



FROM: KATHRYN MATTHEW, DIRECTOR, IMLS

SUBJECT: EMPLOYEE SURVEY RESULTS EVALUATION STATEMENT

DATE: OCTOBER 23, 2019

The Leadership Team of Institute of Museum and Library Services (IMLS) has reviewed the 2019 Federal Employee Viewpoint Survey results for our Agency. As requested, below are our analyses of these results and our intended areas of focus for Fiscal Years 2020 and 2021. We look forward to collaborating with the IMLS staff on strengthening employee engagement that ultimately enhances our service to the American public.

Evaluation of Results:

- IMLS employees' response rate to the survey was 79%, and the responses provided important feedback to leadership and supervisors. The agency's highest-scoring areas related to: (a) the importance of the work here at IMLS; (b) staff commitment to effort to get the job done; (c) feedback from supervisor about staff performance; (d) staff preparation for potential security threats; and (e) seeking improvement in job performance. And, over the past years, several other areas have steadily increased.
- We are especially interested in determining how to improve on the most prevalent concerns that are tied to: (a) generating a high level of motivation within our workforce; (b) opening up further accessibility to information from management about agency activities; and (c) how leadership can build on and support the agency-wide high level of commitment to the mission through personal empowerment and satisfaction with policies and procedures. Agency leadership continues to seek opportunities to further enhance employee engagement in a variety of areas such as employee recognition and training as well as providing essential knowledge and skill-building to all managers and supervisors.

While at this time we do not know our agency's full year FY 2020 budget, we will focus our activities for FY 2020 (and carrying into FY 2021) on the following areas:

- Targeting a 20% improvement in the Employee Engagement Index score by the end of FY 2020.
- Building upon the last six months' activities (including Crucial Conversations training for all staff) to further strengthen communications competencies throughout the agency.
- Continuing focus on Diversity and Inclusion as a means to engage employees, including recruitment for EEO/Diversity and Inclusion Officer to support and guide changes, as well as inviting diversity and inclusion practitioners from federal, nonprofit, and museum/library sectors to speak.

- During the development of our Human Capital Plan, being alert to opportunities for Employee Engagement.
- Holding open-house sessions by office directors/deputy directors for all staff to identify possible solutions to improve Employee Engagement and then selecting some suggestions to pilot. We will assess the impact of these pilots prior to full implementation.
- Continuing to use agency-wide annual planning and Logic Models to engage employees.
- Completing the commitment (within FY 2020 appropriations) of technology investments that address the needs of staff and customers including the successful migration and adoption of an electronic grants management system (eGMS).
- Seeking innovative opportunities for employees' continued engagement with the museum and library fields (to support these institutions' responsiveness to their communities' and the publics' most pressing needs and opportunities).
- Offering participation within cross-agency teams and task forces to grow skills and provide exposure to learnings and subject matter expertise relating to identified core competencies.
- Seeking training opportunities (relating to core competencies) for employees at all levels including bringing training in-house.
- Communicating sincere and timely employee recognition for a "job well done" (both for individuals and groups) and continuing with our peer-to-peer award process.
- Leading and supporting managers and staff teams to role model IMLS values as they implement our 2018–2022 Strategic Plan.

The Leadership Team's goal is to ensure that the agency targets key drivers of employee attitudes, performance, and motivations, and monitors perceptible changes in employee engagement. This will occur through ongoing leadership and supervisory discussions with staff as well as investing in the above activities. This focus is one way that IMLS exemplifies a "learning organization," acting on evidence and responding accordingly, in order to improve our position as one of the best places to work.

Our agency's new strategic plan focuses on delivering value to the American people using all the tools and approaches we have—this includes our talented and dedicated staff.

If you have any questions, please contact our Director of Human Resources, Antoine Dotson, at adotson@imls.gov or directly at 202-653-4728.



Sincerely,

Kathryn K. Matthew

Dr. Kathryn K. Matthew, Director

IMLS

2019



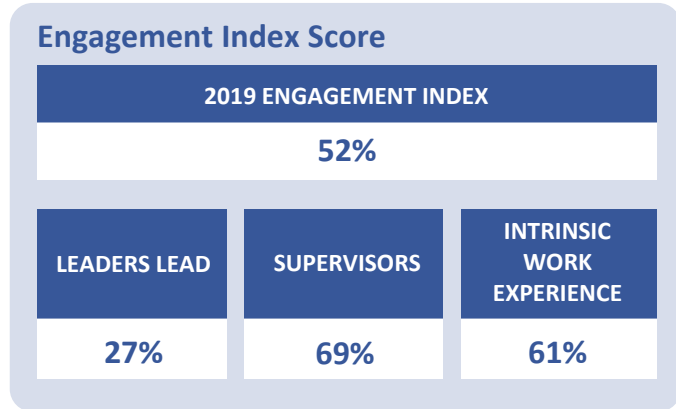
Annual Employee Survey (AES) Report

Institute of Museum and Library Services

FIELD PERIOD	May 23 - July 5, 2019
SAMPLE OR CENSUS	CENSUS
NUMBER OF SURVEYS COMPLETED	45
NUMBER OF SURVEYS ADMINISTERED	57
RESPONSE RATE	78.9%

21 items identified as **strengths** (65% positive or higher)

26 items identified as **challenges** (35% negative or higher)



Highest % Positive Items

Select: Highest % Positive



Highest % Negative Items

Select: Highest % Negative





Select: Largest Increases since 2018

Largest Increases in Percent Positive since 2018

24 items increased since 2018

	2016	2017	2018	2019	Percentage Point Change
Q19 In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels.	74%	72%	61%	71%	+10
Q36 My organization has prepared employees for potential security threats.	74%	83%	83%	91%	+8
Q25 Awards in my work unit depend on how well employees perform their jobs.	48%	47%	40%	48%	+8
Q8 I am constantly looking for ways to do my job better.	89%	81%	86%	93%	+7
Q58 Managers promote communication among different work units.	42%	33%	22%	28%	+6

Select: Largest Decreases since 2018

Largest Decreases in Percent Positive since 2018

41 items decreased since 2018

	2016	2017	2018	2019	Percentage Point Change
Q38 Prohibited Personnel Practices are not tolerated.	75%	68%	79%	61%	-18
Q17 I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	53%	64%	66%	48%	-18
Q22 Promotions in my work unit are based on merit.	43%	46%	48%	31%	-17
Q44 Discussions with my supervisor about my performance are worthwhile.	62%	60%	73%	56%	-17
Q27 The skill level in my work unit has improved in the past year.	56%	60%	68%	53%	-15

Core Survey

Response Type	Item	Item Text	Percent Positive %	Strongly Agree/ Very Good/ Very Satisfied %	Agree/ Good/ Satisfied %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Disagree/ Poor/ Dissatisfied %	Strongly Disagree/ Very Poor/ Very Dissatisfied %	Percent Negative %	Strongly Agree/ Very Good/ Very Satisfied N	Agree/ Good/ Satisfied N	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied N	Disagree/ Poor/ Dissatisfied N	Strongly Disagree/ Very Poor/ Very Dissatisfied N	Item Response Total** N	Do Not Know/ No Basis to Judge N
Agree-disagree	1	*I am given a real opportunity to improve my skills in my organization.	59.3%	17.9%	41.4%	17.9%	15.8%	7.0%	22.8%	8	18	8	7	3	44	N/A
Agree-disagree	2	I have enough information to do my job well.	56.1%	9.3%	46.8%	15.1%	19.7%	9.1%	28.8%	4	21	7	9	4	45	N/A
Agree-disagree	3	I feel encouraged to come up with new and better ways of doing things.	49.1%	20.3%	28.8%	11.2%	19.9%	19.8%	39.7%	9	13	5	9	9	45	N/A
Agree-disagree	4	My work gives me a feeling of personal accomplishment.	73.0%	19.4%	53.6%	16.4%	8.4%	2.1%	10.6%	9	24	7	4	1	45	N/A
Agree-disagree	5	I like the kind of work I do.	82.4%	39.6%	42.8%	17.6%	0.0%	0.0%	0.0%	18	19	8	0	0	45	N/A
Agree-disagree	6	I know what is expected of me on the job.	57.9%	15.7%	42.2%	24.3%	11.1%	6.7%	17.8%	7	19	11	5	3	45	N/A
Agree-disagree	7	When needed I am willing to put in the extra effort to get a job done.	100.0%	63.6%	36.4%	0.0%	0.0%	0.0%	0.0%	29	16	0	0	0	45	N/A
Agree-disagree	8	I am constantly looking for ways to do my job better.	93.3%	47.7%	45.5%	2.5%	4.3%	0.0%	4.3%	22	20	1	2	0	45	N/A
Agree-disagree	9	I have sufficient resources (for example, people, materials, budget) to get my job done.	37.7%	5.0%	32.8%	13.3%	26.9%	22.1%	49.0%	2	15	6	12	10	45	0
Agree-disagree	10	*My workload is reasonable.	40.1%	4.5%	35.6%	11.6%	19.7%	28.5%	48.2%	2	16	5	9	13	45	0
Agree-disagree	11	*My talents are used well in the workplace.	43.8%	11.0%	32.8%	17.8%	13.3%	25.0%	38.4%	5	14	8	6	11	44	0
Agree-disagree	12	*I know how my work relates to the agency's goals.	79.1%	35.3%	43.8%	14.4%	4.3%	2.1%	6.5%	16	20	6	2	1	45	0
Agree-disagree	13	The work I do is important.	93.3%	62.2%	31.2%	2.4%	2.1%	2.1%	4.2%	28	14	1	1	1	45	0
Agree-disagree	14	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	64.0%	17.8%	46.2%	8.6%	23.1%	4.3%	27.4%	8	20	4	10	2	44	0
Agree-disagree	15	My performance appraisal is a fair reflection of my performance.	79.6%	30.4%	49.2%	7.0%	10.9%	2.5%	13.4%	14	22	3	5	1	45	0
Agree-disagree	16	I am held accountable for achieving results.	89.0%	40.0%	49.0%	11.0%	0.0%	0.0%	0.0%	18	22	5	0	0	45	0

Core Survey

Agree-disagree	17	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	48.2%	16.1%	32.1%	23.9%	18.3%	9.7%	28.0%	7	14	10	8	4	43	2
Agree-disagree	18	My training needs are assessed.	49.2%	8.5%	40.7%	20.1%	19.6%	11.1%	30.7%	4	18	9	9	5	45	0
Agree-disagree	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).	70.8%	41.0%	29.8%	13.0%	11.5%	4.7%	16.2%	18	13	6	5	2	44	1
Agree-disagree	20	*The people I work with cooperate to get the job done.	79.4%	51.3%	28.1%	9.1%	9.0%	2.5%	11.5%	23	13	4	4	1	45	N/A
Agree-disagree	21	My work unit is able to recruit people with the right skills.	37.7%	17.4%	20.3%	28.9%	24.2%	9.1%	33.3%	8	9	13	11	4	45	0
Agree-disagree	22	Promotions in my work unit are based on merit.	31.5%	12.0%	19.5%	24.3%	29.4%	14.8%	44.2%	5	8	10	12	6	41	4
Agree-disagree	23	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	36.4%	10.2%	26.2%	20.7%	25.4%	17.5%	42.9%	4	10	8	10	7	39	6
Agree-disagree	24	*In my work unit, differences in performance are recognized in a meaningful way.	36.5%	12.1%	24.3%	26.1%	22.6%	14.9%	37.5%	5	10	11	9	6	41	4
Agree-disagree	25	Awards in my work unit depend on how well employees perform their jobs.	47.6%	19.5%	28.0%	30.5%	9.7%	12.2%	21.9%	8	12	13	4	5	42	3
Agree-disagree	26	Employees in my work unit share job knowledge with each other.	79.3%	39.9%	39.4%	13.6%	4.6%	2.5%	7.1%	18	18	6	2	1	45	0
Agree-disagree	27	The skill level in my work unit has improved in the past year.	53.0%	28.8%	24.2%	33.5%	8.8%	4.7%	13.5%	13	11	15	4	2	45	0
Good-poor	28	How would you rate the overall quality of work done by your work unit?	86.0%	57.9%	28.1%	14.0%	0.0%	0.0%	0.0%	26	13	6	0	0	45	N/A
Agree-disagree	29	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	77.1%	44.4%	32.7%	13.6%	6.8%	2.5%	9.3%	20	15	6	3	1	45	0
Agree-disagree	30	Employees have a feeling of personal empowerment with respect to work processes.	25.6%	2.3%	23.3%	9.0%	34.1%	31.3%	65.4%	1	10	4	15	14	44	1
Agree-disagree	31	Employees are recognized for providing high quality products and services.	50.2%	11.6%	38.7%	22.2%	13.4%	14.2%	27.6%	5	17	10	6	6	44	1
Agree-disagree	32	Creativity and innovation are rewarded.	29.5%	8.5%	21.0%	26.3%	21.9%	22.3%	44.2%	4	9	12	10	10	45	0
Agree-disagree	33	Pay raises depend on how well employees perform their jobs.	25.8%	2.5%	23.2%	31.2%	22.2%	20.8%	43.0%	1	9	12	9	8	39	6

