

## FY2020 Federal Employee Viewpoint Survey Summary

The 2020 Federal Employee Viewpoint Survey (FEVS) was administered to OPM employees in Sept of 2020.

The survey was provided to all permanent, non-political, non-seasonal, full- and part-time employees onboard as of October of 2019. Approximately 1,343 surveys were completed out of 2,320 administered, for a response rate of 57.9%.

The 2020 FEVS was modified significantly since 2019 to incorporate new questions related to the pandemic and work-life. As a result, the number of core items were streamlined, with some specifically related to COVID-19.

### Summary of Results:

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

Q19: My supervisor supports my need to balance work and other life issues. 92%

Q23: My supervisor treats me with respect. 91%

Q9: The people I work with cooperate to get the job done. 90%

Q22: My supervisor listens to what I have to say. 89%

Q7: I know how my work relates to the agency's goals. 88%

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

Q26: In my organization, senior leaders generate high levels of motivation and commitment in the workforce. 26%

Q18: I believe the results of this survey will be used to make my agency a better place to work. 25%

Q10: In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. 22%

Q12: In my work unit, differences in performance are recognized in a meaningful way. 20%

Q5: My workload is reasonable. 20%

#### **The largest increases in percent positive since 2019 were:**

Q15: Employees are protected from health and safety hazards on the job. 78% (+14% since 2019)

Q32: Senior leaders demonstrate support for Work-Life programs. 74% (+12%)

Q12: In my work unit, differences in performance are recognized in a meaningful way. 57% (+10%)

Q33: How satisfied are you with your involvement in decisions that affect your work? 62% (+10%)

Q2: I feel encouraged to come up with new and better ways of doing things. 71% (+8%)

#### **The largest decreases in percent positive since 2019 were:**

Q8: I can disclose a suspected violation of any law, rule, or regulation without fear of reprisal. 69% (-1%)

Q17: I recommend my organization as a good place to work. 70% (-1%)

Q28: Managers communicate the goals of the organization. 73% (-1%)

**Engagement Index Score: 76%**

64% Leaders Lead

86% Supervisors

79% Intrinsic Work Experience

**FEVS Item Results**

Item	Item Text	Percent Positive	Neutral	Percent Negative
1	I am given a real opportunity to improve my skills in my organization.	71.3%	15.5%	13.2%
2	I feel encouraged to come up with new and better ways of doing things.	71.4%	13.7%	14.9%
3	My work gives me a feeling of personal accomplishment.	79.1%	11.6%	9.3%
4	I know what is expected of me on the job.	87.7%	6.3%	6.1%
5	My workload is reasonable.	67.8%	12.6%	19.6%
6	My talents are used well in the workplace.	68.8%	14.5%	16.7%
7	I know how my work relates to the agency's goals.	88.0%	6.9%	5.2%
8	I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	68.9%	16.7%	14.4%
9	The people I work with cooperate to get the job done.	89.8%	5.8%	4.4%
10	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	49.8%	27.8%	22.4%
12	In my work unit, differences in performance are recognized in a meaningful way.	56.8%	23.6%	19.6%
13	My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	85.8%	8.2%	6.0%
14	Employees are recognized for providing high quality products and services.	66.9%	16.1%	17.0%

Item	Item Text	Percent Positive	Neutral	Percent Negative
15	Employees are protected from health and safety hazards on the job.	77.6%	12.9%	9.5%
16	My agency is successful at accomplishing its mission.	77.6%	15.2%	7.2%
17	I recommend my organization as a good place to work.	70.0%	16.5%	13.5%
18	I believe the results of this survey will be used to make my agency a better place to work.	49.3%	25.2%	25.5%
19	My supervisor supports my need to balance work and other life issues.	92.4%	4.2%	3.4%
20	My supervisor is committed to a workforce representative of all segments of society.	86.1%	10.1%	3.9%
21	Supervisors in my work unit support employee development.	83.5%	10.5%	5.9%
22	My supervisor listens to what I have to say.	89.0%	5.6%	5.4%
23	My supervisor treats me with respect.	91.0%	5.1%	3.9%
24	I have trust and confidence in my supervisor.	82.1%	10.2%	7.7%
25	Overall, how good a job do you feel is being done by your immediate supervisor?	86.3%	8.4%	5.4%
26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	50.7%	23.4%	25.9%
27	My organization's senior leaders maintain high standards of honesty and integrity.	61.3%	21.0%	17.6%
28	Managers communicate the goals of the organization.	73.3%	13.3%	13.4%
29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	66.3%	16.2%	17.5%

