



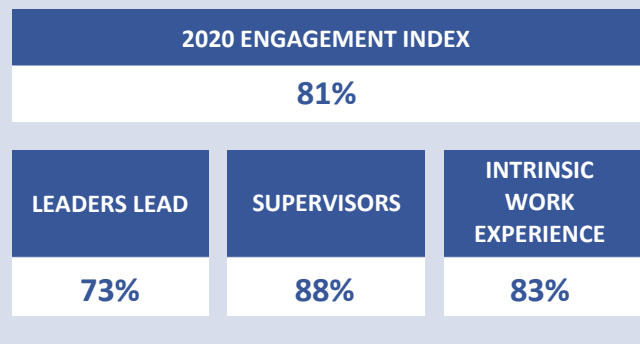
The Dashboard's percent positive and negative results only include items 1-38, excluding item 11.

FIELD PERIOD	Sept 23 - Nov 4, 2020
SAMPLE OR CENSUS	CENSUS
NUMBER OF SURVEYS	2,835
NUMBER OF SURVEYS	4,135
RESPONSE RATE	68.6%

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

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

Engagement Index Score



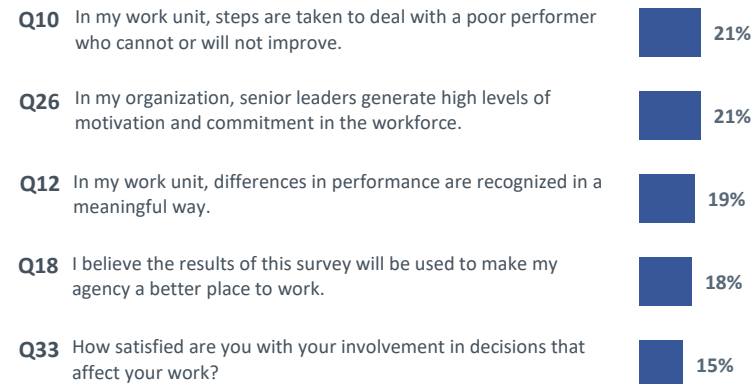
Highest % Positive Items

Select: Highest % Positive



Highest % Negative Items

Select: Highest % Negative



2020

Office of Personnel Management

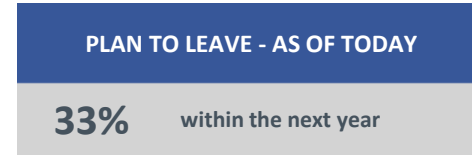
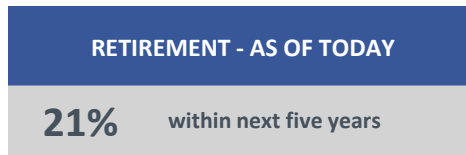
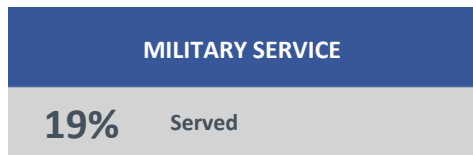
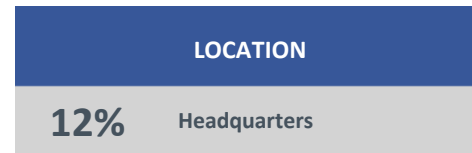
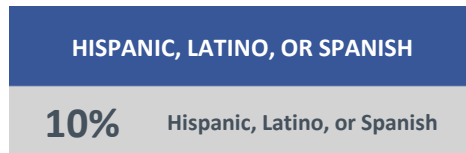
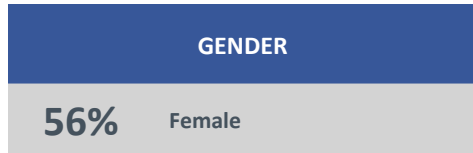
Federal Employee Viewpoint Survey

Empowering Employees. Inspiring Change.



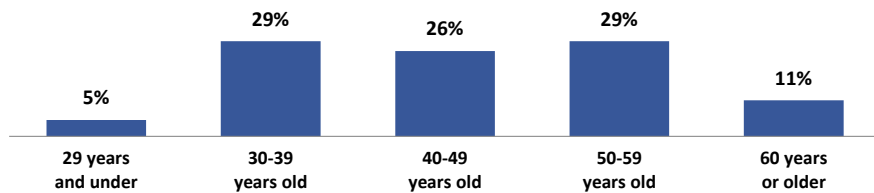
Annual Employee Survey (AES) Report

4th Estate: Defense Contract Audit Agency



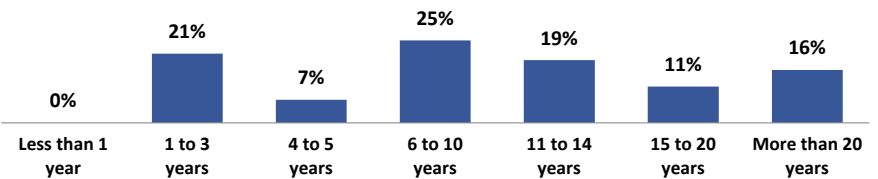
Age Group

- Age Group
- Racial Category
- Education



Agency Tenure

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





Annual Employee Survey (AES) Report

4th Estate: Defense Contract Audit Agency

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

31 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.	53%	50%	55%	66%	+11
Q14 Employees are recognized for providing high quality products and services.	70%	68%	72%	79%	+7
Q10 In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	49%	50%	52%	58%	+6
Q21 Supervisors in my work unit support employee development.	82%	82%	83%	88%	+5
Q2 I feel encouraged to come up with new and better ways of doing things.	74%	72%	74%	79%	+5

Select: Largest Decreases since 2019

Largest Decreases in Percent Positive since 2019

3 items decreased since 2019

	2017	2018	2019	2020	Percentage Point Change
Q15 Employees are protected from health and safety hazards on the job.	88%	88%	88%	87%	-1
Q26 In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	58%	56%	60%	59%	-1
Q29 Managers promote communication among different work units (for example, about projects, goals, needed resources).	77%	75%	77%	76%	-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.	84.1%	35.4%	48.7%	7.3%	6.3%	2.2%	8.5%	1009	1368	205	178	61	2821	N/A
Agree-disagree	2	I feel encouraged to come up with new and better ways of doing things.	79.2%	36.0%	43.2%	9.4%	7.9%	3.4%	11.4%	1023	1209	261	221	94	2808	N/A
Agree-disagree	3	My work gives me a feeling of personal accomplishment.	80.4%	35.7%	44.7%	10.0%	6.6%	3.0%	9.6%	1017	1255	276	181	83	2812	N/A
Agree-disagree	4	I know what is expected of me on the job.	88.4%	38.5%	49.8%	5.5%	4.7%	1.4%	6.1%	1096	1399	154	134	39	2822	N/A
Agree-disagree	5	*My workload is reasonable.	79.0%	23.9%	55.0%	7.9%	8.9%	4.2%	13.1%	676	1548	222	252	120	2818	2
Agree-disagree	6	*My talents are used well in the workplace.	77.2%	28.0%	49.2%	10.3%	8.2%	4.3%	12.5%	797	1372	285	226	121	2801	4
Agree-disagree	7	*I know how my work relates to the agency's goals.	92.2%	41.7%	50.4%	4.3%	2.2%	1.3%	3.6%	1188	1410	117	61	37	2813	4
Agree-disagree	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	83.0%	44.1%	38.9%	9.1%	4.4%	3.5%	7.9%	1225	1062	242	120	97	2746	78
Agree-disagree	9	*The people I work with cooperate to get the job done.	91.3%	52.6%	38.7%	4.3%	3.2%	1.3%	4.5%	1504	1082	119	90	38	2833	N/A
Agree-disagree	10	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	58.2%	20.9%	37.3%	20.3%	12.6%	8.9%	21.5%	472	833	446	278	193	2222	610
Agree-disagree	12	*In my work unit, differences in performance are recognized in a meaningful way.	65.8%	21.2%	44.6%	15.3%	12.5%	6.4%	18.9%	551	1149	386	320	161	2567	263
Agree-disagree	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	87.9%	36.3%	51.6%	6.3%	4.3%	1.5%	5.8%	1033	1447	175	122	41	2818	12
Agree-disagree	14	Employees are recognized for providing high quality products and services.	78.6%	29.3%	49.3%	9.5%	8.2%	3.6%	11.8%	826	1370	265	229	99	2789	36
Agree-disagree	15	Employees are protected from health and safety hazards on the job.	86.6%	42.5%	44.2%	7.0%	4.2%	2.2%	6.4%	1202	1235	192	114	60	2803	28
Agree-disagree	16	My agency is successful at accomplishing its mission.	89.7%	35.0%	54.7%	7.1%	2.3%	0.9%	3.2%	991	1517	194	63	27	2792	36
Agree-disagree	17	*I recommend my organization as a good place to work.	78.9%	32.8%	46.1%	12.1%	6.0%	3.0%	9.0%	938	1300	337	169	83	2827	N/A
Agree-disagree	18	*I believe the results of this survey will be used to make my agency a better place to work.	66.5%	26.6%	39.8%	15.2%	11.5%	6.9%	18.4%	727	1075	408	309	185	2704	129
Agree-disagree	19	My supervisor supports my need to balance work and other life issues.	92.5%	63.4%	29.1%	3.7%	1.9%	1.9%	3.8%	1795	816	106	54	52	2823	5
Agree-disagree	20	My supervisor is committed to a workforce representative of all segments of society.	88.7%	55.5%	33.2%	7.9%	1.3%	2.1%	3.4%	1493	884	209	34	56	2676	155
Agree-disagree	21	Supervisors in my work unit support employee development.	88.1%	54.1%	34.0%	5.9%	3.2%	2.8%	6.0%	1532	949	162	88	77	2808	21
Agree-disagree	22	My supervisor listens to what I have to say.	89.8%	58.2%	31.6%	4.6%	3.2%	2.4%	5.6%	1646	890	130	91	66	2823	N/A
Agree-disagree	23	My supervisor treats me with respect.	91.2%	61.8%	29.4%	4.4%	2.5%	1.9%	4.5%	1749	828	121	72	55	2825	N/A
Agree-disagree	24	I have trust and confidence in my supervisor.	84.3%	56.2%	28.2%	7.2%	5.1%	3.4%	8.4%	1589	796	200	144	94	2823	N/A
Good-poor	25	Overall, how good a job do you feel is being done by your immediate supervisor?	84.1%	57.3%	26.8%	10.1%	3.2%	2.5%	5.7%	1630	758	283	92	70	2833	N/A
Agree-disagree	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	58.9%	18.8%	40.1%	20.3%	13.4%	7.4%	20.8%	524	1110	558	373	205	2770	55
Agree-disagree	27	My organization's senior leaders maintain high standards of honesty and integrity.	73.3%	27.4%	45.9%	15.8%	6.0%	4.8%	10.9%	730	1206	415	159	129	2639	185
Agree-disagree	28	*Managers communicate the goals of the organization.	83.2%	31.2%	52.0%	8.3%	5.2%	3.3%	8.5%	885	1454	229	142	93	2803	13
Agree-disagree	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	76.2%	30.8%	45.4%	11.6%	7.5%	4.7%	12.2%	871	1266	318	208	131	2794	34
Good-poor	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	76.4%	37.4%	39.0%	15.2%	4.1%	4.3%	8.3%	1022	1051	401	110	115	2699	128
Agree-disagree	31	I have a high level of respect for my organization's senior leaders.	71.1%	27.4%	43.6%	16.2%	7.9%	4.8%	12.8%	768	1202	449	223	135	2777	45
Agree-disagree	32	Senior leaders demonstrate support for Work-Life programs.	75.0%	30.3%	44.7%	14.5%	6.5%	4.0%	10.5%	827	1209	390	176	105	2707	119

