

Attached are the U.S. Merit Systems Protections Board's (MSPB's) Annual Employee Survey (AES) results from the 2020 Federal Employee Viewpoint Survey (FEVS), administered by the Office of Personnel Management (OPM). These data include the 16 required AES questions and other core survey questions.

- **Survey administration:** The web-based 2020 FEVS was administered September 24 – November 5, 2020. An invitation to participate in the survey was sent via email all of MSPB's permanent career civil service employees on board as of October 2019. (Political and temporary appointees were not included in the sample.)
- **Response rate:** The overall adjusted response rate in 2020 was 71% (125 surveys out of 176 surveys administered). Due to MSPB's small size, MSPB does not link results to demographic characteristics.
- **Summary of results:** This has been an unprecedented time at MSPB. We have operated without a quorum since January 2017 and without any presidentially appointed, Senate-confirmed Board members since March 1, 2019. And, like everyone around the country and around the world, we have been contending with the effects of the COVID-19 pandemic. Despite these challenges, the results of the survey were very encouraging. For example, the engagement index for MSPB employees was 80 percent, an increase of 8 raw percentage points from the index in 2019.

According to OPM's standards, MSPB had 33 strengths (percent positive above 65%) and no challenges (percent negative above 35%). The questions with the highest percent positive responses in 2020 were: "I know how my work relates to the agency's goals" (94%) and "I know what is expected of me on the job" (90%), followed by three questions about supervisors with ratings of 86% to 89%. The lowest percent positive ratings were "In my work unit, steps are taken to deal with a poor performer who cannot or will not improve" (52%), and "I believe the results of this survey will be used to make my agency a better place to work" (55%).

Comparing percent positive responses in 2019 to 2020 results, 32 items increased and two items decreased. The five largest increases included: senior managers generate high levels of motivation and commitment (+23%); I have a high level of respect for my senior leaders (+18%); in my work unit, differences in performance are recognized in a meaningful way (+16%); senior leaders maintain high standards of honesty and integrity (+15%); and senior leaders support work-life programs (+14%). The two items that decreased had percent positive response of 85% or higher.

U.S. Merit Systems Protection Board 2020 Annual Employee Survey (AES) Results

Response Type	Item	Item Text	Percent Positive %	Strongly Agree/ Very Good/ Very Satisfied %	Agree/ Good/ Satisfied %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Disagree/ Poor/ Dissatisfied %	Strongly Disagree/ Very Poor/ Very Dissatisfied %	Percent Negative %	Strongly Agree/ Very Good/ Very Satisfied N	Agree/ Good/ Satisfied N	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied N	Disagree/ Poor/ Dissatisfied N	Strongly Disagree/ Very Poor/ Very Dissatisfied N	Item Response Total** N	Do Not Know N
Agree-disagree	1	*I am given a real opportunity to improve my skills in my organization.	80.8%	35.0%	45.8%	11.9%	5.5%	1.7%	7.3%	44	58	14	7	2	125	N/A
Agree-disagree	2	I feel encouraged to come up with new and better ways of doing things.	75.6%	33.8%	41.8%	13.3%	9.0%	2.2%	11.1%	42	53	16	11	3	125	N/A
Agree-disagree	3	My work gives me a feeling of personal accomplishment.	82.8%	41.1%	41.7%	8.5%	3.0%	5.6%	8.7%	51	52	11	4	7	125	N/A
Agree-disagree	4	I know what is expected of me on the job.	90.3%	49.9%	40.4%	4.8%	4.0%	0.8%	4.9%	62	51	6	5	1	125	N/A
Agree-disagree	5	*My workload is reasonable.	75.9%	23.8%	52.0%	13.8%	8.0%	2.4%	10.4%	29	65	17	10	3	124	0
Agree-disagree	6	*My talents are used well in the workplace.	80.3%	35.4%	44.9%	11.3%	5.9%	2.5%	8.4%	43	55	14	7	3	122	0
Agree-disagree	7	*I know how my work relates to the agency's goals.	93.5%	54.9%	38.6%	4.1%	0.8%	1.6%	2.4%	67	48	5	1	2	123	0
Agree-disagree	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	69.0%	31.9%	37.1%	12.6%	6.4%	12.1%	18.4%	38	45	15	8	14	120	4
Agree-disagree	9	*The people I work with cooperate to get the job done.	85.0%	55.4%	29.6%	8.7%	5.5%	0.8%	6.3%	69	38	10	7	1	125	N/A
Agree-disagree	10	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	52.5%	18.6%	33.9%	23.7%	17.1%	6.7%	23.8%	19	34	23	17	7	100	24
Agree-disagree	12	*In my work unit, differences in performance are recognized in a meaningful way.	57.6%	22.0%	35.6%	20.2%	13.9%	8.3%	22.2%	24	39	21	15	9	108	17
Agree-disagree	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	85.9%	44.2%	41.7%	10.4%	2.1%	1.6%	3.7%	55	53	12	3	2	125	0
Agree-disagree	14	Employees are recognized for providing high quality products and services.	74.1%	27.8%	46.3%	14.8%	6.9%	4.2%	11.1%	34	57	18	9	5	123	2
Agree-disagree	15	Employees are protected from health and safety hazards on the job.	85.2%	52.0%	33.2%	11.4%	1.5%	1.9%	3.4%	65	41	14	2	2	124	1
Agree-disagree	16	My agency is successful at accomplishing its mission.	71.9%	38.9%	33.0%	16.5%	7.0%	4.6%	11.6%	48	41	20	9	6	124	1
Agree-disagree	17	*I recommend my organization as a good place to work.	72.1%	41.6%	30.5%	15.8%	8.9%	3.2%	12.1%	52	38	19	11	4	124	N/A
Agree-disagree	18	*I believe the results of this survey will be used to make my agency a better place to work.	54.6%	24.6%	30.0%	22.7%	12.9%	9.8%	22.7%	28	34	26	15	11	114	11

