

NTSB Overview of 2020 FEVS Results

In the fall of 2020, the Office of Personnel Management (OPM) administered the Federal Employee Viewpoint Survey (FEVS). Over 1,000,000 full-time and part-time permanent Federal employees in 82 agencies across the nation and around the world were invited to participate. This survey was an opportunity for the Federal workforce to provide candid feedback to agency leaders on topics ranging from hiring and retention and performance management to organizational effectiveness and work/life programs. This year, the 68-item survey included questions in three categories:

- 38 core questions
- 23 questions related to the COVID pandemic
- 7 questions about employees' participation in work-life programs offered by the agency
- NTSB leadership added 7 question specifically related to initiatives within the agency

In 2019, there were 71 core questions. To allow for the COVID questions to be included this year, OPM eliminated 34 questions that were used in 2019.

The 2020 results again strongly demonstrate that NTSB employees are satisfied with their work and understand how it contributes to achieving the NTSB's mission. Demographic data showed that respondents were representative of the agency's workforce across the various indicators, including age, race and ethnicity, tenure, and work location. NTSB employees' experience in the changing work environment caused by COVID

We achieved a response rate of 82.0% in 2020, a 12% increase over 2019, nearly double the government-wide response rate of 44.4%, and well above the small agency rate of 69.9%. Our response rate demonstrates that employees continue to engage in the annual survey process to assess the leadership and management practices that contribute to agency performance and employee satisfaction. The trend is reflected in the table below.

Instrument	Surveys Launched	Responses	Response Rate
2020 Federal Employee Viewpoint Survey	366	300	82.0%
2019 Federal Employee Viewpoint Survey	370	259	70.0%
2018 Federal Employee Viewpoint Survey	382	282	73.8%
2017 Federal Employee Viewpoint Survey	392	291	74.2%
2016 Federal Employee Viewpoint Survey	384	270	70.3%
2015 Federal Employee Viewpoint Survey	384	228	59.4%

Five questions showed a positive increase of 10% or more since 2019. These are:

Item	Question	2017	2018	2019	2020	Percentage point change
Q28	Managers communicate the goals of the organization	64%	62%	62%	81%	+19
Q14	Employees are recognized for providing high quality products and services	65%	67%	63%	75%	+12
Q27	My organization's senior leaders maintain high standards of honesty and integrity	62%	66%	65%	77%	+12
Q29	Managers promote communication among different work units	59%	54%	58%	69%	+11
Q32	Senior leaders demonstrate support for work-life programs	69%	72%	69%	79%	+10

The OPM identifies a strength as a positive response of 65% or more and a challenge as a negative response of 35% or more. Of the 38 core questions, 34 had positive responses of 65% or more. The highest among them include:

Item	Question	Percent Positive
Q7	I know how my work relates to the agency's goals	92.3% marked "Strongly Agree" or "Agree"
Q9	The people I work with cooperate to get the job done.	91.6% marked "Strongly Agree" or "Agree"
Q19	My supervisor supports my need to balance work and other life issues.	90.6% marked "Strongly Agree" or "Agree"

No items received negative responses of 35% or more (e.g., "Disagree" or "Strongly Disagree"). The two questions with the highest negative score were:

Item	Question	Percent Positive
Q5	My workload is reasonable	23.1% marked "Disagree" or "Strongly Disagree"
Q10	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	23.2% marked "Disagree" or "Strongly Disagree"

The FEVS features several indices that are calculated from the responses to specific survey questions. The primary indices are:

- **Employee Engagement Index** which measures of the conditions conducive to engagement. The index consists of 15 items grouped into three subindices: Leaders Lead, Supervisors, and Intrinsic Work Experience.
- **Global Satisfaction Index** is a combination of four items assessing employees' satisfaction with their job, their pay, and their organization, plus their willingness to recommend their organization as a good place to work.
- **The New IQ** indices were not calculated this year. COVID-related questions replaced many of the New IQ questions, so the indices could not be calculated.

Results from 2020 and the past four years are shown below. All the employee engagement indices showed an increase, while the global satisfaction index remained unchanged.