Satisfied-dissatisfied	33	*How satisfied are you with your involvement in decisions that affect your work?	69.8%	24.0%	45.8%	15.3%	11.7%	3.2%	15.0%	693	1284	426	323	90	2816	N/A
Satisfied-dissatisfied	34	*How satisfied are you with the information you receive from management on what's going on in your organization?	71.5%	24.8%	46.6%	14.0%	11.1%	3.4%	14.5%	710	1303	389	309	94	2805	N/A
Satisfied-dissatisfied	35	*How satisfied are you with the recognition you receive for doing a good job?	71.8%	26.9%	44.9%	13.3%	10.7%	4.2%	14.9%	769	1254	372	301	116	2812	N/A
Satisfied-dissatisfied	36	*Considering everything, how satisfied are you with your job?	79.2%	29.1%	50.2%	11.0%	7.1%	2.6%	9.8%	827	1396	304	199	74	2800	N/A
Satisfied-dissatisfied	37	Considering everything, how satisfied are you with your pay?	78.5%	26.7%	51.9%	11.2%	7.6%	2.7%	10.3%	765	1461	310	210	74	2820	N/A
Satisfied-dissatisfied	38	*Considering everything, how satisfied are you with your organization?	76.7%	25.2%	51.5%	12.6%	8.1%	2.6%	10.7%	726	1446	348	227	73	2820	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	432	21.6%	481	21.6%
Remain in the work unit and continue to underperform	698	35.1%	888	40.4%
Leave the work unit - removed or transferred	237	11.7%	325	14.4%
Leave the work unit - quit	76	3.8%	94	4.2%
There are no poor performers in my work unit	556	27.7%	428	19.3%
Item Response Total	1,999	100.0%	2,216	100.0%
Do Not Know	832	--	811	--
Total	2,831	100.0%	3,027	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 10 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.	84.1%	7.3%	8.5%	2821	N/A
Agree-disagree	2020	2	I feel encouraged to come up with new and better ways of doing things.	79.2%	9.4%	11.4%	2808	N/A
Agree-disagree	2020	3	My work gives me a feeling of personal accomplishment.	80.4%	10.0%	9.6%	2812	N/A
Agree-disagree	2020	4	I know what is expected of me on the job.	88.4%	5.5%	6.1%	2822	N/A
Agree-disagree	2020	5	*My workload is reasonable.	79.0%	7.9%	13.1%	2818	2
Agree-disagree	2020	6	*My talents are used well in the workplace.	77.2%	10.3%	12.5%	2801	4
Agree-disagree	2020	7	*I know how my work relates to the agency's goals.	92.2%	4.3%	3.6%	2813	4
Agree-disagree	2020	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	83.0%	9.1%	7.9%	2746	78
Agree-disagree	2020	9	*The people I work with cooperate to get the job done.	91.3%	4.3%	4.5%	2833	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.	58.2%	20.3%	21.5%	2222	610
Agree-disagree	2020	12	*In my work unit, differences in performance are recognized in a meaningful way.	65.8%	15.3%	18.9%	2567	263
Agree-disagree	2020	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	87.9%	6.3%	5.8%	2818	12
Agree-disagree	2020	14	Employees are recognized for providing high quality products and services.	78.6%	9.5%	11.8%	2789	36
Agree-disagree	2020	15	Employees are protected from health and safety hazards on the job.	86.6%	7.0%	6.4%	2803	28
Agree-disagree	2020	16	My agency is successful at accomplishing its mission.	89.7%	7.1%	3.2%	2792	36
Agree-disagree	2020	17	*I recommend my organization as a good place to work.	78.9%	12.1%	9.0%	2827	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.	66.5%	15.2%	18.4%	2704	129
Agree-disagree	2020	19	My supervisor supports my need to balance work and other life issues.	92.5%	3.7%	3.8%	2823	5
Agree-disagree	2020	20	My supervisor is committed to a workforce representative of all segments of society.	88.7%	7.9%	3.4%	2676	155
Agree-disagree	2020	21	Supervisors in my work unit support employee development.	88.1%	5.9%	6.0%	2808	21
Agree-disagree	2020	22	My supervisor listens to what I have to say.	89.8%	4.6%	5.6%	2823	N/A
Agree-disagree	2020	23	My supervisor treats me with respect.	91.2%	4.4%	4.5%	2825	N/A
Agree-disagree	2020	24	I have trust and confidence in my supervisor.	84.3%	7.2%	8.4%	2823	N/A
Good-poor	2020	25	Overall, how good a job do you feel is being done by your immediate supervisor?	84.1%	10.1%	5.7%	2833	N/A
Agree-disagree	2020	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	58.9%	20.3%	20.8%	2770	55
Agree-disagree	2020	27	My organization's senior leaders maintain high standards of honesty and integrity.	73.3%	15.8%	10.9%	2639	185
Agree-disagree	2020	28	*Managers communicate the goals of the organization.	83.2%	8.3%	8.5%	2803	13
Agree-disagree	2020	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	76.2%	11.6%	12.2%	2794	34
Good-poor	2020	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	76.4%	15.2%	8.3%	2699	128
Agree-disagree	2020	31	I have a high level of respect for my organization's senior leaders.	71.1%	16.2%	12.8%	2777	45
Agree-disagree	2020	32	Senior leaders demonstrate support for Work-Life programs.	75.0%	14.5%	10.5%	2707	119
Satisfied-dissatisfied	2020	33	*How satisfied are you with your involvement in decisions that affect your work?	69.8%	15.3%	15.0%	2816	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?	71.5%	14.0%	14.5%	2805	N/A
Satisfied-dissatisfied	2020	35	*How satisfied are you with the recognition you receive for doing a good job?	71.8%	13.3%	14.9%	2812	N/A
Satisfied-dissatisfied	2020	36	*Considering everything, how satisfied are you with your job?	79.2%	11.0%	9.8%	2800	N/A
Satisfied-dissatisfied	2020	37	Considering everything, how satisfied are you with your pay?	78.5%	11.2%	10.3%	2820	N/A
Satisfied-dissatisfied	2020	38	*Considering everything, how satisfied are you with your organization?	76.7%	12.6%	10.7%	2820	N/A
Agree-disagree	2019	1	*I am given a real opportunity to improve my skills in my organization.	82.1%	7.7%	10.2%	3089	N/A
Agree-disagree	2019	2	I feel encouraged to come up with new and better ways of doing things.	74.0%	10.6%	15.4%	3079	N/A
Agree-disagree	2019	3	My work gives me a feeling of personal accomplishment.	77.8%	9.4%	12.8%	3092	N/A
Agree-disagree	2019	4	I know what is expected of me on the job.	84.7%	6.7%	8.5%	3089	N/A
Agree-disagree	2019	5	*My workload is reasonable.	76.7%	7.9%	15.4%	3091	2
Agree-disagree	2019	6	*My talents are used well in the workplace.	72.2%	10.6%	17.1%	3075	3
Agree-disagree	2019	7	*I know how my work relates to the agency's goals.	91.8%	4.2%	3.9%	3086	4
Agree-disagree	2019	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	80.7%	8.9%	10.5%	2978	116
Agree-disagree	2019	9	*The people I work with cooperate to get the job done.	87.5%	6.2%	6.3%	3095	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.	52.1%	21.4%	26.5%	2686	396
Agree-disagree	2019	12	*In my work unit, differences in performance are recognized in a meaningful way.	55.1%	18.1%	26.8%	2873	204
Agree-disagree	2019	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	86.1%	7.5%	6.5%	3069	16
Agree-disagree	2019	14	Employees are recognized for providing high quality products and services.	71.6%	11.0%	17.4%	2988	67
Agree-disagree	2019	15	Employees are protected from health and safety hazards on the job.	88.1%	7.3%	4.7%	3008	50
Agree-disagree	2019	16	My agency is successful at accomplishing its mission.	86.7%	8.2%	5.1%	3018	42
Agree-disagree	2019	17	*I recommend my organization as a good place to work.	77.5%	12.6%	9.9%	3060	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.	65.4%	13.9%	20.7%	2943	116
Agree-disagree	2019	19	My supervisor supports my need to balance work and other life issues.	90.6%	3.4%	6.0%	3050	5

