

2020

2020 DOT FEVS Interpretation of Results

 **Department of Transportation**2017 DOT FEVS Interpretation of Results

**1. Interpretation of Results**

The Federal Employee Viewpoint Survey, administered by the Office of Personnel Management (OPM), provides an opportunity for Department of Transportation (DOT) employees to influence change by providing feedback about their working conditions, leadership, and other aspects of DOT. The following is a brief summary of the DOT-wide results from the 2020 survey.

Strengths

Responses that are 65 percent or more positive are considered strengths. The top five areas showing the highest positive responses in 2020 are:

* *“My supervisor treats me with respect.”* (89 percent positive);
* *“My supervisor supports my need to balance work and other life issues.”* (89 percent positive);
* *“I know how my work relates to the agency’s goals.”* (88 percent positive);
* *“The people I work with cooperate to get the job done.”* (88 percent positive);
* *“My agency is successful at accomplishing its mission.”* (87 percent positive).

Challenges

Responses that are 35 percent or more negative are considered challenges. The top five areas showing the highest negative responses in 2020 are:

* *“In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.”* (29 percent negative);
* *“I believe the results of this survey will be used to make my agency a better place to work.”* (23 percent negative);
* *“In my organization, senior leaders generate high levels of motivation and commitment in the workforce.”* (21 percent negative);
* *“In my work unit, differences in performance are recognized in a meaningful way.”* (21 percent negative);
* *“How satisfied are you with the information you receive from management on what’s going on in your organization?”* (18 percent negative).

Employee Engagement Index

OPM’s Employee Engagement Index measures conditions (e.g., satisfaction with leadership and supervisors, opportunity to use skills, satisfaction with intrinsic work experiences, etc.) likely to lead to employees’ willingness to put forth more discretionary effort (i.e., “going the extra mile”) to achieve positive work outcomes.

As illustrated below, DOT-wide scores on the Employee Engagement Index held steady from 2017-2019, but increased 7 percentage points in 2020.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Percent Positive %** | 2017 | 2018 | 2019 | 2020 |
| Employee Engagement | 69% | 69% | 69% | 76% |

Global Satisfaction Index

The Global Satisfaction Index is a combination of employees’ satisfaction with their jobs, their pay, and their organization, plus their willingness to recommend their organization as a good place to work. Three out of the four questions (question 17,36,38) from the Global Satisfaction index are used by the Partnership for Public Service Best Place to Work in the Federal Government rankings.

As illustrated below, DOT-wide scores on the Global Satisfaction Index held relatively steady between 2017-2019, and increased 7 percentage points between 2019-2020.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Percent Positive %** | 2017 | 2018 | 2019 | 2020 |
| Global Satisfaction Index | 68% | 68% | 67% | 74% |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Percent Positive % | 2017 | 2018 | 2019 | 2020 |
| \*Question 17: I recommend my organization as a good place to work. | 72% | 73% | 72% | 79% |
| \*Question 36:Considering everything, how satisfied are you with your job? | 74% | 73% | 72% | 79% |
| Question 37:Considering everything, how satisfied are you with your pay? | 64% | 64% | 63% | 68% |
| \*Question 38:Considering everything, how satisfied are you with your organization? | 64% | 64% | 63% | 72% |

**2. Survey Administration**

The survey was administered online from September 14, 2020 through October 26, 2020. OPM sent email invitations with hyperlinks to the survey website to employees eligible to participate in the survey. The hyperlinks provided to survey participants were connected to a unique identification number to protect the confidentiality of survey respondents.

**3. Description of Census**

Eligible survey participants are permanently employed, non-political, non-seasonable, full- or part-time DOT employees onboarded as of October 2019. DOT employees included non-supervisory employees, supervisors, managers, and executives or equivalents. The survey included employees from all DOT sub-components.

**4. Number of Employees Surveyed, Number Responded, and Representativeness of Respondents**

OPM invited 51,011 DOT employees to participate in the 2020 Federal Employee Viewpoint Survey in which 22,246 responded for an overall agency response rate of 43.6 percent. The respondents were representative of DOT’s employee population in both demographics and organization membership. Employees’ responses to the questions were weighted to produce survey estimates that accurately represent the survey population as provided in OPM’s Central Personnel Data File. Data weighting took into account the variable probabilities of selection across sample domains, nonresponse, and known demographic characteristics of the survey population.

**5. Survey Items and Response Choices**

Please see below:

