

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.	74.2%	27.6%	46.6%	13.6%	8.6%	3.6%	12.2%	2255	3774	1083	682	276	8070	N/A
Agree-disagree	2	I feel encouraged to come up with new and better ways of doing things.	73.1%	31.4%	41.7%	13.3%	9.4%	4.2%	13.6%	2544	3342	1052	741	324	8003	N/A
Agree-disagree	3	My work gives me a feeling of personal accomplishment.	78.1%	34.0%	44.0%	12.0%	6.5%	3.5%	10.0%	2745	3543	961	530	273	8052	N/A
Agree-disagree	4	I know what is expected of me on the job.	84.1%	33.9%	50.1%	8.9%	4.9%	2.0%	7.0%	2739	4064	725	395	159	8082	N/A
Agree-disagree	5	*My workload is reasonable.	62.0%	13.9%	48.2%	12.9%	14.9%	10.2%	25.1%	1125	3865	1043	1208	812	8053	10
Agree-disagree	6	*My talents are used well in the workplace.	68.4%	20.7%	47.7%	14.3%	10.9%	6.4%	17.3%	1652	3815	1132	861	497	7957	22
Agree-disagree	7	*I know how my work relates to the agency's goals.	87.2%	36.8%	50.4%	7.5%	3.3%	2.0%	5.3%	2967	4056	598	264	154	8039	22
Agree-disagree	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	60.8%	25.2%	35.6%	19.2%	10.7%	9.3%	20.0%	1973	2730	1451	805	686	7645	440
Agree-disagree	9	*The people I work with cooperate to get the job done.	89.8%	50.9%	38.9%	5.8%	3.2%	1.3%	4.4%	4136	3146	462	261	95	8100	N/A
Agree-disagree	10	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	44.6%	12.4%	32.2%	31.7%	14.2%	9.4%	23.7%	788	2042	1974	912	586	6302	1,800
Agree-disagree	12	*In my work unit, differences in performance are recognized in a meaningful way.	58.9%	14.6%	44.3%	22.7%	12.7%	5.7%	18.4%	1053	3164	1612	911	398	7138	962
Agree-disagree	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	85.6%	37.2%	48.4%	7.6%	5.1%	1.7%	6.8%	2988	3877	609	410	133	8017	89
Agree-disagree	14	Employees are recognized for providing high quality products and services.	73.9%	24.5%	49.5%	13.3%	8.6%	4.1%	12.8%	1972	3975	1041	686	311	7985	92
Agree-disagree	15	Employees are protected from health and safety hazards on the job.	76.5%	32.7%	43.8%	13.0%	6.5%	4.0%	10.5%	2626	3445	998	508	310	7887	190
Agree-disagree	16	My agency is successful at accomplishing its mission.	61.5%	19.9%	41.6%	18.2%	11.9%	8.4%	20.3%	1606	3330	1421	959	666	7982	99
Agree-disagree	17	*I recommend my organization as a good place to work.	70.8%	26.7%	44.0%	16.8%	8.5%	3.9%	12.4%	2184	3575	1353	681	304	8097	N/A
Agree-disagree	18	*I believe the results of this survey will be used to make my agency a better place to work.	40.9%	11.9%	29.0%	27.2%	18.5%	13.4%	31.8%	920	2187	2021	1366	980	7474	632
Agree-disagree	19	My supervisor supports my need to balance work and other life issues.	91.2%	60.3%	31.0%	5.0%	2.0%	1.8%	3.8%	4907	2469	397	153	135	8061	31
Agree-disagree	20	My supervisor is committed to a workforce representative of all segments of society.	85.6%	52.0%	33.7%	10.0%	2.4%	2.0%	4.4%	3997	2543	744	175	140	7599	486
Agree-disagree	21	Supervisors in my work unit support employee development.	84.3%	48.5%	35.8%	9.3%	3.9%	2.5%	6.4%	3953	2841	721	311	186	8012	76
Agree-disagree	22	My supervisor listens to what I have to say.	88.5%	55.7%	32.8%	6.2%	3.7%	1.6%	5.3%	4530	2630	494	298	122	8074	N/A
Agree-disagree	23	My supervisor treats me with respect.	89.9%	61.3%	28.5%	5.7%	2.9%	1.6%	4.4%	4986	2297	447	221	120	8071	N/A
Agree-disagree	24	I have trust and confidence in my supervisor.	81.5%	52.8%	28.7%	10.3%	5.1%	3.0%	8.1%	4303	2304	822	403	235	8067	N/A
Good-poor	25	Overall, how good a job do you feel is being done by your immediate supervisor?	84.5%	56.5%	28.0%	10.9%	3.0%	1.6%	4.6%	4589	2271	870	235	126	8091	N/A
Agree-disagree	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	43.5%	12.2%	31.3%	22.5%	17.9%	16.1%	34.0%	991	2519	1785	1408	1266	7969	104
Agree-disagree	27	My organization's senior leaders maintain high standards of honesty and integrity.	49.1%	16.7%	32.4%	22.8%	12.9%	15.2%	28.1%	1324	2513	1720	972	1138	7667	371
Agree-disagree	28	*Managers communicate the goals of the organization.	68.3%	18.7%	49.6%	16.8%	9.4%	5.5%	14.9%	1518	3966	1321	745	426	7976	57
Agree-disagree	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	63.3%	18.5%	44.7%	18.7%	11.4%	6.6%	18.1%	1495	3551	1473	895	505	7919	150
Good-poor	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	71.8%	36.0%	35.8%	17.5%	6.3%	4.5%	10.7%	2818	2782	1339	475	342	7756	290

