



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

FIELD PERIOD	Sept 16 - Oct 28, 2020
SAMPLE OR CENSUS	CENSUS
NUMBER OF SURVEYS	1,311
NUMBER OF SURVEYS	1,829
RESPONSE RATE	71.7%

**28** items identified as **strengths** (65% positive or

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

### Engagement Index Score

#### 2020 ENGAGEMENT INDEX

77%

LEADERS LEAD

68%

SUPERVISORS

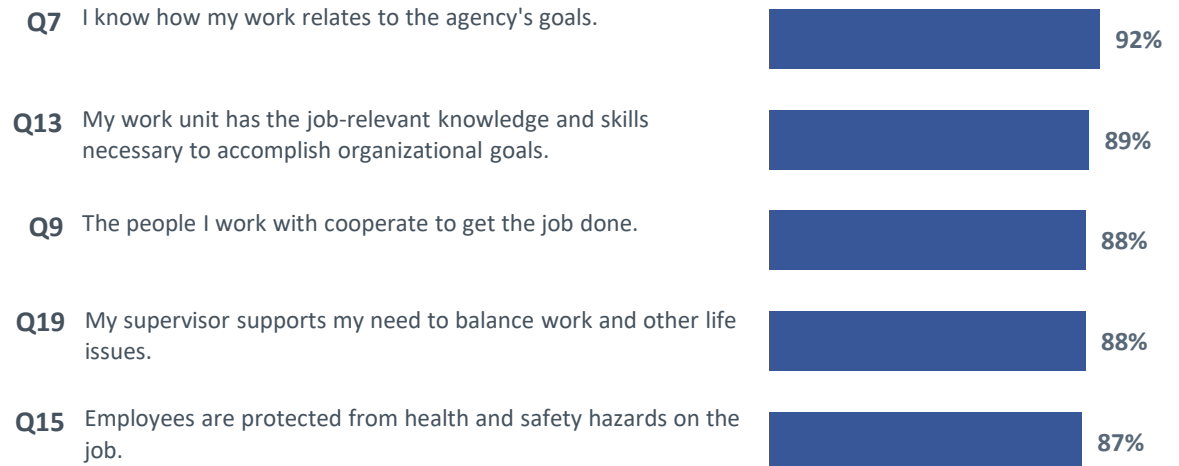
83%

INTRINSIC WORK EXPERIENCE

80%

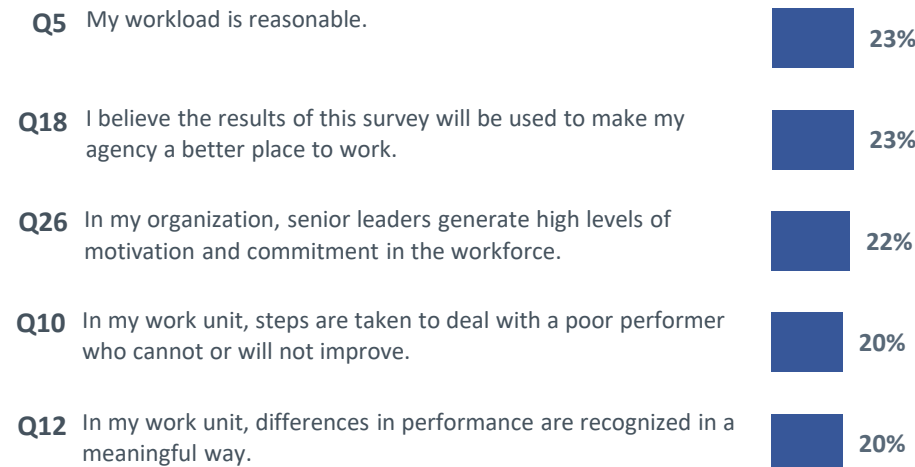
### Highest % Positive Items

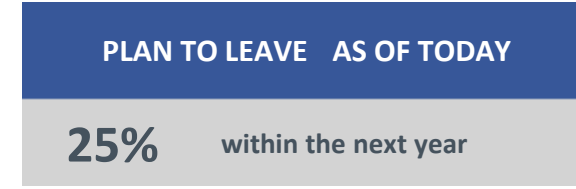
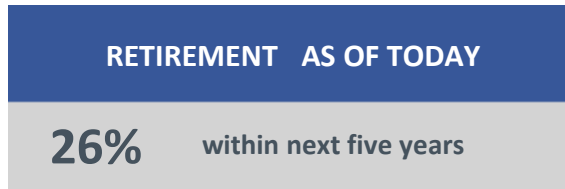
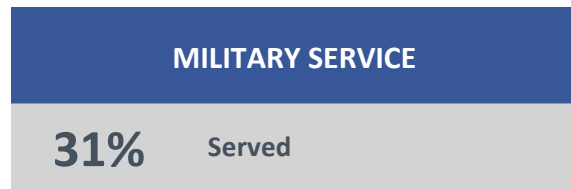
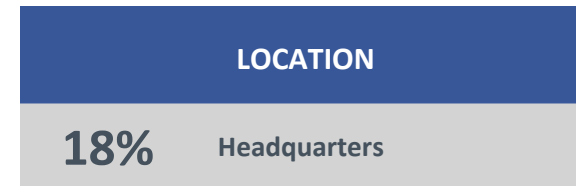
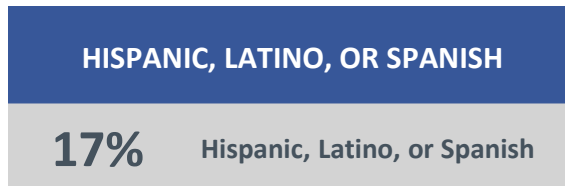
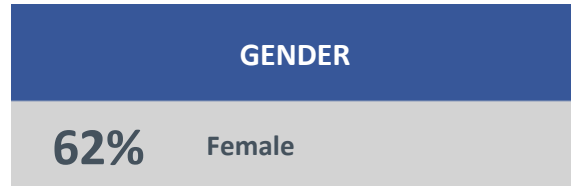
Select: Highest % Positive



### Highest % Negative Items

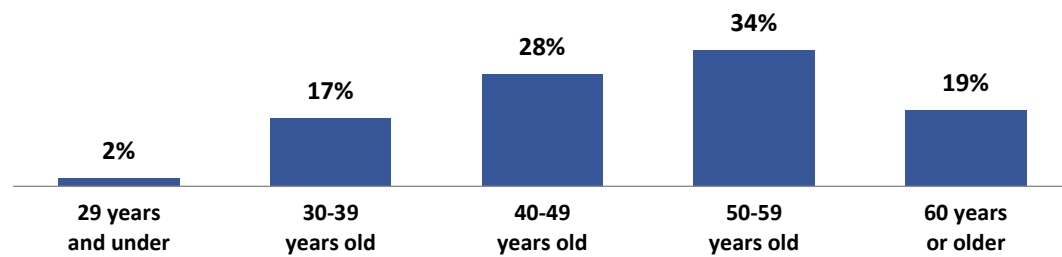
Select: Highest % Negative





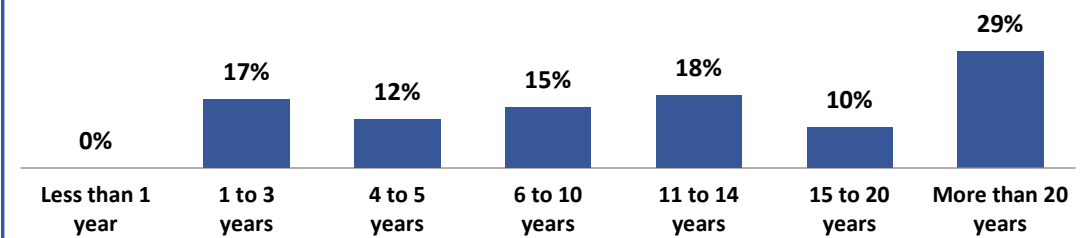
Age Group

- Age Group
- Racial Category
- Education



Agency Tenure

- Agency Tenure
- Federal Tenure
- Supervisory Status
- Pay Category/Grade





Annual Employee Survey (AES) Report

Equal Employment Opportunity Commission

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

**36** items increased since 2019

	2017	2018	2019	2020	Percentage Point Change
Q12 In my work unit, differences in performance are recognized in a meaningful way.	43%	46%	47%	61%	+14
Q14 Employees are recognized for providing high quality products and services.	58%	57%	60%	72%	+12
Q34 How satisfied are you with the information you receive from management on what's going on in your organization?	58%	59%	59%	69%	+10
Q10 In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	37%	39%	42%	52%	+10
Q35 How satisfied are you with the recognition you receive for doing a good job?	57%	61%	60%	69%	+9

Select: Largest Decreases since 2019 ▼

### Largest Decreases in Percent Positive since 2019

**1** item decreased since 2019

	2017	2018	2019	2020	Percentage Point Change
Q3 My work gives me a feeling of personal accomplishment.	81%	80%	83%	82%	-1

