

46. My supervisor provides me with constructive suggestions to improve my job performance.

	N	Positive	Neutral	Negative	DNK
Governmentwide	470,605	64.3%	18.5%	17.2%	2,367
Department of Homeland Security	45,822	61.1%	19.3%	19.6%	200
U.S. CUSTOMS AND BORDER PROTECTION	12,889	55.0%	22.1%	22.9%	64

47. Supervisors in my work unit support employee development.

	N	Positive	Neutral	Negative	DNK
Governmentwide	467,336	67.7%	16.9%	15.4%	6,537
Department of Homeland Security	45,548	60.2%	19.6%	20.2%	546
U.S. CUSTOMS AND BORDER PROTECTION	12,808	54.8%	21.5%	23.6%	168

48. My supervisor listens to what I have to say.

	N	Positive	Neutral	Negative
Governmentwide	474,257	77.6%	11.4%	11.1%
Department of Homeland Security	46,106	74.2%	12.7%	13.2%
U.S. CUSTOMS AND BORDER PROTECTION	12,963	70.8%	14.3%	14.9%

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My Supervisor (continued)

49. My supervisor treats me with respect.

	N	Positive	Neutral	Negative
Governmentwide	472,973	82.5%	9.3%	8.2%
Department of Homeland Security	45,988	80.2%	10.6%	9.1%
U.S. CUSTOMS AND BORDER PROTECTION	12,930	79.1%	11.4%	9.6%

50. In the last six months, my supervisor has talked with me about my performance.

	N	Positive	Neutral	Negative
Governmentwide	472,997	79.4%	9.3%	11.3%
Department of Homeland Security	46,003	76.5%	10.7%	12.7%
U.S. CUSTOMS AND BORDER PROTECTION	12,942	63.9%	15.9%	20.2%

51. I have trust and confidence in my supervisor.

	N	Positive	Neutral	Negative
Governmentwide	473,365	69.4%	15.3%	15.4%
Department of Homeland Security	46,026	66.0%	17.0%	17.0%
U.S. CUSTOMS AND BORDER PROTECTION	12,935	62.8%	18.7%	18.5%

52. Overall, how good a job do you feel is being done by your immediate supervisor?

	N	Positive	Neutral	Negative
Governmentwide	473,735	71.9%	16.8%	11.3%
Department of Homeland Security	46,061	68.9%	18.6%	12.5%
U.S. CUSTOMS AND BORDER PROTECTION	12,942	66.2%	20.1%	13.7%

Leadership

53. In my organization, senior leaders generate high levels of motivation and commitment in the workforce.

	N	Positive	Neutral	Negative	DNK
Governmentwide	458,664	43.1%	24.5%	32.3%	12,542
Department of Homeland Security	44,882	33.3%	22.1%	44.6%	941
U.S. CUSTOMS AND BORDER PROTECTION	12,548	29.6%	21.9%	48.4%	312

54. My organization's senior leaders maintain high standards of honesty and integrity.

	N	Positive	Neutral	Negative	DNK
Governmentwide	438,606	54.4%	24.1%	21.5%	31,681
Department of Homeland Security	43,026	44.2%	24.5%	31.3%	2,725
U.S. CUSTOMS AND BORDER PROTECTION	11,990	41.7%	25.0%	33.4%	844

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Leadership (continued)

55. Supervisors work well with employees of different backgrounds.

	N	Positive	Neutral	Negative	DNK
Governmentwide	445,624	68.5%	19.4%	12.1%	22,578
Department of Homeland Security	43,812	63.6%	21.1%	15.3%	1,693
U.S. CUSTOMS AND BORDER PROTECTION	12,291	63.3%	21.2%	15.5%	476

56. Managers communicate the goals and priorities of the organization.

	N	Positive	Neutral	Negative	DNK
Governmentwide	461,098	62.4%	19.4%	18.2%	7,338
Department of Homeland Security	44,989	51.7%	20.4%	27.9%	573
U.S. CUSTOMS AND BORDER PROTECTION	12,623	49.3%	20.8%	29.9%	164

57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.

	N	Positive	Neutral	Negative	DNK
Governmentwide	437,863	62.5%	22.4%	15.1%	30,108
Department of Homeland Security	42,346	50.2%	25.1%	24.7%	3,197
U.S. CUSTOMS AND BORDER PROTECTION	11,735	46.5%	26.1%	27.4%	1,041

58. Managers promote communication among different work units (for example, about projects, goals, needed resources).

	N	Positive	Neutral	Negative	DNK
Governmentwide	452,145	55.3%	21.4%	23.2%	16,506
Department of Homeland Security	44,167	43.9%	22.5%	33.5%	1,444
U.S. CUSTOMS AND BORDER PROTECTION	12,355	40.1%	22.8%	37.2%	438

59. Managers support collaboration across work units to accomplish work objectives.

	N	Positive	Neutral	Negative	DNK
Governmentwide	452,092	58.6%	21.4%	19.9%	17,020
Department of Homeland Security	44,126	47.4%	22.9%	29.7%	1,480
U.S. CUSTOMS AND BORDER PROTECTION	12,339	44.7%	22.7%	32.6%	462

60. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?

