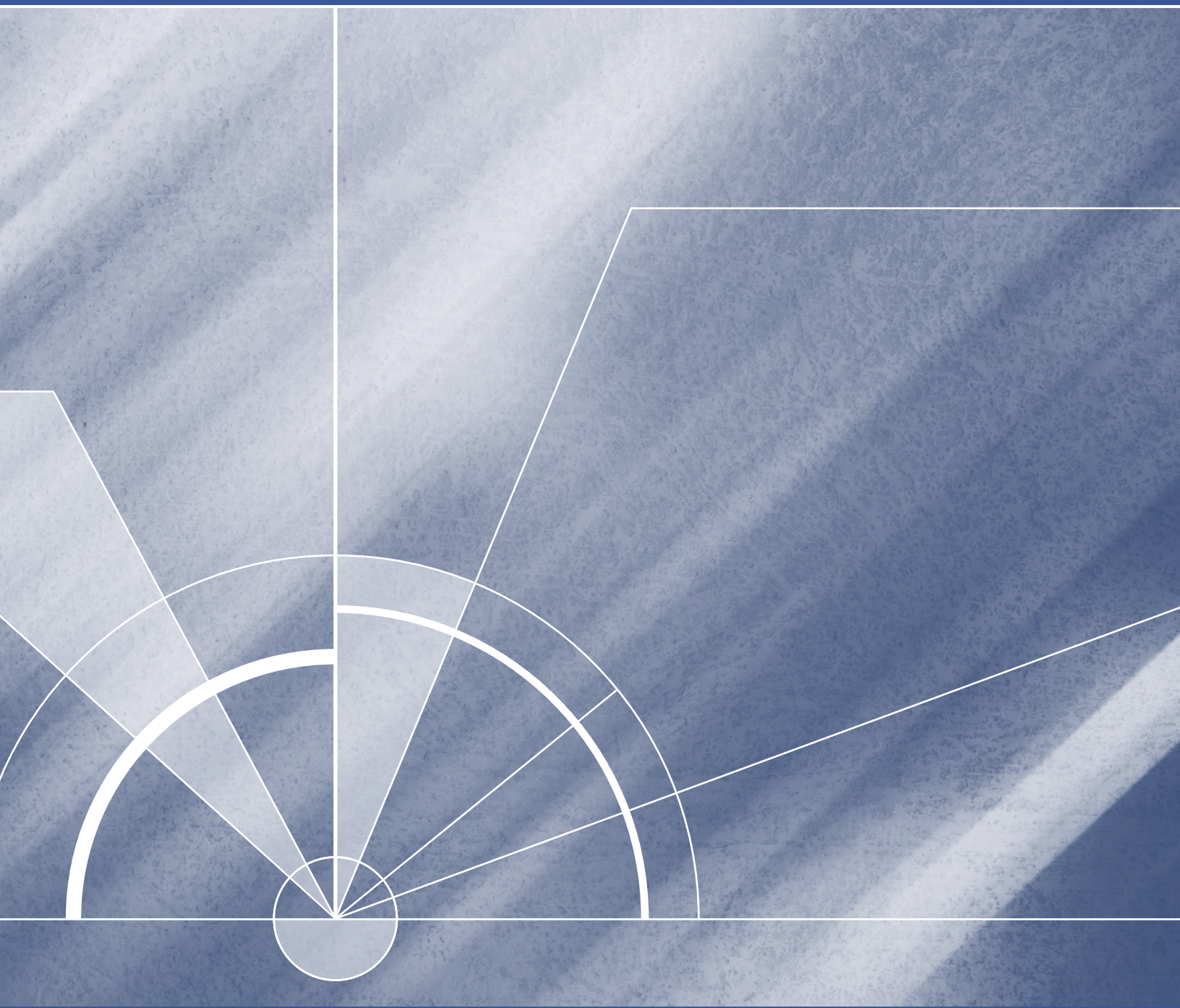


2018

  
**Federal Employee Viewpoint Survey**  
*Empowering Employees. Inspiring Change.*

**Governmentwide Management Report**





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# About The 2018 FEVS

The Federal Employee Viewpoint Survey (FEVS) allows government employees to share their opinions about what matters most to them. This report presents results from the 2018 FEVS. As in prior reports, results are presented showing agencies grouped by size. Agency size categorizations are based on the agency employee population as of March 2018. For more information and for a full listing of the agencies included in each category, see Appendix A. The five size categories are:



This year, the FEVS was administered as a census, meaning that all employees were surveyed across the Federal Government. 1,473,870 employees were sent an invitation to participate and 598,003 employees responded, for a response rate of 40.6%. Survey participants represent 82 agencies, ranging from department-level to large and small/independent agencies, across the Federal Government. All full-time and part-time, permanent, non-seasonal employees were eligible to participate in the survey. As in prior years, the 2018 FEVS was a self-administered Web survey. Agency launch dates were organized in two waves with 6-week administration periods beginning April 30th and May 7th. See Appendix B for a description of methods used to analyze the data.

The 2018 survey instrument was largely unchanged from the 2017 survey. Several items were modified slightly to clarify meaning and item referent (e.g., work “unit” to work “group”) and reflect wording changes contained in the updated 250 regulations (5 CFR Part 250 Subpart C) (see Appendix C for a list of the items that were changed in the 2018 FEVS).

The 94-item survey includes 78 items that measure Federal employees’ perceptions of eight broad topic areas, plus 16 demographic items. For detailed survey results see Appendices D, E, and F.

- Personal Work Experiences
- Work Unit
- Agency
- Supervisor
- Leadership
- Work/Life Programs
- Satisfaction
- Demographics

## Regulation revisions that affected the 2018 FEVS

In the 2017 Governmentwide Management Report, a commitment was made to continue improving the FEVS, as per the revised regulations effective April 2017 (5 CFR Part 250 Subpart C). By statute (NDAA 2004 SEC. 1128, EMPLOYEE SURVEYS 5 USC 7101) Congress requires that all Executive Branch agencies survey their employees.

As per regulations initially provided by the U.S. Office of Personnel Management (5 CFR Part 250 Subpart C), 45 items are prescribed. These 45 items are known as the “Annual Employee Survey” (AES) and all were included in OPM’s FEVS. OPM made significant changes to 5 CFR Part 250 Subpart C (published date December 2016, effective date - April 2017),

including reducing the number of required AES items to 16. The 16 items required by regulation will be maintained for year-to-year trending. Also maintained are the indices of Employee Engagement and Global Satisfaction. With these measures in common across surveys, year-to-year comparisons will continue to be possible.

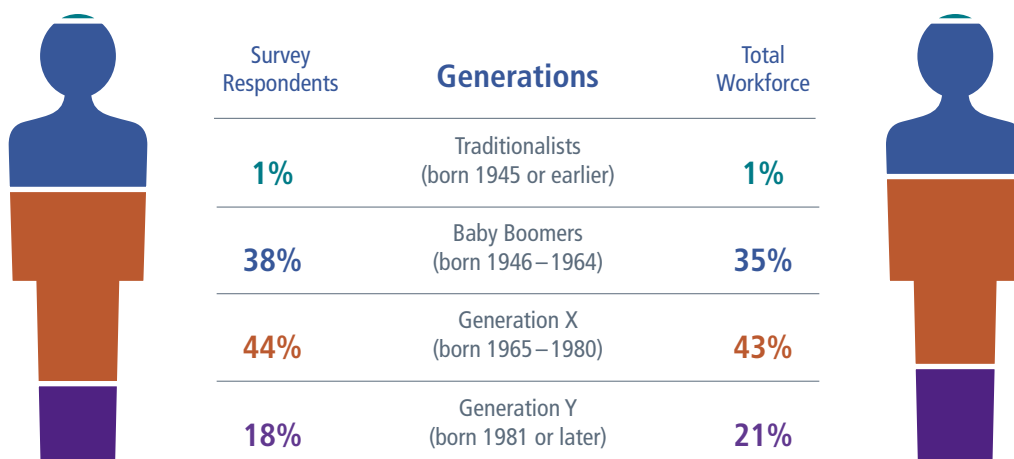
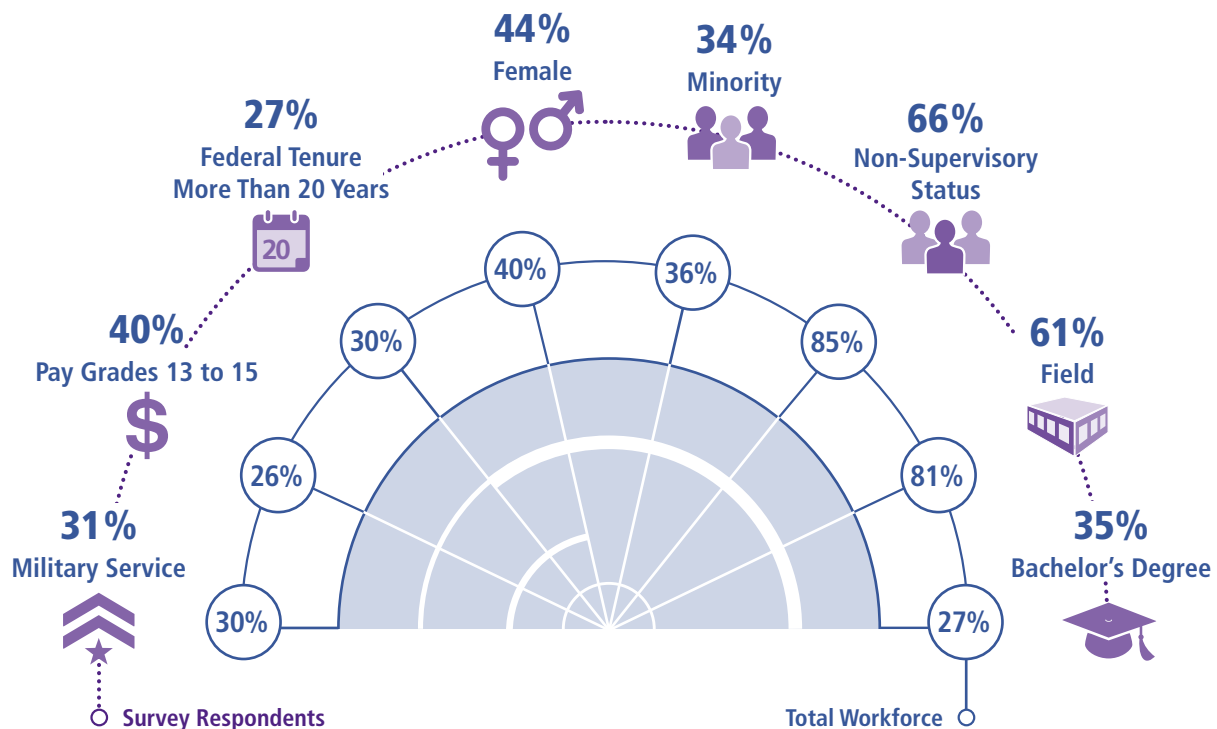


