



U.S. Department of Commerce

2020 Federal Employee Viewpoint Survey Results

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About The FEVS

Title 5, Code of Federal Regulations, Part 250 requires agencies to administer an annual employee survey. The U.S. Office of Personnel Management now administers the FEVS annually, thus meeting agencies' yearly survey commitment.

The web-based survey was completed by approximately 624,800 Federal employees. The survey was open to Commerce employees beginning September 21 to November 2, 2020.

The 2020 FEVS collected feedback on employees' work experience, work unit, agency, supervisors, leadership, and overall satisfaction. This year, employees also provided feedback on their work experience during the COVID-19 pandemic and work/life programs, among other items. Commerce will use the 2020 results to identify the strengths of the organization and improvement areas.

Results At-A-Glance

Overall, the majority of employees believe that the Department provides the conditions that support engagement and would recommend the Department as a good place to work. We saw a three percentage point increase in the Employee Engagement and Global Satisfaction Indices; major strengths in core questions throughout all key categories, particularly in the area of work experience and supervisors/team leaders; and high satisfaction with work/life programs such as telework and alternative work schedules.

Employees provided positive feedback on their work experience during the COVID-19 pandemic. Approximately 90% of Commerce employees believe senior leaders have demonstrated commitment to employee health and safety and that supervisors have supported their efforts to stay healthy and safe while working. About 83% believe the Department will respond effectively to future emergencies based on how it handled the pandemic. While the Department made significant improvements since 2019, we remain committed to continue to improve and will examine results to identify these opportunities. Below are highlights based on FEVS Items 1-38 (excludes Q11):

- **27 of 37 items had positive ratings of 65% or more** (strengths)
- **0 items had neutral rating of 30% or more** (opportunities)
- **0 items had negative rating of 35% or more** (challenges)
- **36 of 37 items increased from the Department's 2019 positive score**
- **1 item decreased from the Department's 2019 positive score**
- **33 out of 37 items were above the positive Government-wide average**
 - ❖ **14 items were 5 percentage points or more above the positive Government-wide average**
- **4 items were below the positive Government-wide average**
- **Highest positive score: 90%** – I know how my work relates to the agency's goals (Q07).
- **Highest negative score: 23%** – My workload is reasonable (Q05)

Indices

Commerce received the following Index scores based on the 2020 FEVS, resulting in an increase for all indices/sub-indices from last year:

76% on Employee Engagement (73% in 2019)

Conditions that lead to engaged employees

- **84% on Supervisors** (81% in 2019)
The interpersonal relationship between worker and supervisor, including trust, respect, and support
- **78% on Intrinsic Work Experiences** (75% in 2019)
Employees' feelings of motivation and competency relating to their role in the workplace
- **65% on Leaders Lead** (62% in 2019)
Perceptions of leadership integrity and behaviors, such as communication and workforce motivation

74% on Global Satisfaction (71% in 2019)

Satisfaction with the job, pay, and organization and willingness to recommend it as good place to work

Response Rates

57% (21,310 out of 37,247) of Commerce employees responded, which is 13 percentage points above the Government rate. Bureau/organizational unit response rates are:

- | | | | |
|--------------|---------------|----------------|--------------|
| ▪ EDA – 90% | ▪ MBDA – 72% | ▪ OS – 58% | ▪ NOAA – 48% |
| ▪ OIG – 78% | ▪ ITA – 68% | ▪ CENSUS – 58% | |
| ▪ BEA – 76% | ▪ USPTO – 63% | ▪ BIS – 56% | |
| ▪ NTIA – 73% | ▪ NTIS – 61% | ▪ NIST – 49% | |

FEVS Core Items 1-38

	POSITIVE		NEUTRAL	NEGATIVE		TOTAL Response Count	Do Not Know
	Strongly Agree/ Very Good/ Very Satisfied	Agree/ Good/ Satisfied	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied	Disagree/ Poor/ Dissatisfied	Strongly Disagree/ Very Poor/ Very Dissatisfied		
My Work Experience							
1 *I am given a real opportunity to improve my skills in my organization.	74.3%		14.9%	10.8%		21,197	N/A
	27.7%	46.6%	14.9%	7.8%	3.0%		
	5,961	9,851	3,113	1,640	632		
2 I feel encouraged to come up with new and better ways of doing things.	66.3%		17.7%	16.0%		21,025	N/A
	27.3%	39.0%	17.7%	10.9%	5.1%		
	5,758	8,078	3,750	2,336	1,103		
3 My work gives me a feeling of personal accomplishment.	79.4%		12.3%	8.2%		21,139	N/A
	33.8%	45.6%	12.3%	5.4%	2.8%		
	7,104	9,632	2,625	1,169	609		
4 I know what is expected of me on the job.	87.2%		7.1%	5.8%		21,231	N/A
	39.9%	47.3%	7.1%	3.9%	1.8%		
	8,539	9,951	1,500	843	398		
5 *My workload is reasonable.	62.8%		14.4%	22.8%		21,159	28
	15.5%	47.3%	14.4%	14.4%	8.4%		
	3,200	9,814	3,079	3,180	1,886		
6 *My talents are used well in the workplace.	68.7%		15.8%	15.5%		20,912	42
	21.1%	47.6%	15.8%	10.1%	5.4%		
	4,449	9,940	3,295	2,100	1,128		
7 *I know how my work relates to the agency's goals.	90.0%		6.5%	3.5%		21,116	29
	38.8%	51.1%	6.5%	2.3%	1.2%		
	8,300	10,740	1,354	470	252		
8 *I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	67.4%		19.1%	13.5%		20,173	1,085
	28.7%	38.7%	19.1%	7.5%	6.1%		
	5,879	7,806	3,832	1,470	1,186		
My Work Unit							
9 *The people I work with cooperate to get the job done.	87.1%		8.0%	4.8%		21,275	N/A
	44.4%	42.7%	8.0%	3.6%	1.3%		
	9,562	8,986	1,702	764	261		

