



# U.S. Department of Commerce

## 2019 Federal Employee Viewpoint Survey Results

### Within This Report

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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 615,395 Federal employees. The survey was open to Commerce employees beginning May 20 to July 1, 2019.

The FEVS contained 104 questions regarding employee perceptions on critical areas of their work lives which drive employee satisfaction, commitment, and ultimately retention. Commerce will use the 2019 results to identify challenge areas and develop strategies for improvement.

### **Results At-A-Glance**

Overall, the majority of Commerce employees remain engaged and would recommend the Department as a good place to work, with major strengths in the areas of our work experience, supervisors/team leaders, telework programs, and alternative work schedules. However, opportunities for improvement remain within employee perceptions on performance recognition and job resources. Below are highlights based on FEVS Items 1-71:

- **44 items had positive ratings of 65% or more** (strengths)
- **1 item had neutral rating of 30% or more** (opportunities)
- **0 items had negative rating of 35% or more** (challenges)
  
- **50 items increased from the Department's 2018 positive score**
- **4 items decreased from the Department's 2018 positive score**
  
- **67 out of 71 items were above the positive Government-wide average**
  - ❖ **38 items were 5 percentage points or more above the positive Government-wide average**
- **2 items were below the positive Government-wide average**
  
- **Highest positive score: 96%** – When needed, I am willing to put in the extra effort to get a job done.
- **Highest negative score: 31%** – I have sufficient resources to get my job done.

### **Indices**

Out of the 10 similarly sized large agencies, Commerce received the following Index rankings and scores:

#### **3<sup>rd</sup> at 73% on Employee Engagement** (71% in 2018)

Conditions that lead to engaged employees

- **81% on Supervisors** (80% in 2018)  
The interpersonal relationship between worker and supervisor, including trust, respect, and support
- **75% on Intrinsic Work Experiences** (74% in 2018)  
Employees' feelings of motivation and competency relating to their role in the workplace
- **62% on Leaders Lead** (60% in 2018)  
Perceptions of leadership integrity and behaviors, such as communication and workforce motivation

#### **3<sup>rd</sup> at 71% on Global Satisfaction** (71% in 2018)

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

#### **3<sup>rd</sup> at 67% on New Inclusion Quotient (IQ)** (66% in 2018)

The concept that individual behaviors repeated over time will create habits necessary for inclusiveness.

### **Response Rates**

**54% (19,847 out of 36,614)** of Commerce employees responded, which is 11 percentage points above the Government rate. Bureau/organizational unit response rates are:

- |              |               |                |              |
|--------------|---------------|----------------|--------------|
| ▪ EDA – 90%  | ▪ BEA – 72%   | ▪ OS – 56%     | ▪ NOAA – 49% |
| ▪ NTIA – 76% | ▪ ITA – 64%   | ▪ BIS – 55%    |              |
| ▪ MBDA – 74% | ▪ NTIS – 63%  | ▪ CENSUS – 50% |              |
| ▪ OIG – 74%  | ▪ USPTO – 58% | ▪ NIST – 50%   |              |

# 2019 Federal Employee Viewpoint Survey Results Highlights for Commerce

## About the Survey

- Administered to Commerce employees May 20 – July 1, 2019
- Restricted to non-political, non-seasonal, full or part-time, permanent employees onboard since October 2018

**Response Rates: GOV 2019:** 43% (615,395 of 1,443,152) | **DOC 2019:** 54% (19,847 out of 36,614) | **DOC 2018:** 55%

## Highest Positive and Negative Scores†

### Top 3 Positive (e.g., Agree) Scores

- 96%** - Willing to put in the extra effort to get a job done (Q.7)\*
- 91%** - The work I do is important (Q.13)\*
- 91%** - Supvr talked with me about performance in last 6 mos (Q.50)

### Top 3 Negative (e.g., Disagree) Scores

- 31%** - I have sufficient resources to get my job done (Q.9)\*
- 30%** - Pay raises depend on how well employees perform (Q.33)\*
- 28%** - My workload is reasonable (Q.10)