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Agree-disagree	31	I have a high level of respect for my organization's senior leaders.	49.0%	18.3%	30.7%	22.5%	14.6%	13.9%	28.5%	1486	2476	1782	1142	1083	7969	80
Agree-disagree	32	Senior leaders demonstrate support for Work-Life programs.	62.3%	23.1%	39.2%	20.7%	9.4%	7.6%	17.0%	1761	2951	1534	697	559	7502	550
Satisfied-dissatisfied	33	*How satisfied are you with your involvement in decisions that affect your work?	58.5%	17.0%	41.5%	20.5%	15.6%	5.4%	21.0%	1375	3334	1646	1236	428	8019	N/A
Satisfied-dissatisfied	34	*How satisfied are you with the information you receive from management on what's going on in your organization?	59.4%	17.4%	42.0%	19.4%	15.1%	6.2%	21.2%	1418	3351	1544	1202	479	7994	N/A
Satisfied-dissatisfied	35	*How satisfied are you with the recognition you receive for doing a good job?	68.1%	24.0%	44.1%	18.0%	9.5%	4.4%	13.9%	1933	3538	1433	745	338	7987	N/A
Satisfied-dissatisfied	36	*Considering everything, how satisfied are you with your job?	72.5%	25.1%	47.4%	14.9%	9.3%	3.4%	12.7%	2011	3790	1185	738	261	7985	N/A
Satisfied-dissatisfied	37	Considering everything, how satisfied are you with your pay?	75.0%	25.8%	49.2%	12.2%	9.0%	3.7%	12.8%	2077	3952	977	711	290	8007	N/A
Satisfied-dissatisfied	38	*Considering everything, how satisfied are you with your organization?	61.8%	17.8%	44.0%	19.1%	13.3%	5.8%	19.1%	1450	3544	1524	1059	449	8026	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	1,076	18.0%	980	15.7%
Remain in the work unit and continue to underperform	2,314	39.0%	3,165	50.7%
Leave the work unit - removed or transferred	447	7.7%	373	6.0%
Leave the work unit - quit	94	1.5%	87	1.4%
There are no poor performers in my work unit	2,009	33.7%	1,622	26.2%
Item Response Total	5,940	100.0%	6,227	100.0%
Do Not Know	2,160	--	1,836	--
Total	8,100	100.0%	8,063	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.	74.2%	13.6%	12.2%	8070	N/A
Agree-disagree	2020	2	I feel encouraged to come up with new and better ways of doing things.	73.1%	13.3%	13.6%	8003	N/A
Agree-disagree	2020	3	My work gives me a feeling of personal accomplishment.	78.1%	12.0%	10.0%	8052	N/A
Agree-disagree	2020	4	I know what is expected of me on the job.	84.1%	8.9%	7.0%	8082	N/A
Agree-disagree	2020	5	*My workload is reasonable.	62.0%	12.9%	25.1%	8053	10
Agree-disagree	2020	6	*My talents are used well in the workplace.	68.4%	14.3%	17.3%	7957	22
Agree-disagree	2020	7	*I know how my work relates to the agency's goals.	87.2%	7.5%	5.3%	8039	22
Agree-disagree	2020	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	60.8%	19.2%	20.0%	7645	440
Agree-disagree	2020	9	*The people I work with cooperate to get the job done.	89.8%	5.8%	4.4%	8100	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.	44.6%	31.7%	23.7%	6302	1,800
Agree-disagree	2020	12	*In my work unit, differences in performance are recognized in a meaningful way.	58.9%	22.7%	18.4%	7138	962
Agree-disagree	2020	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	85.6%	7.6%	6.8%	8017	89
Agree-disagree	2020	14	Employees are recognized for providing high quality products and services.	73.9%	13.3%	12.8%	7985	92
Agree-disagree	2020	15	Employees are protected from health and safety hazards on the job.	76.5%	13.0%	10.5%	7887	190
Agree-disagree	2020	16	My agency is successful at accomplishing its mission.	61.5%	18.2%	20.3%	7982	99
Agree-disagree	2020	17	*I recommend my organization as a good place to work.	70.8%	16.8%	12.4%	8097	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.	40.9%	27.2%	31.8%	7474	632
Agree-disagree	2020	19	My supervisor supports my need to balance work and other life issues.	91.2%	5.0%	3.8%	8061	31
Agree-disagree	2020	20	My supervisor is committed to a workforce representative of all segments of society.	85.6%	10.0%	4.4%	7599	486
Agree-disagree	2020	21	Supervisors in my work unit support employee development.	84.3%	9.3%	6.4%	8012	76
Agree-disagree	2020	22	My supervisor listens to what I have to say.	88.5%	6.2%	5.3%	8074	N/A
Agree-disagree	2020	23	My supervisor treats me with respect.	89.9%	5.7%	4.4%	8071	N/A
Agree-disagree	2020	24	I have trust and confidence in my supervisor.	81.5%	10.3%	8.1%	8067	N/A
Good-poor	2020	25	Overall, how good a job do you feel is being done by your immediate supervisor?	84.5%	10.9%	4.6%	8091	N/A
Agree-disagree	2020	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	43.5%	22.5%	34.0%	7969	104
Agree-disagree	2020	27	My organization's senior leaders maintain high standards of honesty and integrity.	49.1%	22.8%	28.1%	7667	371
Agree-disagree	2020	28	*Managers communicate the goals of the organization.	68.3%	16.8%	14.9%	7976	57
Agree-disagree	2020	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	63.3%	18.7%	18.1%	7919	150
Good-poor	2020	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	71.8%	17.5%	10.7%	7756	290
Agree-disagree	2020	31	I have a high level of respect for my organization's senior leaders.	49.0%	22.5%	28.5%	7969	80
Agree-disagree	2020	32	Senior leaders demonstrate support for Work-Life programs.	62.3%	20.7%	17.0%	7502	550
Satisfied-dissatisfied	2020	33	*How satisfied are you with your involvement in decisions that affect your work?	58.5%	20.5%	21.0%	8019	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?	59.4%	19.4%	21.2%	7994	N/A
Satisfied-dissatisfied	2020	35	*How satisfied are you with the recognition you receive for doing a good job?	68.1%	18.0%	13.9%	7987	N/A
Satisfied-dissatisfied	2020	36	*Considering everything, how satisfied are you with your job?	72.5%	14.9%	12.7%	7985	N/A
Satisfied-dissatisfied	2020	37	Considering everything, how satisfied are you with your pay?	75.0%	12.2%	12.8%	8007	N/A
Satisfied-dissatisfied	2020	38	*Considering everything, how satisfied are you with your organization?	61.8%	19.1%	19.1%	8026	N/A
Agree-disagree	2019	1	*I am given a real opportunity to improve my skills in my organization.	69.7%	14.2%	16.1%	8290	N/A
Agree-disagree	2019	2	I feel encouraged to come up with new and better ways of doing things.	65.7%	16.2%	18.1%	8281	N/A
Agree-disagree	2019	3	My work gives me a feeling of personal accomplishment.	75.2%	12.5%	12.4%	8313	N/A
Agree-disagree	2019	4	I know what is expected of me on the job.	79.0%	11.1%	9.9%	8292	N/A
Agree-disagree	2019	5	*My workload is reasonable.	51.6%	17.3%	31.1%	8287	13
Agree-disagree	2019	6	*My talents are used well in the workplace.	60.7%	16.7%	22.6%	8200	26
Agree-disagree	2019	7	*I know how my work relates to the agency's goals.	84.2%	9.0%	6.8%	8292	20
Agree-disagree	2019	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	63.2%	19.9%	17.0%	7732	582
Agree-disagree	2019	9	*The people I work with cooperate to get the job done.	83.5%	9.5%	7.0%	8317	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.	31.8%	31.6%	36.6%	7005	1,269
Agree-disagree	2019	12	*In my work unit, differences in performance are recognized in a meaningful way.	40.4%	29.1%	30.6%	7521	762

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	2019	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	83.2%	10.3%	6.5%	8194	79
Agree-disagree	2019	14	Employees are recognized for providing high quality products and services.	60.1%	20.3%	19.6%	8063	141
Agree-disagree	2019	15	Employees are protected from health and safety hazards on the job.	82.5%	12.2%	5.3%	8034	171
Agree-disagree	2019	16	My agency is successful at accomplishing its mission.	57.6%	21.2%	21.2%	8043	150
Agree-disagree	2019	17	*I recommend my organization as a good place to work.	65.0%	19.5%	15.5%	8191	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.	37.2%	28.1%	34.7%	7591	612
Agree-disagree	2019	19	My supervisor supports my need to balance work and other life issues.	88.3%	6.6%	5.1%	8144	40
Agree-disagree	2019	20	My supervisor is committed to a workforce representative of all segments of society.	76.2%	17.7%	6.1%	7330	832
Agree-disagree	2019	21	Supervisors in my work unit support employee development.	76.3%	13.5%	10.2%	8029	138
Agree-disagree	2019	22	My supervisor listens to what I have to say.	84.8%	7.8%	7.3%	8151	N/A
Agree-disagree	2019	23	My supervisor treats me with respect.	87.4%	6.8%	5.8%	8157	N/A
Agree-disagree	2019	24	I have trust and confidence in my supervisor.	75.6%	13.1%	11.2%	8159	N/A
Good-poor	2019	25	Overall, how good a job do you feel is being done by your immediate supervisor?	79.6%	13.1%	7.3%	8146	N/A
Agree-disagree	2019	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	34.2%	23.6%	42.1%	7974	148
Agree-disagree	2019	27	My organization's senior leaders maintain high standards of honesty and integrity.	42.8%	25.3%	32.0%	7580	528
Agree-disagree	2019	28	*Managers communicate the goals of the organization.	63.5%	19.2%	17.3%	7994	94
Agree-disagree	2019	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	58.5%	19.8%	21.7%	7846	269
Good-poor	2019	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	66.1%	20.3%	13.6%	7725	377
Agree-disagree	2019	31	I have a high level of respect for my organization's senior leaders.	43.8%	24.0%	32.1%	8011	85
Agree-disagree	2019	32	Senior leaders demonstrate support for Work-Life programs.	57.6%	26.0%	16.3%	7175	921
Satisfied-dissatisfied	2019	33	*How satisfied are you with your involvement in decisions that affect your work?	52.9%	20.9%	26.1%	8057	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?	49.8%	23.1%	27.1%	8060	N/A
Satisfied-dissatisfied	2019	35	*How satisfied are you with the recognition you receive for doing a good job?	58.8%	21.4%	19.8%	8050	N/A
Satisfied-dissatisfied	2019	36	*Considering everything, how satisfied are you with your job?	68.2%	17.1%	14.7%	8043	N/A
Satisfied-dissatisfied	2019	37	Considering everything, how satisfied are you with your pay?	68.7%	15.6%	15.7%	8052	N/A
Satisfied-dissatisfied	2019	38	*Considering everything, how satisfied are you with your organization?	55.5%	21.4%	23.1%	8021	N/A
Agree-disagree	2018	1	*I am given a real opportunity to improve my skills in my organization.	68.6%	15.3%	16.0%	7904	N/A
Agree-disagree	2018	2	I feel encouraged to come up with new and better ways of doing things.	66.0%	16.0%	18.0%	7915	N/A
Agree-disagree	2018	3	My work gives me a feeling of personal accomplishment.	73.9%	13.8%	12.3%	7945	N/A
Agree-disagree	2018	4	I know what is expected of me on the job.	78.3%	11.7%	10.0%	7933	N/A
Agree-disagree	2018	5	*My workload is reasonable.	53.4%	17.7%	28.9%	7917	14
Agree-disagree	2018	6	*My talents are used well in the workplace.	59.7%	16.4%	23.9%	7826	27
Agree-disagree	2018	7	*I know how my work relates to the agency's goals.	81.8%	9.9%	8.3%	7917	30
Agree-disagree	2018	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	59.6%	20.6%	19.8%	7352	585
Agree-disagree	2018	9	*The people I work with cooperate to get the job done.	83.2%	9.5%	7.3%	7959	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.	31.4%	32.7%	35.9%	6681	1,261
Agree-disagree	2018	12	*In my work unit, differences in performance are recognized in a meaningful way.	38.9%	29.0%	32.1%	7200	746
Agree-disagree	2018	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	83.0%	9.9%	7.1%	7866	83
Agree-disagree	2018	14	Employees are recognized for providing high quality products and services.	57.7%	20.7%	21.6%	7739	148
Agree-disagree	2018	15	Employees are protected from health and safety hazards on the job.	83.3%	11.2%	5.4%	7726	171
Agree-disagree	2018	16	My agency is successful at accomplishing its mission.	54.7%	21.8%	23.5%	7745	128
Agree-disagree	2018	17	*I recommend my organization as a good place to work.	60.3%	21.3%	18.4%	7894	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.	36.5%	27.3%	36.2%	7264	631
Agree-disagree	2018	19	My supervisor supports my need to balance work and other life issues.	88.2%	6.8%	5.0%	7833	35
Agree-disagree	2018	20	My supervisor is committed to a workforce representative of all segments of society.	75.5%	18.5%	6.0%	7077	791
Agree-disagree	2018	21	Supervisors in my work unit support employee development.	76.0%	13.8%	10.1%	7754	118
Agree-disagree	2018	22	My supervisor listens to what I have to say.	84.9%	7.8%	7.3%	7867	N/A
Agree-disagree	2018	23	My supervisor treats me with respect.	87.5%	6.7%	5.8%	7855	N/A

