

FY2019 Federal Employee Viewpoint Survey Summary

The 2019 Federal Employee Viewpoint Survey was administered to OPM employees in May of 2019.

The survey was provided to all permanent, non-political, non-seasonal, full- and part-time employees onboard as of October of 2018. Approximately 3,050 surveys were completed out of 5,237 administered, for a response rate of 58.2%.

Summary of Results:

The highest percent positive (Strongly Agree/Agree) items were the following:

Q7: When needed I am willing to put in the extra effort to get a job done. 97%

Q13: The work I do is important. 93%

Q50: In the last six months, my supervisor has talked with me about my performance. 92%

Q16: I am held accountable for achieving results. 92%

Q8: I am constantly looking for ways to do my job better. 92%

The highest percent negative (Strongly Disagree/Disagree) items were the following:

Q67: How satisfied are you with your opportunity to get a better job in your organization? 32%

Q53: In my organization, senior leaders generate high levels of motivation and commitment in the workforce. 29%

Q41: I believe the results of this survey will be used to make my agency a better place to work. 29%

Q33: Pay raises depend on how well employees perform their jobs. 28%

Q24: In my work unit, differences in performance are recognized in a meaningful way. 26%

The largest increases in percent positive since 2018 were:

Q39: My agency is successful at accomplishing its mission. 76% (+8% from 2018)

Q64: How satisfied are you with the information you receive from management on what's going on in your organization? 58% (+6%)

Q10: My workload is reasonable. 64% (+5%)

Q57: Managers review and evaluate the organization's progress toward meeting its goals and objectives. 75% (+5%)

Q56: Managers communicate the goals of the organization. 74% (+4%)

The largest decreases in percent positive since 2018 were:

Q67: How satisfied are you with your opportunity to get a better job in your organization? 38% (-2%)

Q34: Policies and programs promote diversity in the workplace. 58% (-1%)

Engagement Index Score: 74%

61% Leaders Lead

84% Supervisors

76% Intrinsic Work Experience

FEVS Item Results

Item	Item Text	Percent Positive	Neutral	Percent Negative
1	I am given a real opportunity to improve my skills in my organization.	67.1%	15.8%	17.2%
2	I have enough information to do my job well.	70.8%	13.7%	15.6%
3	I feel encouraged to come up with new and better ways of doing things.	62.6%	18.8%	18.6%
4	My work gives me a feeling of personal accomplishment.	78.0%	12.9%	9.1%
5	I like the kind of work I do.	85.7%	10.0%	4.3%
6	I know what is expected of me on the job.	85.5%	7.7%	6.8%
7	When needed I am willing to put in the extra effort to get a job done.	96.7%	2.5%	0.8%
8	I am constantly looking for ways to do my job better.	91.7%	7.3%	1.0%
9	I have sufficient resources (for example, people, materials, budget) to get my job done.	60.5%	14.3%	25.2%
10	My workload is reasonable.	63.7%	15.5%	20.8%
11	My talents are used well in the workplace.	64.1%	17.8%	18.2%
12	I know how my work relates to the agency's goals.	88.4%	7.7%	3.9%
13	The work I do is important.	92.7%	5.3%	2.0%
14	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	66.7%	17.0%	16.4%
15	My performance appraisal is a fair reflection of my performance.	76.3%	11.9%	11.8%
16	I am held accountable for achieving results.	91.8%	6.5%	1.7%

Item	Item Text	Percent Positive	Neutral	Percent Negative
17	I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	70.5%	17.6%	11.9%
18	My training needs are assessed.	60.6%	21.1%	18.3%
19	In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding).	81.4%	8.4%	10.2%
20	The people I work with cooperate to get the job done.	82.5%	10.7%	6.8%
21	My work unit is able to recruit people with the right skills.	54.2%	25.7%	20.1%
22	Promotions in my work unit are based on merit.	47.5%	29.3%	23.3%
23	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	46.5%	29.3%	24.2%
24	In my work unit, differences in performance are recognized in a meaningful way.	47.1%	27.1%	25.8%
25	Awards in my work unit depend on how well employees perform their jobs.	58.6%	22.8%	18.6%
26	Employees in my work unit share job knowledge with each other.	84.4%	8.5%	7.0%
27	The skill level in my work unit has improved in the past year.	64.4%	24.6%	11.0%
28	How would you rate the overall quality of work done by your work unit?	90.7%	7.8%	1.5%
29	My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	84.8%	9.5%	5.6%
30	Employees have a feeling of personal empowerment with respect to work processes.	53.1%	24.2%	22.6%