## Comparison to 2019 GOV Results

### Above GOV on 67 of 71 Positive Scores†

Top 5 above GOV	DOC	GOV	+/-
Promotions in my work unit are based on merit (Q.22)*	57%	39%	<b>+18</b>
Pay raises depend on how well employees perform their jobs (Q.33)*	44%	28%	<b>+16</b>
Awards in my work unit depend on how well employees perform their jobs. (Q.25)*	60%	48%	<b>+12</b>
I believe the results of this survey will be used to make my agency a better place to work (Q.41)*	51%	41%	<b>+10</b>
In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. (Q.23)*	44%	34%	<b>+10</b>

### Below GOV on 2 of 71 Positive Scores†

Top 2 below GOV	DOC	GOV	+/-
My workload is reasonable (Q.10)*	54%	59%	<b>-5</b>
I am constantly looking for ways to do my job better (Q.8)	90%	91%	<b>-1</b>

## Comparison to 2018 DOC Results

### Increased on 50 of 71 Positive Scores†

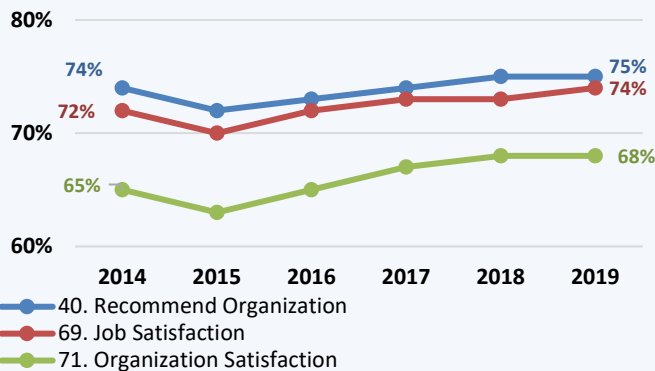
Top 5 Increases	2019	2018	+/-
Managers review and evaluate the organization's progress toward meeting its goals and objectives (Q.57)	71%	68%	<b>+3</b>
Promotions in my work unit are based on merit (Q.22)	57%	55%	<b>+2</b>
Managers promote communication among different work units (Q.58)	60%	58%	<b>+2</b>
My training needs are assessed (Q.18)	59%	57%	<b>+2</b>
How satisfied are you with the training you receive for present job? (Q.68)	63%	61%	<b>+2</b>

### Decreased on 4 of 71 Positive Scores†

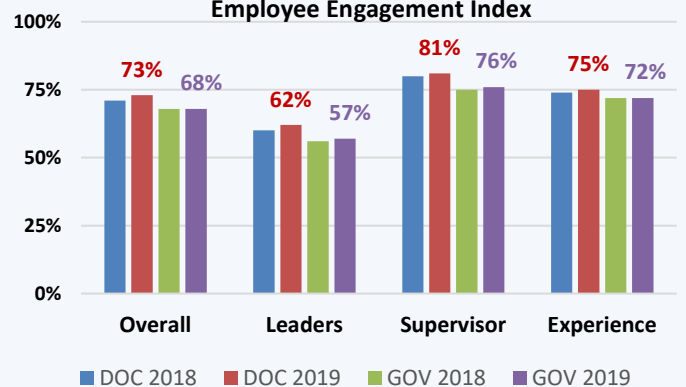
Top 4 Decreases	2019	2018	+/-
My workload is reasonable (Q.10)	54%	55%	<b>-1</b>
I am constantly looking for ways to do my job better (Q.8)	90%	91%	<b>-1</b>
I believe the results of this survey will be used to make my agency a better place to work (Q.41)	51%	52%	<b>-1</b>
My org has prepared employees for potential security threats (Q.36)	81%	82%	<b>-1</b>