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.	72.6%	32.6%	39.9%	14.8%	8.5%	4.1%	12.6%	422	523	191	113	53	1302	
Agree-disagree	2	I feel encouraged to come up with new and better ways of doing things.	68.3%	32.5%	35.8%	14.2%	11.7%	5.7%	17.4%	418	462	183	155	75	1293	
Agree-disagree	3	My work gives me a feeling of personal accomplishment.	81.9%	47.6%	34.3%	10.7%	4.8%	2.6%	7.4%	621	449	135	65	32	1302	
Agree-disagree	4	I know what is expected of me on the job.	85.5%	43.1%	42.3%	7.4%	4.5%	2.6%	7.2%	559	551	97	61	35	1303	
Agree-disagree	5	*My workload is reasonable.	62.4%	18.0%	44.4%	14.1%	12.6%	10.8%	23.4%	227	575	184	171	143	1300	
Agree-disagree	6	*My talents are used well in the workplace.	69.9%	24.9%	45.0%	14.5%	9.6%	6.0%	15.6%	316	580	185	123	77	1281	
Agree-disagree	7	*I know how my work relates to the agency's goals.	92.5%	45.5%	47.0%	4.1%	2.3%	1.1%	3.4%	589	609	52	31	15	1296	
Agree-disagree	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	62.8%	29.5%	33.3%	19.8%	9.0%	8.4%	17.4%	374	418	250	114	105	1261	
Agree-disagree	9	*The people I work with cooperate to get the job done.	88.0%	46.3%	41.8%	6.4%	4.2%	1.4%	5.6%	599	544	85	58	20	1306	
Agree-disagree	10	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	51.7%	17.3%	34.4%	28.4%	11.5%	8.3%	19.9%	184	368	295	123	88	1058	
Agree-disagree	12	*In my work unit, differences in performance are recognized in a meaningful way.	60.5%	21.3%	39.2%	19.8%	12.7%	6.9%	19.6%	249	459	232	152	80	1172	
Agree-disagree	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	89.1%	40.0%	49.1%	6.7%	2.7%	1.5%	4.2%	512	638	86	35	19	1290	
Agree-disagree	14	Employees are recognized for providing high quality products and services.	72.1%	29.3%	42.8%	13.2%	9.6%	5.1%	14.7%	372	555	165	125	67	1284	
Agree-disagree	15	Employees are protected from health and safety hazards on the job.	87.1%	43.2%	43.9%	8.7%	2.3%	2.0%	4.3%	558	562	110	29	26	1285	
Agree-disagree	16	My agency is successful at accomplishing its mission.	80.2%	34.0%	46.2%	12.7%	5.1%	2.0%	7.1%	433	594	165	68	27	1287	
Agree-disagree	17	*I recommend my organization as a good place to work.	73.0%	31.0%	42.0%	17.6%	6.3%	3.1%	9.4%	398	554	231	84	42	1309	
Agree-disagree	18	*I believe the results of this survey will be used to make my agency a better place to work.	49.7%	18.4%	31.2%	27.1%	13.3%	9.9%	23.2%	216	364	319	161	118	1178	
Agree-disagree	19	My supervisor supports my need to balance work and other life issues.	88.0%	58.3%	29.7%	6.5%	3.4%	2.1%	5.5%	759	387	83	44	28	1301	
Agree-disagree	20	My supervisor is committed to a workforce representative of all segments of society.	82.2%	53.7%	28.5%	12.5%	2.9%	2.4%	5.3%	673	359	152	37	31	1252	
Agree-disagree	21	Supervisors in my work unit support employee development.	81.3%	50.6%	30.7%	10.3%	4.4%	4.0%	8.5%	649	397	131	58	52	1287	
Agree-disagree	22	My supervisor listens to what I have to say.	84.2%	54.5%	29.7%	7.5%	5.2%	3.1%	8.3%	711	388	96	71	39	1305	
Agree-disagree	23	My supervisor treats me with respect.	86.9%	59.1%	27.8%	7.0%	3.5%	2.5%	6.0%	768	362	92	46	32	1300	
Agree-disagree	24	I have trust and confidence in my supervisor.	78.4%	51.7%	26.7%	11.2%	6.4%	4.0%	10.4%	673	348	144	84	52	1301	
Good-poor	25	Overall, how good a job do you feel is being done by your immediate supervisor?	82.2%	58.9%	23.3%	11.9%	3.4%	2.5%	5.9%	767	307	155	46	33	1308	
Agree-disagree	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	57.7%	22.2%	35.5%	19.9%	13.0%	9.4%	22.4%	283	453	254	172	124	1286	
Agree-disagree	27	My organization's senior leaders maintain high standards of honesty and integrity.	62.8%	28.3%	34.5%	21.3%	8.3%	7.6%	15.9%	347	424	262	106	95	1234	
Agree-disagree	28	*Managers communicate the goals of the organization.	81.3%	32.5%	48.7%	10.3%	5.1%	3.3%	8.4%	418	630	132	66	43	1289	
Agree-disagree	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	69.9%	28.4%	41.5%	15.4%	8.8%	5.9%	14.7%	359	529	193	113	77	1271	
Good-poor	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	75.5%	43.0%	32.4%	15.2%	4.7%	4.7%	9.3%	517	399	186	59	58	1219	
Agree-disagree	31	I have a high level of respect for my organization's senior leaders.	64.3%	31.9%	32.4%	19.6%	9.2%	6.9%	16.1%	404	411	253	120	92	1280	

Agree-disagree	32	Senior leaders demonstrate support for Work-Life programs.	73.4%	34.7%	38.7%	17.9%	4.8%	3.8%	8.6%	417	469	216	59	46	1207
Satisfied-dissatisfied	33	*How satisfied are you with your involvement in decisions that affect your work?	60.7%	23.5%	37.2%	20.1%	13.5%	5.7%	19.2%	304	475	259	179	74	1291
Satisfied-dissatisfied	34	*How satisfied are you with the information you receive from management on what's going on in your organization?	68.8%	25.9%	42.9%	16.3%	10.1%	4.9%	14.9%	336	550	214	133	63	1296
Satisfied-dissatisfied	35	*How satisfied are you with the recognition you receive for doing a good job?	68.7%	29.5%	39.1%	15.5%	10.4%	5.5%	15.9%	378	508	202	134	71	1293
Satisfied-dissatisfied	36	*Considering everything, how satisfied are you with your job?	76.2%	33.8%	42.3%	13.5%	7.1%	3.3%	10.4%	434	547	173	94	43	1291
Satisfied-dissatisfied	37	Considering everything, how satisfied are you with your pay?	69.9%	27.5%	42.4%	13.4%	11.6%	5.1%	16.7%	353	554	171	148	65	1291
Satisfied-dissatisfied	38	*Considering everything, how satisfied are you with your organization?	71.4%	27.6%	43.8%	15.6%	9.4%	3.5%	13.0%	355	566	204	125	47	1297

\* 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	213	23.8%	167	19.5%
Remain in the work unit and continue to underperform	283	31.5%	348	39.5%
Leave the work unit - removed or transferred	82	9.1%	83	9.6%
Leave the work unit - quit	33	3.6%	24	2.8%
There are no poor performers in my work unit	282	32.0%	245	28.6%
<b>Item Response Total</b>	<b>893</b>	<b>100.0%</b>	<b>867</b>	<b>100.0%</b>
Do Not Know	416	--	319	--
<b>Total</b>	<b>1,309</b>	<b>100.0%</b>	<b>1,186</b>	<b>100.0%</b>