Index	2016	2017	2018	2019	2020	2020 Gov Wide	2020 Small Agency
Employee Engagement	68%	74%	74%	75%	81%	72%	75%
Leaders Lead	53%	62%	62%	64%	74%	62%	64%
Supervisors	77%	81%	83%	81%	85%	80%	83%
Intrinsic Work Experience	75%	79%	78%	79%	82%	76%	78%
Global Satisfaction	74%	78%	79%	80%	80%	69%	71%
New IQ	62%	66%	67%	68%			
Fair	49%	53%	58%	58%			
Cooperative	55%	67%	69%	70%			
Open	62%	60%	57%	62%			
Supportive	81%	84%	86%	84%			
Empowering	63%	67%	67%	68%			



Annual Employee Survey (AES) Report

National Transportation Safety Board

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	300
NUMBER OF SURVEYS	366
RESPONSE RATE	82.0%

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

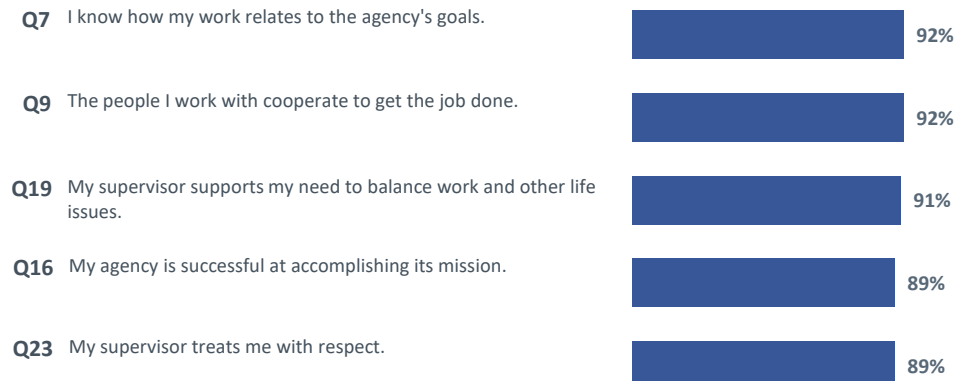
0 items identified as **challenges** (35% negative or higher)

Engagement Index Score

2020 ENGAGEMENT INDEX		
81%		
LEADERS LEAD	SUPERVISORS	INTRINSIC WORK EXPERIENCE
74%	85%	82%

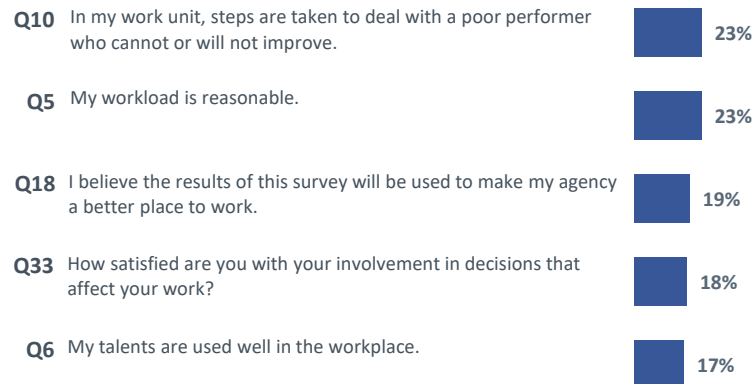
Highest % Positive Items

Select: Highest % Positive



Highest % Negative Items

Select: Highest % Negative





Annual Employee Survey (AES) Report

National Transportation Safety Board

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

32 items increased since 2019

	2017	2018	2019	2020	Percentage Point Change
Q28 Managers communicate the goals of the organization.	64%	62%	62%	81%	+19
Q14 Employees are recognized for providing high quality products and services.	65%	67%	63%	75%	+12
Q27 My organization's senior leaders maintain high standards of honesty and integrity.	62%	66%	65%	77%	+12
Q29 Managers promote communication among different work units (for example, about projects, goals, needed resources).	59%	54%	58%	69%	+11
Q32 Senior leaders demonstrate support for Work-Life programs.	69%	72%	69%	79%	+10

Select: Largest Decreases since 2019

Largest Decreases in Percent Positive since 2019

4 items decreased since 2019

	2017	2018	2019	2020	Percentage Point Change
Q37 Considering everything, how satisfied are you with your pay?	75%	78%	80%	78%	-2
Q16 My agency is successful at accomplishing its mission.	92%	91%	91%	89%	-2
Q13 My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	82%	86%	87%	86%	-1
Q36 Considering everything, how satisfied are you with your job?	79%	78%	82%	81%	-1