## Key Indices

### DOC Best Places to Work Index Questions



### Employee Engagement Index



\* Items also fell in the respective category the previous year

† Based on FEVS Items 1-71

## Positive, Neutral, Negative Ratings

POSITIVE		NEUTRAL	NEGATIVE		TOTAL	Don't Know / No Basis to Judge
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.	<b>73%</b>		14%	13%		19,760	N/A
	27%	46%	14%	9%	4%		
	5,373	9,173	2,777	1,763	674		
2 I have enough information to do my job well.	<b>76%</b>		12%	11%		19,756	N/A
	24%	53%	12%	9%	3%		
	4,710	10,393	2,399	1,728	526		
3 I feel encouraged to come up with new and better ways of doing things.	62%		19%	19%		19,705	N/A
	25%	37%	19%	13%	6%		
	4,967	7,205	3,745	2,538	1,250		
4 My work gives me a feeling of personal accomplishment.	<b>77%</b>		13%	10%		19,778	N/A
	33%	44%	13%	7%	3%		
	6,446	8,672	2,678	1,292	690		
5 I like the kind of work I do.	<b>84%</b>		11%	5%		19,767	N/A
	39%	45%	11%	3%	1%		
	7,675	8,860	2,249	686	297		
6 I know what is expected of me on the job.	<b>84%</b>		9%	7%		19,762	N/A
	37%	47%	9%	5%	2%		
	7,363	9,315	1,724	967	393		
7 When needed I am willing to put in the extra effort to get a job done.	<b>96%</b>		3%	1%		19,783	N/A
	63%	33%	3%	1%	1%		
	12,470	6,505	564	133	111		
8 I am constantly looking for ways to do my job better.	<b>90%</b>		8%	2%		19,797	N/A
	48%	43%	8%	1%	0%		
	9,500	8,393	1,595	210	99		
9 I have sufficient resources (for example, people, materials, budget) to get my job done.	54%		15%	31%		19,687	29
	15%	39%	15%	19%	11%		
	3,068	7,646	2,938	3,837	2,198		
10 My workload is reasonable.	54%		18%	28%		19,700	20
	12%	42%	18%	18%	10%		
	2,380	8,143	3,479	3,570	2,128		
11 My talents are used well in the workplace.	64%		17%	19%		19,573	53
	19%	45%	17%	12%	7%		
	3,816	8,719	3,321	2,361	1,356		
12 I know how my work relates to the agency's goals.	<b>88%</b>		8%	5%		19,726	34
	37%	51%	8%	3%	2%		
	7,383	9,977	1,471	562	333		
13 The work I do is important.	<b>91%</b>		7%	3%		19,721	29
	50%	41%	7%	2%	1%		
	9,750	8,144	1,315	321	191		

## Positive, Neutral, Negative Ratings

14 Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	<b>74%</b>		14%	12%		19,452	354
	31%	43%	14%	8%	4%		
	6,220	8,284	2,583	1,535	830		
15 My performance appraisal is a fair reflection of my performance.	<b>75%</b>		13%	12%		19,611	166
	30%	45%	13%	7%	5%		
	5,956	8,945	2,414	1,344	952		
16 I am held accountable for achieving results.	<b>87%</b>		9%	4%		19,682	60
	36%	51%	9%	3%	1%		
	7,270	10,010	1,673	488	241		
17 I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	<b>68%</b>		18%	13%		18,444	1,332
	30%	38%	18%	7%	7%		
	5,708	7,040	3,355	1,159	1,182		
18 My training needs are assessed.	59%		22%	18%		19,562	219
	18%	41%	22%	12%	6%		
	3,646	8,081	4,280	2,410	1,145		
19 In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding).	<b>76%</b>		12%	12%		19,464	313
	35%	41%	12%	8%	5%		
	7,010	7,950	2,196	1,447	861		

