PBGC Pension Benefit
Guaranty Corporation

2020 Federal Employee Viewpoint Survey Summary & Results

2020 Agency Management Report

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Pension Benefit Guaranty Corporation
Federal Employee Viewpoint Survey 2020[1]

The Pension Benefit Guaranty Corporation (PBGC) seeks feedback from employees every year through the Federal Employee Viewpoint Survey (FEVS). Administered by the Office of Personnel Management (OPM), the survey measures how employees feel about their work environment, leadership, work/life balance, and other aspects of the agency.

The 2020 FEVS was administered September 16, 2020 through October 28, 2020. The agency's response rate was 73%, up from 69% of employees who completed the survey in 2019.

The results show how PBGC employees rated employee engagement and overall satisfaction. PBGC's Employee Engagement Index score, which measures areas including employee development, is 84%, the highest score for this index the agency has seen to date. The agency's Global Satisfaction Index score, which measures employee satisfaction with their jobs, pay, and organization, is 82%. PBGC ranked 3rd among small agencies and governmentwide.

The 2020 FEVS results will help the agency in its efforts towards a model work environment that supports effective human capital practices. PBGC values employees and recognizes the importance of providing a work environment that is safe, conducive to professional growth, and an overall great place to work.

The OPM results and Agency Management Report are included. The attached document includes the core survey trend responses, work/life programs results, COVID-19 results, and demographics.[2] The scores have been rounded.

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[1] The Office of Personnel Management (OPM) requires agencies to conduct an annual survey of their employees.

[2] Below is a compilation of the 2020 Federal Employee Viewpoint Survey (FEVS) questions and responses. Also included are the 2019, 2018, 2017, 2016, and 2015 results for comparison. This summary displays responses by *Positive, Neutral, Negative,* and where applicable, *Do Not Know* or *No Basis to Judge.* For example, **Positive** represents responses of Strongly Agree and Agree and Very Satisfied and Satisfied. **Neutral** represents responses of Neither Agree nor Disagree and Neither Satisfied nor Dissatisfied. **Negative** represents responses of Disagree and Strongly Disagree and Dissatisfied and Very Dissatisfied. * Denotes OPM FEVS questions modified slightly to improve understanding of questions. ** Denotes additional sections added by OPM (COVID-19 and Performance); only 2020 data is available for those sections. The sum of percentages may not add to 100 due to rounding.

1. I am given a real opportunity to improve my skills in my organization.	Positive	Neutral	Negative
2020 FedView Results	83%	12%	5%
2019 FedView Results	79%	12%	10%
2018 FedView Results	79%	9%	11%
2017 FedView Results	76%	14%	10%
2016 FedView Results	70%	16%	14%
2015 FedView Results	72%	12%	16%

2. I feel encouraged to come up with new and better ways of doing things.	Positive	Neutral	Negative
2020 FedView Results	82%	10%	8%
2019 FedView Results	77%	11%	12%
2018 FedView Results	77%	12%	11%
2017 FedView Results	73%	14%	14%
2016 FedView Results	66%	17%	17%
2015 FedView Results	67%	14%	20%

3. My work gives me a feeling of personal accomplishment.	Positive	Neutral	Negative
2020 FedView Results	84%	10%	6%
2019 FedView Results	82%	9%	9%
2018 FedView Results	80%	12%	8%
2017 FedView Results	81%	11%	8%
2016 FedView Results	79%	11%	10%
2015 FedView Results	77%	10%	13%

4. I know what is expected of me on the job.	Positive	Neutral	Negative
2020 FedView Results	91%	5%	3%
2019 FedView Results	87%	7%	6%
2018 FedView Results	88%	8%	5%
2017 FedView Results	86%	9%	5%

	Positive	Neutral	Negative
2016 FedView Results	82%	10%	8%
2015 FedView Results	81%	11%	8%

5. My workload is reasonable.

	Positive	Neutral	Negative
2020 FedView Results	82%	8%	10%
2019 FedView Results	77%	11%	13%
2018 FedView Results	77%	11%	12%
2017 FedView Results	69%	14%	17%
2016 FedView Results	67%	14%	20%
2015 FedView Results	60%	15%	25%

6. My talents are used well in the workplace.

	Positive	Neutral	Negative
2020 FedView Results	76%	15%	10%
2019 FedView Results	72%	12%	16%
2018 FedView Results	67%	16%	17%
2017 FedView Results	65%	16%	19%
2016 FedView Results	64%	15%	21%
2015 FedView Results	61%	16%	24%

7. I know how my work relates to the agency's goals.

	Positive	Neutral	Negative
2020 FedView Results	96%	3%	2%
2019 FedView Results	93%	5%	2%
2018 FedView Results	92%	4%	3%
2017 FedView Results	90%	7%	3%
2016 FedView Results	90%	5%	5%
2015 FedView Results	89%	7%	4%

8. I can disclose a suspected violation of any law, rule, or regulation without fear of reprisal.

	Positive	Neutral	Negative
2020 FedView Results	77%	14%	9%
2019 FedView Results	72%	16%	11%
2018 FedView Results	75%	17%	9%
2017 FedView Results	71%	15%	14%

2016 FedView Results	63%	22%	15%
2015 FedView Results	63%	21%	17%

My Work Unit			

9. The people I work with cooperate to get the job done.	Positive	Neutral	Negative
2020 FedView Results	92%	6%	3%
2019 FedView Results	86%	8%	6%
2018 FedView Results	85%	8%	8%
2017 FedView Results	83%	10%	6%
2016 FedView Results	80%	12%	9%
2015 FedView Results	77%	11%	12%

10. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	Positive	Neutral	Negative
2020 FedView Results	55%	30%	15%
2019 FedView Results	45%	29%	26%
2018 FedView Results	45%	33%	22%
2017 FedView Results	38%	33%	30%
2016 FedView Results	34%	33%	33%
2015 FedView Results	35%	30%	36%

**11. In my work unit poor performers usually:	Remain In Work Unit And Improve Over Time	Remain In Work Unit And Continue To Under-Perform	Leave Work Unit-Removed or Transferred	Leave Work Unit-Quit	No Poor Performers In Work Unit
2020 FedView Results	21%	33%	8%	3%	35%

12. In my work unit, differences in performance are recognized in a meaningful way.	Positive	Neutral	Negative
2020 FedView Results	61%	24%	15%
2019 FedView Results	50%	28%	22%
2018 FedView Results	53%	28%	19%
2017 FedView Results	47%	28%	26%

	Positive	Neutral	Negative
2016 FedView Results	38%	29%	33%
2015 FedView Results	36%	29%	35%

13. My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	*Positive*	*Neutral*	*Negative*
2020 FedView Results	91%	7%	2%
2019 FedView Results	90%	7%	3%
2018 FedView Results	88%	8%	4%
2017 FedView Results	78%	13%	9%
2016 FedView Results	76%	14%	10%
2015 FedView Results	72%	17%	11%

My Agency			
14. Employees are recognized for providing high quality products and services.	*Positive*	*Neutral*	*Negative*
2020 FedView Results	79%	13%	8%
2019 FedView Results	70%	18%	12%
2018 FedView Results	68%	18%	14%
2017 FedView Results	64%	22%	14%
2016 FedView Results	57%	19%	25%
2015 FedView Results	50%	23%	27%

15. Employees are protected from health and safety hazards on the job.	*Positive*	*Neutral*	*Negative*
2020 FedView Results	93%	5%	2%
2019 FedView Results	90%	8%	2%
2018 FedView Results	92%	6%	2%
2017 FedView Results	90%	9%	1%
2016 FedView Results	89%	9%	2%
2015 FedView Results	87%	9%	4%

16. My agency is successful at accomplishing its mission.	*Positive*	*Neutral*	*Negative*
2020 FedView Results	96%	3%	1%

	Positive	Neutral	Negative
2019 FedView Results	91%	7%	2%
2018 FedView Results	89%	8%	2%
2017 FedView Results	88%	10%	2%
2016 FedView Results	83%	12%	5%
2015 FedView Results	79%	14%	7%

17. I recommend my organization as a good place to work.	Positive	Neutral	Negative
2020 FedView Results	88%	9%	3%
2019 FedView Results	84%	11%	5%
2018 FedView Results	82%	13%	5%
2017 FedView Results	78%	14%	7%
2016 FedView Results	72%	18%	10%
2015 FedView Results	66%	20%	14%

18. I believe the results of this survey will be used to make my agency a better place to work.	Positive	Neutral	Negative
2020 FedView Results	67%	21%	12%
2019 FedView Results	62%	21%	17%
2018 FedView Results	60%	23%	17%
2017 FedView Results	57%	25%	18%
2016 FedView Results	54%	24%	22%
2015 FedView Results	48%	28%	24%