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	2018	24	I have trust and confidence in my supervisor.	75.9%	12.8%	11.3%	7863	N/A
Good-poor	2018	25	Overall, how good a job do you feel is being done by your immediate supervisor?	79.2%	13.4%	7.4%	7847	N/A
Agree-disagree	2018	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	31.7%	21.8%	46.5%	7647	162
Agree-disagree	2018	27	My organization's senior leaders maintain high standards of honesty and integrity.	38.9%	21.1%	39.9%	7377	430
Agree-disagree	2018	28	*Managers communicate the goals of the organization.	62.4%	19.2%	18.4%	7704	98
Agree-disagree	2018	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	58.1%	20.7%	21.2%	7565	247
Good-poor	2018	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	65.3%	21.0%	13.7%	7465	333
Agree-disagree	2018	31	I have a high level of respect for my organization's senior leaders.	39.5%	22.4%	38.1%	7672	124
Agree-disagree	2018	32	Senior leaders demonstrate support for Work-Life programs.	53.8%	27.5%	18.7%	6688	1,102
Satisfied-dissatisfied	2018	33	*How satisfied are you with your involvement in decisions that affect your work?	53.5%	22.1%	24.4%	7776	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?	49.6%	22.5%	27.9%	7770	N/A
Satisfied-dissatisfied	2018	35	*How satisfied are you with the recognition you receive for doing a good job?	57.5%	22.0%	20.5%	7772	N/A
Satisfied-dissatisfied	2018	36	*Considering everything, how satisfied are you with your job?	66.8%	17.5%	15.6%	7778	N/A
Satisfied-dissatisfied	2018	37	Considering everything, how satisfied are you with your pay?	66.7%	16.8%	16.5%	7765	N/A
Satisfied-dissatisfied	2018	38	*Considering everything, how satisfied are you with your organization?	51.5%	22.7%	25.7%	7745	N/A
Agree-disagree	2017	1	*I am given a real opportunity to improve my skills in my organization.	69.9%	14.6%	15.5%	9390	N/A
Agree-disagree	2017	2	I feel encouraged to come up with new and better ways of doing things.	67.3%	15.6%	17.1%	9323	N/A
Agree-disagree	2017	3	My work gives me a feeling of personal accomplishment.	76.4%	12.6%	11.0%	9369	N/A
Agree-disagree	2017	4	I know what is expected of me on the job.	80.1%	11.0%	8.9%	9317	N/A
Agree-disagree	2017	5	*My workload is reasonable.	57.5%	17.4%	25.1%	9346	12
Agree-disagree	2017	6	*My talents are used well in the workplace.	60.7%	16.7%	22.6%	9220	31
Agree-disagree	2017	7	*I know how my work relates to the agency's goals and priorities.	82.3%	9.5%	8.1%	9309	47
Agree-disagree	2017	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	64.0%	19.0%	17.1%	8645	686
Agree-disagree	2017	9	*The people I work with cooperate to get the job done.	83.2%	9.5%	7.3%	9400	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.	31.6%	31.3%	37.1%	8029	1,338
Agree-disagree	2017	12	*In my work unit, differences in performance are recognized in a meaningful way.	39.5%	28.8%	31.6%	8497	872
Agree-disagree	2017	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	75.4%	14.5%	10.1%	9092	174
Agree-disagree	2017	14	Employees are recognized for providing high quality products and services.	60.3%	20.5%	19.2%	9075	209
Agree-disagree	2017	15	Employees are protected from health and safety hazards on the job.	84.6%	10.4%	4.9%	9120	160
Agree-disagree	2017	16	My agency is successful at accomplishing its mission.	72.4%	15.8%	11.8%	9143	128
Agree-disagree	2017	17	*I recommend my organization as a good place to work.	66.7%	18.4%	14.9%	9270	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.	41.3%	27.5%	31.2%	8438	857
Agree-disagree	2017	19	My supervisor supports my need to balance work and other life issues.	88.8%	6.4%	4.7%	9239	46
Agree-disagree	2017	20	My supervisor is committed to a workforce representative of all segments of society.	76.2%	17.7%	6.0%	8393	851
Agree-disagree	2017	21	Supervisors in my work unit support employee development.	75.6%	13.9%	10.4%	9124	137
Agree-disagree	2017	22	My supervisor listens to what I have to say.	84.7%	7.9%	7.4%	9278	N/A
Agree-disagree	2017	23	My supervisor treats me with respect.	87.4%	6.8%	5.8%	9257	N/A
Agree-disagree	2017	24	I have trust and confidence in my supervisor.	76.2%	12.8%	11.1%	9258	N/A
Good-poor	2017	25	Overall, how good a job do you feel is being done by your immediate supervisor?	79.7%	12.8%	7.5%	9269	N/A
Agree-disagree	2017	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	38.7%	23.1%	38.2%	9041	191
Agree-disagree	2017	27	My organization's senior leaders maintain high standards of honesty and integrity.	49.1%	22.4%	28.5%	8575	633
Agree-disagree	2017	28	*Managers communicate the goals and priorities of the organization.	65.2%	19.1%	15.7%	9055	121
Agree-disagree	2017	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	60.3%	20.1%	19.5%	8890	292
Good-poor	2017	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	68.1%	20.1%	11.8%	8847	357
Agree-disagree	2017	31	I have a high level of respect for my organization's senior leaders.	48.2%	21.7%	30.1%	9030	167
Agree-disagree	2017	32	Senior leaders demonstrate support for Work-Life programs.	63.3%	23.9%	12.7%	7922	1,285