Core Q1-10, 12-38 Trend

Agree-disagree	2019	20	My supervisor is committed to a workforce representative of all segments of society.	84.4%	10.1%	5.5%	2809	243
Agree-disagree	2019	21	Supervisors in my work unit support employee development.	82.5%	8.3%	9.1%	3016	34
Agree-disagree	2019	22	My supervisor listens to what I have to say.	86.6%	5.2%	8.3%	3046	N/A
Agree-disagree	2019	23	My supervisor treats me with respect.	89.2%	4.6%	6.2%	3044	N/A
Agree-disagree	2019	24	I have trust and confidence in my supervisor.	79.4%	8.7%	11.9%	3043	N/A
Good-poor	2019	25	Overall, how good a job do you feel is being done by your immediate supervisor?	80.6%	11.1%	8.3%	3047	N/A
Agree-disagree	2019	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	59.8%	17.3%	22.9%	2975	64
Agree-disagree	2019	27	My organization's senior leaders maintain high standards of honesty and integrity.	71.2%	16.0%	12.8%	2840	195
Agree-disagree	2019	28	*Managers communicate the goals of the organization.	82.1%	9.0%	8.9%	3022	17
Agree-disagree	2019	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	76.5%	11.1%	12.4%	2975	62
Good-poor	2019	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	73.4%	16.0%	10.6%	2959	77
Agree-disagree	2019	31	I have a high level of respect for my organization's senior leaders.	70.1%	15.8%	14.1%	2984	46
Agree-disagree	2019	32	Senior leaders demonstrate support for Work-Life programs.	75.3%	13.0%	11.7%	2874	161
Satisfied-dissatisfied	2019	33	*How satisfied are you with your involvement in decisions that affect your work?	70.4%	14.1%	15.5%	3032	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?	70.3%	13.9%	15.8%	3030	N/A
Satisfied-dissatisfied	2019	35	*How satisfied are you with the recognition you receive for doing a good job?	67.4%	13.6%	19.0%	3030	N/A
Satisfied-dissatisfied	2019	36	*Considering everything, how satisfied are you with your job?	77.8%	11.2%	11.0%	3033	N/A
Satisfied-dissatisfied	2019	37	Considering everything, how satisfied are you with your pay?	75.6%	12.1%	12.3%	3028	N/A
Satisfied-dissatisfied	2019	38	*Considering everything, how satisfied are you with your organization?	75.3%	12.9%	11.8%	3022	N/A
Agree-disagree	2018	1	*I am given a real opportunity to improve my skills in my organization.	79.9%	8.3%	11.8%	3162	N/A
Agree-disagree	2018	2	I feel encouraged to come up with new and better ways of doing things.	72.0%	11.6%	16.5%	3162	N/A
Agree-disagree	2018	3	My work gives me a feeling of personal accomplishment.	76.3%	11.2%	12.4%	3173	N/A
Agree-disagree	2018	4	I know what is expected of me on the job.	83.4%	7.8%	8.8%	3171	N/A
Agree-disagree	2018	5	*My workload is reasonable.	73.6%	10.4%	16.0%	3169	4
Agree-disagree	2018	6	*My talents are used well in the workplace.	70.5%	12.4%	17.2%	3148	12
Agree-disagree	2018	7	*I know how my work relates to the agency's goals.	90.6%	4.7%	4.7%	3171	5
Agree-disagree	2018	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	79.3%	10.6%	10.1%	3055	119
Agree-disagree	2018	9	*The people I work with cooperate to get the job done.	85.5%	6.9%	7.6%	3181	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.	50.3%	21.2%	28.5%	2801	371
Agree-disagree	2018	12	*In my work unit, differences in performance are recognized in a meaningful way.	49.8%	21.8%	28.4%	2969	205
Agree-disagree	2018	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	85.7%	8.1%	6.2%	3151	26
Agree-disagree	2018	14	Employees are recognized for providing high quality products and services.	67.9%	13.9%	18.1%	3083	83
Agree-disagree	2018	15	Employees are protected from health and safety hazards on the job.	88.1%	7.4%	4.5%	3117	49
Agree-disagree	2018	16	My agency is successful at accomplishing its mission.	79.5%	13.4%	7.1%	3104	58
Agree-disagree	2018	17	*I recommend my organization as a good place to work.	75.6%	13.4%	11.0%	3162	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.	65.4%	14.7%	19.9%	3037	125
Agree-disagree	2018	19	My supervisor supports my need to balance work and other life issues.	91.0%	3.2%	5.7%	3156	7
Agree-disagree	2018	20	My supervisor is committed to a workforce representative of all segments of society.	82.1%	12.6%	5.2%	2892	267
Agree-disagree	2018	21	Supervisors in my work unit support employee development.	82.4%	8.9%	8.7%	3111	51
Agree-disagree	2018	22	My supervisor listens to what I have to say.	85.9%	6.1%	7.9%	3159	N/A
Agree-disagree	2018	23	My supervisor treats me with respect.	88.8%	5.6%	5.6%	3155	N/A
Agree-disagree	2018	24	I have trust and confidence in my supervisor.	79.5%	9.0%	11.5%	3159	N/A
Good-poor	2018	25	Overall, how good a job do you feel is being done by your immediate supervisor?	79.3%	12.5%	8.2%	3158	N/A
Agree-disagree	2018	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	55.7%	17.8%	26.5%	3071	82
Agree-disagree	2018	27	My organization's senior leaders maintain high standards of honesty and integrity.	70.4%	16.3%	13.3%	2911	243
Agree-disagree	2018	28	*Managers communicate the goals of the organization.	82.8%	8.9%	8.3%	3124	24
Agree-disagree	2018	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	75.3%	10.8%	13.9%	3083	68
Good-poor	2018	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	72.0%	16.9%	11.0%	3047	102
Agree-disagree	2018	31	I have a high level of respect for my organization's senior leaders.	68.4%	16.6%	15.0%	3091	55
Agree-disagree	2018	32	Senior leaders demonstrate support for Work-Life programs.	73.5%	13.5%	13.0%	2984	165
Satisfied-dissatisfied	2018	33	*How satisfied are you with your involvement in decisions that affect your work?	66.9%	15.7%	17.4%	3141	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?	67.1%	14.7%	18.3%	3150	N/A
Satisfied-dissatisfied	2018	35	*How satisfied are you with the recognition you receive for doing a good job?	62.2%	17.6%	20.2%	3144	N/A
Satisfied-dissatisfied	2018	36	*Considering everything, how satisfied are you with your job?	75.8%	12.0%	12.1%	3147	N/A
Satisfied-dissatisfied	2018	37	Considering everything, how satisfied are you with your pay?	72.7%	13.6%	13.6%	3144	N/A
Satisfied-dissatisfied	2018	38	*Considering everything, how satisfied are you with your organization?	71.4%	15.0%	13.6%	3130	N/A