My Supervisor			
19. My supervisor supports my need to balance work and other life issues.	Positive	Neutral	Negative
2020 FedView Results	92%	5%	3%
2019 FedView Results	90%	4%	5%
2018 FedView Results	90%	4%	6%
2017 FedView Results	89%	6%	5%
2016 FedView Results	85%	8%	7%
2015 FedView Results	85%	9%	7%

20. My supervisor is committed to a workforce representative of all segments of society.

	Positive	Neutral	Negative
2020 FedView Results	87%	9%	3%
2019 FedView Results	80%	13%	6%
2018 FedView Results	79%	15%	6%
2017 FedView Results	80%	15%	5%
2016 FedView Results	76%	15%	9%
2015 FedView Results	74%	18%	9%

21. Supervisors in my work unit support employee development.

	Positive	Neutral	Negative
2020 FedView Results	87%	8%	6%
2019 FedView Results	82%	11%	8%
2018 FedView Results	81%	10%	9%
2017 FedView Results	79%	12%	9%
2016 FedView Results	75%	13%	12%
2015 FedView Results	73%	14%	13%

22. My supervisor listens to what I have to say.

	Positive	Neutral	Negative
2020 FedView Results	90%	5%	6%
2019 FedView Results	86%	7%	7%
2018 FedView Results	87%	8%	6%
2017 FedView Results	86%	7%	7%
2016 FedView Results	82%	9%	8%
2015 FedView Results	80%	12%	8%

23. My supervisor treats me with respect.

	Positive	Neutral	Negative
2020 FedView Results	91%	6%	3%
2019 FedView Results	88%	6%	6%
2018 FedView Results	89%	6%	6%
2017 FedView Results	88%	7%	6%
2016 FedView Results	85%	10%	5%
2015 FedView Results	84%	9%	8%

24. I have trust and confidence in my supervisor.	Positive	Neutral	Negative
2020 FedView Results	84%	9%	7%
2019 FedView Results	79%	10%	11%
2018 FedView Results	80%	11%	9%
2017 FedView Results	77%	12%	11%
2016 FedView Results	75%	13%	12%
2015 FedView Results	71%	15%	14%

25. Overall, how good a job do you feel is being done by your immediate supervisor?	Positive	Neutral	Negative
2020 FedView Results	88%	10%	2%
2019 FedView Results	82%	12%	7%
2018 FedView Results	82%	13%	5%
2017 FedView Results	82%	13%	5%
2016 FedView Results	77%	16%	7%
2015 FedView Results	74%	16%	9%

Leadership

26. In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	Positive	Neutral	Negative
2020 FedView Results	70%	18%	13%
2019 FedView Results	65%	18%	17%
2018 FedView Results	61%	21%	19%
2017 FedView Results	53%	25%	22%
2016 FedView Results	49%	24%	27%
2015 FedView Results	46%	23%	31%

27. My organization's senior leaders maintain high standards of honesty and integrity.	Positive	Neutral	Negative
2020 FedView Results	72%	19%	10%
2019 FedView Results	69%	20%	11%
2018 FedView Results	69%	21%	10%
2017 FedView Results	63%	23%	14%

	Positive	Neutral	Negative
2016 FedView Results	57%	21%	21%
2015 FedView Results	57%	20%	23%

28. Managers communicate the goals of the organization.

	Positive	Neutral	Negative
2020 FedView Results	86%	10%	4%
2019 FedView Results	81%	13%	6%
2018 FedView Results	79%	12%	10%
2017 FedView Results	74%	14%	12%
2016 FedView Results	67%	15%	18%
2015 FedView Results	62%	21%	16%

29. Managers promote communication among different work units (for example, about projects, goals, needed resources).

	Positive	Neutral	Negative
2020 FedView Results	76%	14%	10%
2019 FedView Results	75%	12%	13%
2018 FedView Results	70%	15%	15%
2017 FedView Results	66%	17%	17%
2016 FedView Results	58%	21%	21%
2015 FedView Results	58%	20%	22%

30. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?

	Positive	Neutral	Negative
2020 FedView Results	85%	11%	4%
2019 FedView Results	79%	16%	5%
2018 FedView Results	77%	16%	6%
2017 FedView Results	72%	19%	9%
2016 FedView Results	65%	21%	14%
2015 FedView Results	64%	21%	14%

31. I have a high level of respect for my organization's senior leaders.

	Positive	Neutral	Negative
2020 FedView Results	76%	17%	7%
2019 FedView Results	74%	17%	10%
2018 FedView Results	71%	19%	10%

	Positive	Neutral	Negative
2017 FedView Results	64%	23%	13%
2016 FedView Results	61%	21%	18%
2015 FedView Results	54%	26%	20%

32. Senior leaders demonstrate support for Work-Life programs.	Positive	Neutral	Negative
2020 FedView Results	85%	12%	2%
2019 FedView Results	82%	13%	4%
2018 FedView Results	83%	11%	6%
2017 FedView Results	76%	18%	6%
2016 FedView Results	71%	18%	11%
2015 FedView Results	68%	20%	12%

My Satisfaction

33. How satisfied are you with your involvement in decisions that affect your work?	Positive	Neutral	Negative
2020 FedView Results	76%	14%	10%
2019 FedView Results	72%	14%	14%
2018 FedView Results	72%	17%	11%
2017 FedView Results	68%	17%	15%
2016 FedView Results	60%	20%	20%
2015 FedView Results	58%	21%	21%

34. How satisfied are you with the information you receive from management on what's going on in your organization?	Positive	Neutral	Negative
2020 FedView Results	78%	14%	7%
2019 FedView Results	73%	15%	12%
2018 FedView Results	72%	14%	14%
2017 FedView Results	65%	19%	16%
2016 FedView Results	56%	20%	24%
2015 FedView Results	53%	21%	25%

35. How satisfied are you with the recognition you receive for doing a good job?	Positive	Neutral	Negative

	Positive	Neutral	Negative
2020 FedView Results	77%	15%	8%
2019 FedView Results	68%	15%	17%
2018 FedView Results	69%	15%	16%
2017 FedView Results	64%	18%	17%
2016 FedView Results	56%	21%	23%
2015 FedView Results	50%	23%	27%

36. Considering everything, how satisfied are you with your job?

	Positive	Neutral	Negative
2020 FedView Results	84%	10%	6%
2019 FedView Results	80%	11%	9%
2018 FedView Results	81%	11%	8%
2017 FedView Results	76%	14%	10%
2016 FedView Results	71%	16%	13%
2015 FedView Results	67%	20%	13%

37. Considering everything, how satisfied are you with your pay?

	Positive	Neutral	Negative
2020 FedView Results	71%	14%	14%
2019 FedView Results	67%	19%	14%
2018 FedView Results	65%	17%	18%
2017 FedView Results	64%	16%	20%
2016 FedView Results	57%	19%	24%
2015 FedView Results	56%	17%	26%

38. Considering everything, how satisfied are you with your organization?

|	Positive	Neutral	Negative
2020 FedView Results	86%	10%	4%
2019 FedView Results	82%	10%	8%
2018 FedView Results	78%	14%	8%
2017 FedView Results	74%	16%	10%
2016 FedView Results	67%	17%	16%
2015 FedView Results	62%	22%	15%

2020

Office of Personnel Management
Federal Employee Viewpoint Survey
Empowering Employees. Inspiring Change.

