

## **Surface Transportation Board 2020 Survey Results**

The STB's 2020 Federal Employee Viewpoint Survey results reflect progress by the Board in a number of categories. The STB's overall employee engagement index increased 9% from the 2019 results, and all three component scores increased as well—Leaders Lead 9%; Supervisors 8%; and Intrinsic Work Experience 10%. In addition, no items were identified as challenges (where responses were 35% negative or higher). Survey respondents indicated that the Board supported their well-being during the COVID-19 pandemic, with senior leaders and supervisors demonstrating commitment to employee safety and health. In addition, the survey indicates that the large majority of employees were well supported in the transition to maximum telework and that work units remained able to collaborate and meet goals. The STB values its employees for their commitment, hard work, and adaptability in successfully carrying out the Board's mission. The Board will continue striving to further promote employee satisfaction and engagement.

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.	71.4%	33.7%	37.7%	16.3%	8.1%	4.1%	12.2%	26	28	12	6	3	75	N/A
Agree-disagree	2	I feel encouraged to come up with new and better ways of doing things.	71.1%	34.1%	37.0%	13.8%	6.9%	8.1%	15.1%	26	27	10	5	6	74	N/A
Agree-disagree	3	My work gives me a feeling of personal accomplishment.	75.7%	36.7%	39.0%	15.9%	4.3%	4.1%	8.5%	28	29	12	3	3	75	N/A
Agree-disagree	4	I know what is expected of me on the job.	86.2%	40.9%	45.3%	9.5%	1.4%	2.9%	4.3%	31	34	7	1	2	75	N/A
Agree-disagree	5	*My workload is reasonable.	81.0%	31.1%	49.9%	11.9%	1.5%	5.6%	7.1%	23	37	9	1	4	74	0
Agree-disagree	6	*My talents are used well in the workplace.	75.3%	32.7%	42.7%	13.7%	6.8%	4.1%	10.9%	25	32	10	5	3	75	0
Agree-disagree	7	*I know how my work relates to the agency's goals.	87.4%	44.0%	43.4%	5.7%	4.2%	2.7%	6.9%	33	32	4	3	2	74	0
Agree-disagree	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	69.5%	39.7%	29.8%	20.5%	4.3%	5.7%	10.0%	28	21	14	3	4	70	5
Agree-disagree	9	*The people I work with cooperate to get the job done.	90.3%	54.0%	36.4%	7.0%	0.0%	2.7%	2.7%	41	27	5	0	2	75	N/A
Agree-disagree	10	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	50.2%	15.0%	35.2%	32.7%	10.2%	6.9%	17.1%	9	21	19	6	4	59	16
Agree-disagree	12	*In my work unit, differences in performance are recognized in a meaningful way.	58.8%	22.0%	36.8%	23.5%	14.5%	3.2%	17.7%	14	23	14	9	2	62	13
Agree-disagree	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	89.2%	47.8%	41.5%	6.7%	1.4%	2.7%	4.1%	36	31	5	1	2	75	0
Agree-disagree	14	Employees are recognized for providing high quality products and services.	69.8%	33.9%	35.9%	15.0%	8.3%	7.0%	15.2%	26	27	11	6	5	75	0
Agree-disagree	15	Employees are protected from health and safety hazards on the job.	91.7%	60.3%	31.4%	6.9%	0.0%	1.4%	1.4%	45	23	5	0	1	74	1
Agree-disagree	16	My agency is successful at accomplishing its mission.	81.7%	40.6%	41.1%	14.1%	2.8%	1.4%	4.2%	30	30	10	2	1	73	2
Agree-disagree	17	*I recommend my organization as a good place to work.	76.7%	43.5%	33.2%	16.5%	5.4%	1.4%	6.8%	33	25	12	4	1	75	N/A