# Survey Results/Findings

Each year Federal employees at all levels of an organization, at different locations, and conducting work in a variety of different ways, respond to the request to voice their opinions through the FEVS. By highlighting specific item scores, this section will provide an overview of who Federal employees are, how many responded, and some details about their views.

## Participant Overview

The first figure shows a comparison between survey respondents and the total Federal workforce on selected demographic categories. The second figure presents an interesting breakdown by generation, and a comparison of survey respondents to the total Federal workforce.



Note: The sum of percentages may not add to 100 due to rounding.



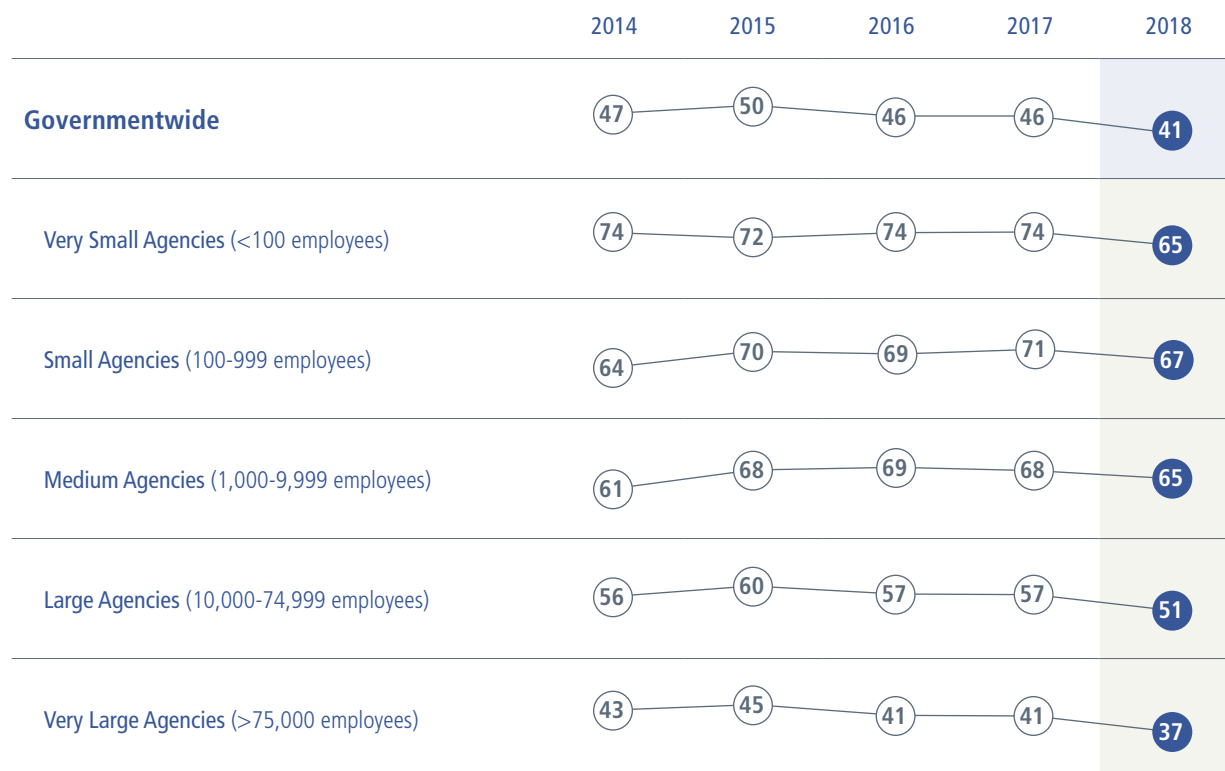
## Survey Results/Findings (continued)

### Response Rates

For the 2018 FEVS, 598,003 Federal employees responded for a governmentwide response rate of 40.6%.

The table below reports response rates for 2018 along with the response rates from the past four administrations of the FEVS, broken down by agency size.

### Response Rate Trends



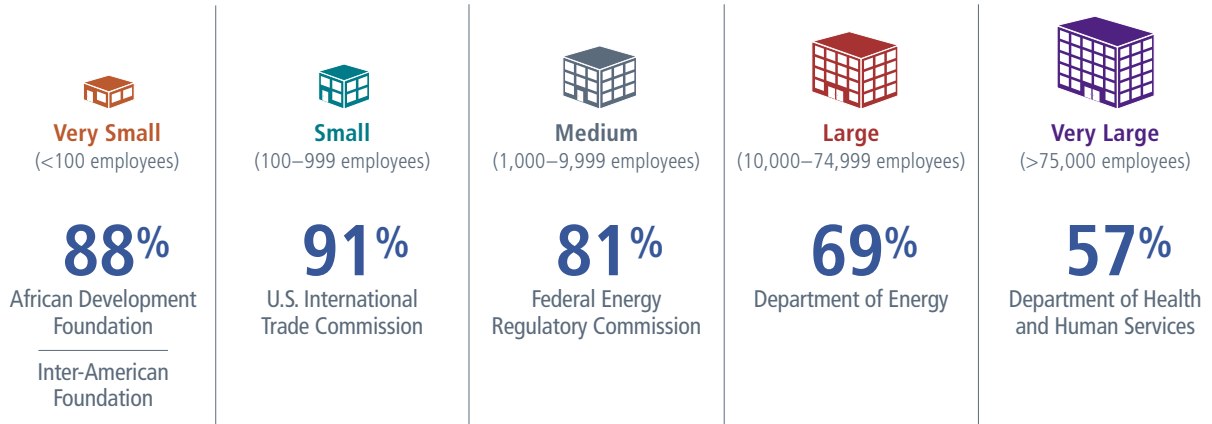


## Survey Results/Findings (continued)

### Top Response Rates

The agencies with the highest response rates are outlined below by agency size.

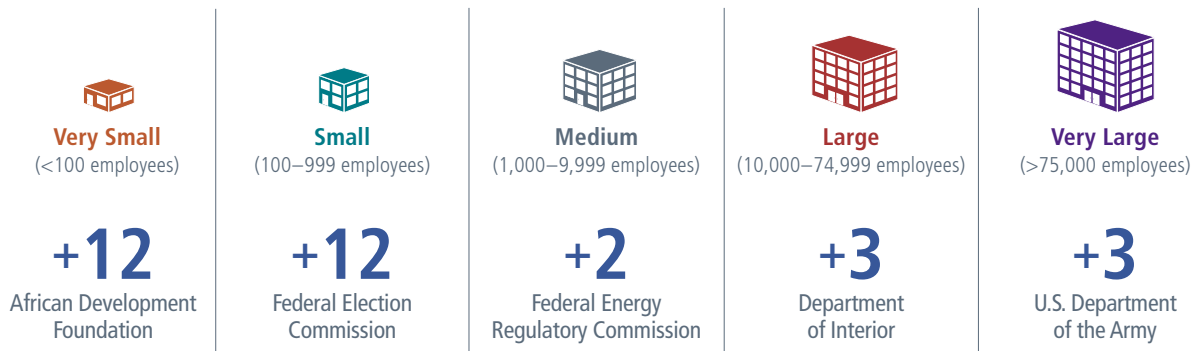
#### Top Response Rates



### Top Response Rate Increases

Highlighted below are those agencies with the greatest increase in response rate when compared to 2017. While Very Small and Small Agencies have the greatest increases in response rates, it should be recognized that for larger agencies, increases of a few percentage points are often indicative of a meaningful change in response rates.

