

2020



Annual Employee Survey (AES) Report

United States Department of the Air Force

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

FIELD PERIOD	Sept 16 - Oct 28, 2020
SAMPLE OR CENSUS	CENSUS
NUMBER OF SURVEYS COMPLETED	35,476
NUMBER OF SURVEYS ADMINISTERED	127,522
RESPONSE RATE	27.8%

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

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

Engagement Index Score

2020 ENGAGEMENT INDEX

74%

LEADERS LEAD

66%

SUPERVISORS

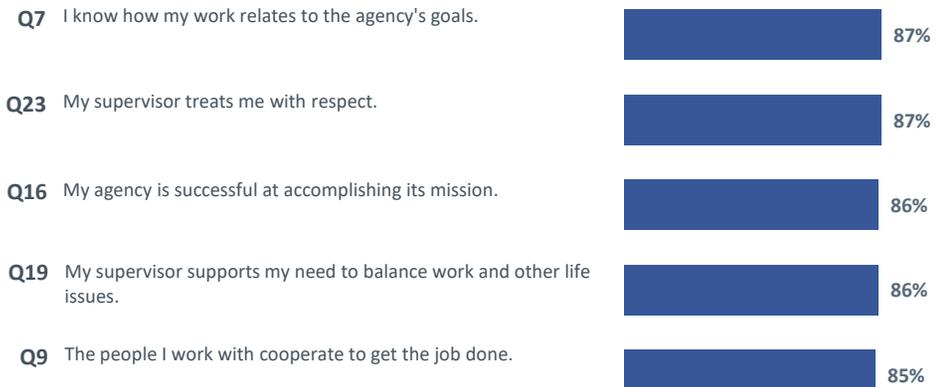
81%

INTRINSIC WORK EXPERIENCE

77%

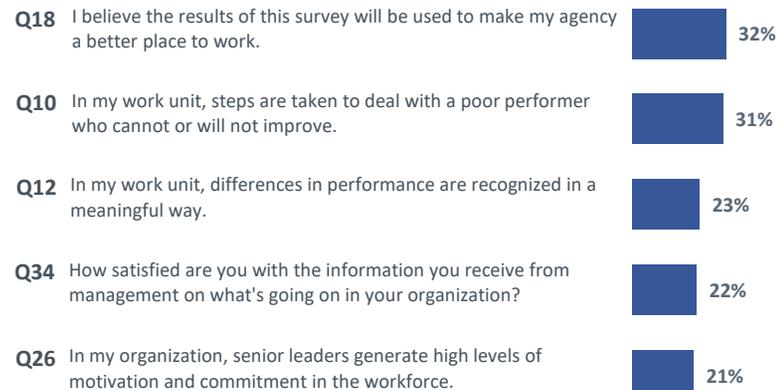
Highest % Positive Items

Select: Highest % Positive



Highest % Negative Items

Select: Highest % Negative



2020

Office of Personnel Management

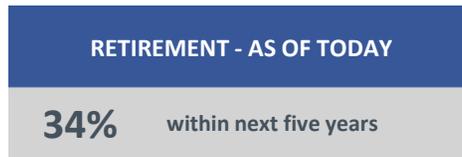
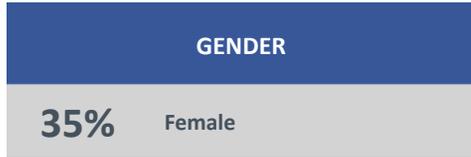
Federal Employee Viewpoint Survey

Empowering Employees. Inspiring Change.



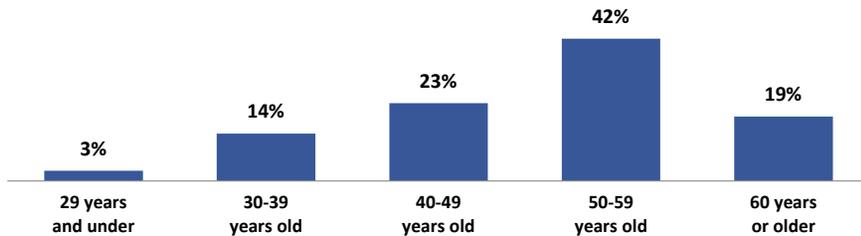
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United States Department of the Air Force



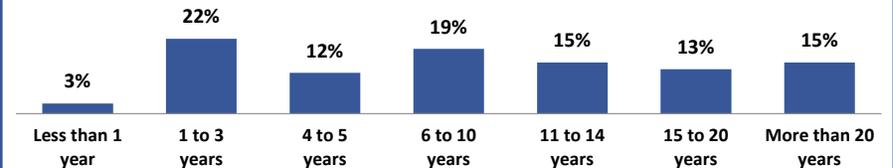
Age Group

- Age Group
- Racial Category
- Education



Agency Tenure

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



2020



Annual Employee Survey (AES) Report

United States Department of the Air Force

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

37

items increased since 2019

	2017	2018	2019	2020	
Q12 In my work unit, differences in performance are recognized in a meaningful way.	38%	38%	40%	52%	+12
Q14 Employees are recognized for providing high quality products and services.	54%	55%	56%	67%	+11
Q20 My supervisor is committed to a workforce representative of all segments of society.	69%	70%	71%	80%	+9
Q21 Supervisors in my work unit support employee development.	67%	68%	70%	79%	+9
Q10 In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	32%	31%	33%	42%	+9

Percentage Point Change



Select: Largest Decreases since 2019 ▼

Largest Decreases in Percent Positive since 2019

0

items decreased since 2019

	2017	2018	2019	2020	
No items decreased					

Percentage Point Change

Response Type	Item	Item Text	Percent Positive %	Strongly Agree/ Very Good/ Very Satisfied %	Agree/ Good/ Satisfied %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Disagree/ Poor/ Dissatisfied %	Strongly Disagree/ Very Poor/ Very Dissatisfied %	Percent Negative %	Strongly Agree/ Very Good/ Very Satisfied N	Agree/ Good/ Satisfied N	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied N	Disagree/ Poor/ Dissatisfied N	Strongly Disagree/ Very Poor/ Very Dissatisfied N	Item Response Total** N	Do Not Know N
Agree-disagree	1	*I am given a real opportunity to improve my skills in my organization.	72.7%	29.9%	42.9%	14.0%	9.4%	3.9%	13.2%	10560	15134	4988	3244	1268	35194	N/A
Agree-disagree	2	I feel encouraged to come up with new and better ways of doing things.	71.8%	32.6%	39.2%	13.6%	9.7%	4.9%	14.6%	11613	13772	4698	3276	1585	34944	N/A
Agree-disagree	3	My work gives me a feeling of personal accomplishment.	74.4%	32.1%	42.3%	13.7%	7.8%	4.1%	11.8%	11512	14978	4664	2655	1324	35133	N/A
Agree-disagree	4	I know what is expected of me on the job.	81.8%	35.8%	46.0%	10.2%	5.6%	2.5%	8.0%	12811	16258	3480	1934	838	35321	N/A
Agree-disagree	5	*My workload is reasonable.	69.2%	19.5%	49.7%	11.7%	11.6%	7.5%	19.1%	6890	17463	4025	4192	2619	35189	55
Agree-disagree	6	*My talents are used well in the workplace.	68.6%	24.3%	44.3%	13.9%	11.3%	6.3%	17.6%	8689	15439	4710	3831	2092	34761	73
Agree-disagree	7	*I know how my work relates to the agency's goals.	87.3%	37.5%	49.8%	7.8%	3.1%	1.8%	4.9%	13427	17462	2625	1046	568	35128	72
Agree-disagree	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	73.7%	36.6%	37.1%	13.3%	6.8%	6.3%	13.0%	12884	12854	4571	2341	2037	34687	663
Agree-disagree	9	*The people I work with cooperate to get the job done.	84.7%	40.1%	44.5%	8.1%	5.4%	1.8%	7.2%	14478	15591	2801	1913	606	35389	N/A
Agree-disagree	10	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	42.1%	11.3%	30.8%	27.1%	17.8%	13.0%	30.7%	3714	9936	8488	5550	3868	31556	3,848
Agree-disagree	12	*In my work unit, differences in performance are recognized in a meaningful way.	51.8%	13.4%	38.3%	25.0%	15.4%	7.8%	23.2%	4564	12956	8284	5010	2430	33244	2,163
Agree-disagree	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	81.0%	28.6%	52.3%	10.7%	6.1%	2.3%	8.3%	10262	18351	3676	2105	740	35134	278
Agree-disagree	14	Employees are recognized for providing high quality products and services.	66.5%	22.5%	44.1%	16.3%	11.5%	5.7%	17.2%	7971	15553	5640	3938	1838	34940	364
Agree-disagree	15	Employees are protected from health and safety hazards on the job.	81.1%	35.9%	45.2%	9.6%	5.9%	3.4%	9.4%	12696	15944	3304	2056	1108	35108	182
Agree-disagree	16	My agency is successful at accomplishing its mission.	86.3%	35.7%	50.6%	9.7%	2.8%	1.2%	4.0%	12760	17692	3289	907	359	35007	330
Agree-disagree	17	*I recommend my organization as a good place to work.	70.7%	28.7%	42.1%	17.1%	7.9%	4.3%	12.2%	10344	14906	5982	2788	1387	35407	N/A
Agree-disagree	18	*I believe the results of this survey will be used to make my agency a better place to work.	35.7%	12.1%	23.6%	32.6%	17.5%	14.3%	31.8%	3876	7676	10702	5643	4350	32247	3,178
Agree-disagree	19	My supervisor supports my need to balance work and other life issues.	85.5%	50.0%	35.6%	7.9%	3.6%	3.0%	6.6%	17575	12588	2785	1268	987	35203	195
Agree-disagree	20	My supervisor is committed to a workforce representative of all segments of society.	79.8%	45.0%	34.9%	14.1%	3.2%	2.9%	6.1%	15235	11754	4685	1046	926	33646	1,716
Agree-disagree	21	Supervisors in my work unit support employee development.	79.0%	42.1%	36.9%	12.0%	5.3%	3.7%	9.0%	14890	12951	4146	1826	1209	35022	365
Agree-disagree	22	My supervisor listens to what I have to say.	83.2%	47.4%	35.8%	8.8%	5.3%	2.7%	8.0%	16784	12625	3106	1856	939	35310	N/A
Agree-disagree	23	My supervisor treats me with respect.	86.8%	52.9%	33.9%	7.5%	3.2%	2.5%	5.7%	18661	11960	2693	1147	857	35318	N/A
Agree-disagree	24	I have trust and confidence in my supervisor.	76.7%	46.3%	30.4%	12.0%	6.4%	4.8%	11.2%	16389	10742	4264	2237	1665	35297	N/A
Good-poor	25	Overall, how good a job do you feel is being done by your immediate supervisor?	78.3%	48.3%	30.0%	13.7%	4.9%	3.1%	8.0%	17292	10570	4801	1683	1065	35411	N/A
Agree-disagree	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	56.5%	19.3%	37.2%	22.8%	13.0%	7.7%	20.7%	6899	13133	7765	4353	2403	34553	604
Agree-disagree	27	My organization's senior leaders maintain high standards of honesty and integrity.	68.4%	28.9%	39.5%	18.4%	7.1%	6.2%	13.3%	9991	13345	6124	2284	1853	33597	1,406
Agree-disagree	28	*Managers communicate the goals of the organization.	67.7%	22.9%	44.9%	17.3%	9.5%	5.5%	15.0%	8084	15661	5936	3206	1770	34657	375
Agree-disagree	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	62.3%	21.9%	40.4%	19.3%	11.3%	7.1%	18.4%	7661	13993	6610	3924	2286	34474	646
Good-poor	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	69.1%	31.2%	37.9%	19.3%	6.5%	5.2%	11.6%	10609	12540	6253	2103	1569	33074	1,942
Agree-disagree	31	I have a high level of respect for my organization's senior leaders.	67.3%	30.0%	37.3%	19.3%	8.1%	5.3%	13.4%	10668	12934	6594	2737	1670	34603	397