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Agree-disagree	19	My supervisor supports my need to balance work and other life issues.	88.4%	57.6%	30.8%	6.1%	4.7%	0.8%	5.5%	72	39	7	6	1	125	0
Agree-disagree	20	My supervisor is committed to a workforce representative of all segments of society.	83.9%	45.5%	38.4%	5.3%	5.4%	5.4%	10.8%	55	47	6	6	6	120	5
Agree-disagree	21	Supervisors in my work unit support employee development.	78.4%	44.0%	34.4%	12.8%	3.7%	5.1%	8.8%	54	43	15	5	6	123	2
Agree-disagree	22	My supervisor listens to what I have to say.	86.5%	55.3%	31.2%	4.1%	5.2%	4.2%	9.4%	69	39	5	7	5	125	N/A
Agree-disagree	23	My supervisor treats me with respect.	88.8%	61.5%	27.3%	4.0%	5.5%	1.7%	7.2%	77	34	5	7	2	125	N/A
Agree-disagree	24	I have trust and confidence in my supervisor.	79.3%	50.8%	28.6%	9.3%	5.6%	5.8%	11.4%	64	36	11	7	7	125	N/A
Good-poor	25	Overall, how good a job do you feel is being done by your immediate supervisor?	83.1%	58.4%	24.7%	11.9%	1.6%	3.4%	5.0%	73	31	14	2	4	124	N/A
Agree-disagree	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	68.8%	34.7%	34.2%	15.2%	9.7%	6.3%	16.0%	42	43	18	12	8	123	2
Agree-disagree	27	My organization's senior leaders maintain high standards of honesty and integrity.	74.6%	37.2%	37.4%	14.7%	6.1%	4.6%	10.7%	44	46	16	7	6	119	6
Agree-disagree	28	*Managers communicate the goals of the organization.	78.2%	36.3%	41.9%	14.6%	5.5%	1.7%	7.1%	44	52	17	7	2	122	0
Agree-disagree	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	60.5%	24.9%	35.6%	22.1%	12.3%	5.0%	17.3%	29	42	25	15	6	117	6
Good-poor	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	74.5%	42.6%	31.9%	16.7%	5.0%	3.8%	8.8%	48	36	19	6	4	113	11
Agree-disagree	31	I have a high level of respect for my organization's senior leaders.	72.2%	31.7%	40.5%	17.7%	6.2%	3.9%	10.1%	39	51	20	8	5	123	1
Agree-disagree	32	Senior leaders demonstrate support for Work-Life programs.	81.4%	49.6%	31.7%	9.4%	6.5%	2.7%	9.2%	60	39	11	8	3	121	3
Satisfied-dissatisfied	33	*How satisfied are you with your involvement in decisions that affect your work?	65.4%	24.6%	40.8%	19.3%	11.9%	3.4%	15.3%	31	50	23	15	4	123	N/A

