

Federal Retirement Thrift Investment Board

Federal Employee Viewpoint Survey Results: 2021

Annual Employee Survey (AES) Summary Report

Core Survey Questions

Q1-10, 12 - 44

Item	Item Text:	Response Type	Percent Positive	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	Percent Negative	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	Item Response Total**	Do Not Know/ No Basis to Judge
1	*I am given a real opportunity to improve my skills in my organization.	Agree-disagree	82.5%	40.2%	42.3%	6.6%	7.1%	3.8%	10.9%	70	74	12	12	6	174	N/A
2	I feel encouraged to come up with new and better ways of doing things.	Agree-disagree	74.1%	40.9%	33.2%	8.7%	8.9%	8.3%	17.2%	72	57	15	15	14	173	N/A
3	My work gives me a feeling of personal accomplishment.	Agree-disagree	71.7%	37.7%	34.0%	11.9%	8.6%	7.8%	16.4%	66	61	21	14	13	175	N/A
4	I know what is expected of me on the job.	Agree-disagree	82.1%	44.8%	37.3%	9.5%	2.4%	6.1%	8.4%	80	66	14	4	10	174	N/A
5	*My workload is reasonable.	Agree-disagree	76.3%	29.6%	46.7%	11.4%	7.5%	4.9%	12.3%	51	80	19	13	8	171	2
6	*My talents are used well in the workplace.	Agree-disagree	71.1%	29.7%	41.4%	9.1%	11.6%	8.2%	19.8%	50	71	15	20	14	170	3
7	*I know how my work relates to the agency's goals.	Agree-disagree	87.3%	46.8%	40.5%	5.7%	4.4%	2.5%	7.0%	80	70	9	7	4	170	3
8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	Agree-disagree	70.8%	32.7%	38.1%	17.2%	6.1%	5.8%	12.0%	54	61	27	10	9	161	11
9	*The people I work with cooperate to get the job done.	Agree-disagree	89.8%	52.5%	37.3%	4.8%	3.8%	1.7%	5.4%	93	65	8	6	3	175	N/A
10	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	Agree-disagree	49.6%	24.5%	25.1%	31.7%	7.7%	11.1%	18.7%	34	34	44	11	15	138	37
12	*In my work unit, differences in performance are recognized in a meaningful way.	Agree-disagree	67.8%	30.8%	37.0%	17.1%	10.1%	5.0%	15.1%	50	57	28	14	8	157	18
13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	Agree-disagree	88.8%	49.9%	38.9%	5.8%	3.5%	1.9%	5.4%	88	67	9	6	3	173	1
14	Employees in my work unit meet the needs of our customers.	Always-never	92.2%	55.3%	36.8%	6.7%	0.5%	0.6%	1.1%	96	62	11	1	1	171	4
15	Employees in my work unit contribute positively to my agency's performance.	Always-never	92.8%	67.6%	25.1%	6.1%	0.5%	0.6%	1.1%	116	43	10	1	1	171	4
16	Employees in my work unit produce high-quality work.	Always-never	91.1%	63.5%	27.6%	7.1%	0.7%	1.1%	1.8%	109	47	11	1	2	170	4

Core Survey Questions

Q1-10, 12 - 44

Item	Item Text:	Response Type	Percent Positive	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 %	Percent Negative	Strongly Agree/ Very Good/ Very Satisfied N	Agree/ Good/ Satisfied N	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied N	Disagree/ Poor/ Dissatisfied N	Strongly Disagree/ Very Poor/ Very Dissatisfied N	Item Response Total** N	Do Not Know/ No Basis to Judge N
17	Employees in my work unit adapt to changing priorities.	Always-never	85.6%	54.1%	31.5%	11.5%	1.7%	1.1%	2.8%	93	54	18	3	2	170	5
18	Employees in my work unit successfully collaborate.	Always-never	85.6%	60.6%	25.0%	10.9%	1.9%	1.6%	3.5%	104	44	18	3	3	172	2
19	Employees in my work unit achieve our goals.	Always-never	91.5%	62.5%	29.0%	7.4%	0.0%	1.1%	1.1%	107	49	12	0	2	170	4
20	Employees are recognized for providing high quality products and services.	Agree-disagree	72.2%	36.7%	35.5%	12.6%	7.6%	7.6%	15.2%	61	62	21	13	13	170	5
21	Employees are protected from health and safety hazards on the job.	Agree-disagree	66.1%	43.5%	22.6%	12.1%	7.0%	14.7%	21.8%	74	39	20	12	25	170	5
22	My agency is successful at accomplishing its mission.	Agree-disagree	84.0%	48.2%	35.8%	9.4%	3.5%	3.0%	6.5%	85	61	16	6	5	173	2
23	*I recommend my organization as a good place to work.	Agree-disagree	65.1%	31.7%	33.5%	14.9%	8.0%	12.0%	20.0%	55	59	24	16	20	174	N/A
24	*I believe the results of this survey will be used to make my agency a better place to	Agree-disagree	50.7%	24.6%	26.1%	20.1%	15.0%	14.2%	29.2%	41	42	33	24	22	162	12
25	My supervisor supports my need to balance work and other life issues.	Agree-disagree	96.0%	72.8%	23.2%	0.8%	0.8%	2.3%	3.1%	127	40	2	1	4	174	0
26	My supervisor is committed to a workforce representative of all segments of society.	Agree-disagree	88.8%	64.8%	24.0%	7.1%	2.4%	1.8%	4.1%	109	40	11	4	3	167	6
27	Supervisors in my work unit support employee development.	Agree-disagree	91.8%	68.5%	23.3%	4.5%	0.8%	2.9%	3.8%	118	40	9	1	5	173	1
28	My supervisor listens to what I have to say.	Agree-disagree	92.9%	69.3%	23.6%	4.3%	1.1%	1.7%	2.8%	119	40	8	2	3	172	N/A
29	My supervisor treats me with respect.	Agree-disagree	94.8%	72.2%	22.6%	3.1%	0.4%	1.7%	2.1%	124	39	5	1	3	172	N/A
30	I have trust and confidence in my supervisor.	Agree-disagree	87.9%	63.4%	24.5%	6.7%	3.3%	2.1%	5.4%	110	41	11	6	4	172	N/A
31	Overall, how good a job do you feel is being done by your immediate supervisor?	Good-poor	89.6%	60.8%	28.7%	7.9%	0.8%	1.7%	2.5%	108	48	14	1	3	174	N/A
32	In my organization, senior leaders generate high levels of motivation and commitment in	Agree-disagree	46.8%	18.0%	28.8%	20.5%	14.0%	18.7%	32.7%	31	48	35	25	31	170	3

