

FY2024 Federal Employee Viewpoint Survey Summary – Results for OPM Only

The 2024 Federal Employee Viewpoint Survey (FEVS) was administered to OPM employees in May of 2024.

The survey was provided to all non-political OPM employees onboard as of November of 2023. Approximately 1,489 surveys were completed out of 2,786 administered, for a response rate of 53.45%, which was 8.2 percentage points lower than FY23's response rate of 61.65%.

This survey is also used to address government priorities. Content aligned with the Executive Order on Diversity, Equity, Inclusion, and Accessibility (DEIA) were included in the 2022 survey as a new DEIA index, continued with the 2024 DEIA Index.

OPM has reviewed the 2024 FEVS results in senior leadership meetings, provided all Associate Directors and Office Heads with their respective organization's results, provided all direct supervisors with their work unit's results if available, and shared high-level findings with the OPM employee workforce.

OPM has implemented an agency-wide Employee Experience (EX) plan based on the 2023 survey results as a baseline. This plan focuses on the EX journey for all OPM employees, and included a senior leader roadshow, and "idea jams" to capture innovative ideas from employees. These ideas were then grouped into focus areas and reviewed for implementation in the upcoming fiscal year.

Summary of Results:

The highest percent positive items were the following:

Q90: It is important to me that my work contribute to the common good. 95%

Q53: My supervisor holds me accountable for achieving results. 94%

Q20: Employees in my work unit meet the needs of our customers. 92%

Q21: Employees in my work unit contribute positively to my agency's performance. 92%

Q44: My organization has prepared me for potential cybersecurity threats. 92%

The highest percent negative items were the following:

Q41: The approval process in my organization allows timely delivery of my work. 22%

Q66: Management involves employees in decisions that affect their work. 21%

Q17: In my work unit, differences in performance are recognized in a meaningful way. 20%

Q5: My workload is reasonable. 20%

Q47: I believe the results of this survey will be used to make my agency a better place to work. 18%

The largest increases in percent positive since 2023 were:

Q33: Employees in my work unit consistently look for ways to improve customer service. 82% (+4%)

Q81: In my work unit, people's differences are respected. 83% (+3%)

Q90: It is important to me that my work contribute to the common good. 95% (+3%)

Q87: The work I do gives me a sense of accomplishment. 82% (+3%)

Q5: My workload is reasonable. 66% (+3%)

The largest increases in percent negative since 2023 were:

Q14: I can make decisions about my work without getting permission first. 16% (+3%)

Q41: The approval process in my organization allows timely delivery of my work. 22% (+2%)

Q43: My organization has prepared me for potential physical security threats. 10% (+2%)

Q73: My organization's management practices promote diversity (e.g., outreach, recruitment, promotion opportunities). 8% (+2%)

Q17: In my work unit, differences in performance are recognized in a meaningful way. 20% (+1%)

Engagement Index Score: 80%

74% Leaders Lead

87% Supervisors

79% Intrinsic Work Experience

Global Satisfaction: 75%

Employee Experience Index: 79%

Performance Confidence Index: 91%

Diversity, Equity, Inclusion, and Accessibility (DEIA) Index Overall: 79%

80% Diversity

76% Equity

82% Inclusion

76% Accessibility

2024 FEVS Item Results

Item	Item Text	Percent Positive	Percent Neutral	Percent Negative
1	I am given a real opportunity to improve my skills in my organization.	76.0%	13.2%	10.8%
2	I feel encouraged to come up with new and better ways of doing things.	72.4%	14.9%	12.7%
3	My work gives me a feeling of personal accomplishment.	80.2%	11.3%	8.4%
4	I know what is expected of me on the job.	83.8%	9.8%	6.4%
5	My workload is reasonable.	66.2%	14.2%	19.6%
6	My talents are used well in the workplace.	70.8%	14.6%	14.7%
7	I know how my work relates to the agency's goals.	88.9%	6.9%	4.1%