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Response Type	Item	Item Text	Percent Positive %	Strongly Agree/ Very Good/ Very Satisfied %	Agree/ Good/ Satisfied %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Disagree/ Poor/ Dissatisfied %	Strongly Disagree/ Very Poor/ Very Dissatisfied %	Percent Negative %	Strongly Agree/ Very Good/ Very Satisfied N	Agree/ Good/ Satisfied N	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied N	Disagree/ Poor/ Dissatisfied N	Strongly Disagree/ Very Poor/ Very Dissatisfied N	Item Response Total** N	Do Not Know N
Satisfied-dissatisfied	34	*How satisfied are you with the information you receive from management on what's going on in your organization?	75.0%	29.1%	46.0%	17.9%	5.4%	1.6%	7.0%	36	56	21	7	2	122	N/A
Satisfied-dissatisfied	35	*How satisfied are you with the recognition you receive for doing a good job?	70.6%	31.2%	39.4%	14.0%	9.5%	5.8%	15.4%	39	48	17	12	7	123	N/A
Satisfied-dissatisfied	36	*Considering everything, how satisfied are you with your job?	75.5%	41.3%	34.2%	15.9%	5.3%	3.3%	8.7%	50	42	19	7	4	122	N/A
Satisfied-dissatisfied	37	Considering everything, how satisfied are you with your pay?	75.1%	22.1%	53.0%	11.3%	10.0%	3.6%	13.6%	28	65	14	12	4	123	N/A
Satisfied-dissatisfied	38	*Considering everything, how satisfied are you with your organization?	70.0%	34.6%	35.4%	19.6%	5.6%	4.8%	10.4%	43	44	23	7	6	123	N/A

* AES prescribed items as of 2017 (5 CFR Part 250, Subpart C)

** Unweighted count of responses excluding "Do Not Know"

The Dashboard only includes items 1-38, excluding item 11.

Percentages are weighted to represent the Agency's population.

When responding to the Core OPM FEVS questions 1 through 38, respondents were asked to share their work experiences since the last OPM FEVS administration (June 2019).

Source: 2020 OPM Federal Employee Viewpoint Survey

11. In my work unit poor performers usually:	2020		2019	
	N	%	N	%
Remain in the work unit and improve their performance over time	22	24.5%	18	18.3%
Remain in the work unit and continue to underperform	31	33.4%	38	39.2%
Leave the work unit - removed or transferred	5	5.0%	8	8.1%
Leave the work unit - quit	9	9.5%	8	8.0%
There are no poor performers in my work unit	25	27.7%	25	26.4%
Item Response Total	92	100.0%	97	100.0%
Do Not Know	33	--	29	--
Total	125	100.0%	126	100.0%

Percentages are weighted to represent the Agency's population.

"Do Not Know" responses are not included in percentage calculations.

The rows above do not include results for any year when there were fewer than 4 completed surveys.

Source: 2020 OPM Federal Employee Viewpoint Survey

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When responding to questions 58 through 64 about Work-Life programs, respondents were asked to share their work experiences since the last OPM FEVS administration (June 2019).