Agree-disagree	18	*I believe the results of this survey will be used to make my agency a better place to work.	57.0%	21.4%	35.6%	18.9%	15.3%	8.8%	24.1%	15	25	13	11	6	70	5
Agree-disagree	19	My supervisor supports my need to balance work and other life issues.	94.4%	71.9%	22.6%	4.2%	0.0%	1.4%	1.4%	54	17	3	0	1	75	0
Agree-disagree	20	My supervisor is committed to a workforce representative of all segments of society.	91.0%	65.7%	25.3%	4.6%	1.4%	3.0%	4.4%	44	17	3	1	2	67	8
Agree-disagree	21	Supervisors in my work unit support employee development.	85.1%	51.5%	33.6%	11.0%	1.2%	2.7%	3.9%	39	25	8	1	2	75	0
Agree-disagree	22	My supervisor listens to what I have to say.	89.4%	65.9%	23.6%	6.6%	1.3%	2.7%	4.0%	49	17	5	1	2	74	N/A
Agree-disagree	23	My supervisor treats me with respect.	91.8%	71.5%	20.3%	4.3%	1.3%	2.7%	3.9%	53	15	3	1	2	74	N/A
Agree-disagree	24	I have trust and confidence in my supervisor.	87.6%	64.5%	23.1%	8.3%	2.7%	1.4%	4.2%	48	17	6	2	1	74	N/A
Good-poor	25	Overall, how good a job do you feel is being done by your immediate supervisor?	89.0%	63.8%	25.2%	6.9%	2.7%	1.4%	4.1%	48	19	5	2	1	75	N/A
Agree-disagree	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	58.4%	26.9%	31.5%	20.8%	10.9%	9.9%	20.8%	20	23	15	8	7	73	2
Agree-disagree	27	My organization's senior leaders maintain high standards of honesty and integrity.	71.1%	34.1%	37.1%	17.7%	5.8%	5.3%	11.1%	26	28	13	4	4	75	0
Agree-disagree	28	*Managers communicate the goals of the organization.	71.7%	28.7%	43.0%	16.1%	5.5%	6.8%	12.3%	22	32	12	4	5	75	0
Agree-disagree	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	76.9%	27.3%	49.6%	6.7%	11.1%	5.3%	16.4%	21	37	5	8	4	75	0
Good-poor	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	77.7%	52.2%	25.5%	14.0%	2.9%	5.4%	8.4%	39	19	10	2	4	74	1
Agree-disagree	31	I have a high level of respect for my organization's senior leaders.	65.0%	34.1%	31.0%	14.5%	12.3%	8.2%	20.5%	26	23	11	9	6	75	0
Agree-disagree	32	Senior leaders demonstrate support for Work-Life programs.	79.1%	39.5%	39.6%	14.0%	5.4%	1.5%	6.9%	29	28	10	4	1	72	3
Satisfied-dissatisfied	33	*How satisfied are you with your involvement in decisions that affect your work?	67.4%	34.0%	33.4%	20.0%	8.4%	4.1%	12.5%	26	25	15	6	3	75	N/A
Satisfied-dissatisfied	34	*How satisfied are you with the information you receive from management on what's going on in your organization?	65.8%	25.0%	40.8%	16.6%	10.8%	6.8%	17.6%	19	31	12	8	5	75	N/A

Satisfied-dissatisfied	35	*How satisfied are you with the recognition you receive for doing a good job?	65.4%	29.1%	36.3%	24.6%	1.5%	8.5%	10.0%	22	27	18	1	6	74	N/A
Satisfied-dissatisfied	36	*Considering everything, how satisfied are you with your job?	77.1%	36.9%	40.3%	14.6%	5.6%	2.7%	8.2%	28	30	11	4	2	75	N/A
Satisfied-dissatisfied	37	Considering everything, how satisfied are you with your pay?	74.4%	32.0%	42.4%	13.7%	8.0%	3.9%	11.9%	24	32	10	6	3	75	N/A
Satisfied-dissatisfied	38	*Considering everything, how satisfied are you with your organization?	77.1%	34.3%	42.8%	13.5%	5.4%	4.1%	9.5%	26	32	10	4	3	75	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

