

2020

Office of Personnel Management

Federal Employee Viewpoint Survey

Empowering Employees. Inspiring Change.



Annual Employee Survey (AES) Report

Department of Homeland Security

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

FIELD PERIOD	Sept 24 - Nov 5, 2020
SAMPLE OR CENSUS	CENSUS
NUMBER OF SURVEYS COMPLETED	84,704
NUMBER OF SURVEYS ADMINISTERED	184,800
RESPONSE RATE	45.8%

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

1 item identified as **challenges** (35% negative or higher)

Engagement Index Score

2020 ENGAGEMENT INDEX

66%

LEADERS LEAD

54%

SUPERVISORS

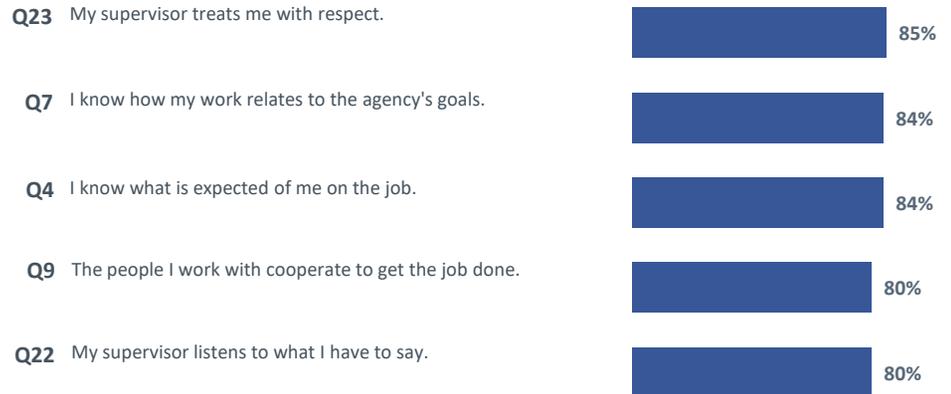
77%

INTRINSIC WORK EXPERIENCE

69%

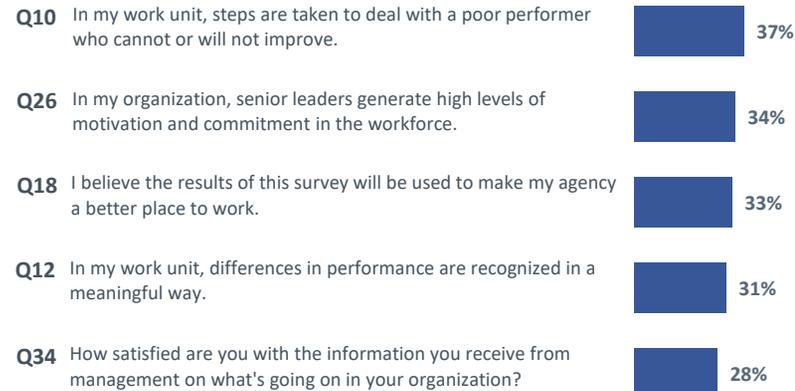
Highest % Positive Items

Select: Highest % Positive



Highest % Negative Items

Select: Highest % Negative

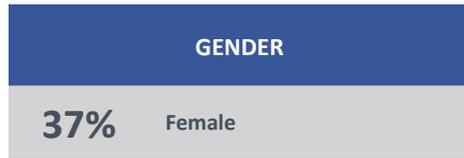


2020



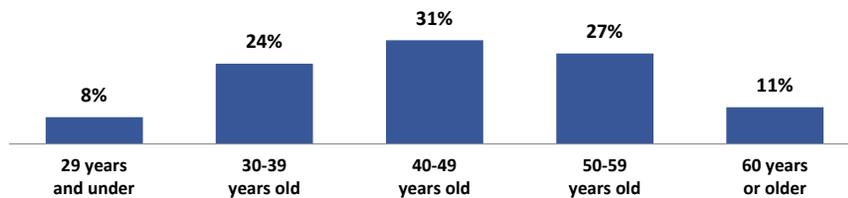
Annual Employee Survey (AES) Report

Department of Homeland Security



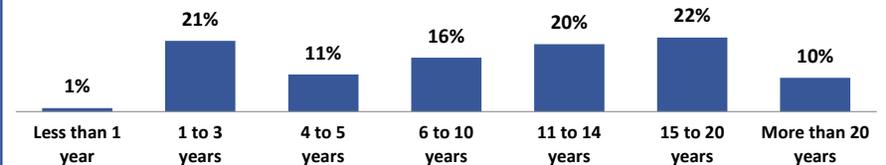
Age Group

- Age Group
- Racial Category
- Education



Agency Tenure

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





Annual Employee Survey (AES) Report

Department of Homeland Security

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	Percentage Point Change
Q5 My workload is reasonable.	57%	56%	55%	70%	
Q12 In my work unit, differences in performance are recognized in a meaningful way.	29%	31%	33%	44%	
Q14 Employees are recognized for providing high quality products and services.	40%	41%	43%	53%	
Q10 In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	26%	28%	29%	38%	
Q9 The people I work with cooperate to get the job done.	71%	71%	72%	80%	

Select: Largest Decreases since 2019

Largest Decreases in Percent Positive since 2019

0

items decreased since 2019

	2017	2018	2019	2020	Percentage Point Change
No items decreased					

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.	61.1%	20.2%	40.8%	18.0%	13.6%	7.3%	20.9%	17735	34692	14751	10939	5673	83790	N/A
Agree-disagree	2	I feel encouraged to come up with new and better ways of doing things.	54.2%	20.4%	33.7%	19.4%	16.3%	10.2%	26.4%	18233	28918	15553	12780	7775	83259	N/A
Agree-disagree	3	My work gives me a feeling of personal accomplishment.	66.7%	26.4%	40.3%	16.6%	9.7%	7.0%	16.7%	23020	33939	13379	7817	5388	83543	N/A
Agree-disagree	4	I know what is expected of me on the job.	83.6%	35.3%	48.3%	8.9%	4.6%	2.9%	7.5%	29725	40559	7465	4074	2434	84257	N/A
Agree-disagree	5	*My workload is reasonable.	70.0%	18.5%	51.4%	12.9%	10.0%	7.1%	17.1%	15386	42871	10692	8780	6091	83820	154
Agree-disagree	6	*My talents are used well in the workplace.	57.1%	17.5%	39.6%	17.8%	14.1%	11.0%	25.0%	15020	33299	14363	11431	8551	82664	373
Agree-disagree	7	*I know how my work relates to the agency's goals.	83.7%	32.2%	51.6%	9.4%	3.9%	2.9%	6.9%	27850	43005	7467	3130	2288	83740	282
Agree-disagree	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	62.7%	26.4%	36.3%	18.0%	9.4%	9.8%	19.3%	22506	29672	14597	7748	7929	82452	1,974
Agree-disagree	9	*The people I work with cooperate to get the job done.	80.1%	35.0%	45.0%	10.5%	6.7%	2.8%	9.5%	30864	37779	8345	5388	2184	84560	N/A
Agree-disagree	10	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	38.1%	11.1%	27.0%	24.7%	18.7%	18.4%	37.1%	9052	21853	19109	14121	13125	77260	7,300
Agree-disagree	12	*In my work unit, differences in performance are recognized in a meaningful way.	43.6%	11.6%	31.9%	25.4%	18.8%	12.3%	31.0%	9800	26409	20100	14590	9228	80127	4,405
Agree-disagree	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	78.6%	26.5%	52.1%	12.5%	5.8%	3.0%	8.9%	23005	43707	9971	4810	2434	83927	623
Agree-disagree	14	Employees are recognized for providing high quality products and services.	53.3%	16.3%	37.0%	20.1%	15.9%	10.7%	26.5%	14406	31873	16230	12721	8208	83438	892
Agree-disagree	15	Employees are protected from health and safety hazards on the job.	63.2%	22.5%	40.7%	15.5%	11.0%	10.3%	21.3%	20616	35015	12240	8429	7475	83775	493
Agree-disagree	16	My agency is successful at accomplishing its mission.	74.9%	25.3%	49.6%	15.7%	5.5%	3.9%	9.4%	21998	41603	12550	4386	3022	83559	802
Agree-disagree	17	*I recommend my organization as a good place to work.	62.0%	21.7%	40.3%	20.8%	10.4%	6.8%	17.2%	18930	33982	17305	8808	5554	84579	N/A

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	18	*I believe the results of this survey will be used to make my agency a better place to work.	41.4%	14.8%	26.5%	25.2%	15.9%	17.5%	33.4%	12112	21833	20151	12638	13094	79828	4,769
Agree-disagree	19	My supervisor supports my need to balance work and other life issues.	78.4%	42.0%	36.4%	11.3%	5.3%	5.0%	10.3%	37037	30211	8854	4065	3839	84006	489
Agree-disagree	20	My supervisor is committed to a workforce representative of all segments of society.	73.5%	37.0%	36.5%	18.5%	4.0%	4.0%	8.0%	31367	28997	13957	3043	2965	80329	4,068
Agree-disagree	21	Supervisors in my work unit support employee development.	70.1%	33.8%	36.4%	16.4%	7.5%	5.9%	13.4%	29772	30380	12995	5937	4550	83634	822
Agree-disagree	22	My supervisor listens to what I have to say.	79.5%	41.0%	38.6%	11.0%	6.0%	3.4%	9.5%	35965	31804	8762	4960	2769	84260	N/A
Agree-disagree	23	My supervisor treats me with respect.	84.8%	47.1%	37.7%	8.6%	3.7%	2.9%	6.6%	41004	30808	6977	3106	2362	84257	N/A
Agree-disagree	24	I have trust and confidence in my supervisor.	73.0%	40.5%	32.5%	14.2%	7.2%	5.5%	12.7%	35367	26843	11565	5920	4519	84214	N/A
Good-poor	25	Overall, how good a job do you feel is being done by your immediate supervisor?	75.3%	45.3%	30.0%	16.0%	5.1%	3.6%	8.7%	39293	25091	12988	4233	2936	84541	N/A
Agree-disagree	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	42.2%	13.1%	29.0%	23.5%	17.6%	16.7%	34.4%	11452	24930	19246	14316	13112	83056	1,084
Agree-disagree	27	My organization's senior leaders maintain high standards of honesty and integrity.	52.7%	18.7%	34.1%	23.3%	10.6%	13.3%	23.9%	15658	27744	18487	8441	10316	80646	3,161
Agree-disagree	28	*Managers communicate the goals of the organization.	59.3%	17.7%	41.5%	19.4%	11.3%	10.0%	21.3%	15508	35352	15653	9083	7670	83266	575
Agree-disagree	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	50.7%	16.3%	34.5%	21.3%	14.7%	13.2%	27.9%	14197	29339	17168	11851	10151	82706	1,419
Good-poor	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	59.8%	27.0%	32.8%	22.2%	9.0%	8.9%	17.9%	22694	26687	17351	6900	6689	80321	3,726
Agree-disagree	31	I have a high level of respect for my organization's senior leaders.	54.9%	21.7%	33.2%	22.9%	11.1%	11.1%	22.3%	18524	27818	18672	9197	8846	83057	975

