

Federal Employee Viewpoint Survey 2019

The National Credit Union Administration created a goal to increase the Federal Employee Viewpoint Survey participation rate to 70 percent in 2019. Our employees stepped up to the challenge, and the NCUA is pleased to announce that our participation rate for 2019 was 84.1 percent, 14 percentage points above our goal. This is an increase of 25.7 percentage points from 2018. Eight hundred and ninety-one of the 1,060 agency employees who were employed as of October 2018 took the survey.

The overall federal government participation rate was 42.6 percent. The participation rate for other mid-sized federal agencies was 63.6 percent.

Broad internal marketing by the agency, using multiple communication channels and designating FEVS Champions in every office, led to this achievement. NCUA leadership thanks all the employees who took the time to participate in the survey.

The survey period ran from May 14 to June 25, 2019.

The NCUA's strategic goals include approaches to improve organizational effectiveness and enhance employee engagement. One strategy was the creation of Workforce Engagement Action Planning by every office, based on the 2018 FEVS results. The NCUA is proud to announce achievement of our goal to improve employee engagement by two percentage points. Our employee engagement index rose from 67 percent to 69 percent. In addition, Global Satisfaction and New Inclusion Quotient Indices both increased two percentage points in 2019.

NCUA will continue its efforts to improve employee engagement and their overall work experience through diversified groups of employee stakeholders to help drive improvements identified by each office. Senior leaders will continue to analyze the 2019 FEVS results to ensure improvement where necessary and celebrate successes.

NCUA FEVS Results 2019

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| 1 | *I am given a real opportunity to improve my skills | | | |

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| | in my organization. | 73.7% | 25.3% | 48.4% | 10.8%

 | 10.4%

 | 5.0% | 15.5% | 228 | 427 | 94
 | 93 | 45
 | 887 | N/A |
| 2 | I have enough information to do my job well. | | | |

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| | | 69.5% | 20.9% | 48.5% | 13.3%

 | 13.1%

 | 4.2% | 17 3% | 189 | 429 | 116
 | 116 | 38
 | 888 | N/A |
| 3 | I feel encouraged to come up with new and better | 001070 | 2010/0 | 101070 | 10.075

 | 1012/0

 | | 17.370 | 105 | 123 | 110
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 | 000 | ,,, |
| | ways of doing things. | E4 20/ | 21 00/ | 22 /0/ | 10.2%

 | 16 69/

 | 0.0% | 26 59/ | 109 | 200 | 100
 | 146 | 07
 | 007 | NI / A |
| 4 | My work gives me a feeling of personal | 54.5% | 21.0% | 52.4% | 19.5%

 | 10.0%

 | 9.9% | 20.5% | 198 | 200 | 108
 | 140 | 8/
 | 887 | N/A |
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| - | | 73.7% | 31.1% | 42.6% | 14.6%

 | 7.7%

 | 4.0% | 11.7% | 280 | 378 | 127
 | 68 | 36
 | 889 | N/A |
| 5 | l like the kind of work I do. | | | |

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| | | 84.4% | 38.2% | 46.2% | 10.7%

 | 3.8%

 | 1.2% | 5.0% | 344 | 405 | 94
 | 34 | 11
 | 888 | N/A |
| 6 | I know what is expected of me on the job. | 77.0% | 31.1% | 45.9% | 11.0%

 | 7.8%

 | 4.2% | 12.0% | 278 | 407 | 97
 | 70 | 38
 | 890 | N/A |
| 7 | When needed I am willing to put in the extra effort | | | |

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| | to get a job done. | 95.8% | 65.3% | 30.5% | 2.5%

 | 0.4%

 | 1.3% | 1.8% | 585 | 269 | 21
 | 4 | 12
 | 891 | N/A |
| 8 | I am constantly looking for ways to do my job | | | |

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 | | |
| | better. | 80.0% | 19.0% | 40.0% | 8.2%

 | 2 1%

 | 0.7% | 2.8% | 120 | 25/ | 71
 | 10 | 6
 | 880 | N/A |
| 9 | I have sufficient resources (for example, people, materials, budget) to get my job done. | | | |

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| | | 55.5% | 16.9% | 38.6% | 12.3%

 | 19.2%

 | 13.0% | 32.2% | 152 | 345 | 107
 | 170 | 116
 | 890 | 0 |
| 10 | *My workload is reasonable. | 57.0% | 14.2% | 42 9% | 16 5%

 | 16.1%

 | 10.4% | 26.4% | 127 | 383 | 143
 | 140 | 93
 | 886 | 0 |
| 11 | *My talents are used well in the workplace. | 0 | 22/0 | | 20.070