Item	Item Text	Percent Positive	Neutral	Percent Negative
30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	72.0%	16.3%	11.7%
31	I have a high level of respect for my organization's senior leaders.	62.0%	21.9%	16.1%
32	Senior leaders demonstrate support for Work-Life programs.	74.0%	16.0%	10.0%
33	How satisfied are you with your involvement in decisions that affect your work?	62.0%	19.3%	18.7%
34	How satisfied are you with the information you receive from management on what's going on in your organization?	63.2%	17.9%	18.9%
35	How satisfied are you with the recognition you receive for doing a good job?	63.0%	19.1%	17.9%
36	Considering everything, how satisfied are you with your job?	75.0%	13.0%	12.0%
37	Considering everything, how satisfied are you with your pay?	74.4%	13.0%	12.6%
38	Considering everything, how satisfied are you with your organization?	69.3%	17.5%	13.3%

<b>11. In my work unit poor performers usually:</b>	<b>N</b>	<b>%</b>
Remain in the work unit and improve their performance over time	218	23.6%
Remain in the work unit and continue to underperform	361	38.2%
Leave the work unit - removed or transferred	91	8.9%
Leave the work unit - quit	18	1.7%
There are no poor performers in my work unit	262	27.6%
<b>Item Response Total</b>	<b>950</b>	<b>100.0%</b>
Do Not Know	390	--
<b>Total</b>	<b>1,340</b>	<b>100.0%</b>

## Questions Related to the Pandemic

*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.)?**

Response Options	N	%
100% of my work time	78	6.1%
At least 75% but less than 100%	72	5.2%
At least 50% but less than 75%	50	4.0%
At least 25% but less than 50%	101	7.9%
Less than 25%	336	27.0%
I have not been physically present at my agency worksite during the pandemic	674	49.9%
Total	1,311	100.0%

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

Response Options	N	%
Leave under the Emergency Paid Sick Leave Act (part of the Families First Coronavirus Response Act)	34	2.6%
Annual leave	437	34.5%
Sick leave	375	29.0%
Weather and safety leave	211	15.9%
Administrative leave	10	0.7%
Other paid leave (e.g., comp time, credit hours)	73	5.4%
Unpaid leave (e.g., LWOP)	8	0.6%
I have not used leave because of the pandemic	698	52.4%
Total (percents will add to more than 100% because respondents could choose more than one response option)	1,314	--

*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?**

Response Options	N	%
100% of my work time	14	2.7%
At least 75% but less than 100%	8	1.3%
At least 50% but less than 75%	7	1.0%
At least 25% but less than 50%	36	5.8%
Less than 25%	542	89.2%
Total	607	100.0%

**42. How have you changed your participation in alternative work schedules (AWS) because of the COVID-19 pandemic? Examples of AWS include compressed work and flexible work schedule.**

Response Options	N	%
<b>I began</b> an alternative work schedule	79	5.6%
<b>I ended</b> my usual alternative work schedule	31	2.6%
No change because of the pandemic	1,210	91.8%
Total	1,320	100.0%

**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.**

Response Options	Before the COVID-19 pandemic		During the Peak of the pandemic		As of the date you responded to this survey	
	N	%	N	%	N	%
I telework every work day	171	11.8%	998	75.9%	962	73.0%
I telework 3 or 4 days per week	210	15.1%	176	14.1%	183	14.4%
I telework 1 or 2 days per week	509	40.7%	68	5.1%	66	5.2%
I telework, but only about 1 or 2 days per month	68	5.3%	7	0.5%	4	0.3%
I telework very infrequently, on an unscheduled or short-term basis	99	7.8%	15	1.1%	13	1.0%
I do not telework because I have to be physically present on the job (e.g., law enforcement officers, TSA agent, border patrol agent, security personnel)	70	4.7%	13	1.0%	48	3.3%
I do not telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking	17	1.2%	6	0.4%	8	0.6%
I do not telework because I did not receive approval to do so, even though I have the kind of job where I can telework	95	7.0%	6	0.4%	11	0.7%
I do not telework because I choose not to telework	79	6.3%	17	1.5%	18	1.6%
Total	1,318	100.0%	1,306	100.0%	1,313	100.0%