Core Survey

Agree-disagree	34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	36.9%	14.2%	22.7%	23.5%	20.8%	18.9%	39.7%	6	10	10	9	8	43	2
Agree-disagree	35	Employees are protected from health and safety hazards on the job.	77.8%	33.2%	44.6%	17.9%	2.1%	2.1%	4.2%	15	20	8	1	1	45	0
Agree-disagree	36	My organization has prepared employees for potential security threats.	91.4%	37.8%	53.6%	6.5%	2.1%	0.0%	2.1%	17	24	3	1	0	45	0
Agree-disagree	37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	53.1%	18.3%	34.7%	21.8%	15.9%	9.3%	25.2%	8	16	10	7	4	45	0
Agree-disagree	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.	60.7%	21.9%	38.8%	19.5%	12.0%	7.8%	19.8%	9	16	8	5	3	41	4
Agree-disagree	39	My agency is successful at accomplishing its mission.	81.2%	32.2%	49.0%	14.3%	2.3%	2.2%	4.5%	14	22	6	1	1	44	1
Agree-disagree	40	*I recommend my organization as a good place to work.	38.6%	13.7%	24.9%	13.5%	34.4%	13.5%	47.9%	6	11	6	15	6	44	N/A
Agree-disagree	41	*I believe the results of this survey will be used to make my agency a better place to work.	22.3%	10.1%	12.3%	21.6%	14.7%	41.4%	56.1%	4	5	9	6	17	41	3
Agree-disagree	42	My supervisor supports my need to balance work and other life issues.	84.0%	46.0%	38.0%	9.0%	4.5%	2.6%	7.1%	20	17	4	2	1	44	0
Agree-disagree	43	My supervisor provides me with opportunities to demonstrate my leadership skills.	63.4%	35.8%	27.6%	15.8%	13.6%	7.2%	20.8%	16	12	7	6	3	44	0
Agree-disagree	44	Discussions with my supervisor about my performance are worthwhile.	56.2%	29.5%	26.6%	25.1%	9.6%	9.2%	18.8%	13	12	11	4	4	44	0
Agree-disagree	45	My supervisor is committed to a workforce representative of all segments of society.	63.7%	38.1%	25.7%	24.0%	7.0%	5.3%	12.3%	16	11	10	3	2	42	2
Agree-disagree	46	My supervisor provides me with constructive suggestions to improve my job performance.	63.0%	29.3%	33.8%	18.2%	11.6%	7.2%	18.8%	13	15	8	5	3	44	0
Agree-disagree	47	Supervisors in my work unit support employee development.	67.2%	26.0%	41.2%	18.6%	9.4%	4.8%	14.2%	11	18	8	4	2	43	0
Agree-disagree	48	My supervisor listens to what I have to say.	75.1%	34.1%	41.0%	13.4%	4.7%	6.9%	11.5%	15	18	6	2	3	44	N/A

Core Survey

Agree-disagree	49	My supervisor treats me with respect.	79.4%	38.8%	40.6%	8.8%	4.6%	7.2%	11.8%	17	18	4	2	3	44	N/A
Agree-disagree	50	In the last six months, my supervisor has talked with me about my performance.	91.0%	45.7%	45.3%	6.5%	0.0%	2.6%	2.6%	20	20	3	0	1	44	N/A
Agree-disagree	51	I have trust and confidence in my supervisor.	58.3%	29.4%	28.9%	18.5%	11.5%	11.7%	23.2%	13	13	8	5	5	44	N/A
Good-poor	52	Overall, how good a job do you feel is being done by your immediate supervisor?	63.0%	35.9%	27.0%	18.2%	14.2%	4.7%	18.9%	16	12	8	6	2	44	N/A
Agree-disagree	53	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	19.5%	5.2%	14.3%	14.0%	25.9%	40.6%	66.5%	2	6	6	11	17	42	0
Agree-disagree	54	My organization's senior leaders maintain high standards of honesty and integrity.	27.7%	7.9%	19.8%	29.4%	27.3%	15.6%	42.9%	3	8	12	11	6	40	0
Agree-disagree	55	Supervisors work well with employees of different backgrounds.	49.5%	10.5%	39.1%	22.4%	15.2%	12.9%	28.1%	4	16	9	6	5	40	2
Agree-disagree	56	*Managers communicate the goals of the organization.	41.2%	17.7%	23.5%	26.8%	7.7%	24.3%	32.0%	7	10	11	3	10	41	0
Agree-disagree	57	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	37.8%	12.7%	25.1%	25.7%	18.3%	18.2%	36.4%	5	10	10	7	7	39	2
Agree-disagree	58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	28.4%	5.2%	23.2%	14.3%	28.7%	28.6%	57.3%	2	10	6	12	12	42	0
Agree-disagree	59	Managers support collaboration across work units to accomplish work objectives.	28.5%	7.7%	20.7%	28.7%	14.3%	28.6%	42.9%	3	9	12	6	12	42	0
Good-poor	60	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	28.9%	8.2%	20.7%	36.1%	12.9%	22.1%	35.0%	3	8	14	5	8	38	4
Agree-disagree	61	I have a high level of respect for my organization's senior leaders.	16.9%	9.7%	7.1%	21.3%	30.2%	31.7%	61.8%	4	3	9	13	13	42	0
Agree-disagree	62	Senior leaders demonstrate support for Work-Life programs.	37.9%	5.5%	32.5%	22.8%	26.6%	12.7%	39.3%	2	13	9	11	5	40	2
Satisfied-dissatisfied	63	*How satisfied are you with your involvement in decisions that affect your work?	22.5%	2.3%	20.2%	25.6%	32.9%	19.0%	51.9%	1	8	11	14	8	42	N/A
Satisfied-dissatisfied	64	*How satisfied are you with the information you receive from management on what's going on in your organization?	22.1%	9.7%	12.4%	18.8%	33.3%	25.8%	59.1%	4	5	8	14	11	42	N/A

Core Survey

Satisfied-dissatisfied	65	*How satisfied are you with the recognition you receive for doing a good job?	44.5%	12.0%	32.5%	33.9%	16.3%	5.3%	21.6%	5	14	14	7	2	42	N/A
Satisfied-dissatisfied	66	How satisfied are you with the policies and practices of your senior leaders?	17.6%	5.2%	12.4%	23.7%	32.6%	26.1%	58.7%	2	5	10	14	11	42	N/A
Satisfied-dissatisfied	67	How satisfied are you with your opportunity to get a better job in your organization?	13.9%	2.3%	11.6%	29.6%	18.9%	37.6%	56.5%	1	5	12	8	16	42	N/A
Satisfied-dissatisfied	68	How satisfied are you with the training you receive for your present job?	55.5%	4.5%	51.0%	16.3%	13.9%	14.3%	28.2%	2	21	7	6	6	42	N/A
Satisfied-dissatisfied	69	*Considering everything, how satisfied are you with your job?	44.6%	9.0%	35.6%	31.9%	9.2%	14.4%	23.5%	4	15	13	4	6	42	N/A
Satisfied-dissatisfied	70	Considering everything, how satisfied are you with your pay?	63.2%	13.7%	49.5%	16.5%	15.3%	4.9%	20.2%	6	21	7	6	2	42	N/A
Satisfied-dissatisfied	71	*Considering everything, how satisfied are you with your organization?	35.5%	4.5%	31.0%	14.3%	38.1%	12.1%	50.2%	2	13	6	16	5	42	N/A

* AES prescribed items as of 2017 (5 CFR Part 250, Subpart C)

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

The Dashboard only includes items 1-71.

Percentages are weighted to represent the Agency's population.

Performance

72. Currently, in my work unit poor performers usually:	N	%
Remain in the work unit and improve their performance over time	7	21.3%
Remain in the work unit and continue to underperform	13	39.7%
Leave the work unit - removed or transferred	0	0.0%
Leave the work unit - quit	0	0.0%
There are no poor performers in my work unit	12	39.0%
Item Response Total	32	100.0%
Do not know	10	--
Total	42	100.0%

Percentages are weighted to represent the Agency's population.

Partial Shutdown

73. Which of the following best describes the impact of the partial government shutdown (December 22, 2018 - January 25, 2019) on your working/pay status?	N	%
The shutdown had no impact on my working/pay status	42	100.0%
I did not work and did not receive pay until after the lapse ended	0	0.0%
I worked some of the shutdown but did not receive pay until after the lapse ended	0	0.0%
I worked for the entirety of the shutdown but did not receive pay until after the lapse ended	0	0.0%
Other, not listed above	0	0.0%
Total	42	100.0%

74. How was your everyday work impacted during (if you worked) or after the partial government shutdown?	N	%
It had no impact	23	55.1%
A slightly negative impact	10	23.1%
A moderately negative impact	7	16.9%
A very negative impact	1	2.3%
An extremely negative impact	1	2.7%
Total	42	100.0%

If the response to item 74 was "It had no impact", item 75 was skipped.

75. In what ways did the partial government shutdown negatively affect your work? (Check all that apply)	N	%
Unmanageable workload	0	0.0%
Missed deadlines	7	41.1%
Unrecoverable loss of work	0	0.0%
Reduced customer service	5	28.3%
Delayed work	14	82.5%
Reduced work quality	1	5.6%
Cutback of critical work	2	12.2%
Time lost in restarting work	2	11.5%
Unmet statutory requirements	1	6.6%
Other	4	24.2%
Total (percents will add to more than 100% because respondents could choose more than one response option)	17	--

76. Are you looking for another job because of the partial government shutdown?	N	%
I am looking for another job specifically because of the shutdown	0	0.0%
I am looking for another job, but the shutdown is only one of the reasons	9	20.4%
I am looking for another job, but the shutdown had no influence on that decision	15	35.9%
I am not looking for another job currently	18	43.6%
Total	42	100.0%

77. My agency provided the support (e.g., communication, assistance, guidance) I needed during the partial government shutdown.	N	%
Strongly Agree	6	30.8%
Agree	8	42.3%

Partial Shutdown

Neither Agree nor Disagree	5	26.9%
Disagree	0	0.0%
Strongly Disagree	0	0.0%
Item Response Total	19	100.0%
No support required	23	--
Total	42	100.0%

Percentages are weighted to represent the Agency's population.

Telework & Work-Life

78. Please select the response below that BEST describes your current teleworking schedule.	2019		2018	
	N	%	N	%
I telework very infrequently, on an unscheduled or short-term basis	16	37.5%	17	34.1%
I telework, but only about 1 or 2 days per month	8	18.9%	9	19.7%
I telework 1 or 2 days per week	16	38.3%	17	36.8%
I telework 3 or 4 days per week	0	0.0%	0	0.0%
I telework every work day	0	0.0%	1	2.1%
I do not telework because I have to be physically present on the job	0	0.0%	0	0.0%
I do not telework because of technical issues that prevent me from teleworking	0	0.0%	0	0.0%
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	0	0.0%	1	2.1%
I do not telework because I choose not to telework	2	5.2%	2	5.3%
Total	42	100.0%	47	100.0%

79. How satisfied are you with the Telework program in your agency?	2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
Very Satisfied	8	19.9%	18.9%	11	24.5%	22.7%
Satisfied	16	39.3%	37.3%	20	49.7%	46.0%
Neither Satisfied nor Dissatisfied	6	15.4%	14.6%	5	11.8%	10.9%
Dissatisfied	8	20.2%	19.2%	3	6.6%	6.1%
Very Dissatisfied	2	5.1%	4.9%	3	7.4%	6.8%
Item Response Total	40	100.0%	94.8%	42	100.0%	92.5%
I choose not to participate in this program	2	--	5.2%	3	--	7.5%
This program is not available to me	0	--	0.0%	0	--	0.0%
I am unaware of this program	0	--	0.0%	0	--	0.0%
Total	42	100.0%	100.0%	45	100.0%	100.0%

80. Which of the following Work-Life programs have you participated in or used at your agency within the last 12 months? (Mark all that apply):	2019	
	N	%
Alternative Work Schedules	20	48.7%
Health and Wellness Programs	16	39.2%
Employee Assistance Program – EAP	7	17.3%
Child Care Programs	0	0.0%
Elder Care Programs	0	0.0%
None listed above	15	36.4%
Total (percents will add to more than 100% because respondents could choose more than one response option)	41	--

Note: This item was not in the 2018 OPM FEVS.