Agree-disagree	2017	1	*I am given a real opportunity to improve my skills in my organization.	81.1%	7.6%	11.3%	3080	N/A
Agree-disagree	2017	2	I feel encouraged to come up with new and better ways of doing things.	74.2%	10.5%	15.3%	3058	N/A
Agree-disagree	2017	3	My work gives me a feeling of personal accomplishment.	75.4%	11.7%	12.9%	3074	N/A
Agree-disagree	2017	4	I know what is expected of me on the job.	84.0%	6.6%	9.4%	3060	N/A
Agree-disagree	2017	5	*My workload is reasonable.	73.8%	10.3%	15.9%	3069	4
Agree-disagree	2017	6	*My talents are used well in the workplace.	71.5%	11.1%	17.4%	3040	11
Agree-disagree	2017	7	*I know how my work relates to the agency's goals and priorities.	89.2%	5.6%	5.2%	3068	3
Agree-disagree	2017	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	79.4%	9.7%	10.9%	2980	90
Agree-disagree	2017	9	*The people I work with cooperate to get the job done.	84.9%	7.0%	8.1%	3079	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.	49.3%	22.0%	28.7%	2715	353
Agree-disagree	2017	12	*In my work unit, differences in performance are recognized in a meaningful way.	52.7%	19.5%	27.8%	2893	179
Agree-disagree	2017	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	81.6%	8.9%	9.5%	3017	34
Agree-disagree	2017	14	Employees are recognized for providing high quality products and services.	69.6%	13.7%	16.7%	2993	54
Agree-disagree	2017	15	Employees are protected from health and safety hazards on the job.	87.7%	6.9%	5.4%	3005	42
Agree-disagree	2017	16	My agency is successful at accomplishing its mission.	79.1%	11.8%	9.1%	2999	45
Agree-disagree	2017	17	*I recommend my organization as a good place to work.	74.7%	13.7%	11.5%	3043	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.	67.6%	14.0%	18.4%	2963	87
Agree-disagree	2017	19	My supervisor supports my need to balance work and other life issues.	91.2%	2.8%	5.9%	3035	10
Agree-disagree	2017	20	My supervisor is committed to a workforce representative of all segments of society.	83.1%	11.1%	5.8%	2802	227
Agree-disagree	2017	21	Supervisors in my work unit support employee development.	82.2%	8.5%	9.3%	3004	39
Agree-disagree	2017	22	My supervisor listens to what I have to say.	86.5%	4.8%	8.7%	3041	N/A
Agree-disagree	2017	23	My supervisor treats me with respect.	89.1%	4.3%	6.6%	3038	N/A
Agree-disagree	2017	24	I have trust and confidence in my supervisor.	79.4%	8.7%	11.9%	3044	N/A
Good-poor	2017	25	Overall, how good a job do you feel is being done by your immediate supervisor?	79.7%	12.2%	8.1%	3044	N/A
Agree-disagree	2017	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	58.5%	16.9%	24.6%	2982	56
Agree-disagree	2017	27	My organization's senior leaders maintain high standards of honesty and integrity.	70.6%	16.2%	13.1%	2822	213
Agree-disagree	2017	28	*Managers communicate the goals and priorities of the organization.	80.9%	8.8%	10.3%	3010	20
Agree-disagree	2017	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	77.2%	9.6%	13.1%	2958	74
Good-poor	2017	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	73.9%	15.8%	10.4%	2935	100
Agree-disagree	2017	31	I have a high level of respect for my organization's senior leaders.	66.8%	16.8%	16.5%	2992	43
Agree-disagree	2017	32	Senior leaders demonstrate support for Work-Life programs.	74.7%	14.0%	11.3%	2887	148
Satisfied-dissatisfied	2017	33	*How satisfied are you with your involvement in decisions that affect your work?	68.7%	14.2%	17.1%	3026	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?	68.9%	14.0%	17.1%	3025	N/A
Satisfied-dissatisfied	2017	35	*How satisfied are you with the recognition you receive for doing a good job?	67.2%	15.3%	17.5%	3020	N/A
Satisfied-dissatisfied	2017	36	*Considering everything, how satisfied are you with your job?	75.9%	11.5%	12.6%	3022	N/A
Satisfied-dissatisfied	2017	37	Considering everything, how satisfied are you with your pay?	75.0%	12.1%	12.9%	3028	N/A
Satisfied-dissatisfied	2017	38	*Considering everything, how satisfied are you with your organization?	70.7%	14.7%	14.7%	3031	N/A
Agree-disagree	2016	1	*I am given a real opportunity to improve my skills in my organization.	76.7%	9.3%	14.0%	3215	N/A
Agree-disagree	2016	2	I feel encouraged to come up with new and better ways of doing things.	68.5%	12.4%	19.1%	3192	N/A
Agree-disagree	2016	3	My work gives me a feeling of personal accomplishment.	72.8%	11.5%	15.7%	3212	N/A
Agree-disagree	2016	4	I know what is expected of me on the job.	81.5%	9.1%	9.4%	3196	N/A
Agree-disagree	2016	5	*My workload is reasonable.	72.2%	10.7%	17.1%	3212	2
Agree-disagree	2016	6	*My talents are used well in the workplace.	67.7%	12.5%	19.8%	3156	6
Agree-disagree	2016	7	*I know how my work relates to the agency's goals and priorities.	86.6%	7.0%	6.3%	3189	11
Agree-disagree	2016	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	76.3%	10.7%	13.0%	3119	93
Agree-disagree	2016	9	*The people I work with cooperate to get the job done.	82.8%	8.0%	9.2%	3219	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.	45.5%	21.9%	32.7%	2844	359
Agree-disagree	2016	12	*In my work unit, differences in performance are recognized in a meaningful way.	48.4%	21.1%	30.5%	2997	216
Agree-disagree	2016	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	77.8%	10.9%	11.4%	3154	43
Agree-disagree	2016	14	Employees are recognized for providing high quality products and services.	63.6%	15.5%	20.8%	3113	76
Agree-disagree	2016	15	Employees are protected from health and safety hazards on the job.	86.7%	7.6%	5.7%	3140	48
Agree-disagree	2016	16	My agency is successful at accomplishing its mission.	73.9%	15.4%	10.7%	3124	62
Agree-disagree	2016	17	*I recommend my organization as a good place to work.	68.8%	16.6%	14.6%	3190	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.	63.7%	14.9%	21.4%	3058	136
Agree-disagree	2016	19	My supervisor supports my need to balance work and other life issues.	90.2%	4.2%	5.7%	3184	8
Agree-disagree	2016	20	My supervisor is committed to a workforce representative of all segments of society.	81.4%	13.4%	5.1%	2847	325
Agree-disagree	2016	21	Supervisors in my work unit support employee development.	79.0%	10.4%	10.6%	3135	49
Agree-disagree	2016	22	My supervisor listens to what I have to say.	85.5%	6.7%	7.8%	3184	N/A
Agree-disagree	2016	23	My supervisor treats me with respect.	88.1%	5.3%	6.6%	3177	N/A
Agree-disagree	2016	24	I have trust and confidence in my supervisor.	77.2%	10.6%	12.2%	3180	N/A
Good-poor	2016	25	Overall, how good a job do you feel is being done by your immediate supervisor?	78.6%	13.1%	8.4%	3186	N/A
Agree-disagree	2016	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	51.6%	18.1%	30.3%	3107	69
Agree-disagree	2016	27	My organization's senior leaders maintain high standards of honesty and integrity.	65.7%	18.0%	16.3%	2930	234
Agree-disagree	2016	28	*Managers communicate the goals and priorities of the organization.	76.4%	11.3%	12.3%	3151	19