<b>11. In my work unit poor performers usually:</b>	<b>2020</b>		<b>2019</b>	
	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
Remain in the work unit and improve their performance over time	16	32.5%	16	24.3%
Remain in the work unit and continue to underperform	15	30.8%	23	42.9%
Leave the work unit - removed or transferred	2	4.1%	2	5.2%
Leave the work unit - quit	1	1.9%	0	0.0%
There are no poor performers in my work unit	15	30.7%	17	27.6%
<b>Item Response Total</b>	<b>49</b>	<b>100.0%</b>	<b>58</b>	<b>100.0%</b>
Do Not Know	26	--	14	--
<b>Total</b>	<b>75</b>	<b>100.0%</b>	<b>72</b>	<b>100.0%</b>

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	2	2.5%
At least 75% but less than 100%	0	0.0%
At least 50% but less than 75%	0	0.0%
At least 25% but less than 50%	2	2.6%
Less than 25%	32	42.7%
I have not been physically present at my agency worksite during the pandemic	39	52.1%
<b>Total</b>	<b>75</b>	<b>100.0%</b>

**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)	2	2.8%
Annual leave	30	39.3%
Sick leave	25	33.0%
Weather and safety leave	4	5.6%
Administrative leave	26	34.0%
Other paid leave (e.g., comp time, credit hours)	9	12.1%
Unpaid leave (e.g., LWOP)	1	1.4%
I have not used leave because of the pandemic	35	47.3%
<b>Total (percents will add to more than 100% because respondents could choose more than one response option)</b>	<b>75</b>	<b>--</b>

*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

	<b>N</b>	<b>%</b>
100% of my work time	1	2.3%
At least 75% but less than 100%	0	0.0%
At least 50% but less than 75%	0	0.0%
At least 25% but less than 50%	1	2.6%
Less than 25%	38	95.0%
<b>Total</b>	<b>40</b>	<b>100.0%</b>

**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.**

	<b>2020</b>	
	<b>N</b>	<b>%</b>
<u>I began</u> an alternative work schedule	2	2.7%
<u>I ended</u> my usual alternative work schedule	1	1.4%
No change because of the pandemic	72	96.0%
<b>Total</b>	<b>75</b>	<b>100.0%</b>

