

Coast Guard Civilian Viewpoint Survey Results

Year	Item Text	Positive	Neutral	Negative
2011	I am given a real opportunity to improve my skills in my organization.	65.4%	17.5%	17.1%
2010		69.3%	15.4%	15.3%
2008		64.4%	19.6%	16.0%
2006		63.2%	19.0%	17.8%
2004		68.5%	18.6%	12.9%
2002		55.3%	24.2%	20.6%
2011	I have enough information to do my job well.	69.4%	16.6%	14.1%
2010		74.1%	14.9%	11.0%
2008		74.5%	14.6%	11.0%
2006		74.5%	13.2%	12.4%
2004		76.5%	13.2%	10.3%
2002		74.4%	13.5%	12.1%
2011	I feel encouraged to come up with new and better ways of doing things	64.1%	17.5%	18.4%
2010		63.2%	19.5%	17.3%
2008		65.9%	18.1%	16.0%
2006		65.1%	17.3%	17.6%
2004		69.0%	16.6%	14.4%
2002		58.9%	19.3%	21.8%
2011	My work gives me a feeling of personal accomplishment.	75.2%	15.2%	9.6%
2010		72.3%	15.6%	12.1%
2008		75.9%	13.6%	10.4%
2006		75.0%	14.1%	10.8%
2004		77.1%	13.4%	9.4%
2002		73.2%	13.9%	12.9%
2011	I like the kind of work I do.	87.9%	8.9%	3.2%
2010		83.8%	11.2%	5.0%
2008		85.5%	10.5%	4.0%
2006		84.8%	10.6%	4.5%
2004		89.2%	8.2%	2.6%
2002		83.3%	10.3%	6.4%
2011	I know what is expected of me on the job.	78.9%	11.6%	9.5%
2010		79.8%	11.6%	8.6%
2008		--	--	--
2006		--	--	--
2004		--	--	--
2002		--	--	--
2011	When needed I am willing to put in the extra effort to get a job done.	96.5%	3.1%	0.4%
2010		96.5%	2.4%	1.1%
2008		--	--	--
2006		--	--	--
2004		--	--	--
2002		--	--	--
2011	I am constantly looking for ways to do my job better.	90.0%	9.1%	0.8%
2010		90.8%	8.3%	0.9%
2008		--	--	--
2006		--	--	--
2004		--	--	--
2002		--	--	--
2011	I have sufficient resources (for example, people, materials, budget) to get my job done.	49.8%	18.5%	31.6%
2010		52.3%	15.4%	32.4%
2008		54.8%	19.4%	25.8%
2006		54.8%	19.6%	25.6%
2004		57.0%	15.4%	26.8%
2002		56.4%	14.5%	28.9%
2011	My workload is reasonable.	62.0%	16.7%	21.3%
2010		64.3%	14.6%	21.1%
2008		65.7%	13.3%	21.0%
2006		62.9%	16.2%	20.9%
2004		66.1%	15.0%	18.6%
2002		67.6%	10.1%	22.4%
2011	My talents are used well in the workplace.	62.9%	17.9%	19.2%
2010		64.6%	14.5%	20.9%
2008		66.9%	16.1%	17.0%
2006		63.5%	17.8%	18.8%
2004		68.1%	14.1%	16.7%
2002		64.4%	12.0%	23.6%
2011	I know how my work relates to the agency's goals and priorities.	84.8%	10.9%	4.4%
2010		85.9%	8.9%	5.2%
2008		85.5%	9.6%	4.9%
2006		83.1%	11.7%	5.2%
2004		87.3%	7.0%	5.0%
2002		89.7%	5.7%	4.4%
2011	The work I do is important.	92.8%	6.2%	1.0%
2010		91.9%	6.1%	2.0%
2008		91.8%	6.4%	1.8%
2006		91.1%	7.8%	1.1%
2004		92.3%	5.4%	1.8%
2002		91.6%	4.6%	3.0%
2011	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	67.2%	17.3%	15.5%
2010		71.5%	13.0%	15.5%
2008		71.3%	14.7%	14.1%
2006		68.0%	15.6%	16.4%
2004		68.6%	12.4%	18.6%
2002		65.1%	15.5%	19.3%
2011	My performance appraisal is a fair reflection of my performance.	80.2%	10.9%	9.0%
2010		78.0%	12.1%	9.9%
2008		76.6%	12.5%	10.9%
2006		75.2%	13.5%	11.3%
2004		76.2%	13.0%	8.9%
2002		74.6%	10.1%	14.9%