8	I can disclose a suspected violation of any law, rule, or regulation without fear of reprisal.	76.7%	14.3%	8.9%
9	I have enough information to do my job well.	75.6%	13.5%	10.9%
10	I receive the training I need to do my job well.	70.3%	17.3%	12.4%
11	I am held accountable for the quality of work I produce.	91.0%	6.4%	2.6%
12	I have a clear idea of how well I am doing my job.	83.3%	10.2%	6.5%
13	I have the autonomy to decide how I do my job.	77.9%	12.0%	10.1%
14	I can make decisions about my work without getting permission first.	68.7%	15.7%	15.6%
15	The people I work with cooperate to get the job done.	86.5%	7.7%	5.8%
17	In my work unit, differences in performance are recognized in a meaningful way.	55.5%	24.6%	19.9%
18	Employees in my work unit share job knowledge.	87.5%	6.8%	5.7%
19	My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	83.2%	9.7%	7.0%
20	Employees in my work unit meet the needs of our customers.	92.0%	7.2%	0.7%
21	Employees in my work unit contribute positively to my agency's performance.	91.6%	7.4%	1.0%
22	Employees in my work unit produce high-quality work.	90.5%	8.4%	1.1%
23	Employees in my work unit adapt to changing priorities.	88.2%	9.8%	2.1%
24	New hires in my work unit (i.e., hired in the past year) have the right skills to do their jobs.	72.9%	17.1%	10.0%
25	I can influence decisions in my work unit.	71.2%	18.4%	10.4%
26	I know what my work unit's goals are.	87.9%	7.6%	4.4%
27	My work unit commits resources to develop new ideas (e.g., budget, staff, time, expert support).	65.1%	19.8%	15.2%
28	My work unit successfully manages disruptions to our work.	78.4%	12.3%	9.3%

29	Employees in my work unit consistently look for new ways to improve how they do their work.	76.1%	15.7%	8.2%
30	Employees in my work unit incorporate new ideas into their work.	76.4%	15.3%	8.3%
31	Employees in my work unit approach change as an opportunity.	69.8%	19.8%	10.3%
32	Employees in my work unit consider customer needs a top priority.	87.5%	8.1%	4.4%
33	Employees in my work unit consistently look for ways to improve customer service.	81.5%	12.3%	6.2%
34	Employees in my work unit support my need to balance my work and personal responsibilities.	83.7%	10.0%	6.3%
35	Employees are recognized for providing high quality products and services.	73.0%	13.3%	13.7%
36	Employees are protected from health and safety hazards on the job.	80.6%	12.3%	7.0%
37	My organization is successful at accomplishing its mission.	85.7%	9.5%	4.8%
38	I have a good understanding of my organization's priorities.	84.3%	9.0%	6.7%
39	My organization shares results (for example, town halls, email, distribution of reports) from the Federal Employee Viewpoint Survey (FEVS).	89.6%	6.8%	3.5%
40	Information is openly shared in my organization.	67.6%	17.3%	15.1%
41	The approval process in my organization allows timely delivery of my work.	58.5%	19.6%	21.9%
42	My organization effectively adapts to changing government priorities.	77.0%	15.8%	7.2%
43	My organization has prepared me for potential physical security threats.	70.9%	19.7%	9.5%
44	My organization has prepared me for potential cybersecurity threats.	91.5%	6.6%	1.9%
45	In my organization, arbitrary action, personal favoritism, and/or political coercion are not tolerated.	62.2%	21.4%	16.4%
46	I recommend my organization as a good place to work.	79.1%	12.1%	8.8%
47	I believe the results of this survey will be used to make my agency a better place to work.	61.7%	20.2%	18.1%