Agree-disagree	32	Senior leaders demonstrate support for Work-Life programs.	67.3%	28.4%	38.9%	20.7%	7.0%	5.0%	12.0%	9461	12767	6617	2141	1386	32372	2,606
Satisfied-dissatisfied	33	*How satisfied are you with your involvement in decisions that affect your work?	61.9%	21.4%	40.5%	19.8%	13.6%	4.7%	18.3%	7645	14080	6758	4660	1554	34697	N/A
Satisfied-dissatisfied	34	*How satisfied are you with the information you receive from management on what's going on in your organization?	57.6%	18.8%	38.8%	20.2%	16.2%	5.9%	22.2%	6687	13511	6878	5543	1946	34565	N/A
Satisfied-dissatisfied	35	*How satisfied are you with the recognition you receive for doing a good job?	58.7%	22.1%	36.6%	21.7%	12.5%	7.1%	19.6%	7832	12716	7425	4252	2301	34526	N/A
Satisfied-dissatisfied	36	*Considering everything, how satisfied are you with your job?	71.7%	27.2%	44.5%	15.0%	9.2%	4.1%	13.3%	9676	15291	5004	3124	1326	34421	N/A
Satisfied-dissatisfied	37	Considering everything, how satisfied are you with your pay?	66.5%	21.6%	44.9%	15.4%	12.6%	5.5%	18.1%	7891	15783	5023	4224	1689	34610	N/A
Satisfied-dissatisfied	38	*Considering everything, how satisfied are you with your organization?	66.7%	22.9%	43.7%	18.5%	10.0%	4.8%	14.8%	8277	15263	6239	3413	1513	34705	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	4,798	16.9%	3,561	15.0%
Remain in the work unit and continue to underperform	14,191	51.2%	13,318	59.3%
Leave the work unit - removed or transferred	3,288	11.6%	2,228	9.5%
Leave the work unit - quit	517	1.8%	404	1.7%
There are no poor performers in my work unit	5,433	18.5%	3,621	14.5%
Item Response Total	28,227	100.0%	23,132	100.0%
Do Not Know	7,193	--	5,753	--
Total	35,420	100.0%	28,885	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.	72.7%	14.0%	13.2%	35194	N/A
Agree-disagree	2020	2	I feel encouraged to come up with new and better ways of doing things.	71.8%	13.6%	14.6%	34944	N/A
Agree-disagree	2020	3	My work gives me a feeling of personal accomplishment.	74.4%	13.7%	11.8%	35133	N/A
Agree-disagree	2020	4	I know what is expected of me on the job.	81.8%	10.2%	8.0%	35321	N/A
Agree-disagree	2020	5	*My workload is reasonable.	69.2%	11.7%	19.1%	35189	55
Agree-disagree	2020	6	*My talents are used well in the workplace.	68.6%	13.9%	17.6%	34761	73
Agree-disagree	2020	7	*I know how my work relates to the agency's goals.	87.3%	7.8%	4.9%	35128	72
Agree-disagree	2020	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	73.7%	13.3%	13.0%	34687	663
Agree-disagree	2020	9	*The people I work with cooperate to get the job done.	84.7%	8.1%	7.2%	35389	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.	42.1%	27.1%	30.7%	31556	3,848
Agree-disagree	2020	12	*In my work unit, differences in performance are recognized in a meaningful way.	51.8%	25.0%	23.2%	33244	2,163
Agree-disagree	2020	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	81.0%	10.7%	8.3%	35134	278
Agree-disagree	2020	14	Employees are recognized for providing high quality products and services.	66.5%	16.3%	17.2%	34940	364
Agree-disagree	2020	15	Employees are protected from health and safety hazards on the job.	81.1%	9.6%	9.4%	35108	182
Agree-disagree	2020	16	My agency is successful at accomplishing its mission.	86.3%	9.7%	4.0%	35007	330
Agree-disagree	2020	17	*I recommend my organization as a good place to work.	70.7%	17.1%	12.2%	35407	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.	35.7%	32.6%	31.8%	32247	3,178
Agree-disagree	2020	19	My supervisor supports my need to balance work and other life issues.	85.5%	7.9%	6.6%	35203	195
Agree-disagree	2020	20	My supervisor is committed to a workforce representative of all segments of society.	79.8%	14.1%	6.1%	33646	1,716
Agree-disagree	2020	21	Supervisors in my work unit support employee development.	79.0%	12.0%	9.0%	35022	365
Agree-disagree	2020	22	My supervisor listens to what I have to say.	83.2%	8.8%	8.0%	35310	N/A
Agree-disagree	2020	23	My supervisor treats me with respect.	86.8%	7.5%	5.7%	35318	N/A
Agree-disagree	2020	24	I have trust and confidence in my supervisor.	76.7%	12.0%	11.2%	35297	N/A
Good-poor	2020	25	Overall, how good a job do you feel is being done by your immediate supervisor?	78.3%	13.7%	8.0%	35411	N/A
Agree-disagree	2020	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	56.5%	22.8%	20.7%	34553	604
Agree-disagree	2020	27	My organization's senior leaders maintain high standards of honesty and integrity.	68.4%	18.4%	13.3%	33597	1,406
Agree-disagree	2020	28	*Managers communicate the goals of the organization.	67.7%	17.3%	15.0%	34657	375
Agree-disagree	2020	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	62.3%	19.3%	18.4%	34474	646
Good-poor	2020	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	69.1%	19.3%	11.6%	33074	1,942
Agree-disagree	2020	31	I have a high level of respect for my organization's senior leaders.	67.3%	19.3%	13.4%	34603	397
Agree-disagree	2020	32	Senior leaders demonstrate support for Work-Life programs.	67.3%	20.7%	12.0%	32372	2,606
Satisfied-dissatisfied	2020	33	*How satisfied are you with your involvement in decisions that affect your work?	61.9%	19.8%	18.3%	34697	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?	57.6%	20.2%	22.2%	34565	N/A
Satisfied-dissatisfied	2020	35	*How satisfied are you with the recognition you receive for doing a good job?	58.7%	21.7%	19.6%	34526	N/A
Satisfied-dissatisfied	2020	36	*Considering everything, how satisfied are you with your job?	71.7%	15.0%	13.3%	34421	N/A
Satisfied-dissatisfied	2020	37	Considering everything, how satisfied are you with your pay?	66.5%	15.4%	18.1%	34610	N/A
Satisfied-dissatisfied	2020	38	*Considering everything, how satisfied are you with your organization?	66.7%	18.5%	14.8%	34705	N/A
Agree-disagree	2019	1	*I am given a real opportunity to improve my skills in my organization.	68.7%	14.3%	17.1%	31147	N/A
Agree-disagree	2019	2	I feel encouraged to come up with new and better ways of doing things.	65.8%	15.3%	18.9%	31034	N/A
Agree-disagree	2019	3	My work gives me a feeling of personal accomplishment.	70.5%	14.7%	14.7%	31215	N/A
Agree-disagree	2019	4	I know what is expected of me on the job.	78.7%	11.3%	10.0%	31185	N/A
Agree-disagree	2019	5	*My workload is reasonable.	63.0%	15.4%	21.6%	31056	65
Agree-disagree	2019	6	*My talents are used well in the workplace.	62.8%	15.1%	22.2%	30728	167
Agree-disagree	2019	7	*I know how my work relates to the agency's goals.	85.5%	8.7%	5.8%	31086	102
Agree-disagree	2019	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	70.0%	14.5%	15.5%	30350	879
Agree-disagree	2019	9	*The people I work with cooperate to get the job done.	77.1%	12.0%	10.9%	31067	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.	33.2%	27.6%	39.2%	28106	2,634
Agree-disagree	2019	12	*In my work unit, differences in performance are recognized in a meaningful way.	40.4%	27.4%	32.2%	29180	1,574
Agree-disagree	2019	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	78.2%	13.1%	8.7%	30470	236
Agree-disagree	2019	14	Employees are recognized for providing high quality products and services.	56.5%	20.7%	22.8%	29472	495
Agree-disagree	2019	15	Employees are protected from health and safety hazards on the job.	79.8%	11.3%	8.9%	29778	240
Agree-disagree	2019	16	My agency is successful at accomplishing its mission.	81.8%	13.1%	5.1%	29659	345
Agree-disagree	2019	17	*I recommend my organization as a good place to work.	64.8%	19.6%	15.6%	29907	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.	34.6%	29.7%	35.6%	27255	2,662
Agree-disagree	2019	19	My supervisor supports my need to balance work and other life issues.	82.5%	8.9%	8.5%	29577	176
Agree-disagree	2019	20	My supervisor is committed to a workforce representative of all segments of society.	70.7%	20.0%	9.3%	27535	2,175
Agree-disagree	2019	21	Supervisors in my work unit support employee development.	70.0%	15.6%	14.4%	29288	453
Agree-disagree	2019	22	My supervisor listens to what I have to say.	78.5%	10.6%	10.9%	29612	N/A
Agree-disagree	2019	23	My supervisor treats me with respect.	83.2%	8.9%	7.8%	29623	N/A
Agree-disagree	2019	24	I have trust and confidence in my supervisor.	70.9%	14.0%	15.1%	29630	N/A
Good-poor	2019	25	Overall, how good a job do you feel is being done by your immediate supervisor?	72.9%	15.5%	11.6%	29618	N/A
Agree-disagree	2019	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	50.8%	22.7%	26.5%	28666	633
Agree-disagree	2019	27	My organization's senior leaders maintain high standards of honesty and integrity.	62.9%	19.6%	17.4%	27760	1,510
Agree-disagree	2019	28	*Managers communicate the goals of the organization.	64.5%	18.3%	17.2%	28781	422
Agree-disagree	2019	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	59.4%	20.2%	20.4%	28227	1,043
Good-poor	2019	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	63.5%	20.7%	15.8%	27656	1,531
Agree-disagree	2019	31	I have a high level of respect for my organization's senior leaders.	61.9%	20.3%	17.8%	28807	374
Agree-disagree	2019	32	Senior leaders demonstrate support for Work-Life programs.	63.8%	22.0%	14.3%	27089	2,028
Satisfied-dissatisfied	2019	33	*How satisfied are you with your involvement in decisions that affect your work?	57.3%	20.4%	22.3%	28942	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?	52.3%	22.2%	25.5%	28907	N/A
Satisfied-dissatisfied	2019	35	*How satisfied are you with the recognition you receive for doing a good job?	53.6%	22.1%	24.4%	28891	N/A
Satisfied-dissatisfied	2019	36	*Considering everything, how satisfied are you with your job?	67.8%	15.8%	16.3%	28895	N/A
Satisfied-dissatisfied	2019	37	Considering everything, how satisfied are you with your pay?	62.1%	16.7%	21.2%	28858	N/A
Satisfied-dissatisfied	2019	38	*Considering everything, how satisfied are you with your organization?	60.4%	20.3%	19.3%	28756	N/A
Agree-disagree	2018	1	*I am given a real opportunity to improve my skills in my organization.	67.2%	15.2%	17.6%	33118	N/A
Agree-disagree	2018	2	I feel encouraged to come up with new and better ways of doing things.	64.1%	16.0%	19.9%	33000	N/A
Agree-disagree	2018	3	My work gives me a feeling of personal accomplishment.	70.0%	15.0%	14.9%	33205	N/A
Agree-disagree	2018	4	I know what is expected of me on the job.	78.0%	11.3%	10.7%	33190	N/A
Agree-disagree	2018	5	*My workload is reasonable.	62.1%	15.2%	22.7%	33067	56
Agree-disagree	2018	6	*My talents are used well in the workplace.	62.2%	15.4%	22.5%	32769	149
Agree-disagree	2018	7	*I know how my work relates to the agency's goals.	84.8%	8.9%	6.3%	33081	109
Agree-disagree	2018	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	68.9%	15.4%	15.7%	32344	891
Agree-disagree	2018	9	*The people I work with cooperate to get the job done.	76.2%	12.4%	11.4%	33265	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.	31.0%	28.5%	40.5%	30436	2,716
Agree-disagree	2018	12	*In my work unit, differences in performance are recognized in a meaningful way.	38.1%	28.6%	33.3%	31566	1,662
Agree-disagree	2018	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	78.0%	13.1%	8.9%	32937	220
Agree-disagree	2018	14	Employees are recognized for providing high quality products and services.	54.6%	21.4%	24.1%	31974	512
Agree-disagree	2018	15	Employees are protected from health and safety hazards on the job.	80.3%	11.3%	8.4%	32269	253
Agree-disagree	2018	16	My agency is successful at accomplishing its mission.	81.9%	13.0%	5.1%	32119	365
Agree-disagree	2018	17	*I recommend my organization as a good place to work.	64.3%	20.0%	15.7%	32446	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.	33.4%	30.6%	36.0%	29446	2,994
Agree-disagree	2018	19	My supervisor supports my need to balance work and other life issues.	81.8%	9.9%	8.3%	32115	205
Agree-disagree	2018	20	My supervisor is committed to a workforce representative of all segments of society.	69.6%	21.2%	9.2%	29737	2,550
Agree-disagree	2018	21	Supervisors in my work unit support employee development.	68.1%	17.0%	15.0%	31783	513
Agree-disagree	2018	22	My supervisor listens to what I have to say.	77.6%	11.3%	11.1%	32208	N/A
Agree-disagree	2018	23	My supervisor treats me with respect.	82.8%	9.2%	8.0%	32199	N/A
Agree-disagree	2018	24	I have trust and confidence in my supervisor.	69.9%	14.7%	15.5%	32193	N/A
Good-poor	2018	25	Overall, how good a job do you feel is being done by your immediate supervisor?	71.9%	16.2%	12.0%	32178	N/A
Agree-disagree	2018	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	49.0%	23.2%	27.7%	31233	681
Agree-disagree	2018	27	My organization's senior leaders maintain high standards of honesty and integrity.	61.3%	20.4%	18.2%	30296	1,613
Agree-disagree	2018	28	*Managers communicate the goals of the organization.	63.1%	19.5%	17.4%	31328	498
Agree-disagree	2018	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	57.4%	21.4%	21.2%	30707	1,170
Good-poor	2018	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	62.2%	21.4%	16.4%	30239	1,585
Agree-disagree	2018	31	I have a high level of respect for my organization's senior leaders.	60.4%	21.2%	18.4%	31452	359
Agree-disagree	2018	32	Senior leaders demonstrate support for Work-Life programs.	62.5%	22.9%	14.7%	29487	2,292
Satisfied-dissatisfied	2018	33	*How satisfied are you with your involvement in decisions that affect your work?	56.6%	20.6%	22.8%	31633	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?	50.6%	23.0%	26.4%	31611	N/A
Satisfied-dissatisfied	2018	35	*How satisfied are you with the recognition you receive for doing a good job?	51.9%	23.4%	24.7%	31607	N/A
Satisfied-dissatisfied	2018	36	*Considering everything, how satisfied are you with your job?	67.3%	16.7%	16.0%	31572	N/A

