



Annual Employee Survey (AES) Report

Commodity Futures Trading 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

35

items increased since 2019

	2017	2018	2019	2020	Percentage Point Change
Q9 The people I work with cooperate to get the job done.	77%	77%	73%	84%	+11
Q12 In my work unit, differences in performance are recognized in a meaningful way.	24%	23%	23%	33%	+10
Q14 Employees are recognized for providing high quality products and services.	45%	43%	44%	54%	+10
Q16 My agency is successful at accomplishing its mission.	73%	72%	76%	85%	+9
Q28 Managers communicate the goals of the organization.	52%	53%	55%	64%	+9

Select: Largest Decreases since 2019

Largest Decreases in Percent Positive since 2019

1

item decreased since 2019

	2017	2018	2019	2020	Percentage Point Change
Q19 My supervisor supports my need to balance work and other life issues.	90%	92%	91%	89%	-2

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.	64.6%	21.4%	43.3%	16.0%	13.6%	5.7%	19.3%	98	200	72	63	26	459	N/A
Agree-disagree	2	I feel encouraged to come up with new and better ways of doing things.	62.5%	23.0%	39.5%	15.2%	14.3%	8.1%	22.4%	104	180	67	66	36	453	N/A
Agree-disagree	3	My work gives me a feeling of personal accomplishment.	71.8%	28.1%	43.8%	14.4%	8.1%	5.6%	13.7%	130	201	64	37	25	457	N/A
Agree-disagree	4	I know what is expected of me on the job.	76.9%	29.4%	47.5%	10.3%	7.0%	5.8%	12.8%	136	217	46	32	26	457	N/A
Agree-disagree	5	*My workload is reasonable.	66.8%	20.3%	46.5%	12.9%	12.5%	7.9%	20.3%	92	209	59	55	39	454	2
Agree-disagree	6	*My talents are used well in the workplace.	61.0%	18.3%	42.7%	12.8%	16.0%	10.1%	26.1%	83	193	58	69	45	448	2
Agree-disagree	7	*I know how my work relates to the agency's goals.	84.2%	31.5%	52.7%	7.2%	6.0%	2.6%	8.6%	145	240	32	27	11	455	2
Agree-disagree	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	66.8%	31.4%	35.4%	17.8%	7.0%	8.4%	15.4%	138	151	74	30	36	429	29
Agree-disagree	9	*The people I work with cooperate to get the job done.	84.0%	44.1%	39.9%	7.7%	5.8%	2.5%	8.3%	202	182	35	27	11	457	N/A
Agree-disagree	10	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	33.1%	11.2%	21.9%	33.0%	15.9%	18.0%	33.9%	43	83	124	63	69	382	76
Agree-disagree	12	*In my work unit, differences in performance are recognized in a meaningful way.	33.3%	10.6%	22.7%	26.1%	23.6%	17.0%	40.6%	44	97	108	101	72	422	37
Agree-disagree	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	84.0%	39.8%	44.2%	6.2%	5.7%	4.1%	9.8%	182	202	29	24	18	455	3
Agree-disagree	14	Employees are recognized for providing high quality products and services.	54.0%	12.7%	41.3%	20.1%	16.6%	9.3%	25.9%	57	191	90	72	44	454	5
Agree-disagree	15	Employees are protected from health and safety hazards on the job.	85.3%	44.8%	40.6%	10.0%	2.1%	2.6%	4.7%	202	182	43	9	12	448	11
Agree-disagree	16	My agency is successful at accomplishing its mission.	85.4%	31.0%	54.4%	9.2%	3.4%	2.0%	5.4%	143	248	41	15	9	456	3
Agree-disagree	17	*I recommend my organization as a good place to work.	68.4%	24.4%	44.0%	19.3%	7.4%	4.9%	12.3%	114	203	86	34	22	459	N/A
Agree-disagree	18	*I believe the results of this survey will be used to make my agency a better place to work.	45.7%	12.8%	33.0%	22.1%	17.5%	14.7%	32.2%	56	146	93	77	63	435	24
Agree-disagree	19	My supervisor supports my need to balance work and other life issues.	88.9%	57.4%	31.5%	5.6%	2.6%	2.9%	5.5%	267	143	23	12	13	458	1
Agree-disagree	20	My supervisor is committed to a workforce representative of all segments of society.	80.0%	51.6%	28.4%	11.7%	3.3%	5.0%	8.4%	221	121	46	14	20	422	35
Agree-disagree	21	Supervisors in my work unit support employee development.	80.5%	43.6%	36.9%	8.4%	6.0%	5.1%	11.1%	200	168	37	27	22	454	5
Agree-disagree	22	My supervisor listens to what I have to say.	83.3%	49.8%	33.5%	6.1%	5.1%	5.4%	10.6%	232	153	27	23	24	459	N/A
Agree-disagree	23	My supervisor treats me with respect.	86.5%	57.3%	29.2%	5.7%	3.7%	4.1%	7.8%	264	133	26	16	18	457	N/A
Agree-disagree	24	I have trust and confidence in my supervisor.	75.9%	47.5%	28.4%	9.6%	7.2%	7.2%	14.4%	218	134	42	32	32	458	N/A
Good-poor	25	Overall, how good a job do you feel is being done by your immediate supervisor?	78.2%	49.2%	29.0%	10.4%	6.8%	4.7%	11.5%	227	133	48	30	21	459	N/A
Agree-disagree	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	49.0%	12.4%	36.5%	21.0%	18.9%	11.1%	30.0%	57	168	95	84	50	454	4
Agree-disagree	27	My organization's senior leaders maintain high standards of honesty and integrity.	59.1%	21.1%	38.0%	21.3%	9.1%	10.6%	19.7%	91	167	93	39	46	436	21
Agree-disagree	28	*Managers communicate the goals of the organization.	64.2%	16.1%	48.1%	16.5%	10.8%	8.5%	19.3%	75	219	74	48	38	454	2
Agree-disagree	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	51.8%	15.4%	36.4%	18.8%	15.1%	14.3%	29.4%	70	166	83	68	65	452	6
Good-poor	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	61.0%	32.0%	28.9%	20.0%	9.3%	9.8%	19.1%	141	132	88	42	44	447	9

Agree-disagree	31	I have a high level of respect for my organization's senior leaders.	54.9%	19.2%	35.8%	21.5%	14.3%	9.2%	23.6%	88	164	97	64	42	455	1
Agree-disagree	32	Senior leaders demonstrate support for Work-Life programs.	74.7%	32.4%	42.3%	16.7%	4.6%	4.1%	8.6%	143	189	74	21	18	445	11
Satisfied-dissatisfied	33	*How satisfied are you with your involvement in decisions that affect your work?	51.5%	11.7%	39.8%	20.3%	19.3%	8.9%	28.2%	52	180	93	87	40	452	N/A
Satisfied-dissatisfied	34	*How satisfied are you with the information you receive from management on what's going on in your organization?	50.8%	12.0%	38.9%	19.0%	21.1%	9.0%	30.1%	53	179	85	94	41	452	N/A
Satisfied-dissatisfied	35	*How satisfied are you with the recognition you receive for doing a good job?	48.6%	14.0%	34.6%	26.6%	15.6%	9.2%	24.8%	64	160	118	72	41	455	N/A
Satisfied-dissatisfied	36	*Considering everything, how satisfied are you with your job?	69.7%	21.5%	48.3%	16.1%	7.8%	6.3%	14.2%	99	218	71	36	28	452	N/A
Satisfied-dissatisfied	37	Considering everything, how satisfied are you with your pay?	60.6%	18.3%	42.3%	15.0%	17.2%	7.2%	24.4%	85	192	68	79	32	456	N/A
Satisfied-dissatisfied	38	*Considering everything, how satisfied are you with your organization?	66.1%	15.7%	50.4%	18.4%	10.1%	5.5%	15.5%	72	233	79	46	25	455	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

