

2020



Annual Employee Survey (AES) Report

Nuclear Regulatory Commission

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

FIELD PERIOD	Sept 17 - Oct 29, 2020
SAMPLE OR CENSUS	CENSUS
NUMBER OF SURVEYS COMPLETED	2,166
NUMBER OF SURVEYS ADMINISTERED	2,688
RESPONSE RATE	80.6%

33 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

69%

SUPERVISORS

85%

INTRINSIC WORK EXPERIENCE

79%

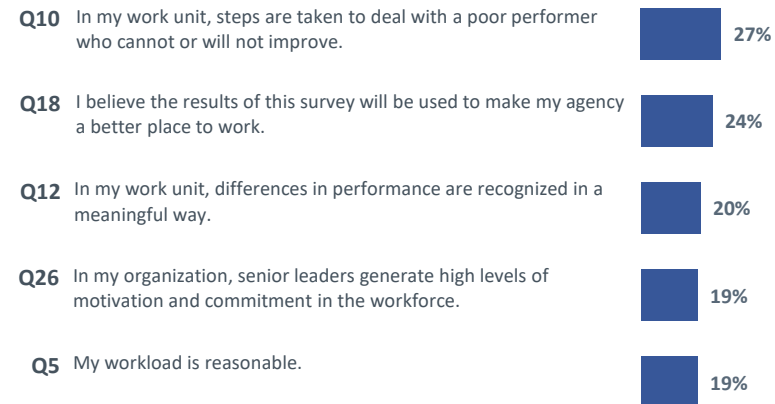
Highest % Positive Items

Select: Highest % Positive



Highest % Negative Items

Select: Highest % Negative



2020

Office of Personnel Management

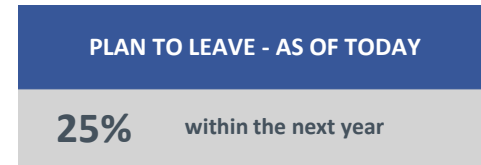
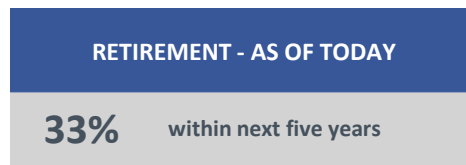
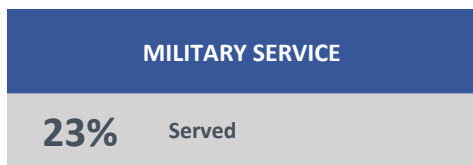
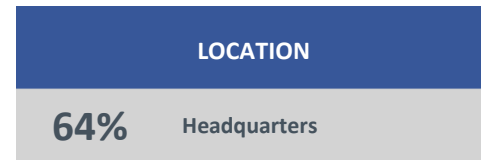
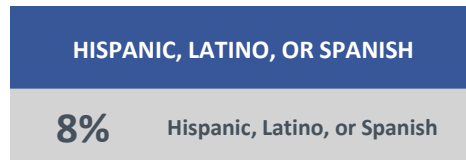
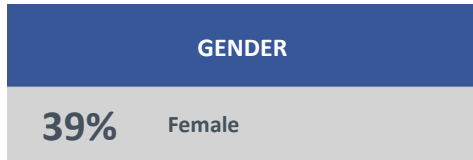
Federal Employee Viewpoint Survey

Empowering Employees. Inspiring Change.



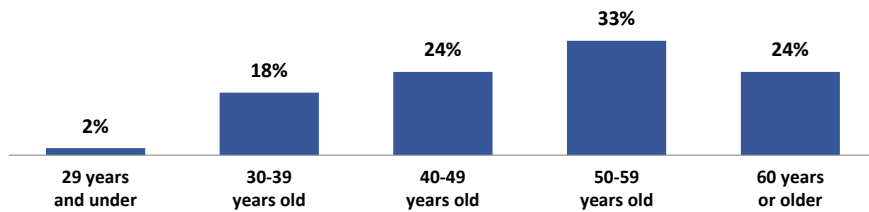
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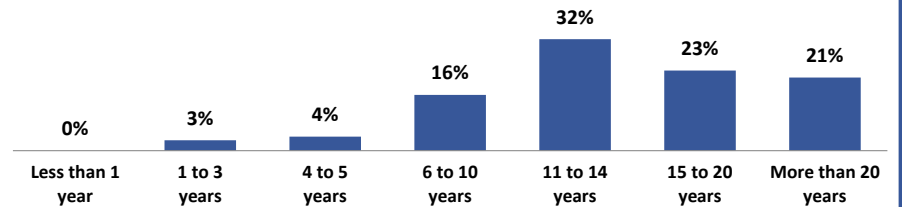
Age Group

- Age Group
- Racial Category
- Education



Agency Tenure

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





Annual Employee Survey (AES) Report

Nuclear Regulatory 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	
Q12 In my work unit, differences in performance are recognized in a meaningful way.	46%	46%	44%	58%	+14
Q14 Employees are recognized for providing high quality products and services.	66%	67%	66%	78%	+12
Q26 In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	52%	56%	51%	62%	+11
Q2 I feel encouraged to come up with new and better ways of doing things.	67%	70%	68%	76%	+8
Q34 How satisfied are you with the information you receive from management on what's going on in your organization?	66%	69%	65%	72%	+7

Percentage Point Change



Select: Largest Decreases since 2019 ▼

Largest Decreases in Percent Positive since 2019

0 items decreased since 2019

	2017	2018	2019	2020	
No items decreased					

Percentage Point Change

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.	75.8%	30.4%	45.4%	14.0%	6.7%	3.5%	10.2%	659	980	297	147	76	2159	N/A
Agree-disagree	2	I feel encouraged to come up with new and better ways of doing things.	76.1%	34.7%	41.4%	12.6%	7.2%	4.1%	11.3%	743	887	269	152	88	2139	N/A
Agree-disagree	3	My work gives me a feeling of personal accomplishment.	77.9%	33.7%	44.2%	11.9%	6.0%	4.2%	10.2%	723	952	257	130	92	2154	N/A
Agree-disagree	4	I know what is expected of me on the job.	83.9%	36.5%	47.5%	8.3%	5.2%	2.5%	7.7%	784	1028	178	114	53	2157	N/A
Agree-disagree	5	*My workload is reasonable.	70.2%	20.2%	50.1%	10.5%	12.0%	7.2%	19.2%	439	1080	223	260	154	2156	3
Agree-disagree	6	*My talents are used well in the workplace.	68.3%	23.3%	45.0%	13.7%	11.0%	7.0%	18.0%	499	953	291	234	148	2125	6
Agree-disagree	7	*I know how my work relates to the agency's goals.	90.7%	44.5%	46.2%	5.4%	2.3%	1.6%	3.9%	957	988	115	49	35	2144	7
Agree-disagree	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	75.9%	40.2%	35.7%	12.2%	6.0%	5.9%	11.9%	850	751	253	126	124	2104	55
Agree-disagree	9	*The people I work with cooperate to get the job done.	88.2%	48.9%	39.3%	6.0%	4.6%	1.2%	5.8%	1060	847	126	102	26	2161	N/A
Agree-disagree	10	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	41.0%	11.7%	29.4%	31.7%	17.0%	10.3%	27.3%	204	508	544	295	179	1730	435
Agree-disagree	12	*In my work unit, differences in performance are recognized in a meaningful way.	58.4%	14.8%	43.7%	21.7%	13.4%	6.4%	19.8%	292	850	423	265	125	1955	210
Agree-disagree	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	86.3%	38.8%	47.5%	7.2%	4.4%	2.1%	6.5%	833	1016	153	93	45	2140	24
Agree-disagree	14	Employees are recognized for providing high quality products and services.	77.9%	27.6%	50.3%	11.2%	6.7%	4.2%	10.9%	593	1077	240	144	91	2145	17
Agree-disagree	15	Employees are protected from health and safety hazards on the job.	91.9%	52.2%	39.7%	5.5%	1.5%	1.1%	2.6%	1119	849	116	33	24	2141	19
Agree-disagree	16	My agency is successful at accomplishing its mission.	89.1%	43.4%	45.7%	7.6%	2.2%	1.2%	3.4%	933	978	164	48	25	2148	15
Agree-disagree	17	*I recommend my organization as a good place to work.	76.6%	34.7%	41.9%	13.1%	6.9%	3.3%	10.2%	751	910	282	151	72	2166	N/A
Agree-disagree	18	*I believe the results of this survey will be used to make my agency a better place to work.	52.2%	17.9%	34.3%	23.8%	13.1%	10.9%	24.0%	372	713	494	273	226	2078	87
Agree-disagree	19	My supervisor supports my need to balance work and other life issues.	90.7%	61.0%	29.7%	4.8%	2.8%	1.6%	4.5%	1323	640	101	60	36	2160	3
Agree-disagree	20	My supervisor is committed to a workforce representative of all segments of society.	83.9%	51.2%	32.7%	12.0%	1.6%	2.5%	4.1%	1030	657	239	32	49	2007	153
Agree-disagree	21	Supervisors in my work unit support employee development.	87.6%	51.1%	36.5%	7.2%	2.7%	2.6%	5.2%	1097	777	152	56	55	2137	25
Agree-disagree	22	My supervisor listens to what I have to say.	87.0%	53.4%	33.6%	6.9%	3.7%	2.4%	6.1%	1151	721	146	80	52	2150	N/A
Agree-disagree	23	My supervisor treats me with respect.	88.9%	60.4%	28.5%	6.0%	2.7%	2.4%	5.1%	1301	610	127	56	52	2146	N/A
Agree-disagree	24	I have trust and confidence in my supervisor.	79.2%	49.8%	29.4%	11.4%	5.0%	4.4%	9.4%	1072	631	246	106	94	2149	N/A
Good-poor	25	Overall, how good a job do you feel is being done by your immediate supervisor?	81.8%	55.1%	26.7%	12.3%	3.7%	2.2%	5.9%	1191	578	266	81	46	2162	N/A
Agree-disagree	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	61.5%	19.0%	42.5%	19.2%	12.2%	7.0%	19.3%	406	904	409	264	153	2136	23
Agree-disagree	27	My organization's senior leaders maintain high standards of honesty and integrity.	69.6%	28.4%	41.2%	17.2%	7.1%	6.0%	13.1%	589	861	357	149	127	2083	68
Agree-disagree	28	*Managers communicate the goals of the organization.	76.4%	25.4%	51.0%	13.6%	6.1%	3.9%	10.0%	547	1092	292	131	83	2145	13
Agree-disagree	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	71.4%	25.1%	46.3%	15.0%	8.9%	4.7%	13.6%	534	981	318	190	101	2124	34
Good-poor	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	71.3%	34.0%	37.4%	18.5%	5.3%	4.9%	10.2%	710	783	385	111	103	2092	66
Agree-disagree	31	I have a high level of respect for my organization's senior leaders.	66.9%	25.8%	41.1%	17.8%	8.9%	6.4%	15.2%	550	885	381	194	137	2147	9