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	32	Senior leaders demonstrate support for Work-Life programs.	54.4%	20.9%	33.5%	25.6%	10.3%	9.8%	20.0%	17441	27135	19222	7553	6917	78268	5,714
Satisfied-dissatisfied	33	*How satisfied are you with your involvement in decisions that affect your work?	49.1%	14.6%	34.5%	24.9%	17.8%	8.1%	26.0%	12862	29296	20220	14623	6451	83452	N/A
Satisfied-dissatisfied	34	*How satisfied are you with the information you receive from management on what's going on in your organization?	49.4%	14.3%	35.1%	22.3%	19.0%	9.3%	28.2%	12646	29823	18085	15319	7280	83153	N/A
Satisfied-dissatisfied	35	*How satisfied are you with the recognition you receive for doing a good job?	49.6%	16.3%	33.3%	23.2%	16.6%	10.5%	27.2%	14331	28227	18756	13458	8280	83052	N/A
Satisfied-dissatisfied	36	*Considering everything, how satisfied are you with your job?	65.3%	22.2%	43.2%	18.3%	10.4%	5.9%	16.3%	18936	35857	14844	8600	4692	82929	N/A
Satisfied-dissatisfied	37	Considering everything, how satisfied are you with your pay?	59.9%	21.5%	38.5%	14.9%	14.7%	10.4%	25.1%	18353	32426	12245	12115	8221	83360	N/A
Satisfied-dissatisfied	38	*Considering everything, how satisfied are you with your organization?	57.2%	16.6%	40.6%	21.8%	13.5%	7.5%	21.0%	14388	34144	17841	11120	6082	83575	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	13,661	18.9%	10,475	16.2%
Remain in the work unit and continue to underperform	38,368	57.7%	36,665	63.3%
Leave the work unit - removed or transferred	4,784	6.4%	4,315	6.4%
Leave the work unit - quit	1,221	1.6%	1,398	2.1%
There are no poor performers in my work unit	11,121	15.4%	7,541	12.0%
Item Response Total	69,155	100.0%	60,394	100.0%
Do Not Know	15,406	--	12,246	--
Total	84,561	100.0%	72,640	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.	61.1%	18.0%	20.9%	83790	N/A
Agree-disagree	2020	2	I feel encouraged to come up with new and better ways of doing things.	54.2%	19.4%	26.4%	83259	N/A
Agree-disagree	2020	3	My work gives me a feeling of personal accomplishment.	66.7%	16.6%	16.7%	83543	N/A
Agree-disagree	2020	4	I know what is expected of me on the job.	83.6%	8.9%	7.5%	84257	N/A
Agree-disagree	2020	5	*My workload is reasonable.	70.0%	12.9%	17.1%	83820	154
Agree-disagree	2020	6	*My talents are used well in the workplace.	57.1%	17.8%	25.0%	82664	373
Agree-disagree	2020	7	*I know how my work relates to the agency's goals.	83.7%	9.4%	6.9%	83740	282
Agree-disagree	2020	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	62.7%	18.0%	19.3%	82452	1,974
Agree-disagree	2020	9	*The people I work with cooperate to get the job done.	80.1%	10.5%	9.5%	84560	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.	38.1%	24.7%	37.1%	77260	7,300
Agree-disagree	2020	12	*In my work unit, differences in performance are recognized in a meaningful way.	43.6%	25.4%	31.0%	80127	4,405
Agree-disagree	2020	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	78.6%	12.5%	8.9%	83927	623
Agree-disagree	2020	14	Employees are recognized for providing high quality products and services.	53.3%	20.1%	26.5%	83438	892
Agree-disagree	2020	15	Employees are protected from health and safety hazards on the job.	63.2%	15.5%	21.3%	83775	493
Agree-disagree	2020	16	My agency is successful at accomplishing its mission.	74.9%	15.7%	9.4%	83559	802
Agree-disagree	2020	17	*I recommend my organization as a good place to work.	62.0%	20.8%	17.2%	84579	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.	41.4%	25.2%	33.4%	79828	4,769
Agree-disagree	2020	19	My supervisor supports my need to balance work and other life issues.	78.4%	11.3%	10.3%	84006	489
Agree-disagree	2020	20	My supervisor is committed to a workforce representative of all segments of society.	73.5%	18.5%	8.0%	80329	4,068
Agree-disagree	2020	21	Supervisors in my work unit support employee development.	70.1%	16.4%	13.4%	83634	822
Agree-disagree	2020	22	My supervisor listens to what I have to say.	79.5%	11.0%	9.5%	84260	N/A
Agree-disagree	2020	23	My supervisor treats me with respect.	84.8%	8.6%	6.6%	84257	N/A
Agree-disagree	2020	24	I have trust and confidence in my supervisor.	73.0%	14.2%	12.7%	84214	N/A
Good-poor	2020	25	Overall, how good a job do you feel is being done by your immediate supervisor?	75.3%	16.0%	8.7%	84541	N/A
Agree-disagree	2020	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	42.2%	23.5%	34.4%	83056	1,084
Agree-disagree	2020	27	My organization's senior leaders maintain high standards of honesty and integrity.	52.7%	23.3%	23.9%	80646	3,161
Agree-disagree	2020	28	*Managers communicate the goals of the organization.	59.3%	19.4%	21.3%	83266	575
Agree-disagree	2020	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	50.7%	21.3%	27.9%	82706	1,419

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
Good-poor	2020	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	59.8%	22.2%	17.9%	80321	3,726
Agree-disagree	2020	31	I have a high level of respect for my organization's senior leaders.	54.9%	22.9%	22.3%	83057	975
Agree-disagree	2020	32	Senior leaders demonstrate support for Work-Life programs.	54.4%	25.6%	20.0%	78268	5,714
Satisfied-dissatisfied	2020	33	*How satisfied are you with your involvement in decisions that affect your work?	49.1%	24.9%	26.0%	83452	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?	49.4%	22.3%	28.2%	83153	N/A
Satisfied-dissatisfied	2020	35	*How satisfied are you with the recognition you receive for doing a good job?	49.6%	23.2%	27.2%	83052	N/A
Satisfied-dissatisfied	2020	36	*Considering everything, how satisfied are you with your job?	65.3%	18.3%	16.3%	82929	N/A
Satisfied-dissatisfied	2020	37	Considering everything, how satisfied are you with your pay?	59.9%	14.9%	25.1%	83360	N/A
Satisfied-dissatisfied	2020	38	*Considering everything, how satisfied are you with your organization?	57.2%	21.8%	21.0%	83575	N/A
Agree-disagree	2019	1	*I am given a real opportunity to improve my skills in my organization.	57.6%	17.1%	25.2%	76199	N/A
Agree-disagree	2019	2	I feel encouraged to come up with new and better ways of doing things.	49.9%	19.3%	30.9%	75965	N/A
Agree-disagree	2019	3	My work gives me a feeling of personal accomplishment.	62.5%	16.9%	20.5%	76462	N/A
Agree-disagree	2019	4	I know what is expected of me on the job.	79.3%	10.7%	10.0%	76478	N/A
Agree-disagree	2019	5	*My workload is reasonable.	55.5%	16.4%	28.1%	76110	145
Agree-disagree	2019	6	*My talents are used well in the workplace.	51.7%	18.1%	30.2%	75434	409
Agree-disagree	2019	7	*I know how my work relates to the agency's goals.	79.9%	10.6%	9.5%	76095	293
Agree-disagree	2019	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	60.0%	18.0%	22.0%	74124	2,415
Agree-disagree	2019	9	*The people I work with cooperate to get the job done.	71.9%	14.1%	14.0%	76324	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.	29.5%	24.2%	46.4%	71104	4,568
Agree-disagree	2019	12	*In my work unit, differences in performance are recognized in a meaningful way.	32.7%	25.8%	41.5%	73015	2,739
Agree-disagree	2019	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	76.7%	13.7%	9.6%	75196	507
Agree-disagree	2019	14	Employees are recognized for providing high quality products and services.	43.2%	21.8%	35.0%	73384	1,151
Agree-disagree	2019	15	Employees are protected from health and safety hazards on the job.	61.0%	16.9%	22.1%	73777	894