### My Work Unit

20 The people I work with cooperate to get the job done.	<b>81%</b>		11%	8%		19,756	N/A
	35%	46%	11%	5%	2%		
	7,026	9,050	2,206	1,064	410		
21 My work unit is able to recruit people with the right skills.	53%		25%	23%		18,480	1,207
	14%	39%	25%	15%	8%		
	2,663	7,240	4,418	2,695	1,464		
22 Promotions in my work unit are based on merit.	57%		23%	20%		18,391	1,252
	20%	37%	23%	11%	9%		
	3,943	6,883	4,008	1,962	1,595		
23 In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	44%		29%	27%		16,775	2,885
	12%	32%	29%	16%	12%		
	2,051	5,513	4,779	2,552	1,880		
24 In my work unit, differences in performance are recognized in a meaningful way.	47%		28%	25%		18,027	1,648
	13%	35%	28%	16%	9%		
	2,391	6,331	4,948	2,777	1,580		
25 Awards in my work unit depend on how well employees perform their jobs.	60%		21%	18%		18,403	1,253
	20%	41%	21%	11%	8%		
	3,813	7,546	3,800	1,906	1,338		
26 Employees in my work unit share job knowledge with each other.	<b>79%</b>		12%	9%		19,588	97
	29%	50%	12%	6%	3%		
	5,793	9,771	2,268	1,135	621		
27 The skill level in my work unit has improved in the past year.	61%		27%	12%		18,309	1,363
	21%	41%	27%	8%	4%		
	3,940	7,461	4,897	1,351	660		

## Positive, Neutral, Negative Ratings

28 How would you rate the overall quality of work done by your work unit?	<b>89%</b>		9%	2%		19,661	N/A
	49%	40%	9%	1%	1%		
	9,786	7,828	1,734	219	94		
29 My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	<b>86%</b>		9%	5%		19,375	303
	37%	49%	9%	4%	1%		
	7,253	9,403	1,764	716	239		
<b>My Agency</b>							
30 Employees have a feeling of personal empowerment with respect to work processes.	54%		23%	23%		18,951	521
	14%	41%	23%	15%	8%		
	2,663	7,709	4,259	2,880	1,440		
31 Employees are recognized for providing high quality products and services.	61%		19%	19%		19,121	348
	17%	44%	19%	13%	7%		
	3,436	8,342	3,659	2,393	1,291		
32 Creativity and innovation are rewarded.	48%		28%	25%		18,738	648
	14%	34%	28%	16%	9%		
	2,661	6,256	5,143	2,957	1,721		
33 Pay raises depend on how well employees perform their jobs.	44%		26%	30%		18,309	1,152
	13%	31%	26%	17%	12%		
	2,600	5,805	4,655	3,096	2,153		
34 Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	<b>65%</b>		24%	11%		17,614	1,868
	21%	44%	24%	7%	5%		
	3,937	7,685	4,087	1,112	793		
35 Employees are protected from health and safety hazards on the job.	<b>82%</b>		12%	6%		18,859	642
	31%	51%	12%	4%	2%		
	5,990	9,673	2,176	639	381		
36 My organization has prepared employees for potential security threats.	<b>81%</b>		13%	6%		19,121	331
	27%	55%	13%	4%	2%		
	5,249	10,440	2,352	732	348		
37 Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	<b>65%</b>		20%	15%		17,750	1,718
	24%	41%	20%	8%	7%		
	4,392	7,275	3,448	1,417	1,218		
38 Prohibited Personnel Practices (for example, 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.	<b>76%</b>		16%	8%		17,252	2,196
	31%	45%	16%	4%	4%		
	5,601	7,754	2,572	612	713		
39 My agency is successful at accomplishing its mission.	<b>83%</b>		13%	4%		19,038	440
	29%	54%	13%	3%	1%		
	5,661	10,238	2,388	483	268		
40 I recommend my organization as a good place to work.	<b>75%</b>		16%	10%		19,471	N/A
	32%	42%	16%	7%	3%		
	6,417	8,199	2,977	1,247	631		