Core Survey Questions

Q1-10, 12 - 44

Item	Item Text:	Response Type	Percent Positive	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 %	Percent Negative	Strongly Agree/ Very Good/ Very Satisfied N	Agree/ Good/ Satisfied N	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied N	Disagree/ Poor/ Dissatisfied N	Strongly Disagree/ Very Poor/ Very Dissatisfied N	Item Response Total** N	Do Not Know/ No Basis to Judge N
33	My organization's senior leaders maintain high standards of honesty and integrity.	Agree-disagree	53.6%	28.1%	25.5%	15.7%	12.6%	18.1%	30.7%	45	42	27	20	30	164	8
34	*Managers communicate the goals of the organization.	Agree-disagree	76.4%	32.3%	44.1%	11.1%	4.1%	8.4%	12.6%	55	77	18	7	15	172	1
35	Managers promote communication among different work units (for example, about	Agree-disagree	70.4%	27.8%	42.6%	13.7%	7.0%	8.9%	15.9%	47	74	23	12	15	171	2
36	Overall, how good a job do you feel is being done by the manager directly above your	Good-poor	74.5%	40.2%	34.3%	12.1%	8.4%	5.1%	13.4%	68	57	19	14	9	167	6
37	I have a high level of respect for my organization's senior leaders.	Agree-disagree	57.5%	27.3%	30.2%	17.2%	7.2%	18.2%	25.3%	45	52	29	14	31	171	2
38	Senior leaders demonstrate support for Work Life programs.	Agree-disagree	53.5%	22.9%	30.6%	17.8%	13.8%	14.8%	28.6%	38	52	30	22	27	169	3
39	*How satisfied are you with your involvement in decisions that affect your	Satisfied-dissatisfied	61.3%	27.2%	34.0%	16.1%	13.0%	9.6%	22.6%	47	59	27	22	17	172	N/A
40	*How satisfied are you with the information you receive from management on what's	Satisfied-dissatisfied	62.8%	26.1%	36.7%	18.2%	7.3%	11.8%	19.1%	45	63	30	13	20	171	N/A
41	*How satisfied are you with the recognition you receive for doing a good job?	Satisfied-dissatisfied	68.9%	33.3%	35.6%	15.9%	8.5%	6.7%	15.2%	57	62	26	15	12	172	N/A
42	*Considering everything, how satisfied are you with your job?	Satisfied-dissatisfied	70.3%	30.4%	40.0%	13.6%	10.0%	6.1%	16.1%	51	68	24	17	11	171	N/A
43	Considering everything, how satisfied are you with your pay?	Satisfied-dissatisfied	70.4%	30.9%	39.5%	11.7%	9.4%	8.4%	17.9%	52	70	20	16	14	172	N/A
44	*Considering everything, how satisfied are you with your organization?	Satisfied-dissatisfied	64.4%	27.4%	37.1%	13.0%	9.3%	13.3%	22.6%	46	64	22	18	22	172	N/A

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

** Unweighted count of responses excluding "Do Not Know" or "No Basis to Judge"

Percentages are weighted to represent the Agency's population.