Agree-disagree	2016	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	71.0%	12.8%	16.2%	3081	89
Good-poor	2016	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	70.8%	18.2%	11.0%	3094	79
Agree-disagree	2016	31	I have a high level of respect for my organization's senior leaders.	63.9%	18.8%	17.3%	3138	37
Agree-disagree	2016	32	Senior leaders demonstrate support for Work-Life programs.	75.1%	13.2%	11.7%	3044	136
Satisfied-dissatisfied	2016	33	*How satisfied are you with your involvement in decisions that affect your work?	63.2%	16.6%	20.2%	3172	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?	61.5%	16.6%	21.9%	3168	N/A
Satisfied-dissatisfied	2016	35	*How satisfied are you with the recognition you receive for doing a good job?	59.8%	18.2%	22.0%	3160	N/A
Satisfied-dissatisfied	2016	36	*Considering everything, how satisfied are you with your job?	72.0%	13.6%	14.4%	3164	N/A
Satisfied-dissatisfied	2016	37	Considering everything, how satisfied are you with your pay?	69.3%	13.8%	16.9%	3165	N/A
Satisfied-dissatisfied	2016	38	*Considering everything, how satisfied are you with your organization?	64.7%	16.9%	18.4%	3170	N/A
Agree-disagree	2015	1	*I am given a real opportunity to improve my skills in my organization.	73.5%	11.9%	14.6%	3097	N/A
Agree-disagree	2015	2	I feel encouraged to come up with new and better ways of doing things.	64.8%	15.2%	20.0%	3079	N/A
Agree-disagree	2015	3	My work gives me a feeling of personal accomplishment.	69.4%	15.5%	15.2%	3078	N/A
Agree-disagree	2015	4	I know what is expected of me on the job.	79.5%	11.0%	9.5%	3081	N/A
Agree-disagree	2015	5	*My workload is reasonable.	67.5%	13.2%	19.2%	3084	5
Agree-disagree	2015	6	*My talents are used well in the workplace.	63.8%	16.6%	19.6%	3045	7
Agree-disagree	2015	7	*I know how my work relates to the agency's goals and priorities.	83.8%	9.2%	7.0%	3081	6
Agree-disagree	2015	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	73.1%	12.8%	14.1%	2998	95
Agree-disagree	2015	9	*The people I work with cooperate to get the job done.	79.8%	10.3%	10.0%	3100	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.	37.9%	25.4%	36.7%	2793	301
Agree-disagree	2015	12	*In my work unit, differences in performance are recognized in a meaningful way.	38.4%	25.4%	36.2%	2943	156
Agree-disagree	2015	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	74.7%	14.4%	10.9%	3039	35
Agree-disagree	2015	14	Employees are recognized for providing high quality products and services.	56.4%	21.0%	22.5%	3004	66
Agree-disagree	2015	15	Employees are protected from health and safety hazards on the job.	85.2%	9.7%	5.1%	3036	36
Agree-disagree	2015	16	My agency is successful at accomplishing its mission.	71.7%	17.6%	10.7%	3026	47
Agree-disagree	2015	17	*I recommend my organization as a good place to work.	66.1%	20.0%	14.0%	3073	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.	60.0%	19.5%	20.5%	2935	142
Agree-disagree	2015	19	My supervisor supports my need to balance work and other life issues.	88.7%	5.2%	6.1%	3066	9
Agree-disagree	2015	20	My supervisor is committed to a workforce representative of all segments of society.	76.5%	17.1%	6.4%	2777	293
Agree-disagree	2015	21	Supervisors in my work unit support employee development.	75.5%	13.6%	10.9%	3016	56
Agree-disagree	2015	22	My supervisor listens to what I have to say.	83.3%	8.0%	8.7%	3064	N/A
Agree-disagree	2015	23	My supervisor treats me with respect.	85.1%	7.9%	7.0%	3060	N/A
Agree-disagree	2015	24	I have trust and confidence in my supervisor.	73.2%	13.0%	13.8%	3065	N/A
Good-poor	2015	25	Overall, how good a job do you feel is being done by your immediate supervisor?	74.7%	15.2%	10.1%	3065	N/A
Agree-disagree	2015	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	47.7%	21.8%	30.5%	2995	62
Agree-disagree	2015	27	My organization's senior leaders maintain high standards of honesty and integrity.	63.7%	19.8%	16.4%	2857	199
Agree-disagree	2015	28	*Managers communicate the goals and priorities of the organization.	73.2%	13.1%	13.7%	3018	35
Agree-disagree	2015	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	66.3%	15.8%	17.9%	2957	94
Good-poor	2015	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	66.6%	18.9%	14.5%	2960	92
Agree-disagree	2015	31	I have a high level of respect for my organization's senior leaders.	59.3%	22.5%	18.3%	3020	29
Agree-disagree	2015	32	Senior leaders demonstrate support for Work-Life programs.	71.1%	16.4%	12.4%	2937	119
Satisfied-dissatisfied	2015	33	*How satisfied are you with your involvement in decisions that affect your work?	57.9%	21.0%	21.2%	3047	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?	55.8%	21.3%	22.9%	3048	N/A
Satisfied-dissatisfied	2015	35	*How satisfied are you with the recognition you receive for doing a good job?	53.2%	22.2%	24.6%	3034	N/A
Satisfied-dissatisfied	2015	36	*Considering everything, how satisfied are you with your job?	67.3%	18.1%	14.6%	3038	N/A
Satisfied-dissatisfied	2015	37	Considering everything, how satisfied are you with your pay?	67.2%	16.4%	16.4%	3047	N/A
Satisfied-dissatisfied	2015	38	*Considering everything, how satisfied are you with your organization?	60.5%	21.6%	17.9%	3046	N/A
Agree-disagree	2014	1	*I am given a real opportunity to improve my skills in my organization.	75.0%	12.2%	12.8%	3513	N/A
Agree-disagree	2014	2	I feel encouraged to come up with new and better ways of doing things.	63.0%	16.3%	20.7%	3486	N/A
Agree-disagree	2014	3	My work gives me a feeling of personal accomplishment.	67.0%	16.9%	16.1%	3502	N/A
Agree-disagree	2014	4	I know what is expected of me on the job.	78.2%	12.3%	9.5%	3496	N/A
Agree-disagree	2014	5	*My workload is reasonable.	69.1%	14.3%	16.6%	3504	2
Agree-disagree	2014	6	*My talents are used well in the workplace.	62.4%	17.2%	20.4%	3461	8
Agree-disagree	2014	7	*I know how my work relates to the agency's goals and priorities.	84.6%	9.0%	6.4%	3501	6
Agree-disagree	2014	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	74.1%	12.8%	13.1%	3394	112
Agree-disagree	2014	9	*The people I work with cooperate to get the job done.	80.6%	10.0%	9.4%	3515	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.	37.9%	27.0%	35.1%	3162	344

Agree-disagree	2014	12	*In my work unit, differences in performance are recognized in a meaningful way.	36.5%	26.6%	36.9%	3318	189
Agree-disagree	2014	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.					
Agree-disagree	2014	14	Employees are recognized for providing high quality products and services.	76.0%	14.1%	10.0%	3462	31
Agree-disagree	2014	15	Employees are protected from health and safety hazards on the job.	52.6%	22.8%	24.6%	3424	63
Agree-disagree	2014	16	My agency is successful at accomplishing its mission.	85.3%	9.2%	5.6%	3442	43
Agree-disagree	2014	17	My agency is successful at accomplishing its mission.	70.3%	19.5%	10.3%	3456	28
Agree-disagree	2014	17	*I recommend my organization as a good place to work.	66.1%	19.5%	14.4%	3490	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.	64.4%	18.2%	17.4%	3298	198
Agree-disagree	2014	19	My supervisor supports my need to balance work and other life issues.	87.9%	6.4%	5.7%	3477	11
Agree-disagree	2014	20	My supervisor is committed to a workforce representative of all segments of society.	75.7%	18.7%	5.6%	3156	327
Agree-disagree	2014	21	Supervisors in my work unit support employee development.	74.7%	14.3%	11.0%	3444	42
Agree-disagree	2014	22	My supervisor listens to what I have to say.	82.6%	9.3%	8.1%	3481	N/A
Agree-disagree	2014	23	My supervisor treats me with respect.	84.5%	8.0%	7.5%	3472	N/A
Agree-disagree	2014	24	I have trust and confidence in my supervisor.	72.5%	13.6%	13.9%	3482	N/A
Good-poor	2014	25	Overall, how good a job do you feel is being done by your immediate supervisor?	74.2%	15.5%	10.2%	3481	N/A
Agree-disagree	2014	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.					
Agree-disagree	2014	27	My organization's senior leaders maintain high standards of honesty and integrity.	50.4%	24.0%	25.6%	3425	44
Agree-disagree	2014	28	*Managers communicate the goals and priorities of the organization.	67.0%	19.8%	13.2%	3267	199
Agree-disagree	2014	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	73.6%	14.7%	11.7%	3442	17
Agree-disagree	2014	30	Managers promote communication among different work units (for example, about projects, goals, needed resources).	65.2%	17.6%	17.2%	3361	94
Good-poor	2014	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?					
Agree-disagree	2014	31	I have a high level of respect for my organization's senior leaders.	67.5%	20.7%	11.8%	3338	124
Agree-disagree	2014	31	I have a high level of respect for my organization's senior leaders.	63.9%	22.0%	14.1%	3433	33
Agree-disagree	2014	32	Senior leaders demonstrate support for Work-Life programs.	74.6%	16.3%	9.1%	3320	143
Satisfied-dissatisfied	2014	33	*How satisfied are you with your involvement in decisions that affect your work?					
Satisfied-dissatisfied	2014	33	*How satisfied are you with your involvement in decisions that affect your work?	58.5%	21.8%	19.8%	3459	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?					
Satisfied-dissatisfied	2014	34	*How satisfied are you with the information you receive from management on what's going on in your organization?	56.1%	21.7%	22.2%	3457	N/A
Satisfied-dissatisfied	2014	35	*How satisfied are you with the recognition you receive for doing a good job?					
Satisfied-dissatisfied	2014	35	*How satisfied are you with the recognition you receive for doing a good job?	48.3%	22.9%	28.8%	3448	N/A
Satisfied-dissatisfied	2014	36	*Considering everything, how satisfied are you with your job?					
Satisfied-dissatisfied	2014	36	*Considering everything, how satisfied are you with your job?	67.2%	17.6%	15.2%	3458	N/A
Satisfied-dissatisfied	2014	37	Considering everything, how satisfied are you with your pay?					
Satisfied-dissatisfied	2014	37	Considering everything, how satisfied are you with your pay?	65.1%	16.7%	18.2%	3457	N/A
Satisfied-dissatisfied	2014	38	*Considering everything, how satisfied are you with your organization?					
Satisfied-dissatisfied	2014	38	*Considering everything, how satisfied are you with your organization?	61.9%	20.1%	18.0%	3457	N/A
Agree-disagree	2013	1	*I am given a real opportunity to improve my skills in my organization.	76.0%	11.3%	12.7%	1890	N/A
Agree-disagree	2013	2	I feel encouraged to come up with new and better ways of doing things.	62.8%	18.1%	19.1%	1882	N/A
Agree-disagree	2013	3	My work gives me a feeling of personal accomplishment.	67.3%	17.2%	15.5%	1881	N/A
Agree-disagree	2013	4	I know what is expected of me on the job.	78.2%	11.2%	10.6%	1882	N/A
Agree-disagree	2013	5	*My workload is reasonable.	65.8%	15.8%	18.4%	1877	5
Agree-disagree	2013	6	*My talents are used well in the workplace.	62.6%	18.5%	18.8%	1856	7
Agree-disagree	2013	7	*I know how my work relates to the agency's goals and priorities.	84.8%	9.2%	6.0%	1881	7
Agree-disagree	2013	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	73.8%	14.4%	11.8%	1820	63
Agree-disagree	2013	9	*The people I work with cooperate to get the job done.	78.8%	12.7%	8.6%	1890	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.	36.1%	27.8%	36.1%	1676	209
Agree-disagree	2013	12	*In my work unit, differences in performance are recognized in a meaningful way.	36.8%	29.8%	33.4%	1760	123
Agree-disagree	2013	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.					
Agree-disagree	2013	14	Employees are recognized for providing high quality products and services.	74.4%	14.5%	11.1%	1855	19
Agree-disagree	2013	15	Employees are recognized for providing high quality products and services.	56.0%	22.1%	21.9%	1819	49
Agree-disagree	2013	15	Employees are protected from health and safety hazards on the job.	86.3%	9.6%	4.1%	1840	29
Agree-disagree	2013	16	My agency is successful at accomplishing its mission.	65.7%	22.6%	11.8%	1837	36
Agree-disagree	2013	17	*I recommend my organization as a good place to work.	66.6%	20.4%	13.0%	1872	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.	62.8%	21.2%	16.1%	1740	135
Agree-disagree	2013	19	My supervisor supports my need to balance work and other life issues.	88.3%	6.3%	5.4%	1866	6
Agree-disagree	2013	20	My supervisor is committed to a workforce representative of all segments of society.	74.1%	19.2%	6.7%	1689	181
Agree-disagree	2013	21	Supervisors in my work unit support employee development.	76.6%	12.9%	10.5%	1848	21
Agree-disagree	2013	22	My supervisor listens to what I have to say.	82.6%	9.0%	8.4%	1872	N/A
Agree-disagree	2013	23	My supervisor treats me with respect.	85.7%	7.5%	6.8%	1868	N/A
Agree-disagree	2013	24	I have trust and confidence in my supervisor.	74.6%	12.4%	13.0%	1872	N/A
Good-poor	2013	25	Overall, how good a job do you feel is being done by your immediate supervisor?	75.7%	14.5%	9.8%	1870	N/A
Agree-disagree	2013	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.					
Agree-disagree	2013	27	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	51.3%	23.4%	25.3%	1847	15
Agree-disagree	2013	27	My organization's senior leaders maintain high standards of honesty and integrity.	69.7%	18.1%	12.1%	1811	52
Agree-disagree	2013	28	*Managers communicate the goals and priorities of the organization.	75.8%	13.5%	10.6%	1851	9
Agree-disagree	2013	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).					
Agree-disagree	2013	30	Managers promote communication among different work units (for example, about projects, goals, needed resources).	66.1%	17.0%	16.9%	1805	50
Good-poor	2013	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?					
Agree-disagree	2013	31	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	69.4%	19.7%	10.8%	1791	66
Agree-disagree	2013	31	I have a high level of respect for my organization's senior leaders.	66.1%	18.9%	15.0%	1843	14
Agree-disagree	2013	32	Senior leaders demonstrate support for Work-Life programs.	77.1%	14.8%	8.1%	1774	84
Satisfied-dissatisfied	2013	33	*How satisfied are you with your involvement in decisions that affect your work?					
Satisfied-dissatisfied	2013	33	*How satisfied are you with your involvement in decisions that affect your work?	60.8%	20.3%	19.0%	1857	N/A