## Positive, Neutral, Negative Ratings

41 I believe the results of this survey will be used to make my agency a better place to work.	51%		25%	23%		18,112	1,380
	19%	32%	25%	13%	10%		
	3,549	5,863	4,504	2,393	1,803		

### My Supervisor

42 My supervisor supports my need to balance work and other life issues.	86%		8%	6%		19,386	80
	51%	35%	8%	3%	3%		
	10,116	6,705	1,433	573	559		

43 My supervisor provides me with opportunities to demonstrate my leadership skills.	73%		16%	12%		19,305	138
	38%	35%	16%	7%	5%		
	7,475	6,623	3,002	1,347	858		

44 Discussions with my supervisor about my performance are worthwhile.	74%		13%	12%		19,310	116
	38%	37%	13%	7%	5%		
	7,411	7,069	2,544	1,288	998		

45 My supervisor is committed to a workforce representative of all segments of society.	77%		17%	6%		17,531	1,884
	41%	36%	17%	3%	3%		
	7,384	6,292	2,881	469	505		

46 My supervisor provides me with constructive suggestions to improve my job performance.	73%		15%	12%		19,377	73
	35%	38%	15%	7%	5%		
	7,027	7,239	2,855	1,358	898		

47 Supervisors in my work unit support employee development.	77%		14%	9%		19,100	338
	38%	38%	14%	5%	4%		
	7,529	7,305	2,561	961	744		

48 My supervisor listens to what I have to say.	85%		8%	7%		19,430	N/A
	49%	36%	8%	4%	3%		
	9,627	6,915	1,543	831	514		

49 My supervisor treats me with respect.	88%		7%	6%		19,427	N/A
	55%	33%	7%	3%	3%		
	10,851	6,273	1,247	590	466		

50 In the last six months, my supervisor has talked with me about my performance.	91%		5%	4%		19,427	N/A
	50%	40%	5%	3%	1%		
	9,964	7,731	959	539	234		

51 I have trust and confidence in my supervisor.	78%		11%	10%		19,423	N/A
	47%	31%	11%	6%	5%		
	9,402	5,920	2,167	1,058	876		

52 Overall, how good a job do you feel is being done by your immediate supervisor?	80%		13%	8%		19,414	N/A
	52%	28%	13%	4%	3%		
	10,225	5,435	2,365	795	594		

### Leadership

53 In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	48%		25%	27%		18,740	582
	14%	34%	25%	15%	11%		
	2,733	6,416	4,621	2,864	2,106		

54 My organization's senior leaders maintain high standards of honesty and integrity.	61%		23%	16%		17,536	1,756
	21%	40%	23%	8%	8%		
	3,774	7,007	4,032	1,342	1,381		

## Positive, Neutral, Negative Ratings

55 Supervisors work well with employees of different backgrounds.	<b>74%</b>		17%	8%		17,684	1,541
	26%	48%	17%	5%	4%		
	4,824	8,483	2,969	771	637		
56 Managers communicate the goals of the organization.	<b>70%</b>		17%	13%		18,891	361
	21%	49%	17%	8%	5%		
	3,997	9,324	3,141	1,528	901		
57 Managers review and evaluate the organization's progress toward meeting its goals and objectives.	<b>71%</b>		19%	10%		17,844	1,424
	22%	49%	19%	6%	4%		
	3,971	8,755	3,310	1,093	715		
58 Managers promote communication among different work units (for example, about projects, goals, needed resources).	60%		21%	19%		18,244	1,052
	18%	42%	21%	12%	7%		
	3,477	7,574	3,710	2,183	1,300		
59 Managers support collaboration across work units to accomplish work objectives.	64%		20%	16%		18,224	1,006
	20%	43%	20%	9%	6%		
	3,830	7,868	3,654	1,725	1,147		
60 Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	<b>68%</b>		20%	12%		17,599	1,693
	30%	38%	20%	7%	5%		
	5,364	6,763	3,398	1,150	924		
61 I have a high level of respect for my organization's senior leaders.	60%		22%	17%		18,802	466
	24%	37%	22%	10%	7%		
	4,537	6,913	4,167	1,828	1,357		
62 Senior leaders demonstrate support for Work/Life programs.	<b>66%</b>		21%	13%		17,439	1,838
	25%	40%	21%	7%	6%		
	4,530	7,058	3,649	1,209	993		

