

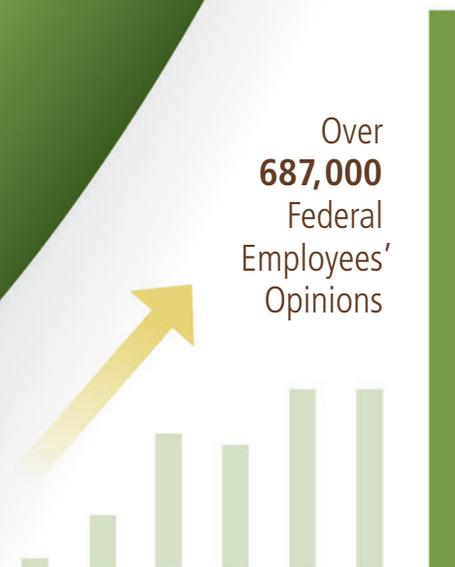
2012

Federal Employee Viewpoint Survey Results

EMPLOYEES INFLUENCING CHANGE

SMALL BUSINESS ADMINISTRATION
AGENCY RESULTS

UNITED STATES
OFFICE OF PERSONNEL MANAGEMENT



Over
687,000
Federal
Employees'
Opinions

SMALL BUSINESS ADMINISTRATION 2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS

		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*1. I am given a real opportunity to improve my skills in my organization.	N		231	542	268	233	121	1,395	NA
	%	55.0	16.3	38.7	19.3	17.0	8.6	100.0	
2. I have enough information to do my job well.	N		248	665	216	201	68	1,398	NA
	%	65.1	17.6	47.5	15.5	14.6	4.8	100.0	
3. I feel encouraged to come up with new and better ways of doing things.	N		313	509	236	200	134	1,392	NA
	%	58.4	22.3	36.1	17.2	14.5	9.9	100.0	
*4. My work gives me a feeling of personal accomplishment.	N		470	568	160	104	88	1,390	NA
	%	74.1	33.4	40.8	11.6	7.8	6.4	100.0	
*5. I like the kind of work I do.	N		597	561	145	61	26	1,390	NA
	%	82.8	42.6	40.2	10.8	4.5	1.9	100.0	
6. I know what is expected of me on the job.	N		445	626	161	96	57	1,385	NA
	%	77.1	31.6	45.5	11.7	7.0	4.2	100.0	
7. When needed I am willing to put in the extra effort to get a job done.	N		954	395	29	11	7	1,396	NA
	%	96.5	67.6	28.9	2.2	0.8	0.5	100.0	
8. I am constantly looking for ways to do my job better.	N		747	531	103	9	5	1,395	NA
	%	91.3	52.9	38.4	7.7	0.6	0.4	100.0	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N		109	452	232	371	231	1,395	2
	%	40.2	7.9	32.3	16.8	26.5	16.6	100.0	
*10. My workload is reasonable.	N		127	578	224	267	197	1,393	3
	%	50.4	9.1	41.2	16.1	19.4	14.1	100.0	
*11. My talents are used well in the workplace.	N		251	538	206	215	157	1,367	13
	%	57.3	18.2	39.0	15.1	15.9	11.7	100.0	
*12. I know how my work relates to the agency's goals and priorities.	N		443	693	147	66	34	1,383	6
	%	81.8	31.8	50.0	10.7	5.0	2.5	100.0	
*13. The work I do is important.	N		677	566	98	36	11	1,388	6
	%	89.2	48.4	40.8	7.3	2.7	0.8	100.0	
*14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N		363	635	173	136	84	1,391	4
	%	71.4	25.7	45.7	12.7	9.8	6.0	100.0	
*15. My performance appraisal is a fair reflection of my performance.	N		342	555	189	164	130	1,380	16
	%	64.2	24.4	39.8	14.0	12.1	9.7	100.0	
16. I am held accountable for achieving results.	N		462	735	129	40	18	1,384	7
	%	86.2	33.1	53.1	9.5	3.0	1.3	100.0	