## Telework Trends

### 40. Please select the response that best describes your teleworking schedule.

Response Options	2020 (Before the COVID-19 pandemic)		2019		2018	
	N	%	N	%	N	%
	I telework every work day	171	11.8%	880	28.8%	811
I telework 3 or 4 days per week	210	15.1%	374	12.0%	376	12.1%
I telework 1 or 2 days per week	509	40.7%	827	29.5%	896	30.6%
I telework, but only about 1 or 2 days per month	68	5.3%	151	5.3%	164	5.2%
I telework very infrequently, on an unscheduled or short-term basis	99	7.8%	240	8.5%	305	10.3%
I <b>do not</b> telework because I have to be physically present on the job (e.g., law enforcement officers, TSA agent, border patrol agent, security personnel)	70	4.7%	179	6.3%	200	6.9%
I <b>do not</b> telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking	17	1.2%	15	0.5%	16	0.6%
I <b>do not</b> telework because I did not receive approval to do so, even though I have the kind of job where I can telework	95	7.0%	89	3.6%	81	3.2%
I <b>do not</b> telework because I choose not to telework	79	6.3%	153	5.5%	131	4.6%
Total	1,318	100.0%	2,908	100.0%	2,980	100.0%

**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.**

Response Options	Needed and available to me		Needed, but not available to me		Not needed by me now	
	2020		2020		2020	
	N	%	N	%	N	%
43A. Expanded telework	1,045	81.1%	34	2.6%	222	16.2%
43B. Expanded work schedule flexibilities	778	60.4%	43	3.4%	467	36.2%
43C. Expanded leave policies	459	36.1%	62	5.1%	763	58.8%
43D. More information on available leave policies	509	40.4%	68	5.3%	702	54.2%
43E. Expanded mental health resources (e.g., assistance with stress of COVID-19)	324	25.5%	73	5.9%	894	68.6%
43F. Expanded physical health resources (e.g., temperature checks, COVID-19 illness testing) at my agency worksite	286	21.5%	150	12.7%	856	65.8%
43G. Timely communication about possible COVID-19 illness at my agency worksite	670	52.7%	198	15.8%	428	31.6%
43H. Protection of employees at higher risk for severe illness from COVID-19 exposure	465	37.5%	122	10.3%	700	52.2%
43I. Limited access to my agency worksite buildings/facilities (e.g., closures, limits on activities with external visitors/groups)	556	43.7%	55	4.7%	672	51.6%
43J. Social distancing (e.g., limits on group size, reduced access to common areas) in my agency worksite	524	40.8%	83	7.0%	684	52.2%
43K. Rearranged workspaces to maximize social distancing	313	24.2%	119	10.2%	857	65.6%
43L. Encouraged use of personal protective equipment (PPE) or other safety equipment in my agency worksite	497	39.1%	131	10.9%	664	50.0%
43M. Cleaning and sanitizing supplies available to reduce risk of illness in my agency worksite	577	45.2%	91	7.9%	625	46.9%
43N. Training for all employees on health and safety protocols	384	30.3%	227	18.9%	674	50.9%



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

Response Options	N	%
Strongly Agree	603	46.0%
Agree	462	37.0%
Neither Agree nor Disagree	117	9.7%
Disagree	54	4.2%
Strongly Disagree	36	3.1%
No Basis to Judge	39	--
Total	1,311	100.0%

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

Response Options	N	%
Strongly Agree	605	46.2%
Agree	461	37.2%
Neither Agree nor Disagree	107	9.0%
Disagree	55	4.5%
Strongly Disagree	37	3.1%
No Basis to Judge	42	--
Total	1,307	100.0%

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

Response Options	N	%
Strongly Agree	520	39.4%
Agree	487	38.4%
Neither Agree nor Disagree	158	12.4%
Disagree	78	6.3%
Strongly Disagree	43	3.5%
No Basis to Judge	18	--
Total	1,304	100.0%

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

<b>Response Options</b>	<b>N</b>	<b>%</b>
Strongly Agree	784	60.1%
Agree	379	30.3%
Neither Agree nor Disagree	74	6.1%
Disagree	24	1.9%
Strongly Disagree	20	1.6%
No Basis to Judge	26	--
Total	1,307	100.0%