### My Satisfaction

63 How satisfied are you with your involvement in decisions that affect your work?	56%		21%	23%		19,206	N/A
	17%	39%	21%	16%	6%		
	3,287	7,563	4,017	3,142	1,197		
64 How satisfied are you with the information you receive from management on what's going on in your organization?	55%		22%	23%		19,204	N/A
	15%	40%	22%	17%	6%		
	2,986	7,597	4,195	3,216	1,210		
65 How satisfied are you with the recognition you receive for doing a good job?	59%		22%	19%		19,202	N/A
	19%	40%	22%	13%	6%		
	3,769	7,700	4,111	2,475	1,147		
66 How satisfied are you with the policies and practices of your senior leaders?	49%		29%	22%		19,174	N/A
	13%	35%	29%	14%	8%		
	2,628	6,824	5,560	2,714	1,448		
67 How satisfied are you with your opportunity to get a better job in your organization?	44%		<b>30%</b>	26%		19,174	N/A
	14%	30%	30%	16%	10%		
	2,696	5,797	5,752	3,023	1,906		
68 How satisfied are you with the training you receive for your present job?	63%		21%	16%		19,202	N/A
	19%	44%	21%	11%	5%		
	3,731	8,483	3,967	2,132	889		

## Positive, Neutral, Negative Ratings

69 Considering everything, how satisfied are you with your job?	<b>74%</b>		15%	12%		19,196	N/A
	26%	48%	15%	8%	3%		
	5,049	9,107	2,797	1,597	646		
70 Considering everything, how satisfied are you with your pay?	<b>68%</b>		15%	16%		19,203	N/A
	22%	46%	15%	11%	5%		
	4,284	8,877	2,955	2,148	939		
71 Considering everything, how satisfied are you with your organization?	<b>68%</b>		18%	14%		19,162	N/A
	21%	47%	18%	10%	4%		
	4,174	8,952	3,406	1,858	772		

### Notes:

- Don't Know/No Basis to Judge responses were excluded from percentage calculations and total response counts.
- Percentages are weighted to represent the Agency's population.
- The sum of percentages may not add to 100 due to rounding.
- Positive ratings of 65% or greater are in **bold green** font.
- Neutral ratings of 30% or greater are in **bold blue** font.
- Negative ratings of 35% or greater are in **bold red** font.



## Special Topics: Performance and Partial Government Shutdown

Remain in work unit and improve performance over time	Remain in the work unit and continue to underperform	Leave work unit - removed or transferred	Leave work unit - quit	There are no poor performers in my work unit	Total	Do Not Know
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### Performance

72 Currently, in my work unit poor performers usually:	22% 3,113	43% 5,812	9% 1,337	5% 649	21% 2,802	13,173	5,486
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The shutdown had no impact on my working/pay status	Did not work and did not receive pay until after the lapse ended	Worked some of the shutdown but did not receive pay until after the lapse ended	Worked for the entirety of the shutdown but did not receive pay until after the lapse ended	Other, not listed above	Total
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### Partial Government Shutdown

73 Which of the following best describes the impact of the partial government shutdown (December 22, 2018 - January 25, 2019) on your working/pay status?	42% 8,408	34% 6,562	8% 1,402	10% 1,773	6% 1,069	19,214
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It had no impact	A slightly negative impact	A moderately negative impact	A very negative impact	An extremely negative impact	Total
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74 How was your everyday work impacted during (if you worked) or after the partial government shutdown?	30% 5,826	17% 3,258	23% 4,332	17% 3,137	13% 2,317	18,870
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Unmanageable workload	Missed deadlines	Unrecoverable loss of work	Reduced customer service	Delayed work	Reduced work quality	Cutback of critical work	Time lost in restarting work	Unmet statutory requirements	Other	Total
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75 In what ways did the partial government shutdown negatively affect your work? (Check all that apply)	32% 4,156	56% 7,165	31% 3,836	50% 6,442	72% 9,220	31% 3,934	31% 3,856	55% 7,135	10% 1,224	25% 3,391	12,874
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## Special Topics: Performance and Partial Government Shutdown

