



FROM: Crosby Kemper, Director, IMLS  
SUBJECT: EMPLOYEE VIEWPOINT SURVEY: ASSESSMENT STATEMENT  
DATE: March 5, 2021

The Leadership Team of Institute of Museum and Library Services (IMLS) has reviewed the 2020 Federal Employee Viewpoint Survey (EVS) results for our agency. The outcome of the 2020 EVS indicates a significant positive increase across all three (3) assessed areas within the Engagement Indices. Below are our analyses of these results and our intended focus areas for Fiscal Years 2021 and 2022. Through continuous collaboration with the IMLS staff, we are committed to sustaining an organizational culture that focuses on strengthening employee engagement and enhancing our service to the American public.

### **Assessment of Evaluation Results:**

IMLS employees' response rate to the survey was 90.2%, and the responses provided critical feedback to leadership and supervisors. The agency's highest-scoring areas related to (a) employee collaborative effort to complete work; (b) agency's success to achieve its mission; (c) job-relevant knowledge and skills necessary to accomplish organizational goals across work units; (d) recognizing alignment of work to agency goals; and (e) respectful engagement by supervisors.

Our focus will be to determine how to improve on the most prevalent concerns which impact (a) utilizing employee feedback to make the agency a better place to work; (b) reasonable workload expectations; (c) promoting management communication across different work units; (d) senior leaders generating high levels of motivation and commitment in the workforce; and (e) recognizing differences in work performance in a meaningful way.

Agency leadership continues to seek opportunities to enhance further employee engagement in various areas with strategies to increase employee work performance and employee involvement in decision-making that affects work.

IMLS will focus our activities for FY 2021 on the following areas:

- We target a 10% improvement in the Employee Engagement Index score by the end of FY 2021.
- Our Diversity and Inclusion initiatives are geared to cultivate a diverse & inclusive workforce. They include increasing recruitment efforts to strengthen employee engagement to guide change and invite diversity and inclusion practitioners from federal, nonprofit, and museum/library sectors to speak.
- IMLS has outlined targeted categories of workplace improvement to identify training opportunities (relating to core competencies) for employees at all levels. Categories include: (a) Leadership Development; (b) Stakeholder Engagement; (c) Knowledge Management; (d) Communication Management, and (e) Cognitive Diversity.

**Leadership Development:** IMLS will seek training opportunities for agency leaders, managers, and supervisors to continuously improve stakeholder engagement, coach employees through work performance, and develop teams to meet the agency's mission.

Training topics should target:

- Developing Agile Teams: Identifying Alternative Generations in Team Performance
- Increase Work Performance through Team Development

**Stakeholder Engagement:** IMLS will identify Employee Engagement opportunities by holding open-house sessions by office directors/deputy directors for all staff to identify possible solutions to improve Employee Engagement collaboratively. Training topics should target:

- Assessing Stakeholders, Communication Styles & Differences within the Workplace
- Managing Stakeholder Engagement through Effective Communication Practices in the Workplace

**Knowledge Management:** IMLS is committed to ensuring that employees are developed and managed to provide high-quality work performance. Training topics should target:

- Corrective and Preventative Actions to Increase Work Performance
- Assessing Employee Training Needs by Diversifying Instruction

**Communication Management:** IMLS will promote effective organizational communication to strengthen transparent communication throughout the agency by seeking training opportunities. Training topics should target:

- Organizational Collaboration: Developing Communication Plans to Meet Cross-Organizational Objectives

**Cognitive Diversity:** IMLS will offer 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 to recognize differences in performance in a meaningful way.

Training topics should target:

- Developing Agile Teams: Embracing Cognitive Diversity within Teams
- Assessing Employee Training Needs by Diversifying Instruction

IMLS Leadership Team's goal is to enhance our employees' work experience, engagement, and work performance. If you have any questions, please contact our Director of Human Resources, Antoine Dotson, at [adotson@imls.gov](mailto:adotson@imls.gov) or directly at 202-653-4728.

Sincerely,



Mr. Crosby Kemper, Director  
Institute of Museum and Library Services

2020

Office of Personnel Management

Federal Employee Viewpoint Survey

Empowering Employees. Inspiring Change.



Annual Employee Survey (AES) Report

Institute of Museum and Library Services

The Dashboard's percent positive and negative results only include items 1-38, excluding item 11.

FIELD PERIOD	Sept 24 - Nov 5, 2020
SAMPLE OR CENSUS	CENSUS
NUMBER OF SURVEYS COMPLETED	46
NUMBER OF SURVEYS ADMINISTERED	51
RESPONSE RATE	90.2%

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

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

### Engagement Index Score

2020 ENGAGEMENT INDEX

78%

LEADERS LEAD

67%

SUPERVISORS

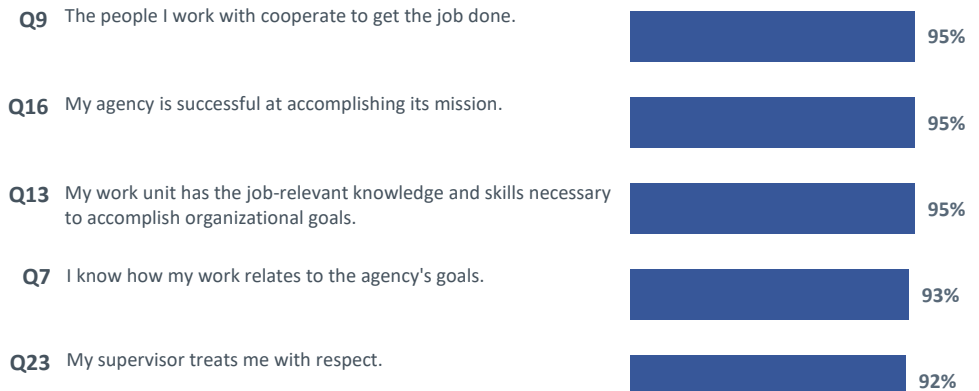
86%

INTRINSIC WORK EXPERIENCE

82%

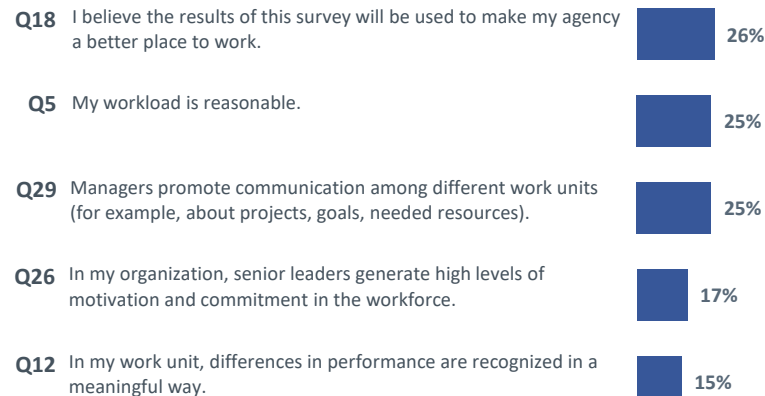
### Highest % Positive Items

Select: Highest % Positive



### Highest % Negative Items

Select: Highest % Negative





Annual Employee Survey (AES) Report

Institute of Museum and Library Services

The Dashboard's largest item increases and decreases only include items 1-38, excluding item 11.

Select: Largest Increases since 2019 ▼

**Largest Increases in  
 Percent Positive  
 since 2019**

**37** items increased  
 since 2019

	2017	2018	2019	2020	Percentage Point Change
Q34 How satisfied are you with the information you receive from management on what's going on in your organization?	41%	29%	22%	77%	+55
Q31 I have a high level of respect for my organization's senior leaders.	31%	29%	17%	67%	+50
Q32 Senior leaders demonstrate support for Work-Life programs.	51%	46%	38%	84%	+46
Q33 How satisfied are you with your involvement in decisions that affect your work?	41%	37%	22%	64%	+42
Q27 My organization's senior leaders maintain high standards of honesty and integrity.	39%	28%	28%	70%	+42