Source: **Federal Retirement Thrift Investment Board AES Report, 2021 OPM Federal Employee Viewpoint Survey**

**Core Survey Questions
Q1 - 10, 12 - 44 Trends**

Item	Year	Item Text	Percent Positive	Percent Neutral	Percent Negative	Item Response Total** N	Do Not Know/ No Basis to Judge N
1	2021	*I am given a real opportunity to improve my skills in my organization.	82.5%	6.6%	10.9%	174	N/A
1	2020	*I am given a real opportunity to improve my skills in my organization.	75.7%	11.2%	13.1%	183	N/A
1	2019	*I am given a real opportunity to improve my skills in my organization.	73.7%	15.2%	11.1%	190	N/A
1	2018	*I am given a real opportunity to improve my skills in my organization.	71.6%	11.6%	16.8%	214	N/A
2	2021	I feel encouraged to come up with new and better ways of doing things.	74.1%	8.7%	17.2%	173	N/A
2	2020	I feel encouraged to come up with new and better ways of doing things.	71.4%	11.5%	17.1%	183	N/A
2	2019	I feel encouraged to come up with new and better ways of doing things.	66.0%	12.1%	21.9%	188	N/A
2	2018	I feel encouraged to come up with new and better ways of doing things.	65.2%	11.5%	23.3%	214	N/A
3	2021	My work gives me a feeling of personal accomplishment.	71.7%	11.9%	16.4%	175	N/A
3	2020	My work gives me a feeling of personal accomplishment.	76.6%	7.8%	15.6%	181	N/A
3	2019	My work gives me a feeling of personal accomplishment.	74.1%	13.1%	12.7%	190	N/A
3	2018	My work gives me a feeling of personal accomplishment.	68.1%	14.1%	17.8%	215	N/A
4	2021	I know what is expected of me on the job.	82.1%	9.5%	8.4%	174	N/A
4	2020	I know what is expected of me on the job.	83.2%	7.5%	9.3%	183	N/A
4	2019	I know what is expected of me on the job.	79.2%	5.9%	15.0%	187	N/A
4	2018	I know what is expected of me on the job.	75.7%	9.9%	14.4%	215	N/A
5	2021	*My workload is reasonable.	76.3%	11.4%	12.3%	171	2
5	2020	*My workload is reasonable.	69.4%	10.2%	20.3%	183	0
5	2019	*My workload is reasonable.	61.9%	10.8%	27.3%	190	0
5	2018	*My workload is reasonable.	63.2%	12.6%	24.2%	214	0
6	2021	*My talents are used well in the workplace.	71.1%	9.1%	19.8%	170	3
6	2020	*My talents are used well in the workplace.	67.1%	12.1%	20.8%	181	1
6	2019	*My talents are used well in the workplace.	60.1%	14.9%	25.1%	187	3
6	2018	*My talents are used well in the workplace.	56.1%	13.8%	30.0%	209	3
7	2021	*I know how my work relates to the agency's goals.	87.3%	5.7%	7.0%	170	3
7	2020	*I know how my work relates to the agency's goals.	89.6%	6.7%	3.7%	182	0
7	2019	*I know how my work relates to the agency's goals.	86.7%	6.1%	7.2%	188	1
7	2018	*I know how my work relates to the agency's goals.	84.4%	6.8%	8.8%	214	0
8	2021	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	70.8%	17.2%	12.0%	161	11
8	2020	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	65.7%	17.9%	16.5%	178	5
8	2019	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	66.0%	13.5%	20.5%	175	15
8	2018	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	59.2%	16.5%	24.3%	200	15

