

FY2021 Federal Employee Viewpoint Survey Summary – Results for OPM Only

The 2021 Federal Employee Viewpoint Survey (FEVS) was administered to OPM employees in November of 2021.

The survey was provided to all non-political OPM employees onboard as of April of 2021. Approximately 1,253 surveys were completed out of 2,328 administered, for a response rate of 53.8%.

The 2021 FEVS retained many of the questions related to the pandemic since 2020. As a result, the survey was streamlined to a set of core items, including some specifically related to COVID-19.

Summary of Results:

The highest percent positive (Strongly Agree/Agree) items were the following:

Q14: Employees in my work unit meets the needs of our customers. 92%

Q15: Employees in my work unit contribute positively to my agency's performance. 92%

Q25: My supervisor supports my need to balance work and other life items. 91%

Q19: Employees in my work unit achieve our goals. 91%

Q29: My supervisor treats me with respect: 91%

The highest percent negative (Strongly Disagree/Disagree) items were the following:

Q5: My workload is reasonable: 25%

Q24: I believe the results of this survey will be used to make my agency a better place to work. 23%

Q10: In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. 23%

Q32: In my organization, senior leaders generate high levels of motivation and commitment in the workforce. 21%

Q40: How satisfied are you with the information you receive from management on what's going on in your organization? 19%

The largest increases in percent positive since 2020 were:

Q32: In my organization, senior leaders generate high levels of motivation and commitment in the workforce. 58% (+7% since 2020)

Q37: I have a high level of respect for my organization's senior leaders. 69% (+7%)

Q33: My organization's senior leaders maintain high standards of honesty and integrity. 67% (+6%)

Q24: I believe the results of this survey will be used to make my agency a better place to work. 54% (+4%)

Q23: I recommend my organization as a good place to work. 74% (+4%)

The largest increases in percent negative since 2020 were:

Q5: My workload is reasonable: 25% (+6% negative since 2020)

Q43: Considering everything, how satisfied are you with your pay? 16% (+3%)

Q2: I feel encouraged to come up with new and better ways of doing things. 18% (+3%)

Q13: My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals. 9% (+3%)

Q1: I am given a real opportunity to improve my skills in my organization. 14% (+1%)

Engagement Index Score: 77%

67% Leaders Lead

85% Supervisors

78% Intrinsic Work Experience

Global Satisfaction: 71%

FEVS Item Results

Item	Item Text	Percent Positive	Percent Neutral	Percent Negative
1	I am given a real opportunity to improve my skills in my organization.	71.7%	13.8%	14.4%
2	I feel encouraged to come up with new and better ways of doing things.	68.6%	13.7%	17.7%
3	My work gives me a feeling of personal accomplishment.	78.2%	11.8%	10.1%
4	I know what is expected of me on the job.	85.7%	7.2%	7.1%
5	My workload is reasonable.	59.4%	15.6%	25.1%
6	My talents are used well in the workplace.	67.5%	14.7%	17.7%
7	I know how my work relates to the agency's goals.	87.7%	7.5%	4.8%
8	I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	70.9%	18.3%	10.8%
9	The people I work with cooperate to get the job done.	88.0%	6.8%	5.2%
10	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	50.3%	26.7%	23.0%
12	In my work unit, differences in performance are recognized in a meaningful way.	58.0%	23.4%	18.7%
13	My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	80.9%	10.3%	8.8%