Agency Management Report
Pension Benefit Guaranty Corporation
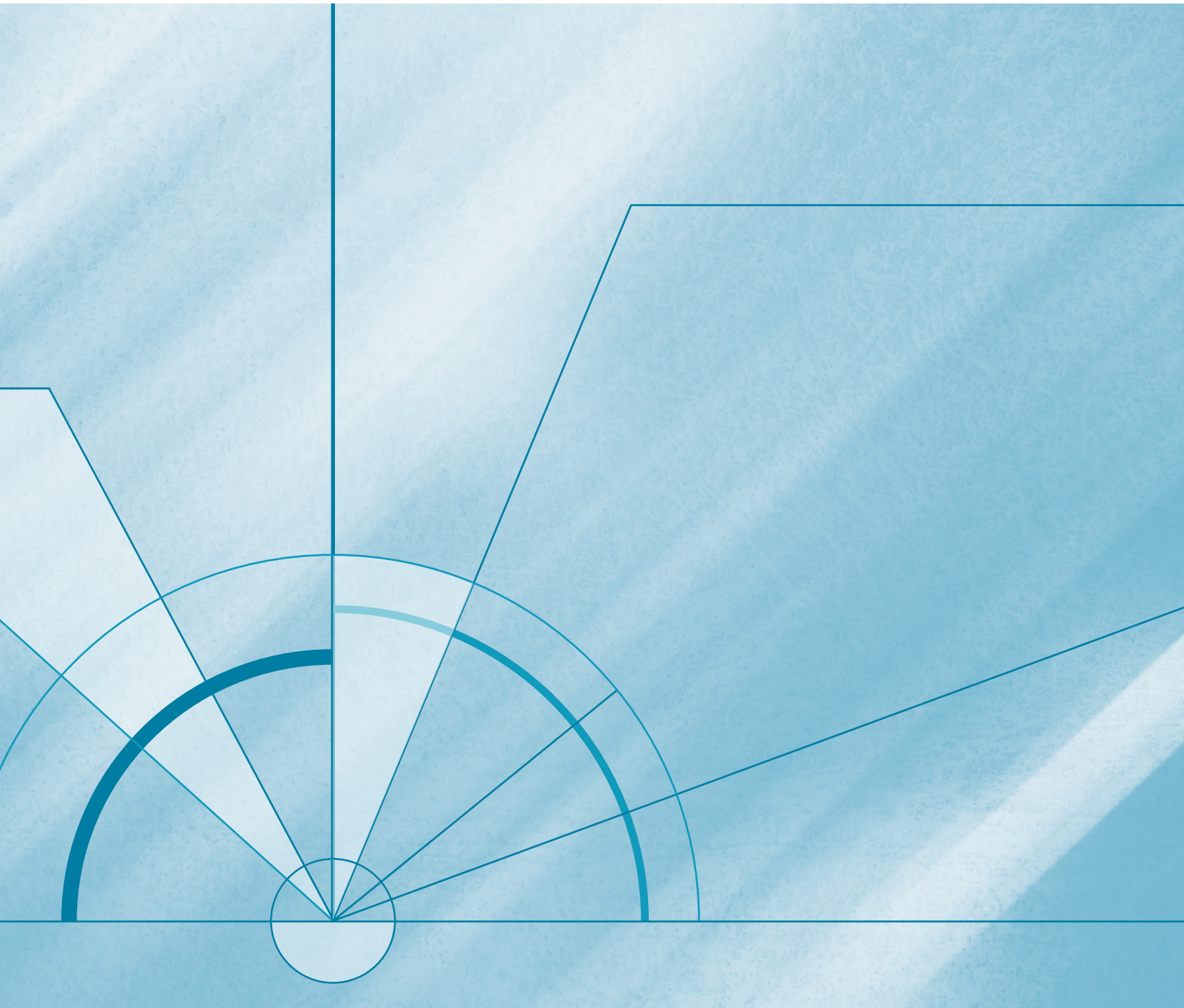
About This Report

The 2020 OPM Federal Employee Viewpoint Survey (OPM FEVS) Agency Management Report (AMR) was designed to provide an overview of survey results, enabling agencies to easily identify issues and take action for improvement. The AMR can be helpful in providing a starting point for analysis of your agency's OPM FEVS results, acting as an agency overview before drilling down into specific components of the agency for a more in-depth analysis. This report also highlights important agency successes, which should be acknowledged. We encourage you to share both successes and areas for improvement with employees.

Changes to the 2020 Survey

The OPM FEVS looks a little different this year. In prior years, the survey included 71 standard core items, but the core items were reduced to 38 in 2020 for several reasons. Due to the COVID-19 pandemic, many agencies asked OPM to substantially shorten the 2020 survey to ease administrative burden and demonstrate sensitivity to employee situations. Congress and numerous agencies also asked OPM to include COVID-19 items to be responsive to changing conditions that might impact the needs of employees and agencies. Agency level results for the COVID-19 items can be found in Appendix B. The 2020 survey is the result of OPM's goal to be responsive to the needs of employees and agencies in this unprecedented pandemic.

Sections of the AMR

Respondent Overview

The Respondent Overview provides a snapshot of the characteristics of your employees who responded to the survey. Understanding who responded in your agency has a number of benefits. For example, this section allows you to better understand the ratio of seasoned employees who may be preparing for retirement to newer employees, which can be helpful in guiding your recruiting and retention efforts. It is important to keep in mind that this is a survey respondent overview, and these percentages may not match up exactly to your agency's total population characteristics.

Employee Engagement Index and Global Satisfaction Index

The Employee Engagement Index (EEI) and Global Satisfaction Index provide agencies with consistent metrics for measuring progress toward objectives. Benchmarks are included to provide insight into how your agency compares to others, and to encourage information sharing between agencies. For example, some of the top ranking agencies in the Employee Engagement Index may have suggestions on things that have and have not worked to engage their employees. Trends for the indices are also displayed.

Decision Aid

The Decision Aid is useful in easily identifying the most critical issues in your agency as well as recognizing where your agency has improved since 2019. The Decision Aid is divided into three sections to help you focus your attention on improvements and declines in your core item results since last year:

Increases contains items that increased since 2019

Decreases contains items that decreased since 2019

No Change contains items that did not change since 2019

Note: The Decision Aid only includes items 1-38, excluding item 11. See Appendix C for a breakdown of the Work-Life results for your agency.

Appendices

The appendices give you an opportunity to more thoroughly understand your workforce by displaying item-level results.

Appendix A shows how well your agency scored relative to others in the government. Scanning the graphs can indicate how your agency is generally performing as well as help you identify particularly strong or weak areas.

Appendix B shows the COVID-19 Pandemic results for your agency.

Appendix C shows the Work-Life Program and demographic results for your agency.

Appendix D lists all agencies arranged by employee population size.

Understanding Your Results

When reviewing results, keep the guidelines below in mind. These guidelines were created to organize survey results in a way that is easier to digest and interpret.

Percent Positive is the sum of two positive categories (e.g., Strongly Agree/Agree)

Percent Negative is the sum of two negative categories (e.g., Strongly Disagree/Disagree)

Percent Neutral is the neutral category (e.g., Neither Agree nor Disagree)

Identifying Strengths, Challenges and Neutral Findings

65 percent positive or higher is considered a strength

35 percent negative or higher is considered a challenge

30 percent neutral or higher suggests uncertainty, presenting an opportunity for communication between managers and staff

Identifying Increases and Decreases

Movement up or down since the previous year is another important piece of information to consider when examining your results. Any increase or decrease in results can be important; however larger increases or decreases (generally 3 or more percentage points) may be a result of significant changes taking place within your agency and should be explored. Increases indicate positive change that should continue to be reinforced. Decreases, especially in areas considered mission critical, may call for appropriate action to initiate and support beneficial workplace improvements.

Additional OPM FEVS Resources

Other Reports

Governmentwide Management Report
This report provides an overview of the governmentwide results. The report includes item results, index scores, information on who responded to the survey, survey updates, and other special topics.

All Levels, All Indices, All Items Report
The purpose of this report is to provide a comprehensive summary of all OPM FEVS items and index scores for subagencies with at least 10 respondents in a Microsoft® Excel® spreadsheet.

Subagency Comparison Report
This report provides the results of all the offices that report to the same "parent" office. This report is only created when there are two or more sub-offices that both have at least 10 responses. Note: Subagency reports are only available for agencies that included organizational breakouts in 2020.

Subagency Breakout Report

This report displays survey results for a single office so long as it has at least 10 responses. Note: Subagency reports are only available for agencies that included organizational breakouts in 2020.

Occupational Series Reports

This report allows for the comparison of occupational series and families at the agency and first level.

Demographic Comparison Reports

This report allows for the comparison of demographic subgroups at the agency level.

Annual Employee Survey (AES) Report

This report is a Microsoft® Excel® spreadsheet with a breakdown of agency and first level results. It also includes trends from previous OPM FEVS administrations.

Websites

OPM FEVS website

Agencies and the general public can access governmentwide data reports, as well as special topic reports produced from the OPM FEVS. This website includes results from the 2004 administration of the survey to the present. Access the OPM FEVS website at www.opm.gov/FEVS.

Public Release Data File (PRDF)

A public use data set is available for the OPM FEVS and can be requested by completing the form available at: www.opm.gov/fevs/public-data-file. Note: The 2020 PRDF will be available in the spring of 2021.

FedScope

OPM's FedScope is an online publicly available tool which allows users to access and analyze HR data from OPM's Enterprise Human Resources Integration (EHRI). Access this site using the following link: www.fedscope.opm.gov.