2011	I am held accountable for achieving results.	84.3%	11.0%	4.8%
2010		84.5%	10.8%	4.7%
2008		83.9%	11.3%	4.8%
2006		81.7%	14.1%	4.2%
2004		84.0%	11.5%	4.6%
2002		80.5%	13.5%	5.5%
2011	I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	84.3%	11.0%	4.8%
2010		66.0%	19.5%	14.5%
2008		61.6%	23.0%	15.4%
2006		52.8%	28.9%	18.3%
2004		43.6%	30.8%	21.8%
2002		48.8%	29.1%	18.9%

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2011		51.3%	25.8%	22.9%	
2010		54.5%	21.3%	24.2%	
2008	My training needs are assessed.	51.0%	26.1%	22.9%	
2006		48.2%	26.8%	25.0%	
2004		67.6%	10.1%	22.4%	
2002		62.6%	17.5%	18.5%	
2011			77.1%	12.1%	10.8%
2010		74.5%	13.1%	12.4%	
2008	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).	73.0%	13.8%	13.2%	
2006		--	--	--	
2004		--	--	--	
2002		--	--	--	
2011		77.5%	12.9%	9.7%	
2010		82.4%	8.7%	8.9%	
2008	The people I work with cooperate to get the job done.	87.4%	7.4%	5.2%	
2006		84.4%	8.3%	7.3%	
2004		88.6%	6.5%	4.9%	
2002		80.4%	11.4%	8.2%	
2011			47.2%	27.9%	24.9%
2010		48.6%	28.0%	23.4%	
2008	My work unit is able to recruit people with the right skills.	47.7%	30.9%	21.4%	
2006		45.3%	32.0%	22.7%	
2004		--	--	--	
2002		43.7%	28.6%	25.5%	
2011			36.4%	34.6%	29.0%
2010		36.1%	30.7%	33.2%	
2008	Promotions in my work unit are based on merit.	36.8%	28.6%	34.7%	
2006		34.9%	28.0%	37.1%	
2004		30.9%	30.8%	33.1%	
2002		34.9%	24.7%	36.9%	
2011			31.8%	33.1%	35.1%
2010		38.0%	28.2%	33.8%	
2008	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	35.9%	30.3%	33.8%	
2006		33.0%	29.6%	37.4%	
2004		32.0%	26.5%	33.1%	
2002		25.8%	22.7%	40.8%	
2011			38.8%	32.7%	28.5%
2010		38.0%	28.2%	33.8%	
2008	In my work unit, differences in performance are recognized in a meaningful way.	37.9%	30.3%	31.8%	
2006		34.0%	33.3%	32.6%	
2004		34.4%	29.6%	32.4%	
2002		N/A	N/A	N/A	
2011			51.6%	24.7%	23.7%
2010		49.3%	24.8%	25.9%	
2008	Awards in my work unit depend on how well employees perform their jobs.	51.4%	23.8%	24.8%	
2006		42.8%	27.1%	30.1%	
2004		44.1%	25.7%	27.2%	
2002		54.6%	14.1%	30.5%	
2011			71.8%	16.3%	11.9%
2010		75.1%	14.7%	10.2%	
2008	Employees in my work unit share job knowledge with each other.	76.8%	12.7%	10.5%	
2006		73.3%	13.6%	13.0%	
2004		89.7%	5.7%	4.4%	
2002		90.4%	7.7%	1.1%	
2011			57.1%	27.5%	15.4%
2010		59.3%	27.2%	13.5%	
2008	The skill level in my work unit has improved in the past year.	53.1%	31.2%	15.7%	
2006		53.4%	30.6%	16.0%	
2004		55.6%	29.3%	13.6%	
2002		56.4%	20.4%	21.5%	
2011			83.3%	14.1%	2.6%
2010		85.2%	12.0%	2.7%	
2008	How would you rate the overall quality of work done by your work group?	84.8%	12.6%	2.6%	
2006		85.3%	12.2%	2.5%	
2004		85.6%	11.5%	2.9%	
2002		82.6%	15.3%	2.1%	
2011			72.4%	17.8%	9.8%
2010		75.4%	14.9%	9.7%	
2008	The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	75.7%	14.6%	9.7%	
2006		76.9%	13.6%	9.5%	
2004		76.5%	13.1%	10.2%	
2002		74.6%	9.6%	14.4%	