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.	78.4%	37.9%	40.6%	13.0%	5.7%	2.9%	8.6%	116	120	38	16	8	298	N/A
Agree-disagree	2	I feel encouraged to come up with new and better ways of doing things.	74.4%	38.1%	36.4%	11.8%	8.3%	5.5%	13.8%	113	109	34	26	15	297	N/A
Agree-disagree	3	My work gives me a feeling of personal accomplishment.	86.4%	50.1%	36.4%	8.6%	3.5%	1.4%	4.9%	151	108	26	10	4	299	N/A
Agree-disagree	4	I know what is expected of me on the job.	86.7%	46.5%	40.2%	7.8%	4.0%	1.5%	5.5%	140	120	24	12	4	300	N/A
Agree-disagree	5	*My workload is reasonable.	65.7%	23.3%	42.3%	11.2%	10.7%	12.4%	23.1%	71	124	33	33	38	299	0
Agree-disagree	6	*My talents are used well in the workplace.	70.3%	31.3%	39.0%	12.7%	11.6%	5.4%	17.0%	94	115	38	34	15	296	0
Agree-disagree	7	*I know how my work relates to the agency's goals.	92.3%	58.9%	33.4%	3.5%	2.4%	1.8%	4.2%	177	99	10	7	5	298	1
Agree-disagree	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	73.6%	43.5%	30.1%	16.2%	5.9%	4.3%	10.2%	125	82	47	16	11	281	18
Agree-disagree	9	*The people I work with cooperate to get the job done.	91.6%	58.6%	33.0%	4.5%	2.4%	1.5%	3.9%	177	98	14	7	4	300	N/A
Agree-disagree	10	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	49.0%	18.4%	30.7%	27.7%	15.5%	7.7%	23.2%	48	77	70	40	19	254	46
Agree-disagree	12	*In my work unit, differences in performance are recognized in a meaningful way.	59.5%	19.7%	39.8%	24.0%	12.1%	4.4%	16.5%	55	112	65	34	12	278	21
Agree-disagree	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	86.0%	51.2%	34.8%	8.8%	3.1%	2.1%	5.2%	155	104	26	9	6	300	0
Agree-disagree	14	Employees are recognized for providing high quality products and services.	75.3%	28.0%	47.3%	13.7%	6.7%	4.3%	11.0%	85	143	40	20	12	300	0
Agree-disagree	15	Employees are protected from health and safety hazards on the job.	88.5%	49.9%	38.6%	6.6%	2.8%	2.1%	4.9%	149	114	19	8	6	296	3
Agree-disagree	16	My agency is successful at accomplishing its mission.	89.0%	57.0%	32.0%	6.6%	2.8%	1.5%	4.3%	173	95	19	8	4	299	1
Agree-disagree	17	*I recommend my organization as a good place to work.	83.8%	46.9%	36.9%	10.9%	2.7%	2.6%	5.3%	142	111	32	8	7	300	N/A
Agree-disagree	18	*I believe the results of this survey will be used to make my agency a better place to work.	59.0%	27.2%	31.8%	21.7%	11.6%	7.7%	19.3%	81	92	63	33	22	291	9