Select: Largest Decreases since 2019 ▼

**Largest Decreases in  
 Percent Positive  
 since 2019**

**0** items  
 decreased  
 since 2019

	2017	2018	2019	2020	Percentage Point Change
No items decreased					

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 N
Agree-disagree	1	*I am given a real opportunity to improve my skills in my organization.	83.0%	36.6%	46.5%	12.2%	1.9%	2.9%	4.8%	16	22	6	1	1	46	N/A
Agree-disagree	2	I feel encouraged to come up with new and better ways of doing things.	71.4%	44.5%	27.0%	17.8%	6.0%	4.8%	10.8%	20	13	8	3	2	46	N/A
Agree-disagree	3	My work gives me a feeling of personal accomplishment.	86.2%	46.3%	39.8%	9.0%	0.0%	4.8%	4.8%	21	19	4	0	2	46	N/A
Agree-disagree	4	I know what is expected of me on the job.	85.4%	32.8%	52.6%	7.9%	3.8%	2.9%	6.7%	15	24	4	2	1	46	N/A
Agree-disagree	5	*My workload is reasonable.	60.3%	14.9%	45.4%	14.9%	18.1%	6.7%	24.8%	6	21	7	9	3	46	0
Agree-disagree	6	*My talents are used well in the workplace.	71.9%	27.1%	44.7%	17.1%	8.1%	2.9%	11.0%	12	20	8	4	1	45	0
Agree-disagree	7	*I know how my work relates to the agency's goals.	93.0%	52.4%	40.6%	4.2%	0.0%	2.9%	2.9%	25	18	2	0	1	46	0
Agree-disagree	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	74.9%	40.6%	34.3%	16.2%	4.0%	4.9%	8.9%	18	16	7	2	2	45	1
Agree-disagree	9	*The people I work with cooperate to get the job done.	95.2%	65.2%	30.0%	0.0%	1.9%	2.9%	4.8%	30	14	0	1	1	46	N/A
Agree-disagree	10	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	61.7%	30.7%	30.9%	26.0%	2.4%	9.9%	12.3%	11	11	9	1	4	36	10
Agree-disagree	12	*In my work unit, differences in performance are recognized in a meaningful way.	64.1%	30.8%	33.3%	21.4%	14.5%	0.0%	14.5%	13	15	10	7	0	45	1
Agree-disagree	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	94.9%	47.5%	47.4%	2.3%	2.9%	0.0%	2.9%	22	22	1	1	0	46	0
Agree-disagree	14	Employees are recognized for providing high quality products and services.	81.0%	26.8%	54.2%	8.3%	7.8%	2.9%	10.7%	12	25	4	4	1	46	0
Agree-disagree	15	Employees are protected from health and safety hazards on the job.	87.5%	52.8%	34.7%	12.5%	0.0%	0.0%	0.0%	24	16	6	0	0	46	0
Agree-disagree	16	My agency is successful at accomplishing its mission.	95.2%	62.3%	32.8%	2.0%	2.9%	0.0%	2.9%	28	16	1	1	0	46	0
Agree-disagree	17	*I recommend my organization as a good place to work.	75.3%	19.6%	55.7%	17.0%	4.8%	2.9%	7.7%	9	26	8	2	1	46	N/A
Agree-disagree	18	*I believe the results of this survey will be used to make my agency a better place to work.	51.1%	17.2%	33.9%	22.4%	18.6%	7.9%	26.5%	8	15	10	8	4	45	1
Agree-disagree	19	My supervisor supports my need to balance work and other life issues.	88.2%	63.9%	24.2%	4.1%	5.7%	2.0%	7.7%	29	11	2	3	1	46	0
Agree-disagree	20	My supervisor is committed to a workforce representative of all segments of society.	87.9%	65.6%	22.4%	8.2%	3.9%	0.0%	3.9%	29	10	4	2	0	45	1
Agree-disagree	21	Supervisors in my work unit support employee development.	91.4%	60.1%	31.3%	1.9%	6.7%	0.0%	6.7%	27	15	1	3	0	46	0
Agree-disagree	22	My supervisor listens to what I have to say.	87.8%	55.1%	32.7%	10.3%	1.9%	0.0%	1.9%	25	15	5	1	0	46	N/A
Agree-disagree	23	My supervisor treats me with respect.	92.1%	62.1%	30.0%	7.9%	0.0%	0.0%	0.0%	28	14	4	0	0	46	N/A
Agree-disagree	24	I have trust and confidence in my supervisor.	80.3%	57.7%	22.7%	15.8%	1.9%	1.9%	3.8%	26	11	7	1	1	46	N/A
Good-poor	25	Overall, how good a job do you feel is being done by your immediate supervisor?	77.9%	58.4%	19.4%	20.2%	1.9%	0.0%	1.9%	27	9	9	1	0	46	N/A
Agree-disagree	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	58.7%	18.4%	40.3%	24.1%	12.3%	5.0%	17.3%	8	18	11	6	2	45	1
Agree-disagree	27	My organization's senior leaders maintain high standards of honesty and integrity.	69.6%	23.0%	46.6%	18.9%	6.2%	5.2%	11.5%	9	21	8	3	2	43	1
Agree-disagree	28	*Managers communicate the goals of the organization.	68.0%	21.6%	46.4%	20.3%	6.5%	5.2%	11.7%	9	20	9	3	2	43	2
Agree-disagree	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	51.8%	22.6%	29.2%	23.7%	13.2%	11.3%	24.5%	10	13	11	6	5	45	1
Good-poor	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	70.8%	39.9%	30.9%	17.8%	9.4%	2.1%	11.5%	18	13	7	4	1	43	3

Agree-disagree	31	I have a high level of respect for my organization's senior leaders.	66.9%	14.0%	52.9%	20.4%	8.9%	3.9%	12.8%	6	25	9	4	2	46	0
Agree-disagree	32	Senior leaders demonstrate support for Work-Life programs.	83.9%	34.4%	49.5%	12.2%	3.9%	0.0%	3.9%	15	22	6	2	0	45	1
Satisfied-dissatisfied	33	*How satisfied are you with your involvement in decisions that affect your work?	64.4%	22.1%	42.3%	23.2%	12.4%	0.0%	12.4%	10	20	10	6	0	46	N/A
Satisfied-dissatisfied	34	*How satisfied are you with the information you receive from management on what's going on in your organization?	76.7%	20.6%	56.1%	10.4%	6.0%	6.9%	12.9%	9	25	5	3	3	45	N/A
Satisfied-dissatisfied	35	*How satisfied are you with the recognition you receive for doing a good job?	65.4%	32.1%	33.4%	23.9%	10.7%	0.0%	10.7%	14	16	11	5	0	46	N/A
Satisfied-dissatisfied	36	*Considering everything, how satisfied are you with your job?	84.0%	30.8%	53.2%	16.0%	0.0%	0.0%	0.0%	14	24	8	0	0	46	N/A
Satisfied-dissatisfied	37	Considering everything, how satisfied are you with your pay?	70.0%	26.9%	43.1%	16.9%	11.1%	1.9%	13.1%	12	20	8	5	1	46	N/A
Satisfied-dissatisfied	38	*Considering everything, how satisfied are you with your organization?	76.6%	25.9%	50.7%	16.5%	6.9%	0.0%	6.9%	12	23	8	3	0	46	N/A

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

\*\* Unweighted count of responses excluding "Do Not Know"

The Dashboard only includes items 1-38, excluding item 11.

Percentages are weighted to represent the Agency's population.

When responding to the Core OPM FEVS questions 1 through 38, respondents were asked to share their work experiences since the last OPM FEVS administration (June 2019).

Source: 2020 OPM Federal Employee Viewpoint Survey

<b>11. In my work unit poor performers usually:</b>	<b>2020</b>		<b>2019</b>	
	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
Remain in the work unit and improve their performance over time	14	43.7%	7	21.3%
Remain in the work unit and continue to underperform	8	23.5%	13	39.7%
Leave the work unit - removed or transferred	0	0.0%	0	0.0%
Leave the work unit - quit	1	2.9%	0	0.0%
There are no poor performers in my work unit	10	29.9%	12	39.0%
Item Response Total	33	100.0%	32	100.0%
Do Not Know	13	--	10	--
Total	46	100.0%	42	100.0%

Percentages are weighted to represent the Agency's population.

"Do Not Know" responses are not included in percentage calculations.