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	2019	16	My agency is successful at accomplishing its mission.		17.7%	13.6%	73679	915
Agree-disagree	2019	17	*I recommend my organization as a good place to work.		21.6%	22.3%	74505	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.		22.9%	37.5%	69702	4,832
Agree-disagree	2019	19	My supervisor supports my need to balance work and other life issues.		12.2%	14.9%	73744	473
Agree-disagree	2019	20	My supervisor is committed to a workforce representative of all segments of society.		22.6%	11.5%	68994	5,138
Agree-disagree	2019	21	Supervisors in my work unit support employee development.		18.2%	18.9%	73281	906
Agree-disagree	2019	22	My supervisor listens to what I have to say.		12.4%	12.3%	73987	N/A
Agree-disagree	2019	23	My supervisor treats me with respect.		9.7%	8.6%	73935	N/A
Agree-disagree	2019	24	I have trust and confidence in my supervisor.		16.0%	16.0%	73982	N/A
Good-poor	2019	25	Overall, how good a job do you feel is being done by your immediate supervisor?		18.0%	11.6%	73992	N/A
Agree-disagree	2019	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.		22.0%	41.7%	72109	1,310
Agree-disagree	2019	27	My organization's senior leaders maintain high standards of honesty and integrity.		23.4%	28.7%	69400	3,991
Agree-disagree	2019	28	*Managers communicate the goals of the organization.		19.9%	25.4%	72317	913
Agree-disagree	2019	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).		21.0%	31.7%	70762	2,652
Good-poor	2019	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?		23.1%	22.2%	69923	3,386
Agree-disagree	2019	31	I have a high level of respect for my organization's senior leaders.		23.1%	27.4%	72286	977
Agree-disagree	2019	32	Senior leaders demonstrate support for Work-Life programs.		25.5%	27.3%	67725	5,472
Satisfied-dissatisfied	2019	33	*How satisfied are you with your involvement in decisions that affect your work?		23.9%	30.5%	72753	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?		22.7%	33.0%	72759	N/A
Satisfied-dissatisfied	2019	35	*How satisfied are you with the recognition you receive for doing a good job?		23.3%	32.2%	72727	N/A
Satisfied-dissatisfied	2019	36	*Considering everything, how satisfied are you with your job?		18.8%	20.8%	72678	N/A
Satisfied-dissatisfied	2019	37	Considering everything, how satisfied are you with your pay?		14.9%	29.0%	72630	N/A

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
Satisfied-dissatisfied	2019	38	*Considering everything, how satisfied are you with your organization?	51.0%	21.6%	27.4%	72239	N/A
Agree-disagree	2018	1	*I am given a real opportunity to improve my skills in my organization.	55.7%	17.8%	26.4%	73112	N/A
Agree-disagree	2018	2	I feel encouraged to come up with new and better ways of doing things.	47.9%	19.5%	32.6%	73087	N/A
Agree-disagree	2018	3	My work gives me a feeling of personal accomplishment.	62.7%	17.4%	20.0%	73530	N/A
Agree-disagree	2018	4	I know what is expected of me on the job.	78.6%	11.1%	10.3%	73485	N/A
Agree-disagree	2018	5	*My workload is reasonable.	55.7%	16.6%	27.7%	73118	177
Agree-disagree	2018	6	*My talents are used well in the workplace.	50.6%	18.3%	31.1%	72486	397
Agree-disagree	2018	7	*I know how my work relates to the agency's goals.	80.0%	10.8%	9.1%	73163	280
Agree-disagree	2018	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	57.9%	18.7%	23.4%	71196	2,368
Agree-disagree	2018	9	*The people I work with cooperate to get the job done.	70.8%	14.8%	14.4%	73618	N/A
Agree-disagree	2018	10	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	28.3%	24.1%	47.6%	69141	4,324
Agree-disagree	2018	12	*In my work unit, differences in performance are recognized in a meaningful way.	31.0%	26.2%	42.8%	70844	2,691
Agree-disagree	2018	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	75.8%	14.3%	9.9%	72933	507
Agree-disagree	2018	14	Employees are recognized for providing high quality products and services.	41.3%	22.7%	36.1%	71308	1,099
Agree-disagree	2018	15	Employees are protected from health and safety hazards on the job.	61.5%	17.9%	20.6%	71653	863
Agree-disagree	2018	16	My agency is successful at accomplishing its mission.	68.8%	18.7%	12.4%	71521	937
Agree-disagree	2018	17	*I recommend my organization as a good place to work.	56.3%	22.1%	21.6%	72382	N/A
Agree-disagree	2018	18	*I believe the results of this survey will be used to make my agency a better place to work.	38.7%	24.2%	37.1%	67510	4,867
Agree-disagree	2018	19	My supervisor supports my need to balance work and other life issues.	71.9%	12.9%	15.2%	71685	454
Agree-disagree	2018	20	My supervisor is committed to a workforce representative of all segments of society.	64.2%	23.8%	12.0%	66828	5,305
Agree-disagree	2018	21	Supervisors in my work unit support employee development.	60.9%	19.3%	19.8%	71224	959
Agree-disagree	2018	22	My supervisor listens to what I have to say.	74.1%	13.0%	12.9%	72010	N/A
Agree-disagree	2018	23	My supervisor treats me with respect.	80.6%	10.4%	9.0%	72004	N/A
Agree-disagree	2018	24	I have trust and confidence in my supervisor.	66.5%	16.7%	16.8%	72035	N/A
Good-poor	2018	25	Overall, how good a job do you feel is being done by your immediate supervisor?	69.3%	18.4%	12.3%	71993	N/A
Agree-disagree	2018	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	34.6%	22.2%	43.3%	70242	1,321
Agree-disagree	2018	27	My organization's senior leaders maintain high standards of honesty and integrity.	45.7%	23.8%	30.5%	67660	3,895
Agree-disagree	2018	28	*Managers communicate the goals of the organization.	53.0%	21.1%	26.0%	70477	926

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	2018	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	44.7%	22.5%	32.8%	69089	2,465
Good-poor	2018	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	52.2%	24.3%	23.5%	68282	3,126
Agree-disagree	2018	31	I have a high level of respect for my organization's senior leaders.	47.7%	23.7%	28.6%	70409	931
Agree-disagree	2018	32	Senior leaders demonstrate support for Work-Life programs.	44.8%	26.7%	28.5%	65593	5,716
Satisfied-dissatisfied	2018	33	*How satisfied are you with your involvement in decisions that affect your work?	44.0%	24.7%	31.3%	70969	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?	41.9%	23.8%	34.3%	71015	N/A
Satisfied-dissatisfied	2018	35	*How satisfied are you with the recognition you receive for doing a good job?	43.0%	24.2%	32.8%	70977	N/A
Satisfied-dissatisfied	2018	36	*Considering everything, how satisfied are you with your job?	60.4%	19.3%	20.3%	70955	N/A
Satisfied-dissatisfied	2018	37	Considering everything, how satisfied are you with your pay?	55.3%	15.9%	28.8%	70889	N/A
Satisfied-dissatisfied	2018	38	*Considering everything, how satisfied are you with your organization?	50.6%	22.2%	27.1%	70527	N/A
Agree-disagree	2017	1	*I am given a real opportunity to improve my skills in my organization.	54.7%	17.7%	27.6%	47329	N/A
Agree-disagree	2017	2	I feel encouraged to come up with new and better ways of doing things.	47.2%	19.4%	33.4%	46968	N/A
Agree-disagree	2017	3	My work gives me a feeling of personal accomplishment.	63.2%	17.1%	19.7%	47111	N/A
Agree-disagree	2017	4	I know what is expected of me on the job.	78.3%	11.0%	10.8%	47008	N/A
Agree-disagree	2017	5	*My workload is reasonable.	57.4%	16.3%	26.3%	47109	64
Agree-disagree	2017	6	*My talents are used well in the workplace.	49.7%	18.2%	32.1%	46437	236
Agree-disagree	2017	7	*I know how my work relates to the agency's goals and priorities.	79.3%	11.1%	9.6%	46905	141
Agree-disagree	2017	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	56.6%	19.1%	24.2%	45372	1,693
Agree-disagree	2017	9	*The people I work with cooperate to get the job done.	71.1%	14.2%	14.7%	47295	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.	25.8%	24.0%	50.3%	43968	3,205
Agree-disagree	2017	12	*In my work unit, differences in performance are recognized in a meaningful way.	29.3%	25.8%	44.9%	45318	1,872
Agree-disagree	2017	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	65.2%	18.2%	16.6%	45923	521

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	2017	14	Employees are recognized for providing high quality products and services.	39.6%	23.4%	37.0%	45586	761
Agree-disagree	2017	15	Employees are protected from health and safety hazards on the job.	61.9%	17.8%	20.3%	45722	639
Agree-disagree	2017	16	My agency is successful at accomplishing its mission.	68.8%	19.5%	11.7%	45793	587
Agree-disagree	2017	17	*I recommend my organization as a good place to work.	55.7%	21.8%	22.4%	46313	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.	39.0%	23.3%	37.7%	43017	3,330
Agree-disagree	2017	19	My supervisor supports my need to balance work and other life issues.	71.7%	12.7%	15.6%	46008	218
Agree-disagree	2017	20	My supervisor is committed to a workforce representative of all segments of society.	63.4%	24.5%	12.1%	42546	3,500
Agree-disagree	2017	21	Supervisors in my work unit support employee development.	60.2%	19.6%	20.2%	45548	546
Agree-disagree	2017	22	My supervisor listens to what I have to say.	74.2%	12.7%	13.2%	46106	N/A
Agree-disagree	2017	23	My supervisor treats me with respect.	80.2%	10.6%	9.1%	45988	N/A
Agree-disagree	2017	24	I have trust and confidence in my supervisor.	66.0%	17.0%	17.0%	46026	N/A
Good-poor	2017	25	Overall, how good a job do you feel is being done by your immediate supervisor?	68.9%	18.6%	12.5%	46061	N/A
Agree-disagree	2017	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	33.3%	22.1%	44.6%	44882	941
Agree-disagree	2017	27	My organization's senior leaders maintain high standards of honesty and integrity.	44.2%	24.5%	31.3%	43026	2,725
Agree-disagree	2017	28	*Managers communicate the goals and priorities of the organization.	51.7%	20.4%	27.9%	44989	573
Agree-disagree	2017	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	43.9%	22.5%	33.5%	44167	1,444
Good-poor	2017	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	51.3%	24.7%	24.0%	43687	1,978
Agree-disagree	2017	31	I have a high level of respect for my organization's senior leaders.	46.2%	23.8%	30.0%	45001	665
Agree-disagree	2017	32	Senior leaders demonstrate support for Work-Life programs.	43.9%	26.4%	29.7%	41826	3,850
Satisfied-dissatisfied	2017	33	*How satisfied are you with your involvement in decisions that affect your work?	43.5%	24.4%	32.1%	45481	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?	40.6%	23.8%	35.6%	45387	N/A
Satisfied-dissatisfied	2017	35	*How satisfied are you with the recognition you receive for doing a good job?	42.0%	24.0%	33.9%	45367	N/A
Satisfied-dissatisfied	2017	36	*Considering everything, how satisfied are you with your job?	60.7%	19.0%	20.3%	45343	N/A