Item	Item Text	Percent Positive	Neutral	Percent Negative
31	Employees are recognized for providing high quality products and services.	60.1%	19.7%	20.2%
32	Creativity and innovation are rewarded.	46.3%	29.6%	24.0%
33	Pay raises depend on how well employees perform their jobs.	42.7%	29.2%	28.1%
34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	57.6%	29.1%	13.3%
35	Employees are protected from health and safety hazards on the job.	64.0%	20.1%	15.8%
36	My organization has prepared employees for potential security threats.	75.5%	14.1%	10.3%
37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	62.1%	19.9%	17.9%
38	Prohibited Personnel Practices (for example, illegally discriminating for or against any employee/applicant, obstructing a person's right to compete for employment, knowingly violating veterans' preference requirements) are not tolerated.	73.9%	17.2%	8.9%
39	My agency is successful at accomplishing its mission.	76.4%	15.5%	8.1%
40	I recommend my organization as a good place to work.	70.8%	16.1%	13.1%
41	I believe the results of this survey will be used to make my agency a better place to work.	44.6%	26.7%	28.7%
42	My supervisor supports my need to balance work and other life issues.	89.2%	5.2%	5.7%

Item	Item Text	Percent Positive	Neutral	Percent Negative
43	My supervisor provides me with opportunities to demonstrate my leadership skills.	71.8%	17.9%	10.3%
44	Discussions with my supervisor about my performance are worthwhile.	78.0%	12.3%	9.7%
45	My supervisor is committed to a workforce representative of all segments of society.	81.4%	14.7%	4.0%
46	My supervisor provides me with constructive suggestions to improve my job performance.	77.6%	13.2%	9.1%
47	Supervisors in my work unit support employee development.	78.7%	12.6%	8.7%
48	My supervisor listens to what I have to say.	86.6%	7.1%	6.3%
49	My supervisor treats me with respect.	89.2%	6.1%	4.7%
50	In the last six months, my supervisor has talked with me about my performance.	92.3%	4.5%	3.2%
51	I have trust and confidence in my supervisor.	80.3%	10.5%	9.2%
52	Overall, how good a job do you feel is being done by your immediate supervisor?	83.3%	10.8%	5.9%
53	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	46.0%	25.1%	28.9%
54	My organization's senior leaders maintain high standards of honesty and integrity.	57.7%	24.9%	17.4%
55	Supervisors work well with employees of different backgrounds.	75.7%	17.0%	7.3%
56	Managers communicate the goals of the organization.	73.8%	15.9%	10.3%

Item	Item Text	Percent Positive	Neutral	Percent Negative
57	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	74.7%	17.3%	8.0%
58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	63.6%	20.0%	16.4%
59	Managers support collaboration across work units to accomplish work objectives.	66.5%	20.0%	13.5%
60	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	70.9%	17.4%	11.8%
61	I have a high level of respect for my organization's senior leaders.	58.4%	24.5%	17.1%
62	Senior leaders demonstrate support for Work-Life programs.	62.0%	24.6%	13.4%
63	How satisfied are you with your involvement in decisions that affect your work?	52.4%	25.6%	22.0%
64	How satisfied are you with the information you receive from management on what's going on in your organization?	58.2%	19.9%	21.8%
65	How satisfied are you with the recognition you receive for doing a good job?	59.9%	21.4%	18.6%
66	How satisfied are you with the policies and practices of your senior leaders?	47.9%	31.1%	21.0%
67	How satisfied are you with your opportunity to get a better job in your organization?	38.4%	29.9%	31.6%
68	How satisfied are you with the training you receive for your present job?	57.9%	21.1%	20.9%