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

Source: 2020 OPM Federal Employee Viewpoint Survey

Response Type	Year	Item	Item Text	Percent Positive %	Neither Agree nor Disagree/ Fair/ Neither Dissatisfied %	Percent Negative %	Item Response Total** N	Do Not Know N
Agree-disagree	2020	1	*I am given a real opportunity to improve my skills in my organization.	83.0%	12.2%	4.8%	46	N/A
Agree-disagree	2020	2	I feel encouraged to come up with new and better ways of doing things.	71.4%	17.8%	10.8%	46	N/A
Agree-disagree	2020	3	My work gives me a feeling of personal accomplishment.	86.2%	9.0%	4.8%	46	N/A
Agree-disagree	2020	4	I know what is expected of me on the job.	85.4%	7.9%	6.7%	46	N/A
Agree-disagree	2020	5	*My workload is reasonable.	60.3%	14.9%	24.8%	46	0
Agree-disagree	2020	6	*My talents are used well in the workplace.	71.9%	17.1%	11.0%	45	0
Agree-disagree	2020	7	*I know how my work relates to the agency's goals.	93.0%	4.2%	2.9%	46	0
Agree-disagree	2020	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	74.9%	16.2%	8.9%	45	1
Agree-disagree	2020	9	*The people I work with cooperate to get the job done.	95.2%	0.0%	4.8%	46	N/A
Agree-disagree	2020	10	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	61.7%	26.0%	12.3%	36	10
Agree-disagree	2020	12	*In my work unit, differences in performance are recognized in a meaningful way.	64.1%	21.4%	14.5%	45	1
Agree-disagree	2020	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	94.9%	2.3%	2.9%	46	0
Agree-disagree	2020	14	Employees are recognized for providing high quality products and services.	81.0%	8.3%	10.7%	46	0
Agree-disagree	2020	15	Employees are protected from health and safety hazards on the job.	87.5%	12.5%	0.0%	46	0
Agree-disagree	2020	16	My agency is successful at accomplishing its mission.	95.2%	2.0%	2.9%	46	0
Agree-disagree	2020	17	*I recommend my organization as a good place to work.	75.3%	17.0%	7.7%	46	N/A
Agree-disagree	2020	18	*I believe the results of this survey will be used to make my agency a better place to work.	51.1%	22.4%	26.5%	45	1
Agree-disagree	2020	19	My supervisor supports my need to balance work and other life issues.	88.2%	4.1%	7.7%	46	0
Agree-disagree	2020	20	My supervisor is committed to a workforce representative of all segments of society.	87.9%	8.2%	3.9%	45	1
Agree-disagree	2020	21	Supervisors in my work unit support employee development.	91.4%	1.9%	6.7%	46	0
Agree-disagree	2020	22	My supervisor listens to what I have to say.	87.8%	10.3%	1.9%	46	N/A
Agree-disagree	2020	23	My supervisor treats me with respect.	92.1%	7.9%	0.0%	46	N/A
Agree-disagree	2020	24	I have trust and confidence in my supervisor.	80.3%	15.8%	3.8%	46	N/A
Good-poor	2020	25	Overall, how good a job do you feel is being done by your immediate supervisor?	77.9%	20.2%	1.9%	46	N/A
Agree-disagree	2020	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	58.7%	24.1%	17.3%	45	1
Agree-disagree	2020	27	My organization's senior leaders maintain high standards of honesty and integrity.	69.6%	18.9%	11.5%	43	1
Agree-disagree	2020	28	*Managers communicate the goals of the organization.	68.0%	20.3%	11.7%	43	2
Agree-disagree	2020	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	51.8%	23.7%	24.5%	45	1
Good-poor	2020	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	70.8%	17.8%	11.5%	43	3
Agree-disagree	2020	31	I have a high level of respect for my organization's senior leaders.	66.9%	20.4%	12.8%	46	0
Agree-disagree	2020	32	Senior leaders demonstrate support for Work-Life programs.	83.9%	12.2%	3.9%	45	1
Satisfied-dissatisfied	2020	33	*How satisfied are you with your involvement in decisions that affect your work?	64.4%	23.2%	12.4%	46	N/A
Satisfied-dissatisfied	2020	34	*How satisfied are you with the information you receive from management on what's going on in your organization?	76.7%	10.4%	12.9%	45	N/A
Satisfied-dissatisfied	2020	35	*How satisfied are you with the recognition you receive for doing a good job?	65.4%	23.9%	10.7%	46	N/A
Satisfied-dissatisfied	2020	36	*Considering everything, how satisfied are you with your job?	84.0%	16.0%	0.0%	46	N/A
Satisfied-dissatisfied	2020	37	Considering everything, how satisfied are you with your pay?	70.0%	16.9%	13.1%	46	N/A
Satisfied-dissatisfied	2020	38	*Considering everything, how satisfied are you with your organization?	76.6%	16.5%	6.9%	46	N/A
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 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	3	My work gives me a feeling of personal accomplishment.	73.0%	16.4%	10.6%	45	N/A
Agree-disagree	2019	4	I know what is expected of me on the job.	57.9%	24.3%	17.8%	45	N/A
Agree-disagree	2019	5	*My workload is reasonable.	40.1%	11.6%	48.2%	45	0
Agree-disagree	2019	6	*My talents are used well in the workplace.	43.8%	17.8%	38.4%	44	0
Agree-disagree	2019	7	*I know how my work relates to the agency's goals.	79.1%	14.4%	6.5%	45	0
Agree-disagree	2019	8	*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	9	*The people I work with cooperate to get the job done.	79.4%	9.1%	11.5%	45	N/A
Agree-disagree	2019	10	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	12	*In my work unit, differences in performance are recognized in a meaningful way.	36.5%	26.1%	37.5%	41	4
Agree-disagree	2019	13	*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	14	Employees are recognized for providing high quality products and services.	50.2%	22.2%	27.6%	44	1
Agree-disagree	2019	15	Employees are protected from health and safety hazards on the job.	77.8%	17.9%	4.2%	45	0



Core Q1-10, 12-38 Trend

Agree-disagree	2019	16	My agency is successful at accomplishing its mission.	81.2%	14.3%	4.5%	44	1
Agree-disagree	2019	17	*I recommend my organization as a good place to work.	38.6%	13.5%	47.9%	44	N/A
Agree-disagree	2019	18	*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	19	My supervisor supports my need to balance work and other life issues.	84.0%	9.0%	7.1%	44	0
Agree-disagree	2019	20	My supervisor is committed to a workforce representative of all segments of society.	63.7%	24.0%	12.3%	42	2
Agree-disagree	2019	21	Supervisors in my work unit support employee development.	67.2%	18.6%	14.2%	43	0
Agree-disagree	2019	22	My supervisor listens to what I have to say.	75.1%	13.4%	11.5%	44	N/A
Agree-disagree	2019	23	My supervisor treats me with respect.	79.4%	8.8%	11.8%	44	N/A
Agree-disagree	2019	24	I have trust and confidence in my supervisor.	58.3%	18.5%	23.2%	44	N/A
Good-poor	2019	25	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	26	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	27	My organization's senior leaders maintain high standards of honesty and integrity.	27.7%	29.4%	42.9%	40	0
Agree-disagree	2019	28	*Managers communicate the goals of the organization.	41.2%	26.8%	32.0%	41	0
Agree-disagree	2019	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	28.4%	14.3%	57.3%	42	0
Good-poor	2019	30	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	31	I have a high level of respect for my organization's senior leaders.	16.9%	21.3%	61.8%	42	0
Agree-disagree	2019	32	Senior leaders demonstrate support for Work-Life programs.	37.9%	22.8%	39.3%	40	2
Satisfied-dissatisfied	2019	33	*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	34	*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	35	*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	36	*Considering everything, how satisfied are you with your job?	44.6%	31.9%	23.5%	42	N/A
Satisfied-dissatisfied	2019	37	Considering everything, how satisfied are you with your pay?	63.2%	16.5%	20.2%	42	N/A
Satisfied-dissatisfied	2019	38	*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 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	3	My work gives me a feeling of personal accomplishment.	83.5%	7.8%	8.7%	47	N/A
Agree-disagree	2018	4	I know what is expected of me on the job.	58.6%	22.1%	19.3%	47	N/A
Agree-disagree	2018	5	*My workload is reasonable.	47.1%	24.5%	28.5%	47	0
Agree-disagree	2018	6	*My talents are used well in the workplace.	39.4%	19.3%	41.3%	46	0
Agree-disagree	2018	7	*I know how my work relates to the agency's goals.	77.8%	11.2%	11.0%	47	0
Agree-disagree	2018	8	*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	9	*The people I work with cooperate to get the job done.	77.5%	12.9%	9.6%	47	N/A
Agree-disagree	2018	10	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	12	*In my work unit, differences in performance are recognized in a meaningful way.	37.0%	25.1%	38.0%	43	4
Agree-disagree	2018	13	*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	14	Employees are recognized for providing high quality products and services.	45.8%	16.5%	37.6%	45	1
Agree-disagree	2018	15	Employees are protected from health and safety hazards on the job.	83.9%	12.8%	3.3%	46	1
Agree-disagree	2018	16	My agency is successful at accomplishing its mission.	78.3%	11.6%	10.1%	47	0
Agree-disagree	2018	17	*I recommend my organization as a good place to work.	36.6%	28.1%	35.3%	47	N/A
Agree-disagree	2018	18	*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	19	My supervisor supports my need to balance work and other life issues.	79.0%	14.7%	6.3%	47	0
Agree-disagree	2018	20	My supervisor is committed to a workforce representative of all segments of society.	66.3%	21.3%	12.3%	46	1
Agree-disagree	2018	21	Supervisors in my work unit support employee development.	81.1%	12.7%	6.2%	47	0
Agree-disagree	2018	22	My supervisor listens to what I have to say.	75.2%	21.0%	3.8%	47	N/A
Agree-disagree	2018	23	My supervisor treats me with respect.	79.2%	18.7%	2.1%	47	N/A
Agree-disagree	2018	24	I have trust and confidence in my supervisor.	57.6%	26.9%	15.6%	47	N/A
Good-poor	2018	25	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	26	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	27	My organization's senior leaders maintain high standards of honesty and integrity.	27.7%	24.5%	47.8%	46	1
Agree-disagree	2018	28	*Managers communicate the goals of the organization.	43.8%	19.2%	37.0%	47	0
Agree-disagree	2018	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	21.9%	25.6%	52.5%	47	0
Good-poor	2018	30	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	31	I have a high level of respect for my organization's senior leaders.	29.0%	21.5%	49.5%	46	0
Agree-disagree	2018	32	Senior leaders demonstrate support for Work-Life programs.	45.7%	19.8%	34.5%	45	2
Satisfied-dissatisfied	2018	33	*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	34	*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