#### Response Rate Increases from 2017



Note: Agency size is based on the eligible employee population as of March 2018. For a full listing of the agencies included in each category, see Appendix A.



### Highlights from the 2018 FEVS

598,003 employees provided responses about their workplace, leadership, and jobs. Some of the highlights are presented below.

#### In terms of their work, Federal Employees report that they...

- Are willing to put in extra effort to get their job done (96% positive)
- Are looking for ways to do their jobs better (91% positive)
- Know how their work relates to agency goals (85% positive)
- Believe their work is important (90% positive)
- Believe that they produce high quality work in their work unit (84% positive)

#### In terms of how managers deal with performance and rewards, non-supervisory employees report the following...

- Only 28% believe that, in their work unit, steps are taken to deal with a poor performer who cannot or will not improve
- Only 25% believe that pay raises depend upon how well employees perform their jobs
- Only 34% believe that promotions in their work unit are based on merit
- Only 42% believe that awards in their work unit depend upon how well employees perform their jobs
- Only 34% believe that differences in performance in their work unit are recognized in a meaningful way

Another relevant finding: Only 41% of respondents believe the results of the FEVS will be used to make their agency a better place to work.

### Items with the Highest and Lowest Levels of Agreement

Highest Percentage Level of Agreement		Lowest Percentage Level of Agreement	
96%	When needed I am willing to put in the extra effort to get a job done. (Q. 7)	26%	Pay raises depend on how well employees perform their jobs. (Q. 33)
91%	I am constantly looking for ways to do my job better. (Q. 8)	32%	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. (Q. 23)
90%	The work I do is important. (Q. 13)	37%	Promotions in my work unit are based on merit. (Q. 22)
85%	I know how my work relates to the agency's goals. (Q. 12)	38%	In my work unit, differences in performance are recognized in a meaningful way. (Q. 24)
84%	How would you rate the overall quality of work done by your work unit? (Q. 28)	38%	How satisfied are you with your opportunity to get a better job in your organization? (Q. 67)
84%	My supervisor treats me with respect. (Q. 49)	41%	I believe the results of this survey will be used to make my agency a better place to work. (Q. 41)
83%	I like the kind of work I do. (Q. 5)	42%	My work unit is able to recruit people with the right skills. (Q. 21)
83%	I am held accountable for achieving results. (Q. 16)	43%	Creativity and innovation are rewarded. (Q. 32)
81%	My supervisor supports my need to balance work and other life issues. (Q. 42)	44%	In my organization, senior leaders generate high levels of motivation and commitment in the workforce. (Q. 53)
81%	In the last six months, my supervisor has talked with me about my performance. (Q. 50)	46%	Awards in my work unit depend on how well employees perform their jobs. (Q. 25)
		46%	How satisfied are you with the policies and practices of your senior leaders? (Q. 66)

Note: Results for items 1-71 are found in Appendix D.



## Survey Results/Findings (continued)

### The 16 Annual Employee Survey (AES) Items in Regulation

The 16 Annual Employee Survey (AES) items in regulation are included in the FEVS, providing a common thread for trending throughout the period of 2014-2018 (see below and on the next page). Results report the percentage of respondents who “Strongly Agree” or “Agree” with the statement in the item. The 16 AES item results are also broken down by agency size (see pp. 8-9).

#### 16 AES Item Results: Trends



\*Note: A large increase in item 29 may be due to a change in the item wording. See Appendix C for a summary of item changes in 2018.





## Survey Results/Findings (continued)

	2014	2015	2016	2017	2018
<b>Employee Satisfaction with... Work Environment</b>					
The people I work with cooperate to get the job done. (Q. 20)	72	73	73	75	76
My workload is reasonable. (Q. 10)	56	57	57	59	59
Considering everything, how satisfied are you with your job? (Q. 69)	64	65	66	68	68
I can disclose a suspected violation of any law, rule or regulation without fear of reprisal. (Q. 17)	60	61	62	64	66
<b>Employee Satisfaction with... Rewards and Recognition</b>					
In my work unit, differences in performance are recognized in a meaningful way. (Q. 24)	32	33	34	36	38
How satisfied are you with the recognition you receive for doing a good job? (Q. 65)	45	47	48	50	52
<b>Employee Satisfaction with... Opportunities for Professional Development and Growth</b>					
I am given a real opportunity to improve my skills in my organization. (Q. 1)	59	61	63	64	66
My talents are used well in the workplace (Q. 11)	57	58	58	60	60
<b>Employee Satisfaction with... Opportunity to Contribute to Achieving Organizational Mission</b>					
I know how my work relates to the agency's goals. (Q. 12)	82	82	83	84	85
I recommend my organization as a good place to work. (Q. 40)	62	63	64	66	66



## Survey Results/Findings (continued)

### 16 AES Item Results: By Agency Size

	G'wide	Very Small (<100)	Small (100–999)	Medium (1,000–9,999)	Large (10,000–74,999)	Very Large (>75,000)
<b>Leadership and Management Practices That Contribute to Agency Performance</b>						
My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals. (Q. 29)	80	83	85	83	82	79
Managers communicate the goals of the organization. (Q. 56)	64	64	64	68	67	62
I believe the results of this survey will be used to make my agency a better place to work. (Q. 41)	41	51	50	48	46	39
<b>Employee Satisfaction with... Leadership Policies and Practices</b>						
How satisfied are you with your involvement in decisions that affect your work? (Q. 63)	54	59	58	56	56	54
How satisfied are you with the information you receive from management on what is going on in your organization? (Q. 64)	51	54	54	55	54	50
Considering everything, how satisfied are you with your organization? (Q. 71)	60	62	65	64	63	59
<b>Employee Satisfaction with... Work Environment</b>						
The people I work with cooperate to get the job done. (Q. 20)	76	79	81	80	78	76

Note: Agency size is based on the eligible employee population as of March 2018. For a full listing of the agencies included in each category, see Appendix A.



## Survey Results/Findings (continued)

	G'wide	 <b>Very Small</b> (<100)	 <b>Small</b> (100–999)	 <b>Medium</b> (1,000–9,999)	 <b>Large</b> (10,000–74,999)	 <b>Very Large</b> (>75,000)
My workload is reasonable. (Q. 10)	59	60	64	61	56	60
Considering everything, how satisfied are you with your job? (Q. 69)	68	69	70	71	71	67
I can disclose a suspected violation of any law, rule or regulation without fear of reprisal. (Q. 17)	66	63	66	67	67	66
<b>Employee Satisfaction with... Rewards and Recognition</b>						
In my work unit, differences in performance are recognized in a meaningful way. (Q. 24)	38	44	43	42	40	37
How satisfied are you with the recognition you receive for doing a good job? (Q. 65)	52	57	58	58	55	51
<b>Employee Satisfaction with... Opportunities for Professional Development and Growth</b>						
I am given a real opportunity to improve my skills in my organization. (Q. 1)	66	68	69	70	68	65
My talents are used well in the workplace (Q. 11)	60	61	62	62	62	60
<b>Employee Satisfaction with... Opportunity to Contribute to Achieving Organizational Mission</b>						
I know how my work relates to the agency's goals. (Q. 12)	85	88	86	87	86	84
I recommend my organization as a good place to work. (Q. 40)	66	62	70	67	70	65



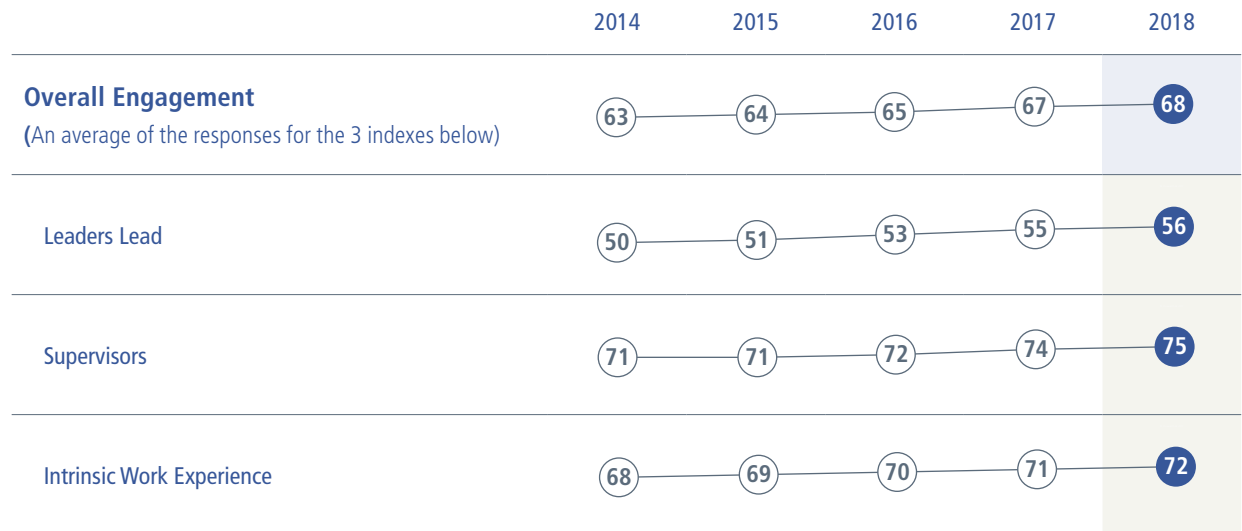
## Survey Results/Findings (continued)

### Employee Engagement Index (EEI)

According to the U.S. Office of Personnel Management, engagement is defined as “An 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”. The Employment Engagement Index (EEI) draws upon FEVS items to provide an assessment of three categories, each with its own index: Leaders Lead, Supervisors, and Intrinsic Work Experience. Items in each index are listed below.