Agree-disagree	32	Senior leaders demonstrate support for Work-Life programs.	83.2%	41.2%	42.0%	10.7%	3.9%	2.3%	6.1%	869	892	224	83	48	2116	42
Satisfied-dissatisfied	33	*How satisfied are you with your involvement in decisions that affect your work?	64.9%	22.4%	42.5%	18.2%	12.7%	4.1%	16.9%	483	911	389	275	89	2147	N/A
Satisfied-dissatisfied	34	*How satisfied are you with the information you receive from management on what's going on in your organization?	72.1%	25.1%	47.0%	15.5%	8.9%	3.5%	12.4%	541	1006	331	193	74	2145	N/A
Satisfied-dissatisfied	35	*How satisfied are you with the recognition you receive for doing a good job?	68.2%	26.6%	41.6%	16.9%	10.2%	4.8%	14.9%	573	892	362	219	103	2149	N/A
Satisfied-dissatisfied	36	*Considering everything, how satisfied are you with your job?	75.0%	29.0%	46.0%	13.4%	7.8%	3.9%	11.7%	617	981	286	168	82	2134	N/A
Satisfied-dissatisfied	37	Considering everything, how satisfied are you with your pay?	76.0%	31.1%	44.9%	12.0%	7.9%	4.2%	12.0%	667	963	258	171	88	2147	N/A
Satisfied-dissatisfied	38	*Considering everything, how satisfied are you with your organization?	72.3%	24.8%	47.5%	14.6%	9.3%	3.8%	13.0%	533	1021	309	200	82	2145	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