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
Satisfied-dissatisfied	2017	33	*How satisfied are you with your involvement in decisions that affect your work?	56.8%	21.2%	22.0%	9182	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?	54.2%	21.1%	24.7%	9178	N/A
Satisfied-dissatisfied	2017	35	*How satisfied are you with the recognition you receive for doing a good job?	58.8%	20.9%	20.3%	9151	N/A
Satisfied-dissatisfied	2017	36	*Considering everything, how satisfied are you with your job?	70.2%	16.5%	13.3%	9163	N/A
Satisfied-dissatisfied	2017	37	Considering everything, how satisfied are you with your pay?	69.3%	15.1%	15.6%	9163	N/A
Satisfied-dissatisfied	2017	38	*Considering everything, how satisfied are you with your organization?	59.8%	21.0%	19.3%	9165	N/A
Agree-disagree	2016	1	*I am given a real opportunity to improve my skills in my organization.	66.2%	15.9%	17.9%	10127	N/A
Agree-disagree	2016	2	I feel encouraged to come up with new and better ways of doing things.	63.4%	16.7%	19.9%	10011	N/A
Agree-disagree	2016	3	My work gives me a feeling of personal accomplishment.	75.0%	12.9%	12.1%	10089	N/A
Agree-disagree	2016	4	I know what is expected of me on the job.	78.2%	12.3%	9.5%	9994	N/A
Agree-disagree	2016	5	*My workload is reasonable.	53.5%	17.7%	28.8%	10063	16
Agree-disagree	2016	6	*My talents are used well in the workplace.	58.0%	17.3%	24.7%	9788	44
Agree-disagree	2016	7	*I know how my work relates to the agency's goals and priorities.	84.4%	9.7%	5.9%	10048	31
Agree-disagree	2016	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	61.5%	20.2%	18.3%	9382	696
Agree-disagree	2016	9	*The people I work with cooperate to get the job done.	78.7%	11.7%	9.6%	10129	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.	26.4%	30.3%	43.4%	8734	1,362
Agree-disagree	2016	12	*In my work unit, differences in performance are recognized in a meaningful way.	34.6%	28.8%	36.6%	9244	860
Agree-disagree	2016	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	69.9%	17.4%	12.7%	9814	235
Agree-disagree	2016	14	Employees are recognized for providing high quality products and services.	56.2%	22.0%	21.8%	9760	258
Agree-disagree	2016	15	Employees are protected from health and safety hazards on the job.	82.0%	11.3%	6.7%	9839	191
Agree-disagree	2016	16	My agency is successful at accomplishing its mission.	73.4%	18.7%	7.9%	9862	160
Agree-disagree	2016	17	*I recommend my organization as a good place to work.	69.2%	18.0%	12.8%	10038	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.	44.5%	27.7%	27.8%	9240	819
Agree-disagree	2016	19	My supervisor supports my need to balance work and other life issues.	85.2%	8.1%	6.7%	9979	62
Agree-disagree	2016	20	My supervisor is committed to a workforce representative of all segments of society.	70.8%	21.3%	7.9%	8858	1,140
Agree-disagree	2016	21	Supervisors in my work unit support employee development.	70.1%	16.6%	13.3%	9830	193
Agree-disagree	2016	22	My supervisor listens to what I have to say.	81.7%	9.3%	8.9%	10033	N/A
Agree-disagree	2016	23	My supervisor treats me with respect.	84.6%	8.1%	7.3%	9990	N/A
Agree-disagree	2016	24	I have trust and confidence in my supervisor.	71.6%	14.6%	13.8%	10010	N/A
Good-poor	2016	25	Overall, how good a job do you feel is being done by your immediate supervisor?	75.1%	15.7%	9.2%	10005	N/A
Agree-disagree	2016	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	38.4%	25.0%	36.6%	9798	185
Agree-disagree	2016	27	My organization's senior leaders maintain high standards of honesty and integrity.	50.6%	25.6%	23.8%	9334	638
Agree-disagree	2016	28	*Managers communicate the goals and priorities of the organization.	59.2%	21.7%	19.1%	9813	114
Agree-disagree	2016	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	51.7%	23.1%	25.2%	9604	331
Good-poor	2016	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	61.7%	22.8%	15.5%	9506	463
Agree-disagree	2016	31	I have a high level of respect for my organization's senior leaders.	50.9%	24.5%	24.6%	9890	83
Agree-disagree	2016	32	Senior leaders demonstrate support for Work-Life programs.	63.3%	23.2%	13.6%	9156	815
Satisfied-dissatisfied	2016	33	*How satisfied are you with your involvement in decisions that affect your work?	55.0%	21.8%	23.2%	9954	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?	51.2%	24.2%	24.6%	9910	N/A
Satisfied-dissatisfied	2016	35	*How satisfied are you with the recognition you receive for doing a good job?	54.2%	22.4%	23.4%	9898	N/A
Satisfied-dissatisfied	2016	36	*Considering everything, how satisfied are you with your job?	68.9%	16.8%	14.3%	9920	N/A
Satisfied-dissatisfied	2016	37	Considering everything, how satisfied are you with your pay?	66.3%	15.7%	18.0%	9933	N/A
Satisfied-dissatisfied	2016	38	*Considering everything, how satisfied are you with your organization?	60.1%	21.0%	18.9%	9920	N/A

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	2015	1	*I am given a real opportunity to improve my skills in my organization.	62.9%	15.8%	21.4%	4450	N/A
Agree-disagree	2015	2	I feel encouraged to come up with new and better ways of doing things.	60.0%	16.9%	23.1%	4394	N/A
Agree-disagree	2015	3	My work gives me a feeling of personal accomplishment.	70.9%	15.0%	14.1%	4436	N/A
Agree-disagree	2015	4	I know what is expected of me on the job.	76.4%	12.7%	10.9%	4399	N/A
Agree-disagree	2015	5	*My workload is reasonable.	51.6%	16.9%	31.5%	4428	5
Agree-disagree	2015	6	*My talents are used well in the workplace.	54.7%	16.3%	29.0%	4288	13
Agree-disagree	2015	7	*I know how my work relates to the agency's goals and priorities.	83.1%	9.6%	7.2%	4415	15
Agree-disagree	2015	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	57.8%	21.9%	20.4%	4035	387
Agree-disagree	2015	9	*The people I work with cooperate to get the job done.	76.9%	11.9%	11.2%	4449	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.	23.9%	28.5%	47.6%	3877	547
Agree-disagree	2015	12	*In my work unit, differences in performance are recognized in a meaningful way.	31.1%	27.4%	41.5%	4079	358
Agree-disagree	2015	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	67.3%	17.5%	15.2%	4289	112
Agree-disagree	2015	14	Employees are recognized for providing high quality products and services.	50.6%	23.9%	25.5%	4279	117
Agree-disagree	2015	15	Employees are protected from health and safety hazards on the job.	82.5%	11.3%	6.1%	4304	95
Agree-disagree	2015	16	My agency is successful at accomplishing its mission.	70.0%	19.9%	10.1%	4328	72
Agree-disagree	2015	17	*I recommend my organization as a good place to work.	63.5%	20.5%	16.0%	4397	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.	39.6%	26.9%	33.5%	4039	364
Agree-disagree	2015	19	My supervisor supports my need to balance work and other life issues.	85.0%	8.0%	7.0%	4364	35
Agree-disagree	2015	20	My supervisor is committed to a workforce representative of all segments of society.	69.8%	21.4%	8.8%	3826	550
Agree-disagree	2015	21	Supervisors in my work unit support employee development.	66.0%	18.8%	15.2%	4306	87
Agree-disagree	2015	22	My supervisor listens to what I have to say.	80.3%	9.9%	9.7%	4394	N/A
Agree-disagree	2015	23	My supervisor treats me with respect.	83.3%	8.9%	7.8%	4374	N/A
Agree-disagree	2015	24	I have trust and confidence in my supervisor.	68.3%	15.8%	16.0%	4388	N/A
Good-poor	2015	25	Overall, how good a job do you feel is being done by your immediate supervisor?	72.2%	17.7%	10.1%	4389	N/A
Agree-disagree	2015	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	32.2%	23.6%	44.3%	4308	70
Agree-disagree	2015	27	My organization's senior leaders maintain high standards of honesty and integrity.	46.1%	25.8%	28.2%	4055	314
Agree-disagree	2015	28	*Managers communicate the goals and priorities of the organization.	54.8%	21.4%	23.9%	4326	38
Agree-disagree	2015	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	46.5%	23.7%	29.8%	4207	160
Good-poor	2015	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	56.5%	25.2%	18.3%	4196	170
Agree-disagree	2015	31	I have a high level of respect for my organization's senior leaders.	43.4%	27.4%	29.3%	4335	30
Agree-disagree	2015	32	Senior leaders demonstrate support for Work-Life programs.	60.9%	23.5%	15.5%	4060	315
Satisfied-dissatisfied	2015	33	*How satisfied are you with your involvement in decisions that affect your work?	51.2%	20.9%	27.9%	4358	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?	45.0%	23.7%	31.4%	4349	N/A
Satisfied-dissatisfied	2015	35	*How satisfied are you with the recognition you receive for doing a good job?	48.9%	23.4%	27.6%	4339	N/A
Satisfied-dissatisfied	2015	36	*Considering everything, how satisfied are you with your job?	63.7%	18.6%	17.8%	4341	N/A
Satisfied-dissatisfied	2015	37	Considering everything, how satisfied are you with your pay?	62.4%	15.9%	21.6%	4350	N/A
Satisfied-dissatisfied	2015	38	*Considering everything, how satisfied are you with your organization?	53.3%	23.1%	23.6%	4356	N/A
Agree-disagree	2014	1	*I am given a real opportunity to improve my skills in my organization.	58.8%	17.3%	23.9%	3856	N/A
Agree-disagree	2014	2	I feel encouraged to come up with new and better ways of doing things.	58.5%	17.6%	23.9%	3795	N/A
Agree-disagree	2014	3	My work gives me a feeling of personal accomplishment.	70.1%	14.2%	15.7%	3837	N/A
Agree-disagree	2014	4	I know what is expected of me on the job.	76.1%	13.6%	10.3%	3811	N/A
Agree-disagree	2014	5	*My workload is reasonable.	49.9%	19.0%	31.1%	3826	8
Agree-disagree	2014	6	*My talents are used well in the workplace.	52.6%	16.6%	30.8%	3692	14
Agree-disagree	2014	7	*I know how my work relates to the agency's goals and priorities.	80.8%	11.6%	7.6%	3832	12
Agree-disagree	2014	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	58.3%	21.3%	20.4%	3532	312
Agree-disagree	2014	9	*The people I work with cooperate to get the job done.	75.7%	12.6%	11.7%	3852	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.	23.0%	28.7%	48.4%	3382	461
Agree-disagree	2014	12	*In my work unit, differences in performance are recognized in a meaningful way.	30.1%	26.8%	43.1%	3533	315