2011			53.2%	27.6%	19.1%
2010		50.8%	24.2%	26.0%	
2008	Employees have a feeling of personal empowerment with respect to work processes.	51.2%	27.8%	21.0%	
2006		51.1%	26.7%	22.2%	
2004		50.6%	26.9%	20.9%	
2002		45.3%	21.5%	32.0%	
2011			57.3%	22.3%	20.4%
2010		58.9%	21.1%	20.0%	
2008	Employees are rewarded for providing high quality products and services to customers.	--	--	--	
2006		--	--	--	
2004		47.4%	22.1%	28.0%	
2002		49.7%	19.3%	29.8%	
2011			48.5%	27.7%	23.8%
2010		58.9%	21.1%	20.0%	
2008	Creativity and innovation are rewarded.	50.0%	27.3%	22.7%	
2006		44.9%	28.5%	26.6%	
2004		41.1%	27.1%	28.6%	
2002		42.2%	24.0%	32.2%	
2011			24.0%	33.4%	42.7%
2010		46.1%	29.9%	24.0%	
2008	Pay raises depend on how well employees perform their jobs.	24.4%	32.6%	42.9%	
2006		23.3%	30.7%	46.0%	
2004		--	--	--	
2002		--	--	--	
2011			61.2%	28.0%	10.8%
2010		23.4%	34.2%	42.4%	
2008	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	67.5%	24.4%	8.2%	
2006		59.9%	28.9%	11.3%	
2004		55.5%	27.8%	10.4%	
2002			59.2%	21.9%	12.9%

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2011		79.5%	13.9%	6.6%
2010		81.6%	12.1%	6.3%
2008	Employees are protected from health and safety hazards on the job.	80.7%	13.4%	6.0%
2006		79.5%	12.6%	7.9%
2004		77.8%	13.2%	8.1%
2002		--	--	--
2011			80.1%	13.9%
2010		79.3%	12.3%	8.5%
2008	My organization has prepared employees for potential security threats.	74.3%	17.6%	8.1%
2006		70.4%	18.9%	10.7%
2004		72.3%	17.4%	9.6%
2002		--	--	--
2011			58.0%	24.1%
2010		60.1%	23.3%	16.6%
2008	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	59.2%	23.9%	16.9%
2006		52.9%	26.4%	20.7%
2004		52.9%	21.4%	17.7%
2002		45.1%	21.5%	26.1%
2011			70.1%	20.9%
2010		72.5%	17.7%	9.9%
2008	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.	72.1%	16.9%	10.9%
2006		66.9%	20.1%	13.0%
2004		63.3%	17.2%	10.4%
2002		--	--	--
2011			87.8%	9.7%
2010		85.3%	11.4%	3.3%
2008	My agency is successful at accomplishing its mission	--	--	--
2006		--	--	--
2004		--	--	--
2002		--	--	--
2011			76.1%	16.4%
2010		75.4%	16.3%	8.3%
2008	I recommend my organization as a good place to work.	75.2%	17.3%	7.6%
2006		71.0%	17.5%	11.5%
2004		75.8%	14.7%	9.5%
2002		69.7%	16.0%	14.0%
2011			40.1%	33.4%
2010		43.3%	30.6%	26.1%
2008	I believe the results of this survey will be used to make my agency a better place to work.	--	--	--
2006		--	--	--
2004		--	--	--
2002		--	--	--
2011			84.1%	10.4%
2010		83.9%	9.4%	6.7%
2008	My supervisor supports my need to balance work and family issues.	80.8%	12.7%	6.4%
2006		81.2%	11.6%	7.1%
2004		83.0%	10.1%	6.6%
2002		82.2%	8.6%	8.4%
2011			70.3%	16.3%
2010		67.1%	17.8%	15.1%
2008	Supervisors/team leaders in my work unit provide employees with the opportunities to demonstrate their leadership skills.	--	--	--
2006		--	--	--
2004		--	--	--
2002		--	--	--
2011			68.3%	18.8%
2010		66.0%	20.8%	13.3%
