

U.S. Merit Systems Protection Board 2019 Annual Employee Survey (AES) Results

Attached are the U.S. Merit Systems Protections Board's (MSPB's) Annual Employee Survey results from the 2019 Federal Employee Viewpoint Survey (FEVS), administered by the Office of Personnel Management.

- **New questions:** The FY 2019 FEVS results include the new question about performance management and the questions relating to the 2018-2019 partial government shutdown.
- **Survey administration:** The web-based 2019 FEVS was administered May 23, 2019 to July 5, 2019. An invitation to participate in the survey was sent via e-mail to the entire sample.
- **Description of sample:** All of MSPB's permanent career civil service employees on-board as of October 2018 were invited to participate in the survey. (Political and temporary appointees were not included in the sample.)
- **Survey response:** The survey was distributed to 193 MSPB employees and 127 employees participated, yielding an overall response rate of 66 percent. Due to MSPB's small size, MSPB does not link results to demographic characteristics.
- **Summary of results:** MSPB has been without a quorum of Board Members since January 2017, and without any Presidentially-appointed, Senate-confirmed Board Members since March 1, 2019. The lack of quorum means the MSPB cannot issue decisions on petitions for review and other cases at headquarters, and cannot issue official reports of merit systems studies. Despite these limitations, MSPB employees continue to report being willing to put in extra work to get the job done as well as constantly looking for better ways to do their work, and highly rate the quality of work done by their work units.

The questions with the highest percent positive responses were: (1) "when needed I am willing to put in the extra effort to get a job done," (2) "rate the quality of work done by your work unit," (3) "I am constantly looking for ways to do my job better," (4) "my organization has prepared employees for potential security threats," and (5) "my work unit has the job-related knowledge and skills necessary to accomplish organizational goals."

The five highest percent negative ratings (all below 32 percent) were: (1) "satisfaction with pay raises depending on how well employees perform their jobs," (2) "differences in performance are recognized in a meaningful way," (3) "steps are taken to deal poor performers," (4) "opportunity to get a better job in the agency," and (5) "creativity and innovation are rewarded."

Comparing percent positive responses in 2018 to 2019 results, 16 items increased by 10 percent or more and four items decreased by 5 percent or more. The largest increases in the 71 core questions were for "managers promote communication among different work units" and "managers support collaboration across work units to accomplish work objectives" (an increase of 17 percentage points each). Not surprisingly given the lack of quorum, the largest decrease was 10 percent for "my agency is successful at accomplishing its mission."

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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/ No Basis to Judge N
Agree-disagree	1	*I am given a real opportunity to improve my skills in my organization.	74.2%	36.3%	37.9%	8.3%	14.5%	3.0%	17.5%	46	49	11	17	4	127	N/A
Agree-disagree	2	I have enough information to do my job well.	85.5%	38.9%	46.7%	4.7%	8.1%	1.7%	9.7%	50	59	6	10	2	127	N/A
Agree-disagree	3	I feel encouraged to come up with new and better ways of doing things.	62.3%	31.6%	30.7%	18.1%	14.9%	4.7%	19.6%	40	39	23	18	6	126	N/A
Agree-disagree	4	My work gives me a feeling of personal accomplishment.	76.8%	43.9%	32.9%	11.7%	8.1%	3.4%	11.5%	55	42	15	10	4	126	N/A
Agree-disagree	5	I like the kind of work I do.	88.5%	49.4%	39.2%	7.4%	3.1%	1.0%	4.1%	62	50	10	4	1	127	N/A
Agree-disagree	6	I know what is expected of me on the job.	79.8%	47.5%	32.3%	8.4%	8.5%	3.3%	11.8%	60	42	11	10	4	127	N/A
Agree-disagree	7	When needed I am willing to put in the extra effort to get a job done.	97.6%	67.0%	30.6%	1.0%	1.4%	0.0%	1.4%	83	39	1	2	0	125	N/A
Agree-disagree	8	I am constantly looking for ways to do my job better.	91.5%	46.2%	45.3%	6.5%	2.1%	0.0%	2.1%	58	58	8	3	0	127	N/A
Agree-disagree	9	I have sufficient resources (for example, people, materials, budget) to get my job done.	66.2%	22.9%	43.4%	18.2%	8.5%	7.1%	15.6%	28	54	23	11	9	125	0
Agree-disagree	10	*My workload is reasonable.	73.3%	26.1%	47.2%	16.2%	7.4%	3.0%	10.4%	33	61	20	9	4	127	0
Agree-disagree	11	*My talents are used well in the workplace.	69.5%	33.6%	36.0%	11.0%	13.5%	6.0%	19.5%	42	47	15	16	7	127	0
Agree-disagree	12	*I know how my work relates to the agency's goals.	88.7%	57.7%	31.1%	7.1%	3.1%	1.0%	4.1%	73	40	9	4	1	127	0
Agree-disagree	13	The work I do is important.	88.2%	61.8%	26.3%	9.1%	1.4%	1.4%	2.7%	79	33	11	2	2	127	0
Agree-disagree	14	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	79.9%	41.1%	38.8%	11.1%	8.0%	1.0%	9.0%	52	48	14	11	1	126	0
Agree-disagree	15	My performance appraisal is a fair reflection of my performance.	77.3%	40.7%	36.6%	8.7%	9.2%	4.8%	14.0%	50	47	11	11	5	124	3
Agree-disagree	16	I am held accountable for achieving results.	88.9%	46.9%	41.9%	7.1%	4.1%	0.0%	4.1%	58	53	10	5	0	126	0
Agree-disagree	17	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	62.8%	42.2%	20.7%	18.3%	7.6%	11.2%	18.8%	51	27	22	9	13	122	5
Agree-disagree	18	My training needs are assessed.	56.8%	22.4%	34.5%	20.6%	15.3%	7.2%	22.6%	27	44	25	19	8	123	4

