

Response Type	Item	Item Text	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 N
Agree-disagree	1	*I am given a real opportunity to improve my skills in my organization.	62.0%	22.5%	39.5%	15.7%	12.7%	9.6%	22.3%	181	302	119	96	73	771	N/A
Agree-disagree	2	I feel encouraged to come up with new and better ways of doing things.	49.0%	19.0%	30.0%	18.3%	17.2%	15.4%	32.7%	152	231	140	129	115	767	N/A
Agree-disagree	3	My work gives me a feeling of personal accomplishment.	74.7%	30.9%	43.8%	12.2%	8.3%	4.9%	13.2%	243	335	92	64	37	771	N/A
Agree-disagree	4	I know what is expected of me on the job.	78.0%	33.3%	44.6%	7.2%	7.3%	7.5%	14.8%	265	341	55	56	56	773	N/A
Agree-disagree	5	*My workload is reasonable.	57.5%	15.6%	41.9%	13.8%	13.5%	15.3%	28.8%	126	323	106	101	114	770	3
Agree-disagree	6	*My talents are used well in the workplace.	62.9%	20.7%	42.1%	16.3%	13.8%	7.1%	20.8%	165	317	123	104	52	761	3
Agree-disagree	7	*I know how my work relates to the agency's goals.	75.5%	33.9%	41.6%	7.7%	4.2%	12.6%	16.8%	265	313	57	32	99	766	4
Agree-disagree	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	54.3%	23.4%	30.8%	18.9%	10.4%	16.4%	26.8%	176	223	135	74	118	726	46
Agree-disagree	9	*The people I work with cooperate to get the job done.	84.4%	48.4%	36.0%	8.2%	5.2%	2.1%	7.4%	383	275	62	40	16	776	N/A
Agree-disagree	10	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	41.7%	12.4%	29.2%	30.4%	15.3%	12.7%	27.9%	78	178	181	90	75	602	173
Agree-disagree	12	*In my work unit, differences in performance are recognized in a meaningful way.	56.0%	16.0%	39.9%	21.8%	13.5%	8.7%	22.3%	114	275	148	91	59	687	88

Agree-disagree	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	85.2%	39.8%	45.5%	9.4%	3.5%	1.9%	5.3%	312	342	72	26	14	766	10
Agree-disagree	14	Employees are recognized for providing high quality products and services.	63.4%	22.4%	41.1%	13.0%	12.5%	11.0%	23.6%	176	309	99	95	82	761	12
Agree-disagree	15	Employees are protected from health and safety hazards on the job.	70.0%	29.8%	40.2%	12.3%	7.4%	10.3%	17.7%	229	301	92	54	76	752	21
Agree-disagree	16	My agency is successful at accomplishing its mission.	57.9%	22.4%	35.5%	14.6%	9.8%	17.7%	27.6%	173	270	112	74	139	768	7
Agree-disagree	17	*I recommend my organization as a good place to work.	53.4%	18.2%	35.2%	18.2%	12.8%	15.6%	28.4%	145	271	138	98	124	776	N/A
Agree-disagree	18	*I believe the results of this survey will be used to make my agency a better place to work.	28.4%	9.9%	18.5%	20.1%	17.3%	34.2%	51.5%	74	133	141	122	244	714	62
Agree-disagree	19	My supervisor supports my need to balance work and other life issues.	86.3%	54.1%	32.2%	6.6%	4.6%	2.5%	7.1%	424	242	50	35	19	770	5
Agree-disagree	20	My supervisor is committed to a workforce representative of all segments of society.	80.4%	48.1%	32.3%	13.6%	2.8%	3.2%	6.0%	350	227	95	19	23	714	59
Agree-disagree	21	Supervisors in my work unit support employee development.	78.7%	44.2%	34.5%	10.8%	6.7%	3.8%	10.5%	345	259	80	51	28	763	12
Agree-disagree	22	My supervisor listens to what I have to say.	83.7%	52.7%	31.1%	7.8%	5.5%	3.0%	8.4%	412	237	60	41	23	773	N/A
Agree-disagree	23	My supervisor treats me with respect.	87.0%	57.4%	29.6%	6.2%	3.3%	3.5%	6.8%	448	225	47	25	27	772	N/A
Agree-disagree	24	I have trust and confidence in my supervisor.	78.8%	49.9%	29.0%	10.0%	5.7%	5.4%	11.1%	390	221	76	44	41	772	N/A
Good-poor	25	Overall, how good a job do you feel is being done by your immediate supervisor?	81.7%	55.7%	25.9%	11.4%	3.9%	3.0%	7.0%	436	198	86	30	23	773	N/A
Agree-disagree	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	33.1%	13.1%	20.1%	16.4%	15.9%	34.5%	50.4%	102	150	125	120	261	758	14
Agree-disagree	27	My organization's senior leaders maintain high standards of honesty and integrity.	40.4%	17.4%	23.0%	17.4%	11.3%	30.9%	42.3%	128	167	127	84	227	733	32

