

# Reservist Workforce Satisfaction Survey

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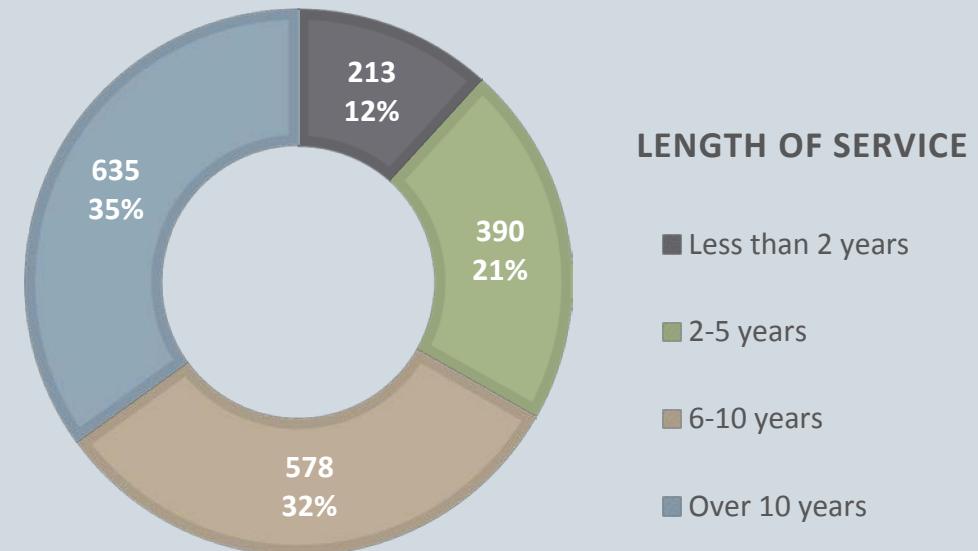
FINDINGS AND RESULTS

MARCH 2016

# Responses and Length of Service

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- Total Responses
  - Responses limited to one per device
  - Survey open from 11/24/15 to 12/5/15 (11 calendar days)
  - 1680 surveys fully completed
  - **1816 with at least some data**





# Total Responses: Proportion of Cadre

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# Agree/Disagree Questions

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54 QUESTIONS, FROM “STRONGLY AGREE” TO “STRONGLY DISAGREE”

# Dimensions

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- All questions broken down into 7 dimensions
- Weighted averages for each dimension
  - Max score = 4, Min score = 1
- Question counts per dimension:  
(table on right)

Dimension	Question Count
Communications	10
Tools, Training, and Qualification	7
Cadre Management and Leadership	10
Trust in Leadership	4
Policy and Perceptions	8
Commitment and Work Satisfaction	7
Burnout	8

# Ranking Dimensions

Dimension	Average Score
Commitment and Work Satisfaction	3.39
Burnout	3.15
Tools, Training, Qualifications	2.68
Policy and Perceptions	2.65
Communications	2.64
Cadre Leadership and Management	2.57
Trust in Leadership	2.49

# Cadre Breakdowns

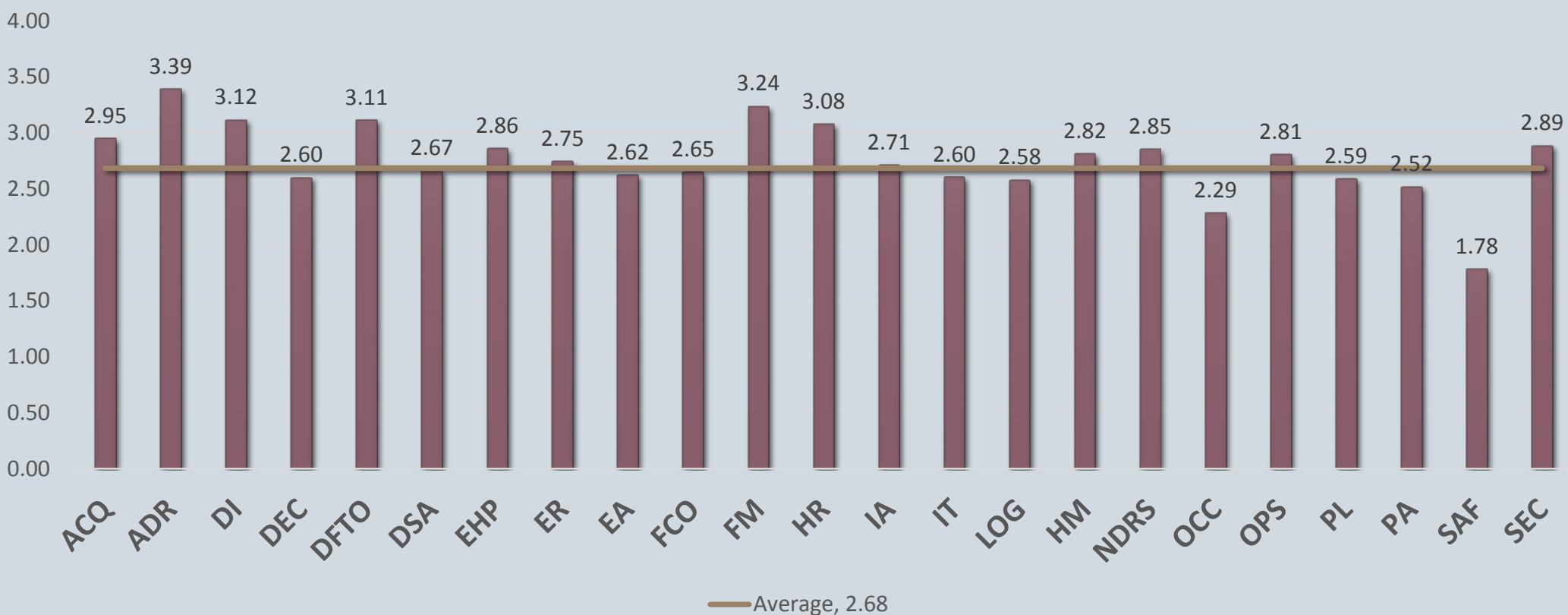
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- Weighted averages for each question dimension
- Averages broken down by Cadre
  - “Average line” across each chart is total average ***across all responses and all cadres***
  - Shows how cadre averages differ from averages of all responses