2008	Discussions with my supervisor/team leader about my performance are worthwhile.	62.6%	22.7%	14.7%
2006		61.7%	21.5%	16.8%
2004		63.9%	20.1%	15.0%
2002		61.6%	17.4%	20.8%
2011			66.3%	27.5%
2010		68.8%	23.1%	8.1%
2008	Supervisors/team leaders in my work unit are committed to a workforce representative of all segments of society.	--	--	--
2006		--	--	--
2004		--	--	--
2002		--	--	--
2011			61.3%	24.9%
2010		64.1%	19.5%	16.4%
2008	Supervisors/team leaders provide employees with constructive suggestions to improve their job performance.	--	--	--
2006		--	--	--
2004		--	--	--
2002		--	--	--
2011			70.1%	19.0%
2010		69.4%	17.7%	12.9%
2008	Supervisors/team leaders in my work unit support employee development.	71.4%	16.1%	12.5%
2006		66.3%	18.8%	14.9%
2004		71.7%	16.4%	11.2%
2002		60.9%	18.5%	20.4%
2011			79.0%	10.7%
2010		78.7%	12.0%	9.3%
2008	My supervisor/team leader listen to what I have to say.	--	--	--
2006		--	--	--
2004		--	--	--
2002		--	--	--
2011			83.1%	11.3%
2010		81.5%	9.5%	9.0%
2008	My supervisor/team leader treats me with respect.	--	--	--
2006		--	--	--
2004		--	--	--
2002		--	--	--
2011			79.6%	8.2%
2010		72.8%	17.7%	9.5%
2008	In the last six months, my supervisor/team leader has talked with me about my performance.	--	--	--
2006		--	--	--
2004		--	--	--
2002		--	--	--
2011			71.8%	15.6%
2010		72.0%	14.4%	13.6%
2008	I have trust and confidence in my supervisor.	66.4%	18.8%	14.8%
2006		65.3%	18.1%	16.6%
2004		--	--	--
2002		--	--	--

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2011		72.7%	16.8%	10.5%
2010		71.8%	17.6%	10.6%
2008	Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	68.4%	20.1%	11.5%
2006		69.1%	18.7%	12.1%
2004		69.5%	19.8%	10.7%
2002		62.7%	22.2%	15.1%
2011		51.9%	27.1%	21.0%
2010		52.0%	26.1%	22.0%
2008	In my organization, leaders generate high levels of motivation and commitment in the workforce.	53.1%	26.4%	20.5%
2006		50.4%	26.1%	23.5%
2004		50.1%	23.7%	25.7%
2002		39.3%	25.2%	35.1%
2011		67.7%	18.9%	13.4%
2010		66.8%	20.2%	13.0%
2008	My organization's leaders maintain high standards of honesty and integrity.	64.8%	22.5%	12.6%
2006		62.6%	21.4%	16.0%
2004		63.5%	18.4%	15.7%
2002		54.9%	22.8%	20.2%
2011		70.8%	20.6%	8.6%
2010		72.8%	17.7%	9.5%
2008	Managers/supervisors/team leaders work well with employees of different backgrounds.	75.1%	16.8%	8.2%
2006		69.3%	20.5%	10.1%
2004		68.1%	18.5%	11.0%
2002		64.6%	19.2%	13.0%
2011		67.3%	19.0%	13.7%
2010		67.4%	18.1%	14.5%
2008	Managers communicate the goals and priorities of the organization.	61.6%	21.9%	16.5%
2006		61.7%	20.4%	17.8%
2004		65.5%	17.6%	16.0%
2002		--	--	--
2011		65.7%	23.2%	11.1%
2010		67.5%	20.8%	11.7%
2008	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	61.0%	26.0%	13.0%
2006		61.5%	23.7%	14.8%
2004		62.6%	20.5%	13.6%
2002		67.9%	13.7%	11.5%
2011		58.8%	23.1%	18.1%
2010		62.0%	19.3%	18.6%