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| ResponseType | Item | Item Text | PercentPositive% | StronglyAgree/ VeryGood/ VerySatisfied% | Agree/Good/Satisfied% | NeitherAgree norDisagree/Fair/ NeitherSatisfied norDissatisfied% | Disagree/Poor/Dissatisfied% | StronglyDisagree/Very Poor/VeryDissatisfied% | PercentNegative% | StronglyAgree/VeryGood/VerySatisfiedN | Agree/Good/SatisfiedN | NeitherAgree norDisagree/Fair/NeitherSatisfiednorDissatisfiedN | Disagree/Poor/DissatisfiedN | StronglyDisagree/Very Poor/VeryDissatisfiedN | ItemResponseTotal\*\*N | Do NotKnowN |
| Agree-disagree | 1 | \*I am given a real opportunity to improve my skills in my organization. | 74.2% | 28.0% | 46.2% | 14.0% | 8.3% | 3.5% | 11.8% | 6326 | 10213 | 3051 | 1756 | 742 | 22088 | N/A |
| Agree-disagree | 2 | I feel encouraged to come up with new and better ways of doing things. | 70.7% | 29.3% | 41.4% | 14.7% | 9.8% | 4.8% | 14.6% | 6620 | 8978 | 3215 | 2042 | 1011 | 21866 | N/A |
| Agree-disagree | 3 | My work gives me a feeling of personal accomplishment. | 78.3% | 33.5% | 44.8% | 12.5% | 6.0% | 3.2% | 9.2% | 7615 | 9748 | 2702 | 1287 | 675 | 22027 | N/A |
| Agree-disagree | 4 | I know what is expected of me on the job. | 84.8% | 35.7% | 49.1% | 8.9% | 4.2% | 2.1% | 6.3% | 8070 | 10762 | 1929 | 932 | 474 | 22167 | N/A |
| Agree-disagree | 5 | \*My workload is reasonable. | 70.7% | 18.4% | 52.4% | 12.3% | 10.6% | 6.4% | 17.0% | 4018 | 11416 | 2712 | 2439 | 1468 | 22053 | 39 |
| Agree-disagree | 6 | \*My talents are used well in the workplace. | 70.6% | 22.6% | 48.0% | 14.1% | 9.8% | 5.5% | 15.3% | 5028 | 10306 | 3074 | 2101 | 1194 | 21703 | 50 |
| Agree-disagree | 7 | \*I know how my work relates to the agency's goals. | 88.4% | 36.8% | 51.6% | 7.2% | 2.9% | 1.5% | 4.5% | 8271 | 11243 | 1575 | 611 | 328 | 22028 | 56 |
| Agree-disagree | 8 | \*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal. | 74.2% | 34.3% | 39.9% | 13.7% | 6.4% | 5.8% | 12.1% | 7400 | 8504 | 3016 | 1395 | 1226 | 21541 | 642 |
| Agree-disagree | 9 | \*The people I work with cooperate to get the job done. | 87.6% | 44.2% | 43.4% | 7.0% | 4.1% | 1.3% | 5.4% | 10038 | 9515 | 1504 | 868 | 283 | 22208 | N/A |
| Agree-disagree | 10 | In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. | 41.8% | 12.0% | 29.8% | 29.6% | 16.7% | 11.9% | 28.6% | 2391 | 5941 | 5636 | 2995 | 1980 | 18943 | 3,272 |
| Agree-disagree | 12 | \*In my work unit, differences in performance are recognized in a meaningful way. | 54.0% | 14.8% | 39.1% | 24.7% | 13.9% | 7.4% | 21.3% | 3197 | 8265 | 4939 | 2634 | 1369 | 20404 | 1,798 |
| Agree-disagree | 13 | \*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals. | 85.0% | 33.3% | 51.7% | 8.6% | 4.7% | 1.7% | 6.4% | 7497 | 11342 | 1846 | 984 | 359 | 22028 | 176 |
| Agree-disagree | 14 | Employees are recognized for providing high quality products and services. | 69.1% | 23.2% | 45.9% | 15.7% | 10.0% | 5.3% | 15.3% | 5274 | 10166 | 3334 | 2038 | 1029 | 21841 | 287 |
| Agree-disagree | 15 | Employees are protected from health and safety hazards on the job. | 86.3% | 40.2% | 46.2% | 8.2% | 3.4% | 2.1% | 5.5% | 9017 | 10023 | 1753 | 675 | 405 | 21873 | 258 |
| Agree-disagree | 16 | My agency is successful at accomplishing its mission. | 86.6% | 35.8% | 50.8% | 9.6% | 2.8% | 1.1% | 3.8% | 7948 | 11071 | 2079 | 597 | 247 | 21942 | 225 |
| Agree-disagree | 17 | \*I recommend my organization as a good place to work. | 79.2% | 35.9% | 43.3% | 13.1% | 5.4% | 2.3% | 7.7% | 8074 | 9523 | 2863 | 1223 | 526 | 22209 | N/A |
| Agree-disagree | 18 | \*I believe the results of this survey will be used to make my agency a better place to work. | 48.2% | 16.6% | 31.6% | 28.4% | 13.1% | 10.3% | 23.4% | 3663 | 6692 | 5749 | 2543 | 1906 | 20553 | 1,664 |
| Agree-disagree | 19 | My supervisor supports my need to balance work and other life issues. | 89.1% | 55.3% | 33.8% | 6.1% | 2.5% | 2.2% | 4.7% | 12334 | 7428 | 1349 | 529 | 471 | 22111 | 89 |
| Agree-disagree | 20 | My supervisor is committed to a workforce representative of all segments of society. | 83.0% | 48.5% | 34.6% | 12.2% | 2.5% | 2.2% | 4.7% | 10193 | 7228 | 2520 | 496 | 457 | 20894 | 1,269 |
| Agree-disagree | 21 | Supervisors in my work unit support employee development. | 82.3% | 46.1% | 36.2% | 10.5% | 4.1% | 3.2% | 7.3% | 10257 | 7917 | 2254 | 868 | 671 | 21967 | 206 |
| Agree-disagree | 22 | My supervisor listens to what I have to say. | 86.0% | 50.7% | 35.3% | 7.8% | 4.1% | 2.1% | 6.2% | 11301 | 7695 | 1749 | 898 | 490 | 22133 | N/A |
| Agree-disagree | 23 | My supervisor treats me with respect. | 89.4% | 56.9% | 32.5% | 6.2% | 2.6% | 1.9% | 4.4% | 12642 | 7050 | 1409 | 588 | 435 | 22124 | N/A |
| Agree-disagree | 24 | I have trust and confidence in my supervisor. | 79.7% | 49.6% | 30.1% | 11.1% | 5.3% | 4.0% | 9.3% | 11026 | 6603 | 2469 | 1159 | 875 | 22132 | N/A |
| Good-poor | 25 | Overall, how good a job do you feel is being done by your immediate supervisor? | 81.8% | 53.3% | 28.5% | 11.8% | 3.8% | 2.6% | 6.4% | 11879 | 6303 | 2609 | 811 | 586 | 22188 | N/A |
| Agree-disagree | 26 | In my organization, senior leaders generate high levels of motivation and commitment in the workforce. | 54.6% | 17.1% | 37.5% | 24.0% | 13.2% | 8.2% | 21.4% | 3849 | 8313 | 5093 | 2783 | 1674 | 21712 | 407 |
| Agree-disagree | 27 | My organization's senior leaders maintain high standards of honesty and integrity. | 63.9% | 23.3% | 40.5% | 21.9% | 7.6% | 6.6% | 14.2% | 5083 | 8405 | 4485 | 1530 | 1326 | 20829 | 1,193 |
| Agree-disagree | 28 | \*Managers communicate the goals of the organization. | 71.8% | 22.8% | 48.9% | 15.9% | 7.3% | 5.0% | 12.3% | 5137 | 10787 | 3397 | 1544 | 1015 | 21880 | 149 |
| Agree-disagree | 29 | Managers promote communication among different work units (for example, about projects, goals, needed resources). | 67.0% | 22.8% | 44.2% | 17.4% | 9.3% | 6.3% | 15.5% | 5079 | 9679 | 3747 | 1969 | 1290 | 21764 | 333 |
| Good-poor | 30 | Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor? | 70.5% | 33.7% | 36.8% | 18.5% | 6.3% | 4.7% | 11.1% | 7198 | 7641 | 3804 | 1294 | 952 | 20889 | 1,201 |
| Agree-disagree | 31 | I have a high level of respect for my organization's senior leaders. | 64.0% | 25.4% | 38.6% | 21.3% | 8.8% | 5.8% | 14.7% | 5736 | 8449 | 4488 | 1899 | 1236 | 21808 | 290 |
