



Annual Employee Survey (AES) Report

Department of the Treasury

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

FIELD PERIOD	Sept 15 - Oct 27, 2020
SAMPLE OR CENSUS	CENSUS
NUMBER OF SURVEYS	40,347
NUMBER OF SURVEYS	72,297
RESPONSE RATE	55.8%

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

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

Engagement Index Score

2020 ENGAGEMENT INDEX		
75%		
LEADERS LEAD	SUPERVISORS	INTRINSIC WORK EXPERIENCE
65%	83%	77%

Highest % Positive Items

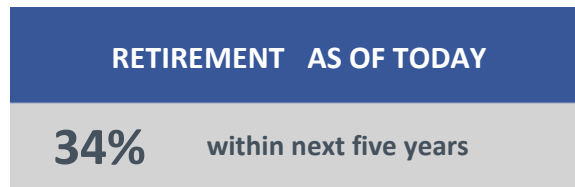
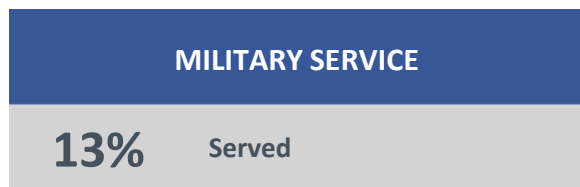
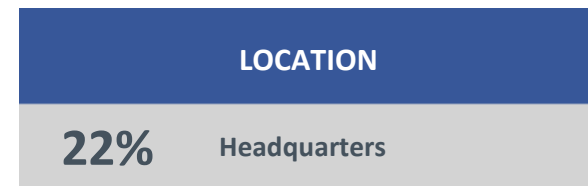
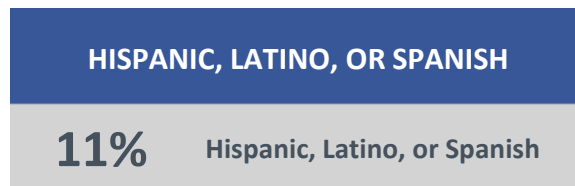
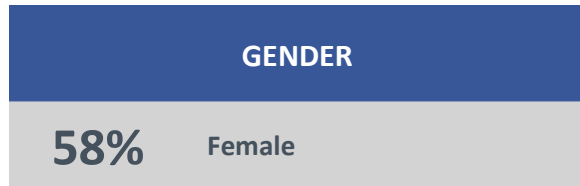
Select: Highest % Positive

- Q19 My supervisor supports my need to balance work and other life issues. **88%**
- Q23 My supervisor treats me with respect. **88%**
- Q7 I know how my work relates to the agency's goals. **88%**
- Q9 The people I work with cooperate to get the job done. **86%**
- Q4 I know what is expected of me on the job. **86%**

Highest % Negative Items

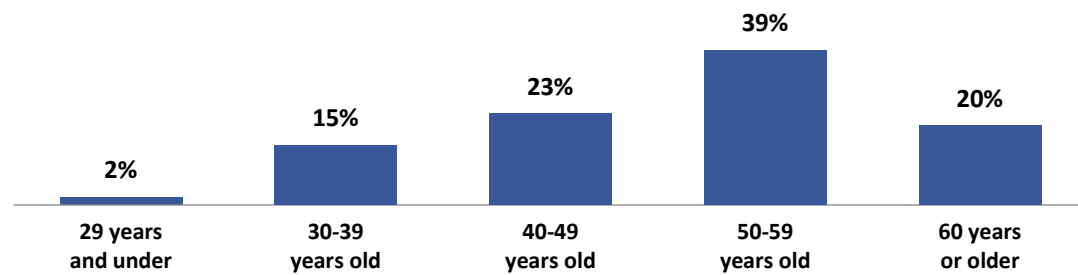
Select: Highest % Negative

- Q18 I believe the results of this survey will be used to make my agency a better place to work. **27%**
- Q10 In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. **23%**
- Q26 In my organization, senior leaders generate high levels of motivation and commitment in the workforce. **23%**
- Q5 My workload is reasonable. **20%**
- Q12 In my work unit, differences in performance are recognized in a meaningful way. **20%**



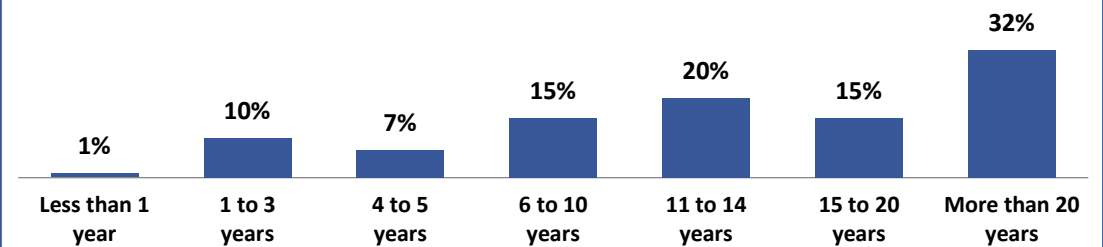
### Age Group

- Age Group
- Racial Category
- Education



### Agency Tenure

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





Annual Employee Survey (AES) Report

Department of the Treasury

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
Q12 In my work unit, differences in performance are recognized in a meaningful way.	39%	38%	41%	54%	+13
Q14 Employees are recognized for providing high quality products and services.	51%	52%	54%	66%	+12
Q10 In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	36%	36%	37%	47%	+10
Q32 Senior leaders demonstrate support for Work-Life programs.	59%	59%	60%	70%	+10
Q26 In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	42%	42%	44%	54%	+10

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.	71.5%	27.5%	44.0%	14.5%	9.4%	4.6%	14.0%	11342	17694	5578	3602	1734	39950	N/A
Agree-disagree	2	I feel encouraged to come up with new and better ways of doing things.	66.5%	27.5%	39.0%	16.4%	11.4%	5.7%	17.1%	11320	15535	6328	4362	2141	39686	N/A
Agree-disagree	3	My work gives me a feeling of personal accomplishment.	76.3%	32.5%	43.8%	13.2%	6.5%	4.0%	10.5%	13211	17439	5117	2533	1488	39788	N/A
Agree-disagree	4	I know what is expected of me on the job.	85.6%	37.4%	48.3%	7.9%	4.1%	2.3%	6.4%	15125	19338	3150	1644	888	40145	N/A
Agree-disagree	5	*My workload is reasonable.	66.9%	18.0%	48.8%	12.8%	11.9%	8.4%	20.3%	7182	19504	5097	4818	3270	39871	60
Agree-disagree	6	*My talents are used well in the workplace.	66.6%	22.1%	44.6%	15.8%	10.8%	6.7%	17.5%	8894	17722	6071	4162	2533	39382	107
Agree-disagree	7	*I know how my work relates to the agency's goals.	87.6%	35.3%	52.3%	7.8%	2.7%	1.8%	4.5%	14331	20765	3035	1058	702	39891	118
Agree-disagree	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	72.3%	33.9%	38.4%	15.7%	6.1%	5.9%	11.9%	13602	14834	5862	2278	2166	38742	1,455
Agree-disagree	9	*The people I work with cooperate to get the job done.	86.1%	45.5%	40.5%	7.8%	4.3%	1.8%	6.2%	18697	16201	2992	1678	697	40265	N/A
Agree-disagree	10	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	47.5%	15.6%	31.9%	29.3%	12.8%	10.4%	23.2%	4938	10138	9000	3961	3118	31155	9,116
Agree-disagree	12	*In my work unit, differences in performance are recognized in a meaningful way.	54.3%	16.9%	37.5%	25.4%	12.9%	7.3%	20.2%	5964	13247	8638	4446	2419	34714	5,532
Agree-disagree	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	82.2%	31.8%	50.4%	10.3%	5.2%	2.4%	7.6%	12888	19897	3914	2000	892	39591	674
Agree-disagree	14	Employees are recognized for providing high quality products and services.	65.9%	22.3%	43.6%	17.0%	11.2%	6.0%	17.1%	9005	17219	6379	4213	2191	39007	1,052
Agree-disagree	15	Employees are protected from health and safety hazards on the job.	77.2%	34.8%	42.4%	11.3%	6.5%	5.0%	11.5%	14330	16714	4232	2406	1797	39479	592
Agree-disagree	16	My agency is successful at accomplishing its mission.	79.4%	29.1%	50.3%	14.3%	4.0%	2.3%	6.3%	11840	19632	5315	1521	836	39144	970
Agree-disagree	17	*I recommend my organization as a good place to work.	74.3%	30.8%	43.5%	15.5%	6.6%	3.7%	10.2%	12844	17412	6027	2565	1401	40249	N/A
Agree-disagree	18	*I believe the results of this survey will be used to make my agency a better place to work.	46.9%	16.5%	30.3%	25.8%	14.9%	12.4%	27.4%	6389	11631	9599	5548	4443	37610	2,663