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	2014	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	63.3%	18.9%	17.8%	3684	111
Agree-disagree	2014	14	Employees are recognized for providing high quality products and services.	48.6%	23.0%	28.4%	3701	76
Agree-disagree	2014	15	Employees are protected from health and safety hazards on the job.	83.3%	11.6%	5.0%	3709	83
Agree-disagree	2014	16	My agency is successful at accomplishing its mission.	67.3%	22.2%	10.5%	3729	61
Agree-disagree	2014	17	*I recommend my organization as a good place to work.	62.6%	20.4%	16.9%	3793	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.	37.6%	29.5%	32.8%	3400	395
Agree-disagree	2014	19	My supervisor supports my need to balance work and other life issues.	84.4%	8.6%	7.0%	3759	28
Agree-disagree	2014	20	My supervisor is committed to a workforce representative of all segments of society.	68.5%	22.7%	8.8%	3333	444
Agree-disagree	2014	21	Supervisors in my work unit support employee development.	65.7%	19.1%	15.2%	3705	78
Agree-disagree	2014	22	My supervisor listens to what I have to say.	79.9%	9.8%	10.2%	3779	N/A
Agree-disagree	2014	23	My supervisor treats me with respect.	83.4%	8.6%	8.0%	3777	N/A
Agree-disagree	2014	24	I have trust and confidence in my supervisor.	67.7%	15.8%	16.5%	3775	N/A
Good-poor	2014	25	Overall, how good a job do you feel is being done by your immediate supervisor?	71.3%	18.6%	10.1%	3777	N/A
Agree-disagree	2014	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	31.3%	25.9%	42.8%	3719	48
Agree-disagree	2014	27	My organization's senior leaders maintain high standards of honesty and integrity.	45.2%	26.3%	28.5%	3534	231
Agree-disagree	2014	28	*Managers communicate the goals and priorities of the organization.	55.6%	22.2%	22.2%	3714	39
Agree-disagree	2014	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	48.1%	22.3%	29.6%	3656	104
Good-poor	2014	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	56.5%	25.3%	18.2%	3597	157
Agree-disagree	2014	31	I have a high level of respect for my organization's senior leaders.	44.6%	26.0%	29.5%	3727	33
Agree-disagree	2014	32	Senior leaders demonstrate support for Work-Life programs.	60.8%	25.4%	13.8%	3456	305
Satisfied-dissatisfied	2014	33	*How satisfied are you with your involvement in decisions that affect your work?	49.0%	22.6%	28.5%	3747	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?	42.3%	24.2%	33.4%	3745	N/A
Satisfied-dissatisfied	2014	35	*How satisfied are you with the recognition you receive for doing a good job?	45.7%	24.6%	29.7%	3729	N/A
Satisfied-dissatisfied	2014	36	*Considering everything, how satisfied are you with your job?	61.0%	19.5%	19.5%	3737	N/A
Satisfied-dissatisfied	2014	37	Considering everything, how satisfied are you with your pay?	62.4%	16.5%	21.1%	3742	N/A
Satisfied-dissatisfied	2014	38	*Considering everything, how satisfied are you with your organization?	52.1%	23.6%	24.3%	3747	N/A
Agree-disagree	2013	1	*I am given a real opportunity to improve my skills in my organization.	60.3%	17.1%	22.5%	3918	N/A
Agree-disagree	2013	2	I feel encouraged to come up with new and better ways of doing things.	59.3%	16.9%	23.8%	3865	N/A
Agree-disagree	2013	3	My work gives me a feeling of personal accomplishment.	69.8%	14.4%	15.8%	3895	N/A
Agree-disagree	2013	4	I know what is expected of me on the job.	75.3%	13.5%	11.2%	3881	N/A
Agree-disagree	2013	5	*My workload is reasonable.	53.1%	18.8%	28.0%	3879	9
Agree-disagree	2013	6	*My talents are used well in the workplace.	53.0%	17.8%	29.2%	3770	16
Agree-disagree	2013	7	*I know how my work relates to the agency's goals and priorities.	82.2%	10.3%	7.4%	3893	13
Agree-disagree	2013	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	61.2%	21.4%	17.4%	3580	317
Agree-disagree	2013	9	*The people I work with cooperate to get the job done.	77.4%	12.8%	9.9%	3912	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.	24.7%	29.3%	46.0%	3451	451
Agree-disagree	2013	12	*In my work unit, differences in performance are recognized in a meaningful way.	30.3%	29.4%	40.3%	3634	279
Agree-disagree	2013	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	68.2%	18.5%	13.3%	3771	100
Agree-disagree	2013	14	Employees are recognized for providing high quality products and services.	50.7%	23.7%	25.7%	3774	88
Agree-disagree	2013	15	Employees are protected from health and safety hazards on the job.	85.0%	10.4%	4.6%	3773	90
Agree-disagree	2013	16	My agency is successful at accomplishing its mission.	70.0%	19.4%	10.6%	3800	65
Agree-disagree	2013	17	*I recommend my organization as a good place to work.	65.5%	19.9%	14.5%	3869	N/A
Agree-disagree	2013	18	*I believe the results of this survey will be used to make my agency a better place to work.	37.0%	30.4%	32.6%	3469	402
Agree-disagree	2013	19	My supervisor supports my need to balance work and other life issues.	85.0%	8.6%	6.5%	3832	23
Agree-disagree	2013	20	My supervisor is committed to a workforce representative of all segments of society.	68.8%	22.3%	8.9%	3411	431
Agree-disagree	2013	21	Supervisors in my work unit support employee development.	66.9%	17.9%	15.2%	3795	47
Agree-disagree	2013	22	My supervisor listens to what I have to say.	80.0%	11.0%	9.0%	3849	N/A
Agree-disagree	2013	23	My supervisor treats me with respect.	83.0%	8.7%	8.3%	3837	N/A

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	2013	24	I have trust and confidence in my supervisor.	68.2%	16.5%	15.3%	3836	N/A
Good-poor	2013	25	Overall, how good a job do you feel is being done by your immediate supervisor?	71.3%	18.9%	9.9%	3839	N/A
Agree-disagree	2013	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	36.3%	26.0%	37.7%	3795	33
Agree-disagree	2013	27	My organization's senior leaders maintain high standards of honesty and integrity.	52.8%	23.7%	23.5%	3652	169
Agree-disagree	2013	28	*Managers communicate the goals and priorities of the organization.	58.2%	20.1%	21.8%	3794	28
Agree-disagree	2013	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	50.5%	22.7%	26.7%	3736	85
Good-poor	2013	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	58.0%	24.6%	17.3%	3660	164
Agree-disagree	2013	31	I have a high level of respect for my organization's senior leaders.	47.0%	24.4%	28.6%	3795	29
Agree-disagree	2013	32	Senior leaders demonstrate support for Work-Life programs.	61.8%	24.2%	14.0%	3527	293
Satisfied-dissatisfied	2013	33	*How satisfied are you with your involvement in decisions that affect your work?	49.8%	22.3%	27.9%	3815	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?	46.4%	23.1%	30.5%	3813	N/A
Satisfied-dissatisfied	2013	35	*How satisfied are you with the recognition you receive for doing a good job?	48.9%	23.6%	27.5%	3787	N/A
Satisfied-dissatisfied	2013	36	*Considering everything, how satisfied are you with your job?	63.3%	18.9%	17.8%	3800	N/A
Satisfied-dissatisfied	2013	37	Considering everything, how satisfied are you with your pay?	55.3%	16.0%	28.6%	3802	N/A
Satisfied-dissatisfied	2013	38	*Considering everything, how satisfied are you with your organization?	55.3%	22.1%	22.6%	3800	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	171	2.2%
At least 75% but less than 100%	101	1.3%
At least 50% but less than 75%	67	0.9%
At least 25% but less than 50%	134	1.7%
Less than 25%	1,712	21.7%
I have not been physically present at my agency worksite during the pandemic	5,792	72.2%
Total	7,977	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)	88	1.1%
Annual leave	2,983	37.9%
Sick leave	2,420	30.9%
Weather and safety leave	52	0.7%
Administrative leave	700	8.8%
Other paid leave (e.g., comp time, credit hours)	1,029	12.7%
Unpaid leave (e.g., LWOP)	62	0.7%
I have not used leave because of the pandemic	4,556	56.8%
Total (percents will add to more than 100% because respondents could choose more than one response option)	7,960	--