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
Satisfied-dissatisfied	2017	37	Considering everything, how satisfied are you with your pay?	54.9%	16.1%	29.1%	45381	N/A
Satisfied-dissatisfied	2017	38	*Considering everything, how satisfied are you with your organization?	49.8%	21.9%	28.3%	45411	N/A
Agree-disagree	2016	1	*I am given a real opportunity to improve my skills in my organization.	50.4%	17.7%	32.0%	46913	N/A
Agree-disagree	2016	2	I feel encouraged to come up with new and better ways of doing things.	42.8%	18.8%	38.3%	46131	N/A
Agree-disagree	2016	3	My work gives me a feeling of personal accomplishment.	59.6%	16.8%	23.6%	46541	N/A
Agree-disagree	2016	4	I know what is expected of me on the job.	75.5%	11.8%	12.7%	46421	N/A
Agree-disagree	2016	5	*My workload is reasonable.	52.8%	16.7%	30.5%	46457	110
Agree-disagree	2016	6	*My talents are used well in the workplace.	46.2%	18.2%	35.6%	45478	268
Agree-disagree	2016	7	*I know how my work relates to the agency's goals and priorities.	75.3%	11.9%	12.9%	46308	230
Agree-disagree	2016	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	51.4%	19.9%	28.7%	44936	1,715
Agree-disagree	2016	9	*The people I work with cooperate to get the job done.	68.5%	14.9%	16.5%	46881	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.	22.8%	22.3%	54.9%	43778	2,902
Agree-disagree	2016	12	*In my work unit, differences in performance are recognized in a meaningful way.	25.7%	24.0%	50.4%	44955	1,777
Agree-disagree	2016	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	62.1%	18.5%	19.4%	45602	544
Agree-disagree	2016	14	Employees are recognized for providing high quality products and services.	34.0%	22.6%	43.4%	45287	783
Agree-disagree	2016	15	Employees are protected from health and safety hazards on the job.	59.3%	17.9%	22.8%	45397	635
Agree-disagree	2016	16	My agency is successful at accomplishing its mission.	60.8%	20.6%	18.6%	45379	706
Agree-disagree	2016	17	*I recommend my organization as a good place to work.	48.6%	22.9%	28.5%	46077	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.	35.3%	22.4%	42.3%	42768	3,364
Agree-disagree	2016	19	My supervisor supports my need to balance work and other life issues.	68.7%	13.1%	18.2%	45772	255
Agree-disagree	2016	20	My supervisor is committed to a workforce representative of all segments of society.	59.5%	26.0%	14.6%	41927	3,891
Agree-disagree	2016	21	Supervisors in my work unit support employee development.	55.8%	20.7%	23.5%	45288	597
Agree-disagree	2016	22	My supervisor listens to what I have to say.	71.4%	14.1%	14.5%	45930	N/A
Agree-disagree	2016	23	My supervisor treats me with respect.	78.3%	11.5%	10.2%	45774	N/A
Agree-disagree	2016	24	I have trust and confidence in my supervisor.	62.4%	17.7%	19.8%	45823	N/A
Good-poor	2016	25	Overall, how good a job do you feel is being done by your immediate supervisor?	65.5%	20.3%	14.2%	45867	N/A
Agree-disagree	2016	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	27.8%	20.1%	52.1%	45051	641

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	2016	27	My organization's senior leaders maintain high standards of honesty and integrity.	39.3%	23.0%	37.7%	43219	2,395
Agree-disagree	2016	28	*Managers communicate the goals and priorities of the organization.	47.4%	21.4%	31.2%	44861	541
Agree-disagree	2016	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	38.2%	23.0%	38.8%	43880	1,629
Good-poor	2016	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	46.9%	25.5%	27.6%	43505	2,052
Agree-disagree	2016	31	I have a high level of respect for my organization's senior leaders.	40.4%	23.6%	36.0%	45120	439
Agree-disagree	2016	32	Senior leaders demonstrate support for Work-Life programs.	39.7%	27.1%	33.2%	41729	3,843
Satisfied-dissatisfied	2016	33	*How satisfied are you with your involvement in decisions that affect your work?	39.1%	24.2%	36.6%	45390	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?	36.8%	23.3%	39.9%	45302	N/A
Satisfied-dissatisfied	2016	35	*How satisfied are you with the recognition you receive for doing a good job?	36.7%	24.2%	39.1%	45219	N/A
Satisfied-dissatisfied	2016	36	*Considering everything, how satisfied are you with your job?	54.7%	20.4%	25.0%	45248	N/A
Satisfied-dissatisfied	2016	37	Considering everything, how satisfied are you with your pay?	51.4%	15.7%	32.9%	45349	N/A
Satisfied-dissatisfied	2016	38	*Considering everything, how satisfied are you with your organization?	42.0%	22.2%	35.8%	45345	N/A
Agree-disagree	2015	1	*I am given a real opportunity to improve my skills in my organization.	46.3%	18.9%	34.8%	42999	N/A
Agree-disagree	2015	2	I feel encouraged to come up with new and better ways of doing things.	39.4%	18.6%	42.0%	42911	N/A
Agree-disagree	2015	3	My work gives me a feeling of personal accomplishment.	56.0%	17.4%	26.6%	42922	N/A
Agree-disagree	2015	4	I know what is expected of me on the job.	73.0%	12.7%	14.3%	42780	N/A
Agree-disagree	2015	5	*My workload is reasonable.	54.6%	17.2%	28.2%	42783	118
Agree-disagree	2015	6	*My talents are used well in the workplace.	43.2%	18.0%	38.7%	42376	369
Agree-disagree	2015	7	*I know how my work relates to the agency's goals and priorities.	72.5%	12.6%	14.9%	42537	273
Agree-disagree	2015	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	50.2%	20.0%	29.8%	41186	1,687
Agree-disagree	2015	9	*The people I work with cooperate to get the job done.	65.7%	15.5%	18.7%	42977	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.	20.4%	22.1%	57.5%	40527	2,416
Agree-disagree	2015	12	*In my work unit, differences in performance are recognized in a meaningful way.	23.4%	23.9%	52.7%	41459	1,484

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	2015	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	61.2%	19.1%	19.7%	41653	524
Agree-disagree	2015	14	Employees are recognized for providing high quality products and services.	30.7%	23.3%	46.0%	41486	660
Agree-disagree	2015	15	Employees are protected from health and safety hazards on the job.	58.7%	17.9%	23.3%	41572	585
Agree-disagree	2015	16	My agency is successful at accomplishing its mission.	59.8%	20.8%	19.3%	41397	668
Agree-disagree	2015	17	*I recommend my organization as a good place to work.	45.8%	24.2%	30.0%	42097	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.	32.1%	22.8%	45.1%	38920	3,199
Agree-disagree	2015	19	My supervisor supports my need to balance work and other life issues.	67.0%	14.4%	18.6%	41792	225
Agree-disagree	2015	20	My supervisor is committed to a workforce representative of all segments of society.	56.7%	27.3%	15.9%	38314	3,550
Agree-disagree	2015	21	Supervisors in my work unit support employee development.	52.6%	21.8%	25.6%	41372	516
Agree-disagree	2015	22	My supervisor listens to what I have to say.	70.0%	14.2%	15.8%	41919	N/A
Agree-disagree	2015	23	My supervisor treats me with respect.	77.1%	11.7%	11.1%	41869	N/A
Agree-disagree	2015	24	I have trust and confidence in my supervisor.	59.8%	18.6%	21.6%	41860	N/A
Good-poor	2015	25	Overall, how good a job do you feel is being done by your immediate supervisor?	63.3%	21.1%	15.6%	41887	N/A
Agree-disagree	2015	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	25.3%	20.4%	54.3%	41128	525
Agree-disagree	2015	27	My organization's senior leaders maintain high standards of honesty and integrity.	36.8%	23.7%	39.4%	39519	2,103
Agree-disagree	2015	28	*Managers communicate the goals and priorities of the organization.	44.5%	22.0%	33.5%	40988	493
Agree-disagree	2015	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	35.7%	23.4%	40.9%	40055	1,469
Good-poor	2015	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	44.7%	26.6%	28.7%	39671	1,837
Agree-disagree	2015	31	I have a high level of respect for my organization's senior leaders.	38.1%	24.0%	37.9%	41075	462
Agree-disagree	2015	32	Senior leaders demonstrate support for Work-Life programs.	37.1%	28.5%	34.4%	37698	3,828
Satisfied-dissatisfied	2015	33	*How satisfied are you with your involvement in decisions that affect your work?	36.8%	24.8%	38.4%	41358	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?	34.1%	23.7%	42.3%	41341	N/A
Satisfied-dissatisfied	2015	35	*How satisfied are you with the recognition you receive for doing a good job?	34.1%	23.8%	42.1%	41300	N/A