FEVS Core Items 1-38

10 In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	51.4%		28.3%	20.3%		16,973	4,297
	15.2%	36.2%	28.3%	12.5%	7.7%		
	2,710	6,222	4,728	2,058	1,255		

11 In my work unit poor performers usually:	N	%
Remain in the work unit and improve their performance over time	3,452	23.7%
Remain in the work unit and continue to underperform	5,212	37.3%
Leave the work unit - removed or transferred	1,510	10.0%
Leave the work unit - quit	666	4.3%
There are no poor performers in my work unit	3,568	24.6%
Item Response Total		14,408 100.0%
Do Not Know		6,864 --
Total		21,272 100.0%

	POSITIVE		NEUTRAL	NEGATIVE		TOTAL Response Count	Do Not Know
	Strongly Agree/ Very Good/ Very Satisfied	Agree/ Good/ Satisfied	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied	Disagree/ Poor/ Dissatisfied	Strongly Disagree/ Very Poor/ Very Dissatisfied		
12 *In my work unit, differences in performance are recognized in a meaningful way.	57.6%		24.3%	18.1%		18,931	2,326
	15.3%	42.3%	24.3%	12.7%	5.4%		
	2,998	8,027	4,547	2,354	1,005		

13 *My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	86.8%		8.3%	5.0%		20,975	304
	35.6%	51.2%	8.3%	3.7%	1.3%		
	7,586	10,680	1,691	765	253		

My Agency

14 Employees are recognized for providing high quality products and services.	70.2%		15.0%	14.8%		20,972	262
	23.3%	46.8%	15.0%	9.9%	4.9%		
	4,972	9,766	3,112	2,085	1,037		
15 Employees are protected from health and safety hazards on the job.	84.4%		9.8%	5.9%		20,741	484
	39.7%	44.7%	9.8%	3.7%	2.1%		
	8,427	9,143	2,021	739	411		

FEVS Core Items 1-38

16	My agency is successful at accomplishing its mission.	86.5%		10.0%	3.5%		20,821	417
		35.7%	50.9%	10.0%	2.5%	1.0%		
		7,505	10,540	2,048	510	218		
17	*I recommend my organization as a good place to work.	77.6%		13.8%	8.6%		21,283	N/A
		34.7%	42.9%	13.8%	5.7%	2.8%		
		7,450	9,073	2,924	1,224	612		
18	*I believe the results of this survey will be used to make my agency a better place to work.	53.5%		25.7%	20.8%		19,649	1,635
		19.0%	34.5%	25.7%	12.7%	8.2%		
		3,850	6,804	4,929	2,463	1,603		

My Supervisors/Team Leaders

19	My supervisor supports my need to balance work and other life issues.	88.1%		6.8%	5.1%		21,156	113
		55.1%	33.0%	6.8%	2.7%	2.4%		
		11,827	6,869	1,415	561	484		
20	My supervisor is committed to a workforce representative of all segments of society.	82.7%		13.1%	4.3%		19,665	1,574
		47.8%	34.8%	13.1%	2.4%	1.9%		
		9,607	6,740	2,518	449	351		
21	Supervisors in my work unit support employee development.	82.6%		10.6%	6.8%		20,976	278
		45.4%	37.2%	10.6%	4.1%	2.8%		
		9,715	7,695	2,176	831	559		
22	My supervisor listens to what I have to say.	86.4%		7.5%	6.2%		21,219	N/A
		52.7%	33.7%	7.5%	4.1%	2.1%		
		11,348	7,052	1,544	848	427		
23	My supervisor treats me with respect.	89.1%		6.2%	4.8%		21,207	N/A
		58.4%	30.7%	6.2%	2.8%	1.9%		
		12,551	6,411	1,277	577	391		
24	I have trust and confidence in my supervisor.	80.7%		10.7%	8.6%		21,207	N/A
		51.0%	29.7%	10.7%	5.2%	3.5%		
		11,020	6,233	2,196	1,051	707		
25	Overall, how good a job do you feel is being done by your immediate supervisor?	83.0%		11.4%	5.5%		21,259	N/A
		55.4%	27.6%	11.4%	3.5%	2.1%		
		11,990	5,799	2,346	706	418		