11. In my work unit poor performers usually:	2020		2019	
	N	%	N	%
Remain in the work unit and improve their performance over time	294	18.3%	267	15.9%
Remain in the work unit and continue to underperform	756	47.1%	866	53.5%
Leave the work unit - removed or transferred	108	6.7%	83	4.9%
Leave the work unit - quit	15	1.0%	19	1.1%
There are no poor performers in my work unit	425	26.9%	406	24.6%
Item Response Total	1,598	100.0%	1,641	100.0%
Do Not Know	564	--	482	--
Total	2,162	100.0%	2,123	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 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.	75.8%	14.0%	10.2%	2159	N/A
Agree-disagree	2020	2	I feel encouraged to come up with new and better ways of doing things.	76.1%	12.6%	11.3%	2139	N/A
Agree-disagree	2020	3	My work gives me a feeling of personal accomplishment.	77.9%	11.9%	10.2%	2154	N/A
Agree-disagree	2020	4	I know what is expected of me on the job.	83.9%	8.3%	7.7%	2157	N/A
Agree-disagree	2020	5	*My workload is reasonable.	70.2%	10.5%	19.2%	2156	3
Agree-disagree	2020	6	*My talents are used well in the workplace.	68.3%	13.7%	18.0%	2125	6
Agree-disagree	2020	7	*I know how my work relates to the agency's goals.	90.7%	5.4%	3.9%	2144	7
Agree-disagree	2020	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	75.9%	12.2%	11.9%	2104	55
Agree-disagree	2020	9	*The people I work with cooperate to get the job done.	88.2%	6.0%	5.8%	2161	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.	41.0%	31.7%	27.3%	1730	435
Agree-disagree	2020	12	*In my work unit, differences in performance are recognized in a meaningful way.	58.4%	21.7%	19.8%	1955	210
Agree-disagree	2020	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	86.3%	7.2%	6.5%	2140	24
Agree-disagree	2020	14	Employees are recognized for providing high quality products and services.	77.9%	11.2%	10.9%	2145	17
Agree-disagree	2020	15	Employees are protected from health and safety hazards on the job.	91.9%	5.5%	2.6%	2141	19
Agree-disagree	2020	16	My agency is successful at accomplishing its mission.	89.1%	7.6%	3.4%	2148	15
Agree-disagree	2020	17	*I recommend my organization as a good place to work.	76.6%	13.1%	10.2%	2166	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.	52.2%	23.8%	24.0%	2078	87
Agree-disagree	2020	19	My supervisor supports my need to balance work and other life issues.	90.7%	4.8%	4.5%	2160	3
Agree-disagree	2020	20	My supervisor is committed to a workforce representative of all segments of society.	83.9%	12.0%	4.1%	2007	153
Agree-disagree	2020	21	Supervisors in my work unit support employee development.	87.6%	7.2%	5.2%	2137	25
Agree-disagree	2020	22	My supervisor listens to what I have to say.	87.0%	6.9%	6.1%	2150	N/A
Agree-disagree	2020	23	My supervisor treats me with respect.	88.9%	6.0%	5.1%	2146	N/A
Agree-disagree	2020	24	I have trust and confidence in my supervisor.	79.2%	11.4%	9.4%	2149	N/A
Good-poor	2020	25	Overall, how good a job do you feel is being done by your immediate supervisor?	81.8%	12.3%	5.9%	2162	N/A
Agree-disagree	2020	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	61.5%	19.2%	19.3%	2136	23
Agree-disagree	2020	27	My organization's senior leaders maintain high standards of honesty and integrity.	69.6%	17.2%	13.1%	2083	68
Agree-disagree	2020	28	*Managers communicate the goals of the organization.	76.4%	13.6%	10.0%	2145	13
Agree-disagree	2020	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	71.4%	15.0%	13.6%	2124	34
Good-poor	2020	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	71.3%	18.5%	10.2%	2092	66
Agree-disagree	2020	31	I have a high level of respect for my organization's senior leaders.	66.9%	17.8%	15.2%	2147	9
Agree-disagree	2020	32	Senior leaders demonstrate support for Work-Life programs.	83.2%	10.7%	6.1%	2116	42
Satisfied-dissatisfied	2020	33	*How satisfied are you with your involvement in decisions that affect your work?	64.9%	18.2%	16.9%	2147	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?	72.1%	15.5%	12.4%	2145	N/A
Satisfied-dissatisfied	2020	35	*How satisfied are you with the recognition you receive for doing a good job?	68.2%	16.9%	14.9%	2149	N/A
Satisfied-dissatisfied	2020	36	*Considering everything, how satisfied are you with your job?	75.0%	13.4%	11.7%	2134	N/A
Satisfied-dissatisfied	2020	37	Considering everything, how satisfied are you with your pay?	76.0%	12.0%	12.0%	2147	N/A
Satisfied-dissatisfied	2020	38	*Considering everything, how satisfied are you with your organization?	72.3%	14.6%	13.0%	2145	N/A
Agree-disagree	2019	1	*I am given a real opportunity to improve my skills in my organization.	74.1%	11.2%	14.7%	2163	N/A
Agree-disagree	2019	2	I feel encouraged to come up with new and better ways of doing things.	68.2%	14.6%	17.1%	2163	N/A
Agree-disagree	2019	3	My work gives me a feeling of personal accomplishment.	75.8%	12.7%	11.5%	2170	N/A
Agree-disagree	2019	4	I know what is expected of me on the job.	81.2%	8.4%	10.4%	2159	N/A
Agree-disagree	2019	5	*My workload is reasonable.	68.7%	12.5%	18.9%	2164	6
Agree-disagree	2019	6	*My talents are used well in the workplace.	63.7%	14.9%	21.4%	2144	14
Agree-disagree	2019	7	*I know how my work relates to the agency's goals.	89.5%	5.9%	4.6%	2166	2
Agree-disagree	2019	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	75.5%	12.4%	12.1%	2084	86
Agree-disagree	2019	9	*The people I work with cooperate to get the job done.	83.3%	8.4%	8.3%	2169	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.	34.5%	31.1%	34.5%	1821	340
Agree-disagree	2019	12	*In my work unit, differences in performance are recognized in a meaningful way.	43.5%	27.3%	29.2%	1993	166
Agree-disagree	2019	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	85.1%	8.2%	6.6%	2149	14
Agree-disagree	2019	14	Employees are recognized for providing high quality products and services.	65.8%	16.1%	18.1%	2097	50
Agree-disagree	2019	15	Employees are protected from health and safety hazards on the job.	89.3%	6.8%	3.9%	2121	31
Agree-disagree	2019	16	My agency is successful at accomplishing its mission.	86.9%	8.4%	4.7%	2134	18
Agree-disagree	2019	17	*I recommend my organization as a good place to work.	73.1%	15.5%	11.4%	2146	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.	49.3%	22.2%	28.5%	2066	84
Agree-disagree	2019	19	My supervisor supports my need to balance work and other life issues.	90.8%	4.7%	4.4%	2142	6
Agree-disagree	2019	20	My supervisor is committed to a workforce representative of all segments of society.	78.8%	15.6%	5.7%	1925	213
Agree-disagree	2019	21	Supervisors in my work unit support employee development.	81.4%	10.0%	8.6%	2114	28
Agree-disagree	2019	22	My supervisor listens to what I have to say.	84.6%	7.6%	7.8%	2139	N/A
Agree-disagree	2019	23	My supervisor treats me with respect.	88.0%	6.3%	5.7%	2138	N/A
Agree-disagree	2019	24	I have trust and confidence in my supervisor.	76.8%	12.2%	11.1%	2139	N/A
Good-poor	2019	25	Overall, how good a job do you feel is being done by your immediate supervisor?	79.9%	12.7%	7.4%	2140	N/A
Agree-disagree	2019	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	51.3%	23.7%	25.0%	2102	33
Agree-disagree	2019	27	My organization's senior leaders maintain high standards of honesty and integrity.	64.9%	18.8%	16.3%	2015	120
Agree-disagree	2019	28	*Managers communicate the goals of the organization.	74.8%	13.3%	11.9%	2116	18
Agree-disagree	2019	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	69.1%	15.1%	15.8%	2079	58
Good-poor	2019	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	69.4%	18.5%	12.1%	2065	70
Agree-disagree	2019	31	I have a high level of respect for my organization's senior leaders.	62.7%	19.6%	17.7%	2117	20
Agree-disagree	2019	32	Senior leaders demonstrate support for Work-Life programs.	79.5%	12.6%	7.9%	2059	71
Satisfied-dissatisfied	2019	33	*How satisfied are you with your involvement in decisions that affect your work?	61.4%	18.5%	20.1%	2123	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?	64.7%	16.6%	18.7%	2128	N/A
Satisfied-dissatisfied	2019	35	*How satisfied are you with the recognition you receive for doing a good job?	63.0%	18.3%	18.7%	2123	N/A
Satisfied-dissatisfied	2019	36	*Considering everything, how satisfied are you with your job?	73.6%	14.1%	12.3%	2119	N/A
Satisfied-dissatisfied	2019	37	Considering everything, how satisfied are you with your pay?	72.2%	14.1%	13.7%	2119	N/A
Satisfied-dissatisfied	2019	38	*Considering everything, how satisfied are you with your organization?	68.8%	16.9%	14.4%	2115	N/A
Agree-disagree	2018	1	*I am given a real opportunity to improve my skills in my organization.	74.0%	12.6%	13.4%	2288	N/A
Agree-disagree	2018	2	I feel encouraged to come up with new and better ways of doing things.	70.0%	14.7%	15.2%	2293	N/A
Agree-disagree	2018	3	My work gives me a feeling of personal accomplishment.	77.5%	11.3%	11.1%	2301	N/A
Agree-disagree	2018	4	I know what is expected of me on the job.	84.3%	8.0%	7.7%	2299	N/A
Agree-disagree	2018	5	*My workload is reasonable.	70.7%	12.3%	17.0%	2298	4
Agree-disagree	2018	6	*My talents are used well in the workplace.	66.4%	14.3%	19.3%	2285	6
Agree-disagree	2018	7	*I know how my work relates to the agency's goals.	91.5%	4.7%	3.9%	2295	3
Agree-disagree	2018	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	76.9%	12.1%	11.0%	2221	76
Agree-disagree	2018	9	*The people I work with cooperate to get the job done.	84.8%	7.7%	7.5%	2302	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.	37.0%	29.8%	33.2%	1955	345
Agree-disagree	2018	12	*In my work unit, differences in performance are recognized in a meaningful way.	45.6%	27.4%	27.0%	2129	169
Agree-disagree	2018	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	85.8%	8.2%	6.0%	2288	15
Agree-disagree	2018	14	Employees are recognized for providing high quality products and services.	67.3%	16.8%	15.9%	2246	43
Agree-disagree	2018	15	Employees are protected from health and safety hazards on the job.	91.3%	5.9%	2.8%	2275	17
Agree-disagree	2018	16	My agency is successful at accomplishing its mission.	88.5%	8.0%	3.5%	2269	24
Agree-disagree	2018	17	*I recommend my organization as a good place to work.	75.5%	14.6%	9.9%	2293	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.	54.9%	21.7%	23.4%	2216	77
Agree-disagree	2018	19	My supervisor supports my need to balance work and other life issues.	91.3%	4.8%	3.9%	2284	6
Agree-disagree	2018	20	My supervisor is committed to a workforce representative of all segments of society.	80.7%	13.9%	5.4%	2061	226
Agree-disagree	2018	21	Supervisors in my work unit support employee development.	82.3%	9.8%	7.8%	2254	35
Agree-disagree	2018	22	My supervisor listens to what I have to say.	85.9%	6.0%	8.1%	2286	N/A
Agree-disagree	2018	23	My supervisor treats me with respect.	88.8%	5.7%	5.5%	2290	N/A
Agree-disagree	2018	24	I have trust and confidence in my supervisor.	79.5%	10.0%	10.5%	2289	N/A
Good-poor	2018	25	Overall, how good a job do you feel is being done by your immediate supervisor?	81.9%	11.1%	6.9%	2291	N/A
Agree-disagree	2018	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	55.6%	21.9%	22.5%	2243	43
Agree-disagree	2018	27	My organization's senior leaders maintain high standards of honesty and integrity.	67.6%	17.6%	14.7%	2177	105
Agree-disagree	2018	28	*Managers communicate the goals of the organization.	77.3%	12.7%	10.0%	2260	17
Agree-disagree	2018	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	71.8%	14.4%	13.7%	2206	75
Good-poor	2018	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	72.9%	17.1%	10.0%	2211	69
Agree-disagree	2018	31	I have a high level of respect for my organization's senior leaders.	65.9%	18.6%	15.5%	2263	16
Agree-disagree	2018	32	Senior leaders demonstrate support for Work-Life programs.	79.8%	12.8%	7.4%	2209	73
Satisfied-dissatisfied	2018	33	*How satisfied are you with your involvement in decisions that affect your work?	64.8%	17.9%	17.3%	2275	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?	69.2%	15.5%	15.3%	2280	N/A
Satisfied-dissatisfied	2018	35	*How satisfied are you with the recognition you receive for doing a good job?	66.0%	17.0%	17.0%	2278	N/A
Satisfied-dissatisfied	2018	36	*Considering everything, how satisfied are you with your job?	74.8%	14.4%	10.8%	2277	N/A

