

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

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.

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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
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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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