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	19	My supervisor supports my need to balance work and other life issues.	88.0%	56.2%	31.8%	6.3%	2.8%	2.9%	5.7%	22865	12515	2413	1073	1078	39944	275
Agree-disagree	20	My supervisor is committed to a workforce representative of all segments of society.	83.0%	50.8%	32.2%	11.8%	2.4%	2.7%	5.1%	19483	12011	4289	867	945	37595	2,563
Agree-disagree	21	Supervisors in my work unit support employee development.	81.1%	47.4%	33.7%	10.5%	4.5%	3.9%	8.4%	19171	13273	3982	1678	1446	39550	628
Agree-disagree	22	My supervisor listens to what I have to say.	84.7%	51.8%	32.9%	7.9%	4.5%	2.8%	7.4%	21173	13078	3069	1762	1088	40170	N/A
Agree-disagree	23	My supervisor treats me with respect.	87.9%	57.3%	30.6%	6.5%	3.1%	2.5%	5.6%	23366	12100	2534	1203	950	40153	N/A
Agree-disagree	24	I have trust and confidence in my supervisor.	78.9%	50.3%	28.6%	11.5%	5.3%	4.3%	9.6%	20586	11406	4451	2076	1640	40159	N/A
Good-poor	25	Overall, how good a job do you feel is being done by your immediate supervisor?	82.4%	55.7%	26.6%	11.4%	3.5%	2.7%	6.3%	22706	10671	4430	1364	1049	40220	N/A
Agree-disagree	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	53.7%	18.0%	35.7%	23.2%	13.8%	9.3%	23.1%	7195	14188	8922	5288	3470	39063	979
Agree-disagree	27	My organization's senior leaders maintain high standards of honesty and integrity.	62.6%	24.0%	38.6%	22.8%	7.4%	7.2%	14.6%	9211	14397	8201	2657	2548	37014	2,875
Agree-disagree	28	*Managers communicate the goals of the organization.	75.0%	25.4%	49.6%	14.0%	6.4%	4.6%	10.9%	10248	19594	5379	2467	1699	39387	424
Agree-disagree	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	65.4%	23.5%	41.9%	17.9%	9.8%	6.8%	16.6%	9374	16380	6804	3731	2523	38812	1,215
Good-poor	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	71.7%	35.3%	36.4%	17.6%	5.5%	5.1%	10.7%	13288	13429	6296	1981	1789	36783	3,203
Agree-disagree	31	I have a high level of respect for my organization's senior leaders.	64.4%	27.0%	37.3%	21.7%	7.9%	6.0%	14.0%	10828	14711	8326	3114	2292	39271	705
Agree-disagree	32	Senior leaders demonstrate support for Work-Life programs.	70.3%	31.3%	38.9%	19.4%	5.7%	4.6%	10.3%	11845	14331	6815	2010	1557	36558	3,388
Satisfied-dissatisfied	33	*How satisfied are you with your involvement in decisions that affect your work?	57.0%	18.4%	38.6%	22.8%	14.6%	5.6%	20.2%	7582	15546	8832	5646	2109	39715	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
Satisfied-dissatisfied	34	*How satisfied are you with the information you receive from management on what's going on in your organization?	63.8%	20.7%	43.1%	18.7%	12.6%	5.0%	17.5%	8497	17202	7217	4836	1871	39623	N/A
Satisfied-dissatisfied	35	*How satisfied are you with the recognition you receive for doing a good job?	63.2%	23.8%	39.5%	19.5%	11.4%	5.9%	17.3%	9665	15748	7485	4392	2230	39520	N/A
Satisfied-dissatisfied	36	*Considering everything, how satisfied are you with your job?	74.9%	28.3%	46.6%	13.9%	7.6%	3.6%	11.3%	11424	18397	5340	2961	1369	39491	N/A
Satisfied-dissatisfied	37	Considering everything, how satisfied are you with your pay?	66.8%	22.9%	43.9%	14.8%	12.8%	5.7%	18.4%	9322	17450	5780	4964	2118	39634	N/A
Satisfied-dissatisfied	38	*Considering everything, how satisfied are you with your organization?	69.0%	22.4%	46.6%	18.0%	8.8%	4.2%	13.0%	9227	18624	6888	3417	1577	39733	N/A

\* AES prescribed items as of 2017 (5 CFR Part 250, Subpart C)

<b>11. In my work unit poor performers usually:</b>	<b>2020</b>		<b>2019</b>	
	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
Remain in the work unit and improve their performance over time	6,579	25.3%	6,470	22.9%
Remain in the work unit and continue to underperform	10,605	41.0%	13,572	48.8%
Leave the work unit - removed or transferred	1,955	7.3%	1,597	5.5%
Leave the work unit - quit	463	1.6%	495	1.7%
There are no poor performers in my work unit	6,566	24.9%	5,908	21.1%
<b>Item Response Total</b>	<b>26,168</b>	<b>100.0%</b>	<b>28,042</b>	<b>100.0%</b>
Do Not Know	14,106	--	11,960	--
<b>Total</b>	<b>40,274</b>	<b>100.0%</b>	<b>40,002</b>	<b>100.0%</b>

Percentages are weighted to represent the Agency's population.

"Do Not Know" responses are not included in percentage calculations.

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

Source: 2020 OPM Federal Employee Viewpoint Survey

Response Type	Year	Item	Item Text	Percent Positive %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Percent Negative %	Item Response Total** N	Do Not Know N
Agree-disagree	2020	1	*I am given a real opportunity to improve my skills in my organization.	71.5%	14.5%	14.0%	39950	N/A
Agree-disagree	2020	2	I feel encouraged to come up with new and better ways of doing things.	66.5%	16.4%	17.1%	39686	N/A
Agree-disagree	2020	3	My work gives me a feeling of personal accomplishment.	76.3%	13.2%	10.5%	39788	N/A
Agree-disagree	2020	4	I know what is expected of me on the job.	85.6%	7.9%	6.4%	40145	N/A
Agree-disagree	2020	5	*My workload is reasonable.	66.9%	12.8%	20.3%	39871	60
Agree-disagree	2020	6	*My talents are used well in the workplace.	66.6%	15.8%	17.5%	39382	107
Agree-disagree	2020	7	*I know how my work relates to the agency's goals.	87.6%	7.8%	4.5%	39891	118
Agree-disagree	2020	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	72.3%	15.7%	11.9%	38742	1,455
Agree-disagree	2020	9	*The people I work with cooperate to get the job done.	86.1%	7.8%	6.2%	40265	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.	47.5%	29.3%	23.2%	31155	9,116
Agree-disagree	2020	12	*In my work unit, differences in performance are recognized in a meaningful way.	54.3%	25.4%	20.2%	34714	5,532
Agree-disagree	2020	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	82.2%	10.3%	7.6%	39591	674
Agree-disagree	2020	14	Employees are recognized for providing high quality products and services.	65.9%	17.0%	17.1%	39007	1,052
Agree-disagree	2020	15	Employees are protected from health and safety hazards on the job.	77.2%	11.3%	11.5%	39479	592
Agree-disagree	2020	16	My agency is successful at accomplishing its mission.	79.4%	14.3%	6.3%	39144	970
Agree-disagree	2020	17	*I recommend my organization as a good place to work.	74.3%	15.5%	10.2%	40249	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.	46.9%	25.8%	27.4%	37610	2,663
Agree-disagree	2020	19	My supervisor supports my need to balance work and other life issues.	88.0%	6.3%	5.7%	39944	275
Agree-disagree	2020	20	My supervisor is committed to a workforce representative of all segments of society.	83.0%	11.8%	5.1%	37595	2,563
Agree-disagree	2020	21	Supervisors in my work unit support employee development.	81.1%	10.5%	8.4%	39550	628
Agree-disagree	2020	22	My supervisor listens to what I have to say.	84.7%	7.9%	7.4%	40170	N/A
Agree-disagree	2020	23	My supervisor treats me with respect.	87.9%	6.5%	5.6%	40153	N/A
Agree-disagree	2020	24	I have trust and confidence in my supervisor.	78.9%	11.5%	9.6%	40159	N/A
Good-poor	2020	25	Overall, how good a job do you feel is being done by your immediate supervisor?	82.4%	11.4%	6.3%	40220	N/A
Agree-disagree	2020	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	53.7%	23.2%	23.1%	39063	979
Agree-disagree	2020	27	My organization's senior leaders maintain high standards of honesty and integrity.	62.6%	22.8%	14.6%	37014	2,875
Agree-disagree	2020	28	*Managers communicate the goals of the organization.	75.0%	14.0%	10.9%	39387	424
Agree-disagree	2020	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	65.4%	17.9%	16.6%	38812	1,215
Good-poor	2020	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	71.7%	17.6%	10.7%	36783	3,203



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	31	I have a high level of respect for my organization's senior leaders.	64.4%	21.7%	14.0%	39271	705
Agree-disagree	2020	32	Senior leaders demonstrate support for Work-Life programs.	70.3%	19.4%	10.3%	36558	3,388
Satisfied-dissatisfied	2020	33	*How satisfied are you with your involvement in decisions that affect your work?	57.0%	22.8%	20.2%	39715	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?	63.8%	18.7%	17.5%	39623	N/A
Satisfied-dissatisfied	2020	35	*How satisfied are you with the recognition you receive for doing a good job?	63.2%	19.5%	17.3%	39520	N/A
Satisfied-dissatisfied	2020	36	*Considering everything, how satisfied are you with your job?	74.9%	13.9%	11.3%	39491	N/A
Satisfied-dissatisfied	2020	37	Considering everything, how satisfied are you with your pay?	66.8%	14.8%	18.4%	39634	N/A
Satisfied-dissatisfied	2020	38	*Considering everything, how satisfied are you with your organization?	69.0%	18.0%	13.0%	39733	N/A
Agree-disagree	2019	1	*I am given a real opportunity to improve my skills in my organization.	64.4%	15.9%	19.6%	41436	N/A
Agree-disagree	2019	2	I feel encouraged to come up with new and better ways of doing things.	58.9%	18.9%	22.2%	41319	N/A
Agree-disagree	2019	3	My work gives me a feeling of personal accomplishment.	71.8%	14.9%	13.3%	41568	N/A
Agree-disagree	2019	4	I know what is expected of me on the job.	82.9%	9.4%	7.7%	41542	N/A
Agree-disagree	2019	5	*My workload is reasonable.	60.5%	15.6%	23.9%	41433	88
Agree-disagree	2019	6	*My talents are used well in the workplace.	59.2%	17.7%	23.1%	40932	215
Agree-disagree	2019	7	*I know how my work relates to the agency's goals.	83.7%	10.1%	6.2%	41356	168
Agree-disagree	2019	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	69.1%	16.9%	14.0%	39801	1,759
Agree-disagree	2019	9	*The people I work with cooperate to get the job done.	79.0%	11.4%	9.7%	41444	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.	37.2%	30.0%	32.8%	35046	6,209
Agree-disagree	2019	12	*In my work unit, differences in performance are recognized in a meaningful way.	40.6%	29.7%	29.7%	37516	3,777
Agree-disagree	2019	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	79.7%	11.9%	8.4%	40626	661
Agree-disagree	2019	14	Employees are recognized for providing high quality products and services.	53.6%	21.4%	25.0%	39656	1,188
Agree-disagree	2019	15	Employees are protected from health and safety hazards on the job.	74.3%	14.3%	11.3%	40130	755
Agree-disagree	2019	16	My agency is successful at accomplishing its mission.	73.0%	18.3%	8.7%	39547	1,240
Agree-disagree	2019	17	*I recommend my organization as a good place to work.	66.9%	18.9%	14.2%	40816	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.	40.7%	24.9%	34.4%	38482	2,370
Agree-disagree	2019	19	My supervisor supports my need to balance work and other life issues.	84.9%	7.8%	7.2%	40488	234