Satisfied-dissatisfied	2018	37	Considering everything, how satisfied are you with your pay?	61.7%	16.9%	21.4%	31569	N/A
Satisfied-dissatisfied	2018	38	*Considering everything, how satisfied are you with your organization?	59.7%	20.9%	19.3%	31467	N/A
Agree-disagree	2017	1	*I am given a real opportunity to improve my skills in my organization.	67.2%	14.9%	17.9%	16856	N/A
Agree-disagree	2017	2	I feel encouraged to come up with new and better ways of doing things.	63.7%	16.3%	20.0%	16758	N/A
Agree-disagree	2017	3	My work gives me a feeling of personal accomplishment.	70.2%	14.8%	15.1%	16806	N/A
Agree-disagree	2017	4	I know what is expected of me on the job.	78.4%	11.3%	10.3%	16764	N/A
Agree-disagree	2017	5	*My workload is reasonable.	61.6%	15.6%	22.9%	16788	29
Agree-disagree	2017	6	*My talents are used well in the workplace.	62.1%	15.3%	22.6%	16589	71
Agree-disagree	2017	7	*I know how my work relates to the agency's goals and priorities.	84.2%	9.1%	6.7%	16740	55
Agree-disagree	2017	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	68.7%	14.7%	16.5%	16352	426
Agree-disagree	2017	9	*The people I work with cooperate to get the job done.	75.2%	12.8%	12.1%	16853	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%	27.9%	40.6%	15464	1,364
Agree-disagree	2017	12	*In my work unit, differences in performance are recognized in a meaningful way.	38.5%	28.7%	32.8%	15992	808
Agree-disagree	2017	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	72.3%	15.8%	11.9%	16205	223
Agree-disagree	2017	14	Employees are recognized for providing high quality products and services.	54.4%	22.3%	23.3%	16109	280
Agree-disagree	2017	15	Employees are protected from health and safety hazards on the job.	81.3%	11.0%	7.7%	16268	109
Agree-disagree	2017	16	My agency is successful at accomplishing its mission.	83.1%	12.7%	4.3%	16204	172
Agree-disagree	2017	17	*I recommend my organization as a good place to work.	65.0%	19.8%	15.2%	16342	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.	34.5%	28.9%	36.5%	14667	1,704
Agree-disagree	2017	19	My supervisor supports my need to balance work and other life issues.	81.5%	9.5%	9.0%	16220	99
Agree-disagree	2017	20	My supervisor is committed to a workforce representative of all segments of society.	69.3%	21.4%	9.3%	15040	1,209
Agree-disagree	2017	21	Supervisors in my work unit support employee development.	67.2%	17.6%	15.1%	15992	275
Agree-disagree	2017	22	My supervisor listens to what I have to say.	77.7%	11.3%	11.0%	16260	N/A
Agree-disagree	2017	23	My supervisor treats me with respect.	82.1%	9.6%	8.3%	16226	N/A
Agree-disagree	2017	24	I have trust and confidence in my supervisor.	69.0%	15.5%	15.6%	16234	N/A
Good-poor	2017	25	Overall, how good a job do you feel is being done by your immediate supervisor?	71.4%	16.6%	12.0%	16244	N/A
Agree-disagree	2017	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	49.5%	23.3%	27.2%	15715	387
Agree-disagree	2017	27	My organization's senior leaders maintain high standards of honesty and integrity.	62.0%	20.5%	17.5%	15265	816
Agree-disagree	2017	28	*Managers communicate the goals and priorities of the organization.	62.5%	19.7%	17.8%	15735	285
Agree-disagree	2017	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	58.9%	20.7%	20.4%	15383	626
Good-poor	2017	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	62.5%	21.7%	15.7%	15149	881
Agree-disagree	2017	31	I have a high level of respect for my organization's senior leaders.	61.2%	20.9%	17.8%	15852	194
Agree-disagree	2017	32	Senior leaders demonstrate support for Work-Life programs.	63.5%	22.4%	14.2%	14894	1,145
Satisfied-dissatisfied	2017	33	*How satisfied are you with your involvement in decisions that affect your work?	56.9%	20.9%	22.3%	15970	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?	51.3%	22.6%	26.1%	15942	N/A
Satisfied-dissatisfied	2017	35	*How satisfied are you with the recognition you receive for doing a good job?	51.4%	24.1%	24.6%	15910	N/A
Satisfied-dissatisfied	2017	36	*Considering everything, how satisfied are you with your job?	67.2%	16.8%	16.0%	15915	N/A
Satisfied-dissatisfied	2017	37	Considering everything, how satisfied are you with your pay?	62.2%	17.2%	20.6%	15935	N/A
Satisfied-dissatisfied	2017	38	*Considering everything, how satisfied are you with your organization?	60.6%	20.3%	19.1%	15938	N/A
Agree-disagree	2016	1	*I am given a real opportunity to improve my skills in my organization.	64.5%	16.1%	19.4%	15559	N/A
Agree-disagree	2016	2	I feel encouraged to come up with new and better ways of doing things.	61.9%	16.5%	21.6%	15301	N/A
Agree-disagree	2016	3	My work gives me a feeling of personal accomplishment.	70.3%	14.7%	15.0%	15483	N/A
Agree-disagree	2016	4	I know what is expected of me on the job.	77.3%	12.1%	10.6%	15405	N/A
Agree-disagree	2016	5	*My workload is reasonable.	60.3%	16.0%	23.7%	15408	24
Agree-disagree	2016	6	*My talents are used well in the workplace.	60.6%	15.6%	23.8%	15094	80
Agree-disagree	2016	7	*I know how my work relates to the agency's goals and priorities.	83.0%	9.8%	7.3%	15390	50
Agree-disagree	2016	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	67.1%	16.2%	16.7%	15070	400
Agree-disagree	2016	9	*The people I work with cooperate to get the job done.	74.6%	13.4%	12.0%	15558	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.	29.6%	28.0%	42.4%	14266	1,208
Agree-disagree	2016	12	*In my work unit, differences in performance are recognized in a meaningful way.	35.4%	29.0%	35.6%	14724	753
Agree-disagree	2016	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	70.8%	16.9%	12.3%	14940	177
Agree-disagree	2016	14	Employees are recognized for providing high quality products and services.	51.8%	23.1%	25.1%	14842	254
Agree-disagree	2016	15	Employees are protected from health and safety hazards on the job.	82.0%	10.5%	7.5%	14970	110
Agree-disagree	2016	16	My agency is successful at accomplishing its mission.	82.1%	13.1%	4.8%	14931	162
Agree-disagree	2016	17	*I recommend my organization as a good place to work.	63.5%	21.2%	15.2%	15080	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.	32.9%	30.4%	36.7%	13544	1,551
Agree-disagree	2016	19	My supervisor supports my need to balance work and other life issues.	81.0%	10.4%	8.6%	14946	100
Agree-disagree	2016	20	My supervisor is committed to a workforce representative of all segments of society.	68.8%	21.6%	9.6%	13807	1,173
Agree-disagree	2016	21	Supervisors in my work unit support employee development.	65.7%	18.5%	15.8%	14763	237
Agree-disagree	2016	22	My supervisor listens to what I have to say.	76.9%	12.4%	10.7%	14971	N/A

