



## FEDERAL LABOR RELATIONS AUTHORITY 2020 Federal Employee Viewpoint Survey Interpretation of Results

March 2021

### **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 2020 overall response rate was 55.8%.

### **Agency Strengths**

The FLRA as a whole has 22 items identified as strengths (defined as 65 percent or greater *positive* responses). The top five strengths:

- 96% *positive* – Employees are protected from health and safety hazards on the job
- 92% *positive* – My supervisor supports my need to balance work and other life issues
- 92% *positive* – Supervisors in my work unit support employee development
- 91% *positive* – The people I work with cooperate to get the job done
- 89% *positive* – My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals

### **Positive Increases in 2020 (since 2019)**

There were marked *increases* in job satisfaction and overall well-being reported as compared to 2019.

- 45% *Increase* – Senior leaders demonstrate support for Work-Life programs
- 37% *Increase* – Employees are recognized for providing high quality products and services
- 30% *Increase* – I am given a real opportunity to improve my skills in my organization
- 29% *Increase* – I recommend my organization as a good place to work
- 23% *Increase* – In my organization, senior leaders generate high levels of motivation and commitment in the workforce

### **Areas for Improvement**

Employees identified areas for improvement involving training, the mission of the agency, communication, innovation, management, and leadership. Questions with the highest percentage of *negative* scores:

- 42% – In my organization, senior leaders generate high levels of motivation and commitment in the workforce
- 42% – I have a high level of respect for my organization's senior leaders
- 36% – My organization's senior leaders maintain high standards of honesty and integrity
- 29% – I believe the results of this survey will be used to make my agency a better place to work
- 27% – My agency is successful at accomplishing its mission

As the Chairman recently stated, he is committed to leading the development and support of a diverse and competent staff and ensuring an open, friendly and supportive workplace. This also includes placing a strong emphasis on employee engagement at all levels in the Agency.