81. How satisfied are you with the following Work-Life programs in your agency? Alternative Work Schedules	2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
Very Satisfied	9	26.7%	21.5%	16	49.4%	33.9%
Satisfied	15	44.2%	35.7%	13	38.1%	26.1%
Neither Satisfied nor Dissatisfied	8	23.5%	18.9%	4	12.5%	8.6%
Dissatisfied	2	5.6%	4.5%	0	0.0%	0.0%
Very Dissatisfied	0	0.0%	0.0%	0	0.0%	0.0%
Item Response Total	34	100.0%	80.6%	33	100.0%	68.6%
I choose not to participate in these programs	6	--	14.4%	11	--	24.2%
These programs are not available to me	2	--	4.9%	2	--	5.3%
I am unaware of these programs	0	--	0.0%	1	--	1.9%
Total	42	100.0%	100.0%	47	100.0%	100.0%

Telework & Work-Life

82. How satisfied are you with the following Work-Life programs in your agency? Health and Wellness Programs	2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
Very Satisfied	6	18.4%	14.4%	7	16.6%	14.2%
Satisfied	16	48.6%	38.1%	21	47.4%	40.6%
Neither Satisfied nor Dissatisfied	8	24.1%	18.9%	10	26.3%	22.5%
Dissatisfied	3	9.0%	7.0%	2	7.5%	6.4%
Very Dissatisfied	0	0.0%	0.0%	1	2.2%	1.9%
Item Response Total	33	100.0%	78.4%	41	100.0%	85.7%
I choose not to participate in these programs	8	--	19.4%	1	--	3.2%
These programs are not available to me	1	--	2.3%	3	--	6.0%
I am unaware of these programs	0	--	0.0%	2	--	5.1%
Total	42	100.0%	100.0%	47	100.0%	100.0%

83. How satisfied are you with the following Work-Life programs in your agency? Employee Assistance Program - EAP	2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
Very Satisfied	4	17.6%	9.7%	6	19.4%	12.1%
Satisfied	13	56.2%	30.8%	10	32.9%	20.4%
Neither Satisfied nor Dissatisfied	5	22.0%	12.0%	13	47.7%	29.6%
Dissatisfied	1	4.1%	2.3%	0	0.0%	0.0%
Very Dissatisfied	0	0.0%	0.0%	0	0.0%	0.0%
Item Response Total	23	100.0%	54.7%	29	100.0%	62.1%
I choose not to participate in these programs	18	--	42.3%	12	--	24.7%
These programs are not available to me	0	--	0.0%	0	--	0.0%
I am unaware of these programs	1	--	2.9%	6	--	13.2%
Total	42	100.0%	100.0%	47	100.0%	100.0%

84. How satisfied are you with the following Work-Life programs in your agency? Child Care Programs	2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
Very Satisfied	0	0.0%	0.0%	1	7.6%	2.0%
Satisfied	1	18.1%	2.6%	6	52.3%	14.0%
Neither Satisfied nor Dissatisfied	5	81.9%	11.9%	5	40.1%	10.7%
Dissatisfied	0	0.0%	0.0%	0	0.0%	0.0%
Very Dissatisfied	0	0.0%	0.0%	0	0.0%	0.0%
Item Response Total	6	100.0%	14.5%	12	100.0%	26.7%
I choose not to participate in these programs	23	--	54.4%	15	--	32.1%
These programs are not available to me	10	--	24.4%	8	--	19.6%
I am unaware of these programs	3	--	6.8%	11	--	21.6%
Total	42	100.0%	100.0%	46	100.0%	100.0%

85. How satisfied are you with the following Work-Life programs in your agency? Elder Care Programs	2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
Very Satisfied	0	0.0%	0.0%	1	11.8%	2.0%
Satisfied	2	40.1%	4.9%	2	25.9%	4.4%
Neither Satisfied nor Dissatisfied	3	59.9%	7.3%	4	48.4%	8.2%
Dissatisfied	0	0.0%	0.0%	1	13.9%	2.4%
Very Dissatisfied	0	0.0%	0.0%	0	0.0%	0.0%
Item Response Total	5	100.0%	12.2%	8	100.0%	16.9%
I choose not to participate in these programs	23	--	54.7%	12	--	24.7%
These programs are not available to me	8	--	18.9%	10	--	23.2%
I am unaware of these programs	6	--	14.2%	17	--	35.2%
Total	42	100.0%	100.0%	47	100.0%	100.0%

Percentages are weighted to represent the Agency's population.

The rows above do not include results for any item or year when there were fewer than 4 completed surveys.

Trend Core Survey

Response Type	Year	Item	Item Text	Percent Positive %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Percent Negative %	Item Response Total** N	Do Not Know/ No Basis to Judge N
Agree-disagree	2019	1	*I am given a real opportunity to improve my skills in my organization.	59.3%	17.9%	22.8%	44	N/A
Agree-disagree	2019	2	I have enough information to do my job well.	56.1%	15.1%	28.8%	45	N/A
Agree-disagree	2019	3	I feel encouraged to come up with new and better ways of doing things.	49.1%	11.2%	39.7%	45	N/A
Agree-disagree	2019	4	My work gives me a feeling of personal accomplishment.	73.0%	16.4%	10.6%	45	N/A
Agree-disagree	2019	5	I like the kind of work I do.	82.4%	17.6%	0.0%	45	N/A
Agree-disagree	2019	6	I know what is expected of me on the job.	57.9%	24.3%	17.8%	45	N/A
Agree-disagree	2019	7	When needed I am willing to put in the extra effort to get a job done.	100.0%	0.0%	0.0%	45	N/A
Agree-disagree	2019	8	I am constantly looking for ways to do my job better.	93.3%	2.5%	4.3%	45	N/A
Agree-disagree	2019	9	I have sufficient resources (for example, people, materials, budget) to get my job done.	37.7%	13.3%	49.0%	45	0
Agree-disagree	2019	10	*My workload is reasonable.	40.1%	11.6%	48.2%	45	0
Agree-disagree	2019	11	*My talents are used well in the workplace.	43.8%	17.8%	38.4%	44	0
Agree-disagree	2019	12	*I know how my work relates to the agency's goals.	79.1%	14.4%	6.5%	45	0
Agree-disagree	2019	13	The work I do is important.	93.3%	2.4%	4.2%	45	0
Agree-disagree	2019	14	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	64.0%	8.6%	27.4%	44	0
Agree-disagree	2019	15	My performance appraisal is a fair reflection of my performance.	79.6%	7.0%	13.4%	45	0
Agree-disagree	2019	16	I am held accountable for achieving results.	89.0%	11.0%	0.0%	45	0
Agree-disagree	2019	17	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	48.2%	23.9%	28.0%	43	2
Agree-disagree	2019	18	My training needs are assessed.	49.2%	20.1%	30.7%	45	0
Agree-disagree	2019	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).	70.8%	13.0%	16.2%	44	1
Agree-disagree	2019	20	*The people I work with cooperate to get the job done.	79.4%	9.1%	11.5%	45	N/A
Agree-disagree	2019	21	My work unit is able to recruit people with the right skills.	37.7%	28.9%	33.3%	45	0
Agree-disagree	2019	22	Promotions in my work unit are based on merit.	31.5%	24.3%	44.2%	41	4
Agree-disagree	2019	23	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	36.4%	20.7%	42.9%	39	6
Agree-disagree	2019	24	*In my work unit, differences in performance are recognized in a meaningful way.	36.5%	26.1%	37.5%	41	4
Agree-disagree	2019	25	Awards in my work unit depend on how well employees perform their jobs.	47.6%	30.5%	21.9%	42	3
Agree-disagree	2019	26	Employees in my work unit share job knowledge with each other.	79.3%	13.6%	7.1%	45	0
Agree-disagree	2019	27	The skill level in my work unit has improved in the past year.	53.0%	33.5%	13.5%	45	0
Good-poor	2019	28	How would you rate the overall quality of work done by your work unit?	86.0%	14.0%	0.0%	45	N/A
Agree-disagree	2019	29	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	77.1%	13.6%	9.3%	45	0
Agree-disagree	2019	30	Employees have a feeling of personal empowerment with respect to work processes.	25.6%	9.0%	65.4%	44	1
Agree-disagree	2019	31	Employees are recognized for providing high quality products and services.	50.2%	22.2%	27.6%	44	1

Trend Core Survey

Agree-disagree	2019	32	Creativity and innovation are rewarded.	29.5%	26.3%	44.2%	45	0
Agree-disagree	2019	33	Pay raises depend on how well employees perform their jobs.	25.8%	31.2%	43.0%	39	6
Agree-disagree	2019	34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	36.9%	23.5%	39.7%	43	2
Agree-disagree	2019	35	Employees are protected from health and safety hazards on the job.	77.8%	17.9%	4.2%	45	0
Agree-disagree	2019	36	My organization has prepared employees for potential security threats.	91.4%	6.5%	2.1%	45	0
Agree-disagree	2019	37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	53.1%	21.8%	25.2%	45	0
Agree-disagree	2019	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.	60.7%	19.5%	19.8%	41	4
Agree-disagree	2019	39	My agency is successful at accomplishing its mission.	81.2%	14.3%	4.5%	44	1
Agree-disagree	2019	40	*I recommend my organization as a good place to work.	38.6%	13.5%	47.9%	44	N/A
Agree-disagree	2019	41	*I believe the results of this survey will be used to make my agency a better place to work.	22.3%	21.6%	56.1%	41	3
Agree-disagree	2019	42	My supervisor supports my need to balance work and other life issues.	84.0%	9.0%	7.1%	44	0
Agree-disagree	2019	43	My supervisor provides me with opportunities to demonstrate my leadership skills.	63.4%	15.8%	20.8%	44	0
Agree-disagree	2019	44	Discussions with my supervisor about my performance are worthwhile.	56.2%	25.1%	18.8%	44	0
Agree-disagree	2019	45	My supervisor is committed to a workforce representative of all segments of society.	63.7%	24.0%	12.3%	42	2
Agree-disagree	2019	46	My supervisor provides me with constructive suggestions to improve my job performance.	63.0%	18.2%	18.8%	44	0
Agree-disagree	2019	47	Supervisors in my work unit support employee development.	67.2%	18.6%	14.2%	43	0
Agree-disagree	2019	48	My supervisor listens to what I have to say.	75.1%	13.4%	11.5%	44	N/A
Agree-disagree	2019	49	My supervisor treats me with respect.	79.4%	8.8%	11.8%	44	N/A
Agree-disagree	2019	50	In the last six months, my supervisor has talked with me about my performance.	91.0%	6.5%	2.6%	44	N/A
Agree-disagree	2019	51	I have trust and confidence in my supervisor.	58.3%	18.5%	23.2%	44	N/A
Good-poor	2019	52	Overall, how good a job do you feel is being done by your immediate supervisor?	63.0%	18.2%	18.9%	44	N/A
Agree-disagree	2019	53	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	19.5%	14.0%	66.5%	42	0
Agree-disagree	2019	54	My organization's senior leaders maintain high standards of honesty and integrity.	27.7%	29.4%	42.9%	40	0
Agree-disagree	2019	55	Supervisors work well with employees of different backgrounds.	49.5%	22.4%	28.1%	40	2
Agree-disagree	2019	56	*Managers communicate the goals of the organization.	41.2%	26.8%	32.0%	41	0
Agree-disagree	2019	57	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	37.8%	25.7%	36.4%	39	2
Agree-disagree	2019	58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	28.4%	14.3%	57.3%	42	0
Agree-disagree	2019	59	Managers support collaboration across work units to accomplish work objectives.	28.5%	28.7%	42.9%	42	0
Good-poor	2019	60	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	28.9%	36.1%	35.0%	38	4
Agree-disagree	2019	61	I have a high level of respect for my organization's senior leaders.	16.9%	21.3%	61.8%	42	0
Agree-disagree	2019	62	Senior leaders demonstrate support for Work-Life programs.	37.9%	22.8%	39.3%	40	2

Trend Core Survey

Satisfied-dissatisfied	2019	63	*How satisfied are you with your involvement in decisions that affect your work?	22.5%	25.6%	51.9%	42	N/A
Satisfied-dissatisfied	2019	64	*How satisfied are you with the information you receive from management on what's going on in your organization?	22.1%	18.8%	59.1%	42	N/A
Satisfied-dissatisfied	2019	65	*How satisfied are you with the recognition you receive for doing a good job?	44.5%	33.9%	21.6%	42	N/A
Satisfied-dissatisfied	2019	66	How satisfied are you with the policies and practices of your senior leaders?	17.6%	23.7%	58.7%	42	N/A
Satisfied-dissatisfied	2019	67	How satisfied are you with your opportunity to get a better job in your organization?	13.9%	29.6%	56.5%	42	N/A
Satisfied-dissatisfied	2019	68	How satisfied are you with the training you receive for your present job?	55.5%	16.3%	28.2%	42	N/A
Satisfied-dissatisfied	2019	69	*Considering everything, how satisfied are you with your job?	44.6%	31.9%	23.5%	42	N/A
Satisfied-dissatisfied	2019	70	Considering everything, how satisfied are you with your pay?	63.2%	16.5%	20.2%	42	N/A
Satisfied-dissatisfied	2019	71	*Considering everything, how satisfied are you with your organization?	35.5%	14.3%	50.2%	42	N/A
Agree-disagree	2018	1	*I am given a real opportunity to improve my skills in my organization.	60.2%	16.6%	23.1%	47	N/A
Agree-disagree	2018	2	I have enough information to do my job well.	54.6%	14.8%	30.6%	47	N/A
Agree-disagree	2018	3	I feel encouraged to come up with new and better ways of doing things.	57.2%	18.8%	24.0%	47	N/A
Agree-disagree	2018	4	My work gives me a feeling of personal accomplishment.	83.5%	7.8%	8.7%	47	N/A
Agree-disagree	2018	5	I like the kind of work I do.	88.7%	4.2%	7.2%	47	N/A
Agree-disagree	2018	6	I know what is expected of me on the job.	58.6%	22.1%	19.3%	47	N/A
Agree-disagree	2018	7	When needed I am willing to put in the extra effort to get a job done.	96.7%	3.3%	0.0%	46	N/A
Agree-disagree	2018	8	I am constantly looking for ways to do my job better.	85.6%	11.2%	3.2%	47	N/A
Agree-disagree	2018	9	I have sufficient resources (for example, people, materials, budget) to get my job done.	41.1%	15.3%	43.6%	47	0
Agree-disagree	2018	10	*My workload is reasonable.	47.1%	24.5%	28.5%	47	0
Agree-disagree	2018	11	*My talents are used well in the workplace.	39.4%	19.3%	41.3%	46	0
Agree-disagree	2018	12	*I know how my work relates to the agency's goals.	77.8%	11.2%	11.0%	47	0
Agree-disagree	2018	13	The work I do is important.	88.7%	4.1%	7.2%	47	0
Agree-disagree	2018	14	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	63.2%	15.6%	21.2%	46	0
Agree-disagree	2018	15	My performance appraisal is a fair reflection of my performance.	83.2%	8.3%	8.5%	46	1
Agree-disagree	2018	16	I am held accountable for achieving results.	90.8%	7.3%	1.9%	46	1
Agree-disagree	2018	17	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	65.7%	17.3%	16.9%	45	2
Agree-disagree	2018	18	My training needs are assessed.	60.8%	20.3%	19.0%	47	0
Agree-disagree	2018	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).	60.9%	18.8%	20.3%	46	1
Agree-disagree	2018	20	*The people I work with cooperate to get the job done.	77.5%	12.9%	9.6%	47	N/A

