



2020 Federal Employee Viewpoint Survey Results

U.S. Railroad Retirement Board
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U.S. Railroad Retirement Board Annual Employee Survey Results, 2020 (Survey Administration Period 9/17/20-10/29/20)

1. Interpretation of Results: As a result of the COVID-19 pandemic, the 2020 Federal Employee Viewpoint Survey (FEVS) was administered later in the year. This year's core survey items were reduced and a new section was included to address the potential challenges and changes employees have been facing due to the pandemic. We were pleased that of the 801 employees invited to participate 412 completed the survey, for a response rate of 51.4% in 2020 (an increase of 8.6% from last year.) Twenty-three survey items were identified as strengths (65% positive or higher) while no survey items were identified as a challenge (35% negative or higher). Additionally, 22 items increased since the last survey while 11 items decreased. We are pleased to report that our Engagement Index score exceeded the Office of Personnel Management's (OPM) goal for 2020 (71%) and met or exceeded the governmentwide benchmarks in all areas.

As for the COVID-19 specific content added this year, results indicate that employees felt the agency supported their well-being and work needs during the pandemic. Over 80 percent of employees indicated that senior leaders provided effective communications about the pandemic (question 46) and nearly 85 percent of employees felt their supervisor supported their efforts to stay healthy and safe while working (question 48).

The results of this year's survey provide an important opportunity to assess our current state and inform future emergency policies and actions.

- 1. How the survey was conducted:** The survey was conducted online by OPM from September 17th to October 29th, 2020.
- 3. Description of the employee sample:** All full-time, permanent employees of the agency as of October 31st, 2019 were surveyed.
- 4. Survey items, response choices, and number of respondents for each question:** Please refer to the results attached to this report.
- 5. Number of employees surveyed, number who responded, and representation of respondents:** of the 801 employees invited to participate, 412 completed the survey, for a response rate of 51.4 percent. Demographics of the survey respondents can be found in following report.

Response Type	Item	Item Text	Positive %	Agree/ Very	Good/ Satisfied	Agree nor Disagree/	Poor/ Dissatisfied	Disagree/ Very Poor/	Negative %	Agree/ Very	Good/ Satisfied	Agree nor Disagree/	Poor/ Dissatisfied	Disagree/ Very Poor/	Response Total**	Know N
Agree-disagree	1	*I am given a real opportunity to improve my skills in my organization.	64.2%	22.4%	41.8%	18.6%	11.0%	6.1%	17.1%	96	169	76	41	24	406	N/A
Agree-disagree	2	I feel encouraged to come up with new and better ways of doing things.	55.9%	22.7%	33.2%	22.2%	14.3%	7.6%	21.9%	97	134	87	59	30	407	N/A
Agree-disagree	3	My work gives me a feeling of personal accomplishment.	73.0%	28.2%	44.8%	15.8%	6.8%	4.4%	11.2%	119	177	63	27	18	404	N/A
Agree-disagree	4	I know what is expected of me on the job.	83.8%	35.3%	48.4%	8.5%	5.7%	2.1%	7.7%	148	193	34	24	9	408	N/A
Agree-disagree	5	*My workload is reasonable.	54.4%	13.5%	40.9%	15.8%	17.0%	12.9%	29.9%	57	168	62	70	51	408	1
Agree-disagree	6	*My talents are used well in the workplace.	59.2%	17.2%	42.0%	19.4%	12.6%	8.8%	21.4%	72	167	77	50	36	402	1
Agree-disagree	7	*I know how my work relates to the agency's goals.	91.8%	38.7%	53.1%	4.9%	1.4%	1.9%	3.3%	161	211	20	6	8	406	3
Agree-disagree	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	66.5%	30.8%	35.7%	18.5%	7.2%	7.8%	14.9%	127	139	75	27	31	399	13
Agree-disagree	9	*The people I work with cooperate to get the job done.	77.8%	34.4%	43.5%	13.8%	5.3%	3.0%	8.3%	143	176	57	23	12	411	N/A
Agree-disagree	10	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	46.8%	11.9%	34.9%	24.1%	17.0%	12.2%	29.1%	43	123	84	63	42	355	57
Agree-disagree	12	*In my work unit, differences in performance are recognized in a meaningful way.	49.4%	16.4%	33.0%	26.2%	16.3%	8.2%	24.5%	63	122	94	61	29	369	42
Agree-disagree	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	78.1%	29.1%	49.0%	12.5%	7.0%	2.4%	9.4%	123	194	52	27	10	406	5
Agree-disagree	14	Employees are recognized for providing high quality products and services.	55.7%	18.1%	37.6%	20.6%	14.5%	9.2%	23.7%	76	150	82	58	35	401	8
Agree-disagree	15	Employees are protected from health and safety hazards on the job.	71.0%	29.3%	41.6%	18.2%	6.5%	4.3%	10.8%	121	167	70	25	17	400	9
Agree-disagree	16	My agency is successful at accomplishing its mission.	77.9%	30.8%	47.1%	15.5%	4.0%	2.6%	6.7%	126	189	60	16	10	401	9
Agree-disagree	17	*I recommend my organization as a good place to work.	69.4%	30.3%	39.0%	18.3%	8.1%	4.2%	12.3%	130	158	72	34	17	411	N/A
Agree-disagree	18	*I believe the results of this survey will be used to make my agency a better place to work.	43.9%	13.3%	30.6%	29.5%	15.7%	10.9%	26.6%	49	115	110	58	40	372	40
Agree-disagree	19	My supervisor supports my need to balance work and other life issues.	83.0%	45.8%	37.1%	9.4%	4.0%	3.6%	7.7%	191	149	37	16	15	408	3
Agree-disagree	20	My supervisor is committed to a workforce representative of all segments of society.	76.5%	40.8%	35.7%	16.8%	3.3%	3.5%	6.7%	160	136	64	12	13	385	26

Agree-disagree	21	Supervisors in my work unit support employee development.	74.9%	35.1%	39.7%	13.1%	6.8%	5.2%	12.0%	146	159	52	28	19	404	5
Agree-disagree	22	My supervisor listens to what I have to say.	75.5%	39.6%	35.9%	14.0%	5.3%	5.2%	10.5%	166	147	54	22	20	409	N/A
Agree-disagree	23	My supervisor treats me with respect.	83.2%	46.4%	36.8%	9.0%	3.3%	4.5%	7.8%	196	149	33	15	18	411	N/A
Agree-disagree	24	I have trust and confidence in my supervisor.	71.6%	38.4%	33.3%	14.2%	7.1%	7.1%	14.2%	160	135	57	29	27	408	N/A
Good-poor	25	Overall, how good a job do you feel is being done by your immediate supervisor?	73.3%	45.8%	27.5%	16.5%	6.1%	4.1%	10.2%	191	114	64	25	16	410	N/A
Agree-disagree	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	53.2%	15.5%	37.7%	23.2%	11.9%	11.7%	23.6%	64	146	87	47	44	388	18
Agree-disagree	27	My organization's senior leaders maintain high standards of honesty and integrity.	66.6%	25.9%	40.7%	21.4%	5.3%	6.7%	12.0%	98	149	79	19	25	370	35
Agree-disagree	28	*Managers communicate the goals of the organization.	70.5%	23.1%	47.3%	18.6%	5.6%	5.4%	11.0%	95	187	72	24	20	398	5
Agree-disagree	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	55.1%	19.7%	35.4%	21.1%	15.0%	8.8%	23.8%	79	140	81	59	33	392	13
Good-poor	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	71.0%	34.5%	36.4%	16.1%	7.3%	5.6%	12.9%	136	138	57	26	20	377	28
Agree-disagree	31	I have a high level of respect for my organization's senior leaders.	64.9%	30.3%	34.6%	23.6%	5.4%	6.1%	11.5%	124	135	91	22	23	395	8
Agree-disagree	32	Senior leaders demonstrate support for Work-Life programs.	67.2%	29.6%	37.5%	21.7%	5.4%	5.7%	11.1%	116	140	77	20	21	374	30
Satisfied-dissatisfied	33	*How satisfied are you with your involvement in decisions that affect your work?	55.0%	17.0%	38.0%	24.1%	14.5%	6.4%	20.9%	71	150	96	57	25	399	N/A
Satisfied-dissatisfied	34	*How satisfied are you with the information you receive from management on what's going on in your organization?	61.0%	18.5%	42.5%	17.1%	16.4%	5.5%	21.9%	78	167	65	68	22	400	N/A
Satisfied-dissatisfied	35	*How satisfied are you with the recognition you receive for doing a good job?	59.3%	24.7%	34.7%	18.4%	14.5%	7.7%	22.3%	104	134	73	59	29	399	N/A
Satisfied-dissatisfied	36	*Considering everything, how satisfied are you with your job?	70.2%	25.9%	44.3%	13.4%	11.9%	4.6%	16.4%	109	173	51	48	18	399	N/A
Satisfied-dissatisfied	37	Considering everything, how satisfied are you with your pay?	62.9%	20.9%	42.0%	16.6%	14.7%	5.8%	20.5%	87	170	63	57	23	400	N/A

Satisfied-dissatisfied	38	*Considering everything, how satisfied are you with your organization?	66.2%	24.8%	41.3%	19.5%	8.9%	5.4%	14.3%	103	166	76	35	21	401	N/A
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* AES prescribed items as of 2017 (5 CFR Part 250, Subpart C)

** Unweighted count of responses excluding "Do Not Know"

The Dashboard only includes items 1-38, excluding item 11.