# Cadre Breakdown: Communications



# Cadre Breakdown: Tools, Training, and Qualifications

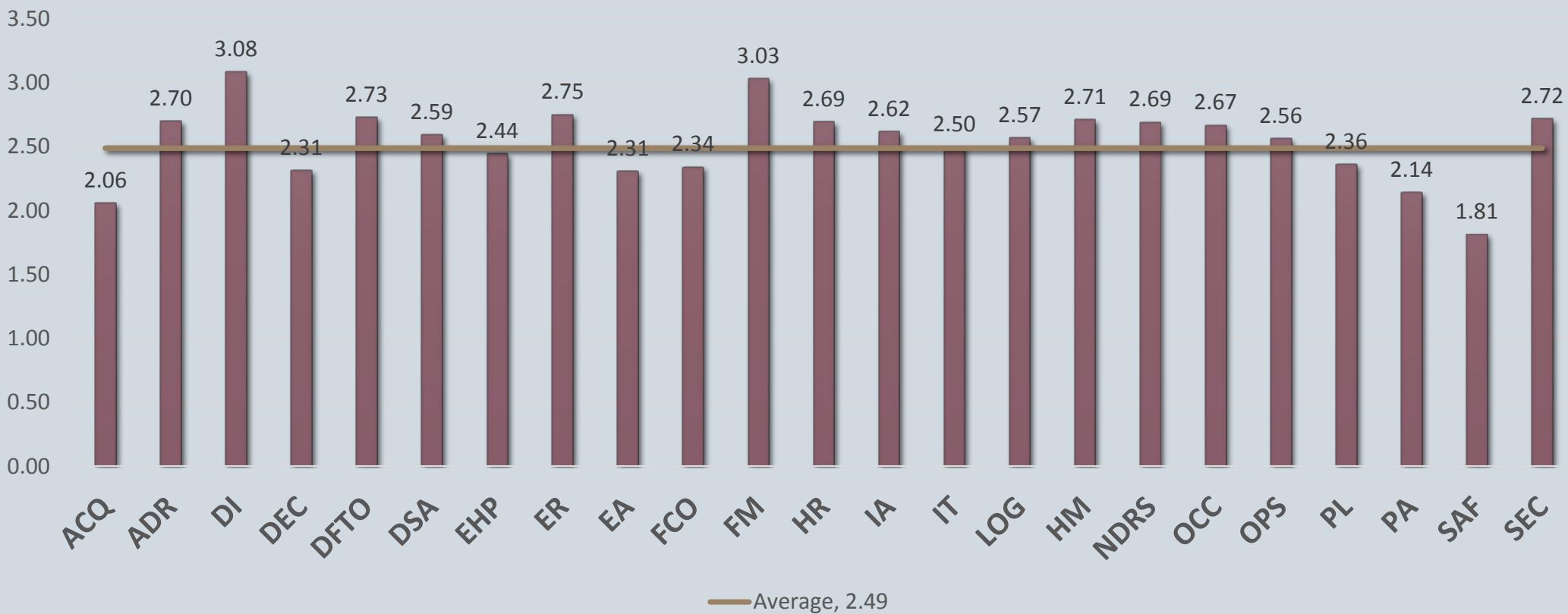


# Cadre Breakdown: Cadre Management and Leadership

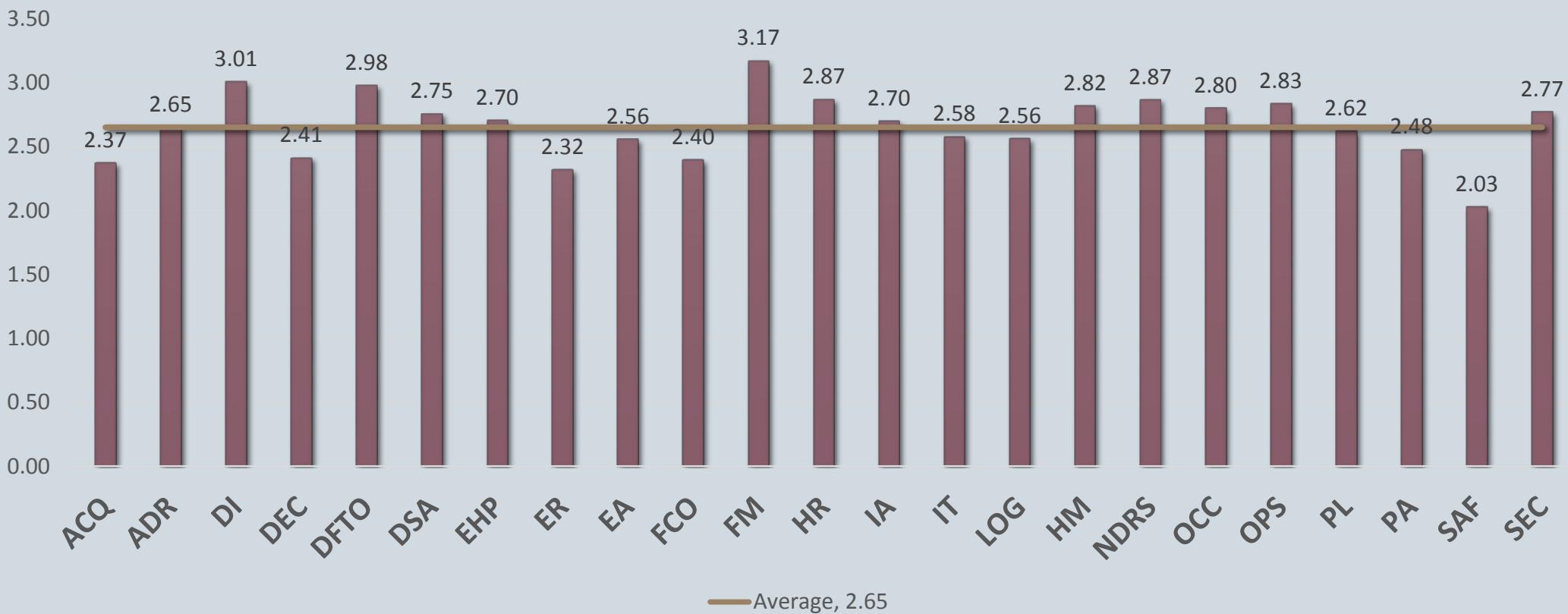
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# Cadre Breakdown: Trust in Leadership