Agree-disagree	28	*Managers communicate the goals of the organization.	65.0%	21.7%	43.3%	15.0%	11.1%	8.9%	20.0%	169	328	114	85	67	763	7
Agree-disagree	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	55.2%	20.9%	34.3%	18.1%	12.5%	14.2%	26.7%	160	255	135	93	104	747	21
Good-poor	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	73.5%	40.4%	33.1%	14.7%	5.0%	6.7%	11.7%	304	240	106	36	49	735	32
Agree-disagree	31	I have a high level of respect for my organization's senior leaders.	41.3%	17.4%	24.0%	16.0%	14.7%	27.9%	42.6%	132	182	120	111	212	757	10
Agree-disagree	32	Senior leaders demonstrate support for Work-Life programs.	55.0%	22.3%	32.7%	18.5%	8.5%	18.0%	26.5%	164	233	130	61	133	721	47
Satisfied-dissatisfied	33	*How satisfied are you with your involvement in decisions that affect your work?	46.3%	15.4%	30.9%	18.2%	18.0%	17.5%	35.5%	123	236	138	135	136	768	N/A
Satisfied-dissatisfied	34	*How satisfied are you with the information you receive from management on what's going on in your organization?	47.3%	15.0%	32.3%	16.0%	19.0%	17.8%	36.7%	118	246	121	140	137	762	N/A
Satisfied-dissatisfied	35	*How satisfied are you with the recognition you receive for doing a good job?	61.8%	23.4%	38.4%	15.4%	12.8%	9.9%	22.8%	185	291	118	97	75	766	N/A
Satisfied-dissatisfied	36	*Considering everything, how satisfied are you with your job?	65.1%	24.3%	40.8%	14.6%	14.3%	6.0%	20.3%	192	310	110	108	45	765	N/A
Satisfied-dissatisfied	37	Considering everything, how satisfied are you with your pay?	60.2%	21.6%	38.6%	17.2%	12.3%	10.4%	22.7%	168	293	130	90	83	764	N/A
Satisfied-dissatisfied	38	*Considering everything, how satisfied are you with your organization?	48.3%	16.6%	31.7%	17.0%	15.1%	19.6%	34.7%	134	241	128	114	151	768	N/A

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

** Unweighted count of responses excluding "Do Not Know"

The Dashboard only includes items 1-38, excluding item 11.

Percentages are weighted to represent the Agency's population.

When responding to the Core OPM FEVS questions 1 through 38, respondents were asked to share their work experiences since the last OPM FEVS administration (June 2019).

Source: 2020 OPM Federal Employee Viewpoint Survey

Core Q1-10, 12-38 Trend

11. In my work unit poor performers usually:	2020		2019	
	N	%	N	%
Remain in the work unit and improve their performance over time	119	21.6%	136	24.6%
Remain in the work unit and continue to underperform	223	40.7%	256	45.8%
Leave the work unit - removed or transferred	25	4.2%	24	4.2%
Leave the work unit - quit	20	3.4%	12	2.2%
There are no poor performers in my work unit	171	30.0%	131	23.2%
Item Response Total	558	100.0%	559	100.0%
Do Not Know	217	--	180	--
Total	775	100.0%	739	100.0%

Percentages are weighted to represent the Agency's population.

"Do Not Know" responses are not included in percentage calculations.

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

Source: 2020 OPM Federal Employee Viewpoint Survey

COVID-19 Pandemic: Background

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.)?

	2020	
	N	%
100% of my work time	19	2.6%
At least 75% but less than 100%	13	1.8%
At least 50% but less than 75%	5	0.7%
At least 25% but less than 50%	17	2.3%
Less than 25%	265	36.1%
I have not been physically present at my agency worksite during the pandemic	443	56.5%
Total	762	100.0%

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

	2020	
	N	%
Leave under the Emergency Paid Sick Leave Act (part of the Families First Coronavirus Response Act)	19	2.5%
Annual leave	223	29.0%
Sick leave	180	23.5%
Weather and safety leave	11	1.4%
Administrative leave	47	6.3%
Other paid leave (e.g., comp time, credit hours)	72	9.4%
Unpaid leave (e.g., LWOP)	7	0.9%
I have not used leave because of the pandemic	486	65.4%
Total (percents will add to more than 100% because respondents could choose more than one response option)	752	--

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?

