| Item | Item Text | Response Type | Percent Positive | Strongly Agree/ Very Good/ Very Satisfied % | Agree/ Good/ Satisfied % | Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied % | Disagree/ Poor/ Dissatisfied % | Strongly Disagree/ Very Poor/ Very Dissatisfied % | Percent Negative | Strongly Agree/ Very Good/ Very Satisfied N | Agree/ Good/ Satisfied N | Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied N | Disagree/ Poor/ Dissatisfied N | Strongly Disagree/ Very Poor/ Very Dissatisfied N | Item Response Total** N | Do Not Know/ No Basis to Judge N |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | *I am given a real opportunity to improve my skills in my organization. | Agree-disagree | 75.5% | 33.7% | 41.7% | 12.3% | 8.4% | 3.8% | 12.3% | 294 | 362 | 105 | 71 | 33 | 865 | N/A |
| 2 | I feel encouraged to come up with new and better ways of doing things. | Agree-disagree | 64.9% | 28.2% | 36.6% | 17.7% | 10.6% | 6.8% | 17.4% | 247 | 312 | 151 | 91 | 56 | 857 | N/A |
| 3 | My work gives me a feeling of personal accomplishment. | Agree-disagree | 74.1% | 31.7% | 42.3% | 14.2% | 7.7% | 4.0% | 11.7% | 277 | 363 | 122 | 66 | 34 | 862 | N/A |
| 4 | I know what is expected of me on the job. | Agree-disagree | 85.0% | 36.6% | 48.4% | 8.9% | 3.8% | 2.3% | 6.1% | 317 | 421 | 75 | 32 | 20 | 865 | N/A |
| 5 | *My workload is reasonable. | Agree-disagree | 55.6% | 14.2% | 41.3% | 14.3% | 17.6% | 12.5% | 30.1% | 123 | 357 | 124 | 152 | 108 | 864 | 0 |
| 6 | *My talents are used well in the workplace. | Agree-disagree | 68.4% | 22.7% | 45.8% | 15.1% | 10.2% | 6.2% | 16.4% | 193 | 392 | 128 | 86 | 52 | 851 | 0 |
| 7 | *I know how my work relates to the agency's goals. | Agree-disagree | 87.8% | 38.0% | 49.8% | 7.2% | 2.9% | 2.0% | 5.0% | 330 | 426 | 62 | 25 | 17 | 860 | 3 |
| 8 | *I can disclose a suspected violation of any law, rule or regulation without fear of reprisal. | Agree-disagree | 76.8% | 41.9% | 35.0% | 13.1% | 4.7% | 5.4% | 10.1% | 352 | 293 | 108 | 39 | 44 | 836 | 26 |
| 9 | *The people I work with cooperate to get the job done. | Agree-disagree | 87.9% | 51.5% | 36.4% | 6.1% | 4.0% | 2.0% | 6.0% | 446 | 313 | 52 | 35 | 17 | 863 | N/A |
| 10 | In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. | Agree-disagree | 51.3% | 17.3% | 34.0% | 26.2% | 11.3% | 11.2% | 22.5% | 115 | 224 | 174 | 75 | 76 | 664 | 202 |
| 12 | *In my work unit, differences in performance are recognized in a meaningful way. | Agree-disagree | 54.6% | 19.1% | 35.5% | 23.6% | 13.8% | 8.0% | 21.8% | 149 | 273 | 185 | 105 | 62 | 774 | 90 |

| | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 13 | *My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals. | Agree-disagree | 87.2% | 40.2% | 46.9% | 7.0% | 4.0% | 1.8% | 5.9% | 349 | 401 | 60 | 35 | 16 | 861 | 4 |
| 14 | Employees in my work unit meet the needs of our customers. | Always-never | 91.4% | 44.5% | 46.9% | 7.8% | 0.4% | 0.3% | 0.8% | 374 | 391 | 66 | 4 | 3 | 838 | 27 |
| 15 | Employees in my work unit contribute positively to my agency's performance. | Always-never | 90.6% | 52.4% | 38.1% | 8.0% | 1.1% | 0.3% | 1.4% | 444 | 319 | 68 | 9 | 3 | 843 | 15 |