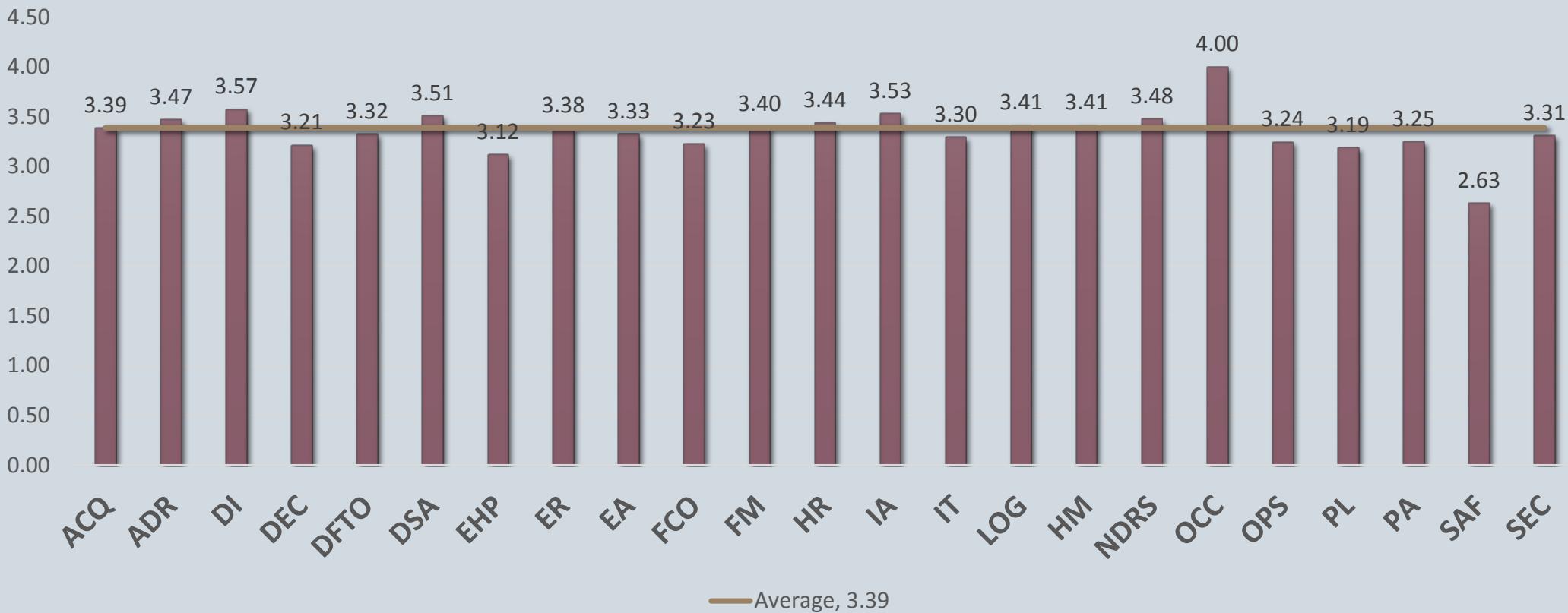


# Cadre Breakdown: Policy and Perceptions



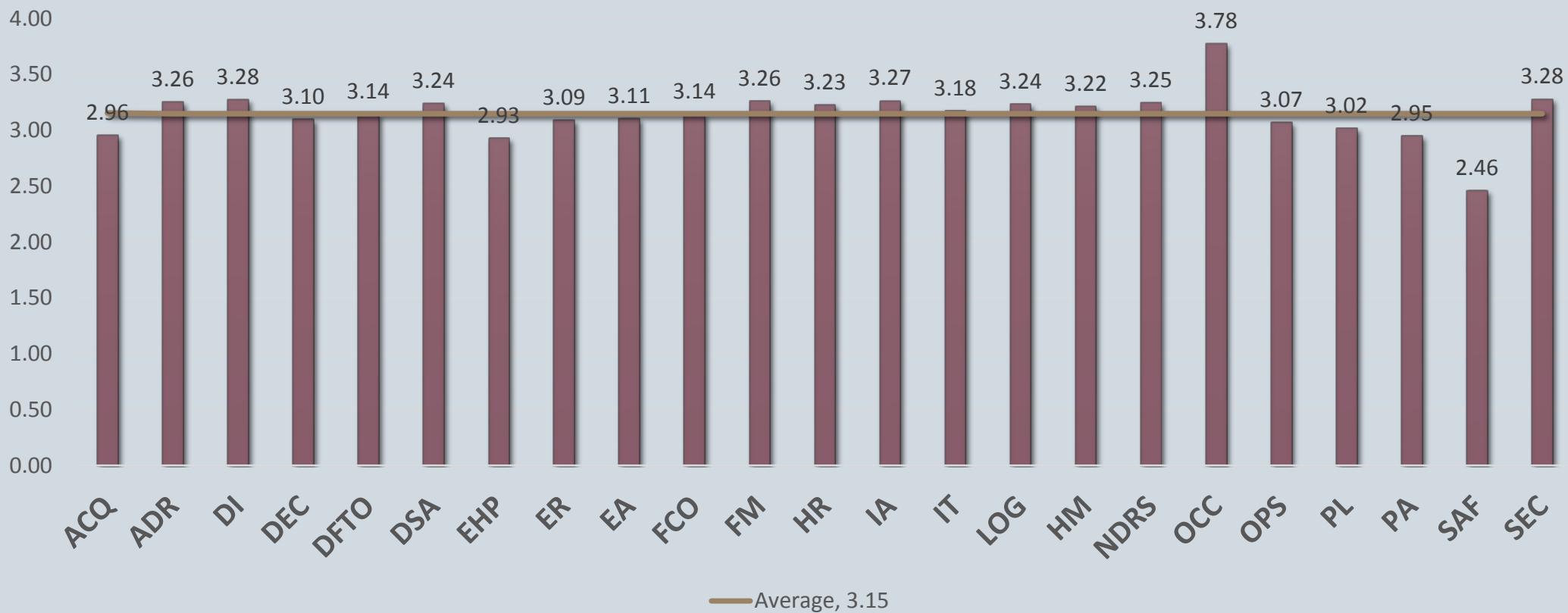
# Cadre Breakdown: Commitment and Work Satisfaction

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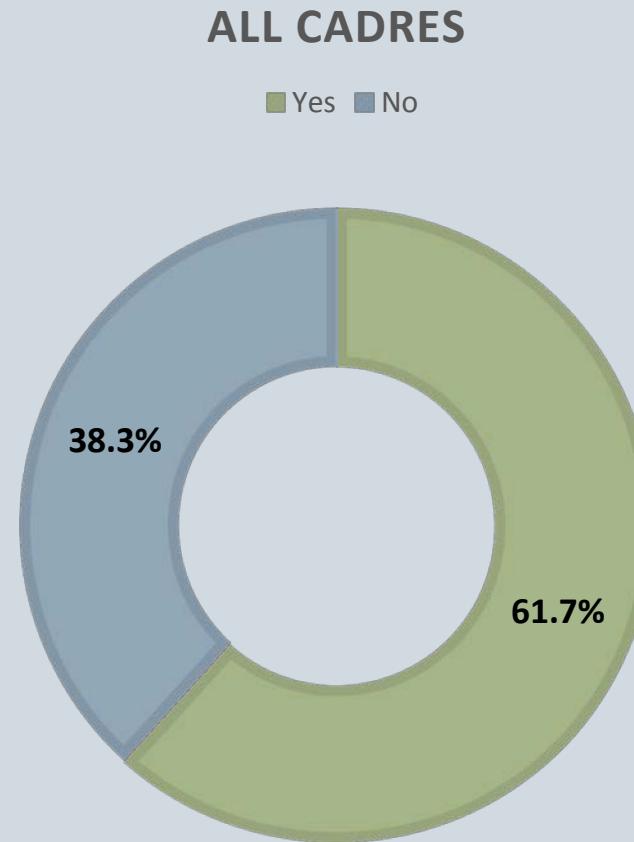


# Cadre Breakdown: Burnout



# Do you know your supervisor of record?

CADRE	% NO
ACQ	0.00%
ADR	0.00%
DI	0.00%
DEC	22.73%
DFTO	0.00%
DSA	37.80%
EHP	23.53%
ER	11.11%
EA	30.00%
FCO	23.08%
FM	0.00%
HR	8.00%
IA	61.56%
IT	18.46%
LOG	35.80%
HM	18.47%
NDRS	11.11%
OCC	100.00%
OPS	13.51%
PL	33.33%
PA	51.83%
SAF	40.00%
SEC	16.67%



# Specific Questions: Highest Rated

Dimension	Question	Percent Agree	Percent Disagree
Communications	I believe that I have a good understanding of how DTS (Deployment Tracking System) works.	80.51%	12.61%
Tools, Training, Qualification	I have received the necessary training to accomplish my job.	60.79%	25.44%
Cadre Leadership and Management	I am comfortable communicating my concerns to my cadre coordinator.	49.83%	31.67%
Trust in Leadership	I trust that FEMA leadership represents the best interests of disaster survivors.	61.02%	21.87%
Policy and Perceptions	I am aware of the new 90 day PANA policy for Reservists.	79.52%	11.37%
Commitment and Work Satisfaction	I feel passionate about the FEMA mission to assist disaster survivors.	91.43%	2.14%
Burnout	I almost always accept deployments when I am realistically able to.	87.68%	4.40%

