

U.S. Merit Systems Protection Board
2024 Federal Employee Viewpoint Survey Results

Attached are the U.S. Merit Systems Protection Board's (MSPB's) results from the 2024 Federal Employee Viewpoint Survey (FEVS), administered by the U.S. Office of Personnel Management (OPM).

- **Survey administration:** The web-based 2024 FEVS was administered from May 21 to July 6, 2024. An invitation to participate in the survey was sent via email to all MSPB permanent career civil service employees on board as of November 2023. (Political and temporary appointees were not included.)
- **Response rate:** The overall response rate in 2024 was 78% (132 surveys returned out of 170 invitations issued). This response rate is 5% lower than the response rate for 2023 (83%). Notably, however, it is higher than the 71% response rate across small agencies (100-999 employees) and significantly higher than the 41% governmentwide response rate.
- **Summary of results:** OPM defines strengths as items with **percent positive** 65% or higher. By that definition, 58 of the 89 core 2024 FEVS items were classified as strengths. The items with the highest percent positive were:
 - the importance to employees of their work contributing to the common good (**97%**),
 - employees' knowledge of how their work relates to agency goals (**96%**),
 - employees' belief that their work unit contributes positively to agency performance (**95%**),
 - employees' belief that others in their work unit share job knowledge (**94%**),
 - employees' belief that their work unit meets customer needs (**93%**), and
 - employees' belief that their work unit produces high-quality work (**93%**).

OPM defines challenges as items with **percent negative** 35% or higher. By that definition, five items were classified as challenges:

- employees' assessment of whether management involves employees in decisions that affect their work (45%),
- employees' assessment of whether senior leaders generate high levels of motivation and commitment in the workforce (45%),
- employees' expression of satisfaction with their involvement in decisions that affect their work (36%),
- employees' assessment of whether management encourages innovation (35%), and
- employees' assessment of whether information is openly shared in the organization (35%).

Comparing percent positive responses for the 89 core items in 2024 that were included on the 2023 FEVS, 26 items increased by 3% or more, and 27 items decreased by 3% or more. The largest increases were:

- employees' belief that they are protected from health and safety hazards on the job (+14%),
- employees' belief that the organization shares results from the FEVS (+12%),
- employees' assessment of whether management involves them in decisions that affect their work (+12%)
- employees' assessment of whether management encourages innovation (+11%), and
- employees' belief that management makes effective changes to address agency challenges (+10%).

The largest decreases were:

- employees' assessment of whether information is openly shared in the organization (-9%), and
- employees' assessment of whether supervisors in their work unit support employee development (-7%).

MSPB's five-year lack of quorum (2017–2022) continued to impact agency operations in the 2024 FEVS reporting year. Significant progress was made on the inherited inventory—which we expect to eliminate this fiscal year—but the ongoing elevated workload in a budget-constrained environment took a toll. Implementation of a new, modernized electronic appeal and case management system, while in the agency's best long-term interest, presented another stressor in the 2024 FEVS reporting year.

Despite these circumstances, MSPB employees continue to believe they and their colleagues produce high-quality work that contributes positively

to agency performance and meets customer needs. And while the 2024 FEVS results clearly identify challenges related to decision-making and innovation (among other topics), those are two areas that also reflect year-over-year improvement. We hope this is, at least in part, due to several initiatives undertaken based on challenges illuminated by the 2023 FEVS. MSPB plans to diligently pursue further progress in these (and other) areas while simultaneously supporting our employees' firm commitment to MSPB's mission.