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Satisfied-dissatisfied	2018	35	*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	36	*Considering everything, how satisfied are you with your job?	48.1%	24.9%	26.9%	47	N/A
Satisfied-dissatisfied	2018	37	Considering everything, how satisfied are you with your pay?	63.4%	25.6%	11.0%	47	N/A
Satisfied-dissatisfied	2018	38	*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 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	3	My work gives me a feeling of personal accomplishment.	69.3%	15.1%	15.6%	42	N/A
Agree-disagree	2017	4	I know what is expected of me on the job.	69.0%	5.8%	25.2%	42	N/A
Agree-disagree	2017	5	*My workload is reasonable.	42.4%	11.5%	46.1%	42	0
Agree-disagree	2017	6	*My talents are used well in the workplace.	44.5%	20.6%	34.8%	42	0
Agree-disagree	2017	7	*I know how my work relates to the agency's goals and priorities.	74.1%	11.9%	14.0%	41	1
Agree-disagree	2017	8	*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	9	*The people I work with cooperate to get the job done.	78.8%	7.6%	13.6%	42	N/A
Agree-disagree	2017	10	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	12	*In my work unit, differences in performance are recognized in a meaningful way.	31.5%	29.4%	39.1%	41	0
Agree-disagree	2017	13	*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	14	Employees are recognized for providing high quality products and services.	46.1%	19.1%	34.8%	42	0
Agree-disagree	2017	15	Employees are protected from health and safety hazards on the job.	88.2%	10.0%	1.9%	41	1
Agree-disagree	2017	16	My agency is successful at accomplishing its mission.	74.7%	13.4%	11.9%	42	0
Agree-disagree	2017	17	*I recommend my organization as a good place to work.	46.4%	19.0%	34.7%	42	N/A
Agree-disagree	2017	18	*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	19	My supervisor supports my need to balance work and other life issues.	84.5%	9.6%	5.8%	42	0
Agree-disagree	2017	20	My supervisor is committed to a workforce representative of all segments of society.	83.1%	6.4%	10.5%	37	5
Agree-disagree	2017	21	Supervisors in my work unit support employee development.	67.5%	15.1%	17.4%	42	0
Agree-disagree	2017	22	My supervisor listens to what I have to say.	72.7%	15.6%	11.8%	42	N/A
Agree-disagree	2017	23	My supervisor treats me with respect.	84.4%	7.8%	7.8%	42	N/A
Agree-disagree	2017	24	I have trust and confidence in my supervisor.	61.4%	17.3%	21.4%	42	N/A
Good-poor	2017	25	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	26	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	27	My organization's senior leaders maintain high standards of honesty and integrity.	39.2%	15.6%	45.2%	41	1
Agree-disagree	2017	28	*Managers communicate the goals and priorities of the organization.	42.0%	21.4%	36.7%	42	0
Agree-disagree	2017	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	32.7%	11.9%	55.5%	42	0
Good-poor	2017	30	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	31	I have a high level of respect for my organization's senior leaders.	30.9%	26.8%	42.3%	42	0
Agree-disagree	2017	32	Senior leaders demonstrate support for Work-Life programs.	50.8%	12.1%	37.0%	41	1
Satisfied-dissatisfied	2017	33	*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	34	*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	35	*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	36	*Considering everything, how satisfied are you with your job?	50.2%	19.0%	30.8%	42	N/A
Satisfied-dissatisfied	2017	37	Considering everything, how satisfied are you with your pay?	51.8%	25.1%	23.2%	42	N/A
Satisfied-dissatisfied	2017	38	*Considering everything, how satisfied are you with your organization?	42.5%	22.8%	34.7%	42	N/A
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 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	3	My work gives me a feeling of personal accomplishment.	64.4%	18.1%	17.5%	45	N/A
Agree-disagree	2016	4	I know what is expected of me on the job.	68.5%	4.5%	27.0%	44	N/A
Agree-disagree	2016	5	*My workload is reasonable.	45.6%	15.2%	39.2%	45	0
Agree-disagree	2016	6	*My talents are used well in the workplace.	34.5%	23.9%	41.5%	45	0
Agree-disagree	2016	7	*I know how my work relates to the agency's goals and priorities.	73.6%	15.4%	11.0%	45	0
Agree-disagree	2016	8	*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	9	*The people I work with cooperate to get the job done.	71.1%	13.2%	15.7%	45	N/A
Agree-disagree	2016	10	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	12	*In my work unit, differences in performance are recognized in a meaningful way.	35.6%	14.3%	50.1%	42	3
Agree-disagree	2016	13	*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	14	Employees are recognized for providing high quality products and services.	42.7%	17.9%	39.4%	45	0
Agree-disagree	2016	15	Employees are protected from health and safety hazards on the job.	82.2%	11.1%	6.7%	44	1
Agree-disagree	2016	16	My agency is successful at accomplishing its mission.	73.4%	15.3%	11.3%	45	0

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Agree-disagree	2016	17	*I recommend my organization as a good place to work.	44.9%	22.2%	32.8%	45	N/A
Agree-disagree	2016	18	*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	19	My supervisor supports my need to balance work and other life issues.	77.2%	9.2%	13.6%	44	1
Agree-disagree	2016	20	My supervisor is committed to a workforce representative of all segments of society.	74.6%	16.3%	9.1%	43	2
Agree-disagree	2016	21	Supervisors in my work unit support employee development.	64.8%	13.2%	21.9%	45	0
Agree-disagree	2016	22	My supervisor listens to what I have to say.	73.4%	15.6%	11.1%	45	N/A
Agree-disagree	2016	23	My supervisor treats me with respect.	80.3%	13.3%	6.4%	45	N/A
Agree-disagree	2016	24	I have trust and confidence in my supervisor.	66.8%	15.4%	17.7%	45	N/A
Good-poor	2016	25	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	26	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	27	My organization's senior leaders maintain high standards of honesty and integrity.	38.7%	25.4%	35.9%	44	1
Agree-disagree	2016	28	*Managers communicate the goals and priorities of the organization.	43.5%	16.3%	40.2%	44	0
Agree-disagree	2016	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	41.5%	16.0%	42.5%	44	1
Good-poor	2016	30	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	31	I have a high level of respect for my organization's senior leaders.	33.3%	27.5%	39.2%	45	0
Agree-disagree	2016	32	Senior leaders demonstrate support for Work-Life programs.	52.8%	19.9%	27.2%	44	1
Satisfied-dissatisfied	2016	33	*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	34	*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	35	*How satisfied are you with the recognition you receive for doing a good job?	40.9%	31.6%	27.5%	44	N/A
Satisfied-dissatisfied	2016	36	*Considering everything, how satisfied are you with your job?	52.6%	16.4%	31.1%	44	N/A
Satisfied-dissatisfied	2016	37	Considering everything, how satisfied are you with your pay?	64.8%	15.4%	19.8%	45	N/A
Satisfied-dissatisfied	2016	38	*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 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	3	My work gives me a feeling of personal accomplishment.	71.7%	6.3%	22.0%	46	N/A
Agree-disagree	2015	4	I know what is expected of me on the job.	63.3%	18.4%	18.3%	46	N/A
Agree-disagree	2015	5	*My workload is reasonable.	37.2%	25.5%	37.3%	46	0
Agree-disagree	2015	6	*My talents are used well in the workplace.	41.6%	20.3%	38.1%	44	0
Agree-disagree	2015	7	*I know how my work relates to the agency's goals and priorities.	88.6%	6.3%	5.1%	46	0
Agree-disagree	2015	8	*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	9	*The people I work with cooperate to get the job done.	88.9%	4.0%	7.0%	46	N/A
Agree-disagree	2015	10	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	12	*In my work unit, differences in performance are recognized in a meaningful way.	21.6%	29.1%	49.3%	41	5
Agree-disagree	2015	13	*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	14	Employees are recognized for providing high quality products and services.	38.1%	18.1%	43.7%	43	2
Agree-disagree	2015	15	Employees are protected from health and safety hazards on the job.	89.6%	8.1%	2.3%	44	1
Agree-disagree	2015	16	My agency is successful at accomplishing its mission.	80.0%	12.6%	7.4%	45	0
Agree-disagree	2015	17	*I recommend my organization as a good place to work.	46.7%	33.1%	20.2%	45	N/A
Agree-disagree	2015	18	*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	19	My supervisor supports my need to balance work and other life issues.	79.5%	11.5%	9.0%	45	0
Agree-disagree	2015	20	My supervisor is committed to a workforce representative of all segments of society.	70.1%	14.2%	15.7%	40	5
Agree-disagree	2015	21	Supervisors in my work unit support employee development.	53.4%	24.0%	22.6%	45	0
Agree-disagree	2015	22	My supervisor listens to what I have to say.	72.9%	11.0%	16.1%	45	N/A
Agree-disagree	2015	23	My supervisor treats me with respect.	69.0%	19.4%	11.6%	45	N/A
Agree-disagree	2015	24	I have trust and confidence in my supervisor.	53.7%	15.1%	31.2%	45	N/A
Good-poor	2015	25	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	26	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	27	My organization's senior leaders maintain high standards of honesty and integrity.	32.6%	17.0%	50.4%	43	2
Agree-disagree	2015	28	*Managers communicate the goals and priorities of the organization.	39.8%	20.2%	40.0%	45	0
Agree-disagree	2015	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	22.5%	22.9%	54.6%	45	0
Good-poor	2015	30	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	31	I have a high level of respect for my organization's senior leaders.	26.5%	19.8%	53.7%	45	0
Agree-disagree	2015	32	Senior leaders demonstrate support for Work-Life programs.	59.9%	23.6%	16.4%	43	2
Satisfied-dissatisfied	2015	33	*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	34	*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