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	2	2.6%	75	100.0%	72	96.1%
I telework 3 or 4 days per week	0	0.0%	0	0.0%	3	3.9%
I telework 1 or 2 days per week	54	72.7%	0	0.0%	0	0.0%
I telework, but only about 1 or 2 days per month	7	8.9%	0	0.0%	0	0.0%
I telework very infrequently, on an unscheduled or short-term basis	8	10.1%	0	0.0%	0	0.0%
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)	0	0.0%	0	0.0%	0	0.0%
I <u>do not</u> telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking	1	1.4%	0	0.0%	0	0.0%
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	0	0.0%	0	0.0%	0	0.0%
I <u>do not</u> telework because I choose not to telework	3	4.3%	0	0.0%	0	0.0%
Total	75	100.0%	75	100.0%	75	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	2	2.6%	0	0.0%	0
I telework 3 or 4 days per week	0	0.0%	1	1.2%	0	0.0%
I telework 1 or 2 days per week	54	72.7%	53	74.3%	58	70.2%
I telework, but only about 1 or 2 days per month	7	8.9%	4	4.3%	9	10.6%
I telework very infrequently, on an unscheduled or short-term basis	8	10.1%	8	11.8%	7	8.9%
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)	0	0.0%	1	3.0%	3	3.7%
I <u>do not</u> telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking	1	1.4%	0	0.0%	0	0.0%
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	0	0.0%	0	0.0%	1	1.3%
I <u>do not</u> telework because I choose not to telework	3	4.3%	4	5.4%	4	5.2%
Total	75	100.0%	71	100.0%	82	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 not available to me		Not needed by me now	
	2020		2020		2020	
	N	%	N	%	N	%
43A. Expanded telework	69	92.1%	0	0.0%	6	7.9%
43B. Expanded work schedule flexibilities	45	59.4%	0	0.0%	30	40.6%
43C. Expanded leave policies	29	37.9%	1	1.3%	45	60.9%
43D. More information on available leave policies	34	45.5%	0	0.0%	39	54.5%
43E. Expanded mental health resources (e.g., assistance with stress of COVID-19)	13	16.5%	2	2.5%	60	81.0%
43F. Expanded physical health resources (e.g., temperature checks, COVID-19 illness testing) at my agency worksite	3	4.1%	6	8.0%	66	87.9%
43G. Timely communication about possible COVID-19 illness at my agency worksite	62	83.2%	3	4.2%	9	12.6%
43H. Protection of employees at higher risk for severe illness from COVID-19 exposure	24	32.1%	3	4.2%	48	63.7%
43I. Limited access to my agency worksite buildings/facilities (e.g., closures, limits on activities with external visitors/groups)	53	70.7%	0	0.0%	22	29.3%
43J. Social distancing (e.g., limits on group size, reduced access to common areas) in my agency worksite	33	43.6%	1	1.5%	41	55.0%
43K. Rearranged workspaces to maximize social distancing	10	13.0%	3	4.0%	62	83.0%
43L. Encouraged use of personal protective equipment (PPE) or other safety equipment in my agency worksite	35	46.9%	3	4.1%	36	49.0%
43M. Cleaning and sanitizing supplies available to reduce risk of illness in my agency worksite	36	47.4%	5	6.8%	34	45.8%
43N. Training for all employees on health and safety protocols	22	29.0%	8	10.7%	45	60.3%

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	57	76.5%
Agree	14	19.6%
Neither Agree nor Disagree	2	2.5%
Disagree	0	0.0%
Strongly Disagree	1	1.4%
No Basis to Judge	0	--
Total	74	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	58	77.9%
Agree	12	16.6%
Neither Agree nor Disagree	3	4.0%
Disagree	0	0.0%
Strongly Disagree	1	1.4%
No Basis to Judge	0	--
Total	74	100.0%

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

	2020	
	N	%
Strongly Agree	42	56.0%
Agree	21	29.3%
Neither Agree nor Disagree	8	10.5%
Disagree	1	1.3%
Strongly Disagree	2	2.9%
No Basis to Judge	0	--
Total	74	100.0%

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

	2020	
	N	%
Strongly Agree	56	77.5%
Agree	14	19.9%
Neither Agree nor Disagree	2	2.7%
Disagree	0	0.0%
Strongly Disagree	0	0.0%
No Basis to Judge	2	--
<b>Total</b>	<b>74</b>	<b>100.0%</b>

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

	2020	
	N	%
Strongly Agree	58	80.4%
Agree	10	14.1%
Neither Agree nor Disagree	4	5.6%
Disagree	0	0.0%
Strongly Disagree	0	0.0%
No Basis to Judge	2	--
<b>Total</b>	<b>74</b>	<b>100.0%</b>

**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	48	69.1%
Agree	13	19.4%
Neither Agree nor Disagree	5	7.3%
Disagree	3	4.2%
Strongly Disagree	0	0.0%
No Basis to Judge	5	--
<b>Total</b>	<b>74</b>	<b>100.0%</b>