Leaders Lead	Supervisors	Intrinsic Work Experience
Reflects the employees’ perceptions of the integrity of leadership, as well as leadership behaviors such as communication and workforce motivation. (Q. 53, 54, 56, 60, and 61)	Reflects the interpersonal relationship between worker and supervisor, including trust, respect, and support. (Q. 47, 48, 49, 51, and 52)	Reflects the employees’ feelings of motivation and competency relating to their roles in the workplace. (Q. 3, 4, 6, 11, and 12)

### Employee Engagement Index Trends








Note: See Appendix G for the full Employee Engagement, Global Satisfaction, and New IQ Index Trends.

## Survey Results/Findings (continued)






### Employee Engagement Index Results by Agency Size and Top Agency Scores

This page reports Employee Engagement Index (EEI) scores by agency size and then also identifies the agency in each size category having the highest overall EEI score.

#### Employee Engagement Index Scores by Agency Size

	G'wide	 <b>Very Small</b> (<100)	 <b>Small</b> (100–999)	 <b>Medium</b> (1,000–9,999)	 <b>Large</b> (10,000–74,999)	 <b>Very Large</b> (>75,000)
<b>Employee Engagement</b>	<b>68</b>	69	70	71	69	67
Leaders Lead	56	59	58	59	57	56
Supervisors	75	75	79	79	78	74
Intrinsic Work Experience	72	74	74	74	73	71

#### Top Agency Employee Engagement Index Scores

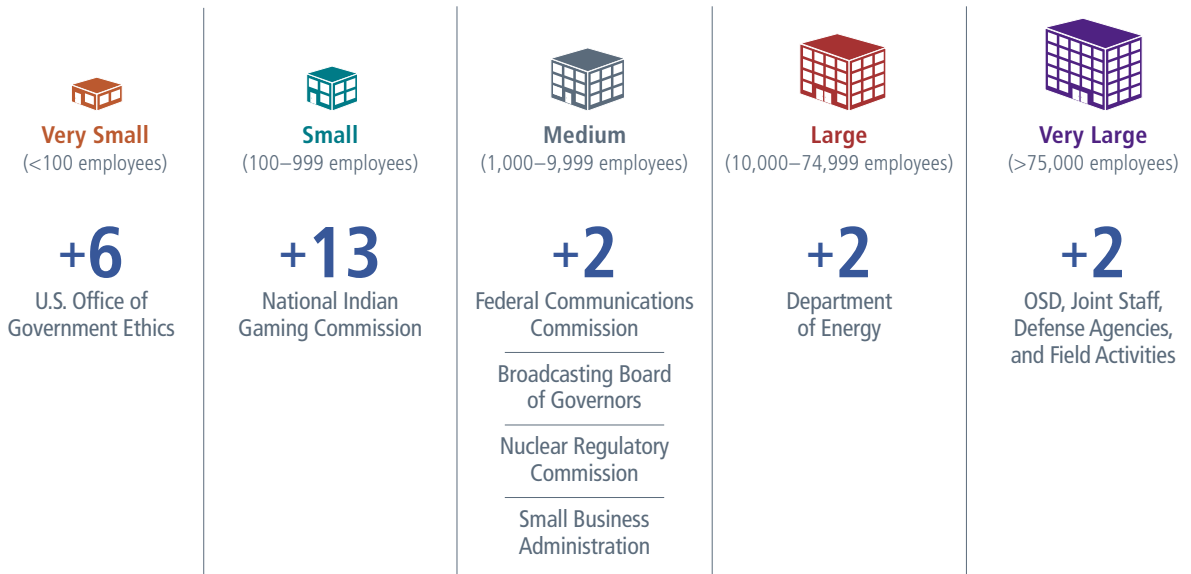
 <b>Very Small</b> (<100 employees)	 <b>Small</b> (100–999 employees)	 <b>Medium</b> (1,000–9,999 employees)	 <b>Large</b> (10,000–74,999 employees)	 <b>Very Large</b> (>75,000 employees)
<b>89%</b> U.S. Office of Government Ethics	<b>85%</b> Federal Mediation and Conciliation Service	<b>83%</b> Federal Trade Commission	<b>82%</b> National Aeronautics and Space Administration	<b>73%</b> Department of Health and Human Services

Note: Agency size is based on the eligible employee population as of March 2018. For a full listing of the agencies included in each category, see Appendix A.

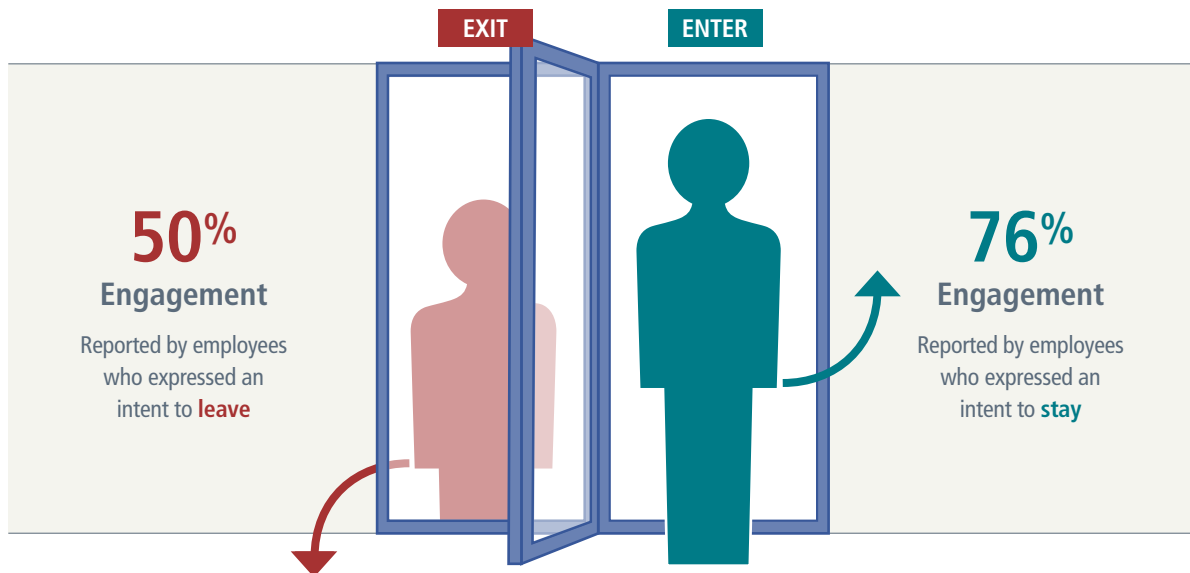


## Survey Results/Findings (continued)

### Top Agency Employee Engagement Index Score Percentage Point Increases



### Interesting Finding Regarding Engagement and Turnover Intention





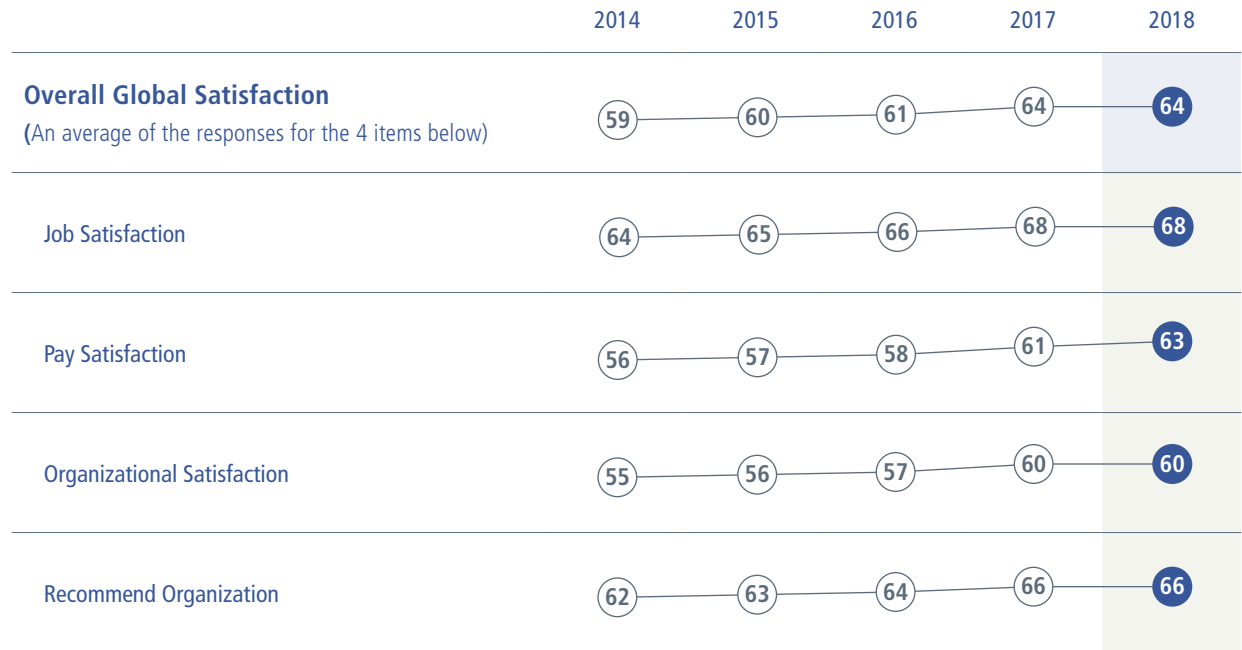
## Survey Results/Findings (continued)

### Global Satisfaction Index

The Global Satisfaction Index is an average of the scores of the four items below:

Job Satisfaction	Pay Satisfaction	Organizational Satisfaction	Recommend Organization
Considering everything, how satisfied are you with your job? (Q. 69)	Considering everything, how satisfied are you with your pay? (Q. 70)	Considering everything, how satisfied are you with your organization? (Q. 71)	I recommend my organization as a good place to work. (Q. 40)

### Global Satisfaction Results and Trends








Note: See Appendix G for the full Employee Engagement, Global Satisfaction, and New IQ Index Trends.