Satisfied-dissatisfied	2018	37	Considering everything, how satisfied are you with your pay?	72.5%	13.4%	14.1%	2274	N/A
Satisfied-dissatisfied	2018	38	*Considering everything, how satisfied are you with your organization?	71.6%	16.0%	12.3%	2265	N/A
Agree-disagree	2017	1	*I am given a real opportunity to improve my skills in my organization.	71.4%	13.7%	14.9%	2438	N/A
Agree-disagree	2017	2	I feel encouraged to come up with new and better ways of doing things.	66.5%	15.8%	17.7%	2431	N/A
Agree-disagree	2017	3	My work gives me a feeling of personal accomplishment.	75.3%	13.0%	11.7%	2435	N/A
Agree-disagree	2017	4	I know what is expected of me on the job.	83.8%	8.0%	8.2%	2424	N/A
Agree-disagree	2017	5	*My workload is reasonable.	70.4%	12.9%	16.6%	2435	1
Agree-disagree	2017	6	*My talents are used well in the workplace.	65.1%	15.2%	19.8%	2412	6
Agree-disagree	2017	7	*I know how my work relates to the agency's goals and priorities.	90.7%	4.9%	4.4%	2424	6
Agree-disagree	2017	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	74.4%	13.3%	12.3%	2345	87
Agree-disagree	2017	9	*The people I work with cooperate to get the job done.	82.6%	8.2%	9.2%	2437	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.	35.4%	29.0%	35.7%	2096	338
Agree-disagree	2017	12	*In my work unit, differences in performance are recognized in a meaningful way.	46.2%	26.3%	27.5%	2272	164
Agree-disagree	2017	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	77.9%	11.7%	10.4%	2372	51
Agree-disagree	2017	14	Employees are recognized for providing high quality products and services.	65.8%	17.9%	16.3%	2370	45
Agree-disagree	2017	15	Employees are protected from health and safety hazards on the job.	91.2%	5.6%	3.1%	2393	25
Agree-disagree	2017	16	My agency is successful at accomplishing its mission.	87.7%	8.6%	3.6%	2405	15
Agree-disagree	2017	17	*I recommend my organization as a good place to work.	73.9%	15.2%	10.9%	2422	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.	51.8%	23.2%	25.0%	2341	82
Agree-disagree	2017	19	My supervisor supports my need to balance work and other life issues.	91.4%	4.7%	3.8%	2413	6
Agree-disagree	2017	20	My supervisor is committed to a workforce representative of all segments of society.	78.7%	15.9%	5.4%	2178	231
Agree-disagree	2017	21	Supervisors in my work unit support employee development.	81.1%	10.6%	8.3%	2384	30
Agree-disagree	2017	22	My supervisor listens to what I have to say.	86.3%	7.0%	6.7%	2419	N/A
Agree-disagree	2017	23	My supervisor treats me with respect.	88.5%	6.4%	5.1%	2409	N/A
Agree-disagree	2017	24	I have trust and confidence in my supervisor.	77.4%	11.8%	10.8%	2415	N/A
Good-poor	2017	25	Overall, how good a job do you feel is being done by your immediate supervisor?	79.9%	13.4%	6.7%	2417	N/A
Agree-disagree	2017	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	52.3%	23.8%	23.9%	2374	39
Agree-disagree	2017	27	My organization's senior leaders maintain high standards of honesty and integrity.	66.7%	18.4%	14.9%	2285	127
Agree-disagree	2017	28	*Managers communicate the goals and priorities of the organization.	75.1%	14.1%	10.8%	2386	19
Agree-disagree	2017	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	69.0%	16.2%	14.8%	2343	62
Good-poor	2017	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	72.0%	18.0%	10.0%	2322	83
Agree-disagree	2017	31	I have a high level of respect for my organization's senior leaders.	65.2%	18.5%	16.3%	2386	21
Agree-disagree	2017	32	Senior leaders demonstrate support for Work-Life programs.	78.4%	12.9%	8.7%	2334	78
Satisfied-dissatisfied	2017	33	*How satisfied are you with your involvement in decisions that affect your work?	63.5%	18.7%	17.9%	2412	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?	66.4%	16.3%	17.3%	2409	N/A
Satisfied-dissatisfied	2017	35	*How satisfied are you with the recognition you receive for doing a good job?	64.7%	18.6%	16.6%	2404	N/A
Satisfied-dissatisfied	2017	36	*Considering everything, how satisfied are you with your job?	74.3%	14.7%	10.9%	2400	N/A
Satisfied-dissatisfied	2017	37	Considering everything, how satisfied are you with your pay?	71.7%	14.1%	14.2%	2410	N/A
Satisfied-dissatisfied	2017	38	*Considering everything, how satisfied are you with your organization?	69.6%	16.3%	14.2%	2411	N/A
Agree-disagree	2016	1	*I am given a real opportunity to improve my skills in my organization.	70.0%	12.8%	17.2%	2148	N/A
Agree-disagree	2016	2	I feel encouraged to come up with new and better ways of doing things.	66.9%	13.5%	19.6%	2133	N/A
Agree-disagree	2016	3	My work gives me a feeling of personal accomplishment.	75.3%	12.6%	12.1%	2129	N/A
Agree-disagree	2016	4	I know what is expected of me on the job.	82.9%	9.3%	7.8%	2132	N/A
Agree-disagree	2016	5	*My workload is reasonable.	70.9%	12.7%	16.4%	2134	2
Agree-disagree	2016	6	*My talents are used well in the workplace.	65.9%	13.9%	20.2%	2101	8
Agree-disagree	2016	7	*I know how my work relates to the agency's goals and priorities.	89.8%	5.6%	4.6%	2127	6
Agree-disagree	2016	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	72.9%	13.6%	13.5%	2063	76
Agree-disagree	2016	9	*The people I work with cooperate to get the job done.	81.0%	9.8%	9.2%	2148	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.	34.1%	29.4%	36.6%	1809	327
Agree-disagree	2016	12	*In my work unit, differences in performance are recognized in a meaningful way.	43.1%	26.9%	30.0%	1986	150
Agree-disagree	2016	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	79.0%	11.6%	9.4%	2091	40
Agree-disagree	2016	14	Employees are recognized for providing high quality products and services.	63.5%	18.7%	17.8%	2081	42
Agree-disagree	2016	15	Employees are protected from health and safety hazards on the job.	89.9%	6.4%	3.8%	2101	26
Agree-disagree	2016	16	My agency is successful at accomplishing its mission.	87.6%	9.0%	3.4%	2110	16
Agree-disagree	2016	17	*I recommend my organization as a good place to work.	74.1%	14.7%	11.2%	2130	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.	49.3%	23.3%	27.5%	2045	89
Agree-disagree	2016	19	My supervisor supports my need to balance work and other life issues.	89.2%	5.5%	5.3%	2119	9
Agree-disagree	2016	20	My supervisor is committed to a workforce representative of all segments of society.	78.1%	15.0%	6.9%	1905	213
Agree-disagree	2016	21	Supervisors in my work unit support employee development.	77.7%	12.0%	10.3%	2093	33
Agree-disagree	2016	22	My supervisor listens to what I have to say.	83.6%	7.8%	8.6%	2122	N/A
Agree-disagree	2016	23	My supervisor treats me with respect.	86.9%	6.0%	7.1%	2113	N/A

Agree-disagree	2016	24	I have trust and confidence in my supervisor.	75.2%	11.9%	12.9%	2124	N/A
Good-poor	2016	25	Overall, how good a job do you feel is being done by your immediate supervisor?	77.2%	14.4%	8.4%	2126	N/A
Agree-disagree	2016	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.					
				52.4%	22.2%	25.4%	2086	33
Agree-disagree	2016	27	My organization's senior leaders maintain high standards of honesty and integrity.	67.2%	16.4%	16.4%	2018	93
Agree-disagree	2016	28	*Managers communicate the goals and priorities of the organization.	72.2%	14.9%	12.9%	2084	17
Agree-disagree	2016	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).					
				64.8%	17.6%	17.6%	2061	52
Good-poor	2016	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?					
				71.4%	17.9%	10.8%	2048	70
Agree-disagree	2016	31	I have a high level of respect for my organization's senior leaders.	64.7%	18.1%	17.2%	2088	29
Agree-disagree	2016	32	Senior leaders demonstrate support for Work-Life programs.	77.6%	13.2%	9.1%	2032	85
Satisfied-dissatisfied	2016	33	*How satisfied are you with your involvement in decisions that affect your work?					
				61.9%	18.3%	19.8%	2107	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?					
				64.4%	16.3%	19.4%	2110	N/A
Satisfied-dissatisfied	2016	35	*How satisfied are you with the recognition you receive for doing a good job?					
				60.1%	20.1%	19.8%	2107	N/A
Satisfied-dissatisfied	2016	36	*Considering everything, how satisfied are you with your job?					
				73.0%	14.4%	12.7%	2106	N/A
Satisfied-dissatisfied	2016	37	Considering everything, how satisfied are you with your pay?					
				68.4%	14.9%	16.6%	2107	N/A
Satisfied-dissatisfied	2016	38	*Considering everything, how satisfied are you with your organization?					
				68.4%	15.5%	16.1%	2103	N/A
Agree-disagree	2015	1	*I am given a real opportunity to improve my skills in my organization.	78.2%	11.0%	10.8%	2674	N/A
Agree-disagree	2015	2	I feel encouraged to come up with new and better ways of doing things.	66.5%	16.6%	16.9%	2638	N/A
Agree-disagree	2015	3	My work gives me a feeling of personal accomplishment.	77.2%	11.7%	11.1%	2662	N/A
Agree-disagree	2015	4	I know what is expected of me on the job.	83.0%	8.6%	8.4%	2656	N/A
Agree-disagree	2015	5	*My workload is reasonable.	72.3%	11.8%	15.9%	2658	2
Agree-disagree	2015	6	*My talents are used well in the workplace.	67.1%	13.4%	19.6%	2592	12
Agree-disagree	2015	7	*I know how my work relates to the agency's goals and priorities.	90.1%	5.9%	4.0%	2656	4
Agree-disagree	2015	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	74.8%	12.4%	12.8%	2557	108
Agree-disagree	2015	9	*The people I work with cooperate to get the job done.	82.5%	9.0%	8.5%	2670	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.	34.1%	28.8%	37.0%	2275	387
Agree-disagree	2015	12	*In my work unit, differences in performance are recognized in a meaningful way.	43.4%	27.1%	29.5%	2460	205
Agree-disagree	2015	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.					
				80.1%	11.5%	8.4%	2601	47
Agree-disagree	2015	14	Employees are recognized for providing high quality products and services.	64.5%	17.7%	17.8%	2602	42
Agree-disagree	2015	15	Employees are protected from health and safety hazards on the job.	90.3%	6.0%	3.8%	2602	36
Agree-disagree	2015	16	My agency is successful at accomplishing its mission.	88.9%	8.1%	3.0%	2619	22
Agree-disagree	2015	17	*I recommend my organization as a good place to work.	79.0%	12.4%	8.5%	2643	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.	56.4%	20.4%	23.2%	2569	77
Agree-disagree	2015	19	My supervisor supports my need to balance work and other life issues.	89.7%	5.4%	5.0%	2639	7
Agree-disagree	2015	20	My supervisor is committed to a workforce representative of all segments of society.	78.6%	15.8%	5.5%	2387	251
Agree-disagree	2015	21	Supervisors in my work unit support employee development.	81.8%	10.5%	7.7%	2605	33
Agree-disagree	2015	22	My supervisor listens to what I have to say.	84.5%	7.3%	8.2%	2641	N/A
Agree-disagree	2015	23	My supervisor treats me with respect.	87.7%	6.5%	5.8%	2638	N/A
Agree-disagree	2015	24	I have trust and confidence in my supervisor.	76.7%	10.7%	12.6%	2640	N/A
Good-poor	2015	25	Overall, how good a job do you feel is being done by your immediate supervisor?	79.3%	12.9%	7.7%	2640	N/A
Agree-disagree	2015	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.					
				55.0%	21.6%	23.4%	2599	30
Agree-disagree	2015	27	My organization's senior leaders maintain high standards of honesty and integrity.	66.5%	17.3%	16.2%	2531	95
Agree-disagree	2015	28	*Managers communicate the goals and priorities of the organization.	73.3%	14.3%	12.4%	2604	20
Agree-disagree	2015	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).					
				67.0%	18.0%	15.1%	2545	71
Good-poor	2015	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?					
				71.0%	18.2%	10.8%	2547	81
Agree-disagree	2015	31	I have a high level of respect for my organization's senior leaders.	66.1%	16.9%	17.0%	2609	17
Agree-disagree	2015	32	Senior leaders demonstrate support for Work-Life programs.	81.8%	11.3%	6.9%	2556	70
Satisfied-dissatisfied	2015	33	*How satisfied are you with your involvement in decisions that affect your work?					
				65.7%	16.7%	17.6%	2623	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?					
				67.3%	16.9%	15.8%	2618	N/A
Satisfied-dissatisfied	2015	35	*How satisfied are you with the recognition you receive for doing a good job?					
				62.2%	18.0%	19.8%	2600	N/A
Satisfied-dissatisfied	2015	36	*Considering everything, how satisfied are you with your job?					
				75.8%	13.2%	11.0%	2614	N/A
Satisfied-dissatisfied	2015	37	Considering everything, how satisfied are you with your pay?					
				68.2%	15.3%	16.5%	2617	N/A
Satisfied-dissatisfied	2015	38	*Considering everything, how satisfied are you with your organization?					
				71.0%	16.2%	12.8%	2619	N/A
Agree-disagree	2014	1	*I am given a real opportunity to improve my skills in my organization.	74.7%	12.1%	13.2%	2465	N/A
Agree-disagree	2014	2	I feel encouraged to come up with new and better ways of doing things.	67.4%	14.5%	18.1%	2437	N/A