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 not available to me		Not needed by me now	
	2020		2020		2020	
	N	%	N	%	N	%
50A. Consistent communication (e.g., organizational status, what to expect)	54	75.1%	14	19.5%	4	5.3%
50B. Training for new/changed work or work processes because of the pandemic	30	40.9%	2	3.0%	41	56.1%
50C. Reallocation of resources (e.g., staffing, budget, materials) to support changes in work because of the pandemic	18	24.7%	4	5.7%	51	69.6%
50D. Help with commuting issues (e.g., alternatives to public transportation)	6	8.0%	4	5.5%	63	86.5%
50E. Options for work/business travel	6	8.4%	0	0.0%	64	91.6%
50F. Information on remote work policies, procedures, and expectations	57	78.6%	3	4.5%	12	16.9%
50G. Training on how to work remotely	35	47.6%	1	1.3%	37	51.1%
50H. Equipment and technology for working remotely (e.g., laptops, cell phone, Information Technology infrastructure)	60	81.6%	6	8.4%	7	9.9%
50I. Expanded collaboration tools (e.g., video conferencing, teleconferencing)	65	90.3%	1	1.3%	6	8.4%
50J. Expanded training for using remote work tools and applications	47	64.1%	3	4.2%	23	31.7%
50K. Expanded Information Technology (IT) support	55	75.1%	7	9.7%	11	15.1%
50L. Information about data security policies and procedures	47	64.4%	6	8.3%	20	27.3%

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	0	0.0%
No	67	95.5%
Other	3	4.5%
Total	70	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	0	0.0%
Very	4	5.3%
Somewhat	24	33.4%
Slightly	20	27.0%
Not at All	25	34.3%
No Basis to Judge	0	--
<b>Total</b>	<b>73</b>	<b>100.0%</b>

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

	2020	
	N	%
Greatly Increased	7	9.1%
Somewhat Increased	15	21.4%
About the Same	47	66.9%
Somewhat Decreased	1	1.3%
Greatly Decreased	1	1.3%
No Basis to Judge	2	--
<b>Total</b>	<b>73</b>	<b>100.0%</b>

**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	37	73.7%
Agree	9	18.5%
Neither Agree nor Disagree	3	5.6%
Disagree	1	2.2%
Strongly Disagree	0	0.0%
No Basis to Judge	23	--
<b>Total</b>	<b>73</b>	<b>100.0%</b>

**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	41	57.1%
Agree	25	35.9%
Neither Agree nor Disagree	3	4.2%
Disagree	0	0.0%
Strongly Disagree	2	2.8%
No Basis to Judge	2	--
<b>Total</b>	<b>73</b>	<b>100.0%</b>

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	52	74.5%
Most of the Time	17	24.0%
Sometimes	0	0.0%
Rarely	1	1.5%
Never	0	0.0%
No Basis to Judge	3	--
<b>Total</b>	<b>73</b>	<b>100.0%</b>

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

	2020	
	N	%
Always	58	79.7%
Most of the Time	13	18.8%
Sometimes	0	0.0%
Rarely	1	1.5%
Never	0	0.0%
No Basis to Judge	1	--
<b>Total</b>	<b>73</b>	<b>100.0%</b>

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

	2020	
	N	%
Always	55	75.7%
Most of the Time	18	24.3%
Sometimes	0	0.0%
Rarely	0	0.0%
Never	0	0.0%

No Basis to Judge	0	--
Total	73	100.0%

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

	2020	
	N	%
Always	53	76.7%
Most of the Time	13	19.0%
Sometimes	1	1.4%
Rarely	2	2.9%
Never	0	0.0%
No Basis to Judge	3	--
Total	72	100.0%

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

	2020	
	N	%
Always	51	69.1%
Most of the Time	19	26.7%
Sometimes	2	2.9%
Rarely	0	0.0%
Never	1	1.3%
No Basis to Judge	0	--
Total	73	100.0%

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

	2020	
	N	%
Always	52	72.4%
Most of the Time	18	24.9%
Sometimes	1	1.3%
Rarely	1	1.5%
Never	0	0.0%
No Basis to Judge	1	--
Total	73	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	53	74.8%
Most of the Time	17	23.7%
Sometimes	0	0.0%
Rarely	1	1.5%
Never	0	0.0%
No Basis to Judge	2	--
<b>Total</b>	<b>73</b>	<b>100.0%</b>