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	20	My supervisor is committed to a workforce representative of all segments of society.	75.8%	17.0%	7.1%	37310	3,338
Agree-disagree	2019	21	Supervisors in my work unit support employee development.	73.7%	14.1%	12.2%	39974	726
Agree-disagree	2019	22	My supervisor listens to what I have to say.	81.5%	9.4%	9.1%	40585	N/A
Agree-disagree	2019	23	My supervisor treats me with respect.	85.8%	7.4%	6.9%	40593	N/A
Agree-disagree	2019	24	I have trust and confidence in my supervisor.	74.7%	13.3%	11.9%	40575	N/A
Good-poor	2019	25	Overall, how good a job do you feel is being done by your immediate supervisor?	78.7%	13.1%	8.1%	40530	N/A
Agree-disagree	2019	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	44.1%	24.8%	31.1%	39146	1,175
Agree-disagree	2019	27	My organization's senior leaders maintain high standards of honesty and integrity.	53.4%	25.9%	20.8%	36825	3,471
Agree-disagree	2019	28	*Managers communicate the goals of the organization.	70.9%	16.3%	12.8%	39599	606
Agree-disagree	2019	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	60.5%	20.3%	19.2%	38352	1,939
Good-poor	2019	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	66.2%	19.8%	13.9%	37070	3,169
Agree-disagree	2019	31	I have a high level of respect for my organization's senior leaders.	56.4%	24.2%	19.5%	39357	837
Agree-disagree	2019	32	Senior leaders demonstrate support for Work-Life programs.	60.2%	24.1%	15.7%	36150	4,050
Satisfied-dissatisfied	2019	33	*How satisfied are you with your involvement in decisions that affect your work?	51.6%	23.1%	25.3%	40013	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?	55.3%	22.0%	22.8%	40033	N/A
Satisfied-dissatisfied	2019	35	*How satisfied are you with the recognition you receive for doing a good job?	56.1%	21.6%	22.3%	39984	N/A
Satisfied-dissatisfied	2019	36	*Considering everything, how satisfied are you with your job?	68.9%	16.9%	14.2%	39954	N/A
Satisfied-dissatisfied	2019	37	Considering everything, how satisfied are you with your pay?	61.0%	16.3%	22.7%	39961	N/A
Satisfied-dissatisfied	2019	38	*Considering everything, how satisfied are you with your organization?	60.9%	20.7%	18.4%	39666	N/A
Agree-disagree	2018	1	*I am given a real opportunity to improve my skills in my organization.	62.6%	16.4%	21.0%	41625	N/A
Agree-disagree	2018	2	I feel encouraged to come up with new and better ways of doing things.	57.5%	18.7%	23.8%	41600	N/A
Agree-disagree	2018	3	My work gives me a feeling of personal accomplishment.	71.3%	14.8%	13.9%	41825	N/A
Agree-disagree	2018	4	I know what is expected of me on the job.	82.4%	9.2%	8.4%	41815	N/A

Response Type	Year	Item	Item Text	Percent Positive %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Percent Negative %	Item Response Total** N	Do Not Know N
Agree-disagree	2018	5	*My workload is reasonable.	58.4%	15.8%	25.8%	41711	83
Agree-disagree	2018	6	*My talents are used well in the workplace.	57.9%	17.9%	24.2%	41178	189
Agree-disagree	2018	7	*I know how my work relates to the agency's goals.	83.0%	10.2%	6.8%	41635	146
Agree-disagree	2018	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	68.0%	17.2%	14.8%	40001	1,837
Agree-disagree	2018	9	*The people I work with cooperate to get the job done.	79.0%	11.0%	9.9%	41800	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.	36.2%	30.2%	33.6%	35662	6,165
Agree-disagree	2018	12	*In my work unit, differences in performance are recognized in a meaningful way.	38.2%	29.8%	31.9%	38038	3,795
Agree-disagree	2018	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	79.7%	12.0%	8.3%	41134	683
Agree-disagree	2018	14	Employees are recognized for providing high quality products and services.	51.9%	21.8%	26.3%	40262	1,209
Agree-disagree	2018	15	Employees are protected from health and safety hazards on the job.	74.4%	14.1%	11.5%	40685	822
Agree-disagree	2018	16	My agency is successful at accomplishing its mission.	71.7%	18.9%	9.4%	40126	1,277
Agree-disagree	2018	17	*I recommend my organization as a good place to work.	64.5%	19.6%	15.9%	41424	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%	24.9%	36.4%	39078	2,364
Agree-disagree	2018	19	My supervisor supports my need to balance work and other life issues.	84.9%	7.7%	7.4%	41077	253
Agree-disagree	2018	20	My supervisor is committed to a workforce representative of all segments of society.	75.0%	17.5%	7.6%	37910	3,367
Agree-disagree	2018	21	Supervisors in my work unit support employee development.	73.1%	14.4%	12.5%	40552	769
Agree-disagree	2018	22	My supervisor listens to what I have to say.	81.1%	9.3%	9.7%	41177	N/A
Agree-disagree	2018	23	My supervisor treats me with respect.	85.2%	7.5%	7.3%	41221	N/A
Agree-disagree	2018	24	I have trust and confidence in my supervisor.	73.7%	13.6%	12.6%	41199	N/A
Good-poor	2018	25	Overall, how good a job do you feel is being done by your immediate supervisor?	78.0%	13.5%	8.5%	41135	N/A
Agree-disagree	2018	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	41.6%	24.9%	33.5%	39848	1,156
Agree-disagree	2018	27	My organization's senior leaders maintain high standards of honesty and integrity.	51.8%	26.0%	22.2%	37503	3,495
Agree-disagree	2018	28	*Managers communicate the goals of the organization.	69.9%	16.5%	13.6%	40260	623
Agree-disagree	2018	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	59.2%	20.3%	20.5%	39068	1,947
Good-poor	2018	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	63.9%	21.0%	15.0%	37882	3,091
Agree-disagree	2018	31	I have a high level of respect for my organization's senior leaders.	53.9%	24.9%	21.2%	40113	809
Agree-disagree	2018	32	Senior leaders demonstrate support for Work-Life programs.	59.2%	25.3%	15.6%	36664	4,263
Satisfied-dissatisfied	2018	33	*How satisfied are you with your involvement in decisions that affect your work?	49.4%	23.4%	27.2%	40786	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	2018	34	*How satisfied are you with the information you receive from management on what's going on in your organization?	53.1%	22.3%	24.5%	40803	N/A
Satisfied-dissatisfied	2018	35	*How satisfied are you with the recognition you receive for doing a good job?	54.4%	21.8%	23.8%	40780	N/A
Satisfied-dissatisfied	2018	36	*Considering everything, how satisfied are you with your job?	68.0%	16.9%	15.1%	40761	N/A
Satisfied-dissatisfied	2018	37	Considering everything, how satisfied are you with your pay?	58.0%	16.2%	25.8%	40788	N/A
Satisfied-dissatisfied	2018	38	*Considering everything, how satisfied are you with your organization?	58.3%	21.6%	20.1%	40516	N/A
Agree-disagree	2017	1	*I am given a real opportunity to improve my skills in my organization.	62.5%	16.3%	21.2%	46269	N/A
Agree-disagree	2017	2	I feel encouraged to come up with new and better ways of doing things.	57.7%	19.0%	23.3%	45925	N/A
Agree-disagree	2017	3	My work gives me a feeling of personal accomplishment.	70.5%	15.2%	14.3%	46103	N/A
Agree-disagree	2017	4	I know what is expected of me on the job.	82.3%	9.3%	8.4%	45867	N/A
Agree-disagree	2017	5	*My workload is reasonable.	59.7%	15.9%	24.4%	45972	111
Agree-disagree	2017	6	*My talents are used well in the workplace.	58.3%	17.7%	24.0%	45258	245
Agree-disagree	2017	7	*I know how my work relates to the agency's goals and priorities.	82.3%	10.5%	7.1%	45822	210
Agree-disagree	2017	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	67.7%	17.4%	14.8%	43850	2,097
Agree-disagree	2017	9	*The people I work with cooperate to get the job done.	78.2%	11.2%	10.6%	46222	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.	36.4%	29.4%	34.2%	39404	6,667
Agree-disagree	2017	12	*In my work unit, differences in performance are recognized in a meaningful way.	38.6%	29.8%	31.5%	41889	4,164
Agree-disagree	2017	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	66.5%	18.3%	15.2%	44474	1,116
Agree-disagree	2017	14	Employees are recognized for providing high quality products and services.	51.3%	22.1%	26.5%	44144	1,402
Agree-disagree	2017	15	Employees are protected from health and safety hazards on the job.	75.4%	14.2%	10.4%	44752	838
Agree-disagree	2017	16	My agency is successful at accomplishing its mission.	72.0%	18.7%	9.3%	44140	1,322
Agree-disagree	2017	17	*I recommend my organization as a good place to work.	64.8%	19.7%	15.5%	45567	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.	38.9%	25.5%	35.6%	42817	2,856
Agree-disagree	2017	19	My supervisor supports my need to balance work and other life issues.	84.9%	7.6%	7.5%	45286	282
Agree-disagree	2017	20	My supervisor is committed to a workforce representative of all segments of society.	75.1%	17.3%	7.6%	41555	3,764
Agree-disagree	2017	21	Supervisors in my work unit support employee development.	72.8%	14.5%	12.7%	44594	835
Agree-disagree	2017	22	My supervisor listens to what I have to say.	81.0%	9.4%	9.6%	45511	N/A
Agree-disagree	2017	23	My supervisor treats me with respect.	85.1%	7.7%	7.2%	45360	N/A

