

2020

2021 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 2021 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:

* *“Employees in my work unit meet the needs of our customers.”* (91 percent positive);
* *“Employees in my work unit achieve our goals.”* (89 percent positive);
* *“Employees in my work unit contribute positively to my agency’s performance.”* (89 percent positive);
* *“My supervisor treats me with respect”* (88 percent positive);
* *“Employees in my work unit produce high-quality work.”* (86 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.”* (32 percent negative);
* *“I believe the results of this survey will be used to make my agency a better place to work.”* (31 percent negative);
* *“In my organization, senior leaders generate high levels of motivation and commitment in the workforce.”* (30 percent negative);
* *“My workload is reasonable.”* (25 percent negative);
* *“In my work unit, differences in performance are recognized in a meaningful way.* (24 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.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Percent Positive %** | 2018 | 2019 | 2020 | 2021 |
| Employee Engagement | 69% | 69% | 76% | 72% |

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.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Percent Positive %** | 2018 | 2019 | 2020 | 2021 |
| Global Satisfaction Index | 68% | 67% | 74% | 68% |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Percent Positive % | 2018 | 2019 | 2020 | 2021 |
| \*Question 17: I recommend my organization as a good place to work. | 73% | 72% | 79% | 72% |
| \*Question 36:Considering everything, how satisfied are you with your job? | 73% | 72% | 79% | 70% |
| Question 37:Considering everything, how satisfied are you with your pay? | 64% | 63% | 68% | 66% |
| \*Question 38:Considering everything, how satisfied are you with your organization? | 64% | 63% | 72% | 64% |

**2. Survey Administration**

The survey was administered online to DOT employees from November 2, 2021 through December 3, 2021. 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**

DOT employees who were onboarded as of April 2021 (excluding political appointees, contractors/non-Federal Employees, and employees who were not in OPM’s EHRI database) were eligible to be sampled for the 2021 survey. The survey included non-supervisory employees, supervisors, managers, and executives or equivalents from all DOT sub-components.

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

OPM invited 25,386 DOT employees to participate in the 2021 Federal Employee Viewpoint Survey in which 8,454 responded for an overall agency response rate of 33.3 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:

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Item** | **Item Text** | **ResponseType** | **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 NotKnow/No Basisto JudgeN** |
| 1 | \*I am given a real opportunity to improve my skills in my organization. | Agree-disagree | 69.9% | 27.3% | 42.6% | 15.0% | 9.6% | 5.5% | 15.1% | 2,552 | 3,641 | 1,167 | 698 | 364 | 8,422 | N/A |
| 2 | I feel encouraged to come up with new and better ways of doing things. | Agree-disagree | 65.5% | 29.0% | 36.5% | 14.8% | 11.8% | 7.8% | 19.7% | 2,606 | 3,176 | 1,200 | 833 | 538 | 8,353 | N/A |
| 3 | My work gives me a feeling of personal accomplishment. | Agree-disagree | 72.7% | 31.5% | 41.2% | 13.7% | 7.9% | 5.7% | 13.6% | 2,899 | 3,519 | 1,054 | 562 | 369 | 8,403 | N/A |