# Specific Questions: Lowest Rated

Dimension	Question	Percent Agree	Percent Disagree
Communications	When attempting to communicate regarding an issue or ask a question regarding the FEMA Reservist program, I feel that my input is welcome and valued.	33.54%	42.51%
Tools, Training, Qualification	I know what opportunities for career progression are available to me.	41.24%	40.03%
Cadre Leadership and Management	My Cadre Management seems knowledgeable of the issues, concerns, and challenges faced by Reservists.	42.23%	37.06%
Trust in Leadership	I believe that the work Reservists do is valued by FEMA leadership.	42.40%	41.53%
Policy and Perceptions	I believe that FEMA is committed to incorporating Reservist feedback in policies that affect Reservists.	31.26%	46.87%
Commitment and Work Satisfaction	It would take significant challenges for me to leave the FEMA Reservist force.	53.81%	26.25%
Burnout	I have found myself becoming increasingly disillusioned about my position with FEMA.	44.17%	35.12%

# Open Comment Questions

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3 COMMENT QUESTIONS, 2477 INDIVIDUAL COMMENTS

# Categorizations

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Comments categorized on three levels:

- Dimensions
  - Job Satisfaction, Training, Cadre Management, Communications, Tools, Equipment, Burnout, Commitment, Policy, FEMA Leadership
- Comment Type
  - Suggestion, Complaint, Commendation, General Comment
- Subject
  - RSV Morale, Resources, FQS, Communications, Deployment, RAB, Availability/PANA, DTS, Regional Control, Advancement, Pay, COE, Other

# Top 4 Comment Categories

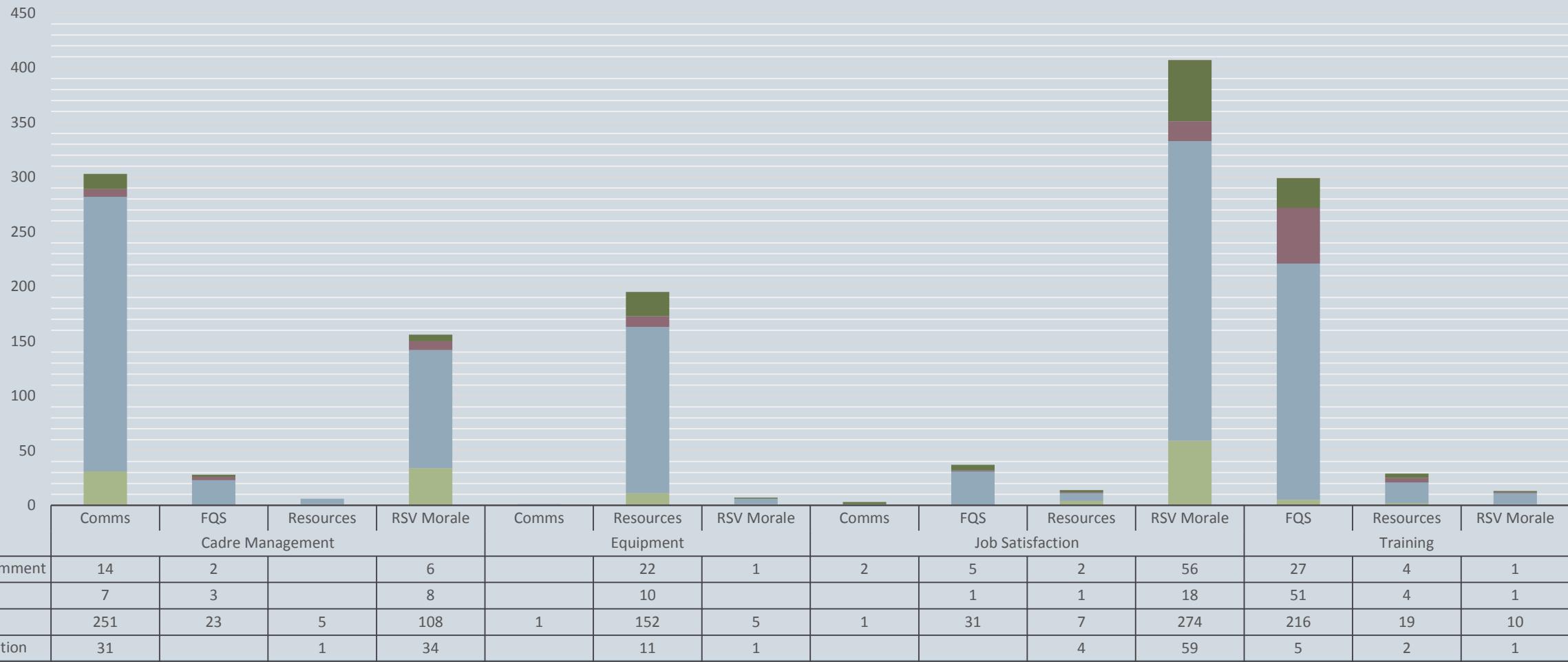
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1. Job Satisfaction
  - 738 comments
2. Cadre Management
  - 595 comments
3. Training
  - 353 comments
4. Equipment
  - 206 comments