Core Q1-10, 12-38 Trend

11. In my work unit poor performers usually:	2020		2019	
	N	%	N	%
Remain in the work unit and improve their performance over time	50	14.2%	40	12.8%
Remain in the work unit and continue to underperform	169	48.5%	185	58.2%
Leave the work unit - removed or transferred	12	3.2%	9	2.9%
Leave the work unit - quit	7	2.1%	5	1.4%
There are no poor performers in my work unit	110	32.0%	77	24.7%
Item Response Total	348	100.0%	316	100.0%
Do Not Know	110	--	81	--
Total	458	100.0%	397	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.	64.6%	16.0%	19.3%	459	N/A
Agree-disagree	2020	2	I feel encouraged to come up with new and better ways of doing things.	62.5%	15.2%	22.4%	453	N/A
Agree-disagree	2020	3	My work gives me a feeling of personal accomplishment.	71.8%	14.4%	13.7%	457	N/A
Agree-disagree	2020	4	I know what is expected of me on the job.	76.9%	10.3%	12.8%	457	N/A
Agree-disagree	2020	5	*My workload is reasonable.	66.8%	12.9%	20.3%	454	2
Agree-disagree	2020	6	*My talents are used well in the workplace.	61.0%	12.8%	26.1%	448	2
Agree-disagree	2020	7	*I know how my work relates to the agency's goals.	84.2%	7.2%	8.6%	455	2
Agree-disagree	2020	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	66.8%	17.8%	15.4%	429	29
Agree-disagree	2020	9	*The people I work with cooperate to get the job done.	84.0%	7.7%	8.3%	457	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.	33.1%	33.0%	33.9%	382	76
Agree-disagree	2020	12	*In my work unit, differences in performance are recognized in a meaningful way.	33.3%	26.1%	40.6%	422	37
Agree-disagree	2020	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	84.0%	6.2%	9.8%	455	3
Agree-disagree	2020	14	Employees are recognized for providing high quality products and services.	54.0%	20.1%	25.9%	454	5
Agree-disagree	2020	15	Employees are protected from health and safety hazards on the job.	85.3%	10.0%	4.7%	448	11
Agree-disagree	2020	16	My agency is successful at accomplishing its mission.	85.4%	9.2%	5.4%	456	3
Agree-disagree	2020	17	*I recommend my organization as a good place to work.	68.4%	19.3%	12.3%	459	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.	45.7%	22.1%	32.2%	435	24
Agree-disagree	2020	19	My supervisor supports my need to balance work and other life issues.	88.9%	5.6%	5.5%	458	1
Agree-disagree	2020	20	My supervisor is committed to a workforce representative of all segments of society.	80.0%	11.7%	8.4%	422	35
Agree-disagree	2020	21	Supervisors in my work unit support employee development.	80.5%	8.4%	11.1%	454	5
Agree-disagree	2020	22	My supervisor listens to what I have to say.	83.3%	6.1%	10.6%	459	N/A
Agree-disagree	2020	23	My supervisor treats me with respect.	86.5%	5.7%	7.8%	457	N/A
Agree-disagree	2020	24	I have trust and confidence in my supervisor.	75.9%	9.6%	14.4%	458	N/A
Good-poor	2020	25	Overall, how good a job do you feel is being done by your immediate supervisor?	78.2%	10.4%	11.5%	459	N/A
Agree-disagree	2020	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	49.0%	21.0%	30.0%	454	4
Agree-disagree	2020	27	My organization's senior leaders maintain high standards of honesty and integrity.	59.1%	21.3%	19.7%	436	21
Agree-disagree	2020	28	*Managers communicate the goals of the organization.	64.2%	16.5%	19.3%	454	2
Agree-disagree	2020	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	51.8%	18.8%	29.4%	452	6
Good-poor	2020	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	61.0%	20.0%	19.1%	447	9
Agree-disagree	2020	31	I have a high level of respect for my organization's senior leaders.	54.9%	21.5%	23.6%	455	1
Agree-disagree	2020	32	Senior leaders demonstrate support for Work-Life programs.	74.7%	16.7%	8.6%	445	11
Satisfied-dissatisfied	2020	33	*How satisfied are you with your involvement in decisions that affect your work?	51.5%	20.3%	28.2%	452	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?	50.8%	19.0%	30.1%	452	N/A
Satisfied-dissatisfied	2020	35	*How satisfied are you with the recognition you receive for doing a good job?	48.6%	26.6%	24.8%	455	N/A
Satisfied-dissatisfied	2020	36	*Considering everything, how satisfied are you with your job?	69.7%	16.1%	14.2%	452	N/A
Satisfied-dissatisfied	2020	37	Considering everything, how satisfied are you with your pay?	60.6%	15.0%	24.4%	456	N/A
Satisfied-dissatisfied	2020	38	*Considering everything, how satisfied are you with your organization?	66.1%	18.4%	15.5%	455	N/A
Agree-disagree	2019	1	*I am given a real opportunity to improve my skills in my organization.	59.1%	17.3%	23.6%	411	N/A
Agree-disagree	2019	2	I feel encouraged to come up with new and better ways of doing things.	56.3%	17.4%	26.3%	408	N/A
Agree-disagree	2019	3	My work gives me a feeling of personal accomplishment.	69.3%	16.7%	14.0%	409	N/A
Agree-disagree	2019	4	I know what is expected of me on the job.	73.0%	11.5%	15.5%	411	N/A
Agree-disagree	2019	5	*My workload is reasonable.	61.7%	14.7%	23.6%	406	0
Agree-disagree	2019	6	*My talents are used well in the workplace.	52.2%	17.1%	30.8%	406	1
Agree-disagree	2019	7	*I know how my work relates to the agency's goals.	81.8%	7.2%	11.0%	409	2
Agree-disagree	2019	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	66.2%	17.0%	16.8%	383	28
Agree-disagree	2019	9	*The people I work with cooperate to get the job done.	73.2%	13.3%	13.5%	407	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.	28.7%	26.3%	45.0%	354	54
Agree-disagree	2019	12	*In my work unit, differences in performance are recognized in a meaningful way.	22.9%	22.9%	54.2%	383	25