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

	2020	
	N	%
Always	58	79.7%
Most of the Time	13	18.8%
Sometimes	0	0.0%
Rarely	1	1.5%
Never	0	0.0%
No Basis to Judge	1	--
<b>Total</b>	<b>73</b>	<b>100.0%</b>

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

	2020	
	N	%
Always	54	74.3%
Most of the Time	19	25.7%
Sometimes	0	0.0%
Rarely	0	0.0%
Never	0	0.0%
No Basis to Judge	0	--

Total	73	100.0%
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**55D. During the COVID-19 pandemic, my work unit has adapted to changing priorities.**

	2020	
	N	%
Always	53	74.8%
Most of the Time	15	21.1%
Sometimes	1	1.3%
Rarely	2	2.8%
Never	0	0.0%
No Basis to Judge	2	--
Total	73	100.0%

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

	2020	
	N	%
Always	54	73.6%
Most of the Time	15	20.7%
Sometimes	2	2.9%
Rarely	2	2.7%
Never	0	0.0%
No Basis to Judge	0	--
Total	73	100.0%

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

	2020	
	N	%
Always	53	73.7%
Most of the Time	17	23.6%
Sometimes	2	2.8%
Rarely	0	0.0%
Never	0	0.0%
No Basis to Judge	1	--
Total	73	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		Satisfaction	All Response		Satisfaction	All Response	
	N	%	Options %	N	%	Options %	N	%	Options %
Very Satisfied	50	68.8%	67.8%	33	45.9%	42.7%	37	47.9%	44.3%
Satisfied	18	25.7%	25.3%	26	37.6%	35.0%	30	39.8%	36.8%
Neither Satisfied nor Dissatisfied	3	4.1%	4.0%	6	12.2%	11.3%	7	9.6%	8.9%
Dissatisfied	1	1.5%	1.5%	3	4.3%	4.0%	2	2.7%	2.4%
Very Dissatisfied	0	0.0%	0.0%	0	0.0%	0.0%	0	0.0%	0.0%
Item Response Total	72	100.0%	98.7%	68	100.0%	93.1%	76	100.0%	92.4%
I choose not to participate in this program	0	--	0.0%	3	--	4.0%	3	--	3.8%
This program is not available to me	1	--	1.3%	1	--	2.9%	2	--	2.6%
I am unaware of this program	0	--	0.0%	0	--	0.0%	1	--	1.3%
Total	73	100.0%	100.0%	72	100.0%	100.0%	82	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	%
Alternative Work Schedules (for example, compressed work schedule, flexible work schedule)	14	19.4%	15	22.4%
Health and Wellness Programs (for example, onsite exercise, flu vaccination, medical screening, CPR training, Health and wellness fair)	17	23.0%	25	33.6%
Employee Assistance Program - EAP (for example, short-term counseling, referral services, legal services, education services)	0	0.0%	4	5.3%
Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, subsidy, flexible spending account)	3	4.4%	8	9.8%
Elder Care Programs (for example, elder/adult care, support groups, resources)	0	0.0%	0	0.0%
None listed above	45	63.1%	36	48.7%
Total (percents will add to more than 100% because respondents could choose more than one response option)	72	--	72	--