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

<b>Response Options</b>	<b>N</b>	<b>%</b>
Strongly Agree	801	61.7%
Agree	378	30.8%
Neither Agree nor Disagree	65	5.0%
Disagree	13	1.0%
Strongly Disagree	17	1.5%
No Basis to Judge	29	--
Total	1,303	100.0%

**49. During the COVID-19 pandemic my supervisor has created an environment where I can voice my concerns about staying healthy and safe.**

<b>Response Options</b>	<b>N</b>	<b>%</b>
Strongly Agree	748	58.3%
Agree	341	27.9%
Neither Agree nor Disagree	115	9.4%
Disagree	23	1.8%
Strongly Disagree	30	2.6%
No Basis to Judge	46	--
Total	1,303	100.0%

**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.**

Response Options	Needed and available to me		Needed, but not available to me		Not needed by me now	
	N	%	N	%	N	%
50A. Consistent communication (e.g., organizational status, what to expect)	1,000	78.4%	124	10.3%	148	11.4%
50B. Training for new/changed work or work processes because of the pandemic	531	41.6%	106	8.9%	633	49.5%
50C. Reallocation of resources (e.g., staffing, budget, materials) to support changes in work because of the pandemic	436	34.4%	139	11.9%	693	53.7%
50D. Help with commuting issues (e.g., alternatives to public transportation)	219	18.2%	67	6.1%	986	75.7%
50E. Options for work/business travel	245	19.1%	47	4.1%	978	76.8%
50F. Information on remote work policies, procedures, and expectations	796	62.8%	45	3.8%	424	33.4%
50G. Training on how to work remotely	446	34.8%	60	5.2%	766	60.0%
50H. Equipment and technology for working remotely (e.g., laptops, cell phone, Information Technology infrastructure)	866	68.0%	75	6.3%	339	25.7%
50I. Expanded collaboration tools (e.g., video conferencing, teleconferencing)	970	76.1%	68	5.5%	242	18.4%
50J. Expanded training for using remote work tools and applications	578	45.4%	134	11.3%	561	43.3%
50K. Expanded Information Technology (IT) support	724	57.8%	114	8.8%	438	33.5%
50L. Information about data security policies and procedures	755	59.7%	60	5.2%	457	35.1%

**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)?**

Response Options	N	%
Yes	79	6.3%
No	1,112	88.2%
Other	70	5.5%
Total	1,261	100.0%

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

Response Options	N	%
Extremely	44	3.4%
Very	83	6.2%
Somewhat	275	20.9%
Slightly	306	23.8%
Not at All	580	45.7%
No Basis to Judge	12	--
Total	1,300	100.0%

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

Response Options	N	%
Greatly Increased	154	13.0%
Somewhat Increased	366	28.6%
About the Same	696	54.3%
Somewhat Decreased	40	3.3%
Greatly Decreased	9	0.8%
No Basis to Judge	34	--
Total	1,299	100.0%

**56. In the phased return of employees to the agency worksite (i.e., opening up government), my organization has made employee safety a top priority.**

Response Options	N	%
Strongly Agree	432	39.3%
Agree	360	34.3%
Neither Agree nor Disagree	163	15.7%
Disagree	57	5.6%
Strongly Disagree	49	5.0%
No Basis to Judge	231	--
Total	1,292	100.0%

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

Response Options	N	%
Strongly Agree	478	37.4%
Agree	472	37.9%
Neither Agree nor Disagree	186	15.6%
Disagree	64	5.7%
Strongly Disagree	42	3.5%
No Basis to Judge	48	--
Total	1,290	100.0%

**Work-Life Items:**

58. How satisfied are you with the Telework program in your agency?	Satisfaction N	Satisfaction %	All Response Options %
Very Satisfied	733	58.7%	56.2%
Satisfied	387	31.8%	30.5%
Neither Satisfied nor Dissatisfied	63	5.3%	5.1%
Dissatisfied	45	3.7%	3.5%
Very Dissatisfied	8	0.6%	0.6%
Item Response Total	1,236	100.0%	95.9%
I choose not to participate in this program	21	--	1.9%
This program is not available to me	30	--	2.2%
I am unaware of this program	1	--	0.1%
Total	1,288	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)**