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 | _0.170 | _0.170 | | | 113
 | 110 |
 | 000 | Ĵ |
| | | 62.0% | 10.1% | 12 0% | 16 1%

 | 12 5%

 | 0.4% | 21.0% | 171 | 270 | 1.11
 | 110 | 0.1
 | 005 | 1 |
| 12 | *I know how my work relates to the agency's | 02.0% | 19.1% | 42.9% | 10.1%

 | 12.5%

 | 9.4% | 21.9% | 1/1 | 379 | 141
 | 110 | 84
 | 665 | 1 |
| 12 | goals. | 85.3% | 35.1% | 50.3% | 9.2%

 | 3.2%

 | 2.2% | 5.4% | 315 | 441 | 81
 | 28 | 20
 | 885 | 1 |
| 13 | The work I do is important. | 89.9% | 47.7% | 42.2% | 6.5%

 | 1.9%

 | 1.6% | 3.5% | 428 | 371 | 59
 | 17 | 14
 | 889 | 1 |
| 14 | Physical conditions (for example, noise level,
temperature, lighting, cleanliness in the
workplace) allow employees to perform their jobs
well. | 65.5% | 25.9% | 39.6% | 20.1%

 | 10.0%

 | 4.4% | 14.4% | 231 | 348 | 174
 | 89 | 39
 | 881 | 9 |
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13 | 1 *I am given a real opportunity to improve my skills in my organization. 2 I have enough information to do my job well. 3 I feel encouraged to come up with new and better ways of doing things. 4 My work gives me a feeling of personal accomplishment. 5 I like the kind of work I do. 6 I know what is expected of me on the job. 7 When needed I am willing to put in the extra effort to get a job done. 8 I am constantly looking for ways to do my job better. 9 I have sufficient resources (for example, people, materials, budget) to get my job done. 10 *My workload is reasonable. 11 *My talents are used well in the workplace. 12 *I know how my work relates to the agency's goals. 13 The work I do is important. 14 Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs | Item Item Text % 1 *I am given a real opportunity to improve my skills
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accomplishment. 73.7% 5 I like the kind of work I do. 73.7% 6 I know what is expected of me on the job. 77.0% 7 When needed I am willing to put in the extra effort
to get a job done. 95.8% 8 I am constantly looking for ways to do my job
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Agree-	15	My performance appraisal is a fair reflection of my														
disagree		performance.	68.1%	26.6%	41.5%	13.6%	9.7%	8.7%	18.3%	238	361	118	84	76	877	13
Agree-	16	I am held accountable for achieving results.														
disagree			88.7%	34.8%	53.9%	8.1%	2.0%	1.2%	3.2%	312	475	72	18	11	888	0
Agree- disagree	17	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	72 70/	22.10/	40.5%	12 70/	6.5%	7.10/	12.0%	202	220	100		CO	0.42	47
Agree-	18	My training needs are assessed.	73.7%	33.1%	40.6%	12.7%	6.5%	7.1%	13.6%	283	339	106	55	60	843	47
disagree	10	wy during needs are assessed.	62.3%	20.5%	41.8%	18.3%	12.2%	7.2%	10.4%	105	271	160	107	62	000	2
Agree-	19	In my most recent performance appraisal, I	02.3%	20.5%	41.8%	18.3%	12.2%	7.2%	19.4%	185	371	100	107	63	886	Z
disagree		understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding).														
			65.7%	27.3%	38.4%	11.9%	13.5%	8.9%	22.4%	240	334	104	118	78	874	16
Agree-	20	*The people I work with cooperate to get the job														
disagree		done.	82.2%	38.9%	43.2%	8.7%	5.3%	3.8%	9.1%	346	383	77	47	34	887	N/A
Agree- disagree	21	My work unit is able to recruit people with the right skills.	61.4%	18.5%	42.9%	20.2%	12.0%	6.3%	18.3%	161	367	170	100	54	852	32
Agree-	22	Promotions in my work unit are based on merit.	011770	101070	121070	2012/0	12.070	0.070	10.570	101	507	170	100		032	32
disagree			45.5%	15.0%	30.5%	25.1%	15.1%	14.3%	29.4%	126	251	205	123	116	821	63
Agree- disagree	23	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.														
			41.0%	11.8%	29.3%	25.7%	17.4%	15.9%	33.2%	92	228	201	137	124	782	104
Agree- disagree	24	*In my work unit, differences in performance are recognized in a meaningful way.														
			42.8%	13.4%	29.4%	25.8%	18.9%	12.5%	31.4%	112	248	213	157	104	834	51
Agree- disagree	25	Awards in my work unit depend on how well employees perform their jobs.	47.4%	14.5%	32.9%	20.7%	16.9%	15.0%	31.9%	125	278	175	142	124	844	39
Agree- disagree	26	Employees in my work unit share job knowledge with each other.	83.1%	35.8%	47.2%	8.4%	4.5%	4.1%	8.6%	318	415	73	41	36	883	0
Agree-	27	The skill level in my work unit has improved in the	0012/0	0010/0		01170			010/0	010	.10					
disagree		past year.	62.1%	24.2%	38.0%	23.5%	9.6%	4.8%	14.4%	207	323	200	83	41	854	32
Good-poor	28	How would you rate the overall quality of work done by your work unit?	87.2%	46.0%	41.2%	10.7%	1.6%	0.4%	2.0%	412	361	96	14	4	887	N/A
Agree- disagree	29	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.												10		
Agree- disagree	30	Employees have a feeling of personal empowerment with respect to work processes.	83.9%	37.4%	46.5%	8.8%	5.3%	2.0%	7.3%	335	405	78	47	18	883	5
			50.7%	12.3%	38.4%	22.5%	16.1%	10.8%	26.8%	109	337	192	139	93	870	12