Percentages are weighted to represent the Agency's population.

When responding to the Core OPM FEVS questions 1 through 38, respondents were asked to share their work experiences since the last OPM FEVS administration (June 2019).

Source: 2020 OPM Federal Employee Viewpoint Survey

Core Q1-10, 12-38 Trend

11. In my work unit poor performers usually:	2020		2019	
	N	%	N	%
Remain in the work unit and improve their performance over time	77	25.6%	56	22.1%
Remain in the work unit and continue to underperform	131	42.5%	116	45.0%
Leave the work unit - removed or transferred	19	5.8%	19	7.3%
Leave the work unit - quit	5	1.8%	5	2.4%
There are no poor performers in my work unit	74	24.4%	60	23.1%
Item Response Total	306	100.0%	256	100.0%
Do Not Know	104	--	68	--
Total	410	100.0%	324	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

Core Q1-10, 12-38 Trend

Response Type	Year	Item	Item Text	Percent Positive %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Percent Negative %	Item Response Total** N	Do Not Know N
Agree-disagree	2020	1	*I am given a real opportunity to improve my skills in my organization.	64.2%	18.6%	17.1%	406	N/A
Agree-disagree	2020	2	I feel encouraged to come up with new and better ways of doing things.	55.9%	22.2%	21.9%	407	N/A
Agree-disagree	2020	3	My work gives me a feeling of personal accomplishment.	73.0%	15.8%	11.2%	404	N/A
Agree-disagree	2020	4	I know what is expected of me on the job.	83.8%	8.5%	7.7%	408	N/A
Agree-disagree	2020	5	*My workload is reasonable.	54.4%	15.8%	29.9%	408	1
Agree-disagree	2020	6	*My talents are used well in the workplace.	59.2%	19.4%	21.4%	402	1
Agree-disagree	2020	7	*I know how my work relates to the agency's goals.	91.8%	4.9%	3.3%	406	3
Agree-disagree	2020	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	66.5%	18.5%	14.9%	399	13
Agree-disagree	2020	9	*The people I work with cooperate to get the job done.	77.8%	13.8%	8.3%	411	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.	46.8%	24.1%	29.1%	355	57
Agree-disagree	2020	12	*In my work unit, differences in performance are recognized in a meaningful way.	49.4%	26.2%	24.5%	369	42
Agree-disagree	2020	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	78.1%	12.5%	9.4%	406	5
Agree-disagree	2020	14	Employees are recognized for providing high quality products and services.	55.7%	20.6%	23.7%	401	8
Agree-disagree	2020	15	Employees are protected from health and safety hazards on the job.	71.0%	18.2%	10.8%	400	9
Agree-disagree	2020	16	My agency is successful at accomplishing its mission.	77.9%	15.5%	6.7%	401	9
Agree-disagree	2020	17	*I recommend my organization as a good place to work.	69.4%	18.3%	12.3%	411	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.	43.9%	29.5%	26.6%	372	40
Agree-disagree	2020	19	My supervisor supports my need to balance work and other life issues.	83.0%	9.4%	7.7%	408	3
Agree-disagree	2020	20	My supervisor is committed to a workforce representative of all segments of society.	76.5%	16.8%	6.7%	385	26
Agree-disagree	2020	21	Supervisors in my work unit support employee development.	74.9%	13.1%	12.0%	404	5
Agree-disagree	2020	22	My supervisor listens to what I have to say.	75.5%	14.0%	10.5%	409	N/A
Agree-disagree	2020	23	My supervisor treats me with respect.	83.2%	9.0%	7.8%	411	N/A
Agree-disagree	2020	24	I have trust and confidence in my supervisor.	71.6%	14.2%	14.2%	408	N/A
Good-poor	2020	25	Overall, how good a job do you feel is being done by your immediate supervisor?	73.3%	16.5%	10.2%	410	N/A
Agree-disagree	2020	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	53.2%	23.2%	23.6%	388	18
Agree-disagree	2020	27	My organization's senior leaders maintain high standards of honesty and integrity.	66.6%	21.4%	12.0%	370	35
Agree-disagree	2020	28	*Managers communicate the goals of the organization.	70.5%	18.6%	11.0%	398	5
Agree-disagree	2020	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	55.1%	21.1%	23.8%	392	13

Core Q1-10, 12-38 Trend

Good-poor	2020	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	71.0%	16.1%	12.9%	377	28
Agree-disagree	2020	31	I have a high level of respect for my organization's senior leaders.	64.9%	23.6%	11.5%	395	8
Agree-disagree	2020	32	Senior leaders demonstrate support for Work-Life programs.	67.2%	21.7%	11.1%	374	30
Satisfied-dissatisfied	2020	33	*How satisfied are you with your involvement in decisions that affect your work?	55.0%	24.1%	20.9%	399	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?	61.0%	17.1%	21.9%	400	N/A
Satisfied-dissatisfied	2020	35	*How satisfied are you with the recognition you receive for doing a good job?	59.3%	18.4%	22.3%	399	N/A
Satisfied-dissatisfied	2020	36	*Considering everything, how satisfied are you with your job?	70.2%	13.4%	16.4%	399	N/A
Satisfied-dissatisfied	2020	37	Considering everything, how satisfied are you with your pay?	62.9%	16.6%	20.5%	400	N/A
Satisfied-dissatisfied	2020	38	*Considering everything, how satisfied are you with your organization?	66.2%	19.5%	14.3%	401	N/A
Agree-disagree	2019	1	*I am given a real opportunity to improve my skills in my organization.	66.9%	12.9%	20.2%	343	N/A
Agree-disagree	2019	2	I feel encouraged to come up with new and better ways of doing things.	58.2%	17.0%	24.8%	343	N/A
Agree-disagree	2019	3	My work gives me a feeling of personal accomplishment.	75.6%	10.2%	14.2%	343	N/A
Agree-disagree	2019	4	I know what is expected of me on the job.	80.2%	8.7%	11.2%	343	N/A
Agree-disagree	2019	5	*My workload is reasonable.	50.6%	14.7%	34.7%	345	0
Agree-disagree	2019	6	*My talents are used well in the workplace.	56.2%	14.7%	29.1%	341	0
Agree-disagree	2019	7	*I know how my work relates to the agency's goals.	87.7%	6.3%	6.0%	340	1
Agree-disagree	2019	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	69.9%	13.7%	16.4%	329	16
Agree-disagree	2019	9	*The people I work with cooperate to get the job done.	76.7%	12.5%	10.8%	342	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.	40.6%	24.0%	35.4%	299	39
Agree-disagree	2019	12	*In my work unit, differences in performance are recognized in a meaningful way.	42.0%	26.2%	31.8%	311	27
Agree-disagree	2019	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	78.0%	14.4%	7.6%	336	3
Agree-disagree	2019	14	Employees are recognized for providing high quality products and services.	54.1%	19.2%	26.7%	324	11
Agree-disagree	2019	15	Employees are protected from health and safety hazards on the job.	73.1%	15.4%	11.5%	323	11
Agree-disagree	2019	16	My agency is successful at accomplishing its mission.	75.6%	15.1%	9.3%	323	12
Agree-disagree	2019	17	*I recommend my organization as a good place to work.	69.8%	15.9%	14.4%	333	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.	46.7%	24.6%	28.7%	301	33
Agree-disagree	2019	19	My supervisor supports my need to balance work and other life issues.	83.4%	7.6%	9.1%	326	3
Agree-disagree	2019	20	My supervisor is committed to a workforce representative of all segments of society.	71.7%	18.9%	9.3%	298	33
Agree-disagree	2019	21	Supervisors in my work unit support employee development.	71.9%	13.6%	14.5%	323	8
Agree-disagree	2019	22	My supervisor listens to what I have to say.	76.8%	9.8%	13.3%	330	N/A
Agree-disagree	2019	23	My supervisor treats me with respect.	83.0%	8.7%	8.3%	330	N/A
Agree-disagree	2019	24	I have trust and confidence in my supervisor.	70.9%	14.2%	14.9%	330	N/A
Good-poor	2019	25	Overall, how good a job do you feel is being done by your immediate supervisor?	71.6%	17.1%	11.3%	331	N/A