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Satisfied-dissatisfied	2015	35	*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	36	*Considering everything, how satisfied are you with your job?	50.2%	27.5%	22.3%	45	N/A
Satisfied-dissatisfied	2015	37	Considering everything, how satisfied are you with your pay?	60.2%	29.3%	10.5%	45	N/A
Satisfied-dissatisfied	2015	38	*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 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	3	My work gives me a feeling of personal accomplishment.	72.2%	13.1%	14.7%	46	N/A
Agree-disagree	2014	4	I know what is expected of me on the job.	72.8%	8.4%	18.7%	47	N/A
Agree-disagree	2014	5	*My workload is reasonable.	61.6%	17.4%	21.0%	46	0
Agree-disagree	2014	6	*My talents are used well in the workplace.	63.0%	13.4%	23.6%	45	0
Agree-disagree	2014	7	*I know how my work relates to the agency's goals and priorities.	85.3%	10.4%	4.4%	47	0
Agree-disagree	2014	8	*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	9	*The people I work with cooperate to get the job done.	83.4%	10.2%	6.4%	47	N/A
Agree-disagree	2014	10	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	12	*In my work unit, differences in performance are recognized in a meaningful way.	44.6%	22.2%	33.2%	45	2
Agree-disagree	2014	13	*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	14	Employees are recognized for providing high quality products and services.	47.9%	17.4%	34.8%	46	1
Agree-disagree	2014	15	Employees are protected from health and safety hazards on the job.	87.3%	8.5%	4.2%	46	1
Agree-disagree	2014	16	My agency is successful at accomplishing its mission.	85.1%	14.9%	0.0%	47	0
Agree-disagree	2014	17	*I recommend my organization as a good place to work.	70.3%	12.9%	16.8%	47	N/A
Agree-disagree	2014	18	*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	19	My supervisor supports my need to balance work and other life issues.	85.4%	10.4%	4.2%	47	0
Agree-disagree	2014	20	My supervisor is committed to a workforce representative of all segments of society.	87.3%	10.6%	2.1%	47	0
Agree-disagree	2014	21	Supervisors in my work unit support employee development.	83.3%	12.4%	4.2%	47	0
Agree-disagree	2014	22	My supervisor listens to what I have to say.	83.3%	10.3%	6.4%	47	N/A
Agree-disagree	2014	23	My supervisor treats me with respect.	82.9%	12.6%	4.5%	46	N/A
Agree-disagree	2014	24	I have trust and confidence in my supervisor.	77.1%	12.5%	10.4%	47	N/A
Good-poor	2014	25	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	26	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	27	My organization's senior leaders maintain high standards of honesty and integrity.	53.6%	13.0%	33.3%	45	2
Agree-disagree	2014	28	*Managers communicate the goals and priorities of the organization.	55.5%	25.6%	18.9%	47	0
Agree-disagree	2014	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	43.5%	20.4%	36.2%	47	0
Good-poor	2014	30	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	31	I have a high level of respect for my organization's senior leaders.	53.7%	14.3%	32.0%	47	0
Agree-disagree	2014	32	Senior leaders demonstrate support for Work-Life programs.	54.0%	28.2%	17.8%	44	3
Satisfied-dissatisfied	2014	33	*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	34	*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	35	*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	36	*Considering everything, how satisfied are you with your job?	73.0%	6.1%	20.9%	47	N/A
Satisfied-dissatisfied	2014	37	Considering everything, how satisfied are you with your pay?	69.5%	16.9%	13.6%	46	N/A
Satisfied-dissatisfied	2014	38	*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 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	3	My work gives me a feeling of personal accomplishment.	66.1%	12.9%	21.0%	47	N/A
Agree-disagree	2013	4	I know what is expected of me on the job.	67.9%	13.5%	18.5%	47	N/A
Agree-disagree	2013	5	*My workload is reasonable.	51.7%	17.1%	31.2%	47	0
Agree-disagree	2013	6	*My talents are used well in the workplace.	49.9%	14.5%	35.6%	47	0
Agree-disagree	2013	7	*I know how my work relates to the agency's goals and priorities.	85.0%	6.1%	9.0%	46	1
Agree-disagree	2013	8	*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	9	*The people I work with cooperate to get the job done.	85.4%	4.2%	10.4%	46	N/A
Agree-disagree	2013	10	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	12	*In my work unit, differences in performance are recognized in a meaningful way.	35.6%	23.7%	40.7%	43	4
Agree-disagree	2013	13	*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	14	Employees are recognized for providing high quality products and services.	33.5%	15.6%	50.9%	45	1
Agree-disagree	2013	15	Employees are protected from health and safety hazards on the job.	79.8%	13.1%	7.1%	46	0
Agree-disagree	2013	16	My agency is successful at accomplishing its mission.	81.1%	10.1%	8.8%	45	2

Core Q1-10, 12-38 Trend

Agree-disagree	2013	17	*I recommend my organization as a good place to work.	53.4%	15.7%	30.9%	45	N/A
Agree-disagree	2013	18	*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	19	My supervisor supports my need to balance work and other life issues.	82.4%	4.7%	12.9%	47	0
Agree-disagree	2013	20	My supervisor is committed to a workforce representative of all segments of society.	76.1%	10.4%	13.5%	45	2
Agree-disagree	2013	21	Supervisors in my work unit support employee development.	62.4%	13.3%	24.3%	46	1
Agree-disagree	2013	22	My supervisor listens to what I have to say.	78.4%	6.7%	14.9%	47	N/A
Agree-disagree	2013	23	My supervisor treats me with respect.	80.9%	8.1%	11.0%	47	N/A
Agree-disagree	2013	24	I have trust and confidence in my supervisor.	67.6%	15.3%	17.1%	47	N/A
Good-poor	2013	25	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	26	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	27	My organization's senior leaders maintain high standards of honesty and integrity.	53.8%	13.2%	33.0%	46	1
Agree-disagree	2013	28	*Managers communicate the goals and priorities of the organization.	62.5%	12.0%	25.5%	47	0
Agree-disagree	2013	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	41.7%	17.4%	41.0%	46	1
Good-poor	2013	30	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	31	I have a high level of respect for my organization's senior leaders.	42.6%	19.2%	38.2%	47	0
Agree-disagree	2013	32	Senior leaders demonstrate support for Work-Life programs.	49.7%	23.9%	26.4%	45	2
Satisfied-dissatisfied	2013	33	*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	34	*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	35	*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	36	*Considering everything, how satisfied are you with your job?	55.7%	8.7%	35.6%	46	N/A
Satisfied-dissatisfied	2013	37	Considering everything, how satisfied are you with your pay?	50.9%	14.6%	34.5%	47	N/A
Satisfied-dissatisfied	2013	38	*Considering everything, how satisfied are you with your organization?	48.9%	16.8%	34.3%	47	N/A

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

\*\* Unweighted count of responses excluding "Do Not Know"

The Trending Dashboard only includes items 1-38, excluding item 11.

Percentages are weighted to represent the Agency's population.

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

Source: 2020 OPM Federal Employee Viewpoint Survey

## COVID-19 Pandemic: Background

When responding to questions 39 through 57, respondents were asked to think of their experiences during the COVID-19 pandemic (for much of the Federal government, pandemic responses began in March 2020), unless otherwise instructed.

**39. During the COVID-19 pandemic, on average what percentage of your work time have you been physically present at your agency worksite (including headquarters, bureau, field offices, etc.)?**

	2020	
	N	%
100% of my work time	0	0.0%
At least 75% but less than 100%	0	0.0%
At least 50% but less than 75%	0	0.0%
At least 25% but less than 50%	0	0.0%
Less than 25%	11	25.4%
I have not been physically present at my agency worksite during the pandemic	34	74.6%
Total	45	100.0%

**41. What type(s) of leave have you used because of the pandemic? (Mark all that apply)**

	2020	
	N	%
Leave under the Emergency Paid Sick Leave Act (part of the Families First Coronavirus Response Act)	3	7.4%
Annual leave	15	33.9%
Sick leave	11	26.5%
Weather and safety leave	0	0.0%
Administrative leave	2	5.5%
Other paid leave (e.g., comp time, credit hours)	3	7.0%
Unpaid leave (e.g., LWOP)	0	0.0%
I have not used leave because of the pandemic	29	60.1%
Total (percents will add to more than 100% because respondents could choose more than one response option)	46	--

If the response to item 41 was "I have not used leave because of the pandemic", item 41a was skipped.

**41a. During the COVID-19 pandemic, what percentage of your total work time have you used leave because of the pandemic?**

2020

	<b>N</b>	<b>%</b>
100% of my work time	0	0.0%
At least 75% but less than 100%	0	0.0%
At least 50% but less than 75%	0	0.0%
At least 25% but less than 50%	1	4.8%
Less than 25%	16	95.2%
<b>Total</b>	<b>17</b>	<b>100.0%</b>

**42. How have you changed your participation in alternative work schedules (AWS) because of the COVID-19 pandemic? Examples of AWS include compressed work and flexible work schedule.**

	<b>2020</b>	
	<b>N</b>	<b>%</b>
<u>I began</u> an alternative work schedule	1	1.9%
<u>I ended</u> my usual alternative work schedule	4	9.9%
No change because of the pandemic	41	88.2%
<b>Total</b>	<b>46</b>	<b>100.0%</b>

Percentages are weighted to represent the Agency's population.