Agroo	21	Employees are recognized for providing high														
Agree-	31	Employees are recognized for providing high quality products and services.														
disagree			54.2%	15.1%	39.1%	19.8%	16.5%	9.5%	26.0%	134	343	169	141	81	868	15
Agree-	32	Creativity and innovation are rewarded.														
disagree			41.5%	13.1%	28.4%	25.7%	20.4%	12.3%	32.8%	114	244	217	173	103	851	29
Agree-	33	Pay raises depend on how well employees														
disagree		perform their jobs.	47.8%	14.1%	33.7%	22.1%	15.9%	14.2%	30.1%	122	290	187	135	120	854	29
Agree-	34	Policies and programs promote diversity in the	17.070	1.1.1/0	33.770	22.170	13.370	11.270	50.170	122	250	107	155	120	004	23
disagree	51	workplace (for example, recruiting minorities and														
		women, training in awareness of diversity issues,														
		mentoring).														
			77.2%	32.5%	44.7%	15.6%	2.1%	5.1%	7.2%	277	373	129	17	43	839	43
Agree-	35	Employees are protected from health and safety														
disagree		hazards on the job.	71.8%	28.8%	43.0%	18.5%	6.0%	3.7%	9.6%	253	371	156	52	32	864	17
Agree-	36	My organization has prepared employees for	/1.0/0	20.070	13.070	10.570	0.070	3.770	5.070	255	571	150	JZ	52	-004	1/
disagree		potential security threats.														
			86.1%	34.6%	51.5%	9.3%	2.7%	1.9%	4.6%	308	446	80	23	17	874	5
Agree-	37	Arbitrary action, personal favoritism and coercion														
disagree		for partisan political purposes are not tolerated.														
			55.1%	20.3%	34.8%	23.4%	9.2%	12.3%	21.5%	164	280	186	74	98	802	77
Agree-	38	Prohibited Personnel Practices (for example,														
disagree		illegally discriminating for or against any														
		employee/applicant, obstructing a person's right														
		to compete for employment, knowingly violating														
		veterans' preference requirements) are not														
		tolerated.														
			74.9%	31.2%	43.7%	14.3%	4.4%	6.3%	10.7%	250	342	112	35	50	789	92
Agree-	39	My agency is successful at accomplishing its														
disagree		mission.	79.4%	27.2%	52.2%	15.4%	3.7%	1.5%	5.1%	238	450	132	31	13	864	16
Agree-	40	*I recommend my organization as a good place to	79.4%	27.270	52.270	15.4%	5.770	1.5%	5.1%	250	450	152	51	15	004	10
disagree	40	work.														
			75.3%	32.2%	43.1%	16.4%	5.6%	2.8%	8.4%	288	376	144	49	25	882	N/A
Agree-	41	*I believe the results of this survey will be used to														
disagree		make my agency a better place to work.														
			54.2%	23.6%	30.6%	20.7%	13.9%	11.1%	25.1%	203	258	173	115	93	842	40
Agree-	42	My supervisor supports my need to balance work														
disagree		and other life issues.	82.3%	45.6%	36.7%	8.4%	4.3%	5.1%	9.3%	405	319	73	37	45	879	1
Agree-	43	My supervisor provides me with opportunities to	02.570	-5.070	50.770	0.470	7.370	5.170	5.570	-05	515	/ 3	57		079	1
disagree	+5	demonstrate my leadership skills.														
		,														
			74.3%	36.9%	37.4%	12.9%	6.7%	6.1%	12.8%	326	325	114	58	54	877	4
Agree-	44	Discussions with my supervisor about my														
disagree		performance are worthwhile.	70.8%	34.7%	36.0%	13.4%	8.1%	7.8%	15.9%	305	313	117	71	68	874	5