Agree-disagree	2014	3	My work gives me a feeling of personal accomplishment.	77.3%	11.9%	10.8%	2444	N/A
Agree-disagree	2014	4	I know what is expected of me on the job.	83.0%	9.0%	8.0%	2444	N/A
Agree-disagree	2014	5	*My workload is reasonable.	70.6%	12.4%	17.0%	2439	2
Agree-disagree	2014	6	*My talents are used well in the workplace.	64.8%	14.5%	20.7%	2396	9
Agree-disagree	2014	7	*I know how my work relates to the agency's goals and priorities.	89.7%	6.2%	4.1%	2455	5
Agree-disagree	2014	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	75.1%	13.3%	11.6%	2383	79
Agree-disagree	2014	9	*The people I work with cooperate to get the job done.	82.0%	10.1%	7.9%	2465	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.	34.3%	30.0%	35.7%	2075	380
Agree-disagree	2014	12	*In my work unit, differences in performance are recognized in a meaningful way.	41.8%	29.7%	28.5%	2258	200
Agree-disagree	2014	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	80.7%	10.7%	8.6%	2415	32
Agree-disagree	2014	14	Employees are recognized for providing high quality products and services.	63.9%	17.6%	18.5%	2399	38
Agree-disagree	2014	15	Employees are protected from health and safety hazards on the job.	90.7%	6.1%	3.2%	2415	25
Agree-disagree	2014	16	My agency is successful at accomplishing its mission.	88.7%	8.0%	3.3%	2424	16
Agree-disagree	2014	17	*I recommend my organization as a good place to work.	78.7%	13.3%	7.9%	2435	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.	57.5%	22.2%	20.3%	2351	92
Agree-disagree	2014	19	My supervisor supports my need to balance work and other life issues.	89.3%	5.2%	5.5%	2433	8
Agree-disagree	2014	20	My supervisor is committed to a workforce representative of all segments of society.	79.5%	15.0%	5.5%	2215	216
Agree-disagree	2014	21	Supervisors in my work unit support employee development.	80.6%	11.2%	8.2%	2405	30
Agree-disagree	2014	22	My supervisor listens to what I have to say.	84.0%	8.2%	7.7%	2435	N/A
Agree-disagree	2014	23	My supervisor treats me with respect.	87.1%	6.8%	6.1%	2432	N/A
Agree-disagree	2014	24	I have trust and confidence in my supervisor.	76.7%	11.4%	11.9%	2432	N/A
Good-poor	2014	25	Overall, how good a job do you feel is being done by your immediate supervisor?	79.1%	12.8%	8.1%	2434	N/A
Agree-disagree	2014	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	55.2%	21.9%	22.9%	2405	22
Agree-disagree	2014	27	My organization's senior leaders maintain high standards of honesty and integrity.	68.0%	17.3%	14.7%	2323	103
Agree-disagree	2014	28	*Managers communicate the goals and priorities of the organization.	72.8%	14.7%	12.6%	2396	17
Agree-disagree	2014	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	66.6%	16.4%	17.1%	2350	66
Good-poor	2014	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	69.7%	18.9%	11.3%	2352	71
Agree-disagree	2014	31	I have a high level of respect for my organization's senior leaders.	65.8%	18.1%	16.0%	2408	13
Agree-disagree	2014	32	Senior leaders demonstrate support for Work-Life programs.	80.5%	12.5%	6.9%	2362	59
Satisfied-dissatisfied	2014	33	*How satisfied are you with your involvement in decisions that affect your work?	65.5%	16.7%	17.8%	2416	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?	66.4%	18.2%	15.4%	2410	N/A
Satisfied-dissatisfied	2014	35	*How satisfied are you with the recognition you receive for doing a good job?	61.7%	18.2%	20.1%	2409	N/A
Satisfied-dissatisfied	2014	36	*Considering everything, how satisfied are you with your job?	74.7%	14.4%	10.9%	2402	N/A
Satisfied-dissatisfied	2014	37	Considering everything, how satisfied are you with your pay?	66.6%	16.1%	17.3%	2411	N/A
Satisfied-dissatisfied	2014	38	*Considering everything, how satisfied are you with your organization?	70.6%	16.6%	12.8%	2407	N/A
Agree-disagree	2013	1	*I am given a real opportunity to improve my skills in my organization.	73.9%	13.9%	12.2%	2507	N/A
Agree-disagree	2013	2	I feel encouraged to come up with new and better ways of doing things.	65.9%	17.2%	16.9%	2491	N/A
Agree-disagree	2013	3	My work gives me a feeling of personal accomplishment.	76.9%	12.5%	10.6%	2500	N/A
Agree-disagree	2013	4	I know what is expected of me on the job.	83.3%	8.6%	8.0%	2485	N/A
Agree-disagree	2013	5	*My workload is reasonable.	70.3%	13.1%	16.6%	2494	1
Agree-disagree	2013	6	*My talents are used well in the workplace.	64.7%	15.1%	20.2%	2449	12
Agree-disagree	2013	7	*I know how my work relates to the agency's goals and priorities.	90.1%	6.4%	3.5%	2498	1
Agree-disagree	2013	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	75.1%	13.4%	11.5%	2427	70
Agree-disagree	2013	9	*The people I work with cooperate to get the job done.	83.1%	9.6%	7.4%	2503	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.	34.1%	30.5%	35.4%	2151	347
Agree-disagree	2013	12	*In my work unit, differences in performance are recognized in a meaningful way.	43.7%	27.3%	29.0%	2313	188
Agree-disagree	2013	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	81.6%	11.4%	7.0%	2451	30
Agree-disagree	2013	14	Employees are recognized for providing high quality products and services.	65.1%	18.2%	16.7%	2435	38
Agree-disagree	2013	15	Employees are protected from health and safety hazards on the job.	91.6%	5.7%	2.7%	2459	20
Agree-disagree	2013	16	My agency is successful at accomplishing its mission.	89.1%	7.5%	3.4%	2452	22
Agree-disagree	2013	17	*I recommend my organization as a good place to work.	80.5%	11.7%	7.8%	2479	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.	58.3%	22.3%	19.4%	2345	136
Agree-disagree	2013	19	My supervisor supports my need to balance work and other life issues.	88.7%	5.4%	5.8%	2467	11
Agree-disagree	2013	20	My supervisor is committed to a workforce representative of all segments of society.	76.1%	18.1%	5.8%	2219	247
Agree-disagree	2013	21	Supervisors in my work unit support employee development.	79.4%	12.3%	8.2%	2447	27
Agree-disagree	2013	22	My supervisor listens to what I have to say.	83.6%	8.2%	8.2%	2472	N/A
Agree-disagree	2013	23	My supervisor treats me with respect.	86.7%	7.2%	6.1%	2473	N/A
Agree-disagree	2013	24	I have trust and confidence in my supervisor.	75.1%	13.3%	11.5%	2468	N/A
Good-poor	2013	25	Overall, how good a job do you feel is being done by your immediate supervisor?	78.4%	13.0%	8.7%	2468	N/A
Agree-disagree	2013	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	56.6%	23.0%	20.4%	2437	21
Agree-disagree	2013	27	My organization's senior leaders maintain high standards of honesty and integrity.	70.0%	17.8%	12.2%	2407	54
Agree-disagree	2013	28	*Managers communicate the goals and priorities of the organization.	74.1%	15.1%	10.8%	2429	17