Response Type	Year	Item	Item Text	Percent Positive %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Percent Negative %	Item Response Total** N	Do Not Know N
Agree-disagree	2017	24	I have trust and confidence in my supervisor.	73.7%	13.7%	12.6%	45405	N/A
Good-poor	2017	25	Overall, how good a job do you feel is being done by your immediate supervisor?	78.0%	13.3%	8.6%	45430	N/A
Agree-disagree	2017	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	41.8%	25.3%	32.9%	43785	1,434
Agree-disagree	2017	27	My organization's senior leaders maintain high standards of honesty and integrity.	52.1%	26.6%	21.3%	41160	3,960
Agree-disagree	2017	28	*Managers communicate the goals and priorities of the organization.	69.5%	16.8%	13.8%	44205	756
Agree-disagree	2017	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	58.7%	20.9%	20.4%	42775	2,200
Good-poor	2017	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	64.3%	21.1%	14.6%	41453	3,672
Agree-disagree	2017	31	I have a high level of respect for my organization's senior leaders.	53.5%	25.3%	21.3%	44053	1,052
Agree-disagree	2017	32	Senior leaders demonstrate support for Work-Life programs.	58.8%	25.7%	15.5%	39978	5,125
Satisfied-dissatisfied	2017	33	*How satisfied are you with your involvement in decisions that affect your work?	50.0%	23.8%	26.2%	45022	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?	53.4%	22.4%	24.3%	44940	N/A
Satisfied-dissatisfied	2017	35	*How satisfied are you with the recognition you receive for doing a good job?	54.8%	21.5%	23.7%	44843	N/A
Satisfied-dissatisfied	2017	36	*Considering everything, how satisfied are you with your job?	68.1%	17.3%	14.7%	44880	N/A
Satisfied-dissatisfied	2017	37	Considering everything, how satisfied are you with your pay?	58.5%	16.3%	25.2%	44896	N/A
Satisfied-dissatisfied	2017	38	*Considering everything, how satisfied are you with your organization?	58.7%	21.8%	19.5%	44906	N/A
Agree-disagree	2016	1	*I am given a real opportunity to improve my skills in my organization.	61.0%	16.6%	22.4%	45384	N/A
Agree-disagree	2016	2	I feel encouraged to come up with new and better ways of doing things.	56.1%	19.0%	24.9%	44808	N/A
Agree-disagree	2016	3	My work gives me a feeling of personal accomplishment.	70.3%	14.7%	15.0%	45169	N/A
Agree-disagree	2016	4	I know what is expected of me on the job.	81.4%	9.7%	9.0%	44883	N/A
Agree-disagree	2016	5	*My workload is reasonable.	57.7%	15.9%	26.5%	44959	110
Agree-disagree	2016	6	*My talents are used well in the workplace.	57.0%	17.8%	25.2%	43802	249
Agree-disagree	2016	7	*I know how my work relates to the agency's goals and priorities.	81.2%	10.8%	8.0%	44864	218
Agree-disagree	2016	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	66.4%	17.4%	16.3%	43006	2,056

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	9	*The people I work with cooperate to get the job done.	77.2%	11.6%	11.2%	45391	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.	34.9%	29.8%	35.3%	38476	6,629
Agree-disagree	2016	12	*In my work unit, differences in performance are recognized in a meaningful way.	36.9%	29.5%	33.5%	41142	4,034
Agree-disagree	2016	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	64.5%	18.7%	16.9%	43584	1,065
Agree-disagree	2016	14	Employees are recognized for providing high quality products and services.	48.7%	22.3%	28.9%	43282	1,281
Agree-disagree	2016	15	Employees are protected from health and safety hazards on the job.	74.6%	14.4%	11.0%	43758	836
Agree-disagree	2016	16	My agency is successful at accomplishing its mission.	68.5%	20.2%	11.3%	43213	1,373
Agree-disagree	2016	17	*I recommend my organization as a good place to work.	62.2%	20.2%	17.6%	44608	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.	37.6%	25.7%	36.7%	41802	2,926
Agree-disagree	2016	19	My supervisor supports my need to balance work and other life issues.	83.4%	8.1%	8.5%	44279	325
Agree-disagree	2016	20	My supervisor is committed to a workforce representative of all segments of society.	73.5%	18.4%	8.1%	40525	3,846
Agree-disagree	2016	21	Supervisors in my work unit support employee development.	70.9%	15.0%	14.0%	43529	953
Agree-disagree	2016	22	My supervisor listens to what I have to say.	79.8%	9.8%	10.4%	44483	N/A
Agree-disagree	2016	23	My supervisor treats me with respect.	83.8%	8.2%	8.0%	44316	N/A
Agree-disagree	2016	24	I have trust and confidence in my supervisor.	71.8%	14.1%	14.1%	44401	N/A
Good-poor	2016	25	Overall, how good a job do you feel is being done by your immediate supervisor?	76.6%	13.9%	9.5%	44399	N/A
Agree-disagree	2016	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	40.6%	24.4%	35.0%	43152	1,075
Agree-disagree	2016	27	My organization's senior leaders maintain high standards of honesty and integrity.	49.9%	26.0%	24.1%	40535	3,611
Agree-disagree	2016	28	*Managers communicate the goals and priorities of the organization.	68.4%	17.0%	14.6%	43404	558
Agree-disagree	2016	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	56.3%	21.4%	22.3%	41885	2,132
Good-poor	2016	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	62.2%	21.4%	16.4%	40461	3,666
Agree-disagree	2016	31	I have a high level of respect for my organization's senior leaders.	51.9%	24.6%	23.5%	43276	844
Agree-disagree	2016	32	Senior leaders demonstrate support for Work-Life programs.	57.6%	25.6%	16.8%	39342	4,773
Satisfied-dissatisfied	2016	33	*How satisfied are you with your involvement in decisions that affect your work?	48.0%	23.6%	28.4%	43978	N/A
Satisfied-dissatisfied	2016	34	*How satisfied are you with the information you receive from management on what's going on in your organization?	51.5%	22.4%	26.1%	43873	N/A
Satisfied-dissatisfied	2016	35	*How satisfied are you with the recognition you receive for doing a good job?	52.3%	21.8%	25.9%	43761	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	2016	36	*Considering everything, how satisfied are you with your job?	66.0%	17.9%	16.1%	43808	N/A
Satisfied-dissatisfied	2016	37	Considering everything, how satisfied are you with your pay?	55.1%	16.8%	28.1%	43869	N/A
Satisfied-dissatisfied	2016	38	*Considering everything, how satisfied are you with your organization?	55.4%	22.5%	22.1%	43913	N/A
Agree-disagree	2015	1	*I am given a real opportunity to improve my skills in my organization.	59.5%	16.7%	23.8%	51575	N/A
Agree-disagree	2015	2	I feel encouraged to come up with new and better ways of doing things.	55.3%	19.0%	25.7%	50814	N/A
Agree-disagree	2015	3	My work gives me a feeling of personal accomplishment.	69.5%	14.9%	15.6%	51300	N/A
Agree-disagree	2015	4	I know what is expected of me on the job.	80.7%	9.9%	9.4%	51058	N/A
Agree-disagree	2015	5	*My workload is reasonable.	56.2%	15.8%	28.0%	51114	95
Agree-disagree	2015	6	*My talents are used well in the workplace.	56.6%	17.4%	26.0%	49501	302
Agree-disagree	2015	7	*I know how my work relates to the agency's goals and priorities.	81.0%	10.9%	8.2%	51045	227
Agree-disagree	2015	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	64.8%	18.6%	16.6%	48887	2,365
Agree-disagree	2015	9	*The people I work with cooperate to get the job done.	76.8%	11.9%	11.3%	51552	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.	34.6%	29.6%	35.8%	43880	7,442
Agree-disagree	2015	12	*In my work unit, differences in performance are recognized in a meaningful way.	36.0%	29.9%	34.1%	46820	4,549
Agree-disagree	2015	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	63.8%	18.7%	17.6%	49642	1,281
Agree-disagree	2015	14	Employees are recognized for providing high quality products and services.	48.0%	22.4%	29.6%	49249	1,514
Agree-disagree	2015	15	Employees are protected from health and safety hazards on the job.	75.2%	14.3%	10.5%	49795	997
Agree-disagree	2015	16	My agency is successful at accomplishing its mission.	67.5%	20.1%	12.3%	49178	1,523
Agree-disagree	2015	17	*I recommend my organization as a good place to work.	60.3%	20.8%	18.9%	50889	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.	36.2%	25.6%	38.2%	47312	3,639
Agree-disagree	2015	19	My supervisor supports my need to balance work and other life issues.	82.8%	8.4%	8.7%	50496	340
Agree-disagree	2015	20	My supervisor is committed to a workforce representative of all segments of society.	72.7%	18.6%	8.7%	46107	4,528
Agree-disagree	2015	21	Supervisors in my work unit support employee development.	69.2%	15.9%	14.9%	49660	1,040
Agree-disagree	2015	22	My supervisor listens to what I have to say.	78.9%	10.2%	10.8%	50722	N/A
Agree-disagree	2015	23	My supervisor treats me with respect.	83.3%	8.4%	8.3%	50588	N/A
Agree-disagree	2015	24	I have trust and confidence in my supervisor.	70.8%	14.4%	14.8%	50642	N/A
Good-poor	2015	25	Overall, how good a job do you feel is being done by your immediate supervisor?	75.6%	14.7%	9.8%	50619	N/A
Agree-disagree	2015	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	39.0%	25.1%	35.9%	49164	1,272