Agree-	45	My supervisor is committed to a workforce														
disagree	13	representative of all segments of society.														
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A = + = =	40		77.1%	41.2%	35.9%	15.3%	2.7%	5.0%	7.6%	325	281	120	21	39	786	91
Agree- disagree	46	My supervisor provides me with constructive suggestions to improve my job performance.														
uisagi ee		suggestions to improve my job performance.														
			71.9%	34.7%	37.2%	13.0%	8.1%	7.0%	15.1%	304	323	115	72	61	875	6
Agree-	47	Supervisors in my work unit support employee														
disagree		development.	75.9%	36.5%	39.3%	11.9%	6.4%	5.9%	12.2%	321	342	103	56	52	874	6
Agree-	48	My supervisor listens to what I have to say.														
disagree			80.3%	45.2%	35.1%	8.0%	7.4%	4.2%	11.6%	399	304	69	66	38	876	N/A
Agree-	49	My supervisor treats me with respect.														
disagree			85.5%	51.7%	33.8%	6.8%	4.2%	3.5%	7.6%	457	291	60	36	31	875	N/A
Agree-	50	In the last six months, my supervisor has talked														
disagree		with me about my performance.														
			92.8%	50.1%	42.7%	4.0%	1.7%	1.5%	3.2%	442	372	35	14	14	877	N/A
Agree-	51	I have trust and confidence in my supervisor.	52.670	50.170	12.770	1.070	1.770	1.570	5.270	2	572	55	14	14	0//	11/7
disagree		,,	73.6%	42.1%	31.5%	13.2%	6.4%	6.8%	13.2%	371	272	115	56	61	875	N/A
Good-poor	52	Overall, how good a job do you feel is being done	75.0%	42.1%	51.5%	15.2%	0.4%	0.0%	13.2%	371	272	115	50	10	8/5	N/A
	52	by your immediate supervisor?														
		.,,,														
			77.7%	47.3%	30.4%	13.0%	5.7%	3.6%	9.3%	417	265	114	50	33	879	N/A
Agree- disagree	53	In my organization, senior leaders generate high levels of motivation and commitment in the														
uisagi ee		workforce.														
			43.8%	14.1%	29.8%	25.6%	16.8%	13.8%	30.6%	123	260	215	142	118	858	17
Agree-	54	My organization's senior leaders maintain high														
disagree		standards of honesty and integrity.														
			52.1%	17.8%	34.3%	23.3%	11.3%	13.3%	24.6%	148	279	185	91	108	811	60
Agree-	55	Supervisors work well with employees of different														
disagree		backgrounds.	74.0%	26.0%	48.0%	16.6%	4.0%	5.4%	9.4%	217	390	136	32	45	820	41
Agree-	56	*Managers communicate the goals of the														
disagree		organization.	69.5%	20.5%	49.0%	17.6%	7.5%	5.4%	12.9%	180	419	149	63	47	858	7
Agree-	57	Managers review and evaluate the organization's														
disagree		progress toward meeting its goals and objectives.														
			69.6%	20.4%	49.2%	17.9%	6.4%	6.1%	12.5%	168	400	144	51	50	813	58
Agree-	58	Managers promote communication among	05.070	20.470	45.270	17.570	0.470	0.170	12.570	100	400	144	51	50	013	
disagree	50	different work units (for example, about projects,														
_		goals, needed resources).														
A	_ _ _ _ _		60.3%	18.4%	41.9%	19.5%	10.4%	9.8%	20.2%	160	354	163	87	84	848	24
Agree- disagree	59	Managers support collaboration across work units to accomplish work objectives.														
aisagiee																
			63.1%	18.8%	44.3%	18.3%	9.4%	9.2%	18.6%	160	369	151	78	77	835	34