I am looking for another job <u>specifically</u> because of the shutdown	I am looking for another job, but the shutdown is <u>only one</u> of the reasons	I am looking for another job, but the shutdown had <u>no influence</u> on that decision	I am <u>not</u> looking for another job currently	Total
--------------------------------------------------------------------------	----------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------	---------------------------------------------------	-------

76 Are you looking for another job because of the partial government shutdown?	2% 314	8% 1,441	11% 2,049	80% 15,275	19,079
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Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total	No Support Required
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77 My agency provided the support (e.g., communication, assistance, guidance) I needed during the partial government shutdown.	25% 4,489	43% 7,665	18% 3,220	9% 1,594	6% 966	17,934	1,243
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### Notes:

- Percentages are weighted to represent the Agency's population.
- The sum of percentages may not add to 100 due to rounding or because respondents could choose more than one response option.
- If the response to item 74 was "It had no impact", item 75 was skipped.
- For item 75, percents will add to more than 100% because respondents could choose more than one response option

## Work/Life Programs

	I TELEWORK					I DO NOT TELEWORK				Total
	Everyday	3 or 4 days per week	1 or 2 days per week	1 or 2 days per month	Very infrequently, on an unscheduled or short-term basis	I have to be physically present on the job	Technical issues prevent me from teleworking	Did not receive approval, though I have the kind of job where I can telework	Choose not to telework	
78 Please select the response that BEST describes your current teleworking schedule.	77%					22%				
	22% 4,405	7% 1,242	29% 5,645	6% 1,244	13% 2,515	6% 1,084	2% 307	4% 784	10% 1,859	19,085

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	I choose not to participate	Program not available to me	Unaware of this program	Total
79 How satisfied are you with the Telework program in your agency?	39% 7,800	30% 5,828	10% 1,740	4% 731	2% 417	6% 1,076	8% 1,385	1% 170	19,147

	Alternative Work Schedules	Health and Wellness Programs	Employee Assistance Program	Child Care Programs	Elder Care Programs	None listed	Total
80 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):	66% 12,394	27% 5,176	6% 1,107	4% 778	1% 124	25% 4,606	19,059

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	I choose not to participate	Programs not available	Unaware of these programs	Total
How satisfied are you with the following Work/Life programs in your agency?									
81 Alternative Work Schedules	46% 9,179	27% 5,202	7% 1,169	2% 291	1% 167	9% 1,749	6% 992	2% 357	19,106
82 Health and Wellness Programs	18% 3,419	27% 5,217	15% 2,752	2% 371	1% 129	22% 4,318	8% 1,526	7% 1,234	18,966
83 Employee Assistance Program	7% 1,249	13% 2,350	20% 3,814	1% 284	1% 142	44% 8,565	3% 470	11% 2,059	18,933
84 Child Care Programs	4% 828	7% 1,317	18% 3,303	1% 191	1% 124	49% 9,581	10% 1,867	10% 1,706	18,917
85 Elder Care Programs	2% 478	4% 733	18% 3,248	0% 89	0% 65	48% 9,378	9% 1,580	18% 3,307	18,878

**Notes:**

- Percentages are weighted to represent the Agency's population.
- The sum of percentages may not add to 100 due to rounding.
- For item 80, percents will add to more than 100% because respondents could choose more than one response option

