



FEDERAL LABOR RELATIONS AUTHORITY 2016 Federal Employee Viewpoint Survey Interpretation of Results

Summary of Results and Organizational Performance. The Office of Personnel Management's (OPM's) Federal Employee Viewpoint Survey (FEVS) is a key tool that provides employees the opportunity to influence change by submitting feedback about their work environment, agency leadership, and many other aspects of the organization. The FLRA's response rate of 83% of eligible employees – well above the government-wide average of 46% – demonstrates that employees value the process and use the FEVS as a tool to communicate their interests and concerns to agency leadership and managers. This 2016 snapshot in time represents employees' perceptions of the agency's work environment.

OPM administered the 2016 FEVS at the FLRA from May 2, 2016 to June 14, 2016. The results of the survey reflect the agency's continuous growth in overall employee satisfaction, as demonstrated by the FLRA ranking as the #1 small agency in two important indices – Employee Engagement and New IQ – and the increase in 2016 positive ratings in 19 items from 2015. In addition, the FLRA has 66 identified strengths (items with 65% or higher positive ratings) and no identified challenges (items with 35% or higher negative ratings).

Agency Strengths. As noted above, the FLRA has 66 identified strengths. Of particular note is that: 97% of FLRA respondents report that they are held accountable for achieving results; 96% positively rate the overall quality of the work done by their work unit; 96% indicate that they are willing to put in extra effort to get a job done; 94% know how their work relates to the agency's goals and priorities; 94% think that the people they work with cooperate to get the job done; 94% believe that the agency is successful at accomplishing its mission; 93% find that the workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals; 92% indicate that their supervisors regularly communicate with them about their performance; and 91% state that employees in their work unit share job knowledge with each other. These results show that employees at all levels understand the mission of the FLRA, understand their role in achieving the mission, and see themselves as an integral part of achieving agency-wide success. The agency continues to credit its mission performance successes to its high level of employee engagement. Moreover, the agency's scores are above the government-wide average in 69 out of 71 questions.

Areas for Improvement. In addition to this year's #1 small-agency ranking in the Employee Engagement and New IQ indices and increased ratings in 19 questions, FLRA employees also identified areas for improvement. These include opportunities for advancement, meaningful recognition of differences in performance, encouragement of creativity and innovation, personal empowerment with respect to work processes, and training-needs assessments. The FLRA renews its unwavering agency-wide commitment to address areas of weakness identified in the survey in full collaboration with employees at all levels. In full partnership with the employees' representative organization (the Union of Authority Employees), through the agency's Labor-Management Forum, the FLRA will analyze these survey results and develop strategies and policies to address areas of challenge.

As employees indicated – with 82% percent responding that they believe the survey will be used to make the FLRA a better place to work – the results of the survey are critical to the achievement of the FLRA's strategic and organizational goals. And they are an important tool for informing leadership and management of areas of progress and opportunities for improvement. The FLRA's leadership at all levels throughout the agency is indeed committed to using tools like the FEVS to make the FLRA the best workplace that it can be. Full employee engagement is essential to the success of the agency's mission, and to the quality of the service that the FLRA can provide to the American public.