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Agree-disagree	19	In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding).	77.2%	45.1%	32.1%	9.9%	4.9%	8.0%	12.9%	55	39	12	6	9	121	6
Agree-disagree	20	*The people I work with cooperate to get the job done.	84.1%	47.7%	36.4%	10.8%	4.1%	1.0%	5.1%	59	47	14	5	1	126	N/A
Agree-disagree	21	My work unit is able to recruit people with the right skills.	70.7%	28.8%	42.0%	19.9%	4.2%	5.1%	9.4%	34	51	23	6	5	119	8
Agree-disagree	22	Promotions in my work unit are based on merit.	56.8%	22.4%	34.4%	19.5%	16.2%	7.4%	23.7%	27	39	23	18	8	115	12
Agree-disagree	23	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	43.9%	17.3%	26.6%	27.1%	18.3%	10.6%	29.0%	19	26	29	20	10	104	23
Agree-disagree	24	*In my work unit, differences in performance are recognized in a meaningful way.	42.2%	18.7%	23.6%	28.7%	19.9%	9.1%	29.1%	21	27	33	22	9	112	15
Agree-disagree	25	Awards in my work unit depend on how well employees perform their jobs.	60.1%	22.1%	38.0%	21.2%	10.9%	7.7%	18.6%	26	45	24	13	8	116	11
Agree-disagree	26	Employees in my work unit share job knowledge with each other.	85.4%	44.1%	41.3%	8.9%	3.0%	2.7%	5.8%	56	52	11	4	3	126	1
Agree-disagree	27	The skill level in my work unit has improved in the past year.	60.7%	27.9%	32.8%	29.3%	4.8%	5.2%	10.0%	33	37	33	6	6	115	10
Good-poor	28	How would you rate the overall quality of work done by your work unit?	91.9%	58.8%	33.1%	8.1%	0.0%	0.0%	0.0%	74	43	10	0	0	127	N/A
Agree-disagree	29	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	89.6%	51.6%	38.0%	6.6%	2.8%	1.0%	3.8%	64	47	7	4	1	123	4
Agree-disagree	30	Employees have a feeling of personal empowerment with respect to work processes.	61.3%	23.9%	37.4%	24.8%	7.7%	6.2%	13.9%	28	47	31	10	7	123	4
Agree-disagree	31	Employees are recognized for providing high quality products and services.	63.3%	26.9%	36.4%	16.5%	14.3%	5.9%	20.2%	32	45	21	17	7	122	4
Agree-disagree	32	Creativity and innovation are rewarded.	46.5%	15.7%	30.7%	25.8%	20.9%	6.8%	27.7%	18	37	31	25	8	119	8
Agree-disagree	33	Pay raises depend on how well employees perform their jobs.	37.3%	9.1%	28.2%	32.1%	19.6%	11.0%	30.6%	10	33	35	22	13	113	12
Agree-disagree	34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	68.8%	20.1%	48.7%	16.7%	6.6%	7.8%	14.5%	24	56	20	7	8	115	12