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	27	My organization's senior leaders maintain high standards of honesty and integrity.	49.1%	26.2%	24.7%	46318	4,032
Agree-disagree	2015	28	*Managers communicate the goals and priorities of the organization.	67.9%	17.2%	14.8%	49537	674
Agree-disagree	2015	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	55.0%	21.9%	23.1%	47803	2,443
Good-poor	2015	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	61.5%	22.2%	16.3%	46182	4,148
Agree-disagree	2015	31	I have a high level of respect for my organization's senior leaders.	50.5%	25.9%	23.6%	49350	931
Agree-disagree	2015	32	Senior leaders demonstrate support for Work-Life programs.	55.8%	26.9%	17.3%	44445	5,860
Satisfied-dissatisfied	2015	33	*How satisfied are you with your involvement in decisions that affect your work?	46.7%	24.0%	29.3%	50153	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?	50.1%	23.5%	26.5%	50089	N/A
Satisfied-dissatisfied	2015	35	*How satisfied are you with the recognition you receive for doing a good job?	51.6%	21.8%	26.6%	49900	N/A
Satisfied-dissatisfied	2015	36	*Considering everything, how satisfied are you with your job?	65.0%	18.1%	17.0%	49888	N/A
Satisfied-dissatisfied	2015	37	Considering everything, how satisfied are you with your pay?	54.4%	16.4%	29.2%	49970	N/A
Satisfied-dissatisfied	2015	38	*Considering everything, how satisfied are you with your organization?	54.0%	22.7%	23.3%	50025	N/A
Agree-disagree	2014	1	*I am given a real opportunity to improve my skills in my organization.	59.0%	17.0%	24.0%	50913	N/A
Agree-disagree	2014	2	I feel encouraged to come up with new and better ways of doing things.	54.7%	19.4%	25.9%	50215	N/A
Agree-disagree	2014	3	My work gives me a feeling of personal accomplishment.	71.0%	14.6%	14.4%	50671	N/A
Agree-disagree	2014	4	I know what is expected of me on the job.	81.8%	9.5%	8.7%	50445	N/A
Agree-disagree	2014	5	*My workload is reasonable.	57.2%	15.4%	27.4%	50441	123
Agree-disagree	2014	6	*My talents are used well in the workplace.	57.1%	17.5%	25.4%	48922	283
Agree-disagree	2014	7	*I know how my work relates to the agency's goals and priorities.	82.3%	10.4%	7.3%	50485	230
Agree-disagree	2014	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	65.1%	18.7%	16.2%	48454	2,207
Agree-disagree	2014	9	*The people I work with cooperate to get the job done.	77.2%	11.5%	11.2%	50874	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.	34.8%	30.0%	35.2%	43537	7,082
Agree-disagree	2014	12	*In my work unit, differences in performance are recognized in a meaningful way.	36.1%	30.5%	33.4%	46262	4,502



Response Type	Year	Item	Item Text	Percent Positive %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Percent Negative %	Item Response Total** N	Do Not Know N
Agree-disagree	2014	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	64.9%	18.7%	16.4%	48871	1,333
Agree-disagree	2014	14	Employees are recognized for providing high quality products and services.	47.2%	22.9%	29.9%	48683	1,394
Agree-disagree	2014	15	Employees are protected from health and safety hazards on the job.	76.2%	14.1%	9.7%	49195	876
Agree-disagree	2014	16	My agency is successful at accomplishing its mission.	69.4%	19.9%	10.7%	48416	1,515
Agree-disagree	2014	17	*I recommend my organization as a good place to work.	64.0%	20.1%	15.9%	50146	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.	36.6%	26.7%	36.7%	46352	3,804
Agree-disagree	2014	19	My supervisor supports my need to balance work and other life issues.	83.8%	8.0%	8.1%	49708	331
Agree-disagree	2014	20	My supervisor is committed to a workforce representative of all segments of society.	73.2%	18.6%	8.2%	45659	4,186
Agree-disagree	2014	21	Supervisors in my work unit support employee development.	69.7%	15.9%	14.5%	48842	1,039
Agree-disagree	2014	22	My supervisor listens to what I have to say.	79.2%	10.0%	10.8%	49884	N/A
Agree-disagree	2014	23	My supervisor treats me with respect.	83.6%	8.3%	8.2%	49720	N/A
Agree-disagree	2014	24	I have trust and confidence in my supervisor.	70.7%	14.5%	14.8%	49787	N/A
Good-poor	2014	25	Overall, how good a job do you feel is being done by your immediate supervisor?	75.6%	14.9%	9.6%	49796	N/A
Agree-disagree	2014	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	37.7%	25.5%	36.8%	48369	1,203
Agree-disagree	2014	27	My organization's senior leaders maintain high standards of honesty and integrity.	47.7%	27.4%	24.9%	45530	3,979
Agree-disagree	2014	28	*Managers communicate the goals and priorities of the organization.	69.5%	16.9%	13.7%	48753	653
Agree-disagree	2014	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	55.4%	22.1%	22.5%	46984	2,415
Good-poor	2014	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	61.6%	22.8%	15.6%	45193	4,298
Agree-disagree	2014	31	I have a high level of respect for my organization's senior leaders.	49.2%	26.7%	24.2%	48471	1,000
Agree-disagree	2014	32	Senior leaders demonstrate support for Work-Life programs.	54.2%	28.7%	17.1%	43384	6,024
Satisfied-dissatisfied	2014	33	*How satisfied are you with your involvement in decisions that affect your work?	47.3%	23.6%	29.1%	49307	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?	51.0%	23.4%	25.6%	49215	N/A
Satisfied-dissatisfied	2014	35	*How satisfied are you with the recognition you receive for doing a good job?	51.4%	21.7%	26.9%	49026	N/A
Satisfied-dissatisfied	2014	36	*Considering everything, how satisfied are you with your job?	66.7%	18.0%	15.3%	49031	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	2014	37	Considering everything, how satisfied are you with your pay?	55.3%	16.6%	28.2%	49140	N/A
Satisfied-dissatisfied	2014	38	*Considering everything, how satisfied are you with your organization?	55.6%	22.8%	21.6%	49194	N/A
Agree-disagree	2013	1	*I am given a real opportunity to improve my skills in my organization.	61.2%	16.3%	22.4%	49899	N/A
Agree-disagree	2013	2	I feel encouraged to come up with new and better ways of doing things.	55.5%	18.8%	25.7%	49379	N/A
Agree-disagree	2013	3	My work gives me a feeling of personal accomplishment.	70.4%	14.7%	15.0%	49740	N/A
Agree-disagree	2013	4	I know what is expected of me on the job.	81.3%	9.6%	9.1%	49458	N/A
Agree-disagree	2013	5	*My workload is reasonable.	57.2%	15.1%	27.7%	49533	123
Agree-disagree	2013	6	*My talents are used well in the workplace.	58.3%	17.1%	24.6%	48287	302
Agree-disagree	2013	7	*I know how my work relates to the agency's goals and priorities.	82.2%	10.4%	7.5%	49471	235
Agree-disagree	2013	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	65.4%	18.6%	16.0%	47523	2,091
Agree-disagree	2013	9	*The people I work with cooperate to get the job done.	77.5%	11.6%	10.9%	49852	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.	35.1%	29.7%	35.2%	43332	6,315
Agree-disagree	2013	12	*In my work unit, differences in performance are recognized in a meaningful way.	36.4%	29.6%	34.1%	45791	3,918
Agree-disagree	2013	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	67.5%	18.1%	14.4%	48042	1,029
Agree-disagree	2013	14	Employees are recognized for providing high quality products and services.	47.9%	22.4%	29.7%	47766	1,246
Agree-disagree	2013	15	Employees are protected from health and safety hazards on the job.	76.3%	13.9%	9.8%	48176	793
Agree-disagree	2013	16	My agency is successful at accomplishing its mission.	71.6%	18.6%	9.7%	47619	1,288
Agree-disagree	2013	17	*I recommend my organization as a good place to work.	64.7%	19.6%	15.7%	48988	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%	26.1%	38.0%	45415	3,616
Agree-disagree	2013	19	My supervisor supports my need to balance work and other life issues.	83.2%	8.4%	8.4%	48571	307
Agree-disagree	2013	20	My supervisor is committed to a workforce representative of all segments of society.	71.4%	20.1%	8.4%	44720	3,990
Agree-disagree	2013	21	Supervisors in my work unit support employee development.	71.1%	15.1%	13.8%	48004	706
Agree-disagree	2013	22	My supervisor listens to what I have to say.	78.1%	10.4%	11.5%	48694	N/A
Agree-disagree	2013	23	My supervisor treats me with respect.	82.7%	8.6%	8.7%	48633	N/A
Agree-disagree	2013	24	I have trust and confidence in my supervisor.	70.8%	14.6%	14.6%	48618	N/A
Good-poor	2013	25	Overall, how good a job do you feel is being done by your immediate supervisor?	75.1%	14.9%	10.0%	48551	N/A
Agree-disagree	2013	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	42.4%	25.0%	32.6%	47673	599
Agree-disagree	2013	27	My organization's senior leaders maintain high standards of honesty and integrity.	54.2%	23.9%	21.9%	45969	2,236
Agree-disagree	2013	28	*Managers communicate the goals and priorities of the organization.	72.2%	15.3%	12.5%	47768	366

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	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	58.5%	20.7%	20.9%	46410	1,727
Good-poor	2013	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	62.4%	22.0%	15.5%	44839	3,353
Agree-disagree	2013	31	I have a high level of respect for my organization's senior leaders.	51.5%	24.6%	24.0%	47401	770
Agree-disagree	2013	32	Senior leaders demonstrate support for Work-Life programs.	55.8%	26.6%	17.6%	43121	4,995
Satisfied-dissatisfied	2013	33	*How satisfied are you with your involvement in decisions that affect your work?	48.6%	23.1%	28.3%	47984	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?	53.4%	21.9%	24.6%	47933	N/A
Satisfied-dissatisfied	2013	35	*How satisfied are you with the recognition you receive for doing a good job?	50.5%	21.3%	28.1%	47830	N/A
Satisfied-dissatisfied	2013	36	*Considering everything, how satisfied are you with your job?	66.5%	17.7%	15.9%	47779	N/A
Satisfied-dissatisfied	2013	37	Considering everything, how satisfied are you with your pay?	49.4%	16.3%	34.3%	47866	N/A
Satisfied-dissatisfied	2013	38	*Considering everything, how satisfied are you with your organization?	55.7%	21.9%	22.5%	47896	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	2,801	7.6%
At least 75% but less than 100%	1,374	3.6%
At least 50% but less than 75%	788	2.0%
At least 25% but less than 50%	1,228	3.1%
Less than 25%	12,626	32.3%
I have not been physically present at my agency worksite during the pandemic	20,722	51.4%
<b>Total</b>	<b>39,539</b>	<b>100.0%</b>