																-
Good-poor	60	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	65.3%	29.8%	35.5%	21.4%	7.2%	6.0%	13.3%	248	290	171	58	49	816	59
Agree-	61	I have a high level of respect for my organization's	05.570	25.070	55.578	21.770	1.270	0.070	13.370	270	250	1/1	50		510	
disagree		senior leaders.	54.1%	20.0%	34.1%	23.4%	12.5%	10.0%	22.5%	174	294	196	106	85	855	15
Agree-	62	Senior leaders demonstrate support for Work-Life							22.070		201	100	100			
disagree		programs.	56.8%	21.2%	35.6%	22.2%	10.9%	10.1%	21.0%	177	290	177	88	81	813	62
Satisfied- dissatisfied	63	*How satisfied are you with your involvement in decisions that affect your work?														
			52.4%	17.0%	35.5%	22.4%	17.6%	7.6%	25.2%	151	310	190	153	66	870	N/A
Satisfied- dissatisfied	64	*How satisfied are you with the information you receive from management on what's going on in your organization?														
			58.7%	18.5%	40.3%	18.6%	16.1%	6.6%	22.7%	165	351	159	138	57	870	N/A
Satisfied- dissatisfied	65	*How satisfied are you with the recognition you receive for doing a good job?														
			52.1%	17.2%	34.8%	22.2%	15.9%	9.9%	25.8%	154	302	189	135	86	866	N/A
Satisfied- dissatisfied	66	How satisfied are you with the policies and practices of your senior leaders?														
			44.8%	14.0%	30.8%	29.0%	17.2%	9.0%	26.2%	124	270	248	148	78	868	N/A
Satisfied- dissatisfied	67	How satisfied are you with your opportunity to get a better job in your organization?														
			43.6%	13.4%	30.1%	22.9%	19.3%	14.2%	33.5%	118	259	196	167	123	863	N/A
Satisfied- dissatisfied	68	How satisfied are you with the training you receive for your present job?														
			60.9%	19.4%	41.5%	18.7%	12.9%	7.5%	20.4%	173	358	159	110	65	865	N/A
Satisfied- dissatisfied	69	*Considering everything, how satisfied are you with your job?														
			72.7%	24.9%	47.9%	14.3%	9.1%	4.0%	13.0%	219	414	123	78	35	869	N/A
Satisfied- dissatisfied	70	Considering everything, how satisfied are you with your pay?														
			71.0%	26.9%	44.1%	14.3%	9.0%	5.7%	14.7%	241	381	121	76	50	869	N/A
Satisfied- dissatisfied	71	*Considering everything, how satisfied are you with your organization?														
			67.3%	21.8%	45.5%	19.4%	8.8%	4.4%	13.3%	193	392	166	75	39	865	N/A

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

** Unweighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'

72. Currently, in my work unit poor performers usually:	N	%
Remain in the work unit and improve their	123	17.8%
Remain in the work unit and continue to	329	48.4%
Leave the work unit - removed or transferred	52	7.8%
Leave the work unit - quit	20	3.0%