Response Type	Year	Item	Item Text	Percent Positive %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Percent Negative %	Item Response Total** N	Do Not Know N
Satisfied-dissatisfied	2015	36	*Considering everything, how satisfied are you with your job?	52.1%	20.6%	27.3%	41254	N/A
Satisfied-dissatisfied	2015	37	Considering everything, how satisfied are you with your pay?	49.6%	16.4%	34.0%	41274	N/A
Satisfied-dissatisfied	2015	38	*Considering everything, how satisfied are you with your organization?	39.4%	22.7%	37.9%	41273	N/A
Agree-disagree	2014	1	*I am given a real opportunity to improve my skills in my organization.	46.8%	18.4%	34.8%	42719	N/A
Agree-disagree	2014	2	I feel encouraged to come up with new and better ways of doing things.	40.3%	19.3%	40.5%	41998	N/A
Agree-disagree	2014	3	My work gives me a feeling of personal accomplishment.	57.5%	17.1%	25.4%	42363	N/A
Agree-disagree	2014	4	I know what is expected of me on the job.	74.6%	12.4%	12.9%	42273	N/A
Agree-disagree	2014	5	*My workload is reasonable.	55.0%	17.2%	27.8%	42358	108
Agree-disagree	2014	6	*My talents are used well in the workplace.	43.4%	18.2%	38.3%	41105	326
Agree-disagree	2014	7	*I know how my work relates to the agency's goals and priorities.	74.7%	12.0%	13.3%	42185	257
Agree-disagree	2014	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	51.8%	19.8%	28.4%	40982	1,540
Agree-disagree	2014	9	*The people I work with cooperate to get the job done.	66.3%	15.7%	18.0%	42672	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.	22.5%	21.5%	56.0%	40164	2,340
Agree-disagree	2014	12	*In my work unit, differences in performance are recognized in a meaningful way.	24.0%	23.9%	52.1%	41144	1,448
Agree-disagree	2014	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	62.6%	18.9%	18.5%	41140	536
Agree-disagree	2014	14	Employees are recognized for providing high quality products and services.	32.1%	23.1%	44.8%	40953	635
Agree-disagree	2014	15	Employees are protected from health and safety hazards on the job.	61.1%	17.8%	21.1%	41008	560
Agree-disagree	2014	16	My agency is successful at accomplishing its mission.	62.9%	20.5%	16.6%	40857	693
Agree-disagree	2014	17	*I recommend my organization as a good place to work.	48.1%	24.6%	27.4%	41534	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.	34.6%	24.2%	41.2%	38245	3,282
Agree-disagree	2014	19	My supervisor supports my need to balance work and other life issues.	67.7%	14.3%	18.0%	41114	260
Agree-disagree	2014	20	My supervisor is committed to a workforce representative of all segments of society.	57.9%	27.2%	14.9%	37740	3,520
Agree-disagree	2014	21	Supervisors in my work unit support employee development.	52.7%	21.7%	25.5%	40680	563
Agree-disagree	2014	22	My supervisor listens to what I have to say.	69.5%	14.8%	15.7%	41248	N/A
Agree-disagree	2014	23	My supervisor treats me with respect.	76.5%	12.2%	11.3%	41171	N/A
Agree-disagree	2014	24	I have trust and confidence in my supervisor.	59.3%	19.1%	21.5%	41163	N/A
Good-poor	2014	25	Overall, how good a job do you feel is being done by your immediate supervisor?	63.1%	21.4%	15.5%	41174	N/A

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	2014	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	25.9%	20.2%	53.8%	40322	494
Agree-disagree	2014	27	My organization's senior leaders maintain high standards of honesty and integrity.	39.1%	23.5%	37.4%	38657	2,097
Agree-disagree	2014	28	*Managers communicate the goals and priorities of the organization.	46.0%	21.3%	32.7%	40130	466
Agree-disagree	2014	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	36.9%	23.1%	40.0%	39293	1,367
Good-poor	2014	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	45.3%	25.6%	29.1%	38804	1,829
Agree-disagree	2014	31	I have a high level of respect for my organization's senior leaders.	38.4%	24.1%	37.4%	40221	389
Agree-disagree	2014	32	Senior leaders demonstrate support for Work-Life programs.	38.8%	28.6%	32.6%	36829	3,773
Satisfied-dissatisfied	2014	33	*How satisfied are you with your involvement in decisions that affect your work?	37.3%	25.0%	37.7%	40305	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?	34.4%	23.5%	42.1%	40206	N/A
Satisfied-dissatisfied	2014	35	*How satisfied are you with the recognition you receive for doing a good job?	34.5%	24.0%	41.5%	40071	N/A
Satisfied-dissatisfied	2014	36	*Considering everything, how satisfied are you with your job?	53.1%	20.9%	26.0%	40110	N/A
Satisfied-dissatisfied	2014	37	Considering everything, how satisfied are you with your pay?	51.1%	16.4%	32.5%	40192	N/A
Satisfied-dissatisfied	2014	38	*Considering everything, how satisfied are you with your organization?	41.7%	23.1%	35.2%	40203	N/A
Agree-disagree	2013	1	*I am given a real opportunity to improve my skills in my organization.	48.4%	19.4%	32.2%	39021	N/A
Agree-disagree	2013	2	I feel encouraged to come up with new and better ways of doing things.	41.5%	20.3%	38.2%	38416	N/A
Agree-disagree	2013	3	My work gives me a feeling of personal accomplishment.	60.2%	17.3%	22.5%	38744	N/A
Agree-disagree	2013	4	I know what is expected of me on the job.	76.3%	11.7%	12.1%	38650	N/A
Agree-disagree	2013	5	*My workload is reasonable.	58.0%	17.2%	24.9%	38710	55
Agree-disagree	2013	6	*My talents are used well in the workplace.	45.7%	18.3%	35.9%	37691	264
Agree-disagree	2013	7	*I know how my work relates to the agency's goals and priorities.	77.0%	11.4%	11.6%	38641	183
Agree-disagree	2013	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	52.7%	20.1%	27.2%	37508	1,343
Agree-disagree	2013	9	*The people I work with cooperate to get the job done.	67.0%	16.0%	17.0%	38987	N/A

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	2013	10	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	23.7%	22.5%	53.7%	36742	2,116
Agree-disagree	2013	12	*In my work unit, differences in performance are recognized in a meaningful way.	25.2%	25.8%	49.0%	37559	1,335
Agree-disagree	2013	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	64.7%	18.9%	16.4%	37681	421
Agree-disagree	2013	14	Employees are recognized for providing high quality products and services.	34.9%	24.3%	40.8%	37329	623
Agree-disagree	2013	15	Employees are protected from health and safety hazards on the job.	62.1%	18.3%	19.6%	37453	473
Agree-disagree	2013	16	My agency is successful at accomplishing its mission.	65.6%	19.7%	14.7%	37366	580
Agree-disagree	2013	17	*I recommend my organization as a good place to work.	51.9%	24.2%	23.9%	37980	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.	36.0%	24.8%	39.1%	34846	3,133
Agree-disagree	2013	19	My supervisor supports my need to balance work and other life issues.	69.1%	14.7%	16.3%	37561	234
Agree-disagree	2013	20	My supervisor is committed to a workforce representative of all segments of society.	58.1%	27.5%	14.5%	34761	2,911
Agree-disagree	2013	21	Supervisors in my work unit support employee development.	55.5%	21.4%	23.1%	37260	414
Agree-disagree	2013	22	My supervisor listens to what I have to say.	70.0%	14.9%	15.1%	37635	N/A
Agree-disagree	2013	23	My supervisor treats me with respect.	76.5%	12.5%	11.0%	37585	N/A
Agree-disagree	2013	24	I have trust and confidence in my supervisor.	60.7%	19.1%	20.2%	37590	N/A
Good-poor	2013	25	Overall, how good a job do you feel is being done by your immediate supervisor?	62.6%	22.0%	15.4%	37592	N/A
Agree-disagree	2013	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	29.9%	23.4%	46.7%	36909	244
Agree-disagree	2013	27	My organization's senior leaders maintain high standards of honesty and integrity.	44.6%	22.6%	32.8%	36092	1,002
Agree-disagree	2013	28	*Managers communicate the goals and priorities of the organization.	50.5%	21.4%	28.1%	36726	290
Agree-disagree	2013	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	39.8%	24.0%	36.2%	35925	1,090
Good-poor	2013	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	47.0%	26.5%	26.5%	35495	1,466
Agree-disagree	2013	31	I have a high level of respect for my organization's senior leaders.	41.8%	23.5%	34.7%	36656	315
Agree-disagree	2013	32	Senior leaders demonstrate support for Work-Life programs.	41.3%	28.5%	30.1%	33829	3,119
Satisfied-dissatisfied	2013	33	*How satisfied are you with your involvement in decisions that affect your work?	38.8%	25.9%	35.4%	36683	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?	36.9%	23.1%	40.0%	36596	N/A

Response Type	Year	Item	Item Text	Percent Positive %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Percent Negative %	Item Response Total** N	Do Not Know N
Satisfied-dissatisfied	2013	35	*How satisfied are you with the recognition you receive for doing a good job?	37.1%	25.1%	37.8%	36498	N/A
Satisfied-dissatisfied	2013	36	*Considering everything, how satisfied are you with your job?	55.9%	20.9%	23.2%	36514	N/A
Satisfied-dissatisfied	2013	37	Considering everything, how satisfied are you with your pay?	50.6%	16.9%	32.5%	36562	N/A
Satisfied-dissatisfied	2013	38	*Considering everything, how satisfied are you with your organization?	44.5%	23.1%	32.5%	36584	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	20,728	29.6%
At least 75% but less than 100%	16,702	21.0%
At least 50% but less than 75%	9,334	11.3%
At least 25% but less than 50%	7,001	8.2%
Less than 25%	15,931	16.8%
I have not been physically present at my agency worksite during the pandemic	12,785	13.0%
Total	82,481	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)	3,711	5.2%
Annual leave	30,079	35.9%
Sick leave	26,675	32.8%
Weather and safety leave	21,358	27.7%
Administrative leave	5,283	7.0%
Other paid leave (e.g., comp time, credit hours)	5,403	6.4%
Unpaid leave (e.g., LWOP)	1,124	1.4%
I have not used leave because of the pandemic	34,511	40.0%
Total (percents will add to more than 100% because respondents could choose more than one response option)	83,041	--

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	1,308	3.0%
At least 75% but less than 100%	2,684	5.9%
At least 50% but less than 75%	3,223	6.9%
At least 25% but less than 50%	5,617	11.8%
Less than 25%	35,407	72.4%
Total	48,239	100.0%

42. How have you changed your participation in alternative work schedules (AWS) because of the COVID-19 pandemic? Examples of AWS include compressed work and flexible work schedule.

