

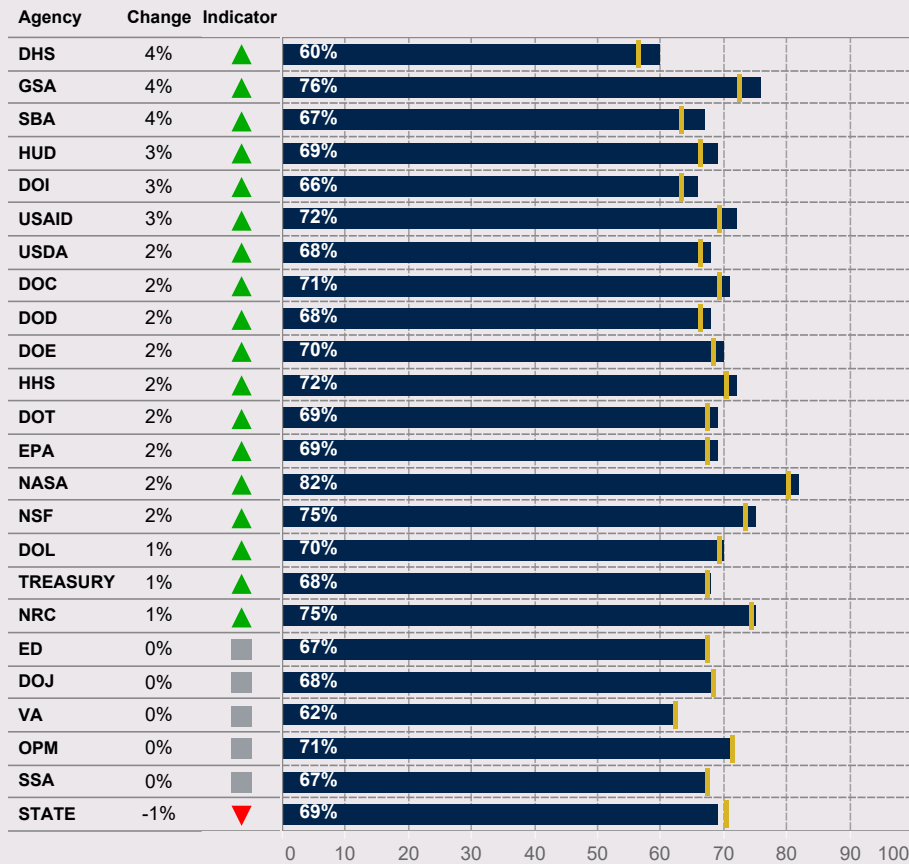
Improve Employee Performance Management and Engagement (2016-2017)

▲ Increase From Previous Year ▼ Decrease From Previous Year ■ No Change From Previous Year

2016 2017

Overall Employee Engagement Index

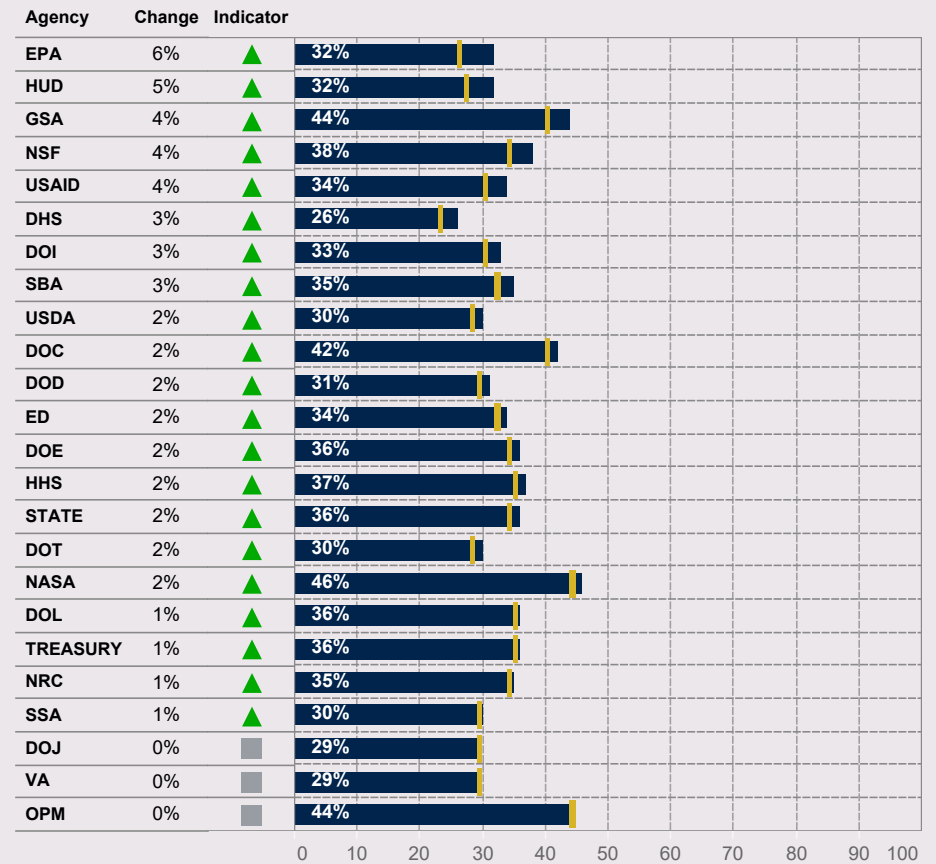
The Employee Engagement Index (EEI) is a measure of an agency's work environment — the conditions that lead to engagement. The index is made up of three subfactors: Leaders Lead, Supervisors, and Intrinsic Work Experience.