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 Satisfied nor 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.	72.6%	14.8%	12.6%	1302	N/A
Agree-disagree	2020	2	I feel encouraged to come up with new and better ways of doing things.	68.3%	14.2%	17.4%	1293	N/A
Agree-disagree	2020	3	My work gives me a feeling of personal accomplishment.	81.9%	10.7%	7.4%	1302	N/A
Agree-disagree	2020	4	I know what is expected of me on the job.	85.5%	7.4%	7.2%	1303	N/A
Agree-disagree	2020	5	*My workload is reasonable.	62.4%	14.1%	23.4%	1300	0
Agree-disagree	2020	6	*My talents are used well in the workplace.	69.9%	14.5%	15.6%	1281	1
Agree-disagree	2020	7	*I know how my work relates to the agency's goals.	92.5%	4.1%	3.4%	1296	1
Agree-disagree	2020	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	62.8%	19.8%	17.4%	1261	43
Agree-disagree	2020	9	*The people I work with cooperate to get the job done.	88.0%	6.4%	5.6%	1306	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.	51.7%	28.4%	19.9%	1058	249
Agree-disagree	2020	12	*In my work unit, differences in performance are recognized in a meaningful way.	60.5%	19.8%	19.6%	1172	135
Agree-disagree	2020	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	89.1%	6.7%	4.2%	1290	14
Agree-disagree	2020	14	Employees are recognized for providing high quality products and services.	72.1%	13.2%	14.7%	1284	15
Agree-disagree	2020	15	Employees are protected from health and safety hazards on the job.	87.1%	8.7%	4.3%	1285	15
Agree-disagree	2020	16	My agency is successful at accomplishing its mission.	80.2%	12.7%	7.1%	1287	13
Agree-disagree	2020	17	*I recommend my organization as a good place to work.	73.0%	17.6%	9.4%	1309	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.	49.7%	27.1%	23.2%	1178	131
Agree-disagree	2020	19	My supervisor supports my need to balance work and other life issues.	88.0%	6.5%	5.5%	1301	5
Agree-disagree	2020	20	My supervisor is committed to a workforce representative of all segments of society.	82.2%	12.5%	5.3%	1252	51
Agree-disagree	2020	21	Supervisors in my work unit support employee development.	81.3%	10.3%	8.5%	1287	17
Agree-disagree	2020	22	My supervisor listens to what I have to say.	84.2%	7.5%	8.3%	1305	N/A
Agree-disagree	2020	23	My supervisor treats me with respect.	86.9%	7.0%	6.0%	1300	N/A
Agree-disagree	2020	24	I have trust and confidence in my supervisor.	78.4%	11.2%	10.4%	1301	N/A
Good-poor	2020	25	Overall, how good a job do you feel is being done by your immediate supervisor?	82.2%	11.9%	5.9%	1308	N/A
Agree-disagree	2020	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	57.7%	19.9%	22.4%	1286	17
Agree-disagree	2020	27	My organization's senior leaders maintain high standards of honesty and integrity.	62.8%	21.3%	15.9%	1234	65
Agree-disagree	2020	28	*Managers communicate the goals of the organization.	81.3%	10.3%	8.4%	1289	12
Agree-disagree	2020	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	69.9%	15.4%	14.7%	1271	31
Good-poor	2020	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	75.5%	15.2%	9.3%	1219	82
Agree-disagree	2020	31	I have a high level of respect for my organization's senior leaders.	64.3%	19.6%	16.1%	1280	22
Agree-disagree	2020	32	Senior leaders demonstrate support for Work-Life programs.	73.4%	17.9%	8.6%	1207	91
Satisfied-dissatisfied	2020	33	*How satisfied are you with your involvement in decisions that affect your work?	60.7%	20.1%	19.2%	1291	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?	68.8%	16.3%	14.9%	1296	N/A
Satisfied-dissatisfied	2020	35	*How satisfied are you with the recognition you receive for doing a good job?	68.7%	15.5%	15.9%	1293	N/A
Satisfied-dissatisfied	2020	36	*Considering everything, how satisfied are you with your job?	76.2%	13.5%	10.4%	1291	N/A
Satisfied-dissatisfied	2020	37	Considering everything, how satisfied are you with your pay?	69.9%	13.4%	16.7%	1291	N/A
Satisfied-dissatisfied	2020	38	*Considering everything, how satisfied are you with your organization?	71.4%	15.6%	13.0%	1297	N/A
Agree-disagree	2019	1	*I am given a real opportunity to improve my skills in my organization.	67.2%	14.7%	18.1%	1225	N/A
Agree-disagree	2019	2	I feel encouraged to come up with new and better ways of doing things.	63.2%	15.1%	21.7%	1227	N/A
Agree-disagree	2019	3	My work gives me a feeling of personal accomplishment.	82.7%	10.5%	6.8%	1229	N/A
Agree-disagree	2019	4	I know what is expected of me on the job.	81.3%	10.5%	8.1%	1224	N/A
Agree-disagree	2019	5	*My workload is reasonable.	56.0%	12.7%	31.3%	1217	5
Agree-disagree	2019	6	*My talents are used well in the workplace.	64.8%	15.1%	20.1%	1198	8
Agree-disagree	2019	7	*I know how my work relates to the agency's goals.	90.4%	5.6%	3.9%	1228	1
Agree-disagree	2019	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	60.6%	20.0%	19.4%	1164	63
Agree-disagree	2019	9	*The people I work with cooperate to get the job done.	79.3%	10.4%	10.3%	1221	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.	42.1%	29.8%	28.1%	1057	164
Agree-disagree	2019	12	*In my work unit, differences in performance are recognized in a meaningful way.	46.6%	25.9%	27.5%	1115	112
Agree-disagree	2019	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	84.2%	9.6%	6.2%	1213	11
Agree-disagree	2019	14	Employees are recognized for providing high quality products and services.	60.2%	16.2%	23.6%	1173	37
Agree-disagree	2019	15	Employees are protected from health and safety hazards on the job.	79.9%	12.3%	7.8%	1186	22
Agree-disagree	2019	16	My agency is successful at accomplishing its mission.	75.8%	15.8%	8.4%	1190	13
Agree-disagree	2019	17	*I recommend my organization as a good place to work.	66.2%	19.6%	14.2%	1205	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.	46.1%	24.9%	29.0%	1113	96
Agree-disagree	2019	19	My supervisor supports my need to balance work and other life issues.	83.3%	7.9%	8.8%	1197	8
Agree-disagree	2019	20	My supervisor is committed to a workforce representative of all segments of society.	76.4%	15.8%	7.8%	1137	66
Agree-disagree	2019	21	Supervisors in my work unit support employee development.	72.5%	13.8%	13.7%	1184	24

Agree-disagree	2019	22	My supervisor listens to what I have to say.	80.8%	8.9%	10.3%	1204	N/A
Agree-disagree	2019	23	My supervisor treats me with respect.	83.9%	8.0%	8.1%	1203	N/A
Agree-disagree	2019	24	I have trust and confidence in my supervisor.	73.0%	13.7%	13.4%	1204	N/A
Good-poor	2019	25	Overall, how good a job do you feel is being done by your immediate supervisor?	76.4%	13.2%	10.4%	1200	N/A
Agree-disagree	2019	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	49.0%	23.3%	27.7%	1163	36
Agree-disagree	2019	27	My organization's senior leaders maintain high standards of honesty and integrity.	59.0%	22.1%	19.0%	1106	96
Agree-disagree	2019	28	*Managers communicate the goals of the organization.	73.8%	13.8%	12.4%	1180	17
Agree-disagree	2019	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	63.0%	15.8%	21.3%	1151	49
Good-poor	2019	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	67.2%	19.2%	13.6%	1113	87
Agree-disagree	2019	31	I have a high level of respect for my organization's senior leaders.	61.6%	22.2%	16.2%	1173	23
Agree-disagree	2019	32	Senior leaders demonstrate support for Work-Life programs.	67.4%	21.1%	11.5%	1085	114
Satisfied-dissatisfied	2019	33	*How satisfied are you with your involvement in decisions that affect your work?	56.9%	18.0%	25.1%	1190	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?	58.8%	18.0%	23.1%	1193	N/A
Satisfied-dissatisfied	2019	35	*How satisfied are you with the recognition you receive for doing a good job?	59.7%	19.2%	21.1%	1194	N/A
Satisfied-dissatisfied	2019	36	*Considering everything, how satisfied are you with your job?	75.2%	11.8%	13.0%	1191	N/A
Satisfied-dissatisfied	2019	37	Considering everything, how satisfied are you with your pay?	66.3%	12.0%	21.7%	1190	N/A
Satisfied-dissatisfied	2019	38	*Considering everything, how satisfied are you with your organization?	68.3%	15.7%	16.0%	1184	N/A
Agree-disagree	2018	1	*I am given a real opportunity to improve my skills in my organization.	67.0%	14.4%	18.5%	1362	N/A
Agree-disagree	2018	2	I feel encouraged to come up with new and better ways of doing things.	60.1%	16.8%	23.1%	1359	N/A
Agree-disagree	2018	3	My work gives me a feeling of personal accomplishment.	80.3%	10.1%	9.6%	1370	N/A
Agree-disagree	2018	4	I know what is expected of me on the job.	81.4%	8.8%	9.7%	1368	N/A
Agree-disagree	2018	5	*My workload is reasonable.	49.1%	13.3%	37.6%	1366	3
Agree-disagree	2018	6	*My talents are used well in the workplace.	60.7%	17.3%	21.9%	1344	8
Agree-disagree	2018	7	*I know how my work relates to the agency's goals.	89.1%	6.0%	4.9%	1363	5
Agree-disagree	2018	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	57.5%	19.7%	22.8%	1309	62
Agree-disagree	2018	9	*The people I work with cooperate to get the job done.	75.2%	14.2%	10.6%	1372	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.	39.3%	29.4%	31.3%	1184	182
Agree-disagree	2018	12	*In my work unit, differences in performance are recognized in a meaningful way.	46.0%	24.6%	29.4%	1266	107
Agree-disagree	2018	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	84.3%	10.1%	5.6%	1356	21
Agree-disagree	2018	14	Employees are recognized for providing high quality products and services.	57.3%	18.3%	24.4%	1332	34
Agree-disagree	2018	15	Employees are protected from health and safety hazards on the job.	78.8%	12.3%	8.9%	1338	34
Agree-disagree	2018	16	My agency is successful at accomplishing its mission.	75.1%	16.8%	8.1%	1340	27
Agree-disagree	2018	17	*I recommend my organization as a good place to work.	64.7%	20.8%	14.5%	1368	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.	47.0%	25.0%	28.0%	1245	123
Agree-disagree	2018	19	My supervisor supports my need to balance work and other life issues.	82.3%	8.9%	8.8%	1353	9
Agree-disagree	2018	20	My supervisor is committed to a workforce representative of all segments of society.	74.1%	17.1%	8.8%	1269	96
Agree-disagree	2018	21	Supervisors in my work unit support employee development.	71.5%	15.2%	13.3%	1342	22
Agree-disagree	2018	22	My supervisor listens to what I have to say.	80.1%	9.8%	10.0%	1359	N/A
Agree-disagree	2018	23	My supervisor treats me with respect.	83.9%	7.5%	8.6%	1363	N/A
Agree-disagree	2018	24	I have trust and confidence in my supervisor.	70.5%	14.5%	15.1%	1358	N/A
Good-poor	2018	25	Overall, how good a job do you feel is being done by your immediate supervisor?	73.8%	15.7%	10.5%	1357	N/A
Agree-disagree	2018	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	48.8%	22.3%	28.9%	1321	34
Agree-disagree	2018	27	My organization's senior leaders maintain high standards of honesty and integrity.	54.7%	23.7%	21.6%	1264	96
Agree-disagree	2018	28	*Managers communicate the goals of the organization.	73.2%	14.3%	12.6%	1335	16
Agree-disagree	2018	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	61.3%	18.3%	20.5%	1313	43
Good-poor	2018	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	66.8%	19.3%	14.0%	1261	93
Agree-disagree	2018	31	I have a high level of respect for my organization's senior leaders.	60.5%	21.6%	17.9%	1332	20
Agree-disagree	2018	32	Senior leaders demonstrate support for Work-Life programs.	64.7%	22.2%	13.2%	1242	112
Satisfied-dissatisfied	2018	33	*How satisfied are you with your involvement in decisions that affect your work?	54.4%	19.4%	26.2%	1343	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?	58.7%	21.5%	19.8%	1348	N/A
Satisfied-dissatisfied	2018	35	*How satisfied are you with the recognition you receive for doing a good job?	60.9%	16.5%	22.5%	1344	N/A
Satisfied-dissatisfied	2018	36	*Considering everything, how satisfied are you with your job?	72.2%	12.1%	15.7%	1347	N/A
Satisfied-dissatisfied	2018	37	Considering everything, how satisfied are you with your pay?	64.6%	13.8%	21.7%	1350	N/A
Satisfied-dissatisfied	2018	38	*Considering everything, how satisfied are you with your organization?	65.1%	17.9%	17.0%	1333	N/A
Agree-disagree	2017	1	*I am given a real opportunity to improve my skills in my organization.	67.6%	14.7%	17.6%	1412	N/A
Agree-disagree	2017	2	I feel encouraged to come up with new and better ways of doing things.	60.5%	16.8%	22.7%	1397	N/A
Agree-disagree	2017	3	My work gives me a feeling of personal accomplishment.	80.8%	10.0%	9.2%	1410	N/A
Agree-disagree	2017	4	I know what is expected of me on the job.	78.3%	11.0%	10.7%	1403	N/A