Core Q1-10, 12-38 Trend

Satisfied-dissatisfied	2013	34	*How satisfied are you with the information you receive from management on what's going on in your organization?	58.4%	21.3%	20.3%	1858	N/A
Satisfied-dissatisfied	2013	35	*How satisfied are you with the recognition you receive for doing a good job?	53.0%	23.3%	23.7%	1852	N/A
Satisfied-dissatisfied	2013	36	*Considering everything, how satisfied are you with your job?	69.0%	15.9%	15.2%	1849	N/A
Satisfied-dissatisfied	2013	37	Considering everything, how satisfied are you with your pay?	60.9%	16.9%	22.2%	1855	N/A
Satisfied-dissatisfied	2013	38	*Considering everything, how satisfied are you with your organization?	61.7%	20.7%	17.6%	1856	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 10 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	96	3.4%
At least 75% but less than 100%	33	1.2%
At least 50% but less than 75%	20	0.7%
At least 25% but less than 50%	73	2.7%
Less than 25%	1,113	39.6%
I have not been physically present at my agency worksite during the pandemic	1,452	52.4%
Total	2,787	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)	137	5.0%
Annual leave	978	35.4%
Sick leave	843	30.5%
Weather and safety leave	17	0.6%
Administrative leave	27	1.0%
Other paid leave (e.g., comp time, credit hours)	363	12.9%
Unpaid leave (e.g., LWOP)	17	0.6%
I have not used leave because of the pandemic	1,660	58.5%
Total (percents will add to more than 100% because respondents could choose more than one response option)	2,808	--

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	12	1.1%
At least 75% but less than 100%	15	1.4%
At least 50% but less than 75%	10	0.9%
At least 25% but less than 50%	63	5.7%
Less than 25%	1,043	90.9%
Total	1,143	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	245	8.7%
I <u>ended</u> my usual alternative work schedule	57	2.1%
No change because of the pandemic	2,516	89.2%
Total	2,818	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	45	1.6%	2,711	97.0%	2,286	81.8%
I telework 3 or 4 days per week	269	9.8%	53	1.9%	372	13.1%
I telework 1 or 2 days per week	1,299	46.5%	14	0.5%	90	3.2%
I telework, but only about 1 or 2 days per month	360	12.6%	2	0.1%	16	0.5%
I telework very infrequently, on an unscheduled or short-term basis	594	20.8%	5	0.2%	22	0.8%
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)	10	0.4%	1	0.0%	1	0.0%
I <u>do not</u> telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking	6	0.2%	0	0.0%	2	0.1%
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	51	1.8%	2	0.1%	3	0.1%
I <u>do not</u> telework because I choose not to telework	177	6.3%	5	0.2%	11	0.4%
Total	2,811	100.0%	2,793	100.0%	2,803	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	45	1.6%	29	1.0%	28	0.9%
I telework 3 or 4 days per week	269	9.8%	310	10.4%	308	10.0%
I telework 1 or 2 days per week	1,299	46.5%	1,339	44.5%	1,379	43.8%
I telework, but only about 1 or 2 days per month	360	12.6%	432	14.1%	467	14.6%
I telework very infrequently, on an unscheduled or short-term basis	594	20.8%	688	22.6%	736	23.3%
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)	10	0.4%	17	0.6%	7	0.2%
I <u>do not</u> telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking	6	0.2%	8	0.3%	13	0.4%
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	51	1.8%	50	1.7%	60	2.0%
I <u>do not</u> telework because I choose not to telework	177	6.3%	147	4.9%	147	4.8%
Total	2,811	100.0%	3,020	100.0%	3,145	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 10 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.

	<u>Needed and available to me</u>		<u>Needed, but not available to me</u>		<u>Not needed by me now</u>	
	2020		2020		2020	
	N	%	N	%	N	%
43A. Expanded telework	2,555	91.3%	16	0.6%	226	8.1%
43B. Expanded work schedule flexibilities	1,680	60.7%	55	2.0%	1,054	37.3%
43C. Expanded leave policies	951	34.4%	104	3.8%	1,736	61.7%
43D. More information on available leave policies	1,004	36.5%	144	5.3%	1,639	58.2%
43E. Expanded mental health resources (e.g., assistance with stress of COVID-19)	640	23.3%	123	4.6%	2,042	72.1%
43F. Expanded physical health resources (e.g., temperature checks, COVID-19 illness testing) at my agency worksite	407	14.9%	311	11.4%	2,068	73.7%
43G. Timely communication about possible COVID-19 illness at my agency worksite	1,981	70.7%	158	5.8%	659	23.5%
43H. Protection of employees at higher risk for severe illness from COVID-19 exposure	1,348	48.2%	150	5.6%	1,293	46.2%
43I. Limited access to my agency worksite buildings/facilities (e.g., closures, limits on activities with external visitors/groups)	1,795	63.9%	88	3.3%	920	32.9%
43J. Social distancing (e.g., limits on group size, reduced access to common areas) in my agency worksite	1,581	56.1%	74	2.7%	1,157	41.2%
43K. Rearranged workspaces to maximize social distancing	897	32.1%	165	6.0%	1,741	61.9%
43L. Encouraged use of personal protective equipment (PPE) or other safety equipment in my agency worksite	1,610	57.2%	91	3.4%	1,101	39.4%
43M. Cleaning and sanitizing supplies available to reduce risk of illness in my agency worksite	1,440	51.2%	273	9.7%	1,094	39.1%
43N. Training for all employees on health and safety protocols	1,062	38.0%	478	17.4%	1,257	44.6%

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	1,492	53.5%
Agree	962	35.2%
Neither Agree nor Disagree	146	5.3%
Disagree	97	3.5%
Strongly Disagree	66	2.5%
No Basis to Judge	46	--
Total	2,809	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	1,484	53.5%
Agree	971	35.7%
Neither Agree nor Disagree	156	5.7%
Disagree	82	3.0%
Strongly Disagree	59	2.2%
No Basis to Judge	52	--
Total	2,804	100.0%

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

	2020	
	N	%
Strongly Agree	1,430	51.1%
Agree	1,012	36.6%
Neither Agree nor Disagree	161	5.9%
Disagree	110	4.0%
Strongly Disagree	66	2.4%
No Basis to Judge	21	--
Total	2,800	100.0%