Fiscal Year	Change	Indicator	
2016	1%	▲	65%
2017	2%	▲	67%

Dealing with Poor Performance

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



Fiscal Year	Change	Indicator	
2016	1%	▲	29%
2017	2%	▲	31%

Note: Items were assessed on a 5-point agreement scale. The percentages above reflect the number of respondents that selected "Agree" or "Strongly Agree" in response to the associated statements divided by the total number of responses received. Also note that the "Dealing with Poor Performance" question also offered a "do not know" response option. The Change in these graphs is calculated by subtracting the previous year's percentage value from the current year's percentage value. The data depicted above comes from the Federal Employee Viewpoint Survey.

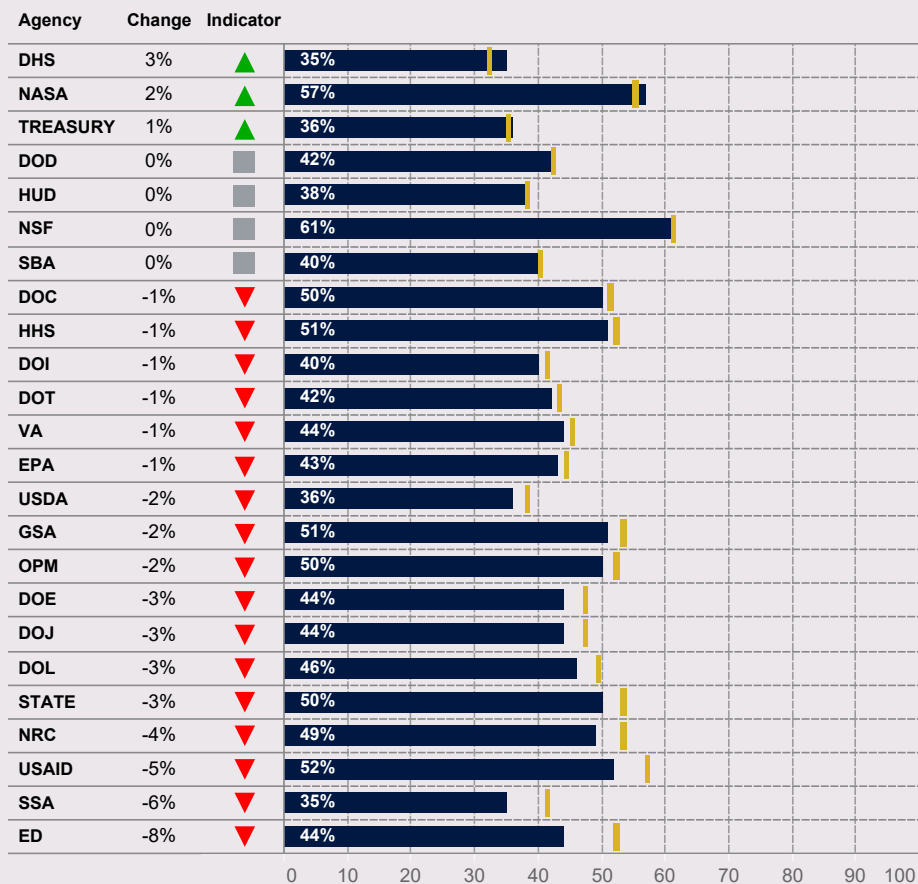
Simple and Strategic Hiring (2016-2017)