2020

	N	%
100% of my work time	5	2.0%
At least 75% but less than 100%	4	1.5%
At least 50% but less than 75%	1	0.4%
At least 25% but less than 50%	22	8.5%
Less than 25%	231	87.6%
Total	263	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.

	2020	
	N	%
<u>I began</u> an alternative work schedule	104	14.1%
<u>I ended</u> my usual alternative work schedule	15	2.0%
No change because of the pandemic	635	83.8%
Total	754	100.0%

Percentages are weighted to represent the Agency's population.

Source: 2020 OPM Federal Employee Viewpoint Survey

COVID-19 Pandemic: Telework

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	
	2020		2020		2020	
	N	%	N	%	N	%
I telework every work day	44	5.5%	717	94.6%	693	91.0%
I telework 3 or 4 days per week	103	12.4%	19	2.5%	39	5.4%
I telework 1 or 2 days per week	380	50.2%	4	0.5%	9	1.3%
I telework, but only about 1 or 2 days per month	49	6.8%	4	0.5%	5	0.7%
I telework very infrequently, on an unscheduled or short-term basis	61	8.2%	1	0.2%	1	0.2%
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)	6	0.8%	2	0.3%	2	0.3%
I <u>do not</u> telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking	4	0.6%	3	0.4%	3	0.4%
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	34	4.8%	2	0.3%	0	0.0%
I <u>do not</u> telework because I choose not to telework	77	10.7%	5	0.7%	6	0.9%
Total	758	100.0%	757	100.0%	758	100.0%

Telework Trends

40. Please select the response that BEST describes your teleworking schedule.

	2020 (BEFORE the COVID-19 pandemic)		2019		2018	
	N	%	N	%	N	%
	I telework every work day	44	5.5%	27	3.5%	35
I telework 3 or 4 days per week	103	12.4%	97	13.4%	104	10.9%
I telework 1 or 2 days per week	380	50.2%	347	47.5%	347	43.0%

I telework, but only about 1 or 2 days per month	49	6.8%	63	8.6%	65	8.0%
I telework very infrequently, on an unscheduled or short-term basis	61	8.2%	77	10.6%	122	14.7%
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)	6	0.8%	17	2.5%	18	2.3%
I <u>do not</u> telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking	4	0.6%	6	0.9%	9	1.2%
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	34	4.8%	27	3.7%	35	4.6%
I <u>do not</u> telework because I choose not to telework	77	10.7%	66	9.2%	85	10.8%
Total	758	100.0%	727	100.0%	820	100.0%

Percentages are weighted to represent the Agency's population.

Trending for the Telework (Q40) question is based on the "BEFORE the COVID-19 pandemic" responses.

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

Source: 2020 OPM Federal Employee Viewpoint Survey

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 <u>available</u> to me		Needed, but <u>not available</u> to me		Not needed by me now	
	2020		2020		2020	
	N	%	N	%	N	%
43A. Expanded telework	673	88.9%	8	1.1%	76	10.0%
43B. Expanded work schedule flexibilities	497	66.4%	23	3.1%	227	30.5%
43C. Expanded leave policies	228	30.5%	79	10.2%	444	59.4%
43D. More information on available leave policies	232	30.9%	100	13.3%	411	55.8%
43E. Expanded mental health resources (e.g., assistance with stress of COVID-19)	75	9.8%	143	18.8%	534	71.4%
43F. Expanded physical health resources (e.g., temperature checks, COVID-19 illness testing) at my agency worksite	41	5.4%	192	26.0%	517	68.7%
43G. Timely communication about possible COVID-19 illness at my agency worksite	495	65.8%	89	11.9%	165	22.3%
43H. Protection of employees at higher risk for severe illness from COVID-19 exposure	249	33.3%	114	15.3%	386	51.5%
43I. Limited access to my agency worksite buildings/facilities (e.g., closures, limits on activities with external visitors/groups)	495	66.3%	15	2.0%	245	31.8%
43J. Social distancing (e.g., limits on group size, reduced access to common areas) in my agency worksite	368	49.3%	21	2.8%	362	48.0%
43K. Rearranged workspaces to maximize social distancing	134	17.7%	42	5.5%	569	76.8%
43L. Encouraged use of personal protective equipment (PPE) or other safety equipment in my agency worksite	345	46.7%	52	7.0%	349	46.3%
43M. Cleaning and sanitizing supplies available to reduce risk of illness in my agency worksite	325	43.9%	96	13.0%	327	43.1%
43N. Training for all employees on health and safety protocols	215	29.0%	185	25.1%	345	45.9%

Percentages are weighted to represent the Agency's population.