Item	Item Text	Percent Positive	Percent Neutral	Percent Negative
14	Employees in my work unit meet the needs of our customers.	92.2%	6.6%	1.2%
15	Employees in my work unit contribute positively to my agency's performance.	92.2%	6.9%	0.9%
16	Employees in my work unit produce high-quality work.	90.2%	8.7%	1.1%
17	Employees in my work unit adapt to changing priorities.	85.2%	12.1%	2.7%
18	Employees in my work unit successfully collaborate.	82.6%	13.3%	4.1%
19	Employees in my work unit achieve our goals.	90.7%	7.7%	1.6%
20	Employees are recognized for providing high quality products and services.	68.5%	15.8%	15.6%
21	Employees are protected from health and safety hazards on the job.	79.6%	12.3%	8.1%
22	My agency is successful at accomplishing its mission.	80.0%	14.0%	5.9%
23	I recommend my organization as a good place to work.	73.7%	13.3%	13.0%
24	I believe the results of this survey will be used to make my agency a better place to work.	53.7%	23.3%	23.1%
25	My supervisor supports my need to balance work and other life issues.	91.3%	4.3%	4.4%
26	My supervisor is committed to a workforce representative of all segments of society.	86.8%	9.4%	3.8%
27	Supervisors in my work unit support employee development.	82.5%	10.7%	6.9%
28	My supervisor listens to what I have to say.	87.3%	6.7%	5.9%
29	My supervisor treats me with respect.	90.6%	5.2%	4.2%
30	I have trust and confidence in my supervisor.	82.0%	10.4%	7.7%

Item	Item Text	Percent Positive	Percent Neutral	Percent Negative
31	Overall, how good a job do you feel is being done by your immediate supervisor?	85.3%	9.1%	5.6%
32	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	58.1%	20.8%	21.2%
33	My organization's senior leaders maintain high standards of honesty and integrity.	67.4%	19.4%	13.2%
34	Managers communicate the goals of the organization.	74.2%	14.4%	11.4%
35	Managers promote communication among different work units (for example, about projects, goals, needed resources).	63.7%	19.5%	16.8%
36	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	74.4%	15.7%	9.9%
37	I have a high level of respect for my organization's senior leaders.	68.9%	18.1%	13.1%
38	Senior leaders demonstrate support for Work-Life programs.	75.6%	15.0%	9.4%
39	How satisfied are you with your involvement in decisions that affect your work?	61.3%	20.3%	18.4%
40	How satisfied are you with the information you receive from management on what's going on in your organization?	65.2%	15.9%	18.8%
41	How satisfied are you with the recognition you receive for doing a good job?	65.8%	19.3%	14.9%
42	Considering everything, how satisfied are you with your job?	72.8%	15.5%	11.7%
43	Considering everything, how satisfied are you with your pay?	70.2%	14.0%	15.8%

Item	Item Text	Percent Positive	Percent Neutral	Percent Negative
44	Considering everything, how satisfied are you with your organization?	69.3%	17.0%	13.7%

11. In my work unit poor performers usually:		
Response Options	N	%
Remain in the work unit and improve their performance over time	178	21.8%
Remain in the work unit and continue to underperform	312	39.7%
Leave the work unit - removed or transferred	86	9.6%
Leave the work unit - quit	25	2.8%
There are no poor performers in my work unit	228	26.1%
Do Not Know	419	—
Total	1,248	100.0%

Questions Related to the Pandemic

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.)?		
Response Options	N	%
100% of my work time	89	8.0%
At least 75% but less than 100%	58	5.6%
At least 50% but less than 75%	28	2.7%
At least 25% but less than 50%	93	9.3%
Less than 25%	293	25.1%
I have not been physically present at my agency worksite during the pandemic	661	49.2%
Total	1,222	100.0%

46. Please select the response that best describes your current teleworking schedule.		
Response Options	N	%
I telework every work day	898	69.0%
I telework 3 or 4 days per week	176	17.2%
I telework 1 or 2 days per week	71	6.6%
I telework, but only about 1 or 2 days per month	7	0.6%
I telework very infrequently, on an unscheduled or short-term basis	19	1.8%
I do not telework because I have to be physically present on the job (e.g., law enforcement officers, TSA agent, border patrol agent, security personnel)	28	2.7%
I do not telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking	7	0.6%
I do not telework because I did not receive approval to do so, even though I have the kind of job where I can telework	4	0.4%
I do not telework because I choose not to telework	12	1.2%
Total	1,222	100.0%