Agree-disagree	19	My supervisor supports my need to balance work and other life issues.	90.6%	69.5%	21.1%	5.9%	2.7%	0.7%	3.4%	211	61	17	8	2	299	1
Agree-disagree	20	My supervisor is committed to a workforce representative of all segments of society.	84.7%	57.7%	27.1%	12.2%	1.1%	2.0%	3.1%	169	75	35	3	5	287	13
Agree-disagree	21	Supervisors in my work unit support employee development.	86.9%	55.7%	31.2%	7.6%	4.4%	1.1%	5.5%	170	91	22	13	3	299	1
Agree-disagree	22	My supervisor listens to what I have to say.	85.0%	58.9%	26.1%	8.4%	5.5%	1.1%	6.6%	179	75	25	17	3	299	N/A
Agree-disagree	23	My supervisor treats me with respect.	88.6%	66.3%	22.3%	6.8%	3.1%	1.5%	4.6%	201	65	21	9	4	300	N/A
Agree-disagree	24	I have trust and confidence in my supervisor.	81.7%	56.3%	25.3%	8.1%	7.2%	3.1%	10.3%	171	73	24	21	9	298	N/A
Good-poor	25	Overall, how good a job do you feel is being done by your immediate supervisor?	84.4%	59.2%	25.3%	11.0%	3.2%	1.4%	4.6%	179	74	33	10	4	300	N/A
Agree-disagree	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	65.9%	30.0%	35.9%	20.7%	9.1%	4.3%	13.4%	89	105	62	27	12	295	5
Agree-disagree	27	My organization's senior leaders maintain high standards of honesty and integrity.	76.7%	42.2%	34.6%	12.3%	6.5%	4.5%	11.0%	123	100	36	19	12	290	8
Agree-disagree	28	*Managers communicate the goals of the organization.	80.8%	34.9%	45.8%	9.7%	5.9%	3.6%	9.5%	104	135	29	19	10	297	3
Agree-disagree	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	68.6%	31.8%	36.9%	18.3%	9.5%	3.6%	13.1%	95	110	53	29	10	297	2
Good-poor	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	74.6%	44.8%	29.9%	17.1%	4.3%	3.9%	8.2%	130	88	51	13	11	293	7
Agree-disagree	31	I have a high level of respect for my organization's senior leaders.	73.4%	41.1%	32.3%	14.8%	7.7%	4.0%	11.8%	123	97	44	23	11	298	2
Agree-disagree	32	Senior leaders demonstrate support for Work-Life programs.	79.4%	47.2%	32.2%	12.7%	4.2%	3.6%	7.8%	139	94	36	13	10	292	8
Satisfied-dissatisfied	33	*How satisfied are you with your involvement in decisions that affect your work?	64.5%	28.9%	35.6%	17.2%	14.3%	4.0%	18.3%	87	106	51	44	11	299	N/A
Satisfied-dissatisfied	34	*How satisfied are you with the information you receive from management on what's going on in your organization?	70.4%	32.9%	37.4%	14.1%	12.0%	3.6%	15.6%	98	113	41	36	10	298	N/A
Satisfied-dissatisfied	35	*How satisfied are you with the recognition you receive for doing a good job?	70.3%	30.2%	40.1%	18.0%	7.2%	4.5%	11.7%	90	120	52	21	13	296	N/A
Satisfied-dissatisfied	36	*Considering everything, how satisfied are you with your job?	81.2%	40.4%	40.8%	11.9%	4.8%	2.2%	6.9%	122	119	36	14	6	297	N/A

Satisfied-dissatisfied	37	Considering everything, how satisfied are you with your pay?	77.5%	38.3%	39.3%	11.4%	6.0%	5.0%	11.0%	114	116	33	18	15	296	N/A
Satisfied-dissatisfied	38	*Considering everything, how satisfied are you with your organization?	79.1%	38.8%	40.3%	13.4%	4.9%	2.5%	7.4%	118	120	39	15	7	299	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

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	15	5.5%
At least 75% but less than 100%	2	0.7%
At least 50% but less than 75%	1	0.3%
At least 25% but less than 50%	3	1.0%
Less than 25%	75	25.1%
I have not been physically present at my agency worksite during the pandemic	201	67.5%
Total	297	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)	5	1.8%
Annual leave	117	40.0%
Sick leave	83	27.6%
Weather and safety leave	4	1.2%
Administrative leave	5	1.6%
Other paid leave (e.g., comp time, credit hours)	27	8.8%
Unpaid leave (e.g., LWOP)	1	0.3%

I have not used leave because of the pandemic	173	57.2%
Total (percents will add to more than 100% because respondents could choose more than one response option)	299	--

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	4	2.8%
At least 75% but less than 100%	2	1.3%
At least 50% but less than 75%	1	0.8%
At least 25% but less than 50%	8	6.1%
Less than 25%	111	89.0%
Total	126	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	18	5.8%
<u>I ended</u> my usual alternative work schedule	2	0.7%
No change because of the pandemic	279	93.5%
Total	299	100.0%

Percentages are weighted to represent the Agency's population.