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Agree-disagree	2016	23	My supervisor treats me with respect.	81.7%	10.0%	8.2%	14946	N/A
Agree-disagree	2016	24	I have trust and confidence in my supervisor.	68.9%	15.4%	15.6%	14940	N/A
Good-poor	2016	25	Overall, how good a job do you feel is being done by your immediate supervisor?	71.6%	16.5%	11.8%	14962	N/A
Agree-disagree	2016	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	47.2%	23.5%	29.3%	14580	260
Agree-disagree	2016	27	My organization's senior leaders maintain high standards of honesty and integrity.	59.6%	20.6%	19.8%	14217	610
Agree-disagree	2016	28	*Managers communicate the goals and priorities of the organization.	60.9%	20.4%	18.6%	14487	254
Agree-disagree	2016	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	55.8%	22.0%	22.2%	14248	530
Good-poor	2016	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	61.4%	22.2%	16.4%	14018	784
Agree-disagree	2016	31	I have a high level of respect for my organization's senior leaders.	58.8%	21.6%	19.6%	14632	161
Agree-disagree	2016	32	Senior leaders demonstrate support for Work-Life programs.	62.0%	22.9%	15.0%	13788	1,006
Satisfied-dissatisfied	2016	33	*How satisfied are you with your involvement in decisions that affect your work?	55.2%	22.0%	22.8%	14744	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?	49.4%	23.6%	27.0%	14711	N/A
Satisfied-dissatisfied	2016	35	*How satisfied are you with the recognition you receive for doing a good job?	49.9%	24.3%	25.8%	14643	N/A
Satisfied-dissatisfied	2016	36	*Considering everything, how satisfied are you with your job?	66.8%	17.4%	15.8%	14670	N/A
Satisfied-dissatisfied	2016	37	Considering everything, how satisfied are you with your pay?	59.7%	17.0%	23.3%	14702	N/A
Satisfied-dissatisfied	2016	38	*Considering everything, how satisfied are you with your organization?	58.1%	22.3%	19.6%	14719	N/A
Agree-disagree	2015	1	*I am given a real opportunity to improve my skills in my organization.	64.2%	16.0%	19.8%	18735	N/A
Agree-disagree	2015	2	I feel encouraged to come up with new and better ways of doing things.	62.7%	16.3%	21.0%	18457	N/A
Agree-disagree	2015	3	My work gives me a feeling of personal accomplishment.	69.8%	15.5%	14.7%	18641	N/A
Agree-disagree	2015	4	I know what is expected of me on the job.	79.0%	11.2%	9.8%	18579	N/A
Agree-disagree	2015	5	*My workload is reasonable.	60.2%	16.3%	23.4%	18610	20
Agree-disagree	2015	6	*My talents are used well in the workplace.	60.9%	15.9%	23.2%	18145	62
Agree-disagree	2015	7	*I know how my work relates to the agency's goals and priorities.	84.1%	9.5%	6.4%	18508	67
Agree-disagree	2015	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	67.5%	15.8%	16.7%	18141	482
Agree-disagree	2015	9	*The people I work with cooperate to get the job done.	75.9%	12.5%	11.6%	18723	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.	29.5%	27.4%	43.1%	17356	1,295
Agree-disagree	2015	12	*In my work unit, differences in performance are recognized in a meaningful way.	36.2%	28.6%	35.1%	17888	764
Agree-disagree	2015	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	71.4%	16.8%	11.8%	18091	235
Agree-disagree	2015	14	Employees are recognized for providing high quality products and services.	52.7%	22.6%	24.7%	17978	284
Agree-disagree	2015	15	Employees are protected from health and safety hazards on the job.	82.8%	10.8%	6.4%	18144	119
Agree-disagree	2015	16	My agency is successful at accomplishing its mission.	82.6%	13.1%	4.3%	18089	196
Agree-disagree	2015	17	*I recommend my organization as a good place to work.	63.6%	20.9%	15.5%	18253	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.	31.6%	30.6%	37.8%	16438	1,853
Agree-disagree	2015	19	My supervisor supports my need to balance work and other life issues.	81.6%	10.3%	8.1%	18107	110
Agree-disagree	2015	20	My supervisor is committed to a workforce representative of all segments of society.	69.6%	21.5%	8.9%	16732	1,388
Agree-disagree	2015	21	Supervisors in my work unit support employee development.	66.1%	18.2%	15.7%	17860	312
Agree-disagree	2015	22	My supervisor listens to what I have to say.	77.8%	11.7%	10.5%	18168	N/A
Agree-disagree	2015	23	My supervisor treats me with respect.	82.2%	10.0%	7.8%	18110	N/A
Agree-disagree	2015	24	I have trust and confidence in my supervisor.	69.7%	15.1%	15.2%	18134	N/A
Good-poor	2015	25	Overall, how good a job do you feel is being done by your immediate supervisor?	72.0%	16.7%	11.3%	18143	N/A
Agree-disagree	2015	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	47.1%	23.9%	29.0%	17730	299
Agree-disagree	2015	27	My organization's senior leaders maintain high standards of honesty and integrity.	60.2%	20.7%	19.0%	17246	765
Agree-disagree	2015	28	*Managers communicate the goals and priorities of the organization.	60.8%	20.7%	18.4%	17657	284
Agree-disagree	2015	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	55.9%	22.6%	21.5%	17313	644
Good-poor	2015	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	61.4%	22.7%	15.9%	17080	877
Agree-disagree	2015	31	I have a high level of respect for my organization's senior leaders.	58.2%	22.1%	19.8%	17764	176
Agree-disagree	2015	32	Senior leaders demonstrate support for Work-Life programs.	62.3%	23.5%	14.2%	16629	1,313
Satisfied-dissatisfied	2015	33	*How satisfied are you with your involvement in decisions that affect your work?	55.1%	22.3%	22.6%	17885	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?	49.6%	23.0%	27.4%	17861	N/A
Satisfied-dissatisfied	2015	35	*How satisfied are you with the recognition you receive for doing a good job?	50.3%	24.8%	24.9%	17811	N/A
Satisfied-dissatisfied	2015	36	*Considering everything, how satisfied are you with your job?	66.7%	17.0%	16.3%	17843	N/A
Satisfied-dissatisfied	2015	37	Considering everything, how satisfied are you with your pay?	59.1%	17.2%	23.7%	17856	N/A
Satisfied-dissatisfied	2015	38	*Considering everything, how satisfied are you with your organization?	58.7%	21.3%	20.1%	17851	N/A
Agree-disagree	2014	1	*I am given a real opportunity to improve my skills in my organization.	60.1%	18.2%	21.7%	19140	N/A

