

2020



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

<b>FIELD PERIOD</b>	Sept 17 - Oct 29, 2020
<b>SAMPLE OR CENSUS</b>	CENSUS
<b>NUMBER OF SURVEYS COMPLETED</b>	2,097
<b>NUMBER OF SURVEYS ADMINISTERED</b>	3,356
<b>RESPONSE RATE</b>	62.5%

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

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

### Engagement Index Score

2020 ENGAGEMENT INDEX

73%

LEADERS LEAD

58%

SUPERVISORS

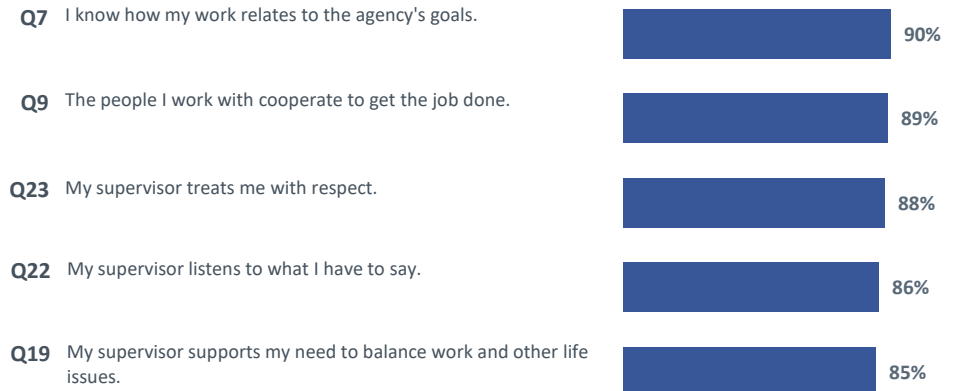
83%

INTRINSIC WORK EXPERIENCE

77%

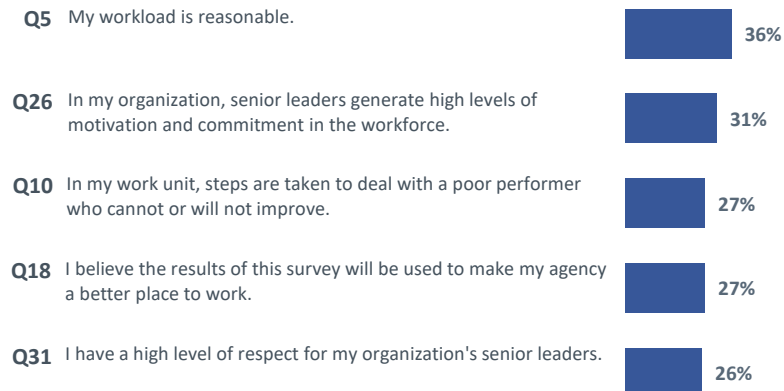
### Highest % Positive Items

Select: Highest % Positive



### Highest % Negative Items

Select: Highest % Negative

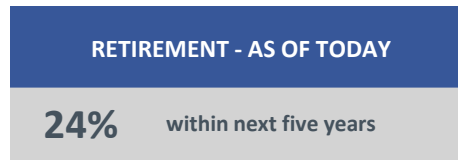
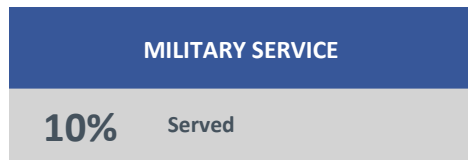
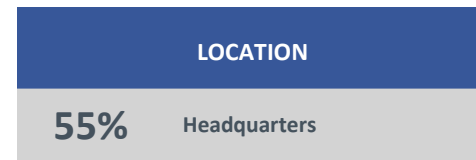
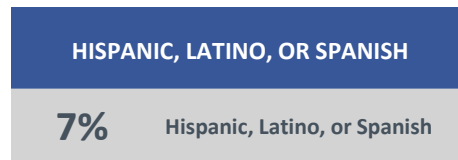
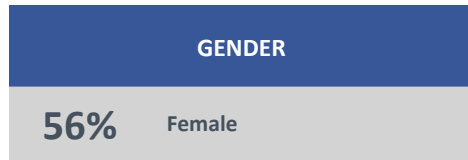


2020



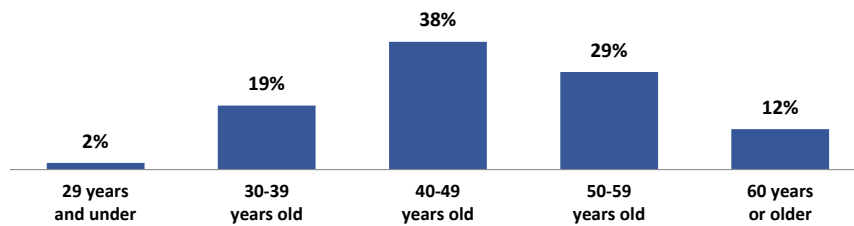
Annual Employee Survey (AES) Report

U.S. Agency for International Development



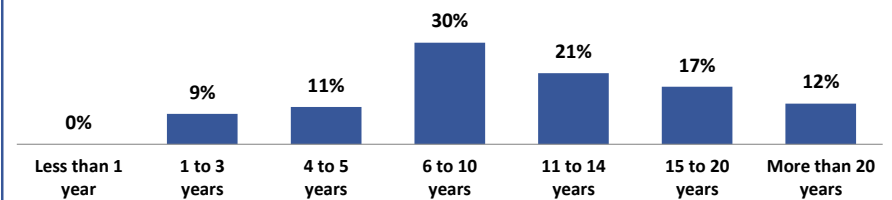
### Age Group

- Age Group
- Racial Category
- Education



### Agency Tenure

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





Annual Employee Survey (AES) Report

U.S. Agency for International Development

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

31

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%	39%	42%	56%	+14
Q14 Employees are recognized for providing high quality products and services.	60%	60%	60%	72%	+12
Q10 In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	34%	33%	36%	46%	+10
Q6 My talents are used well in the workplace.	61%	59%	58%	66%	+8
Q35 How satisfied are you with the recognition you receive for doing a good job?	54%	52%	52%	59%	+7

Select: Largest Decreases since 2019 ▼

### Largest Decreases in Percent Positive since 2019

4

items decreased since 2019

	2017	2018	2019	2020	Percentage Point Change
Q8 I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	70%	69%	70%	62%	-8
Q27 My organization's senior leaders maintain high standards of honesty and integrity.	68%	63%	59%	53%	-6
Q31 I have a high level of respect for my organization's senior leaders.	62%	59%	56%	50%	-6
Q26 In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	51%	49%	47%	46%	-1

## Core Q1-10, 12-38 Trend

Response Type	Year	Item	Item Text	Percent Positive %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Percent Negative %	Item Response Total** N	Do Not Know N
Agree-disagree	2020	1	*I am given a real opportunity to improve my skills in my organization.	75.8%	12.9%	11.3%	2087	N/A
Agree-disagree	2020	2	I feel encouraged to come up with new and better ways of doing things.	73.0%	12.4%	14.7%	2067	N/A
Agree-disagree	2020	3	My work gives me a feeling of personal accomplishment.	77.8%	12.1%	10.1%	2083	N/A
Agree-disagree	2020	4	I know what is expected of me on the job.	81.0%	10.3%	8.7%	2087	N/A
Agree-disagree	2020	5	*My workload is reasonable.	51.3%	12.7%	36.1%	2086	2
Agree-disagree	2020	6	*My talents are used well in the workplace.	65.6%	15.3%	19.1%	2056	3
Agree-disagree	2020	7	*I know how my work relates to the agency's goals.	89.6%	6.1%	4.3%	2080	2
Agree-disagree	2020	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	62.3%	16.6%	21.1%	2003	85
Agree-disagree	2020	9	*The people I work with cooperate to get the job done.	88.6%	6.5%	4.9%	2093	N/A
Agree-disagree	2020	10	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	46.0%	26.6%	27.4%	1860	228
Agree-disagree	2020	12	*In my work unit, differences in performance are recognized in a meaningful way.	56.4%	22.1%	21.5%	1976	115
Agree-disagree	2020	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	84.0%	8.7%	7.3%	2080	13
Agree-disagree	2020	14	Employees are recognized for providing high quality products and services.	71.8%	13.4%	14.8%	2076	13
Agree-disagree	2020	15	Employees are protected from health and safety hazards on the job.	81.8%	9.3%	8.8%	2042	37
Agree-disagree	2020	16	My agency is successful at accomplishing its mission.	79.0%	15.4%	5.7%	2076	14
Agree-disagree	2020	17	*I recommend my organization as a good place to work.	73.6%	16.7%	9.7%	2093	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.	48.8%	24.1%	27.1%	1997	97
Agree-disagree	2020	19	My supervisor supports my need to balance work and other life issues.	85.4%	7.0%	7.7%	2084	5