47. How has your organization supported you during the COVID-19 pandemic?		
Response Options	Needed and available to me (N)	Needed and available (%)
47A. Expanded telework	1,025	85.3%
47B. Expanded work schedule flexibilities	929	77.6%
47C. Expanded leave policies	699	59.6%
47D. Clear guidance on COVID-19 vaccination protocols	930	78.4%
47E. Appropriate physical health resources (e.g., access to COVID-19 testing) at my agency worksite	309	26.4%
47F. Timely communication about possible COVID-19 exposure at my agency worksite	694	59.7%
47G. Social distancing in my agency worksite	527	47.2%
47H. Encouraged use of personal protective equipment (PPE) or other safety equipment in my agency worksite	566	50.7%
47I. Cleaning and sanitizing performed regularly in my agency worksite to reduce risk of COVID-19 illness	538	48.0%
47J. A well-ventilated worksite	420	37.3%
47K. Clear guidance on quarantine requirements after any COVID-19 exposure	593	52.1%

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

Response Options	N	%
Strongly Agree	600	49.5%
Agree	398	34.3%
Neither Agree nor Disagree	109	10.1%
Disagree	33	3.2%
Strongly Disagree	30	2.9%
No Basis to Judge	42	—
Total	1,212	100.0%

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

Response Options	N	%
Strongly Agree	598	49.4%
Agree	395	34.9%
Neither Agree nor Disagree	98	9.0%
Disagree	36	3.6%
Strongly Disagree	33	3.1%
No Basis to Judge	47	—
Total	1,207	100.0%

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

Response Options	N	%
Strongly Agree	423	37.3%
Agree	319	29.1%
Neither Agree nor Disagree	191	17.8%
Disagree	96	9.3%
Strongly Disagree	67	6.5%
No Basis to Judge	103	—
Total	1,199	100.0%

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

Response Options	N	%
Strongly Agree	772	63.1%
Agree	317	27.9%
Neither Agree nor Disagree	65	5.5%
Disagree	23	1.9%
Strongly Disagree	16	1.5%
No Basis to Judge	19	—
Total	1,212	100.0%

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

Response Options	N	%
Strongly Agree	769	63.8%
Agree	303	26.7%
Neither Agree nor Disagree	80	7.0%
Disagree	15	1.4%
Strongly Disagree	12	1.1%
No Basis to Judge	29	—
Total	1,208	100.0%

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

Response Options	N	%
Strongly Agree	736	61.7%
Agree	294	25.9%
Neither Agree nor Disagree	83	7.7%
Disagree	27	2.5%
Strongly Disagree	25	2.2%
No Basis to Judge	47	—
Total	1,212	100.0%

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)?		
Response Options	N	%
Yes	72	6.9%
No	1,081	87.4%
Other	61	5.7%
Total	1,214	100.0%

55. My agency's leadership updates employees about return to the worksite planning.		
Response Options	N	%
Strongly Agree	350	28.6%
Agree	456	38.8%
Neither Agree nor Disagree	196	17.4%
Disagree	101	8.8%
Strongly Disagree	66	6.3%
Do Not Know	38	—
Total	1,207	100.0%

56. In plans to return more employees to the worksite, my organization has made employee safety a top priority.		
Response Options	N	%
Strongly Agree	405	36.2%
Agree	361	34.3%
Neither Agree nor Disagree	206	21.1%
Disagree	38	4.0%
Strongly Disagree	41	4.3%
Do Not Know	153	—
Total	1,204	100.0%

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

Response Options	N	%
Strongly Agree	432	35.6%
Agree	452	38.9%
Neither Agree nor Disagree	172	15.7%
Disagree	52	4.6%
Strongly Disagree	55	5.2%
Do Not Know	43	—
Total	1,206	100.0%

Demographics

Where do you work?

Response Options	%
Headquarters	45.1%
Field	20.8%
Full-time telework (e.g., home office, telecenter)	34.1%
Total	100.0%

What is your supervisory status?