	N	Positive	Neutral	Negative	DNK
Governmentwide	442,275	60.2%	22.5%	17.4%	27,324
Department of Homeland Security	43,687	51.3%	24.7%	24.0%	1,978
U.S. CUSTOMS AND BORDER PROTECTION	12,252	48.2%	25.7%	26.1%	556

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Leadership (continued)

61. I have a high level of respect for my organization's senior leaders.

	N	Positive	Neutral	Negative	DNK
Governmentwide	460,935	55.6%	23.4%	21.0%	8,657
Department of Homeland Security	45,001	46.2%	23.8%	30.0%	665
U.S. CUSTOMS AND BORDER PROTECTION	12,613	44.1%	24.1%	31.8%	189

62. Senior leaders demonstrate support for Work/Life programs.

	N	Positive	Neutral	Negative	DNK
Governmentwide	425,880	56.8%	25.3%	17.9%	43,909
Department of Homeland Security	41,826	43.9%	26.4%	29.7%	3,850
U.S. CUSTOMS AND BORDER PROTECTION	11,488	42.6%	27.6%	29.8%	1,325

My Satisfaction

63. How satisfied are you with your involvement in decisions that affect your work?

	N	Positive	Neutral	Negative
Governmentwide	468,305	52.7%	22.3%	24.9%
Department of Homeland Security	45,481	43.5%	24.4%	32.1%
U.S. CUSTOMS AND BORDER PROTECTION	12,747	41.1%	24.1%	34.8%

64. How satisfied are you with the information you receive from management on what's going on in your organization?

	N	Positive	Neutral	Negative
Governmentwide	467,501	50.3%	23.0%	26.8%
Department of Homeland Security	45,387	40.6%	23.8%	35.6%
U.S. CUSTOMS AND BORDER PROTECTION	12,712	36.6%	24.0%	39.4%

65. How satisfied are you with the recognition you receive for doing a good job?

	N	Positive	Neutral	Negative
Governmentwide	466,707	50.1%	23.5%	26.4%
Department of Homeland Security	45,367	42.0%	24.0%	33.9%
U.S. CUSTOMS AND BORDER PROTECTION	12,718	39.7%	25.2%	35.1%

66. How satisfied are you with the policies and practices of your senior leaders?

	N	Positive	Neutral	Negative
Governmentwide	466,287	44.9%	29.5%	25.6%
Department of Homeland Security	45,311	35.7%	28.3%	36.0%
U.S. CUSTOMS AND BORDER PROTECTION	12,686	33.2%	29.3%	37.4%

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My Satisfaction (continued)

67. How satisfied are you with your opportunity to get a better job in your organization?

	N	Positive	Neutral	Negative
Governmentwide	466,843	37.1%	27.7%	35.3%
Department of Homeland Security	45,354	32.2%	26.0%	41.7%
U.S. CUSTOMS AND BORDER PROTECTION	12,698	31.5%	26.4%	42.1%

68. How satisfied are you with the training you receive for your present job?

	N	Positive	Neutral	Negative
Governmentwide	466,512	54.5%	22.8%	22.7%
Department of Homeland Security	45,346	49.1%	22.3%	28.5%
U.S. CUSTOMS AND BORDER PROTECTION	12,695	46.2%	21.8%	32.1%

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

	N	Positive	Neutral	Negative
Governmentwide	466,948	68.1%	16.7%	15.2%
Department of Homeland Security	45,343	60.7%	19.0%	20.3%
U.S. CUSTOMS AND BORDER PROTECTION	12,702	61.8%	18.8%	19.4%

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

	N	Positive	Neutral	Negative
Governmentwide	467,270	60.6%	16.7%	22.7%
Department of Homeland Security	45,381	54.9%	16.1%	29.1%
U.S. CUSTOMS AND BORDER PROTECTION	12,714	63.6%	14.2%	22.2%

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

	N	Positive	Neutral	Negative
Governmentwide	467,295	59.9%	20.7%	19.4%
Department of Homeland Security	45,411	49.8%	21.9%	28.3%
U.S. CUSTOMS AND BORDER PROTECTION	12,722	49.4%	22.1%	28.5%