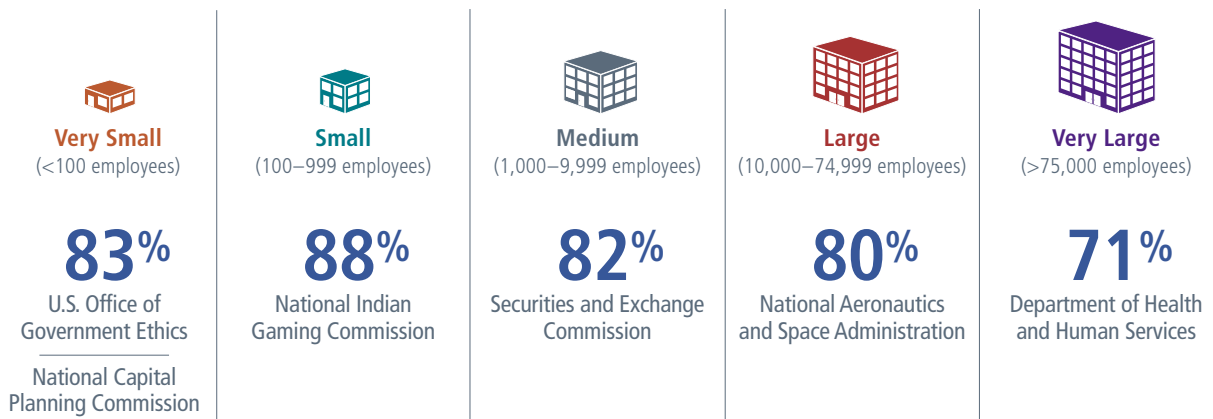
### Global Satisfaction Index Results by Agency Size and Top Agency Scores

Global Satisfaction agency findings are displayed in the following figures. The figure below shows scores for the overall 2018 Global Satisfaction index and the score for the four items that make up the index by agency size category. Also shown for each size category is the agency with the highest Global Satisfaction score, and on page 15, the agency that improved its overall Global Satisfaction score the most since 2017.

#### Global Satisfaction Scores by Agency Size

	G'wide	 <b>Very Small</b> (<100)	 <b>Small</b> (100–999)	 <b>Medium</b> (1,000–9,999)	 <b>Large</b> (10,000–74,999)	 <b>Very Large</b> (>75,000)
<b>Global Satisfaction</b>	<b>64</b>	63	67	67	68	63
Job Satisfaction	68	69	70	71	71	67
Pay Satisfaction	63	60	63	67	66	62
Organizational Satisfaction	60	62	65	64	63	59
Recommend Organization	66	62	70	67	70	65

#### Top Agency Global Satisfaction Scores



Note: Agency size is based on the eligible employee population as of March 2018. For a full listing of the agencies included in each category, see Appendix A.





Top Agency Global Satisfaction Score Percentage Point Increases



Understanding results: What causes scores to change?

Ideally, scores on the FEVS reflect actual changes in employee perceptions. However, extraneous factors can influence results, with examples including:

Impact of the Federal environment

Changes in the larger survey context can influence scores, including changes in policy, economy, society at large and so on. For instance, consider Employee Engagement Index scores. Government-wide results showed a decrease from 67% in 2011 to 63% in 2014, a substantial decline for such a large cohort as represented by the Federal workforce. What caused scores to drop? The decline in engagement scores likely reflects the combined impact on employee perceptions of sequestration and the economic downturn. Such contextual contingencies should be kept in mind when results are reviewed.

Characteristics of the sample

The size and composition of an agency and its subcomponents can also impact scores. While there are 82 agencies that participated in the 2018 FEVS, there are a number of agencies that have a substantial impact on Governmentwide scores because they make up a larger proportion of the federal workforce. For example, if an agency with 200,000 employees increases its EEI score by 5 percentage points, the Governmentwide EEI score may increase by 1 percentage point. Scores can also be influenced if an agency undertakes a major reorganization. Respondents may feel a particular way about the change, resulting in scores increasing or decreasing.

Change in survey items

Seemingly small changes to the wording of an item can also affect agency scores. One example is item 29. In 2017 this item read, "The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals," with 71% responding positively. To align with changes in regulation 250, in 2018 item 29 was revised to identify a more specific referent, "My work unit has the job-relevant skills necessary to accomplish organizational goals," with 80% responding positively. The more specific wording provided by this change resulted in more respondents selecting a positive response and fewer respondents selecting the "neither agree nor disagree" response (17% in 2017 vs 12% in 2018). This result indicates more respondents understood the question and were able to answer.



# Appendix A: Participating Agency Response Rates by Employee Population Size Categories

	Number Surveyed	Number Responded	Response Rate
<b>Governmentwide</b>	<b>1,473,870</b>	<b>598,003</b>	<b>40.6%</b>
<b>Very Large Agencies (&gt;75,000 employees)</b>			
Department of Agriculture	78,659	43,352	55.1%
Department of Defense Overall	607,027	182,115	30.0%
Department of the Air Force	138,234	33,351	24.1%
Department of the Army	201,841	70,005	34.7%
Department of the Navy	176,552	47,882	27.1%
OSD, Joint Staff, Defense Agencies, and Field Activities (DOD 4th Estate)	90,400	30,877	34.2%
Department of Health and Human Services	75,275	43,029	57.2%
Department of Homeland Security	178,801	73,899	41.3%
Department of Justice	110,050	30,978	28.1%
Department of the Treasury	78,195	42,027	53.7%
<b>Large Agencies (10,000–74,999 employees)</b>			
Department of Commerce	37,432	20,725	55.4%
Department of Energy	12,499	8,624	69.0%
Department of Labor	14,339	8,075	56.3%
Department of State	23,110	7,228	31.3%
Department of the Interior	49,006	28,290	57.7%
Department of Transportation	52,532	21,552	41.0%
Environmental Protection Agency	13,969	7,972	57.1%
General Services Administration	10,841	7,157	66.0%
National Aeronautics and Space Administration	16,974	11,568	68.2%
Social Security Administration	61,170	26,318	43.0%

For an Excel version of Appendix A: Participating Agency Response Rates by Employee Population Size Categories [click this link](#)





**Appendix A:**  
**Participating Agency Response Rates by Employee Population Size Categories** (continued)

	Number Surveyed	Number Responded	Response Rate
<b>Governmentwide</b>	<b>1,473,870</b>	<b>598,003</b>	<b>40.6%</b>
<b>Medium Agencies</b> (1,000–9,999 employees)			
Broadcasting Board of Governors	1,418	829	<b>58.5%</b>
Court Services and Offender Supervision Agency	1,134	470	<b>41.4%</b>
Department of Education	3,710	2,592	<b>69.9%</b>
Department of Housing and Urban Development	7,450	4,628	<b>62.1%</b>
Equal Employment Opportunity Commission	1,935	1,379	<b>71.3%</b>
Federal Communications Commission	1,406	594	<b>42.2%</b>
Federal Energy Regulatory Commission	1,381	1,115	<b>80.7%</b>
Federal Trade Commission	1,055	638	<b>60.5%</b>
National Archives and Records Administration	2,738	1,743	<b>63.7%</b>
National Credit Union Administration	1,084	633	<b>58.4%</b>
National Labor Relations Board	1,376	859	<b>62.4%</b>
National Science Foundation	1,240	940	<b>75.8%</b>
Nuclear Regulatory Commission	3,072	2,308	<b>75.1%</b>
Office of Personnel Management	5,229	3,069	<b>58.7%</b>
Securities and Exchange Commission	4,442	3,394	<b>76.4%</b>
Small Business Administration	2,082	1,543	<b>74.1%</b>
U.S. Agency for International Development	3,482	1,837	<b>52.8%</b>



