



FEDERAL LABOR RELATIONS AUTHORITY 2019 Federal Employee Viewpoint Survey Interpretation of Results

November 4, 2019

Organizational Response Rate

The Office of Personnel Management's (OPM's) Federal Employee Viewpoint Survey (FEVS) provides employees an opportunity to share their opinions about what matters most to them and to influence leadership. Employee feedback provides managers insights into where improvements have been made and are needed.

FLRA's 2019 overall response rate was 63% - 22 points higher than the Governmentwide average of 41%. That rate is also in line with the small agency (100-999 employees) response rate of 67%. A split between the FLRA's two distinct working groups is presented here:

- 1) The Authority and Administrative Headquarters (FLRA HQ) - 23 respondents and a 70% response rate
- 2) The Office of General Counsel (OGC) Headquarters and Regional Offices (OGC/Regions staff) - 29 respondents and a 59% response rate

Agency Strengths

The FLRA as a whole has 32 items identified as strengths (defined as 65 percent or greater *positive* responses). The top six strengths:

- 98% *positive* - How would you rate the overall quality of work done by your work unit
- 97% *positive* - My supervisor supports my need to balance work and other life issues
- 97% *positive* - When needed, I am willing to put in the extra effort to get a job done (*increase* from 93% in 2018)
- 96% *positive* - My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals (*increase* from 92% in 2018)
- 96% *positive* - Employees in my work unit share job knowledge with each other (*increase* from 88% in 2018)
- 96% *positive* - Physical conditions allow employees to perform their jobs well (*increase* from 82% in 2018)

Positive Increases in 2019 (since 2018)

There were marked *increases* in job satisfaction and overall well-being reported as compared to 2018.

- 14% *Increase* - How satisfied are you with your opportunity to get a better job in your organization?
- 14% *Increase* - Physical conditions allow employees to perform their jobs well
- 14% *Increase* - Considering everything, how satisfied are you with your pay?
- 13% *Increase* - Employees are protected from health and safety hazards on the job
- 13% *Increase* - Supervisors work well with employees of different backgrounds

Areas for Improvement

Employees identified areas for improvement involving training, the mission of the agency, communication, innovation, management, and leadership. On key questions, there was a substantial difference in *negative* scores reported by the FLRA HQ and the OGC/Regions staff.

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

- 72% - In my organization, senior leaders generate high levels of motivation and commitment in the workforce. (39% *negative* FLRA HQ, 94% *negative* OGC/Regions)
- 71% - My organization's senior leaders maintain high standards of honesty and integrity. (41% *negative* FLRA HQ, 90% *negative* OGC/Regions)
- 65% - I have a high level of respect for my organization's senior leaders. (27% *negative* FLRA HQ, 90% *negative* OGC/Regions)
- 64% - How satisfied are you with the policies and practices of your senior leaders? (31% *negative* FLRA HQ, 90% *negative* OGC/Regions)

The Strategic Plan Implementation Teams (with representation from every component, including OGC/Regions) will continue to address these and other challenges raised by the FEVS results. In particular, in the coming weeks, the Employee Engagement Team will be analyzing the results of the recently-conducted focus groups to better understand employee concerns.

Government Shutdown

The 2019 FEVS included a special section related to effects of the government shutdown on employees. Staff reported impacts such as interrupted deadlines or delayed pay. However, there were generally *positive* reviews of how the FLRA leadership responded.

- 97% of the FLRA staff were impacted by the shutdown by not receiving pay until after the lapse ended. Additionally, employees reported a high rate of missed deadlines (70%), reduced customer service (76%), delayed work (94%), and time lost in restarting work (71%).
- 37% said their everyday work was impacted in a moderately negative way by the shutdown, while 45% of staff reported a very negative to extremely negative impact on their work. 19% reported slightly negative to no impact on their work.
- On a positive note: 72% of the overall workforce (88% Authority, 63% Regions) believed the agency provided the support (communication, assistance, and guidance) needed during the partial shutdown.

Work-Life Balance and Teleworking Access

FLRA staff almost universally reported better than governmentwide *positive* averages in satisfaction with work-life programs offered and teleworking opportunities:

- *87% Positive* - How satisfied are you with the following Work-Life programs in your agency? Alternative Work Schedules (for example, compressed work schedule, flexible work schedule)
- *Greater than 50% telework*: more than 50% of FLRA employees telework 1-2 days per week in contrast with only 16% governmentwide and 39% at small agencies