Item	Item Text	Response Type	Percent Positive	Strongly Agree/ Always/ Very Good/ Very Satisfied %	Agree/ Most of the time/ Good/ Satisfied %	Neither Agree nor Disagree/ Sometimes/ Fair/ Neither Satisfied nor Dissatisfied %	Disagree/ Rarely/ Poor/ Dissatisfied %	Strongly Disagree/ Never/ Very Poor/ Very Dissatisfied %	Percent Negative	Strongly Agree/ Always/ Very Good/ Very Satisfied N	Agree/ Most of the time/ Good/ Satisfied N	Neither Agree nor Disagree/ Sometimes/ Fair/ Neither Satisfied nor Dissatisfied N	Disagree/ Rarely/ Poor/ Dissatisfied N	Strongly Disagree/ Never/ Very Poor/ Very Dissatisfied N	Item Response Total** N	Do Not Know/ No Basis to Judge/ There have been no recent hires in my work unit / I do not have any accessibility needs N
1	*I am given a real opportunity to improve my skills in my organization.	Agree-disagree	66%	28%	38%	18%	13%	4%	16%	38	48	24	17	5	132	N/A
2	I feel encouraged to come up with new and better ways of doing things.	Agree-disagree	53%	23%	31%	16%	22%	8%	30%	30	39	21	29	11	130	N/A
3	My work gives me a feeling of personal accomplishment.	Agree-disagree	79%	41%	37%	9%	7%	6%	13%	55	49	11	9	7	131	N/A
4	I know what is expected of me on the job.	Agree-disagree	82%	41%	41%	12%	3%	3%	6%	52	53	15	5	4	129	N/A
5	*My workload is reasonable.	Agree-disagree	55%	21%	35%	14%	18%	13%	31%	26	44	19	24	18	131	N/A
6	*My talents are used well in the workplace.	Agree-disagree	70%	30%	40%	14%	10%	6%	16%	40	51	18	12	8	129	N/A
7	*I know how my work relates to the agency's goals.	Agree-disagree	96%	58%	38%	1%	1%	2%	3%	75	48	1	2	3	129	N/A
8	*I can disclose a suspected violation of any law, rule, or regulation without fear of reprisal.	Agree-disagree	56%	33%	23%	15%	15%	14%	29%	42	29	18	20	18	127	4
9	I have enough information to do my job well.	Agree-disagree	79%	32%	47%	12%	7%	1%	9%	43	62	15	10	2	132	N/A
10	I receive the training I need to do my job well.	Agree-disagree	69%	30%	39%	19%	9%	4%	13%	39	50	24	13	5	131	N/A
11	I am held accountable for the quality of work I produce.	Agree-disagree	86%	51%	35%	9%	3%	1%	5%	67	47	11	5	2	132	N/A
12	I have a clear idea of how well I am doing my job.	Agree-disagree	82%	40%	42%	10%	3%	4%	7%	52	56	13	4	6	131	N/A
13	I have the autonomy to decide how I do my job.	Agree-disagree	64%	33%	31%	13%	14%	9%	23%	44	40	17	19	11	131	N/A
14	I can make decisions about my work without getting permission first.	Agree-disagree	63%	29%	35%	14%	15%	9%	23%	38	45	18	19	11	131	N/A
15	*The people I work with cooperate to get the job done.	Agree-disagree	92%	58%	34%	4%	2%	2%	3%	78	43	6	3	2	132	N/A
17	*In my work unit, differences in performance are recognized in a meaningful way.	Agree-disagree	53%	20%	33%	25%	13%	10%	23%	22	35	27	16	11	111	21
18	Employees in my work unit share job knowledge.	Agree-disagree	94%	54%	40%	2%	2%	2%	4%	72	51	3	3	3	132	0
19	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	Agree-disagree	91%	55%	36%	4%	1%	4%	5%	73	46	5	2	5	131	1
20	Employees in my work unit meet the needs of our customers.	Always-never	93%	57%	35%	5%	2%	0%	2%	69	44	7	3	0	123	7
21	Employees in my work unit contribute positively to my agency's performance.	Always-never	95%	69%	26%	3%	1%	1%	2%	86	34	4	2	1	127	3