## Appendix A: Participating Agency Response Rates by Employee Population Size Categories (continued)

	Number Surveyed	Number Responded	Response Rate
<b>Governmentwide</b>	<b>1,473,870</b>	<b>598,003</b>	<b>40.6%</b>
<b>Small Agencies (100–999 employees)</b>			
Commodity Futures Trading Commission	667	476	<b>71.4%</b>
Consumer Product Safety Commission	490	355	<b>72.4%</b>
Corporation for National and Community Service	458	326	<b>71.2%</b>
Defense Nuclear Facilities Safety Board	94	77	<b>81.9%</b>
Export-Import Bank of the United States	407	229	<b>56.3%</b>
Farm Credit Administration	282	237	<b>84.0%</b>
Federal Election Commission	300	182	<b>60.7%</b>
Federal Housing Finance Agency	572	412	<b>72.0%</b>
Federal Labor Relations Authority	109	82	<b>75.2%</b>
Federal Maritime Commission	107	75	<b>70.1%</b>
Federal Mediation and Conciliation Service	206	142	<b>68.9%</b>
Federal Retirement Thrift Investment Board	261	215	<b>82.4%</b>
International Boundary and Water Commission: United States and Mexico	243	89	<b>36.6%</b>
Merit Systems Protection Board	197	135	<b>68.5%</b>
National Endowment for the Arts	110	68	<b>61.8%</b>
National Endowment for the Humanities	113	50	<b>44.2%</b>
National Gallery of Art	744	520	<b>69.9%</b>
National Indian Gaming Commission	109	63	<b>57.8%</b>
National Transportation Safety Board	382	282	<b>73.8%</b>
Office of Management and Budget	423	338	<b>79.9%</b>
Office of the U.S. Trade Representative	186	111	<b>59.7%</b>
Overseas Private Investment Corporation	224	163	<b>72.8%</b>
Pension Benefit Guaranty Corporation	882	526	<b>59.6%</b>
Railroad Retirement Board	861	413	<b>48.0%</b>
Selective Service System	98	51	<b>52.0%</b>
Surface Transportation Board	110	82	<b>74.5%</b>
U.S. International Trade Commission	318	290	<b>91.2%</b>
U.S. Office of Special Counsel	123	90	<b>73.2%</b>



## Appendix A: Participating Agency Response Rates by Employee Population Size Categories (continued)

	Number Surveyed	Number Responded	Response Rate
<b>Governmentwide</b>	<b>1,473,870</b>	<b>598,003</b>	<b>40.6%</b>
<b>Very Small Agencies (&lt;100 employees)</b>			
AbilityOne Commission	28	10	<b>35.7%</b>
African Development Foundation	34	30	<b>88.2%</b>
American Battle Monuments Commission	73	33	<b>45.2%</b>
Chemical Safety and Hazard Investigation Board	35	28	<b>80.0%</b>
Commission on Civil Rights	27	16	<b>59.3%</b>
Farm Credit System Insurance Corporation	11	<10	—
Federal Mine Safety and Health Review Commission	<b>43</b>	<b>13</b>	<b>30.2%</b>
Institute Of Museum and Library Services	61	47	<b>77.0%</b>
Inter-American Foundation	33	29	<b>87.9%</b>
Marine Mammal Commission	10	<10	—
National Capital Planning Commission	33	24	<b>72.7%</b>
National Mediation Board	30	21	<b>70.0%</b>
Occupational Safety and Health Review Commission	46	20	<b>43.5%</b>
Office of Navajo and Hopi Indian Relocation	29	16	<b>55.2%</b>
Postal Regulatory Commission	62	54	<b>87.1%</b>
U.S. Access Board	26	15	<b>57.7%</b>
U.S. Office of Government Ethics	62	48	<b>77.4%</b>
U.S. Trade and Development Agency	38	24	<b>63.2%</b>

Note: Agencies with fewer than 10 responses are indicated with “—”.



# Appendix B: Analytical Methods and Additional FEVS Resources

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## Analytical Methods

The data collected from 2018 survey respondents were weighted to ensure survey estimates accurately represent the survey population. Use of unweighted data could produce biased estimates of population statistics. The final data set reflects the agency composition and demographic makeup of the Federal workforce within plus or minus 1 percentage point. Demographic results are not weighted. OPM employed a number of grouping procedures to simplify presentation of data analysis results in this report. Most of the items had six response categories: Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, Strongly Disagree, and No Basis to Judge/Do Not Know. In some instances, these responses are collapsed into one positive category (Strongly Agree and Agree), one negative category (Strongly Disagree and Disagree), and a neutral category (Neither Agree nor Disagree). For more information on FEVS methods, including data weighting and analysis, see the FEVS Technical Report at <https://www.opm.gov/fevs/reports/technical-reports>.

## Additional FEVS Resources

There are multiple FEVS governmentwide resources and tools available. Each is described with links below for ease of access.

### Websites

#### FEVS website

Agencies and the general public can access governmentwide data reports, as well as special topic reports and infographics produced from the FEVS. The website includes results from the 2004 administration of the survey to the present. Access the FEVS website at [www.opm.gov/FEVS](http://www.opm.gov/FEVS). Questions and feedback for the site can be sent to [evs@opm.gov](mailto:evs@opm.gov).

#### UnlockTalent

A tool available to both the public and agencies for viewing comprehensive data visualizations with broad displays of FEVS data. These displays allow agencies to identify subcomponents for action to improve engagement and overall satisfaction as well as highlight indicators that can contribute to a high performing organization. Agency specific case studies, best practices, videos, trainings, and other helpful resources can be found on the UnlockTalent Connect page. This site can be accessed at [www.unlocktalent.gov](http://www.unlocktalent.gov). Questions and feedback can be sent to [unlocktalent@opm.gov](mailto:unlocktalent@opm.gov).

### Data

#### Public Release Data File (PRDF)

A public release data file will be available for the FEVS. Data from 2017 and years prior are available for download at: <https://www.opm.gov/fevs/public-data-file>. Note: The 2018 PRDF will be available no later than November 2018.

### Other FEVS Reports and Governmentwide Data Reports

In addition to the Governmentwide Management Report, there are three additional governmentwide data reports available on the FEVS website under “Reports” (access the FEVS website at <https://www.opm.gov/fevs/reports>).

#### *Report by Agency*

Displays question-by-question counts and percentages for each response option of the FEVS by participating agency and also governmentwide. Reports are available as far back as 2004.

#### *Report by Demographics*

Displays question-by-question counts and percentages for each response option of the FEVS by demographic groups and also governmentwide. Reports are available as far back as 2004.

#### *Report on Demographic Questions by Agency (unweighted)*

Displays counts and percentages by participating agencies’ demographic and workforce profile (e.g., work location, supervisory status, sex, age, pay category, intention to retire) of the FEVS. Both respondent counts and percentage estimates are unweighted. Reports are available as far back as 2004.



## Appendix B: Analytical Methods and Additional FEVS Resources (continued)

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### Other FEVS Related Data

For benchmarking purposes, results for the FEVS Employee Engagement Index and items in regulation (5 USC, Part 250, Subpart C) from the U.S. Department of Veterans Affairs' workforce survey are linked here: <https://www.va.gov/NCOD/VAsurveyworkforcesurveys.asp>.



# Appendix C: Item Change Summary

Some FEVS items were modified slightly in 2018 to improve the interpretation or understanding of the items. These changes are outlined in this section.

New Item Text (2018)	Change	Old Item Text (2017)	
12. I know how my work relates to the agency's goals.	Text change.	12. I know how my work relates to the agency's goals and priorities.	
29. My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	Text change.	29. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	
56. Managers communicate the goals of the organization.	Text change.	56. Managers communicate the goals and priorities of the organization.	
Item removed from 2018 FEVS	Item removed.	72. Have you been notified whether or not you are eligible to telework? <ul style="list-style-type: none"> <li>• Yes, I was notified that I was eligible to telework</li> <li>• Yes, I was notified that I was not eligible to telework</li> <li>• No, I was not notified of my telework eligibility</li> <li>• Not sure if I was notified of my telework eligibility</li> </ul>	
72. Please select the response below that BEST describes your current teleworking schedule. <ul style="list-style-type: none"> <li>• I telework very infrequently, on an unscheduled or short-term basis</li> <li>• I telework, but only about 1 or 2 days per month</li> <li>• I telework 1 or 2 days per week</li> <li>• I telework 3 or 4 days per week</li> <li>• I telework every work day</li> <li>• I do not telework because I have to be physically present on the job (e.g. Law Enforcement Officers, Park Rangers, Security Personnel)</li> <li>• I do not telework because of technical issues (e.g. connectivity, inadequate equipment) that prevent me from teleworking</li> <li>• 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</li> <li>• I do not telework because I choose not to telework</li> </ul>	Response options modified.	73. Please select the response below that BEST describes your current teleworking situation. <ul style="list-style-type: none"> <li>• I telework 3 or more days per week</li> <li>• I telework 1 or 2 days per week</li> <li>• I telework, but no more than 1 or 2 days per month</li> <li>• I telework very infrequently, on an unscheduled or short-term basis</li> <li>• I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel)</li> <li>• I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking</li> <li>• 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</li> <li>• I do not telework because I choose not to telework</li> </ul>	
73-78. How satisfied are you with the following Work/Life programs in your agency? Note: 2017 FEVS items 74-84 were combined (participation - satisfaction); new response scale for these items is displayed below item 78.	Questions combined.	74-78. Do you participate in the following Work/Life programs? Note: Response scale for these items is displayed below item 78.	79-84. How satisfied are you with the following Work/Life programs in your agency? Note: Response scale for these items is displayed below item 84.
73. Telework	Questions combined.	N/A	79. Telework
74. Alternative Work Schedules (AWS, for example, compressed work schedule or flexible work schedule)	Questions combined. Text change.	74. Alternative Work Schedules (AWS)	80. Alternative Work Schedules (AWS)