Core Q1-10, 12-38 Trend

Agree-disagree	2019	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	48.1%	18.2%	33.7%	309	21
Agree-disagree	2019	27	My organization's senior leaders maintain high standards of honesty and integrity.	56.4%	26.0%	17.6%	294	35
Agree-disagree	2019	28	*Managers communicate the goals of the organization.	67.6%	16.0%	16.4%	321	7
Agree-disagree	2019	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	57.6%	19.1%	23.3%	313	14
Good-poor	2019	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	67.1%	17.4%	15.5%	309	19
Agree-disagree	2019	31	I have a high level of respect for my organization's senior leaders.	59.9%	23.5%	16.5%	321	7
Agree-disagree	2019	32	Senior leaders demonstrate support for Work-Life programs.	61.9%	22.9%	15.2%	308	19
Satisfied-dissatisfied	2019	33	*How satisfied are you with your involvement in decisions that affect your work?	54.9%	17.5%	27.7%	323	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?	56.4%	19.0%	24.7%	324	N/A
Satisfied-dissatisfied	2019	35	*How satisfied are you with the recognition you receive for doing a good job?	59.7%	19.9%	20.4%	324	N/A
Satisfied-dissatisfied	2019	36	*Considering everything, how satisfied are you with your job?	69.3%	12.3%	18.4%	321	N/A
Satisfied-dissatisfied	2019	37	Considering everything, how satisfied are you with your pay?	63.7%	15.3%	21.0%	322	N/A
Satisfied-dissatisfied	2019	38	*Considering everything, how satisfied are you with your organization?	64.7%	17.2%	18.1%	322	N/A
Agree-disagree	2018	1	*I am given a real opportunity to improve my skills in my organization.	64.4%	14.9%	20.7%	413	N/A
Agree-disagree	2018	2	I feel encouraged to come up with new and better ways of doing things.	54.3%	18.5%	27.1%	411	N/A
Agree-disagree	2018	3	My work gives me a feeling of personal accomplishment.	74.5%	10.0%	15.5%	413	N/A
Agree-disagree	2018	4	I know what is expected of me on the job.	78.4%	8.2%	13.4%	410	N/A
Agree-disagree	2018	5	*My workload is reasonable.	54.6%	15.5%	29.8%	412	1
Agree-disagree	2018	6	*My talents are used well in the workplace.	59.2%	15.8%	25.0%	404	2
Agree-disagree	2018	7	*I know how my work relates to the agency's goals.	87.0%	7.0%	6.0%	409	3
Agree-disagree	2018	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	67.1%	17.6%	15.3%	394	19
Agree-disagree	2018	9	*The people I work with cooperate to get the job done.	74.5%	13.5%	12.0%	411	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.	34.1%	31.0%	34.9%	367	46
Agree-disagree	2018	12	*In my work unit, differences in performance are recognized in a meaningful way.	38.3%	30.6%	31.1%	392	20
Agree-disagree	2018	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	76.8%	12.1%	11.0%	404	6
Agree-disagree	2018	14	Employees are recognized for providing high quality products and services.	51.2%	21.0%	27.8%	381	17
Agree-disagree	2018	15	Employees are protected from health and safety hazards on the job.	72.6%	14.7%	12.6%	390	10
Agree-disagree	2018	16	My agency is successful at accomplishing its mission.	72.3%	17.3%	10.4%	383	16
Agree-disagree	2018	17	*I recommend my organization as a good place to work.	68.4%	17.4%	14.2%	400	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.	45.0%	25.5%	29.5%	354	46
Agree-disagree	2018	19	My supervisor supports my need to balance work and other life issues.	81.3%	8.8%	9.9%	397	3

Core Q1-10, 12-38 Trend

Agree-disagree	2018	20	My supervisor is committed to a workforce representative of all segments of society.	69.4%	20.6%	10.0%	361	39
Agree-disagree	2018	21	Supervisors in my work unit support employee development.	69.2%	13.4%	17.4%	390	10
Agree-disagree	2018	22	My supervisor listens to what I have to say.	76.4%	11.2%	12.4%	399	N/A
Agree-disagree	2018	23	My supervisor treats me with respect.	81.3%	8.8%	9.9%	399	N/A
Agree-disagree	2018	24	I have trust and confidence in my supervisor.	66.3%	15.0%	18.7%	398	N/A
Good-poor	2018	25	Overall, how good a job do you feel is being done by your immediate supervisor?	68.5%	18.2%	13.3%	399	N/A
Agree-disagree	2018	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	46.0%	24.8%	29.2%	379	17
Agree-disagree	2018	27	My organization's senior leaders maintain high standards of honesty and integrity.	60.5%	24.1%	15.3%	353	41
Agree-disagree	2018	28	*Managers communicate the goals of the organization.	67.4%	14.4%	18.1%	381	11
Agree-disagree	2018	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	56.9%	19.5%	23.6%	379	17
Good-poor	2018	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	64.8%	18.9%	16.2%	370	25
Agree-disagree	2018	31	I have a high level of respect for my organization's senior leaders.	62.1%	20.1%	17.8%	388	8
Agree-disagree	2018	32	Senior leaders demonstrate support for Work-Life programs.	62.2%	20.8%	17.0%	368	27
Satisfied-dissatisfied	2018	33	*How satisfied are you with your involvement in decisions that affect your work?	52.3%	19.0%	28.7%	394	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?	53.2%	18.3%	28.5%	392	N/A
Satisfied-dissatisfied	2018	35	*How satisfied are you with the recognition you receive for doing a good job?	57.2%	17.9%	24.9%	393	N/A
Satisfied-dissatisfied	2018	36	*Considering everything, how satisfied are you with your job?	65.7%	16.3%	18.0%	393	N/A
Satisfied-dissatisfied	2018	37	Considering everything, how satisfied are you with your pay?	64.8%	16.0%	19.1%	394	N/A
Satisfied-dissatisfied	2018	38	*Considering everything, how satisfied are you with your organization?	66.2%	15.8%	18.0%	387	N/A
Agree-disagree	2017	1	*I am given a real opportunity to improve my skills in my organization.	65.1%	16.6%	18.2%	447	N/A
Agree-disagree	2017	2	I feel encouraged to come up with new and better ways of doing things.	56.8%	19.8%	23.5%	445	N/A
Agree-disagree	2017	3	My work gives me a feeling of personal accomplishment.	71.8%	12.4%	15.8%	445	N/A
Agree-disagree	2017	4	I know what is expected of me on the job.	80.5%	9.2%	10.3%	445	N/A
Agree-disagree	2017	5	*My workload is reasonable.	56.4%	15.9%	27.7%	442	1
Agree-disagree	2017	6	*My talents are used well in the workplace.	61.3%	16.0%	22.8%	440	2
Agree-disagree	2017	7	*I know how my work relates to the agency's goals and priorities.	85.6%	8.5%	5.9%	446	2
Agree-disagree	2017	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	68.7%	18.8%	12.5%	411	33
Agree-disagree	2017	9	*The people I work with cooperate to get the job done.	77.5%	11.3%	11.2%	447	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.	37.0%	29.3%	33.7%	389	55
Agree-disagree	2017	12	*In my work unit, differences in performance are recognized in a meaningful way.	40.9%	29.2%	29.9%	400	45
Agree-disagree	2017	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	68.1%	17.9%	14.1%	423	19