Trend Core Survey

Agree-disagree	2018	21	My work unit is able to recruit people with the right skills.	51.1%	30.8%	18.1%	46	1
Agree-disagree	2018	22	Promotions in my work unit are based on merit.	48.1%	19.0%	33.0%	44	3
Agree-disagree	2018	23	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	34.7%	30.4%	34.9%	42	5
Agree-disagree	2018	24	*In my work unit, differences in performance are recognized in a meaningful way.	37.0%	25.1%	38.0%	43	4
Agree-disagree	2018	25	Awards in my work unit depend on how well employees perform their jobs.	39.6%	28.2%	32.2%	45	2
Agree-disagree	2018	26	Employees in my work unit share job knowledge with each other.	81.7%	14.3%	4.0%	47	0
Agree-disagree	2018	27	The skill level in my work unit has improved in the past year.	67.6%	19.5%	12.8%	45	2
Good-poor	2018	28	How would you rate the overall quality of work done by your work unit?	88.7%	9.2%	2.1%	47	N/A
Agree-disagree	2018	29	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	84.7%	9.1%	6.2%	47	0
Agree-disagree	2018	30	Employees have a feeling of personal empowerment with respect to work processes.	23.9%	13.4%	62.7%	46	1
Agree-disagree	2018	31	Employees are recognized for providing high quality products and services.	45.8%	16.5%	37.6%	45	1
Agree-disagree	2018	32	Creativity and innovation are rewarded.	37.2%	14.4%	48.3%	45	2
Agree-disagree	2018	33	Pay raises depend on how well employees perform their jobs.	24.7%	36.1%	39.2%	42	5
Agree-disagree	2018	34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	49.7%	23.2%	27.1%	44	3
Agree-disagree	2018	35	Employees are protected from health and safety hazards on the job.	83.9%	12.8%	3.3%	46	1
Agree-disagree	2018	36	My organization has prepared employees for potential security threats.	83.0%	9.4%	7.5%	47	0
Agree-disagree	2018	37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	63.4%	14.2%	22.4%	43	4
Agree-disagree	2018	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.	79.2%	10.2%	10.6%	42	5
Agree-disagree	2018	39	My agency is successful at accomplishing its mission.	78.3%	11.6%	10.1%	47	0
Agree-disagree	2018	40	*I recommend my organization as a good place to work.	36.6%	28.1%	35.3%	47	N/A
Agree-disagree	2018	41	*I believe the results of this survey will be used to make my agency a better place to work.	23.3%	15.8%	60.9%	45	2
Agree-disagree	2018	42	My supervisor supports my need to balance work and other life issues.	79.0%	14.7%	6.3%	47	0
Agree-disagree	2018	43	My supervisor provides me with opportunities to demonstrate my leadership skills.	64.4%	22.4%	13.2%	47	0
Agree-disagree	2018	44	Discussions with my supervisor about my performance are worthwhile.	72.6%	12.7%	14.7%	47	0
Agree-disagree	2018	45	My supervisor is committed to a workforce representative of all segments of society.	66.3%	21.3%	12.3%	46	1
Agree-disagree	2018	46	My supervisor provides me with constructive suggestions to improve my job performance.	70.1%	18.3%	11.6%	47	0
Agree-disagree	2018	47	Supervisors in my work unit support employee development.	81.1%	12.7%	6.2%	47	0
Agree-disagree	2018	48	My supervisor listens to what I have to say.	75.2%	21.0%	3.8%	47	N/A
Agree-disagree	2018	49	My supervisor treats me with respect.	79.2%	18.7%	2.1%	47	N/A
Agree-disagree	2018	50	In the last six months, my supervisor has talked with me about my performance.	89.3%	1.9%	8.8%	47	N/A
Agree-disagree	2018	51	I have trust and confidence in my supervisor.	57.6%	26.9%	15.6%	47	N/A
Good-poor	2018	52	Overall, how good a job do you feel is being done by your immediate supervisor?	63.9%	30.5%	5.6%	47	N/A
Agree-disagree	2018	53	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	17.5%	15.5%	67.0%	47	0
Agree-disagree	2018	54	My organization's senior leaders maintain high standards of honesty and integrity.	27.7%	24.5%	47.8%	46	1

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Agree-disagree	2018	55	Supervisors work well with employees of different backgrounds.	44.4%	30.6%	25.0%	43	4
Agree-disagree	2018	56	*Managers communicate the goals of the organization.	43.8%	19.2%	37.0%	47	0
Agree-disagree	2018	57	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	39.0%	25.0%	36.0%	44	2
Agree-disagree	2018	58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	21.9%	25.6%	52.5%	47	0
Agree-disagree	2018	59	Managers support collaboration across work units to accomplish work objectives.	34.6%	35.0%	30.5%	47	0
Good-poor	2018	60	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	30.1%	31.5%	38.4%	44	3
Agree-disagree	2018	61	I have a high level of respect for my organization's senior leaders.	29.0%	21.5%	49.5%	46	0
Agree-disagree	2018	62	Senior leaders demonstrate support for Work-Life programs.	45.7%	19.8%	34.5%	45	2
Satisfied-dissatisfied	2018	63	*How satisfied are you with your involvement in decisions that affect your work?	36.9%	18.3%	44.7%	47	N/A
Satisfied-dissatisfied	2018	64	*How satisfied are you with the information you receive from management on what's going on in your organization?	28.9%	19.6%	51.5%	47	N/A
Satisfied-dissatisfied	2018	65	*How satisfied are you with the recognition you receive for doing a good job?	48.8%	26.9%	24.3%	47	N/A
Satisfied-dissatisfied	2018	66	How satisfied are you with the policies and practices of your senior leaders?	18.2%	28.2%	53.6%	47	N/A
Satisfied-dissatisfied	2018	67	How satisfied are you with your opportunity to get a better job in your organization?	19.9%	33.4%	46.7%	47	N/A
Satisfied-dissatisfied	2018	68	How satisfied are you with the training you receive for your present job?	49.3%	31.0%	19.7%	47	N/A
Satisfied-dissatisfied	2018	69	*Considering everything, how satisfied are you with your job?	48.1%	24.9%	26.9%	47	N/A
Satisfied-dissatisfied	2018	70	Considering everything, how satisfied are you with your pay?	63.4%	25.6%	11.0%	47	N/A
Satisfied-dissatisfied	2018	71	*Considering everything, how satisfied are you with your organization?	34.3%	30.5%	35.2%	47	N/A
Agree-disagree	2017	1	*I am given a real opportunity to improve my skills in my organization.	59.5%	15.6%	24.9%	42	N/A
Agree-disagree	2017	2	I have enough information to do my job well.	57.7%	15.2%	27.1%	42	N/A
Agree-disagree	2017	3	I feel encouraged to come up with new and better ways of doing things.	53.9%	5.8%	40.3%	42	N/A
Agree-disagree	2017	4	My work gives me a feeling of personal accomplishment.	69.3%	15.1%	15.6%	42	N/A
Agree-disagree	2017	5	I like the kind of work I do.	88.4%	5.7%	5.9%	42	N/A
Agree-disagree	2017	6	I know what is expected of me on the job.	69.0%	5.8%	25.2%	42	N/A
Agree-disagree	2017	7	When needed I am willing to put in the extra effort to get a job done.	96.2%	0.0%	3.8%	42	N/A
Agree-disagree	2017	8	I am constantly looking for ways to do my job better.	80.9%	11.3%	7.8%	42	N/A
Agree-disagree	2017	9	I have sufficient resources (for example, people, materials, budget) to get my job done.	45.4%	17.2%	37.4%	41	0
Agree-disagree	2017	10	*My workload is reasonable.	42.4%	11.5%	46.1%	42	0
Agree-disagree	2017	11	*My talents are used well in the workplace.	44.5%	20.6%	34.8%	42	0

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Agree-disagree	2017	12	*I know how my work relates to the agency's goals and priorities.	74.1%	11.9%	14.0%	41	1
Agree-disagree	2017	13	The work I do is important.	85.9%	5.9%	8.2%	41	1
Agree-disagree	2017	14	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	77.0%	2.0%	21.0%	42	0
Agree-disagree	2017	15	My performance appraisal is a fair reflection of my performance.	80.4%	5.8%	13.7%	42	0
Agree-disagree	2017	16	I am held accountable for achieving results.	86.6%	7.8%	5.7%	42	0
Agree-disagree	2017	17	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	63.9%	13.9%	22.2%	40	2
Agree-disagree	2017	18	My training needs are assessed.	58.8%	3.9%	37.2%	41	1
Agree-disagree	2017	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).	72.3%	17.7%	10.0%	41	1
Agree-disagree	2017	20	*The people I work with cooperate to get the job done.	78.8%	7.6%	13.6%	42	N/A
Agree-disagree	2017	21	My work unit is able to recruit people with the right skills.	48.4%	22.8%	28.8%	42	0
Agree-disagree	2017	22	Promotions in my work unit are based on merit.	45.8%	24.8%	29.4%	39	3
Agree-disagree	2017	23	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	37.5%	25.6%	36.9%	35	7
Agree-disagree	2017	24	*In my work unit, differences in performance are recognized in a meaningful way.	31.5%	29.4%	39.1%	41	0
Agree-disagree	2017	25	Awards in my work unit depend on how well employees perform their jobs.	46.8%	21.2%	32.0%	37	5
Agree-disagree	2017	26	Employees in my work unit share job knowledge with each other.	73.1%	5.8%	21.1%	42	0
Agree-disagree	2017	27	The skill level in my work unit has improved in the past year.	60.5%	21.8%	17.7%	41	1
Good-poor	2017	28	How would you rate the overall quality of work done by your work unit?	88.4%	7.8%	3.8%	42	N/A
Agree-disagree	2017	29	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	70.9%	11.6%	17.6%	42	0
Agree-disagree	2017	30	Employees have a feeling of personal empowerment with respect to work processes.	30.9%	15.1%	53.9%	42	0
Agree-disagree	2017	31	Employees are recognized for providing high quality products and services.	46.1%	19.1%	34.8%	42	0
Agree-disagree	2017	32	Creativity and innovation are rewarded.	38.5%	17.3%	44.3%	42	0
Agree-disagree	2017	33	Pay raises depend on how well employees perform their jobs.	23.2%	21.1%	55.7%	35	7
Agree-disagree	2017	34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	56.4%	12.4%	31.2%	38	4
Agree-disagree	2017	35	Employees are protected from health and safety hazards on the job.	88.2%	10.0%	1.9%	41	1
Agree-disagree	2017	36	My organization has prepared employees for potential security threats.	82.6%	7.6%	9.7%	42	0
Agree-disagree	2017	37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	54.6%	11.8%	33.6%	41	1
Agree-disagree	2017	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.	67.9%	19.1%	12.9%	37	5
Agree-disagree	2017	39	My agency is successful at accomplishing its mission.	74.7%	13.4%	11.9%	42	0
Agree-disagree	2017	40	*I recommend my organization as a good place to work.	46.4%	19.0%	34.7%	42	N/A
Agree-disagree	2017	41	*I believe the results of this survey will be used to make my agency a better place to work.	37.9%	14.2%	47.8%	41	1
Agree-disagree	2017	42	My supervisor supports my need to balance work and other life issues.	84.5%	9.6%	5.8%	42	0
Agree-disagree	2017	43	My supervisor provides me with opportunities to demonstrate my leadership skills.	65.3%	15.5%	19.2%	42	0
Agree-disagree	2017	44	Discussions with my supervisor about my performance are worthwhile.	59.7%	16.8%	23.5%	42	0

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Agree-disagree	2017	45	My supervisor is committed to a workforce representative of all segments of society.	83.1%	6.4%	10.5%	37	5
Agree-disagree	2017	46	My supervisor provides me with constructive suggestions to improve my job performance.	59.5%	19.3%	21.2%	42	0
Agree-disagree	2017	47	Supervisors in my work unit support employee development.	67.5%	15.1%	17.4%	42	0
Agree-disagree	2017	48	My supervisor listens to what I have to say.	72.7%	15.6%	11.8%	42	N/A
Agree-disagree	2017	49	My supervisor treats me with respect.	84.4%	7.8%	7.8%	42	N/A
Agree-disagree	2017	50	In the last six months, my supervisor has talked with me about my performance.	88.4%	3.7%	7.9%	42	N/A
Agree-disagree	2017	51	I have trust and confidence in my supervisor.	61.4%	17.3%	21.4%	42	N/A
Good-poor	2017	52	Overall, how good a job do you feel is being done by your immediate supervisor?	65.2%	17.4%	17.4%	42	N/A
Agree-disagree	2017	53	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	20.3%	11.9%	67.8%	41	1
Agree-disagree	2017	54	My organization's senior leaders maintain high standards of honesty and integrity.	39.2%	15.6%	45.2%	41	1
Agree-disagree	2017	55	Supervisors work well with employees of different backgrounds.	57.4%	16.7%	25.8%	38	3
Agree-disagree	2017	56	*Managers communicate the goals and priorities of the organization.	42.0%	21.4%	36.7%	42	0
Agree-disagree	2017	57	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	34.0%	21.9%	44.1%	40	2
Agree-disagree	2017	58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	32.7%	11.9%	55.5%	42	0
Agree-disagree	2017	59	Managers support collaboration across work units to accomplish work objectives.	40.4%	11.6%	48.0%	42	0
Good-poor	2017	60	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	39.6%	20.8%	39.5%	39	3
Agree-disagree	2017	61	I have a high level of respect for my organization's senior leaders.	30.9%	26.8%	42.3%	42	0
Agree-disagree	2017	62	Senior leaders demonstrate support for Work-Life programs.	50.8%	12.1%	37.0%	41	1
Satisfied-dissatisfied	2017	63	*How satisfied are you with your involvement in decisions that affect your work?	40.7%	17.1%	42.2%	42	N/A
Satisfied-dissatisfied	2017	64	*How satisfied are you with the information you receive from management on what's going on in your organization?	40.7%	11.5%	47.8%	42	N/A
Satisfied-dissatisfied	2017	65	*How satisfied are you with the recognition you receive for doing a good job?	48.1%	19.4%	32.6%	42	N/A
Satisfied-dissatisfied	2017	66	How satisfied are you with the policies and practices of your senior leaders?	29.0%	9.6%	61.4%	42	N/A
Satisfied-dissatisfied	2017	67	How satisfied are you with your opportunity to get a better job in your organization?	26.7%	23.3%	50.0%	42	N/A
Satisfied-dissatisfied	2017	68	How satisfied are you with the training you receive for your present job?	50.2%	21.2%	28.6%	42	N/A
Satisfied-dissatisfied	2017	69	*Considering everything, how satisfied are you with your job?	50.2%	19.0%	30.8%	42	N/A
Satisfied-dissatisfied	2017	70	Considering everything, how satisfied are you with your pay?	51.8%	25.1%	23.2%	42	N/A
Satisfied-dissatisfied	2017	71	*Considering everything, how satisfied are you with your organization?	42.5%	22.8%	34.7%	42	N/A