My Leadership

26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	53.9%		24.2%	21.9%		20,655	558
		16.3%	37.6%	24.2%	13.3%	8.5%		
		3,434	7,739	4,948	2,745	1,789		
27	My organization's senior leaders maintain high standards of honesty and integrity.	64.9%		21.6%	13.5%		19,510	1,616
		23.6%	41.3%	21.6%	7.3%	6.2%		
		4,649	8,030	4,221	1,396	1,214		

FEVS Core Items 1-38

28	*Managers communicate the goals of the organization.	73.4%		15.4%	11.2%		20,873	286
		22.2%	51.2%	15.4%	7.2%	4.0%		
		4,723	10,660	3,156	1,500	834		
29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	61.9%		20.7%	17.4%		20,285	890
		19.4%	42.5%	20.7%	10.9%	6.5%		
		4,027	8,570	4,147	2,218	1,323		
30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	71.0%		18.8%	10.2%		18,890	2,299
		32.8%	38.2%	18.8%	6.0%	4.2%		
		6,313	7,190	3,491	1,113	783		
31	I have a high level of respect for my organization's senior leaders.	64.0%		21.2%	14.7%		20,682	499
		25.2%	38.9%	21.2%	8.9%	5.8%		
		5,263	8,015	4,352	1,850	1,202		
32	Senior leaders demonstrate support for Work-Life programs.	71.8%		18.0%	10.2%		19,338	1,843
		30.2%	41.6%	18.0%	6.1%	4.2%		
		5,955	7,993	3,430	1,158	802		
My Satisfaction								
33	*How satisfied are you with your involvement in decisions that affect your work?	57.4%		21.6%	21.0%		21,102	N/A
		17.3%	40.1%	21.6%	15.0%	6.0%		
		3,698	8,368	4,537	3,203	1,296		
34	*How satisfied are you with the information you receive from management on what's going on in your organization?	60.8%		20.3%	19.0%		21,017	N/A
		17.6%	43.1%	20.3%	13.5%	5.5%		
		3,793	8,984	4,192	2,879	1,169		
35	*How satisfied are you with the recognition you receive for doing a good job?	63.1%		20.1%	16.8%		21,033	N/A
		21.5%	41.6%	20.1%	11.5%	5.3%		
		4,602	8,731	4,187	2,422	1,091		
36	*Considering everything, how satisfied are you with your job?	75.8%		13.7%	10.5%		20,984	N/A
		27.8%	48.0%	13.7%	7.7%	2.8%		
		5,866	10,020	2,874	1,618	606		
37	Considering everything, how satisfied are you with your pay?	69.6%		14.7%	15.7%		21,073	N/A
		23.6%	46.0%	14.7%	11.2%	4.5%		
		4,982	9,730	3,103	2,339	919		
38	*Considering everything, how satisfied are you with your organization?	71.7%		16.8%	11.5%		21,089	N/A
		23.2%	48.6%	16.8%	8.1%	3.4%		
		4,959	10,194	3,514	1,701	721		

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

"Do not know" responses are excluded from percentage calculations and total response counts.

Percentages are weighted to represent the Agency's population.

Respondents were asked to share their work experiences since the last OPM FEVS administration (June 2019) for Items 1-38.

COVID-19 Pandemic: Background and Telework

When responding to questions 39 through 57, respondents were asked to think of their experiences during the COVID-19 pandemic (for much of the Federal government, pandemic responses began in March 2020), unless otherwise instructed.

39. During the COVID-19 pandemic, on average what percentage of your work time have you been physically present at your agency worksite (including headquarters, bureau, field offices, etc.)?

	N	%
100% of my work time	1,107	5.4%
At least 75% but less than 100%	840	5.0%
At least 50% but less than 75%	362	2.1%
At least 25% but less than 50%	444	2.5%
Less than 25%	3,117	16.3%
I have not been physically present at my agency worksite during the pandemic	15,011	68.7%
Total	20,881	100.0%

40. Please select the response that BEST describes your teleworking schedule (1) BEFORE the COVID-19 pandemic, (2) DURING the PEAK of the pandemic, and (3) AS OF the date you responded to this survey.

	BEFORE the COVID-19 pandemic		DURING the PEAK of the pandemic		AS OF the date you responded to this survey	
	N	%	N	%	N	%
I telework every work day	5,183	22.8%	18,788	87.8%	17,563	81.1%
I telework 3 or 4 days per week	1,561	7.2%	772	4.3%	1,382	7.7%
I telework 1 or 2 days per week	6,189	28.8%	303	1.9%	624	3.6%
I telework, but only about 1 or 2 days per month	1,140	5.4%	229	1.6%	326	2.1%
I telework very infrequently, on an unscheduled or I <u>do not</u> telework because I have to be physically present on the job (e.g., law enforcement officers, TSA agent, border patrol agent, security personnel)	2,430	12.4%	180	1.2%	292	1.8%
I <u>do not</u> telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent	842	4.8%	306	1.7%	363	2.1%
I <u>do not</u> telework because I did not receive approval to do so, even though I have the kind of job where I	323	1.8%	123	0.7%	86	0.5%
<u>do not</u> telework because I choose not to telework	1,253	6.3%	77	0.4%	83	0.4%
I <u>do not</u> telework because I choose not to telework	2,049	10.5%	109	0.6%	145	0.8%
Total	20,970	100.0%	20,887	100.0%	20,864	100.0%