	N	%
Alternative Work Schedules (for example, compressed work schedule, flexible work schedule)	679	53.2%
Health and Wellness Programs (for example, onsite exercise, flu vaccination, medical screening, CPR training, Health and wellness fair)	118	9.5%
Employee Assistance Program - EAP (for example, short-term counseling, referral services, legal services, education services)	98	8.1%
Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, subsidy, flexible spending account)	23	1.6%
Elder Care Programs (for example, elder/adult care, support groups, resources)	7	0.7%
None listed above	536	41.3%
Total (percents will add to more than 100% because respondents could choose more than one response option)	1,284	--

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

<b>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)</b>	<b>Satisfaction N</b>	<b>Satisfaction %</b>	<b>All Response Options %</b>
Very Satisfied	581	62.6%	45.2%
Satisfied	243	27.0%	19.5%
Neither Satisfied nor Dissatisfied	79	8.6%	6.2%
Dissatisfied	15	1.7%	1.2%
Very Dissatisfied	2	0.2%	0.1%
<b>Item Response Total</b>	<b>920</b>	<b>100.0%</b>	<b>72.1%</b>
I choose not to participate in these programs	306	--	22.8%
These programs are not available to me	54	--	4.4%
I am unaware of these programs	8	--	0.7%
<b>Total</b>	<b>1,288</b>	<b>100.0%</b>	<b>100.0%</b>

<b>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)</b>	<b>Satisfaction N</b>	<b>Satisfaction %</b>	<b>All Response Options %</b>
Very Satisfied	126	22.5%	10.2%
Satisfied	192	35.1%	15.9%
Neither Satisfied nor Dissatisfied	179	31.5%	14.3%
Dissatisfied	40	6.9%	3.1%
Very Dissatisfied	19	3.9%	1.7%
<b>Item Response Total</b>	<b>556</b>	<b>100.0%</b>	<b>45.3%</b>
I choose not to participate in these programs	418	--	32.0%
These programs are not available to me	203	--	14.6%
I am unaware of these programs	100	--	8.2%
<b>Total</b>	<b>1,277</b>	<b>100.0%</b>	<b>100.0%</b>

<b>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)</b>	<b>Satisfaction N</b>	<b>Satisfaction %</b>	<b>All Response Options %</b>
Very Satisfied	127	23.9%	10.2%
Satisfied	165	32.0%	13.6%
Neither Satisfied nor Dissatisfied	211	40.1%	17.0%
Dissatisfied	11	2.0%	0.9%
Very Dissatisfied	10	2.1%	0.9%
<b>Item Response Total</b>	<b>524</b>	<b>100.0%</b>	<b>42.5%</b>
I choose not to participate in these programs	652	--	49.0%
These programs are not available to me	26	--	1.9%
I am unaware of these programs	83	--	6.6%
<b>Total</b>	<b>1,285</b>	<b>100.0%</b>	<b>100.0%</b>

<b>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)</b>	<b>Satisfaction N</b>	<b>Satisfaction %</b>	<b>All Response Options %</b>
Very Satisfied	57	18.3%	4.7%
Satisfied	66	21.1%	5.4%
Neither Satisfied nor Dissatisfied	179	56.6%	14.5%
Dissatisfied	11	3.1%	0.8%
Very Dissatisfied	3	0.9%	0.2%
<b>Item Response Total</b>	<b>316</b>	<b>100.0%</b>	<b>25.6%</b>
I choose not to participate in these programs	691	--	53.5%
These programs are not available to me	126	--	9.2%
I am unaware of these programs	145	--	11.7%
<b>Total</b>	<b>1,278</b>	<b>100.0%</b>	<b>100.0%</b>

<b>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)</b>	<b>Satisfaction N</b>	<b>Satisfaction %</b>	<b>All Response Options %</b>
Very Satisfied	42	15.2%	3.6%
Satisfied	42	15.7%	3.7%
Neither Satisfied nor Dissatisfied	186	65.8%	15.4%
Dissatisfied	6	2.1%	0.5%
Very Dissatisfied	4	1.3%	0.3%
<b>Item Response Total</b>	<b>280</b>	<b>100.0%</b>	<b>23.4%</b>
I choose not to participate in these programs	707	--	53.9%
These programs are not available to me	98	--	7.3%
I am unaware of these programs	192	--	15.5%
<b>Total</b>	<b>1,277</b>	<b>100.0%</b>	<b>100.0%</b>