# Top 4 Comment Categories

## By Comment Type and Most Common Subjects



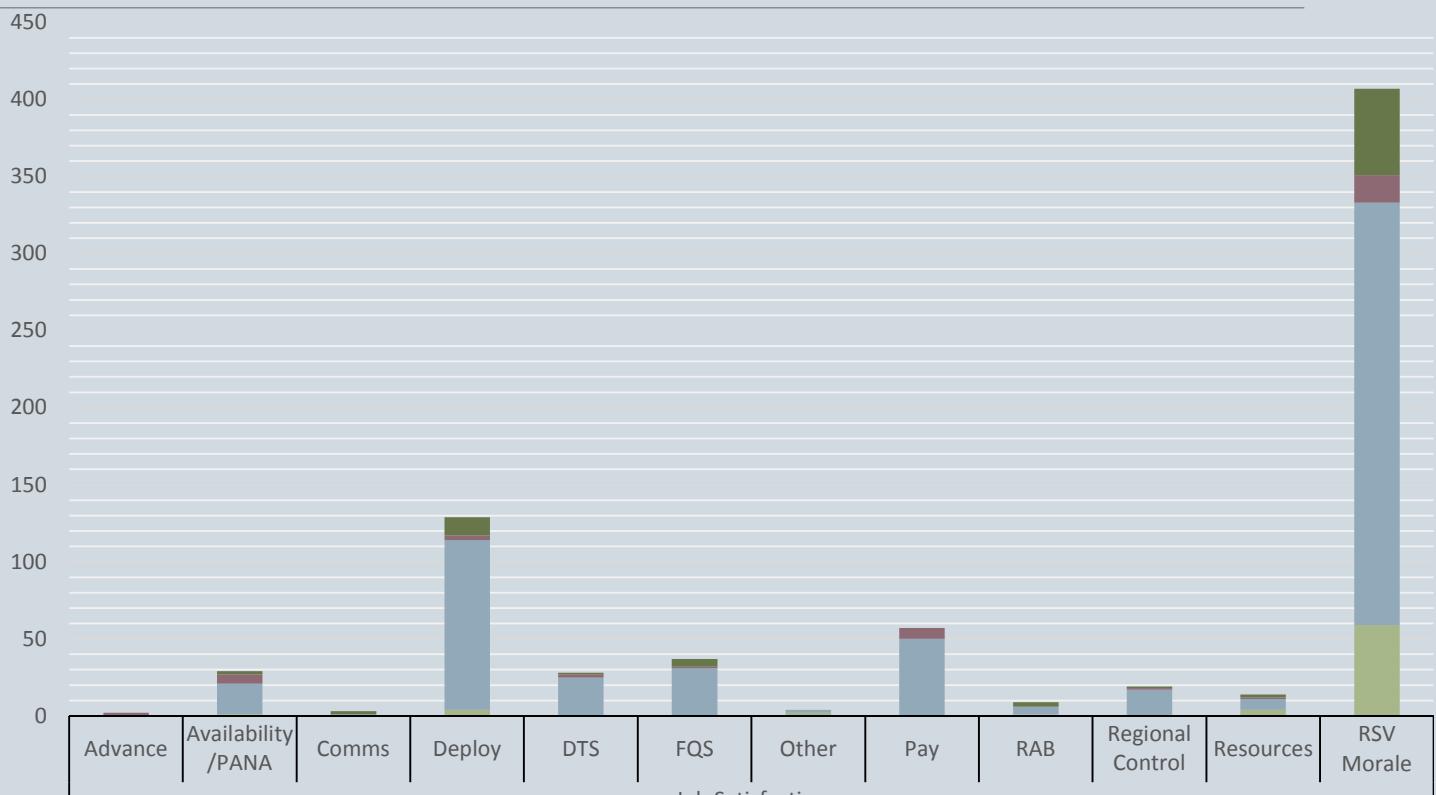
# Job Satisfaction

### Sample Comment:

“Reservists never hear encouraging words...Newsletters compliment just about every level/position within the organization except the Reservists...There should be no mystery why the Reservist's morale is lower than ever.”

## Proposed Agency Solutions:

The FEMA Weekly will feature a column by a deployed Reservist to highlight the Reservists contribution to FEMA's Mission and spotlight Reservists contributions to the entire FEMA community.



General Comment	2	2	12	1	5			3	1	2	56	
Suggestion	2	6		3	2	1		7		1	18	
Complaint		20	1	110	25	31	2	50	5	17	274	
Commendation		1		4			2		1		4	59