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Agree-disagree	2017	14	Employees are recognized for providing high quality products and services.	52.4%	23.1%	24.6%	423	19
Agree-disagree	2017	15	Employees are protected from health and safety hazards on the job.	80.7%	14.2%	5.2%	429	13
Agree-disagree	2017	16	My agency is successful at accomplishing its mission.	80.0%	12.6%	7.3%	425	16
Agree-disagree	2017	17	*I recommend my organization as a good place to work.	73.0%	16.9%	10.1%	443	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.	47.8%	27.2%	25.0%	386	57
Agree-disagree	2017	19	My supervisor supports my need to balance work and other life issues.	82.8%	10.2%	7.0%	437	2
Agree-disagree	2017	20	My supervisor is committed to a workforce representative of all segments of society.	72.0%	20.1%	7.9%	388	49
Agree-disagree	2017	21	Supervisors in my work unit support employee development.	68.7%	17.8%	13.5%	429	8
Agree-disagree	2017	22	My supervisor listens to what I have to say.	78.4%	12.1%	9.4%	437	N/A
Agree-disagree	2017	23	My supervisor treats me with respect.	84.3%	8.9%	6.8%	436	N/A
Agree-disagree	2017	24	I have trust and confidence in my supervisor.	70.9%	14.2%	14.9%	437	N/A
Good-poor	2017	25	Overall, how good a job do you feel is being done by your immediate supervisor?	74.9%	16.0%	9.1%	438	N/A
Agree-disagree	2017	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	48.1%	27.2%	24.7%	411	23
Agree-disagree	2017	27	My organization's senior leaders maintain high standards of honesty and integrity.	60.8%	26.4%	12.8%	385	49
Agree-disagree	2017	28	*Managers communicate the goals and priorities of the organization.	71.1%	14.5%	14.4%	423	10
Agree-disagree	2017	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	60.7%	19.3%	20.0%	409	20
Good-poor	2017	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	68.4%	17.6%	13.9%	408	25
Agree-disagree	2017	31	I have a high level of respect for my organization's senior leaders.	59.8%	24.1%	16.1%	419	13
Agree-disagree	2017	32	Senior leaders demonstrate support for Work-Life programs.	68.2%	20.7%	11.1%	393	40
Satisfied-dissatisfied	2017	33	*How satisfied are you with your involvement in decisions that affect your work?	54.3%	22.3%	23.4%	432	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?	57.7%	18.8%	23.5%	431	N/A
Satisfied-dissatisfied	2017	35	*How satisfied are you with the recognition you receive for doing a good job?	56.8%	21.4%	21.7%	427	N/A
Satisfied-dissatisfied	2017	36	*Considering everything, how satisfied are you with your job?	72.7%	11.2%	16.1%	427	N/A
Satisfied-dissatisfied	2017	37	Considering everything, how satisfied are you with your pay?	63.0%	15.6%	21.4%	430	N/A
Satisfied-dissatisfied	2017	38	*Considering everything, how satisfied are you with your organization?	70.4%	15.9%	13.7%	429	N/A
Agree-disagree	2016	1	*I am given a real opportunity to improve my skills in my organization.	65.9%	16.1%	18.0%	319	N/A
Agree-disagree	2016	2	I feel encouraged to come up with new and better ways of doing things.	52.8%	20.4%	26.8%	316	N/A
Agree-disagree	2016	3	My work gives me a feeling of personal accomplishment.	71.6%	13.6%	14.7%	320	N/A
Agree-disagree	2016	4	I know what is expected of me on the job.	78.9%	12.2%	8.9%	314	N/A
Agree-disagree	2016	5	*My workload is reasonable.	56.6%	15.0%	28.4%	316	0
Agree-disagree	2016	6	*My talents are used well in the workplace.	60.5%	18.7%	20.8%	302	2
Agree-disagree	2016	7	*I know how my work relates to the agency's goals and priorities.	88.2%	7.8%	4.0%	314	0

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Agree-disagree	2016	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	64.3%	22.5%	13.2%	296	22
Agree-disagree	2016	9	*The people I work with cooperate to get the job done.	76.3%	13.2%	10.5%	318	N/A
Agree-disagree	2016	10	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	34.4%	30.6%	35.0%	273	42
Agree-disagree	2016	12	*In my work unit, differences in performance are recognized in a meaningful way.	36.3%	34.8%	28.9%	284	34
Agree-disagree	2016	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	71.3%	19.1%	9.5%	311	6
Agree-disagree	2016	14	Employees are recognized for providing high quality products and services.	53.3%	23.4%	23.4%	294	22
Agree-disagree	2016	15	Employees are protected from health and safety hazards on the job.	76.1%	15.8%	8.1%	310	5
Agree-disagree	2016	16	My agency is successful at accomplishing its mission.	81.5%	12.9%	5.6%	303	13
Agree-disagree	2016	17	*I recommend my organization as a good place to work.	71.8%	18.4%	9.8%	314	N/A
Agree-disagree	2016	18	*I believe the results of this survey will be used to make my agency a better place to work.	49.9%	24.9%	25.2%	279	36
Agree-disagree	2016	19	My supervisor supports my need to balance work and other life issues.	81.1%	10.9%	7.9%	307	5
Agree-disagree	2016	20	My supervisor is committed to a workforce representative of all segments of society.	70.7%	23.9%	5.4%	272	40
Agree-disagree	2016	21	Supervisors in my work unit support employee development.	65.7%	17.6%	16.7%	300	12
Agree-disagree	2016	22	My supervisor listens to what I have to say.	77.0%	10.9%	12.1%	315	N/A
Agree-disagree	2016	23	My supervisor treats me with respect.	80.4%	11.4%	8.2%	309	N/A
Agree-disagree	2016	24	I have trust and confidence in my supervisor.	67.9%	14.3%	17.8%	312	N/A
Good-poor	2016	25	Overall, how good a job do you feel is being done by your immediate supervisor?	69.8%	18.0%	12.2%	314	N/A
Agree-disagree	2016	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	45.5%	30.9%	23.6%	295	17
Agree-disagree	2016	27	My organization's senior leaders maintain high standards of honesty and integrity.	58.2%	28.9%	12.9%	277	33
Agree-disagree	2016	28	*Managers communicate the goals and priorities of the organization.	61.7%	20.8%	17.5%	302	10
Agree-disagree	2016	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	54.5%	23.5%	22.0%	297	16
Good-poor	2016	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	66.8%	20.4%	12.8%	296	17
Agree-disagree	2016	31	I have a high level of respect for my organization's senior leaders.	59.0%	23.7%	17.4%	306	6
Agree-disagree	2016	32	Senior leaders demonstrate support for Work-Life programs.	63.6%	23.1%	13.4%	287	26
Satisfied-dissatisfied	2016	33	*How satisfied are you with your involvement in decisions that affect your work?	50.6%	29.7%	19.8%	311	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?	53.3%	25.0%	21.7%	310	N/A
Satisfied-dissatisfied	2016	35	*How satisfied are you with the recognition you receive for doing a good job?	54.8%	25.7%	19.5%	307	N/A
Satisfied-dissatisfied	2016	36	*Considering everything, how satisfied are you with your job?	69.0%	17.2%	13.8%	310	N/A
Satisfied-dissatisfied	2016	37	Considering everything, how satisfied are you with your pay?	58.5%	19.6%	21.9%	309	N/A
Satisfied-dissatisfied	2016	38	*Considering everything, how satisfied are you with your organization?	69.2%	17.6%	13.3%	308	N/A
Agree-disagree	2015	1	*I am given a real opportunity to improve my skills in my organization.	64.8%	18.6%	16.6%	481	N/A

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Agree-disagree	2015	2	I feel encouraged to come up with new and better ways of doing things.	57.5%	21.3%	21.2%	472	N/A
Agree-disagree	2015	3	My work gives me a feeling of personal accomplishment.	79.3%	9.3%	11.4%	478	N/A
Agree-disagree	2015	4	I know what is expected of me on the job.	82.9%	10.1%	7.0%	479	N/A
Agree-disagree	2015	5	*My workload is reasonable.	59.4%	16.6%	23.9%	478	0
Agree-disagree	2015	6	*My talents are used well in the workplace.	60.7%	19.9%	19.4%	446	0
Agree-disagree	2015	7	*I know how my work relates to the agency's goals and priorities.	87.3%	10.0%	2.7%	476	1
Agree-disagree	2015	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	63.2%	20.6%	16.2%	438	41
Agree-disagree	2015	9	*The people I work with cooperate to get the job done.	75.1%	14.1%	10.8%	481	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.	36.9%	27.9%	35.2%	421	58
Agree-disagree	2015	12	*In my work unit, differences in performance are recognized in a meaningful way.	38.8%	29.9%	31.3%	441	37
Agree-disagree	2015	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	69.5%	17.8%	12.7%	460	12
Agree-disagree	2015	14	Employees are recognized for providing high quality products and services.	53.5%	21.3%	25.2%	451	19
Agree-disagree	2015	15	Employees are protected from health and safety hazards on the job.	74.4%	15.9%	9.8%	454	15
Agree-disagree	2015	16	My agency is successful at accomplishing its mission.	80.9%	14.6%	4.5%	460	13
Agree-disagree	2015	17	*I recommend my organization as a good place to work.	72.9%	18.0%	9.1%	471	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.	45.2%	29.6%	25.3%	418	52
Agree-disagree	2015	19	My supervisor supports my need to balance work and other life issues.	82.9%	10.1%	7.0%	463	7
Agree-disagree	2015	20	My supervisor is committed to a workforce representative of all segments of society.	71.1%	21.3%	7.6%	408	61
Agree-disagree	2015	21	Supervisors in my work unit support employee development.	64.5%	20.2%	15.3%	454	17
Agree-disagree	2015	22	My supervisor listens to what I have to say.	77.4%	12.5%	10.1%	471	N/A
Agree-disagree	2015	23	My supervisor treats me with respect.	81.3%	11.0%	7.7%	470	N/A
Agree-disagree	2015	24	I have trust and confidence in my supervisor.	67.3%	19.6%	13.1%	471	N/A
Good-poor	2015	25	Overall, how good a job do you feel is being done by your immediate supervisor?	72.3%	17.4%	10.3%	470	N/A
Agree-disagree	2015	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	45.9%	29.2%	24.9%	444	22
Agree-disagree	2015	27	My organization's senior leaders maintain high standards of honesty and integrity.	58.5%	27.6%	13.9%	422	44
Agree-disagree	2015	28	*Managers communicate the goals and priorities of the organization.	65.1%	19.4%	15.5%	445	19
Agree-disagree	2015	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	55.4%	24.3%	20.2%	429	34
Good-poor	2015	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	68.2%	19.7%	12.1%	413	52
Agree-disagree	2015	31	I have a high level of respect for my organization's senior leaders.	63.2%	23.7%	13.1%	456	10
Agree-disagree	2015	32	Senior leaders demonstrate support for Work-Life programs.	64.5%	25.2%	10.3%	411	52
Satisfied-dissatisfied	2015	33	*How satisfied are you with your involvement in decisions that affect your work?	52.5%	26.8%	20.7%	466	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?	56.0%	20.7%	23.3%	466	N/A
Satisfied-dissatisfied	2015	35	*How satisfied are you with the recognition you receive for doing a good job?	53.0%	23.1%	23.9%	459	N/A