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Agree-disagree	35	Employees are protected from health and safety hazards on the job.	88.8%	35.9%	52.9%	10.2%	0.0%	1.0%	1.0%	44	65	14	0	1	124	3
Agree-disagree	36	My organization has prepared employees for potential security threats.	90.1%	35.7%	54.5%	7.1%	1.7%	1.0%	2.7%	45	69	9	2	1	126	0
Agree-disagree	37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	66.2%	27.8%	38.4%	11.6%	11.4%	10.8%	22.2%	34	45	13	14	12	118	8
Agree-disagree	38	Prohibited Personnel Practices (for example, illegally discriminating for or against any employee/applicant, obstructing a person's right to compete for employment, knowingly violating veterans' preference requirements) are not tolerated.	75.0%	30.1%	45.0%	8.2%	8.9%	7.8%	16.8%	35	51	9	11	8	114	11
Agree-disagree	39	My agency is successful at accomplishing its mission.	66.9%	24.7%	42.1%	23.0%	5.0%	5.1%	10.1%	31	54	28	7	7	127	0
Agree-disagree	40	*I recommend my organization as a good place to work.	70.5%	44.7%	25.8%	21.0%	4.7%	3.7%	8.5%	56	33	27	6	4	126	N/A
Agree-disagree	41	*I believe the results of this survey will be used to make my agency a better place to work.	50.5%	24.1%	26.3%	26.1%	16.3%	7.2%	23.4%	25	31	29	17	9	111	16
Agree-disagree	42	My supervisor supports my need to balance work and other life issues.	88.2%	62.2%	26.0%	5.8%	4.0%	2.0%	6.0%	80	33	7	5	2	127	0
Agree-disagree	43	My supervisor provides me with opportunities to demonstrate my leadership skills.	69.4%	44.7%	24.7%	17.1%	8.1%	5.4%	13.5%	56	31	22	11	6	126	1
Agree-disagree	44	Discussions with my supervisor about my performance are worthwhile.	69.3%	43.0%	26.3%	16.1%	6.1%	8.5%	14.6%	54	33	20	8	10	125	1
Agree-disagree	45	My supervisor is committed to a workforce representative of all segments of society.	77.2%	41.8%	35.3%	11.8%	4.6%	6.4%	11.0%	51	42	14	6	7	120	6
Agree-disagree	46	My supervisor provides me with constructive suggestions to improve my job performance.	69.0%	35.4%	33.6%	15.9%	7.3%	7.8%	15.1%	45	42	20	10	9	126	1
Agree-disagree	47	Supervisors in my work unit support employee development.	73.7%	39.6%	34.1%	13.8%	6.1%	6.4%	12.5%	50	43	18	8	7	126	1
Agree-disagree	48	My supervisor listens to what I have to say.	82.9%	57.2%	25.7%	4.7%	7.0%	5.4%	12.4%	74	32	6	9	6	127	N/A
Agree-disagree	49	My supervisor treats me with respect.	85.9%	63.7%	22.2%	5.0%	4.7%	4.4%	9.1%	83	27	7	5	5	127	N/A