Survey Administration Period: May 16, 2012 to June 27, 2012

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* AES prescribed items

** Unweighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'

Sample or Census: Census

Number of surveys completed: 1,401

Number of surveys administered: 2,150

Response Rate: 65.2%

**SMALL BUSINESS ADMINISTRATION
2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS**

		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N		325	452	274	141	148	1,340	54
	%	57.6	24.2	33.5	20.5	10.8	11.1	100.0	
*18. My training needs are assessed.	N		149	428	330	294	175	1,376	20
	%	41.6	10.7	30.9	23.7	21.6	13.0	100.0	
*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		361	597	158	139	120	1,375	24
	%	69.0	26.1	42.9	11.8	10.3	8.9	100.0	
*20. The people I work with cooperate to get the job done.	N		388	619	189	143	58	1,397	NA
	%	71.6	27.6	44.0	13.9	10.3	4.2	100.0	
*21. My work unit is able to recruit people with the right skills.	N		104	423	336	264	185	1,312	88
	%	40.3	7.8	32.5	25.6	19.9	14.3	100.0	
*22. Promotions in my work unit are based on merit.	N		132	333	347	223	243	1,278	113
	%	35.9	10.3	25.6	27.1	17.7	19.3	100.0	
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		99	288	385	244	250	1,266	132
	%	30.6	7.7	22.8	30.3	19.2	19.9	100.0	
*24. In my work unit, differences in performance are recognized in a meaningful way.	N		122	346	363	273	216	1,320	75
	%	35.1	9.1	26.0	27.5	20.9	16.5	100.0	
25. Awards in my work unit depend on how well employees perform their jobs.	N		153	397	310	235	208	1,303	91
	%	41.6	11.6	30.1	23.9	18.2	16.3	100.0	
26. Employees in my work unit share job knowledge with each other.	N		305	657	192	131	101	1,386	12
	%	69.0	21.6	47.4	14.2	9.6	7.2	100.0	
27. The skill level in my work unit has improved in the past year.	N		229	447	400	160	101	1,337	59
	%	50.4	16.9	33.5	29.8	12.2	7.7	100.0	
		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total	Do Not Know/ No Basis to Judge
28. How would you rate the overall quality of work done by your work unit?	N		654	526	175	31	11	1,397	NA
	%	84.2	46.5	37.7	12.8	2.3	0.7	100.0	
		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*29. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N		173	651	271	164	75	1,334	47
	%	61.8	12.9	48.9	20.2	12.3	5.8	100.0	

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*30. Employees have a feeling of personal empowerment with respect to work processes.	N		116	467	317	273	171	1,344	39
	%	42.9	8.5	34.4	23.7	20.6	12.8	100.0	
31. Employees are recognized for providing high quality products and services.	N		161	441	304	263	169	1,338	44
	%	44.4	11.7	32.7	22.8	20.0	12.8	100.0	
*32. Creativity and innovation are rewarded.	N		128	362	368	276	183	1,317	63
	%	36.3	9.5	26.9	28.4	21.1	14.1	100.0	
*33. Pay raises depend on how well employees perform their jobs.	N		61	259	356	321	281	1,278	101
	%	24.7	4.5	20.1	28.0	25.1	22.2	100.0	
34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	N		157	467	391	122	114	1,251	129
	%	49.3	12.4	36.9	31.7	9.8	9.3	100.0	
*35. Employees are protected from health and safety hazards on the job.	N		302	758	189	72	42	1,363	23
	%	77.6	21.9	55.6	14.2	5.2	3.0	100.0	
*36. My organization has prepared employees for potential security threats.	N		302	795	157	77	33	1,364	12
	%	80.0	21.7	58.3	11.7	5.8	2.5	100.0	
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N		233	410	299	155	198	1,295	85
	%	49.0	17.6	31.3	23.6	12.0	15.5	100.0	
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		298	491	247	86	124	1,246	125
	%	62.8	23.5	39.3	20.1	7.0	10.1	100.0	
39. My agency is successful at accomplishing its mission.	N		261	717	246	60	52	1,336	42
	%	73.0	19.2	53.7	18.5	4.5	4.0	100.0	
40. I recommend my organization as a good place to work.	N		258	514	307	191	113	1,383	NA
	%	55.4	18.4	37.0	22.3	13.9	8.4	100.0	
41. I believe the results of this survey will be used to make my agency a better place to work.	N		202	398	336	171	163	1,270	113
	%	46.7	15.8	30.9	26.8	13.4	13.1	100.0	
*42. My supervisor supports my need to balance work and other life issues.	N		535	550	131	76	78	1,370	10
	%	78.9	38.9	40.0	9.7	5.8	5.7	100.0	
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N		389	499	207	152	121	1,368	11
	%	64.2	28.0	36.2	15.4	11.4	9.0	100.0	
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N		377	459	237	151	140	1,364	14
	%	60.7	27.2	33.5	17.6	11.3	10.4	100.0	