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Satisfied-dissatisfied	2015	36	*Considering everything, how satisfied are you with your job?	71.6%	14.7%	13.6%	464	N/A
Satisfied-dissatisfied	2015	37	Considering everything, how satisfied are you with your pay?	62.1%	17.1%	20.8%	466	N/A
Satisfied-dissatisfied	2015	38	*Considering everything, how satisfied are you with your organization?	67.8%	19.8%	12.4%	462	N/A
Agree-disagree	2014	1	*I am given a real opportunity to improve my skills in my organization.	59.7%	18.5%	21.8%	526	N/A
Agree-disagree	2014	2	I feel encouraged to come up with new and better ways of doing things.	55.7%	22.0%	22.4%	516	N/A
Agree-disagree	2014	3	My work gives me a feeling of personal accomplishment.	76.3%	10.2%	13.5%	521	N/A
Agree-disagree	2014	4	I know what is expected of me on the job.	84.0%	9.9%	6.1%	519	N/A
Agree-disagree	2014	5	*My workload is reasonable.	64.6%	14.8%	20.5%	522	1
Agree-disagree	2014	6	*My talents are used well in the workplace.	62.3%	16.6%	21.1%	502	3
Agree-disagree	2014	7	*I know how my work relates to the agency's goals and priorities.	85.8%	8.4%	5.8%	521	2
Agree-disagree	2014	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	59.7%	25.8%	14.5%	482	41
Agree-disagree	2014	9	*The people I work with cooperate to get the job done.	72.4%	15.1%	12.5%	526	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.	36.3%	28.5%	35.2%	459	63
Agree-disagree	2014	12	*In my work unit, differences in performance are recognized in a meaningful way.	35.1%	32.4%	32.6%	480	43
Agree-disagree	2014	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	68.8%	20.4%	10.8%	504	17
Agree-disagree	2014	14	Employees are recognized for providing high quality products and services.	52.5%	23.2%	24.3%	502	17
Agree-disagree	2014	15	Employees are protected from health and safety hazards on the job.	77.2%	14.2%	8.6%	510	10
Agree-disagree	2014	16	My agency is successful at accomplishing its mission.	84.3%	13.2%	2.6%	500	22
Agree-disagree	2014	17	*I recommend my organization as a good place to work.	72.4%	18.2%	9.4%	519	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.	50.3%	28.5%	21.3%	468	52
Agree-disagree	2014	19	My supervisor supports my need to balance work and other life issues.	80.8%	10.0%	9.2%	517	3
Agree-disagree	2014	20	My supervisor is committed to a workforce representative of all segments of society.	64.7%	28.1%	7.2%	463	56
Agree-disagree	2014	21	Supervisors in my work unit support employee development.	64.7%	18.8%	16.5%	503	15
Agree-disagree	2014	22	My supervisor listens to what I have to say.	76.9%	11.1%	12.0%	520	N/A
Agree-disagree	2014	23	My supervisor treats me with respect.	80.7%	9.7%	9.6%	516	N/A
Agree-disagree	2014	24	I have trust and confidence in my supervisor.	65.7%	18.2%	16.2%	515	N/A
Good-poor	2014	25	Overall, how good a job do you feel is being done by your immediate supervisor?	71.0%	18.5%	10.5%	519	N/A
Agree-disagree	2014	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	46.8%	28.3%	24.9%	489	30
Agree-disagree	2014	27	My organization's senior leaders maintain high standards of honesty and integrity.	58.6%	28.2%	13.2%	460	55
Agree-disagree	2014	28	*Managers communicate the goals and priorities of the organization.	64.9%	18.8%	16.3%	495	21
Agree-disagree	2014	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	53.2%	23.6%	23.3%	482	36
Good-poor	2014	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	65.3%	25.3%	9.5%	479	39
Agree-disagree	2014	31	I have a high level of respect for my organization's senior leaders.	60.9%	28.5%	10.6%	504	13
Agree-disagree	2014	32	Senior leaders demonstrate support for Work-Life programs.	62.0%	26.5%	11.4%	455	61

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Satisfied-dissatisfied	2014	33	*How satisfied are you with your involvement in decisions that affect your work?	53.0%	24.4%	22.5%	517	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?	56.3%	20.9%	22.8%	516	N/A
Satisfied-dissatisfied	2014	35	*How satisfied are you with the recognition you receive for doing a good job?	52.5%	26.2%	21.3%	516	N/A
Satisfied-dissatisfied	2014	36	*Considering everything, how satisfied are you with your job?	69.9%	17.9%	12.2%	517	N/A
Satisfied-dissatisfied	2014	37	Considering everything, how satisfied are you with your pay?	58.0%	19.9%	22.1%	516	N/A
Satisfied-dissatisfied	2014	38	*Considering everything, how satisfied are you with your organization?	66.9%	19.8%	13.2%	517	N/A
Agree-disagree	2013	1	*I am given a real opportunity to improve my skills in my organization.	60.6%	21.7%	17.8%	609	N/A
Agree-disagree	2013	2	I feel encouraged to come up with new and better ways of doing things.	56.6%	23.0%	20.5%	600	N/A
Agree-disagree	2013	3	My work gives me a feeling of personal accomplishment.	76.2%	15.2%	8.6%	605	N/A
Agree-disagree	2013	4	I know what is expected of me on the job.	84.9%	9.0%	6.1%	605	N/A
Agree-disagree	2013	5	*My workload is reasonable.	64.7%	16.8%	18.5%	607	0
Agree-disagree	2013	6	*My talents are used well in the workplace.	63.3%	15.9%	20.8%	587	2
Agree-disagree	2013	7	*I know how my work relates to the agency's goals and priorities.	88.0%	9.5%	2.5%	604	4
Agree-disagree	2013	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	64.3%	22.2%	13.5%	569	38
Agree-disagree	2013	9	*The people I work with cooperate to get the job done.	76.7%	13.9%	9.4%	610	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.	32.1%	33.7%	34.2%	539	69
Agree-disagree	2013	12	*In my work unit, differences in performance are recognized in a meaningful way.	36.0%	32.3%	31.7%	556	52
Agree-disagree	2013	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	75.0%	17.2%	7.8%	579	17
Agree-disagree	2013	14	Employees are recognized for providing high quality products and services.	52.4%	26.9%	20.8%	569	28
Agree-disagree	2013	15	Employees are protected from health and safety hazards on the job.	75.7%	16.3%	8.0%	580	15
Agree-disagree	2013	16	My agency is successful at accomplishing its mission.	84.1%	14.3%	1.7%	582	17
Agree-disagree	2013	17	*I recommend my organization as a good place to work.	74.8%	16.3%	8.9%	597	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.	45.4%	33.6%	21.0%	532	64
Agree-disagree	2013	19	My supervisor supports my need to balance work and other life issues.	81.5%	11.5%	7.1%	587	7
Agree-disagree	2013	20	My supervisor is committed to a workforce representative of all segments of society.	61.2%	31.1%	7.6%	522	70
Agree-disagree	2013	21	Supervisors in my work unit support employee development.	62.7%	24.0%	13.4%	581	14
Agree-disagree	2013	22	My supervisor listens to what I have to say.	76.7%	14.0%	9.3%	594	N/A
Agree-disagree	2013	23	My supervisor treats me with respect.	79.7%	13.3%	7.0%	592	N/A
Agree-disagree	2013	24	I have trust and confidence in my supervisor.	68.4%	18.4%	13.2%	590	N/A
Good-poor	2013	25	Overall, how good a job do you feel is being done by your immediate supervisor?	73.8%	17.4%	8.7%	592	N/A
Agree-disagree	2013	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	46.7%	31.7%	21.6%	566	25
Agree-disagree	2013	27	My organization's senior leaders maintain high standards of honesty and integrity.	61.6%	25.3%	13.1%	548	41
Agree-disagree	2013	28	*Managers communicate the goals and priorities of the organization.	63.3%	25.0%	11.6%	576	12