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		Satisfaction	All Response		Satisfaction	All Response	
	N	%	Options %	N	%	Options %	N	%	Options %
Very Satisfied	24	68.4%	32.5%	19	50.9%	27.7%	21	49.6%	25.0%
Satisfied	5	13.8%	6.6%	14	36.2%	19.7%	15	38.2%	19.2%
Neither Satisfied nor Dissatisfied	5	14.7%	7.0%	3	7.4%	4.0%	5	12.2%	6.1%
Dissatisfied	1	3.1%	1.5%	1	5.5%	3.0%	0	0.0%	0.0%
Very Dissatisfied	0	0.0%	0.0%	0	0.0%	0.0%	0	0.0%	0.0%
Item Response Total	35	100.0%	47.6%	37	100.0%	54.4%	41	100.0%	50.3%
I choose not to participate in these programs	34	--	48.2%	31	--	41.9%	32	--	38.8%
These programs are not available to me	3	--	4.3%	1	--	1.2%	7	--	8.4%
I am unaware of these programs	0	--	0.0%	2	--	2.5%	2	--	2.4%
Total	72	100.0%	100.0%	71	100.0%	100.0%	82	100.0%	100.0%

61. 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)	2020			2019			2018		
	Satisfaction	All Response		Satisfaction	All Response		Satisfaction	All Response	
	N	%	Options %	N	%	Options %	N	%	Options %
Very Satisfied	18	38.7%	25.1%	18	29.9%	24.2%	17	26.5%	20.9%
Satisfied	23	48.0%	31.2%	21	34.4%	27.9%	25	39.7%	31.2%
Neither Satisfied nor Dissatisfied	4	9.0%	5.9%	19	33.8%	27.4%	17	25.9%	20.4%
Dissatisfied	1	2.0%	1.3%	0	0.0%	0.0%	4	6.3%	4.9%
Very Dissatisfied	1	2.3%	1.5%	1	1.9%	1.5%	1	1.6%	1.3%
Item Response Total	47	100.0%	65.0%	59	100.0%	81.0%	64	100.0%	78.7%
I choose not to participate in these programs	19	--	27.7%	10	--	14.5%	11	--	13.5%
These programs are not available to me	3	--	4.3%	0	--	0.0%	4	--	5.3%
I am unaware of these programs	2	--	3.0%	2	--	4.5%	2	--	2.4%
Total	71	100.0%	100.0%	71	100.0%	100.0%	81	100.0%	100.0%

62. 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, education services)	2020			2019			2018		
	Satisfaction	All Response		Satisfaction	All Response		Satisfaction	All Response	
	N	%	Options %	N	%	Options %	N	%	Options %
Very Satisfied	8	25.8%	10.9%	10	31.2%	14.6%	12	27.7%	14.7%
Satisfied	13	41.1%	17.4%	6	17.9%	8.4%	13	31.6%	16.8%
Neither Satisfied nor Dissatisfied	7	22.5%	9.5%	14	45.1%	21.1%	12	27.4%	14.5%
Dissatisfied	2	7.1%	3.0%	1	3.2%	1.5%	4	8.7%	4.6%
Very Dissatisfied	1	3.5%	1.5%	1	2.6%	1.2%	2	4.6%	2.4%
Item Response Total	31	100.0%	42.2%	32	100.0%	46.9%	43	100.0%	53.0%
I choose not to participate in these programs	39	--	55.1%	31	--	41.3%	31	--	37.4%
These programs are not available to me	1	--	1.5%	0	--	0.0%	2	--	2.1%
I am unaware of these programs	1	--	1.3%	8	--	11.9%	6	--	7.4%
Total	72	100.0%	100.0%	71	100.0%	100.0%	82	100.0%	100.0%

63. 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, subsidy, flexible spending account)	2020			2019			2018		
	Satisfaction	All Response		Satisfaction	All Response		Satisfaction	All Response	
	N	%	Options %	N	%	Options %	N	%	Options %
Very Satisfied	2	9.8%	2.8%	7	20.6%	8.9%	5	18.6%	6.0%
Satisfied	5	24.0%	6.8%	11	36.2%	15.7%	8	30.7%	9.8%
Neither Satisfied nor Dissatisfied	13	61.1%	17.2%	11	40.0%	17.3%	13	50.7%	16.3%
Dissatisfied	0	0.0%	0.0%	1	3.2%	1.4%	0	0.0%	0.0%
Very Dissatisfied	1	5.2%	1.5%	0	0.0%	0.0%	0	0.0%	0.0%
Item Response Total	21	100.0%	28.2%	30	100.0%	43.2%	26	100.0%	32.1%
I choose not to participate in these programs	39	--	55.0%	27	--	35.6%	25	--	30.4%
These programs are not available to me	7	--	9.9%	6	--	8.0%	13	--	16.1%
I am unaware of these programs	5	--	6.9%	8	--	13.1%	18	--	21.5%
Total	72	100.0%	100.0%	71	100.0%	100.0%	82	100.0%	100.0%