| Agree-disagree | 32 | Senior leaders demonstrate support for Work-Life programs. | 71.2% | 29.4% | 41.8% | 20.1% | 5.1% | 3.6% | 8.7% | 6277 | 8542 | 3860 | 1020 | 671 | 20370 | 1,714 |
| Satisfied-dissatisfied | 33 | \*How satisfied are you with your involvement in decisions that affect your work? | 64.4% | 21.2% | 43.2% | 19.6% | 11.8% | 4.2% | 16.0% | 4797 | 9409 | 4303 | 2576 | 894 | 21979 | N/A |
| Satisfied-dissatisfied | 34 | \*How satisfied are you with the information you receive from management on what's going on in your organization? | 63.9% | 20.7% | 43.2% | 18.6% | 12.7% | 4.8% | 17.5% | 4727 | 9578 | 3964 | 2645 | 988 | 21902 | N/A |
| Satisfied-dissatisfied | 35 | \*How satisfied are you with the recognition you receive for doing a good job? | 65.0% | 25.4% | 39.5% | 18.8% | 10.7% | 5.5% | 16.2% | 5757 | 8673 | 4098 | 2222 | 1128 | 21878 | N/A |
| Satisfied-dissatisfied | 36 | \*Considering everything, how satisfied are you with your job? | 77.8% | 31.7% | 46.1% | 12.9% | 6.6% | 2.6% | 9.3% | 7107 | 9983 | 2785 | 1400 | 573 | 21848 | N/A |
| Satisfied-dissatisfied | 37 | Considering everything, how satisfied are you with your pay? | 68.4% | 25.5% | 42.8% | 14.9% | 11.6% | 5.1% | 16.7% | 5869 | 9600 | 3156 | 2400 | 930 | 21955 | N/A |
| Satisfied-dissatisfied | 38 | \*Considering everything, how satisfied are you with your organization? | 72.0% | 24.5% | 47.6% | 16.4% | 8.5% | 3.1% | 11.6% | 5667 | 10354 | 3509 | 1790 | 674 | 21994 | N/A |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| ***11. In my work unit poor performers usually:*** | **2020** | **2019** |  |  |  |  |  |
| **N** | **%** | **N** | **%** |  |  |  |  |  |  |
| Remain in the work unit and improve their performance over time | 3,469 | 19.5% | 2,792 | 16.7% |  |  |  |  |  |  |
| Remain in the work unit and continue to underperform | 7,706 | 48.5% | 8,436 | 57.6% |  |  |  |  |  |  |
| Leave the work unit - removed or transferred | 1,287 | 7.1% | 1,120 | 6.5% |  |  |  |  |  |  |
| Leave the work unit - quit | 255 | 1.3% | 224 | 1.3% |  |  |  |  |  |  |
| There are no poor performers in my work unit | 4,181 | 23.7% | 2,935 | 17.9% |  |  |  |  |  |  |
| Item Response Total | 16,898 | 100.0% | 15,507 | 100.0% |  |  |  |  |  |  |
| Do Not Know | 5,302 | -- | 4,060 | -- |  |  |  |  |  |  |
| Total | 22,200 | 100.0% | 19,567 | 100.0% |  |  |  |  |  |  |
| ***When responding to questions 39 through 57, respondents were asked to think of their experiences during the COVID-19 pandemic (for much of the Federal government, pandemic responses began in March 2020), unless otherwise instructed.*** |  |  |  |  |  |  |  |  |
| ***39. During the COVID-19 pandemic, on average what percentage of your work time have you been physically present at your agency worksite (including headquarters, bureau, field offices, etc.)?***  | **2020** |  |  |  |  |  |  |  |  |
| **N** | **%** |  |  |  |  |  |  |  |  |
| 100% of my work time | 1,475 | 7.0% |  |  |  |  |  |  |  |  |
| At least 75% but less than 100% | 1,287 | 7.2% |  |  |  |  |  |  |  |  |
| At least 50% but less than 75% | 1,069 | 6.5% |  |  |  |  |  |  |  |  |
| At least 25% but less than 50% | 1,047 | 5.7% |  |  |  |  |  |  |  |  |
| Less than 25% | 5,787 | 25.9% |  |  |  |  |  |  |  |  |
| I have not been physically present at my agency worksite during the pandemic | 11,221 | 47.6% |  |  |  |  |  |  |  |  |
| Total | 21,886 | 100.0% |  |  |  |  |  |  |  |  |
| ***41. What type(s) of leave have you used because of the pandemic? (Mark all that apply)***  | **2020** |  |  |  |  |  |  |  |  |
|   | **N** | **%** |  |  |  |  |  |  |  |  |
| Leave under the Emergency Paid Sick Leave Act (part of the Families First Coronavirus Response Act) | 213 | 1.0% |  |  |  |  |  |  |  |  |
| Annual leave | 8,781 | 40.6% |  |  |  |  |  |  |  |  |
| Sick leave | 6,675 | 30.7% |  |  |  |  |  |  |  |  |
| Weather and safety leave | 297 | 1.8% |  |  |  |  |  |  |  |  |
| Administrative leave | 704 | 4.2% |  |  |  |  |  |  |  |  |
| Other paid leave (e.g., comp time, credit hours) | 2,175 | 10.2% |  |  |  |  |  |  |  |  |
| Unpaid leave (e.g., LWOP) | 81 | 0.4% |  |  |  |  |  |  |  |  |
| I have not used leave because of the pandemic | 11,817 | 52.7% |  |  |  |  |  |  |  |  |
| Total (percents will add to more than 100% because respondents could choose more than one response option) | 21,903 | -- |  |  |  |  |  |  |  |  |
| ***If the response to item 41 was "I have not used leave because of the pandemic", item 41a was skipped.41a. During the COVID-19 pandemic, what percentage of your total work time have you used leave because of the pandemic?***  | **2020** |  |  |  |  |  |  |  |  |
|   | **N** | **%** |  |  |  |  |  |  |  |  |
| 100% of my work time | 249 | 2.5% |  |  |  |  |  |  |  |  |
| At least 75% but less than 100% | 146 | 1.7% |  |  |  |  |  |  |  |  |
| At least 50% but less than 75% | 261 | 3.2% |  |  |  |  |  |  |  |  |
| At least 25% but less than 50% | 504 | 5.5% |  |  |  |  |  |  |  |  |
| Less than 25% | 8,849 | 87.1% |  |  |  |  |  |  |  |  |
| Total | 10,009 | 100.0% |  |  |  |  |  |  |  |  |
| ***42. How have you changed your participation in alternative work schedules (AWS) because of the COVID-19 pandemic? Examples of AWS include compressed work and flexible work schedule.***  | **2020** |  |  |  |  |  |  |  |  |
|   | **N** | **%** |  |  |  |  |  |  |  |  |
| I began an alternative work schedule  | 1,560 | 8.0% |  |  |  |  |  |  |  |  |
| I ended my usual alternative work schedule  | 624 | 3.0% |  |  |  |  |  |  |  |  |
| No change because of the pandemic | 19,734 | 89.0% |  |  |  |  |  |  |  |  |
| Total | 21,918 | 100.0% |  |  |  |  |  |  |  |  |
| ***40. Please select the response that BEST describes your teleworking schedule (1) BEFORE the COVID-19 pandemic, (2) DURING the PEAK of the pandemic, and (3) AS OF the date you responded to this survey.***  | **BEFORE the COVID-19 pandemic** | **DURING the PEAK of thepandemic**  | **AS OF the date you respondedto this survey**  |  |  |
| **N** | **%** | **N** | **%** | **N** | **%** |  |  |  |  |
| **2020** | **2020** | **2020** |  |  |  |  |
| I telework every work day | 1,660 | 6.7% | 17,367 | 75.6% | 16,158 | 70.3% |  |  |  |  |
| I telework 3 or 4 days per week | 1,499 | 6.9% | 1,593 | 8.4% | 2,143 | 10.2% |  |  |  |  |