Agree-disagree	2014	2	I feel encouraged to come up with new and better ways of doing things.	59.7%	17.9%	22.4%	18805	N/A
Agree-disagree	2014	3	My work gives me a feeling of personal accomplishment.	67.3%	16.2%	16.5%	19003	N/A
Agree-disagree	2014	4	I know what is expected of me on the job.	77.6%	12.2%	10.2%	18936	N/A
Agree-disagree	2014	5	*My workload is reasonable.	60.2%	16.4%	23.5%	18938	30
Agree-disagree	2014	6	*My talents are used well in the workplace.	58.7%	17.0%	24.3%	18430	78
Agree-disagree	2014	7	*I know how my work relates to the agency's goals and priorities.	81.4%	11.0%	7.6%	18978	70
Agree-disagree	2014	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	64.7%	17.6%	17.7%	18495	582
Agree-disagree	2014	9	*The people I work with cooperate to get the job done.	74.7%	13.5%	11.8%	19122	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.	27.8%	28.2%	44.0%	17769	1,278
Agree-disagree	2014	12	*In my work unit, differences in performance are recognized in a meaningful way.	33.3%	29.7%	37.0%	18295	794
Agree-disagree	2014	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	70.1%	18.0%	11.9%	18433	256
Agree-disagree	2014	14	Employees are recognized for providing high quality products and services.	48.7%	24.7%	26.6%	18362	243
Agree-disagree	2014	15	Employees are protected from health and safety hazards on the job.	81.4%	11.6%	7.0%	18484	120
Agree-disagree	2014	16	My agency is successful at accomplishing its mission.	80.2%	14.5%	5.3%	18432	185
Agree-disagree	2014	17	*I recommend my organization as a good place to work.	60.9%	22.6%	16.5%	18613	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.	29.1%	31.8%	39.1%	16820	1,805
Agree-disagree	2014	19	My supervisor supports my need to balance work and other life issues.	80.8%	10.9%	8.3%	18442	106
Agree-disagree	2014	20	My supervisor is committed to a workforce representative of all segments of society.	67.0%	23.5%	9.4%	17056	1,428
Agree-disagree	2014	21	Supervisors in my work unit support employee development.	63.2%	20.2%	16.6%	18199	300
Agree-disagree	2014	22	My supervisor listens to what I have to say.	77.8%	12.0%	10.2%	18483	N/A
Agree-disagree	2014	23	My supervisor treats me with respect.	82.6%	9.7%	7.7%	18433	N/A
Agree-disagree	2014	24	I have trust and confidence in my supervisor.	68.5%	16.7%	14.9%	18443	N/A
Good-poor	2014	25	Overall, how good a job do you feel is being done by your immediate supervisor?	71.7%	17.1%	11.2%	18452	N/A
Agree-disagree	2014	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	43.1%	24.5%	32.4%	18083	258
Agree-disagree	2014	27	My organization's senior leaders maintain high standards of honesty and integrity.	56.5%	22.4%	21.1%	17601	714
Agree-disagree	2014	28	*Managers communicate the goals and priorities of the organization.	58.1%	22.3%	19.6%	18002	259
Agree-disagree	2014	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	53.5%	24.3%	22.1%	17605	667
Good-poor	2014	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	58.9%	23.4%	17.7%	17413	851
Agree-disagree	2014	31	I have a high level of respect for my organization's senior leaders.	55.5%	22.5%	22.0%	18131	134
Agree-disagree	2014	32	Senior leaders demonstrate support for Work-Life programs.	58.4%	25.8%	15.8%	16897	1,346
Satisfied-dissatisfied	2014	33	*How satisfied are you with your involvement in decisions that affect your work?	53.0%	23.0%	24.0%	18158	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?	46.8%	23.9%	29.3%	18124	N/A
Satisfied-dissatisfied	2014	35	*How satisfied are you with the recognition you receive for doing a good job?	47.2%	25.9%	26.9%	18059	N/A
Satisfied-dissatisfied	2014	36	*Considering everything, how satisfied are you with your job?	64.1%	19.1%	16.8%	18081	N/A
Satisfied-dissatisfied	2014	37	Considering everything, how satisfied are you with your pay?	55.2%	18.6%	26.2%	18118	N/A
Satisfied-dissatisfied	2014	38	*Considering everything, how satisfied are you with your organization?	55.2%	23.1%	21.6%	18120	N/A
Agree-disagree	2013	1	*I am given a real opportunity to improve my skills in my organization.	59.8%	18.6%	21.6%	12113	N/A
Agree-disagree	2013	2	I feel encouraged to come up with new and better ways of doing things.	58.9%	19.0%	22.1%	11919	N/A
Agree-disagree	2013	3	My work gives me a feeling of personal accomplishment.	67.8%	16.6%	15.6%	12027	N/A
Agree-disagree	2013	4	I know what is expected of me on the job.	78.1%	11.9%	9.9%	12000	N/A
Agree-disagree	2013	5	*My workload is reasonable.	60.1%	16.5%	23.4%	11989	22
Agree-disagree	2013	6	*My talents are used well in the workplace.	59.5%	17.2%	23.3%	11679	54
Agree-disagree	2013	7	*I know how my work relates to the agency's goals and priorities.	82.0%	10.7%	7.3%	12019	43
Agree-disagree	2013	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	64.8%	17.6%	17.6%	11695	366
Agree-disagree	2013	9	*The people I work with cooperate to get the job done.	74.3%	13.7%	12.0%	12102	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.	27.2%	27.4%	45.4%	11299	750
Agree-disagree	2013	12	*In my work unit, differences in performance are recognized in a meaningful way.	31.4%	29.7%	38.9%	11635	429
Agree-disagree	2013	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	71.0%	18.1%	10.9%	11737	121
Agree-disagree	2013	14	Employees are recognized for providing high quality products and services.	48.1%	25.2%	26.7%	11637	167
Agree-disagree	2013	15	Employees are protected from health and safety hazards on the job.	81.3%	11.5%	7.2%	11743	70
Agree-disagree	2013	16	My agency is successful at accomplishing its mission.	81.5%	13.8%	4.7%	11685	117
Agree-disagree	2013	17	*I recommend my organization as a good place to work.	61.4%	23.0%	15.6%	11823	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.	28.8%	32.4%	38.8%	10743	1,087
Agree-disagree	2013	19	My supervisor supports my need to balance work and other life issues.	80.1%	11.3%	8.6%	11721	73
Agree-disagree	2013	20	My supervisor is committed to a workforce representative of all segments of society.	63.9%	26.3%	9.8%	10829	921
Agree-disagree	2013	21	Supervisors in my work unit support employee development.	64.5%	19.6%	15.9%	11605	138
Agree-disagree	2013	22	My supervisor listens to what I have to say.	75.8%	12.7%	11.5%	11761	N/A
Agree-disagree	2013	23	My supervisor treats me with respect.	80.9%	10.5%	8.6%	11737	N/A
Agree-disagree	2013	24	I have trust and confidence in my supervisor.	67.5%	16.8%	15.7%	11733	N/A
Good-poor	2013	25	Overall, how good a job do you feel is being done by your immediate supervisor?	70.0%	18.0%	12.0%	11724	N/A
Agree-disagree	2013	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	44.4%	26.1%	29.5%	11546	93
Agree-disagree	2013	27	My organization's senior leaders maintain high standards of honesty and integrity.	58.4%	21.5%	20.1%	11387	243

Core Q1-10, 12-38 Trend

Agree-disagree	2013	28	*Managers communicate the goals and priorities of the organization.	60.6%	20.9%	18.5%	11512	103
Agree-disagree	2013	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	55.5%	22.8%	21.7%	11269	335
Good-poor	2013	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	59.7%	23.5%	16.8%	11139	462
Agree-disagree	2013	31	I have a high level of respect for my organization's senior leaders.	56.7%	22.6%	20.7%	11501	104
Agree-disagree	2013	32	Senior leaders demonstrate support for Work-Life programs.	59.7%	25.4%	14.9%	10785	797
Satisfied-dissatisfied	2013	33	*How satisfied are you with your involvement in decisions that affect your work?	52.4%	24.1%	23.5%	11533	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?	47.7%	23.7%	28.6%	11515	N/A
Satisfied-dissatisfied	2013	35	*How satisfied are you with the recognition you receive for doing a good job?	44.5%	27.1%	28.4%	11502	N/A
Satisfied-dissatisfied	2013	36	*Considering everything, how satisfied are you with your job?	63.7%	19.7%	16.7%	11475	N/A
Satisfied-dissatisfied	2013	37	Considering everything, how satisfied are you with your pay?	52.1%	18.9%	29.0%	11500	N/A
Satisfied-dissatisfied	2013	38	*Considering everything, how satisfied are you with your organization?	55.7%	23.7%	20.6%	11517	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	5,225	16.3%
At least 75% but less than 100%	7,369	21.8%
At least 50% but less than 75%	4,499	12.7%
At least 25% but less than 50%	3,383	9.5%
Less than 25%	8,991	26.0%
I have not been physically present at my agency worksite during the pandemic	4,808	13.7%
Total	34,275	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)	766	2.6%
Annual leave	12,673	36.8%
Sick leave	10,156	29.8%
Weather and safety leave	3,477	9.1%
Administrative leave	4,136	11.5%
Other paid leave (e.g., comp time, credit hours)	4,349	12.7%
Unpaid leave (e.g., LWOP)	315	1.0%
I have not used leave because of the pandemic	16,466	47.7%
Total (percents will add to more than 100% because respondents could choose more than one response option)	34,459	--