Agree-disagree	2017	5	*My workload is reasonable.	46.8%	15.3%	38.0%	1408	3
Agree-disagree	2017	6	*My talents are used well in the workplace.	59.8%	17.0%	23.2%	1384	5
Agree-disagree	2017	7	*I know how my work relates to the agency's goals and priorities.	88.7%	6.7%	4.6%	1409	1
Agree-disagree	2017	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	58.8%	19.2%	22.0%	1349	49
Agree-disagree	2017	9	*The people I work with cooperate to get the job done.	77.3%	12.3%	10.4%	1413	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.	37.4%	30.0%	32.6%	1236	175
Agree-disagree	2017	12	*In my work unit, differences in performance are recognized in a meaningful way.	43.0%	25.9%	31.2%	1288	122
Agree-disagree	2017	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	74.8%	14.7%	10.5%	1377	28
Agree-disagree	2017	14	Employees are recognized for providing high quality products and services.	57.8%	19.3%	22.9%	1375	35
Agree-disagree	2017	15	Employees are protected from health and safety hazards on the job.	80.3%	11.5%	8.3%	1376	27
Agree-disagree	2017	16	My agency is successful at accomplishing its mission.	76.0%	15.7%	8.3%	1370	32
Agree-disagree	2017	17	*I recommend my organization as a good place to work.	65.7%	19.6%	14.7%	1410	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.	50.1%	22.4%	27.5%	1278	136
Agree-disagree	2017	19	My supervisor supports my need to balance work and other life issues.	83.0%	8.1%	9.0%	1404	8
Agree-disagree	2017	20	My supervisor is committed to a workforce representative of all segments of society.	75.1%	16.2%	8.7%	1327	83
Agree-disagree	2017	21	Supervisors in my work unit support employee development.	73.1%	14.5%	12.4%	1380	27
Agree-disagree	2017	22	My supervisor listens to what I have to say.	79.6%	9.7%	10.7%	1414	N/A
Agree-disagree	2017	23	My supervisor treats me with respect.	83.0%	9.2%	7.8%	1406	N/A
Agree-disagree	2017	24	I have trust and confidence in my supervisor.	71.5%	13.6%	14.9%	1412	N/A
Good-poor	2017	25	Overall, how good a job do you feel is being done by your immediate supervisor?	74.6%	15.3%	10.1%	1411	N/A
Agree-disagree	2017	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	49.2%	21.4%	29.3%	1379	33
Agree-disagree	2017	27	My organization's senior leaders maintain high standards of honesty and integrity.	58.7%	22.0%	19.3%	1318	88
Agree-disagree	2017	28	*Managers communicate the goals and priorities of the organization.	73.7%	13.9%	12.4%	1377	23
Agree-disagree	2017	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	62.3%	17.7%	20.0%	1359	49
Good-poor	2017	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	65.9%	19.7%	14.4%	1318	91
Agree-disagree	2017	31	I have a high level of respect for my organization's senior leaders.	62.2%	20.3%	17.4%	1396	17
Agree-disagree	2017	32	Senior leaders demonstrate support for Work-Life programs.	65.4%	21.1%	13.4%	1298	117
Satisfied-dissatisfied	2017	33	*How satisfied are you with your involvement in decisions that affect your work?	54.2%	20.8%	24.9%	1410	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?	58.1%	20.1%	21.8%	1414	N/A
Satisfied-dissatisfied	2017	35	*How satisfied are you with the recognition you receive for doing a good job?	56.9%	20.9%	22.2%	1405	N/A
Satisfied-dissatisfied	2017	36	*Considering everything, how satisfied are you with your job?	71.5%	14.8%	13.6%	1403	N/A
Satisfied-dissatisfied	2017	37	Considering everything, how satisfied are you with your pay?	62.5%	15.0%	22.5%	1405	N/A
Satisfied-dissatisfied	2017	38	*Considering everything, how satisfied are you with your organization?	64.6%	17.8%	17.6%	1409	N/A
Agree-disagree	2016	1	*I am given a real opportunity to improve my skills in my organization.	66.8%	14.9%	18.3%	1504	N/A
Agree-disagree	2016	2	I feel encouraged to come up with new and better ways of doing things.	60.8%	15.6%	23.6%	1469	N/A
Agree-disagree	2016	3	My work gives me a feeling of personal accomplishment.	81.1%	11.1%	7.8%	1491	N/A
Agree-disagree	2016	4	I know what is expected of me on the job.	80.5%	10.4%	9.1%	1485	N/A
Agree-disagree	2016	5	*My workload is reasonable.	47.8%	15.6%	36.6%	1492	2
Agree-disagree	2016	6	*My talents are used well in the workplace.	61.2%	16.0%	22.8%	1440	5
Agree-disagree	2016	7	*I know how my work relates to the agency's goals and priorities.	89.7%	6.5%	3.8%	1486	3
Agree-disagree	2016	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	55.8%	21.3%	22.9%	1424	73
Agree-disagree	2016	9	*The people I work with cooperate to get the job done.	72.8%	14.3%	12.9%	1503	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.	33.9%	29.1%	37.0%	1303	191
Agree-disagree	2016	12	*In my work unit, differences in performance are recognized in a meaningful way.	39.9%	25.9%	34.2%	1390	111
Agree-disagree	2016	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	71.8%	14.6%	13.6%	1451	32
Agree-disagree	2016	14	Employees are recognized for providing high quality products and services.	53.2%	20.8%	26.0%	1433	50
Agree-disagree	2016	15	Employees are protected from health and safety hazards on the job.	79.0%	12.1%	8.9%	1443	37
Agree-disagree	2016	16	My agency is successful at accomplishing its mission.	73.8%	16.5%	9.7%	1461	21
Agree-disagree	2016	17	*I recommend my organization as a good place to work.	64.8%	19.8%	15.4%	1480	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.	49.8%	21.7%	28.5%	1350	136
Agree-disagree	2016	19	My supervisor supports my need to balance work and other life issues.	81.8%	9.4%	8.8%	1481	4
Agree-disagree	2016	20	My supervisor is committed to a workforce representative of all segments of society.	74.8%	16.6%	8.6%	1370	109
Agree-disagree	2016	21	Supervisors in my work unit support employee development.	70.9%	16.1%	13.0%	1455	24
Agree-disagree	2016	22	My supervisor listens to what I have to say.	80.0%	10.3%	9.7%	1482	N/A
Agree-disagree	2016	23	My supervisor treats me with respect.	84.9%	7.2%	7.8%	1475	N/A
Agree-disagree	2016	24	I have trust and confidence in my supervisor.	72.3%	13.0%	14.7%	1477	N/A
Good-poor	2016	25	Overall, how good a job do you feel is being done by your immediate supervisor?	75.1%	14.3%	10.6%	1480	N/A
Agree-disagree	2016	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	48.7%	20.5%	30.8%	1437	29
Agree-disagree	2016	27	My organization's senior leaders maintain high standards of honesty and integrity.	54.2%	22.0%	23.8%	1381	84
Agree-disagree	2016	28	*Managers communicate the goals and priorities of the organization.	72.3%	12.6%	15.1%	1437	20
Agree-disagree	2016	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	58.5%	18.1%	23.4%	1425	39
Good-poor	2016	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	65.4%	18.7%	16.0%	1371	95
Agree-disagree	2016	31	I have a high level of respect for my organization's senior leaders.	60.7%	19.4%	19.9%	1448	15