58. How satisfied are you with the Telework program in your agency?	2020			2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
Very Satisfied	64	54.3%	52.5%	52	48.5%	41.4%	57	48.3%	42.6%
Satisfied	41	34.7%	33.6%	40	36.1%	30.8%	44	39.2%	34.6%
Neither Satisfied nor Dissatisfied	7	6.0%	5.8%	7	6.6%	5.6%	8	7.8%	6.9%
Dissatisfied	5	4.1%	4.0%	6	5.6%	4.8%	4	3.1%	2.7%
Very Dissatisfied	1	0.9%	0.9%	3	3.2%	2.7%	2	1.6%	1.4%
Item Response Total	118	100.0%	96.7%	108	100.0%	85.3%	115	100.0%	88.3%
I choose not to participate in this program	3	--	2.5%	2	--	1.3%	3	--	2.2%
This program is not available to me	1	--	0.8%	14	--	12.3%	11	--	8.8%
I am unaware of this program	0	--	0.0%	1	--	1.0%	1	--	0.7%
Total	122	100.0%	100.0%	125	100.0%	100.0%	130	100.0%	100.0%

59. Which of the following Work-Life programs have you participated in or used at your agency within the last 12 months? (Mark all that apply)	2020		2019	
	N	%	N	%
Alternative Work Schedules (for example, compressed work schedule, flexible work schedule)	71	57.7%	81	64.4%
Health and Wellness Programs (for example, onsite exercise, flu vaccination, medical screening, CPR training, Health and wellness fair)	35	28.1%	51	40.8%
Employee Assistance Program - EAP (for example, short-term counseling, referral services, legal services, education services)	7	5.4%	7	6.6%
Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, subsidy, flexible spending account)	3	2.5%	4	3.4%
Elder Care Programs (for example, elder/adult care, support groups, resources)	0	0.0%	0	0.0%
None listed above	39	32.7%	27	23.2%
Total (percents will add to more than 100% because respondents could choose more than one response option)	122	--	124	--

Note: This item was not in the 2018 OPM FEVS.

60. How satisfied are you with the following Work-Life programs in your agency? Alternative Work Schedules (for example, compressed work schedule, flexible work schedule)	2020			2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
Very Satisfied	55	62.4%	44.9%	51	52.1%	39.8%	56	53.1%	42.6%
Satisfied	27	30.9%	22.3%	32	33.2%	25.3%	37	36.0%	28.9%
Neither Satisfied nor Dissatisfied	6	6.7%	4.8%	10	11.2%	8.6%	10	10.9%	8.7%
Dissatisfied	0	0.0%	0.0%	2	2.7%	2.0%	0	0.0%	0.0%
Very Dissatisfied	0	0.0%	0.0%	1	0.9%	0.6%	0	0.0%	0.0%
Item Response Total	88	100.0%	72.0%	96	100.0%	76.3%	103	100.0%	80.3%
I choose not to participate in these programs	26	--	21.4%	16	--	12.7%	17	--	12.9%
These programs are not available to me	7	--	5.7%	11	--	9.2%	6	--	4.6%
I am unaware of these programs	1	--	0.9%	2	--	1.7%	3	--	2.2%
Total	122	100.0%	100.0%	125	100.0%	100.0%	129	100.0%	100.0%

61. How satisfied are you with the following Work-Life programs in your agency? Health and Wellness Programs (for example, onsite exercise, flu vaccination, medical screening, CPR training, health and wellness fair)	2020			2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
Very Satisfied	24	29.4%	20.4%	29	30.2%	23.7%	31	27.6%	23.6%
Satisfied	45	53.5%	37.1%	48	49.6%	38.9%	54	48.9%	41.8%
Neither Satisfied nor Dissatisfied	11	13.3%	9.3%	15	15.8%	12.4%	19	17.7%	15.1%
Dissatisfied	1	1.4%	1.0%	4	4.4%	3.5%	6	5.0%	4.2%
Very Dissatisfied	2	2.5%	1.7%	0	0.0%	0.0%	1	0.8%	0.7%
Item Response Total	83	100.0%	69.4%	96	100.0%	78.4%	111	100.0%	85.4%
I choose not to participate in these programs	26	--	21.7%	20	--	15.7%	10	--	7.7%
These programs are not available to me	7	--	5.6%	5	--	3.8%	5	--	4.1%
I am unaware of these programs	4	--	3.3%	2	--	2.1%	4	--	2.8%
Total	120	100.0%	100.0%	123	100.0%	100.0%	130	100.0%	100.0%