Agree-disagree	2019	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	80.2%	9.0%	10.8%	406	2
Agree-disagree	2019	14	Employees are recognized for providing high quality products and services.	44.4%	23.1%	32.5%	398	8
Agree-disagree	2019	15	Employees are protected from health and safety hazards on the job.	82.6%	13.2%	4.3%	397	9
Agree-disagree	2019	16	My agency is successful at accomplishing its mission.	75.8%	18.6%	5.6%	395	11
Agree-disagree	2019	17	*I recommend my organization as a good place to work.	65.7%	20.5%	13.8%	406	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.	39.9%	20.0%	40.0%	388	18
Agree-disagree	2019	19	My supervisor supports my need to balance work and other life issues.	91.3%	4.1%	4.6%	404	2
Agree-disagree	2019	20	My supervisor is committed to a workforce representative of all segments of society.	73.9%	18.9%	7.3%	360	44
Agree-disagree	2019	21	Supervisors in my work unit support employee development.	71.5%	12.8%	15.7%	399	6
Agree-disagree	2019	22	My supervisor listens to what I have to say.	82.0%	6.7%	11.3%	405	N/A
Agree-disagree	2019	23	My supervisor treats me with respect.	85.3%	5.5%	9.1%	405	N/A
Agree-disagree	2019	24	I have trust and confidence in my supervisor.	75.2%	9.9%	14.9%	404	N/A
Good-poor	2019	25	Overall, how good a job do you feel is being done by your immediate supervisor?	78.1%	10.7%	11.1%	402	N/A
Agree-disagree	2019	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	41.0%	18.7%	40.3%	400	3
Agree-disagree	2019	27	My organization's senior leaders maintain high standards of honesty and integrity.	56.2%	20.8%	23.0%	379	22
Agree-disagree	2019	28	*Managers communicate the goals of the organization.	54.7%	18.6%	26.8%	401	1
Agree-disagree	2019	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	47.4%	17.8%	34.8%	395	8
Good-poor	2019	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	56.3%	21.9%	21.8%	394	7
Agree-disagree	2019	31	I have a high level of respect for my organization's senior leaders.	51.7%	22.9%	25.4%	399	1
Agree-disagree	2019	32	Senior leaders demonstrate support for Work-Life programs.	70.4%	21.6%	8.0%	388	13
Satisfied-dissatisfied	2019	33	*How satisfied are you with your involvement in decisions that affect your work?	50.0%	17.4%	32.6%	400	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?	48.3%	18.2%	33.5%	400	N/A
Satisfied-dissatisfied	2019	35	*How satisfied are you with the recognition you receive for doing a good job?	47.6%	21.6%	30.8%	400	N/A
Satisfied-dissatisfied	2019	36	*Considering everything, how satisfied are you with your job?	62.6%	20.5%	16.8%	400	N/A
Satisfied-dissatisfied	2019	37	Considering everything, how satisfied are you with your pay?	58.9%	16.7%	24.3%	400	N/A
Satisfied-dissatisfied	2019	38	*Considering everything, how satisfied are you with your organization?	59.5%	19.6%	20.8%	398	N/A
Agree-disagree	2018	1	*I am given a real opportunity to improve my skills in my organization.	52.6%	19.1%	28.3%	473	N/A
Agree-disagree	2018	2	I feel encouraged to come up with new and better ways of doing things.	59.1%	18.6%	22.2%	474	N/A
Agree-disagree	2018	3	My work gives me a feeling of personal accomplishment.	70.4%	13.9%	15.6%	474	N/A
Agree-disagree	2018	4	I know what is expected of me on the job.	74.7%	12.5%	12.8%	472	N/A
Agree-disagree	2018	5	*My workload is reasonable.	59.3%	17.4%	23.2%	470	2
Agree-disagree	2018	6	*My talents are used well in the workplace.	53.0%	15.2%	31.8%	471	2
Agree-disagree	2018	7	*I know how my work relates to the agency's goals.	79.2%	11.1%	9.7%	472	1
Agree-disagree	2018	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	64.4%	18.0%	17.6%	438	36
Agree-disagree	2018	9	*The people I work with cooperate to get the job done.	77.4%	10.2%	12.4%	474	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.	28.3%	27.4%	44.4%	409	66
Agree-disagree	2018	12	*In my work unit, differences in performance are recognized in a meaningful way.	23.4%	24.5%	52.1%	439	35
Agree-disagree	2018	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	79.7%	10.8%	9.5%	471	3
Agree-disagree	2018	14	Employees are recognized for providing high quality products and services.	43.4%	22.9%	33.7%	468	6
Agree-disagree	2018	15	Employees are protected from health and safety hazards on the job.	80.8%	14.4%	4.8%	460	14
Agree-disagree	2018	16	My agency is successful at accomplishing its mission.	71.9%	17.1%	10.9%	464	11
Agree-disagree	2018	17	*I recommend my organization as a good place to work.	60.8%	22.0%	17.2%	474	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.	38.4%	22.7%	38.9%	439	35
Agree-disagree	2018	19	My supervisor supports my need to balance work and other life issues.	91.9%	4.0%	4.1%	471	2
Agree-disagree	2018	20	My supervisor is committed to a workforce representative of all segments of society.	78.6%	15.7%	5.8%	413	60
Agree-disagree	2018	21	Supervisors in my work unit support employee development.	71.1%	13.1%	15.8%	461	10
Agree-disagree	2018	22	My supervisor listens to what I have to say.	84.8%	6.7%	8.5%	472	N/A
Agree-disagree	2018	23	My supervisor treats me with respect.	89.4%	3.3%	7.3%	471	N/A
Agree-disagree	2018	24	I have trust and confidence in my supervisor.	76.0%	9.8%	14.2%	471	N/A
Good-poor	2018	25	Overall, how good a job do you feel is being done by your immediate supervisor?	76.8%	12.6%	10.6%	473	N/A
Agree-disagree	2018	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	45.9%	22.3%	31.8%	461	10
Agree-disagree	2018	27	My organization's senior leaders maintain high standards of honesty and integrity.	64.0%	19.3%	16.7%	433	38
Agree-disagree	2018	28	*Managers communicate the goals of the organization.	53.2%	18.6%	28.2%	466	4
Agree-disagree	2018	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	47.4%	19.5%	33.0%	457	14

Good-poor	2018	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	59.5%	19.5%	21.0%	458	14
Agree-disagree	2018	31	I have a high level of respect for my organization's senior leaders.	57.1%	20.6%	22.3%	469	2
Agree-disagree	2018	32	Senior leaders demonstrate support for Work-Life programs.	76.1%	15.8%	8.1%	445	28
Satisfied-dissatisfied	2018	33	*How satisfied are you with your involvement in decisions that affect your work?	51.1%	20.0%	28.9%	473	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?	42.8%	22.9%	34.3%	470	N/A
Satisfied-dissatisfied	2018	35	*How satisfied are you with the recognition you receive for doing a good job?	46.3%	24.8%	28.9%	472	N/A
Satisfied-dissatisfied	2018	36	*Considering everything, how satisfied are you with your job?	62.6%	19.3%	18.1%	472	N/A
Satisfied-dissatisfied	2018	37	Considering everything, how satisfied are you with your pay?	54.0%	18.3%	27.7%	471	N/A
Satisfied-dissatisfied	2018	38	*Considering everything, how satisfied are you with your organization?	54.5%	23.1%	22.5%	469	N/A
Agree-disagree	2017	1	*I am given a real opportunity to improve my skills in my organization.	58.8%	20.3%	20.9%	507	N/A
Agree-disagree	2017	2	I feel encouraged to come up with new and better ways of doing things.	61.7%	16.4%	21.8%	506	N/A
Agree-disagree	2017	3	My work gives me a feeling of personal accomplishment.	69.8%	14.2%	16.1%	507	N/A
Agree-disagree	2017	4	I know what is expected of me on the job.	74.5%	13.6%	11.9%	506	N/A
Agree-disagree	2017	5	*My workload is reasonable.	63.7%	16.2%	20.1%	506	1
Agree-disagree	2017	6	*My talents are used well in the workplace.	56.5%	15.4%	28.1%	500	3
Agree-disagree	2017	7	*I know how my work relates to the agency's goals and priorities.	77.6%	11.9%	10.5%	501	2
Agree-disagree	2017	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	66.1%	15.3%	18.6%	463	44
Agree-disagree	2017	9	*The people I work with cooperate to get the job done.	76.7%	12.8%	10.5%	506	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.	28.3%	30.3%	41.4%	425	81
Agree-disagree	2017	12	*In my work unit, differences in performance are recognized in a meaningful way.	24.4%	23.9%	51.7%	466	40
Agree-disagree	2017	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	68.6%	16.5%	14.8%	491	8
Agree-disagree	2017	14	Employees are recognized for providing high quality products and services.	45.2%	24.0%	30.8%	488	12
Agree-disagree	2017	15	Employees are protected from health and safety hazards on the job.	85.1%	11.6%	3.4%	482	17
Agree-disagree	2017	16	My agency is successful at accomplishing its mission.	72.6%	19.7%	7.7%	483	14
Agree-disagree	2017	17	*I recommend my organization as a good place to work.	62.3%	22.3%	15.4%	499	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.	43.7%	17.9%	38.4%	467	33
Agree-disagree	2017	19	My supervisor supports my need to balance work and other life issues.	90.1%	4.0%	5.9%	498	1
Agree-disagree	2017	20	My supervisor is committed to a workforce representative of all segments of society.	79.7%	13.5%	6.8%	431	65
Agree-disagree	2017	21	Supervisors in my work unit support employee development.	68.1%	16.9%	15.0%	492	6
Agree-disagree	2017	22	My supervisor listens to what I have to say.	85.8%	7.7%	6.4%	499	N/A
Agree-disagree	2017	23	My supervisor treats me with respect.	89.1%	4.8%	6.2%	499	N/A
Agree-disagree	2017	24	I have trust and confidence in my supervisor.	74.7%	13.5%	11.8%	500	N/A
Good-poor	2017	25	Overall, how good a job do you feel is being done by your immediate supervisor?	78.8%	12.6%	8.5%	499	N/A
Agree-disagree	2017	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	42.3%	24.6%	33.1%	484	13
Agree-disagree	2017	27	My organization's senior leaders maintain high standards of honesty and integrity.	55.8%	21.3%	22.9%	461	36
Agree-disagree	2017	28	*Managers communicate the goals and priorities of the organization.	52.5%	19.5%	28.0%	490	5
Agree-disagree	2017	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	46.3%	17.8%	35.9%	480	15
Good-poor	2017	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	62.6%	18.5%	19.0%	474	22
Agree-disagree	2017	31	I have a high level of respect for my organization's senior leaders.	56.3%	22.8%	20.9%	492	4
Agree-disagree	2017	32	Senior leaders demonstrate support for Work-Life programs.	64.2%	18.1%	17.7%	458	38
Satisfied-dissatisfied	2017	33	*How satisfied are you with your involvement in decisions that affect your work?	53.6%	22.9%	23.5%	496	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?	49.2%	20.0%	30.8%	496	N/A
Satisfied-dissatisfied	2017	35	*How satisfied are you with the recognition you receive for doing a good job?	47.0%	25.9%	27.0%	495	N/A
Satisfied-dissatisfied	2017	36	*Considering everything, how satisfied are you with your job?	63.5%	18.5%	18.0%	493	N/A
Satisfied-dissatisfied	2017	37	Considering everything, how satisfied are you with your pay?	45.8%	17.0%	37.2%	496	N/A
Satisfied-dissatisfied	2017	38	*Considering everything, how satisfied are you with your organization?	55.8%	24.3%	19.9%	494	N/A
Agree-disagree	2016	1	*I am given a real opportunity to improve my skills in my organization.	63.6%	16.7%	19.7%	502	N/A
Agree-disagree	2016	2	I feel encouraged to come up with new and better ways of doing things.	60.0%	17.7%	22.3%	501	N/A
Agree-disagree	2016	3	My work gives me a feeling of personal accomplishment.	69.2%	15.0%	15.8%	501	N/A
Agree-disagree	2016	4	I know what is expected of me on the job.	72.0%	13.2%	14.7%	498	N/A
Agree-disagree	2016	5	*My workload is reasonable.	59.0%	15.7%	25.2%	503	0