## Appendix C: Item Change Summary (continued)

New Item Text (2018)	Change	Old Item Text (2017)	
75. Health and Wellness Programs (for example, onsite exercise, flu vaccination, medical screening, CPR Training, health and wellness fair)	Questions combined. Text change.	75. Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)	81. Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)
76. Employee Assistance Program (EAP, for example, short-term counseling, referral services, legal services, information services)	Questions combined.	76. Employee Assistance Program (EAP)	76. Employee Assistance Program (EAP)
77. Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, flexible spending account)	Questions combined. Text change.	77. Child Care Programs (for example, daycare, parenting classes, parenting support groups)	77. Child Care Programs (for example, daycare, parenting classes, parenting support groups)
78. Elder Care Programs (for example, elder/adult care, support groups, speakers) <ul style="list-style-type: none"> <li>• Very satisfied</li> <li>• Satisfied</li> <li>• Neither Satisfied nor Dissatisfied</li> <li>• Dissatisfied</li> <li>• Very Dissatisfied</li> <li>• I choose not to participate in these programs</li> <li>• These programs are not available to me</li> <li>• I am unaware of these programs</li> </ul>	Questions combined. Text change.	78. Elder Care Programs (for example, elder/adult care, support groups, speakers) <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> <li>• Not available to me</li> </ul>	84. Elder Care Programs (for example, elder/adult care, support groups, speakers) <ul style="list-style-type: none"> <li>• Very satisfied</li> <li>• Satisfied</li> <li>• Neither Satisfied nor Dissatisfied</li> <li>• Dissatisfied</li> <li>• Very Dissatisfied</li> <li>• No Basis to Judge</li> </ul>
90. Are you transgender? <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>	New item.	Not a separate item in 2017 FEVS	
91. Which one of the following do you consider yourself to be? <ul style="list-style-type: none"> <li>• Straight, that is not gay or lesbian</li> <li>• Gay or Lesbian</li> <li>• Bisexual</li> <li>• Something else</li> </ul>	Response options modified.	96. Do you consider yourself to be one or more of the following? (Mark all that apply) <ul style="list-style-type: none"> <li>• Heterosexual or Straight</li> <li>• Gay or Lesbian</li> <li>• Bisexual</li> <li>• Transgender</li> <li>• I prefer not to say</li> </ul>	



# Appendix D: Trend Analysis

	Percent Positive				
	2014	2015	2016	2017	2018
<b>My Work Experience</b>					
‡1. I am given a real opportunity to improve my skills in my organization.	59	61	63	64	66
2. I have enough information to do my job well.	69	70	70	71	71
3. I feel encouraged to come up with new and better ways of doing things.	55	56	58	59	61
4. My work gives me a feeling of personal accomplishment.	70	70	72	72	72
5. I like the kind of work I do.	82	83	83	83	83
6. I know what is expected of me on the job.	79	79	79	80	80
7. When needed I am willing to put in the extra effort to get a job done.	96	96	96	96	96
8. I am constantly looking for ways to do my job better.	90	90	91	91	91
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	45	46	47	47	47
‡10. My workload is reasonable.	56	57	57	59	59
‡11. My talents are used well in the workplace.	57	58	58	60	60
‡12. I know how my work relates to the agency's goals.	82	82	83	84	85
13. The work I do is important.	90	90	90	91	90
14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	66	66	66	66	66
15. My performance appraisal is a fair reflection of my performance.	68	69	70	71	71
16. I am held accountable for achieving results.	81	81	82	83	83
‡17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	60	61	62	64	66
18. My training needs are assessed.	50	52	53	55	55
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).	67	68	69	71	71

Note: Items included on the Annual Employee Survey are noted by a double dagger (‡).

For an Excel version of Appendix D: Trend Analysis [click this link](#)





## Appendix D: Trend Analysis (continued)

	Percent Positive				
	2014	2015	2016	2017	2018
<b>My Work Unit</b>					
‡20. The people I work with cooperate to get the job done.	72	73	73	75	76
21. My work unit is able to recruit people with the right skills.	41	42	43	42	42
22. Promotions in my work unit are based on merit.	32	33	34	36	37
23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	28	28	29	31	32
‡24. In my work unit, differences in performance are recognized in a meaningful way.	32	33	34	36	38
25. Awards in my work unit depend on how well employees perform their jobs.	38	40	41	44	46
26. Employees in my work unit share job knowledge with each other.	72	73	73	74	76
27. The skill level in my work unit has improved in the past year.	51	53	54	56	56
28. How would you rate the overall quality of work done by your work unit?	82	82	82	83	84
‡29. My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	69	69	69	71	80
<b>My Agency</b>					
30. Employees have a feeling of personal empowerment with respect to work processes.	42	43	45	47	49
31. Employees are recognized for providing high quality products and services.	45	47	48	51	53
32. Creativity and innovation are rewarded.	35	37	38	41	43
33. Pay raises depend on how well employees perform their jobs.	20	21	22	25	26
34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	55	56	58	59	58
35. Employees are protected from health and safety hazards on the job.	76	76	76	77	77
36. My organization has prepared employees for potential security threats.	76	76	77	78	80
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	50	51	53	55	56
38. Prohibited Personnel Practices are not tolerated.	65	66	67	69	70
39. My agency is successful at accomplishing its mission.	73	73	74	76	77
‡40. I recommend my organization as a good place to work.	62	63	64	66	66
‡41. I believe the results of this survey will be used to make my agency a better place to work.	38	39	41	42	41

Notes: A large increase in item 29 may be due to a change in the item wording. See Appendix C for a summary of item changes in 2018. Items included on the Annual Employee Survey are noted by a double dagger (‡).



## Appendix D: Trend Analysis (continued)

	Percent Positive				
	2014	2015	2016	2017	2018
<b>My Supervisor</b>					
42. My supervisor supports my need to balance work and other life issues.	77	78	78	80	81
43. My supervisor provides me with opportunities to demonstrate my leadership skills.	64	65	66	67	70
44. Discussions with my supervisor about my performance are worthwhile.	62	63	63	65	67
45. My supervisor is committed to a workforce representative of all segments of society.	66	67	68	70	71
46. My supervisor provides me with constructive suggestions to improve my job performance.	61	61	62	64	66
47. Supervisors in my work unit support employee development.	63	64	66	68	70
48. My supervisor listens to what I have to say.	75	76	76	78	79
49. My supervisor treats me with respect.	80	81	81	82	84
50. In the last six months, my supervisor has talked with me about my performance.	77	77	78	79	81
51. I have trust and confidence in my supervisor.	65	67	67	69	71
52. Overall, how good a job do you feel is being done by your immediate supervisor?	69	70	70	72	73
<b>Leadership</b>					
53. In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	38	39	41	43	44
54. My organization's senior leaders maintain high standards of honesty and integrity.	50	50	52	54	55
55. Supervisors work well with employees of different backgrounds.	63	63	64	68	69
‡56. Managers communicate the goals of the organization.	58	59	60	62	64
57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	58	59	60	62	63
58. Managers promote communication among different work units (for example, about projects, goals, needed resources).	50	51	52	55	56
59. Managers support collaboration across work units to accomplish work objectives.	53	54	56	59	60
60. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	56	57	58	60	61
61. I have a high level of respect for my organization's senior leaders.	50	51	53	56	56
62. Senior leaders demonstrate support for Work/Life programs.	52	53	55	57	58

Note: Items included on the Annual Employee Survey are noted by a double dagger (‡).



## Appendix D: Trend Analysis (continued)

	Percent Positive				
	2014	2015	2016	2017	2018
<b>My Satisfaction</b>					
‡63. How satisfied are you with your involvement in decisions that affect your work?	48	50	51	53	54
‡64. How satisfied are you with the information you receive from management on what's going on in your organization?	46	47	48	50	51
‡65. How satisfied are you with the recognition you receive for doing a good job?	45	47	48	50	52
66. How satisfied are you with the policies and practices of your senior leaders?	40	41	42	45	46
67. How satisfied are you with your opportunity to get a better job in your organization?	33	35	36	37	38
68. How satisfied are you with the training you receive for your present job?	50	52	53	55	56
‡69. Considering everything, how satisfied are you with your job?	64	65	66	68	68
70. Considering everything, how satisfied are you with your pay?	56	57	58	61	63
‡71. Considering everything, how satisfied are you with your organization?	55	56	57	60	60

Note: Items included on the Annual Employee Survey are noted by a double dagger (‡).