Item	Year	Item Text	Percent Positive	Percent Neutral	Percent Negative	Item Response Total** N	Do Not Know/ No Basis to Judge N
9	2021	*The people I work with cooperate to get the job done.	89.8%	4.8%	5.4%	175	N/A
9	2020	*The people I work with cooperate to get the job done.	85.6%	7.3%	7.1%	182	N/A
9	2019	*The people I work with cooperate to get the job done.	76.0%	13.2%	10.9%	190	N/A
9	2018	*The people I work with cooperate to get the job done.	74.4%	12.3%	13.3%	215	N/A
10	2021	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	49.6%	31.7%	18.7%	138	37
10	2020	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	53.4%	22.6%	24.1%	148	35
10	2019	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	37.2%	29.1%	33.7%	167	22
10	2018	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	37.5%	26.3%	36.3%	185	30
12	2021	*In my work unit, differences in performance are recognized in a meaningful way.	67.8%	17.1%	15.1%	157	18
12	2020	*In my work unit, differences in performance are recognized in a meaningful way.	56.7%	26.5%	16.8%	164	18
12	2019	*In my work unit, differences in performance are recognized in a meaningful way.	38.0%	32.6%	29.4%	174	13
12	2018	*In my work unit, differences in performance are recognized in a meaningful way.	41.2%	32.2%	26.6%	191	23
13	2021	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	88.8%	5.8%	5.4%	173	1
13	2020	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	85.1%	8.5%	6.5%	182	1
13	2019	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	82.5%	9.2%	8.3%	187	1
13	2018	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	82.8%	6.8%	10.5%	213	2
14	2021	Employees in my work unit meet the needs of our customers.	92.2%	6.7%	1.1%	171	4
14	2020	During the COVID-19 pandemic, my work unit has met the needs of our customers.	99.3%	0.7%	0.0%	179	0
15	2021	Employees in my work unit contribute positively to my agency's performance.	92.8%	6.1%	1.1%	171	4
15	2020	During the COVID-19 pandemic, my work unit has contributed positively to my agency's performance.	100.0%	0.0%	0.0%	177	1
16	2021	Employees in my work unit produce high-quality work.	91.1%	7.1%	1.8%	170	4
16	2020	During the COVID-19 pandemic, my work unit has produced high-quality work.	96.8%	3.2%	0.0%	179	0
17	2021	Employees in my work unit adapt to changing priorities.	85.6%	11.5%	2.8%	170	5
17	2020	During the COVID-19 pandemic, my work unit has adapted to changing priorities.	97.0%	2.3%	0.7%	179	0
18	2021	Employees in my work unit successfully collaborate.	85.6%	10.9%	3.5%	172	2
18	2020	During the COVID-19 pandemic, my work unit has successfully collaborated.	95.0%	3.2%	1.8%	178	0
19	2021	Employees in my work unit achieve our goals.	91.5%	7.4%	1.1%	170	4
19	2020	During the COVID-19 pandemic, my work unit has achieved our goals.	98.7%	0.8%	0.5%	178	1
20	2021	Employees are recognized for providing high quality products and services.	72.2%	12.6%	15.2%	170	5
20	2020	Employees are recognized for providing high quality products and services.	72.5%	12.3%	15.3%	177	4

Item	Year	Item Text	Percent Positive	Percent Neutral	Percent Negative	Item Response Total** N	Do Not Know/ No Basis to Judge N
20	2019	Employees are recognized for providing high quality products and services.	56.9%	21.2%	21.9%	183	3
20	2018	Employees are recognized for providing high quality products and services.	53.7%	21.8%	24.6%	210	5
21	2021	Employees are protected from health and safety hazards on the job.	66.1%	12.1%	21.8%	170	5
21	2020	Employees are protected from health and safety hazards on the job.	92.1%	5.5%	2.4%	178	3
21	2019	Employees are protected from health and safety hazards on the job.	86.8%	11.5%	1.7%	184	2
21	2018	Employees are protected from health and safety hazards on the job.	88.0%	7.3%	4.7%	212	3
22	2021	My agency is successful at accomplishing its mission.	84.0%	9.4%	6.5%	173	2
22	2020	My agency is successful at accomplishing its mission.	88.4%	8.0%	3.6%	182	0
22	2019	My agency is successful at accomplishing its mission.	78.0%	14.1%	7.9%	183	3
22	2018	My agency is successful at accomplishing its mission.	71.4%	15.8%	12.9%	213	1
23	2021	*I recommend my organization as a good place to work.	65.1%	14.9%	20.0%	174	N/A
23	2020	*I recommend my organization as a good place to work.	70.1%	16.8%	13.1%	183	N/A
23	2019	*I recommend my organization as a good place to work.	64.9%	18.0%	17.1%	185	N/A
23	2018	*I recommend my organization as a good place to work.	61.3%	16.6%	22.1%	214	N/A
24	2021	*I believe the results of this survey will be used to make my agency a better place to work.	50.7%	20.1%	29.2%	162	12
24	2020	*I believe the results of this survey will be used to make my agency a better place to work.	53.2%	24.7%	22.2%	176	7
24	2019	*I believe the results of this survey will be used to make my agency a better place to work.	50.5%	18.7%	30.8%	177	8
24	2018	*I believe the results of this survey will be used to make my agency a better place to work.	50.3%	20.2%	29.5%	207	8
25	2021	My supervisor supports my need to balance work and other life issues.	96.0%	0.8%	3.1%	174	0
25	2020	My supervisor supports my need to balance work and other life issues.	90.2%	5.2%	4.6%	182	1
25	2019	My supervisor supports my need to balance work and other life issues.	86.2%	7.5%	6.3%	185	0
25	2018	My supervisor supports my need to balance work and other life issues.	90.7%	2.7%	6.5%	214	0
26	2021	My supervisor is committed to a workforce representative of all segments of society.	88.8%	7.1%	4.1%	167	6
26	2020	My supervisor is committed to a workforce representative of all segments of society.	86.8%	8.1%	5.1%	180	3
26	2019	My supervisor is committed to a workforce representative of all segments of society.	81.0%	12.6%	6.4%	170	14
26	2018	My supervisor is committed to a workforce representative of all segments of society.	76.5%	15.6%	7.9%	206	7
27	2021	Supervisors in my work unit support employee development.	91.8%	4.5%	3.8%	173	1
27	2020	Supervisors in my work unit support employee development.	88.3%	4.6%	7.0%	183	0
27	2019	Supervisors in my work unit support employee development.	79.7%	9.7%	10.6%	183	2
27	2018	Supervisors in my work unit support employee development.	77.8%	11.2%	11.0%	214	0
28	2021	My supervisor listens to what I have to say.	92.9%	4.3%	2.8%	172	N/A