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		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
45. My supervisor/team leader is committed to a workforce representative of all segments of society.	N		375	468	282	66	82	1,273	104
	%	65.7	28.9	36.8	22.5	5.3	6.5	100.0	
46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N		341	488	269	148	124	1,370	7
	%	60.2	24.7	35.5	19.6	11.0	9.1	100.0	
*47. Supervisors/team leaders in my work unit support employee development.	N		352	513	238	136	118	1,357	23
	%	63.3	25.8	37.5	17.7	10.4	8.7	100.0	
48. My supervisor/team leader listens to what I have to say.	N		497	531	156	112	80	1,376	NA
	%	74.5	35.4	39.1	11.4	8.3	5.8	100.0	
49. My supervisor/team leader treats me with respect.	N		565	505	139	85	78	1,372	NA
	%	77.7	40.6	37.1	10.4	6.3	5.6	100.0	
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N		465	664	106	83	56	1,374	NA
	%	81.9	33.1	48.8	7.9	6.1	4.1	100.0	
*51. I have trust and confidence in my supervisor.	N		471	415	225	132	133	1,376	NA
	%	64.2	33.6	30.6	16.4	9.9	9.5	100.0	
		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total	Do Not Know/ No Basis to Judge
*52. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	N		553	384	237	100	98	1,372	NA
	%	68.3	39.8	28.5	17.2	7.4	7.1	100.0	
		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*53. In my organization, leaders generate high levels of motivation and commitment in the workforce.	N		155	423	311	277	174	1,340	26
	%	42.8	11.4	31.4	23.2	20.8	13.2	100.0	
54. My organization's leaders maintain high standards of honesty and integrity.	N		230	465	316	140	143	1,294	71
	%	53.4	17.4	36.0	24.6	10.8	11.2	100.0	
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N		261	549	272	113	101	1,296	67
	%	62.2	19.7	42.5	21.0	8.8	8.0	100.0	
*56. Managers communicate the goals and priorities of the organization.	N		249	606	223	162	109	1,349	16
	%	63.0	18.2	44.8	16.8	12.0	8.2	100.0	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N		250	606	247	115	81	1,299	66
	%	65.6	19.0	46.6	19.1	8.9	6.3	100.0	