	2020	
	N	%
I <u>began</u> an alternative work schedule	11,637	14.1%
I <u>ended</u> my usual alternative work schedule	2,965	3.5%
No change because of the pandemic	68,249	82.4%
Total	82,851	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	1,535	1.7%	30,240	31.4%	23,022	24.0%
I telework 3 or 4 days per week	5,498	5.5%	8,266	9.3%	9,109	10.2%
I telework 1 or 2 days per week	9,594	10.0%	4,400	5.2%	7,054	8.1%
I telework, but only about 1 or 2 days per month	2,705	2.8%	915	1.1%	1,461	1.7%
I telework very infrequently, on an unscheduled or short-term basis	5,575	5.7%	2,245	2.7%	2,496	2.9%
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)	40,056	55.4%	32,159	45.0%	32,847	46.7%
I <u>do not</u> telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking	886	1.1%	556	0.7%	501	0.6%
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	8,572	10.3%	1,475	2.0%	1,870	2.5%
I <u>do not</u> telework because I choose not to telework	6,827	7.5%	2,073	2.6%	2,664	3.3%
Total	81,248	100.0%	82,329	100.0%	81,024	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	1,535	1.7%	781	1.0%	692	1.0%
I telework 3 or 4 days per week	5,498	5.5%	4,579	5.1%	3,766	4.1%
I telework 1 or 2 days per week	9,594	10.0%	8,208	9.8%	8,076	9.4%
I telework, but only about 1 or 2 days per month	2,705	2.8%	2,848	3.4%	3,013	3.5%
I telework very infrequently, on an unscheduled or short-term basis	5,575	5.7%	6,385	7.6%	6,832	8.0%
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)	40,056	55.4%	34,651	53.6%	35,690	57.0%
I <u>do not</u> telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking	886	1.1%	902	1.3%	1,018	1.4%
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	8,572	10.3%	5,744	8.0%	5,650	7.9%
I <u>do not</u> telework because I choose not to telework	6,827	7.5%	7,782	10.3%	5,942	7.8%
Total	81,248	100.0%	71,880	100.0%	70,679	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	39,053	42.4%	11,663	16.3%	30,948	41.2%
43B. Expanded work schedule flexibilities	35,150	39.9%	14,306	20.3%	31,530	39.8%
43C. Expanded leave policies	25,044	29.8%	13,315	18.9%	42,731	51.4%
43D. More information on available leave policies	26,230	31.1%	13,613	19.1%	41,285	49.8%
43E. Expanded mental health resources (e.g., assistance with stress of COVID-19)	17,908	21.4%	9,856	13.5%	53,988	65.1%
43F. Expanded physical health resources (e.g., temperature checks, COVID-19 illness testing) at my agency worksite	15,165	18.4%	24,975	32.8%	41,553	48.8%
43G. Timely communication about possible COVID-19 illness at my agency worksite	40,242	46.8%	21,288	28.5%	20,388	24.7%
43H. Protection of employees at higher risk for severe illness from COVID-19 exposure	31,960	37.6%	15,338	21.1%	34,349	41.2%
43I. Limited access to my agency worksite buildings/facilities (e.g., closures, limits on activities with external visitors/groups)	37,000	43.0%	12,083	17.1%	32,841	39.9%
43J. Social distancing (e.g., limits on group size, reduced access to common areas) in my agency worksite	45,639	53.7%	14,208	19.8%	22,214	26.5%
43K. Rearranged workspaces to maximize social distancing	32,200	38.5%	16,253	22.3%	33,306	39.2%
43L. Encouraged use of personal protective equipment (PPE) or other safety equipment in my agency worksite	59,273	72.5%	5,191	7.1%	17,496	20.4%
43M. Cleaning and sanitizing supplies available to reduce risk of illness in my agency worksite	56,198	68.6%	8,696	11.7%	17,127	19.7%
43N. Training for all employees on health and safety protocols	48,787	59.0%	12,600	16.7%	20,476	24.3%

Percentages are weighted to represent the Agency's population.
 Source: 2020 OPM Federal Employee Viewpoint Survey

COVID-19 Pandemic: Employee Supports

44. During the COVID-19 pandemic my organization's senior leaders have demonstrated commitment to employee health and safety.

	2020	
	N	%
Strongly Agree	29,911	33.9%
Agree	29,263	36.0%
Neither Agree nor Disagree	10,158	13.5%
Disagree	6,064	8.2%
Strongly Disagree	5,900	8.4%
No Basis to Judge	845	--
Total	82,141	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	29,892	34.0%
Agree	30,426	37.7%
Neither Agree nor Disagree	9,989	13.4%
Disagree	5,456	7.5%
Strongly Disagree	5,201	7.4%
No Basis to Judge	906	--
Total	81,870	100.0%

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

	2020	
	N	%
Strongly Agree	27,591	31.5%
Agree	29,110	35.8%
Neither Agree nor Disagree	11,430	15.1%
Disagree	6,907	9.2%
Strongly Disagree	6,089	8.5%
No Basis to Judge	556	--
Total	81,683	100.0%

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

	2020	
	N	%
Strongly Agree	36,120	41.4%
Agree	27,829	34.8%
Neither Agree nor Disagree	9,206	12.2%
Disagree	4,188	5.7%
Strongly Disagree	4,126	5.8%
No Basis to Judge	601	--
Total	82,070	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	36,408	41.9%
Agree	28,262	35.6%
Neither Agree nor Disagree	9,240	12.3%
Disagree	3,558	4.9%
Strongly Disagree	3,675	5.2%
No Basis to Judge	767	--
Total	81,910	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	34,106	39.3%
Agree	25,168	31.6%
Neither Agree nor Disagree	11,527	15.2%
Disagree	5,063	6.9%
Strongly Disagree	4,961	7.0%
No Basis to Judge	1,045	--
Total	81,870	100.0%

Percentages are weighted to represent the Agency's population.

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

Source: 2020 OPM Federal Employee Viewpoint Survey

COVID-19 Pandemic: Work Supports

50. How has your organization supported your work during the COVID-19 pandemic?
For each support listed choose the best response from one of the 3 columns: (1) those supports you needed and have been available to you, (2) those you needed but not available to you, and (3) those supports you have not currently needed.

	<u>Needed and available to me</u>		<u>Needed, but not available to me</u>		<u>Not needed by me now</u>	
	2020		2020		2020	
	N	%	N	%	N	%
50A. Consistent communication (e.g., organizational status, what to expect)	55,315	66.2%	15,784	21.3%	9,243	12.5%
50B. Training for new/changed work or work processes because of the pandemic	41,650	50.6%	13,513	18.5%	25,158	30.9%
50C. Reallocation of resources (e.g., staffing, budget, materials) to support changes in work because of the pandemic	32,111	38.6%	16,414	22.0%	32,046	39.4%
50D. Help with commuting issues (e.g., alternatives to public transportation)	15,810	19.6%	9,070	12.3%	55,822	68.1%
50E. Options for work/business travel	15,811	19.3%	9,089	12.7%	55,473	68.1%
50F. Information on remote work policies, procedures, and expectations	39,288	44.9%	9,927	13.8%	31,263	41.3%
50G. Training on how to work remotely	26,894	30.8%	10,119	13.9%	43,654	55.3%
50H. Equipment and technology for working remotely (e.g., laptops, cell phone, Information Technology infrastructure)	39,960	45.1%	10,114	13.8%	30,717	41.1%
50I. Expanded collaboration tools (e.g., video conferencing, teleconferencing)	47,560	53.8%	6,929	10.0%	26,319	36.2%
50J. Expanded training for using remote work tools and applications	33,191	37.8%	11,782	15.6%	35,538	46.6%
50K. Expanded Information Technology (IT) support	33,119	37.9%	12,629	16.5%	34,883	45.6%
50L. Information about data security policies and procedures	42,058	49.2%	7,485	10.4%	30,828	40.4%

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	40,596	57.6%
No	31,986	35.2%
Other	6,005	7.2%
Total	78,587	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	9,544	12.7%
Very	12,586	16.1%
Somewhat	25,495	31.9%
Slightly	15,123	18.2%
Not at All	17,698	21.2%
No Basis to Judge	961	--
Total	81,407	100.0%

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

	2020	
	N	%
Greatly Increased	14,308	18.2%
Somewhat Increased	21,928	26.9%
About the Same	28,215	34.9%
Somewhat Decreased	9,336	12.0%
Greatly Decreased	5,858	7.9%
No Basis to Judge	1,747	--
Total	81,392	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	22,420	28.1%
Agree	25,361	34.1%
Neither Agree nor Disagree	12,596	18.2%
Disagree	6,948	10.3%
Strongly Disagree	6,055	9.3%
No Basis to Judge	7,534	--
Total	80,914	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	22,546	26.3%
Agree	28,397	35.0%
Neither Agree nor Disagree	14,804	19.5%
Disagree	7,118	9.7%
Strongly Disagree	6,627	9.4%
No Basis to Judge	1,439	--
Total	80,931	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	43,234	56.0%
Most of the Time	27,089	35.7%
Sometimes	4,359	6.3%
Rarely	875	1.3%
Never	443	0.7%
No Basis to Judge	4,718	--
Total	80,718	100.0%