Source: 2020 OPM Federal Employee Viewpoint Survey

COVID-19 Pandemic: Employee Supports

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

	2020	
	N	%
Strongly Agree	337	44.2%
Agree	235	32.0%
Neither Agree nor Disagree	63	8.4%
Disagree	37	4.9%
Strongly Disagree	79	10.6%
No Basis to Judge	11	--
Total	762	100.0%

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

	2020	
	N	%
Strongly Agree	331	43.8%
Agree	240	32.8%
Neither Agree nor Disagree	54	7.2%
Disagree	40	5.4%
Strongly Disagree	81	10.9%
No Basis to Judge	15	--
Total	761	100.0%

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

	2020	
	N	%
Strongly Agree	289	38.0%
Agree	244	32.7%
Neither Agree nor Disagree	84	11.5%
Disagree	53	7.1%
Strongly Disagree	80	10.6%
No Basis to Judge	5	--
Total	755	100.0%

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

	2020	
	N	%
Strongly Agree	469	61.6%
Agree	210	28.5%
Neither Agree nor Disagree	44	6.0%
Disagree	14	1.9%
Strongly Disagree	14	1.9%
No Basis to Judge	9	--
Total	760	100.0%

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

	2020	
	N	%
Strongly Agree	472	62.7%
Agree	203	27.8%
Neither Agree nor Disagree	46	6.4%
Disagree	11	1.6%
Strongly Disagree	11	1.5%
No Basis to Judge	17	--
Total	760	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.

	2020	
	N	%
Strongly Agree	437	58.9%
Agree	172	24.1%
Neither Agree nor Disagree	80	11.1%
Disagree	25	3.6%
Strongly Disagree	17	2.3%
No Basis to Judge	29	--
Total	760	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 <u>available</u> to me		Needed, but <u>not available</u> to me		Not needed by me now	
	2020		2020		2020	
	N	%	N	%	N	%
50A. Consistent communication (e.g., organizational status, what to expect)	552	73.8%	144	19.5%	50	6.7%
50B. Training for new/changed work or work processes because of the pandemic	346	47.1%	160	22.0%	237	31.0%
50C. Reallocation of resources (e.g., staffing, budget, materials) to support changes in work because of the pandemic	254	34.4%	222	30.2%	268	35.4%
50D. Help with commuting issues (e.g., alternatives to public transportation)	82	11.0%	90	12.3%	575	76.7%
50E. Options for work/business travel	120	16.4%	50	6.7%	570	76.8%
50F. Information on remote work policies, procedures, and expectations	515	69.7%	87	12.1%	137	18.1%
50G. Training on how to work remotely	302	41.1%	70	9.5%	376	49.4%
50H. Equipment and technology for working remotely (e.g., laptops, cell phone, Information Technology infrastructure)	593	79.5%	79	10.2%	79	10.3%
50I. Expanded collaboration tools (e.g., video conferencing, teleconferencing)	654	87.6%	30	3.9%	66	8.5%
50J. Expanded training for using remote work tools and applications	463	63.0%	112	15.3%	169	21.7%
50K. Expanded Information Technology (IT) support	400	54.1%	126	17.0%	218	28.9%
50L. Information about data security policies and procedures	522	70.7%	51	6.9%	170	22.5%

Percentages are weighted to represent the Agency's population.

Source: 2020 OPM Federal Employee Viewpoint Survey

COVID-19 Pandemic: Work Supports

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)?

	2020	
	N	%
Yes	17	2.3%
No	689	91.6%
Other	44	6.0%
Total	750	100.0%

Percentages are weighted to represent the Agency's population.

Source: 2020 OPM Federal Employee Viewpoint Survey

COVID-19 Pandemic: Work Effects

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

	2020	
	N	%
Extremely	33	4.4%
Very	73	9.6%
Somewhat	222	30.0%
Slightly	193	25.5%
Not at All	236	30.5%
No Basis to Judge	3	--
Total	760	100.0%

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

	2020	
	N	%
Greatly Increased	111	15.0%
Somewhat Increased	235	32.0%
About the Same	366	48.8%
Somewhat Decreased	28	3.7%
Greatly Decreased	4	0.5%
No Basis to Judge	15	--
Total	759	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.

	2020	
	N	%
Strongly Agree	212	39.0%
Agree	154	29.3%
Neither Agree nor Disagree	68	13.0%
Disagree	36	6.8%
Strongly Disagree	63	11.9%
No Basis to Judge	221	--
Total	754	100.0%

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

	2020	
	N	%
Strongly Agree	246	33.3%
Agree	257	35.6%
Neither Agree nor Disagree	104	14.8%
Disagree	50	6.7%
Strongly Disagree	69	9.7%
No Basis to Judge	28	--
Total	754	100.0%

Percentages are weighted to represent the Agency's population.