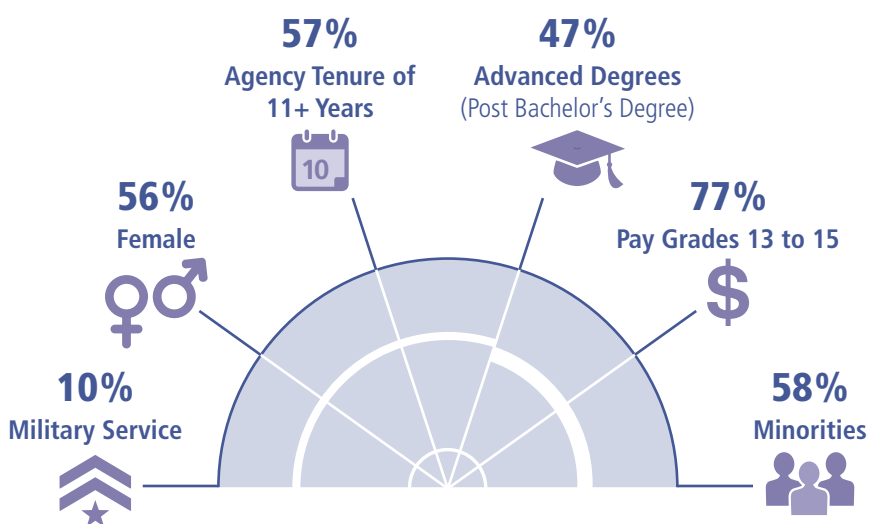**OPM FEVS Online Reporting and Analysis Tool**

A password protected tool for agency points of contact to access agency-specific and governmentwide reports. In addition, agency users can develop customized reports that may be useful for data analysis and action planning. Questions and feedback for this online tool can be sent to EVS@opm.gov.

Respondent Overview

The Unique Characteristics of Pension Benefit Guaranty Corporation Respondents

The figures below provide a snapshot of your survey participants. Except for military service and race, the most frequently selected response choice for each demographic item is highlighted in the first figure. The second figure displays the total breakdown of OPM FEVS respondents by generation. Please be aware that these results are based on survey respondents, which may differ from the characteristics of the total employee population of your agency.

57%
Agency Tenure of 11+ Years

47%
Advanced Degrees
(Post Bachelor's Degree)

56%
Female

77%
Pay Grades 13 to 15

10%
Military Service

58%
Minorities

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PBGC Response Rate

73% (619 out of 844 employees responded)

Field Period:
September 16, 2020 – October 28, 2020
Overall 2019 Response Rate: **69%**

Component Response Rates

96%	Office of Information Technology (OIT)
80%	Office of Negotiations & Restructuring (ONR)
79%	Office of Policy & External Affairs (OPEA)
78%	Office of Benefits Administration (OBA)
76%	Office of Management & Administration (OMA)
67%	Office of the General Counsel (OGC)
50%	Office of the Inspector General (OIG)
46%	Office of the Chief Financial Officer (OCFO)

Agency results have a margin of error of +/- 3%

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Generations

1%	Traditionalists	(born 1945 or earlier)
35%	Baby Boomers	(born 1946 – 1964)
43%	Generation X	(born 1965 – 1980)
21%	Generation Y	(born 1981 – 1996)
<1%	Generation Z	(born 1997 or later)

Notes: The sum of percentages may not add to 100 due to rounding. For the full list of demographic item results, please see Appendix C.

Employee Engagement Index

Because the OPM FEVS is an assessment of organizational climate, the Employee Engagement Index (EEI) does not directly evaluate an employee's level of engagement. Therefore, instead of measuring aspects of engagement such as focused attention and dedication to completing assignments, this index concentrates on factors that lead to an engaged workforce (e.g., supporting employee development, communicating agency goals).

Below, you can see where your agency's EEI score ranks (out of 35 departments/large agencies, where Army, Army Corps of Engineers, Air Force, Navy, Marine Corps, and DOD 4th Estate are rolled into Department of Defense) and how it compares to the governmentwide average. The names of agencies with the highest EEI scores are listed to facilitate the sharing of information, such as best practices.

Employee Engagement Index Benchmarks: Governmentwide

Rank	Agency	Score	
1		87%	FTC, NASA
3		85%	FERC
4	PBGC	84%	
		72%	Governmentwide
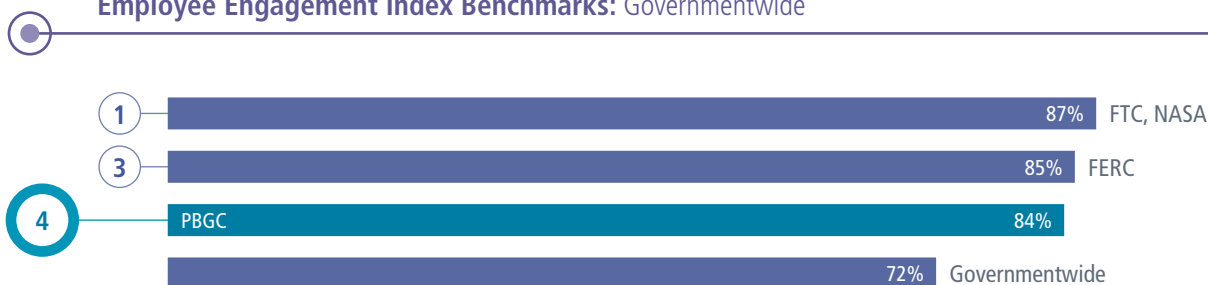
In addition to looking at your agency's EEI results from a governmentwide perspective, the figure below allows you to compare your EEI results to those from similar sized agencies. Appendix D contains a listing of agencies by size category for your reference.

Employee Engagement Index Benchmarks: Small Agencies

Rank	Agency	Score	
1		87%	OSC, USITC
3		84%	FCA
3	PBGC	84%	
5		83%	FMC
		75%	Small Agencies
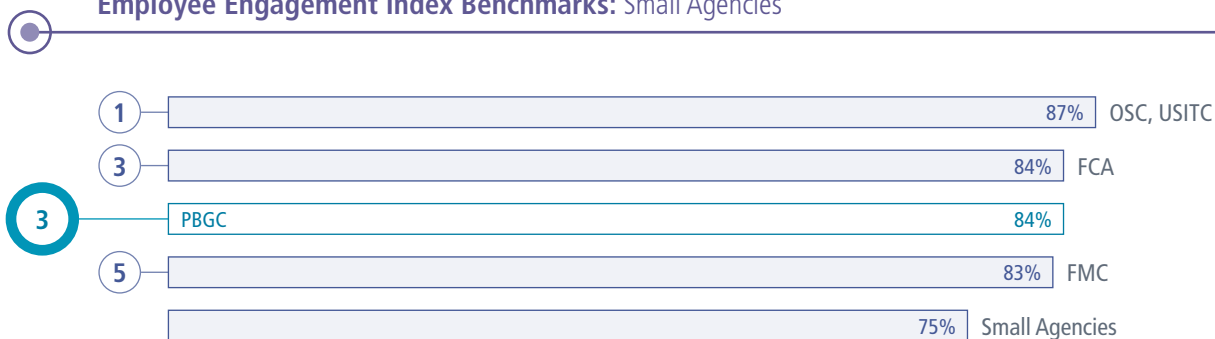
Employee Engagement Index Component Scores and Trends

| Agency	EEI Trends				2020 EEI Subindices		
	2017	2018	2019	**2020**	Leaders Lead	Supervisors	Intrinsic Work Experience
Governmentwide	67	68	68	72	62	80	76
Pension Benefit Guaranty Corporation	75	79	80	84	78	88	86
Office of Negotiations & Restructuring (ONR)	84	86	88	92	88	98	89
Office of the Inspector General (OIG)	82	94	86	89	91	87	90
Office of Policy & External Affairs (OPEA)	91	83	83	87	84	93	85
Office of the General Counsel (OGC)	81	82	84	87	80	93	89
Office of Information Technology (OIT)	78	78	77	85	83	88	85
Office of Benefits Administration (OBA)	68	76	76	83	74	86	87
Office of Management & Administration (OMA)	79	78	74	79	71	84	82
Office of the Chief Financial Officer (OCFO)	67	73	80	77	72	77	81

Global Satisfaction Index

The Global Satisfaction Index is a combination of employees' satisfaction with their jobs, their pay, and their organization, plus their willingness to recommend their organization as a good place to work. The Global Satisfaction Index score for your agency, the highest scoring agencies, and the governmentwide average are displayed below, along with your agency ranking (out of 35 departments/large agencies, where Army, Army Corps of Engineers, Air Force, Navy, Marine Corps, and Other Defense agencies/activities are rolled into Department of Defense).