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	468	2.5%
At least 75% but less than 100%	553	3.2%
At least 50% but less than 75%	732	3.8%
At least 25% but less than 50%	1,293	7.5%
Less than 25%	14,825	82.9%
Total	17,871	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	4,597	13.8%
<u>I ended</u> my usual alternative work schedule	1,434	4.1%
No change because of the pandemic	28,451	82.1%
Total	34,482	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	454	1.3%	17,983	52.1%	10,619	31.0%
I telework 3 or 4 days per week	319	0.8%	4,499	12.7%	4,878	13.9%
I telework 1 or 2 days per week	2,079	6.1%	2,596	7.4%	4,151	11.9%
I telework, but only about 1 or 2 days per month	931	2.6%	407	1.1%	790	2.2%
I telework very infrequently, on an unscheduled or short-term basis	3,913	10.8%	1,746	4.9%	2,259	6.3%
I <u>do not</u> telework because I have to be physically present on the job (e.g., law enforcement officers, TSA agent, border patrol agent, security personnel)	7,544	23.2%	4,271	13.6%	5,629	17.8%
I <u>do not</u> telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking	2,746	7.6%	993	2.8%	1,207	3.4%
I <u>do not</u> telework because I did not receive approval to do so, even though I have the kind of job where I can telework	11,046	32.7%	930	2.9%	2,654	8.2%
I <u>do not</u> telework because I choose not to telework	5,097	14.8%	861	2.5%	1,838	5.3%
Total	34,129	100.0%	34,286	100.0%	34,025	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	454	1.3%	91	0.3%	121
I telework 3 or 4 days per week	319	0.8%	132	0.4%	113	0.3%
I telework 1 or 2 days per week	2,079	6.1%	1,111	4.1%	1,014	3.2%
I telework, but only about 1 or 2 days per month	931	2.6%	794	2.8%	647	2.0%
I telework very infrequently, on an unscheduled or short-term basis	3,913	10.8%	3,352	11.4%	3,328	10.1%
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)	7,544	23.2%	9,735	34.5%	11,262	36.8%
I <u>do not</u> telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking	2,746	7.6%	2,259	7.6%	2,786	8.7%
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	11,046	32.7%	6,633	23.3%	7,432	23.8%
I <u>do not</u> telework because I choose not to telework	5,097	14.8%	4,456	15.5%	4,711	14.6%
Total	34,129	100.0%	28,563	100.0%	31,414	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	21,556	62.2%	3,556	11.2%	8,897	26.6%
43B. Expanded work schedule flexibilities	16,855	49.4%	3,877	12.4%	13,022	38.2%
43C. Expanded leave policies	9,353	27.9%	3,803	12.1%	20,599	60.0%
43D. More information on available leave policies	10,734	31.7%	4,044	13.0%	19,039	55.3%
43E. Expanded mental health resources (e.g., assistance with stress of COVID-19)	6,542	19.4%	2,906	9.3%	24,591	71.3%
43F. Expanded physical health resources (e.g., temperature checks, COVID-19 illness testing) at my agency worksite	7,608	21.6%	6,343	19.9%	20,076	58.5%
43G. Timely communication about possible COVID-19 illness at my agency worksite	18,211	52.2%	7,903	24.3%	7,985	23.4%
43H. Protection of employees at higher risk for severe illness from COVID-19 exposure	16,091	45.7%	4,635	14.6%	13,272	39.7%
43I. Limited access to my agency worksite buildings/facilities (e.g., closures, limits on activities with external visitors/groups)	18,884	54.2%	3,311	10.6%	11,903	35.2%
43J. Social distancing (e.g., limits on group size, reduced access to common areas) in my agency worksite	23,617	67.9%	3,219	10.3%	7,317	21.8%
43K. Rearranged workspaces to maximize social distancing	13,428	38.6%	4,806	15.0%	15,837	46.3%
43L. Encouraged use of personal protective equipment (PPE) or other safety equipment in my agency worksite	25,567	74.3%	2,024	6.3%	6,510	19.4%
43M. Cleaning and sanitizing supplies available to reduce risk of illness in my agency worksite	24,817	72.1%	3,430	10.5%	5,894	17.4%
43N. Training for all employees on health and safety protocols	21,334	61.7%	4,705	14.6%	8,027	23.6%

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	16,339	47.0%
Agree	11,115	32.9%
Neither Agree nor Disagree	3,011	9.5%
Disagree	1,871	5.9%
Strongly Disagree	1,382	4.8%
No Basis to Judge	369	--
Total	34,087	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	16,347	47.1%
Agree	11,357	33.9%
Neither Agree nor Disagree	2,974	9.3%
Disagree	1,745	5.5%
Strongly Disagree	1,240	4.2%
No Basis to Judge	349	--
Total	34,012	100.0%

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

	2020	
	N	%
Strongly Agree	14,392	41.2%
Agree	11,174	33.1%
Neither Agree nor Disagree	3,912	12.0%
Disagree	2,534	8.0%
Strongly Disagree	1,692	5.7%
No Basis to Judge	240	--
Total	33,944	100.0%

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

	2020	
	N	%
Strongly Agree	18,025	52.2%
Agree	10,551	31.6%
Neither Agree nor Disagree	2,891	8.7%
Disagree	1,321	4.0%
Strongly Disagree	1,075	3.5%
No Basis to Judge	219	--
Total	34,082	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	18,199	52.9%
Agree	10,567	31.7%
Neither Agree nor Disagree	2,937	9.0%
Disagree	1,129	3.5%
Strongly Disagree	912	2.9%
No Basis to Judge	283	--
Total	34,027	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	17,288	50.4%
Agree	9,717	29.3%
Neither Agree nor Disagree	3,641	11.0%
Disagree	1,630	4.9%
Strongly Disagree	1,333	4.4%
No Basis to Judge	415	--
Total	34,024	100.0%

Percentages are weighted to represent the Agency's population.

"No Basis to Judge" responses are not included in percentage calculations.

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)	24,855	73.1%	5,660	17.8%	2,934	9.1%
50B. Training for new/changed work or work processes because of the pandemic	16,774	50.0%	4,902	15.2%	11,705	34.7%
50C. Reallocation of resources (e.g., staffing, budget, materials) to support changes in work because of the pandemic	13,083	38.5%	4,939	15.6%	15,459	46.0%
50D. Help with commuting issues (e.g., alternatives to public transportation)	5,014	15.1%	1,725	5.7%	26,831	79.2%
50E. Options for work/business travel	7,509	22.3%	2,436	8.0%	23,458	69.7%
50F. Information on remote work policies, procedures, and expectations	21,941	64.5%	3,183	10.0%	8,364	25.6%
50G. Training on how to work remotely	17,835	52.7%	3,625	10.9%	12,090	36.4%
50H. Equipment and technology for working remotely (e.g., laptops, cell phone, Information Technology infrastructure)	21,743	63.5%	4,498	13.6%	7,373	22.8%
50I. Expanded collaboration tools (e.g., video conferencing, teleconferencing)	24,359	70.9%	2,648	8.4%	6,593	20.7%
50J. Expanded training for using remote work tools and applications	17,875	52.5%	5,558	16.4%	10,068	31.0%
50K. Expanded Information Technology (IT) support	18,665	54.3%	5,973	17.8%	8,948	27.8%
50L. Information about data security policies and procedures	22,253	65.5%	2,802	8.7%	8,391	25.8%

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	8,649	27.3%
No	19,689	58.6%
Other	4,652	14.1%
Total	32,990	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	2,173	6.5%
Very	4,630	13.7%
Somewhat	11,219	33.6%
Slightly	8,104	24.3%
Not at All	7,357	22.0%
No Basis to Judge	244	--
Total	33,727	100.0%

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

	2020	
	N	%
Greatly Increased	4,791	14.3%
Somewhat Increased	10,090	29.9%
About the Same	15,559	47.7%
Somewhat Decreased	2,204	6.6%
Greatly Decreased	550	1.6%
No Basis to Judge	542	--
Total	33,736	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	12,091	37.5%
Agree	10,802	34.3%
Neither Agree nor Disagree	4,371	14.5%
Disagree	2,389	8.1%
Strongly Disagree	1,555	5.6%
No Basis to Judge	2,285	--
Total	33,493	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	12,580	36.6%
Agree	12,060	35.9%
Neither Agree nor Disagree	4,848	15.2%
Disagree	2,145	7.0%
Strongly Disagree	1,464	5.2%
No Basis to Judge	404	--
Total	33,501	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	18,823	56.6%
Most of the Time	12,301	38.2%
Sometimes	1,241	4.2%
Rarely	227	0.8%
Never	50	0.2%
No Basis to Judge	847	--
Total	33,489	100.0%

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

	2020	
	N	%
Always	20,576	62.3%
Most of the Time	10,054	31.6%
Sometimes	1,438	4.7%
Rarely	296	1.0%
Never	88	0.3%
No Basis to Judge	794	--
Total	33,246	100.0%