Core Q1-10, 12-38 Trend

Agree-disagree	2013	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	66.2%	18.4%	15.4%	2403	47
Good-poor	2013	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	71.3%	19.0%	9.8%	2372	87
Agree-disagree	2013	31	I have a high level of respect for my organization's senior leaders.	66.9%	18.3%	14.8%	2445	11
Agree-disagree	2013	32	Senior leaders demonstrate support for Work-Life programs.	79.9%	13.0%	7.1%	2383	72
Satisfied-dissatisfied	2013	33	*How satisfied are you with your involvement in decisions that affect your work?	65.0%	18.4%	16.6%	2452	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?	64.3%	19.8%	15.9%	2450	N/A
Satisfied-dissatisfied	2013	35	*How satisfied are you with the recognition you receive for doing a good job?	61.8%	18.4%	19.9%	2444	N/A
Satisfied-dissatisfied	2013	36	*Considering everything, how satisfied are you with your job?	74.4%	14.9%	10.8%	2447	N/A
Satisfied-dissatisfied	2013	37	Considering everything, how satisfied are you with your pay?	62.4%	15.9%	21.7%	2446	N/A
Satisfied-dissatisfied	2013	38	*Considering everything, how satisfied are you with your organization?	71.4%	16.5%	12.0%	2447	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	47	2.3%
At least 75% but less than 100%	35	1.7%
At least 50% but less than 75%	42	2.0%
At least 25% but less than 50%	77	3.6%
Less than 25%	740	34.4%
I have not been physically present at my agency worksite during the pandemic	1,198	56.2%
Total	2,139	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)	18	0.8%
Annual leave	864	40.4%
Sick leave	597	28.0%
Weather and safety leave	111	5.2%
Administrative leave	63	3.0%
Other paid leave (e.g., comp time, credit hours)	314	14.6%
Unpaid leave (e.g., LWOP)	11	0.5%
I have not used leave because of the pandemic	1,157	53.9%
Total (percents will add to more than 100% because respondents could choose more than one response option)	2,143	--

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	16	1.7%
At least 75% but less than 100%	14	1.5%
At least 50% but less than 75%	5	0.5%
At least 25% but less than 50%	40	4.1%
Less than 25%	903	92.2%
Total	978	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	%
<u>I began</u> an alternative work schedule	212	10.0%
<u>I ended</u> my usual alternative work schedule	49	2.3%
No change because of the pandemic	1,885	87.7%
Total	2,146	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	120	5.5%	1,979	92.8%	1,795	84.1%
I telework 3 or 4 days per week	101	4.7%	103	4.8%	219	10.0%
I telework 1 or 2 days per week	771	36.5%	22	1.0%	64	3.0%
I telework, but only about 1 or 2 days per month	150	6.8%	4	0.2%	16	0.8%
I telework very infrequently, on an unscheduled or short-term basis	465	21.4%	12	0.5%	16	0.7%
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)	86	4.0%	7	0.3%	8	0.4%
I <u>do not</u> telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking	12	0.6%	3	0.1%	4	0.2%
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	88	4.0%	0	0.0%	1	0.0%
I <u>do not</u> telework because I choose not to telework	350	16.5%	3	0.2%	17	0.8%
Total	2,143	100.0%	2,133	100.0%	2,140	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	120	5.5%	77	3.7%	74
I telework 3 or 4 days per week	101	4.7%	90	4.4%	84	3.7%
I telework 1 or 2 days per week	771	36.5%	772	37.4%	777	34.9%
I telework, but only about 1 or 2 days per month	150	6.8%	187	8.7%	212	9.2%
I telework very infrequently, on an unscheduled or short-term basis	465	21.4%	508	23.5%	585	25.3%
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)	86	4.0%	102	4.8%	120	5.3%
I <u>do not</u> telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking	12	0.6%	12	0.6%	22	1.0%
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	88	4.0%	39	1.9%	40	1.9%
I <u>do not</u> telework because I choose not to telework	350	16.5%	324	15.1%	361	15.7%
Total	2,143	100.0%	2,111	100.0%	2,275	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	1,937	91.1%	11	0.5%	178	8.4%
43B. Expanded work schedule flexibilities	1,604	75.5%	22	1.0%	497	23.5%
43C. Expanded leave policies	767	36.3%	111	5.4%	1,236	58.3%
43D. More information on available leave policies	910	43.1%	115	5.5%	1,082	51.4%
43E. Expanded mental health resources (e.g., assistance with stress of COVID-19)	449	21.2%	63	2.9%	1,608	75.8%
43F. Expanded physical health resources (e.g., temperature checks, COVID-19 illness testing) at my agency worksite	518	24.3%	128	6.1%	1,473	69.6%
43G. Timely communication about possible COVID-19 illness at my agency worksite	1,727	81.3%	43	2.0%	361	16.8%
43H. Protection of employees at higher risk for severe illness from COVID-19 exposure	987	46.8%	79	3.8%	1,052	49.4%
43I. Limited access to my agency worksite buildings/facilities (e.g., closures, limits on activities with external visitors/groups)	1,285	60.3%	22	1.0%	825	38.6%
43J. Social distancing (e.g., limits on group size, reduced access to common areas) in my agency worksite	1,213	57.0%	27	1.3%	890	41.8%
43K. Rearranged workspaces to maximize social distancing	477	22.7%	133	6.3%	1,509	71.0%
43L. Encouraged use of personal protective equipment (PPE) or other safety equipment in my agency worksite	1,261	59.2%	31	1.5%	835	39.3%
43M. Cleaning and sanitizing supplies available to reduce risk of illness in my agency worksite	1,238	58.1%	67	3.2%	826	38.7%
43N. Training for all employees on health and safety protocols	1,376	65.1%	104	4.9%	640	30.0%

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	1,533	72.1%
Agree	489	23.0%
Neither Agree nor Disagree	56	2.7%
Disagree	30	1.4%
Strongly Disagree	17	0.8%
No Basis to Judge	12	--
Total	2,137	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	1,507	71.0%
Agree	507	24.0%
Neither Agree nor Disagree	65	3.1%
Disagree	26	1.2%
Strongly Disagree	17	0.8%
No Basis to Judge	11	--
Total	2,133	100.0%

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

	2020	
	N	%
Strongly Agree	1,410	66.5%
Agree	548	25.9%
Neither Agree nor Disagree	97	4.6%
Disagree	44	2.1%
Strongly Disagree	21	0.9%
No Basis to Judge	8	--
Total	2,128	100.0%

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

	2020	
	N	%
Strongly Agree	1,475	69.6%
Agree	499	23.7%
Neither Agree nor Disagree	92	4.4%
Disagree	21	1.0%
Strongly Disagree	29	1.4%
No Basis to Judge	23	--
Total	2,139	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	1,527	72.1%
Agree	465	22.2%
Neither Agree nor Disagree	88	4.2%
Disagree	14	0.7%
Strongly Disagree	18	0.8%
No Basis to Judge	27	--
Total	2,139	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	1,447	68.8%
Agree	466	22.3%
Neither Agree nor Disagree	132	6.3%
Disagree	24	1.1%
Strongly Disagree	31	1.5%
No Basis to Judge	35	--
Total	2,135	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)	1,954	92.3%	80	3.7%	85	4.0%
50B. Training for new/changed work or work processes because of the pandemic	1,333	63.2%	107	5.1%	668	31.7%
50C. Reallocation of resources (e.g., staffing, budget, materials) to support changes in work because of the pandemic	824	39.1%	162	7.7%	1,133	53.2%
50D. Help with commuting issues (e.g., alternatives to public transportation)	324	15.3%	49	2.3%	1,748	82.4%
50E. Options for work/business travel	667	31.3%	56	2.6%	1,387	66.1%
50F. Information on remote work policies, procedures, and expectations	1,762	83.6%	55	2.6%	294	13.9%
50G. Training on how to work remotely	1,236	58.5%	83	3.9%	799	37.6%
50H. Equipment and technology for working remotely (e.g., laptops, cell phone, Information Technology infrastructure)	1,849	87.2%	88	4.1%	187	8.7%
50I. Expanded collaboration tools (e.g., video conferencing, teleconferencing)	1,994	93.8%	24	1.1%	109	5.1%
50J. Expanded training for using remote work tools and applications	1,719	81.2%	73	3.4%	327	15.4%
50K. Expanded Information Technology (IT) support	1,739	82.0%	101	4.7%	285	13.3%
50L. Information about data security policies and procedures	1,632	77.6%	90	4.2%	389	18.2%

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	205	9.8%
No	1,723	82.2%
Other	170	8.0%
Total	2,098	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	60	2.8%
Very	178	8.4%
Somewhat	526	24.8%
Slightly	607	28.6%
Not at All	751	35.4%
No Basis to Judge	4	--
Total	2,126	100.0%

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

	2020	
	N	%
Greatly Increased	333	16.1%
Somewhat Increased	755	35.9%
About the Same	937	44.1%
Somewhat Decreased	75	3.5%
Greatly Decreased	10	0.5%
No Basis to Judge	22	--
Total	2,132	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	1,349	67.2%
Agree	521	26.0%
Neither Agree nor Disagree	84	4.2%
Disagree	29	1.4%
Strongly Disagree	24	1.2%
No Basis to Judge	119	--
Total	2,126	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	1,304	61.9%
Agree	635	30.1%
Neither Agree nor Disagree	109	5.2%
Disagree	40	1.8%
Strongly Disagree	21	1.0%
No Basis to Judge	20	--
Total	2,129	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	1,327	64.6%
Most of the Time	668	32.3%
Sometimes	50	2.4%
Rarely	13	0.6%
Never	1	0.0%
No Basis to Judge	64	--
Total	2,123	100.0%

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

	2020	
	N	%
Always	1,472	70.9%
Most of the Time	529	25.4%
Sometimes	56	2.7%
Rarely	15	0.7%
Never	6	0.3%
No Basis to Judge	42	--
Total	2,120	100.0%