| I telework 1 or 2 days per week | 6,299 | 26.4% | 949 | 5.3% | 1,321 | 7.4% |  |  |  |  |
| I telework, but only about 1 or 2 days per month | 2,148 | 8.6% | 218 | 1.2% | 294 | 1.6% |  |  |  |  |
| I telework very infrequently, on an unscheduled or short-term basis | 3,484 | 14.2% | 385 | 2.1% | 426 | 2.3% |  |  |  |  |
| I do not telework because I have to be physically present on the job (e.g., law enforcement officers, TSA agent, border patrol agent, security personnel)  | 2,413 | 15.6% | 858 | 5.5% | 924 | 5.9% |  |  |  |  |
| I do not telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking  | 353 | 2.0% | 83 | 0.5% | 94 | 0.6% |  |  |  |  |
| 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  | 1,821 | 10.1% | 91 | 0.5% | 90 | 0.5% |  |  |  |  |
| I do not telework because I choose not to telework  | 2,104 | 9.4% | 209 | 1.0% | 254 | 1.3% |  |  |  |  |
| Total | 21,781 | 100.0% | 21,753 | 100.0% | 21,704 | 100.0% |  |  |  |  |
| ***40. Please select the response that BEST describes your teleworking schedule.***  | **2020(BEFORE the COVID-19pandemic)**  | **2019** | **2018** |  |  |  |  |
|   | **N** | **%** | **N** | **%** | **N** | **%** |  |  |  |  |
| I telework every work day | 1,660 | 6.7% | 959 | 4.3% | 865 | 3.5% |  |  |  |  |
| I telework 3 or 4 days per week | 1,499 | 6.9% | 1,268 | 6.5% | 1,244 | 5.8% |  |  |  |  |
| I telework 1 or 2 days per week | 6,299 | 26.4% | 5,523 | 26.1% | 5,602 | 25.0% |  |  |  |  |
| I telework, but only about 1 or 2 days per month | 2,148 | 8.6% | 2,152 | 9.7% | 2,546 | 10.8% |  |  |  |  |
| I telework very infrequently, on an unscheduled or short-term basis | 3,484 | 14.2% | 3,557 | 16.0% | 4,043 | 17.0% |  |  |  |  |
| I do not telework because I have to be physically present on the job (e.g., law enforcement officers, TSA agent, border patrol agent, security personnel)  | 2,413 | 15.6% | 2,940 | 20.0% | 3,322 | 20.8% |  |  |  |  |
| I do not telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking  | 353 | 2.0% | 322 | 2.1% | 372 | 2.2% |  |  |  |  |
| 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  | 1,821 | 10.1% | 1,193 | 7.2% | 1,179 | 6.4% |  |  |  |  |
| I do not telework because I choose not to telework  | 2,104 | 9.4% | 1,558 | 8.2% | 1,744 | 8.5% |  |  |  |  |
| Total | 21,781 | 100.0% | 19,472 | 100.0% | 20,917 | 100.0% |  |  |  |  |
| ***43. How has your organization supported your well-being needs during the COVID-19 pandemic?For each support listed, choose the best response from one of the 3 columns: (1) those supports you needed and have been available to you, (2) those needed but not available to you, and (3) those supports you have not currently needed.***  | **Needed and available to me**  |  **Needed, but not available to me**  | **Not needed by me now** |  |  |  |  |
| **N** | **%** | **N** | **%** | **N** | **%** |  |  |  |  |
| **2020** | **2020** | **2020** |  |  |  |  |
| 43A. Expanded telework | 17,126 | 77.9% | 497 | 2.9% | 4,032 | 19.2% |  |  |  |  |
| 43B. Expanded work schedule flexibilities | 12,409 | 57.8% | 906 | 4.8% | 8,165 | 37.4% |  |  |  |  |
| 43C. Expanded leave policies | 6,723 | 32.1% | 1,237 | 6.3% | 13,534 | 61.6% |  |  |  |  |
| 43D. More information on available leave policies | 7,358 | 34.3% | 1,493 | 7.4% | 12,642 | 58.3% |  |  |  |  |
| 43E. Expanded mental health resources (e.g., assistance with stress of COVID-19) | 4,409 | 20.3% | 1,085 | 5.3% | 16,185 | 74.3% |  |  |  |  |
| 43F. Expanded physical health resources (e.g., temperature checks, COVID-19 illness testing) at my agency worksite | 2,674 | 12.7% | 2,594 | 13.3% | 16,341 | 73.9% |  |  |  |  |
| 43G. Timely communication about possible COVID-19 illness at my agency worksite | 12,161 | 57.2% | 2,391 | 10.9% | 7,129 | 31.9% |  |  |  |  |
| 43H. Protection of employees at higher risk for severe illness from COVID-19 exposure | 9,588 | 42.8% | 1,291 | 6.6% | 10,707 | 50.6% |  |  |  |  |
| 43I. Limited access to my agency worksite buildings/facilities (e.g., closures, limits on activities with external visitors/groups) | 11,974 | 55.7% | 642 | 3.4% | 9,079 | 40.9% |  |  |  |  |
| 43J. Social distancing (e.g., limits on group size, reduced access to common areas) in my agency worksite | 10,465 | 49.9% | 677 | 3.7% | 10,562 | 46.4% |  |  |  |  |
| 43K. Rearranged workspaces to maximize social distancing | 5,393 | 26.4% | 1,286 | 6.6% | 14,939 | 67.0% |  |  |  |  |
| 43L. Encouraged use of personal protective equipment (PPE) or other safety equipment in my agency worksite | 11,570 | 55.2% | 660 | 3.2% | 9,433 | 41.6% |  |  |  |  |
| 43M. Cleaning and sanitizing supplies available to reduce risk of illness in my agency worksite | 11,326 | 54.1% | 817 | 3.8% | 9,546 | 42.1% |  |  |  |  |
| 43N. Training for all employees on health and safety protocols | 10,338 | 49.1% | 2,204 | 10.5% | 9,067 | 40.4% |  |  |  |  |
| ***44. During the COVID-19 pandemic my organization's senior leaders have demonstrated commitment to employee health and safety.*** | **2020** |  |  |  |  |  |  |  |  |
|   | **N** | **%** |  |  |  |  |  |  |  |  |
| Strongly Agree | 11,910 | 53.6% |  |  |  |  |  |  |  |  |
| Agree | 7,272 | 35.0% |  |  |  |  |  |  |  |  |
| Neither Agree nor Disagree | 1,358 | 6.9% |  |  |  |  |  |  |  |  |
| Disagree | 483 | 2.4% |  |  |  |  |  |  |  |  |
| Strongly Disagree | 378 | 2.0% |  |  |  |  |  |  |  |  |
| No Basis to Judge | 348 | -- |  |  |  |  |  |  |  |  |
| Total | 21,749 | 100.0% |  |  |  |  |  |  |  |  |
| ***45. During the COVID-19 pandemic my organization's senior leaders have supported policies and procedures to protect employee health and safety.*** | **2020** |  |  |  |  |  |  |  |  |
|   | **N** | **%** |  |  |  |  |  |  |  |  |
| Strongly Agree | 11,821 | 53.5% |  |  |  |  |  |  |  |  |
| Agree | 7,378 | 35.8% |  |  |  |  |  |  |  |  |
| Neither Agree nor Disagree | 1,320 | 6.6% |  |  |  |  |  |  |  |  |
| Disagree | 460 | 2.3% |  |  |  |  |  |  |  |  |
| Strongly Disagree | 329 | 1.8% |  |  |  |  |  |  |  |  |
| No Basis to Judge | 381 | -- |  |  |  |  |  |  |  |  |
| Total | 21,689 | 100.0% |  |  |  |  |  |  |  |  |
| ***46. During the COVID-19 pandemic my organization's senior leaders have provided effective communications about the pandemic.*** | **2020** |  |  |  |  |  |  |  |  |