| 4 | I know what is expected of me on the job. | Agree-disagree | 81.9% | 35.1% | 46.8% | 8.9% | 5.7% | 3.5% | 9.2% | 3,109 | 3,898 | 739 | 423 | 247 | 8,416 | N/A |
| 5 | \*My workload is reasonable. | Agree-disagree | 62.3% | 16.2% | 46.0% | 13.3% | 13.3% | 11.2% | 24.5% | 1,419 | 3,864 | 1,120 | 1,124 | 871 | 8,398 | 12 |
| 6 | \*My talents are used well in the workplace. | Agree-disagree | 65.4% | 21.7% | 43.7% | 14.9% | 11.4% | 8.3% | 19.7% | 1,893 | 3,701 | 1,204 | 853 | 590 | 8,241 | 25 |
| 7 | \*I know how my work relates to the agency's goals. | Agree-disagree | 85.8% | 35.2% | 50.6% | 7.9% | 3.5% | 2.8% | 6.3% | 3,228 | 4,052 | 633 | 262 | 209 | 8,384 | 21 |
| 8 | \*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal. | Agree-disagree | 72.2% | 34.3% | 37.8% | 13.1% | 6.5% | 8.2% | 14.7% | 3,034 | 3,024 | 1,103 | 480 | 551 | 8,192 | 242 |
| 9 | \*The people I work with cooperate to get the job done. | Agree-disagree | 85.3% | 43.1% | 42.2% | 7.6% | 5.0% | 2.1% | 7.1% | 3,987 | 3,357 | 604 | 351 | 138 | 8,437 | N/A |
| 10 | In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. | Agree-disagree | 39.7% | 11.7% | 28.0% | 28.6% | 16.4% | 15.4% | 31.7% | 973 | 2,139 | 2,054 | 1,003 | 796 | 6,965 | 1,482 |
| 12 | \*In my work unit, differences in performance are recognized in a meaningful way. | Agree-disagree | 50.4% | 15.3% | 35.1% | 25.3% | 14.4% | 9.9% | 24.3% | 1,340 | 3,007 | 1,793 | 955 | 549 | 7,644 | 798 |
| 13 | \*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals. | Agree-disagree | 81.6% | 32.5% | 49.1% | 10.6% | 5.4% | 2.4% | 7.8% | 3,028 | 4,017 | 755 | 403 | 161 | 8,364 | 77 |
| 14 | Employees in my work unit meet the needs of our customers. | Always-never | 90.7% | 42.8% | 47.8% | 8.2% | 0.9% | 0.2% | 1.1% | 3,698 | 3,773 | 609 | 73 | 24 | 8,177 | 257 |
| 15 | Employees in my work unit contribute positively to my agency's performance. | Always-never | 88.6% | 49.2% | 39.3% | 9.4% | 1.6% | 0.4% | 2.0% | 4,385 | 2,989 | 633 | 113 | 35 | 8,155 | 180 |
| 16 | Employees in my work unit produce high-quality work. | Always-never | 86.3% | 45.8% | 40.5% | 11.0% | 2.3% | 0.4% | 2.7% | 4,032 | 3,201 | 804 | 143 | 34 | 8,214 | 192 |
| 17 | Employees in my work unit adapt to changing priorities. | Always-never | 81.5% | 45.1% | 36.4% | 14.1% | 3.7% | 0.8% | 4.4% | 3,997 | 2,939 | 996 | 234 | 59 | 8,225 | 178 |
| 18 | Employees in my work unit successfully collaborate. | Always-never | 78.7% | 42.1% | 36.7% | 15.1% | 5.2% | 1.0% | 6.2% | 3,799 | 3,005 | 1,079 | 364 | 81 | 8,328 | 108 |
| 19 | Employees in my work unit achieve our goals. | Always-never | 88.7% | 45.0% | 43.7% | 9.5% | 1.4% | 0.5% | 1.8% | 3,884 | 3,453 | 713 | 116 | 36 | 8,202 | 219 |
| 20 | Employees are recognized for providing high quality products and services. | Agree-disagree | 64.0% | 25.5% | 38.5% | 17.0% | 10.9% | 8.1% | 19.0% | 2,325 | 3,387 | 1,265 | 725 | 490 | 8,192 | 178 |
| 21 | Employees are protected from health and safety hazards on the job. | Agree-disagree | 81.1% | 42.2% | 38.8% | 11.0% | 4.1% | 3.9% | 7.9% | 3,685 | 3,159 | 803 | 277 | 236 | 8,160 | 213 |
| 22 | My agency is successful at accomplishing its mission. | Agree-disagree | 83.3% | 36.7% | 46.6% | 10.8% | 4.1% | 1.8% | 5.9% | 3,188 | 3,770 | 828 | 307 | 151 | 8,244 | 139 |
| 23 | \*I recommend my organization as a good place to work. | Agree-disagree | 71.6% | 34.0% | 37.6% | 15.1% | 8.7% | 4.6% | 13.3% | 3,085 | 3,170 | 1,194 | 614 | 322 | 8,385 | N/A |