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Agree-disagree	50	In the last six months, my supervisor has talked with me about my performance.	88.9%	55.3%	33.7%	5.4%	3.0%	2.7%	5.7%	71	42	7	4	3	127	N/A
Agree-disagree	51	I have trust and confidence in my supervisor.	78.2%	51.9%	26.3%	6.0%	7.7%	8.1%	15.8%	66	34	8	9	10	127	N/A
Good-poor	52	Overall, how good a job do you feel is being done by your immediate supervisor?	76.3%	59.3%	17.0%	12.7%	6.0%	5.0%	11.0%	76	21	16	8	6	127	N/A
Agree-disagree	53	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	46.1%	15.5%	30.6%	28.3%	13.4%	12.2%	25.6%	19	37	34	16	14	120	7
Agree-disagree	54	My organization's senior leaders maintain high standards of honesty and integrity.	59.5%	20.0%	39.5%	23.2%	7.0%	10.4%	17.3%	24	46	28	7	11	116	10
Agree-disagree	55	Supervisors work well with employees of different backgrounds.	66.5%	25.5%	41.1%	18.6%	10.8%	4.1%	14.8%	31	47	22	12	4	116	11
Agree-disagree	56	*Managers communicate the goals of the organization.	69.8%	20.4%	49.4%	16.2%	8.9%	5.2%	14.1%	26	61	20	11	6	124	3
Agree-disagree	57	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	71.9%	21.5%	50.4%	20.8%	3.9%	3.4%	7.2%	25	57	22	4	4	112	14
Agree-disagree	58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	57.9%	13.2%	44.7%	22.9%	12.2%	6.9%	19.1%	16	54	26	14	8	118	9
Agree-disagree	59	Managers support collaboration across work units to accomplish work objectives.	60.9%	14.9%	46.0%	19.8%	11.4%	8.0%	19.3%	18	55	23	14	9	119	7
Good-poor	60	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	73.7%	35.4%	38.3%	15.3%	8.6%	2.4%	11.0%	44	45	17	11	3	120	6
Agree-disagree	61	I have a high level of respect for my organization's senior leaders.	54.3%	22.1%	32.2%	26.9%	10.6%	8.2%	18.8%	28	38	32	13	9	120	5
Agree-disagree	62	Senior leaders demonstrate support for Work-Life programs.	66.9%	26.6%	40.4%	26.1%	2.7%	4.3%	7.0%	31	44	28	3	4	110	16
Satisfied-dissatisfied	63	*How satisfied are you with your involvement in decisions that affect your work?	62.8%	27.3%	35.4%	17.3%	14.8%	5.1%	19.9%	34	46	22	18	6	126	N/A
Satisfied-dissatisfied	64	*How satisfied are you with the information you receive from management on what's going on in your organization?	62.8%	25.6%	37.2%	16.8%	17.0%	3.4%	20.4%	33	46	22	21	4	126	N/A

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Satisfied-dissatisfied	65	*How satisfied are you with the recognition you receive for doing a good job?	66.5%	25.5%	41.0%	13.6%	14.8%	5.0%	19.9%	32	52	18	18	6	126	N/A
Satisfied-dissatisfied	66	How satisfied are you with the policies and practices of your senior leaders?	50.6%	19.9%	30.7%	24.9%	17.7%	6.8%	24.5%	26	38	31	22	8	125	N/A
Satisfied-dissatisfied	67	How satisfied are you with your opportunity to get a better job in your organization?	39.6%	17.5%	22.1%	32.0%	20.2%	8.2%	28.4%	22	27	41	25	10	125	N/A
Satisfied-dissatisfied	68	How satisfied are you with the training you receive for your present job?	57.5%	26.0%	31.5%	21.7%	13.7%	7.2%	20.8%	32	41	27	16	9	125	N/A
Satisfied-dissatisfied	69	*Considering everything, how satisfied are you with your job?	74.6%	39.5%	35.2%	9.2%	10.1%	6.1%	16.2%	50	45	11	13	7	126	N/A
Satisfied-dissatisfied	70	Considering everything, how satisfied are you with your pay?	69.8%	22.0%	47.7%	12.2%	14.0%	4.0%	18.1%	28	61	15	17	5	126	N/A
Satisfied-dissatisfied	71	*Considering everything, how satisfied are you with your organization?	69.3%	29.6%	39.7%	14.5%	11.5%	4.7%	16.2%	37	51	18	14	6	126	N/A

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

** Unweighted count of responses excluding "Do Not Know" and "No Basis to Judge."

All response percentages are statistically weighted to ensure they accurately represent the Agency's population.

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72. Currently, in my work unit poor performers usually:			N	%
Remain in the work unit and improve their performance over time			18	18.3%
Remain in the work unit and continue to underperform			38	39.2%
Leave the work unit - removed or transferred			8	8.1%
Leave the work unit - quit			8	8.0%
There are no poor performers in my work unit			25	26.4%
Item Response Total			97	100.0%
Do not know			29	--
Total			126	100.0%

73. Which of the following best describes the impact of the partial government shutdown (December 22, 2018 - January 25, 2019) on your working/pay status?			N	%
The shutdown had no impact on my working/pay status			5	4.4%
I did not work and did not receive pay until after the lapse ended			110	86.4%
I worked some of the shutdown but did not receive pay until after the lapse ended			8	6.5%
I worked for the entirety of the shutdown but did not receive pay until after the lapse ended			0	0.0%
Other, not listed above			3	2.7%
Total			126	100.0%

74. How was your everyday work impacted during (if you worked) or after the partial government shutdown?			N	%
It had no impact			8	7.1%
A slightly negative impact			27	23.1%
A moderately negative impact			36	29.4%
A very negative impact			25	20.1%
An extremely negative impact			25	20.4%
Total			121	100.0%

If the response to item 74 was "It had no impact", item 75 was skipped.