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22	Employees in my work unit produce high-quality work.	Always-never	93%	61%	32%	6%	1%	0%	1%	76	42	9	1	0	128	2
23	Employees in my work unit adapt to changing priorities.	Always-never	90%	58%	32%	9%	1%	1%	2%	69	40	12	1	1	123	6
24	New hires in my work unit (i.e., hired in the past year) have the right skills to do their jobs.	Agree-disagree	79%	42%	36%	17%	3%	1%	4%	41	35	15	3	1	95	35
25	I can influence decisions in my work unit.	Agree-disagree	66%	33%	33%	16%	15%	4%	18%	43	43	20	20	5	131	N/A
26	I know what my work unit's goals are.	Agree-disagree	88%	51%	37%	6%	2%	4%	6%	67	49	8	2	6	132	N/A
27	My work unit commits resources to develop new ideas (e.g., budget, staff, time, expert support).	Agree-disagree	53%	26%	27%	26%	12%	10%	21%	32	32	32	14	13	123	9
28	My work unit successfully manages disruptions to our work.	Agree-disagree	73%	32%	41%	11%	9%	7%	16%	41	50	14	12	9	126	5
29	Employees in my work unit consistently look for new ways to improve how they do their work.	Agree-disagree	73%	40%	34%	15%	9%	2%	11%	48	42	20	11	3	124	8
30	Employees in my work unit incorporate new ideas into their work.	Agree-disagree	74%	36%	37%	17%	6%	3%	9%	43	45	22	7	4	121	8
31	Employees in my work unit approach change as an opportunity.	Agree-disagree	59%	33%	26%	26%	12%	3%	15%	39	31	32	14	4	120	10
32	Employees in my work unit consider customer needs a top priority.	Agree-disagree	83%	49%	34%	14%	2%	1%	4%	60	43	17	3	2	125	7
33	Employees in my work unit consistently look for ways to improve customer service.	Agree-disagree	69%	41%	28%	25%	5%	1%	6%	47	34	31	6	1	119	10
34	Employees in my work unit support my need to balance my work and personal responsibilities.	Agree-disagree	83%	47%	36%	12%	3%	3%	6%	59	46	15	4	4	128	4
35	Employees are recognized for providing high quality products and services.	Agree-disagree	64%	23%	41%	15%	14%	7%	21%	31	50	19	20	9	129	3
36	Employees are protected from health and safety hazards on the job.	Agree-disagree	77%	40%	36%	10%	7%	6%	13%	52	45	13	10	8	128	4
37	My organization is successful at accomplishing its mission.	Agree-disagree	81%	40%	40%	13%	3%	3%	6%	53	51	18	4	4	130	2
38	I have a good understanding of my organization's priorities.	Agree-disagree	76%	38%	38%	8%	11%	5%	16%	51	49	11	14	7	132	N/A
39	My organization shares results (for example, town halls, email, distribution of reports) from the Federal Employee Viewpoint Survey (FEVS).	Agree-disagree	90%	43%	47%	3%	6%	1%	7%	55	60	3	8	1	127	2
40	Information is openly shared in my organization.	Agree-disagree	41%	18%	23%	24%	14%	21%	35%	23	27	30	19	25	124	4
41	The approval process in my organization allows timely delivery of my work.	Agree-disagree	67%	30%	37%	13%	12%	8%	20%	37	45	16	14	11	123	7