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

	2020	
	N	%
Strongly Agree	1,789	64.0%
Agree	791	28.8%
Neither Agree nor Disagree	117	4.2%
Disagree	42	1.5%
Strongly Disagree	41	1.6%
No Basis to Judge	27	--
Total	2,807	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	1,826	65.6%
Agree	768	28.0%
Neither Agree nor Disagree	107	3.9%
Disagree	37	1.3%
Strongly Disagree	30	1.2%
No Basis to Judge	42	--
Total	2,810	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	1,749	63.3%
Agree	760	27.9%
Neither Agree nor Disagree	140	5.2%
Disagree	54	2.0%
Strongly Disagree	43	1.6%
No Basis to Judge	55	--
Total	2,801	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)	2,473	88.9%	183	6.7%	120	4.4%
50B. Training for new/changed work or work processes because of the pandemic	1,212	44.1%	299	10.8%	1,261	45.0%
50C. Reallocation of resources (e.g., staffing, budget, materials) to support changes in work because of the pandemic	838	30.5%	241	8.8%	1,698	60.7%
50D. Help with commuting issues (e.g., alternatives to public transportation)	324	12.0%	74	2.7%	2,393	85.3%
50E. Options for work/business travel	540	19.6%	113	4.1%	2,118	76.3%
50F. Information on remote work policies, procedures, and expectations	1,991	71.6%	85	3.1%	710	25.3%
50G. Training on how to work remotely	1,256	45.8%	96	3.4%	1,436	50.8%
50H. Equipment and technology for working remotely (e.g., laptops, cell phone, Information Technology infrastructure)	2,048	73.7%	204	7.2%	531	19.0%
50I. Expanded collaboration tools (e.g., video conferencing, teleconferencing)	2,178	78.3%	300	10.5%	309	11.2%
50J. Expanded training for using remote work tools and applications	1,343	48.8%	398	14.0%	1,038	37.2%
50K. Expanded Information Technology (IT) support	1,641	59.3%	468	16.4%	678	24.3%
50L. Information about data security policies and procedures	1,977	71.2%	105	3.7%	701	25.1%

Percentages are weighted to represent the Agency's population.

Source: 2020 OPM Federal Employee Viewpoint Survey

COVID-19 Pandemic: Work Supports

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

	2020	
	N	%
Yes	43	1.6%
No	2,560	92.8%
Other	153	5.7%
Total	2,756	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	79	2.8%
Very	191	6.8%
Somewhat	736	26.3%
Slightly	862	30.6%
Not at All	926	33.5%
No Basis to Judge	11	--
Total	2,805	100.0%

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

	2020	
	N	%
Greatly Increased	149	5.4%
Somewhat Increased	536	19.2%
About the Same	1,957	71.1%
Somewhat Decreased	93	3.4%
Greatly Decreased	23	0.9%
No Basis to Judge	47	--
Total	2,805	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	1,134	47.0%
Agree	798	33.5%
Neither Agree nor Disagree	229	9.7%
Disagree	137	5.8%
Strongly Disagree	92	3.9%
No Basis to Judge	406	--
Total	2,796	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	1,202	43.4%
Agree	1,108	40.6%
Neither Agree nor Disagree	267	9.8%
Disagree	94	3.4%
Strongly Disagree	71	2.7%
No Basis to Judge	54	--
Total	2,796	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	1,811	66.4%
Most of the Time	861	31.4%
Sometimes	48	1.8%
Rarely	10	0.4%
Never	3	0.1%
No Basis to Judge	60	--
Total	2,793	100.0%

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

	2020	
	N	%
Always	1,926	70.6%
Most of the Time	712	26.3%
Sometimes	63	2.4%
Rarely	12	0.4%
Never	7	0.3%
No Basis to Judge	60	--
Total	2,780	100.0%

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

	2020	
	N	%
Always	1,893	68.9%
Most of the Time	751	27.5%
Sometimes	85	3.1%
Rarely	7	0.2%
Never	5	0.2%
No Basis to Judge	51	--

Total	2,792	100.0%
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54D. Prior to the COVID-19 pandemic, my work unit adapted to changing priorities.

	2020	
	N	%
Always	1,899	69.2%
Most of the Time	720	26.5%
Sometimes	96	3.5%
Rarely	14	0.5%
Never	7	0.3%
No Basis to Judge	47	--
Total	2,783	100.0%

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

	2020	
	N	%
Always	1,866	67.8%
Most of the Time	709	25.9%
Sometimes	121	4.4%
Rarely	42	1.5%
Never	10	0.4%
No Basis to Judge	39	--
Total	2,787	100.0%

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

	2020	
	N	%
Always	1,776	65.4%
Most of the Time	867	31.8%
Sometimes	64	2.4%
Rarely	7	0.2%
Never	4	0.2%
No Basis to Judge	61	--
Total	2,779	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	1,672	61.6%
Most of the Time	922	33.9%
Sometimes	111	4.0%
Rarely	9	0.3%
Never	7	0.3%
No Basis to Judge	67	--
Total	2,788	100.0%

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

	2020	
	N	%
Always	1,836	67.3%
Most of the Time	763	28.1%
Sometimes	106	3.9%
Rarely	17	0.6%
Never	4	0.1%
No Basis to Judge	61	--
Total	2,787	100.0%

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

	2020	
	N	%
Always	1,816	66.3%
Most of the Time	784	28.7%
Sometimes	119	4.4%
Rarely	11	0.4%
Never	4	0.1%
No Basis to Judge	57	--
Total	2,791	100.0%

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

	2020	
	N	%
Always	1,866	67.9%
Most of the Time	728	26.7%
Sometimes	132	4.7%
Rarely	15	0.5%
Never	3	0.1%
No Basis to Judge	47	--
Total	2,791	100.0%

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

	2020	
	N	%
Always	1,765	63.9%
Most of the Time	731	26.7%
Sometimes	208	7.5%
Rarely	44	1.6%
Never	10	0.3%
No Basis to Judge	35	--
Total	2,793	100.0%

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

	2020	
	N	%
Always	1,710	62.9%
Most of the Time	871	32.0%
Sometimes	126	4.6%
Rarely	10	0.3%
Never	4	0.1%
No Basis to Judge	67	--
Total	2,788	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	1,591	57.1%	56.8%	1,399	47.3%	46.1%	1,502	49.6%	48.1%
Satisfied	993	35.7%	35.6%	1,112	37.9%	36.9%	1,100	36.5%	35.4%
Neither Satisfied nor Dissatisfied	90	3.2%	3.2%	190	6.5%	6.3%	216	7.1%	6.9%
Dissatisfied	72	2.6%	2.6%	157	5.4%	5.3%	141	4.7%	4.5%
Very Dissatisfied	37	1.4%	1.4%	84	2.9%	2.9%	62	2.1%	2.0%
Item Response Total	2,783	100.0%	99.5%	2,942	100.0%	97.6%	3,021	100.0%	97.0%
I choose not to participate in this program	9	--	0.3%	59	--	2.0%	67	--	2.2%
This program is not available to me	4	--	0.1%	14	--	0.5%	23	--	0.7%
I am unaware of this program	0	--	0.0%	0	--	0.0%	2	--	0.1%
Total	2,796	100.0%	100.0%	3,015	100.0%	100.0%	3,113	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)	1,456	52.6%	1,503	50.3%
Health and Wellness Programs (for example, onsite exercise, flu vaccination, medical screening, CPR training, Health and wellness fair)	120	4.4%	216	7.2%
Employee Assistance Program - EAP (for example, short-term counseling, referral services, legal services, education services)	162	5.9%	178	5.9%
Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, subsidy, flexible spending account)	77	2.8%	101	3.4%
Elder Care Programs (for example, elder/adult care, support groups, resources)	1	0.0%	4	0.1%
None listed above	1,211	42.8%	1,296	43.2%
Total (percentages will add to more than 100% because respondents could choose more than one response option)	2,790	--	2,995	--