75. In what ways did the partial government shutdown negatively affect your work? (Check all that apply)			N	%
Unmanageable workload			36	31.2%
Missed deadlines			63	55.2%
Unrecoverable loss of work			23	20.0%
Reduced customer service			48	42.2%
Delayed work			101	90.0%
Reduced work quality			25	22.3%
Cutback of critical work			15	13.7%
Time lost in restarting work			88	75.7%
Unmet statutory requirements			21	17.4%
Other			12	10.3%
Total (percents will add to more than 100% because respondents could choose more than one response option)			113	--

76. Are you looking for another job because of the partial government shutdown?			N	%
I am looking for another job specifically because of the shutdown			3	2.7%
I am looking for another job, but the shutdown is only one of the reasons			10	7.4%
I am looking for another job, but the shutdown had no influence on that decision			16	13.4%
I am not looking for another job currently			96	76.5%
Total			125	100.0%

77. My agency provided the support (e.g., communication, assistance, guidance) I needed during the partial government shutdown.			N	%
Strongly Agree			30	24.5%
Agree			62	49.2%
Neither Agree nor Disagree			19	15.5%
Disagree			7	5.2%
Strongly Disagree			6	5.6%
Item Response Total			124	100.0%
No support required			1	--
Total			125	100.0%

All response percentages are statistically weighted to ensure they accurately represent the Agency's population.

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78. Please select the response below that BEST describes your current teleworking schedule.	2019		2018	
	N	%	N	%
I telework very infrequently, on an unscheduled or short-term basis	8	6.0%	15	11.0%
I telework, but only about 1 or 2 days per month	11	9.1%	12	9.5%
I telework 1 or 2 days per week	49	39.3%	51	39.0%
I telework 3 or 4 days per week	28	21.4%	31	23.1%
I telework every work day	0	0.0%	0	0.0%
I do not telework because I have to be physically present on the job	5	4.2%	3	2.8%
I do not telework because of technical issues that prevent me from teleworking	0	0.0%	0	0.0%
I do not telework because I did not receive approval to do so, even though I have the kind of job where I can telework	16	14.4%	10	7.6%
I do not telework because I choose not to telework	7	5.6%	9	6.9%
Total	124	100.0%	131	100.0%

79. How satisfied are you with the Telework program in your agency?	2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
Very Satisfied	52	48.5%	41.4%	57	48.3%	42.6%
Satisfied	40	36.1%	30.8%	44	39.2%	34.6%
Neither Satisfied nor Dissatisfied	7	6.6%	5.6%	8	7.8%	6.9%
Dissatisfied	6	5.6%	4.8%	4	3.1%	2.7%
Very Dissatisfied	3	3.2%	2.7%	2	1.6%	1.4%
Item Response Total	108	100.0%	85.3%	115	100.0%	88.3%
I choose not to participate in this program	2	--	1.3%	3	--	2.2%
This program is not available to me	14	--	12.3%	11	--	8.8%
I am unaware of this program	1	--	1.0%	1	--	0.7%
Total	125	100.0%	100.0%	130	100.0%	100.0%

80. 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):	2019	
	N	%
Alternative Work Schedules	81	64.4%
Health and Wellness Programs	51	40.8%
Employee Assistance Program – EAP	7	6.6%
Child Care Programs	4	3.4%
Elder Care Programs	0	0.0%
None listed above	27	23.2%
Total (percents will add to more than 100% because respondents could choose more than one response option)	124	--