	There are no poor performers in my work unit Item Response Total	157 681	23.19
	Do not know	188	-
	Total	869	100.0%
73. Which	of the following best describes the impact of the partial	Ν	9
	The shutdown had no impact on my working/pay status	841	97.69
	I did not work and did not receive pay until after the	0	0.09
	I worked some of the shutdown but did not receive pay	0	0.09
	I worked for the entirety of the shutdown but did not	0	0.09
	Other, not listed above	21	2.4
	Total	862	100.09
74. How w	vas your everyday work impacted during (if you worked)	Ν	9
	It had no impact	769	89.2
	A slightly negative impact	64	7.3
	A moderately negative impact	22	2.5
	A very negative impact	5	0.6
	An extremely negative impact	3	0.49
	Total	863	100.09
If the resp	onse to item 74 was "It had no impact", item 75 was skipped.		
75. In who	at ways did the partial government shutdown negatively	N	
	Unmanageable workload	4	4.5
	Missed deadlines	11	11.9
	Unrecoverable loss of work	3	3.4
	Unrecoverable loss of work Reduced customer service	3 34	
	Reduced customer service		36.99
	Reduced customer service Delayed work	34	36.99 34.29
	Reduced customer service Delayed work Reduced work quality	34 32 8	36.99 34.29 8.59
	Reduced customer service Delayed work Reduced work quality Cutback of critical work	34 32	36.99 34.29 8.59 3.79
	Reduced customer service Delayed work Reduced work quality Cutback of critical work Time lost in restarting work	34 32 8 3	36.99 34.29 8.59 3.79 10.19
	Reduced customer service Delayed work Reduced work quality Cutback of critical work Time lost in restarting work Unmet statutory requirements	34 32 8 3 9	36.99 34.29 8.59 3.79 10.19 5.69
	Reduced customer service Delayed work Reduced work quality Cutback of critical work Time lost in restarting work	34 32 8 3 9 5	36.99 34.29 8.59 3.79 10.19 5.69
76. Are yo	Reduced customer service Delayed work Reduced work quality Cutback of critical work Time lost in restarting work Unmet statutory requirements Other	34 32 8 3 9 5 48	36.99 34.29 8.59 3.79 10.19 5.69 52.49
76. Are yo	Reduced customer service Delayed work Reduced work quality Cutback of critical work Time lost in restarting work Unmet statutory requirements Other Total (percents will add to more than 100% because	34 32 8 3 9 5 48 92	36.99 34.29 8.59 3.79 10.19 5.60 52.49
76. Are yo	Reduced customer service Delayed work Reduced work quality Cutback of critical work Time lost in restarting work Unmet statutory requirements Other Total (percents will add to more than 100% because u looking for another job because of the partial	34 32 8 3 9 5 48 92 N	36.99 34.29 8.55 3.79 10.11 5.69 52.49
76. Are yo	Reduced customer service Delayed work Reduced work quality Cutback of critical work Time lost in restarting work Unmet statutory requirements Other Total (percents will add to more than 100% because u looking for another job because of the partial I am looking for another job specifically because of the	34 32 8 3 9 5 48 92 92 N 1	36.99 34.29 8.59 3.79 10.19 5.69 52.49
76. Are yo	Reduced customer service Delayed work Reduced work quality Cutback of critical work Time lost in restarting work Unmet statutory requirements Other Total (percents will add to more than 100% because tu looking for another job because of the partial I am looking for another job specifically because of the I am looking for another job, but the shutdown is only	34 32 8 3 9 5 48 92 N 1 8	36.9 34.2 8.5 3.7 10.1 5.6 52.4 0.1 1.0 17.9
76. Are ya	Reduced customer service Delayed work Reduced work quality Cutback of critical work Time lost in restarting work Unmet statutory requirements Other Total (percents will add to more than 100% because tu looking for another job because of the partial I am looking for another job specifically because of the I am looking for another job, but the shutdown is only I am looking for another job, but the shutdown had no	34 32 8 3 9 5 48 92 N 1 8 154	36.9 34.2 8.5 3.7 10.1 5.6 52.4 0.1 1.0 17.9 81.0
	Reduced customer service Delayed work Reduced work quality Cutback of critical work Time lost in restarting work Unmet statutory requirements Other Total (percents will add to more than 100% because the locking for another job because of the partial I am looking for another job specifically because of the I am looking for another job, but the shutdown is only I am looking for another job, but the shutdown had no I am not looking for another job currently	34 32 8 3 9 5 48 92 N 1 8 154 697	36.9 34.2 8.5 3.7 10.1 5.6 52.4 0.1 1.0 17.9 81.0 100.0
	Reduced customer service Delayed work Reduced work quality Cutback of critical work Time lost in restarting work Unmet statutory requirements Other Total (percents will add to more than 100% because Du looking for another job because of the partial I am looking for another job specifically because of the I am looking for another job, but the shutdown is only I am looking for another job, but the shutdown had no I am not looking for another job currently Total	34 32 8 3 9 5 48 92 N 1 8 154 697 860	36.9 34.2 8.5 3.7 10.1 5.6 52.4 0.1 1.0 17.9 81.0 100.0
	Reduced customer service Delayed work Reduced work quality Cutback of critical work Time lost in restarting work Unmet statutory requirements Other Total (percents will add to more than 100% because Du looking for another job because of the partial I am looking for another job specifically because of the I am looking for another job, but the shutdown is only I am looking for another job, but the shutdown had no I am not looking for another job currently Total ency provided the support (e.g., communication,	34 32 8 3 9 5 48 92 N 1 8 154 697 860 N	36.9 34.2 8.5 3.7 10.1 5.6 52.4 0.1 1.0 17.9 81.0 100.0 9 43.1 9
	Reduced customer service Delayed work Reduced work quality Cutback of critical work Time lost in restarting work Unmet statutory requirements Other Total (percents will add to more than 100% because Du looking for another job because of the partial I am looking for another job specifically because of the I am looking for another job, but the shutdown is <u>only</u> I am looking for another job, but the shutdown had <u>no</u> I am <u>not</u> looking for another job currently Total tency provided the support (e.g., communication, Strongly Agree	34 32 8 3 9 5 48 92 N 1 1 8 154 697 860 N 151	36.9 34.2 8.5 3.7 10.1 5.6 52.4 0.1 1.0 17.9 81.0 100.0 43.1 37.1
	Reduced customer service Delayed work Reduced work quality Cutback of critical work Time lost in restarting work Unmet statutory requirements Other Total (percents will add to more than 100% because <i>u looking for another job because of the partial</i> I am looking for another job specifically because of the I am looking for another job, but the shutdown is only I am looking for another job, but the shutdown had no I am looking for another job currently Total ency provided the support (e.g., communication, Strongly Agree Agree	34 32 8 3 9 5 48 92 N 1 1 8 5 4 8 697 860 N 151 126	36.9 34.2 8.5 3.7 10.1 5.6 52.4 0.1 1.0 17.9 81.0 100.0 43.1 37.1 18.0
	Reduced customer service Delayed work Reduced work quality Cutback of critical work Time lost in restarting work Unmet statutory requirements Other Total (percents will add to more than 100% because <i>u looking for another job because of the partial</i> I am looking for another job specifically because of the I am looking for another job, but the shutdown is only. I am looking for another job, but the shutdown had <u>no</u> I am not looking for another job currently Total rency provided the support (e.g., communication, Strongly Agree Agree Neither Agree nor Disagree	34 32 8 3 9 5 48 92 N 1 5 4 8 697 860 N 151 126 61	36.9 34.2 8.5 3.7 10.1 5.6 52.4 0.1 1.0 17.9 81.0 100.0 43.1 37.1 18.0 0.0
	Reduced customer service Delayed work Reduced work quality Cutback of critical work Time lost in restarting work Unmet statutory requirements Other Total (percents will add to more than 100% because <i>u looking for another job because of the partial</i> I am looking for another job specifically because of the I am looking for another job, but the shutdown is only I am looking for another job, but the shutdown had no I am looking for another job currently Total ency provided the support (e.g., communication, Strongly Agree Agree Neither Agree nor Disagree Disagree	34 32 8 3 9 5 48 92 N 1 5 4 8 697 860 N 151 126 61 0	36.99 34.29 8.59 3.79 10.19 5.69 52.49 0.19 1.09 81.09 17.99 81.09 100.09 43.19 37.19 18.09 0.09 1.79
	Reduced customer service Delayed work Reduced work quality Cutback of critical work Time lost in restarting work Unmet statutory requirements Other Total (percents will add to more than 100% because <i>u looking for another job because of the partial</i> I am looking for another job specifically because of the I am looking for another job, but the shutdown is only. I am looking for another job, but the shutdown had no. I am not looking for another job currently Total eency provided the support (e.g., communication, Strongly Agree Agree Neither Agree nor Disagree Disagree Strongly Disagree	34 32 8 3 9 5 48 92 N 1 5 4 8 697 860 N 151 126 61 0 61 0 6	3.49 36.99 34.29 8.59 3.79 10.19 5.69 52.49 0.19 1.09 17.99 81.09 100.09 43.19 37.19 18.09 0.09 1.79

