



A PROGRESS REPORT ON ITA'S HUMAN CAPITAL ISSUES

MESSAGE FROM THE UNDER SECRETARY – SEPTEMBER 11, 2008

I am writing to let you know how we are progressing on ITA's human capital issues. I am encouraged that eighty-one percent of ITA employees, at every level of the organization, participated in the 2007 Commerce Annual Employee Survey. This tells me that employees are very much engaged and interested in making ITA a great place to work. I am happy to report that we are improving in many areas. The results from the 2007 survey show that ITA scored higher in 27 of the 40 survey questions asked regarding human capital management, with employees showing significantly higher satisfaction with the information they received from management, training for their current job, and opportunity to get a better job within ITA. However, in other areas, there is clearly room for improvement. We are focusing efforts particularly on employee health and safety issues, clear communication of ITA goals and priorities, as well as the enhancement of the work environment, rewards and recognition, and professional development.

I have included a link in this message to the survey results. You will see a comparison to the overall Commerce results for 2007, as well as a comparison to the 2006 employee survey results for ITA. Please take time to review the results. You will note below two current areas of focus for ITA and actions ITA is taking to improve our corporate culture.

ITA's employees are our most important asset and we have great potential to be one of the Government's premier organizations. With your continued input and support, I am confident that we will achieve this goal.

Christopher Padilla

Areas of Focus

- ▶ Promote effective performance management practices by
 - continued assessment of training needs;
 - dealing with poor performers; and
 - having more frequent and frank discussions between supervisors and employees.

- ▶ Find ways to enhance communication from top management to middle management to the entire workforce.

Actions Taken

Below is a list of actions that ITA has either implemented  or is in the process of implementing  to improve the ITA culture:

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|  Employee Engagement Steering Group & GoTeams |  ITA monthly Chat sessions |
|  500K Training Fund in FY07, FY08 |  Length of Service Awards Guidance |
|  Most Innovative Idea Contest |  HQ Rotation Program |
|  New Employee Sponsor Program |  Supervisory Certificate Program |
|  Honor Awards Program Enhancement |  On-the-Spot Awards Program |

2007 ITA Results - DOC Annual Employee Survey:
<http://www.ita.doc.gov/hrm/documents/aes2007.pdf>

For more information on the 2007 Commerce Annual Employee Survey results or on any of this information, please contact:

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