## Core Q1-10, 12-38 Trend

Response Type	Year	Item	Item Text	Percent Positive %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Percent Negative %	Item Response Total** N	Do Not Know N
Agree-disagree	2020	20	My supervisor is committed to a workforce representative of all segments of society.	82.8%	10.9%	6.3%	2020	68
Agree-disagree	2020	21	Supervisors in my work unit support employee development.	82.6%	10.4%	7.0%	2066	21
Agree-disagree	2020	22	My supervisor listens to what I have to say.	85.8%	7.2%	7.1%	2087	N/A
Agree-disagree	2020	23	My supervisor treats me with respect.	87.9%	6.3%	5.8%	2086	N/A
Agree-disagree	2020	24	I have trust and confidence in my supervisor.	77.7%	11.7%	10.6%	2087	N/A
Good-poor	2020	25	Overall, how good a job do you feel is being done by your immediate supervisor?	80.5%	12.0%	7.5%	2091	N/A
Agree-disagree	2020	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	46.5%	22.6%	30.9%	2068	18
Agree-disagree	2020	27	My organization's senior leaders maintain high standards of honesty and integrity.	52.5%	23.3%	24.2%	1991	84
Agree-disagree	2020	28	*Managers communicate the goals of the organization.	72.7%	16.2%	11.1%	2069	10
Agree-disagree	2020	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	65.7%	18.2%	16.1%	2060	25
Good-poor	2020	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	68.9%	19.3%	11.9%	1999	80
Agree-disagree	2020	31	I have a high level of respect for my organization's senior leaders.	49.7%	24.2%	26.1%	2063	13
Agree-disagree	2020	32	Senior leaders demonstrate support for Work Life programs.	65.3%	19.8%	15.0%	2004	76
Satisfied-dissatisfied	2020	33	*How satisfied are you with your involvement in decisions that affect your work?	61.5%	19.5%	19.0%	2065	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?	64.5%	17.1%	18.4%	2055	N/A
Satisfied-dissatisfied	2020	35	*How satisfied are you with the recognition you receive for doing a good job?	58.8%	21.1%	20.1%	2062	N/A
Satisfied-dissatisfied	2020	36	*Considering everything, how satisfied are you with your job?	68.7%	17.0%	14.3%	2047	N/A

## Core Q1-10, 12-38 Trend

Response Type	Year	Item	Item Text	Percent Positive %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Percent Negative %	Item Response Total** N	Do Not Know N
Satisfied-dissatisfied	2020	37	Considering everything, how satisfied are you with your pay?	67.5%	15.8%	16.7%	2055	N/A
Satisfied-dissatisfied	2020	38	*Considering everything, how satisfied are you with your organization?	64.2%	20.1%	15.7%	2059	N/A
Agree-disagree	2019	1	*I am given a real opportunity to improve my skills in my organization.	74.0%	11.3%	14.7%	1999	N/A
Agree-disagree	2019	2	I feel encouraged to come up with new and better ways of doing things.	67.3%	15.3%	17.3%	1992	N/A
Agree-disagree	2019	3	My work gives me a feeling of personal accomplishment.	76.5%	12.8%	10.6%	1998	N/A
Agree-disagree	2019	4	I know what is expected of me on the job.	77.2%	12.1%	10.7%	1997	N/A
Agree-disagree	2019	5	*My workload is reasonable.	44.8%	17.0%	38.2%	1986	5
Agree-disagree	2019	6	*My talents are used well in the workplace.	57.7%	16.5%	25.8%	1971	7
Agree-disagree	2019	7	*I know how my work relates to the agency's goals.	87.1%	8.4%	4.5%	1988	4
Agree-disagree	2019	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	69.7%	14.6%	15.7%	1887	102
Agree-disagree	2019	9	*The people I work with cooperate to get the job done.	82.5%	9.6%	7.8%	2002	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.	35.9%	26.1%	38.0%	1861	128
Agree-disagree	2019	12	*In my work unit, differences in performance are recognized in a meaningful way.	41.9%	24.7%	33.4%	1936	57
Agree-disagree	2019	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	81.4%	10.4%	8.2%	1983	11
Agree-disagree	2019	14	Employees are recognized for providing high quality products and services.	60.2%	19.5%	20.3%	1962	13
Agree-disagree	2019	15	Employees are protected from health and safety hazards on the job.	78.5%	12.4%	9.1%	1922	52
Agree-disagree	2019	16	My agency is successful at accomplishing its mission.	78.5%	15.3%	6.2%	1957	21
Agree-disagree	2019	17	*I recommend my organization as a good place to work.	71.4%	16.6%	12.0%	1970	N/A
Agree-disagree	2019	18	*I believe the results of this survey will be used to make my agency a better place to work.	46.9%	25.9%	27.2%	1876	97

## Core Q1-10, 12-38 Trend

Response Type	Year	Item	Item Text	Percent Positive %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Percent Negative %	Item Response Total** N	Do Not Know N
Agree-disagree	2019	19	My supervisor supports my need to balance work and other life issues.	84.5%	6.8%	8.8%	1969	3
Agree-disagree	2019	20	My supervisor is committed to a workforce representative of all segments of society.	77.1%	15.3%	7.6%	1849	119
Agree-disagree	2019	21	Supervisors in my work unit support employee development.	76.1%	12.9%	10.9%	1957	13
Agree-disagree	2019	22	My supervisor listens to what I have to say.	82.4%	8.3%	9.4%	1968	N/A
Agree-disagree	2019	23	My supervisor treats me with respect.	86.1%	6.2%	7.6%	1969	N/A
Agree-disagree	2019	24	I have trust and confidence in my supervisor.	75.2%	12.2%	12.6%	1964	N/A
Good-poor	2019	25	Overall, how good a job do you feel is being done by your immediate supervisor?	75.8%	15.0%	9.2%	1960	N/A
Agree-disagree	2019	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	46.6%	22.5%	30.8%	1931	21
Agree-disagree	2019	27	My organization's senior leaders maintain high standards of honesty and integrity.	58.6%	22.5%	18.9%	1843	110
Agree-disagree	2019	28	*Managers communicate the goals of the organization.	71.6%	16.1%	12.3%	1933	15
Agree-disagree	2019	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	61.0%	19.4%	19.6%	1915	31
Good-poor	2019	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	65.8%	21.2%	13.0%	1889	59
Agree-disagree	2019	31	I have a high level of respect for my organization's senior leaders.	55.7%	24.5%	19.9%	1931	18
Agree-disagree	2019	32	Senior leaders demonstrate support for Work Life programs.	59.3%	22.0%	18.8%	1819	131
Satisfied-dissatisfied	2019	33	*How satisfied are you with your involvement in decisions that affect your work?	55.7%	19.1%	25.2%	1946	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?	57.5%	20.1%	22.4%	1944	N/A
Satisfied-dissatisfied	2019	35	*How satisfied are you with the recognition you receive for doing a good job?	52.0%	22.8%	25.1%	1942	N/A
Satisfied-dissatisfied	2019	36	*Considering everything, how satisfied are you with your job?	66.9%	18.0%	15.1%	1947	N/A

## Core Q1-10, 12-38 Trend

Response Type	Year	Item	Item Text	Percent Positive %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Percent Negative %	Item Response Total** N	Do Not Know N
Satisfied-dissatisfied	2019	37	Considering everything, how satisfied are you with your pay?	63.2%	17.3%	19.5%	1943	N/A
Satisfied-dissatisfied	2019	38	*Considering everything, how satisfied are you with your organization?	63.9%	20.0%	16.0%	1938	N/A
Agree-disagree	2018	1	*I am given a real opportunity to improve my skills in my organization.	75.3%	11.4%	13.3%	1825	N/A
Agree-disagree	2018	2	I feel encouraged to come up with new and better ways of doing things.	69.0%	14.6%	16.5%	1828	N/A
Agree-disagree	2018	3	My work gives me a feeling of personal accomplishment.	77.6%	12.2%	10.2%	1830	N/A
Agree-disagree	2018	4	I know what is expected of me on the job.	77.4%	11.7%	10.9%	1830	N/A
Agree-disagree	2018	5	*My workload is reasonable.	48.9%	14.5%	36.6%	1821	4
Agree-disagree	2018	6	*My talents are used well in the workplace.	58.8%	16.9%	24.3%	1809	4
Agree-disagree	2018	7	*I know how my work relates to the agency's goals.	88.6%	6.7%	4.8%	1829	2
Agree-disagree	2018	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	69.5%	14.7%	15.9%	1745	85
Agree-disagree	2018	9	*The people I work with cooperate to get the job done.	80.7%	11.1%	8.2%	1834	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.	33.3%	26.5%	40.2%	1694	131
Agree-disagree	2018	12	*In my work unit, differences in performance are recognized in a meaningful way.	39.1%	25.7%	35.3%	1774	57
Agree-disagree	2018	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	81.0%	11.1%	8.0%	1822	7
Agree-disagree	2018	14	Employees are recognized for providing high quality products and services.	60.2%	18.7%	21.1%	1800	11
Agree-disagree	2018	15	Employees are protected from health and safety hazards on the job.	79.7%	11.9%	8.5%	1771	40
Agree-disagree	2018	16	My agency is successful at accomplishing its mission.	80.4%	14.6%	5.0%	1796	17
Agree-disagree	2018	17	*I recommend my organization as a good place to work.	71.7%	18.1%	10.2%	1810	N/A