**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)	1,232	3.4%
Annual leave	12,227	31.7%
Sick leave	10,183	26.5%
Weather and safety leave	5,941	16.1%
Administrative leave	1,253	3.2%
Other paid leave (e.g., comp time, credit hours)	2,938	7.4%
Unpaid leave (e.g., LWOP)	539	1.5%

I have not used leave because of the pandemic	21,296	52.5%
Total (percents will add to more than 100% because respondents could choose more than one response option)	39,525	--

***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	625	3.5%
At least 75% but less than 100%	503	2.9%
At least 50% but less than 75%	614	3.6%
At least 25% but less than 50%	1,533	9.0%
Less than 25%	14,775	81.0%
Total	18,050	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	2,615	6.9%
<u>I ended</u> my usual alternative work schedule	608	1.6%
No change because of the pandemic	36,250	91.5%
Total	39,473	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	1,828	4.7%	33,911	85.7%	31,601	80.5%
I telework 3 or 4 days per week	10,273	26.6%	1,387	3.5%	3,424	8.7%
I telework 1 or 2 days per week	7,668	18.7%	317	0.8%	786	1.9%
I telework, but only about 1 or 2 days per month	2,599	6.1%	113	0.3%	247	0.6%
I telework very infrequently, on an unscheduled or short-term basis	3,959	9.3%	285	0.7%	391	1.0%
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)	2,429	6.7%	1,302	3.7%	1,313	3.7%
I <u>do not</u> telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking	1,083	2.9%	845	2.3%	429	1.2%
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	6,493	17.9%	589	1.6%	278	0.8%
I <u>do not</u> telework because I choose not to telework	2,816	7.1%	522	1.4%	608	1.6%
<b>Total</b>	<b>39,148</b>	<b>100.0%</b>	<b>39,271</b>	<b>100.0%</b>	<b>39,077</b>	<b>100.0%</b>

**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	1,828	4.7%	883	2.2%	1,320
I telework 3 or 4 days per week	10,273	26.6%	10,171	26.3%	9,172	23.6%
I telework 1 or 2 days per week	7,668	18.7%	7,629	18.5%	8,171	19.4%
I telework, but only about 1 or 2 days per month	2,599	6.1%	3,012	6.8%	3,500	7.8%

I telework very infrequently, on an unscheduled or short-term basis	3,959	9.3%	4,446	10.2%	5,014	11.2%
I <u>do not</u> telework because I have to be physically present on the job (e.g., law enforcement officers, TSA agent, border patrol agent, security personnel)	2,429	6.7%	3,447	9.3%	3,649	9.5%
I <u>do not</u> telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking	1,083	2.9%	1,603	4.3%	1,719	4.6%
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	6,493	17.9%	5,296	14.6%	4,893	13.1%
I <u>do not</u> telework because I choose not to telework	2,816	7.1%	3,010	7.8%	2,979	7.5%
<b>Total</b>	<b>39,148</b>	<b>100.0%</b>	<b>39,497</b>	<b>100.0%</b>	<b>40,417</b>	<b>100.0%</b>

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.**

	<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	%
43A. Expanded telework	30,964	78.6%	1,124	3.1%	6,892	18.3%
43B. Expanded work schedule flexibilities	20,045	51.6%	2,088	5.8%	16,506	42.6%
43C. Expanded leave policies	13,087	34.3%	2,370	6.6%	23,178	59.1%
43D. More information on available leave policies	14,553	37.7%	2,901	8.2%	21,183	54.2%
43E. Expanded mental health resources (e.g., assistance with stress of COVID-19)	9,091	24.2%	2,429	6.6%	27,465	69.2%
43F. Expanded physical health resources (e.g., temperature checks, COVID-19 illness testing) at my agency worksite	5,702	14.9%	5,360	14.5%	27,845	70.6%
43G. Timely communication about possible COVID-19 illness at my agency worksite	23,194	59.0%	4,337	11.7%	11,476	29.4%
43H. Protection of employees at higher risk for severe illness from COVID-19 exposure	15,590	39.9%	2,918	8.0%	20,335	52.1%
43I. Limited access to my agency worksite buildings/facilities (e.g., closures, limits on activities with external visitors/groups)	20,474	52.6%	1,549	4.2%	17,014	43.2%
43J. Social distancing (e.g., limits on group size, reduced access to common areas) in my agency worksite	17,785	45.8%	1,328	3.6%	19,950	50.6%
43K. Rearranged workspaces to maximize social distancing	9,450	24.5%	2,446	6.6%	26,930	68.8%
43L. Encouraged use of personal protective equipment (PPE) or other safety equipment in my agency worksite	18,928	48.9%	1,657	4.4%	18,404	46.7%
43M. Cleaning and sanitizing supplies available to reduce risk of illness in my agency worksite	16,207	41.4%	3,506	9.6%	19,272	49.0%
43N. Training for all employees on health and safety protocols	16,588	42.4%	4,980	13.4%	17,300	44.2%

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	20,169	51.1%
Agree	12,937	34.5%
Neither Agree nor Disagree	2,917	8.1%
Disagree	1,213	3.3%
Strongly Disagree	1,036	3.0%
No Basis to Judge	876	--
<b>Total</b>	<b>39,148</b>	<b>100.0%</b>

***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	20,141	51.1%
Agree	13,219	35.4%
Neither Agree nor Disagree	2,824	7.8%
Disagree	1,075	3.0%
Strongly Disagree	938	2.7%
No Basis to Judge	872	--
<b>Total</b>	<b>39,069</b>	<b>100.0%</b>

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

2020

	<b>N</b>	<b>%</b>
Strongly Agree	18,898	47.6%
Agree	13,129	34.7%
Neither Agree nor Disagree	3,446	9.3%
Disagree	1,769	4.8%
Strongly Disagree	1,261	3.5%
No Basis to Judge	491	--
<b>Total</b>	<b>38,994</b>	<b>100.0%</b>

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

	<b>2020</b>	
	<b>N</b>	<b>%</b>
Strongly Agree	23,199	58.8%
Agree	11,094	29.5%
Neither Agree nor Disagree	2,541	6.9%
Disagree	896	2.5%
Strongly Disagree	805	2.3%
No Basis to Judge	601	--
<b>Total</b>	<b>39,136</b>	<b>100.0%</b>

**48. During the COVID-19 pandemic my supervisor has supported my efforts to stay healthy and safe while working.**

	<b>2020</b>	
	<b>N</b>	<b>%</b>
Strongly Agree	23,388	59.8%
Agree	10,888	29.2%
Neither Agree nor Disagree	2,539	7.0%
Disagree	699	2.0%
Strongly Disagree	685	2.0%

No Basis to Judge	861	--
Total	39,060	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	22,043	56.8%
Agree	10,209	27.5%
Neither Agree nor Disagree	3,571	9.9%
Disagree	1,089	3.0%
Strongly Disagree	983	2.8%
No Basis to Judge	1,159	--
Total	39,054	100.0%

Percentages are weighted to represent the Agency's population.

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

Source: 2020 OPM Federal Employee Viewpoint Survey

## COVID-19 Pandemic: Work Supports

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

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

	Needed and <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)	31,204	80.7%	3,739	10.2%	3,412	9.2%
50B. Training for new/changed work or work processes because of the pandemic	19,210	50.4%	4,375	12.0%	14,736	37.6%
50C. Reallocation of resources (e.g., staffing, budget, materials) to support changes in work because of the pandemic	14,144	37.0%	5,207	14.1%	19,034	48.9%
50D. Help with commuting issues (e.g., alternatives to public transportation)	6,006	15.7%	1,907	5.3%	30,650	79.0%
50E. Options for work/business travel	7,189	18.9%	1,871	5.2%	29,165	75.9%
50F. Information on remote work policies, procedures, and expectations	26,548	68.4%	2,131	5.9%	9,758	25.7%
50G. Training on how to work remotely	16,340	43.0%	2,507	6.8%	19,616	50.2%
50H. Equipment and technology for working remotely (e.g., laptops, cell phone, Information Technology infrastructure)	25,540	65.9%	4,024	10.5%	9,031	23.6%
50I. Expanded collaboration tools (e.g., video conferencing, teleconferencing)	27,549	70.7%	2,981	7.8%	8,023	21.5%
50J. Expanded training for using remote work tools and applications	18,701	48.8%	4,613	12.3%	15,096	38.9%
50K. Expanded Information Technology (IT) support	19,770	51.6%	5,672	14.8%	13,015	33.6%
50L. Information about data security policies and procedures	24,870	64.8%	2,169	5.9%	11,336	29.3%

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	2,625	7.3%
No	33,489	87.7%
Other	1,838	5.0%
Total	37,952	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	3,041	8.4%
Very	4,481	12.1%
Somewhat	10,725	28.1%
Slightly	8,680	22.1%
Not at All	11,514	29.2%
No Basis to Judge	454	--
<b>Total</b>	<b>38,895</b>	<b>100.0%</b>

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

	2020	
	N	%
Greatly Increased	7,280	19.6%
Somewhat Increased	11,431	29.8%
About the Same	17,072	44.9%
Somewhat Decreased	1,619	4.4%
Greatly Decreased	484	1.3%
No Basis to Judge	1,026	--
<b>Total</b>	<b>38,912</b>	<b>100.0%</b>