COVID-19 Pandemic: Background and Telework

41. What type(s) of leave have you used because of the pandemic? (Mark all that apply)

	N	%
Leave under the Emergency Paid Sick Leave Act (part of the Families First Coronavirus Response Act)	1,445	6.4%
Annual leave	8,338	39.8%
Sick leave	6,112	29.0%
Weather and safety leave	852	4.0%
Administrative leave	3,023	14.5%
Other paid leave (e.g., comp time, credit hours)	1,909	9.1%
Unpaid leave (e.g., LWOP)	187	0.9%
I have not used leave because of the pandemic	10,520	50.4%
Total (percents will add to more than 100% because respondents could choose more than one response option)	20,972	--

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

41a. During the COVID-19 pandemic, what percentage of your total work time have you used leave because of the pandemic?

	N	%
100% of my work time	248	2.5%
At least 75% but less than 100%	299	2.8%
At least 50% but less than 75%	335	3.3%
At least 25% but less than 50%	1,289	12.0%
Less than 25%	8,201	79.3%
Total	10,372	100.0%

42. How have you changed your participation in alternative work schedules (AWS) because of the COVID-19 pandemic? Examples of AWS include compressed work and flexible work schedule.

	N	%
<u>I began</u> an alternative work schedule	1,959	9.5%
<u>I ended</u> my usual alternative work schedule	462	2.3%
No change because of the pandemic	18,582	88.2%
Total	21,003	100.0%

Percentages are weighted to represent the Agency's population.

COVID-19 Pandemic: Employee Supports

43. How has your organization supported your well-being needs during the COVID-19 pandemic?

For each support listed, choose the best response from one of the 3 columns: (1) those supports you needed and have been available to you, (2) those needed but not available to you, and (3) those supports you have not currently needed.

	Needed and available to me		Needed, but not available to me		Not needed by me now	
	N	%	N	%	N	%
	43A. Expanded telework	16,368	78.7%	445	2.4%	3,954
43B. Expanded work schedule flexibilities	13,773	65.5%	836	4.5%	6,083	30.0%
43C. Expanded leave policies	8,730	41.3%	1,408	7.0%	10,529	51.7%
43D. More information on available leave policies	9,735	46.0%	1,602	8.1%	9,270	45.9%
43E. Expanded mental health resources (e.g., assistance with stress of COVID-19)	4,333	21.0%	1,944	9.2%	14,502	69.7%
43F. Expanded physical health resources (e.g., temperature checks, COVID-19 illness testing) at my agency worksite	2,260	11.2%	2,409	12.4%	16,087	76.4%
43G. Timely communication about possible COVID-19 illness at my agency worksite	9,333	45.7%	2,475	12.2%	8,980	42.1%
43H. Protection of employees at higher risk for severe illness from COVID-19 exposure	6,753	33.3%	1,510	7.7%	12,425	59.0%
43I. Limited access to my agency worksite buildings/facilities (e.g., closures, limits on activities with external visitors/groups)	9,660	48.0%	635	3.2%	10,542	48.8%
43J. Social distancing (e.g., limits on group size, reduced access to common areas) in my agency worksite	7,434	38.2%	462	2.4%	12,922	59.5%
43K. Rearranged workspaces to maximize social distancing	3,979	20.6%	919	4.7%	15,843	74.7%
43L. Encouraged use of personal protective equipment (PPE) or other safety equipment in my agency worksite	7,952	41.1%	556	2.8%	12,277	56.1%
43M. Cleaning and sanitizing supplies available to reduce risk of illness in my agency worksite	7,191	37.7%	925	4.5%	12,668	57.7%
43N. Training for all employees on health and safety protocols	9,369	48.5%	1,749	8.2%	9,627	43.3%

Percentages are weighted to represent the Agency's population.

COVID-19 Pandemic: Employee Supports

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

	N	%
Strongly Agree	11,389	55.5%
Agree	7,017	34.5%
Neither Agree nor Disagree	1,348	6.6%
Disagree	374	1.9%
Strongly Disagree	289	1.5%
No Basis to Judge	507	--
Total	20,924	100.0%

45. During the COVID-19 pandemic my organization's senior leaders have supported policies and procedures to protect employee health and safety.

	N	%
Strongly Agree	11,404	55.7%
Agree	7,102	35.0%
Neither Agree nor Disagree	1,242	6.2%
Disagree	350	1.8%
Strongly Disagree	257	1.3%
No Basis to Judge	513	--
Total	20,868	100.0%

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

	N	%
Strongly Agree	9,588	46.7%
Agree	7,376	36.1%
Neither Agree nor Disagree	2,090	10.2%
Disagree	965	4.6%
Strongly Disagree	485	2.4%
No Basis to Judge	295	--
Total	20,799	100.0%

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

	N	%
Strongly Agree	12,212	59.5%
Agree	6,040	29.7%
Neither Agree nor Disagree	1,547	7.6%
Disagree	372	1.8%
Strongly Disagree	274	1.4%
No Basis to Judge	475	--
Total	20,920	100.0%

COVID-19 Pandemic: Employee Supports

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

	N	%
Strongly Agree	12,324	60.7%
Agree	5,912	29.4%
Neither Agree nor Disagree	1,488	7.4%
Disagree	266	1.4%
Strongly Disagree	224	1.1%
No Basis to Judge	652	--
Total	20,866	100.0%

49. During the COVID-19 pandemic my supervisor has created an environment where I can voice my concerns about staying healthy and safe.