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	227	75.3%	0	0.0%	71	24.7%
43B. Expanded work schedule flexibilities	160	53.5%	6	2.0%	128	44.5%
43C. Expanded leave policies	67	22.7%	19	6.0%	212	71.3%
43D. More information on available leave policies	94	31.4%	30	9.9%	171	58.6%
43E. Expanded mental health resources (e.g., assistance with stress of COVID-19)	68	23.3%	14	4.7%	216	72.1%
43F. Expanded physical health resources (e.g., temperature checks, COVID-19 illness testing) at my agency worksite	19	6.7%	29	10.0%	247	83.3%
43G. Timely communication about possible COVID-19 illness at my agency worksite	105	34.5%	44	15.2%	147	50.3%
43H. Protection of employees at higher risk for severe illness from COVID-19 exposure	87	29.6%	23	7.9%	183	62.5%
43I. Limited access to my agency worksite buildings/facilities (e.g., closures, limits on activities with external visitors/groups)	147	48.8%	9	3.1%	141	48.0%
43J. Social distancing (e.g., limits on group size, reduced access to common areas) in my agency worksite	127	41.9%	3	1.0%	168	57.1%
43K. Rearranged workspaces to maximize social distancing	38	13.0%	5	1.5%	252	85.4%
43L. Encouraged use of personal protective equipment (PPE) or other safety equipment in my agency worksite	148	49.7%	9	3.2%	139	47.1%
43M. Cleaning and sanitizing supplies available to reduce risk of illness in my agency worksite	131	44.0%	20	6.7%	144	49.3%
43N. Training for all employees on health and safety protocols	117	39.4%	43	14.7%	136	45.9%

Percentages are weighted to represent the Agency's population.

Source: 2020 OPM Federal Employee Viewpoint Survey

COVID-19 Pandemic: Employee Supports

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

	2020	
	N	%
Strongly Agree	227	76.1%
Agree	52	18.4%
Neither Agree nor Disagree	7	2.4%
Disagree	2	0.7%
Strongly Disagree	7	2.4%
No Basis to Judge	3	--
Total	298	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	218	74.4%
Agree	52	18.4%
Neither Agree nor Disagree	10	3.6%
Disagree	2	0.8%
Strongly Disagree	8	2.8%
No Basis to Judge	5	--
Total	295	100.0%

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

	2020	
	N	%
Strongly Agree	182	61.2%
Agree	72	24.5%
Neither Agree nor Disagree	21	7.2%
Disagree	11	3.8%
Strongly Disagree	9	3.3%
No Basis to Judge	1	--
Total	296	100.0%

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

	2020	
	N	%
Strongly Agree	210	70.0%
Agree	59	21.4%
Neither Agree nor Disagree	21	7.2%
Disagree	0	0.0%
Strongly Disagree	4	1.5%
No Basis to Judge	3	--
Total	297	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	208	70.8%
Agree	60	21.9%
Neither Agree nor Disagree	16	5.5%
Disagree	1	0.4%
Strongly Disagree	4	1.5%
No Basis to Judge	8	--
Total	297	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	188	63.7%
Agree	71	25.6%
Neither Agree nor Disagree	19	6.5%
Disagree	4	1.2%
Strongly Disagree	8	3.0%
No Basis to Judge	7	--
Total	297	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)	255	86.0%	21	7.4%	20	6.6%
50B. Training for new/changed work or work processes because of the pandemic	132	44.7%	30	10.6%	132	44.7%
50C. Reallocation of resources (e.g., staffing, budget, materials) to support changes in work because of the pandemic	99	33.7%	31	10.8%	167	55.5%
50D. Help with commuting issues (e.g., alternatives to public transportation)	55	19.3%	17	5.9%	224	74.9%
50E. Options for work/business travel	89	30.4%	29	10.1%	178	59.5%
50F. Information on remote work policies, procedures, and expectations	216	72.8%	9	3.0%	71	24.3%
50G. Training on how to work remotely	119	40.1%	8	2.7%	170	57.2%
50H. Equipment and technology for working remotely (e.g., laptops, cell phone, Information Technology infrastructure)	234	78.6%	15	5.2%	48	16.2%
50I. Expanded collaboration tools (e.g., video conferencing, teleconferencing)	272	91.5%	2	0.7%	23	7.8%
50J. Expanded training for using remote work tools and applications	199	66.8%	19	6.5%	79	26.6%
50K. Expanded Information Technology (IT) support	208	70.3%	22	7.4%	67	22.3%
50L. Information about data security policies and procedures	179	61.1%	17	5.7%	101	33.3%

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	33	12.0%
No	218	73.2%
Other	42	14.8%
Total	293	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	33	11.5%
Very	41	14.6%
Somewhat	77	25.8%
Slightly	70	23.6%
Not at All	75	24.5%
No Basis to Judge	2	--
Total	298	100.0%