▲ Increase From Previous Year ▼ Decrease From Previous Year ■ No Change From Previous Year

2016 2017

Hiring People with the Right Skills

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



Government-Wide Average

Fiscal Year Change Indicator

2016	1%	▲	43%
2017	-1%	▼	42%

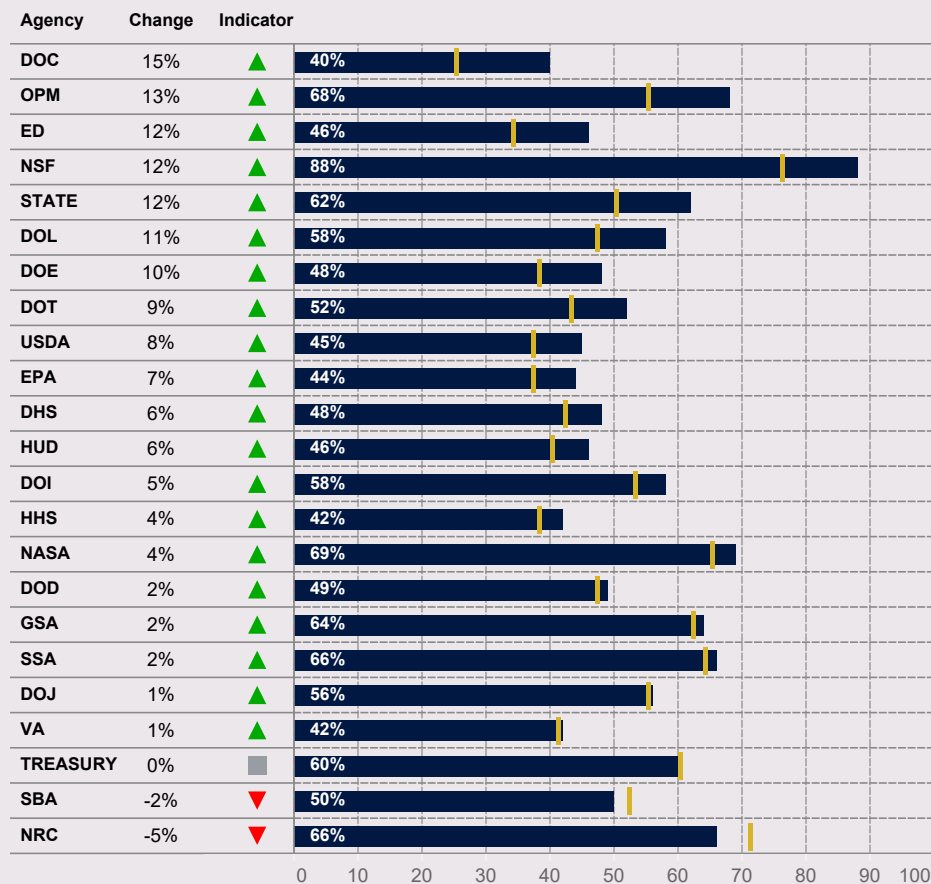
Note: Items were assessed on a 5-point agreement scale. The percentages above reflect the number of respondents that selected "Agree" or "Strongly Agree" in response to the associated statements divided by the total number of responses received. Also note that the "Hiring People with the Right Skills" question also offered a "do not know" response option.

The Change in these graphs is calculated by subtracting the previous year's percentage value from the current year's percentage value.

The data depicted above comes from the Federal Employee Viewpoint Survey.

Satisfaction With Recruiting and Hiring

"I am satisfied with the quality of Recruiting and Hiring services."



Government-Wide Average

Fiscal Year Change Indicator

2016	3%	▲	48%
2017	3%	▲	51%

Note: Satisfaction was measured on a 7-point agreement scale. The percentages above reflect the number of respondents that selected "Somewhat Agree", "Agree" or "Strongly Agree" with the statement, "I am satisfied with the quality of Recruiting & Hiring services," divided by the total number of responses.

Change is calculated by subtracting the previous year's percentage value from the current year's percentage value.

The data depicted above comes from the Mission-Support Customer Satisfaction Survey.