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

Source: 2020 OPM Federal Employee Viewpoint Survey

COVID-19 Pandemic: Work Effects

Please answer the question below thinking of your 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.

	2020	
	N	%
Always	433	59.5%
Most of the Time	246	34.9%
Sometimes	32	4.6%
Rarely	7	1.0%
Never	0	0.0%
No Basis to Judge	34	--
Total	752	100.0%

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

	2020	
	N	%
Always	483	65.7%
Most of the Time	211	29.5%
Sometimes	27	3.8%
Rarely	6	0.8%
Never	1	0.1%
No Basis to Judge	20	--
Total	748	100.0%

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

	2020	
	N	%
Always	479	64.7%
Most of the Time	214	29.9%
Sometimes	31	4.4%
Rarely	7	1.0%
Never	0	0.0%

No Basis to Judge	19	--
Total	750	100.0%

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

	2020	
	N	%
Always	429	58.2%
Most of the Time	229	31.9%
Sometimes	56	8.0%
Rarely	13	1.9%
Never	0	0.0%
No Basis to Judge	24	--
Total	751	100.0%

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

	2020	
	N	%
Always	439	59.3%
Most of the Time	193	27.0%
Sometimes	68	9.4%
Rarely	25	3.6%
Never	5	0.7%
No Basis to Judge	21	--
Total	751	100.0%

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

	2020	
	N	%
Always	410	56.2%
Most of the Time	262	37.4%
Sometimes	37	5.1%
Rarely	9	1.3%
Never	0	0.0%
No Basis to Judge	31	--
Total	749	100.0%

Please answer the question below thinking of your 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.

	2020	
	N	%
Always	378	52.0%
Most of the Time	258	37.0%
Sometimes	66	9.6%
Rarely	10	1.4%
Never	0	0.0%
No Basis to Judge	40	--
Total	752	100.0%

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

	2020	
	N	%
Always	460	62.7%
Most of the Time	215	30.6%
Sometimes	36	5.2%
Rarely	11	1.5%
Never	1	0.1%
No Basis to Judge	28	--
Total	751	100.0%

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

	2020	
	N	%
Always	460	62.5%
Most of the Time	217	30.8%
Sometimes	40	5.6%
Rarely	8	1.1%
Never	0	0.0%

No Basis to Judge	28	--
Total	753	100.0%

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

	2020	
	N	%
Always	439	59.2%
Most of the Time	215	30.5%
Sometimes	57	7.9%
Rarely	15	2.1%
Never	2	0.3%
No Basis to Judge	26	--
Total	754	100.0%

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

	2020	
	N	%
Always	430	57.8%
Most of the Time	186	26.4%
Sometimes	80	11.1%
Rarely	28	3.9%
Never	5	0.7%
No Basis to Judge	26	--
Total	755	100.0%

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

	2020	
	N	%
Always	400	55.5%
Most of the Time	243	35.2%
Sometimes	57	8.1%
Rarely	8	1.1%
Never	0	0.0%
No Basis to Judge	43	--
Total	751	100.0%

Percentages are weighted to represent the Agency's population.

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

Source: 2020 OPM Federal Employee Viewpoint Survey

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?	2020			2019			2018		
	Satisfaction	All Response	Options %	Satisfaction	All Response	Options %	Satisfaction	All Response	Options %
	N	%		N	%		N	%	
Very Satisfied	343	45.2%	44.7%	228	33.8%	31.1%	322	43.2%	38.8%
Satisfied	246	33.6%	33.2%	228	33.5%	30.9%	260	35.9%	32.2%
Neither Satisfied nor Dissatisfied	54	7.3%	7.2%	87	12.9%	11.9%	80	11.1%	10.0%
Dissatisfied	68	9.0%	8.9%	61	8.9%	8.2%	46	6.6%	5.9%
Very Dissatisfied	36	5.0%	4.9%	74	11.0%	10.2%	22	3.2%	2.9%
Item Response Total	747	100.0%	98.9%	678	100.0%	92.2%	730	100.0%	89.8%
I choose not to participate in this program	3	--	0.4%	29	--	4.0%	45	--	5.9%
This program is not available to me	5	--	0.7%	23	--	3.4%	31	--	4.0%
I am unaware of this program	0	--	0.0%	3	--	0.4%	2	--	0.3%
Total	755	100.0%	100.0%	733	100.0%	100.0%	808	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)	2020		2019	
	N	%	N	%
work schedule)	485	66.2%	459	63.6%
Health and Wellness Programs (for example, onsite exercise, flu vaccination, medical screening, CPR training, Health and wellness fair)	56	7.5%	63	8.7%
Employee Assistance Program - EAP (for example, short-term counseling, referral services, legal services, education services)	16	2.3%	29	4.1%
Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, subsidy, flexible spending account)	11	1.4%	13	1.8%
Elder Care Programs (for example, elder/adult care, support groups, resources)	3	0.4%	3	0.4%
None listed above	243	31.5%	237	32.4%
more than one response option)	746	--	725	--