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

	2020	
	N	%
Greatly Increased	55	18.7%
Somewhat Increased	80	27.3%
About the Same	133	44.2%
Somewhat Decreased	19	6.6%
Greatly Decreased	9	3.2%
No Basis to Judge	2	--
Total	298	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	176	71.5%
Agree	46	19.4%
Neither Agree nor Disagree	16	6.7%
Disagree	3	1.1%
Strongly Disagree	3	1.4%
No Basis to Judge	53	--
Total	297	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	166	55.7%
Agree	92	30.9%
Neither Agree nor Disagree	22	7.3%
Disagree	8	2.8%
Strongly Disagree	9	3.3%
No Basis to Judge	0	--
Total	297	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	179	61.8%
Most of the Time	99	34.1%
Sometimes	8	2.8%
Rarely	3	1.3%
Never	0	0.0%
No Basis to Judge	7	--
Total	296	100.0%

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

	2020	
	N	%
Always	224	77.4%
Most of the Time	56	19.4%
Sometimes	6	2.0%
Rarely	2	0.7%
Never	1	0.5%
No Basis to Judge	1	--
Total	290	100.0%

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

	2020	
	N	%
Always	217	73.3%
Most of the Time	67	22.7%
Sometimes	8	2.8%
Rarely	2	0.7%
Never	1	0.5%
No Basis to Judge	1	--

Total	296	100.0%
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54D. Prior to the COVID-19 pandemic, my work unit adapted to changing priorities.

	2020	
	N	%
Always	199	68.7%
Most of the Time	67	22.7%
Sometimes	21	7.4%
Rarely	2	0.7%
Never	1	0.5%
No Basis to Judge	4	--
Total	294	100.0%

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

	2020	
	N	%
Always	189	64.2%
Most of the Time	75	25.0%
Sometimes	22	7.5%
Rarely	8	2.8%
Never	1	0.4%
No Basis to Judge	1	--
Total	296	100.0%

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

	2020	
	N	%
Always	189	65.3%
Most of the Time	91	31.0%
Sometimes	6	2.2%
Rarely	3	1.1%
Never	1	0.5%
No Basis to Judge	4	--
Total	294	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	141	47.4%
Most of the Time	93	32.2%
Sometimes	37	13.0%
Rarely	17	6.2%
Never	3	1.2%
No Basis to Judge	6	--
Total	297	100.0%

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

	2020	
	N	%
Always	200	67.5%
Most of the Time	60	21.3%
Sometimes	23	8.1%
Rarely	6	2.3%
Never	2	0.9%
No Basis to Judge	3	--
Total	294	100.0%

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

	2020	
	N	%
Always	192	64.7%
Most of the Time	72	24.9%
Sometimes	22	7.7%
Rarely	4	1.5%
Never	3	1.2%
No Basis to Judge	4	--
Total	297	100.0%

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

	2020	
	N	%
Always	193	65.8%
Most of the Time	60	21.1%
Sometimes	28	10.2%
Rarely	6	2.1%
Never	2	0.9%
No Basis to Judge	8	--
Total	297	100.0%

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

	2020	
	N	%
Always	189	62.8%
Most of the Time	73	25.4%
Sometimes	25	8.5%
Rarely	5	1.9%
Never	4	1.5%
No Basis to Judge	1	--
Total	297	100.0%

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

	2020	
	N	%
Always	168	57.8%
Most of the Time	79	27.3%
Sometimes	32	11.3%
Rarely	6	2.3%
Never	3	1.3%
No Basis to Judge	7	--
Total	295	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	193	65.9%	65.0%	143	55.3%	55.1%	137	50.9%	49.2%
Satisfied	72	24.7%	24.4%	63	26.9%	26.9%	88	33.0%	31.9%
Neither Satisfied nor Dissatisfied	10	3.4%	3.3%	20	8.5%	8.5%	19	7.8%	7.6%
Dissatisfied	15	5.0%	4.9%	15	6.7%	6.7%	13	4.7%	4.5%
Very Dissatisfied	3	1.0%	1.0%	6	2.5%	2.5%	9	3.6%	3.4%
Item Response Total	293	100.0%	98.6%	247	100.0%	99.7%	266	100.0%	96.6%
I choose not to participate in this program	3	--	1.0%	0	--	0.0%	4	--	1.8%
This program is not available to me	0	--	0.0%	1	--	0.3%	4	--	1.6%
I am unaware of this program	1	--	0.4%	0	--	0.0%	0	--	0.0%
Total	297	100.0%	100.0%	248	100.0%	100.0%	274	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)	180	60.7%	137	55.6%
Health and Wellness Programs (for example, onsite exercise, flu vaccination, medical screening, CPR training, Health and wellness fair)	62	19.9%	66	27.0%
Employee Assistance Program - EAP (for example, short-term counseling, referral services, legal services, education services)	36	12.2%	38	15.6%
Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, subsidy, flexible spending account)	7	2.1%	3	1.4%
Elder Care Programs (for example, elder/adult care, support groups, resources)	0	0.0%	1	0.3%
None listed above	85	28.6%	72	29.7%
Total (percents will add to more than 100% because respondents could choose more than one response option)	297	--	245	--