Core Q1-10, 12-38 Trend

Agree-disagree	2013	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	56.4%	24.8%	18.8%	564	27
Good-poor	2013	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	66.7%	22.5%	10.8%	544	46
Agree-disagree	2013	31	I have a high level of respect for my organization's senior leaders.	62.7%	24.6%	12.6%	578	11
Agree-disagree	2013	32	Senior leaders demonstrate support for Work-Life programs.	64.6%	21.7%	13.7%	513	75
Satisfied-dissatisfied	2013	33	*How satisfied are you with your involvement in decisions that affect your work?	55.8%	25.2%	19.1%	587	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?	54.1%	22.6%	23.3%	590	N/A
Satisfied-dissatisfied	2013	35	*How satisfied are you with the recognition you receive for doing a good job?	53.8%	23.8%	22.4%	586	N/A
Satisfied-dissatisfied	2013	36	*Considering everything, how satisfied are you with your job?	71.2%	17.9%	10.9%	581	N/A
Satisfied-dissatisfied	2013	37	Considering everything, how satisfied are you with your pay?	56.5%	19.0%	24.5%	586	N/A
Satisfied-dissatisfied	2013	38	*Considering everything, how satisfied are you with your organization?	69.2%	18.6%	12.2%	587	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	7	1.9%
At least 75% but less than 100%	13	3.5%
At least 50% but less than 75%	16	4.2%
At least 25% but less than 50%	49	13.0%
Less than 25%	125	31.2%
I have not been physically present at my agency worksite during the pandemic	189	46.2%
Total	399	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)	11	2.9%
Annual leave	175	44.7%
Sick leave	136	35.0%
Weather and safety leave	23	5.7%
Administrative leave	34	9.2%
Other paid leave (e.g., comp time, credit hours)	70	18.2%
Unpaid leave (e.g., LWOP)	5	1.2%
I have not used leave because of the pandemic	190	46.6%
Total (percents will add to more than 100% because respondents could choose more than one response option)	398	--

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	6	3.1%
At least 75% but less than 100%	2	1.2%
At least 50% but less than 75%	9	4.5%
At least 25% but less than 50%	12	6.1%
Less than 25%	177	85.1%
Total	206	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	80	20.6%
<u>I ended</u> my usual alternative work schedule	49	11.8%
No change because of the pandemic	269	67.6%
Total	398	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	5	1.4%	290	70.2%	252	62.3%
I telework 3 or 4 days per week	18	4.9%	78	21.0%	100	26.1%
I telework 1 or 2 days per week	158	37.9%	17	4.7%	27	7.0%
I telework, but only about 1 or 2 days per month	12	3.0%	0	0.0%	2	0.5%
I telework very infrequently, on an unscheduled or short-term basis	18	4.5%	2	0.5%	4	1.1%
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)	28	7.9%	7	1.9%	6	1.5%
I <u>do not</u> telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking	12	3.0%	3	0.7%	1	0.3%
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	92	24.7%	0	0.0%	0	0.0%
I <u>do not</u> telework because I choose not to telework	51	12.6%	3	1.0%	4	1.3%
Total	394	100.0%	400	100.0%	396	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	5	1.4%	2	0.6%	2
I telework 3 or 4 days per week	18	4.9%	4	1.4%	7	1.8%
I telework 1 or 2 days per week	158	37.9%	144	43.9%	159	38.2%

I telework, but only about 1 or 2 days per month	12	3.0%	11	3.5%	13	3.4%
I telework very infrequently, on an unscheduled or short-term basis	18	4.5%	22	7.2%	26	7.4%
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)	28	7.9%	43	13.0%	49	12.9%
I <u>do not</u> telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking	12	3.0%	10	2.9%	18	4.8%
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	92	24.7%	44	15.2%	63	16.7%
I <u>do not</u> telework because I choose not to telework	51	12.6%	42	12.3%	56	14.3%
Total	394	100.0%	322	100.0%	393	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 <i>available</i> to me		Needed, but <i>not available</i> to me		Not needed by me now	
	2020		2020		2020	
	N	%	N	%	N	%
43A. Expanded telework	347	89.3%	6	1.6%	36	9.1%
43B. Expanded work schedule flexibilities	238	61.2%	46	12.1%	105	26.7%
43C. Expanded leave policies	166	43.8%	26	7.1%	194	49.1%
43D. More information on available leave policies	152	39.7%	42	11.2%	195	49.0%
43E. Expanded mental health resources (e.g., assistance with stress of COVID-19)	72	19.9%	61	17.0%	253	63.1%
43F. Expanded physical health resources (e.g., temperature checks, COVID-19 illness testing) at my agency worksite	148	37.2%	43	12.8%	202	50.0%
43G. Timely communication about possible COVID-19 illness at my agency worksite	174	46.3%	112	28.3%	106	25.4%
43H. Protection of employees at higher risk for severe illness from COVID-19 exposure	218	56.1%	33	9.3%	139	34.6%
43I. Limited access to my agency worksite buildings/facilities (e.g., closures, limits on activities with external visitors/groups)	274	70.1%	15	4.1%	104	25.8%
43J. Social distancing (e.g., limits on group size, reduced access to common areas) in my agency worksite	241	62.6%	12	3.4%	139	33.9%
43K. Rearranged workspaces to maximize social distancing	112	30.4%	35	9.6%	238	60.0%
43L. Encouraged use of personal protective equipment (PPE) or other safety equipment in my agency worksite	238	62.5%	12	3.5%	140	34.0%
43M. Cleaning and sanitizing supplies available to reduce risk of illness in my agency worksite	235	61.0%	28	8.0%	127	31.0%
43N. Training for all employees on health and safety protocols	265	68.0%	33	9.1%	95	22.9%

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	207	53.5%
Agree	124	33.2%
Neither Agree nor Disagree	31	8.6%
Disagree	10	2.8%
Strongly Disagree	6	1.8%
No Basis to Judge	14	--
Total	392	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	207	53.2%
Agree	132	35.6%
Neither Agree nor Disagree	32	8.7%
Disagree	3	0.6%
Strongly Disagree	6	1.8%
No Basis to Judge	12	--
Total	392	100.0%

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

	2020	
	N	%
Strongly Agree	161	41.2%
Agree	150	39.2%
Neither Agree nor Disagree	36	9.8%
Disagree	19	5.0%
Strongly Disagree	18	4.8%
No Basis to Judge	6	--

Total	390	100.0%
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47. During the COVID-19 pandemic my supervisor has shown concern for my health and safety.

	2020	
	N	%
Strongly Agree	205	52.4%
Agree	116	30.5%
Neither Agree nor Disagree	44	11.7%
Disagree	8	2.1%
Strongly Disagree	12	3.4%
No Basis to Judge	6	--
Total	391	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	205	52.6%
Agree	121	31.8%
Neither Agree nor Disagree	43	11.3%
Disagree	5	1.3%
Strongly Disagree	11	3.0%
No Basis to Judge	9	--
Total	394	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	186	48.4%
Agree	113	29.7%
Neither Agree nor Disagree	51	13.9%
Disagree	13	3.5%
Strongly Disagree	16	4.5%
No Basis to Judge	13	--

Total	392	100.0%
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Percentages are weighted to represent the Agency's population.

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

Source: 2020 OPM Federal Employee Viewpoint Survey

COVID-19 Pandemic: Work Supports

50. How has your organization supported *your work* during the COVID-19 pandemic?

For each support listed choose the best response from one of the 3 columns: (1) those supports you needed and have been available to you, (2) those you needed but not available to you, and (3) those supports you have not currently needed.

	Needed and <u>available</u> to me		Needed, but <u>not available</u> to me		Not needed by me now	
	2020		2020		2020	
	N	%	N	%	N	%
50A. Consistent communication (e.g., organizational status, what to expect)	306	81.2%	57	14.7%	17	4.1%
50B. Training for new/changed work or work processes because of the pandemic	251	66.8%	48	13.0%	83	20.3%
50C. Reallocation of resources (e.g., staffing, budget, materials) to support changes in work because of the pandemic	178	47.5%	64	17.0%	142	35.6%
50D. Help with commuting issues (e.g., alternatives to public transportation)	64	16.4%	66	17.4%	254	66.1%
50E. Options for work/business travel	65	17.1%	31	8.8%	288	74.2%
50F. Information on remote work policies, procedures, and expectations	314	82.2%	26	7.2%	43	10.6%
50G. Training on how to work remotely	244	64.9%	30	8.2%	109	26.9%
50H. Equipment and technology for working remotely (e.g., laptops, cell phone, Information Technology infrastructure)	346	90.2%	25	6.5%	14	3.3%
50I. Expanded collaboration tools (e.g., video conferencing, teleconferencing)	269	69.1%	54	14.4%	63	16.5%
50J. Expanded training for using remote work tools and applications	232	61.3%	73	18.5%	81	20.2%
50K. Expanded Information Technology (IT) support	270	70.3%	72	18.8%	44	10.9%
50L. Information about data security policies and procedures	300	78.5%	30	7.9%	53	13.6%

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	27	7.3%
No	323	84.3%
Other	30	8.4%
Total	380	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	31	8.7%
Very	42	10.3%
Somewhat	121	31.5%
Slightly	104	26.7%
Not at All	87	22.8%
No Basis to Judge	2	--
Total	387	100.0%