Agree-disagree	2016	6	*My talents are used well in the workplace.	56.9%	13.8%	29.3%	495	0
Agree-disagree	2016	7	*I know how my work relates to the agency's goals and priorities.	75.8%	12.8%	11.4%	498	3
Agree-disagree	2016	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	66.8%	17.6%	15.6%	462	39
Agree-disagree	2016	9	*The people I work with cooperate to get the job done.	76.9%	10.8%	12.4%	505	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.	28.5%	29.9%	41.6%	429	71
Agree-disagree	2016	12	*In my work unit, differences in performance are recognized in a meaningful way.	24.4%	23.4%	52.2%	457	41
Agree-disagree	2016	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	66.5%	16.3%	17.2%	482	10
Agree-disagree	2016	14	Employees are recognized for providing high quality products and services.	42.8%	20.5%	36.7%	479	15
Agree-disagree	2016	15	Employees are protected from health and safety hazards on the job.	85.1%	11.3%	3.6%	482	12
Agree-disagree	2016	16	My agency is successful at accomplishing its mission.	67.7%	19.8%	12.5%	489	6
Agree-disagree	2016	17	*I recommend my organization as a good place to work.	63.0%	19.8%	17.1%	495	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.	41.1%	19.8%	39.1%	456	39
Agree-disagree	2016	19	My supervisor supports my need to balance work and other life issues.	91.5%	4.2%	4.3%	492	3
Agree-disagree	2016	20	My supervisor is committed to a workforce representative of all segments of society.	76.8%	17.3%	6.0%	440	53
Agree-disagree	2016	21	Supervisors in my work unit support employee development.	71.4%	15.2%	13.4%	489	4
Agree-disagree	2016	22	My supervisor listens to what I have to say.	85.7%	7.6%	6.6%	494	N/A
Agree-disagree	2016	23	My supervisor treats me with respect.	88.6%	5.4%	6.0%	491	N/A
Agree-disagree	2016	24	I have trust and confidence in my supervisor.	75.0%	12.4%	12.6%	493	N/A
Good-poor	2016	25	Overall, how good a job do you feel is being done by your immediate supervisor?	77.1%	14.0%	8.9%	493	N/A
Agree-disagree	2016	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	34.9%	23.1%	42.0%	483	8
Agree-disagree	2016	27	My organization's senior leaders maintain high standards of honesty and integrity.	54.0%	22.0%	24.1%	447	41
Agree-disagree	2016	28	*Managers communicate the goals and priorities of the organization.	51.2%	17.1%	31.7%	485	3
Agree-disagree	2016	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	43.1%	19.8%	37.1%	479	10
Good-poor	2016	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	55.3%	22.4%	22.2%	475	14
Agree-disagree	2016	31	I have a high level of respect for my organization's senior leaders.	50.0%	22.5%	27.5%	486	4
Agree-disagree	2016	32	Senior leaders demonstrate support for Work-Life programs.	64.8%	18.3%	16.9%	457	34
Satisfied-dissatisfied	2016	33	*How satisfied are you with your involvement in decisions that affect your work?	49.7%	21.7%	28.6%	488	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?	42.0%	23.1%	34.9%	490	N/A
Satisfied-dissatisfied	2016	35	*How satisfied are you with the recognition you receive for doing a good job?	46.3%	22.4%	31.4%	484	N/A
Satisfied-dissatisfied	2016	36	*Considering everything, how satisfied are you with your job?	60.1%	22.3%	17.6%	490	N/A
Satisfied-dissatisfied	2016	37	Considering everything, how satisfied are you with your pay?	42.9%	15.3%	41.8%	488	N/A
Satisfied-dissatisfied	2016	38	*Considering everything, how satisfied are you with your organization?	52.6%	22.2%	25.2%	483	N/A
Agree-disagree	2015	1	*I am given a real opportunity to improve my skills in my organization.	58.0%	16.0%	26.0%	486	N/A
Agree-disagree	2015	2	I feel encouraged to come up with new and better ways of doing things.	54.9%	13.4%	31.7%	478	N/A
Agree-disagree	2015	3	My work gives me a feeling of personal accomplishment.	64.9%	15.4%	19.7%	485	N/A
Agree-disagree	2015	4	I know what is expected of me on the job.	66.7%	13.4%	19.9%	479	N/A
Agree-disagree	2015	5	*My workload is reasonable.	51.4%	14.9%	33.7%	482	0
Agree-disagree	2015	6	*My talents are used well in the workplace.	49.1%	16.3%	34.7%	475	1
Agree-disagree	2015	7	*I know how my work relates to the agency's goals and priorities.	66.5%	13.3%	20.3%	481	1
Agree-disagree	2015	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	61.5%	18.9%	19.6%	439	42
Agree-disagree	2015	9	*The people I work with cooperate to get the job done.	74.1%	11.4%	14.5%	486	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.	23.2%	29.1%	47.7%	409	77
Agree-disagree	2015	12	*In my work unit, differences in performance are recognized in a meaningful way.	21.8%	19.8%	58.4%	446	38
Agree-disagree	2015	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	58.2%	17.9%	24.0%	470	11
Agree-disagree	2015	14	Employees are recognized for providing high quality products and services.	37.1%	22.0%	41.0%	465	17
Agree-disagree	2015	15	Employees are protected from health and safety hazards on the job.	87.3%	8.2%	4.4%	460	19
Agree-disagree	2015	16	My agency is successful at accomplishing its mission.	60.6%	25.3%	14.1%	464	16
Agree-disagree	2015	17	*I recommend my organization as a good place to work.	51.9%	21.6%	26.6%	480	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.	43.2%	17.3%	39.5%	438	45
Agree-disagree	2015	19	My supervisor supports my need to balance work and other life issues.	87.9%	6.0%	6.1%	480	2
Agree-disagree	2015	20	My supervisor is committed to a workforce representative of all segments of society.	72.6%	17.8%	9.6%	417	62
Agree-disagree	2015	21	Supervisors in my work unit support employee development.	69.8%	13.1%	17.1%	473	7
Agree-disagree	2015	22	My supervisor listens to what I have to say.	80.6%	8.8%	10.7%	482	N/A
Agree-disagree	2015	23	My supervisor treats me with respect.	84.5%	8.2%	7.4%	480	N/A
Agree-disagree	2015	24	I have trust and confidence in my supervisor.	67.1%	17.7%	15.2%	480	N/A
Good-poor	2015	25	Overall, how good a job do you feel is being done by your immediate supervisor?	72.3%	19.1%	8.5%	480	N/A