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

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)	2020			2019			2018		
	Satisfaction	All Response	Options %	Satisfaction	All Response	Options %	Satisfaction	All Response	Options %
	N	%		N	%		N	%	
Very Satisfied	256	41.8%	34.4%	230	38.3%	31.8%	326	48.5%	40.7%
Satisfied	230	38.3%	31.5%	237	39.0%	32.4%	238	36.5%	30.6%
Neither Satisfied nor Dissatisfied	57	9.3%	7.6%	56	9.4%	7.8%	75	11.1%	9.3%
Dissatisfied	30	4.8%	3.9%	23	3.8%	3.1%	19	2.7%	2.2%
Very Dissatisfied	35	5.8%	4.8%	57	9.6%	8.0%	8	1.2%	1.0%
Item Response Total	608	100.0%	82.2%	603	100.0%	83.0%	666	100.0%	83.8%
I choose not to participate in these programs	111	--	14.2%	85	--	11.4%	110	--	12.6%
These programs are not available to me	23	--	2.8%	34	--	4.5%	26	--	2.9%
I am unaware of these programs	7	--	0.8%	9	--	1.2%	6	--	0.6%
Total	749	100.0%	100.0%	731	100.0%	100.0%	808	100.0%	100.0%

61. How satisfied are you with the following Work-Life programs in your agency? <i>Health and Wellness Programs (for example, onsite exercise, flu vaccination, medical screening, CPR training, health and wellness fair)</i>	2020			2019			2018		
	Satisfaction	All Response		Satisfaction	All Response		Satisfaction	All Response	
	N	%	Options %	N	%	Options %	N	%	Options %
Very Satisfied	34	8.7%	4.4%	29	7.4%	4.1%	70	12.6%	8.6%
Satisfied	56	15.0%	7.7%	63	15.8%	8.7%	130	24.4%	16.8%
Neither Satisfied nor Dissatisfied	86	23.0%	11.7%	93	23.4%	12.9%	126	22.7%	15.6%
Dissatisfied	72	19.0%	9.7%	52	13.0%	7.2%	99	17.3%	11.9%
Very Dissatisfied	135	34.3%	17.5%	166	40.4%	22.2%	142	23.0%	15.8%
Item Response Total	383	100.0%	51.0%	403	100.0%	55.0%	567	100.0%	68.7%
I choose not to participate in these programs	98	--	12.8%	84	--	11.5%	57	--	6.9%
These programs are not available to me	222	--	29.8%	194	--	26.4%	159	--	19.7%
I am unaware of these programs	47	--	6.4%	52	--	7.1%	36	--	4.7%
Total	750	100.0%	100.0%	733	100.0%	100.0%	819	100.0%	100.0%

62. How satisfied are you with the following Work-Life programs in your agency? <i>Employee Assistance Program - EAP (for example, short-term counseling, referral services, legal services, education services)</i>	2020			2019			2018		
	Satisfaction	All Response		Satisfaction	All Response		Satisfaction	All Response	
	N	%	Options %	N	%	Options %	N	%	Options %
Very Satisfied	44	14.8%	5.9%	34	11.7%	4.9%	64	13.7%	7.8%
Satisfied	73	25.2%	10.1%	53	18.1%	7.6%	121	26.9%	15.2%
Neither Satisfied nor Dissatisfied	150	51.0%	20.4%	180	59.6%	25.0%	245	53.8%	30.5%
Dissatisfied	14	4.7%	1.9%	8	2.5%	1.1%	14	3.1%	1.7%
Very Dissatisfied	14	4.3%	1.7%	25	8.1%	3.4%	12	2.5%	1.4%
Item Response Total	295	100.0%	40.1%	300	100.0%	42.0%	456	100.0%	56.6%
I choose not to participate in these programs	388	--	51.7%	338	--	46.1%	265	--	32.1%
These programs are not available to me	15	--	2.0%	17	--	2.4%	11	--	1.4%
I am unaware of these programs	47	--	6.2%	70	--	9.5%	84	--	9.9%
Total	745	100.0%	100.0%	725	100.0%	100.0%	816	100.0%	100.0%