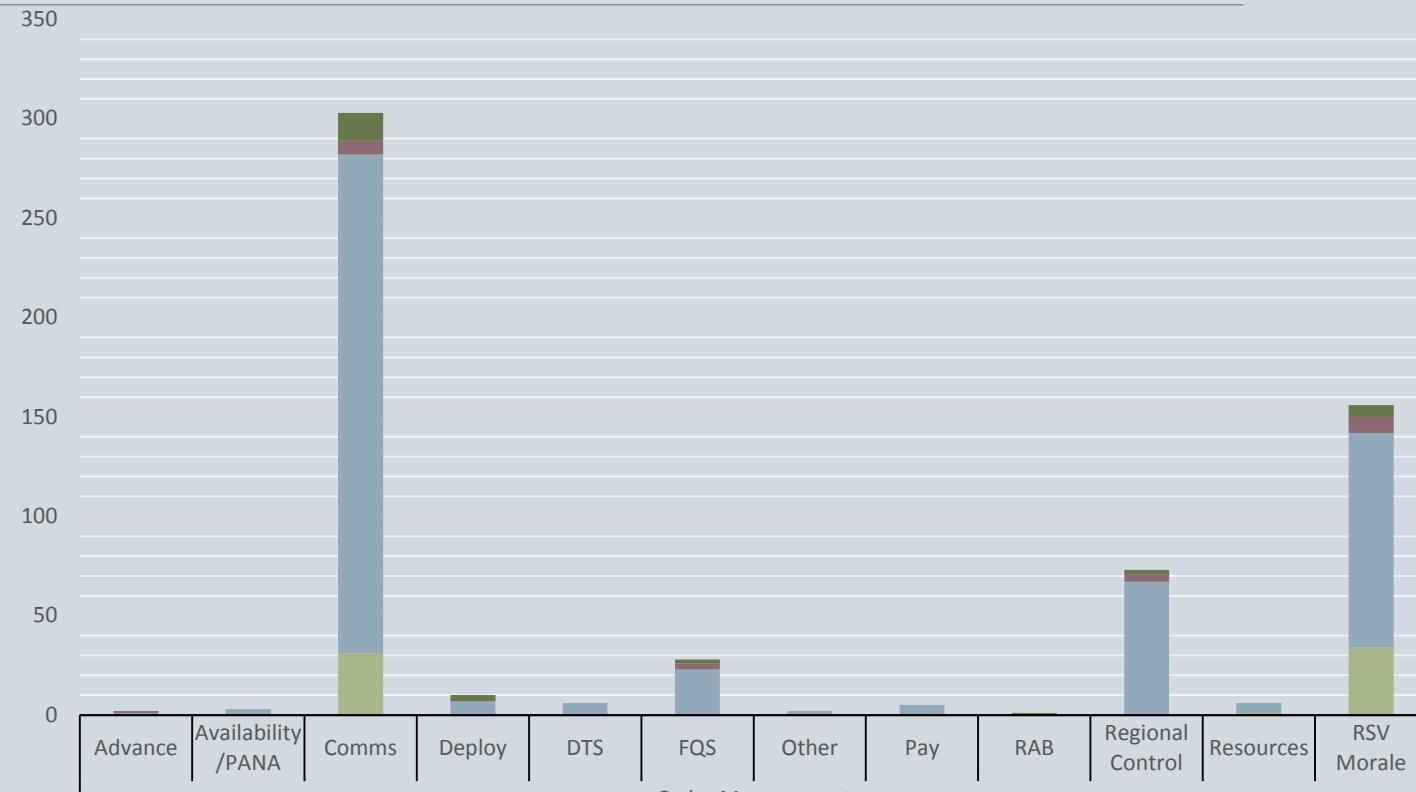
# Cadre Management

### Sample Comment:

“When not deployed, communication between myself and the Cadre has been ineffective. I have no direct contact for getting information on accessing FEMA training and finding out what is going on.”

## Proposed Agency Solutions:

FEMA is in the process of hiring additional Cadre Management Staff to increase one on one communications with our Reservist Workforce. FEMA is also examining capabilities to increase accessibility of training as well as pertinent information outside of the firewall.