Agree-disagree	2016	32	Senior leaders demonstrate support for Work-Life programs.	64.6%	20.4%	15.0%	1371	98
Satisfied-dissatisfied	2016	33	*How satisfied are you with your involvement in decisions that affect your work?	55.3%	20.3%	24.3%	1465	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?	60.2%	18.4%	21.4%	1452	N/A
Satisfied-dissatisfied	2016	35	*How satisfied are you with the recognition you receive for doing a good job?	54.3%	22.0%	23.7%	1455	N/A
Satisfied-dissatisfied	2016	36	*Considering everything, how satisfied are you with your job?	72.1%	13.6%	14.2%	1463	N/A
Satisfied-dissatisfied	2016	37	Considering everything, how satisfied are you with your pay?	61.1%	13.5%	25.4%	1459	N/A
Satisfied-dissatisfied	2016	38	*Considering everything, how satisfied are you with your organization?	64.0%	16.6%	19.4%	1463	N/A
Agree-disagree	2015	1	*I am given a real opportunity to improve my skills in my organization.	61.4%	17.2%	21.4%	1244	N/A
Agree-disagree	2015	2	I feel encouraged to come up with new and better ways of doing things.	53.8%	18.6%	27.6%	1226	N/A
Agree-disagree	2015	3	My work gives me a feeling of personal accomplishment.	81.4%	9.2%	9.4%	1241	N/A
Agree-disagree	2015	4	I know what is expected of me on the job.	80.2%	9.4%	10.4%	1229	N/A
Agree-disagree	2015	5	*My workload is reasonable.	48.7%	13.7%	37.6%	1238	3
Agree-disagree	2015	6	*My talents are used well in the workplace.	58.0%	15.8%	26.2%	1191	3
Agree-disagree	2015	7	*I know how my work relates to the agency's goals and priorities.	89.1%	5.1%	5.8%	1234	6
Agree-disagree	2015	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	51.1%	20.2%	28.7%	1180	55
Agree-disagree	2015	9	*The people I work with cooperate to get the job done.	71.9%	13.0%	15.0%	1240	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.	33.7%	29.0%	37.4%	1069	170
Agree-disagree	2015	12	*In my work unit, differences in performance are recognized in a meaningful way.	37.3%	26.7%	36.0%	1139	99
Agree-disagree	2015	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	71.0%	15.5%	13.4%	1196	35
Agree-disagree	2015	14	Employees are recognized for providing high quality products and services.	49.4%	19.4%	31.2%	1179	49
Agree-disagree	2015	15	Employees are protected from health and safety hazards on the job.	75.7%	13.8%	10.5%	1199	32
Agree-disagree	2015	16	My agency is successful at accomplishing its mission.	73.8%	16.4%	9.8%	1206	25
Agree-disagree	2015	17	*I recommend my organization as a good place to work.	61.1%	20.7%	18.2%	1231	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.	44.3%	23.9%	31.8%	1095	138
Agree-disagree	2015	19	My supervisor supports my need to balance work and other life issues.	79.0%	10.5%	10.5%	1221	9
Agree-disagree	2015	20	My supervisor is committed to a workforce representative of all segments of society.	71.6%	18.1%	10.3%	1142	82
Agree-disagree	2015	21	Supervisors in my work unit support employee development.	66.1%	17.3%	16.6%	1211	19
Agree-disagree	2015	22	My supervisor listens to what I have to say.	76.4%	11.6%	12.0%	1223	N/A
Agree-disagree	2015	23	My supervisor treats me with respect.	79.6%	9.6%	10.8%	1219	N/A
Agree-disagree	2015	24	I have trust and confidence in my supervisor.	67.6%	15.5%	16.9%	1218	N/A
Good-poor	2015	25	Overall, how good a job do you feel is being done by your immediate supervisor?	71.2%	17.9%	10.9%	1222	N/A
Agree-disagree	2015	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	43.7%	20.3%	36.0%	1198	23
Agree-disagree	2015	27	My organization's senior leaders maintain high standards of honesty and integrity.	51.1%	22.0%	26.9%	1146	75
Agree-disagree	2015	28	*Managers communicate the goals and priorities of the organization.	65.8%	15.6%	18.6%	1197	17
Agree-disagree	2015	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	52.9%	19.6%	27.4%	1165	54
Good-poor	2015	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	62.9%	20.0%	17.1%	1159	61
Agree-disagree	2015	31	I have a high level of respect for my organization's senior leaders.	58.8%	19.0%	22.2%	1209	11
Agree-disagree	2015	32	Senior leaders demonstrate support for Work-Life programs.	60.2%	22.3%	17.5%	1133	90
Satisfied-dissatisfied	2015	33	*How satisfied are you with your involvement in decisions that affect your work?	50.1%	22.9%	27.0%	1221	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?	55.0%	20.0%	25.0%	1217	N/A
Satisfied-dissatisfied	2015	35	*How satisfied are you with the recognition you receive for doing a good job?	52.7%	20.6%	26.7%	1213	N/A
Satisfied-dissatisfied	2015	36	*Considering everything, how satisfied are you with your job?	71.4%	13.5%	15.1%	1213	N/A
Satisfied-dissatisfied	2015	37	Considering everything, how satisfied are you with your pay?	63.0%	13.3%	23.7%	1218	N/A
Satisfied-dissatisfied	2015	38	*Considering everything, how satisfied are you with your organization?	61.9%	18.9%	19.3%	1217	N/A
Agree-disagree	2014	1	*I am given a real opportunity to improve my skills in my organization.	58.9%	17.9%	23.3%	1126	N/A
Agree-disagree	2014	2	I feel encouraged to come up with new and better ways of doing things.	53.7%	15.3%	31.0%	1107	N/A
Agree-disagree	2014	3	My work gives me a feeling of personal accomplishment.	78.5%	12.2%	9.3%	1120	N/A
Agree-disagree	2014	4	I know what is expected of me on the job.	78.3%	9.6%	12.1%	1109	N/A
Agree-disagree	2014	5	*My workload is reasonable.	44.3%	14.3%	41.4%	1112	1
Agree-disagree	2014	6	*My talents are used well in the workplace.	56.4%	15.7%	27.9%	1074	4
Agree-disagree	2014	7	*I know how my work relates to the agency's goals and priorities.	86.3%	8.2%	5.5%	1115	1
Agree-disagree	2014	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	49.3%	22.5%	28.2%	1068	52
Agree-disagree	2014	9	*The people I work with cooperate to get the job done.	69.8%	13.5%	16.7%	1123	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.	30.5%	30.9%	38.6%	978	140
Agree-disagree	2014	12	*In my work unit, differences in performance are recognized in a meaningful way.	31.2%	26.6%	42.1%	1036	84
Agree-disagree	2014	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	70.2%	15.7%	14.1%	1095	19
Agree-disagree	2014	14	Employees are recognized for providing high quality products and services.	44.8%	22.6%	32.6%	1084	27
Agree-disagree	2014	15	Employees are protected from health and safety hazards on the job.	73.6%	15.9%	10.5%	1074	31
Agree-disagree	2014	16	My agency is successful at accomplishing its mission.	68.4%	18.4%	13.2%	1079	24
Agree-disagree	2014	17	*I recommend my organization as a good place to work.	57.8%	22.0%	20.2%	1110	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.	39.5%	24.1%	36.4%	978	136
Agree-disagree	2014	19	My supervisor supports my need to balance work and other life issues.	78.3%	9.6%	12.2%	1102	10
Agree-disagree	2014	20	My supervisor is committed to a workforce representative of all segments of society.	68.4%	18.7%	12.9%	1016	86
Agree-disagree	2014	21	Supervisors in my work unit support employee development.	62.3%	19.4%	18.3%	1081	20
Agree-disagree	2014	22	My supervisor listens to what I have to say.	75.1%	11.1%	13.8%	1104	N/A
Agree-disagree	2014	23	My supervisor treats me with respect.	78.9%	9.9%	11.2%	1101	N/A
Agree-disagree	2014	24	I have trust and confidence in my supervisor.	64.3%	15.6%	20.1%	1099	N/A
Good-poor	2014	25	Overall, how good a job do you feel is being done by your immediate supervisor?	70.3%	17.1%	12.6%	1100	N/A
Agree-disagree	2014	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	40.6%	20.7%	38.8%	1073	28
Agree-disagree	2014	27	My organization's senior leaders maintain high standards of honesty and integrity.	48.2%	24.0%	27.9%	1025	70
Agree-disagree	2014	28	*Managers communicate the goals and priorities of the organization.	64.7%	13.7%	21.6%	1081	13
Agree-disagree	2014	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	51.6%	16.9%	31.5%	1052	43
Good-poor	2014	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	59.8%	19.2%	21.0%	1039	56
Agree-disagree	2014	31	I have a high level of respect for my organization's senior leaders.	53.2%	21.4%	25.4%	1081	13
Agree-disagree	2014	32	Senior leaders demonstrate support for Work-Life programs.	55.1%	25.7%	19.2%	1002	93
Satisfied-dissatisfied	2014	33	*How satisfied are you with your involvement in decisions that affect your work?	49.0%	20.4%	30.6%	1089	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?	48.4%	22.2%	29.4%	1083	N/A
Satisfied-dissatisfied	2014	35	*How satisfied are you with the recognition you receive for doing a good job?	46.6%	21.9%	31.5%	1085	N/A
Satisfied-dissatisfied	2014	36	*Considering everything, how satisfied are you with your job?	67.0%	14.4%	18.6%	1077	N/A
Satisfied-dissatisfied	2014	37	Considering everything, how satisfied are you with your pay?	60.5%	13.9%	25.6%	1076	N/A
Satisfied-dissatisfied	2014	38	*Considering everything, how satisfied are you with your organization?	56.8%	19.9%	23.2%	1087	N/A
Agree-disagree	2013	1	*I am given a real opportunity to improve my skills in my organization.	55.0%	18.3%	26.7%	1176	N/A
Agree-disagree	2013	2	I feel encouraged to come up with new and better ways of doing things.	51.8%	17.5%	30.7%	1159	N/A
Agree-disagree	2013	3	My work gives me a feeling of personal accomplishment.	77.4%	11.6%	11.0%	1174	N/A
Agree-disagree	2013	4	I know what is expected of me on the job.	77.5%	11.0%	11.5%	1156	N/A
Agree-disagree	2013	5	*My workload is reasonable.	44.7%	14.8%	40.5%	1169	2
Agree-disagree	2013	6	*My talents are used well in the workplace.	56.2%	14.4%	29.4%	1127	7
Agree-disagree	2013	7	*I know how my work relates to the agency's goals and priorities.	86.9%	6.7%	6.3%	1162	7
Agree-disagree	2013	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	49.2%	22.9%	27.9%	1116	53
Agree-disagree	2013	9	*The people I work with cooperate to get the job done.	71.0%	14.0%	15.0%	1176	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.	31.6%	29.1%	39.4%	1030	138
Agree-disagree	2013	12	*In my work unit, differences in performance are recognized in a meaningful way.	30.4%	27.8%	41.8%	1096	81
Agree-disagree	2013	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	69.7%	16.9%	13.4%	1145	22
Agree-disagree	2013	14	Employees are recognized for providing high quality products and services.	44.0%	21.5%	34.5%	1144	24
Agree-disagree	2013	15	Employees are protected from health and safety hazards on the job.	72.6%	15.6%	11.9%	1133	33
Agree-disagree	2013	16	My agency is successful at accomplishing its mission.	70.1%	17.0%	12.9%	1138	27
Agree-disagree	2013	17	*I recommend my organization as a good place to work.	58.2%	22.4%	19.5%	1171	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.	37.4%	26.3%	36.3%	1020	148
Agree-disagree	2013	19	My supervisor supports my need to balance work and other life issues.	78.0%	11.1%	10.9%	1162	6
Agree-disagree	2013	20	My supervisor is committed to a workforce representative of all segments of society.	69.1%	19.7%	11.1%	1074	87
Agree-disagree	2013	21	Supervisors in my work unit support employee development.	64.9%	17.5%	17.6%	1148	17
Agree-disagree	2013	22	My supervisor listens to what I have to say.	75.0%	12.9%	12.1%	1164	N/A
Agree-disagree	2013	23	My supervisor treats me with respect.	80.3%	9.5%	10.2%	1164	N/A
Agree-disagree	2013	24	I have trust and confidence in my supervisor.	65.8%	17.1%	17.1%	1157	N/A
Good-poor	2013	25	Overall, how good a job do you feel is being done by your immediate supervisor?	70.4%	16.9%	12.7%	1153	N/A
Agree-disagree	2013	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	37.9%	22.2%	39.9%	1141	13
Agree-disagree	2013	27	My organization's senior leaders maintain high standards of honesty and integrity.	49.6%	21.0%	29.3%	1101	53
Agree-disagree	2013	28	*Managers communicate the goals and priorities of the organization.	66.8%	14.6%	18.6%	1149	5
Agree-disagree	2013	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	50.7%	19.9%	29.3%	1120	39
Good-poor	2013	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	59.3%	18.9%	21.8%	1098	57
Agree-disagree	2013	31	I have a high level of respect for my organization's senior leaders.	54.9%	19.0%	26.1%	1137	19
Agree-disagree	2013	32	Senior leaders demonstrate support for Work-Life programs.	57.5%	23.7%	18.8%	1054	100
Satisfied-dissatisfied	2013	33	*How satisfied are you with your involvement in decisions that affect your work?	47.3%	21.0%	31.7%	1153	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?	50.9%	19.4%	29.7%	1148	N/A
Satisfied-dissatisfied	2013	35	*How satisfied are you with the recognition you receive for doing a good job?	45.8%	20.2%	34.0%	1142	N/A
Satisfied-dissatisfied	2013	36	*Considering everything, how satisfied are you with your job?	67.7%	14.3%	18.1%	1147	N/A
Satisfied-dissatisfied	2013	37	Considering everything, how satisfied are you with your pay?	51.4%	14.4%	34.2%	1153	N/A
Satisfied-dissatisfied	2013	38	*Considering everything, how satisfied are you with your organization?	57.8%	18.3%	24.0%	1150	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	69	5.5%
At least 75% but less than 100%	14	1.2%
At least 50% but less than 75%	8	0.6%
At least 25% but less than 50%	22	1.7%
Less than 25%	323	24.7%
I have not been physically present at my agency worksite during the pandemic	860	66.3%
<b>Total</b>	<b>1,296</b>	<b>100.0%</b>