63. How satisfied are you with the following Work-Life programs in your agency? <i>Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, subsidy, flexible spending account)</i>	2020			2019			2018		
	Satisfaction	All Response		Satisfaction	All Response		Satisfaction	All Response	
	N	%	Options %	N	%	Options %	N	%	Options %
Very Satisfied	16	7.1%	2.1%	18	8.0%	2.6%	36	12.1%	4.3%
Satisfied	31	13.9%	4.2%	30	12.6%	4.1%	41	14.3%	5.1%
Neither Satisfied nor Dissatisfied	98	44.6%	13.3%	121	51.8%	16.9%	182	63.9%	22.8%
Dissatisfied	8	3.3%	1.0%	12	5.1%	1.7%	12	4.0%	1.4%
Very Dissatisfied	72	31.1%	9.3%	53	22.4%	7.3%	17	5.7%	2.0%
Item Response Total	225	100.0%	29.9%	234	100.0%	32.6%	288	100.0%	35.7%
I choose not to participate in these programs	278	--	37.3%	256	--	35.3%	208	--	25.5%
These programs are not available to me	138	--	18.3%	126	--	17.2%	166	--	20.2%
I am unaware of these programs	106	--	14.6%	109	--	15.0%	156	--	18.6%
Total	747	100.0%	100.0%	725	100.0%	100.0%	818	100.0%	100.0%

2020

2019

2018

Core Q1-10, 12-38 Trend

64. How satisfied are you with the following Work-Life programs in your agency? <i>Elder Care Programs (for example, elder/adult care, support groups, resources)</i>	Satisfaction			All Response			Satisfaction			All Response		
	N	%	Options %	N	%	Options %	N	%	Options %	N	%	Options %
Very Satisfied	10	6.1%	1.3%	12	6.4%	1.7%	22	9.4%	2.7%			
Satisfied	15	9.4%	2.0%	7	3.7%	1.0%	16	6.9%	1.9%			
Neither Satisfied nor Dissatisfied	85	53.8%	11.6%	117	60.2%	16.3%	173	75.5%	21.4%			
Dissatisfied	5	3.0%	0.7%	9	4.7%	1.3%	7	3.2%	0.9%			
Very Dissatisfied	44	27.7%	6.0%	49	25.0%	6.8%	12	5.0%	1.4%			
Item Response Total	159	100.0%	21.6%	194	100.0%	27.1%	230	100.0%	28.3%			
I choose not to participate in these programs	261	--	34.6%	233	--	32.1%	189	--	23.2%			
These programs are not available to me	131	--	17.2%	115	--	15.8%	137	--	16.6%			
I am unaware of these programs	194	--	26.6%	182	--	25.1%	260	--	31.9%			
Total	745	100.0%	100.0%	724	100.0%	100.0%	816	100.0%	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.

Source: 2020 OPM Federal Employee Viewpoint Survey

Work-Life

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)

	2020	
	N	%
I do not have any child care responsibilities	447	60.4%
No arrangements needed to manage child care responsibilities (e.g., older children)	81	11.2%
Child care in my own home (e.g., other parent, relative, nanny, au pair)	138	18.0%
Alternative work arrangement (e.g., telework, flexible work schedule)	151	19.7%
Child care center	31	4.0%
Paid leave	103	13.4%
Unpaid leave	13	1.7%
Child care in someone else's home (e.g., relative or neighbor, professional child care provider)	31	4.1%
Respite care (temporary care of a sick or disabled child, providing relief for their usual caregiver)	3	0.4%
Agency emergency back-up care program	1	0.1%
Resource and referral services for dependent child care	0	0.0%
Other services/arrangements	28	3.6%
Total (percents will add to more than 100% because respondents could choose more than one response option)	746	--

Percentages are weighted to represent the Agency's population.

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

Source: 2020 OPM Federal Employee Viewpoint Survey

Work-Life

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)

	2020	
	N	%
I do not have any elder/adult care responsibilities	582	78.1%
No arrangements needed to manage elder/adult care responsibilities (e.g., elder can manage tasks of everyday living)	58	7.9%
Alternative work arrangement (e.g., telework, flexible work schedule)	46	6.3%
Elder/adult day care center	2	0.3%
Paid leave	57	7.6%
Unpaid leave	4	0.5%
Long-term care insurance	2	0.3%
Respite care (temporary care of a sick or disabled adult/elder, providing relief for their usual caregiver)	5	0.7%
Other services/arrangements	26	3.6%
Total (percents will add to more than 100% because respondents could choose more than one response option)	743	--

Percentages are weighted to represent the Agency's population.

Note: "I do not have any elder/adult care responsibilities" and "No arrangements needed to manage elder/adult care responsibilities (e.g., 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.

Source: 2020 OPM Federal Employee Viewpoint Survey

Work-Life

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

	2020	
	N	%
I do not have responsibility for school-aged children	392	--
Extremely	61	19.7%
Very	45	14.4%
Somewhat	83	27.8%
Slightly	54	18.0%
Not at All	61	20.1%
Does Not Apply	56	--
Total	752	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?