64. How satisfied are you with the following Work-Life programs in your agency? Elder Care Programs (for example, elder/adult care, support groups, resources)	2020			2019			2018		
	Satisfaction	All Response		Satisfaction	All Response		Satisfaction	All Response	
	N	%	Options %	N	%	Options %	N	%	Options %
Very Satisfied	0	0.0%	0.0%	4	16.3%	4.9%	3	14.6%	3.7%
Satisfied	3	21.0%	4.0%	3	13.7%	4.2%	3	15.8%	4.0%
Neither Satisfied nor Dissatisfied	10	71.3%	13.5%	11	65.3%	19.8%	14	69.6%	17.5%
Dissatisfied	0	0.0%	0.0%	1	4.7%	1.4%	0	0.0%	0.0%
Very Dissatisfied	1	7.7%	1.5%	0	0.0%	0.0%	0	0.0%	0.0%
Item Response Total	14	100.0%	19.0%	19	100.0%	30.3%	20	100.0%	25.1%

I choose not to participate in these programs	45	--	63.1%	32	--	42.2%	27	--	32.9%
These programs are not available to me	4	--	5.8%	5	--	6.7%	11	--	13.6%
I am unaware of these programs	9	--	12.2%	14	--	20.8%	24	--	28.5%
<b>Total</b>	<b>72</b>	<b>100.0%</b>	<b>100.0%</b>	<b>70</b>	<b>100.0%</b>	<b>100.0%</b>	<b>82</b>	<b>100.0%</b>	<b>100.0%</b>

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	37	53.6%
No arrangements needed to manage child care responsibilities (e.g., older children)	8	11.1%
Child care in my own home (e.g., other parent, relative, nanny, au pair)	16	22.6%
Alternative work arrangement (e.g., telework, flexible work schedule)	15	21.2%
Child care center	2	2.9%
Paid leave	17	23.9%
Unpaid leave	1	1.5%
Child care in someone else's home (e.g., relative or neighbor, professional child care provider)	2	2.9%
Respite care (temporary care of a sick or disabled child, providing relief for their usual caregiver)	0	0.0%
Agency emergency back-up care program	1	1.4%
Resource and referral services for dependent child care	0	0.0%
Other services/arrangements	0	0.0%
Total (percents will add to more than 100% because respondents could choose more than one response option)	70	--

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	60	86.0%
No arrangements needed to manage elder/adult care responsibilities (e.g., elder can manage tasks of everyday living)	5	7.1%
Alternative work arrangement (e.g., telework, flexible work schedule)	5	6.9%
Elder/adult day care center	0	0.0%
Paid leave	3	4.2%
Unpaid leave	0	0.0%
Long-term care insurance	0	0.0%
Respite care (temporary care of a sick or disabled adult/elder, providing relief for their usual caregiver)	0	0.0%
Other services/arrangements	0	0.0%
Total (percents will add to more than 100% because respondents could choose more than one response option)	70	--

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	33	--
Extremely	8	23.7%
Very	3	9.7%
Somewhat	16	48.7%
Slightly	2	5.7%
Not at All	4	12.1%
Does Not Apply	5	--
Total	71	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	40	--
Extremely	5	26.3%
Very	3	17.5%
Somewhat	6	33.8%
Slightly	1	5.8%
Not at All	3	16.6%
Does Not Apply	13	--
Total	71	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