| 24 | \*I believe the results of this survey will be used to make my agency a better place to work. | Agree-disagree | 43.1% | 16.8% | 26.2% | 26.2% | 14.8% | 15.9% | 30.7% | 1,612 | 2,303 | 1,989 | 972 | 934 | 7,810 | 568 |
| 25 | My supervisor supports my need to balance work and other life issues. | Agree-disagree | 85.4% | 55.4% | 30.0% | 7.4% | 3.4% | 3.8% | 7.2% | 4,934 | 2,379 | 535 | 239 | 234 | 8,321 | 42 |
| 26 | My supervisor is committed to a workforce representative of all segments of society. | Agree-disagree | 80.8% | 50.7% | 30.2% | 13.7% | 2.6% | 2.9% | 5.5% | 4,226 | 2,314 | 888 | 194 | 204 | 7,826 | 532 |
| 27 | Supervisors in my work unit support employee development. | Agree-disagree | 79.0% | 46.3% | 32.7% | 11.5% | 5.1% | 4.5% | 9.5% | 4,196 | 2,621 | 818 | 332 | 298 | 8,265 | 92 |
| 28 | My supervisor listens to what I have to say. | Agree-disagree | 84.2% | 52.4% | 31.8% | 8.6% | 4.6% | 2.6% | 7.2% | 4,597 | 2,501 | 649 | 361 | 206 | 8,314 | N/A |
| 29 | My supervisor treats me with respect. | Agree-disagree | 88.0% | 59.1% | 29.0% | 6.6% | 3.3% | 2.1% | 5.4% | 5,122 | 2,244 | 504 | 269 | 173 | 8,312 | N/A |
| 30 | I have trust and confidence in my supervisor. | Agree-disagree | 77.7% | 51.1% | 26.5% | 11.8% | 5.9% | 4.6% | 10.5% | 4,438 | 2,165 | 930 | 423 | 354 | 8,310 | N/A |
| 31 | Overall, how good a job do you feel is being done by your immediate supervisor? | Good-poor | 80.0% | 53.2% | 26.8% | 12.1% | 4.9% | 3.0% | 7.9% | 4,606 | 2,206 | 947 | 332 | 229 | 8,320 | N/A |
| 32 | In my organization, senior leaders generate high levels of motivation and commitment in the workforce. | Agree-disagree | 47.4% | 16.0% | 31.4% | 22.6% | 15.6% | 14.4% | 30.0% | 1,545 | 2,844 | 1,795 | 1,065 | 884 | 8,133 | 161 |
| 33 | My organization's senior leaders maintain high standards of honesty and integrity. | Agree-disagree | 57.0% | 22.7% | 34.4% | 23.0% | 9.3% | 10.6% | 19.9% | 2,115 | 2,859 | 1,607 | 584 | 633 | 7,798 | 471 |
| 34 | \*Managers communicate the goals of the organization. | Agree-disagree | 67.8% | 22.3% | 45.5% | 15.9% | 9.3% | 7.0% | 16.2% | 2,102 | 3,736 | 1,241 | 652 | 465 | 8,196 | 72 |
| 35 | Managers promote communication among different work units (for example, about projects, goals, needed resources). | Agree-disagree | 62.7% | 22.6% | 40.1% | 17.5% | 11.5% | 8.3% | 19.8% | 2,004 | 3,262 | 1,413 | 854 | 588 | 8,121 | 152 |
| 36 | Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor? | Good-poor | 66.7% | 31.8% | 34.9% | 18.5% | 8.0% | 6.8% | 14.8% | 2,712 | 2,766 | 1,370 | 511 | 452 | 7,811 | 469 |
| 37 | I have a high level of respect for my organization's senior leaders. | Agree-disagree | 55.9% | 23.1% | 32.8% | 21.9% | 11.4% | 10.8% | 22.2% | 2,242 | 2,870 | 1,587 | 784 | 680 | 8,163 | 108 |
| 38 | Senior leaders demonstrate support for Work-Life programs. | Agree-disagree | 63.4% | 27.4% | 36.0% | 20.8% | 8.1% | 7.7% | 15.8% | 2,513 | 2,809 | 1,441 | 509 | 414 | 7,686 | 583 |
| 39 | \*How satisfied are you with your involvement in decisions that affect your work? | Satisfied-dissatisfied | 57.8% | 20.1% | 37.8% | 19.9% | 15.8% | 6.5% | 22.3% | 1,794 | 3,270 | 1,571 | 1,132 | 473 | 8,240 | N/A |
| 40 | \*How satisfied are you with the information you receive from management on what's going on in your organization? | Satisfied-dissatisfied | 57.1% | 20.0% | 37.2% | 20.8% | 15.2% | 6.8% | 22.0% | 1,835 | 3,240 | 1,592 | 1,056 | 477 | 8,200 | N/A |