48	Supervisors in my work unit support employee development.	86.2%	8.3%	5.5%
49	My supervisor supports my need to balance work and other life issues.	90.8%	5.7%	3.5%
50	My supervisor listens to what I have to say.	88.4%	6.0%	5.6%
51	My supervisor treats me with respect.	91.2%	5.1%	3.7%
52	I have trust and confidence in my supervisor.	84.8%	8.7%	6.6%
53	My supervisor holds me accountable for achieving results.	93.6%	5.4%	1.0%
54	Overall, how good a job do you feel is being done by your immediate supervisor?	86.0%	8.2%	5.8%
55	My supervisor provides me with constructive suggestions to improve my job performance.	80.4%	12.1%	7.5%
56	My supervisor provides me with performance feedback throughout the year.	86.4%	7.9%	5.7%
57	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	64.5%	19.5%	16.0%
58	My organization's senior leaders maintain high standards of honesty and integrity.	72.8%	18.0%	9.2%
59	Managers communicate the goals of the organization.	77.4%	14.3%	8.3%
60	Managers promote communication among different work units (for example, about projects, goals, needed resources).	70.1%	16.4%	13.5%
61	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	78.0%	12.9%	9.1%
62	I have a high level of respect for my organization's senior leaders.	74.9%	14.5%	10.6%
63	Senior leaders demonstrate support for Work-Life programs.	77.5%	13.7%	8.8%
64	Management encourages innovation.	71.0%	16.8%	12.3%
65	Management makes effective changes to address challenges facing our organization.	66.5%	18.3%	15.2%
66	Management involves employees in decisions that affect their work.	59.1%	19.9%	21.0%
67	How satisfied are you with your involvement in decisions that affect your work?	62.9%	21.6%	15.5%

68	How satisfied are you with the information you receive from management on what's going on in your organization?	69.7%	17.0%	13.3%
69	How satisfied are you with the recognition you receive for doing a good job?	69.5%	16.8%	13.7%
70	Considering everything, how satisfied are you with your job?	77.0%	12.3%	10.7%
71	Considering everything, how satisfied are you with your pay?	68.1%	15.7%	16.2%
72	Considering everything, how satisfied are you with your organization?	75.3%	13.5%	11.2%
73	My organization's management practices promote diversity (e.g., outreach, recruitment, promotion opportunities).	78.5%	13.5%	8.0%
74	My supervisor demonstrates a commitment to workforce diversity (e.g., recruitment, promotion opportunities, development).	82.2%	12.9%	4.9%
75	I have similar access to advancement opportunities (e.g., promotion, career development, training) as others in my work unit.	75.6%	11.4%	13.0%
76	My supervisor provides opportunities fairly to all employees in my work unit (e.g., promotions, work assignments).	78.8%	11.5%	9.6%
77	In my work unit, excellent work is similarly recognized for all employees (e.g., awards, acknowledgements).	74.2%	13.2%	12.7%
78	Employees in my work unit make me feel I belong.	83.5%	10.3%	6.3%
79	Employees in my work unit care about me as a person.	81.6%	13.3%	5.0%
80	I am comfortable expressing opinions that are different from other employees in my work unit.	79.1%	11.4%	9.5%
81	In my work unit, people's differences are respected.	83.3%	10.5%	6.3%
82	I can be successful in my organization being myself.	81.6%	10.2%	8.1%
83	I can easily make a request of my organization to meet my accessibility needs.	78.5%	13.6%	7.9%
84	My organization responds to my accessibility needs in a timely manner.	74.0%	16.7%	9.4%
85	My organization meets my accessibility needs.	75.8%	16.5%	7.7%
86	My job inspires me.	69.4%	18.7%	11.9%
87	The work I do gives me a sense of accomplishment.	82.0%	10.5%	7.5%

88	I feel a strong personal attachment to my organization.	67.1%	20.1%	12.8%
89	I identify with the mission of my organization.	82.2%	13.5%	4.3%
90	It is important to me that my work contribute to the common good.	95.4%	3.7%	0.9%

16. In my work unit poor performers usually (select all that apply):	Responses	Percentage
Remain in the work unit and improve their performance over time	265	18.9%
Remain in the work unit and continue to underperform	375	26.5%
Leave the work unit - removed or transferred	159	10.6%
Leave the work unit - quit	74	4.4%
There are no poor performers in my work unit	392	23.4%
Do Not Know	414	28.8%

Demographics

Where do you work?	
Response Options	%
Headquarters	35.7%
Field	12.8%
Full-time telework (e.g., home office, telecenter)	51.5%
Total	100.0%

What is your supervisory status?	
Response Options	%
Senior Leader	3.6%
Manager	5.0%
Supervisor	11.8%
Team Leader	10.9%
Non-Supervisor	68.6%
Total	100.0%

What is your pay category/grade?	
Response Options	%

Federal Wage System (for example, WB, WD, WG, WL, WM, WS, WY)	0.1%
GS 1-6	3.9%
GS 7-12	25.6%
GS 13-15	66.6%
Senior Executive Service	3.1%
Senior Level (SL) or Scientific or Professional (ST)	0.4%
Other	0.3%
Total	100.0%