Source: 2020 OPM Federal Employee Viewpoint Survey

## COVID-19 Pandemic: Telework

40. Please select the response that BEST describes your teleworking schedule (1) BEFORE the COVID-19 pandemic, (2) DURING the PEAK of the pandemic, and (3) AS OF the date you responded to this survey.

	BEFORE the COVID-19 pandemic		DURING the PEAK of the pandemic		AS OF the date you responded to this survey	
	2020		2020		2020	
	N	%	N	%	N	%
I telework every work day	2	4.7%	45	98.0%	45	98.0%
I telework 3 or 4 days per week	0	0.0%	1	2.0%	1	2.0%
I telework 1 or 2 days per week	14	30.2%	0	0.0%	0	0.0%
I telework, but only about 1 or 2 days per month	2	4.7%	0	0.0%	0	0.0%
I telework very infrequently, on an unscheduled or short-term basis	20	42.2%	0	0.0%	0	0.0%
I <u>do not</u> telework because I have to be physically present on the job (e.g., law enforcement officers, TSA agent, border patrol agent, security personnel)	0	0.0%	0	0.0%	0	0.0%
I <u>do not</u> telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking	0	0.0%	0	0.0%	0	0.0%
I <u>do not</u> telework because I did not receive approval to do so, even though I have the kind of job where I can telework	1	2.2%	0	0.0%	0	0.0%
I <u>do not</u> telework because I choose not to telework	7	16.0%	0	0.0%	0	0.0%
Total	46	100.0%	46	100.0%	46	100.0%

## Telework Trends

40. Please select the response that BEST describes your teleworking schedule.

	2020 (BEFORE the COVID-19 pandemic)		2019		2018	
	N	%	N	%	N	%
	I telework every work day	2	4.7%	0	0.0%	1
I telework 3 or 4 days per week	0	0.0%	0	0.0%	0	0.0%
I telework 1 or 2 days per week	14	30.2%	16	38.3%	17	36.8%
I telework, but only about 1 or 2 days per month	2	4.7%	8	18.9%	9	19.7%
I telework very infrequently, on an unscheduled or short-term basis	20	42.2%	16	37.5%	17	34.1%
I <u>do not</u> telework because I have to be physically present on the job (e.g., law enforcement officers, TSA agent, border patrol agent, security personnel)	0	0.0%	0	0.0%	0	0.0%
I <u>do not</u> telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking	0	0.0%	0	0.0%	0	0.0%
I <u>do not</u> telework because I did not receive approval to do so, even though I have the kind of job where I can telework	1	2.2%	0	0.0%	1	2.1%
I <u>do not</u> telework because I choose not to telework	7	16.0%	2	5.2%	2	5.3%
Total	46	100.0%	42	100.0%	47	100.0%

Percentages are weighted to represent the Agency's population.

Trending for the Telework (Q40) question is based on the "BEFORE the COVID-19 pandemic" responses.

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

Source: 2020 OPM Federal Employee Viewpoint Survey



## COVID-19 Pandemic: Employee Supports

43. How has your organization supported your *well-being* needs during the COVID-19 pandemic?

For each support listed, choose the best response from one of the 3 columns: (1) those supports you needed and have been available to you, (2) those needed but not available to you, and (3) those supports you have not currently needed.

	Needed and <u>available</u> to me		Needed, but <u>not available</u> to me		Not needed by me now	
	2020		2020		2020	
	N	%	N	%	N	%
43A. Expanded telework	43	94.3%	0	0.0%	2	5.7%
43B. Expanded work schedule flexibilities	23	49.1%	2	4.6%	20	46.4%
43C. Expanded leave policies	14	32.3%	2	4.1%	30	63.6%
43D. More information on available leave policies	20	47.5%	3	6.0%	22	46.5%
43E. Expanded mental health resources (e.g., assistance with stress of COVID-19)	8	19.9%	4	7.9%	33	72.2%
43F. Expanded physical health resources (e.g., temperature checks, COVID-19 illness testing) at my agency worksite	4	9.9%	1	2.3%	39	87.8%
43G. Timely communication about possible COVID-19 illness at my agency worksite	42	91.0%	1	2.9%	3	6.1%
43H. Protection of employees at higher risk for severe illness from COVID-19 exposure	18	40.1%	0	0.0%	27	59.9%
43I. Limited access to my agency worksite buildings/facilities (e.g., closures, limits on activities with external visitors/groups)	29	63.6%	1	2.9%	15	33.5%
43J. Social distancing (e.g., limits on group size, reduced access to common areas) in my agency worksite	21	44.4%	0	0.0%	25	55.6%
43K. Rearranged workspaces to maximize social distancing	5	10.1%	3	7.5%	37	82.3%
43L. Encouraged use of personal protective equipment (PPE) or other safety equipment in my agency worksite	24	51.0%	0	0.0%	22	49.0%
43M. Cleaning and sanitizing supplies available to reduce risk of illness in my agency worksite	26	55.2%	1	2.0%	19	42.8%
43N. Training for all employees on health and safety protocols	20	43.7%	3	7.2%	22	49.1%

Percentages are weighted to represent the Agency's population.

Source: 2020 OPM Federal Employee Viewpoint Survey

## **COVID-19 Pandemic: Employee Supports**

***44. During the COVID-19 pandemic my organization's senior leaders have demonstrated commitment to employee health and safety.***

	2020	
	N	%
Strongly Agree	38	81.3%
Agree	6	14.8%
Neither Agree nor Disagree	2	3.9%
Disagree	0	0.0%
Strongly Disagree	0	0.0%
No Basis to Judge	0	--
Total	46	100.0%

***45. During the COVID-19 pandemic my organization's senior leaders have supported policies and procedures to protect employee health and safety.***

	2020	
	N	%
Strongly Agree	36	76.5%
Agree	8	19.6%
Neither Agree nor Disagree	2	3.9%
Disagree	0	0.0%
Strongly Disagree	0	0.0%
No Basis to Judge	0	--
Total	46	100.0%

***46. During the COVID-19 pandemic my organization's senior leaders have provided effective communications about the pandemic.***

	2020	
	N	%
Strongly Agree	32	68.5%
Agree	10	21.9%
Neither Agree nor Disagree	3	6.8%
Disagree	1	2.9%
Strongly Disagree	0	0.0%
No Basis to Judge	0	--
Total	46	100.0%

**47. During the COVID-19 pandemic my supervisor has shown concern for my health and safety.**

	2020	
	N	%
Strongly Agree	40	86.9%
Agree	5	11.1%
Neither Agree nor Disagree	1	1.9%
Disagree	0	0.0%
Strongly Disagree	0	0.0%
No Basis to Judge	0	--
Total	46	100.0%

**48. During the COVID-19 pandemic my supervisor has supported my efforts to stay healthy and safe while working.**

	2020	
	N	%
Strongly Agree	40	86.9%
Agree	5	11.1%
Neither Agree nor Disagree	1	1.9%
Disagree	0	0.0%
Strongly Disagree	0	0.0%
No Basis to Judge	0	--
Total	46	100.0%

**49. During the COVID-19 pandemic my supervisor has created an environment where I can voice my concerns about staying healthy and safe.**

	2020	
	N	%
Strongly Agree	37	79.9%
Agree	5	11.1%
Neither Agree nor Disagree	4	9.0%
Disagree	0	0.0%
Strongly Disagree	0	0.0%
No Basis to Judge	0	--
Total	46	100.0%

Percentages are weighted to represent the Agency's population.

"No Basis to Judge" responses are not included in percentage calculations.

Source: 2020 OPM Federal Employee Viewpoint Survey

## COVID-19 Pandemic: Work Supports

50. How has your organization supported your work during the COVID-19 pandemic?

For each support listed choose the best response from one of the 3 columns: (1) those supports you needed and have been available to you, (2) those you needed but not available to you, and (3) those supports you have not currently needed.

	Needed and <u>available</u> to me		Needed, but <u>not available</u> to me		Not needed by me now	
	2020		2020		2020	
	N	%	N	%	N	%
50A. Consistent communication (e.g., organizational status, what to expect)	41	89.0%	3	6.7%	2	4.3%
50B. Training for new/changed work or work processes because of the pandemic	28	59.9%	5	10.9%	13	29.2%
50C. Reallocation of resources (e.g., staffing, budget, materials) to support changes in work because of the pandemic	30	66.5%	2	3.9%	14	29.6%
50D. Help with commuting issues (e.g., alternatives to public transportation)	5	12.2%	4	8.3%	37	79.5%
50E. Options for work/business travel	4	7.9%	3	6.9%	39	85.2%
50F. Information on remote work policies, procedures, and expectations	40	87.8%	3	5.7%	3	6.4%
50G. Training on how to work remotely	20	43.1%	7	13.9%	19	43.0%
50H. Equipment and technology for working remotely (e.g., laptops, cell phone, Information Technology infrastructure)	43	94.2%	3	5.8%	0	0.0%
50I. Expanded collaboration tools (e.g., video conferencing, teleconferencing)	46	100.0%	0	0.0%	0	0.0%
50J. Expanded training for using remote work tools and applications	38	82.2%	5	10.8%	3	7.0%
50K. Expanded Information Technology (IT) support	40	89.8%	2	4.1%	3	6.1%
50L. Information about data security policies and procedures	34	74.2%	7	14.6%	5	11.1%

Percentages are weighted to represent the Agency's population.