	N	%
Strongly Agree	11,444	57.0%
Agree	5,586	28.2%
Neither Agree nor Disagree	2,061	10.3%
Disagree	501	2.6%
Strongly Disagree	366	1.9%
No Basis to Judge	925	--
Total	20,883	100.0%

Percentages are weighted to represent the Agency's population.
"No Basis to Judge" responses are not included in percentage calculations.

COVID-19 Pandemic: Work Supports

50. How has your organization supported your work during the COVID-19 pandemic?

For each support listed choose the best response from one of the 3 columns: (1) those supports you needed and have been available to you, (2) those you needed but not available to you, and (3) those supports you have not currently needed.

	Needed and available to me		Needed, but not available to me		Not needed by me now	
	N	%	N	%	N	%
50A. Consistent communication (e.g., organizational status, what to expect)	16,421	79.8%	2,168	10.5%	2,029	9.7%
50B. Training for new/changed work or work processes because of the pandemic	9,770	48.3%	1,887	9.3%	8,923	42.4%
50C. Reallocation of resources (e.g., staffing, budget, materials) to support changes in work because of the pandemic	7,221	35.8%	2,238	11.2%	11,161	53.1%
50D. Help with commuting issues (e.g., alternatives to public transportation)	2,335	11.6%	697	3.4%	17,637	85.0%
50E. Options for work/business travel	2,669	13.5%	941	5.0%	16,939	81.5%
50F. Information on remote work policies, procedures, and expectations	14,326	69.7%	985	4.9%	5,327	25.4%
50G. Training on how to work remotely	8,936	43.9%	1,116	5.7%	10,598	50.4%
50H. Equipment and technology for working remotely (e.g., laptops, cell phone, Information Technology infrastructure)	13,965	67.5%	1,648	8.4%	5,076	24.1%
50I. Expanded collaboration tools (e.g., video conferencing, teleconferencing)	15,411	74.9%	1,025	5.0%	4,271	20.1%
50J. Expanded training for using remote work tools and applications	10,220	49.7%	2,030	10.1%	8,372	40.1%
50K. Expanded Information Technology (IT) support	12,134	58.8%	2,033	10.1%	6,498	31.1%
50L. Information about data security policies and procedures	13,136	64.7%	969	4.8%	6,446	30.5%

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)?

	N	%
Yes	1,439	9.0%
No	17,726	84.3%
Other	1,163	6.7%
Total	20,328	100.0%

Percentages are weighted to represent the Agency's population.

COVID-19 Pandemic: Work Effects

52. How disruptive has the COVID-19 pandemic been to your ability to do your work?

	N	%
Extremely	1,909	9.5%
Very	3,114	15.4%
Somewhat	5,842	28.6%
Slightly	4,496	21.6%
Not at All	5,362	24.9%
No Basis to Judge	126	--
Total	20,849	100.0%

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

	N	%
Greatly Increased	2,858	14.0%
Somewhat Increased	6,028	29.8%
About the Same	10,508	50.3%
Somewhat Decreased	836	4.5%
Greatly Decreased	265	1.5%
No Basis to Judge	354	--
Total	20,849	100.0%

Respondents were asked to answer question 54 thinking of their experiences prior to the COVID-19 pandemic (for much of the Federal government, pandemic responses began in March 2020).

54A. Prior to the COVID-19 pandemic, my work unit met the needs of our customers.

	N	%
Always	12,062	60.5%
Most of the Time	7,078	36.3%
Sometimes	525	2.7%
Rarely	73	0.4%
Never	25	0.1%
No Basis to Judge	995	--
Total	20,758	100.0%

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

	N	%
Always	13,566	67.8%
Most of the Time	5,624	28.8%
Sometimes	519	2.7%
Rarely	95	0.5%
Never	25	0.1%
No Basis to Judge	798	--
Total	20,627	100.0%

COVID-19 Pandemic: Work Effects

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

	N	%
Always	13,082	65.2%
Most of the Time	5,988	30.5%
Sometimes	683	3.6%
Rarely	109	0.6%
Never	27	0.1%
No Basis to Judge	845	--
Total	20,734	100.0%

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

	N	%
Always	12,234	60.9%
Most of the Time	6,146	31.5%
Sometimes	1,145	6.1%
Rarely	231	1.2%
Never	43	0.2%
No Basis to Judge	908	--
Total	20,707	100.0%

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

	N	%
Always	11,880	58.6%
Most of the Time	6,101	31.0%
Sometimes	1,515	7.7%
Rarely	406	2.1%
Never	110	0.6%
No Basis to Judge	731	--
Total	20,743	100.0%

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

	N	%
Always	11,551	57.3%
Most of the Time	7,254	37.4%
Sometimes	872	4.6%
Rarely	98	0.5%
Never	26	0.1%
No Basis to Judge	871	--
Total	20,672	100.0%

COVID-19 Pandemic: Work Effects

Respondents were asked to answer question 55 thinking of their experiences during the COVID-19 pandemic (for much of the Federal government, pandemic responses began in March 2020).