|   | **N** | **%** |  |  |  |  |  |  |  |  |
| Strongly Agree | 10,387 | 46.7% |  |  |  |  |  |  |  |  |
| Agree | 7,449 | 35.3% |  |  |  |  |  |  |  |  |
| Neither Agree nor Disagree | 2,136 | 10.6% |  |  |  |  |  |  |  |  |
| Disagree | 918 | 4.6% |  |  |  |  |  |  |  |  |
| Strongly Disagree | 543 | 2.9% |  |  |  |  |  |  |  |  |
| No Basis to Judge | 206 | -- |  |  |  |  |  |  |  |  |
| Total | 21,639 | 100.0% |  |  |  |  |  |  |  |  |
| ***47. During the COVID-19 pandemic my supervisor has shown concern for my health and safety.*** | **2020** |  |  |  |  |  |  |  |  |
|   | **N** | **%** |  |  |  |  |  |  |  |  |
| Strongly Agree | 13,220 | 60.0% |  |  |  |  |  |  |  |  |
| Agree | 6,351 | 30.5% |  |  |  |  |  |  |  |  |
| Neither Agree nor Disagree | 1,254 | 6.0% |  |  |  |  |  |  |  |  |
| Disagree | 420 | 2.1% |  |  |  |  |  |  |  |  |
| Strongly Disagree | 302 | 1.5% |  |  |  |  |  |  |  |  |
| No Basis to Judge | 209 | -- |  |  |  |  |  |  |  |  |
| Total | 21,756 | 100.0% |  |  |  |  |  |  |  |  |
| ***48. During the COVID-19 pandemic my supervisor has supported my efforts to stay healthy and safe while working.*** | **2020** |  |  |  |  |  |  |  |  |
|   | **N** | **%** |  |  |  |  |  |  |  |  |
| Strongly Agree | 13,367 | 61.2% |  |  |  |  |  |  |  |  |
| Agree | 6,270 | 30.1% |  |  |  |  |  |  |  |  |
| Neither Agree nor Disagree | 1,230 | 5.9% |  |  |  |  |  |  |  |  |
| Disagree | 291 | 1.5% |  |  |  |  |  |  |  |  |
| Strongly Disagree | 258 | 1.3% |  |  |  |  |  |  |  |  |
| No Basis to Judge | 300 | -- |  |  |  |  |  |  |  |  |
| Total | 21,716 | 100.0% |  |  |  |  |  |  |  |  |
| ***49. During the COVID-19 pandemic my supervisor has created an environment where I can voice my concerns about staying healthy and safe.*** | **2020** |  |  |  |  |  |  |  |  |
|   | **N** | **%** |  |  |  |  |  |  |  |  |
| Strongly Agree | 12,596 | 57.9% |  |  |  |  |  |  |  |  |
| Agree | 6,085 | 29.5% |  |  |  |  |  |  |  |  |
| Neither Agree nor Disagree | 1,687 | 7.8% |  |  |  |  |  |  |  |  |
| Disagree | 525 | 2.7% |  |  |  |  |  |  |  |  |
| Strongly Disagree | 402 | 2.1% |  |  |  |  |  |  |  |  |
| No Basis to Judge | 438 | -- |  |  |  |  |  |  |  |  |
| Total | 21,733 | 100.0% |  |  |  |  |  |  |  |  |
| ***50. How has your organization supported your work during the COVID-19 pandemic?For each support listed choose the best response from one of the 3 columns: (1) those supports you needed and have been available to you, (2) those you needed but not available to you, and (3) those supports you have not currently needed.***  | **Needed and available to me**  |  **Needed, but not available to me**  | **Not needed by me now** |  |  |  |  |
| **N** | **%** | **N** | **%** | **N** | **%** |  |  |  |  |
| **2020** | **2020** | **2020** |  |  |  |  |
| 50A. Consistent communication (e.g., organizational status, what to expect) | 17,549 | 81.2% | 1,975 | 10.1% | 1,866 | 8.6% |  |  |  |  |
| 50B. Training for new/changed work or work processes because of the pandemic | 10,608 | 49.9% | 2,209 | 11.3% | 8,537 | 38.8% |  |  |  |  |
| 50C. Reallocation of resources (e.g., staffing, budget, materials) to support changes in work because of the pandemic | 8,563 | 40.7% | 2,110 | 10.2% | 10,746 | 49.1% |  |  |  |  |
| 50D. Help with commuting issues (e.g., alternatives to public transportation) | 3,521 | 16.5% | 777 | 3.7% | 17,147 | 79.8% |  |  |  |  |
| 50E. Options for work/business travel | 5,274 | 25.0% | 1,258 | 6.2% | 14,829 | 68.7% |  |  |  |  |
| 50F. Information on remote work policies, procedures, and expectations | 14,769 | 68.5% | 1,005 | 5.0% | 5,633 | 26.5% |  |  |  |  |
| 50G. Training on how to work remotely | 9,857 | 47.0% | 1,140 | 5.4% | 10,428 | 47.6% |  |  |  |  |
| 50H. Equipment and technology for working remotely (e.g., laptops, cell phone, Information Technology infrastructure) | 15,669 | 72.3% | 1,503 | 7.0% | 4,338 | 20.7% |  |  |  |  |
| 50I. Expanded collaboration tools (e.g., video conferencing, teleconferencing) | 18,608 | 85.4% | 428 | 2.2% | 2,482 | 12.4% |  |  |  |  |
| 50J. Expanded training for using remote work tools and applications | 13,607 | 62.6% | 1,762 | 8.3% | 6,079 | 29.0% |  |  |  |  |
| 50K. Expanded Information Technology (IT) support | 13,766 | 62.7% | 1,658 | 7.9% | 6,035 | 29.5% |  |  |  |  |
| 50L. Information about data security policies and procedures | 14,550 | 67.2% | 863 | 4.0% | 5,990 | 28.8% |  |  |  |  |
| ***51. Does the type of work you do require you to be physically present at a worksite (e.g., border patrol agent, TSA agent, meat inspector)?*** | **2020** |  |  |  |  |  |  |  |  |
|   | **N** | **%** |  |  |  |  |  |  |  |  |
| Yes | 3,830 | 22.4% |  |  |  |  |  |  |  |  |
| No | 15,336 | 67.1% |  |  |  |  |  |  |  |  |
| Other | 1,934 | 10.5% |  |  |  |  |  |  |  |  |
| Total | 21,100 | 100.0% |  |  |  |  |  |  |  |  |
| ***52. How disruptive has the COVID-19 pandemic been to your ability to do your work?*** | **2020** |  |  |  |  |  |  |  |  |
|   | **N** | **%** |  |  |  |  |  |  |  |  |
| Extremely | 1,583 | 8.4% |  |  |  |  |  |  |  |  |
| Very | 2,808 | 14.2% |  |  |  |  |  |  |  |  |
| Somewhat | 5,854 | 27.7% |  |  |  |  |  |  |  |  |
| Slightly | 5,025 | 22.7% |  |  |  |  |  |  |  |  |
| Not at All | 6,233 | 27.0% |  |  |  |  |  |  |  |  |
| No Basis to Judge | 125 | -- |  |  |  |  |  |  |  |  |
| Total | 21,628 | 100.0% |  |  |  |  |  |  |  |  |
| ***53. How have your work demands changed because of the COVID-19 pandemic?*** | **2020** |  |  |  |  |  |  |  |  |
|   | **N** | **%** |  |  |  |  |  |  |  |  |
| Greatly Increased | 3,290 | 14.8% |  |  |  |  |  |  |  |  |
| Somewhat Increased | 6,629 | 29.4% |  |  |  |  |  |  |  |  |
| About the Same | 8,892 | 41.1% |  |  |  |  |  |  |  |  |
| Somewhat Decreased | 1,769 | 10.2% |  |  |  |  |  |  |  |  |
| Greatly Decreased | 704 | 4.4% |  |  |  |  |  |  |  |  |
| No Basis to Judge | 339 | -- |  |  |  |  |  |  |  |  |
| Total | 21,623 | 100.0% |  |  |  |  |  |  |  |  |
| ***56. In the phased return of employees to the agency worksite (i.e., opening up government), my organization has made employee safety a top priority.*** | **2020** |  |  |  |  |  |  |  |  |
|   | **N** | **%** |  |  |  |  |  |  |  |  |
| Strongly Agree | 9,512 | 49.6% |  |  |  |  |  |  |  |  |