| 41 | \*How satisfied are you with the recognition you receive for doing a good job? | Satisfied-dissatisfied | 61.0% | 24.7% | 36.3% | 19.5% | 12.1% | 7.4% | 19.5% | 2,260 | 3,162 | 1,474 | 837 | 474 | 8,207 | N/A |
| 42 | \*Considering everything, how satisfied are you with your job? | Satisfied-dissatisfied | 69.8% | 28.7% | 41.1% | 14.5% | 10.6% | 5.1% | 15.7% | 2,527 | 3,476 | 1,123 | 730 | 330 | 8,186 | N/A |
| 43 | Considering everything, how satisfied are you with your pay? | Satisfied-dissatisfied | 65.8% | 23.8% | 41.9% | 14.4% | 13.7% | 6.2% | 19.8% | 2,046 | 3,575 | 1,209 | 991 | 408 | 8,229 | N/A |
| 44 | \*Considering everything, how satisfied are you with your organization? | Satisfied-dissatisfied | 63.5% | 22.7% | 40.8% | 17.7% | 12.1% | 6.7% | 18.8% | 2,095 | 3,553 | 1,338 | 838 | 410 | 8,234 | N/A |
|   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
| \* AES prescribed items as of 2017 (5 CFR Part 250, Subpart C) |
| \*\* Unweighted count of responses excluding "Do Not Know" or "No Basis to Judge" |
| Percentages are weighted to represent the Agency's population. |
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| --- |
| ***11. In my work unit poor performers usually:*** |
| **Response Option** | **2021N** | **2021%** | **2020N** | **2020%** | **2019N** | **2019%** |
| Remain in the work unit and improve their performance over time | 1,173 | 18.0% | 3,469 | 19.5% | 2,792 | 16.7% |
| Remain in the work unit and continue to underperform | 2,750 | 50.7% | 7,706 | 48.5% | 8,436 | 57.6% |
| Leave the work unit - removed or transferred | 500 | 7.2% | 1,287 | 7.1% | 1,120 | 6.5% |
| Leave the work unit - quit | 147 | 1.3% | 255 | 1.3% | 224 | 1.3% |
| There are no poor performers in my work unit | 1,648 | 22.8% | 4,181 | 23.7% | 2,935 | 17.9% |
| Do Not Know | 2,221 | —b | 5,302 | —b | 4,060 | —b |
| Total | 8,439 | 100.0% | 22,200 | 100.0% | 19,567 | 100.0% |
|   |   |   |   |   |   |   |
| Percentages are weighted to represent the Agency's population. |   |   |   |   |
| The rows above do not include results for any year when there were fewer than 4 completed surveys. |   |   |   |   |
| "—a" indicates that there are no trending results available for the year. |   |   |   |   |
| "—b" indicates that the "Do Not Know" responses are not included in percentage calculations.

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| --- | --- | --- | --- | --- |
| **Agency Pandemic Response: Physically Present** |   |   |   |   |
|   |   |   |   |   |
| ***45. Since the last OPM FEVS (September and October 2020), on average what percentage of your work time have you been physically present at your agency worksite (including headquarters, bureau, field offices, etc.)?*** |
| **Response Option** | **2021N** | **2021%** | **2020N** | **2020%** |
| 100% of my work time | 796 | 13.7% | 1,475 | 7.0% |
| At least 75% but less than 100% | 516 | 9.5% | 1,287 | 7.2% |
| At least 50% but less than 75% | 294 | 4.6% | 1,069 | 6.5% |
| At least 25% but less than 50% | 356 | 5.1% | 1,047 | 5.7% |
| Less than 25% | 2,522 | 26.9% | 5,787 | 25.9% |
| I have not been physically present at my agency worksite during the pandemic | 3,740 | 40.1% | 11,221 | 47.6% |
| Total | 8,224 | 100.0% | 21,886 | 100.0% |
|   |   |   |   |   |
|   |   |   |   |   |
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| **Telework Trends** |   |   |   |   |   |   |
|   |   |   |   |   |   |   |
| ***46. Please select the response that BEST describes your current teleworking schedule.*** |
| **Response Option** | **2021N** | **2021%** | **2020N** | **2020%** | **2019N** | **2019%** |