Global Satisfaction Index Benchmarks: Governmentwide

Rank	Agency	Score
1	FERC, NASA	84%
3	GSA, NSF	82%
3	PBGC	82%
3	FTC	82%
7	NCUA	78%
	Governmentwide	69%
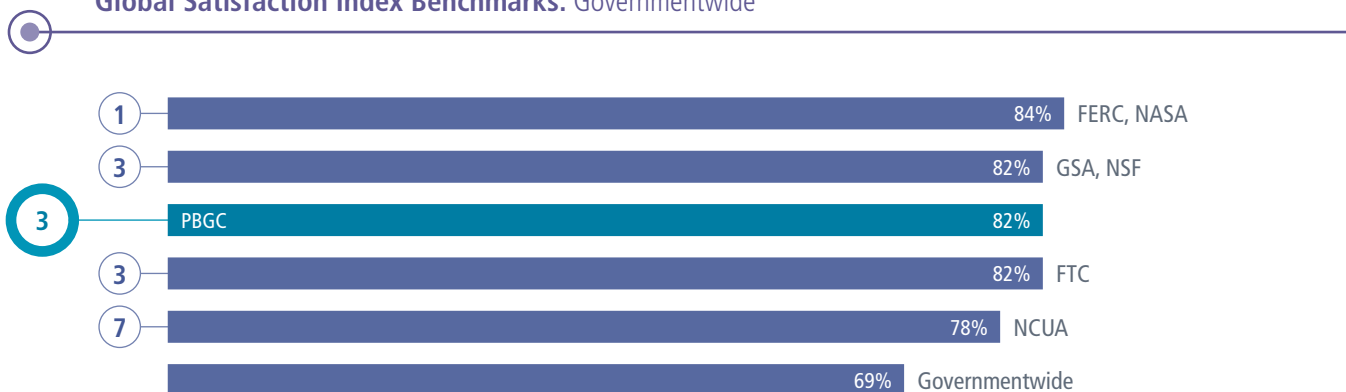
In addition to looking at your agency's Global Satisfaction Index results from a governmentwide perspective, the figure below allows you to compare your Global Satisfaction Index results to those from similar sized agencies. Appendix D contains a listing of agencies by size category for your reference.

Global Satisfaction Index Benchmarks: Small Agencies

Rank	Agency	Score
1	FCA	85%
2	OSC	84%
3	PBGC	82%
	Small Agencies	71%
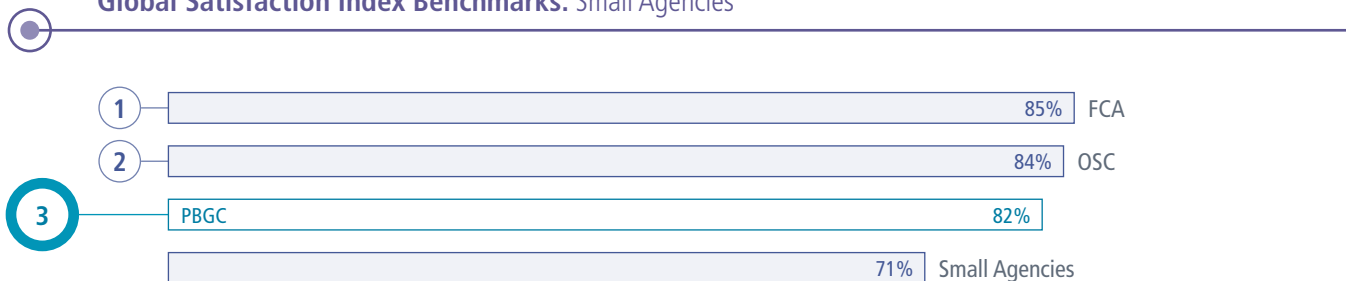
Global Satisfaction Index Component Scores and Trends

Agency	GS Index Trends				2020 Global Satisfaction Index Items			
	2017	2018	2019	**2020**	Job Satisfaction	Pay Satisfaction	Organization Satisfaction	Recommend Organization
Governmentwide	64	64	65	69	72	67	66	71
Pension Benefit Guaranty Corporation	73	77	78	82	84	71	86	88
Office of Negotiations & Restructuring (ONR)	82	84	86	91	95	81	92	95
Office of the Inspector General (OIG)	83	92	89	87	87	87	87	87
Office of Information Technology (OIT)	80	79	79	86	86	77	88	91
Office of Benefits Administration (OBA)	66	75	76	82	85	70	86	87
Office of the General Counsel (OGC)	74	73	76	80	84	57	87	92
Office of the Chief Financial Officer (OCFO)	68	72	83	80	79	71	84	86
Office of Policy & External Affairs (OPEA)	76	79	85	79	78	71	85	82
Office of Management & Administration (OMA)	78	79	71	76	73	74	81	77

Decision Aid: Increases

Identifying Increases Since 2019

The items in this section are sorted by greatest to smallest increase in percent positive results. The items are sorted to allow you to quickly and easily identify where your agency has made the greatest improvements since last year.

Using the Legend Icons

The legend icons provide context for interpreting these results. While these items have improved, some may still be considered challenges (35% or more negative) or others may have reached the 65% or more positive mark and become new strengths this year. The "Top Pos/Neg" icons highlight where an item is either in the top 10 positive items or top 10 negative items for your agency.

37 Items Increased Since 2019

Strength
These items are 65 percent positive or higher

Caution
These items are 30 percent neutral or higher

Challenge
These items are 35 percent negative or higher

New Strength
These items became a new strength in 2020

Top Pos/Neg
These items are in your top positive or top negative

Item	2019 Positive	2020 Positive	2020 Neutral	2020 Negative	Increase Since 2019
In my work unit, differences in performance are recognized in a meaningful way. (Q. 12)	50	61	24	▬ 15	**+11**
In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. (Q. 10)	45	55	(30)	▬ 15	**+10**
Employees are recognized for providing high quality products and services. (Q. 14)	70	(79)	13	8	**+9**
How satisfied are you with the recognition you receive for doing a good job? (Q. 35)	68	(77)	15	8	**+9**
My supervisor is committed to a workforce representative of all segments of society. (Q. 20)	80	(87)	9	3	**+7**
Overall, how good a job do you feel is being done by your immediate supervisor? (Q. 25)	82	+ (88)	10	2	**+6**
The people I work with cooperate to get the job done. (Q. 9)	86	+ (92)	6	2	**+6**
Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor? (Q. 30)	79	(85)	11	4	**+6**
My workload is reasonable. (Q. 5)	76	(82)	8	▬ 10	**+6**
How satisfied are you with the information you receive from management on what's going on in your organization? (Q. 34)	73	(78)	14	7	**+5**

Note: The Decision Aid only includes core items (items 1-38, excluding item 11) that carried over from the 2019 OPM FEVS. See Appendix C for a breakdown of the Work-Life results for your agency.

Item	2019 Positive	2020 Positive	2020 Neutral	2020 Negative	Increase Since 2019
I have trust and confidence in my supervisor. (Q. 24)	79	84	9	7	+5
Supervisors in my work unit support employee development. (Q. 21)	82	87	8	6	+5
My agency is successful at accomplishing its mission. (Q. 16)	91	+ 96	3	1	+5
I feel encouraged to come up with new and better ways of doing things. (Q. 2)	77	82	10	8	+5
I believe the results of this survey will be used to make my agency a better place to work. (Q. 18)	62	67	21	− 12	+5
Managers communicate the goals of the organization. (Q. 28)	81	86	10	4	+5
I can disclose a suspected violation of any law, rule or regulation without fear of reprisal. (Q. 8)	72	77	14	9	+5
In my organization, senior leaders generate high levels of motivation and commitment in the workforce. (Q. 26)	65	70	18	− 13	+5
I know what is expected of me on the job. (Q. 4)	87	+ 91	5	3	+4
Considering everything, how satisfied are you with your organization? (Q. 38)	82	86	10	4	+4
Considering everything, how satisfied are you with your pay? (Q. 37)	67	71	14	− 14	+4
How satisfied are you with your involvement in decisions that affect your work? (Q. 33)	72	76	14	− 10	+4
I am given a real opportunity to improve my skills in my organization. (Q. 1)	79	83	12	5	+4
Considering everything, how satisfied are you with your job? (Q. 36)	80	84	10	6	+4
My talents are used well in the workplace. (Q. 6)	72	76	14	− 10	+4
I recommend my organization as a good place to work. (Q. 17)	84	88	9	3	+4
My supervisor listens to what I have to say. (Q. 22)	86	+ 90	5	5	+4
My organization's senior leaders maintain high standards of honesty and integrity. (Q. 27)	69	72	18	− 10	+3
Employees are protected from health and safety hazards on the job. (Q. 15)	90	+ 93	5	2	+3
Senior leaders demonstrate support for Work-Life programs. (Q. 32)	82	85	12	2	+3
I know how my work relates to the agency's goals. (Q. 7)	93	+ 95	3	2	+2
I have a high level of respect for my organization's senior leaders. (Q. 31)	74	76	17	7	+2

Item	2019 Positive	**2020 Positive**	**2020 Neutral**	**2020 Negative**	Increase Since 2019
My supervisor treats me with respect. (Q. 23)	88	+ 90	6	3	**+2**
My work gives me a feeling of personal accomplishment. (Q. 3)	82	84	10	6	**+2**
My supervisor supports my need to balance work and other life issues. (Q. 19)	90	+ 92	5	3	**+2**
Managers promote communication among different work units (for example, about projects, goals, needed resources). (Q. 29)	75	76	14	− 10	**+1**
My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals. (Q. 13)	90	+ 91	7	2	**+1**

Decision Aid: Decreases

Identifying Decreases Since 2019

The items in this section are sorted by greatest to smallest decrease in percent positive results. The items are sorted to allow you to quickly and easily identify where results have dropped since last year.