<i>What is your US military service status?</i>	
Response Options	%
No Prior Military Service	79.5%
Currently in National Guard or Reserves	0.6%
Retired	7.5%
Separated or Discharged	12.4%
Total	100.0%

<i>Are you the spouse...</i>	
Response Options	%
of a current active-duty service member of the U.S. Armed Forces (to include active national guard and reserve duty).	2.8%
of a Veteran of the U.S. Armed Forces and married to them before or during their active service.	6.0%
of a Veteran who retired or separated from active duty in the U.S. Armed Forces with a disability rating of 100 percent.	2.6%
who is also the primary caregiver for a Veteran of the U.S. Armed Forces undergoing medical treatment or therapy for a serious injury or illness.	0.5%
of a service member who died (i.e., widow or widower) as a result of their service to the U.S. Armed Forces.	0.2%
None of the spouse categories listed.	89.8%
Total (percents will add to more than 100% because respondents could choose more than one response option)	N/A

<i>If the response to the previous question on if you are a military spouse was "None of the categories listed," this item was skipped.</i>	
<i>Have you been hired under the Military Spouse Non-Competitive Hiring Authority?</i>	
Response Options	%
Yes	9.4%
No	90.6%
Total	100.0%

<i>Are you the child, parent, or next of kin (excluding spouse)...</i>	
Response Options	%
of a Veteran who retired or separated from active duty in the U.S. Armed Forces with a disability rating of 100 percent.	3.9%
who is also the primary caregiver for a Veteran of the U.S. Armed Forces undergoing medical treatment or therapy for a serious injury or illness.	0.6%
of a service member who died as a result of their service to the U.S. Armed Forces.	0.6%
None of the child, parent, or next of kin categories listed.	95.5%
Total (percents will add to more than 100% because respondents could choose more than one response option)	N/A

<i>How long have you been with the Federal Government (excluding military service)?</i>	
Response Options	%
Less than 1 year	3.4%
1 to 3 years	11.4%
4 to 5 years	6.9%
6 to 10 years	17.2%
11 to 14 years	15.8%
15 to 20 years	18.2%
More than 20 years	27.3%
Total	100.0%

<i>How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?</i>	
Response Options	%
Less than 1 year	8.3%
1 to 3 years	27.8%
4 to 5 years	8.8%
6 to 10 years	16.6%
11 to 14 years	13.3%
15 to 20 years	10.0%
More than 20 years	15.0%
Total	100.0%

<i>Are you considering leaving your organization within the next year, and if so, why?</i>	
Response Options	%
No	72.7%
Yes, to retire	5.2%
Yes, to take another job within the Federal Government	16.0%
Yes, to take another job outside the Federal Government	1.8%

Yes, other	4.3%
Total	100.0%

If the response to the previous question on your intent to leave was "No," this item was skipped.

Has your work unit's telework or remote work options influenced your intent to leave?

Response Options	%
Yes	30.6%
No	69.4%
Total	100.0%

I am planning to retire:

Response Options	%
Less than 1 year	2.9%
1 year	2.2%
2 years	4.0%
3 years	5.8%
4 years	2.8%
5 years	6.4%
More than 5 years	75.9%
Total	100.0%

Personal Demographics:

Are you of Hispanic, Latino, or Spanish origin?

Response Options	%
Yes	7.5%
No	92.5%
Total	100.0%

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

Response Options	%
White	64.6%
Black or African American	23.8%
All other races	11.6%
Total	100.0%

What is your age group?

Response Options	%
29 years and under	3.8%
30-39 years old	19.7%

40-49 years old	33.9%
50-59 years old	28.4%
60 years or older	14.3%
Total	100.0%

<i>What is the highest degree or level of education you have completed?</i>	
Response Options	%
Less than High School/ High School Diploma/ GED	3.3%
Certification/ Some College/ Associate's Degree	15.6%
Bachelor's Degree	32.4%
Advanced Degrees (Post Bachelor's Degree)	48.7%
Total	100.0%

<i>Are you an individual with a disability?</i>	
Response Options	%
Yes	20.5%
No	79.5%
Total	100.0%