Item	Year	Item Text	Percent Positive	Percent Neutral	Percent Negative	Item Response Total** N	Do Not Know/ No Basis to Judge N
28	2020	My supervisor listens to what I have to say.	87.1%	6.8%	6.1%	182	N/A
28	2019	My supervisor listens to what I have to say.	81.4%	11.9%	6.8%	184	N/A
28	2018	My supervisor listens to what I have to say.	84.8%	6.2%	9.1%	214	N/A
29	2021	My supervisor treats me with respect.	94.8%	3.1%	2.1%	172	N/A
29	2020	My supervisor treats me with respect.	87.9%	4.7%	7.4%	182	N/A
29	2019	My supervisor treats me with respect.	86.3%	8.2%	5.5%	184	N/A
29	2018	My supervisor treats me with respect.	86.4%	5.9%	7.7%	213	N/A
30	2021	I have trust and confidence in my supervisor.	87.9%	6.7%	5.4%	172	N/A
30	2020	I have trust and confidence in my supervisor.	78.8%	8.8%	12.4%	182	N/A
30	2019	I have trust and confidence in my supervisor.	73.3%	15.3%	11.4%	184	N/A
30	2018	I have trust and confidence in my supervisor.	76.2%	9.6%	14.2%	214	N/A
31	2021	Overall, how good a job do you feel is being done by your immediate supervisor?	89.6%	7.9%	2.5%	174	N/A
31	2020	Overall, how good a job do you feel is being done by your immediate supervisor?	82.0%	10.3%	7.6%	183	N/A
31	2019	Overall, how good a job do you feel is being done by your immediate supervisor?	75.4%	14.8%	9.8%	185	N/A
31	2018	Overall, how good a job do you feel is being done by your immediate supervisor?	76.4%	12.5%	11.0%	214	N/A
32	2021	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	46.8%	20.5%	32.7%	170	3
32	2020	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	54.1%	19.8%	26.1%	183	0
32	2019	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	40.0%	24.6%	35.4%	182	2
32	2018	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	41.0%	23.0%	36.0%	211	2
33	2021	My organization's senior leaders maintain high standards of honesty and integrity.	53.6%	15.7%	30.7%	164	8
33	2020	My organization's senior leaders maintain high standards of honesty and integrity.	61.5%	20.1%	18.4%	179	3
33	2019	My organization's senior leaders maintain high standards of honesty and integrity.	49.3%	26.2%	24.6%	176	8
33	2018	My organization's senior leaders maintain high standards of honesty and integrity.	48.1%	21.3%	30.6%	206	7
34	2021	*Managers communicate the goals of the organization.	76.4%	11.1%	12.6%	172	1
34	2020	*Managers communicate the goals of the organization.	83.4%	7.6%	9.1%	182	1
34	2019	*Managers communicate the goals of the organization.	72.6%	15.1%	12.3%	184	0
34	2018	*Managers communicate the goals of the organization.	62.1%	18.6%	19.3%	208	5
35	2021	Managers promote communication among different work units (for example, about projects, goals, needed resources).	70.4%	13.7%	15.9%	171	2
35	2020	Managers promote communication among different work units (for example, about projects, goals, needed resources).	73.3%	13.2%	13.5%	180	3
35	2019	Managers promote communication among different work units (for example, about projects, goals, needed resources).	63.1%	19.9%	17.0%	182	2