Agree-disagree	2015	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	31.6%	20.6%	47.8%	470	7
Agree-disagree	2015	27	My organization's senior leaders maintain high standards of honesty and integrity.	50.3%	23.1%	26.6%	438	38
Agree-disagree	2015	28	*Managers communicate the goals and priorities of the organization.	41.2%	19.8%	39.0%	470	6
Agree-disagree	2015	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	35.5%	19.4%	45.2%	465	15
Good-poor	2015	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	52.6%	20.7%	26.7%	464	15
Agree-disagree	2015	31	I have a high level of respect for my organization's senior leaders.	42.8%	23.5%	33.7%	472	7
Agree-disagree	2015	32	Senior leaders demonstrate support for Work-Life programs.	57.3%	22.1%	20.7%	433	47
Satisfied-dissatisfied	2015	33	*How satisfied are you with your involvement in decisions that affect your work?	42.0%	23.0%	35.0%	479	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?	35.9%	20.1%	44.0%	479	N/A
Satisfied-dissatisfied	2015	35	*How satisfied are you with the recognition you receive for doing a good job?	38.8%	24.0%	37.1%	477	N/A
Satisfied-dissatisfied	2015	36	*Considering everything, how satisfied are you with your job?	52.3%	21.1%	26.6%	476	N/A
Satisfied-dissatisfied	2015	37	Considering everything, how satisfied are you with your pay?	33.6%	15.0%	51.4%	478	N/A
Satisfied-dissatisfied	2015	38	*Considering everything, how satisfied are you with your organization?	46.2%	21.8%	32.0%	477	N/A
Agree-disagree	2014	1	*I am given a real opportunity to improve my skills in my organization.	50.4%	21.0%	28.6%	397	N/A
Agree-disagree	2014	2	I feel encouraged to come up with new and better ways of doing things.	47.2%	20.0%	32.9%	393	N/A
Agree-disagree	2014	3	My work gives me a feeling of personal accomplishment.	62.0%	13.5%	24.5%	395	N/A
Agree-disagree	2014	4	I know what is expected of me on the job.	62.7%	17.1%	20.2%	394	N/A
Agree-disagree	2014	5	*My workload is reasonable.	43.8%	19.2%	37.0%	395	0
Agree-disagree	2014	6	*My talents are used well in the workplace.	43.0%	18.7%	38.2%	391	1
Agree-disagree	2014	7	*I know how my work relates to the agency's goals and priorities.	70.0%	15.2%	14.8%	395	2
Agree-disagree	2014	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	56.3%	24.9%	18.8%	339	56
Agree-disagree	2014	9	*The people I work with cooperate to get the job done.	71.7%	13.2%	15.0%	397	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.	20.3%	29.3%	50.4%	323	69
Agree-disagree	2014	12	*In my work unit, differences in performance are recognized in a meaningful way.	19.1%	20.3%	60.5%	353	41
Agree-disagree	2014	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	46.3%	22.1%	31.6%	376	13
Agree-disagree	2014	14	Employees are recognized for providing high quality products and services.	31.3%	26.6%	42.1%	381	9
Agree-disagree	2014	15	Employees are protected from health and safety hazards on the job.	87.8%	9.7%	2.5%	378	13
Agree-disagree	2014	16	My agency is successful at accomplishing its mission.	51.1%	31.1%	17.9%	377	12
Agree-disagree	2014	17	*I recommend my organization as a good place to work.	45.2%	32.3%	22.5%	391	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.	33.8%	26.0%	40.2%	342	49
Agree-disagree	2014	19	My supervisor supports my need to balance work and other life issues.	87.6%	6.5%	5.9%	386	3
Agree-disagree	2014	20	My supervisor is committed to a workforce representative of all segments of society.	72.2%	20.1%	7.7%	332	54
Agree-disagree	2014	21	Supervisors in my work unit support employee development.	63.2%	19.0%	17.8%	383	6
Agree-disagree	2014	22	My supervisor listens to what I have to say.	79.0%	9.9%	11.1%	389	N/A
Agree-disagree	2014	23	My supervisor treats me with respect.	82.5%	10.7%	6.8%	388	N/A
Agree-disagree	2014	24	I have trust and confidence in my supervisor.	66.8%	16.4%	16.8%	388	N/A
Good-poor	2014	25	Overall, how good a job do you feel is being done by your immediate supervisor?	70.7%	16.9%	12.4%	388	N/A
Agree-disagree	2014	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	23.6%	22.7%	53.7%	378	9
Agree-disagree	2014	27	My organization's senior leaders maintain high standards of honesty and integrity.	42.6%	30.8%	26.6%	352	33
Agree-disagree	2014	28	*Managers communicate the goals and priorities of the organization.	36.4%	26.6%	36.9%	379	8
Agree-disagree	2014	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	33.7%	22.6%	43.7%	377	10
Good-poor	2014	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	52.1%	21.6%	26.3%	367	20
Agree-disagree	2014	31	I have a high level of respect for my organization's senior leaders.	36.6%	26.8%	36.6%	381	6
Agree-disagree	2014	32	Senior leaders demonstrate support for Work-Life programs.	52.7%	30.7%	16.6%	357	31
Satisfied-dissatisfied	2014	33	*How satisfied are you with your involvement in decisions that affect your work?	41.1%	23.9%	35.0%	384	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?	31.4%	24.6%	44.0%	382	N/A
Satisfied-dissatisfied	2014	35	*How satisfied are you with the recognition you receive for doing a good job?	31.0%	31.8%	37.2%	382	N/A
Satisfied-dissatisfied	2014	36	*Considering everything, how satisfied are you with your job?	49.7%	25.1%	25.3%	383	N/A
Satisfied-dissatisfied	2014	37	Considering everything, how satisfied are you with your pay?	29.8%	18.1%	52.0%	383	N/A

Satisfied-dissatisfied	2014	38	*Considering everything, how satisfied are you with your organization?	36.8%	28.6%	34.6%	384	N/A
Agree-disagree	2013	1	*I am given a real opportunity to improve my skills in my organization.	59.0%	18.1%	22.9%	354	N/A
Agree-disagree	2013	2	I feel encouraged to come up with new and better ways of doing things.	56.5%	18.8%	24.7%	349	N/A
Agree-disagree	2013	3	My work gives me a feeling of personal accomplishment.	65.8%	16.0%	18.2%	354	N/A
Agree-disagree	2013	4	I know what is expected of me on the job.	71.4%	14.0%	14.7%	350	N/A
Agree-disagree	2013	5	*My workload is reasonable.	54.9%	15.6%	29.5%	354	0
Agree-disagree	2013	6	*My talents are used well in the workplace.	50.7%	18.2%	31.1%	348	1
Agree-disagree	2013	7	*I know how my work relates to the agency's goals and priorities.	79.8%	10.3%	9.9%	354	1
Agree-disagree	2013	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	65.4%	18.4%	16.2%	326	27
Agree-disagree	2013	9	*The people I work with cooperate to get the job done.	73.3%	13.3%	13.4%	355	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.	24.2%	27.6%	48.2%	296	58
Agree-disagree	2013	12	*In my work unit, differences in performance are recognized in a meaningful way.	24.5%	24.6%	50.8%	324	31
Agree-disagree	2013	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	64.0%	18.0%	17.9%	343	5
Agree-disagree	2013	14	Employees are recognized for providing high quality products and services.	44.7%	27.2%	28.0%	336	12
Agree-disagree	2013	15	Employees are protected from health and safety hazards on the job.	90.4%	7.8%	1.8%	335	11
Agree-disagree	2013	16	My agency is successful at accomplishing its mission.	69.3%	21.1%	9.5%	338	9
Agree-disagree	2013	17	*I recommend my organization as a good place to work.	63.6%	20.4%	16.0%	349	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.	39.3%	24.2%	36.4%	297	52
Agree-disagree	2013	19	My supervisor supports my need to balance work and other life issues.	89.0%	5.2%	5.8%	348	2
Agree-disagree	2013	20	My supervisor is committed to a workforce representative of all segments of society.	71.2%	21.7%	7.1%	308	39
Agree-disagree	2013	21	Supervisors in my work unit support employee development.	69.3%	14.7%	16.0%	341	5
Agree-disagree	2013	22	My supervisor listens to what I have to say.	81.3%	8.4%	10.3%	348	N/A
Agree-disagree	2013	23	My supervisor treats me with respect.	87.5%	5.4%	7.2%	348	N/A
Agree-disagree	2013	24	I have trust and confidence in my supervisor.	71.0%	16.1%	13.0%	346	N/A
Good-poor	2013	25	Overall, how good a job do you feel is being done by your immediate supervisor?	73.6%	17.0%	9.4%	346	N/A
Agree-disagree	2013	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	35.9%	22.7%	41.4%	343	2
Agree-disagree	2013	27	My organization's senior leaders maintain high standards of honesty and integrity.	56.5%	23.3%	20.2%	326	19
Agree-disagree	2013	28	*Managers communicate the goals and priorities of the organization.	53.8%	20.2%	26.1%	340	5
Agree-disagree	2013	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	44.0%	22.2%	33.8%	335	10
Good-poor	2013	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	55.8%	25.8%	18.5%	333	14
Agree-disagree	2013	31	I have a high level of respect for my organization's senior leaders.	51.4%	20.8%	27.8%	342	3
Agree-disagree	2013	32	Senior leaders demonstrate support for Work-Life programs.	57.1%	22.7%	20.2%	312	34
Satisfied-dissatisfied	2013	33	*How satisfied are you with your involvement in decisions that affect your work?	48.3%	24.3%	27.4%	343	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?	42.3%	23.4%	34.3%	344	N/A
Satisfied-dissatisfied	2013	35	*How satisfied are you with the recognition you receive for doing a good job?	44.7%	26.7%	28.6%	343	N/A
Satisfied-dissatisfied	2013	36	*Considering everything, how satisfied are you with your job?	56.3%	23.6%	20.1%	343	N/A
Satisfied-dissatisfied	2013	37	Considering everything, how satisfied are you with your pay?	42.7%	22.1%	35.3%	344	N/A
Satisfied-dissatisfied	2013	38	*Considering everything, how satisfied are you with your organization?	54.5%	25.2%	20.2%	343	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	8	1.7%
At least 75% but less than 100%	2	0.5%
At least 50% but less than 75%	0	0.0%
At least 25% but less than 50%	2	0.5%
Less than 25%	109	24.2%
I have not been physically present at my agency worksite during the pandemic	332	73.1%
Total	453	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)	51	10.9%
Annual leave	204	45.2%
Sick leave	150	33.8%
Weather and safety leave	4	0.9%
Administrative leave	88	19.0%
Other paid leave (e.g., comp time, credit hours)	113	24.2%
Unpaid leave (e.g., LWOP)	0	0.0%
I have not used leave because of the pandemic	199	44.2%
Total (percents will add to more than 100% because respondents could choose more than one response option)	450	--