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Agree-disagree	2016	1	*I am given a real opportunity to improve my skills in my organization.	60.3%	10.9%	28.8%	45	N/A
Agree-disagree	2016	2	I have enough information to do my job well.	58.9%	12.9%	28.2%	45	N/A
Agree-disagree	2016	3	I feel encouraged to come up with new and better ways of doing things.	49.0%	29.0%	21.9%	45	N/A
Agree-disagree	2016	4	My work gives me a feeling of personal accomplishment.	64.4%	18.1%	17.5%	45	N/A
Agree-disagree	2016	5	I like the kind of work I do.	84.5%	8.7%	6.8%	45	N/A
Agree-disagree	2016	6	I know what is expected of me on the job.	68.5%	4.5%	27.0%	44	N/A
Agree-disagree	2016	7	When needed I am willing to put in the extra effort to get a job done.	97.8%	2.2%	0.0%	45	N/A
Agree-disagree	2016	8	I am constantly looking for ways to do my job better.	88.5%	11.5%	0.0%	45	N/A
Agree-disagree	2016	9	I have sufficient resources (for example, people, materials, budget) to get my job done.	38.5%	19.8%	41.6%	45	0
Agree-disagree	2016	10	*My workload is reasonable.	45.6%	15.2%	39.2%	45	0
Agree-disagree	2016	11	*My talents are used well in the workplace.	34.5%	23.9%	41.5%	45	0
Agree-disagree	2016	12	*I know how my work relates to the agency's goals and priorities.	73.6%	15.4%	11.0%	45	0
Agree-disagree	2016	13	The work I do is important.	90.8%	6.9%	2.3%	44	0
Agree-disagree	2016	14	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	68.7%	9.0%	22.2%	45	0
Agree-disagree	2016	15	My performance appraisal is a fair reflection of my performance.	81.5%	2.3%	16.3%	44	1
Agree-disagree	2016	16	I am held accountable for achieving results.	86.8%	11.0%	2.2%	45	0
Agree-disagree	2016	17	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	52.9%	17.7%	29.4%	44	1
Agree-disagree	2016	18	My training needs are assessed.	38.2%	18.3%	43.5%	45	0
Agree-disagree	2016	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).	74.3%	11.4%	14.3%	43	2
Agree-disagree	2016	20	*The people I work with cooperate to get the job done.	71.1%	13.2%	15.7%	45	N/A
Agree-disagree	2016	21	My work unit is able to recruit people with the right skills.	63.3%	13.8%	22.9%	44	0
Agree-disagree	2016	22	Promotions in my work unit are based on merit.	43.1%	24.8%	32.1%	44	1
Agree-disagree	2016	23	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	32.9%	34.9%	32.3%	40	5
Agree-disagree	2016	24	*In my work unit, differences in performance are recognized in a meaningful way.	35.6%	14.3%	50.1%	42	3
Agree-disagree	2016	25	Awards in my work unit depend on how well employees perform their jobs.	48.2%	17.8%	34.1%	41	2
Agree-disagree	2016	26	Employees in my work unit share job knowledge with each other.	77.4%	6.9%	15.8%	44	0
Agree-disagree	2016	27	The skill level in my work unit has improved in the past year.	55.6%	24.4%	20.0%	45	0
Good-poor	2016	28	How would you rate the overall quality of work done by your work unit?	82.4%	11.1%	6.5%	45	N/A
Agree-disagree	2016	29	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	71.3%	13.1%	15.5%	45	0
Agree-disagree	2016	30	Employees have a feeling of personal empowerment with respect to work processes.	40.8%	10.9%	48.4%	45	0
Agree-disagree	2016	31	Employees are recognized for providing high quality products and services.	42.7%	17.9%	39.4%	45	0
Agree-disagree	2016	32	Creativity and innovation are rewarded.	30.4%	25.7%	44.0%	43	2
Agree-disagree	2016	33	Pay raises depend on how well employees perform their jobs.	26.5%	23.1%	50.3%	39	6
Agree-disagree	2016	34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	63.2%	25.3%	11.6%	43	1
Agree-disagree	2016	35	Employees are protected from health and safety hazards on the job.	82.2%	11.1%	6.7%	44	1
Agree-disagree	2016	36	My organization has prepared employees for potential security threats.	73.9%	6.5%	19.6%	45	0

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Agree-disagree	2016	37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	49.0%	16.1%	34.9%	43	1
Agree-disagree	2016	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.	74.9%	12.2%	12.9%	40	5
Agree-disagree	2016	39	My agency is successful at accomplishing its mission.	73.4%	15.3%	11.3%	45	0
Agree-disagree	2016	40	*I recommend my organization as a good place to work.	44.9%	22.2%	32.8%	45	N/A
Agree-disagree	2016	41	*I believe the results of this survey will be used to make my agency a better place to work.	40.0%	16.4%	43.6%	43	2
Agree-disagree	2016	42	My supervisor supports my need to balance work and other life issues.	77.2%	9.2%	13.6%	44	1
Agree-disagree	2016	43	My supervisor provides me with opportunities to demonstrate my leadership skills.	68.4%	11.5%	20.1%	44	1
Agree-disagree	2016	44	Discussions with my supervisor about my performance are worthwhile.	62.2%	17.7%	20.1%	45	0
Agree-disagree	2016	45	My supervisor is committed to a workforce representative of all segments of society.	74.6%	16.3%	9.1%	43	2
Agree-disagree	2016	46	My supervisor provides me with constructive suggestions to improve my job performance.	54.5%	20.6%	24.8%	44	0
Agree-disagree	2016	47	Supervisors in my work unit support employee development.	64.8%	13.2%	21.9%	45	0
Agree-disagree	2016	48	My supervisor listens to what I have to say.	73.4%	15.6%	11.1%	45	N/A
Agree-disagree	2016	49	My supervisor treats me with respect.	80.3%	13.3%	6.4%	45	N/A
Agree-disagree	2016	50	In the last six months, my supervisor has talked with me about my performance.	84.7%	6.5%	8.8%	45	N/A
Agree-disagree	2016	51	I have trust and confidence in my supervisor.	66.8%	15.4%	17.7%	45	N/A
Good-poor	2016	52	Overall, how good a job do you feel is being done by your immediate supervisor?	66.3%	15.3%	18.4%	44	N/A
Agree-disagree	2016	53	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	24.7%	20.8%	54.5%	45	0
Agree-disagree	2016	54	My organization's senior leaders maintain high standards of honesty and integrity.	38.7%	25.4%	35.9%	44	1
Agree-disagree	2016	55	Supervisors work well with employees of different backgrounds.	52.2%	29.8%	18.0%	44	0
Agree-disagree	2016	56	*Managers communicate the goals and priorities of the organization.	43.5%	16.3%	40.2%	44	0
Agree-disagree	2016	57	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	36.1%	22.7%	41.2%	41	4
Agree-disagree	2016	58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	41.5%	16.0%	42.5%	44	1
Agree-disagree	2016	59	Managers support collaboration across work units to accomplish work objectives.	45.0%	30.9%	24.0%	45	0
Good-poor	2016	60	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	39.8%	25.8%	34.4%	43	2
Agree-disagree	2016	61	I have a high level of respect for my organization's senior leaders.	33.3%	27.5%	39.2%	45	0
Agree-disagree	2016	62	Senior leaders demonstrate support for Work-Life programs.	52.8%	19.9%	27.2%	44	1
Satisfied-dissatisfied	2016	63	*How satisfied are you with your involvement in decisions that affect your work?	44.6%	11.1%	44.3%	45	N/A
Satisfied-dissatisfied	2016	64	*How satisfied are you with the information you receive from management on what's going on in your organization?	43.0%	13.0%	44.0%	45	N/A
Satisfied-dissatisfied	2016	65	*How satisfied are you with the recognition you receive for doing a good job?	40.9%	31.6%	27.5%	44	N/A

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Satisfied-dissatisfied	2016	66	How satisfied are you with the policies and practices of your senior leaders?	37.2%	17.7%	45.0%	44	N/A
Satisfied-dissatisfied	2016	67	How satisfied are you with your opportunity to get a better job in your organization?	24.3%	40.5%	35.3%	45	N/A
Satisfied-dissatisfied	2016	68	How satisfied are you with the training you receive for your present job?	40.3%	22.4%	37.4%	45	N/A
Satisfied-dissatisfied	2016	69	*Considering everything, how satisfied are you with your job?	52.6%	16.4%	31.1%	44	N/A
Satisfied-dissatisfied	2016	70	Considering everything, how satisfied are you with your pay?	64.8%	15.4%	19.8%	45	N/A
Satisfied-dissatisfied	2016	71	*Considering everything, how satisfied are you with your organization?	47.1%	15.6%	37.3%	45	N/A
Agree-disagree	2015	1	*I am given a real opportunity to improve my skills in my organization.	58.1%	21.8%	20.1%	45	N/A
Agree-disagree	2015	2	I have enough information to do my job well.	56.4%	21.5%	22.1%	46	N/A
Agree-disagree	2015	3	I feel encouraged to come up with new and better ways of doing things.	59.4%	19.1%	21.5%	44	N/A
Agree-disagree	2015	4	My work gives me a feeling of personal accomplishment.	71.7%	6.3%	22.0%	46	N/A
Agree-disagree	2015	5	I like the kind of work I do.	78.2%	17.3%	4.5%	46	N/A
Agree-disagree	2015	6	I know what is expected of me on the job.	63.3%	18.4%	18.3%	46	N/A
Agree-disagree	2015	7	When needed I am willing to put in the extra effort to get a job done.	94.9%	2.5%	2.5%	46	N/A
Agree-disagree	2015	8	I am constantly looking for ways to do my job better.	85.0%	15.0%	0.0%	45	N/A
Agree-disagree	2015	9	I have sufficient resources (for example, people, materials, budget) to get my job done.	45.7%	25.2%	29.1%	46	0
Agree-disagree	2015	10	*My workload is reasonable.	37.2%	25.5%	37.3%	46	0
Agree-disagree	2015	11	*My talents are used well in the workplace.	41.6%	20.3%	38.1%	44	0
Agree-disagree	2015	12	*I know how my work relates to the agency's goals and priorities.	88.6%	6.3%	5.1%	46	0
Agree-disagree	2015	13	The work I do is important.	90.9%	7.0%	2.1%	46	0
Agree-disagree	2015	14	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	73.1%	13.9%	13.0%	46	0
Agree-disagree	2015	15	My performance appraisal is a fair reflection of my performance.	74.5%	11.4%	14.1%	44	1
Agree-disagree	2015	16	I am held accountable for achieving results.	85.8%	12.3%	2.0%	46	0
Agree-disagree	2015	17	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	50.9%	25.5%	23.6%	43	3
Agree-disagree	2015	18	My training needs are assessed.	39.6%	25.9%	34.5%	46	0
Agree-disagree	2015	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).	67.1%	15.6%	17.3%	45	1
Agree-disagree	2015	20	*The people I work with cooperate to get the job done.	88.9%	4.0%	7.0%	46	N/A
Agree-disagree	2015	21	My work unit is able to recruit people with the right skills.	55.9%	26.0%	18.0%	46	0
Agree-disagree	2015	22	Promotions in my work unit are based on merit.	28.5%	37.1%	34.4%	41	5
Agree-disagree	2015	23	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	47.0%	13.9%	39.1%	39	7
Agree-disagree	2015	24	*In my work unit, differences in performance are recognized in a meaningful way.	21.6%	29.1%	49.3%	41	5
Agree-disagree	2015	25	Awards in my work unit depend on how well employees perform their jobs.	55.0%	27.2%	17.8%	40	5
Agree-disagree	2015	26	Employees in my work unit share job knowledge with each other.	82.6%	6.8%	10.5%	46	0