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		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
58. Managers promote communication among different work units (for example, about projects, goals, needed resources).	N		224	514	229	206	165	1,338	28
	%	54.8	16.5	38.3	17.3	15.5	12.3	100.0	
59. Managers support collaboration across work units to accomplish work objectives.	N		242	511	261	173	143	1,330	34
	%	56.4	17.8	38.6	19.8	13.1	10.8	100.0	
		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total**	Do Not Know/ No Basis to Judge
60. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor/team leader?	N		356	407	285	130	127	1,305	66
	%	58.0	26.9	31.2	22.2	10.1	9.7	100.0	
		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*61. I have a high level of respect for my organization's senior leaders.	N		298	423	309	166	151	1,347	22
	%	53.1	21.7	31.4	23.1	12.4	11.4	100.0	
62. Senior leaders demonstrate support for Work/Life programs.	N		268	484	292	89	95	1,228	142
	%	61.1	21.7	39.5	23.8	7.3	7.8	100.0	
		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total	Do Not Know/ No Basis to Judge
*63. How satisfied are you with your involvement in decisions that affect your work?	N		228	489	295	266	88	1,366	NA
	%	51.7	16.5	35.2	22.2	19.5	6.6	100.0	
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N		193	480	300	274	121	1,368	NA
	%	48.8	13.8	35.0	22.2	20.0	9.0	100.0	
*65. How satisfied are you with the recognition you receive for doing a good job?	N		221	460	293	250	140	1,364	NA
	%	49.4	15.7	33.7	21.7	18.5	10.4	100.0	
*66. How satisfied are you with the policies and practices of your senior leaders?	N		170	420	387	266	121	1,364	NA
	%	42.6	12.2	30.4	28.8	19.6	9.0	100.0	
*67. How satisfied are you with your opportunity to get a better job in your organization?	N		152	315	368	325	206	1,366	NA
	%	33.9	11.0	22.9	27.1	23.8	15.2	100.0	
*68. How satisfied are you with the training you receive for your present job?	N		155	429	357	289	134	1,364	NA
	%	42.2	11.3	30.9	26.5	21.4	9.9	100.0	

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2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS**

		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total	Do Not Know/ No Basis to Judge
*69. Considering everything, how satisfied are you with your job?	N		322	579	230	161	70	1,362	NA
	%	65.6	23.4	42.2	17.0	12.3	5.2	100.0	
*70. Considering everything, how satisfied are you with your pay?	N		257	611	229	191	79	1,367	NA
	%	63.3	18.7	44.6	16.8	13.9	6.0	100.0	
71. Considering everything, how satisfied are you with your organization?	N		242	551	281	199	93	1,366	NA
	%	57.4	17.4	40.0	21.0	14.8	6.9	100.0	

72. Have you been notified that you are eligible to telework? Telework means working at a location other than your normal work site during your regular work hours (excludes travel).

	N	%
Yes	991	72.9
No	314	22.7
Not sure	62	4.4
Total	1,367	100.0

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

	N	%
I telework 3 or more days per week.	41	3.2
I telework 1 or 2 days per week.	247	18.9
I telework, but no more than 1 or 2 days per month.	96	7.1
I telework very infrequently, on an unscheduled or short-term basis.	277	20.1
I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).	79	5.8
I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.	63	4.5
I do not telework because I did not receive approval to do so, even though I have the kind of job where I can telework.	250	18.3
I do not telework because I choose not to telework.	299	22.1
Total	1,352	100.0

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SMALL BUSINESS ADMINISTRATION 2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS

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

	N	%
Yes	766	56.3
No	504	36.8
Not available to me	94	6.8
Total	1,364	100.0

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

	N	%
Yes	226	16.7
No	827	60.8
Not available to me	306	22.5
Total	1,359	100.0

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

	N	%
Yes	205	15.0
No	1,094	80.5
Not available to me	60	4.5
Total	1,359	100.0

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

	N	%
Yes	27	2.0
No	1,029	75.3
Not available to me	307	22.7
Total	1,363	100.0

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

	N	%
Yes	26	1.8
No	1,023	75.1
Not available to me	314	23.2
Total	1,363	100.0

**SMALL BUSINESS ADMINISTRATION
2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS**

		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total**	Do Not Know/ No Basis to Judge
79. How satisfied are you with the following Work/Life programs in your agency? Telework	N %	76.2	223 34.9	270 41.3	101 14.7	45 6.9	15 2.1	654 100.0	26
80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	N %	94.6	407 54.2	301 40.4	25 3.3	13 1.7	3 0.4	749 100.0	12
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 %	76.5	52 26.0	108 50.5	40 20.0	5 2.5	2 1.1	207 100.0	31
82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	N %	71.7	49 25.4	90 46.3	45 24.4	6 2.9	2 1.0	192 100.0	24
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 %	53.8	6 25.3	7 28.5	10 41.5	1 4.7	0 0.0	24 100.0	12
84. How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	N %	69.0	6 26.9	8 42.1	6 31.0	0 0.0	0 0.0	20 100.0	14

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The work/life satisfaction results only include employees who indicated that they participated in the program.

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85. Where do you work?	N	%
Headquarters	447	32.8
Field	914	67.2
Total	1,361	100.0

*86. What is your supervisory status?	N	%
Non-Supervisor	906	66.7
Team Leader	158	11.6
Supervisor	133	9.8
Manager	125	9.2
Executive	37	2.7
Total	1,359	100.0

*87. Are you:	N	%
Male	592	43.8
Female	759	56.2
Total	1,351	100.0

*88. Are you Hispanic or Latino?	N	%
Yes	173	13.0
No	1,158	87.0
Total	1,331	100.0

*89. Please select the racial category or categories with which you most closely identify.	N	%
American Indian or Alaska Native	13	1.0
Asian	70	5.4
Black or African American	317	24.6
Native Hawaiian or Other Pacific Islander	19	1.5
White	826	64.1
Two or more races	44	3.4
Total	1,289	100.0

**SMALL BUSINESS ADMINISTRATION
2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS**

90. What is your age group?

	N	%
25 and under	6	0.5
26-29	24	1.8
30-39	134	10.1
40-49	362	27.2
50-59	515	38.7
60 or older	289	21.7
Total	1,330	100.0

91. What is your pay category/grade?

	N	%
Federal Wage System	0	0.0
GS 1-6	28	2.1
GS 7-12	610	45.1
GS 13-15	678	50.1
Senior Executive Service	29	2.1
Senior Level (SL) or Scientific or Professional (ST)	2	0.1
Other	5	0.4
Total	1,352	100.0

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

	N	%
Less than 1 year	16	1.2
1 to 3 years	136	10.1
4 to 5 years	119	8.8
6 to 10 years	117	8.7
11 to 14 years	116	8.6
15 to 20 years	175	13.0
More than 20 years	671	49.7
Total	1,350	100.0

SMALL BUSINESS ADMINISTRATION 2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS

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

	N	%
Less than 1 year	35	2.6
1 to 3 years	222	16.5
4 to 5 years	143	10.6
6 to 10 years	122	9.1
11 to 20 years	351	26.1
More than 20 years	472	35.1
Total	1,345	100.0

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

	N	%
No	935	69.6
Yes, to retire	86	6.4
Yes, to take another job within the Federal Government	219	16.3
Yes, to take another job outside the Federal Government	43	3.2
Yes, other	60	4.5
Total	1,343	100.0

95. I am planning to retire:

	N	%
Within one year	32	2.4
Between one and three years	201	15.1
Between three and five years	159	11.9
Five or more years	942	70.6
Total	1,334	100.0

SMALL BUSINESS ADMINISTRATION 2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS

96. Self-Identify as:	N	%
Heterosexual or Straight	1,042	81.7
Gay, Lesbian, Bisexual, or Transgender	34	2.7
I prefer not to say	199	15.6
Total	1,275	100.0

97. Have you ever served on Active Duty in the US Armed Forces (Air Force, Army, Coast Guard, Marine Corps or Navy)?	N	%
Yes	258	19.2
No	1,089	80.8
Total	1,347	100.0

98. Are you an individual with a disability?	N	%
Yes	135	10.1
No	1,207	89.9
Total	1,342	100.0



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Office of Personnel Management
Planning and Policy Analysis

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