2008	Managers promote communication among different work units (for example, about projects, goals, needed resources).	61.0%	21.8%	17.2%
2006		57.3%	22.8%	19.9%
2004		--	--	--
2002		--	--	--
2011		63.8%	21.8%	14.4%
2010		64.9%	20.0%	15.0%
2008	Managers support collaboration across work units to accomplish work objectives.	--	--	--
2006		--	--	--
2004		--	--	--
2002		--	--	--
2011		63.1%	23.3%	13.6%
2010		62.5%	22.4%	15.2%
2008	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor/team leader?	--	--	--
2006		--	--	--
2004		--	--	--
2002		--	--	--
2011		67.1%	18.0%	14.9%
2010		65.2%	26.2%	19.2%
2008	I have a high level of respect for my organization's senior leaders.	65.0%	18.5%	16.5%
2006		18.5%	16.5%	200.0%
2004		63.5%	17.2%	19.3%
2002		--	--	--
2011		70.6%	21.9%	7.4%
2010		71.7%	19.1%	9.3%
2008	Senior leaders demonstrate support for Work/Life programs.	--	--	--
2006		--	--	--
2004		--	--	--
2002		--	--	--
2011		59.5%	21.5%	19.0%
2010		58.5%	22.6%	18.9%
2008	How satisfied are you with your involvement in decisions that affect your work?	62.3%	19.0%	18.6%
2006		57.0%	21.7%	21.3%
2004		62.9%	17.3%	19.8%
2002		57.0%	22.2%	20.8%
2011		52.8%	24.8%	22.4%
2010		56.2%	21.8%	21.9%
2008	How satisfied are you with the information you receive from management on what's going on in your organization?	51.2%	24.3%	24.5%
2006		52.4%	22.8%	24.8%
2004		54.4%	20.7%	24.8%
2002		48.8%	24.7%	26.5%
2011		55.9%	23.7%	20.4%
2010		57.8%	22.3%	19.9%
2008	How satisfied are you with the recognition you receive for doing a good job?	56.4%	21.1%	22.4%
2006		51.9%	23.9%	24.2%
2004		51.0%	24.3%	24.6%
2002		50.5%	21.0%	28.6%
2011		52.7%	28.1%	19.2%
2010		54.5%	26.2%	19.2%
2008	How satisfied are you with the policies and practices of your senior leaders?	52.9%	25.5%	21.6%
2006		49.3%	27.2%	23.6%
2004		51.0%	25.4%	23.6%
2002		--	--	--
2011		35.0%	33.1%	31.9%
2010		41.4%	25.2%	33.4%
2008	How satisfied are you with your opportunity to get a better job in your organization?	37.1%	29.2%	33.8%
2006		35.0%	26.2%	38.8%
2004		31.4%	31.3%	37.3%
2002		29.1%	26.5%	44.4%
2011		52.7%	26.6%	20.7%
2010		54.4%	23.7%	21.9%
2008	How satisfied are you with the training you receive for your present job?	53.9%	25.3%	20.7%
2006		53.7%	24.9%	21.4%
2004		53.8%	26.7%	19.4%
2002		50.0%	24.9%	25.0%

Coast Guard Civilian Viewpoint Survey Results

2011		76.1%	14.3%	9.6%
2010		71.0%	16.3%	12.7%
2008	Considering everything, how satisfied are you with your job?	71.7%	17.4%	10.8%
2006		70.3%	16.3%	13.5%
2004		73.8%	16.0%	10.2%
2002		70.2%	16.5%	13.3%
2011		Considering everything, how satisfied are you with your pay?	63.6%	16.7%
2010	66.3%		16.2%	17.6%
2008	58.5%		19.5%	22.1%
2006	59.1%		19.7%	21.2%
2004	56.1%		18.3%	25.6%
2002	61.7%	14.7%	23.7%	
2011	Considering everything, how satisfied are you with your organization?	71.8%	17.8%	10.4%
2010		66.3%	16.2%	17.6%
2008		66.5%	21.2%	12.3%
2006		65.3%	20.3%	14.4%
2004		70.4%	18.2%	11.4%
2002	61.7%	22.7%	15.7%	