Item	Year	Item Text	Percent Positive	Percent Neutral	Percent Negative	Item Response Total** N	Do Not Know/ No Basis to Judge N
35	2018	Managers promote communication among different work units (for example, about projects, goals, needed resources).	55.2%	18.9%	25.9%	207	5
36	2021	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	74.5%	12.1%	13.4%	167	6
36	2020	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	78.2%	12.4%	9.4%	179	3
36	2019	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	67.2%	21.2%	11.5%	181	2
36	2018	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	60.1%	19.0%	20.9%	207	6
37	2021	I have a high level of respect for my organization's senior leaders.	57.5%	17.2%	25.3%	171	2
37	2020	I have a high level of respect for my organization's senior leaders.	61.2%	22.9%	15.8%	183	0
37	2019	I have a high level of respect for my organization's senior leaders.	54.8%	19.9%	25.2%	181	2
37	2018	I have a high level of respect for my organization's senior leaders.	51.2%	20.0%	28.9%	212	1
38	2021	Senior leaders demonstrate support for Work-Life programs.	53.5%	17.8%	28.6%	169	3
38	2020	Senior leaders demonstrate support for Work-Life programs.	79.0%	12.2%	8.7%	178	5
38	2019	Senior leaders demonstrate support for Work-Life programs.	70.3%	17.2%	12.5%	175	8
38	2018	Senior leaders demonstrate support for Work-Life programs.	69.1%	19.5%	11.4%	209	4
39	2021	*How satisfied are you with your involvement in decisions that affect your work?	61.3%	16.1%	22.6%	172	N/A
39	2020	*How satisfied are you with your involvement in decisions that affect your work?	66.5%	15.1%	18.4%	182	N/A
39	2019	*How satisfied are you with your involvement in decisions that affect your work?	60.9%	22.8%	16.3%	182	N/A
39	2018	*How satisfied are you with your involvement in decisions that affect your work?	54.9%	15.5%	29.6%	211	N/A
40	2021	*How satisfied are you with the information you receive from management on what's going on in your organization?	62.8%	18.2%	19.1%	171	N/A
40	2020	*How satisfied are you with the information you receive from management on what's going on in your organization?	69.2%	14.3%	16.5%	178	N/A
40	2019	*How satisfied are you with the information you receive from management on what's going on in your organization?	67.1%	19.0%	13.9%	180	N/A
40	2018	*How satisfied are you with the information you receive from management on what's going on in your organization?	56.6%	21.9%	21.5%	213	N/A
41	2021	*How satisfied are you with the recognition you receive for doing a good job?	68.9%	15.9%	15.2%	172	N/A
41	2020	*How satisfied are you with the recognition you receive for doing a good job?	64.8%	17.1%	18.1%	182	N/A
41	2019	*How satisfied are you with the recognition you receive for doing a good job?	54.4%	21.1%	24.5%	181	N/A
41	2018	*How satisfied are you with the recognition you receive for doing a good job?	54.8%	21.3%	23.9%	213	N/A
42	2021	*Considering everything, how satisfied are you with your job?	70.3%	13.6%	16.1%	171	N/A

Item	Year	Item Text	Percent Positive	Percent Neutral	Percent Negative	Item Response Total** N	Do Not Know/ No Basis to Judge N
42	2020	*Considering everything, how satisfied are you with your job?	75.1%	10.5%	14.3%	181	N/A
42	2019	*Considering everything, how satisfied are you with your job?	68.3%	15.4%	16.3%	180	N/A
42	2018	*Considering everything, how satisfied are you with your job?	64.1%	17.9%	18.0%	213	N/A
43	2021	Considering everything, how satisfied are you with your pay?	70.4%	11.7%	17.9%	172	N/A
43	2020	Considering everything, how satisfied are you with your pay?	70.7%	14.3%	15.0%	183	N/A
43	2019	Considering everything, how satisfied are you with your pay?	68.0%	14.9%	17.2%	181	N/A
43	2018	Considering everything, how satisfied are you with your pay?	65.9%	18.5%	15.6%	213	N/A
44	2021	*Considering everything, how satisfied are you with your organization?	64.4%	13.0%	22.6%	172	N/A
44	2020	*Considering everything, how satisfied are you with your organization?	73.2%	12.2%	14.6%	183	N/A
44	2019	*Considering everything, how satisfied are you with your organization?	63.7%	17.6%	18.7%	180	N/A
44	2018	*Considering everything, how satisfied are you with your organization?	62.2%	15.5%	22.3%	213	N/A

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

** Unweighted count of responses excluding "Do Not Know" or "No Basis to Judge"

Percentages are weighted to represent the Agency's population.

Trending for Q14-Q19 is based on the "During the COVID-19 Pandemic" responses in 2020.

Q14-Q19 were not included in the 2015-2019 OPM FEVS and therefore not shown for those years.

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

"—" indicates that there are no trending results available for the year.

Source: **Federal Retirement Thrift Investment Board AES Report**, 2021 OPM Federal Employee Viewpoint Survey

Agency Response: Poor Performers

11. In my work unit poor performers usually:

	2021 N	2021 %	2020 N	2020 %	2019 N	2019 %
Remain in the work unit and improve their performance over time	24	19.5%	28	18.7%	13	9.4%
Remain in the work unit and continue to underperform	47	36.1%	53	37.4%	84	58.2%
Leave the work unit - removed or transferred	4	3.3%	14	8.4%	17	11.1%
Leave the work unit - quit	3	2.5%	5	3.8%	2	1.6%
There are no poor performers in my work unit	51	38.6%	44	31.7%	28	19.7%
Do Not Know	46	— ^b	39	— ^b	36	— ^b
Total	175	100.0%	183	100.0%	180	100.0%

Percentages are weighted to represent the Agency's population.

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

"—^a" indicates that there are no trending results available for the year.

"—^b" indicates that the "Do Not Know" responses are not included in percentage calculations.

Source: **Federal Retirement Thrift Investment Board AES Report, 2021 OPM Federal Employee Viewpoint Survey**

Agency Pandemic Response: Physically Present

45. Since the last OPM FEVS (September and October 2020), on average what percentage of your work time have you been physically present at your agency worksite (including headquarters, bureau, field offices, etc.)?