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	2	0.8%
At least 75% but less than 100%	2	0.9%
At least 50% but less than 75%	0	0.0%
At least 25% but less than 50%	18	7.4%
Less than 25%	229	91.0%
Total	251	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	43	9.3%
<u>I ended</u> my usual alternative work schedule	21	4.6%
No change because of the pandemic	387	86.1%
Total	451	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	4	1.0%	437	97.9%	431	96.2%
I telework 3 or 4 days per week	3	0.7%	6	1.3%	11	2.3%
I telework 1 or 2 days per week	235	52.7%	0	0.0%	1	0.2%
I telework, but only about 1 or 2 days per month	40	8.5%	1	0.2%	1	0.2%
I telework very infrequently, on an unscheduled or short-term basis	84	17.7%	1	0.2%	1	0.2%
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)	2	0.5%	0	0.0%	0	0.0%
I <u>do not</u> telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking	2	0.4%	0	0.0%	0	0.0%
I <u>do not</u> telework because I did not receive approval to do so, even though I have the kind of job where I can telework	5	1.2%	0	0.0%	0	0.0%
I <u>do not</u> telework because I choose not to telework	78	17.4%	2	0.4%	4	0.9%
Total	453	100.0%	447	100.0%	449	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	4	1.0%	0	0.0%	0
I telework 3 or 4 days per week	3	0.7%	2	0.5%	1	0.2%
I telework 1 or 2 days per week	235	52.7%	200	51.5%	231	48.9%
I telework, but only about 1 or 2 days per month	40	8.5%	50	12.4%	73	15.3%
I telework very infrequently, on an unscheduled or short-term basis	84	17.7%	67	16.6%	80	16.5%
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)	2	0.5%	2	0.5%	3	0.6%
I <u>do not</u> telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking	2	0.4%	9	2.3%	13	2.9%
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	5	1.2%	4	1.1%	2	0.4%
I <u>do not</u> telework because I choose not to telework	78	17.4%	59	15.0%	68	15.1%
Total	453	100.0%	393	100.0%	471	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	415	92.9%	2	0.5%	29	6.6%
43B. Expanded work schedule flexibilities	338	75.7%	7	1.8%	98	22.5%
43C. Expanded leave policies	254	56.5%	35	7.8%	155	35.7%
43D. More information on available leave policies	240	53.5%	32	7.2%	171	39.2%
43E. Expanded mental health resources (e.g., assistance with stress of COVID-19)	80	17.7%	38	8.5%	330	73.8%
43F. Expanded physical health resources (e.g., temperature checks, COVID-19 illness testing) at my agency worksite	26	5.8%	46	10.6%	373	83.6%
43G. Timely communication about possible COVID-19 illness at my agency worksite	178	39.8%	87	19.4%	178	40.8%
43H. Protection of employees at higher risk for severe illness from COVID-19 exposure	142	32.2%	35	8.1%	267	59.7%
43I. Limited access to my agency worksite buildings/facilities (e.g., closures, limits on activities with external visitors/groups)	231	51.1%	8	2.0%	207	46.9%
43J. Social distancing (e.g., limits on group size, reduced access to common areas) in my agency worksite	113	25.0%	12	2.8%	317	72.2%
43K. Rearranged workspaces to maximize social distancing	38	8.0%	21	4.9%	385	87.1%
43L. Encouraged use of personal protective equipment (PPE) or other safety equipment in my agency worksite	110	24.1%	12	2.8%	322	73.1%
43M. Cleaning and sanitizing supplies available to reduce risk of illness in my agency worksite	91	19.8%	20	4.7%	332	75.5%
43N. Training for all employees on health and safety protocols	52	11.4%	63	14.2%	328	74.3%

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	308	69.4%
Agree	102	23.5%
Neither Agree nor Disagree	18	4.0%
Disagree	8	1.8%
Strongly Disagree	6	1.4%
No Basis to Judge	6	--
Total	448	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	300	66.7%
Agree	110	25.2%
Neither Agree nor Disagree	16	3.7%
Disagree	11	2.4%
Strongly Disagree	9	2.1%
No Basis to Judge	2	--
Total	448	100.0%

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

	2020	
	N	%
Strongly Agree	231	50.9%
Agree	148	33.8%
Neither Agree nor Disagree	38	8.7%
Disagree	19	4.3%
Strongly Disagree	10	2.3%
No Basis to Judge	2	--

Total	448	100.0%
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47. During the COVID-19 pandemic my supervisor has shown concern for my health and safety.

	2020	
	N	%
Strongly Agree	285	64.5%
Agree	105	24.5%
Neither Agree nor Disagree	30	7.5%
Disagree	11	2.3%
Strongly Disagree	5	1.2%
No Basis to Judge	12	--
Total	448	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	291	67.1%
Agree	96	22.5%
Neither Agree nor Disagree	30	7.5%
Disagree	8	1.8%
Strongly Disagree	5	1.2%
No Basis to Judge	18	--
Total	448	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	270	61.9%
Agree	91	21.5%
Neither Agree nor Disagree	49	12.8%
Disagree	11	2.5%
Strongly Disagree	6	1.3%
No Basis to Judge	20	--

Total	447	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

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)	371	83.1%	51	11.6%	22	5.3%
50B. Training for new/changed work or work processes because of the pandemic	118	26.5%	60	13.9%	259	59.6%
50C. Reallocation of resources (e.g., staffing, budget, materials) to support changes in work because of the pandemic	150	33.4%	73	16.3%	216	50.3%
50D. Help with commuting issues (e.g., alternatives to public transportation)	45	9.8%	34	7.8%	363	82.4%
50E. Options for work/business travel	52	11.4%	20	4.6%	369	83.9%
50F. Information on remote work policies, procedures, and expectations	315	71.6%	24	5.3%	104	23.1%
50G. Training on how to work remotely	140	31.9%	41	9.3%	263	58.8%
50H. Equipment and technology for working remotely (e.g., laptops, cell phone, Information Technology infrastructure)	330	74.5%	66	14.4%	49	11.1%
50I. Expanded collaboration tools (e.g., video conferencing, teleconferencing)	299	68.5%	75	16.2%	68	15.3%
50J. Expanded training for using remote work tools and applications	168	38.3%	100	21.8%	176	39.9%
50K. Expanded Information Technology (IT) support	233	52.2%	93	20.7%	116	27.1%
50L. Information about data security policies and procedures	269	61.0%	49	10.9%	122	28.1%