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

81. How satisfied are you with the following Work-Life programs in your agency? Alternative Work Schedules	2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
Very Satisfied	51	52.1%	39.8%	56	53.1%	42.6%
Satisfied	32	33.2%	25.3%	37	36.0%	28.9%
Neither Satisfied nor Dissatisfied	10	11.2%	8.6%	10	10.9%	8.7%
Dissatisfied	2	2.7%	2.0%	0	0.0%	0.0%
Very Dissatisfied	1	0.9%	0.6%	0	0.0%	0.0%
Item Response Total	96	100.0%	76.3%	103	100.0%	80.3%
I choose not to participate in these programs	16	--	12.7%	17	--	12.9%
These programs are not available to me	11	--	9.2%	6	--	4.6%
I am unaware of these programs	2	--	1.7%	3	--	2.2%
Total	125	100.0%	100.0%	129	100.0%	100.0%

82. How satisfied are you with the following Work-Life programs in your agency? Health and Wellness Programs	2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
Very Satisfied	29	30.2%	23.7%	31	27.6%	23.6%
Satisfied	48	49.6%	38.9%	54	48.9%	41.8%
Neither Satisfied nor Dissatisfied	15	15.8%	12.4%	19	17.7%	15.1%
Dissatisfied	4	4.4%	3.5%	6	5.0%	4.2%
Very Dissatisfied	0	0.0%	0.0%	1	0.8%	0.7%
Item Response Total	96	100.0%	78.4%	111	100.0%	85.4%
I choose not to participate in these programs	20	--	15.7%	10	--	7.7%
These programs are not available to me	5	--	3.8%	5	--	4.1%
I am unaware of these programs	2	--	2.1%	4	--	2.8%
Total	123	100.0%	100.0%	130	100.0%	100.0%

83. How satisfied are you with the following Work-Life programs in your agency? Employee Assistance Program - EAP	2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
Very Satisfied	4	8.4%	3.1%	16	23.3%	12.9%
Satisfied	17	40.2%	15.0%	21	30.3%	16.8%
Neither Satisfied nor Dissatisfied	19	46.8%	17.5%	32	45.1%	25.0%
Dissatisfied	2	4.7%	1.8%	0	0.0%	0.0%
Very Dissatisfied	0	0.0%	0.0%	1	1.3%	0.7%
Item Response Total	42	100.0%	37.4%	70	100.0%	55.5%
I choose not to participate in these programs	73	--	56.0%	53	--	38.6%
These programs are not available to me	4	--	3.5%	2	--	1.7%
I am unaware of these programs	4	--	3.2%	6	--	4.3%
Total	123	100.0%	100.0%	131	100.0%	100.0%

84. How satisfied are you with the following Work-Life programs in your agency? Child Care Programs	2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
Very Satisfied	0	0.0%	0.0%	6	14.2%	4.9%
Satisfied	7	28.4%	5.5%	8	17.1%	5.9%
Neither Satisfied nor Dissatisfied	14	66.2%	12.8%	27	60.9%	21.1%
Dissatisfied	0	0.0%	0.0%	2	3.7%	1.3%
Very Dissatisfied	1	5.5%	1.1%	2	4.1%	1.4%
Item Response Total	22	100.0%	19.4%	45	100.0%	34.7%
I choose not to participate in these programs	54	--	42.4%	37	--	27.9%
These programs are not available to me	23	--	18.7%	24	--	18.6%
I am unaware of these programs	25	--	19.6%	25	--	18.8%
Total	124	100.0%	100.0%	131	100.0%	100.0%

85. How satisfied are you with the following Work-Life programs in your agency? Elder Care Programs	2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
Very Satisfied	1	5.8%	0.7%	3	8.1%	2.2%
Satisfied	0	0.0%	0.0%	2	5.0%	1.4%
Neither Satisfied nor Dissatisfied	13	94.2%	12.1%	29	84.5%	22.9%
Dissatisfied	0	0.0%	0.0%	1	2.4%	0.6%
Very Dissatisfied	0	0.0%	0.0%	0	0.0%	0.0%
Item Response Total	14	100.0%	12.9%	35	100.0%	27.1%
I choose not to participate in these programs	52	--	40.2%	34	--	25.2%
These programs are not available to me	25	--	20.4%	26	--	20.3%
I am unaware of these programs	33	--	26.6%	35	--	27.4%
Total	124	100.0%	100.0%	130	100.0%	100.0%

All response percentages are statistically weighted to ensure they accurately represent the Agency's population. The rows above do not include results for any item or year when there were fewer than 4 completed surveys.