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42	My organization effectively adapts to changing government priorities.	Agree-disagree	58%	22%	36%	25%	6%	10%	17%	28	44	31	8	13	124	7
43	My organization has prepared me for potential physical security threats.	Agree-disagree	78%	34%	44%	11%	7%	4%	11%	44	55	13	10	5	127	3
44	My organization has prepared me for potential cybersecurity threats.	Agree-disagree	89%	36%	53%	6%	5%	0%	5%	46	68	7	7	0	128	2
45	In my organization, arbitrary action, personal favoritism, and/or political coercion are not tolerated.	Agree-disagree	54%	23%	31%	18%	15%	14%	29%	28	37	21	19	17	122	8
46	*I recommend my organization as a good place to work.	Agree-disagree	57%	25%	31%	19%	10%	14%	24%	34	41	26	13	18	132	N/A
47	*I believe the results of this survey will be used to make my agency a better place to work.	Agree-disagree	44%	24%	20%	24%	14%	18%	32%	30	26	30	17	23	126	6
48	Supervisors in my work unit support employee development.	Agree-disagree	77%	51%	27%	12%	9%	2%	11%	63	34	15	11	2	125	3
49	My supervisor supports my need to balance work and other life issues.	Agree-disagree	87%	60%	27%	10%	2%	1%	4%	77	37	13	3	2	132	N/A
50	My supervisor listens to what I have to say.	Agree-disagree	86%	60%	27%	9%	2%	2%	5%	78	36	12	3	3	132	N/A
51	My supervisor treats me with respect.	Agree-disagree	89%	62%	27%	9%	0%	1%	1%	81	37	12	0	2	132	N/A
52	I have trust and confidence in my supervisor.	Agree-disagree	80%	57%	23%	13%	4%	4%	8%	74	30	18	5	5	132	N/A
53	My supervisor holds me accountable for achieving results.	Agree-disagree	90%	59%	31%	8%	1%	1%	2%	77	41	11	1	2	132	N/A
54	Overall, how good a job do you feel is being done by your immediate supervisor?	Good-poor	82%	59%	23%	11%	4%	2%	6%	75	31	16	5	3	130	N/A
55	My supervisor provides me with constructive suggestions to improve my job performance.	Agree-disagree	81%	47%	34%	11%	5%	4%	9%	59	45	14	7	5	130	N/A
56	My supervisor provides me with performance feedback throughout the year.	Agree-disagree	83%	52%	31%	8%	6%	3%	9%	65	41	11	8	4	129	2
57	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	Agree-disagree	39%	20%	19%	16%	21%	25%	45%	27	24	20	28	33	132	0
58	My organization's senior leaders maintain high standards of honesty and integrity.	Agree-disagree	51%	27%	24%	18%	14%	16%	31%	34	29	22	19	20	124	7
59	*Managers communicate the goals of the organization.	Agree-disagree	60%	25%	36%	20%	13%	7%	20%	33	45	26	18	9	131	1
60	Managers promote communication among different work units (for example, about projects, goals, needed resources).	Agree-disagree	51%	21%	29%	16%	16%	17%	33%	27	35	22	20	23	127	5
61	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	Good-poor	50%	31%	19%	22%	17%	12%	29%	38	22	27	22	15	124	8