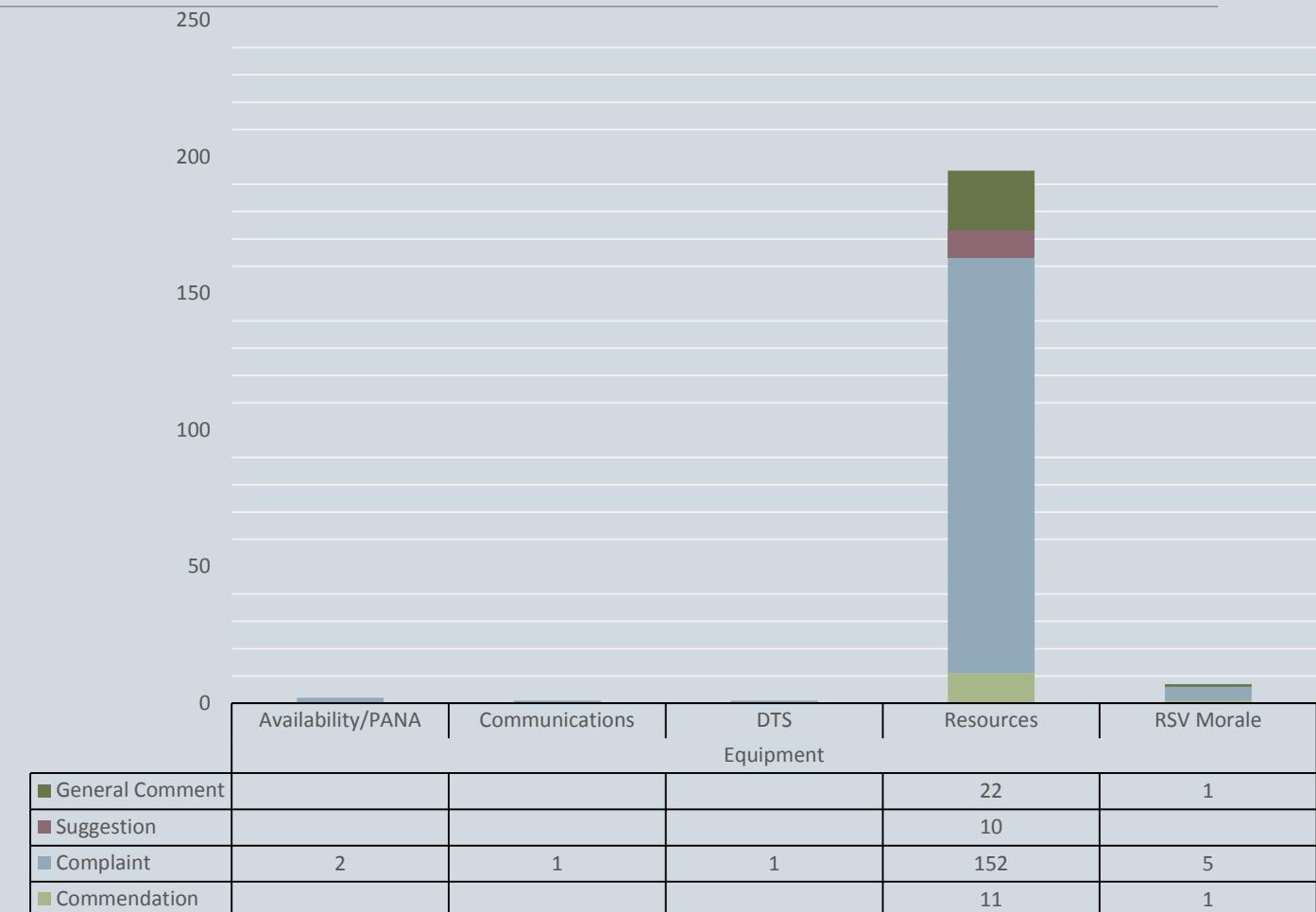
# Equipment

## Sample Comment:

“Tech equipment seems really old and out of date. Blackberry is difficult to use.”

## Proposed Agency Solution:

FEMA is in the process of issuing iPhones to all Reservists who do not have a FEMA device. Once all Reservists have a FEMA device, the Agency will be replacing Blackberries with iPhones so that all Reservists have a new and easy to use FEMA device. FEMA will also offer detailed guidance on how to use new devices.



# Training

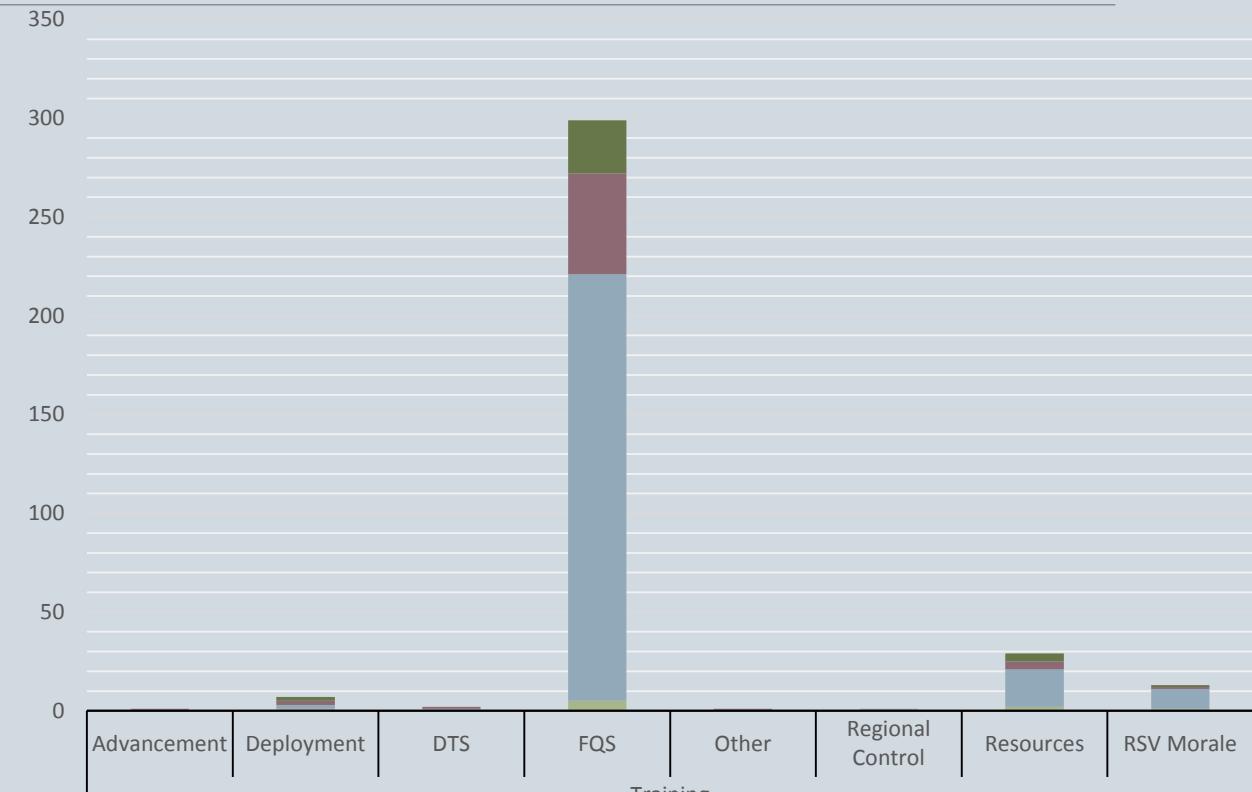
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## Sample Comment:

“I cannot recall when I last had any training. Maybe 7 years. Very difficult when deployments are so far apart.”

## Proposed Agency Solutions:

FEMA is exploring potential training and deployment initiatives targeted toward Reservists who have not been deployed for an extended period of time. The end result is to increase training opportunities and ensuring Reservist engagement with current Agency initiatives.



	General Comment	Suggestion	Complaint	Commendation				
Advancement	0	0	0	0				
Deployment	0	0	0	0				
DTS	0	0	0	0				
FQS	27	51	216	5				
Other	0	1	1	0				
Regional Control	0	0	19	0				
Resources	4	0	2	0				
RSV Morale	1	0	10	0				

# Future Surveys

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- The Workforce Management Division plans to conduct the Reservist Workforce Satisfaction Survey on an annual basis
- Changes will be incorporated to the survey based on both internal and respondent feedback
- The results will be analyzed to provide both a snapshot of current Reservist opinion, as well as a measure of change over time of Reservist opinions and how policy or practices may affect those opinions