| I telework every work day | 5,806 | 62.3% | 16,158 | 70.3% | 959 | 4.3% |
| I telework 3 or 4 days per week | 870 | 10.3% | 2,143 | 10.2% | 1,268 | 6.5% |
| I telework 1 or 2 days per week | 505 | 6.9% | 1,321 | 7.4% | 5,523 | 26.1% |
| I telework, but only about 1 or 2 days per month | 152 | 2.8% | 294 | 1.6% | 2,152 | 9.7% |
| I telework very infrequently, on an unscheduled or short-term basis | 254 | 4.4% | 426 | 2.3% | 3,557 | 16.0% |
| 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)  | 439 | 10.0% | 924 | 5.9% | 2,940 | 20.0% |
| I do not telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking  | 32 | 0.7% | 94 | 0.6% | 322 | 2.1% |
| 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  | 57 | 1.1% | 90 | 0.5% | 1,193 | 7.2% |
| I do not telework because I choose not to telework  | 110 | 1.5% | 254 | 1.3% | 1,558 | 8.2% |
| Total | 8,225 | 100.0% | 21,704 | 100.0% | 19,472 | 100.0% |
|   |   |   |   |   |   |   |
|   |   |   |   |   |   |   |
| Percentages are weighted to represent the Agency's population. |   |   |   |   |
| Trending for Q46 is based on the "As of now" responses in 2020. |   |   |   |   |
| The rows above do not include results for any year when there were fewer than 4 completed surveys. |   |   |   |   |
| "—a" indicates that there are no trending results available for the year.  |   |   |   |   |
| **Pandemic: Employee Supports** |   |   |   |   |   |   |   |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |   |   |   |   |
| ***47. How has your organization supported you 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.***  |
| **Response Option** | **2021Needed and  available to meN** | **2021Needed and  available to me%** | **2021Needed, butnot available to meN** | **2021Needed, butnot available to me%** | **2021Not needed by me nowN** | **2021Not needed by me now%** | **2020Needed and  available to meN** | **2020Needed and  available to me%** | **2020Needed, butnot available to meN** | **2020Needed, butnot available to me%** | **2020Not needed by me nowN** | **2020Not needed by me now%** |
| 47A. Expanded telework | 6,596 | 75.7% | 419 | 7.7% | 1,111 | 16.6% | 17,126 | 77.9% | 497 | 2.9% | 4,032 | 19.2% |
| 47B. Expanded work schedule flexibilities | 5,830 | 69.6% | 587 | 9.5% | 1,659 | 20.9% | 12,409 | 57.8% | 906 | 4.8% | 8,165 | 37.4% |
| 47C. Expanded leave policies | 4,211 | 50.4% | 621 | 9.7% | 3,232 | 39.9% | 6,723 | 32.1% | 1,237 | 6.3% | 13,534 | 61.6% |
| 47D. Clear guidance on COVID-19 vaccination protocols | 6,073 | 71.9% | 759 | 11.1% | 1,236 | 17.1% | —a | —a | —a | —a | —a | —a |
| 47E. Appropriate physical health resources (e.g., access to COVID-19 testing) at my agency worksite | 2,329 | 29.3% | 1,317 | 18.2% | 4,487 | 52.4% | —a | —a | —a | —a | —a | —a |
| 47F. Timely communication about possible COVID-19 exposure at my agency worksite | 4,445 | 59.4% | 1,012 | 12.3% | 2,651 | 28.2% | 12,161 | 57.2% | 2,391 | 10.9% | 7,129 | 31.9% |
| 47G. Social distancing in my agency worksite | 3,808 | 47.2% | 510 | 8.4% | 3,792 | 44.4% | 10,465 | 49.9% | 677 | 3.7% | 10,562 | 46.4% |
| 47H. Encouraged use of personal protective equipment (PPE) or other safety equipment in my agency worksite | 4,588 | 57.7% | 279 | 3.6% | 3,265 | 38.6% | 11,570 | 55.2% | 660 | 3.2% | 9,433 | 41.6% |
| 47I. Cleaning and sanitizing performed regularly in my agency worksite to reduce risk of COVID-19 illness | 4,178 | 54.5% | 402 | 5.3% | 3,543 | 40.2% | —a | —a | —a | —a | —a | —a |