## Core Q1-10, 12-38 Trend

Response Type	Year	Item	Item Text	Percent Positive %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Percent Negative %	Item Response Total** N	Do Not Know N
Agree-disagree	2018	18	*I believe the results of this survey will be used to make my agency a better place to work.	48.6%	24.2%	27.1%	1708	103
Agree-disagree	2018	19	My supervisor supports my need to balance work and other life issues.	81.6%	9.0%	9.3%	1798	10
Agree-disagree	2018	20	My supervisor is committed to a workforce representative of all segments of society.	76.2%	15.7%	8.1%	1669	136
Agree-disagree	2018	21	Supervisors in my work unit support employee development.	74.9%	14.4%	10.7%	1787	21
Agree-disagree	2018	22	My supervisor listens to what I have to say.	81.9%	8.4%	9.7%	1807	N/A
Agree-disagree	2018	23	My supervisor treats me with respect.	83.8%	7.2%	9.1%	1805	N/A
Agree-disagree	2018	24	I have trust and confidence in my supervisor.	69.9%	15.2%	14.9%	1807	N/A
Good-poor	2018	25	Overall, how good a job do you feel is being done by your immediate supervisor?	72.4%	16.6%	10.9%	1808	N/A
Agree-disagree	2018	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	48.7%	23.6%	27.7%	1779	19
Agree-disagree	2018	27	My organization's senior leaders maintain high standards of honesty and integrity.	63.3%	22.3%	14.4%	1684	113
Agree-disagree	2018	28	*Managers communicate the goals of the organization.	70.4%	16.6%	13.0%	1778	12
Agree-disagree	2018	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	60.9%	20.4%	18.7%	1773	23
Good-poor	2018	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	64.4%	21.8%	13.7%	1752	41
Agree-disagree	2018	31	I have a high level of respect for my organization's senior leaders.	59.0%	24.5%	16.5%	1775	19
Agree-disagree	2018	32	Senior leaders demonstrate support for Work Life programs.	60.9%	23.5%	15.5%	1666	128
Satisfied-dissatisfied	2018	33	*How satisfied are you with your involvement in decisions that affect your work?	57.4%	20.0%	22.6%	1796	N/A

## Core Q1-10, 12-38 Trend

Response Type	Year	Item	Item Text	Percent Positive %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Percent Negative %	Item Response Total** N	Do Not Know N
Satisfied-dissatisfied	2018	34	*How satisfied are you with the information you receive from management on what's going on in your organization?	60.0%	18.0%	22.0%	1794	N/A
Satisfied-dissatisfied	2018	35	*How satisfied are you with the recognition you receive for doing a good job?	51.5%	23.0%	25.5%	1795	N/A
Satisfied-dissatisfied	2018	36	*Considering everything, how satisfied are you with your job?	68.9%	16.4%	14.7%	1792	N/A
Satisfied-dissatisfied	2018	37	Considering everything, how satisfied are you with your pay?	64.5%	16.9%	18.6%	1797	N/A
Satisfied-dissatisfied	2018	38	*Considering everything, how satisfied are you with your organization?	65.7%	19.6%	14.7%	1793	N/A
Agree-disagree	2017	1	*I am given a real opportunity to improve my skills in my organization.	75.3%	12.2%	12.5%	2082	N/A
Agree-disagree	2017	2	I feel encouraged to come up with new and better ways of doing things.	68.1%	15.2%	16.7%	2064	N/A
Agree-disagree	2017	3	My work gives me a feeling of personal accomplishment.	78.6%	11.9%	9.5%	2075	N/A
Agree-disagree	2017	4	I know what is expected of me on the job.	78.6%	12.2%	9.2%	2056	N/A
Agree-disagree	2017	5	*My workload is reasonable.	51.9%	17.1%	31.1%	2070	2
Agree-disagree	2017	6	*My talents are used well in the workplace.	60.7%	15.5%	23.8%	2047	8
Agree-disagree	2017	7	*I know how my work relates to the agency's goals and priorities.	87.6%	6.8%	5.5%	2073	4
Agree-disagree	2017	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	70.5%	14.6%	14.9%	1967	105
Agree-disagree	2017	9	*The people I work with cooperate to get the job done.	82.3%	10.3%	7.4%	2084	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.	34.3%	25.3%	40.4%	1947	122
Agree-disagree	2017	12	*In my work unit, differences in performance are recognized in a meaningful way.	38.5%	26.2%	35.2%	2024	53
Agree-disagree	2017	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	75.0%	14.6%	10.4%	2030	17
Agree-disagree	2017	14	Employees are recognized for providing high quality products and services.	59.7%	21.0%	19.3%	2014	19

## Core Q1-10, 12-38 Trend

Response Type	Year	Item	Item Text	Percent Positive %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Percent Negative %	Item Response Total** N	Do Not Know N
Agree-disagree	2017	15	Employees are protected from health and safety hazards on the job.	81.7%	12.3%	6.1%	2011	35
Agree-disagree	2017	16	My agency is successful at accomplishing its mission.	83.5%	12.0%	4.4%	2018	18
Agree-disagree	2017	17	*I recommend my organization as a good place to work.	74.9%	16.0%	9.1%	2039	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.	46.3%	26.6%	27.0%	1914	136
Agree-disagree	2017	19	My supervisor supports my need to balance work and other life issues.	84.1%	8.0%	7.9%	2034	6
Agree-disagree	2017	20	My supervisor is committed to a workforce representative of all segments of society.	76.8%	16.3%	6.9%	1911	124
Agree-disagree	2017	21	Supervisors in my work unit support employee development.	76.7%	13.2%	10.1%	2016	18
Agree-disagree	2017	22	My supervisor listens to what I have to say.	82.8%	8.5%	8.8%	2036	N/A
Agree-disagree	2017	23	My supervisor treats me with respect.	85.2%	7.6%	7.2%	2030	N/A
Agree-disagree	2017	24	I have trust and confidence in my supervisor.	72.8%	14.0%	13.3%	2036	N/A
Good-poor	2017	25	Overall, how good a job do you feel is being done by your immediate supervisor?	74.7%	15.4%	10.0%	2039	N/A
Agree-disagree	2017	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	51.2%	23.2%	25.6%	1993	27
Agree-disagree	2017	27	My organization's senior leaders maintain high standards of honesty and integrity.	68.4%	18.7%	13.0%	1910	108
Agree-disagree	2017	28	*Managers communicate the goals and priorities of the organization.	69.5%	17.6%	12.9%	1994	8
Agree-disagree	2017	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	64.1%	19.2%	16.8%	1998	19
Good-poor	2017	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	66.2%	19.9%	13.9%	1948	69
Agree-disagree	2017	31	I have a high level of respect for my organization's senior leaders.	62.2%	22.9%	15.0%	1993	28

## Core Q1-10, 12-38 Trend

Response Type	Year	Item	Item Text	Percent Positive %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Percent Negative %	Item Response Total** N	Do Not Know N
Agree-disagree	2017	32	Senior leaders demonstrate support for Work Life programs.	66.3%	21.5%	12.2%	1913	108
Satisfied-dissatisfied	2017	33	*How satisfied are you with your involvement in decisions that affect your work?	59.2%	19.9%	20.9%	2011	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?	60.1%	19.3%	20.6%	2009	N/A
Satisfied-dissatisfied	2017	35	*How satisfied are you with the recognition you receive for doing a good job?	53.6%	23.1%	23.3%	2001	N/A
Satisfied-dissatisfied	2017	36	*Considering everything, how satisfied are you with your job?	71.6%	15.9%	12.5%	2004	N/A
Satisfied-dissatisfied	2017	37	Considering everything, how satisfied are you with your pay?	65.8%	15.6%	18.6%	2010	N/A
Satisfied-dissatisfied	2017	38	*Considering everything, how satisfied are you with your organization?	69.4%	17.8%	12.7%	2013	N/A
Agree-disagree	2016	1	*I am given a real opportunity to improve my skills in my organization.	72.3%	13.4%	14.3%	2282	N/A
Agree-disagree	2016	2	I feel encouraged to come up with new and better ways of doing things.	64.6%	17.5%	17.8%	2251	N/A
Agree-disagree	2016	3	My work gives me a feeling of personal accomplishment.	73.8%	14.2%	12.0%	2252	N/A
Agree-disagree	2016	4	I know what is expected of me on the job.	75.4%	13.1%	11.5%	2248	N/A
Agree-disagree	2016	5	*My workload is reasonable.	45.6%	16.2%	38.2%	2259	0
Agree-disagree	2016	6	*My talents are used well in the workplace.	56.7%	17.2%	26.1%	2223	2
Agree-disagree	2016	7	*I know how my work relates to the agency's goals and priorities.	86.1%	8.0%	5.9%	2263	3
Agree-disagree	2016	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	68.1%	15.5%	16.4%	2156	114
Agree-disagree	2016	9	*The people I work with cooperate to get the job done.	77.1%	12.5%	10.4%	2282	N/A

