

## Information Paper: 2020 Federal Employee Viewpoint Survey DoD Results

**BLUF:** To provide background information on the Department of Defense (DoD) Federal Employee Viewpoint Survey 2020 (FEVS20) results.

### **Impact:**

These results are used to develop program metrics (e.g., employee engagement); measure factors that influence recruitment, outreach, and retention; help the agency meet its mission; and inform action plans.

### **Next Steps:**

- The Defense Civilian Personnel Advisory Service (DCPAS) will post the annual FEVS/Annual Employee Survey results and a high level analysis on the public website.
- DoD Components and sub-components will prepare detailed briefings to determine priority areas for action.

### **Discussion:**

- The FEVS is an annual government-wide survey conducted by the Office of Personnel Management (OPM) which focuses on employee perceptions of how effectively Federal agencies are managing their workforces.
- The results not only inform the Partnership for Public Service's annual publication of the "Best Places to Work in the Federal Government," but have high-visibility within OPM, as well as at the Office of Management and Budget and within Congress.
  - OPM administered FEVS 20 from September 14th through November 4th, 2020, to all eligible (full/part-time, permanent, non-seasonal, non-political) Federal employees in participating agencies. Of the 583,969 DoD employees surveyed, 206,219 (35 percent) responded to the survey. Similar to 2019, FEVS20 was a census versus random sample.
    - This rate represents a 2 point increase from FEVS19 (33 percent).
- The 2020 key index results exhibited a significant positive increase from 2019:
  - Employee Engagement Index is 74 percent, 4 points higher than the 2019 (70 percent).
    - The lowest engagement subscale continues to be Leaders Lead (64 percent) compared with the subscales for Supervisors (80 percent) and Intrinsic Work Experience (77 percent).
  - Global Satisfaction Index describes satisfaction with job, organization, and pay, as well as whether the organization would be recommended as a good place to work. Results were 70 percent for 2020, a 4 point increase from 2019.
  - Notably, the DoD Employee Engagement and Global Satisfaction ratings have consistently risen since 2014.
- OPM's Annual Employee Survey Report identifies strengths as questions that have 65 percent or higher positive responses. This year, DoD's 29 strengths included topics such as "my supervisor listens to what I have to say;" "I know what is expected of me on the job;" "my work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals;" and "employees are protected from health and safety hazards on the job". The FEVS20 responses indicate the following five highest positive ratings:
  - (88 percent) I know how my work relates to the agency's goals.

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- (87 percent) My supervisor treats me with respect.
  - (86 percent) My supervisor supports my need to balance work and other life issues.
  - (85 percent) My agency is successful at accomplishing its mission.
  - (85 percent) The people I work with cooperate to get the job done.
- OPM defines ‘Challenges’ as those questions with a 35% or greater negative response rate. While DoD did not have any questions that met these criteria for FEVS20, the Department notes its’ questions with the highest negative response rates as follows, none of which exceed 30% negative responses:
    - (30 percent) In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.
    - (29 percent) I believe the results of this survey will be used to make my agency a better place to work.
    - (23 percent) In my work unit, differences in performance are recognized in a meaningful way.
    - (22 percent) In my organization, senior leaders generate high levels of motivation and commitment in the workforce.
    - (21 percent) How satisfied are you with the information you receive from management on what's going on in your organization?
- In conclusion, other notable Departmental FEVS20 results include:
    - A significant improvement from last year, none of the highest negative ratings is higher than 30 percent negative.
    - 1.4 percent point increase (40.6 percent compared to 39.2 percent in 2019) of respondents reported they believe the results of the survey will be used to make their agency a better place to work.
    - 63 percent of respondents reported that they currently plan to stay in their organization, an increase of one percent point from 2019.
    - Since 2015, there has been virtually no change in the number of respondents planning to retire (6 percent).
      - Over half (56 percent) of respondents indicated they are over 50 years of age.
      - 18 percent reported they are 60 years of age or older, an increase of 2 percent point compared to 2019.
    - Almost half (49 percent) of respondents indicated they are either retired, separated, or discharged from the military, or currently serve in the National Guard or Reserves.

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