Using the Legend Icons

The legend icons provide context for interpreting these results. When identifying the most critical decreases to focus on, it is important to check if these decreases are also identified as challenges (35% or more negative) or if they were previously identified as strengths that have fallen below the 65% or more positive threshold. The "Top Pos/Neg" icons highlight where an item is either in the top 10 positive items or top 10 negative items for your agency.

0 Items Decreased Since 2019

Decision Aid: No Change

Identifying Items That Have Not Changed Since 2019

Your percent positive results for these items have not changed since last year. These are items that your agency is maintaining, which can be either a positive, neutral, or negative finding. For example, an item with low percent positive results over several years is a strong indication of a need for focused action. You may also want to consider changing or updating your approach to addressing these issues if the item has been the focus of attention in the past. On the other hand, a trend of stable, high percent positive results is a finding that should be celebrated. Review each item carefully to determine whether there may be areas of concern for your agency.

Using the Legend Icons

The legend icons provide context for interpreting results. While these items have not increased or decreased, they still may be causes for celebration or concern depending on the percent positive, negative, and neutral results. The "Top Pos/Neg" icons highlight where an item is either in the top 10 positive items or top 10 negative items for your agency.

0 Items Did Not Change Since 2019

Appendix A: Item Results and Benchmarks

For each item, your agency's percent positive results are shown on a 0 to 100 scale, with the triangular arrow indicating where your agency falls. The gray bars represent the range of scores for the 35 departments and large agencies surveyed, where Army, Army Corps of Engineers, Air Force, Navy, Marine Corps, and DOD 4th Estate are rolled into Department of Defense.

To understand how well your agency performed compared to others, focus on the location of the triangle within the gray bar. If the triangle is toward the right side of the bar, then your agency was above average on that item. If it is at the right edge of the bar, then you had the highest percent positive results for that item. Additionally, you can numerically compare your percent positive results to the governmentwide average listed to the right of each item.

My Work Experience

Item		2020 G'wide
‡1. I am given a real opportunity to improve my skills in my organization.	83%	70%
2. I feel encouraged to come up with new and better ways of doing things.	82%	67%
3. My work gives me a feeling of personal accomplishment.	84%	75%
4. I know what is expected of me on the job.	91%	83%
‡5. My workload is reasonable.	82%	67%
‡6. My talents are used well in the workplace.	76%	66%
‡7. I know how my work relates to the agency's goals.	95%	87%
‡8. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	77%	68%

Note: Items included on the Annual Employee Survey are noted by a double dagger (‡).

My Work Unit

Item	0	Low ▼ (PBGC) High	100	2020 G'wide
‡9. The people I work with cooperate to get the job done.		92% ▼		**84%**
10. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.		55% ▼		**42%**
11. See Performance Section				
‡12. In my work unit, differences in performance are recognized in a meaningful way.		61% ▼		**51%**
‡13. My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.		91% ▼		**82%**

Note: Items included on the Annual Employee Survey are noted by a double dagger (‡).

Performance

Item	2020 Agency	2020 G'wide
11. In my work unit, poor performers usually:		
Remain in the work unit and improve their performance over time	20%	**19%**
Remain in the work unit and continue to underperform	33%	**49%**
Leave the work unit - removed or transferred	8%	**9%**
Leave the work unit - quit	3%	**2%**
There are no poor performers in my work unit	35%	**21%**

Note: The sum of percentages may not add to 100 due to rounding.

My Agency

Item	0	Low PBGC High 100	2020 G'wide
14. Employees are recognized for providing high quality products and services.		79%	64%
15. Employees are protected from health and safety hazards on the job.		93%	77%
16. My agency is successful at accomplishing its mission.		96%	81%
‡17. I recommend my organization as a good place to work.		88%	71%
‡18. I believe the results of this survey will be used to make my agency a better place to work.		67%	43%

Note: Items included on the Annual Employee Survey are noted by a double dagger (‡).

My Supervisor

Item	0	Low PBGC High 100	2020 G'wide
19. My supervisor supports my need to balance work and other life issues.		92%	85%
20. My supervisor is committed to a workforce representative of all segments of society.		87%	79%
21. Supervisors in my work unit support employee development.		87%	78%
22. My supervisor listens to what I have to say.		90%	83%
23. My supervisor treats me with respect.		90%	87%
24. I have trust and confidence in my supervisor.		84%	76%
25. Overall, how good a job do you feel is being done by your immediate supervisor?		88%	78%

Leadership

Item	0 Low PBGC High 100	2020 G'wide
26. In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	70% ▼	51%
27. My organization's senior leaders maintain high standards of honesty and integrity.	72% ▼	61%
‡28. Managers communicate the goals of the organization.	86% ▼	68%
29. Managers promote communication among different work units (for example, about projects, goals, needed resources).	76% ▼	60%
30. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	85% ▼	67%
31. I have a high level of respect for my organization's senior leaders.	76% ▼	62%
32. Senior leaders demonstrate support for Work-Life programs.	85% ▼	64%

Note: Items included on the Annual Employee Survey are noted by a double dagger (‡).

My Satisfaction

Item	0	Low	PBGC	High	100	2020 G'wide
‡33. How satisfied are you with your involvement in decisions that affect your work?				76%		58%
‡34. How satisfied are you with the information you receive from management on what's going on in your organization?				78%		58%
‡35. How satisfied are you with the recognition you receive for doing a good job?				77%		59%
‡36. Considering everything, how satisfied are you with your job?				84%		72%
37. Considering everything, how satisfied are you with your pay?				71%		67%
‡38. Considering everything, how satisfied are you with your organization?				86%		66%

Note: Items included on the Annual Employee Survey are noted by a double dagger (‡).

COVID-19 Pandemic

39 - 57. (See Appendix B)

Work-Life

Item	0	Low	PBGC	High	100	2020 G'wide
58. How satisfied are you with the Telework program in your agency?				94%		78%
59. Which of the following Work-Life programs have you participated in or used at your agency within the last 12 months? (See Appendix C)						
60 - 64. How satisfied are you with the following Work-Life programs in your agency?						
60. Alternative Work Schedules (for example, compressed work schedule, flexible work schedule)				93%		82%
61. Health and Wellness Programs (for example, onsite exercise, flu vaccination, medical screening, CPR Training, health and wellness fair)				88%		64%
62. Employee Assistance Program – EAP (for example, short-term counseling, referral services, legal services, education services)			64%			51%
63. Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, subsidy, flexible spending account)			50%			37%
64. Elder Care Programs (for example, elder/adult care, support groups, resources)			48%			29%

Appendix B: COVID-19 Pandemic Results

Items addressing the COVID-19 Pandemic were added to the 2020 OPM FEVS in order to be responsive to the needs of agencies and to assess employee experiences and challenges during this unprecedented time. Your agency's results are listed in this section.

When responding to the questions in this section, 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.

Background

Item	2020 Percentages
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.)?	
100% of my work time	5
At least 75% but less than 100%	<1
At least 50% but less than 75%	<1
At least 25% but less than 50%	1
Less than 25%	19
I have not been physically present at my agency worksite during the pandemic	74

Note: The sum of percentages may not add to 100 due to rounding.

Item	Before	During Peak	As of Now
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:			
I telework every work day	4	96	97
I telework 3 or 4 days per week	6	1	1
I telework 1 or 2 days per week	60	<1	1
I telework, but only about 1 or 2 days per month	7	0	0
I telework very infrequently, on an unscheduled or short-term basis	12	1	1
I **do not** telework because I have to be physically present on the job (e.g., law enforcement officers, TSA agent, border patrol agent, security personnel)	1	<1	<1
I **do not** telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking	<1	0	<1
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	2	<1	0
I **do not** telework because I choose not to telework	9	1	1

Note: The sum of percentages may not add to 100 due to rounding.

Item	2020 Percentages
41. What type(s) of leave have you used **because of** the pandemic? (Mark all that apply)	
Leave under the Emergency Paid Sick Leave Act (part of the Families First Coronavirus Response Act)	0
Annual leave	37
Sick leave	27
Weather and safety leave	<1
Administrative leave	12
Other paid leave (e.g., comp time, credit hours)	16
Unpaid leave (e.g., LWOP)	1
I have not used leave because of the pandemic	57

If the response to item 41 was "I have not used leave because of the pandemic", item 41a was skipped.