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

	2020	
	N	%
Always	1,374	66.1%
Most of the Time	599	28.6%
Sometimes	89	4.2%
Rarely	17	0.8%

Never	6	0.3%
No Basis to Judge	43	--
Total	2,128	100.0%

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

	2020	
	N	%
Always	1,259	60.5%
Most of the Time	641	30.8%
Sometimes	147	7.0%
Rarely	30	1.4%
Never	7	0.3%
No Basis to Judge	39	--
Total	2,123	100.0%

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

	2020	
	N	%
Always	1,253	59.8%
Most of the Time	641	30.7%
Sometimes	143	6.8%
Rarely	49	2.3%
Never	10	0.5%
No Basis to Judge	32	--
Total	2,128	100.0%

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

	2020	
	N	%
Always	1,308	62.8%
Most of the Time	672	32.4%
Sometimes	84	4.0%
Rarely	14	0.7%
Never	4	0.2%
No Basis to Judge	38	--

Total	2,120	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	1,194	58.0%
Most of the Time	756	36.7%
Sometimes	96	4.6%
Rarely	11	0.5%
Never	4	0.2%
No Basis to Judge	61	--
Total	2,122	100.0%

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

	2020	
	N	%
Always	1,390	67.1%
Most of the Time	587	28.4%
Sometimes	73	3.5%
Rarely	18	0.8%
Never	4	0.2%
No Basis to Judge	42	--
Total	2,114	100.0%

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

	2020	
	N	%
Always	1,321	63.5%
Most of the Time	631	30.2%
Sometimes	114	5.4%
Rarely	18	0.8%

Never	4	0.2%
No Basis to Judge	39	--
Total	2,127	100.0%

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

	2020	
	N	%
Always	1,315	62.9%
Most of the Time	631	30.2%
Sometimes	122	5.7%
Rarely	21	1.0%
Never	5	0.2%
No Basis to Judge	29	--
Total	2,123	100.0%

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

	2020	
	N	%
Always	1,268	60.5%
Most of the Time	634	30.3%
Sometimes	143	6.8%
Rarely	43	2.0%
Never	9	0.4%
No Basis to Judge	30	--
Total	2,127	100.0%

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

	2020	
	N	%
Always	1,245	59.9%
Most of the Time	704	33.9%
Sometimes	103	4.9%
Rarely	22	1.0%
Never	5	0.2%
No Basis to Judge	41	--

Total	2,120	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).

	2020			2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
58. How satisfied are you with the Telework program in your agency?									
Very Satisfied	1,188	56.7%	56.1%	808	43.2%	38.1%	884	45.9%	39.4%
Satisfied	720	34.2%	33.8%	697	37.4%	32.9%	734	38.0%	32.6%
Neither Satisfied nor Dissatisfied	115	5.4%	5.3%	235	12.8%	11.2%	210	11.0%	9.5%
Dissatisfied	60	2.8%	2.8%	90	4.8%	4.3%	71	3.7%	3.2%
Very Dissatisfied	18	0.8%	0.8%	34	1.8%	1.6%	26	1.4%	1.2%
Item Response Total	2,101	100.0%	99.0%	1,864	100.0%	88.1%	1,925	100.0%	85.9%
I choose not to participate in this program	13	--	0.6%	185	--	8.6%	221	--	9.8%
This program is not available to me	9	--	0.4%	64	--	3.1%	88	--	4.0%
I am unaware of this program	0	--	0.0%	4	--	0.2%	9	--	0.4%
Total	2,123	100.0%	100.0%	2,117	100.0%	100.0%	2,243	100.0%	100.0%

	2020		2019	
	N	%	N	%
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)				
Alternative Work Schedules (for example, compressed work schedule, flexible work schedule)	1,676	79.3%	1,640	77.5%
Health and Wellness Programs (for example, onsite exercise, flu vaccination, medical screening, CPR training, Health and wellness fair)	748	34.9%	1,038	49.1%
Employee Assistance Program - EAP (for example, short-term counseling, referral services, legal services, education services)	186	8.8%	229	10.9%
Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, subsidy, flexible spending account)	71	3.2%	87	4.2%
Elder Care Programs (for example, elder/adult care, support groups, resources)	20	1.0%	21	1.1%
None listed above	310	14.6%	285	13.5%
Total (percentages will add to more than 100% because respondents could choose more than one response option)	2,119	--	2,115	--

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

	2020			2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
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)									
Very Satisfied	1,277	66.3%	60.4%	1,178	59.5%	55.3%	1,207	59.3%	53.3%
Satisfied	564	29.4%	26.8%	669	34.1%	31.7%	713	35.1%	31.5%
Neither Satisfied nor Dissatisfied	71	3.7%	3.3%	90	4.8%	4.4%	94	4.6%	4.1%
Dissatisfied	9	0.4%	0.4%	18	1.0%	0.9%	9	0.4%	0.4%
Very Dissatisfied	5	0.3%	0.2%	13	0.7%	0.6%	11	0.6%	0.5%
Item Response Total	1,926	100.0%	91.1%	1,968	100.0%	93.1%	2,034	100.0%	89.8%
I choose not to participate in these programs	150	--	7.1%	119	--	5.7%	177	--	7.9%
These programs are not available to me	37	--	1.6%	28	--	1.2%	48	--	2.1%
I am unaware of these programs	4	--	0.2%	1	--	0.1%	4	--	0.2%
Total	2,117	100.0%	100.0%	2,116	100.0%	100.0%	2,263	100.0%	100.0%

	2020			2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
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)									
Very Satisfied	804	49.5%	38.1%	836	48.4%	39.8%	993	48.9%	43.6%
Satisfied	609	37.9%	29.2%	682	39.2%	32.3%	808	39.8%	35.5%
Neither Satisfied nor Dissatisfied	173	10.8%	8.3%	173	10.2%	8.4%	180	8.7%	7.8%
Dissatisfied	19	1.2%	0.9%	18	1.1%	0.9%	30	1.5%	1.3%
Very Dissatisfied	10	0.6%	0.5%	20	1.2%	1.0%	22	1.1%	1.0%
Item Response Total	1,615	100.0%	77.0%	1,729	100.0%	82.2%	2,033	100.0%	89.1%
I choose not to participate in these programs	400	--	19.1%	295	--	14.2%	185	--	8.3%
These programs are not available to me	62	--	2.9%	64	--	3.0%	53	--	2.4%
I am unaware of these programs	21	--	1.0%	13	--	0.6%	6	--	0.3%
Total	2,098	100.0%	100.0%	2,101	100.0%	100.0%	2,277	100.0%	100.0%

	2020			2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
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)									
Very Satisfied	303	33.4%	14.4%	297	29.6%	14.1%	512	35.6%	22.6%
Satisfied	319	35.6%	15.3%	338	33.6%	16.1%	504	35.3%	22.4%
Neither Satisfied nor Dissatisfied	253	28.1%	12.1%	323	32.5%	15.5%	384	26.4%	16.8%
Dissatisfied	17	1.9%	0.8%	19	2.0%	1.0%	21	1.4%	0.9%
Very Dissatisfied	9	1.0%	0.4%	22	2.3%	1.1%	18	1.3%	0.8%
Item Response Total	901	100.0%	43.0%	999	100.0%	47.8%	1,439	100.0%	63.5%
I choose not to participate in these programs	1,149	--	54.3%	1,036	--	49.6%	760	--	33.2%
These programs are not available to me	7	--	0.3%	13	--	0.6%	16	--	0.7%
I am unaware of these programs	48	--	2.3%	38	--	1.9%	59	--	2.6%
Total	2,105	100.0%	100.0%	2,086	100.0%	100.0%	2,274	100.0%	100.0%

	2020			2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
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)									
Very Satisfied	137	28.2%	6.5%	139	23.2%	6.6%	212	25.5%	9.4%
Satisfied	120	24.8%	5.7%	121	20.3%	5.8%	201	24.4%	9.0%
Neither Satisfied nor Dissatisfied	210	43.5%	10.1%	309	53.3%	15.1%	375	45.3%	16.6%
Dissatisfied	8	1.7%	0.4%	8	1.3%	0.4%	24	2.9%	1.1%
Very Dissatisfied	9	1.8%	0.4%	11	2.0%	0.6%	16	2.0%	0.7%
Item Response Total	484	100.0%	23.2%	588	100.0%	28.4%	828	100.0%	36.8%
I choose not to participate in these programs	1,417	--	67.2%	1,263	--	60.5%	1,162	--	51.1%
These programs are not available to me	129	--	6.0%	168	--	8.0%	175	--	7.6%
I am unaware of these programs	74	--	3.6%	64	--	3.1%	104	--	4.6%
Total	2,104	100.0%	100.0%	2,083	100.0%	100.0%	2,269	100.0%	100.0%