**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)	29	2.3%
Annual leave	490	38.2%
Sick leave	423	32.8%
Weather and safety leave	12	1.0%
Administrative leave	102	8.2%
Other paid leave (e.g., comp time, credit hours)	111	8.6%
Unpaid leave (e.g., LWOP)	4	0.3%
I have not used leave because of the pandemic	721	55.4%
<b>Total (percents will add to more than 100% because respondents could choose more than one response option)</b>	<b>1,292</b>	<b>--</b>

*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	
	N	%
100% of my work time	26	4.9%

At least 75% but less than 100%	8	1.5%
At least 50% but less than 75%	11	1.9%
At least 25% but less than 50%	38	6.9%
Less than 25%	480	84.7%
Total	563	100.0%

**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.**

	2020	
	N	%
I <u>began</u> an alternative work schedule	154	11.5%
I <u>ended</u> my usual alternative work schedule	32	2.4%
No change because of the pandemic	1,109	86.1%
Total	1,295	100.0%

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	62	5.0%	1,242	96.3%	1,215	94.6%
I telework 3 or 4 days per week	46	3.8%	32	2.5%	48	3.7%
I telework 1 or 2 days per week	501	39.3%	4	0.3%	12	1.1%
I telework, but only about 1 or 2 days per month	100	7.5%	0	0.0%	1	0.1%
I telework very infrequently, on an unscheduled or short-term basis	198	14.8%	2	0.1%	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)	38	2.8%	1	0.1%	1	0.1%
I <u>do not</u> telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking	7	0.6%	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	106	8.3%	5	0.4%	1	0.1%
I <u>do not</u> telework because I choose not to telework	234	17.9%	3	0.3%	4	0.3%
<b>Total</b>	<b>1,292</b>	<b>100.0%</b>	<b>1,289</b>	<b>100.0%</b>	<b>1,282</b>	<b>100.0%</b>

**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	62	5.0%	22	1.9%	25
I telework 3 or 4 days per week	46	3.8%	38	3.4%	52	4.0%
I telework 1 or 2 days per week	501	39.3%	442	37.8%	465	34.9%
I telework, but only about 1 or 2 days per month	100	7.5%	91	7.6%	139	10.2%
I telework very infrequently, on an unscheduled or short-term basis	198	14.8%	236	20.1%	261	19.3%
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)	38	2.8%	48	4.1%	65	4.7%
I <u>do not</u> telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking	7	0.6%	10	0.9%	21	1.6%
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	106	8.3%	89	7.6%	87	6.5%
I <u>do not</u> telework because I choose not to telework	234	17.9%	196	16.7%	228	16.9%
<b>Total</b>	<b>1,292</b>	<b>100.0%</b>	<b>1,172</b>	<b>100.0%</b>	<b>1,343</b>	<b>100.0%</b>

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	1,012	78.5%	11	0.9%	260	20.6%
43B. Expanded work schedule flexibilities	729	57.2%	24	2.0%	514	40.9%
43C. Expanded leave policies	384	30.4%	65	5.2%	816	64.4%
43D. More information on available leave policies	433	34.2%	97	7.8%	737	58.0%
43E. Expanded mental health resources (e.g., assistance with stress of COVID-19)	292	23.1%	92	7.2%	892	69.7%
43F. Expanded physical health resources (e.g., temperature checks, COVID-19 illness testing) at my agency worksite	155	12.3%	111	8.6%	1,006	79.1%
43G. Timely communication about possible COVID-19 illness at my agency worksite	683	53.6%	70	5.4%	528	40.9%
43H. Protection of employees at higher risk for severe illness from COVID-19 exposure	498	39.4%	48	3.8%	721	56.8%
43I. Limited access to my agency worksite buildings/facilities (e.g., closures, limits on activities with external visitors/groups)	655	50.7%	40	3.1%	592	46.3%
43J. Social distancing (e.g., limits on group size, reduced access to common areas) in my agency worksite	421	33.3%	19	1.6%	839	65.1%
43K. Rearranged workspaces to maximize social distancing	192	15.4%	44	3.6%	1,038	81.0%
43L. Encouraged use of personal protective equipment (PPE) or other safety equipment in my agency worksite	419	33.0%	31	2.4%	829	64.5%
43M. Cleaning and sanitizing supplies available to reduce risk of illness in my agency worksite	401	31.7%	47	3.8%	829	64.6%
43N. Training for all employees on health and safety protocols	420	33.6%	113	8.9%	739	57.5%

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	815	63.6%
Agree	360	28.4%
Neither Agree nor Disagree	72	5.8%
Disagree	16	1.3%
Strongly Disagree	12	1.0%
No Basis to Judge	15	--
Total	1,290	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	802	63.1%
Agree	364	29.0%
Neither Agree nor Disagree	72	5.7%
Disagree	17	1.4%
Strongly Disagree	10	0.8%
No Basis to Judge	21	--
Total	1,286	100.0%

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

	2020	
	N	%
Strongly Agree	786	61.7%
Agree	380	30.0%
Neither Agree nor Disagree	71	5.4%
Disagree	28	2.1%
Strongly Disagree	9	0.7%
No Basis to Judge	8	--
Total	1,282	100.0%