## Core Q1-10, 12-38 Trend

Response Type	Year	Item	Item Text	Percent Positive %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Percent Negative %	Item Response Total** N	Do Not Know N
Agree-disagree	2016	10	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	30.4%	24.2%	45.4%	2115	162
Agree-disagree	2016	12	*In my work unit, differences in performance are recognized in a meaningful way.	34.1%	27.7%	38.2%	2181	91
Agree-disagree	2016	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	68.1%	16.6%	15.3%	2227	22
Agree-disagree	2016	14	Employees are recognized for providing high quality products and services.	54.2%	21.6%	24.2%	2200	32
Agree-disagree	2016	15	Employees are protected from health and safety hazards on the job.	74.6%	14.3%	11.1%	2207	37
Agree-disagree	2016	16	My agency is successful at accomplishing its mission.	73.4%	18.3%	8.3%	2219	28
Agree-disagree	2016	17	*I recommend my organization as a good place to work.	67.6%	19.4%	13.0%	2245	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.	43.5%	23.6%	32.9%	2099	148
Agree-disagree	2016	19	My supervisor supports my need to balance work and other life issues.	79.7%	9.5%	10.7%	2234	8
Agree-disagree	2016	20	My supervisor is committed to a workforce representative of all segments of society.	74.3%	17.3%	8.4%	2052	182
Agree-disagree	2016	21	Supervisors in my work unit support employee development.	72.2%	14.7%	13.1%	2206	27
Agree-disagree	2016	22	My supervisor listens to what I have to say.	79.9%	9.5%	10.5%	2239	N/A
Agree-disagree	2016	23	My supervisor treats me with respect.	82.4%	8.3%	9.4%	2233	N/A
Agree-disagree	2016	24	I have trust and confidence in my supervisor.	70.2%	14.7%	15.1%	2238	N/A
Good-poor	2016	25	Overall, how good a job do you feel is being done by your immediate supervisor?	71.9%	17.0%	11.1%	2240	N/A
Agree-disagree	2016	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	46.4%	24.2%	29.5%	2202	21
Agree-disagree	2016	27	My organization's senior leaders maintain high standards of honesty and integrity.	61.1%	22.9%	16.0%	2084	139
Agree-disagree	2016	28	*Managers communicate the goals and priorities of the organization.	65.3%	18.8%	15.9%	2196	13

## Core Q1-10, 12-38 Trend

Response Type	Year	Item	Item Text	Percent Positive %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Percent Negative %	Item Response Total** N	Do Not Know N
Agree-disagree	2016	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	57.2%	21.7%	21.1%	2171	44
Good-poor	2016	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	64.0%	20.9%	15.1%	2129	90
Agree-disagree	2016	31	I have a high level of respect for my organization's senior leaders.	58.4%	23.3%	18.3%	2204	18
Agree-disagree	2016	32	Senior leaders demonstrate support for Work Life programs.	58.9%	22.2%	19.0%	2102	121
Satisfied-dissatisfied	2016	33	*How satisfied are you with your involvement in decisions that affect your work?	56.7%	20.3%	23.0%	2216	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?	55.5%	22.6%	21.8%	2208	N/A
Satisfied-dissatisfied	2016	35	*How satisfied are you with the recognition you receive for doing a good job?	50.2%	23.3%	26.5%	2207	N/A
Satisfied-dissatisfied	2016	36	*Considering everything, how satisfied are you with your job?	65.3%	18.5%	16.2%	2209	N/A
Satisfied-dissatisfied	2016	37	Considering everything, how satisfied are you with your pay?	61.7%	16.4%	21.8%	2205	N/A
Satisfied-dissatisfied	2016	38	*Considering everything, how satisfied are you with your organization?	61.2%	21.6%	17.2%	2208	N/A
Agree-disagree	2015	1	*I am given a real opportunity to improve my skills in my organization.	69.3%	15.4%	15.2%	2001	N/A
Agree-disagree	2015	2	I feel encouraged to come up with new and better ways of doing things.	63.3%	15.7%	21.0%	1965	N/A
Agree-disagree	2015	3	My work gives me a feeling of personal accomplishment.	72.6%	14.4%	13.0%	1987	N/A
Agree-disagree	2015	4	I know what is expected of me on the job.	74.9%	12.6%	12.5%	1977	N/A
Agree-disagree	2015	5	*My workload is reasonable.	46.7%	15.1%	38.2%	1979	3
Agree-disagree	2015	6	*My talents are used well in the workplace.	55.1%	17.5%	27.4%	1927	12
Agree-disagree	2015	7	*I know how my work relates to the agency's goals and priorities.	85.1%	8.4%	6.4%	1981	9

## Core Q1-10, 12-38 Trend

Response Type	Year	Item	Item Text	Percent Positive %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Percent Negative %	Item Response Total** N	Do Not Know N
Agree-disagree	2015	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	65.2%	17.6%	17.3%	1867	124
Agree-disagree	2015	9	*The people I work with cooperate to get the job done.	77.3%	10.7%	12.1%	1997	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.	28.3%	22.9%	48.8%	1837	148
Agree-disagree	2015	12	*In my work unit, differences in performance are recognized in a meaningful way.	33.5%	25.7%	40.7%	1913	75
Agree-disagree	2015	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	67.6%	17.3%	15.1%	1951	14
Agree-disagree	2015	14	Employees are recognized for providing high quality products and services.	54.4%	22.1%	23.6%	1942	16
Agree-disagree	2015	15	Employees are protected from health and safety hazards on the job.	74.6%	13.7%	11.6%	1919	41
Agree-disagree	2015	16	My agency is successful at accomplishing its mission.	72.3%	18.7%	9.0%	1941	24
Agree-disagree	2015	17	*I recommend my organization as a good place to work.	64.0%	21.4%	14.6%	1965	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.	40.8%	24.2%	35.0%	1823	146
Agree-disagree	2015	19	My supervisor supports my need to balance work and other life issues.	80.4%	7.8%	11.8%	1953	6
Agree-disagree	2015	20	My supervisor is committed to a workforce representative of all segments of society.	73.8%	17.5%	8.7%	1793	158
Agree-disagree	2015	21	Supervisors in my work unit support employee development.	73.3%	14.9%	11.8%	1931	17
Agree-disagree	2015	22	My supervisor listens to what I have to say.	80.9%	8.7%	10.3%	1950	N/A
Agree-disagree	2015	23	My supervisor treats me with respect.	83.0%	8.7%	8.3%	1949	N/A
Agree-disagree	2015	24	I have trust and confidence in my supervisor.	70.2%	13.5%	16.3%	1949	N/A

## Core Q1-10, 12-38 Trend

Response Type	Year	Item	Item Text	Percent Positive %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Percent Negative %	Item Response Total** N	Do Not Know N
Good-poor	2015	25	Overall, how good a job do you feel is being done by your immediate supervisor?	71.2%	16.9%	11.8%	1947	N/A
Agree-disagree	2015	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	39.6%	25.1%	35.3%	1918	22
Agree-disagree	2015	27	My organization's senior leaders maintain high standards of honesty and integrity.	55.8%	24.4%	19.8%	1836	98
Agree-disagree	2015	28	*Managers communicate the goals and priorities of the organization.	64.7%	18.4%	16.9%	1906	17
Agree-disagree	2015	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	56.0%	21.3%	22.7%	1902	35
Good-poor	2015	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	60.5%	23.4%	16.1%	1869	66
Agree-disagree	2015	31	I have a high level of respect for my organization's senior leaders.	49.4%	25.7%	24.9%	1925	13
Agree-disagree	2015	32	Senior leaders demonstrate support for Work Life programs.	54.6%	24.2%	21.2%	1826	110
Satisfied-dissatisfied	2015	33	*How satisfied are you with your involvement in decisions that affect your work?	54.1%	21.3%	24.6%	1933	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?	54.4%	22.0%	23.7%	1924	N/A
Satisfied-dissatisfied	2015	35	*How satisfied are you with the recognition you receive for doing a good job?	47.4%	24.7%	27.9%	1922	N/A
Satisfied-dissatisfied	2015	36	*Considering everything, how satisfied are you with your job?	65.2%	18.1%	16.8%	1921	N/A
Satisfied-dissatisfied	2015	37	Considering everything, how satisfied are you with your pay?	60.0%	17.8%	22.2%	1924	N/A
Satisfied-dissatisfied	2015	38	*Considering everything, how satisfied are you with your organization?	59.4%	20.6%	20.1%	1928	N/A
Agree-disagree	2014	1	*I am given a real opportunity to improve my skills in my organization.	67.4%	13.8%	18.7%	2039	N/A
Agree-disagree	2014	2	I feel encouraged to come up with new and better ways of doing things.	60.5%	17.3%	22.3%	2015	N/A



## Core Q1-10, 12-38 Trend

Response Type	Year	Item	Item Text	Percent Positive %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Percent Negative %	Item Response Total** N	Do Not Know N
Agree-disagree	2014	3	My work gives me a feeling of personal accomplishment.	69.8%	15.1%	15.1%	2030	N/A
Agree-disagree	2014	4	I know what is expected of me on the job.	72.3%	13.4%	14.3%	2008	N/A
Agree-disagree	2014	5	*My workload is reasonable.	44.4%	16.5%	39.2%	2015	5
Agree-disagree	2014	6	*My talents are used well in the workplace.	51.9%	18.2%	30.0%	1970	9
Agree-disagree	2014	7	*I know how my work relates to the agency's goals and priorities.	82.5%	9.8%	7.7%	2018	7
Agree-disagree	2014	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	64.2%	17.5%	18.2%	1882	144
Agree-disagree	2014	9	*The people I work with cooperate to get the job done.	78.1%	11.4%	10.5%	2036	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.	28.6%	24.0%	47.4%	1880	156
Agree-disagree	2014	12	*In my work unit, differences in performance are recognized in a meaningful way.	33.0%	24.7%	42.3%	1934	93
Agree-disagree	2014	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	66.0%	17.7%	16.2%	1968	24
Agree-disagree	2014	14	Employees are recognized for providing high quality products and services.	49.6%	23.7%	26.7%	1964	24
Agree-disagree	2014	15	Employees are protected from health and safety hazards on the job.	75.4%	14.8%	9.9%	1946	46
Agree-disagree	2014	16	My agency is successful at accomplishing its mission.	67.4%	21.5%	11.1%	1951	40
Agree-disagree	2014	17	*I recommend my organization as a good place to work.	62.6%	21.2%	16.2%	1993	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.	39.5%	25.6%	34.9%	1857	141
Agree-disagree	2014	19	My supervisor supports my need to balance work and other life issues.	76.2%	11.6%	12.2%	1979	12
Agree-disagree	2014	20	My supervisor is committed to a workforce representative of all segments of society.	71.9%	19.4%	8.7%	1820	151
Agree-disagree	2014	21	Supervisors in my work unit support employee development.	69.6%	16.6%	13.8%	1961	22