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	63	2.0%
At least 75% but less than 100%	31	0.9%
At least 50% but less than 75%	39	1.2%
At least 25% but less than 50%	154	4.6%
Less than 25%	3,089	91.3%
Total	3,376	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	1,098	13.8%
<u>I ended</u> my usual alternative work schedule	152	1.9%
No change because of the pandemic	6,742	84.4%
Total	7,992	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	175	2.2%	7,625	95.5%	7,143	89.4%
I telework 3 or 4 days per week	212	2.7%	219	2.8%	529	6.9%
I telework 1 or 2 days per week	3,551	44.1%	43	0.6%	127	1.6%
I telework, but only about 1 or 2 days per month	1,119	14.2%	12	0.1%	33	0.4%
I telework very infrequently, on an unscheduled or short-term basis	1,417	17.7%	33	0.5%	49	0.7%
I <u>do not</u> telework because I have to be physically present on the job (e.g., law enforcement officers, TSA agent, border patrol agent, security personnel)	108	1.3%	13	0.2%	38	0.5%
I <u>do not</u> telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking	30	0.4%	3	0.0%	1	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	269	3.4%	4	0.1%	3	0.0%
I <u>do not</u> telework because I choose not to telework	1,093	13.9%	12	0.2%	37	0.5%
Total	7,974	100.0%	7,964	100.0%	7,960	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	175	2.2%			65	0.8%	59	0.7%
I telework 3 or 4 days per week	212	2.7%			226	2.9%	217	2.9%
I telework 1 or 2 days per week	3,551	44.1%			4,132	51.3%	3,767	48.8%
I telework, but only about 1 or 2 days per month	1,119	14.2%			960	11.9%	1,059	13.3%
I telework very infrequently, on an unscheduled or short-term basis	1,417	17.7%			1,642	20.5%	1,716	21.5%
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)	108	1.3%			144	1.8%	133	1.8%
I <u>do not</u> telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking	30	0.4%			48	0.6%	52	0.7%
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	269	3.4%			148	1.8%	120	1.6%
I <u>do not</u> telework because I choose not to telework	1,093	13.9%			666	8.5%	657	8.6%
Total	7,974	100.0%			8,031	100.0%	7,780	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 available to me		Needed, but not available to me		Not needed by me now	
	2020		2020		2020	
	N	%	N	%	N	%
43A. Expanded telework	7,099	89.4%	49	0.7%	771	9.9%
43B. Expanded work schedule flexibilities	4,838	61.0%	174	2.3%	2,848	36.8%
43C. Expanded leave policies	2,605	32.8%	417	5.3%	4,834	61.8%
43D. More information on available leave policies	3,287	41.6%	514	6.6%	4,015	51.8%
43E. Expanded mental health resources (e.g., assistance with stress of COVID-19)	1,569	19.8%	603	7.6%	5,718	72.7%
43F. Expanded physical health resources (e.g., temperature checks, COVID-19 illness testing) at my agency worksite	724	9.2%	1,425	18.1%	5,727	72.6%
43G. Timely communication about possible COVID-19 illness at my agency worksite	4,622	58.9%	1,348	16.8%	1,923	24.3%
43H. Protection of employees at higher risk for severe illness from COVID-19 exposure	4,200	53.2%	665	8.8%	2,996	38.1%
43I. Limited access to my agency worksite buildings/facilities (e.g., closures, limits on activities with external visitors/groups)	4,362	55.2%	235	3.1%	3,300	41.7%
43J. Social distancing (e.g., limits on group size, reduced access to common areas) in my agency worksite	3,380	43.0%	385	5.0%	4,108	52.0%
43K. Rearranged workspaces to maximize social distancing	1,814	23.2%	915	11.7%	5,107	65.0%
43L. Encouraged use of personal protective equipment (PPE) or other safety equipment in my agency worksite	3,180	40.4%	618	8.0%	4,066	51.7%
43M. Cleaning and sanitizing supplies available to reduce risk of illness in my agency worksite	3,006	38.4%	694	8.9%	4,155	52.8%
43N. Training for all employees on health and safety protocols	2,944	37.6%	1,638	20.8%	3,269	41.6%

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	3,061	38.1%
Agree	2,719	35.0%
Neither Agree nor Disagree	866	11.3%
Disagree	661	8.4%
Strongly Disagree	560	7.1%
No Basis to Judge	72	--
Total	7,939	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	3,044	38.1%
Agree	2,749	35.5%
Neither Agree nor Disagree	922	12.1%
Disagree	614	7.8%
Strongly Disagree	507	6.5%
No Basis to Judge	86	--
Total	7,922	100.0%

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

	2020	
	N	%
Strongly Agree	2,825	34.9%
Agree	2,796	36.0%
Neither Agree nor Disagree	984	12.9%
Disagree	699	8.9%
Strongly Disagree	580	7.3%
No Basis to Judge	26	--
Total	7,910	100.0%

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

	2020	
	N	%
Strongly Agree	5,133	64.6%
Agree	2,171	27.9%
Neither Agree nor Disagree	392	5.1%
Disagree	105	1.4%
Strongly Disagree	78	1.1%
No Basis to Judge	56	--
Total	7,935	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	5,276	66.7%
Agree	2,081	26.9%
Neither Agree nor Disagree	348	4.6%
Disagree	71	0.9%
Strongly Disagree	67	0.9%
No Basis to Judge	78	--
Total	7,921	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	4,947	62.7%
Agree	2,051	26.6%
Neither Agree nor Disagree	528	7.0%
Disagree	170	2.2%
Strongly Disagree	113	1.5%
No Basis to Judge	114	--
Total	7,923	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 available to me		Needed, but not available to me		Not needed by me now	
	2020		2020		2020	
	N	%	N	%	N	%
50A. Consistent communication (e.g., organizational status, what to expect)	6,646	84.9%	934	11.9%	241	3.2%
50B. Training for new/changed work or work processes because of the pandemic	3,840	49.4%	1,059	13.7%	2,888	36.9%
50C. Reallocation of resources (e.g., staffing, budget, materials) to support changes in work because of the pandemic	2,014	25.7%	1,382	17.8%	4,410	56.5%
50D. Help with commuting issues (e.g., alternatives to public transportation)	766	9.8%	1,351	17.5%	5,720	72.7%
50E. Options for work/business travel	1,429	18.7%	575	7.5%	5,760	73.8%
50F. Information on remote work policies, procedures, and expectations	6,432	82.0%	387	5.0%	994	12.9%
50G. Training on how to work remotely	3,771	48.5%	512	6.7%	3,540	44.9%
50H. Equipment and technology for working remotely (e.g., laptops, cell phone, Information Technology infrastructure)	6,063	77.2%	889	11.2%	897	11.5%
50I. Expanded collaboration tools (e.g., video conferencing, teleconferencing)	7,279	92.5%	167	2.2%	408	5.3%
50J. Expanded training for using remote work tools and applications	5,349	68.3%	733	9.5%	1,742	22.2%
50K. Expanded Information Technology (IT) support	5,389	68.7%	859	11.0%	1,597	20.4%
50L. Information about data security policies and procedures	5,343	68.5%	524	6.8%	1,936	24.8%

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	381	4.9%
No	7,006	89.7%
Other	416	5.3%
Total	7,803	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	320	4.2%
Very	727	9.2%
Somewhat	2,001	25.6%
Slightly	2,218	28.1%
Not at All	2,587	32.9%
No Basis to Judge	43	--
Total	7,896	100.0%

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

	2020	
	N	%
Greatly Increased	1,307	16.8%
Somewhat Increased	2,740	35.1%
About the Same	3,424	43.5%
Somewhat Decreased	293	3.9%
Greatly Decreased	60	0.8%
No Basis to Judge	73	--
Total	7,897	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	1,989	26.3%
Agree	2,240	30.8%
Neither Agree nor Disagree	1,170	16.5%
Disagree	994	13.6%
Strongly Disagree	938	12.9%
No Basis to Judge	543	--
Total	7,874	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	1,981	25.0%
Agree	2,801	36.7%
Neither Agree nor Disagree	1,633	21.8%
Disagree	701	9.1%
Strongly Disagree	565	7.4%
No Basis to Judge	191	--
Total	7,872	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	3,942	51.5%
Most of the Time	3,330	43.8%
Sometimes	305	4.0%
Rarely	41	0.6%
Never	6	0.1%
No Basis to Judge	238	--
Total	7,862	100.0%

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

	2020	
	N	%
Always	4,966	64.6%
Most of the Time	2,421	31.8%
Sometimes	229	3.0%
Rarely	42	0.6%
Never	7	0.1%
No Basis to Judge	159	--
Total	7,824	100.0%

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

	2020	
	N	%
Always	5,100	65.7%
Most of the Time	2,345	30.5%
Sometimes	251	3.2%
Rarely	28	0.4%
Never	9	0.1%
No Basis to Judge	124	--
Total	7,857	100.0%

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

	2020	
	N	%
Always	4,733	61.2%
Most of the Time	2,470	32.0%
Sometimes	428	5.6%
Rarely	70	0.9%
Never	18	0.2%
No Basis to Judge	140	--
Total	7,859	100.0%