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

	2020	
	N	%
Strongly Agree	830	65.2%
Agree	311	25.1%
Neither Agree nor Disagree	80	6.4%
Disagree	26	2.1%
Strongly Disagree	16	1.2%
No Basis to Judge	26	--
Total	1,289	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	836	66.5%
Agree	307	24.9%
Neither Agree nor Disagree	80	6.6%
Disagree	17	1.4%
Strongly Disagree	9	0.7%
No Basis to Judge	41	--
Total	1,290	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	791	63.3%
Agree	279	23.0%
Neither Agree nor Disagree	114	9.3%
Disagree	40	3.1%
Strongly Disagree	17	1.3%
No Basis to Judge	45	--
Total	1,286	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)	1,110	87.6%	73	5.6%	85	6.8%
50B. Training for new/changed work or work processes because of the pandemic	802	62.6%	116	9.1%	350	28.3%
50C. Reallocation of resources (e.g., staffing, budget, materials) to support changes in work because of the pandemic	551	42.9%	158	12.1%	562	45.0%
50D. Help with commuting issues (e.g., alternatives to public transportation)	195	15.5%	46	3.8%	1,034	80.7%
50E. Options for work/business travel	220	17.5%	51	4.0%	991	78.4%
50F. Information on remote work policies, procedures, and expectations	943	73.9%	48	3.7%	279	22.4%
50G. Training on how to work remotely	714	56.0%	63	4.9%	493	39.1%
50H. Equipment and technology for working remotely (e.g., laptops, cell phone, Information Technology infrastructure)	1,038	81.0%	84	6.4%	158	12.6%
50I. Expanded collaboration tools (e.g., video conferencing, teleconferencing)	1,138	88.8%	27	2.1%	114	9.1%
50J. Expanded training for using remote work tools and applications	978	76.7%	79	6.1%	218	17.2%
50K. Expanded Information Technology (IT) support	942	74.4%	101	7.8%	229	17.8%
50L. Information about data security policies and procedures	1,011	79.6%	34	2.5%	229	17.9%

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	17	1.4%
No	1,192	95.4%
Other	41	3.2%
Total	1,250	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	96	7.5%
Very	131	10.0%
Somewhat	332	25.7%
Slightly	339	26.7%
Not at All	375	30.1%
No Basis to Judge	10	--
<b>Total</b>	<b>1,283</b>	<b>100.0%</b>

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

	2020	
	N	%
Greatly Increased	237	18.5%
Somewhat Increased	419	32.7%
About the Same	578	45.8%
Somewhat Decreased	33	2.6%
Greatly Decreased	4	0.3%
No Basis to Judge	14	--
<b>Total</b>	<b>1,285</b>	<b>100.0%</b>

**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	547	58.1%
Agree	284	30.2%
Neither Agree nor Disagree	80	9.0%
Disagree	12	1.3%
Strongly Disagree	12	1.3%
No Basis to Judge	342	--
<b>Total</b>	<b>1,277</b>	<b>100.0%</b>

**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	640	52.2%
Agree	449	36.5%
Neither Agree nor Disagree	103	8.4%
Disagree	19	1.5%
Strongly Disagree	16	1.4%
No Basis to Judge	50	--
Total	1,277	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	716	58.2%
Most of the Time	456	36.6%
Sometimes	55	4.4%
Rarely	8	0.7%
Never	1	0.1%
No Basis to Judge	40	--
<b>Total</b>	<b>1,276</b>	<b>100.0%</b>

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

	2020	
	N	%
Always	847	68.4%
Most of the Time	342	27.4%
Sometimes	43	3.6%
Rarely	7	0.6%
Never	1	0.1%
No Basis to Judge	31	--
<b>Total</b>	<b>1,271</b>	<b>100.0%</b>

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

	2020	
	N	%
Always	784	63.7%
Most of the Time	387	31.1%
Sometimes	52	4.2%
Rarely	10	0.8%
Never	2	0.1%
No Basis to Judge	42	--
<b>Total</b>	<b>1,277</b>	<b>100.0%</b>

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

	2020	
	N	%
Always	777	63.1%
Most of the Time	372	29.9%
Sometimes	70	5.6%
Rarely	15	1.2%
Never	3	0.2%
No Basis to Judge	38	--
Total	1,275	100.0%

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

	2020	
	N	%
Always	754	61.2%
Most of the Time	352	28.7%
Sometimes	82	6.4%
Rarely	40	3.2%
Never	7	0.6%
No Basis to Judge	39	--
Total	1,274	100.0%

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

	2020	
	N	%
Always	761	62.3%
Most of the Time	405	33.1%
Sometimes	47	3.8%
Rarely	7	0.6%
Never	3	0.3%
No Basis to Judge	46	--
Total	1,269	100.0%

**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	597	50.1%
Most of the Time	483	39.7%
Sometimes	109	8.9%
Rarely	14	1.2%
Never	2	0.2%
No Basis to Judge	64	--
Total	1,269	100.0%

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

	2020	
	N	%
Always	762	62.8%
Most of the Time	390	31.6%
Sometimes	57	4.8%
Rarely	9	0.8%
Never	1	0.1%
No Basis to Judge	55	--
Total	1,274	100.0%

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

	2020	
	N	%
Always	731	60.8%
Most of the Time	397	32.3%
Sometimes	69	5.7%
Rarely	12	1.1%
Never	2	0.2%
No Basis to Judge	66	--
Total	1,277	100.0%

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

	2020	
	N	%
Always	754	61.7%
Most of the Time	374	30.2%
Sometimes	84	6.7%
Rarely	12	1.0%
Never	5	0.4%
No Basis to Judge	49	--
Total	1,278	100.0%

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

	2020	
	N	%
Always	703	58.0%
Most of the Time	360	29.4%
Sometimes	111	8.8%
Rarely	38	3.0%
Never	10	0.8%
No Basis to Judge	57	--
Total	1,279	100.0%

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

	2020	
	N	%
Always	698	58.2%
Most of the Time	416	34.3%
Sometimes	79	6.4%
Rarely	9	0.8%
Never	4	0.3%
No Basis to Judge	71	--
Total	1,277	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

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	753	61.0%	59.3%	391	39.5%	33.0%	478	45.2%	36.6%
Satisfied	394	31.6%	30.7%	355	35.9%	30.0%	358	33.4%	27.1%
Neither Satisfied nor Dissatisfied	50	3.9%	3.8%	147	14.9%	12.4%	139	13.2%	10.7%
Dissatisfied	31	2.5%	2.4%	52	5.2%	4.3%	44	4.1%	3.3%
Very Dissatisfied	12	1.0%	1.0%	45	4.6%	3.9%	43	4.1%	3.3%
Item Response Total	1,240	100.0%	97.2%	990	100.0%	83.6%	1,062	100.0%	81.1%
I choose not to participate in this program	17	--	1.4%	99	--	8.2%	143	--	10.8%
This program is not available to me	17	--	1.3%	84	--	7.3%	101	--	7.6%
I am unaware of this program	2	--	0.2%	11	--	0.9%	6	--	0.5%
Total	1,276	100.0%	100.0%	1,184	100.0%	100.0%	1,312	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)	791	62.6%	755	64.0%
Health and Wellness Programs (for example, onsite exercise, flu vaccination, medical screening, CPR training, Health and wellness fair)	201	16.4%	272	23.2%
Employee Assistance Program - EAP (for example, short-term counseling, referral services, legal services, education services)	77	6.1%	86	7.5%
Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, subsidy, flexible spending account)	20	1.5%	29	2.3%
Elder Care Programs (for example, elder/adult care, support groups, resources)	2	0.2%	2	0.2%
None listed above	398	31.1%	329	27.6%
Total (percents will add to more than 100% because respondents could choose more than one response option)	1,267	--	1,181	--