# Appendix E: Work/Life Program Results

## Telework Schedule

2018  
Percentages

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

I telework very infrequently, on an unscheduled or short-term basis	15
I telework, but only about 1 or 2 days per month	6
I telework 1 or 2 days per week	15
I telework 3 or 4 days per week	5
I telework every work day	2
I do not telework because I have to be physically present on the job (e.g. Law Enforcement Officers, Park Rangers, Security Personnel)	29
I do not telework because of technical issues (e.g. connectivity, inadequate equipment) that prevent me from teleworking	4
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	13
I do not telework because I choose not to telework	12

## Work/Life Programs

	% Satisfaction Response Only	% All Response Categories
--	------------------------------------	---------------------------------

How satisfied are you with the following Work/Life programs in your agency? Telework

Very Satisfied	31	18
Satisfied	31	18
Neither Satisfied or Dissatisfied	23	13
Dissatisfied	9	5
Very Dissatisfied	7	4
<b>Item Response Total</b>	<b>100</b>	<b>58</b>
I choose not to participate in these programs	—	7
These programs are not available to me	—	32
I am unaware of these programs	—	4
<b>Total</b>	<b>100</b>	<b>100</b>

Note: The sum of percentages may not add to 100 due to rounding.

For an Excel version of Appendix E: Work/Life Program Satisfaction [click this link](#)





## Appendix E: Work/Life Program Results (continued)

	% Satisfaction Response Only	% All Response Categories
How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS, for example, compressed work schedule or flexible work schedule)		
Very Satisfied	40	28
Satisfied	37	26
Neither Satisfied or Dissatisfied	15	11
Dissatisfied	4	3
Very Dissatisfied	4	3
<b>Item Response Total</b>	<b>100</b>	<b>71</b>
I choose not to participate in these programs	—	10
These programs are not available to me	—	16
I am unaware of these programs	—	3
<b>Total</b>	<b>100</b>	<b>100</b>

How satisfied are you with the following Work/Life programs in your agency? Health and Wellness Programs (for example, onsite exercise, flu vaccination, medical screening, CPR training, health and wellness fair)		
Very Satisfied	23	18
Satisfied	43	34
Neither Satisfied or Dissatisfied	24	19
Dissatisfied	7	5
Very Dissatisfied	4	3
<b>Item Response Total</b>	<b>100</b>	<b>79</b>
I choose not to participate in these programs	—	7
These programs are not available to me	—	7
I am unaware of these programs	—	6
<b>Total</b>	<b>100</b>	<b>100</b>

How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP, for example, short-term counseling, referral services, legal services, information services)		
Very Satisfied	17	11
Satisfied	36	24
Neither Satisfied or Dissatisfied	41	28
Dissatisfied	4	2
Very Dissatisfied	3	2
<b>Item Response Total</b>	<b>100</b>	<b>67</b>
I choose not to participate in these programs	—	21
These programs are not available to me	—	2
I am unaware of these programs	—	9
<b>Total</b>	<b>100</b>	<b>100</b>

Note: The sum of percentages may not add to 100 due to rounding.



## Appendix E: Work/Life Program Results (continued)

	% Satisfaction Response Only	% All Response Categories
How satisfied are you with the following Work/Life programs in your agency? Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, flexible spending account)		
Very Satisfied	12	5
Satisfied	22	9
Neither Satisfied or Dissatisfied	57	24
Dissatisfied	4	2
Very Dissatisfied	4	2
<b>Item Response Total</b>	<b>100</b>	<b>42</b>
I choose not to participate in these programs	—	31
These programs are not available to me	—	13
I am unaware of these programs	—	14
<b>Total</b>	<b>100</b>	<b>100</b>

How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, elder/adult care, support groups, speakers)		
Very Satisfied	9	3
Satisfied	16	6
Neither Satisfied or Dissatisfied	68	24
Dissatisfied	4	1
Very Dissatisfied	3	1
<b>Item Response Total</b>	<b>100</b>	<b>35</b>
I choose not to participate in these programs	—	29
These programs are not available to me	—	13
I am unaware of these programs	—	24
<b>Total</b>	<b>100</b>	<b>100</b>

Note: The sum of percentages may not add to 100 due to rounding.





# Appendix F: Governmentwide Respondent Characteristics

	Number Responded	Percentage
<b>Work Location</b>		
Headquarters	219,145	39%
Field	349,679	61%
<b>Supervisory Status</b>		
Non-Supervisor	376,720	66%
Team Leader	74,108	13%
Supervisor	78,281	14%
Manager	34,245	6%
Senior Leader	8,332	1%
<b>Gender</b>		
Male	314,127	56%
Female	247,741	44%
<b>Ethnicity</b>		
Hispanic/Latino	53,336	10%
Not Hispanic/Latino	502,149	90%
<b>Race/National Origin</b>		
American Indian or Alaska Native	10,611	2%
Asian	29,295	5%
Black or African American	77,024	14%
Native Hawaiian or Other Pacific Islander	3,940	1%
White	396,205	73%
Two or more races	22,825	4%
<b>Minority Status</b>		
Minority	186,502	34%
Not Minority	359,258	66%
<b>Age Group</b>		
25 and under	5,852	1%
26–29 years old	16,518	3%
30–39 years old	112,387	20%
40–49 years old	144,827	26%
50–59 years old	192,952	35%
60 years or older	82,010	15%

For an Excel version of Appendix F: Governmentwide Respondent Characteristics [click this link](#)





## Appendix F: Governmentwide Respondent Characteristics (continued)

	Number Responded	Percentage
<b>Generations</b>		
Traditionalists (born 1945 or earlier)	3,514	1%
Baby Boomers (born 1946 to 1964)	228,186	38%
Generation X (born 1965 to 1980)	260,546	44%
Generation Y (born 1981 or later)	105,754	18%
<b>Pay Category</b>		
Federal Wage System	18,967	3%
GS 1–6	23,282	4%
GS 7–12	246,590	43%
GS 13–15	229,265	40%
Senior Executive Service	5,318	1%
Senior Level (SL) or Scientific or Professional (ST)	1,857	<1%
Other	42,089	7%
<b>Federal Tenure</b>		
Less than 1 year	7,294	1%
1 to 3 years	59,641	11%
4 to 5 years	35,342	6%
6 to 10 years	132,711	23%
11 to 14 years	84,619	15%
15 to 20 years	92,470	16%
More than 20 years	155,702	27%
<b>Agency Tenure</b>		
Less than 1 year	14,152	2%
1 to 3 years	93,358	16%
4 to 5 years	46,133	8%
6 to 10 years	137,544	24%
11 to 20 years	160,220	28%
More than 20 years	115,082	20%
<b>Turnover Plans</b>		
No	382,646	67%
Yes, to retire	34,908	6%
Yes, to take another job within the Federal Government	100,354	18%
Yes, to take another job outside the Federal Government	22,298	4%
Yes, other	27,632	5%



## Appendix F: Governmentwide Respondent Characteristics (continued)

	Number Responded	Percentage
<b>Retirement Plans</b>		
Within one year	21,237	4%
Between one and three years	57,515	10%
Between three and five years	63,707	11%
Five or more years	420,975	75%
<b>Transgender</b>		
Yes	2,115	<1%
No	545,800	100%
<b>Sexual Orientation</b>		
Straight, that is not gay or lesbian	511,149	95%
Gay or Lesbian	11,841	2%
Bisexual	5,723	1%
Something else	10,870	2%
<b>Military Service Status</b>		
No Prior Military Service	388,045	69%
Currently in National Guard or Reserves	10,809	2%
Retired	74,471	13%
Separated or Discharged	85,316	15%
<b>Disability Status</b>		
With a Disability	84,225	15%
No Disability Indicated	470,390	85%
<b>Highest Level of Education Completed</b>		
Less than High School	414	<1%
High School Diploma/GED or equivalent	24,301	4%
Trade or Technical Certificate	12,578	2%
Some College (no degree)	80,046	14%
Associate's Degree (e.g., AA, AS)	44,823	8%
Bachelor's Degree (e.g., BA, BS)	198,830	35%
Master's Degree (e.g., MA, MS, MBA)	147,698	26%
Doctoral/Professional Degree (e.g., Ph.D., MD, JD)	57,006	10%



# Appendix G: FEVS Indices

## Employee Engagement Index – Governmentwide

	2014	2015	2016	2017	2018
<b>Overall Employee Engagement</b>	63	64	65	67	<b>68</b>
Leaders Lead	50	51	53	55	<b>56</b>
Supervisors	71	71	72	74	<b>75</b>
Intrinsic Work Experience	68	69	70	71	<b>72</b>

For Employee Engagement Index results by agency click this link



## New IQ Index – Governmentwide

	2014	2015	2016	2017	2018
<b>Overall New IQ</b>	56	57	58	60	<b>61</b>
Fair	43	43	45	47	<b>48</b>
Open	55	56	57	59	<b>60</b>
Cooperative	52	52	54	57	<b>58</b>
Supportive	74	75	75	77	<b>78</b>
Empowering	56	57	58	59	<b>60</b>

For New IQ Index results by agency click this link





## Appendix G: FEVS Indices (continued)

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### Global Satisfaction Index – Governmentwide

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	2014	2015	2016	2017	2018
<b>Overall Global Satisfaction</b>	59	60	61	64	<b>64</b>

For Global Satisfaction Index results by agency  
click this link





United States  
Office of Personnel Management  
Office of Strategy and Innovation

1900 E Street, NW  
Washington, DC 20415

[www.opm.gov/FEVS](http://www.opm.gov/FEVS)