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

	2020	
	N	%
Always	46,508	58.1%
Most of the Time	23,894	31.2%
Sometimes	5,456	7.8%
Rarely	1,330	1.9%
Never	644	1.0%
No Basis to Judge	2,253	--
Total	80,085	100.0%

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

	2020	
	N	%
Always	45,210	56.0%
Most of the Time	24,766	31.9%
Sometimes	6,514	9.1%
Rarely	1,456	2.1%
Never	603	0.9%
No Basis to Judge	2,114	--
Total	80,663	100.0%

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

	2020	
	N	%
Always	45,618	56.3%
Most of the Time	23,380	30.1%
Sometimes	6,978	9.6%
Rarely	1,942	2.8%
Never	771	1.2%
No Basis to Judge	1,961	--
Total	80,650	100.0%

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

	2020	
	N	%
Always	42,188	52.2%
Most of the Time	23,796	30.5%
Sometimes	8,686	11.7%
Rarely	2,986	4.1%
Never	1,095	1.6%
No Basis to Judge	2,080	--
Total	80,831	100.0%

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

	2020	
	N	%
Always	43,450	54.5%
Most of the Time	26,633	34.1%
Sometimes	6,094	8.5%
Rarely	1,296	1.9%
Never	628	1.0%
No Basis to Judge	2,522	--
Total	80,623	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	35,947	47.0%
Most of the Time	27,326	35.9%
Sometimes	9,049	12.5%
Rarely	2,383	3.4%
Never	763	1.2%
No Basis to Judge	5,030	--
Total	80,498	100.0%

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

	2020	
	N	%
Always	41,122	51.3%
Most of the Time	24,320	31.5%
Sometimes	8,540	11.8%
Rarely	2,728	3.9%
Never	965	1.5%
No Basis to Judge	2,583	--
Total	80,258	100.0%

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

	2020	
	N	%
Always	40,782	50.6%
Most of the Time	24,454	31.3%
Sometimes	9,319	12.8%
Rarely	2,783	4.0%
Never	893	1.3%
No Basis to Judge	2,471	--
Total	80,702	100.0%

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

	2020	
	N	%
Always	42,514	52.2%
Most of the Time	23,274	29.8%
Sometimes	8,925	12.2%
Rarely	2,880	4.2%
Never	1,057	1.6%
No Basis to Judge	2,057	--
Total	80,707	100.0%

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

	2020	
	N	%
Always	38,822	48.0%
Most of the Time	23,402	30.0%
Sometimes	10,761	14.5%
Rarely	4,047	5.6%
Never	1,371	2.0%
No Basis to Judge	2,349	--
Total	80,752	100.0%

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

	2020	
	N	%
Always	38,617	48.6%
Most of the Time	26,107	33.5%
Sometimes	9,475	12.8%
Rarely	2,542	3.6%
Never	966	1.5%
No Basis to Judge	3,018	--
Total	80,725	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	21,600	42.1%	23.3%	9,053	26.9%	10.4%	9,125	26.7%	10.4%
Satisfied	17,076	34.3%	19.1%	9,438	28.9%	11.1%	9,014	27.7%	10.8%
Neither Satisfied nor Dissatisfied	6,309	13.9%	7.7%	6,960	23.6%	9.1%	7,850	28.5%	11.1%
Dissatisfied	2,794	5.9%	3.3%	3,311	10.6%	4.1%	2,815	9.1%	3.5%
Very Dissatisfied	1,665	3.7%	2.1%	2,890	10.0%	3.8%	2,318	8.0%	3.1%
Item Response Total	49,444	100.0%	55.5%	31,652	100.0%	38.6%	31,122	100.0%	38.8%
I choose not to participate in this program	1,681	--	2.1%	3,020	--	3.6%	3,447	--	4.3%
This program is not available to me	27,061	--	38.4%	30,865	--	47.6%	31,207	--	49.5%
I am unaware of this program	2,575	--	4.0%	6,517	--	10.3%	3,930	--	7.4%
Total	80,761	100.0%	100.0%	72,054	100.0%	100.0%	69,706	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)	33,349	38.1%	23,545	29.9%
Health and Wellness Programs (for example, onsite exercise, flu vaccination, medical screening, CPR training, Health and wellness fair)	12,961	15.8%	15,468	22.7%
Employee Assistance Program - EAP (for example, short-term counseling, referral services, legal services, education services)	5,450	6.7%	5,929	8.6%
Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, subsidy, flexible spending account)	1,859	2.4%	1,410	2.2%
Elder Care Programs (for example, elder/adult care, support groups, resources)	475	0.6%	345	0.4%
None listed above	38,453	51.0%	36,682	52.6%
Total (percents will add to more than 100% because respondents could choose more than one response option)	80,045	--	71,394	--

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	22,002	41.7%	24.4%	15,464	36.0%	19.1%	14,535	32.0%	17.8%
Satisfied	16,279	32.9%	19.3%	12,466	31.0%	16.5%	13,477	32.5%	18.0%
Neither Satisfied nor Dissatisfied	7,474	16.5%	9.7%	7,845	20.6%	10.9%	7,348	19.9%	11.1%
Dissatisfied	2,213	4.9%	2.9%	2,215	6.1%	3.2%	2,592	7.0%	3.9%
Very Dissatisfied	1,704	4.0%	2.4%	2,233	6.4%	3.4%	2,936	8.6%	4.8%
Item Response Total	49,672	100.0%	58.6%	40,223	100.0%	53.1%	40,888	100.0%	55.5%
I choose not to participate in these programs	8,334	--	10.0%	6,987	--	9.5%	4,591	--	6.2%
These programs are not available to me	18,649	--	25.9%	18,160	--	27.8%	20,724	--	32.0%
I am unaware of these programs	3,661	--	5.5%	6,340	--	9.6%	3,526	--	6.3%
Total	80,316	100.0%	100.0%	71,710	100.0%	100.0%	69,729	100.0%	100.0%

61. How satisfied are you with the following Work-Life programs in your agency? Health and Wellness Programs (for example, onsite exercise, flu vaccination, medical screening, CPR training, health and wellness fair)	2020			2019			2018		
	Satisfaction	All Response		Satisfaction	All Response		Satisfaction	All Response	
	N	%	Options %	N	%	Options %	N	%	Options %
Very Satisfied	10,225	20.9%	12.2%	8,401	18.2%	11.4%	9,576	16.3%	12.4%
Satisfied	16,613	35.6%	20.7%	17,229	39.0%	24.4%	21,444	39.5%	29.9%
Neither Satisfied nor Dissatisfied	13,724	29.6%	17.2%	13,963	31.0%	19.4%	14,799	27.8%	21.0%
Dissatisfied	3,897	8.5%	4.9%	2,845	6.7%	4.2%	4,907	9.5%	7.2%
Very Dissatisfied	2,365	5.5%	3.2%	1,951	5.0%	3.1%	3,363	7.0%	5.3%
Item Response Total	46,824	100.0%	58.3%	44,389	100.0%	62.6%	54,089	100.0%	75.7%
I choose not to participate in these programs	14,093	--	16.7%	11,930	--	15.9%	4,232	--	5.5%
These programs are not available to me	10,788	--	14.0%	6,897	--	9.5%	7,106	--	10.5%
I am unaware of these programs	8,153	--	10.9%	8,319	--	12.0%	5,161	--	8.3%
Total	79,858	100.0%	100.0%	71,535	100.0%	100.0%	70,588	100.0%	100.0%
62. How satisfied are you with the following Work-Life programs in your agency? Employee Assistance Program - EAP (for example, short-term counseling, referral services, legal services, education services)	2020			2019			2018		
	Satisfaction	All Response		Satisfaction	All Response		Satisfaction	All Response	
	N	%	Options %	N	%	Options %	N	%	Options %
Very Satisfied	7,632	18.2%	9.2%	5,201	13.6%	7.1%	7,857	14.5%	10.3%
Satisfied	13,160	32.5%	16.3%	11,077	29.9%	15.6%	17,868	35.5%	25.2%
Neither Satisfied nor Dissatisfied	16,488	41.4%	20.8%	18,136	48.5%	25.3%	20,808	41.5%	29.5%
Dissatisfied	1,674	4.3%	2.1%	1,410	3.9%	2.1%	2,118	4.4%	3.2%
Very Dissatisfied	1,360	3.7%	1.8%	1,354	4.0%	2.1%	1,821	4.1%	2.9%
Item Response Total	40,314	100.0%	50.3%	37,178	100.0%	52.1%	50,472	100.0%	71.1%
I choose not to participate in these programs	32,165	--	38.9%	25,386	--	35.0%	13,545	--	18.2%
These programs are not available to me	2,543	--	3.6%	2,090	--	3.0%	1,723	--	2.8%
I am unaware of these programs	5,209	--	7.2%	6,883	--	9.9%	5,004	--	7.9%
Total	80,231	100.0%	100.0%	71,537	100.0%	100.0%	70,744	100.0%	100.0%
63. How satisfied are you with the following Work-Life programs in your agency? Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, subsidy, flexible spending account)	2020			2019			2018		
	Satisfaction	All Response		Satisfaction	All Response		Satisfaction	All Response	
	N	%	Options %	N	%	Options %	N	%	Options %
Very Satisfied	3,473	13.6%	4.3%	2,151	9.2%	3.0%	2,485	8.4%	3.2%
Satisfied	5,160	20.9%	6.5%	4,001	17.6%	5.7%	5,171	18.6%	7.0%
Neither Satisfied nor Dissatisfied	13,808	55.2%	17.2%	14,925	63.8%	20.6%	16,112	58.8%	22.2%
Dissatisfied	1,244	5.2%	1.6%	888	4.1%	1.3%	1,564	6.2%	2.3%
Very Dissatisfied	1,157	5.0%	1.6%	1,095	5.3%	1.7%	1,918	8.1%	3.0%
Item Response Total	24,842	100.0%	31.2%	23,060	100.0%	32.2%	27,250	100.0%	37.8%
I choose not to participate in these programs	35,422	--	42.2%	26,930	--	36.6%	16,793	--	21.7%
These programs are not available to me	9,081	--	12.0%	9,863	--	14.1%	13,994	--	21.0%
I am unaware of these programs	10,854	--	14.6%	11,625	--	17.1%	12,741	--	19.6%
Total	80,199	100.0%	100.0%	71,478	100.0%	100.0%	70,778	100.0%	100.0%
64. How satisfied are you with the following Work-Life programs in your agency? Elder Care Programs (for example, elder/adult care, support groups, resources)	2020			2019			2018		
	Satisfaction	All Response		Satisfaction	All Response		Satisfaction	All Response	
	N	%	Options %	N	%	Options %	N	%	Options %
Very Satisfied	2,601	11.8%	3.2%	1,597	7.4%	2.1%	1,905	7.3%	2.4%
Satisfied	3,523	16.5%	4.4%	2,770	13.3%	3.8%	3,454	14.2%	4.7%
Neither Satisfied nor Dissatisfied	13,484	63.3%	17.0%	14,907	72.2%	20.6%	16,148	66.9%	22.2%
Dissatisfied	825	4.1%	1.1%	582	2.9%	0.8%	1,163	5.2%	1.7%
Very Dissatisfied	835	4.3%	1.2%	757	4.1%	1.2%	1,356	6.5%	2.2%
Item Response Total	21,268	100.0%	26.9%	20,613	100.0%	28.6%	24,026	100.0%	33.2%
I choose not to participate in these programs	35,797	--	43.1%	27,133	--	37.2%	16,343	--	21.1%
These programs are not available to me	8,128	--	10.9%	8,709	--	12.7%	12,854	--	19.5%
I am unaware of these programs	14,231	--	19.1%	14,689	--	21.5%	17,475	--	26.2%
Total	79,424	100.0%	100.0%	71,144	100.0%	100.0%	70,698	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	46,351	56.4%
No arrangements needed to manage child care responsibilities (e.g., older children)	9,419	11.8%
Child care in my own home (e.g., other parent, relative, nanny, au pair)	15,704	21.0%
Alternative work arrangement (e.g., telework, flexible work schedule)	7,831	9.0%
Child care center	3,287	4.2%
Paid leave	8,899	11.6%
Unpaid leave	875	1.2%
Child care in someone else’s home (e.g., relative or neighbor, professional child care provider)	4,593	6.2%
Respite care (temporary care of a sick or disabled child, providing relief for their usual caregiver)	281	0.4%
Agency emergency back-up care program	221	0.3%
Resource and referral services for dependent child care	100	0.1%
Other services/arrangements	2,988	4.0%
Total (percents will add to more than 100% because respondents could choose more than one response option)	79,795	--