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	640	63.3%	50.5%	520	52.4%	44.2%	566	50.3%	42.5%
Satisfied	293	28.9%	23.1%	333	33.5%	28.3%	404	35.7%	30.1%
Neither Satisfied nor Dissatisfied	61	6.2%	4.9%	98	9.8%	8.3%	118	10.6%	8.9%
Dissatisfied	14	1.3%	1.1%	27	2.8%	2.3%	19	1.7%	1.5%
Very Dissatisfied	3	0.3%	0.3%	15	1.5%	1.3%	19	1.7%	1.4%
Item Response Total	1,011	100.0%	79.9%	993	100.0%	84.4%	1,126	100.0%	84.4%
I choose not to participate in these programs	227	--	17.7%	146	--	12.4%	182	--	13.8%
These programs are not available to me	18	--	1.4%	35	--	2.8%	21	--	1.5%
I am unaware of these programs	13	--	1.0%	6	--	0.4%	4	--	0.3%
Total	1,269	100.0%	100.0%	1,180	100.0%	100.0%	1,333	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	233	31.8%	19.3%	191	25.8%	16.6%	284	28.4%	21.5%
Satisfied	290	38.2%	23.1%	316	42.1%	27.1%	407	40.1%	30.5%
Neither Satisfied nor Dissatisfied	175	23.5%	14.3%	188	24.9%	16.0%	235	23.3%	17.7%
Dissatisfied	37	4.6%	2.8%	32	4.2%	2.7%	48	4.6%	3.5%
Very Dissatisfied	15	1.9%	1.2%	22	3.0%	1.9%	37	3.7%	2.8%
Item Response Total	750	100.0%	60.7%	749	100.0%	64.2%	1,011	100.0%	76.0%
I choose not to participate in these programs	288	--	22.5%	201	--	16.9%	116	--	8.7%
These programs are not available to me	107	--	7.9%	95	--	8.0%	107	--	7.8%
I am unaware of these programs	117	--	9.0%	132	--	10.8%	104	--	7.6%
Total	1,262	100.0%	100.0%	1,177	100.0%	100.0%	1,338	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	156	28.4%	12.7%	90	16.3%	8.0%	175	21.1%	13.3%
Satisfied	161	28.2%	12.6%	173	31.0%	15.2%	257	30.7%	19.4%
Neither Satisfied nor Dissatisfied	225	40.6%	18.1%	277	48.7%	23.9%	368	43.7%	27.6%
Dissatisfied	10	1.7%	0.8%	15	2.5%	1.2%	20	2.4%	1.5%
Very Dissatisfied	7	1.2%	0.5%	8	1.5%	0.7%	18	2.2%	1.4%
Item Response Total	559	100.0%	44.7%	563	100.0%	49.0%	838	100.0%	63.2%
I choose not to participate in these programs	618	--	48.2%	474	--	40.1%	349	--	26.0%
These programs are not available to me	14	--	1.1%	22	--	1.8%	21	--	1.5%
I am unaware of these programs	74	--	5.9%	110	--	9.0%	125	--	9.3%
Total	1,265	100.0%	100.0%	1,169	100.0%	100.0%	1,333	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	55	17.5%	4.5%	27	7.5%	2.4%	59	11.9%	4.5%
Satisfied	65	20.1%	5.1%	67	18.3%	5.8%	93	18.4%	7.0%
Neither Satisfied nor Dissatisfied	179	57.4%	14.7%	250	68.2%	21.5%	313	62.1%	23.5%
Dissatisfied	12	3.5%	0.9%	13	3.4%	1.1%	18	3.6%	1.4%
Very Dissatisfied	5	1.5%	0.4%	9	2.5%	0.8%	20	4.1%	1.5%
Item Response Total	316	100.0%	25.5%	366	100.0%	31.4%	503	100.0%	37.9%
I choose not to participate in these programs	574	--	44.8%	405	--	34.3%	337	--	25.1%
These programs are not available to me	159	--	12.5%	181	--	15.6%	227	--	16.9%
I am unaware of these programs	216	--	17.2%	220	--	18.7%	269	--	20.1%
Total	1,265	100.0%	100.0%	1,172	100.0%	100.0%	1,336	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	43	17.6%	3.6%	15	5.1%	1.4%	42	9.9%	3.2%
Satisfied	34	13.9%	2.8%	35	11.9%	3.1%	58	13.5%	4.4%
Neither Satisfied nor Dissatisfied	158	64.6%	13.0%	242	79.0%	20.9%	300	69.1%	22.6%
Dissatisfied	9	3.5%	0.7%	8	2.6%	0.7%	16	3.7%	1.2%
Very Dissatisfied	1	0.4%	0.1%	4	1.3%	0.4%	16	3.8%	1.2%
Item Response Total	245	100.0%	20.2%	304	100.0%	26.4%	432	100.0%	32.6%
I choose not to participate in these programs	566	--	44.5%	388	--	32.9%	298	--	22.2%
These programs are not available to me	144	--	11.3%	165	--	14.2%	204	--	15.2%
I am unaware of these programs	300	--	24.0%	311	--	26.5%	404	--	30.0%
Total	1,255	100.0%	100.0%	1,168	100.0%	100.0%	1,338	100.0%	100.0%

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	775	62.1%
No arrangements needed to manage child care responsibilities (e.g., older children)	151	12.1%
Child care in my own home (e.g., other parent, relative, nanny, au pair)	214	16.4%
Alternative work arrangement (e.g., telework, flexible work schedule)	195	14.8%
Child care center	43	3.1%
Paid leave	120	9.1%
Unpaid leave	8	0.6%
Child care in someone else’s home (e.g., relative or neighbor, professional child care provider)	47	3.6%
Respite care (temporary care of a sick or disabled child, providing relief for their usual caregiver)	3	0.2%
Agency emergency back-up care program	0	0.0%
Resource and referral services for dependent child care	1	0.1%
Other services/arrangements	27	2.1%
Total (percents will add to more than 100% because respondents could choose more than one response option)	1,262	--

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	986	78.5%
No arrangements needed to manage elder/adult care responsibilities (e.g., elder can manage tasks of everyday living)	105	8.1%
Alternative work arrangement (e.g., telework, flexible work schedule)	74	5.8%
Elder/adult day care center	3	0.2%
Paid leave	94	7.5%
Unpaid leave	3	0.2%
Long-term care insurance	1	0.1%
Respite care (temporary care of a sick or disabled adult/elder, providing relief for their usual caregiver)	6	0.5%
Other services/arrangements	41	3.3%
Total (percents will add to more than 100% because respondents could choose more than one response option)	1,259	--

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	649	--
Extremely	117	22.9%
Very	58	11.4%
Somewhat	135	26.8%
Slightly	93	19.1%
Not at All	99	19.8%
Does Not Apply	115	--
<b>Total</b>	<b>1,266</b>	<b>100.0%</b>

**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	767	--
Extremely	99	30.2%
Very	53	15.7%
Somewhat	67	20.7%
Slightly	46	14.5%
Not at All	61	18.8%
Does Not Apply	178	--
<b>Total</b>	<b>1,271</b>	<b>100.0%</b>

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

**My Employment Demographics****Where do you work? %****What is your supervisory status? %**

Senior Leader	2.6%
Manager	5.9%
Supervisor	15.6%
Team Leader	5.1%
Non-Supervisor	70.8%
<b>Total</b>	<b>100.0%</b>

**What is your pay category/grade? %**

Federal Wage System	0.0%
GS 1-6	7.3%
GS 7-12	43.7%
GS 13-15	46.7%
Senior Executive Service	1.8%
Senior Level (SL) or Scientific or Professional (ST)	0.1%
Other	0.5%
<b>Total</b>	<b>100.0%</b>

**What is your US military service status? %**

No Prior Military Service	69.2%
Currently in National Guard or Reserves	1.9%
Retired	9.1%
Separated or Discharged	19.7%
<b>Total</b>	<b>100.0%</b>

**Are you: %**

The spouse of a current active duty service member of the U.S. Armed Forces	1.1%
The spouse of a service member who retired or separated from active duty in the U.S. Armed Forces with a disability rating of 100 percent	2.7%
The widow(er) of a service member killed while on active duty in the U.S. Armed Forces	0.0%
None of the categories listed	96.2%
<b>Total</b>	<b>100.0%</b>

*If the response to the previous question on if you are a military spouse was "None of the categories listed," this item was skipped.*

**Have you been hired under the Military Spouse Non-Competitive Hiring Authority? %**

Yes	8.5%
No	91.5%
<b>Total</b>	<b>100.0%</b>

**How long have you been with the Federal Government (excluding military service)? %**

Less than 1 year	0.2%
1 to 3 years	7.8%
4 to 5 years	8.7%
6 to 10 years	16.0%
11 to 14 years	18.7%
15 to 20 years	12.0%
More than 20 years	36.5%
<b>Total</b>	<b>100.0%</b>

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

Less than 1 year	0.5%
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1 to 3 years	16.7%
4 to 5 years	12.2%
6 to 10 years	14.7%
11 to 14 years	17.6%
15 to 20 years	9.8%
More than 20 years	28.5%
Total	100.0%

Please select the response that best describes your intention to leave your organization (1) before the COVID-19 pandemic and (2) today (the date you responded to this survey).

	Before the COVID-19 Pandemic %	Today %
<b>Are you considering leaving your organization within the next year, and if so, why?</b>		
No	76.1%	74.9%
Yes, to retire	6.1%	6.5%
Yes, to take another job within the Federal Government	12.7%	12.6%
Yes, to take another job outside the Federal Government	2.4%	2.9%
Yes, other	2.6%	3.1%
Total	100.0%	100.0%

If the response to your considering leaving your organization did not differ between "Before the COVID-19 Pandemic" and "Today," this item was skipped.

	Has your intention to leave your organization within the next year changed <u>because of</u> the COVID-19 pandemic?	%
Yes		27.0%
No		73.0%
Total		100.0%

Please select the response that best describes your retirement plans (1) before the COVID-19 pandemic and (2) today (the date you responded to this survey).

	Before the COVID-19 Pandemic %	Today %
<b>I am planning to retire:</b>		
Less than 1 year	2.4%	2.7%
1 year	2.9%	3.7%
2 years	5.1%	4.6%
3 years	5.7%	5.2%
4 years	2.4%	3.0%
5 years	6.8%	6.9%
More than 5 years	74.8%	73.9%
Total	100.0%	100.0%

If the response to your retirement plans did not differ between "Before the COVID-19 Pandemic" and "Today," this item was skipped.

	Has your retirement plan changed <u>because of</u> the COVID-19 pandemic?	%
Yes		29.6%
No		70.4%
Total		100.0%

## My Personal Demographics

Are you of Hispanic, Latino, or Spanish origin? %

Please select the racial category or categories with which you most closely identify. %

White	50.2%
Black or African American	37.3%
All other races	12.5%
Total	100.0%

<b>What is your age group?</b>	<b>%</b>
29 years and under	1.9%
30-39 years old	16.7%
40-49 years old	28.5%
50-59 years old	33.7%
60 years or older	19.2%
Total	100.0%

<b>What is the highest degree or level of education you have completed?</b>	<b>%</b>
Less than High School/ High School Diploma/ GED	2.3%
Certification/ Some College/ Associate's Degree	17.0%
Bachelor's Degree	30.5%
Advanced Degrees (Post Bachelor's Degree)	50.1%
Total	100.0%

<b>Are you an individual with a disability?</b>	<b>%</b>
---	----------

<b>Are you:</b>	<b>%</b>
Male	37.8%
Female	62.2%
Total	100.0%

<b>Are you transgender?</b>	<b>%</b>
Yes	--
No	--
Total	--

Note: All results are suppressed when any single demographic category has fewer than 4 responses.

<b>Which one of the following do you consider yourself to be?</b>	<b>%</b>
Straight, that is not gay or lesbian	93.3%
Gay or Lesbian	3.3%
Bisexual	1.4%
Something else	2.0%
Total	100.0%

Percentages for demographic questions are unweighted.

No suppression was applied to My Employment Demographics.

Source: 2020 OPM Federal Employee Viewpoint Survey