Item	Item Text	Percent Positive	Neutral	Percent Negative
69	Considering everything, how satisfied are you with your job?	74.6%	14.4%	11.0%
70	Considering everything, how satisfied are you with your pay?	69.8%	13.8%	16.4%
71	Considering everything, how satisfied are you with your organization?	65.2%	18.1%	16.7%

72. Currently, in my work unit poor performers usually:	N	%
Remain in the work unit and improve their performance over time	529	28.7%
Remain in the work unit and continue to underperform	762	41.1%
Leave the work unit - removed or transferred	174	9.1%
Leave the work unit - quit	75	3.9%
There are no poor performers in my work unit	340	17.1%
Item Response Total	1,880	100.0%
Do not know	1,050	--
Total	2,930	100.0%

Work-Life Items:

73. Which of the following best describes the impact of the partial government shutdown (December 22, 2018 - January 25, 2019) on your working/pay status?	N	%
The shutdown had no impact on my working/pay status	2,478	84.9%
I did not work and did not receive pay until after the lapse ended	226	7.5%
I worked some of the shutdown but did not receive pay until after the lapse ended	33	1.1%
I worked for the entirety of the shutdown but did not receive pay until after the lapse ended	133	4.6%
Other, not listed above	56	1.9%
Total	2,926	100.0%

74. How was your everyday work impacted during (if you worked) or after the partial government shutdown?	N	%
It had no impact	1,419	49.7%
A slightly negative impact	635	21.7%
A moderately negative impact	476	16.2%
A very negative impact	225	7.4%
An extremely negative impact	152	5.1%
Total	2,907	100.0%

If the response to item 74 was "It had no impact", item 75 was skipped.

75. In what ways did the partial government shutdown negatively affect your work? (Check all that apply)	N	%
Unmanageable workload	256	17.3%
Missed deadlines	609	40.8%
Unrecoverable loss of work	179	11.0%
Reduced customer service	645	43.8%
Delayed work	1,122	75.9%
Reduced work quality	216	14.4%
Cutback of critical work	235	15.4%
Time lost in restarting work	444	28.5%
Unmet statutory requirements	122	8.4%
Other	352	23.8%
Total (percents will add to more than 100% because respondents could choose more than one response option)	1,475	--

76. Are you looking for another job because of the partial government shutdown?	N	%
I am looking for another job specifically because of the shutdown	18	0.7%
I am looking for another job, but the shutdown is only one of the reasons	181	6.1%
I am looking for another job, but the shutdown had no influence on that decision	568	19.8%
I am not looking for another job currently	2,141	73.5%
Total	2,908	100.0%

77. My agency provided the support (e.g., communication, assistance, guidance) I needed during the partial government shutdown.	N	%
Strongly Agree	569	26.6%
Agree	936	43.9%
Neither Agree nor Disagree	434	20.6%
Disagree	118	5.4%
Strongly Disagree	74	3.4%
Item Response Total	2,131	100.0%
No support required	785	--
Total	2,916	100.0%

78. Please select the response below that best describes your current teleworking schedule.		
	N	%
I telework very infrequently, on an unscheduled or short-term basis	240	8.5%
I telework, but only about 1 or 2 days per month	151	5.3%
I telework 1 or 2 days per week	827	29.5%
I telework 3 or 4 days per week	374	12.0%
I telework every work day	880	28.8%
I do not telework because I have to be physically present on the job	179	6.3%
I do not telework because of technical issues that prevent me from teleworking	15	0.5%
I do not telework because I did not receive approval to do so, even though I have the kind of job where I can telework	89	3.6%
I do not telework because I choose not to telework	153	5.5%
Total	2,908	100.0%