## Core Q1-10, 12-38 Trend

Response Type	Year	Item	Item Text	Percent Positive %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Percent Negative %	Item Response Total** N	Do Not Know N
Agree-disagree	2014	22	My supervisor listens to what I have to say.	78.7%	9.5%	11.8%	1984	N/A
Agree-disagree	2014	23	My supervisor treats me with respect.	81.5%	9.8%	8.8%	1979	N/A
Agree-disagree	2014	24	I have trust and confidence in my supervisor.	66.0%	16.2%	17.8%	1984	N/A
Good-poor	2014	25	Overall, how good a job do you feel is being done by your immediate supervisor?	69.2%	18.4%	12.4%	1979	N/A
Agree-disagree	2014	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	36.1%	24.0%	39.9%	1952	23
Agree-disagree	2014	27	My organization's senior leaders maintain high standards of honesty and integrity.	50.8%	25.2%	24.0%	1862	108
Agree-disagree	2014	28	*Managers communicate the goals and priorities of the organization.	62.7%	18.5%	18.8%	1947	17
Agree-disagree	2014	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	52.4%	21.2%	26.4%	1933	29
Good-poor	2014	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	58.7%	24.9%	16.3%	1871	88
Agree-disagree	2014	31	I have a high level of respect for my organization's senior leaders.	45.3%	26.2%	28.5%	1947	19
Agree-disagree	2014	32	Senior leaders demonstrate support for Work Life programs.	51.4%	25.2%	23.4%	1843	126
Satisfied-dissatisfied	2014	33	*How satisfied are you with your involvement in decisions that affect your work?	50.4%	20.6%	29.0%	1955	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?	49.6%	24.7%	25.7%	1951	N/A
Satisfied-dissatisfied	2014	35	*How satisfied are you with the recognition you receive for doing a good job?	45.6%	25.1%	29.3%	1943	N/A
Satisfied-dissatisfied	2014	36	*Considering everything, how satisfied are you with your job?	61.2%	20.0%	18.8%	1942	N/A
Satisfied-dissatisfied	2014	37	Considering everything, how satisfied are you with your pay?	58.4%	17.5%	24.1%	1954	N/A

## Core Q1-10, 12-38 Trend

Response Type	Year	Item	Item Text	Percent Positive %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Percent Negative %	Item Response Total** N	Do Not Know N
Satisfied-dissatisfied	2014	38	*Considering everything, how satisfied are you with your organization?	53.2%	23.7%	23.0%	1953	N/A
Agree-disagree	2013	1	*I am given a real opportunity to improve my skills in my organization.	68.6%	14.4%	16.9%	2263	N/A
Agree-disagree	2013	2	I feel encouraged to come up with new and better ways of doing things.	60.9%	17.7%	21.4%	2230	N/A
Agree-disagree	2013	3	My work gives me a feeling of personal accomplishment.	71.7%	15.1%	13.2%	2254	N/A
Agree-disagree	2013	4	I know what is expected of me on the job.	72.3%	15.1%	12.6%	2232	N/A
Agree-disagree	2013	5	*My workload is reasonable.	48.2%	14.7%	37.1%	2237	2
Agree-disagree	2013	6	*My talents are used well in the workplace.	55.2%	16.3%	28.5%	2196	9
Agree-disagree	2013	7	*I know how my work relates to the agency's goals and priorities.	83.5%	9.4%	7.1%	2232	7
Agree-disagree	2013	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	63.9%	18.2%	17.9%	2107	145
Agree-disagree	2013	9	*The people I work with cooperate to get the job done.	76.1%	12.6%	11.3%	2263	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.	26.1%	23.9%	50.0%	2078	168
Agree-disagree	2013	12	*In my work unit, differences in performance are recognized in a meaningful way.	30.6%	27.3%	42.1%	2146	110
Agree-disagree	2013	13	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	65.5%	19.3%	15.1%	2185	33
Agree-disagree	2013	14	Employees are recognized for providing high quality products and services.	52.6%	21.7%	25.7%	2181	35
Agree-disagree	2013	15	Employees are protected from health and safety hazards on the job.	77.6%	13.8%	8.5%	2144	70
Agree-disagree	2013	16	My agency is successful at accomplishing its mission.	70.0%	21.5%	8.5%	2195	33
Agree-disagree	2013	17	*I recommend my organization as a good place to work.	64.0%	22.3%	13.7%	2220	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.	42.6%	27.4%	30.0%	1993	230

## Core Q1-10, 12-38 Trend

Response Type	Year	Item	Item Text	Percent Positive %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Percent Negative %	Item Response Total** N	Do Not Know N
Agree-disagree	2013	19	My supervisor supports my need to balance work and other life issues.	75.5%	13.0%	11.5%	2200	9
Agree-disagree	2013	20	My supervisor is committed to a workforce representative of all segments of society.	71.8%	19.1%	9.0%	2023	178
Agree-disagree	2013	21	Supervisors in my work unit support employee development.	70.2%	15.3%	14.5%	2185	19
Agree-disagree	2013	22	My supervisor listens to what I have to say.	79.5%	9.2%	11.3%	2200	N/A
Agree-disagree	2013	23	My supervisor treats me with respect.	82.5%	8.1%	9.4%	2189	N/A
Agree-disagree	2013	24	I have trust and confidence in my supervisor.	68.4%	15.4%	16.2%	2191	N/A
Good-poor	2013	25	Overall, how good a job do you feel is being done by your immediate supervisor?	68.7%	19.0%	12.3%	2197	N/A
Agree-disagree	2013	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	40.3%	27.2%	32.5%	2165	21
Agree-disagree	2013	27	My organization's senior leaders maintain high standards of honesty and integrity.	56.6%	24.1%	19.2%	2109	83
Agree-disagree	2013	28	*Managers communicate the goals and priorities of the organization.	64.2%	18.5%	17.3%	2164	11
Agree-disagree	2013	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	54.6%	22.7%	22.7%	2147	26
Good-poor	2013	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	58.9%	25.2%	16.0%	2090	92
Agree-disagree	2013	31	I have a high level of respect for my organization's senior leaders.	49.7%	25.7%	24.5%	2160	23
Agree-disagree	2013	32	Senior leaders demonstrate support for Work Life programs.	53.2%	25.1%	21.7%	2060	125

## Core Q1-10, 12-38 Trend

Response Type	Year	Item	Item Text	Percent Positive %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Percent Negative %	Item Response Total** N	Do Not Know N
Satisfied-dissatisfied	2013	33	*How satisfied are you with your involvement in decisions that affect your work?	53.6%	21.0%	25.5%	2171	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?	52.4%	23.0%	24.5%	2169	N/A
Satisfied-dissatisfied	2013	35	*How satisfied are you with the recognition you receive for doing a good job?	48.0%	25.4%	26.7%	2159	N/A
Satisfied-dissatisfied	2013	36	*Considering everything, how satisfied are you with your job?	64.2%	19.2%	16.7%	2162	N/A
Satisfied-dissatisfied	2013	37	Considering everything, how satisfied are you with your pay?	56.5%	17.4%	26.1%	2166	N/A
Satisfied-dissatisfied	2013	38	*Considering everything, how satisfied are you with your organization?	56.0%	23.5%	20.5%	2171	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	52	2.6%
At least 75% but less than 100%	38	1.8%
At least 50% but less than 75%	46	2.3%
At least 25% but less than 50%	67	3.3%
Less than 25%	598	29.6%
I have not been physically present at my agency worksite during the pandemic	1,245	60.4%
Total	2,046	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)	74	3.6%
Annual leave	931	45.3%
Sick leave	661	32.0%
Weather and safety leave	50	2.5%
Administrative leave	802	39.2%
Other paid leave (e.g., comp time, credit hours)	201	9.8%
Unpaid leave (e.g., LWOP)	10	0.5%
I have not used leave because of the pandemic	713	34.8%
Total (percents will add to more than 100% because respondents could choose more than one response option)	2,052	--

## COVID-19 Pandemic: Background

*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	35	2.6%
At least 75% but less than 100%	23	1.7%
At least 50% but less than 75%	21	1.5%
At least 25% but less than 50%	102	7.7%
Less than 25%	1,146	86.5%
Total	1,327	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	240	11.9%
<u>I ended</u> my usual alternative work schedule	61	3.0%
No change because of the pandemic	1,750	85.1%
Total	2,051	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	85	4.2%	1,906	93.6%	1,678	81.9%
I telework 3 or 4 days per week	34	1.6%	80	3.9%	215	10.6%
I telework 1 or 2 days per week	440	21.1%	28	1.4%	78	3.9%
I telework, but only about 1 or 2 days per month basis	166	7.9%	4	0.2%	8	0.4%
I <u>do not</u> telework because I have to be physically present on the job (e.g., law enforcement officers, TSA agent, border patrol agent, security personnel)	509	24.5%	9	0.4%	39	1.9%
connectivity, inadequate equipment) that prevent me from teleworking	123	6.2%	4	0.2%	8	0.4%
I <u>do not</u> telework because I did not receive approval to do so, even though I have the kind of job where I can telework	15	0.8%	3	0.2%	2	0.1%
I <u>do not</u> telework because I choose not to telework	368	18.7%	2	0.1%	8	0.4%
Total	309	15.0%	1	0.1%	10	0.5%
	2,049	100.0%	2,037	100.0%	2,046	100.0%