| Agree | 6,063 | 33.8% |  |  |  |  |  |  |  |  |
| Neither Agree nor Disagree | 1,857 | 10.7% |  |  |  |  |  |  |  |  |
| Disagree | 606 | 3.6% |  |  |  |  |  |  |  |  |
| Strongly Disagree | 367 | 2.3% |  |  |  |  |  |  |  |  |
| No Basis to Judge | 3,140 | -- |  |  |  |  |  |  |  |  |
| Total | 21,545 | 100.0% |  |  |  |  |  |  |  |  |
| ***57. Based on my organization's handling of the COVID-19 pandemic, I believe my organization will respond effectively to future emergencies.*** | **2020** |  |  |  |  |  |  |  |  |
|   | **N** | **%** |  |  |  |  |  |  |  |  |
| Strongly Agree | 9,275 | 41.7% |  |  |  |  |  |  |  |  |
| Agree | 7,926 | 38.4% |  |  |  |  |  |  |  |  |
| Neither Agree nor Disagree | 2,587 | 13.2% |  |  |  |  |  |  |  |  |
| Disagree | 760 | 4.2% |  |  |  |  |  |  |  |  |
| Strongly Disagree | 463 | 2.6% |  |  |  |  |  |  |  |  |
| No Basis to Judge | 537 | -- |  |  |  |  |  |  |  |  |
| Total | 21,548 | 100.0% |  |  |  |  |  |  |  |  |
| ***Please answer the question below thinking of your experiences prior to the COVID-19 pandemic (for much of the Federal government, pandemic responses began in March 2020).***  |  |  |  |  |  |  |  |  |
| ***54A. Prior to the COVID-19 pandemic, my work unit met the needs of our customers.***  | **2020** |  |  |  |  |  |  |  |  |
|   | **N** | **%** |  |  |  |  |  |  |  |  |
| Always | 13,711 | 65.7% |  |  |  |  |  |  |  |  |
| Most of the Time | 6,655 | 31.0% |  |  |  |  |  |  |  |  |
| Sometimes | 557 | 2.7% |  |  |  |  |  |  |  |  |
| Rarely | 97 | 0.4% |  |  |  |  |  |  |  |  |
| Never | 25 | 0.1% |  |  |  |  |  |  |  |  |
| No Basis to Judge | 483 | -- |  |  |  |  |  |  |  |  |
| Total | 21,528 | 100.0% |  |  |  |  |  |  |  |  |
| ***54B. Prior to the COVID-19 pandemic, my work unit contributed positively to my agency's performance.***  | **2020** |  |  |  |  |  |  |  |  |
|   | **N** | **%** |  |  |  |  |  |  |  |  |
| Always | 14,918 | 70.8% |  |  |  |  |  |  |  |  |
| Most of the Time | 5,299 | 25.4% |  |  |  |  |  |  |  |  |
| Sometimes | 606 | 3.0% |  |  |  |  |  |  |  |  |
| Rarely | 109 | 0.6% |  |  |  |  |  |  |  |  |
| Never | 34 | 0.2% |  |  |  |  |  |  |  |  |
| No Basis to Judge | 434 | -- |  |  |  |  |  |  |  |  |
| Total | 21,400 | 100.0% |  |  |  |  |  |  |  |  |
| ***54C. Prior to the COVID-19 pandemic, my work unit produced high-quality work.***  | **2020** |  |  |  |  |  |  |  |  |
|   | **N** | **%** |  |  |  |  |  |  |  |  |
| Always | 14,462 | 68.0% |  |  |  |  |  |  |  |  |
| Most of the Time | 5,715 | 27.4% |  |  |  |  |  |  |  |  |
| Sometimes | 795 | 3.9% |  |  |  |  |  |  |  |  |
| Rarely | 119 | 0.6% |  |  |  |  |  |  |  |  |
| Never | 30 | 0.1% |  |  |  |  |  |  |  |  |
| No Basis to Judge | 379 | -- |  |  |  |  |  |  |  |  |
| Total | 21,500 | 100.0% |  |  |  |  |  |  |  |  |
| ***54D. Prior to the COVID-19 pandemic, my work unit adapted to changing priorities.***  | **2020** |  |  |  |  |  |  |  |  |
|   | **N** | **%** |  |  |  |  |  |  |  |  |
| Always | 13,907 | 65.6% |  |  |  |  |  |  |  |  |
| Most of the Time | 5,704 | 27.0% |  |  |  |  |  |  |  |  |
| Sometimes | 1,168 | 5.6% |  |  |  |  |  |  |  |  |
| Rarely | 275 | 1.4% |  |  |  |  |  |  |  |  |
| Never | 59 | 0.3% |  |  |  |  |  |  |  |  |
| No Basis to Judge | 391 | -- |  |  |  |  |  |  |  |  |
| Total | 21,504 | 100.0% |  |  |  |  |  |  |  |  |
| ***54E. Prior to the COVID-19 pandemic, my work unit successfully collaborated.***  | **2020** |  |  |  |  |  |  |  |  |
|   | **N** | **%** |  |  |  |  |  |  |  |  |
| Always | 13,249 | 62.2% |  |  |  |  |  |  |  |  |
| Most of the Time | 5,852 | 27.6% |  |  |  |  |  |  |  |  |
| Sometimes | 1,532 | 7.6% |  |  |  |  |  |  |  |  |
| Rarely | 445 | 2.1% |  |  |  |  |  |  |  |  |
| Never | 100 | 0.5% |  |  |  |  |  |  |  |  |
| No Basis to Judge | 349 | -- |  |  |  |  |  |  |  |  |
| Total | 21,527 | 100.0% |  |  |  |  |  |  |  |  |
| ***54F. Prior to the COVID-19 pandemic, my work unit achieved our goals.***  | **2020** |  |  |  |  |  |  |  |  |
|   | **N** | **%** |  |  |  |  |  |  |  |  |
| Always | 13,429 | 64.1% |  |  |  |  |  |  |  |  |
| Most of the Time | 6,531 | 31.1% |  |  |  |  |  |  |  |  |
| Sometimes | 840 | 4.0% |  |  |  |  |  |  |  |  |
| Rarely | 128 | 0.6% |  |  |  |  |  |  |  |  |
| Never | 42 | 0.2% |  |  |  |  |  |  |  |  |
| No Basis to Judge | 495 | -- |  |  |  |  |  |  |  |  |
| Total | 21,465 | 100.0% |  |  |  |  |  |  |  |  |
| ***Please answer the question below thinking of your experiences during the COVID-19 pandemic (for much of the Federal government, pandemic responses began in March 2020).***  |  |  |  |  |  |  |  |  |
| ***55A. During the COVID-19 pandemic, my work unit has met the needs of our customers.***  | **2020** |  |  |  |  |  |  |  |  |
|   | **N** | **%** |  |  |  |  |  |  |  |  |
| Always | 10,872 | 51.6% |  |  |  |  |  |  |  |  |
| Most of the Time | 7,756 | 36.9% |  |  |  |  |  |  |  |  |
| Sometimes | 1,710 | 8.7% |  |  |  |  |  |  |  |  |
| Rarely | 392 | 2.1% |  |  |  |  |  |  |  |  |
| Never | 128 | 0.7% |  |  |  |  |  |  |  |  |
| No Basis to Judge | 623 | -- |  |  |  |  |  |  |  |  |
| Total | 21,481 | 100.0% |  |  |  |  |  |  |  |  |
| ***55B. During the COVID-19 pandemic, my work unit has contributed positively to my agency's performance.***  | **2020** |  |  |  |  |  |  |  |  |
|   | **N** | **%** |  |  |  |  |  |  |  |  |
| Always | 13,018 | 61.4% |  |  |  |  |  |  |  |  |
| Most of the Time | 5,979 | 29.1% |  |  |  |  |  |  |  |  |
| Sometimes | 1,345 | 6.9% |  |  |  |  |  |  |  |  |
| Rarely | 362 | 2.0% |  |  |  |  |  |  |  |  |
| Never | 105 | 0.6% |  |  |  |  |  |  |  |  |
| No Basis to Judge | 600 | -- |  |  |  |  |  |  |  |  |
| Total | 21,409 | 100.0% |  |  |  |  |  |  |  |  |
| ***55C. During the COVID-19 pandemic, my work unit has produced high-quality work.***  | **2020** |  |  |  |  |  |  |  |  |
|   | **N** | **%** |  |  |  |  |  |  |  |  |
| Always | 13,022 | 60.8% |  |  |  |  |  |  |  |  |
| Most of the Time | 5,972 | 29.0% |  |  |  |  |  |  |  |  |
| Sometimes | 1,570 | 8.0% |  |  |  |  |  |  |  |  |
| Rarely | 304 | 1.6% |  |  |  |  |  |  |  |  |
| Never | 101 | 0.5% |  |  |  |  |  |  |  |  |
| No Basis to Judge | 544 | -- |  |  |  |  |  |  |  |  |
| Total | 21,513 | 100.0% |  |  |  |  |  |  |  |  |