Item	2020 Percentages
41a. During the COVID-19 pandemic, what percentage of your *total* work time have you used leave **because of** the pandemic?	
100% of my work time	2
At least 75% but less than 100%	1
At least 50% but less than 75%	1
At least 25% but less than 50%	5
Less than 25%	91

Item	2020 Percentages
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.	
I **began** an alternative work schedule	6
I **ended** my usual alternative work schedule	2
No change because of the pandemic	92

Note: The sum of percentages may not add to 100 due to rounding. For item 41, the sum of the percentages will add to more than 100% because respondents could choose more than one response option.

Employee Supports

Item	Needed and **available** to me	Needed, but **not available** to me	Not needed by me now
43. How has your organization supported your **well-being** needs during the COVID-19 pandemic?			
Expanded telework	92	1	7
Expanded work schedule flexibilities	63	3	34
Expanded leave policies	31	8	61
More information on available leave policies	34	8	59
Expanded mental health resources (e.g., assistance with stress of COVID-19)	27	5	67
Expanded physical health resources (e.g., temperature checks, COVID-19 illness testing) at my agency worksite	13	8	78
Timely communication about possible COVID-19 illness at my agency worksite	54	16	30
Protection of employees at higher risk for severe illness from COVID-19 exposure	37	7	56
Limited access to my agency worksite buildings/facilities (e.g., closures, limits on activities with external visitors/groups)	50	1	49
Social distancing (e.g., limits on group size, reduced access to common areas) in my agency worksite	37	4	59
Rearranged workspaces to maximize social distancing	17	6	77
Encouraged use of personal protective equipment (PPE) or other safety equipment in my agency worksite	34	4	61
Cleaning and sanitizing supplies available to reduce risk of illness in my agency worksite	34	5	61
Training for all employees on health and safety protocols	39	12	49

Note: The sum of percentages may not add to 100 due to rounding.

During the COVID-19 Pandemic	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
44-46. My organization's senior leaders have...					
...demonstrated commitment to employee health and safety.	67	27	4	1	<1
...supported policies and procedures to protect employee health and safety.	68	26	5	1	<1
...provided effective communications about the pandemic.	48	36	8	4	4
47-49. My supervisor has...					
...shown concern for my health and safety.	71	23	4	1	<1
...supported my efforts to stay healthy and safe while working.	72	23	3	1	<1
...created an environment where I can voice my concerns about staying healthy and safe.	70	23	6	1	1

Notes: The sum of percentages may not add to 100 due to rounding. "No Basis to Judge" responses were removed from these results. To see a full breakdown of responses, please refer to the 2020 Annual Employee Survey (AES) report.

Work Supports

Item	Needed and available to me	Needed, but not available to me	Not needed by me now
50. How has your organization supported your work during the COVID-19 pandemic?			
Consistent communication (e.g., organizational status, what to expect)	79	13	8
Training for new/changed work or work processes because of the pandemic	53	6	40
Reallocation of resources (e.g., staffing, budget, materials) to support changes in work because of the pandemic	41	8	51
Help with commuting issues (e.g., alternatives to public transportation)	20	6	74
Options for work/business travel	16	3	80
Information on remote work policies, procedures, and expectations	80	3	17
Training on how to work remotely	55	3	42
Equipment and technology for working remotely (e.g., laptops, cell phone, Information Technology infrastructure)	89	2	9
Expanded collaboration tools (e.g., video conferencing, teleconferencing)	92	2	7
Expanded training for using remote work tools and applications	78	3	20
Expanded Information Technology (IT) support	81	5	14
Information about data security policies and procedures	78	3	19

Note: The sum of percentages may not add to 100 due to rounding.

Item	2020 Percentages
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)?	
Yes	1
No	98
Other	1

Note: The sum of percentages may not add to 100 due to rounding.

Work Effects

Item	2020 Percentages
52. How disruptive has the COVID-19 pandemic been to your ability to do your work?	
Extremely	1
Very	4
Somewhat	17
Slightly	27
Not at All	51
53. How have your work demands changed because of the COVID-19 pandemic?	
Greatly Increased	9
Somewhat Increased	30
About the Same	58
Somewhat Decreased	3
Greatly Decreased	<1

Notes: The sum of percentages may not add to 100 due to rounding. "No Basis to Judge" responses were removed from these results. To see a full breakdown of responses, please refer to the 2020 Annual Employee Survey (AES) report.

Item	Always		Most of the Time		Sometimes		Rarely		Never	
	PRIOR	DURING	PRIOR	DURING	PRIOR	DURING	PRIOR	DURING	PRIOR	DURING
54-55. My Work Unit...										
...met / has met the needs of our customers.	71	73	27	24	1	3	1	<1	0	0
...contributed / has contributed positively to my agency's performance.	78	80	21	18	2	2	0	<1	0	0
...produced / has produced high-quality work.	75	77	22	19	2	3	<1	<1	0	0
...adapted / has adapted to changing priorities.	71	76	24	19	4	4	1	1	0	0
...successfully / has successfully collaborated.	70	75	24	20	4	4	1	1	<1	<1
...achieved / has achieved our goals.	73	77	24	20	2	2	1	<1	0	0

Notes: The sum of percentages may not add to 100 due to rounding. "No Basis to Judge" responses were removed from these results. To see a full breakdown of responses, please refer to the 2020 Annual Employee Survey (AES) report.

Item	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
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.	56	30	10	2	2
57. Based on my organization's handling of the COVID-19 pandemic, I believe my organization will respond effectively to future emergencies.	54	37	7	1	1

Notes: The sum of percentages may not add to 100 due to rounding. "No Basis to Judge" responses were removed from these results. To see a full breakdown of responses, please refer to the 2020 Annual Employee Survey (AES) report.

⊙ Work-Life

Item	2020 Percentages
58-64. Work-Life Programs (See Appendix C)	
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)	
I do not have any child care responsibilities	65
No arrangements needed to manage child care responsibilities (e.g., older children)	11
Child care in my own home (e.g., other parent, relative, nanny, au pair)	16
Alternative work arrangement (e.g., telework, flexible work schedule)	10
Child care center	4
Paid leave	9
Unpaid leave	1
Child care in someone else's home (e.g., relative or neighbor, professional child care provider)	3
Respite care (temporary care of a sick or disabled child, providing relief for their usual caregiver)	<1
Agency emergency back-up care program	0
Resource and referral services for dependent child care	0
Other services/arrangements	2
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)	
I do not have any elder/adult care responsibilities	78
No arrangements needed to manage elder/adult care responsibilities (e.g., elder can manage tasks of everyday living)	12
Alternative work arrangement (e.g., telework, flexible work schedule)	5
Elder/adult day care center	0
Paid leave	7
Unpaid leave	0
Long-term care insurance	<1
Respite care (temporary care of a sick or disabled adult/elder, providing relief for their usual caregiver)	<1
Other services/arrangements	2

Note: The sum of the percentages will add to more than 100% because respondents could choose more than one response option.

Item	Extremely	Very	Somewhat	Slightly	Not at All
67. During the COVID-19 pandemic, how disruptive have school closures/ changes been to your ability to do your work?	12	13	29	21	24
68. During the COVID-19 pandemic, how disruptive have changes to your children's day care been to your ability to do your work?	17	13	31	18	21

Note: The sum of percentages may not add to 100 due to rounding. Percentages for "I do not have responsibility for school-aged children", "I do not have responsibility for children who need day care", and "Does Not Apply" are not included.

Appendix C: Work-Life Programs & Demographic Results

Appendix C displays more detailed Work-Life Program results for your agency. It also includes a more detailed look than the reported snapshot of the demographic characteristics of your agency's survey respondents. Use the Work-Life results to gain an understanding of how your Work-Life Programs are used and rated. The demographic results can be useful in planning, recruiting, and training activities in your agency.

Telework Status

40. Please select the response that BEST describes your teleworking schedule. (See Appendix B)

Telework Satisfaction

Item	% Satisfaction	% All Responses
58. How satisfied are you with the Telework program in your agency?		
Very Satisfied	68	67
Satisfied	27	26
Neither Satisfied or Dissatisfied	3	3
Dissatisfied	2	2
Very Dissatisfied	<1	<1
Item Response Total	**100**	**99**
I choose not to participate in this program	—	1
This program is not available to me	—	0
I am unaware of this program	—	0
Total	**100**	**100**

Note: The sum of percentages may not add to 100 due to rounding.

Work-Life Program Participation

Item	2020 Percentages
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)	
Alternative Work Schedules	48
Health and Wellness Programs	36
Employee Assistance Program – EAP	6
Child Care Programs	3
Elder Care Programs	2
None listed above	35

Note: Percents will add to more than 100% because respondents could choose more than one response option.