	2021 N	2021 %	2020 N	2020 %
100% of my work time	5	3.0%	10	5.5%
At least 75% but less than 100%	4	2.6%	1	0.6%
At least 50% but less than 75%	3	1.6%	1	0.6%
At least 25% but less than 50%	0	0.0%	3	1.5%
Less than 25%	56	32.3%	18	9.0%
I have not been physically present at my agency worksite during the pandemic	102	60.5%	148	82.8%
Total	170	100.0%	181	100.0%

Percentages are weighted to represent the Agency's population.

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

"—" indicates that there are no trending results available for the year.

Source: **Federal Retirement Thrift Investment Board AES Report**, 2021 OPM Federal Employee Viewpoint Survey

Telework Trends

46. Please select the response that BEST describes your current teleworking schedule.

	2021 N	2021 %	2020 N	2020 %	2019 N	2019 %
I telework every work day	84	49.3%	172	94.3%	2	1.0%
I telework 3 or 4 days per week	7	3.4%	5	2.7%	1	0.7%
I telework 1 or 2 days per week	72	42.7%	4	2.3%	141	78.8%
I telework, but only about 1 or 2 days per month	3	1.7%	0	0.0%	10	5.3%
I telework very infrequently, on an unscheduled or short-term basis	1	0.7%	0	0.0%	17	9.4%
I <u>do not</u> telework because I have to be physically present on the job (e.g., law enforcement officers, TSA agent, border patrol agent, security personnel)	2	1.1%	0	0.0%	2	1.2%
I <u>do not</u> telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking	0	0.0%	0	0.0%	0	0.0%
I <u>do not</u> telework because I did not receive approval to do so, even though I have the kind of job where I can telework	1	0.4%	0	0.0%	1	0.4%
I <u>do not</u> telework because I choose not to telework	1	0.6%	1	0.7%	6	3.2%
Total	171	100.0%	182	100.0%	180	100.0%

Percentages are weighted to represent the Agency's population.

Trending for Q46 is based on the "As of now" responses in 2020.

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

"—" indicates that there are no trending results available for the year.

Source: **Federal Retirement Thrift Investment Board AES Report**, 2021 OPM Federal Employee Viewpoint Survey

Pandemic: Employee Supports

47. How has your organization supported you 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.

	2021		2021		2021		2021		2020		2020		2020	
	Needed and	Needed and	Needed, but	Needed, but	Not needed by	Not needed by	Needed and	Needed and	Needed, but	Needed, but	Not needed by	Not needed by	Not needed by	Not needed by
	<u>available to me</u>	<u>available to me</u>	<u>not available to me</u>	<u>not available to me</u>	me now	me now	<u>available to me</u>	<u>available to me</u>	<u>not available to me</u>	<u>not available to me</u>	me now	me now	me now	me now
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
47A. Expanded telework	115	69.6%	47	26.0%	9	4.5%	159	88.5%	1	0.6%	19	11.0%		
47B. Expanded work schedule flexibilities	120	72.8%	24	13.8%	25	13.4%	112	62.2%	6	3.5%	62	34.3%		
47C. Expanded leave policies	90	55.6%	24	14.1%	53	30.3%	63	35.3%	12	7.1%	103	57.7%		
47D. Clear guidance on COVID-19 vaccination protocols	135	80.4%	18	11.0%	15	8.6%	— ^a	— ^a	— ^a	— ^a	— ^a	— ^a		
47E. Appropriate physical health resources (e.g., access to COVID-19 testing) at my agency worksite	50	30.7%	32	19.6%	87	49.7%	— ^a	— ^a	— ^a	— ^a	— ^a	— ^a		
47F. Timely communication about possible COVID-19 exposure at my agency worksite	104	63.0%	21	12.9%	42	24.0%	117	65.4%	13	7.6%	49	27.0%		
47G. Social distancing in my agency worksite	101	59.5%	21	12.2%	48	28.3%	52	28.6%	4	2.3%	124	69.1%		
47H. Encouraged use of personal protective equipment (PPE) or other safety equipment in my agency worksite	105	62.1%	16	9.5%	48	28.4%	52	28.8%	5	2.9%	122	68.3%		
47I. Cleaning and sanitizing performed regularly in my agency worksite to reduce risk of COVID-19 illness	115	67.2%	14	8.9%	40	23.9%	— ^a	— ^a	— ^a	— ^a	— ^a	— ^a		
47J. A well-ventilated worksite	102	59.5%	32	19.3%	35	21.1%	— ^a	— ^a	— ^a	— ^a	— ^a	— ^a		
47K. Clear guidance on quarantine requirements after any COVID-19 exposure	106	64.4%	23	13.8%	37	21.8%	— ^a	— ^a	— ^a	— ^a	— ^a	— ^a		

Percentages are weighted to represent the Agency's population.

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

"—^a" indicates that there are no trending results available for the year.

Items Q47D-E and Q47I-K are new and do not trend. Item text for Q47F and Q47G has changed from the 2020 FEVS.