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Work/Life

72. Have you been notified whether or not you are eligible to telework?

	N	Notified eligible	Notified not eligible	Not notified	Not sure notified
Governmentwide	465,495	42.6%	21.9%	26.7%	8.7%
Department of Homeland Security	45,177	27.3%	24.0%	36.6%	12.1%
U.S. CUSTOMS AND BORDER PROTECTION	12,660	15.3%	26.6%	42.8%	15.4%

73. Please select the response below that BEST describes your current teleworking situation.

	N	Telework			
		3+ Days Per Week	1-2 Days Per Week	No More Than 1-2 Days Per Month	Infrequently
Governmentwide	463,482	6.5%	13.2%	4.7%	11.7%
Department of Homeland Security	45,100	4.1%	9.1%	3.1%	6.7%
U.S. CUSTOMS AND BORDER PROTECTION	12,635	2.6%	6.4%	1.2%	3.4%

(continued)

73. Please select the response below that BEST describes your current teleworking situation. (continued)

	N	Do Not Telework			
		Must Be Physically Present	Technical Issues	Not Allowed To Telework	Choose Not To Telework
Governmentwide	463,482	30.1%	3.8%	17.9%	12.2%
Department of Homeland Security	45,100	56.1%	1.5%	11.1%	8.4%
U.S. CUSTOMS AND BORDER PROTECTION	12,635	70.2%	1.1%	9.1%	6.0%

74. Do you participate in the following Work/Life programs? Alternative Work Schedules (AWS)

	N	Yes	No	Not Available To Me
Governmentwide	465,405	33.7%	47.0%	19.3%
Department of Homeland Security	45,206	27.8%	41.2%	31.0%
U.S. CUSTOMS AND BORDER PROTECTION	12,663	28.3%	37.7%	34.0%

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Work/Life (continued)

75. Do you participate in the following Work/Life programs? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)

	N	Yes	No	Not Available To Me
Governmentwide	464,589	26.4%	61.9%	11.7%
Department of Homeland Security	45,144	27.4%	57.6%	15.0%
U.S. CUSTOMS AND BORDER PROTECTION	12,646	33.8%	53.3%	12.9%

76. Do you participate in the following Work/Life programs? Employee Assistance Program (EAP)

	N	Yes	No	Not Available To Me
Governmentwide	462,760	13.4%	81.5%	5.1%
Department of Homeland Security	44,962	17.9%	78.1%	3.9%
U.S. CUSTOMS AND BORDER PROTECTION	12,604	21.8%	76.3%	1.9%

77. Do you participate in the following Work/Life programs? Child Care Programs (for example, daycare, parenting classes, parenting support groups)

	N	Yes	No	Not Available To Me
Governmentwide	464,201	3.4%	79.8%	16.8%
Department of Homeland Security	45,139	2.1%	73.3%	24.6%
U.S. CUSTOMS AND BORDER PROTECTION	12,648	2.1%	72.4%	25.5%

78. Do you participate in the following Work/Life programs? Elder Care Programs (for example, support groups, speakers)

	N	Yes	No	Not Available To Me
Governmentwide	464,386	2.2%	81.1%	16.7%
Department of Homeland Security	45,064	1.8%	74.9%	23.3%
U.S. CUSTOMS AND BORDER PROTECTION	12,627	1.7%	74.2%	24.1%

79. How satisfied are you with the following Work/Life programs in your agency? Telework

	N	Positive	Neutral	Negative	NBJ
Governmentwide	236,481	80.8%	10.9%	8.3%	6,455
Department of Homeland Security	16,362	76.1%	12.2%	11.7%	477
U.S. CUSTOMS AND BORDER PROTECTION	3,027	77.3%	11.8%	10.9%	102

**The results for this item only include employees who indicated that they participated in this program.*

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Work/Life (continued)

80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)

	N	Positive	Neutral	Negative	NBJ
Governmentwide	172,594	90.3%	6.7%	3.0%	3,366
Department of Homeland Security	15,280	87.2%	8.1%	4.7%	268
U.S. CUSTOMS AND BORDER PROTECTION	3,708	84.5%	9.4%	6.1%	59

**The results for this item only include employees who indicated that they participated in this program.*

81. How satisfied are you with the following Work/Life programs in your agency? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)

	N	Positive	Neutral	Negative	NBJ
Governmentwide	119,164	81.3%	15.1%	3.7%	7,694
Department of Homeland Security	12,239	77.0%	17.5%	5.5%	835
U.S. CUSTOMS AND BORDER PROTECTION	3,844	79.1%	15.2%	5.6%	232

**The results for this item only include employees who indicated that they participated in this program.*

82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)

	N	Positive	Neutral	Negative	NBJ
Governmentwide	60,783	77.6%	18.3%	4.2%	7,854
Department of Homeland Security	7,047	75.1%	19.8%	5.0%	885
U.S. CUSTOMS AND BORDER PROTECTION	2,343	78.4%	16.2%	5.4%	244