Source: 2020 OPM Federal Employee Viewpoint Survey

## COVID-19 Pandemic: Work Supports

**51. Does the type of work you do require you to be physically present at a worksite (e.g., border patrol agent, TSA agent, meat inspector)?**

	2020	
	N	%
Yes	0	0.0%
No	45	98.1%
Other	1	1.9%
Total	46	100.0%

Percentages are weighted to represent the Agency's population.

Source: 2020 OPM Federal Employee Viewpoint Survey

## COVID-19 Pandemic: Work Effects

### ***52. How disruptive has the COVID-19 pandemic been to your ability to do your work?***

	2020	
	N	%
Extremely	3	6.7%
Very	2	3.9%
Somewhat	8	18.8%
Slightly	17	35.8%
Not at All	16	34.7%
No Basis to Judge	0	--
Total	46	100.0%

### ***53. How have your work demands changed because of the COVID-19 pandemic?***

	2020	
	N	%
Greatly Increased	15	31.8%
Somewhat Increased	17	35.7%
About the Same	12	28.0%
Somewhat Decreased	2	4.5%
Greatly Decreased	0	0.0%
No Basis to Judge	0	--
Total	46	100.0%

### ***56. In the phased return of employees to the agency worksite (i.e., opening up government), my organization has made employee safety a top priority.***

	2020	
	N	%
Strongly Agree	29	73.7%
Agree	8	18.5%
Neither Agree nor Disagree	2	4.5%
Disagree	1	3.3%
Strongly Disagree	0	0.0%
No Basis to Judge	6	--
Total	46	100.0%

**57. Based on my organization's handling of the COVID-19 pandemic, I believe my organization will respond effectively to future emergencies.**

	2020	
	N	%
Strongly Agree	27	59.8%
Agree	15	30.6%
Neither Agree nor Disagree	4	9.6%
Disagree	0	0.0%
Strongly Disagree	0	0.0%
No Basis to Judge	0	--
Total	46	100.0%

Percentages are weighted to represent the Agency's population.

"No Basis to Judge" responses are not included in percentage calculations.

Source: 2020 OPM Federal Employee Viewpoint Survey



## COVID-19 Pandemic: Work Effects

Please answer the question below thinking of your experiences prior to the COVID-19 pandemic (for much of the Federal government, pandemic responses began in March 2020).

**54A. Prior to the COVID-19 pandemic, my work unit met the needs of our customers.**

	2020	
	N	%
Always	27	59.2%
Most of the Time	17	37.8%
Sometimes	1	2.9%
Rarely	0	0.0%
Never	0	0.0%
No Basis to Judge	0	--
Total	45	100.0%

**54B. Prior to the COVID-19 pandemic, my work unit contributed positively to my agency's performance.**

	2020	
	N	%
Always	37	79.9%
Most of the Time	7	17.2%
Sometimes	1	2.9%
Rarely	0	0.0%
Never	0	0.0%
No Basis to Judge	0	--
Total	45	100.0%

**54C. Prior to the COVID-19 pandemic, my work unit produced high-quality work.**

	2020	
	N	%
Always	33	70.6%
Most of the Time	12	26.5%
Sometimes	0	0.0%
Rarely	1	2.9%

Never	0	0.0%
No Basis to Judge	0	--
Total	46	100.0%

**54D. Prior to the COVID-19 pandemic, my work unit adapted to changing priorities.**

	2020	
	N	%
Always	32	68.9%
Most of the Time	11	24.4%
Sometimes	2	3.8%
Rarely	1	2.9%
Never	0	0.0%
No Basis to Judge	0	--
Total	46	100.0%

**54E. Prior to the COVID-19 pandemic, my work unit successfully collaborated.**

	2020	
	N	%
Always	32	69.5%
Most of the Time	9	18.5%
Sometimes	4	9.2%
Rarely	1	2.9%
Never	0	0.0%
No Basis to Judge	0	--
Total	46	100.0%

**54F. Prior to the COVID-19 pandemic, my work unit achieved our goals.**

	2020	
	N	%
Always	30	63.4%
Most of the Time	15	33.8%
Sometimes	1	2.9%
Rarely	0	0.0%
Never	0	0.0%
No Basis to Judge	0	--

Total	46	100.0%
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*Please answer the question below thinking of your experiences during the COVID-19 pandemic (for much of the Federal government, pandemic responses began in March 2020).*

**55A. During the COVID-19 pandemic, my work unit has met the needs of our customers.**

	2020	
	N	%
Always	26	55.7%
Most of the Time	17	37.6%
Sometimes	3	6.8%
Rarely	0	0.0%
Never	0	0.0%
No Basis to Judge	0	--
Total	46	100.0%

**55B. During the COVID-19 pandemic, my work unit has contributed positively to my agency's performance.**

	2020	
	N	%
Always	37	78.3%
Most of the Time	8	18.8%
Sometimes	1	2.9%
Rarely	0	0.0%
Never	0	0.0%
No Basis to Judge	0	--
Total	46	100.0%

**55C. During the COVID-19 pandemic, my work unit has produced high-quality work.**

	2020	
	N	%
Always	33	70.6%
Most of the Time	12	26.5%
Sometimes	1	2.9%
Rarely	0	0.0%

Never	0	0.0%
No Basis to Judge	0	--
Total	46	100.0%

**55D. During the COVID-19 pandemic, my work unit has adapted to changing priorities.**

	2020	
	N	%
Always	34	72.9%
Most of the Time	10	21.4%
Sometimes	1	2.9%
Rarely	1	2.9%
Never	0	0.0%
No Basis to Judge	0	--
Total	46	100.0%

**55E. During the COVID-19 pandemic, my work unit has successfully collaborated.**

	2020	
	N	%
Always	32	69.3%
Most of the Time	11	23.7%
Sometimes	2	4.1%
Rarely	1	2.9%
Never	0	0.0%
No Basis to Judge	0	--
Total	46	100.0%

**55F. During the COVID-19 pandemic, my work unit has achieved our goals.**

	2020	
	N	%
Always	31	66.2%
Most of the Time	14	31.0%
Sometimes	1	2.9%
Rarely	0	0.0%
Never	0	0.0%
No Basis to Judge	0	--

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Total	46	100.0%
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Percentages are weighted to represent the Agency's population.

"No Basis to Judge" responses are not included in percentage calculations.

Source: 2020 OPM Federal Employee Viewpoint Survey

When responding to questions 58 through 64 about Work-Life programs, respondents were asked to share their work experiences since the last OPM FEVS administration (June 2019).

58. How satisfied are you with the Telework program in your agency?	2020			2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
Very Satisfied	28	63.3%	62.1%	8	19.9%	18.9%	11	24.5%	22.7%
Satisfied	9	18.1%	17.8%	16	39.3%	37.3%	20	49.7%	46.0%
Neither Satisfied nor Dissatisfied	7	16.6%	16.3%	6	15.4%	14.6%	5	11.8%	10.9%
Dissatisfied	1	2.0%	1.9%	8	20.2%	19.2%	3	6.6%	6.1%
Very Dissatisfied	0	0.0%	0.0%	2	5.1%	4.9%	3	7.4%	6.8%
Item Response Total	45	100.0%	98.1%	40	100.0%	94.8%	42	100.0%	92.5%
I choose not to participate in this program	1	--	1.9%	2	--	5.2%	3	--	7.5%
This program is not available to me	0	--	0.0%	0	--	0.0%	0	--	0.0%
I am unaware of this program	0	--	0.0%	0	--	0.0%	0	--	0.0%
Total	46	100.0%	100.0%	42	100.0%	100.0%	45	100.0%	100.0%

59. 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)	2020		2019	
	N	%	N	%
Alternative Work Schedules (for example, compressed work schedule, flexible work schedule)	22	48.8%	20	48.7%
Health and Wellness Programs (for example, onsite exercise, flu vaccination, medical screening, CPR training, Health and wellness fair)	19	43.6%	16	39.2%
Employee Assistance Program - EAP (for example, short-term counseling, referral services, legal services, education services)	6	14.6%	7	17.3%
Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, subsidy, flexible spending account)	1	3.2%	0	0.0%
Elder Care Programs (for example, elder/adult care, support groups, resources)	1	1.9%	0	0.0%
None listed above	16	34.0%	15	36.4%
Total (percents will add to more than 100% because respondents could choose more than one response option)	46	--	41	--