| ***55D. During the COVID-19 pandemic, my work unit has adapted to changing priorities.***  | **2020** |  |  |  |  |  |  |  |  |
|   | **N** | **%** |  |  |  |  |  |  |  |  |
| Always | 13,192 | 61.4% |  |  |  |  |  |  |  |  |
| Most of the Time | 5,796 | 27.9% |  |  |  |  |  |  |  |  |
| Sometimes | 1,599 | 8.3% |  |  |  |  |  |  |  |  |
| Rarely | 357 | 1.8% |  |  |  |  |  |  |  |  |
| Never | 105 | 0.6% |  |  |  |  |  |  |  |  |
| No Basis to Judge | 450 | -- |  |  |  |  |  |  |  |  |
| Total | 21,499 | 100.0% |  |  |  |  |  |  |  |  |
| ***55E. During the COVID-19 pandemic, my work unit has successfully collaborated.***  | **2020** |  |  |  |  |  |  |  |  |
|   | **N** | **%** |  |  |  |  |  |  |  |  |
| Always | 12,348 | 57.3% |  |  |  |  |  |  |  |  |
| Most of the Time | 6,017 | 28.7% |  |  |  |  |  |  |  |  |
| Sometimes | 1,953 | 9.9% |  |  |  |  |  |  |  |  |
| Rarely | 625 | 3.3% |  |  |  |  |  |  |  |  |
| Never | 139 | 0.8% |  |  |  |  |  |  |  |  |
| No Basis to Judge | 437 | -- |  |  |  |  |  |  |  |  |
| Total | 21,519 | 100.0% |  |  |  |  |  |  |  |  |
| ***55F. During the COVID-19 pandemic, my work unit has achieved our goals.***  | **2020** |  |  |  |  |  |  |  |  |
|   | **N** | **%** |  |  |  |  |  |  |  |  |
| Always | 11,541 | 54.4% |  |  |  |  |  |  |  |  |
| Most of the Time | 6,873 | 33.3% |  |  |  |  |  |  |  |  |
| Sometimes | 1,831 | 9.5% |  |  |  |  |  |  |  |  |
| Rarely | 415 | 2.1% |  |  |  |  |  |  |  |  |
| Never | 122 | 0.7% |  |  |  |  |  |  |  |  |
| No Basis to Judge | 720 | -- |  |  |  |  |  |  |  |  |
| Total | 21,502 | 100.0% |  |  |  |  |  |  |  |  |
| ***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 ResponseOptions %** | **N** | **Satisfaction%** | **All ResponseOptions %** | **N** | **Satisfaction%** | **All ResponseOptions %** |  |
| Very Satisfied | 11,192 | 53.3% | 50.1% | 5,730 | 35.3% | 26.2% | 6,453 | 39.5% | 28.7% |  |
| Satisfied | 6,859 | 34.2% | 32.2% | 5,435 | 34.1% | 25.3% | 5,626 | 34.2% | 24.9% |  |
| Neither Satisfied nor Dissatisfied | 1,460 | 7.7% | 7.3% | 2,376 | 16.5% | 12.3% | 2,386 | 15.8% | 11.5% |  |
| Dissatisfied | 752 | 3.5% | 3.3% | 1,217 | 8.3% | 6.2% | 995 | 6.4% | 4.6% |  |
| Very Dissatisfied | 285 | 1.3% | 1.2% | 800 | 5.8% | 4.3% | 610 | 4.2% | 3.1% |  |
| Item Response Total | 20,548 | 100.0% | 94.1% | 15,558 | 100.0% | 74.3% | 16,070 | 100.0% | 72.7% |  |
| I choose not to participate in this program | 199 | -- | 0.9% | 699 | -- | 3.8% | 965 | -- | 5.0% |  |
| This program is not available to me | 735 | -- | 4.8% | 3,060 | -- | 20.8% | 3,302 | -- | 21.1% |  |
| I am unaware of this program | 31 | -- | 0.2% | 164 | -- | 1.1% | 167 | -- | 1.1% |  |
|   | 21,513 | 100.0% | 100.0% | 19,481 | 100.0% | 100.0% | 20,504 | 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) |   | 14,979 | 70.6% | 13,425 | 69.6% |  |  |  |  |  |
| Health and Wellness Programs (for example, onsite exercise, flu vaccination, medical screening, CPR training, Health and wellness fair) |   | 3,442 | 14.9% | 4,431 | 22.2% |  |  |  |  |  |
| Employee Assistance Program - EAP (for example, short-term counseling, referral services, legal services, education services) |   | 1,445 | 6.5% | 1,519 | 7.9% |  |  |  |  |  |
| Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, subsidy, flexible spending account) |   | 398 | 2.0% | 456 | 2.7% |  |  |  |  |  |
| Elder Care Programs (for example, elder/adult care, support groups, resources) |   | 121 | 0.5% | 106 | 0.5% |  |  |  |  |  |
| None listed above |   | 5,506 | 25.4% | 4,658 | 24.0% |  |  |  |  |  |
| Total (percent will add to more than 100% because respondents could choose more than one response option) | Total (percent will add to more than 100% because respondents could choose more than one response option) | 21,451 | -- | 19,406 | -- |  |  |  |  |  |
| ***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 ResponseOptions %** | **N** | **Satisfaction%** | **All ResponseOptions %** | **N** | **Satisfaction%** | **All ResponseOptions %** |
| Very Satisfied |   | 11,318 | 61.0% | 52.8% | 8,403 | 48.9% | 42.5% | 8,796 | 47.4% | 41.9% |
| Satisfied |   | 5,614 | 30.7% | 26.5% | 6,286 | 37.6% | 32.7% | 7,015 | 38.2% | 33.7% |
| Neither Satisfied nor Dissatisfied |   | 1,115 | 6.0% | 5.2% | 1,583 | 9.4% | 8.1% | 1,664 | 9.2% | 8.1% |
| Dissatisfied |   | 278 | 1.6% | 1.4% | 369 | 2.4% | 2.1% | 473 | 2.8% | 2.5% |
| Very Dissatisfied |   | 124 | 0.7% | 0.6% | 258 | 1.7% | 1.4% | 379 | 2.4% | 2.1% |
|   | Item Response Total | 18,449 | 100.0% | 86.5% | 16,899 | 100.0% | 86.9% | 18,327 | 100.0% | 88.3% |
| I choose not to participate in these programs |   | 2,050 | -- | 9.0% | 1,370 | -- | 6.7% | 1,194 | -- | 5.5% |
| These programs are not available to me |   | 795 | -- | 3.9% | 961 | -- | 5.2% | 1,073 | -- | 5.3% |
| I am unaware of these programs |   | 148 | -- | 0.7% | 197 | -- | 1.2% | 161 | -- | 0.9% |
|   | Total | 21,442 | 100.0% | 100.0% | 19,427 | 100.0% | 100.0% | 20,755 | 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 ResponseOptions %** | **N** | **Satisfaction%** | **All ResponseOptions %** | **N** | **Satisfaction%** | **All ResponseOptions %** |
| Very Satisfied |   | 3,588 | 26.4% | 15.9% | 2,838 | 21.5% | 13.6% | 4,019 | 22.9% | 17.9% |
| Satisfied |   | 5,059 | 38.3% | 23.0% | 5,204 | 41.7% | 26.3% | 6,673 | 39.7% | 31.0% |
| Neither Satisfied nor Dissatisfied |   | 3,539 | 27.8% | 16.7% | 3,543 | 28.7% | 18.1% | 4,094 | 25.3% | 19.8% |
| Dissatisfied |   | 636 | 5.4% | 3.2% | 573 | 5.2% | 3.2% | 1,187 | 7.9% | 6.2% |
| Very Dissatisfied |   | 244 | 2.1% | 1.3% | 300 | 2.8% | 1.8% | 595 | 4.3% | 3.3% |
|   | Item Response Total | 13,066 | 100.0% | 60.1% | 12,458 | 100.0% | 63.0% | 16,568 | 100.0% | 78.2% |
| I choose not to participate in these programs |   | 4,776 | -- | 22.6% | 3,570 | -- | 18.6% | 1,383 | -- | 6.5% |
| These programs are not available to me |   | 2,080 | -- | 10.2% | 1,945 | -- | 10.6% | 1,936 | -- | 9.5% |
| I am unaware of these programs |   | 1,371 | -- | 7.2% | 1,305 | -- | 7.8% | 1,033 | -- | 5.8% |
|   | Total | 21,293 | 100.0% | 100.0% | 19,278 | 100.0% | 100.0% | 20,920 | 100.0% | 100.0% |
| ***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** |
|  | **N** | **Satisfaction%** | **All ResponseOptions %** | **N** | **Satisfaction%** | **All ResponseOptions %** | **N** | **Satisfaction%** | **All ResponseOptions %** |