78. Please select the response below that BEST describes your	201	9	201	8
current teleworking schedule.	Ν	%	N	%
I telework very infrequently, on an unscheduled or short-	205	24.8%	158	26.7%
I telework, but only about 1 or 2 days per month	130	15.9%	94	15.8%
I telework 1 or 2 days per week	150	18.2%	88	14.4%
I telework 3 or 4 days per week	35	4.3%	18	2.9%
I telework every work day	102	12.2%	79	13.9%
I do not telework because I have to be physically present	66	8.1%	65	11.7%
I do not telework because of technical issues that	12	1.5%	6	1.0%
I do not telework because I did not receive approval to	60	7.6%	33	5.8%
I do not telework because I choose not to telework	62	7.4%	44	7.8%
Total	822	100.0%	585	100.0%

		2019			2018	
			All Respons			
			e			All
79. How satisfied are you with the Telework program in your		Satisfact	Options		Satisfaction	Response
agency?	Ν	ion %	%	N	%	Options %
Very Satisfied	220	32.2%	25.9%	107	23.3%	17.3%
Satisfied	224	33.4%	26.9%	178	40.1%	29.8%
Neither Satisfied nor Dissatisfied	127	19.1%	15.4%	79	18.3%	13.6%
Dissatisfied	69	10.3%	8.3%	52	11.5%	8.5%
Very Dissatisfied	33	5.1%	4.1%	31	6.8%	5.1%
Item Response Total	673	100.0%	80.6%	447	100.0%	74.3%
I choose not to participate in this program	38		4.5%	23		3.9%
This program is not available to me	115		14.1%	115		20.2%
I am unaware of this program	7		0.8%	8		1.6%
Total	833	100.0%	100.0%	593	100.0%	100.0%
80. Which of the following Work-Life programs have you	201	9				
participated in or used at your agency within the last 12 months?	N	%				
Alternative Work Schedules	700	80.9%				
Health and Wellness Programs	154	17.2%				
Employee Assistance Program – EAP	44	4.9%				
Child Care Programs	27	3.2%				
Elder Care Programs	4	0.5%				
None listed above	138	15.9%				

Total (percents will add to more than 100% because

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

		2019		2018	
			All		
			Respons		
			e		All
81. How satisfied are you with the following Work-Life programs in		Satisfact	Options	Satisfaction	Response
your agency? Alternative Work Schedules	N	ion %	%	N %	Options %
Very Satisfied	421	50.8%	48.2%	248 43.4%	40.4%
Satisfied	295	36.2%	34.4%	233 41.8%	39.0%
Neither Satisfied nor Dissatisfied	72	8.8%	8.4%	52 9.4%	8.8%