***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

	<b>N</b>	<b>%</b>
Strongly Agree	14,867	45.0%
Agree	10,581	33.4%
Neither Agree nor Disagree	3,727	12.3%
Disagree	1,584	5.2%
Strongly Disagree	1,196	4.1%
No Basis to Judge	6,716	--
<b>Total</b>	<b>38,671</b>	<b>100.0%</b>

***57. Based on my organization's handling of the COVID-19 pandemic, I believe my organization will respond effectively to future emergencies.***

	<b>2020</b>	
	<b>N</b>	<b>%</b>
Strongly Agree	15,364	39.7%
Agree	14,114	37.9%
Neither Agree nor Disagree	4,823	13.5%
Disagree	1,748	5.0%
Strongly Disagree	1,321	3.8%
No Basis to Judge	1,335	--
<b>Total</b>	<b>38,705</b>	<b>100.0%</b>

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	21,788	58.3%
Most of the Time	13,384	36.6%
Sometimes	1,421	4.1%
Rarely	251	0.7%
Never	110	0.3%
No Basis to Judge	1,620	--
<b>Total</b>	<b>38,574</b>	<b>100.0%</b>

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

	2020	
	N	%
Always	23,947	63.8%
Most of the Time	11,130	30.7%
Sometimes	1,495	4.3%
Rarely	291	0.8%
Never	113	0.3%
No Basis to Judge	1,377	--
<b>Total</b>	<b>38,353</b>	<b>100.0%</b>



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

	2020	
	N	%
Always	23,236	61.9%
Most of the Time	11,593	31.7%
Sometimes	1,825	5.2%
Rarely	291	0.8%
Never	104	0.3%
No Basis to Judge	1,494	--
Total	38,543	100.0%

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

	2020	
	N	%
Always	23,044	61.1%
Most of the Time	11,339	30.9%
Sometimes	2,195	6.2%
Rarely	487	1.4%
Never	149	0.4%
No Basis to Judge	1,324	--
Total	38,538	100.0%

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

	2020	
	N	%
Always	22,333	59.3%

Most of the Time	11,164	30.2%
Sometimes	2,709	7.5%
Rarely	826	2.3%
Never	234	0.7%
No Basis to Judge	1,340	--
Total	38,606	100.0%

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

	2020	
	N	%
Always	21,561	57.9%
Most of the Time	12,723	35.0%
Sometimes	2,049	5.9%
Rarely	309	0.9%
Never	107	0.3%
No Basis to Judge	1,731	--
Total	38,480	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	16,863	45.5%
Most of the Time	13,055	36.3%
Sometimes	4,574	13.3%

Rarely	1,351	3.9%
Never	343	1.0%
No Basis to Judge	2,305	--
Total	38,491	100.0%

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

	2020	
	N	%
Always	20,504	55.5%
Most of the Time	11,143	31.3%
Sometimes	3,353	9.8%
Rarely	871	2.5%
Never	282	0.8%
No Basis to Judge	2,233	--
Total	38,386	100.0%

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

	2020	
	N	%
Always	20,274	54.9%
Most of the Time	11,339	31.7%
Sometimes	3,523	10.2%
Rarely	823	2.4%
Never	242	0.7%
No Basis to Judge	2,334	--
Total	38,535	100.0%

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

	2020	
	N	%
Always	21,228	56.5%
Most of the Time	11,103	30.6%
Sometimes	3,403	9.7%
Rarely	857	2.5%
Never	248	0.7%
No Basis to Judge	1,720	--
Total	38,559	100.0%

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

	2020	
	N	%
Always	19,930	53.5%
Most of the Time	10,969	30.1%
Sometimes	4,060	11.5%
Rarely	1,278	3.7%
Never	388	1.1%
No Basis to Judge	1,930	--
Total	38,555	100.0%

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

	2020	
	N	%
Always	18,369	50.4%

Most of the Time	11,928	33.6%
Sometimes	4,122	12.1%
Rarely	1,023	3.0%
Never	299	0.9%
No Basis to Judge	2,791	--
Total	38,532	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	21,660	59.2%	55.6%	13,575	46.4%	33.5%	15,273	51.0%	37.9%
Satisfied	11,333	31.1%	29.2%	9,673	32.3%	23.3%	9,559	31.1%	23.1%
Neither Satisfied nor Dissatisfied	1,972	5.5%	5.2%	3,248	11.0%	8.0%	3,209	10.7%	8.0%
Dissatisfied	1,010	2.7%	2.6%	1,709	5.8%	4.2%	1,221	3.9%	2.9%
Very Dissatisfied	489	1.4%	1.3%	1,281	4.5%	3.3%	954	3.3%	2.4%
Item Response Total	36,464	100.0%	93.9%	29,486	100.0%	72.2%	30,216	100.0%	74.3%
I choose not to participate in this program	551	--	1.5%	1,376	--	3.5%	1,649	--	4.2%
This program is not available to me	1,549	--	4.4%	8,172	--	22.3%	7,464	--	20.2%
I am unaware of this program	89	--	0.2%	708	--	2.0%	457	--	1.3%
Total	38,653	100.0%	100.0%	39,742	100.0%	100.0%	39,786	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)	18,565	47.8%	18,531	46.0%
Health and Wellness Programs (for example, onsite exercise, flu vaccination, medical screening, CPR training, Health and wellness fair)	6,598	16.7%	9,861	24.4%
Employee Assistance Program - EAP (for example, short-term counseling, referral services, legal services, education services)	2,911	7.8%	3,476	9.1%
Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, subsidy, flexible spending account)	725	1.8%	817	2.0%
Elder Care Programs (for example, elder/adult care, support groups, resources)	198	0.5%	185	0.4%
None listed above	16,245	42.7%	15,519	40.0%
Total (percents will add to more than 100% because respondents could choose more than one response option)	38,422	--	39,502	--

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	15,742	57.4%	40.3%	13,334	45.6%	32.9%	14,242	46.6%	34.8%
Satisfied	7,965	29.6%	20.8%	10,009	34.6%	25.0%	10,350	34.1%	25.4%
Neither Satisfied nor Dissatisfied	2,559	9.9%	7.0%	3,967	14.3%	10.3%	3,952	13.5%	10.0%
Dissatisfied	523	2.0%	1.4%	850	3.1%	2.2%	881	3.0%	2.3%
Very Dissatisfied	287	1.1%	0.8%	661	2.5%	1.8%	799	2.8%	2.1%
Item Response Total	27,076	100.0%	70.2%	28,821	100.0%	72.3%	30,224	100.0%	74.6%
I choose not to participate in these programs	8,173	--	21.3%	6,908	--	17.6%	6,307	--	16.1%
These programs are not available to me	2,603	--	6.9%	3,129	--	8.2%	3,285	--	8.2%
I am unaware of these programs	557	--	1.5%	716	--	1.9%	450	--	1.1%
Total	38,409	100.0%	100.0%	39,574	100.0%	100.0%	40,266	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	7,046	28.9%	17.9%	6,656	24.4%	16.4%	8,702	25.7%	20.7%
Satisfied	9,685	40.9%	25.3%	11,736	44.3%	29.7%	14,576	44.6%	35.9%
Neither Satisfied nor Dissatisfied	5,512	24.0%	14.9%	6,570	25.5%	17.1%	7,022	21.8%	17.6%
Dissatisfied	969	4.2%	2.6%	953	3.7%	2.5%	1,597	5.0%	4.1%
Very Dissatisfied	422	1.9%	1.2%	534	2.1%	1.4%	868	2.8%	2.3%
Item Response Total	23,634	100.0%	61.9%	26,449	100.0%	67.1%	32,765	100.0%	80.5%
I choose not to participate in these programs	10,146	--	26.3%	8,539	--	21.4%	4,200	--	10.3%
These programs are not available to me	2,250	--	5.9%	2,106	--	5.4%	2,153	--	5.4%
I am unaware of these programs	2,144	--	5.9%	2,283	--	6.1%	1,525	--	3.8%
Total	38,174	100.0%	100.0%	39,377	100.0%	100.0%	40,643	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	4,696	25.5%	12.3%	3,603	17.8%	9.2%	5,695	20.8%	13.8%
Satisfied	6,274	34.8%	16.8%	6,681	33.7%	17.4%	9,802	36.9%	24.5%
Neither Satisfied nor Dissatisfied	6,384	35.4%	17.1%	8,710	43.7%	22.5%	9,954	37.3%	24.8%
Dissatisfied	467	2.7%	1.3%	563	2.9%	1.5%	748	2.9%	1.9%
Very Dissatisfied	276	1.6%	0.8%	360	1.9%	1.0%	536	2.1%	1.4%
Item Response Total	18,097	100.0%	48.2%	19,917	100.0%	51.6%	26,735	100.0%	66.6%
I choose not to participate in these programs	17,681	--	45.1%	15,351	--	37.9%	10,049	--	23.9%
These programs are not available to me	458	--	1.3%	720	--	1.9%	628	--	1.6%
I am unaware of these programs	2,035	--	5.5%	3,283	--	8.6%	3,209	--	7.9%
Total	38,271	100.0%	100.0%	39,271	100.0%	100.0%	40,621	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	2,025	18.2%	5.3%	1,494	11.5%	3.7%	2,364	13.9%	5.6%
Satisfied	2,435	22.2%	6.4%	2,523	19.7%	6.4%	3,688	22.4%	9.1%
Neither Satisfied nor Dissatisfied	5,910	54.5%	15.8%	7,995	63.6%	20.7%	9,322	57.1%	23.1%
Dissatisfied	301	2.8%	0.8%	331	2.7%	0.9%	572	3.4%	1.4%
Very Dissatisfied	239	2.3%	0.7%	304	2.5%	0.8%	479	3.1%	1.3%
Item Response Total	10,910	100.0%	28.9%	12,647	100.0%	32.6%	16,425	100.0%	40.5%
I choose not to participate in these programs	20,233	--	51.7%	17,733	--	44.1%	13,799	--	33.2%
These programs are not available to me	3,388	--	9.2%	4,426	--	11.7%	5,310	--	13.5%
I am unaware of these programs	3,722	--	10.3%	4,374	--	11.6%	5,047	--	12.8%
Total	38,253	100.0%	100.0%	39,180	100.0%	100.0%	40,581	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	1,450	15.4%	3.8%	994	8.8%	2.5%	1,678	11.3%	3.9%
Satisfied	1,601	17.6%	4.3%	1,606	14.5%	4.1%	2,396	16.8%	5.9%
Neither Satisfied nor Dissatisfied	5,694	62.8%	15.3%	7,897	72.5%	20.5%	9,235	65.6%	22.9%
Dissatisfied	194	2.2%	0.5%	251	2.4%	0.7%	497	3.6%	1.3%
Very Dissatisfied	168	2.0%	0.5%	191	1.9%	0.5%	355	2.7%	0.9%
Item Response Total	9,107	100.0%	24.4%	10,939	100.0%	28.3%	14,161	100.0%	34.9%
I choose not to participate in these programs	19,783	--	50.8%	17,001	--	42.4%	12,934	--	30.9%
These programs are not available to me	2,935	--	8.0%	3,783	--	10.0%	4,794	--	12.3%
I am unaware of these programs	6,150	--	16.9%	7,282	--	19.3%	8,692	--	22.0%
Total	37,975	100.0%	100.0%	39,005	100.0%	100.0%	40,581	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	25,734	67.0%
No arrangements needed to manage child care responsibilities (e.g., older children)	4,293	11.1%
Child care in my own home (e.g., other parent, relative, nanny, au pair)	4,763	12.7%
Alternative work arrangement (e.g., telework, flexible work schedule)	4,115	11.0%
Child care center	1,035	2.7%
Paid leave	3,135	8.5%
Unpaid leave	310	0.9%
Child care in someone else’s home (e.g., relative or neighbor, professional child care provider)	1,367	3.7%
Respite care (temporary care of a sick or disabled child, providing relief for their usual caregiver)	110	0.3%
Agency emergency back-up care program	34	0.1%
Resource and referral services for dependent child care	45	0.1%
Other services/arrangements	967	2.7%
Total (percents will add to more than 100% because respondents could choose more than one response option)	38,190	--