## Employment and Personal Demographics

	<b>Headquarters</b>		<b>Field</b>				
86 Where do you work?	58%		42%				
	<b>Non-Supervisor</b>	<b>Team Leader</b>	<b>Supervisor</b>		<b>Manager</b>	<b>Sr. Leader</b>	
87 What is your supervisory status?	65%	14%	14%		6%	2%	
	<b>Federal Wage System</b>	<b>GS 1-6</b>	<b>GS 7-12</b>	<b>GS 13-15</b>	<b>Senior Executive Service</b>	<b>Senior Level (SL) or Scientific or Professional (ST)</b>	
88 What is your pay category/grade?	1%	5%	24%	61%	2%	1%	
	<b>No Prior Military Service</b>		<b>Currently in National Guard or Reserves</b>		<b>Retired</b>		<b>Separated or Discharged</b>
89 What is your US military service status?	88%		0%		3%		8%
	<b>&lt; 1 yr</b>	<b>1-3 yrs</b>	<b>4-5 yrs</b>	<b>6 -10 yrs</b>	<b>11-14 yrs</b>	<b>15-20 yrs</b>	<b>&gt; 20 yrs</b>
90 How long have you been with the Federal Government (excluding military service)?	1%	8%	9%	21%	19%	15%	27%
	<b>&lt; 1 yr</b>	<b>1-3 yrs</b>	<b>4-5 yrs</b>	<b>6 -10 yrs</b>	<b>11-14 yrs</b>	<b>15-20 yrs</b>	<b>&gt; 20 yrs</b>
91 How long have you been with your current agency (for example, DOJ, EPA)?	2%	12%	11%	21%	18%	14%	22%
	<b>No</b>	<b>Yes, Retire</b>	<b>Yes, Another Job Within Fed Gov</b>	<b>Yes, Another Job Outside Fed Gov</b>		<b>Yes, Other</b>	
92 Are you considering leaving your organization within the next year, and if so, why?	76%	5%	11%	4%		4%	
	<b>Within 1 yr</b>		<b>Between 1 &amp; 3 yrs</b>		<b>Between 3 &amp; 5 yrs</b>		<b>5 or More yrs</b>
93 I am planning to retire:	3%		8%		9%		81%
	<b>Yes</b>				<b>No</b>		
94 Are you of Hispanic, Latino, or Spanish origin?	6%				94%		

## Employment and Personal Demographics

	White	Black or African American	All Other Races
95 Please select the racial category(ies) with which you most closely identify.	70%	12%	18%

	29 and under	30-39	40-49	50-59	60 or older
96 What is your age group?	4%	25%	26%	30%	15%

	Less Than High School/High School Diploma/GED or equivalent	Certification/Some College/Associate's Degree	Bachelor's Degree	Advanced Degrees (Post Bachelor's Degree)
97 What is the highest degree or level of education you have completed?	2%	10%	34%	53%

	Yes	No
98 Are you an individual with a disability?	9%	91%

	Male	Female
99 Are you:	57%	43%

	Yes	No
100 Are you transgender?	0%	100%

	Straight, that is not gay or lesbian	Gay or Lesbian	Bisexual	Something Else
101 Which one of the following do you consider yourself to be?	94%	3%	1%	2%

**Notes:**

- The sum of percentages may not add to 100 due to rounding.
- Some response option categories were collapsed to provide more meaningful results while strengthening confidentiality.

## Agency-Specific Items

POSITIVE		NEUTRAL	NEGATIVE		TOTAL
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	

102 My supervisor actively supports my career planning and advancement.	68%		21%	11%		19,046
	34%	34%	21%	7%	4%	
	6,671	6,406	3,985	1,195	789	
103 I have access to the technology I need to effectively do my work.	78%		11%	12%		19,072
	29%	49%	11%	9%	3%	
	5,544	9,280	1,969	1,662	617	
104 In my work unit, collaboration and knowledge management are fostered and encouraged.	73%		17%	10%		19,080
	30%	43%	17%	7%	3%	
	5,951	8,173	3,054	1,318	584	

### Notes:

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