	2020			2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
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)									
Very Satisfied	72	20.3%	3.4%	78	15.9%	3.7%	125	18.1%	5.4%
Satisfied	55	16.0%	2.7%	74	15.2%	3.5%	132	20.2%	6.0%
Neither Satisfied nor Dissatisfied	216	61.7%	10.4%	319	66.8%	15.6%	403	59.5%	17.8%
Dissatisfied	2	0.6%	0.1%	2	0.4%	0.1%	7	1.0%	0.3%
Very Dissatisfied	5	1.4%	0.2%	8	1.7%	0.4%	8	1.2%	0.4%
Item Response Total	350	100.0%	16.9%	481	100.0%	23.3%	675	100.0%	29.9%
I choose not to participate in these programs	1,465	--	69.6%	1,304	--	62.6%	1,188	--	52.3%
These programs are not available to me	90	--	4.3%	114	--	5.5%	123	--	5.3%
I am unaware of these programs	191	--	9.2%	174	--	8.6%	285	--	12.5%
Total	2,096	100.0%	100.0%	2,073	100.0%	100.0%	2,271	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	1,267	60.6%
No arrangements needed to manage child care responsibilities (e.g., older children)	270	12.7%
Child care in my own home (e.g., other parent, relative, nanny, au pair)	381	17.7%
Alternative work arrangement (e.g., telework, flexible work schedule)	355	16.6%
Child care center	96	4.4%
Paid leave	266	12.4%
Unpaid leave	15	0.7%
Child care in someone else's home (e.g., relative or neighbor, professional child care provider)	70	3.2%
Respite care (temporary care of a sick or disabled child, providing relief for their usual caregiver)	2	0.1%
Agency emergency back-up care program	2	0.1%
Resource and referral services for dependent child care	2	0.1%
Other services/arrangements	52	2.5%
Total (percents will add to more than 100% because respondents could choose more than one response option)	2,108	--

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	1,736	82.4%
No arrangements needed to manage elder/adult care responsibilities (e.g., elder can manage tasks of everyday living)	173	8.3%
Alternative work arrangement (e.g., telework, flexible work schedule)	99	4.8%
Elder/adult day care center	5	0.2%
Paid leave	108	5.2%
Unpaid leave	3	0.1%
Long-term care insurance	4	0.2%
Respite care (temporary care of a sick or disabled adult/elder, providing relief for their usual caregiver)	6	0.3%
Other services/arrangements	38	1.8%
Total (percents will add to more than 100% because respondents could choose more than one response option)	2,103	--

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	1,089	--
Extremely	135	15.7%
Very	118	14.1%
Somewhat	243	28.6%
Slightly	197	23.3%
Not at All	153	18.3%
Does Not Apply	180	--
Total	2,115	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	1,303	--
Extremely	122	23.8%
Very	81	16.0%
Somewhat	131	25.9%
Slightly	82	16.0%
Not at All	93	18.4%
Does Not Apply	305	--
Total	2,117	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

My Employment Demographics

Where do you work?	%
Headquarters	63.8%
Field	25.3%
Full-time telework (e.g., home office, telecenter)	10.8%
Total	100.0%

What is your supervisory status?	%
Senior Leader	3.0%
Manager	4.0%
Supervisor	11.2%
Team Leader	6.2%
Non-Supervisor	75.6%
Total	100.0%

What is your pay category/grade?	%
Federal Wage System	0.1%
GS 1-6	1.3%
GS 7-12	6.6%
GS 13-15	83.9%
Senior Executive Service	4.8%
Senior Level (SL) or Scientific or Professional (ST)	1.7%
Other	1.6%
Total	100.0%

What is your US military service status?	%
No Prior Military Service	77.4%
Currently in National Guard or Reserves	1.5%
Retired	6.0%
Separated or Discharged	15.1%
Total	100.0%

Are you:	%
The spouse of a current active duty service member of the U.S. Armed Forces	0.6%
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	0.5%
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	98.9%
Total	100.0%

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	0.0%
No	100.0%
Total	100.0%

How long have you been with the Federal Government (excluding military service)?	%
Less than 1 year	0.0%
1 to 3 years	1.4%
4 to 5 years	3.4%
6 to 10 years	12.7%
11 to 14 years	27.1%
15 to 20 years	24.3%
More than 20 years	31.0%
Total	100.0%

How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?	%
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Less than 1 year	0.1%
1 to 3 years	2.7%
4 to 5 years	4.5%
6 to 10 years	16.5%
11 to 14 years	32.1%
15 to 20 years	22.6%
More than 20 years	21.5%
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 %
Are you considering leaving your organization within the next year, and if so, why?		
No	75.5%	75.0%
Yes, to retire	7.4%	8.7%
Yes, to take another job within the Federal Government	11.1%	9.6%
Yes, to take another job outside the Federal Government	3.2%	3.4%
Yes, other	2.8%	3.3%
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	35.0%
No	65.0%
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 %
I am planning to retire:		
Less than 1 year	3.9%	4.3%
1 year	4.3%	4.5%
2 years	6.4%	6.9%
3 years	7.2%	6.9%
4 years	4.3%	3.7%
5 years	6.6%	6.4%
More than 5 years	67.3%	67.4%
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	41.1%
No	58.9%
Total	100.0%

My Personal Demographics

	%
Are you of Hispanic, Latino, or Spanish origin?	
Yes	7.8%
No	92.2%
Total	100.0%

Please select the racial category or categories with which you most closely identify.		%
White		71.6%
Black or African American		14.5%
All other races		13.9%
Total		100.0%
What is your age group?		%
29 years and under		1.7%
30-39 years old		17.6%
40-49 years old		24.4%
50-59 years old		32.9%
60 years or older		23.5%
Total		100.0%
What is the highest degree or level of education you have completed?		%
Less than High School/ High School Diploma/ GED		1.3%
Certification/ Some College/ Associate's Degree		8.4%
Bachelor's Degree		37.6%
Advanced Degrees (Post Bachelor's Degree)		52.7%
Total		100.0%
Are you an individual with a disability?		%
Yes		8.8%
No		91.2%
Total		100.0%
Are you:		%
Male		61.0%
Female		39.0%
Total		100.0%
Are you transgender?		%
Yes		0.5%
No		99.5%
Total		100.0%
Which one of the following do you consider yourself to be?		%
Straight, that is not gay or lesbian		95.2%
Gay or Lesbian		1.7%
Bisexual		1.5%
Something else		1.6%
Total		100.0%

Percentages for demographic questions are unweighted.

No suppression was applied to My Employment Demographics.

Source: 2020 OPM Federal Employee Viewpoint Survey

Agency-Specific Questions

1. My immediate supervisor demonstrates behaviors that foster a climate of trust within my work unit.

	2020	
	N	%
Strongly Agree	1,084	51.1%
Agree	646	30.6%
Neither Agree nor Disagree	219	10.3%
Disagree	103	4.9%
Strongly Disagree	64	3.1%
Total	2,116	100.0%

2. My colleagues demonstrate behaviors that foster a climate of trust within our work unit

	2020	
	N	%
Strongly Agree	868	40.9%
Agree	876	41.5%
Neither Agree nor Disagree	229	10.9%
Disagree	106	5.0%
Strongly Disagree	38	1.8%
Total	2,117	100.0%

3. I have personally observed positive actions/behaviors in my work unit that are likely attributable to the "Speed of Trust" initiative

	2020	
	N	%
Strongly Agree	413	21.3%
Agree	546	28.4%
Neither Agree nor Disagree	584	30.5%
Disagree	223	11.4%
Strongly Disagree	163	8.4%
I do not know enough about this program to respond	188	--
Total	2,117	100.0%

Note: "I do not know enough about this program to respond" responses are not included in percentage calculations.

4. My immediate supervisor communicates the rationale for decisions that impact my work unit.

	2020	
	N	%
Strongly Agree	810	38.4%
Agree	892	42.1%
Neither Agree nor Disagree	232	11.1%
Disagree	110	5.2%
Strongly Disagree	68	3.3%
Not Applicable	7	--
Total	2,119	100.0%

Note: "Not Applicable" responses are not included in percentage calculations.

5. When using ADAMS, the Intranet, the NRC Library and other Information Management services, I can find the information I need to do my job.

	2020	
	N	%
Strongly Agree	330	15.8%
Agree	1,086	51.6%
Neither Agree nor Disagree	360	16.9%
Disagree	239	11.2%
Strongly Disagree	98	4.6%
Total	2,113	100.0%

6. I have observed the following behaviors being demonstrated in my work unit when decisions are made (Check all that apply):

	2020	
	N	%
Alternative views are sought proactively and early	498	23.6%
Problem solving approaches leverage various perspectives	566	26.9%
Competing positions are presented to the final decision-maker	357	16.9%
Roles are clarified using clear guidance on expectations for participation	197	9.3%
Commitment to the final decision once all views have been considered	314	14.8%

All of the above	829	39.2%
None of the above	208	10.0%
I do not know	241	11.5%
Total	2,108	--

7. In my work unit, the following leadership model characteristics have been routinely practiced (Check all that apply):

	2020	
	N	%
Participative decision-making	446	21.2%
Receptivity to new ideas and thinking	461	21.9%
Empowerment and shared leadership	237	11.2%
Diversity of thought	379	18.0%
Innovation	347	16.5%
Risk tolerance	225	10.7%
Collaboration and teamwork	603	28.6%
All of the above	974	46.1%
None of the above	151	7.2%
I do not know	158	7.5%
Total	2,108	--

8. When responding to this survey, I consider "Senior Leaders" and "senior leadership" to refer to (check all that apply):

	2020	
	N	%
Commissioners	1,079	51.2%
Executive Director of Operations (EDO)/Deputy EDOs	1,435	68.0%
Office Directors (ODs)/Regional Administrators (RAs)	1,829	86.6%
Deputy ODs/RAs	1,499	70.9%
Division Directors (DDs)/Associate Directors (ADs)	1,188	56.8%
Deputy DDs/Deputy ADs	984	47.0%
Total	2,109	--

For all tables on this worksheet:

Percentages are weighted to represent the Agency's population.

Source: 2020 OPM Federal Employee Viewpoint Survey