79. How satisfied are you with the Telework program in your agency?			
	Satisfaction N	Satisfaction %	All Response Options %
Very Satisfied	1,392	50.8%	46.1%
Satisfied	842	32.1%	29.1%
Neither Satisfied nor Dissatisfied	241	9.7%	8.8%
Dissatisfied	116	4.8%	4.3%
Very Dissatisfied	66	2.7%	2.5%
Item Response Total	2,657	100.0%	90.7%
I choose not to participate in this program	66	--	2.4%
This program is not available to me	186	--	6.7%
I am unaware of this program	6	--	0.2%
Total	2,915	100.0%	100.0%

80. 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):		
	N	%
Alternative Work Schedules	1,485	51.9%
Health and Wellness Programs	267	9.5%
Employee Assistance Program – EAP	171	6.3%
Child Care Programs	69	2.4%
Elder Care Programs	15	0.6%
None listed above	1,219	41.6%
Total (percents will add to more than 100% because respondents could choose more than one response option)	2,893	--

Note: This item was not in the 2018 OPM FEVS.

81. How satisfied are you with the following Work-Life programs in your agency? Alternative Work Schedules	Satisfaction N	Satisfaction %	All Response Options %
Very Satisfied	1,263	56.3%	43.0%
Satisfied	674	31.0%	23.7%
Neither Satisfied nor Dissatisfied	220	10.2%	7.8%
Dissatisfied	30	1.5%	1.1%
Very Dissatisfied	21	0.9%	0.7%
Item Response Total	2,208	100.0%	76.4%
I choose not to participate in these programs	583	--	19.3%
These programs are not available to me	96	--	3.4%
I am unaware of these programs	26	--	0.9%
Total	2,913	100.0%	100.0%

82. How satisfied are you with the following Work-Life programs in your agency? Health and Wellness Programs	Satisfaction N	Satisfaction %	All Response Options %
Very Satisfied	218	17.0%	7.5%
Satisfied	418	33.6%	14.9%
Neither Satisfied nor Dissatisfied	482	38.6%	17.1%
Dissatisfied	91	7.2%	3.2%
Very Dissatisfied	46	3.6%	1.6%
Item Response Total	1,255	100.0%	44.3%
I choose not to participate in these programs	779	--	26.5%
These programs are not available to me	480	--	16.1%
I am unaware of these programs	377	--	13.1%
Total	2,891	100.0%	100.0%

83. How satisfied are you with the following Work-Life programs in your agency? Employee Assistance Program - EAP	Satisfaction N	Satisfaction %	All Response Options %
Very Satisfied	170	14.4%	6.1%
Satisfied	320	27.7%	11.6%
Neither Satisfied nor Dissatisfied	642	54.2%	22.8%
Dissatisfied	31	2.6%	1.1%
Very Dissatisfied	15	1.2%	0.5%
Item Response Total	1,178	100.0%	42.1%
I choose not to participate in these programs	1,383	--	46.6%
These programs are not available to me	56	--	1.8%
I am unaware of these programs	278	--	9.5%
Total	2,895	100.0%	100.0%

84. How satisfied are you with the following Work-Life programs in your agency? Child Care Programs	Satisfaction N	Satisfaction %	All Response Options %
Very Satisfied	78	9.6%	2.8%
Satisfied	171	21.6%	6.3%
Neither Satisfied nor Dissatisfied	519	62.6%	18.4%
Dissatisfied	34	4.3%	1.3%
Very Dissatisfied	16	2.0%	0.6%
Item Response Total	818	100.0%	29.4%
I choose not to participate in these programs	1,367	--	46.6%
These programs are not available to me	351	--	11.9%
I am unaware of these programs	355	--	12.1%
Total	2,891	100.0%	100.0%