**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)**

<b>Response Options</b>	<b>N</b>	<b>%</b>
I do not have any child care responsibilities	776	62.9%
No arrangements needed to manage child care responsibilities (e.g., older children)	161	12.4%
Child care in my own home (e.g., other parent, relative, nanny, au pair)	194	14.4%
Alternative work arrangement (e.g., telework, flexible work schedule)	157	12.0%
Child care center	53	3.6%
Paid leave	128	9.4%
Unpaid leave	9	0.6%
Child care in someone else's home (e.g., relative or neighbor, professional child care provider)	89	6.2%
Respite care (temporary care of a sick or disabled child, providing relief for their usual caregiver)	2	0.2%
Agency emergency back-up care program	1	0.1%
Resource and referral services for dependent child care	1	0.1%
Other services/arrangements	30	2.6%
Total (percents will add to more than 100% because respondents could choose more than one response option)	1,264	--

**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)**

<b>Response Options</b>	<b>N</b>	<b>%</b>
I do not have any elder/adult care responsibilities	1,030	79.6%
No arrangements needed to manage elder/adult care responsibilities (e.g., elder can manage tasks of everyday living)	100	8.2%
Alternative work arrangement (e.g., telework, flexible work schedule)	62	5.6%
Elder/adult day care center	3	0.3%
Paid leave	82	7.3%
Unpaid leave	3	0.2%
Long-term care insurance	3	0.3%
Respite care (temporary care of a sick or disabled adult/elder, providing relief for their usual caregiver)	7	0.8%
Other services/arrangements	33	3.1%
Total (percents will add to more than 100% because respondents could choose more than one response option)	1,264	--



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

Response Options	N	%
I do not have responsibility for school-aged children	638	--
Extremely	83	16.4%
Very	65	12.7%
Somewhat	133	26.1%
Slightly	99	20.1%
Not at All	120	24.8%
Does Not Apply	146	--
Total	1,284	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?**

Response Options	N	%
I do not have responsibility for children who need day care	759	--
Extremely	66	20.7%
Very	43	13.5%
Somewhat	84	25.5%
Slightly	44	14.6%
Not at All	78	25.7%
Does Not Apply	210	--
Total	1,284	100.0%

## Demographics

**Where do you work?**

	%
Headquarters	49.3%
Field	27.0%
Full-time telework (e.g., home office, telecenter)	23.7%
Total	100.0%

**What is your supervisory status?**

	%
Senior Leader	1.9%
Manager	4.2%
Supervisor	10.3%
Team Leader	9.9%
Non-Supervisor	73.8%
Total	100.0%

<b><i>What is your pay category/grade?</i></b>	<b><i>%</i></b>
Federal Wage System	0.1%
GS 1-6	7.1%
GS 7-12	40.0%
GS 13-15	50.0%
Senior Executive Service	1.8%
Senior Level (SL) or Scientific or Professional (ST)	0.2%
Other	0.7%
Total	100.0%

<b><i>What is your US military service status?</i></b>	<b><i>%</i></b>
No Prior Military Service	82.8%
Currently in National Guard or Reserves	0.6%
Retired	6.0%
Separated or Discharged	10.6%
Total	100.0%

<b><i>Are you:</i></b>	<b><i>%</i></b>
The spouse of a current active duty service member of the U.S. Armed Forces	0.8%
The spouse of a service member who retired or separated from active duty in the U.S. Armed Forces with a disability rating of 100 percent	1.0%
The widow(er) of a service member killed while on active duty in the U.S. Armed Forces	0.0%
None of the categories listed	98.2%
Total	100.0%

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

<b><i>Have you been hired under the Military Spouse Non-Competitive Hiring Authority?</i></b>	<b><i>%</i></b>
Yes	13.0%
No	87.0%
Total	100.0%

<b><i>How long have you been with the Federal Government (excluding military service)?</i></b>	<b><i>%</i></b>
Less than 1 year	0.2%
1 to 3 years	12.0%
4 to 5 years	7.8%
6 to 10 years	20.4%
11 to 14 years	16.2%
15 to 20 years	16.2%
More than 20 years	27.1%
Total	100.0%

<b>How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?</b>		<b>%</b>
Less than 1 year		0.4%
1 to 3 years		20.7%
4 to 5 years		12.9%
6 to 10 years		24.7%
11 to 14 years		12.3%
15 to 20 years		11.5%
More than 20 years		17.5%
Total		100.0%