	2020	
	N	%
I do not have responsibility for children who need day care	477	--
Extremely	57	31.7%
Very	31	17.1%
Somewhat	36	20.0%
Slightly	17	9.7%
Not at All	38	21.4%
Does Not Apply	96	--
Total	752	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.

Source: 2020 OPM Federal Employee Viewpoint Survey

My Employment Demographics

<i>Where do you work?</i>	%
Headquarters	35.2%
Field	56.0%
Full-time telework (e.g., home office, telecenter)	8.8%
Total	100.0%

<i>What is your supervisory status?</i>	%
Senior Leader	4.0%
Manager	7.9%
Supervisor	14.9%
Team Leader	4.0%
Non-Supervisor	69.2%
Total	100.0%

<i>What is your pay category/grade?</i>	%
Federal Wage System	0.0%
GS 1-6	1.6%
GS 7-12	22.7%
GS 13-15	67.9%
Senior Executive Service	4.8%
Senior Level (SL) or Scientific or Professional (ST)	0.0%
Other	3.1%
Total	100.0%

<i>What is your US military service status?</i>	%
No Prior Military Service	89.1%
Currently in National Guard or Reserves	0.3%
Retired	2.3%
Separated or Discharged	8.3%
Total	100.0%

<i>Are you:</i>	%
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Core Q1-10, 12-38 Trend

The spouse of a current active duty service member of the U.S. Armed Forces	0.1%
The spouse of a service member who retired or separated from active duty in the U.S. Armed Forces with a disability rating of 100 percent	1.3%
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	98.5%
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	0.0%
No	100.0%
Total	100.0%

How long have you been with the Federal Government (excluding military service)?	%
Less than 1 year	0.0%
1 to 3 years	2.3%
4 to 5 years	6.1%
6 to 10 years	18.3%
11 to 14 years	9.7%
15 to 20 years	18.0%
More than 20 years	45.5%
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	4.8%
4 to 5 years	8.8%
6 to 10 years	22.3%
11 to 14 years	7.9%
15 to 20 years	18.7%
More than 20 years	37.1%
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).

	Before the COVID-19 Pandemic %	Today %
Are you considering leaving your organization within the next year, and if so, why?		
No	76.7%	75.0%
Yes, to retire	7.7%	7.4%
Yes, to take another job within the Federal Government	8.3%	7.3%
Yes, to take another job outside the Federal Government	4.4%	5.3%
Yes, other	2.9%	5.0%
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 <u>because of</u> the COVID-19 pandemic?	%
Yes		31.0%
No		69.0%
Total		100.0%

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).

	Before the COVID-19 Pandemic %	Today %
I am planning to retire:		
Less than 1 year	2.4%	2.8%
1 year	3.3%	4.7%
2 years	4.8%	4.0%
3 years	4.3%	4.0%
4 years	3.7%	3.5%
5 years	7.1%	6.9%

More than 5 years	74.4%	74.2%
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.

<i>Has your retirement plan changed <u>because of</u> the COVID-19 pandemic?</i>		%
Yes	36.8%	
No	63.2%	
Total	100.0%	

My Personal Demographics

<i>Are you of Hispanic, Latino, or Spanish origin?</i>		%
Yes	13.9%	
No	86.1%	
Total	100.0%	

<i>Please select the racial category or categories with which you most closely identify.</i>		%
White	65.9%	
Black or African American	22.8%	
All other races	11.3%	
Total	100.0%	

<i>What is your age group?</i>		%
29 years and under	1.3%	
30-39 years old	20.0%	
40-49 years old	26.1%	
50-59 years old	33.2%	
60 years or older	19.4%	
Total	100.0%	

<i>What is the highest degree or level of education you have completed?</i>		%
Less than High School/ High School Diploma/ GED	3.9%	

Core Q1-10, 12-38 Trend

Certification/ Some College/ Associate's Degree	13.7%
Bachelor's Degree	14.6%
Advanced Degrees (Post Bachelor's Degree)	67.8%
Total	100.0%

<i>Are you an individual with a disability?</i>	%
Yes	11.5%
No	88.5%
Total	100.0%

<i>Are you:</i>	%
Male	36.4%
Female	63.6%
Total	100.0%

<i>Are you transgender?</i>	%
Yes	0.0%
No	100.0%
Total	100.0%

<i>Which one of the following do you consider yourself to be?</i>	%
Straight, that is not gay or lesbian	92.4%
Gay or Lesbian	5.2%
Bisexual	0.6%
Something else	1.7%
Total	100.0%

Percentages for demographic questions are unweighted.

No suppression was applied to My Employment Demographics.

Source: 2020 OPM Federal Employee Viewpoint Survey