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

	2020	
	N	%
Always	20,276	60.9%
Most of the Time	10,330	32.1%
Sometimes	1,725	5.6%
Rarely	324	1.1%
Never	72	0.3%

No Basis to Judge	710	--
Total	33,437	100.0%

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

	2020	
	N	%
Always	19,649	58.9%
Most of the Time	10,100	31.3%
Sometimes	2,278	7.4%
Rarely	592	1.9%
Never	137	0.5%
No Basis to Judge	712	--
Total	33,468	100.0%

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

	2020	
	N	%
Always	18,274	54.8%
Most of the Time	10,170	31.2%
Sometimes	3,101	9.9%
Rarely	991	3.2%
Never	228	0.8%
No Basis to Judge	735	--
Total	33,499	100.0%

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

	2020	
	N	%
Always	18,252	55.0%
Most of the Time	11,911	37.2%
Sometimes	1,939	6.3%
Rarely	347	1.2%
Never	82	0.3%
No Basis to Judge	880	--
Total	33,411	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	14,029	42.8%
Most of the Time	14,095	43.2%
Sometimes	3,595	11.2%
Rarely	715	2.4%
Never	110	0.4%
No Basis to Judge	866	--
Total	33,410	100.0%

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

	2020	
	N	%
Always	17,258	52.4%
Most of the Time	11,418	35.4%
Sometimes	2,937	9.3%
Rarely	717	2.4%
Never	142	0.5%
No Basis to Judge	831	--
Total	33,303	100.0%

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

	2020	
	N	%
Always	17,384	52.6%
Most of the Time	11,273	34.6%
Sometimes	3,188	10.0%
Rarely	730	2.4%
Never	110	0.4%

No Basis to Judge	748	--
Total	33,433	100.0%

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

	2020	
	N	%
Always	17,441	52.5%
Most of the Time	10,722	32.8%
Sometimes	3,467	10.9%
Rarely	949	3.1%
Never	190	0.7%
No Basis to Judge	678	--
Total	33,447	100.0%

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

	2020	
	N	%
Always	15,241	45.9%
Most of the Time	10,905	33.2%
Sometimes	4,769	14.9%
Rarely	1,520	4.9%
Never	312	1.1%
No Basis to Judge	738	--
Total	33,485	100.0%

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

	2020	
	N	%
Always	15,174	46.1%
Most of the Time	12,581	38.9%
Sometimes	3,774	11.9%
Rarely	803	2.7%
Never	154	0.5%
No Basis to Judge	950	--
Total	33,436	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	10,632	37.9%	31.0%	1,773	14.8%	6.1%	1,716	14.3%	5.4%
Satisfied	10,099	36.3%	29.7%	2,778	23.3%	9.6%	2,796	22.8%	8.7%
Neither Satisfied nor Dissatisfied	3,865	14.0%	11.5%	3,944	32.9%	13.5%	4,842	39.5%	15.0%
Dissatisfied	2,098	7.6%	6.3%	1,719	14.5%	6.0%	1,540	12.7%	4.8%
Very Dissatisfied	1,075	4.2%	3.4%	1,635	14.5%	5.9%	1,236	10.7%	4.1%
Item Response Total	27,769	100.0%	81.8%	11,849	100.0%	41.1%	12,130	100.0%	37.9%
I choose not to participate in this program	713	--	2.1%	2,053	--	7.1%	2,613	--	8.3%
This program is not available to me	4,743	--	15.4%	12,830	--	44.9%	14,686	--	48.3%
I am unaware of this program	202	--	0.7%	1,926	--	7.0%	1,571	--	5.4%
Total	33,427	100.0%	100.0%	28,658	100.0%	100.0%	31,000	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)	16,538	49.1%	12,292	42.6%
Health and Wellness Programs (for example, onsite exercise, flu vaccination, medical screening, CPR training, Health and wellness fair)	6,534	19.4%	10,272	37.0%
Employee Assistance Program - EAP (for example, short-term counseling, referral services, legal services, education services)	1,195	3.7%	1,454	5.4%
Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, subsidy, flexible spending account)	745	2.5%	751	3.0%
Elder Care Programs (for example, elder/adult care, support groups, resources)	87	0.2%	88	0.3%
None listed above	13,901	42.2%	10,895	37.7%
Total (percents will add to more than 100% because respondents could choose more than one response option)	33,262	--	28,570	--

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	11,054	46.9%	32.3%	7,959	41.8%	27.6%	7,569	35.6%	24.1%
Satisfied	7,647	33.2%	22.9%	6,259	33.4%	22.0%	7,955	37.5%	25.4%
Neither Satisfied nor Dissatisfied	3,048	13.5%	9.3%	3,115	16.6%	10.9%	3,541	16.7%	11.3%
Dissatisfied	872	4.0%	2.7%	862	4.5%	3.0%	1,097	5.2%	3.5%
Very Dissatisfied	503	2.4%	1.7%	659	3.7%	2.4%	1,026	5.0%	3.4%
Item Response Total	23,124	100.0%	68.9%	18,854	100.0%	65.9%	21,188	100.0%	67.7%
I choose not to participate in these programs	4,560	--	13.7%	3,000	--	10.7%	2,720	--	8.7%
These programs are not available to me	4,761	--	14.7%	5,437	--	19.0%	5,998	--	19.7%
I am unaware of these programs	831	--	2.8%	1,228	--	4.5%	1,113	--	3.9%
Total	33,276	100.0%	100.0%	28,519	100.0%	100.0%	31,019	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	4,946	23.5%	14.6%	5,864	28.8%	21.1%	6,349	24.3%	20.4%
Satisfied	7,804	37.1%	23.0%	8,806	42.5%	31.1%	11,986	45.0%	37.9%
Neither Satisfied nor Dissatisfied	6,080	29.3%	18.2%	4,976	23.3%	17.1%	6,259	23.0%	19.4%
Dissatisfied	1,309	6.5%	4.1%	715	3.4%	2.5%	1,287	4.9%	4.1%
Very Dissatisfied	677	3.7%	2.3%	399	1.9%	1.4%	725	2.9%	2.4%
Item Response Total	20,816	100.0%	62.1%	20,760	100.0%	73.1%	26,606	100.0%	84.3%
I choose not to participate in these programs	7,164	--	22.1%	4,396	--	15.6%	1,992	--	6.5%
These programs are not available to me	2,651	--	8.2%	1,450	--	4.9%	1,444	--	4.7%
I am unaware of these programs	2,436	--	7.6%	1,868	--	6.4%	1,421	--	4.6%
Total	33,067	100.0%	100.0%	28,474	100.0%	100.0%	31,463	100.0%	100.0%

62. How satisfied are you with the following Work-Life programs in your agency? Employee Assistance Program - EAP (for example, short-term counseling, referral services, legal services, education services)	2020			2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
Very Satisfied	2,474	16.8%	7.3%	1,855	14.3%	6.7%	3,482	16.4%	11.1%
Satisfied	4,387	29.9%	13.0%	3,919	29.6%	13.9%	7,859	36.5%	24.7%
Neither Satisfied nor Dissatisfied	7,012	47.5%	20.7%	7,032	51.3%	24.1%	9,132	41.7%	28.3%
Dissatisfied	499	3.6%	1.6%	368	2.7%	1.3%	673	3.2%	2.2%
Very Dissatisfied	304	2.3%	1.0%	265	2.1%	1.0%	450	2.2%	1.5%
Item Response Total	14,676	100.0%	43.5%	13,439	100.0%	47.0%	21,596	100.0%	67.8%
I choose not to participate in these programs	14,876	--	45.0%	10,683	--	38.1%	5,949	--	19.4%
These programs are not available to me	1,035	--	3.2%	1,100	--	3.7%	948	--	3.0%
I am unaware of these programs	2,613	--	8.3%	3,215	--	11.2%	3,011	--	9.7%
Total	33,200	100.0%	100.0%	28,437	100.0%	100.0%	31,504	100.0%	100.0%

63. How satisfied are you with the following Work-Life programs in your agency? Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, subsidy, flexible spending account)	2020			2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
Very Satisfied	1,323	13.9%	4.1%	1,010	11.6%	3.8%	1,629	12.6%	5.4%
Satisfied	1,891	19.5%	5.7%	1,623	17.8%	5.9%	2,979	22.5%	9.7%
Neither Satisfied nor Dissatisfied	6,015	60.6%	17.8%	6,363	66.5%	21.9%	8,385	59.7%	25.8%
Dissatisfied	310	3.5%	1.0%	191	2.2%	0.7%	376	2.9%	1.3%
Very Dissatisfied	217	2.5%	0.7%	162	1.9%	0.6%	286	2.3%	1.0%
Item Response Total	9,756	100.0%	29.4%	9,349	100.0%	33.0%	13,655	100.0%	43.2%
I choose not to participate in these programs	18,385	--	54.6%	13,825	--	48.6%	12,109	--	38.1%
These programs are not available to me	2,268	--	7.1%	2,369	--	8.1%	2,691	--	8.6%
I am unaware of these programs	2,765	--	8.9%	2,891	--	10.3%	3,054	--	10.1%
Total	33,174	100.0%	100.0%	28,434	100.0%	100.0%	31,509	100.0%	100.0%

64. How satisfied are you with the following Work-Life programs in your agency? Elder Care Programs (for example, elder/adult care, support groups, resources)	2020			2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
Very Satisfied	845	10.8%	2.6%	520	7.1%	1.9%	811	7.6%	2.6%
Satisfied	1,123	14.3%	3.4%	902	11.9%	3.2%	1,653	15.4%	5.3%
Neither Satisfied nor Dissatisfied	5,747	71.8%	17.1%	6,185	78.7%	21.4%	8,187	73.1%	25.3%
Dissatisfied	143	1.8%	0.4%	99	1.3%	0.4%	217	1.9%	0.7%
Very Dissatisfied	110	1.4%	0.3%	82	1.1%	0.3%	207	2.0%	0.7%
Item Response Total	7,968	100.0%	23.9%	7,788	100.0%	27.2%	11,075	100.0%	34.6%
I choose not to participate in these programs	17,562	--	52.9%	12,999	--	46.3%	10,720	--	34.2%
These programs are not available to me	2,094	--	6.6%	2,357	--	8.2%	2,784	--	9.0%
I am unaware of these programs	5,375	--	16.6%	5,195	--	18.3%	6,913	--	22.1%