55A. During the COVID-19 pandemic, my work unit has met the needs of our customers.

	N	%
Always	10,145	50.8%
Most of the Time	7,310	38.1%
Sometimes	1,660	9.2%
Rarely	276	1.6%
Never	63	0.3%
No Basis to Judge	1,267	--
Total	20,721	100.0%

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

	N	%
Always	12,171	60.9%
Most of the Time	5,955	31.1%
Sometimes	1,167	6.5%
Rarely	212	1.2%
Never	52	0.3%
No Basis to Judge	1,064	--
Total	20,621	100.0%

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

	N	%
Always	11,855	59.3%
Most of the Time	6,149	31.8%
Sometimes	1,346	7.3%
Rarely	217	1.2%
Never	58	0.3%
No Basis to Judge	1,099	--
Total	20,724	100.0%

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

	N	%
Always	11,693	58.2%
Most of the Time	6,051	31.4%
Sometimes	1,532	8.2%
Rarely	318	1.8%
Never	76	0.4%
No Basis to Judge	1,046	--
Total	20,716	100.0%

COVID-19 Pandemic: Work Effects

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

	N	%
Always	10,969	54.1%
Most of the Time	6,116	31.4%
Sometimes	2,056	10.8%
Rarely	538	2.8%
Never	150	0.8%
No Basis to Judge	916	--
Total	20,745	100.0%

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

	N	%
Always	10,287	51.0%
Most of the Time	7,066	36.8%
Sometimes	1,800	9.9%
Rarely	315	1.8%
Never	79	0.5%
No Basis to Judge	1,180	--
Total	20,727	100.0%

56. In the phased return of employees to the agency worksite (i.e., opening up government), my organization has made employee safety a top priority.

	N	%
Strongly Agree	9,348	55.7%
Agree	5,176	31.2%
Neither Agree nor Disagree	1,479	8.9%
Disagree	408	2.5%
Strongly Disagree	266	1.7%
No Basis to Judge	4,096	--
Total	20,773	100.0%

57. Based on my organization's handling of the COVID-19 pandemic, I believe my organization will respond effectively to future emergencies.

	N	%
Strongly Agree	9,054	45.1%
Agree	7,528	38.0%
Neither Agree nor Disagree	2,340	11.9%
Disagree	601	3.2%
Strongly Disagree	363	1.9%
No Basis to Judge	912	--
Total	20,798	100.0%

Percentages are weighted to represent the Agency's population.

"No Basis to Judge" responses are not included in percentage calculations.

Work-Life

When responding to questions 58 through 64 about Work-Life programs, respondents were asked to share their work experiences since the last OPM FEVS administration (June 2019).

58. How satisfied are you with the Telework program in your agency?	N	Satisfaction %	All Response Options %
Very Satisfied	11,548	55.9%	53.8%
Satisfied	6,493	33.1%	31.9%
Neither Satisfied nor Dissatisfied	1,219	6.7%	6.4%
Dissatisfied	620	3.3%	3.2%
Very Dissatisfied	187	1.0%	1.0%
Item Response Total	20,067	100.0%	96.3%
I choose not to participate in this program	186	--	1.0%
This program is not available to me	430	--	2.2%
I am unaware of this program	88	--	0.5%
Total	20,771	100.0%	100.0%

59. Which of the following Work-Life programs have you participated in or used at your agency within the last 12 months? (Mark all that apply)	N	%
Alternative Work Schedules (for example, compressed work schedule, flexible work schedule)	14,104	66.4%
Health and Wellness Programs (for example, onsite exercise, flu vaccination, medical screening, CPR training, Health and wellness fair)	3,929	18.7%
Employee Assistance Program - EAP (for example, short-term counseling, referral services, legal services, education services)	1,204	5.7%
Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, subsidy, flexible spending account)	850	4.0%
Elder Care Programs (for example, elder/adult care, support groups, resources)	170	0.8%
None listed above	5,492	28.2%
Total (percents will add to more than 100% because respondents could choose more than one response option)	20,682	--

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)	N	Satisfaction %	All Response Options %
Very Satisfied	10,800	61.8%	50.1%
Satisfied	4,971	30.0%	24.3%
Neither Satisfied nor Dissatisfied	935	6.0%	4.9%
Dissatisfied	237	1.5%	1.2%
Very Dissatisfied	104	0.7%	0.6%
Item Response Total	17,047	100.0%	81.0%
I choose not to participate in these programs	2,095	--	10.5%
These programs are not available to me	1,116	--	6.0%
I am unaware of these programs	455	--	2.5%
Total	20,713	100.0%	100.0%

Work-Life

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)	N	Satisfaction %	All Response Options %
Very Satisfied	3,700	31.5%	17.5%
Satisfied	4,619	40.6%	22.5%
Neither Satisfied nor Dissatisfied	2,557	23.1%	12.8%
Dissatisfied	386	3.7%	2.0%
Very Dissatisfied	125	1.2%	0.6%
Item Response Total	11,387	100.0%	55.5%
I choose not to participate in these programs	5,504	--	26.0%
These programs are not available to me	2,031	--	10.4%
I am unaware of these programs	1,595	--	8.2%
Total	20,517	100.0%	100.0%