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

	2020	
	N	%
Greatly Increased	113	31.0%
Somewhat Increased	110	28.1%
About the Same	146	37.6%
Somewhat Decreased	11	2.8%
Greatly Decreased	2	0.4%
No Basis to Judge	7	--
Total	389	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	153	42.3%
Agree	124	35.8%
Neither Agree nor Disagree	46	12.8%
Disagree	16	4.8%
Strongly Disagree	14	4.2%
No Basis to Judge	33	--
Total	386	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	149	39.0%
Agree	153	40.6%
Neither Agree nor Disagree	42	11.6%
Disagree	16	4.3%
Strongly Disagree	17	4.6%
No Basis to Judge	8	--
Total	385	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	202	55.7%
Most of the Time	132	36.6%
Sometimes	26	6.6%
Rarely	3	0.9%
Never	1	0.3%
No Basis to Judge	18	--
Total	382	100.0%

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

	2020	
	N	%
Always	228	62.5%
Most of the Time	110	30.4%
Sometimes	19	4.9%
Rarely	8	2.2%
Never	0	0.0%
No Basis to Judge	17	--
Total	382	100.0%

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

	2020	
	N	%
Always	212	57.6%
Most of the Time	127	34.5%
Sometimes	26	7.0%

Rarely	3	0.9%
Never	0	0.0%
No Basis to Judge	16	--
Total	384	100.0%

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

	2020	
	N	%
Always	210	56.0%
Most of the Time	119	32.5%
Sometimes	34	9.2%
Rarely	8	2.1%
Never	1	0.2%
No Basis to Judge	13	--
Total	385	100.0%

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

	2020	
	N	%
Always	206	55.7%
Most of the Time	106	29.4%
Sometimes	41	10.7%
Rarely	11	2.7%
Never	5	1.5%
No Basis to Judge	16	--
Total	385	100.0%

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

	2020	
	N	%
Always	188	52.5%
Most of the Time	135	37.7%
Sometimes	27	7.3%

Rarely	4	1.1%
Never	5	1.4%
No Basis to Judge	25	--
Total	384	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	151	41.7%
Most of the Time	148	41.9%
Sometimes	48	13.3%
Rarely	9	2.5%
Never	2	0.7%
No Basis to Judge	25	--
Total	383	100.0%

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

	2020	
	N	%
Always	204	56.3%
Most of the Time	115	31.9%
Sometimes	36	9.8%
Rarely	5	1.4%
Never	2	0.6%
No Basis to Judge	25	--
Total	387	100.0%

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

2020

	N	%
Always	190	51.8%
Most of the Time	127	35.3%
Sometimes	42	11.0%
Rarely	5	1.5%
Never	1	0.4%
No Basis to Judge	22	--
Total	387	100.0%

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

	2020	
	N	%
Always	201	55.0%
Most of the Time	109	29.9%
Sometimes	41	11.2%
Rarely	13	3.6%
Never	1	0.3%
No Basis to Judge	22	--
Total	387	100.0%

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

	2020	
	N	%
Always	183	50.5%
Most of the Time	111	31.2%
Sometimes	50	13.2%
Rarely	14	3.6%
Never	5	1.6%
No Basis to Judge	24	--
Total	387	100.0%

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

2020

	N	%
Always	158	45.0%
Most of the Time	135	39.0%
Sometimes	45	12.4%
Rarely	10	2.9%
Never	2	0.7%
No Basis to Judge	37	--
Total	387	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	159	43.9%	41.6%	65	29.7%	20.7%	83	32.4%	20.4%
Satisfied	142	38.2%	36.2%	91	38.5%	26.9%	106	43.2%	27.3%
Neither Satisfied nor Dissatisfied	38	10.2%	9.7%	31	13.8%	9.6%	28	11.6%	7.3%
Dissatisfied	15	3.9%	3.7%	24	10.0%	7.0%	16	7.5%	4.8%
Very Dissatisfied	14	3.8%	3.6%	18	8.0%	5.6%	13	5.3%	3.3%
Item Response Total	368	100.0%	94.8%	229	100.0%	69.8%	246	100.0%	63.1%
I choose not to participate in this program	4	--	1.0%	27	--	8.1%	34	--	8.7%
This program is not available to me	13	--	3.7%	65	--	21.2%	99	--	26.3%
I am unaware of this program	1	--	0.4%	2	--	0.9%	6	--	1.9%
Total	386	100.0%	100.0%	323	100.0%	100.0%	385	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)	215	54.7%	190	58.2%
Health and Wellness Programs (for example, onsite exercise, flu vaccination, medical screening, CPR training, Health and wellness fair)	130	31.7%	154	46.7%
Employee Assistance Program - EAP (for example, short-term counseling, referral services, legal services, education services)	22	5.6%	29	8.6%
Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, subsidy, flexible spending account)	7	2.1%	6	2.3%
Elder Care Programs (for example, elder/adult care, support groups, resources)	2	0.5%	3	0.8%
None listed above	133	35.5%	88	28.8%
Total (percents will add to more than 100% because respondents could choose more than one response option)	386	--	321	--

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	127	45.6%	32.7%	124	48.3%	38.7%	125	39.3%	31.3%
Satisfied	90	32.6%	23.3%	94	34.7%	27.8%	120	39.4%	31.3%
Neither Satisfied nor Dissatisfied	36	13.2%	9.5%	21	7.6%	6.1%	39	12.8%	10.2%
Dissatisfied	16	5.4%	3.8%	10	3.9%	3.2%	14	4.1%	3.3%
Very Dissatisfied	8	3.2%	2.3%	14	5.5%	4.4%	13	4.3%	3.4%
Item Response Total	277	100.0%	71.6%	263	100.0%	80.2%	311	100.0%	79.6%
I choose not to participate in these programs	39	--	10.1%	18	--	5.7%	13	--	3.4%
These programs are not available to me	55	--	15.4%	38	--	12.7%	59	--	14.7%
I am unaware of these programs	11	--	2.9%	4	--	1.4%	9	--	2.3%
Total	382	100.0%	100.0%	323	100.0%	100.0%	392	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	86	31.2%	21.9%	123	52.4%	38.5%	142	44.6%	36.1%
Satisfied	110	39.9%	28.0%	93	37.4%	27.5%	122	38.2%	30.9%
Neither Satisfied nor Dissatisfied	54	19.6%	13.8%	18	7.9%	5.8%	35	10.7%	8.6%
Dissatisfied	15	5.6%	3.9%	0	0.0%	0.0%	10	3.1%	2.5%
Very Dissatisfied	10	3.8%	2.6%	6	2.4%	1.7%	10	3.4%	2.7%
Item Response Total	275	100.0%	70.3%	240	100.0%	73.5%	319	100.0%	80.9%
I choose not to participate in these programs	60	--	16.1%	33	--	10.4%	20	--	4.7%
These programs are not available to me	35	--	10.1%	36	--	11.3%	45	--	11.9%

I am unaware of these programs	13	--	3.5%	14	--	4.8%	10	--	2.5%
Total	383	100.0%	100.0%	323	100.0%	100.0%	394	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	37	20.5%	9.6%	36	25.7%	12.4%	64	26.7%	16.8%
Satisfied	59	32.2%	15.0%	58	36.2%	17.4%	78	31.9%	20.1%
Neither Satisfied nor Dissatisfied	67	37.8%	17.6%	55	34.6%	16.7%	88	35.9%	22.6%
Dissatisfied	9	5.2%	2.4%	1	0.7%	0.4%	9	3.7%	2.3%
Very Dissatisfied	7	4.4%	2.0%	5	2.7%	1.3%	5	1.8%	1.1%
Item Response Total	179	100.0%	46.7%	155	100.0%	48.2%	244	100.0%	62.8%
I choose not to participate in these programs	170	--	44.5%	130	--	40.0%	109	--	27.0%
These programs are not available to me	8	--	2.3%	13	--	4.3%	9	--	2.4%
I am unaware of these programs	25	--	6.5%	23	--	7.5%	32	--	7.7%
Total	382	100.0%	100.0%	321	100.0%	100.0%	394	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	14	14.3%	3.8%	13	19.0%	4.6%	21	14.6%	5.4%
Satisfied	23	22.3%	6.0%	17	23.0%	5.6%	34	24.4%	9.0%
Neither Satisfied nor Dissatisfied	57	56.4%	15.2%	44	55.1%	13.4%	77	53.5%	19.8%
Dissatisfied	1	1.3%	0.4%	0	0.0%	0.0%	3	2.7%	1.0%
Very Dissatisfied	5	5.8%	1.6%	2	2.9%	0.7%	6	4.9%	1.8%
Item Response Total	100	100.0%	26.9%	76	100.0%	24.3%	141	100.0%	36.9%
I choose not to participate in these programs	168	--	43.5%	137	--	41.2%	115	--	28.5%
These programs are not available to me	54	--	13.8%	58	--	17.7%	69	--	17.9%
I am unaware of these programs	60	--	15.8%	51	--	16.8%	69	--	16.7%
Total	382	100.0%	100.0%	322	100.0%	100.0%	394	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	9	12.2%	2.6%	11	19.1%	4.1%	15	13.8%	4.0%
Satisfied	16	20.3%	4.3%	13	19.7%	4.2%	20	17.1%	5.0%
Neither Satisfied nor Dissatisfied	47	57.6%	12.3%	38	54.9%	11.8%	73	63.7%	18.6%
Dissatisfied	2	2.6%	0.6%	0	0.0%	0.0%	2	2.0%	0.6%
Very Dissatisfied	5	7.3%	1.6%	4	6.3%	1.4%	4	3.5%	1.0%
Item Response Total	79	100.0%	21.3%	66	100.0%	21.5%	114	100.0%	29.2%
I choose not to participate in these programs	165	--	43.4%	116	--	35.6%	106	--	26.6%
These programs are not available to me	50	--	12.5%	57	--	17.6%	74	--	19.1%
I am unaware of these programs	87	--	22.8%	79	--	25.3%	98	--	25.0%
Total	381	100.0%	100.0%	318	100.0%	100.0%	392	100.0%	100.0%

Percentages are weighted to represent the Agency's population.