Core Q1-10, 12-38 Trend

Total	32,999	100.0%	100.0%	28,339	100.0%	100.0%	31,492	100.0%	100.0%
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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	22,748	64.8%
No arrangements needed to manage child care responsibilities (e.g., older children)	3,681	11.3%
Child care in my own home (e.g., other parent, relative, nanny, au pair)	4,003	14.8%
Alternative work arrangement (e.g., telework, flexible work schedule)	2,959	10.0%
Child care center	1,167	4.1%
Paid leave	2,107	7.8%
Unpaid leave	198	0.7%
Child care in someone else's home (e.g., relative or neighbor, professional child care provider)	1,198	4.6%
Respite care (temporary care of a sick or disabled child, providing relief for their usual caregiver)	82	0.3%
Agency emergency back-up care program	19	0.1%
Resource and referral services for dependent child care	29	0.1%
Other services/arrangements	722	2.5%
Total (percents will add to more than 100% because respondents could choose more than one response option)	33,096	--

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	28,395	86.3%
No arrangements needed to manage elder/adult care responsibilities (e.g., elder can manage tasks of everyday living)	2,339	7.1%
Alternative work arrangement (e.g., telework, flexible work schedule)	794	2.2%
Elder/adult day care center	62	0.2%
Paid leave	1,277	3.8%
Unpaid leave	88	0.3%
Long-term care insurance	39	0.1%
Respite care (temporary care of a sick or disabled adult/elder, providing relief for their usual caregiver)	135	0.4%
Other services/arrangements	666	2.0%
Total (percents will add to more than 100% because respondents could choose more than one response option)	33,009	--

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	17,891	--
Extremely	2,158	18.8%
Very	1,615	14.0%
Somewhat	3,136	26.7%
Slightly	2,292	18.9%
Not at All	2,593	21.6%
Does Not Apply	3,569	--
Total	33,254	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	20,854	--
Extremely	1,476	22.1%
Very	977	14.7%
Somewhat	1,554	23.0%
Slightly	1,096	16.2%
Not at All	1,655	23.9%
Does Not Apply	5,661	--
Total	33,273	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	33.7%
Field	50.3%
Full-time telework (e.g., home office, telecenter)	16.0%
Total	100.0%

What is your supervisory status?	%
Senior Leader	1.9%
Manager	8.0%
Supervisor	13.5%
Team Leader	16.8%
Non-Supervisor	59.9%
Total	100.0%

What is your pay category/grade?	%
Federal Wage System	8.6%
GS 1-6	4.0%
GS 7-12	49.6%
GS 13-15	32.2%
Senior Executive Service	0.3%
Senior Level (SL) or Scientific or Professional (ST)	0.1%
Other	5.1%
Total	100.0%

What is your US military service status?	%
No Prior Military Service	39.5%
Currently in National Guard or Reserves	4.9%
Retired	39.0%
Separated or Discharged	16.5%
Total	100.0%

Are you:	%
The spouse of a current active duty service member of the U.S. Armed Forces	2.8%
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	4.1%
The widow(er) of a service member killed while on active duty in the U.S. Armed Forces	0.1%
None of the categories listed	93.0%
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	18.2%
No	81.8%
Total	100.0%

How long have you been with the Federal Government (excluding military service)?	%
Less than 1 year	0.4%
1 to 3 years	13.1%
4 to 5 years	9.9%
6 to 10 years	20.0%
11 to 14 years	18.8%
15 to 20 years	16.9%
More than 20 years	21.0%
Total	100.0%

How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?	%
Less than 1 year	3.0%
1 to 3 years	22.0%
4 to 5 years	12.3%
6 to 10 years	18.8%
11 to 14 years	15.5%
15 to 20 years	13.4%
More than 20 years	15.0%
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	66.4%	59.4%
Yes, to retire	6.3%	7.9%
Yes, to take another job within the Federal Government	21.3%	23.8%
Yes, to take another job outside the Federal Government	2.6%	3.7%
Yes, other	3.5%	5.3%
Total	100.0%	100.0%

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

Has your intention to leave your organization within the next year changed <u>because of</u> the COVID-19 pandemic?	%
Yes	28.4%
No	71.6%
Total	100.0%

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

	Before the COVID-19 Pandemic	Today
	%	%
I am planning to retire:		
Less than 1 year	2.5%	4.0%
1 year	3.1%	4.0%
2 years	6.3%	6.4%
3 years	6.7%	6.5%
4 years	4.9%	4.5%
5 years	8.8%	8.5%
More than 5 years	67.7%	66.1%
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	38.8%
No	61.2%
Total	100.0%

My Personal Demographics

Are you of Hispanic, Latino, or Spanish origin?	%
Yes	9.0%
No	91.0%

Total	100.0%
Please select the racial category or categories with which you most closely identify.	
White	79.1%
Black or African American	11.1%
All other races	9.8%
Total	100.0%
What is your age group?	
29 years and under	3.4%
30-39 years old	13.9%
40-49 years old	22.5%
50-59 years old	41.5%
60 years or older	18.7%
Total	100.0%
What is the highest degree or level of education you have completed?	
Less than High School/ High School Diploma/ GED	3.2%
Certification/ Some College/ Associate's Degree	27.2%
Bachelor's Degree	27.9%
Advanced Degrees (Post Bachelor's Degree)	41.7%
Total	100.0%
Are you an individual with a disability?	
Yes	23.1%
No	76.9%
Total	100.0%
Are you:	
Male	64.5%
Female	35.5%
Total	100.0%
Are you transgender?	
Yes	0.3%
No	99.7%
Total	100.0%
Which one of the following do you consider yourself to be?	
Straight, that is not gay or lesbian	96.6%
Gay or Lesbian	1.1%
Bisexual	0.9%
Something else	1.4%
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. Which of the following statements is accurate regarding opportunity to improve your skills in your organization:

	2020	
	N	%
I have been given opportunities to improve my skills.	23,967	72.6%
New and challenging projects are diverted to more experienced employees.	1,576	5.1%
My organization is too busy to support developmental training.	5,039	15.8%
My supervisor does not support my career planning and advancement.	2,092	6.5%
Total	32,674	100.0%

2. Do you have sufficient resources to get your job done? (select all that apply)

	2020	
	N	%
I have sufficient resources to get the job done.	19,426	57.8%
My work unit lacks the personnel needed to get the job done.	8,175	25.2%
Budget constraints negatively impact mission accomplishment.	5,244	17.0%
There is lack of or insufficient IT technical support.	4,536	13.8%
There is lack of or insufficient IT hardware and software.	4,930	15.5%
Total	32,999	--

3. Which of the following statements is accurate regarding pay raises depending on how well employees perform their jobs:

	2020	
	N	%
Pay raises are given based on job performance.	12,167	37.3%
People in my unit get promoted because of who they know.	3,193	10.4%
People in my unit get promoted without proper education or know-how.	875	2.8%

There are no pay raises, other than the step increases, given within my current unit.	10,295	30.4%
Performance Awards are not given based on how well employees perform their jobs.	1,197	3.7%
My organization does not offer Quality Step Increase.	1,072	3.3%
Time Off Awards are not given based on how well employees perform their jobs.	410	1.2%
There is no meaningful distinction made between high and low performance.	3,395	10.8%
Total	32,604	100.0%

4. Which of the following statements is accurate regarding the training you receive:

	2020	
	N	%
I am satisfied with the training provided in my job.	21,570	65.3%
I do not have time to participate in any type of job training.	3,431	10.3%
My supervisor does not support my training needs.	1,122	3.5%
There is insufficient funding to meet our training needs.	2,241	6.9%
The training offered does not relate to my job duties.	2,985	9.3%
I don't know where to find training opportunities within my agency/organization.	1,423	4.7%
Total	32,772	100.0%

5. Which of the following statements is accurate regarding the communication of information to do your job well:

	2020	
	N	%
I receive the information I need to do my job well.	20,016	61.0%
Leadership does not always provide adequate/complete information.	9,061	28.4%
My supervisor does not always provide adequate/complete work related information.	3,514	10.6%
Total	32,591	100.0%

6. The Defense Performance Management Appraisal Program (DPMAP) covers many DoD civilian employees and rates employees on a 1 (Unacceptable) – 3 (Fully Successful) – 5 (Outstanding) scale. Are you covered under the DPMAP Appraisal Program?

	2020	
	N	%
Yes	23,443	69.0%
No	5,846	18.8%
Not sure	3,714	12.1%
Total	33,003	100.0%

7. If you are considering leaving your agency within the next year, please indicate your main reason for leaving (select all that apply):

	2020	
	N	%
I am not considering leaving	18,346	54.5%
Pay and benefits	4,383	15.2%
Work/life balance	2,768	9.0%
My supervisor	2,591	8.2%
Lack of Growth potential	5,500	18.1%
The Agency leadership	3,478	11.5%
Lack of performance awards	1,992	7.0%
Other reason not mention above	6,427	19.8%
Total	32,834	--

8. Which of the following statements is accurate regarding awards and recognitions given in your agency:

	2020	
	N	%
My agency's awards and recognition program motivates me to perform to my best ability.	14,458	43.8%
Awards and recognition are not given based on how well employees perform their jobs.	4,311	13.5%
Awards are only given to certain employees.	4,197	13.0%
My supervisor does not recognize anyone for awards.	1,750	5.5%
There is no budget in my organization for awards.	403	1.4%
The distribution depends on type of work/assignments.	4,848	15.3%
I am not aware, and/or have not heard, of any awards being given.	2,157	7.4%
Total	32,124	100.0%

For all tables on this worksheet:

Percentages are weighted to represent the Agency's population.

Source: 2020 OPM Federal Employee Viewpoint Survey