866

Dissatisfied	19	2.4%	2.3%	19	3.2%	3.0%
Very Dissatisfied	15	1.9%	1.8%	12	2.1%	2.0%
Item Response Total	822	100.0%	95.0%	564	100.0%	93.2%
I choose not to participate in these programs	27		3.1%	15		2.5%
These programs are not available to me	11		1.2%	20		3.4%
I am unaware of these programs	6		0.7%	5		1.0%
Total	866	100.0%	100.0%	604	100.0%	100.0%

		2019			2018	
			All			
			Respons			
			e			All
82. How satisfied are you with the following Work-Life programs in		Satisfact	Options		Satisfaction	Response
your agency? Health and Wellness Programs	Ν	ion %	%	N	%	Options %
Very Satisfied	120	23.5%	13.4%	116	24.9%	17.9%
Satisfied	191	38.6%	21.9%	157	36.0%	25.9%
Neither Satisfied nor Dissatisfied	143	29.2%	16.6%	125	28.2%	20.3%
Dissatisfied	23	4.8%	2.7%	31	7.0%	5.0%
Very Dissatisfied	19	4.0%	2.3%	17	3.9%	2.8%
Item Response Total	496	100.0%	56.9%	446	100.0%	72.1%
I choose not to participate in these programs	215		24.9%	54		9.4%
These programs are not available to me	88		10.4%	87		14.5%
I am unaware of these programs	65		7.8%	23		4.1%
Total	864	100.0%	100.0%	610	100.0%	100.0%

	2019			2018		
			All			
			Respons			
			e			All
83. How satisfied are you with the following Work-Life programs in		Satisfact	Options	s Satisfaction		Response
your agency? Employee Assistance Program - EAP	N	ion %	%	N	%	Options %
Very Satisfied	48	13.9%	5.4%	62	16.9%	9.9%
Satisfied	80	23.8%	9.3%	92	25.5%	14.9%
Neither Satisfied nor Dissatisfied	193	57.4%	22.4%	169	48.2%	28.2%
Dissatisfied	5	1.4%	0.6%	19	5.2%	3.0%
Very Dissatisfied	12	3.6%	1.4%	14	4.2%	2.5%
Item Response Total	338	100.0%	39.0%	356	100.0%	58.5%
I choose not to participate in these programs	400		46.4%	187		30.8%
These programs are not available to me	19		2.3%	6		0.9%
I am unaware of these programs	102		12.3%	59		9.8%
Total	859	100.0%	100.0%	608	100.0%	100.0%

		2019		2018	
			All		
			Respons		
			e		All
84. How satisfied are you with the following Work-Life programs in		Satisfact	Options	Satisfaction	Response
your agency? Child Care Programs	N	ion %	%	N %	Options %
Very Satisfied	31	13.1%	3.6%	13 6.0%	2.0%
Satisfied	40	17.2%	4.7%	41 20.7%	6.8%
Neither Satisfied nor Dissatisfied	150	63.7%	17.4%	121 59.7%	19.7%

Dissatisfied	6	2.8%	0.8%	12	6.0%	2.0%
Very Dissatisfied	7	3.2%	0.9%	15	7.5%	2.5%
Item Response Total	234	100.0%	27.3%	202	100.0%	33.0%
I choose not to participate in these programs	391		45.3%	196		32.5%
These programs are not available to me	112		13.1%	104		16.9%
I am unaware of these programs	121		14.3%	105		17.6%
Total	858	100.0%	100.0%	607	100.0%	100.0%

		2019		2018			
				All			
				Respons			
				е			All
85. How satisfied are you with the following Work-Life programs in		Satisfact		Options	Satisfaction		Response
your agency?	P Elder Care Programs	N	ion %	%	N	%	Options %
	Very Satisfied	15	7.9%	1.7%	11	5.7%	1.7%
	Satisfied	10	5.5%	1.2%	17	9.8%	2.9%
	Neither Satisfied nor Dissatisfied	153	79.9%	17.7%	132	73.0%	21.5%
	Dissatisfied	6	3.4%	0.7%	9	4.8%	1.4%
	Very Dissatisfied	6	3.4%	0.7%	12	6.7%	2.0%
1	Item Response Total	190	100.0%	22.1%	181	100.0%	29.4%
	I choose not to participate in these programs	386		45.0%	197		32.5%
	These programs are not available to me	106		12.3%	88		14.3%
	I am unaware of these programs	175		20.6%	142		23.8%
-	Total	857	100.0%	100.0%	608	100.0%	100.0%

Percentages are weighted to represent the Agency's population.

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