<i>Are you:</i>	
Response Options	%
Male	37.9%
Female	61.1%
Non-binary	0.3%
I use a different term	0.7%
Total	100.0%

<i>Are you transgender?</i>	
Response Options	%
Yes	0.4%
No	99.6%
Total	100.0%

<i>Which one of the following best represents how you think of yourself?</i>	
Response Options	%
Straight, that is not gay or lesbian	92.4%

Gay or Lesbian	2.9%
Bisexual	2.3%
I use a different term	2.5%
Total	100.0%

Agency-Specific Items:

1. OPM senior leaders encourage collaborative decision making that incorporates the needs of program offices outside of their own.		
Response Options	N	%
Strongly Agree	391	28.1%
Agree	458	36.2%
Neither Agree nor Disagree	232	21.7%
Disagree	75	6.2%
Strongly Disagree	84	7.9%
No Basis to Judge	203	— ^{ex}
Total	1,443	100.0%

Note: A "—^{ex}" indicates "No Basis to Judge" responses are not included in percentage calculations.

2. I have sufficient resources (for example, people, materials, budget) to get my job done.		
Response Options	N	%
Strongly Agree	337	22.0%
Agree	570	40.9%
Neither Agree nor Disagree	189	13.5%
Disagree	209	14.4%
Strongly Disagree	126	9.1%
No Basis to Judge	15	— ^{ex}
Total	1,446	100.0%

Note: A "—^{ex}" indicates "No Basis to Judge" responses are not included in percentage calculations.

3. My work unit effectively manages projects (i.e., projects meet their goals, are delivered on time, and are within allocated resources).		
Response Options	N	%
Strongly Agree	556	38.3%
Agree	619	44.1%
Neither Agree nor Disagree	124	10.6%
Disagree	56	4.1%
Strongly Disagree	39	2.8%
No Basis to Judge	38	— ^{ex}
Total	1,432	100.0%

Note: A "—^{ex}" indicates "No Basis to Judge" responses are not included in percentage calculations.

4. My work unit has the appropriate knowledge and skills to effectively manage projects.		
Response Options	N	%
Strongly Agree	577	38.4%
Agree	596	43.4%
Neither Agree nor Disagree	128	10.0%
Disagree	68	5.5%
Strongly Disagree	35	2.6%
No Basis to Judge	27	— ^{ex}
Total	1,431	100.0%

Note: A "—^{ex}" indicates "No Basis to Judge" responses are not included in percentage calculations.

5. I feel comfortable reporting work-related challenges and risks to my supervisor.		
Response Options	N	%
Strongly Agree	718	47.9%
Agree	526	38.4%
Neither Agree nor Disagree	80	6.6%
Disagree	51	3.9%
Strongly Disagree	42	3.1%
No Basis to Judge	15	— ^{ex}
Total	1,432	100.0%

Note: A "—^{ex}" indicates "No Basis to Judge" responses are not included in percentage calculations.

6. My organization makes decisions informed by data to improve agency performance.		
Response Options	N	%
Strongly Agree	483	34.5%
Agree	495	39.0%
Neither Agree nor Disagree	186	15.0%
Disagree	84	7.2%
Strongly Disagree	56	4.3%
No Basis to Judge	127	— ^{ex}
Total	1,431	100.0%

Note: A "—^{ex}" indicates "No Basis to Judge" responses are not included in percentage calculations.

7. My team's current work schedules (i.e., telework arrangements and scheduled days/hours) allow us to work productively.		
Response Options	N	%
Strongly Agree	828	53.9%
Agree	458	34.4%
Neither Agree nor Disagree	79	6.9%
Disagree	36	3.4%
Strongly Disagree	18	1.5%

No Basis to Judge	16	— ^{ex}
Total	1,435	100.0%

Note: A "—^{ex}" indicates "No Basis to Judge" responses are not included in percentage calculations.

8. Considering everything, how satisfied are you with your current work schedule (i.e., telework arrangement and scheduled days/hours)?		
Response Options	N	%
Very Satisfied	915	56.8%
Satisfied	354	28.0%
Neither Satisfied or Dissatisfied	79	7.2%
Dissatisfied	61	5.9%
Very Dissatisfied	29	2.1%
Total	1,438	100.0%