| 47J. A well-ventilated worksite | 3,618 | 47.1% | 936 | 13.0% | 3,528 | 39.9% | —a | —a | —a | —a | —a | —a |
| 47K. Clear guidance on quarantine requirements after any COVID-19 exposure | 4,312 | 55.6% | 924 | 11.6% | 2,848 | 32.8% | —a | —a | —a | —a | —a | —a |
|   |   |   |   |   |   |   |   |   |   |   |   |   |
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| Items Q47D-E and Q47I-K are new and do not trend. Item text for Q47F and Q47G has changed from the 2020 FEVS. |   |   |   |   |   |   |   |   |   |   |
| **Pandemic Response: Senior Leaders and Supervisors** |   |   |   |   |
|   |   |   |   |   |
| ***48. My organization's senior leaders demonstrate commitment to employee health and safety.*** |
| **Response Option** | **2021N** | **2021%** | **2020N** | **2020%** |
| Strongly Agree | 3,480 | 37.3% | 11,910 | 53.6% |
| Agree | 2,951 | 38.3% | 7,272 | 35.0% |
| Neither Agree nor Disagree | 850 | 12.9% | 1,358 | 6.9% |
| Disagree | 362 | 6.0% | 483 | 2.4% |
| Strongly Disagree | 323 | 5.6% | 378 | 2.0% |
| No Basis to Judge | 194 | —b | 348 | —b |
| Total | 8,160 | 100.0% | 21,749 | 100.0% |
|   |   |   |   |   |
| ***49. My organization's senior leaders support policies and procedures to protect employee health and safety.*** |
| **Response Option** | **2021N** | **2021%** | **2020N** | **2020%** |
| Strongly Agree | 3,452 | 37.4% | 11,821 | 53.5% |
| Agree | 2,954 | 38.5% | 7,378 | 35.8% |
| Neither Agree nor Disagree | 862 | 12.4% | 1,320 | 6.6% |
| Disagree | 358 | 5.9% | 460 | 2.3% |
| Strongly Disagree | 320 | 5.8% | 329 | 1.8% |
| No Basis to Judge | 182 | —b | 381 | —b |
| Total | 8,128 | 100.0% | 21,689 | 100.0% |
|   |   |   |   |   |
| ***50. My organization's senior leaders provide effective communications about what to expect with the return to the physical worksite.*** |   |   |
| **Response Option** | **2021N** | **2021%** |   |   |
| Strongly Agree | 2,367 | 25.7% |   |   |
| Agree | 2,486 | 31.0% |   |   |
| Neither Agree nor Disagree | 1,390 | 19.2% |   |   |
| Disagree | 901 | 13.0% |   |   |
| Strongly Disagree | 692 | 11.1% |   |   |
| No Basis to Judge | 283 | —b |   |   |
| Total | 8,119 | 100.0% |   |   |
|   |   |   |   |   |
| ***51. My supervisor shows concern for my health and safety.*** |
| **Response Option** | **2021N** | **2021%** | **2020N** | **2020%** |
| Strongly Agree | 4,753 | 53.9% | 13,220 | 60.0% |
| Agree | 2,432 | 32.4% | 6,351 | 30.5% |
| Neither Agree nor Disagree | 557 | 8.4% | 1,254 | 6.0% |
| Disagree | 174 | 2.5% | 420 | 2.1% |
| Strongly Disagree | 167 | 2.7% | 302 | 1.5% |
| No Basis to Judge | 76 | —b | 209 | —b |
| Total | 8,159 | 100.0% | 21,756 | 100.0% |
|   |   |   |   |   |
| ***52. My supervisor supports my efforts to stay healthy and safe while working.*** |
| **Response Option** | **2021N** | **2021%** | **2020N** | **2020%** |
| Strongly Agree | 4,759 | 54.5% | 13,367 | 61.2% |
| Agree | 2,398 | 32.1% | 6,270 | 30.1% |
| Neither Agree nor Disagree | 562 | 8.4% | 1,230 | 5.9% |
| Disagree | 151 | 2.5% | 291 | 1.5% |
| Strongly Disagree | 150 | 2.5% | 258 | 1.3% |
| No Basis to Judge | 119 | —b | 300 | —b |
| Total | 8,139 | 100.0% | 21,716 | 100.0% |
|   |   |   |   |   |
| ***53. My supervisor creates an environment where I can voice my concerns about staying healthy and safe.*** |
| **Response Option** | **2021N** | **2021%** | **2020N** | **2020%** |
| Strongly Agree | 4,557 | 51.8% | 12,596 | 57.9% |
| Agree | 2,268 | 30.6% | 6,085 | 29.5% |