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	30,326	79.5%
No arrangements needed to manage elder/adult care responsibilities (e.g., elder can manage tasks of everyday living)	3,390	8.9%
Alternative work arrangement (e.g., telework, flexible work schedule)	1,852	4.9%
Elder/adult day care center	114	0.3%
Paid leave	2,395	6.4%
Unpaid leave	210	0.6%
Long-term care insurance	47	0.1%
Respite care (temporary care of a sick or disabled adult/elder, providing relief for their usual caregiver)	261	0.7%
Other services/arrangements	1,197	3.2%
Total (percents will add to more than 100% because respondents could choose more than one response option)	38,061	--

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

**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	23,875	--
Extremely	2,018	26.8%
Very	1,121	14.1%
Somewhat	1,894	23.8%
Slightly	1,187	14.4%
Not at All	1,730	20.9%
Does Not Apply	6,577	--
<b>Total</b>	<b>38,402</b>	<b>100.0%</b>

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**

<b><i>Where do you work?</i></b>	<b>%</b>
Headquarters	22.0%
Field	39.7%
Full-time telework (e.g., home office, telecenter)	38.4%
<b>Total</b>	<b>100.0%</b>

***What is your supervisory status?*** %

<b><i>What is your pay category/grade?</i></b>	<b>%</b>
Federal Wage System	1.3%
GS 1-6	5.5%
GS 7-12	40.4%
GS 13-15	40.9%
Senior Executive Service	1.0%
Senior Level (SL) or Scientific or Professional (ST)	0.3%
Other	10.6%
<b>Total</b>	<b>100.0%</b>

<b><i>What is your US military service status?</i></b>	<b>%</b>
No Prior Military Service	86.5%
Currently in National Guard or Reserves	0.5%
Retired	3.6%
Separated or Discharged	9.4%
<b>Total</b>	<b>100.0%</b>

<b><i>Are you:</i></b>	<b>%</b>
The spouse of a current active duty service member of the U.S. Armed Forces	0.4%

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	0.0%
None of the categories listed	98.3%
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.*

<b>Have you been hired under the Military Spouse Non-Competitive Hiring Authority?</b>	<b>%</b>
Yes	2.9%
No	97.1%
Total	100.0%

<b>How long have you been with the Federal Government (excluding military service)?</b>	<b>%</b>
Less than 1 year	0.3%
1 to 3 years	6.0%
4 to 5 years	5.3%
6 to 10 years	13.7%
11 to 14 years	20.3%
15 to 20 years	15.9%
More than 20 years	38.5%
Total	100.0%

<b>How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?</b>	<b>%</b>
Less than 1 year	1.0%
1 to 3 years	9.9%
4 to 5 years	6.7%
6 to 10 years	15.4%
11 to 14 years	20.1%
15 to 20 years	14.8%
More than 20 years	32.1%
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 %
<b>Are you considering leaving your organization within the next year, and if so, why?</b>		
No	79.9%	76.6%
Yes, to retire	8.1%	9.1%
Yes, to take another job within the Federal Government	8.8%	9.9%
Yes, to take another job outside the Federal Government	1.6%	2.1%
Yes, other	1.6%	2.4%
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 because of the COVID-19 pandemic?

	%
Yes	30.3%
No	69.7%
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 %
<b>I am planning to retire:</b>		
Less than 1 year	3.7%	4.6%
1 year	3.9%	4.4%
2 years	6.8%	6.6%
3 years	6.6%	6.2%
4 years	4.2%	4.1%
5 years	8.2%	7.8%
More than 5 years	66.6%	66.3%
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.*

<b><i>Has your retirement plan changed <u>because of</u> the COVID-19 pandemic?</i></b>	<b>%</b>
Yes	39.1%
No	60.9%
Total	100.0%

## **My Personal Demographics**

<b><i>Are you of Hispanic, Latino, or Spanish origin?</i></b>	<b>%</b>
Yes	10.6%
No	89.4%
Total	100.0%

***Please select the racial category or categories with which you most closely identify.*** %

<b><i>What is your age group?</i></b>	<b>%</b>
29 years and under	2.4%
30-39 years old	15.5%
40-49 years old	23.2%
50-59 years old	38.8%
60 years or older	20.2%
Total	100.0%

<b><i>What is the highest degree or level of education you have completed?</i></b>	<b>%</b>
Less than High School/ High School Diploma/ GED	6.9%
Certification/ Some College/ Associate's Degree	26.4%
Bachelor's Degree	39.4%
Advanced Degrees (Post Bachelor's Degree)	27.3%

Core Q1-10, 12-38 Trend

Total	100.0%
-------	--------

Yes	12.7%
No	87.3%

Total	100.0%
-------	--------

**Are you:** %

Male	42.2%
Female	57.8%
Total	100.0%

**Are you transgender?** %

Yes	0.4%
No	99.6%
Total	100.0%

**Which one of the following do you consider yourself to be?** %

Straight, that is not gay or lesbian	94.2%
Gay or Lesbian	2.8%
Bisexual	1.1%
Something else	1.9%
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. The work I perform over the course of the year closely reflects my performance plan.

	2020	
	N	%
Strongly Agree	14,617	37.7%
Agree	17,045	44.3%
Neither Agree nor Disagree	4,543	12.3%
Disagree	1,494	4.0%
Strongly Disagree	650	1.8%
Total	38,349	100.0%

### 2. I could be more productive in my job if I had...(choose the top three that apply)

	2020	
	N	%
More collaboration in work unit	7,524	19.9%
Better training	9,701	26.6%
Job-related software	7,380	19.6%
Clearer processes and procedures	12,889	35.0%
Clearer guidance	9,745	26.2%
I do not require anything else	15,081	38.6%
Total	38,071	--

### 3. Senior leaders clearly articulate, prioritize, and explain the reasons behind major decisions.

	2020	
	N	%



Strongly Agree	6,804	17.3%
Agree	14,033	35.9%
Neither Agree nor Disagree	8,736	23.5%
Disagree	5,945	15.9%
Strongly Disagree	2,681	7.4%
Total	38,199	100.0%

***4. Senior leaders clearly articulate, prioritize, and explain progress being made on the Treasury strategic plan.***

	2020	
	N	%
Strongly Agree	6,461	16.6%
Agree	13,024	33.8%
Neither Agree nor Disagree	10,637	28.4%
Disagree	5,424	14.5%
Strongly Disagree	2,469	6.8%
Total	38,015	100.0%

***5. I would feel comfortable raising risks within my organization***

	2020	
	N	%
Strongly Agree	7,748	19.6%
Agree	13,532	35.2%
Neither Agree nor Disagree	9,941	27.3%
Disagree	4,176	11.4%
Strongly Disagree	2,334	6.5%
Total	37,731	100.0%

**6. In the last 6 months my supervisor has met with my work unit to hold an open discussion on how we might work better as a team.**

	2020	
	N	%
Strongly Agree	11,791	30.4%
Agree	13,778	36.4%
Neither Agree nor Disagree	5,950	15.9%
Disagree	4,341	11.4%
Strongly Disagree	2,203	6.0%
<b>Total</b>	<b>38,063</b>	<b>100.0%</b>

**7. Managers consider how changes impact their employees as part of their decision making.**

	2020	
	N	%
Strongly Agree	9,482	24.3%
Agree	13,688	35.6%
Neither Agree nor Disagree	8,266	22.4%
Disagree	3,980	10.7%
Strongly Disagree	2,464	6.9%
<b>Total</b>	<b>37,880</b>	<b>100.0%</b>

**8. Are you a bargaining unit (union membership) employee?**

	2020	
	N	%
Yes	20,742	57.8%
No	16,727	42.2%
<b>Total</b>	<b>37,469</b>	<b>100.0%</b>

For all tables on this worksheet:

Percentages are weighted to represent the Agency's population.

Source: 2020 OPM Federal Employee Viewpoint Survey