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	162	67.8%	55.3%	120	59.7%	47.5%	139	59.1%	49.9%
Satisfied	56	23.4%	19.1%	52	27.7%	22.0%	72	31.1%	26.3%
Neither Satisfied nor Dissatisfied	15	6.2%	5.1%	18	10.1%	8.1%	13	6.1%	5.1%
Dissatisfied	5	2.1%	1.7%	2	1.1%	0.9%	5	1.9%	1.6%
Very Dissatisfied	1	0.6%	0.4%	3	1.3%	1.0%	4	1.9%	1.6%
Item Response Total	239	100.0%	81.6%	195	100.0%	79.5%	233	100.0%	84.4%
I choose not to participate in these programs	52	--	17.1%	46	--	18.5%	39	--	14.4%
These programs are not available to me	2	--	0.6%	4	--	1.6%	3	--	1.2%
I am unaware of these programs	2	--	0.7%	1	--	0.4%	0	--	0.0%
Total	295	100.0%	100.0%	246	100.0%	100.0%	275	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	65	33.8%	22.6%	55	30.8%	22.0%	74	31.3%	25.9%
Satisfied	74	36.7%	24.5%	68	38.9%	27.8%	100	43.7%	36.2%
Neither Satisfied nor Dissatisfied	46	24.3%	16.2%	40	24.4%	17.5%	42	18.2%	15.1%
Dissatisfied	7	3.7%	2.4%	9	4.9%	3.5%	10	4.4%	3.7%
Very Dissatisfied	3	1.5%	1.0%	2	1.0%	0.7%	6	2.4%	2.0%
Item Response Total	195	100.0%	66.7%	174	100.0%	71.6%	232	100.0%	82.8%
I choose not to participate in these programs	68	--	23.2%	48	--	18.7%	26	--	9.5%
These programs are not available to me	19	--	6.8%	20	--	7.8%	12	--	4.5%
I am unaware of these programs	9	--	3.2%	5	--	1.9%	8	--	3.1%
Total	291	100.0%	100.0%	247	100.0%	100.0%	278	100.0%	100.0%

62. How satisfied are you with the following Work-Life programs in your agency? Employee Assistance Program - EAP (for example, short-term counseling, referral services, legal services, education services)	2020			2019			2018		
	Satisfaction		All Response Options %	Satisfaction		All Response Options %	Satisfaction		All Response Options %
	N	%		N	%		N	%	
Very Satisfied	61	38.6%	21.2%	35	22.7%	13.7%	56	26.4%	19.8%
Satisfied	48	29.8%	16.4%	53	36.4%	22.0%	83	40.3%	30.2%
Neither Satisfied nor Dissatisfied	40	25.8%	14.2%	49	34.9%	21.1%	55	26.5%	19.9%
Dissatisfied	5	3.1%	1.7%	5	3.5%	2.1%	10	5.0%	3.8%
Very Dissatisfied	4	2.7%	1.5%	4	2.5%	1.5%	4	1.8%	1.3%
Item Response Total	158	100.0%	55.0%	146	100.0%	60.3%	208	100.0%	75.0%
I choose not to participate in these programs	129	--	43.0%	97	--	38.1%	64	--	22.9%
These programs are not available to me	2	--	0.7%	0	--	0.0%	0	--	0.0%
I am unaware of these programs	4	--	1.3%	4	--	1.5%	5	--	2.1%
Total	293	100.0%	100.0%	247	100.0%	100.0%	277	100.0%	100.0%