Trend Core Survey

Agree-disagree	2015	27	The skill level in my work unit has improved in the past year.	65.9%	27.5%	6.6%	46	0
Good-poor	2015	28	How would you rate the overall quality of work done by your work unit?	92.9%	2.1%	5.0%	46	N/A
Agree-disagree	2015	29	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	66.4%	20.1%	13.5%	44	0
Agree-disagree	2015	30	Employees have a feeling of personal empowerment with respect to work processes.	36.4%	13.2%	50.4%	45	0
Agree-disagree	2015	31	Employees are recognized for providing high quality products and services.	38.1%	18.1%	43.7%	43	2
Agree-disagree	2015	32	Creativity and innovation are rewarded.	19.6%	33.8%	46.6%	42	3
Agree-disagree	2015	33	Pay raises depend on how well employees perform their jobs.	19.6%	29.4%	51.0%	39	6
Agree-disagree	2015	34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	43.6%	39.4%	17.1%	44	1
Agree-disagree	2015	35	Employees are protected from health and safety hazards on the job.	89.6%	8.1%	2.3%	44	1
Agree-disagree	2015	36	My organization has prepared employees for potential security threats.	93.6%	2.1%	4.4%	44	0
Agree-disagree	2015	37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	41.2%	16.0%	42.9%	43	2
Agree-disagree	2015	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.	69.6%	11.4%	18.9%	43	2
Agree-disagree	2015	39	My agency is successful at accomplishing its mission.	80.0%	12.6%	7.4%	45	0
Agree-disagree	2015	40	*I recommend my organization as a good place to work.	46.7%	33.1%	20.2%	45	N/A
Agree-disagree	2015	41	*I believe the results of this survey will be used to make my agency a better place to work.	24.0%	26.9%	49.1%	43	2
Agree-disagree	2015	42	My supervisor supports my need to balance work and other life issues.	79.5%	11.5%	9.0%	45	0
Agree-disagree	2015	43	My supervisor provides me with opportunities to demonstrate my leadership skills.	62.5%	13.4%	24.1%	45	0
Agree-disagree	2015	44	Discussions with my supervisor about my performance are worthwhile.	50.7%	12.7%	36.6%	44	1
Agree-disagree	2015	45	My supervisor is committed to a workforce representative of all segments of society.	70.1%	14.2%	15.7%	40	5
Agree-disagree	2015	46	My supervisor provides me with constructive suggestions to improve my job performance.	43.2%	22.2%	34.7%	45	0
Agree-disagree	2015	47	Supervisors in my work unit support employee development.	53.4%	24.0%	22.6%	45	0
Agree-disagree	2015	48	My supervisor listens to what I have to say.	72.9%	11.0%	16.1%	45	N/A
Agree-disagree	2015	49	My supervisor treats me with respect.	69.0%	19.4%	11.6%	45	N/A
Agree-disagree	2015	50	In the last six months, my supervisor has talked with me about my performance.	81.2%	8.8%	10.0%	45	N/A
Agree-disagree	2015	51	I have trust and confidence in my supervisor.	53.7%	15.1%	31.2%	45	N/A
Good-poor	2015	52	Overall, how good a job do you feel is being done by your immediate supervisor?	60.4%	14.7%	24.9%	45	N/A
Agree-disagree	2015	53	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	19.6%	26.3%	54.1%	45	0
Agree-disagree	2015	54	My organization's senior leaders maintain high standards of honesty and integrity.	32.6%	17.0%	50.4%	43	2
Agree-disagree	2015	55	Supervisors work well with employees of different backgrounds.	47.2%	19.5%	33.3%	44	1
Agree-disagree	2015	56	*Managers communicate the goals and priorities of the organization.	39.8%	20.2%	40.0%	45	0
Agree-disagree	2015	57	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	31.2%	28.6%	40.2%	42	3
Agree-disagree	2015	58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	22.5%	22.9%	54.6%	45	0

Trend Core Survey

Agree-disagree	2015	59	Managers support collaboration across work units to accomplish work objectives.	30.9%	19.0%	50.1%	43	2
Good-poor	2015	60	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	37.7%	27.2%	35.1%	45	0
Agree-disagree	2015	61	I have a high level of respect for my organization's senior leaders.	26.5%	19.8%	53.7%	45	0
Agree-disagree	2015	62	Senior leaders demonstrate support for Work-Life programs.	59.9%	23.6%	16.4%	43	2
Satisfied-dissatisfied	2015	63	*How satisfied are you with your involvement in decisions that affect your work?	47.1%	12.8%	40.1%	45	N/A
Satisfied-dissatisfied	2015	64	*How satisfied are you with the information you receive from management on what's going on in your organization?	37.7%	16.8%	45.5%	44	N/A
Satisfied-dissatisfied	2015	65	*How satisfied are you with the recognition you receive for doing a good job?	57.6%	15.0%	27.4%	44	N/A
Satisfied-dissatisfied	2015	66	How satisfied are you with the policies and practices of your senior leaders?	27.1%	17.5%	55.5%	45	N/A
Satisfied-dissatisfied	2015	67	How satisfied are you with your opportunity to get a better job in your organization?	27.5%	25.0%	47.6%	45	N/A
Satisfied-dissatisfied	2015	68	How satisfied are you with the training you receive for your present job?	48.4%	24.3%	27.2%	45	N/A
Satisfied-dissatisfied	2015	69	*Considering everything, how satisfied are you with your job?	50.2%	27.5%	22.3%	45	N/A
Satisfied-dissatisfied	2015	70	Considering everything, how satisfied are you with your pay?	60.2%	29.3%	10.5%	45	N/A
Satisfied-dissatisfied	2015	71	*Considering everything, how satisfied are you with your organization?	45.2%	24.4%	30.4%	45	N/A
Agree-disagree	2014	1	*I am given a real opportunity to improve my skills in my organization.	72.4%	11.1%	16.5%	47	N/A
Agree-disagree	2014	2	I have enough information to do my job well.	66.5%	23.1%	10.4%	47	N/A
Agree-disagree	2014	3	I feel encouraged to come up with new and better ways of doing things.	72.3%	6.7%	21.0%	47	N/A
Agree-disagree	2014	4	My work gives me a feeling of personal accomplishment.	72.2%	13.1%	14.7%	46	N/A
Agree-disagree	2014	5	I like the kind of work I do.	89.4%	4.1%	6.5%	46	N/A
Agree-disagree	2014	6	I know what is expected of me on the job.	72.8%	8.4%	18.7%	47	N/A
Agree-disagree	2014	7	When needed I am willing to put in the extra effort to get a job done.	93.6%	2.1%	4.3%	47	N/A
Agree-disagree	2014	8	I am constantly looking for ways to do my job better.	91.3%	4.7%	4.0%	47	N/A
Agree-disagree	2014	9	I have sufficient resources (for example, people, materials, budget) to get my job done.	51.8%	11.3%	36.9%	47	0
Agree-disagree	2014	10	*My workload is reasonable.	61.6%	17.4%	21.0%	46	0
Agree-disagree	2014	11	*My talents are used well in the workplace.	63.0%	13.4%	23.6%	45	0
Agree-disagree	2014	12	*I know how my work relates to the agency's goals and priorities.	85.3%	10.4%	4.4%	47	0
Agree-disagree	2014	13	The work I do is important.	89.3%	4.7%	6.0%	47	0
Agree-disagree	2014	14	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	70.5%	19.2%	10.3%	47	0
Agree-disagree	2014	15	My performance appraisal is a fair reflection of my performance.	82.9%	3.8%	13.2%	47	0
Agree-disagree	2014	16	I am held accountable for achieving results.	87.3%	12.7%	0.0%	47	0

Trend Core Survey

Agree-disagree	2014	17	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	69.0%	20.2%	10.8%	45	2
Agree-disagree	2014	18	My training needs are assessed.	55.8%	18.8%	25.4%	46	1
Agree-disagree	2014	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).	71.8%	6.0%	22.2%	46	1
Agree-disagree	2014	20	*The people I work with cooperate to get the job done.	83.4%	10.2%	6.4%	47	N/A
Agree-disagree	2014	21	My work unit is able to recruit people with the right skills.	72.5%	12.8%	14.7%	47	0
Agree-disagree	2014	22	Promotions in my work unit are based on merit.	60.6%	21.1%	18.3%	43	4
Agree-disagree	2014	23	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	52.6%	14.6%	32.9%	41	6
Agree-disagree	2014	24	*In my work unit, differences in performance are recognized in a meaningful way.	44.6%	22.2%	33.2%	45	2
Agree-disagree	2014	25	Awards in my work unit depend on how well employees perform their jobs.	56.4%	29.9%	13.7%	43	4
Agree-disagree	2014	26	Employees in my work unit share job knowledge with each other.	85.1%	6.4%	8.5%	46	0
Agree-disagree	2014	27	The skill level in my work unit has improved in the past year.	70.8%	20.4%	8.8%	45	1
Good-poor	2014	28	How would you rate the overall quality of work done by your work unit?	91.7%	8.3%	0.0%	47	N/A
Agree-disagree	2014	29	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	65.7%	23.7%	10.6%	47	0
Agree-disagree	2014	30	Employees have a feeling of personal empowerment with respect to work processes.	41.4%	26.1%	32.5%	46	1
Agree-disagree	2014	31	Employees are recognized for providing high quality products and services.	47.9%	17.4%	34.8%	46	1
Agree-disagree	2014	32	Creativity and innovation are rewarded.	32.9%	29.3%	37.8%	45	1
Agree-disagree	2014	33	Pay raises depend on how well employees perform their jobs.	26.4%	37.6%	36.0%	42	4
Agree-disagree	2014	34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	70.4%	16.1%	13.5%	43	4
Agree-disagree	2014	35	Employees are protected from health and safety hazards on the job.	87.3%	8.5%	4.2%	46	1
Agree-disagree	2014	36	My organization has prepared employees for potential security threats.	91.8%	6.2%	2.0%	47	0
Agree-disagree	2014	37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	66.6%	20.2%	13.2%	45	2
Agree-disagree	2014	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.	77.1%	8.9%	14.1%	44	3
Agree-disagree	2014	39	My agency is successful at accomplishing its mission.	85.1%	14.9%	0.0%	47	0
Agree-disagree	2014	40	*I recommend my organization as a good place to work.	70.3%	12.9%	16.8%	47	N/A
Agree-disagree	2014	41	*I believe the results of this survey will be used to make my agency a better place to work.	47.9%	16.3%	35.8%	44	3
Agree-disagree	2014	42	My supervisor supports my need to balance work and other life issues.	85.4%	10.4%	4.2%	47	0
Agree-disagree	2014	43	My supervisor provides me with opportunities to demonstrate my leadership skills.	79.0%	10.3%	10.7%	47	0
Agree-disagree	2014	44	Discussions with my supervisor about my performance are worthwhile.	74.1%	12.7%	13.1%	46	0
Agree-disagree	2014	45	My supervisor is committed to a workforce representative of all segments of society.	87.3%	10.6%	2.1%	47	0
Agree-disagree	2014	46	My supervisor provides me with constructive suggestions to improve my job performance.	62.1%	21.0%	16.9%	47	0
Agree-disagree	2014	47	Supervisors in my work unit support employee development.	83.3%	12.4%	4.2%	47	0
Agree-disagree	2014	48	My supervisor listens to what I have to say.	83.3%	10.3%	6.4%	47	N/A
Agree-disagree	2014	49	My supervisor treats me with respect.	82.9%	12.6%	4.5%	46	N/A
Agree-disagree	2014	50	In the last six months, my supervisor has talked with me about my performance.	80.8%	14.9%	4.3%	47	N/A

Trend Core Survey

Agree-disagree	2014	51	I have trust and confidence in my supervisor.	77.1%	12.5%	10.4%	47	N/A
Good-poor	2014	52	Overall, how good a job do you feel is being done by your immediate supervisor?	79.3%	12.4%	8.3%	47	N/A
Agree-disagree	2014	53	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	43.3%	22.8%	33.9%	47	0
Agree-disagree	2014	54	My organization's senior leaders maintain high standards of honesty and integrity.	53.6%	13.0%	33.3%	45	2
Agree-disagree	2014	55	Supervisors work well with employees of different backgrounds.	60.1%	22.0%	17.9%	45	0
Agree-disagree	2014	56	*Managers communicate the goals and priorities of the organization.	55.5%	25.6%	18.9%	47	0
Agree-disagree	2014	57	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	45.8%	28.9%	25.3%	46	1
Agree-disagree	2014	58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	43.5%	20.4%	36.2%	47	0
Agree-disagree	2014	59	Managers support collaboration across work units to accomplish work objectives.	42.4%	24.9%	32.6%	46	1
Good-poor	2014	60	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	63.5%	16.8%	19.7%	46	1
Agree-disagree	2014	61	I have a high level of respect for my organization's senior leaders.	53.7%	14.3%	32.0%	47	0
Agree-disagree	2014	62	Senior leaders demonstrate support for Work-Life programs.	54.0%	28.2%	17.8%	44	3
Satisfied-dissatisfied	2014	63	*How satisfied are you with your involvement in decisions that affect your work?	53.7%	16.4%	29.9%	47	N/A
Satisfied-dissatisfied	2014	64	*How satisfied are you with the information you receive from management on what's going on in your organization?	49.7%	25.6%	24.7%	47	N/A
Satisfied-dissatisfied	2014	65	*How satisfied are you with the recognition you receive for doing a good job?	61.9%	10.7%	27.5%	47	N/A
Satisfied-dissatisfied	2014	66	How satisfied are you with the policies and practices of your senior leaders?	45.8%	18.0%	36.2%	46	N/A
Satisfied-dissatisfied	2014	67	How satisfied are you with your opportunity to get a better job in your organization?	27.3%	38.7%	33.9%	46	N/A
Satisfied-dissatisfied	2014	68	How satisfied are you with the training you receive for your present job?	50.2%	24.8%	25.0%	47	N/A
Satisfied-dissatisfied	2014	69	*Considering everything, how satisfied are you with your job?	73.0%	6.1%	20.9%	47	N/A
Satisfied-dissatisfied	2014	70	Considering everything, how satisfied are you with your pay?	69.5%	16.9%	13.6%	46	N/A
Satisfied-dissatisfied	2014	71	*Considering everything, how satisfied are you with your organization?	61.2%	15.2%	23.6%	46	N/A
Agree-disagree	2013	1	*I am given a real opportunity to improve my skills in my organization.	52.7%	18.2%	29.1%	47	N/A
Agree-disagree	2013	2	I have enough information to do my job well.	68.3%	21.6%	10.1%	47	N/A
Agree-disagree	2013	3	I feel encouraged to come up with new and better ways of doing things.	66.5%	8.8%	24.6%	47	N/A
Agree-disagree	2013	4	My work gives me a feeling of personal accomplishment.	66.1%	12.9%	21.0%	47	N/A
Agree-disagree	2013	5	I like the kind of work I do.	78.6%	6.2%	15.2%	47	N/A
Agree-disagree	2013	6	I know what is expected of me on the job.	67.9%	13.5%	18.5%	47	N/A

