

## HHS Federal Employee Viewpoint Survey (FEVS)

# FEVS Performance Indexes Overview

<a href="#">EEI</a> – Employee Engagement Index	<a href="#">GSI</a> – Global Satisfaction Index	<a href="#">ECI</a> – Effective Communication Index
<a href="#">BPTWI</a> – Best Places to Work Index	<a href="#">BIAI</a> – Belief in Action Index	<a href="#">RR</a> – Response Rate

**Employee Engagement Index (EEI):** Office of Personnel Management (OPM) developed index made up of average of the positive responses to 15 FEVS questions divided into three sub-indexes. Measures the workforce conditions that support employee engagement; with OPM defining employee engagement as *“The employee’s sense of purpose that is evident in their display of dedication, persistence, and effort in their work or overall attachment to their organization and its mission.”*

### Leaders Lead

- Q53. In my organization, senior leaders generate high levels of motivation and commitment in the workforce.
- Q54. My organization's leaders maintain high standards of honesty and integrity.
- Q56. Managers communicate the goals and priorities of the organization.
- Q60. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?
- Q61. I have a high level of respect for my organization's senior leaders.

### Supervisors

- Q47. Supervisors in my work unit support employee development.
- Q48. My supervisor listens to what I have to say.
- Q49. My supervisor treats me with respect.
- Q51. I have trust and confidence in my supervisor.
- Q52. Overall, how good a job do you feel is being done by your immediate supervisor?

### Intrinsic Work Experience

- Q3. I feel encouraged to come up with new and better ways of doing things.
- Q4. My work gives me a feeling of personal accomplishment.
- Q6. I know what is expected of me on the job.
- Q11. My talents are used well in the workplace.
- Q12\*. I know how my work relates to the agency's goals and priorities.

\*OPM 2018 Change to FEVS Question (12): I know how my work relates to the agency's goals.

**Global Satisfaction Index (GSI):** OPM developed index made up of the average of the positive responses to 4 FEVS questions. The GSI is a combination of employees’ satisfaction with their jobs, their pay, and their organization, plus their willingness to recommend their organization as a good place to work.

- Q40. I recommend my organization as a good place to work.
- Q69. Considering everything, how satisfied are you with your job?
- Q70. Considering everything, how satisfied are you with your pay?
- Q71. Considering everything, how satisfied are you with your organization?

**HHS Effective Communication Index (ECI):** HHS developed index made up of the average of the positive responses to 12 FEVS questions related to effective communications between supervisors and employees; and effective organizational communications related to senior leaders and managers.

- Q19. 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).
- Q44. Discussions with my supervisor/team leader about my performance are worthwhile.
- Q48. My supervisor/team leader listens to what I have to say.
- Q49. My supervisory/team leader treats me with respect.
- Q50. In the last six months, my supervisor/team leader has talked with me about my performance.
- Q51. I have trust and confidence in my supervisor.
- Supervisors
- Q53. In my organization, senior leaders generate high levels of motivation and commitment in the workforce.
- Q56. Managers communicate the goals and priorities of the organization.
- Q57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.
- Q58. Managers promote communication among different work units (for example, about projects, goals, needed resources).
- Q59. Managers support collaboration across work units to accomplish work objectives.
- Q64. How satisfied are you with the information you receive from management on what's going on in your organization?

**Best Places to Work in the Federal Government Index (BPTWI):** Partnership for Public Service (PPS) developed index made up of the positive responses to 3 FEVS questions using a proprietary algorithm. PPS created Best Places to Work in the Federal Government® rankings to provide a comprehensive rating of employee engagement across federal agencies and their subcomponents. The term employee engagement refers to the satisfaction and commitment of the workforce and the willingness of employees to put forth discretionary effort to achieve results.

- Q40. I recommend my organization as a good place to work.
- Q 69. Considering everything, how satisfied are you with your job?
- Q71. Considering everything, how satisfied are you with your organization?

**Belief in Action Index (BIAI):** HHS developed index made up of the positive response to one (1) FEVS question related to the degree that employees believe the FEVS results used to make their agency a better place to work.

- Q41. I believe the results of this survey will be used to make my agency a better place to work.

**Response Rate (RR):** Percentage of FEVS eligible employees who completed and submitted an FEVS.

For more information on the HHS FEVS, please contact James Egbert, in the HHS Office of Human Resources, at [James.Egbert@hhs.gov](mailto:James.Egbert@hhs.gov) or call 202-868-9876.