## Telework Trends

**40. Please select the response that BEST describes your teleworking schedule .**

	2020 (BEFORE the COVID-19 pandemic)		2019		2018	
	N	%	N	%	N	%
I telework every work day	85	4.2%	52	2.8%	32	1.7%
I telework 3 or 4 days per week	34	1.6%	30	1.6%	24	1.4%
I telework 1 or 2 days per week	440	21.1%	375	19.7%	337	19.2%
I telework, but only about 1 or 2 days per month basis	166	7.9%	172	8.8%	180	10.1%
I <u>do not</u> telework because I have to be physically present on the job (e.g., law enforcement officers, TSA agent, border patrol agent, security personnel)	509	24.5%	560	28.3%	584	32.5%
connectivity, inadequate equipment) that prevent me from teleworking	123	6.2%	185	9.7%	162	9.0%
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	15	0.8%	36	1.9%	45	2.5%
I <u>do not</u> telework because I choose not to telework	368	18.7%	281	15.0%	218	12.2%
Total	309	15.0%	240	12.2%	206	11.5%
	2,049	100.0%	1,931	100.0%	1,788	100.0%

Percentages are weighted to represent the Agency's population.

Trending for the Telework (Q40) question is based on the "BEFORE the COVID-19 pandemic" responses.

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

Source: 2020 OPM Federal Employee Viewpoint Survey

## COVID-19 Pandemic: Employee Supports

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

	<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	1,858	91.1%	21	1.1%	158	7.8%
43B. Expanded work schedule flexibilities	1,534	76.2%	104	5.2%	378	18.6%
43C. Expanded leave policies	1,221	60.3%	151	7.5%	656	32.1%
43D. More information on available leave policies	1,272	63.6%	149	7.5%	584	28.9%
43E. Expanded mental health resources (e.g., assistance with stress of COVID-19)	859	42.6%	122	6.2%	1,045	51.2%
43F. Expanded physical health resources (e.g., temperature checks, COVID-19 illness testing) at my agency worksite	512	25.8%	321	15.9%	1,188	58.3%
43G. Timely communication about possible COVID-19 illness at my agency worksite	1,088	54.3%	389	19.1%	545	26.7%
43H. Protection of employees at higher risk for severe illness from COVID-19 exposure	860	42.7%	179	9.0%	979	48.3%
43I. Limited access to my agency worksite buildings/facilities (e.g., closures, limits on activities with external visitors/groups)	1,253	61.7%	52	2.6%	726	35.6%
43J. Social distancing (e.g., limits on group size, reduced access to common areas) in my agency worksite	1,110	54.9%	80	3.9%	847	41.2%
43K. Rearranged workspaces to maximize social distancing	527	26.3%	293	14.5%	1,200	59.1%
43L. Encouraged use of personal protective equipment (PPE) or other safety equipment in my agency worksite	1,026	51.0%	110	5.5%	889	43.5%
43M. Cleaning and sanitizing supplies available to reduce risk of illness in my agency worksite	962	47.8%	171	8.4%	898	43.8%
43N. Training for all employees on health and safety protocols	895	44.6%	366	18.1%	762	37.3%

Percentages are weighted to represent the Agency's population.

Source: 2020 OPM Federal Employee Viewpoint Survey

## COVID-19 Pandemic: Employee Supports

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

	2020	
	N	%
Strongly Agree	1,105	54.3%
Agree	689	34.0%
Neither Agree nor Disagree	106	5.4%
Disagree	74	3.7%
Strongly Disagree	53	2.6%
No Basis to Judge	13	--
Total	2,040	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	1,079	53.3%
Agree	726	36.1%
Neither Agree nor Disagree	105	5.3%
Disagree	60	3.0%
Strongly Disagree	46	2.3%
No Basis to Judge	14	--
Total	2,030	100.0%

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

	2020	
	N	%
Strongly Agree	956	47.1%
Agree	759	37.8%
Neither Agree nor Disagree	172	8.5%
Disagree	84	4.2%
Strongly Disagree	49	2.4%
No Basis to Judge	6	--
Total	2,026	100.0%

## COVID-19 Pandemic: Employee Supports

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

	2020	
	N	%
Strongly Agree	1,254	61.7%
Agree	586	29.3%
Neither Agree nor Disagree	101	5.0%
Disagree	47	2.4%
Strongly Disagree	31	1.5%
No Basis to Judge	18	--
<b>Total</b>	<b>2,037</b>	<b>100.0%</b>

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

	2020	
	N	%
Strongly Agree	1,266	63.0%
Agree	560	28.2%
Neither Agree nor Disagree	122	6.2%
Disagree	25	1.3%
Strongly Disagree	25	1.3%
No Basis to Judge	34	--
<b>Total</b>	<b>2,032</b>	<b>100.0%</b>

**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	1,205	60.3%
Agree	523	26.4%
Neither Agree nor Disagree	169	8.6%
Disagree	51	2.6%
Strongly Disagree	41	2.1%
No Basis to Judge	42	--
<b>Total</b>	<b>2,031</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 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 available to me		Needed, but not available to me		Not needed by me now	
	2020		2020		2020	
	N	%	N	%	N	%
50A. Consistent communication (e.g., organizational status, what to expect)	1,737	86.5%	195	9.8%	74	3.7%
50B. Training for new/changed work or work processes because of the pandemic	1,023	51.4%	312	15.8%	663	32.7%
50C. Reallocation of resources (e.g., staffing, budget, materials) to support changes in work because of the pandemic	788	39.4%	468	23.4%	754	37.2%
50D. Help with commuting issues (e.g., alternatives to public transportation)	370	18.5%	193	9.4%	1,454	72.0%
50E. Options for work/business travel	466	23.6%	209	10.5%	1,325	65.9%
50F. Information on remote work policies, procedures, and expectations	1,681	83.6%	110	5.6%	216	10.8%
50G. Training on how to work remotely	1,193	59.5%	163	8.3%	650	32.2%
50H. Equipment and technology for working remotely (e.g., laptops, cell phone, Information Technology infrastructure)	1,447	72.0%	311	15.4%	257	12.6%
50I. Expanded collaboration tools (e.g., video conferencing, teleconferencing)	1,854	91.8%	67	3.4%	98	4.9%
50J. Expanded training for using remote work tools and applications	1,319	65.6%	267	13.4%	423	21.0%
50K. Expanded Information Technology (IT) support	1,414	70.4%	231	11.5%	367	18.1%
50L. Information about data security policies and procedures	1,485	74.2%	172	8.7%	347	17.2%

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	65	3.3%
No	1,828	91.9%
Other	94	4.8%
Total	1,987	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	211	10.6%
Very	381	19.1%
Somewhat	685	33.9%
Slightly	392	19.3%
Not at All	349	17.0%
No Basis to Judge	8	--
Total	2,026	100.0%

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

	2020	
	N	%
Greatly Increased	761	38.0%
Somewhat Increased	774	38.5%
About the Same	433	21.5%
Somewhat Decreased	33	1.6%
Greatly Decreased	6	0.3%
No Basis to Judge	20	--
Total	2,027	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	839	46.6%
Agree	595	33.2%
Neither Agree nor Disagree	198	11.1%
Disagree	102	5.7%
Strongly Disagree	59	3.4%
No Basis to Judge	222	--
Total	2,015	100.0%

## COVID-19 Pandemic: Work Effects

**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	734	36.8%
Agree	781	39.5%
Neither Agree nor Disagree	318	16.2%
Disagree	96	4.9%
Strongly Disagree	52	2.7%
No Basis to Judge	36	--
Total	2,017	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	877	44.8%
Most of the Time	974	49.9%
Sometimes	91	4.7%
Rarely	11	0.6%
Never	2	0.1%
No Basis to Judge	58	--
Total	2,013	100.0%

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

	2020	
	N	%
Always	1,150	58.4%
Most of the Time	719	36.8%
Sometimes	78	4.0%
Rarely	13	0.7%
Never	2	0.1%
No Basis to Judge	45	--
Total	2,007	100.0%

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

	2020	
	N	%
Always	1,080	54.4%
Most of the Time	769	39.1%
Sometimes	111	5.8%
Rarely	12	0.6%
Never	2	0.1%
No Basis to Judge	42	--
Total	2,016	100.0%

## COVID-19 Pandemic: Work Effects

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

	2020	
	N	%
Always	1,091	55.0%
Most of the Time	714	36.4%
Sometimes	140	7.2%
Rarely	25	1.3%
Never	2	0.1%
No Basis to Judge	40	--
Total	2,012	100.0%

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

	2020	
	N	%
Always	1,014	51.2%
Most of the Time	747	38.1%
Sometimes	179	9.1%
Rarely	28	1.4%
Never	4	0.2%
No Basis to Judge	41	--
Total	2,013	100.0%

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

	2020	
	N	%
Always	900	45.7%
Most of the Time	896	45.9%
Sometimes	142	7.4%
Rarely	17	0.9%
Never	2	0.1%
No Basis to Judge	46	--
Total	2,003	100.0%

## COVID-19 Pandemic: Work Effects

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	705	35.2%
Most of the Time	1,012	51.4%
Sometimes	234	12.0%
Rarely	25	1.3%
Never	2	0.1%
No Basis to Judge	35	--
Total	2,013	100.0%