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62. How satisfied are you with the following Work-Life programs in your agency? Employee Assistance Program - EAP (for example, short-term counseling, referral services, legal services, education services)	2020			2019			2018		
	Satisfaction		All Response Options %	Satisfaction		All Response Options %	Satisfaction		All Response Options %
	N	%		N	%		N	%	
Very Satisfied	16	29.9%	13.1%	4	8.4%	3.1%	16	23.3%	12.9%
Satisfied	25	47.3%	20.8%	17	40.2%	15.0%	21	30.3%	16.8%
Neither Satisfied nor Dissatisfied	10	19.1%	8.4%	19	46.8%	17.5%	32	45.1%	25.0%
Dissatisfied	1	1.8%	0.8%	2	4.7%	1.8%	0	0.0%	0.0%
Very Dissatisfied	1	1.9%	0.9%	0	0.0%	0.0%	1	1.3%	0.7%
Item Response Total	53	100.0%	43.9%	42	100.0%	37.4%	70	100.0%	55.5%
I choose not to participate in these programs	67	--	54.2%	73	--	56.0%	53	--	38.6%
These programs are not available to me	1	--	0.8%	4	--	3.5%	2	--	1.7%
I am unaware of these programs	1	--	1.1%	4	--	3.2%	6	--	4.3%
Total	122	100.0%	100.0%	123	100.0%	100.0%	131	100.0%	100.0%

63. How satisfied are you with the following Work-Life programs in your agency? Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, subsidy, flexible spending account)	2020			2019			2018		
	Satisfaction		All Response Options %	Satisfaction		All Response Options %	Satisfaction		All Response Options %
	N	%		N	%		N	%	
Very Satisfied	2	9.6%	1.6%	0	0.0%	0.0%	6	14.2%	4.9%
Satisfied	8	39.5%	6.7%	7	28.4%	5.5%	8	17.1%	5.9%
Neither Satisfied nor Dissatisfied	8	41.3%	6.9%	14	66.2%	12.8%	27	60.9%	21.1%
Dissatisfied	0	0.0%	0.0%	0	0.0%	0.0%	2	3.7%	1.3%
Very Dissatisfied	2	9.6%	1.6%	1	5.5%	1.1%	2	4.1%	1.4%
Item Response Total	20	100.0%	16.8%	22	100.0%	19.4%	45	100.0%	34.7%
I choose not to participate in these programs	64	--	52.8%	54	--	42.4%	37	--	27.9%
These programs are not available to me	21	--	16.8%	23	--	18.7%	24	--	18.6%
I am unaware of these programs	17	--	13.5%	25	--	19.6%	25	--	18.8%
Total	122	100.0%	100.0%	124	100.0%	100.0%	131	100.0%	100.0%

64. How satisfied are you with the following Work-Life programs in your agency? Elder Care Programs (for example, elder/adult care, support groups, resources)	2020			2019			2018		
	Satisfaction		All Response Options %	Satisfaction		All Response Options %	Satisfaction		All Response Options %
	N	%		N	%		N	%	
Very Satisfied	0	0.0%	0.0%	1	5.8%	0.7%	3	8.1%	2.2%
Satisfied	3	24.1%	2.5%	0	0.0%	0.0%	2	5.0%	1.4%
Neither Satisfied nor Dissatisfied	9	75.9%	7.8%	13	94.2%	12.1%	29	84.5%	22.9%
Dissatisfied	0	0.0%	0.0%	0	0.0%	0.0%	1	2.4%	0.6%
Very Dissatisfied	0	0.0%	0.0%	0	0.0%	0.0%	0	0.0%	0.0%
Item Response Total	12	100.0%	10.2%	14	100.0%	12.9%	35	100.0%	27.1%
I choose not to participate in these programs	56	--	45.9%	52	--	40.2%	34	--	25.2%
These programs are not available to me	18	--	14.6%	25	--	20.4%	26	--	20.3%
I am unaware of these programs	36	--	29.2%	33	--	26.6%	35	--	27.4%
Total	122	100.0%	100.0%	124	100.0%	100.0%	130	100.0%	100.0%

Percentages are weighted to represent the Agency's population.

The rows above do not include results for any year when there were fewer than 4 completed surveys.

Source: 2020 OPM Federal Employee Viewpoint Survey