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	4	1.0%
No	434	97.7%
Other	6	1.2%
Total	444	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	15	3.2%
Very	35	7.6%
Somewhat	87	19.8%
Slightly	132	29.2%
Not at All	176	40.2%
No Basis to Judge	1	--
Total	446	100.0%

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

	2020	
	N	%
Greatly Increased	55	12.1%
Somewhat Increased	142	31.8%
About the Same	237	54.3%
Somewhat Decreased	8	1.8%
Greatly Decreased	0	0.0%
No Basis to Judge	4	--
Total	446	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	173	55.7%
Agree	96	31.2%
Neither Agree nor Disagree	22	7.0%
Disagree	9	3.1%
Strongly Disagree	9	3.0%
No Basis to Judge	136	--
Total	445	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	185	42.4%
Agree	177	41.3%
Neither Agree nor Disagree	39	9.6%
Disagree	18	4.3%
Strongly Disagree	10	2.4%
No Basis to Judge	16	--
Total	445	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	250	61.0%
Most of the Time	144	34.1%
Sometimes	19	4.4%
Rarely	1	0.2%
Never	1	0.2%
No Basis to Judge	32	--
Total	447	100.0%

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

	2020	
	N	%
Always	303	69.1%
Most of the Time	112	25.6%
Sometimes	18	4.0%
Rarely	4	0.9%
Never	2	0.4%
No Basis to Judge	7	--
Total	446	100.0%

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

	2020	
	N	%
Always	297	67.6%
Most of the Time	113	25.6%
Sometimes	24	5.3%
Rarely	5	1.1%
Never	2	0.4%

No Basis to Judge	5	--
Total	446	100.0%

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

	2020	
	N	%
Always	282	64.7%
Most of the Time	114	26.0%
Sometimes	32	7.4%
Rarely	7	1.5%
Never	2	0.4%
No Basis to Judge	8	--
Total	445	100.0%

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

	2020	
	N	%
Always	263	60.2%
Most of the Time	114	25.8%
Sometimes	44	9.7%
Rarely	15	3.4%
Never	4	0.9%
No Basis to Judge	6	--
Total	446	100.0%

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

	2020	
	N	%
Always	256	59.7%
Most of the Time	147	33.3%
Sometimes	24	5.6%
Rarely	5	1.2%
Never	1	0.2%
No Basis to Judge	9	--
Total	442	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	252	63.2%
Most of the Time	132	31.4%
Sometimes	18	4.3%
Rarely	4	0.8%
Never	1	0.2%
No Basis to Judge	35	--
Total	442	100.0%

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

	2020	
	N	%
Always	311	72.6%
Most of the Time	93	21.3%
Sometimes	20	4.5%
Rarely	5	1.1%
Never	2	0.4%
No Basis to Judge	11	--
Total	442	100.0%

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

	2020	
	N	%
Always	298	69.0%
Most of the Time	103	23.1%
Sometimes	24	5.5%
Rarely	10	2.1%
Never	1	0.2%
No Basis to Judge	8	--

Total	444	100.0%
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55D. During the COVID-19 pandemic, my work unit has adapted to changing priorities.

	2020	
	N	%
Always	294	69.1%
Most of the Time	102	23.4%
Sometimes	22	5.3%
Rarely	8	1.7%
Never	2	0.4%
No Basis to Judge	11	--
Total	439	100.0%

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

	2020	
	N	%
Always	262	60.9%
Most of the Time	112	25.2%
Sometimes	41	9.4%
Rarely	14	3.2%
Never	6	1.3%
No Basis to Judge	9	--
Total	444	100.0%

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

	2020	
	N	%
Always	274	64.4%
Most of the Time	124	28.1%
Sometimes	25	5.8%
Rarely	6	1.3%
Never	2	0.4%
No Basis to Judge	12	--
Total	443	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		
	Satisfaction		All Response Options %	Satisfaction		All Response Options %	Satisfaction		All Response Options %
	N	%		N	%		N	%	
Very Satisfied	197	44.7%	44.2%	119	34.0%	30.4%	190	44.3%	40.1%
Satisfied	169	38.5%	38.0%	161	45.5%	40.6%	169	40.4%	36.5%
Neither Satisfied nor Dissatisfied	29	6.2%	6.2%	45	12.5%	11.2%	41	9.6%	8.6%
Dissatisfied	32	7.8%	7.7%	17	4.7%	4.2%	21	4.9%	4.4%
Very Dissatisfied	12	2.7%	2.7%	11	3.2%	2.9%	3	0.7%	0.7%
Item Response Total	439	100.0%	98.8%	353	100.0%	89.3%	424	100.0%	90.3%
I choose not to participate in this program	3	--	0.6%	36	--	9.3%	41	--	9.5%
This program is not available to me	0	--	0.0%	5	--	1.4%	1	--	0.2%
I am unaware of this program	2	--	0.5%	0	--	0.0%	0	--	0.0%
Total	444	100.0%	100.0%	394	100.0%	100.0%	466	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)	366	82.6%	307	77.9%
Health and Wellness Programs (for example, onsite exercise, flu vaccination, medical screening, CPR training, Health and wellness fair)	82	18.4%	109	27.9%
Employee Assistance Program - EAP (for example, short-term counseling, referral services, legal services, education services)	22	4.7%	21	5.0%
Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, subsidy, flexible spending account)	9	1.9%	11	2.9%
Elder Care Programs (for example, elder/adult care, support groups, resources)	3	0.7%	0	0.0%
None listed above	67	15.8%	60	15.3%
Total (percents will add to more than 100% because respondents could choose more than one response option)	440	--	393	--