Trend Core Survey

Agree-disagree	2013	7	When needed I am willing to put in the extra effort to get a job done.	95.6%	4.4%	0.0%	47	N/A
Agree-disagree	2013	8	I am constantly looking for ways to do my job better.	89.4%	6.3%	4.4%	47	N/A
Agree-disagree	2013	9	I have sufficient resources (for example, people, materials, budget) to get my job done.	38.4%	17.1%	44.5%	47	0
Agree-disagree	2013	10	*My workload is reasonable.	51.7%	17.1%	31.2%	47	0
Agree-disagree	2013	11	*My talents are used well in the workplace.	49.9%	14.5%	35.6%	47	0
Agree-disagree	2013	12	*I know how my work relates to the agency's goals and priorities.	85.0%	6.1%	9.0%	46	1
Agree-disagree	2013	13	The work I do is important.	84.6%	6.3%	9.0%	46	0
Agree-disagree	2013	14	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	65.7%	14.5%	19.7%	47	0
Agree-disagree	2013	15	My performance appraisal is a fair reflection of my performance.	81.6%	6.0%	12.4%	47	0
Agree-disagree	2013	16	I am held accountable for achieving results.	80.4%	12.7%	6.9%	47	0
Agree-disagree	2013	17	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	67.3%	20.0%	12.6%	45	2
Agree-disagree	2013	18	My training needs are assessed.	42.0%	16.1%	41.9%	47	0
Agree-disagree	2013	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).	67.7%	11.0%	21.3%	46	1
Agree-disagree	2013	20	*The people I work with cooperate to get the job done.	85.4%	4.2%	10.4%	46	N/A
Agree-disagree	2013	21	My work unit is able to recruit people with the right skills.	57.3%	26.0%	16.7%	47	0
Agree-disagree	2013	22	Promotions in my work unit are based on merit.	42.6%	23.8%	33.6%	44	3
Agree-disagree	2013	23	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	46.2%	20.8%	33.0%	42	5
Agree-disagree	2013	24	*In my work unit, differences in performance are recognized in a meaningful way.	35.6%	23.7%	40.7%	43	4
Agree-disagree	2013	25	Awards in my work unit depend on how well employees perform their jobs.	38.2%	30.1%	31.7%	43	4
Agree-disagree	2013	26	Employees in my work unit share job knowledge with each other.	76.8%	4.3%	19.0%	46	0
Agree-disagree	2013	27	The skill level in my work unit has improved in the past year.	69.8%	6.5%	23.7%	45	2
Good-poor	2013	28	How would you rate the overall quality of work done by your work unit?	85.3%	12.6%	2.0%	47	N/A
Agree-disagree	2013	29	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	68.0%	8.6%	23.4%	47	0
Agree-disagree	2013	30	Employees have a feeling of personal empowerment with respect to work processes.	36.3%	14.2%	49.5%	47	0
Agree-disagree	2013	31	Employees are recognized for providing high quality products and services.	33.5%	15.6%	50.9%	45	1
Agree-disagree	2013	32	Creativity and innovation are rewarded.	34.7%	17.5%	47.8%	46	1
Agree-disagree	2013	33	Pay raises depend on how well employees perform their jobs.	13.0%	24.2%	62.8%	45	2
Agree-disagree	2013	34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	56.9%	19.5%	23.6%	46	1
Agree-disagree	2013	35	Employees are protected from health and safety hazards on the job.	79.8%	13.1%	7.1%	46	0
Agree-disagree	2013	36	My organization has prepared employees for potential security threats.	63.2%	6.5%	30.3%	44	2
Agree-disagree	2013	37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	48.8%	23.2%	28.0%	47	0
Agree-disagree	2013	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.	68.7%	16.4%	14.9%	47	0
Agree-disagree	2013	39	My agency is successful at accomplishing its mission.	81.1%	10.1%	8.8%	45	2

Trend Core Survey

Agree-disagree	2013	40	*I recommend my organization as a good place to work.	53.4%	15.7%	30.9%	45	N/A
Agree-disagree	2013	41	*I believe the results of this survey will be used to make my agency a better place to work.	34.7%	25.1%	40.3%	45	1
Agree-disagree	2013	42	My supervisor supports my need to balance work and other life issues.	82.4%	4.7%	12.9%	47	0
Agree-disagree	2013	43	My supervisor provides me with opportunities to demonstrate my leadership skills.	66.7%	6.9%	26.3%	46	0
Agree-disagree	2013	44	Discussions with my supervisor about my performance are worthwhile.	53.9%	21.6%	24.5%	46	0
Agree-disagree	2013	45	My supervisor is committed to a workforce representative of all segments of society.	76.1%	10.4%	13.5%	45	2
Agree-disagree	2013	46	My supervisor provides me with constructive suggestions to improve my job performance.	61.4%	17.0%	21.6%	47	0
Agree-disagree	2013	47	Supervisors in my work unit support employee development.	62.4%	13.3%	24.3%	46	1
Agree-disagree	2013	48	My supervisor listens to what I have to say.	78.4%	6.7%	14.9%	47	N/A
Agree-disagree	2013	49	My supervisor treats me with respect.	80.9%	8.1%	11.0%	47	N/A
Agree-disagree	2013	50	In the last six months, my supervisor has talked with me about my performance.	69.3%	4.6%	26.1%	47	N/A
Agree-disagree	2013	51	I have trust and confidence in my supervisor.	67.6%	15.3%	17.1%	47	N/A
Good-poor	2013	52	Overall, how good a job do you feel is being done by your immediate supervisor?	72.1%	13.1%	14.8%	47	N/A
Agree-disagree	2013	53	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	34.0%	15.0%	51.0%	47	0
Agree-disagree	2013	54	My organization's senior leaders maintain high standards of honesty and integrity.	53.8%	13.2%	33.0%	46	1
Agree-disagree	2013	55	Supervisors work well with employees of different backgrounds.	56.5%	20.2%	23.3%	44	3
Agree-disagree	2013	56	*Managers communicate the goals and priorities of the organization.	62.5%	12.0%	25.5%	47	0
Agree-disagree	2013	57	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	55.6%	21.2%	23.2%	46	1
Agree-disagree	2013	58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	41.7%	17.4%	41.0%	46	1
Agree-disagree	2013	59	Managers support collaboration across work units to accomplish work objectives.	42.5%	24.2%	33.4%	47	0
Good-poor	2013	60	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	53.1%	18.1%	28.8%	43	3
Agree-disagree	2013	61	I have a high level of respect for my organization's senior leaders.	42.6%	19.2%	38.2%	47	0
Agree-disagree	2013	62	Senior leaders demonstrate support for Work-Life programs.	49.7%	23.9%	26.4%	45	2
Satisfied-dissatisfied	2013	63	*How satisfied are you with your involvement in decisions that affect your work?	52.6%	12.9%	34.5%	47	N/A
Satisfied-dissatisfied	2013	64	*How satisfied are you with the information you receive from management on what's going on in your organization?	44.9%	19.0%	36.1%	47	N/A
Satisfied-dissatisfied	2013	65	*How satisfied are you with the recognition you receive for doing a good job?	52.4%	16.4%	31.2%	47	N/A
Satisfied-dissatisfied	2013	66	How satisfied are you with the policies and practices of your senior leaders?	42.4%	17.3%	40.4%	47	N/A
Satisfied-dissatisfied	2013	67	How satisfied are you with your opportunity to get a better job in your organization?	27.0%	29.2%	43.8%	47	N/A
Satisfied-dissatisfied	2013	68	How satisfied are you with the training you receive for your present job?	48.9%	17.9%	33.2%	46	N/A

Trend Core Survey

Satisfied-dissatisfied	2013	69	*Considering everything, how satisfied are you with your job?	55.7%	8.7%	35.6%	46	N/A
Satisfied-dissatisfied	2013	70	Considering everything, how satisfied are you with your pay?	50.9%	14.6%	34.5%	47	N/A
Satisfied-dissatisfied	2013	71	*Considering everything, how satisfied are you with your organization?	48.9%	16.8%	34.3%	47	N/A
Agree-disagree	2012	1	*I am given a real opportunity to improve my skills in my organization.	67.6%	11.7%	20.7%	49	N/A
Agree-disagree	2012	2	I have enough information to do my job well.	76.3%	2.3%	21.4%	49	N/A
Agree-disagree	2012	3	I feel encouraged to come up with new and better ways of doing things.	56.4%	14.3%	29.3%	49	N/A
Agree-disagree	2012	4	My work gives me a feeling of personal accomplishment.	71.8%	9.1%	19.1%	49	N/A
Agree-disagree	2012	5	I like the kind of work I do.	70.7%	13.8%	15.5%	48	N/A
Agree-disagree	2012	6	I know what is expected of me on the job.	67.3%	14.5%	18.3%	49	N/A
Agree-disagree	2012	7	When needed I am willing to put in the extra effort to get a job done.	97.6%	0.0%	2.4%	49	N/A
Agree-disagree	2012	8	I am constantly looking for ways to do my job better.	90.8%	6.8%	2.4%	48	N/A
Agree-disagree	2012	9	I have sufficient resources (for example, people, materials, budget) to get my job done.	41.2%	17.3%	41.5%	49	0
Agree-disagree	2012	10	*My workload is reasonable.	59.5%	5.3%	35.3%	49	0
Agree-disagree	2012	11	*My talents are used well in the workplace.	39.9%	16.8%	43.3%	49	0
Agree-disagree	2012	12	*I know how my work relates to the agency's goals and priorities.	83.1%	10.4%	6.5%	49	0
Agree-disagree	2012	13	The work I do is important.	86.9%	4.6%	8.5%	49	0
Agree-disagree	2012	14	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	85.4%	8.2%	6.4%	49	0
Agree-disagree	2012	15	My performance appraisal is a fair reflection of my performance.	75.1%	14.6%	10.3%	48	1
Agree-disagree	2012	16	I am held accountable for achieving results.	87.0%	4.2%	8.7%	49	0
Agree-disagree	2012	17	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	71.5%	15.2%	13.3%	48	1
Agree-disagree	2012	18	My training needs are assessed.	60.9%	11.6%	27.6%	49	0
Agree-disagree	2012	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).	66.6%	6.4%	27.0%	47	2
Agree-disagree	2012	20	*The people I work with cooperate to get the job done.	81.1%	6.5%	12.4%	49	N/A
Agree-disagree	2012	21	My work unit is able to recruit people with the right skills.	55.4%	28.2%	16.5%	48	1
Agree-disagree	2012	22	Promotions in my work unit are based on merit.	43.5%	31.0%	25.5%	43	5
Agree-disagree	2012	23	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	47.3%	25.0%	27.7%	45	4
Agree-disagree	2012	24	*In my work unit, differences in performance are recognized in a meaningful way.	37.8%	33.9%	28.3%	43	6
Agree-disagree	2012	25	Awards in my work unit depend on how well employees perform their jobs.	49.5%	35.3%	15.2%	41	8
Agree-disagree	2012	26	Employees in my work unit share job knowledge with each other.	78.9%	4.1%	17.0%	49	0
Agree-disagree	2012	27	The skill level in my work unit has improved in the past year.	61.3%	28.8%	9.9%	45	4
Good-poor	2012	28	How would you rate the overall quality of work done by your work unit?	88.6%	4.4%	7.0%	47	N/A
Agree-disagree	2012	29	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	83.4%	12.4%	4.1%	49	0
Agree-disagree	2012	30	Employees have a feeling of personal empowerment with respect to work processes.	42.5%	13.7%	43.8%	49	0
Agree-disagree	2012	31	Employees are recognized for providing high quality products and services.	38.8%	27.1%	34.1%	48	1