**The results for this item only include employees who indicated that they participated in this program.*

83. How satisfied are you with the following Work/Life programs in your agency? Child Care Programs (for example, daycare, parenting classes, parenting support groups)

	N	Positive	Neutral	Negative	NBJ
Governmentwide	12,057	73.0%	22.2%	4.7%	4,915
Department of Homeland Security	725	61.6%	31.7%	6.7%	421
U.S. CUSTOMS AND BORDER PROTECTION	165	59.5%	32.3%	8.2%	108

**The results for this item only include employees who indicated that they participated in this program.*

84. How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)

	N	Positive	Neutral	Negative	NBJ
Governmentwide	8,738	67.9%	29.3%	2.7%	4,560
Department of Homeland Security	670	60.1%	35.2%	4.7%	434
U.S. CUSTOMS AND BORDER PROTECTION	160	65.1%	29.6%	5.3%	120

**The results for this item only include employees who indicated that they participated in this program.*

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Demographic Questions

Where do you work?

	N	%
Headquarters	2,745	21.7%
Field	9,878	78.3%

What is your supervisory status?

	N	%
Non-Supervisor	7,977	63.2%
Team Leader	1,140	9.0%
Supervisor	2,009	15.9%
Manager	1,331	10.5%
Senior Leader	174	1.4%

Are you:

	N	%
Male	8,661	69.2%
Female	3,857	30.8%

Are you Hispanic or Latino?

	N	%
Yes	3,180	25.6%
No	9,240	74.4%

Race

	N	%
American Indian or Alaska Native	104	0.9%
Asian	507	4.2%
Black or African American	1,154	9.5%
Native Hawaiian or Other Pacific Islander	64	0.5%
White	9,703	80.2%
Two or more races	567	4.7%

Note: Percentages for demographic questions are unweighted.

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Demographic Questions (continued)

What is the highest degree or level of education you have completed?

	N	%
Less than High School	8	0.1%
High School Diploma/GED or equivalent	720	5.7%
Trade or Technical Certificate	267	2.1%
Some College (no degree)	2,826	22.5%
Associate's Degree (e.g., AA, AS)	1,247	9.9%
Bachelor's Degree (e.g., BA, BS)	5,158	41.0%
Master's Degree (e.g., MA, MS, MBA)	1,871	14.9%
Doctoral/Professional Degree (e.g., Ph.D., MD, JD)	479	3.8%

What is your pay category/grade?

	N	%
Federal Wage System	110	0.9%
GS 1-6	120	1.0%
GS 7-12	6,574	52.1%
GS 13-15	5,688	45.1%
Senior Executive Service	90	0.7%
Senior Level (SL) or Scientific or Professional (ST)	0	0.0%
Other	29	0.2%

How long have you been with the Federal Government (excluding military service)?

	N	%
Less than 1 year	95	0.8%
1 to 3 years	564	4.5%
4 to 5 years	479	3.8%
6 to 10 years	3,361	26.6%
11 to 14 years	2,329	18.5%
15 to 20 years	2,570	20.4%
More than 20 years	3,214	25.5%

Note: Percentages for demographic questions are unweighted.

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Demographic Questions (continued)

How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?

	N	%
Less than 1 year	208	1.7%
1 to 3 years	1,009	8.0%
4 to 5 years	625	5.0%
6 to 10 years	3,787	30.1%
11 to 20 years	4,694	37.3%
More than 20 years	2,276	18.1%

Are you considering leaving your organization within the next year, and if so, why?

	N	%
No	8,663	68.8%
Yes, to retire	691	5.5%
Yes, to take another job within the Federal Government	2,319	18.4%
Yes, to take another job outside the Federal Government	394	3.1%
Yes, other	518	4.1%

I am planning to retire:

	N	%
Within one year	393	3.1%
Between one and three years	1,156	9.2%
Between three and five years	1,283	10.2%
Five or more years	9,750	77.5%

Self-Identify as:

	N	%
Heterosexual or Straight	10,346	85.9%
Gay, Lesbian, Bisexual, or Transgender	278	2.3%
I prefer not to say	1,425	11.8%

What is your US military service status?

	N	%
No Prior Military Service	8,230	65.9%
Currently in National Guard or Reserves	278	2.2%
Retired	1,168	9.3%
Separated or Discharged	2,818	22.6%

Note: Percentages for demographic questions are unweighted.

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Demographic Questions (continued)

Are you an individual with a disability?

	N	%
Yes	1,411	11.3%
No	11,082	88.7%

What is your age group?

	N	%
25 and under	75	0.6%
26-29	303	2.3%
30-39	3,320	24.8%
40-49	4,591	34.2%
50-59	3,803	28.4%
60 or older	1,318	9.8%

Note: Percentages for demographic questions are unweighted.