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62	I have a high level of respect for my organization's senior leaders.	Agree-disagree	52%	25%	27%	15%	17%	15%	32%	33	34	20	23	20	130	2
63	Senior leaders demonstrate support for Work-Life programs.	Agree-disagree	50%	27%	24%	18%	13%	19%	32%	34	28	23	17	24	126	6
64	Management encourages innovation.	Agree-disagree	42%	23%	18%	23%	19%	17%	35%	30	21	30	23	23	127	4
65	Management makes effective changes to address challenges facing our organization.	Agree-disagree	47%	21%	26%	20%	13%	20%	33%	28	31	26	17	27	129	2
66	Management involves employees in decisions that affect their work.	Agree-disagree	41%	20%	21%	14%	23%	22%	45%	26	25	18	29	30	128	3
67	*How satisfied are you with your involvement in decisions that affect your work?	Satisfied-dissatisfied	44%	21%	23%	20%	26%	10%	36%	28	28	26	35	14	131	N/A
68	*How satisfied are you with the information you receive from management on what's going on in your organization?	Satisfied-dissatisfied	48%	20%	28%	24%	16%	12%	28%	27	35	30	22	16	130	N/A
69	*How satisfied are you with the recognition you receive for doing a good job?	Satisfied-dissatisfied	60%	28%	32%	18%	12%	10%	22%	36	41	23	17	13	130	N/A
70	*Considering everything, how satisfied are you with your job?	Satisfied-dissatisfied	64%	26%	37%	16%	13%	7%	20%	35	48	22	16	9	130	N/A
71	Considering everything, how satisfied are you with your pay?	Satisfied-dissatisfied	66%	25%	40%	15%	15%	4%	19%	33	53	20	20	5	131	N/A
72	*Considering everything, how satisfied are you with your organization?	Satisfied-dissatisfied	55%	24%	30%	18%	16%	11%	28%	33	39	23	21	15	131	N/A
73	My organization's management practices promote diversity (e.g., outreach, recruitment, promotion opportunities).	Agree-disagree	63%	32%	30%	18%	13%	7%	20%	39	34	21	17	7	118	13
74	My supervisor demonstrates a commitment to workforce diversity (e.g., recruitment, promotion opportunities, development).	Agree-disagree	74%	41%	34%	18%	4%	4%	8%	47	39	21	5	5	117	14
75	I have similar access to advancement opportunities (e.g., promotion, career development, training) as others in my work unit.	Agree-disagree	71%	31%	40%	11%	12%	6%	18%	39	48	13	15	8	123	9
76	My supervisor provides opportunities fairly to all employees in my work unit (e.g., promotions, work assignments).	Agree-disagree	71%	36%	35%	15%	9%	5%	14%	44	42	18	12	6	122	9
77	In my work unit, excellent work is similarly recognized for all employees (e.g., awards, acknowledgements).	Agree-disagree	67%	34%	33%	18%	10%	6%	16%	40	37	21	13	7	118	13
78	Employees in my work unit make me feel I belong.	Agree-disagree	85%	49%	36%	8%	4%	2%	7%	64	46	10	6	3	129	3
79	Employees in my work unit care about me as a person.	Agree-disagree	84%	50%	34%	8%	5%	3%	8%	65	43	11	6	4	129	3
80	I am comfortable expressing opinions that are different from other employees in my work unit.	Agree-disagree	80%	44%	36%	10%	7%	3%	10%	58	46	14	10	4	132	0
81	In my work unit, people's differences are respected.	Agree-disagree	83%	48%	35%	12%	3%	2%	5%	62	45	15	4	3	129	3

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82	I can be successful in my organization being myself.	Agree-disagree	77%	41%	35%	14%	5%	4%	9%	53	45	18	7	5	128	3
83	I can easily make a request of my organization to meet my accessibility needs.	Agree-disagree	79%	46%	33%	16%	3%	3%	5%	31	22	10	2	2	67	64
84	My organization responds to my accessibility needs in a timely manner.	Agree-disagree	80%	49%	31%	16%	0%	5%	5%	30	18	9	0	3	60	71
85	My organization meets my accessibility needs.	Agree-disagree	78%	45%	33%	17%	3%	1%	4%	28	19	10	2	1	60	70
86	My job inspires me.	Agree-disagree	66%	31%	35%	16%	12%	6%	18%	41	45	21	15	8	130	N/A
87	The work I do gives me a sense of accomplishment.	Agree-disagree	79%	39%	40%	10%	8%	3%	11%	52	51	13	10	4	130	N/A
88	I feel a strong personal attachment to my organization.	Agree-disagree	53%	30%	23%	27%	12%	8%	20%	40	29	36	15	11	131	N/A
89	I identify with the mission of my organization.	Agree-disagree	90%	49%	41%	6%	1%	3%	4%	66	51	8	2	3	130	N/A
90	It is important to me that my work contribute to the common good.	Agree-disagree	97%	60%	37%	3%	0%	0%	0%	80	48	3	0	0	131	N/A
<p>* AES prescribed items as of 2017 (5 CFR Part 250, Subpart C)</p> <p>** Unweighted count of responses excluding "Do Not Know", "No Basis to Judge", "There have been no recent hires in my work unit", or "I do not have any accessibility needs."</p> <p>Percentages are weighted to represent the Agency's population.</p> <p>For confidentiality purposes, a "-" indicates that there are fewer than 4 responses to Questions 83, 84, or 85 and results are therefore suppressed.</p>																
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