



FEDERAL LABOR RELATIONS AUTHORITY 2018 Federal Employee Viewpoint Survey Interpretation of Results

Organizational Response Rate:

The Office of Personnel Management's (OPM's) Federal Employee Viewpoint Survey (FEVS) provides employees an opportunity to influence change by submitting feedback about their work environment, agency leadership, and other important aspects.

The 2018 FLRA response rate of 75% – 34 points above the Government-wide average of 41% – is a 9 point increase from the 66% of eligible employees who identified strengths and concerns to Agency leadership and managers in 2017. There was increased interest among the Office of General Counsel (OGC/Regions) work unit in answering the 2018 survey: 54% of the FLRA respondents in FY 2018 were from OGC/Regions, compared to 49% in FY 2017.

Institutional Changes in FY 2018:

- **May 2017:** Work began on the Agency Reform Plan (through February 2018).
- **November 2017:** A new Executive Director was hired.
- **December 2017:** Chairman Colleen Duffy Kiko replaced Acting Chairman Patrick Pizzella. The Authority, operating for the first quarter of FY 2018 with a bare quorum, added Member James Abbott and Chairman Kiko to join Member Ernest DuBester for a full complement of three Members.
- **January 2018:** There is no leadership in the Office of the General Counsel (OGC). The Deputy General Counsel (DGC), who leads the Regional offices when there is no General Counsel, was Acting General Counsel until November 2017 (the maximum time he could serve in that position absent a nomination under the Vacancies Act), and reverted to DGC until retirement in January 2018.
- **February 2018:** Announcement of the Agency Reform Plan results including, among other things, the closure of two of the seven FLRA Regional offices (Dallas and Boston).
- **May 2018:** Final closure notices went out to the Dallas and Boston employees.
- **May-June 2018:** Responses to the FEVS questions were collected.
- **August 2018:** Work on the Strategic Plan 2018-2022 concluded (began February 2018).
- **August 2018:** The April 2018 plan to install an Acting DGC for FY 2019 was postponed when the candidate withdrew from consideration.
- **September 2018:** Dallas Regional Office closed.
- **November 30, 2018:** Boston Regional Office will close (FY 2019).

Agency Strengths:

The FLRA has 31 strengths (65%+ positive responses). The top five strengths are:

- 93% -- When needed, I am willing to put in the extra effort to get a job done.
- 92% -- My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.
- 89% -- How would you rate the overall quality of work done by your work unit?
- 88% -- Employees in my work unit share job knowledge with each other.
- 86% -- I am constantly looking for ways to do my job better.

Higher than the Government-wide average:

Agency results exceeded the Government-wide average in 31 of the 78 questions; and 11 of those questions were 10+ points higher than that average. 62% of FLRA respondents agreed that “In my work unit, steps are taken to deal with a poor performer who cannot or will not perform” – 30 points above the Government-wide average of 32%.

Questions where respondents found FLRA a better place to work than the Government-wide average:

- Promotions in my unit are based on merit (55% FLRA vs 38% Government-wide; 17 points above)
- Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well (82% vs 66%; 16 points)
- How satisfied are you with the following Work/Life programs in your agency: Telework (77% vs 62%; 15 points)
- Pay raises depend on how well employees perform their jobs (41% vs 27%; 14 points)
- Awards in my work unit depend on how well employees perform their jobs (59% vs 46%; 13 points)
- Employees in my work unit share job knowledge with each other (88% vs 76%; 12 points)

Areas for Improvement:

The 2018 FEVS is a snapshot in time that captures employees’ perceptions of the Agency’s work environment. FLRA employees identified areas for improvement involving training, the mission of the Agency, communication, innovation, management, and leadership. On key questions, there is a substantial difference in negative scores reported by FLRA HQ and the OGC/Regions staff.

Questions with the highest percentage of negative scores (broken down by FLRA HQ, and the OGC/Regions):

- 68% -- In my organization, senior leaders generate high levels of motivation and commitment in the workforce. (46% negative HQ, 83% OGC/Regions)
- 64% -- How satisfied are you with the policies and practices of your senior leaders? (49%, 76%)
- 64% -- I have a high level of respect for my organization’s senior leaders. (49%, 76%)
- 55% -- I believe the results of this survey will be used to make my agency a better place to work. (39%, 66%)
- 53% -- How satisfied are you with the information you receive from management on what’s going on in your organization? (43%, 61%)

The new staff-driven FLRA Strategic Plan 2018-2022, developed at the same time that employees were voicing specific concerns through the FEVS, reflects those concerns. Along with its other duties, the Strategic Plan Implementation Team (with representation from each Region and component of the FLRA) will address each challenge raised by the results of the FEVS and work to improve every one.