<b>Please select the response that best describes your intention to leave your organization (1) before the COVID-19 pandemic and (2) today (the date you responded to this survey).</b>		
<b>Are you considering leaving your organization within the next year, and if so, why?</b>	<b>Before the COVID-19 Pandemic %</b>	<b>Today %</b>
No	74.9%	71.0%
Yes, to retire	5.7%	6.8%
Yes, to take another job within the Federal Government	16.3%	17.4%
Yes, to take another job outside the Federal Government	1.8%	2.8%
Yes, other	1.3%	2.0%
Total	100.0%	100.0%

***If the response to your considering leaving your organization did not differ between "Before the COVID-19 Pandemic" and "Today," this item was skipped.***

<b>Has your intention to leave your organization within the next year changed because of the COVID-19 pandemic?</b>		<b>%</b>
Yes		27.2%
No		72.8%
Total		100.0%

**Please select the response that best describes your retirement plans (1) before the COVID-19 pandemic and (2) today (the date you responded to this survey).**

	<b>Before the COVID-19 Pandemic %</b>	<b>Today %</b>
<b><i>I am planning to retire:</i></b>		
Less than 1 year	2.1%	3.4%
1 year	3.5%	3.0%
2 years	4.7%	4.4%
3 years	3.5%	3.7%
4 years	3.7%	3.7%
5 years	7.0%	6.8%
More than 5 years	75.5%	74.9%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>

***If the response to your retirement plans did not differ between "Before the COVID-19 Pandemic" and "Today," this item was skipped.***

<b><i>Has your retirement plan changed because of the COVID-19 pandemic?</i></b>	<b>%</b>
Yes	31.0%
No	69.0%
<b>Total</b>	<b>100.0%</b>

## My Personal Demographics

<b><i>Are you of Hispanic, Latino, or Spanish origin?</i></b>	<b>%</b>
Yes	5.0%
No	95.0%
<b>Total</b>	<b>100.0%</b>

<b><i>Please select the racial category or categories with which you most closely identify.</i></b>	<b>%</b>
White	69.1%
Black or African American	22.8%
All other races	8.1%
<b>Total</b>	<b>100.0%</b>

<b><i>What is your age group?</i></b>	<b>%</b>
29 years and under	4.1%
30-39 years old	24.3%
40-49 years old	24.5%
50-59 years old	32.8%
60 years or older	14.4%
<b>Total</b>	<b>100.0%</b>

<b>What is the highest degree or level of education you have completed?</b>	<b>%</b>
Less than High School/ High School Diploma/ GED	8.0%
Certification/ Some College/ Associate's Degree	22.4%
Bachelor's Degree	35.5%
Advanced Degrees (Post Bachelor's Degree)	34.2%
Total	100.0%

<b>Are you an individual with a disability?</b>	<b>%</b>
Yes	13.8%
No	86.2%
Total	100.0%

<b>Are you:</b>	<b>%</b>
Male	35.4%
Female	64.6%
Total	100.0%

<b>Are you transgender?</b>	<b>%</b>
Yes	--
No	--
Total	--

*Note: All results are suppressed when any single demographic category has fewer than 4 responses.*

<b>Which one of the following do you consider yourself to be?</b>	<b>%</b>
Straight, that is not gay or lesbian	95.3%
Gay or Lesbian	2.8%
Bisexual	0.9%
Something else	0.9%
Total	100.0%

## Agency-Specific Items:

### ***1. Managers support collaboration across divisions/offices to accomplish work objectives.***

<b>Response Options</b>	<b>N</b>	<b>%</b>
Strongly Agree	471	36.0%
Agree	491	39.6%
Neither Agree nor Disagree	198	16.1%
Disagree	74	5.8%
Strongly Disagree	33	2.5%
Total	1,267	100.0%

### ***2. My supervisor emphasizes the importance of meeting customers' needs.***

<b>Response Options</b>	<b>N</b>	<b>%</b>
Strongly Agree	759	58.0%
Agree	415	33.3%
Neither Agree nor Disagree	70	6.0%
Disagree	21	1.7%
Strongly Disagree	14	1.1%
Total	1,279	100.0%

### ***3. I am satisfied with the information I receive about what is happening across OPM.***

<b>Response Options</b>	<b>N</b>	<b>%</b>
Very Satisfied	373	28.2%
Satisfied	497	38.8%
Neither Satisfied nor Dissatisfied	226	17.9%
Dissatisfied	136	10.7%
Very Dissatisfied	55	4.4%
Total	1,287	100.0%