Source: **Federal Retirement Thrift Investment Board AES Report, 2021 OPM Federal Employee Viewpoint Survey**

Pandemic Response: Senior Leaders and Supervisors

48. My organization's senior leaders demonstrate commitment to employee health and safety.

	2021 N	2021 %	2020 N	2020 %
Strongly Agree	62	37.3%	136	75.5%
Agree	41	24.2%	38	22.1%
Neither Agree nor Disagree	16	10.3%	4	2.4%
Disagree	16	9.3%	0	0.0%
Strongly Disagree	34	18.9%	0	0.0%
No Basis to Judge	2	— ^b	2	— ^b
Total	171	100.0%	180	100.0%

49. My organization's senior leaders support policies and procedures to protect employee health and safety.

	2021 N	2021 %	2020 N	2020 %
Strongly Agree	61	37.0%	136	75.9%
Agree	41	25.1%	38	22.2%
Neither Agree nor Disagree	16	9.7%	3	1.8%
Disagree	18	10.7%	0	0.0%
Strongly Disagree	32	17.5%	0	0.0%
No Basis to Judge	2	— ^b	3	— ^b
Total	170	100.0%	180	100.0%

50. My organization's senior leaders provide effective communications about what to expect with the return to the physical worksite.

	2021 N	2021 %
Strongly Agree	78	45.6%
Agree	53	31.2%
Neither Agree nor Disagree	18	10.4%
Disagree	5	3.3%
Strongly Disagree	17	9.5%
No Basis to Judge	0	— ^b
Total	171	100.0%

51. My supervisor shows concern for my health and safety.

	2021 N	2021 %	2020 N	2020 %
Strongly Agree	116	68.6%	122	67.8%
Agree	40	23.3%	39	23.3%
Neither Agree nor Disagree	8	4.8%	9	4.9%
Disagree	1	0.4%	3	2.0%
Strongly Disagree	5	2.9%	3	2.0%
No Basis to Judge	1	— ^b	4	— ^b
Total	171	100.0%	180	100.0%

52. My supervisor supports my efforts to stay healthy and safe while working.

	2021 N	2021 %	2020 N	2020 %
Strongly Agree	117	69.5%	127	70.5%
Agree	39	23.0%	36	21.3%
Neither Agree nor Disagree	7	4.2%	10	5.7%
Disagree	2	1.2%	2	1.3%
Strongly Disagree	4	2.1%	2	1.3%
No Basis to Judge	1	— ^b	2	— ^b
Total	170	100.0%	179	100.0%

53. My supervisor creates an environment where I can voice my concerns about staying healthy and safe.

	2021 N	2021 %	2020 N	2020 %
Strongly Agree	111	66.3%	123	68.6%
Agree	37	22.5%	35	20.2%
Neither Agree nor Disagree	10	6.2%	10	5.9%
Disagree	3	1.2%	5	3.2%
Strongly Disagree	6	3.7%	3	2.1%
No Basis to Judge	4	— ^b	4	— ^b
Total	171	100.0%	180	100.0%

Pandemic: Type of Work

54. 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)?				
	2021	2021	2020	2020
	N	%	N	%
Yes	9	5.0%	2	1.2%
No	161	95.0%	171	98.2%
Other	0	0.0%	1	0.6%
Total	170	100.0%	174	100.0%

Percentages are weighted to represent the Agency's population.

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

"—" indicates that there are no trending results available for the year.

Source: **Federal Retirement Thrift Investment Board AES Report**, 2021 OPM Federal Employee Viewpoint Survey

Pandemic Response

55. My agency's leadership updates employees about return to the worksite planning.

	2021 N	2021 %
Strongly Agree	97	56.6%
Agree	63	36.7%
Neither Agree nor Disagree	5	2.9%
Disagree	2	1.1%
Strongly Disagree	4	2.7%
Do Not Know	0	— ^b
Total	171	100.0%

56. In plans to return more employees to the worksite, my organization has made employee safety a top priority.

	2021 N	2021 %
Strongly Agree	48	28.4%
Agree	40	24.0%
Neither Agree nor Disagree	24	14.9%
Disagree	21	11.7%
Strongly Disagree	37	20.9%
Do Not Know	0	— ^b
Total	170	100.0%

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

	2021 N	2021 %	2020 N	2020 %
Strongly Agree	59	34.8%	112	62.0%
Agree	55	33.4%	58	33.3%
Neither Agree nor Disagree	23	13.2%	5	3.0%
Disagree	10	6.1%	2	1.1%
Strongly Disagree	23	12.6%	1	0.6%
Do Not Know	1	— ^b	1	— ^b
Total	171	100.0%	179	100.0%

Percentages are weighted to represent the Agency's population.

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

"—^a" indicates that there are no trending results available for the year.

"—^b" indicates that the "Do Not Know" responses are not included in percentage calculations.

The "Do Not Know" response option for Q57 was worded as "No Basis to Judge" in 2020.

Source: **Federal Retirement Thrift Investment Board AES Report, 2021 OPM Federal Employee Viewpoint Survey**