| Neither Agree nor Disagree | 708 | 10.2% | 1,687 | 7.8% |
| Disagree | 252 | 3.8% | 525 | 2.7% |
| Strongly Disagree | 242 | 3.7% | 402 | 2.1% |
| No Basis to Judge | 122 | —b | 438 | —b |
| Total | 8,149 | 100.0% | 21,733 | 100.0% |
|   |   |   |   |   |
|   |   |   |   |   |
| Percentages are weighted to represent the Agency's population. |   |   |
| Trending for Q48, Q49, Q51-Q53 is based on the "During the COVID-19 Pandemic" responses in 2020. |   |   |
| The rows above do not include results for any year when there were fewer than 4 completed surveys. |   |   |
| "—a" indicates that there are no trending results available for the year.  |   |   |
| "—b" indicates that the "No Basis to Judge" responses are not included in percentage calculations.  |   |   |
| **Pandemic: Type of Work** |   |   |   |   |
|   |   |   |   |   |
| ***54. 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)?*** |
| **Response Option** | **2021N** | **2021%** | **2020N** | **2020%** |
| Yes | 1,470 | 25.7% | 3,830 | 22.4% |
| No | 6,117 | 65.7% | 15,336 | 67.1% |
| Other | 578 | 8.5% | 1,934 | 10.5% |
| Total | 8,165 | 100.0% | 21,100 | 100.0% |
|   |   |   |   |   |
|   |   |   |   |   |
| Percentages are weighted to represent the Agency's population. |   |   |
| The rows above do not include results for any year when there were fewer than 4 completed surveys. |   |   |
| "—a" indicates that there are no trending results available for the year.  |   |   |
| **Pandemic Response** |   |   |   |   |
|   |   |   |   |   |
| ***55. My agency's leadership updates employees about return to the worksite planning.*** |   |   |
| **Response Option** | **2021N** | **2021%** |   |   |
| Strongly Agree | 2,156 | 22.6% |   |   |
| Agree | 3,391 | 41.3% |   |   |
| Neither Agree nor Disagree | 1,203 | 17.3% |   |   |
| Disagree | 784 | 12.3% |   |   |
| Strongly Disagree | 417 | 6.6% |   |   |
| Do Not Know | 196 | —b |   |   |
| Total | 8,147 | 100.0% |   |   |
|   |   |   |   |   |
| ***56. In plans to return more employees to the worksite, my organization has made employee safety a top priority.*** |   |   |
| **Response Option** | **2021N** | **2021%** |   |   |
| Strongly Agree | 2,509 | 28.4% |   |   |
| Agree | 2,753 | 35.6% |   |   |
| Neither Agree nor Disagree | 1,482 | 21.6% |   |   |
| Disagree | 487 | 8.1% |   |   |
| Strongly Disagree | 345 | 6.3% |   |   |
| Do Not Know | 568 | —b |   |   |
| Total | 8,144 | 100.0% |   |   |
|   |   |   |   |   |
| ***57. Based on my organization's handling of the COVID-19 pandemic, I believe my organization will respond effectively to future emergencies.*** |
| **Response Option** | **2021N** | **2021%** | **2020N** | **2020%** |
| Strongly Agree | 2,587 | 27.7% | 9,275 | 41.7% |
| Agree | 3,031 | 37.3% | 7,926 | 38.4% |
| Neither Agree nor Disagree | 1,262 | 16.7% | 2,587 | 13.2% |
| Disagree | 497 | 7.8% | 760 | 4.2% |
| Strongly Disagree | 536 | 10.5% | 463 | 2.6% |
| Do Not Know | 231 | —b | 537 | —b |
| Total | 8,144 | 100.0% | 21,548 | 100.0% |
|   |   |   |   |   |
|   |   |   |   |   |
| Percentages are weighted to represent the Agency's population. |   |   |
| The rows above do not include results for any year when there were fewer than 4 completed surveys. |   |   |
| "—a" indicates that there are no trending results available for the year.  |   |   |
| "—b" indicates that the "Do Not Know" responses are not included in percentage calculations.  |   |   |
| The "Do Not Know" response option for Q57 was worded as "No Basis to Judge" in 2020. |   |   |