Work-Life Program Satisfaction

Item	% Satisfaction	% All Responses
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)		
Very Satisfied	61	44
Satisfied	32	23
Neither Satisfied or Dissatisfied	6	5
Dissatisfied	<1	<1
Very Dissatisfied	0	0
Item Response Total	**100**	**71**
I choose not to participate in these programs	—	26
These programs are not available to me	—	1
I am unaware of these programs	—	1
Total	**100**	**100**
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)		
Very Satisfied	46	34
Satisfied	43	32
Neither Satisfied or Dissatisfied	11	8
Dissatisfied	<1	<1
Very Dissatisfied	<1	<1
Item Response Total	**100**	**75**
I choose not to participate in these programs	—	22
These programs are not available to me	—	1
I am unaware of these programs	—	3
Total	**100**	**100**
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)		
Very Satisfied	30	13
Satisfied	34	14
Neither Satisfied or Dissatisfied	32	14
Dissatisfied	3	1
Very Dissatisfied	<1	<1
Item Response Total	**100**	**42**
I choose not to participate in these programs	—	50
These programs are not available to me	—	2
I am unaware of these programs	—	6
Total	**100**	**100**

Note: The sum of percentages may not add to 100 due to rounding.

Item	% Satisfaction	% All Responses
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)		
Very Satisfied	24	7
Satisfied	26	8
Neither Satisfied or Dissatisfied	44	13
Dissatisfied	6	2
Very Dissatisfied	0	0
Item Response Total	**100**	**29**
I choose not to participate in these programs	—	52
These programs are not available to me	—	8
I am unaware of these programs	—	10
Total	**100**	**100**
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)		
Very Satisfied	22	5
Satisfied	26	6
Neither Satisfied or Dissatisfied	48	11
Dissatisfied	4	1
Very Dissatisfied	0	0
Item Response Total	**100**	**23**
I choose not to participate in these programs	—	54
These programs are not available to me	—	5
I am unaware of these programs	—	17
Total	**100**	**100**

Note: The sum of percentages may not add to 100 due to rounding.

Employment Demographics

Item	2020 Percentages
Where do you work?	
Headquarters	83
Field	<1
Full-time telework (e.g., home office, telecenter)	17
What is your supervisory status?	
Senior Leader	6
Manager	4
Supervisor	13
Team Leader	10
Non-Supervisor	67
What is your pay category/grade?	
Federal Wage System	0
GS 1-6	1
GS 7-12	16
GS 13-15	77
Senior Executive Service	1
Senior Level (SL) or Scientific or Professional (ST)	5
Other	<1
What is your US military service status?	
No Prior Military Service	90
Currently in National Guard or Reserves	0
Retired	2
Separated or Discharged	8
Are you:	
The spouse of a current active duty service member of the U.S. Armed Forces	1
The spouse of a service member who retired or separated from active duty in the U.S. Armed Forces with a disability rating of 100 percent	1
The widow(er) of a service member killed while on active duty in the U.S. Armed Forces	0
None of the categories listed	98

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

Have you been hired under the Military Spouse Non-Competitive Hiring Authority?

Yes	14
No	86

Notes: Demographic results are unweighted. The sum of percentages may not add to 100 due to rounding.

Item	2020 Percentages
How long have you been with the Federal Government (excluding military service)?	
Less than 1 year	<1
1 to 3 years	6
4 to 5 years	8
6 to 10 years	19
11 to 14 years	13
15 to 20 years	19
More than 20 years	34
How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?	
Less than 1 year	1
1 to 3 years	12
4 to 5 years	13
6 to 10 years	18
11 to 14 years	14
15 to 20 years	17
More than 20 years	26

Notes: Demographic results are unweighted. The sum of percentages may not add to 100 due to rounding.

Intent to Leave

Item	Before Pandemic	Today
Are you considering leaving your organization within the next year, and if so, why?		
No	80	82
Yes, to retire	5	5
Yes, to take another job within the Federal Government	13	10
Yes, to take another job outside the Federal Government	1	1
Yes, other	1	2

Notes: Demographic results are unweighted. The sum of percentages may not add to 100 due to rounding.

Item	2020 Percentages
If the response to your considering leaving your organization did not differ between "Before Pandemic" and "Today," this item was skipped.	
Has your intention to leave your organization within the next year changed **because of** the COVID-19 pandemic?	
Yes	38
No	62

Notes: Demographic results are unweighted. The sum of percentages may not add to 100 due to rounding.

Retirement Plans

Item	Before Pandemic	Today
I am planning to retire:		
Less than 1 year	1	2
1 year	3	2
2 years	6	6
3 years	6	5
4 years	4	4
5 years	7	8
More than 5 years	73	73

Notes: Demographic results are unweighted. The sum of percentages may not add to 100 due to rounding.

Item	2020 Percentages
If the response to your retirement plans did not differ between "Before Pandemic" and "Today," this item was skipped.	
Has your retirement plan changed **because of** the COVID-19 pandemic?	
Yes	33
No	67

Notes: Demographic results are unweighted. The sum of percentages may not add to 100 due to rounding.

Personal Demographics

Item	2020 Percentages
Are you of Hispanic, Latino, or Spanish origin?	
Yes	5
No	95
Are you:	
White	45
Black or African American	41
All other races	14
What is your age group?	
29 years and under	5
30-39 years old	18
40-49 years old	25
50-59 years old	33
60 years or older	21
What is the highest degree or level of education you have completed?	
Less than High School/ High School Diploma/ GED	2
Certification/ Some College/ Associate's Degree	13
Bachelor's Degree	39
Advanced Degrees (Post Bachelor's Degree)	47
Are you an individual with a disability?	
Yes	12
No	88
Are you:	
Male	44
Female	56
Are you transgender?	
Yes	—
No	—
Which one of the following do you consider yourself to be?	
Straight, that is not gay or lesbian	94
Gay or Lesbian	3
Bisexual	1
Something else	2

Notes: Demographic results are unweighted. The sum of percentages may not add to 100 due to rounding. For confidentiality purposes, if there are fewer than 4 responses to a **single** personal demographic category, all results for that question are suppressed. If there are fewer than 4 responses in **multiple** personal demographic categories, only those are suppressed, and remaining data are displayed.

Appendix D: Participating Agencies by Employee Population Size Categories

Very Large Agencies (>75,000 employees)

Department of Agriculture
Department of Defense
    Department of the Army
    Department of the Navy
    Department of the Air Force
    OSD, Joint Staff, Defense Agencies, and Field Activities (DOD 4th Estate)
Department of Health and Human Services
Department of Homeland Security
Department of Justice
Department of the Treasury

Large Agencies (10,000–74,999 employees)

Department of Commerce
Department of Energy
Department of Labor
Department of State
Department of the Interior
Department of Transportation
Environmental Protection Agency
General Services Administration
National Aeronautics and Space Administration
Social Security Administration

Medium Agencies (1,000–9,999 employees)

Court Services and Offender Supervision Agency
Department of Education
Department of Housing and Urban Development
Equal Employment Opportunity Commission
Federal Communications Commission
Federal Energy Regulatory Commission
Federal Trade Commission
National Archives and Records Administration
National Credit Union Administration
National Labor Relations Board
National Science Foundation
Nuclear Regulatory Commission
Office of Personnel Management
Small Business Administration
U.S. Agency for Global Media
U.S. Agency for International Development

Small Agencies (100–999 employees)

American Battle Monuments Commission
Commodity Futures Trading Commission
Consumer Product Safety Commission
Corporation for National and Community Service

Export-Import Bank of the United States
Farm Credit Administration
Federal Election Commission
Federal Housing Finance Agency
Federal Labor Relations Authority
Federal Maritime Commission
Federal Mediation and Conciliation Service
Federal Retirement Thrift Investment Board
International Boundary and Water Commission
Merit Systems Protection Board
National Endowment for the Arts
National Endowment for the Humanities
National Gallery of Art
National Indian Gaming Commission
National Transportation Safety Board
Office of Management and Budget
Office of the U.S. Trade Representative
Pension Benefit Guaranty Corporation
Railroad Retirement Board
Selective Service System
Surface Transportation Board
U.S. International Development Finance Corporation
U.S. International Trade Commission
U.S. Office of Special Counsel

Very Small Agencies (<100 employees)

AbilityOne Commission
African Development Foundation
Chemical Safety and Hazard Investigation Board
Commission on Civil Rights
Defense Nuclear Facilities Safety Board
Farm Credit System Insurance Corporation
Federal Mine Safety and Health Review Commission
Institute of Museum and Library Services
Inter-American Foundation
John F. Kennedy Center for the Performing Arts
Marine Mammal Commission
National Capital Planning Commission
National Mediation Board
Occupational Safety and Health Review Commission
Office of Navajo and Hopi Indian Relocation
Postal Regulatory Commission
U.S. Access Board
U.S. Office of Government Ethics
U.S. Trade and Development Agency