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

	2020	
	N	%
Always	1,057	52.9%
Most of the Time	753	38.2%
Sometimes	154	7.9%
Rarely	17	0.9%
Never	3	0.1%
No Basis to Judge	29	--
Total	2,013	100.0%

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

	2020	
	N	%
Always	978	48.6%
Most of the Time	801	40.5%
Sometimes	190	9.8%
Rarely	20	1.0%
Never	2	0.1%
No Basis to Judge	25	--
Total	2,016	100.0%

## COVID-19 Pandemic: Work Effects

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

	2020	
	N	%
Always	1,078	53.7%
Most of the Time	714	36.2%
Sometimes	166	8.4%
Rarely	29	1.5%
Never	4	0.2%
No Basis to Judge	21	--
Total	2,012	100.0%

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

	2020	
	N	%
Always	937	46.6%
Most of the Time	754	38.0%
Sometimes	256	12.9%
Rarely	42	2.1%
Never	6	0.3%
No Basis to Judge	21	--
Total	2,016	100.0%

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

	2020	
	N	%
Always	812	40.6%
Most of the Time	872	44.4%
Sometimes	258	13.1%
Rarely	31	1.6%
Never	5	0.2%
No Basis to Judge	33	--
Total	2,011	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

## Core Work-Life Q58-64 Trend

*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	945	48.1%	46.5%	367	23.9%	19.0%	375	28.7%	21.3%
Satisfied	721	37.2%	36.0%	619	39.8%	31.6%	529	40.5%	30.0%
Neither Satisfied nor Dissatisfied	157	8.1%	7.8%	303	19.6%	15.6%	219	16.6%	12.3%
Dissatisfied	104	5.3%	5.2%	172	11.3%	9.0%	124	9.6%	7.1%
Very Dissatisfied	26	1.4%	1.3%	81	5.4%	4.3%	60	4.6%	3.4%
Item Response Total	1,953	100.0%	96.7%	1,542	100.0%	79.5%	1,307	100.0%	74.1%
I choose not to participate in this program	10	--	0.5%	87	--	4.5%	103	--	5.8%
This program is not available to me	50	--	2.6%	289	--	15.3%	348	--	19.6%
I am unaware of this program	4	--	0.2%	14	--	0.7%	10	--	0.6%
Total	2,017	100.0%	100.0%	1,932	100.0%	100.0%	1,768	100.0%	100.0%

## Core Work-Life Q58-64 Trend

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)	719	36.1%	507	26.8%
Health and Wellness Programs (for example, onsite exercise, flu vaccination, medical screening, CPR training, Health and wellness fair)	564	28.1%	610	31.8%
Employee Assistance Program - EAP (for example, short-term counseling, referral services, legal services, education services)	224	11.1%	205	10.7%
Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, subsidy, flexible spending account)	111	5.5%	168	8.8%
Elder Care Programs (for example, elder/adult care, support groups, resources)	26	1.3%	23	1.2%
None listed above	904	45.4%	884	45.4%
Total (percents will add to more than 100% because respondents could choose more than one response option)	1,997	--	1,926	--

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	513	43.1%	25.6%	365	34.2%	19.0%	323	31.8%	18.6%
Satisfied	466	39.4%	23.3%	400	37.2%	20.6%	404	39.3%	23.0%
Neither Satisfied nor Dissatisfied	135	11.5%	6.8%	216	20.0%	11.1%	197	18.9%	11.1%
Dissatisfied	46	3.8%	2.3%	56	5.2%	2.9%	65	6.4%	3.7%
Very Dissatisfied	26	2.2%	1.3%	35	3.3%	1.9%	38	3.6%	2.1%
Item Response Total	1,186	100.0%	59.3%	1,072	100.0%	55.5%	1,027	100.0%	58.6%
programs	512	--	25.1%	428	--	21.9%	342	--	19.3%
These programs are not available to me	270	--	13.9%	389	--	20.4%	365	--	20.6%
I am unaware of these programs	33	--	1.7%	41	--	2.1%	25	--	1.4%
Total	2,001	100.0%	100.0%	1,930	100.0%	100.0%	1,759	100.0%	100.0%

## Core Work-Life Q58-64 Trend

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	382	29.1%	19.0%	325	23.5%	17.0%	358	24.9%	20.2%
Satisfied	636	49.1%	32.0%	711	51.4%	37.1%	730	50.2%	40.8%
Neither Satisfied nor Dissatisfied	229	17.7%	11.5%	296	21.6%	15.6%	287	19.8%	16.1%
Dissatisfied	36	2.7%	1.8%	35	2.5%	1.8%	52	3.6%	2.9%
Very Dissatisfied	18	1.4%	0.9%	13	0.9%	0.7%	22	1.5%	1.2%
Item Response Total	1,301	100.0%	65.1%	1,380	100.0%	72.1%	1,449	100.0%	81.2%
programs	475	--	23.9%	344	--	17.5%	180	--	10.1%
These programs are not available to me	92	--	4.7%	101	--	5.4%	72	--	4.0%
I am unaware of these programs	124	--	6.2%	96	--	5.0%	83	--	4.7%
Total	1,992	100.0%	100.0%	1,921	100.0%	100.0%	1,784	100.0%	100.0%

62. How satisfied are you with the following Work-Life programs in your agency? Employee Assistance Program - EAP (for example, short-term counseling, referral services, legal services, education services)	2020			2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
Very Satisfied	222	24.9%	10.9%	178	18.3%	9.1%	234	21.2%	13.4%
Satisfied	351	39.8%	17.5%	337	35.1%	17.6%	446	39.7%	25.2%
Neither Satisfied nor Dissatisfied	254	29.2%	12.8%	379	40.0%	20.0%	353	31.3%	19.8%
Dissatisfied	32	3.6%	1.6%	36	3.8%	1.9%	62	5.5%	3.5%
Very Dissatisfied	21	2.4%	1.1%	27	2.8%	1.4%	27	2.3%	1.5%
Item Response Total	880	100.0%	43.9%	957	100.0%	50.0%	1,122	100.0%	63.4%
programs	902	--	44.9%	724	--	37.3%	414	--	22.9%
These programs are not available to me	46	--	2.4%	66	--	3.6%	47	--	2.6%
I am unaware of these programs	174	--	8.8%	175	--	9.2%	200	--	11.2%
Total	2,002	100.0%	100.0%	1,922	100.0%	100.0%	1,783	100.0%	100.0%

## Core Work-Life Q58-64 Trend

63. How satisfied are you with the following Work-Life programs in your agency? Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, subsidy, flexible spending account)	2020			2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
Very Satisfied	92	16.2%	4.6%	105	14.7%	5.4%	109	15.0%	6.3%
Satisfied	154	27.4%	7.8%	196	28.5%	10.5%	230	31.0%	13.0%
Neither Satisfied nor Dissatisfied	216	38.3%	10.8%	317	45.0%	16.5%	299	40.4%	16.9%
Dissatisfied	67	11.6%	3.3%	53	7.6%	2.8%	62	8.4%	3.5%
Very Dissatisfied	37	6.4%	1.8%	29	4.2%	1.5%	40	5.2%	2.2%
Item Response Total	566	100.0%	28.3%	700	100.0%	36.7%	740	100.0%	41.8%
programs	1,069	--	53.4%	874	--	45.2%	681	--	38.0%
These programs are not available to me	191	--	9.7%	201	--	10.6%	199	--	11.0%
I am unaware of these programs	171	--	8.6%	142	--	7.5%	165	--	9.2%
Total	1,997	100.0%	100.0%	1,917	100.0%	100.0%	1,785	100.0%	100.0%

64. How satisfied are you with the following Work-Life programs in your agency? Elder Care Programs (for example, elder/adult care, support groups, resources)	2020			2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
Very Satisfied	63	15.4%	3.1%	65	12.0%	3.3%	80	14.2%	4.6%
Satisfied	95	23.5%	4.8%	107	20.9%	5.7%	141	24.5%	8.0%
Neither Satisfied nor Dissatisfied	207	51.3%	10.4%	315	60.9%	16.6%	304	52.7%	17.2%
Dissatisfied	26	6.3%	1.3%	18	3.7%	1.0%	34	5.9%	1.9%
Very Dissatisfied	14	3.5%	0.7%	13	2.5%	0.7%	16	2.6%	0.9%
Item Response Total	405	100.0%	20.3%	518	100.0%	27.2%	575	100.0%	32.6%
programs	1,153	--	57.8%	995	--	51.7%	794	--	44.3%
These programs are not available to me	150	--	7.7%	154	--	8.2%	154	--	8.5%
I am unaware of these programs	282	--	14.2%	243	--	12.9%	260	--	14.6%
Total	1,990	100.0%	100.0%	1,910	100.0%	100.0%	1,783	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	1,050	52.8%
No arrangements needed to manage child care responsibilities (e.g., older children)	182	9.1%
Child care in my own home (e.g., other parent, relative, nanny, au pair)	515	26.2%
Alternative work arrangement (e.g., telework, flexible work schedule)	446	22.4%
Child care center	87	4.3%
Paid leave	399	20.0%
Unpaid leave	36	1.8%
Child care in someone else's home (e.g., relative or neighbor, professional child care provider)	90	4.4%
Respite care (temporary care of a sick or disabled child, providing relief for their usual caregiver)	7	0.3%
Agency emergency back-up care program	6	0.3%
Resource and referral services for dependent child care	4	0.2%
Other services/arrangements	83	4.2%
Total (percents will add to more than 100% because respondents could choose more than one response option)	1,984	--

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	1,528	77.7%
No arrangements needed to manage elder/adult care responsibilities (e.g., elder can manage tasks of everyday living)	197	10.0%
Alternative work arrangement (e.g., telework, flexible work schedule)	111	5.5%
Elder/adult day care center	5	0.3%
Paid leave	152	7.6%
Unpaid leave	5	0.3%
Long-term care insurance	7	0.3%
Respite care (temporary care of a sick or disabled adult/elder, providing relief for their usual caregiver)	22	1.1%
Other services/arrangements	63	3.2%
<b>Total (percents will add to more than 100% because respondents could choose more than one response option)</b>	<b>1,971</b>	<b>--</b>

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	906	--
Extremely	390	42.1%
Very	197	21.4%
Somewhat	192	20.3%
Slightly	89	9.6%
Not at All	61	6.6%
Does Not Apply	172	--
Total	2,007	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	1,066	--
Extremely	314	48.4%
Very	132	20.3%
Somewhat	117	17.8%
Slightly	48	7.4%
Not at All	40	6.2%
Does Not Apply	290	--
Total	2,007	100.0%

Percentages are weighted to represent the Agency's population.