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	1,291	64.1%	46.2%	1,305	55.9%	43.2%	1,494	55.8%	47.7%
Satisfied	592	29.9%	21.5%	825	35.5%	27.4%	961	36.0%	30.8%
Neither Satisfied nor Dissatisfied	83	4.1%	3.0%	159	6.8%	5.3%	174	6.4%	5.5%
Dissatisfied	22	1.2%	0.8%	23	1.0%	0.8%	23	0.8%	0.7%
Very Dissatisfied	14	0.7%	0.5%	17	0.8%	0.6%	24	0.9%	0.8%
Item Response Total	2,002	100.0%	72.0%	2,329	100.0%	77.2%	2,676	100.0%	85.5%
I choose not to participate in these programs	730	--	26.0%	620	--	20.6%	390	--	12.6%
These programs are not available to me	32	--	1.1%	43	--	1.4%	44	--	1.4%
I am unaware of these programs	24	--	0.9%	22	--	0.7%	17	--	0.6%
Total	2,788	100.0%	100.0%	3,014	100.0%	100.0%	3,127	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	185	23.5%	6.7%	206	19.9%	6.8%	323	20.9%	10.3%
Satisfied	217	27.7%	7.8%	337	32.4%	11.2%	470	30.5%	15.1%
Neither Satisfied nor Dissatisfied	253	32.3%	9.1%	346	33.6%	11.6%	406	26.1%	12.9%
Dissatisfied	83	10.7%	3.0%	87	8.4%	2.9%	201	12.9%	6.4%
Very Dissatisfied	45	5.8%	1.6%	57	5.7%	2.0%	149	9.6%	4.8%
Item Response Total	783	100.0%	28.3%	1,033	100.0%	34.5%	1,549	100.0%	49.5%
I choose not to participate in these programs	942	--	34.0%	894	--	29.7%	413	--	13.1%
These programs are not available to me	627	--	22.4%	636	--	21.2%	669	--	21.2%
I am unaware of these programs	419	--	15.3%	440	--	14.6%	509	--	16.2%
Total	2,771	100.0%	100.0%	3,003	100.0%	100.0%	3,140	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	265	26.4%	9.5%	259	21.0%	8.5%	412	21.8%	13.1%
Satisfied	347	34.5%	12.4%	432	35.4%	14.3%	737	39.4%	23.7%
Neither Satisfied nor Dissatisfied	353	35.3%	12.7%	488	40.2%	16.3%	648	34.2%	20.5%
Dissatisfied	29	3.0%	1.1%	27	2.3%	0.9%	54	2.9%	1.7%
Very Dissatisfied	9	0.9%	0.3%	13	1.2%	0.5%	31	1.7%	1.0%
Item Response Total	1,003	100.0%	36.1%	1,219	100.0%	40.5%	1,882	100.0%	60.0%
I choose not to participate in these programs	1,640	--	59.0%	1,548	--	51.5%	1,059	--	33.5%
These programs are not available to me	26	--	1.0%	48	--	1.6%	40	--	1.3%
I am unaware of these programs	107	--	4.0%	188	--	6.3%	164	--	5.3%
Total	2,776	100.0%	100.0%	3,003	100.0%	100.0%	3,145	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	136	21.8%	4.8%	149	18.6%	4.9%	200	17.5%	6.4%
Satisfied	159	26.0%	5.7%	216	27.1%	7.2%	308	27.2%	9.9%
Neither Satisfied nor Dissatisfied	281	45.8%	10.1%	403	50.7%	13.5%	552	48.0%	17.4%
Dissatisfied	24	3.9%	0.9%	17	2.1%	0.6%	50	4.5%	1.6%
Very Dissatisfied	14	2.5%	0.5%	12	1.6%	0.4%	32	2.8%	1.0%
Item Response Total	614	100.0%	22.1%	797	100.0%	26.6%	1,142	100.0%	36.4%
I choose not to participate in these programs	1,450	--	51.7%	1,370	--	45.4%	981	--	30.9%
These programs are not available to me	349	--	12.6%	436	--	14.5%	496	--	15.9%
I am unaware of these programs	371	--	13.6%	401	--	13.5%	523	--	16.9%
Total	2,784	100.0%	100.0%	3,004	100.0%	100.0%	3,142	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	86	19.0%	3.1%	78	12.3%	2.6%	136	15.0%	4.3%
Satisfied	64	14.3%	2.3%	124	19.8%	4.1%	177	19.7%	5.7%
Neither Satisfied nor Dissatisfied	274	61.2%	9.9%	404	64.7%	13.5%	541	59.7%	17.2%
Dissatisfied	15	3.4%	0.6%	11	1.8%	0.4%	26	2.9%	0.8%
Very Dissatisfied	8	2.1%	0.3%	9	1.5%	0.3%	24	2.7%	0.8%
Item Response Total	447	100.0%	16.2%	626	100.0%	20.9%	904	100.0%	28.8%
I choose not to participate in these programs	1,438	--	51.7%	1,383	--	46.2%	952	--	30.1%
These programs are not available to me	342	--	12.3%	385	--	12.8%	473	--	15.0%
I am unaware of these programs	540	--	19.7%	598	--	20.1%	815	--	26.1%
Total	2,767	100.0%	100.0%	2,992	100.0%	100.0%	3,144	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 10 completed surveys.

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	1,610	57.4%
No arrangements needed to manage child care responsibilities (e.g., older children)	353	12.4%
Child care in my own home (e.g., other parent, relative, nanny, au pair)	500	18.6%
Alternative work arrangement (e.g., telework, flexible work schedule)	437	16.0%
Child care center	172	6.3%
Paid leave	360	13.3%
Unpaid leave	38	1.4%
Child care in someone else's home (e.g., relative or neighbor, professional child care provider)	155	5.6%
Respite care (temporary care of a sick or disabled child, providing relief for their usual caregiver)	12	0.4%
Agency emergency back-up care program	0	0.0%
Resource and referral services for dependent child care	2	0.1%
Other services/arrangements	50	1.8%
Total (percents will add to more than 100% because respondents could choose more than one response option)	2,778	--

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	2,286	82.3%
No arrangements needed to manage elder/adult care responsibilities (e.g., elder can manage tasks of everyday living)	248	8.9%
Alternative work arrangement (e.g., telework, flexible work schedule)	136	4.8%
Elder/adult day care center	2	0.1%
Paid leave	145	5.1%
Unpaid leave	5	0.2%
Long-term care insurance	2	0.1%
Respite care (temporary care of a sick or disabled adult/elder, providing relief for their usual caregiver)	10	0.4%
Other services/arrangements	49	1.8%
Total (percents will add to more than 100% because respondents could choose more than one response option)	2,780	--

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	1,332	--
Extremely	146	12.8%
Very	159	13.8%
Somewhat	308	26.2%
Slightly	253	21.5%
Not at All	298	25.7%
Does Not Apply	295	--
Total	2,791	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	1,528	--
Extremely	129	16.0%
Very	115	14.3%
Somewhat	184	22.8%
Slightly	163	20.2%
Not at All	216	26.6%
Does Not Apply	457	--
Total	2,792	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	12.3%
Field	74.8%
Full-time telework (e.g., home office, telecenter)	12.8%
Total	100.0%

What is your supervisory status?	%
Senior Leader	0.9%
Manager	5.6%
Supervisor	18.5%
Team Leader	7.5%
Non-Supervisor	67.6%
Total	100.0%

What is your pay category/grade?	%
Federal Wage System	0.0%
GS 1-6	2.1%
GS 7-12	64.7%
GS 13-15	32.6%
Senior Executive Service	0.5%
Senior Level (SL) or Scientific or Professional (ST)	0.0%
Other	0.1%
Total	100.0%

What is your US military service status?	%
No Prior Military Service	81.5%
Currently in National Guard or Reserves	0.8%
Retired	5.2%
Separated or Discharged	12.5%
Total	100.0%

Are you:	%
The spouse of a current active duty service member of the U.S. Armed Forces	1.0%
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	2.0%
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	96.9%
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	14.3%
No	85.7%
Total	100.0%

How long have you been with the Federal Government (excluding military service)?	%
Less than 1 year	0.4%
1 to 3 years	15.6%
4 to 5 years	6.2%
6 to 10 years	22.2%
11 to 14 years	22.4%
15 to 20 years	12.8%
More than 20 years	20.4%
Total	100.0%

How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?	%
Less than 1 year	0.4%

1 to 3 years	21.1%
4 to 5 years	7.0%
6 to 10 years	24.5%
11 to 14 years	19.4%
15 to 20 years	11.2%
More than 20 years	16.3%
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	71.3%	67.1%
Yes, to retire	3.9%	4.9%
Yes, to take another job within the Federal Government	20.7%	21.9%
Yes, to take another job outside the Federal Government	1.2%	1.9%
Yes, other	2.8%	4.1%
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	26.3%
No	73.8%
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	2.0%	2.9%
1 year	1.8%	2.0%
2 years	4.1%	4.0%
3 years	4.2%	4.0%
4 years	3.0%	2.8%
5 years	5.7%	5.0%
More than 5 years	79.2%	79.3%
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	28.2%
No	71.8%
Total	100.0%

My Personal Demographics

	%
Are you of Hispanic, Latino, or Spanish origin?	
Yes	9.7%
No	90.3%
Total	100.0%

	%
Please select the racial category or categories with which you most closely identify.	
White	68.8%

Black or African American	16.0%
All other races	15.3%
Total	100.0%

What is your age group?	%
29 years and under	4.8%
30-39 years old	28.7%
40-49 years old	26.3%
50-59 years old	28.7%
60 years or older	11.5%
Total	100.0%

What is the highest degree or level of education you have completed?	%
Less than High School/ High School Diploma/ GED	0.7%
Certification/ Some College/ Associate's Degree	3.8%
Bachelor's Degree	44.7%
Advanced Degrees (Post Bachelor's Degree)	50.8%
Total	100.0%

Are you an individual with a disability?	%
Yes	9.7%
No	90.3%
Total	100.0%

Are you:	%
Male	44.3%
Female	55.7%
Total	100.0%

Are you transgender?	%
Yes	0.3%
No	99.7%
Total	100.0%

Which one of the following do you consider yourself to be?	%
Straight, that is not gay or lesbian	96.2%
Gay or Lesbian	1.8%
Bisexual	0.7%
Something else	1.3%
Total	100.0%

Percentages for demographic questions are unweighted.

No suppression was applied to My Employment Demographics.

Source: 2020 OPM Federal Employee Viewpoint Survey