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

	2020	
	N	%
Always	4,595	59.0%
Most of the Time	2,492	32.3%
Sometimes	541	7.0%
Rarely	101	1.3%
Never	31	0.4%
No Basis to Judge	104	--
Total	7,864	100.0%

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

	2020	
	N	%
Always	4,186	54.4%
Most of the Time	3,062	39.9%
Sometimes	374	4.8%
Rarely	45	0.6%
Never	13	0.2%
No Basis to Judge	163	--
Total	7,843	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	3,580	47.0%
Most of the Time	3,313	43.8%
Sometimes	589	7.8%
Rarely	86	1.1%
Never	19	0.2%
No Basis to Judge	270	--
Total	7,857	100.0%

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

	2020	
	N	%
Always	4,809	62.8%
Most of the Time	2,381	31.3%
Sometimes	353	4.6%
Rarely	79	1.1%
Never	16	0.2%
No Basis to Judge	197	--
Total	7,835	100.0%

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

	2020	
	N	%
Always	4,971	64.5%
Most of the Time	2,341	30.5%
Sometimes	317	4.1%
Rarely	51	0.7%
Never	14	0.2%
No Basis to Judge	168	--
Total	7,862	100.0%

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

	2020	
	N	%
Always	4,864	63.1%
Most of the Time	2,319	30.1%
Sometimes	432	5.6%
Rarely	76	1.0%
Never	20	0.3%
No Basis to Judge	152	--
Total	7,863	100.0%

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

	2020	
	N	%
Always	4,587	59.0%
Most of the Time	2,386	30.9%
Sometimes	637	8.2%
Rarely	115	1.5%
Never	29	0.4%
No Basis to Judge	115	--
Total	7,869	100.0%

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

	2020	
	N	%
Always	4,010	52.4%
Most of the Time	2,944	38.5%
Sometimes	572	7.5%
Rarely	101	1.3%
Never	18	0.3%
No Basis to Judge	209	--
Total	7,854	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	2,590	33.4%	32.8%	2,941	39.2%	36.6%	3,065	43.1%	39.9%
Satisfied	3,079	40.1%	39.4%	3,133	41.7%	38.8%	2,872	40.9%	37.9%
Neither Satisfied nor Dissatisfied	731	9.4%	9.2%	863	11.6%	10.8%	692	10.1%	9.3%
Dissatisfied	908	11.5%	11.3%	383	5.1%	4.7%	282	4.0%	3.7%
Very Dissatisfied	428	5.7%	5.6%	187	2.5%	2.3%	128	1.9%	1.7%
Item Response Total	7,736	100.0%	98.3%	7,507	100.0%	93.2%	7,039	100.0%	92.6%
I choose not to participate in this program	84	--	1.1%	397	--	5.0%	419	--	5.7%
This program is not available to me	41	--	0.5%	120	--	1.5%	115	--	1.5%
I am unaware of this program	7	--	0.1%	16	--	0.2%	10	--	0.1%
Total	7,868	100.0%	100.0%	8,040	100.0%	100.0%	7,583	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)	6,258	79.5%	6,335	78.6%
Health and Wellness Programs (for example, onsite exercise, flu vaccination, medical screening, CPR training, Health and wellness fair)	2,793	35.1%	3,679	45.3%
Employee Assistance Program - EAP (for example, short-term counseling, referral services, legal services, education services)	516	6.3%	581	7.2%
Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, subsidy, flexible spending account)	342	4.2%	368	4.5%
Elder Care Programs (for example, elder/adult care, support groups, resources)	41	0.5%	36	0.4%
None listed above	1,102	14.3%	1,015	13.1%
Total (percents will add to more than 100% because respondents could choose more than one response option)	7,842	--	8,016	--

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	3,428	48.8%	43.5%	3,851	52.3%	47.8%	3,704	51.8%	47.3%
Satisfied	2,729	38.7%	34.6%	2,798	38.1%	34.8%	2,716	39.1%	35.7%
Neither Satisfied nor Dissatisfied	423	6.1%	5.4%	444	6.1%	5.6%	437	6.4%	5.8%
Dissatisfied	327	4.6%	4.1%	176	2.4%	2.2%	146	2.0%	1.8%
Very Dissatisfied	119	1.8%	1.6%	81	1.1%	1.0%	54	0.7%	0.7%
Item Response Total	7,026	100.0%	89.2%	7,350	100.0%	91.3%	7,057	100.0%	91.3%
I choose not to participate in these programs	744	--	9.8%	565	--	7.2%	565	--	7.5%
These programs are not available to me	66	--	0.9%	90	--	1.2%	78	--	1.1%
I am unaware of these programs	11	--	0.1%	17	--	0.2%	11	--	0.2%
Total	7,847	100.0%	100.0%	8,022	100.0%	100.0%	7,711	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	1,641	27.2%	20.8%	1,751	27.5%	21.9%	1,786	25.6%	22.7%
Satisfied	2,810	47.2%	36.1%	3,106	48.9%	39.0%	3,233	47.1%	41.9%
Neither Satisfied nor Dissatisfied	1,102	18.8%	14.4%	1,132	18.1%	14.4%	1,289	18.9%	16.8%
Dissatisfied	312	5.0%	3.9%	247	3.8%	3.0%	408	5.8%	5.1%
Very Dissatisfied	101	1.7%	1.3%	121	1.8%	1.4%	182	2.6%	2.4%
Item Response Total	5,966	100.0%	76.4%	6,357	100.0%	79.8%	6,898	100.0%	89.0%
I choose not to participate in these programs	1,415	--	18.4%	1,275	--	16.1%	633	--	8.0%
These programs are not available to me	173	--	2.1%	117	--	1.4%	113	--	1.5%
I am unaware of these programs	236	--	3.1%	214	--	2.7%	127	--	1.6%
Total	7,790	100.0%	100.0%	7,963	100.0%	100.0%	7,771	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	574	18.7%	7.3%	555	16.6%	6.9%	818	18.1%	10.4%
Satisfied	1,018	33.4%	12.9%	1,029	31.4%	13.0%	1,530	34.8%	20.0%
Neither Satisfied nor Dissatisfied	1,207	40.6%	15.7%	1,514	46.9%	19.4%	1,831	42.3%	24.4%
Dissatisfied	158	5.0%	1.9%	107	3.1%	1.3%	142	3.2%	1.8%
Very Dissatisfied	73	2.4%	0.9%	63	2.0%	0.8%	72	1.7%	1.0%
Item Response Total	3,030	100.0%	38.8%	3,268	100.0%	41.5%	4,393	100.0%	57.6%
I choose not to participate in these programs	4,263	--	54.6%	3,994	--	50.3%	2,647	--	33.2%
These programs are not available to me	40	--	0.5%	56	--	0.7%	52	--	0.7%
I am unaware of these programs	466	--	6.1%	594	--	7.5%	681	--	8.5%
Total	7,799	100.0%	100.0%	7,912	100.0%	100.0%	7,773	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	314	15.5%	3.9%	282	12.0%	3.5%	406	13.4%	5.2%
Satisfied	550	28.0%	7.1%	572	25.3%	7.3%	732	24.5%	9.5%
Neither Satisfied nor Dissatisfied	949	49.0%	12.4%	1,256	56.7%	16.3%	1,617	55.2%	21.5%
Dissatisfied	95	4.5%	1.1%	77	3.3%	0.9%	144	4.6%	1.8%
Very Dissatisfied	61	3.0%	0.8%	63	2.7%	0.8%	66	2.2%	0.9%
Item Response Total	1,969	100.0%	25.2%	2,250	100.0%	28.7%	2,965	100.0%	38.9%
I choose not to participate in these programs	4,628	--	59.7%	4,353	--	55.0%	3,415	--	43.1%
These programs are not available to me	534	--	6.6%	638	--	7.9%	595	--	7.8%
I am unaware of these programs	665	--	8.5%	673	--	8.4%	801	--	10.2%
Total	7,796	100.0%	100.0%	7,914	100.0%	100.0%	7,776	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	160	12.0%	2.0%	119	7.3%	1.5%	217	9.7%	2.9%
Satisfied	218	16.8%	2.9%	217	13.5%	2.8%	358	16.0%	4.8%
Neither Satisfied nor Dissatisfied	858	65.7%	11.2%	1,213	75.4%	15.8%	1,540	68.4%	20.5%
Dissatisfied	45	3.3%	0.6%	34	2.1%	0.4%	88	3.8%	1.1%
Very Dissatisfied	28	2.1%	0.4%	31	1.8%	0.4%	44	2.0%	0.6%
Item Response Total	1,309	100.0%	17.0%	1,614	100.0%	20.9%	2,247	100.0%	30.0%
I choose not to participate in these programs	4,598	--	59.4%	4,188	--	53.0%	3,245	--	40.8%
These programs are not available to me	515	--	6.4%	566	--	7.0%	519	--	6.7%
I am unaware of these programs	1,347	--	17.2%	1,511	--	19.1%	1,761	--	22.5%
Total	7,769	100.0%	100.0%	7,879	100.0%	100.0%	7,772	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