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		
	Satisfaction		All Response Options %	Satisfaction		All Response Options %	Satisfaction		All Response Options %
	N	%		N	%		N	%	
Very Satisfied	226	55.6%	50.6%	164	46.0%	41.7%	218	50.6%	46.2%
Satisfied	143	35.8%	32.5%	157	44.2%	40.2%	174	40.7%	37.2%
Neither Satisfied nor Dissatisfied	21	5.2%	4.7%	21	5.8%	5.3%	25	5.6%	5.1%
Dissatisfied	11	2.9%	2.6%	11	3.2%	2.9%	10	2.4%	2.2%
Very Dissatisfied	2	0.5%	0.4%	3	0.9%	0.8%	3	0.7%	0.6%
Item Response Total	403	100.0%	90.9%	356	100.0%	90.8%	430	100.0%	91.3%
I choose not to participate in these programs	36	--	8.4%	33	--	8.4%	37	--	8.0%
These programs are not available to me	1	--	0.3%	2	--	0.6%	1	--	0.3%
I am unaware of these programs	2	--	0.4%	1	--	0.2%	2	--	0.5%
Total	442	100.0%	100.0%	392	100.0%	100.0%	470	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		
	Satisfaction		All Response Options %	Satisfaction		All Response Options %	Satisfaction		All Response Options %
	N	%		N	%		N	%	
Very Satisfied	59	20.1%	13.4%	55	19.1%	14.0%	86	21.5%	17.9%
Satisfied	129	44.4%	29.5%	134	46.7%	34.1%	172	44.1%	36.7%
Neither Satisfied nor Dissatisfied	81	27.5%	18.3%	73	25.8%	18.9%	97	25.1%	20.8%
Dissatisfied	19	6.4%	4.2%	16	6.0%	4.4%	31	8.4%	6.9%
Very Dissatisfied	5	1.7%	1.2%	7	2.4%	1.8%	4	0.9%	0.7%
Item Response Total	293	100.0%	66.6%	285	100.0%	73.1%	390	100.0%	83.1%
I choose not to participate in these programs	103	--	24.2%	76	--	19.0%	53	--	11.5%
These programs are not available to me	16	--	3.4%	11	--	2.9%	10	--	2.1%
I am unaware of these programs	27	--	5.8%	19	--	4.9%	16	--	3.3%
Total	439	100.0%	100.0%	391	100.0%	100.0%	469	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		
	Satisfaction		All Response Options %	Satisfaction		All Response Options %	Satisfaction		All Response Options %
	N	%		N	%		N	%	
Very Satisfied	36	20.0%	8.1%	21	12.4%	5.0%	46	16.7%	9.4%
Satisfied	47	26.2%	10.6%	47	30.3%	12.2%	73	27.6%	15.5%
Neither Satisfied nor Dissatisfied	81	46.2%	18.7%	79	50.5%	20.4%	132	49.1%	27.6%
Dissatisfied	9	5.1%	2.1%	6	4.2%	1.7%	16	6.5%	3.7%
Very Dissatisfied	4	2.4%	1.0%	4	2.6%	1.0%	0	0.0%	0.0%
Item Response Total	177	100.0%	40.5%	157	100.0%	40.4%	267	100.0%	56.2%
I choose not to participate in these programs	237	--	53.6%	204	--	52.6%	158	--	33.7%
These programs are not available to me	1	--	0.2%	2	--	0.5%	8	--	1.8%
I am unaware of these programs	26	--	5.7%	24	--	6.5%	39	--	8.3%
Total	441	100.0%	100.0%	387	100.0%	100.0%	472	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		
	Satisfaction		All Response Options %	Satisfaction		All Response Options %	Satisfaction		All Response Options %
	N	%		N	%		N	%	
Very Satisfied	16	16.4%	3.9%	15	12.7%	3.7%	11	5.1%	2.1%
Satisfied	21	18.9%	4.5%	19	16.9%	4.9%	37	19.0%	7.8%
Neither Satisfied nor Dissatisfied	49	46.3%	11.1%	64	56.6%	16.4%	115	58.9%	24.2%
Dissatisfied	13	12.0%	2.9%	9	9.1%	2.6%	20	11.2%	4.6%
Very Dissatisfied	6	6.4%	1.5%	5	4.7%	1.4%	11	5.8%	2.4%
Item Response Total	105	100.0%	23.9%	112	100.0%	29.0%	194	100.0%	41.1%
I choose not to participate in these programs	205	--	47.8%	159	--	41.1%	115	--	25.2%
These programs are not available to me	70	--	15.0%	55	--	14.2%	76	--	15.8%
I am unaware of these programs	59	--	13.3%	60	--	15.7%	86	--	18.0%
Total	439	100.0%	100.0%	386	100.0%	100.0%	471	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		
	Satisfaction		All Response Options %	Satisfaction		All Response Options %	Satisfaction		All Response Options %
	N	%		N	%		N	%	
Very Satisfied	14	17.7%	3.4%	10	11.0%	2.4%	8	5.0%	1.5%
Satisfied	8	10.1%	1.9%	8	10.6%	2.3%	20	13.4%	4.1%
Neither Satisfied nor Dissatisfied	49	60.1%	11.4%	59	68.0%	15.0%	98	68.7%	20.9%
Dissatisfied	6	7.4%	1.4%	5	6.4%	1.4%	12	8.8%	2.7%
Very Dissatisfied	4	4.8%	0.9%	3	4.0%	0.9%	6	4.2%	1.3%
Item Response Total	81	100.0%	18.9%	85	100.0%	22.0%	144	100.0%	30.4%

I choose not to participate in these programs	201	--	46.5%	179	--	46.5%	131	--	28.4%
These programs are not available to me	56	--	11.9%	46	--	11.6%	56	--	11.9%
I am unaware of these programs	102	--	22.7%	77	--	20.0%	139	--	29.3%
Total	440	100.0%	100.0%	387	100.0%	100.0%	470	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	226	52.3%
No arrangements needed to manage child care responsibilities (e.g., older children)	62	13.7%
Child care in my own home (e.g., other parent, relative, nanny, au pair)	99	22.3%
Alternative work arrangement (e.g., telework, flexible work schedule)	106	23.5%
Child care center	25	5.5%
Paid leave	90	19.4%
Unpaid leave	6	1.2%
Child care in someone else’s home (e.g., relative or neighbor, professional child care provider)	32	6.9%
Respite care (temporary care of a sick or disabled child, providing relief for their usual caregiver)	5	1.0%
Agency emergency back-up care program	0	0.0%
Resource and referral services for dependent child care	2	0.5%
Other services/arrangements	16	3.7%
Total (percents will add to more than 100% because respondents could choose more than one response option)	441	--

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	337	76.9%
No arrangements needed to manage elder/adult care responsibilities (e.g., elder can manage tasks of everyday living)	38	8.3%
Alternative work arrangement (e.g., telework, flexible work schedule)	40	9.1%
Elder/adult day care center	1	0.2%
Paid leave	35	7.9%
Unpaid leave	4	1.0%
Long-term care insurance	1	0.3%
Respite care (temporary care of a sick or disabled adult/elder, providing relief for their usual caregiver)	5	1.4%
Other services/arrangements	23	5.2%
Total (percents will add to more than 100% because respondents could choose more than one response option)	440	--

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	201	--
Extremely	52	26.9%
Very	31	15.7%
Somewhat	50	26.4%
Slightly	32	16.0%
Not at All	28	15.0%
Does Not Apply	48	--
Total	442	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	255	--
Extremely	43	33.3%
Very	23	17.9%
Somewhat	26	20.7%
Slightly	12	9.2%
Not at All	23	18.9%
Does Not Apply	59	--
Total	441	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	62.8%
Field	30.5%
Full-time telework (e.g., home office, telecenter)	6.7%
Total	100.0%

What is your supervisory status?

	%
Senior Leader	3.0%
Manager	7.0%
Supervisor	15.7%
Team Leader	7.3%
Non-Supervisor	67.0%
Total	100.0%

What is your pay category/grade?

	%
Federal Wage System	1.2%
GS 1-6	0.0%
GS 7-12	3.0%
GS 13-15	56.2%
Senior Executive Service	3.0%
Senior Level (SL) or Scientific or Professional (ST)	0.5%
Other	36.1%
Total	100.0%

What is your US military service status?

	%
No Prior Military Service	90.6%
Currently in National Guard or Reserves	0.9%
Retired	1.9%
Separated or Discharged	6.6%
Total	100.0%

Are you:

	%
The spouse of a current active duty service member of the U.S. Armed Forces	0.0%
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	0.9%
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	99.1%
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	25.0%
No	75.0%
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	3.1%
4 to 5 years	7.5%
6 to 10 years	25.5%
11 to 14 years	22.4%
15 to 20 years	10.6%
More than 20 years	30.9%

Total	100.0%
How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?	
Less than 1 year	0.0%
1 to 3 years	7.1%
4 to 5 years	14.6%
6 to 10 years	28.9%
11 to 14 years	20.9%
15 to 20 years	7.3%
More than 20 years	21.2%
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	79.3%	75.4%
Yes, to retire	3.1%	4.1%
Yes, to take another job within the Federal Government	10.5%	12.1%
Yes, to take another job outside the Federal Government	5.2%	5.6%
Yes, other	1.9%	2.9%
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		36.8%
No		63.2%
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	0.0%	1.5%
1 year	2.4%	1.7%
2 years	2.6%	3.1%
3 years	6.0%	4.6%
4 years	2.6%	2.9%
5 years	5.7%	6.1%
More than 5 years	80.7%	80.1%
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		40.0%
No		60.0%
Total		100.0%

My Personal Demographics

Are you of Hispanic, Latino, or Spanish origin?		%
Yes		6.5%
No		93.5%
Total		100.0%

Please select the racial category or categories with which you most closely identify.		%
White		76.3%
Black or African American		14.5%
All other races		9.2%
Total		100.0%

What is your age group?		%
29 years and under		0.0%
30-39 years old		17.9%
40-49 years old		33.2%
50-59 years old		35.0%
60 years or older		13.9%
Total		100.0%

What is the highest degree or level of education you have completed?		%
Less than High School/ High School Diploma/ GED Certification/ Some College/ Associate's Degree		2.0%
Bachelor's Degree		27.5%
Advanced Degrees (Post Bachelor's Degree)		65.4%
Total		100.0%

Are you an individual with a disability?		%
Yes		6.2%
No		93.8%
Total		100.0%

Are you:		%
Male		58.0%
Female		42.0%
Total		100.0%

Are you transgender?		%
Yes		--
No		--
Total		--

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

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

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

Percentages for demographic questions are unweighted.

No suppression was applied to My Employment Demographics.

Source: 2020 OPM Federal Employee Viewpoint Survey