Response Options	%
Senior Leader	2.6%
Manager	4.8%
Supervisor	11.0%
Team Leader	11.7%
Non-Supervisor	69.9%
Total	100.0%

What is your pay category/grade?

Response Options	%
Federal Wage System	0.1%
GS 1-6	4.4%
GS 7-12	32.9%
GS 13-15	58.9%
Senior Executive Service	2.4%
Senior Level (SL) or Scientific or Professional (ST)	0.3%
Other	0.9%
Total	100.0%

What is your US military service status?

Response Options	%
No Prior Military Service	81.4%
Currently in National Guard or Reserves	0.7%
Retired	6.2%
Separated or Discharged	11.8%
Total	100.0%

Are you:

Response Options	%
The spouse of a current active duty service member of the U.S. Armed Forces	1.3%
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	1.7%
The widow(er) of a service member killed while on active duty in the U.S. Armed Forces	0.3%
None of the categories listed	96.8%
Total	100.0%

If the response to the previous question on if you are a military spouse was "None of the categories listed," this item was skipped.

Have you been hired under the Military Spouse Non-Competitive Hiring Authority?

Response Options	%
Yes	10.5%
No	89.5%
Total	100.0%

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

Response Options	%
Less than 1 year	1.4%
1 to 3 years	9.7%
4 to 5 years	8.2%
6 to 10 years	15.6%
11 to 14 years	19.5%
15 to 20 years	16.8%
More than 20 years	28.8%
Total	100.0%

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

Response Options	%
Less than 1 year	4.5%
1 to 3 years	16.4%
4 to 5 years	13.2%
6 to 10 years	19.3%
11 to 14 years	17.3%
15 to 20 years	11.5%
More than 20 years	17.8%
Total	100.0%

Are you considering leaving your organization within the next year, and if so, why?

Response Options	%
No	70.0%
Yes, to retire	5.9%
Yes, to take another job within the Federal Government	16.7%
Yes, to take another job outside the Federal Government	3.1%
Yes, other	4.2%
Total	100.0%

I am planning to retire:

Response Options	%
Less than 1 year	3.4%
1 year	2.2%
2 years	3.8%
3 years	5.1%
4 years	4.3%
5 years	8.8%
More than 5 years	72.4%
Total	100.0%

Personal Demographics

Are you of Hispanic, Latino, or Spanish origin?

Response Options	%
Yes	7.2%
No	92.8%
Total	100.0%

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

Response Options	%
White	65.2%
Black or African American	23.9%
All other races	10.9%
Total	100.0%

What is your age group?

Response Options	%
29 years and under	3.9%
30-39 years old	20.8%
40-49 years old	26.4%
50-59 years old	33.8%
60 years or older	15.1%
Total	100.0%

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

Response Options	%
Less than High School/ High School Diploma/ GED	6.2%
Certification/ Some College/ Associate's Degree	19.1%
Bachelor's Degree	34.1%
Advanced Degrees (Post Bachelor's Degree)	40.6%
Total	100.0%

Are you an individual with a disability?

Response Options	%
Yes	15.4%
No	84.6%
Total	100.0%

Are you:

Response Options	%
Male	37.9%
Female	62.1%
Total	100.0%

Are you transgender?

Response Options	%
Yes	0.4%
No	99.6%
Total	100.0%

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

Response Options	%
Straight, that is not gay or lesbian	93.2%
Gay or Lesbian	3.1%
Bisexual	1.5%
Something else	2.2%
Total	100.0%

Agency-Specific Items:**1. OPM senior leaders openly include and consider other OPM offices when making decisions impacting their program or work unit.**

Response Options	N	%
Strongly Agree	220	23.1%
Agree	316	33.8%
Neither Agree nor Disagree	231	25.6%
Disagree	87	9.9%
Strongly Disagree	67	7.6%
No Basis to Judge	283	—
Total	1,204	100.0%