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	4,786	61.7%
No arrangements needed to manage child care responsibilities (e.g., older children)	838	11.1%
Child care in my own home (e.g., other parent, relative, nanny, au pair)	1,334	16.7%
Alternative work arrangement (e.g., telework, flexible work schedule)	1,553	19.3%
Child care center	365	4.4%
Paid leave	1,014	12.5%
Unpaid leave	80	0.9%
Child care in someone else's home (e.g., relative or neighbor, professional child care provider)	368	4.5%
Respite care (temporary care of a sick or disabled child, providing relief for their usual caregiver)	37	0.5%
Agency emergency back-up care program	1	0.0%
Resource and referral services for dependent child care	7	0.1%
Other services/arrangements	233	2.9%
Total (percents will add to more than 100% because respondents could choose more than one response option)	7,784	--

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

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	5,981	76.7%
No arrangements needed to manage elder/adult care responsibilities (e.g., elder can manage tasks of everyday living)	708	9.3%
Alternative work arrangement (e.g., telework, flexible work schedule)	616	8.1%
Elder/adult day care center	17	0.2%
Paid leave	596	7.9%
Unpaid leave	27	0.3%
Long-term care insurance	25	0.3%
Respite care (temporary care of a sick or disabled adult/elder, providing relief for their usual caregiver)	85	1.1%
Other services/arrangements	243	3.2%
Total (percents will add to more than 100% because respondents could choose more than one response option)	7,757	--

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

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	4,115	--
Extremely	540	17.9%
Very	459	15.5%
Somewhat	799	27.3%
Slightly	645	21.9%
Not at All	503	17.4%
Does Not Apply	772	--
Total	7,833	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	4,836	--
Extremely	487	26.7%
Very	307	16.7%
Somewhat	449	24.7%
Slightly	246	14.0%
Not at All	317	17.9%
Does Not Apply	1,187	--
Total	7,829	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

<i>Where do you work?</i>	%
Headquarters	40.2%
Field	45.3%
Full-time telework (e.g., home office, telecenter)	14.5%
Total	100.0%

<i>What is your supervisory status?</i>	%
Senior Leader	2.2%
Manager	4.4%
Supervisor	10.0%
Team Leader	10.7%
Non-Supervisor	72.6%
Total	100.0%

<i>What is your pay category/grade?</i>	%
Federal Wage System	0.0%
GS 1-6	0.4%
GS 7-12	19.1%
GS 13-15	77.8%
Senior Executive Service	2.1%
Senior Level (SL) or Scientific or Professional (ST)	0.3%
Other	0.3%
Total	100.0%

<i>What is your US military service status?</i>	%
No Prior Military Service	89.3%
Currently in National Guard or Reserves	0.6%
Retired	3.2%
Separated or Discharged	6.9%
Total	100.0%

<i>Are you:</i>	%
The spouse of a current active duty service member of the U.S. Armed Forces	0.3%
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	1.0%
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	98.7%
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.

<i>Have you been hired under the Military Spouse Non-Competitive Hiring Authority?</i>	%
Yes	5.1%
No	94.9%
Total	100.0%

<i>How long have you been with the Federal Government (excluding military service)?</i>	%
Less than 1 year	0.3%
1 to 3 years	6.8%
4 to 5 years	8.6%
6 to 10 years	10.4%
11 to 14 years	13.7%
15 to 20 years	15.4%
More than 20 years	44.8%
Total	100.0%

How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?	%
Less than 1 year	0.5%
1 to 3 years	9.9%
4 to 5 years	10.9%
6 to 10 years	10.3%
11 to 14 years	14.2%
15 to 20 years	14.9%
More than 20 years	39.2%
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	79.0%	74.6%
Yes, to retire	6.9%	8.3%
Yes, to take another job within the Federal Government	9.3%	9.8%
Yes, to take another job outside the Federal Government	2.4%	3.5%
Yes, other	2.4%	3.8%
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	36.7%
No	63.3%
Total	100.0%

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

	Before the COVID-19 Pandemic %	Today %
I am planning to retire:		
Less than 1 year	3.2%	4.2%
1 year	3.5%	4.1%
2 years	6.3%	6.2%
3 years	6.3%	5.8%
4 years	4.0%	3.7%
5 years	7.5%	7.3%
More than 5 years	69.3%	68.7%
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	42.9%
No	57.1%
Total	100.0%

My Personal Demographics

Are you of Hispanic, Latino, or Spanish origin?	%
Yes	8.0%
No	92.0%
Total	100.0%

<i>Please select the racial category or categories with which you most closely identify.</i>		%
White		74.0%
Black or African American		14.7%
All other races		11.3%
Total		100.0%
<i>What is your age group?</i>		%
29 years and under		4.4%
30-39 years old		17.4%
40-49 years old		24.4%
50-59 years old		35.5%
60 years or older		18.2%
Total		100.0%
<i>What is the highest degree or level of education you have completed?</i>		%
Less than High School/ High School Diploma/ GED		1.0%
Certification/ Some College/ Associate's Degree		7.0%
Bachelor's Degree		31.8%
Advanced Degrees (Post Bachelor's Degree)		60.2%
Total		100.0%
<i>Are you an individual with a disability?</i>		%
Yes		10.1%
No		89.9%
Total		100.0%
<i>Are you:</i>		%
Male		46.1%
Female		53.9%
Total		100.0%
<i>Are you transgender?</i>		%
Yes		0.2%
No		99.8%
Total		100.0%
<i>Which one of the following do you consider yourself to be?</i>		%
Straight, that is not gay or lesbian		92.9%
Gay or Lesbian		3.3%
Bisexual		1.9%
Something else		1.8%
Total		100.0%

Percentages for demographic questions are unweighted.

No suppression was applied to My Employment Demographics.

Source: 2020 OPM Federal Employee Viewpoint Survey

Agency-Specific Questions

1. Managers in my office make effectively managing their people a priority.

	2020	
	N	%
Strongly Agree	2,260	28.7%
Agree	3,277	42.3%
Neither Agree nor Disagree	1,247	16.2%
Disagree	711	9.1%
Strongly Disagree	281	3.7%
Total	7,776	100.0%

2. My office’s top-level management team is aware of the challenges that can affect my work.

	2020	
	N	%
Strongly Agree	1,718	21.9%
Agree	3,059	39.5%
Neither Agree nor Disagree	1,565	20.4%
Disagree	1,003	12.9%
Strongly Disagree	407	5.4%
Total	7,752	100.0%

3. In my organization, employee feedback is incorporated into supervisors' annual performance reviews.

	2020	
	N	%
Strongly Agree	1,071	13.6%
Agree	1,856	23.9%
Neither Agree nor Disagree	2,884	37.1%
Disagree	1,204	15.6%
Strongly Disagree	751	9.8%
Total	7,766	100.0%

4. Senior leaders in my organization actively work to eliminate barriers to productivity that I face in my daily job.

	2020	
	N	%
Strongly Agree	989	12.4%
Agree	2,226	28.2%
Neither Agree nor Disagree	2,403	31.3%
Disagree	1,428	18.4%
Strongly Disagree	741	9.7%
Total	7,787	100.0%

5. In our work culture, people feel free to raise dissenting opinions without it having a negative impact on their careers.

	2020	
	N	%
Strongly Agree	1,126	13.9%
Agree	2,600	33.1%
Neither Agree nor Disagree	1,996	25.8%
Disagree	1,343	17.4%
Strongly Disagree	742	9.8%
Total	7,807	100.0%

6. My office's processes have a negative impact on my work output.

	2020	
	N	%
Strongly Agree	653	8.3%
Agree	1,457	18.6%
Neither Agree nor Disagree	2,172	28.1%
Disagree	2,664	34.3%
Strongly Disagree	822	10.6%
Total	7,768	100.0%

7. I have access to the technology I need to do my job effectively.

	2020	
	N	%
Strongly Agree	2,073	26.5%
Agree	4,076	52.2%
Neither Agree nor Disagree	780	10.1%
Disagree	647	8.3%
Strongly Disagree	222	2.9%
Total	7,798	100.0%

8. My supervisor supports my career planning and advancement.

	2020	
	N	%
Strongly Agree	3,120	39.2%
Agree	2,960	38.0%
Neither Agree nor Disagree	1,169	15.3%
Disagree	328	4.2%
Strongly Disagree	235	3.2%
Total	7,812	100.0%

For all tables on this worksheet:
Percentages are weighted to represent the Agency’s population.
Source: 2020 OPM Federal Employee Viewpoint Survey