62. How satisfied are you with the following Work-Life programs in your agency? Employee Assistance Program - EAP (for example, short-term counseling, referral services, legal services, education services)	N	Satisfaction %	All Response Options %
Very Satisfied	1,805	22.0%	8.6%
Satisfied	2,507	31.6%	12.3%
Neither Satisfied nor Dissatisfied	3,245	41.2%	16.0%
Dissatisfied	268	3.3%	1.3%
Very Dissatisfied	154	1.9%	0.8%
Item Response Total	7,979	100.0%	38.9%
I choose not to participate in these programs	10,226	--	48.9%
These programs are not available to me	486	--	2.6%
I am unaware of these programs	1,916	--	9.6%
Total	20,607	100.0%	100.0%

63. How satisfied are you with the following Work-Life programs in your agency? Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, subsidy, flexible spending account)	N	Satisfaction %	All Response Options %
Very Satisfied	1,096	19.4%	5.2%
Satisfied	1,429	26.0%	7.0%
Neither Satisfied nor Dissatisfied	2,681	49.4%	13.2%
Dissatisfied	162	2.9%	0.8%
Very Dissatisfied	116	2.3%	0.6%
Item Response Total	5,484	100.0%	26.8%
I choose not to participate in these programs	11,410	--	54.5%
These programs are not available to me	1,746	--	8.8%
I am unaware of these programs	1,936	--	9.9%
Total	20,576	100.0%	100.0%

Work-Life

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)	N	Satisfaction %	All Response Options %
Very Satisfied	712	16.4%	3.4%
Satisfied	786	18.7%	3.8%
Neither Satisfied nor Dissatisfied	2,543	61.1%	12.5%
Dissatisfied	82	2.0%	0.4%
Very Dissatisfied	65	1.7%	0.3%
Item Response Total	4,188	100.0%	20.5%
I choose not to participate in these programs	11,334	--	54.2%
These programs are not available to me	1,555	--	8.0%
I am unaware of these programs	3,459	--	17.4%
Total	20,536	100.0%	100.0%

Percentages are weighted to represent the Agency's population.

Work-Life: COVID-19 Child Care and Elder/Adult Care

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)

	N	%
I do not have any child care responsibilities	12,265	60.0%
No arrangements needed to manage child care responsibilities (e.g., older children)	2,012	10.1%
Child care in my own home (e.g., other parent, relative, nanny, au pair)	3,783	18.2%
Alternative work arrangement (e.g., telework, flexible work schedule)	4,251	19.8%
Child care center	816	3.9%
Paid leave	3,171	14.8%
Unpaid leave	272	1.3%
Child care in someone else's home (e.g., relative or neighbor, professional child care provider)	831	3.9%
Respite care (temporary care of a sick or disabled child, providing relief for their usual caregiver)	89	0.4%
Agency emergency back-up care program	87	0.4%
Resource and referral services for dependent child care	39	0.2%
Other services/arrangements	681	3.3%
Total (percents will add to more than 100% because respondents could choose more than one response option)	20,531	--

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)

	N	%
I do not have any elder/adult care responsibilities	16,393	80.2%
No arrangements needed to manage elder/adult care responsibilities (e.g., elder can manage tasks of everyday living)	1,629	8.1%
Alternative work arrangement (e.g., telework, flexible work schedule)	1,529	7.2%
Elder/adult day care center	52	0.3%
Paid leave	1,282	6.1%
Unpaid leave	96	0.5%
Long-term care insurance	32	0.2%
Respite care (temporary care of a sick or disabled adult/elder, providing relief for their usual caregiver)	140	0.7%
Other services/arrangements	519	2.5%
Total (percents will add to more than 100% because respondents could choose more than one response option)	20,450	--

Percentages are weighted to represent the Agency's population.

"I do not have any child/elder/adult care responsibilities" and "No arrangements needed to manage child/elder/adult care responsibilities (e.g., older children, elder can manage tasks of everyday living)" response options are mutually exclusive; respondents could not select either of these options and any other response option.

Work-Life: COVID-19 Closures

67. During the COVID-19 pandemic, how disruptive have school closures/changes been to your ability to do your work?

	N	%
I do not have responsibility for school-aged children	10,418	--
Extremely	2,206	25.8%
Very	1,568	18.6%
Somewhat	2,073	25.3%
Slightly	1,343	16.5%
Not at All	1,097	13.7%
Does Not Apply	2,006	--
Total	20,711	100.0%

68. During the COVID-19 pandemic, how disruptive have changes to your children's day care been to your ability to do your work?

	N	%
I do not have responsibility for children who need day care	12,180	--
Extremely	1,935	34.1%
Very	1,131	20.1%
Somewhat	1,180	21.8%
Slightly	606	11.3%
Not at All	668	12.8%
Does Not Apply	3,001	--
Total	20,701	100.0%

Percentages are weighted to represent the Agency's population.

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

Employment and Personal Demographics

Where do you work?