| Very Satisfied |   | 2,398 | 23.0% | 10.5% | 1,582 | 15.9% | 7.8% | 2,836 | 19.1% | 12.7% |
| Satisfied |   | 3,347 | 32.0% | 14.6% | 3,165 | 31.8% | 15.6% | 4,995 | 34.1% | 22.7% |
| Neither Satisfied nor Dissatisfied |   | 4,033 | 41.1% | 18.8% | 4,583 | 47.8% | 23.5% | 5,840 | 41.9% | 27.9% |
| Dissatisfied |   | 236 | 2.5% | 1.1% | 242 | 2.6% | 1.3% | 366 | 2.8% | 1.9% |
| Very Dissatisfied |   | 132 | 1.4% | 0.6% | 157 | 1.9% | 0.9% | 249 | 2.0% | 1.3% |
|   | Item Response Total | 10,146 | 100.0% | 45.7% | 9,729 | 100.0% | 49.1% | 14,286 | 100.0% | 66.7% |
| I choose not to participate in these programs |   | 9,739 | -- | 46.3% | 7,686 | -- | 40.0% | 4,683 | -- | 22.7% |
| These programs are not available to me |   | 256 | -- | 1.4% | 322 | -- | 2.0% | 325 | -- | 1.7% |
| I am unaware of these programs |   | 1,224 | -- | 6.6% | 1,506 | -- | 9.0% | 1,627 | -- | 8.9% |
|   | Total | 21,365 | 100.0% | 100.0% | 19,243 | 100.0% | 100.0% | 20,921 | 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** |
|  | **N** | **Satisfaction%** | **All ResponseOptions %** | **N** | **Satisfaction%** | **All ResponseOptions %** | **N** | **Satisfaction%** | **All ResponseOptions %** |
| Very Satisfied |   | 1,088 | 17.7% | 5.2% | 621 | 9.8% | 3.1% | 1,232 | 13.6% | 5.9% |
| Satisfied |   | 1,385 | 22.2% | 6.5% | 1,310 | 21.8% | 7.0% | 2,088 | 23.1% | 9.9% |
| Neither Satisfied nor Dissatisfied |   | 3,482 | 54.8% | 16.0% | 3,951 | 62.6% | 20.1% | 5,149 | 56.1% | 24.1% |
| Dissatisfied |   | 181 | 3.2% | 0.9% | 178 | 3.2% | 1.0% | 288 | 3.7% | 1.6% |
| Very Dissatisfied |   | 115 | 2.2% | 0.6% | 127 | 2.6% | 0.8% | 265 | 3.5% | 1.5% |
|   | Item Response Total | 6,251 | 100.0% | 29.1% | 6,187 | 100.0% | 32.1% | 9,022 | 100.0% | 43.0% |
| I choose not to participate in these programs |   | 11,397 | -- | 52.7% | 9,006 | -- | 46.1% | 6,981 | -- | 32.7% |
| These programs are not available to me |   | 1,872 | -- | 9.3% | 2,175 | -- | 11.7% | 2,626 | -- | 13.2% |
| I am unaware of these programs |   | 1,838 | -- | 8.9% | 1,847 | -- | 10.2% | 2,293 | -- | 11.1% |
|   | Total | 21,358 | 100.0% | 100.0% | 19,215 | 100.0% | 100.0% | 20,922 | 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** |
|  | **N** | **Satisfaction%** | **All ResponseOptions %** | **N** | **Satisfaction%** | **All ResponseOptions %** | **N** | **Satisfaction%** | **All ResponseOptions %** |
| Very Satisfied |   | 796 | 15.0% | 3.6% | 396 | 7.0% | 1.9% | 885 | 10.9% | 4.0% |
| Satisfied |   | 927 | 17.1% | 4.2% | 803 | 14.5% | 4.0% | 1,399 | 16.8% | 6.1% |
| Neither Satisfied nor Dissatisfied |   | 3,392 | 64.8% | 15.7% | 3,978 | 74.5% | 20.4% | 5,182 | 66.7% | 24.3% |
| Dissatisfied |   | 85 | 1.7% | 0.4% | 109 | 2.3% | 0.6% | 246 | 3.4% | 1.2% |
| Very Dissatisfied |   | 78 | 1.4% | 0.3% | 80 | 1.7% | 0.5% | 151 | 2.2% | 0.8% |
|   | Item Response Total | 5,278 | 100.0% | 24.3% | 5,366 | 100.0% | 27.4% | 7,863 | 100.0% | 36.5% |
| I choose not to participate in these programs |   | 11,317 | -- | 52.8% | 8,836 | -- | 45.6% | 6,705 | -- | 31.7% |
| These programs are not available to me |   | 1,494 | -- | 7.3% | 1,717 | -- | 9.1% | 2,194 | -- | 11.1% |
| I am unaware of these programs |   | 3,179 | -- | 15.6% | 3,220 | -- | 17.9% | 4,147 | -- | 20.8% |
|   | Total | 21,268 | 100.0% | 100.0% | 19,139 | 100.0% | 100.0% | 20,909 | 100.0% | 100.0% |
| ***65. Which of the following paid and unpaid child care arrangements have you used to perform your work responsibilities during the COVID-19 pandemic? (Mark all that apply)***  | **2020** |  |  |  |  |  |  |  |  |
| **N** | **%** |  |  |  |  |  |  |  |  |
| I do not have any child care responsibilities | 14,013 | 61.5% |  |  |  |  |  |  |  |  |
| No arrangements needed to manage child care responsibilities (e.g., older children) | 2,690 | 13.0% |  |  |  |  |  |  |  |  |
| Child care in my own home (e.g., other parent, relative, nanny, au pair) | 2,907 | 16.8% |  |  |  |  |  |  |  |  |
| Alternative work arrangement (e.g., telework, flexible work schedule) | 2,278 | 11.7% |  |  |  |  |  |  |  |  |
| Child care center | 586 | 3.5% |  |  |  |  |  |  |  |  |
| Paid leave | 1,711 | 9.3% |  |  |  |  |  |  |  |  |
| Unpaid leave | 92 | 0.5% |  |  |  |  |  |  |  |  |
| Child care in someone else’s home (e.g., relative or neighbor, professional child care provider) | 674 | 4.0% |  |  |  |  |  |  |  |  |
| Respite care (temporary care of a sick or disabled child, providing relief for their usual caregiver) | 57 | 0.3% |  |  |  |  |  |  |  |  |
| Agency emergency back-up care program | 15 | 0.1% |  |  |  |  |  |  |  |  |
| Resource and referral services for dependent child care | 26 | 0.1% |  |  |  |  |  |  |  |  |
| Other services/arrangements | 472 | 2.6% |  |  |  |  |  |  |  |  |
| Total (percents will add to more than 100% because respondents could choose more than one response option) | 21,304 | -- |  |  |  |  |  |  |  |  |
| ***67. During the COVID-19 pandemic, how disruptive have school closures/changes been to your ability to do your work?*** | **2020** |  |  |  |  |  |  |  |  |
| **N** | **%** |  |  |  |  |  |  |  |  |
| I do not have responsibility for school-aged children | 11,092 | -- |  |  |  |  |  |  |  |  |
| Extremely | 1,258 | 16.8% |  |  |  |  |  |  |  |  |
| Very | 1,052 | 13.5% |  |  |  |  |  |  |  |  |
| Somewhat | 2,132 | 25.5% |  |  |  |  |  |  |  |  |
| Slightly | 1,714 | 20.0% |  |  |  |  |  |  |  |  |
| Not at All | 1,990 | 24.3% |  |  |  |  |  |  |  |  |
| Does Not Apply | 2,212 | -- |  |  |  |  |  |  |  |  |
| Total | 21,450 | 100.0% |  |  |  |  |  |  |  |  |
| ***68. During the COVID-19 pandemic, how disruptive have changes to your children's day care been to your ability to do your work?*** | **2020** |  |  |  |  |  |  |  |  |
| **N** | **%** |  |  |  |  |  |  |  |  |
| I do not have responsibility for children who need day care | 13,109 | -- |  |  |  |  |  |  |  |  |
| Extremely | 882 | 19.4% |  |  |  |  |  |  |  |  |
| Very | 655 | 14.3% |  |  |  |  |  |  |  |  |
| Somewhat | 1,113 | 23.3% |  |  |  |  |  |  |  |  |
| Slightly | 755 | 15.3% |  |  |  |  |  |  |  |  |
| Not at All | 1,294 | 27.7% |  |  |  |  |  |  |  |  |
| Does Not Apply | 3,640 | -- |  |  |  |  |  |  |  |  |
| Total | 21,448 | 100.0% |  |  |  |  |  |  |  |  |