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

60. How satisfied are you with the following Work-Life programs in your agency? Alternative Work Schedules (for example, compressed work schedule, flexible work schedule)	2020			2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
Very Satisfied	19	69.1%	42.1%	9	26.7%	21.5%	16	49.4%	33.9%
Satisfied	5	19.4%	11.8%	15	44.2%	35.7%	13	38.1%	26.1%
Neither Satisfied nor Dissatisfied	2	8.3%	5.1%	8	23.5%	18.9%	4	12.5%	8.6%
Dissatisfied	0	0.0%	0.0%	2	5.6%	4.5%	0	0.0%	0.0%
Very Dissatisfied	1	3.1%	1.9%	0	0.0%	0.0%	0	0.0%	0.0%
Item Response Total	27	100.0%	60.9%	34	100.0%	80.6%	33	100.0%	68.6%
I choose not to participate in these programs	15	--	30.5%	6	--	14.4%	11	--	24.2%
These programs are not available to me	4	--	8.6%	2	--	4.9%	2	--	5.3%
I am unaware of these programs	0	--	0.0%	0	--	0.0%	1	--	1.9%
Total	46	100.0%	100.0%	42	100.0%	100.0%	47	100.0%	100.0%

61. How satisfied are you with the following Work-Life programs in your agency? Health and Wellness Programs (for example, onsite exercise, flu vaccination, medical screening, CPR training, health and wellness fair)	2020			2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
Very Satisfied	8	25.3%	19.8%	6	18.4%	14.4%	7	16.6%	14.2%
Satisfied	14	39.5%	30.8%	16	48.6%	38.1%	21	47.4%	40.6%
Neither Satisfied nor Dissatisfied	8	22.5%	17.6%	8	24.1%	18.9%	10	26.3%	22.5%
Dissatisfied	5	12.7%	9.9%	3	9.0%	7.0%	2	7.5%	6.4%
Very Dissatisfied	0	0.0%	0.0%	0	0.0%	0.0%	1	2.2%	1.9%
Item Response Total	35	100.0%	78.0%	33	100.0%	78.4%	41	100.0%	85.7%
I choose not to participate in these programs	8	--	18.0%	8	--	19.4%	1	--	3.2%
These programs are not available to me	1	--	2.0%	1	--	2.3%	3	--	6.0%
I am unaware of these programs	1	--	2.0%	0	--	0.0%	2	--	5.1%
Total	45	100.0%	100.0%	42	100.0%	100.0%	47	100.0%	100.0%

62. How satisfied are you with the following Work-Life programs in your agency? Employee Assistance Program - EAP (for example, short-term counseling, referral services, legal services, education services)	2020			2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
Very Satisfied	8	32.9%	19.3%	4	17.6%	9.7%	6	19.4%	12.1%
Satisfied	7	25.6%	15.1%	13	56.2%	30.8%	10	32.9%	20.4%
Neither Satisfied nor Dissatisfied	10	38.3%	22.5%	5	22.0%	12.0%	13	47.7%	29.6%
Dissatisfied	0	0.0%	0.0%	1	4.1%	2.3%	0	0.0%	0.0%
Very Dissatisfied	1	3.3%	1.9%	0	0.0%	0.0%	0	0.0%	0.0%
Item Response Total	26	100.0%	58.8%	23	100.0%	54.7%	29	100.0%	62.1%
I choose not to participate in these programs	20	--	41.2%	18	--	42.3%	12	--	24.7%
These programs are not available to me	0	--	0.0%	0	--	0.0%	0	--	0.0%
I am unaware of these programs	0	--	0.0%	1	--	2.9%	6	--	13.2%
Total	46	100.0%	100.0%	42	100.0%	100.0%	47	100.0%	100.0%

63. How satisfied are you with the following Work-Life programs in your agency? Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, subsidy, flexible spending account)	2020			2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
Very Satisfied	1	38.6%	2.0%	0	0.0%	0.0%	1	7.6%	2.0%
Satisfied	1	61.4%	3.2%	1	18.1%	2.6%	6	52.3%	14.0%
Neither Satisfied nor Dissatisfied	0	0.0%	0.0%	5	81.9%	11.9%	5	40.1%	10.7%
Dissatisfied	0	0.0%	0.0%	0	0.0%	0.0%	0	0.0%	0.0%
Very Dissatisfied	0	0.0%	0.0%	0	0.0%	0.0%	0	0.0%	0.0%
Item Response Total	2	100.0%	5.1%	6	100.0%	14.5%	12	100.0%	26.7%
I choose not to participate in these programs	29	--	63.4%	23	--	54.4%	15	--	32.1%
These programs are not available to me	8	--	15.8%	10	--	24.4%	8	--	19.6%
I am unaware of these programs	7	--	15.7%	3	--	6.8%	11	--	21.6%
Total	46	100.0%	100.0%	42	100.0%	100.0%	46	100.0%	100.0%

64. How satisfied are you with the following Work-Life programs in your agency? Elder Care Programs (for example, elder/adult care, support groups, resources)	2020			2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
Very Satisfied	0	0.0%	0.0%	0	0.0%	0.0%	1	11.8%	2.0%
Satisfied	1	37.8%	1.9%	2	40.1%	4.9%	2	25.9%	4.4%
Neither Satisfied nor Dissatisfied	1	62.2%	3.2%	3	59.9%	7.3%	4	48.4%	8.2%
Dissatisfied	0	0.0%	0.0%	0	0.0%	0.0%	1	13.9%	2.4%
Very Dissatisfied	0	0.0%	0.0%	0	0.0%	0.0%	0	0.0%	0.0%
Item Response Total	2	100.0%	5.1%	5	100.0%	12.2%	8	100.0%	16.9%
I choose not to participate in these programs	28	--	61.6%	23	--	54.7%	12	--	24.7%
These programs are not available to me	8	--	15.7%	8	--	18.9%	10	--	23.2%
I am unaware of these programs	8	--	17.6%	6	--	14.2%	17	--	35.2%

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Total	46	100.0%	100.0%	42	100.0%	100.0%	47	100.0%	100.0%
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Percentages are weighted to represent the Agency's population.

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

Source: 2020 OPM Federal Employee Viewpoint Survey

## Work-Life

**65. Which of the following paid and unpaid child care arrangements have you used to perform your work responsibilities during the COVID-19 pandemic? (Mark all that apply)**

	2020	
	N	%
I do not have any child care responsibilities	33	73.2%
No arrangements needed to manage child care responsibilities (e.g., older children)	4	10.0%
Child care in my own home (e.g., other parent, relative, nanny, au pair)	6	11.9%
Alternative work arrangement (e.g., telework, flexible work schedule)	3	5.9%
Child care center	0	0.0%
Paid leave	5	10.9%
Unpaid leave	1	2.0%
Child care in someone else's home (e.g., relative or neighbor, professional child care provider)	1	2.0%
Respite care (temporary care of a sick or disabled child, providing relief for their usual caregiver)	0	0.0%
Agency emergency back-up care program	0	0.0%
Resource and referral services for dependent child care	0	0.0%
Other services/arrangements	1	2.9%
Total (percents will add to more than 100% because respondents could choose more than one response option)	45	--

Percentages are weighted to represent the Agency's population.

Note: "I do not have any child care responsibilities" and "No arrangements needed to manage child care responsibilities (e.g., older children)" response options are mutually exclusive; respondents could not select either of these options and any other response option.

Source: 2020 OPM Federal Employee Viewpoint Survey



## Work-Life

**66. Which of the following paid and unpaid elder/adult care arrangements have you used to perform your work responsibilities during the COVID-19 pandemic? (Mark all that apply)**

	2020	
	N	%
I do not have any elder/adult care responsibilities	34	80.2%
No arrangements needed to manage elder/adult care responsibilities (e.g., elder can manage tasks of everyday living)	3	6.2%
Alternative work arrangement (e.g., telework, flexible work schedule)	3	7.1%
Elder/adult day care center	0	0.0%
Paid leave	3	7.5%
Unpaid leave	0	0.0%
Long-term care insurance	0	0.0%
Respite care (temporary care of a sick or disabled adult/elder, providing relief for their usual caregiver)	1	3.0%
Other services/arrangements	1	2.1%
Total (percents will add to more than 100% because respondents could choose more than one response option)	43	--

Percentages are weighted to represent the Agency's population.

Note: "I do not have any elder/adult care responsibilities" and "No arrangements needed to manage elder/adult care responsibilities (e.g., elder can manage tasks of everyday living)" response options are mutually exclusive; respondents could not select either of these options and any other response option.

Source: 2020 OPM Federal Employee Viewpoint Survey

## Work-Life

**67. During the COVID-19 pandemic, how disruptive have school closures/changes been to your ability to do your work?**

	2020	
	N	%
I do not have responsibility for school-aged children	29	--
Extremely	2	13.8%
Very	4	35.2%
Somewhat	4	27.2%
Slightly	2	16.8%
Not at All	1	7.0%
Does Not Apply	4	--
Total	46	100.0%

**68. During the COVID-19 pandemic, how disruptive have changes to your children's day care been to your ability to do your work?**

	2020	
	N	%
I do not have responsibility for children who need day care	36	--
Extremely	1	16.3%
Very	2	51.1%
Somewhat	2	32.6%
Slightly	0	0.0%
Not at All	0	0.0%
Does Not Apply	5	--
Total	46	100.0%

Percentages are weighted to represent the Agency's population.

"I do not have responsibility for school-aged children", "I do not have responsibility for children who need day care", and "Does Not Apply" responses are not included in percentage calculations.

Source: 2020 OPM Federal Employee Viewpoint Survey