Headquarters	38.6%
Field	25.6%
Full-time telework (e.g., home office, telecenter)	35.8%
Total	100.0%

What is your supervisory status?

Senior Leader	1.8%
Manager	6.2%
Supervisor	14.4%
Team Leader	12.5%
Non-Supervisor	65.1%
Total	100.0%

What is your pay category/grade?

Federal Wage System	1.2%
GS 1-6	7.5%
GS 7-12	22.4%
GS 13-15	60.8%
Senior Executive Service	1.5%
Senior Level (SL) or Scientific or Professional (ST)	0.7%
Other	5.9%
Total	100.0%

What is your US military service status?

No Prior Military Service	88.7%
Currently in National Guard or Reserves	0.4%
Retired	3.2%
Separated or Discharged	7.7%
Total	100.0%

Are you:

The spouse of a current active duty service member of the U.S. Armed Forces	0.5%
The spouse of a service member who retired or separated from active duty in the U.S. Armed Forces with a disability rating of 100 percent	0.7%
The widow(er) of a service member killed while on active duty in the U.S. Armed Forces	0.0%
None of the categories listed	98.8%
Total	100.0%

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	3.2%
No	96.8%
Total	100.0%

Employment and Personal Demographics

How long have you been with the Federal Government (excluding military service)?

Less than 1 year	0.2%
1 to 3 years	7.2%
4 to 5 years	7.9%
6 to 10 years	20.5%
11 to 14 years	19.0%
15 to 20 years	15.9%
More than 20 years	29.3%
Total	100.0%

How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?

Less than 1 year	0.4%
1 to 3 years	10.3%
4 to 5 years	10.6%
6 to 10 years	21.4%
11 to 14 years	18.2%
15 to 20 years	14.8%
More than 20 years	24.2%
Total	100.0%

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

Are you considering leaving your organization within the next year, and if so, why?	Before the COVID-19 Pandemic %	Today %
No	83.4%	80.6%
Yes, to retire	4.7%	5.6%
Yes, to take another job within the Federal Government	7.6%	7.9%
Yes, to take another job outside the Federal Government	2.4%	2.9%
Yes, other	1.9%	2.9%
Total	100.0%	100.0%

If the response to your considering leaving your organization did not differ between "Before the COVID-19 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	34.5%
No	65.5%
Total	100.0%

Employment and Personal Demographics

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

I am planning to retire:	Before the COVID-19 Pandemic %	Today %
Less than 1 year	2.0%	2.8%
1 year	2.2%	2.8%
2 years	4.8%	4.7%
3 years	4.7%	4.2%
4 years	3.1%	3.0%
5 years	6.3%	6.3%
More than 5 years	76.9%	76.3%
Total	100.0%	100.0%

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

Has your retirement plan changed because of the COVID-19 pandemic?

Yes	37.9%
No	62.1%
Total	100.0%

Are you of Hispanic, Latino, or Spanish origin?

Yes	6.2%
No	93.8%
Total	100.0%

Please select the racial category or categories with which you most closely identify.

White	68.5%
Black or African American	12.7%
All other races	18.8%
Total	100.0%

What is your age group?

29 years and under	3.5%
30-39 years old	21.9%
40-49 years old	25.9%
50-59 years old	30.4%
60 years or older	18.3%
Total	100.0%

Employment and Personal Demographics

What is the highest degree or level of education you have completed?

Less than High School/ High School Diploma/ GED	2.4%
Certification/ Some College/ Associate's Degree	11.5%
Bachelor's Degree	34.1%
Advanced Degrees (Post Bachelor's Degree)	52.0%
Total	100.0%

Are you an individual with a disability?

Yes	9.6%
No	90.4%
Total	100.0%

Are you:

Male	54.4%
Female	45.6%
Total	100.0%

Are you transgender?

Yes	0.2%
No	99.8%
Total	100.0%

Which one of the following do you consider yourself to be?

Straight, that is not gay or lesbian	94.4%
Gay or Lesbian	2.6%
Bisexual	1.4%
Something else	1.6%
Total	100.0%

Percentages for demographic questions are unweighted.

Some response option categories were collapsed to provide more meaningful results while strengthening confidentiality.

Agency-Specific Questions

1. My supervisor actively supports my career planning and advancement.

	N	%
Strongly Agree	8,406	39.7%
Agree	7,042	34.3%
Neither Agree nor Disagree	3,545	17.4%
Disagree	1,028	5.1%
Strongly Disagree	679	3.4%
Total	20,700	100.0%

2. I have access to the technology I need to effectively do my work.

	N	%
Strongly Agree	8,490	40.3%
Agree	9,173	44.8%
Neither Agree nor Disagree	1,412	7.0%
Disagree	1,221	6.0%
Strongly Disagree	412	1.9%
Total	20,708	100.0%

3. In my work unit, collaboration and knowledge management are fostered and encouraged.

	N	%
Strongly Agree	8,346	39.6%
Agree	8,133	39.7%
Neither Agree nor Disagree	2,661	13.1%
Disagree	1,081	5.3%
Strongly Disagree	489	2.4%
Total	20,710	100.0%

Percentages are weighted to represent the Agency's population.