85. How satisfied are you with the following Work-Life programs in your agency? Elder Care Programs	Satisfaction N	Satisfaction %	All Response Options %
Very Satisfied	61	8.3%	2.2%
Satisfied	107	15.6%	4.1%
Neither Satisfied nor Dissatisfied	540	72.5%	19.2%
Dissatisfied	15	2.1%	0.5%
Very Dissatisfied	12	1.6%	0.4%
Item Response Total	735	100.0%	26.5%
I choose not to participate in these programs	1,395	--	47.3%
These programs are not available to me	280	--	9.5%
I am unaware of these programs	481	--	16.7%
Total	2,891	100.0%	100.0%

Demographics

Where do you work?	%
Headquarters	34.7%
Field	65.3%
Total	100.0%

What is your supervisory status?	%
Senior Leader	1.2%
Manager	3.2%
Supervisor	8.1%
Team Leader	6.8%
Non-Supervisor	80.7%
Total	100.0%

<i>What is your pay category/grade?</i>	%
Federal Wage System	0.1%
GS 1-6	4.2%
GS 7-12	62.4%
GS 13-15	31.8%
Senior Executive Service	1.0%
Senior Level (SL) or Scientific or Professional (ST)	0.1%
Other	0.4%
Total	100.0%

<i>What is your US military service status?</i>	%
No Prior Military Service	67.2%
Currently in National Guard or Reserves	2.0%
Retired	11.6%
Separated or Discharged	19.2%
Total	100.0%

<i>How long have you been with the Federal Government (excluding military service)?</i>	%
Less than 1 year	1.5%
1 to 3 years	11.0%
4 to 5 years	8.2%
6 to 10 years	24.5%
11 to 14 years	18.9%
15 to 20 years	14.3%
More than 20 years	21.7%
Total	100.0%

<i>How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?</i>	%
Less than 1 year	3.6%
1 to 3 years	23.1%
4 to 5 years	9.4%
6 to 10 years	25.3%
11 to 14 years	18.2%
15 to 20 years	10.1%
More than 20 years	10.3%
Total	100.0%

<i>Are you considering leaving your organization within the next year, and if so, why?</i>	%
No	67.9%
Yes, to retire	4.6%
Yes, to take another job within the Federal Government	20.9%
Yes, to take another job outside the Federal Government	2.3%
Yes, other	4.4%
Total	100.0%

<i>I am planning to retire:</i>	%
Within one year	2.4%
Between one and three years	8.7%
Between three and five years	9.2%
Five or more years	79.7%
Total	100.0%

My Personal Demographics

<i>Are you of Hispanic, Latino, or Spanish origin?</i>	%
Yes	8.1%
No	91.9%
Total	100.0%

<i>Please select the racial category or categories with which you most closely identify.</i>	%
White	74.9%
Black or African American	16.8%
All other races	8.3%
Total	100.0%

<i>What is your age group?</i>	%
29 years and under	3.5%
30-39 years old	27.7%
40-49 years old	28.4%
50-59 years old	29.0%
60 years or older	11.3%
Total	100.0%

<i>What is the highest degree or level of education you have completed?</i>	%
Less than High School/ High School Diploma/ GED	5.1%
Certification/ Some College/ Associate's Degree	19.9%
Bachelor's Degree	43.8%
Advanced Degrees (Post Bachelor's Degree)	31.2%
Total	100.0%

<i>Are you an individual with a disability?</i>	%
Yes	15.6%
No	84.4%
Total	100.0%

<i>Are you:</i>	%
Male	45.0%
Female	55.0%
Total	100.0%

<i>Are you transgender?</i>	%
Yes	0.5%
No	99.5%
Total	100.0%

<i>Which one of the following do you consider yourself to be?</i>	%
Straight, that is not gay or lesbian	95.0%
Gay or Lesbian	2.2%
Bisexual	1.0%
Something else	1.9%
Total	100.0%

Agency-Specific Item:

1. Managers support collaboration across divisions/offices to accomplish work objectives.		
Response Options	# of Respondents	Percent
Strongly Agree	625	22.9%
Agree	1,120	43.0%
Neither Agree nor Disagree	534	21.1%
Disagree	203	7.8%
Strongly Disagree	137	5.3%
No Basis to Judge	286	--
Total	2,905	100.0%