"I do not have responsibility for school-aged children", "I do not have responsibility for children who need day care", and "Does Not Apply" responses are not included in percentage calculations.

Source: 2020 OPM Federal Employee Viewpoint Survey

**My Employment Demographics**

<b><i>Where do you work?</i></b>	<b>%</b>
Headquarters	55.1%
Field	37.1%
Full-time telework (e.g., home office, telecenter)	7.8%
Total	100.0%

<b><i>What is your supervisory status?</i></b>	<b>%</b>
Senior Leader	7.6%
Manager	23.2%
Supervisor	23.8%
Team Leader	13.0%
Non-Supervisor	32.4%
Total	100.0%

<b><i>What is your pay category/grade?</i></b>	<b>%</b>
Federal Wage System	1.6%
GS 1-6	0.4%
GS 7-12	7.8%
GS 13-15	57.5%
Senior Executive Service	4.4%
Senior Level (SL) or Scientific or Professional (ST)	1.7%
Other	26.6%
Total	100.0%

<b><i>What is your US military service status?</i></b>	<b>%</b>
No Prior Military Service	90.4%
Currently in National Guard or Reserves	0.9%
Retired	3.0%
Separated or Discharged	5.7%
Total	100.0%

<b><i>Are you:</i></b>	<b>%</b>
The spouse of a current active duty service member of the U.S. Armed Forces	0.7%
The spouse of a service member who retired or separated from active duty in the U.S. Armed Forces with a disability rating of 100 percent	0.7%
Forces	0.1%
None of the categories listed	98.6%
Total	100.0%

## My Employment Demographics

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

<i>Have you been hired under the Military Spouse Non-Competitive Hiring Authority?</i>	<i>%</i>
Yes	3.6%
No	96.4%
Total	100.0%

<i>How long have you been with the Federal Government (excluding military service)?</i>	<i>%</i>
Less than 1 year	0.4%
1 to 3 years	4.9%
4 to 5 years	6.5%
6 to 10 years	23.4%
11 to 14 years	22.7%
15 to 20 years	22.6%
More than 20 years	19.6%
Total	100.0%

<i>Justice, Environmental Protection Agency)?</i>	<i>%</i>
Less than 1 year	0.4%
1 to 3 years	9.0%
4 to 5 years	10.9%
6 to 10 years	30.0%
11 to 14 years	20.9%
15 to 20 years	17.2%
More than 20 years	11.6%
Total	100.0%

*organization (1) before the COVID-19 pandemic and (2) today (the date you responded to this survey).*

	<b>Before the COVID-19 Pandemic %</b>	<b>Today %</b>
<i>Are you considering leaving your organization within the next year, and if so, why?</i>		
No	78.7%	74.1%
Yes, to retire	5.1%	4.7%
Yes, to take another job within the Federal Government	7.7%	7.8%
Yes, to take another job outside the Federal Government	5.9%	8.2%
Yes, other	2.7%	5.2%
Total	100.0%	100.0%

## My Employment Demographics

*If the response to your considering leaving your organization did not differ between "Before the COVID-19 Pandemic" and "Today," this item was skipped.*

<i>of the COVID-19 pandemic?</i>	<i>%</i>
Yes	33.8%
No	66.2%
Total	100.0%

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

<i>I am planning to retire:</i>	<b>Before the COVID-19 Pandemic</b>	<b>Today</b>
	<b>%</b>	<b>%</b>
Less than 1 year	2.3%	2.9%
1 year	2.4%	2.7%
2 years	4.5%	5.3%
3 years	4.7%	4.9%
4 years	3.1%	2.5%
5 years	6.7%	6.0%
More than 5 years	76.3%	75.8%
Total	100.0%	100.0%

*If the response to your retirement plans did not differ between "Before the COVID-19 Pandemic" and "Today," this item was skipped.*

<i>Has your retirement plan changed <u>because of</u> the COVID-19 pandemic?</i>	<i>%</i>
Yes	37.9%
No	62.1%
Total	100.0%

## My Personal Demographics

<i>Are you of Hispanic, Latino, or Spanish origin?</i>	<i>%</i>
Yes	7.4%
No	92.6%
Total	100.0%

## My Employment Demographics

<b><i>Please select the racial category or categories with which you most closely identify.</i></b>		<b>%</b>
White		69.9%
Black or African American		18.0%
All other races		12.1%
Total		100.0%
<b><i>What is your age group?</i></b>		<b>%</b>
29 years and under		2.0%
30-39 years old		19.5%
40-49 years old		38.1%
50-59 years old		28.9%
60 years or older		11.6%
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		0.6%
Certification/ Some College/ Associate's Degree		4.2%
Bachelor's Degree		12.8%
Advanced Degrees (Post Bachelor's Degree)		82.4%
Total		100.0%
<b><i>Are you an individual with a disability?</i></b>		<b>%</b>
Yes		7.7%
No		92.3%
Total		100.0%
<b><i>Are you:</i></b>		<b>%</b>
Male		44.4%
Female		55.6%
Total		100.0%
<b><i>Are you transgender?</i></b>		<b>%</b>
Yes		0.4%
No		99.6%
Total		100.0%
<b><i>Which one of the following do you consider yourself to be?</i></b>		<b>%</b>
Straight, that is not gay or lesbian		91.1%
Gay or Lesbian		5.4%
Bisexual		1.7%
Something else		1.7%
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. To what extent do you feel Agency leadership demonstrates commitment to fostering a respectful, inclusive, and safe environment in USAID's workplace and programs, including preventing and addressing sexual misconduct? Choose one.**

	2020	
	N	%
To a great extent	969	48.5%
To a moderate extent	534	26.7%
To some extent	398	19.8%
Not at all	99	5.0%
Total	2,000	100.0%

**2. How familiar are you with your responsibilities under USAID's zero tolerance policy for preventing workplace sexual misconduct, including sexual harassment, at USAID? Choose one.**

	2020	
	N	%
Extremely familiar	1,123	56.1%
Moderately familiar	629	31.5%
Somewhat familiar	187	9.3%
Slightly familiar	44	2.2%
Not at all familiar	19	1.0%
Total	2,002	100.0%

**3. Do you know how to report if you either witness or experience an incident of workplace sexual misconduct at USAID? Choose one.**

	2020	
	N	%
Yes	1,754	87.9%
No	243	12.1%
Total	1,997	100.0%

**4. What impact do you envision the agency restructuring having on your work? Choose one.**

	2020	
	N	%
High impact	495	24.4%
Medium impact	746	37.2%



Little or no impact	472	23.7%
Unclear	292	14.8%
Total	2,005	100.0%

For all tables on this worksheet:

Percentages are weighted to represent the Agency's population.

Source: 2020 OPM Federal Employee Viewpoint Survey

## Agency-Specific Questions

**1. To what extent do you feel Agency leadership demonstrates commitment to fostering a respectful, inclusive, and safe environment in USAID's workplace and programs, including preventing and addressing sexual misconduct? Choose one.**

	2020	
	N	%
To a great extent	969	48.5%
To a moderate extent	534	26.7%
To some extent	398	19.8%
Not at all	99	5.0%
Total	2,000	100.0%

**2. How familiar are you with your responsibilities under USAID's zero tolerance policy for preventing workplace sexual misconduct, including sexual harassment, at USAID? Choose one.**

	2020	
	N	%
Extremely familiar	1,123	56.1%
Moderately familiar	629	31.5%
Somewhat familiar	187	9.3%
Slightly familiar	44	2.2%
Not at all familiar	19	1.0%
Total	2,002	100.0%

**3. Do you know how to report if you either witness or experience an incident of workplace sexual misconduct at USAID? Choose one.**

	2020	
	N	%
Yes	1,754	87.9%
No	243	12.1%
Total	1,997	100.0%

## Agency-Specific Questions

### 4. What impact do you envision the agency restructuring having on your work? Choose one.

	2020	
	N	%
High impact	495	24.4%
Medium impact	746	37.2%
Little or no impact	472	23.7%
Unclear	292	14.8%
Total	2,005	100.0%

For all tables on this worksheet:

Percentages are weighted to represent the Agency's population.

Source: 2020 OPM Federal Employee Viewpoint Survey