Trend Core Survey

Agree-disagree	2012	32	Creativity and innovation are rewarded.	33.4%	35.2%	31.4%	48	0
Agree-disagree	2012	33	Pay raises depend on how well employees perform their jobs.	35.5%	21.5%	43.0%	45	4
Agree-disagree	2012	34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	52.5%	27.5%	20.0%	48	1
Agree-disagree	2012	35	Employees are protected from health and safety hazards on the job.	84.7%	8.5%	6.8%	47	1
Agree-disagree	2012	36	My organization has prepared employees for potential security threats.	69.5%	13.2%	17.3%	49	0
Agree-disagree	2012	37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	72.0%	11.7%	16.3%	44	3
Agree-disagree	2012	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.	82.9%	9.4%	7.6%	44	5
Agree-disagree	2012	39	My agency is successful at accomplishing its mission.	84.3%	8.9%	6.8%	48	1
Agree-disagree	2012	40	*I recommend my organization as a good place to work.	54.3%	27.0%	18.7%	49	N/A
Agree-disagree	2012	41	*I believe the results of this survey will be used to make my agency a better place to work.	41.6%	24.6%	33.8%	47	2
Agree-disagree	2012	42	My supervisor supports my need to balance work and other life issues.	81.6%	5.2%	13.2%	48	1
Agree-disagree	2012	43	My supervisor provides me with opportunities to demonstrate my leadership skills.	61.4%	8.8%	29.8%	49	0
Agree-disagree	2012	44	Discussions with my supervisor about my performance are worthwhile.	70.7%	14.9%	14.4%	49	0
Agree-disagree	2012	45	My supervisor is committed to a workforce representative of all segments of society.	73.5%	24.2%	2.3%	46	3
Agree-disagree	2012	46	My supervisor provides me with constructive suggestions to improve my job performance.	69.6%	11.7%	18.7%	49	0
Agree-disagree	2012	47	Supervisors in my work unit support employee development.	78.8%	4.6%	16.5%	48	1
Agree-disagree	2012	48	My supervisor listens to what I have to say.	76.4%	10.7%	12.9%	49	N/A
Agree-disagree	2012	49	My supervisor treats me with respect.	78.9%	13.0%	8.0%	48	N/A
Agree-disagree	2012	50	In the last six months, my supervisor has talked with me about my performance.	91.8%	5.7%	2.4%	48	N/A
Agree-disagree	2012	51	I have trust and confidence in my supervisor.	65.9%	12.6%	21.5%	48	N/A
Good-poor	2012	52	Overall, how good a job do you feel is being done by your immediate supervisor?	75.4%	18.8%	5.8%	49	N/A
Agree-disagree	2012	53	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	43.0%	18.4%	38.7%	49	0
Agree-disagree	2012	54	My organization's senior leaders maintain high standards of honesty and integrity.	62.0%	16.1%	21.9%	49	0
Agree-disagree	2012	55	Supervisors work well with employees of different backgrounds.	61.2%	25.2%	13.6%	46	3
Agree-disagree	2012	56	*Managers communicate the goals and priorities of the organization.	63.9%	12.5%	23.7%	49	0
Agree-disagree	2012	57	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	51.9%	25.9%	22.2%	49	0
Agree-disagree	2012	58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	45.3%	21.8%	32.8%	49	0
Agree-disagree	2012	59	Managers support collaboration across work units to accomplish work objectives.	47.2%	27.5%	25.3%	49	0
Good-poor	2012	60	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	54.7%	32.0%	13.4%	46	3
Agree-disagree	2012	61	I have a high level of respect for my organization's senior leaders.	50.0%	11.6%	38.5%	49	0
Agree-disagree	2012	62	Senior leaders demonstrate support for Work-Life programs.	53.8%	25.2%	21.0%	47	2

Trend Core Survey

Satisfied-dissatisfied	2012	63	*How satisfied are you with your involvement in decisions that affect your work?	48.8%	22.4%	28.9%	49	N/A
Satisfied-dissatisfied	2012	64	*How satisfied are you with the information you receive from management on what's going on in your organization?	54.4%	15.6%	30.0%	49	N/A
Satisfied-dissatisfied	2012	65	*How satisfied are you with the recognition you receive for doing a good job?	48.0%	18.5%	33.6%	49	N/A
Satisfied-dissatisfied	2012	66	How satisfied are you with the policies and practices of your senior leaders?	40.7%	19.1%	40.2%	49	N/A
Satisfied-dissatisfied	2012	67	How satisfied are you with your opportunity to get a better job in your organization?	27.5%	24.9%	47.6%	49	N/A
Satisfied-dissatisfied	2012	68	How satisfied are you with the training you receive for your present job?	62.7%	21.6%	15.7%	48	N/A
Satisfied-dissatisfied	2012	69	*Considering everything, how satisfied are you with your job?	52.9%	19.7%	27.4%	48	N/A
Satisfied-dissatisfied	2012	70	Considering everything, how satisfied are you with your pay?	62.5%	20.9%	16.5%	49	N/A
Satisfied-dissatisfied	2012	71	*Considering everything, how satisfied are you with your organization?	61.3%	7.0%	31.7%	49	N/A

* AES prescribed items as of 2017 (5 CFR Part 250, Subpart C)

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

The Dashboard only includes items 1-71.

Percentages are weighted to represent the Agency's population.

The rows above do not include results for any item or year when there were fewer than 4 completed surveys.

Agency-Specific Questions

1. My direct supervisor encourages me to collaborate with other staff across the agency.

	# of Respondents	Percent
	2019	2019
Strongly Agree	15	35.7%
Agree	14	32.7%
Neither Agree Nor Disagree	9	21.7%
Disagree	4	9.9%
Strongly Disagree	0	0.0%
Total	42	100.0%

2. I consider team work to be a core value in accomplishing my work.

	# of Respondents	Percent
	2019	2019
Strongly Agree	26	61.6%
Agree	13	30.8%
Neither Agree Nor Disagree	3	7.6%
Disagree	0	0.0%
Strongly Disagree	0	0.0%
Total	42	100.0%

3. My direct supervisor provides me with guidance in order for me to balance my workload.

	# of Respondents	Percent
	2019	2019
Strongly Agree	11	26.2%
Agree	15	35.0%
Neither Agree Nor Disagree	6	14.5%
Disagree	5	12.1%
Strongly Disagree	5	12.1%
Total	42	100.0%

4. How satisfied are you with your first-level supervisor clearly defining the role of the leadership team, and

	# of Respondents	Percent
	2019	2019
Very Satisfied	8	19.1%
Satisfied	12	28.2%
Neither Satisfied Nor Dissatisfied	10	24.2%
Dissatisfied	7	16.2%
Very Dissatisfied	5	12.2%
Total	42	100.0%

5. How satisfied are you with your senior level manager clearly defining the role of the leadership team,

	# of Respondents	Percent
	2019	2019
Very Satisfied	5	12.0%
Satisfied	5	11.8%
Neither Satisfied Nor Dissatisfied	9	21.1%
Dissatisfied	12	29.4%
Very Dissatisfied	11	25.8%
Total	42	100.0%

6. Overall, do you feel managers clearly communicate their goals and strategies and does my job have

	# of Respondents	Percent
	2019	2019
Yes	14	33.0%
No	28	67.0%
Total	42	100.0%

7. I understand the role of the Leadership Team.

	# of Respondents	Percent
	2019	2019
Strongly Agree	1	2.3%
Agree	13	31.4%
Neither Agree Nor Disagree	8	18.9%
Disagree	14	33.1%
Strongly Disagree	6	14.4%
Total	42	100.0%

8. I receive timely and valuable communications about Leadership Team decisions.

	# of Respondents	Percent
	2019	2019
Strongly Agree	2	5.2%
Agree	2	4.9%
Neither Agree Nor Disagree	10	23.7%
Disagree	17	40.5%
Strongly Disagree	11	25.8%
Total	42	100.0%

For all tables on this worksheet:

Percentages are weighted to represent the Agency's population.

Source: 2019 OPM Federal Employee Viewpoint Survey

**Office of Personnel Management Federal Employee Viewpoint Survey
2019 Item Change Summary**

2019 Item Text and Response Options	2018 Item Text and Response Options
<p>(72) Currently, in my work unit poor performers usually:</p> <ul style="list-style-type: none"> • Remain in the work unit and improve their performance over time • Remain in the work unit and continue to underperform • Leave the work unit - removed or transferred • Leave the work unit - quit • There are no poor performers in my work unit • Do not know 	<p>Not in 2018 OPM FEVS</p>
<p>(73) Which of the following best describes the impact of the partial government shutdown (December 22, 2018 – January 25, 2019) on your working/pay status?</p> <ul style="list-style-type: none"> • The shutdown had no impact on my working/pay status • I did not work and did not receive pay until after the lapse ended • I worked some of the shutdown but did not receive pay until after the lapse ended • I worked for the entirety of the shutdown but did not receive pay until after the lapse ended • Other, not listed above 	<p>Not in 2018 OPM FEVS</p>
<p>(74) How was your everyday work impacted during (if you worked) or after the partial government shutdown?</p> <ul style="list-style-type: none"> • It had no impact • A slightly negative impact • A moderately negative impact • A very negative impact • An extremely negative impact 	<p>Not in 2018 OPM FEVS</p>

<p>(75) In what ways did the partial government shutdown negatively affect your work? (Check all that apply)</p> <ul style="list-style-type: none"> • Unmanageable workload • Missed deadlines • Unrecoverable loss of work • Reduced customer service • Delayed work • Reduced work quality • Cutback of critical work • Time lost in restarting work • Unmet statutory requirements • Other 	<p>Not in 2018 OPM FEVS</p>
<p>(76) Are you looking for another job because of the partial government shutdown?</p> <ul style="list-style-type: none"> • I am looking for another job specifically because of the shutdown • I am looking for another job, but the shutdown is only one of the reasons • I am looking for another job, but the shutdown had no influence on that decision • I am not looking for another job currently 	<p>Not in 2018 OPM FEVS</p>
<p>(77) My agency provided the support (e.g., communication, assistance, guidance) I needed during the partial government shutdown.</p> <ul style="list-style-type: none"> • Strongly Agree • Agree • Neither Agree nor Disagree • Disagree • Strongly Disagree • No support required 	<p>Not in 2018 OPM FEVS</p>
<p>(79) How satisfied are you with the Telework program in your agency?</p> <ul style="list-style-type: none"> • Very satisfied • Satisfied • Neither Satisfied nor Dissatisfied • Dissatisfied • Very Dissatisfied • I choose not to participate in this program • This program is not available to me • I am unaware of this program 	<p>(73) How satisfied are you with the following Work/Life programs in your agency? Telework</p> <ul style="list-style-type: none"> • Very satisfied • Satisfied • Neither Satisfied nor Dissatisfied • Dissatisfied • Very Dissatisfied • I choose not to participate in these programs • These programs are not available to me • I am unaware of these programs

<p>(80) Which of the following Work-Life programs have you participated in or used at your agency within the last 12 months? (Mark all that apply):</p> <ul style="list-style-type: none"> • Alternative Work Schedules (for example, compressed work schedule, flexible work schedule) • Health and Wellness Programs (for example, onsite exercise, flu vaccination, medical screening, CPR training, Health and wellness fair) • Employee Assistance Program – EAP (for example, short-term counseling, referral services, legal services, information services) • Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, subsidy, flexible spending account) • Elder Care Programs (for example, elder/adult care, support groups, resources) • None listed above 	<p>Not in 2018 OPM FEVS</p>
<p>(81-85) How satisfied are you with the following Work-Life programs in your agency?</p> <p>(81) Alternative Work Schedules (for example, compressed work schedule, flexible work schedule)</p> <p>(83) Employee Assistance Program - EAP (for example, short-term counseling, referral services, legal services, information services)</p> <p>(84) Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, subsidy, flexible spending account)</p> <p>(85) Elder Care Programs (for example, elder/adult care, support groups, resources)</p> <ul style="list-style-type: none"> • Very satisfied • Satisfied • Neither Satisfied nor Dissatisfied • Dissatisfied • Very Dissatisfied • I choose not to participate in these programs • These programs are not available to me • I am unaware of these programs 	<p>(73-78) How satisfied are you with the following Work/Life programs in your agency?</p> <p>(74) Alternative Work Schedules (AWS, for example, compressed work schedule or flexible work schedule)</p> <p>(76) Employee Assistance Program (EAP, for example, short-term counseling, referral services, legal services, information services)</p> <p>(77) Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, flexible spending account)</p> <p>(78) Elder Care Programs (for example, elder/adult care, support groups, speakers)</p> <ul style="list-style-type: none"> • Very satisfied • Satisfied • Neither Satisfied nor Dissatisfied • Dissatisfied • Very Dissatisfied • I choose not to participate in these programs • These programs are not available to me • I am unaware of these programs

(87) What is your supervisory status?

- Senior Leader: You are the head of a department/agency or a member of the immediate leadership team responsible for directing the policies and priorities of the department/agency. May hold either a political or career appointment, and typically is a member of the Senior Executive Service or equivalent.
- Manager: You are in a management position and supervise one or more supervisors.
- Supervisor: You are a first-line supervisor who is responsible for employees' performance appraisals and leave approval.
- Team Leader: You are not an official supervisor; you provide employees with day-to-day guidance in work projects, but do not have supervisory responsibilities or conduct performance appraisals.
- Non-Supervisor : You do not supervise other employees.

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

- Less than 1 year
- 1 to 3 years
- 4 to 5 years
- 6 to 10 years
- 11 to 14 years
- 15 to 20 years
- More than 20 years

(94) Are you of Hispanic, Latino, or Spanish origin?

- Yes
- No

(80) What is your supervisory status?

- Non-Supervisor : You do not supervise other employees.
- Team Leader: You are not an official supervisor; you provide employees with day-to-day guidance in work projects, but do not have supervisory responsibilities or conduct performance appraisals.
- Supervisor: You are a first-line supervisor who is responsible for employees' performance appraisals and leave approval.
- Manager: You are in a management position and supervise one or more supervisors.
- Senior Leader: You are the head of a department/agency or a member of the immediate leadership team responsible for directing the policies and priorities of the department/agency. May hold either a political or career appointment, and typically is a member of the Senior Executive Service or equivalent.

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

- Less than 1 year
- 1 to 3 years
- 4 to 5 years
- 6 to 10 years
- 11 to 20 years
- More than 20 years

(82) Are you Hispanic or Latino?

- Yes
- No