63. How satisfied are you with the following Work-Life programs in your agency? Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, subsidy, flexible spending account)	2020			2019			2018		
	Satisfaction		All Response Options %	Satisfaction		All Response Options %	Satisfaction		All Response Options %
	N	%		N	%		N	%	
Very Satisfied	16	28.0%	5.7%	8	12.5%	3.4%	13	12.3%	4.6%
Satisfied	6	10.6%	2.1%	9	13.6%	3.7%	22	21.5%	8.1%
Neither Satisfied nor Dissatisfied	28	49.2%	10.0%	45	69.4%	18.9%	63	60.6%	22.9%
Dissatisfied	5	8.4%	1.7%	2	3.3%	0.9%	3	3.5%	1.3%
Very Dissatisfied	2	3.8%	0.8%	1	1.2%	0.3%	2	2.1%	0.8%
Item Response Total	57	100.0%	20.3%	65	100.0%	27.3%	103	100.0%	37.8%
I choose not to participate in these programs	168	--	56.7%	123	--	49.5%	102	--	36.6%
These programs are not available to me	35	--	11.4%	31	--	12.2%	28	--	10.2%
I am unaware of these programs	34	--	11.6%	25	--	11.1%	44	--	15.5%
Total	294	100.0%	100.0%	244	100.0%	100.0%	277	100.0%	100.0%

64. How satisfied are you with the following Work-Life programs in your agency? Elder Care Programs (for example, elder/adult care, support groups, resources)	2020			2019			2018		
	Satisfaction		All Response Options %	Satisfaction		All Response Options %	Satisfaction		All Response Options %
	N	%		N	%		N	%	
Very Satisfied	9	22.6%	3.4%	9	16.7%	3.7%	12	12.9%	4.1%
Satisfied	1	2.2%	0.3%	6	10.7%	2.4%	8	9.8%	3.1%
Neither Satisfied nor Dissatisfied	28	67.3%	10.0%	37	71.2%	16.0%	63	71.2%	22.7%
Dissatisfied	2	4.9%	0.7%	0	0.0%	0.0%	2	2.5%	0.8%
Very Dissatisfied	1	3.0%	0.4%	1	1.4%	0.3%	3	3.7%	1.2%
Item Response Total	41	100.0%	14.9%	53	100.0%	22.4%	88	100.0%	32.0%
I choose not to participate in these programs	165	--	55.5%	127	--	51.3%	95	--	34.4%
These programs are not available to me	36	--	11.9%	30	--	12.2%	23	--	8.7%
I am unaware of these programs	53	--	17.7%	32	--	14.1%	71	--	25.0%
Total	295	100.0%	100.0%	242	100.0%	100.0%	277	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	195	65.9%
No arrangements needed to manage child care responsibilities (e.g., older children)	44	14.8%
Child care in my own home (e.g., other parent, relative, nanny, au pair)	42	13.8%
Alternative work arrangement (e.g., telework, flexible work schedule)	35	11.3%
Child care center	6	1.8%
Paid leave	32	10.3%
Unpaid leave	2	0.8%
Child care in someone else's home (e.g., relative or neighbor, professional child care provider)	11	3.6%
Respite care (temporary care of a sick or disabled child, providing relief for their usual caregiver)	2	0.6%
Agency emergency back-up care program	1	0.3%
Resource and referral services for dependent child care	0	0.0%
Other services/arrangements	6	2.0%
Total (percents will add to more than 100% because respondents could choose more than one response option)	298	--

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	239	79.8%
No arrangements needed to manage elder/adult care responsibilities (e.g., elder can manage tasks of everyday living)	24	8.4%
Alternative work arrangement (e.g., telework, flexible work schedule)	16	5.1%
Elder/adult day care center	0	0.0%
Paid leave	16	5.6%
Unpaid leave	1	0.4%
Long-term care insurance	0	0.0%
Respite care (temporary care of a sick or disabled adult/elder, providing relief for their usual caregiver)	1	0.3%
Other services/arrangements	11	3.8%
Total (percents will add to more than 100% because respondents could choose more than one response option)	298	--

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	163	--
Extremely	23	20.0%
Very	16	13.8%
Somewhat	22	21.3%
Slightly	27	23.6%
Not at All	24	21.2%
Does Not Apply	22	--
Total	297	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	193	--
Extremely	18	26.8%
Very	8	11.1%
Somewhat	13	20.8%
Slightly	10	16.4%
Not at All	16	24.9%
Does Not Apply	40	--
Total	298	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