The rows above do not include results for any year when there were fewer than 4 completed surveys.

Source: 2020 OPM Federal Employee Viewpoint Survey

Work-Life

65. Which of the following paid and unpaid child care arrangements have you used to perform your work responsibilities during the COVID-19 pandemic? (Mark all that apply)

	2020	
	N	%
I do not have any child care responsibilities	243	63.4%
No arrangements needed to manage child care responsibilities (e.g., older children)	43	10.7%
Child care in my own home (e.g., other parent, relative, nanny, au pair)	50	14.1%
Alternative work arrangement (e.g., telework, flexible work schedule)	51	13.9%
Child care center	9	2.5%
Paid leave	34	9.0%
Unpaid leave	2	0.5%
Child care in someone else's home (e.g., relative or neighbor, professional child care provider)	10	2.6%
Respite care (temporary care of a sick or disabled child, providing relief for their usual caregiver)	0	0.0%
Agency emergency back-up care program	1	0.3%
Resource and referral services for dependent child care	0	0.0%
Other services/arrangements	12	3.6%
Total (percents will add to more than 100% because respondents could choose more than one response option)	379	--

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	282	75.5%
No arrangements needed to manage elder/adult care responsibilities (e.g., elder can manage tasks of everyday living)	27	6.8%
Alternative work arrangement (e.g., telework, flexible work schedule)	35	9.1%
Elder/adult day care center	3	0.9%
Paid leave	35	9.1%
Unpaid leave	4	1.0%
Long-term care insurance	0	0.0%
Respite care (temporary care of a sick or disabled adult/elder, providing relief for their usual caregiver)	6	1.7%
Other services/arrangements	16	4.4%
Total (percents will add to more than 100% because respondents could choose more than one response option)	377	--

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	203	--
Extremely	30	21.5%
Very	20	14.8%
Somewhat	23	16.3%
Slightly	36	27.4%
Not at All	27	20.0%
Does Not Apply	43	--
Total	382	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	234	--
Extremely	25	29.2%
Very	11	13.4%
Somewhat	14	15.6%
Slightly	15	18.8%
Not at All	18	22.9%
Does Not Apply	64	--
Total	381	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	68.5%
Field	22.8%
Full-time telework (e.g., home office, telecenter)	8.7%
Total	100.0%

<i>What is your supervisory status?</i>	%
Senior Leader	2.4%
Manager	5.5%
Supervisor	13.7%
Team Leader	13.2%
Non-Supervisor	65.2%
Total	100.0%

<i>What is your pay category/grade?</i>	%
Federal Wage System	0.0%
GS 1-6	5.5%
GS 7-12	66.5%
GS 13-15	26.6%
Senior Executive Service	1.1%
Senior Level (SL) or Scientific or Professional (ST)	0.0%
Other	0.3%
Total	100.0%

<i>What is your US military service status?</i>	%
No Prior Military Service	80.8%
Currently in National Guard or Reserves	1.3%
Retired	4.2%
Separated or Discharged	13.7%
Total	100.0%

<i>Are you:</i>	%
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Core Q1-10, 12-38 Trend

The spouse of a current active duty service member of the U.S. Armed Forces	0.8%
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	0.3%
The widow(er) of a service member killed while on active duty in the U.S. Armed Forces	0.0%
None of the categories listed	98.9%
Total	100.0%

If the response to the previous question on if you are a military spouse was "None of the categories listed," this item was skipped.

Have you been hired under the Military Spouse Non-Competitive Hiring Authority?	%
Yes	0.0%
No	100.0%
Total	100.0%

How long have you been with the Federal Government (excluding military service)?	%
Less than 1 year	1.3%
1 to 3 years	10.8%
4 to 5 years	8.9%
6 to 10 years	12.3%
11 to 14 years	17.6%
15 to 20 years	7.3%
More than 20 years	41.7%
Total	100.0%

How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?	%
Less than 1 year	1.8%
1 to 3 years	15.7%
4 to 5 years	12.1%
6 to 10 years	16.5%
11 to 14 years	13.1%
15 to 20 years	5.2%
More than 20 years	35.4%
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	73.9%	73.8%
Yes, to retire	8.6%	8.6%
Yes, to take another job within the Federal Government	13.7%	12.6%
Yes, to take another job outside the Federal Government	1.3%	0.8%
Yes, other	2.4%	4.3%
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	38.2%
No	61.8%
Total	100.0%

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

	Before the COVID-19 Pandemic %	Today %
I am planning to retire:		
Less than 1 year	4.9%	4.9%
1 year	3.8%	4.3%
2 years	5.7%	6.8%
3 years	7.3%	7.6%
4 years	3.8%	3.3%
5 years	8.9%	9.5%

More than 5 years	65.7%	63.7%
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		41.4%
No		58.6%
Total		100.0%

My Personal Demographics

Are you of Hispanic, Latino, or Spanish origin?		%
Yes		10.5%
No		89.5%
Total		100.0%

Please select the racial category or categories with which you most closely identify.		%
White		57.5%
Black or African American		33.3%
All other races		9.2%
Total		100.0%

What is your age group?		%
29 years and under		2.4%
30-39 years old		13.2%
40-49 years old		20.7%
50-59 years old		42.5%
60 years or older		21.2%
Total		100.0%

What is the highest degree or level of education you have completed?		%
Less than High School/ High School Diploma/ GED		4.0%

Core Q1-10, 12-38 Trend

Certification/ Some College/ Associate's Degree	23.8%
Bachelor's Degree	49.5%
Advanced Degrees (Post Bachelor's Degree)	22.7%
Total	100.0%

Are you an individual with a disability?	%
Yes	14.6%
No	85.4%
Total	100.0%

Are you:	%
Male	40.8%
Female	59.2%
Total	100.0%

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

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

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

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

Percentages for demographic questions are unweighted.
 No suppression was applied to My Employment Demographics.
 Source: 2020 OPM Federal Employee Viewpoint Survey

Agency-Specific Questions

1. I currently participate in RRB's telework program.

	2020	
	N	%
Yes, on a regular basis (e.g. every Monday)	307	80.0%
Yes, on an intermittent basis (I occasionally telework)	41	10.7%
No, I am not eligible to telework	19	5.4%
No, I am eligible but choose not to telework	15	3.8%
Total	382	100.0%

2. It is my opinion that RRB employees that telework are more engaged, effective and/or productive in the performance of their work.

	2020	
	N	%
I agree	242	88.9%
I disagree	32	11.1%
N/A, I have no opinion on this	109	--
Total	383	100.0%

Note: "N/A, I have no opinion on this" responses are not included in percentage calculations.

3. It is my opinion that RRB employees that telework have better morale, happiness, and/or a more positive work attitude.

	2020	
	N	%
I agree	261	94.3%
I disagree	16	5.7%
N/A, I have no opinion on this	102	--
Total	379	100.0%

Note: "N/A, I have no opinion on this" responses are not included in percentage calculations.

4. It is my opinion that RRB employees that telework have a better ability to balance work-life demands (e.g. family care needs).

	2020	
	N	%
I agree	315	98.4%
I disagree	5	1.6%
N/A, I have no opinion on this	63	--
Total	383	100.0%

Note: "N/A, I have no opinion on this" responses are not included in percentage calculations.

5. The RRB provides enough retirement and financial planning to prepare employees for retirement.

	2020	
	N	%
Yes	161	61.3%
No	99	38.7%
N/A, I have no opinion on this	121	--
Total	381	100.0%

Note: "N/A, I have no opinion on this" responses are not included in percentage calculations.

For all tables on this worksheet:

Percentages are weighted to represent the Agency's population.

Source: 2020 OPM Federal Employee Viewpoint Survey