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	63,443	79.9%
No arrangements needed to manage elder/adult care responsibilities (e.g., elder can manage tasks of everyday living)	8,156	10.5%
Alternative work arrangement (e.g., telework, flexible work schedule)	2,358	2.6%
Elder/adult day care center	278	0.4%
Paid leave	4,187	5.1%
Unpaid leave	444	0.6%
Long-term care insurance	113	0.1%
Respite care (temporary care of a sick or disabled adult/elder, providing relief for their usual caregiver)	446	0.5%
Other services/arrangements	2,711	3.5%
Total (percents will add to more than 100% because respondents could choose more than one response option)	79,470	--

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	35,311	--
Extremely	9,771	28.8%
Very	5,541	15.9%
Somewhat	8,899	24.9%
Slightly	4,842	13.0%
Not at All	6,207	17.3%
Does Not Apply	9,796	--
Total	80,367	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	41,421	--
Extremely	7,372	31.2%
Very	3,767	15.7%
Somewhat	5,529	22.7%
Slightly	2,872	11.6%
Not at All	4,616	18.9%
Does Not Apply	14,773	--
Total	80,350	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	17.3%
Field	73.4%
Full-time telework (e.g., home office, telecenter)	9.3%
Total	100.0%

<i>What is your supervisory status?</i>	%
Senior Leader	1.5%
Manager	7.5%
Supervisor	16.1%
Team Leader	11.7%
Non-Supervisor	63.2%
Total	100.0%

<i>What is your pay category/grade?</i>	%
Federal Wage System	4.9%
GS 1-6	2.2%
GS 7-12	33.7%
GS 13-15	37.1%
Senior Executive Service	0.7%
Senior Level (SL) or Scientific or Professional (ST)	0.1%
Other	21.3%
Total	100.0%

<i>What is your US military service status?</i>	%
No Prior Military Service	69.0%
Currently in National Guard or Reserves	2.0%
Retired	10.1%
Separated or Discharged	18.9%
Total	100.0%

Are you:	%
The spouse of a current active duty service member of the U.S. Armed Forces	0.7%
The spouse of a service member who retired or separated from active duty in the U.S. Armed Forces with a disability rating of 100 percent	1.3%
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	97.8%
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	6.0%
No	94.0%
Total	100.0%

How long have you been with the Federal Government (excluding military service)?	%
Less than 1 year	0.3%
1 to 3 years	15.0%
4 to 5 years	8.7%
6 to 10 years	15.7%
11 to 14 years	19.8%
15 to 20 years	23.4%
More than 20 years	17.1%
Total	100.0%

How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?	%
Less than 1 year	0.6%
1 to 3 years	20.6%
4 to 5 years	10.8%
6 to 10 years	16.0%
11 to 14 years	19.9%
15 to 20 years	22.1%
More than 20 years	10.1%
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	72.7%	65.7%
Yes, to retire	5.5%	6.2%
Yes, to take another job within the Federal Government	16.7%	19.8%
Yes, to take another job outside the Federal Government	2.3%	3.7%
Yes, other	2.8%	4.6%
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	38.8%
No	61.2%
Total	100.0%

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

	COVID-19 Pandemic %	Today %
I am planning to retire:		
Less than 1 year	2.0%	3.1%
1 year	2.4%	3.0%
2 years	5.5%	5.7%
3 years	5.2%	4.9%
4 years	3.3%	3.1%
5 years	6.6%	6.4%
More than 5 years	75.0%	73.8%
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.

<i>Has your retirement plan changed <u>because of</u> the COVID-19 pandemic?</i>	<i>%</i>
Yes	39.6%
No	60.4%
Total	100.0%

My Personal Demographics

<i>Are you of Hispanic, Latino, or Spanish origin?</i>	<i>%</i>
Yes	21.9%
No	78.1%
Total	100.0%

<i>Please select the racial category or categories with which you most closely identify.</i>	<i>%</i>
White	72.5%
Black or African American	14.6%
All other races	12.9%
Total	100.0%

<i>What is your age group?</i>	<i>%</i>
29 years and under	7.5%
30-39 years old	23.6%
40-49 years old	30.7%
50-59 years old	27.3%
60 years or older	10.8%
Total	100.0%

<i>What is the highest degree or level of education you have completed?</i>	<i>%</i>
Less than High School/ High School Diploma/ GED	7.0%
Certification/ Some College/ Associate's Degree	34.3%
Bachelor's Degree	36.5%
Advanced Degrees (Post Bachelor's Degree)	22.3%
Total	100.0%

<i>Are you an individual with a disability?</i>	%
Yes	12.3%
No	87.7%
Total	100.0%

<i>Are you:</i>	%
Male	63.1%
Female	36.9%
Total	100.0%

<i>Are you transgender?</i>	%
Yes	0.4%
No	99.6%
Total	100.0%

<i>Which one of the following do you consider yourself to be?</i>	%
Straight, that is not gay or lesbian	93.8%
Gay or Lesbian	2.7%
Bisexual	1.4%
Something else	2.1%
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. Have you visited the Employee Resources page on the DHS.gov website?

	2020	
	N	%
Yes	28,727	34.1%
No	51,405	65.9%
Total	80,132	100.0%

2. What information would you like to see added to this page? Select all that apply.

	2020	
	N	%
Social connectedness	12,156	21.6%
Stress management	27,946	49.7%
Affinity groups	6,160	11.3%
Child/Elder Care support	15,710	29.3%
Health and wellness programs	25,951	46.9%
Employee resource or support groups	19,002	34.2%
Financial education	30,716	55.8%
Mental health	22,367	40.3%
Total	56,229	--

3. Which topic areas would you like to see addressed to improve your workplace culture? Select all that apply.

	2020	
	N	%
Compassion	34,627	56.8%
Gratitude	39,415	65.5%
Connectedness	28,983	47.4%
Generational differences	24,475	40.3%
Total	61,400	--

4. My supervisor cares about me.

	2020	
	N	%
Yes	66,321	83.6%
No	12,041	16.4%
Total	78,362	100.0%

5. I have a friend(s) at work.

	2020	
	N	%
Yes	71,423	90.2%
No	7,826	9.8%
Total	79,249	100.0%

6. I feel connected to my colleagues.

	2020	
	N	%
Yes	65,686	82.9%
No	13,305	17.1%
Total	78,991	100.0%

7. I am provided opportunities beyond this survey to provide ideas and feedback to my leaders.

	2020	
	N	%
Strongly Agree	17,515	20.3%
Agree	28,886	35.2%
Neither Agree nor Disagree	17,469	22.8%
Disagree	9,119	12.0%
Strongly Disagree	7,210	9.7%
Total	80,199	100.0%

For all tables on this worksheet:

Percentages are weighted to represent the Agency's population.

Source: 2020 OPM Federal Employee Viewpoint Survey