| 16 | Employees in my work unit produce high-quality work. | Always-never | 88.0% | 47.0% | 41.0% | 10.0% | 1.7% | 0.3% | 2.0% | 398 | 343 | 85 | 15 | 3 | 844 | 16 |
| 17 | Employees in my work unit adapt to changing priorities. | Always-never | 88.1% | 52.0% | 36.1% | 9.6% | 1.7% | 0.6% | 2.3% | 443 | 302 | 81 | 14 | 5 | 845 | 12 |
| 18 | Employees in my work unit successfully collaborate. | Always-never | 84.4% | 49.1% | 35.3% | 12.1% | 2.5% | 1.0% | 3.5% | 421 | 300 | 103 | 22 | 8 | 854 | 10 |
| 19 | Employees in my work unit achieve our goals. | Always-never | 92.4% | 49.2% | 43.2% | 5.8% | 1.2% | 0.5% | 1.7% | 419 | 362 | 50 | 11 | 4 | 846 | 18 |
| 20 | Employees are recognized for providing high quality products and services. | Agree-disagree | 67.7% | 28.9% | 38.8% | 14.8% | 11.1% | 6.3% | 17.5% | 250 | 330 | 125 | 93 | 54 | 852 | 10 |
| 21 | Employees are protected from health and safety hazards on the job. | Agree-disagree | 87.1% | 56.0% | 31.1% | 7.1% | 3.4% | 2.3% | 5.8% | 479 | 260 | 60 | 29 | 19 | 847 | 16 |
| 22 | My agency is successful at accomplishing its mission. | Agree-disagree | 84.7% | 39.9% | 44.7% | 11.1% | 2.7% | 1.5% | 4.3% | 344 | 377 | 94 | 23 | 12 | 850 | 10 |
| 23 | *I recommend my organization as a good place to work. | Agree-disagree | 79.1% | 41.0% | 38.2% | 12.8% | 4.9% | 3.1% | 8.0% | 359 | 325 | 110 | 43 | 26 | 863 | N/A |
| 24 | *I believe the results of this survey will be used to make my agency a better place to work. | Agree-disagree | 64.1% | 29.4% | 34.7% | 17.7% | 11.4% | 6.8% | 18.2% | 248 | 287 | 149 | 93 | 55 | 832 | 31 |
| 25 | My supervisor supports my need to balance work and other life issues. | Agree-disagree | 88.8% | 56.6% | 32.2% | 5.2% | 2.3% | 3.7% | 6.0% | 492 | 276 | 43 | 21 | 30 | 862 | 2 |
| 26 | My supervisor is committed to a workforce representative of all segments of society. | Agree-disagree | 85.8% | 55.1% | 30.7% | 9.6% | 2.0% | 2.6% | 4.5% | 444 | 242 | 75 | 15 | 21 | 797 | 66 |
| 27 | Supervisors in my work unit support employee development. | Agree-disagree | 84.6% | 50.8% | 33.8% | 7.5% | 4.0% | 3.9% | 7.9% | 441 | 289 | 63 | 34 | 33 | 860 | 4 |
| 28 | My supervisor listens to what I have to say. | Agree-disagree | 87.3% | 56.0% | 31.2% | 6.1% | 3.3% | 3.3% | 6.6% | 488 | 265 | 51 | 29 | 29 | 862 | N/A |

| | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 29 | My supervisor treats me with respect. | Agree-disagree | 89.5% | 61.4% | 28.1% | 5.2% | 2.3% | 2.9% | 5.2% | 535 | 240 | 43 | 20 | 25 | 863 | N/A |
| 30 | I have trust and confidence in my supervisor. | Agree-disagree | 81.9% | 55.1% | 26.8% | 8.9% | 4.1% | 5.0% | 9.1% | 480 | 229 | 75 | 35 | 43 | 862 | N/A |
| 31 | Overall, how good a job do you feel is being done by your immediate supervisor? | Good-poor | 84.1% | 58.5% | 25.6% | 9.7% | 3.2% | 3.1% | 6.3% | 508 | 222 | 81 | 27 | 27 | 865 | N/A |
| 32 | In my organization, senior leaders generate high levels of motivation and commitment in the workforce. | Agree-disagree | 61.9% | 22.2% | 39.7% | 18.4% | 11.0% | 8.7% | 19.7% | 193 | 339 | 157 | 93 | 72 | 854 | 8 |
| 33 | My organization's senior leaders maintain high standards of honesty and integrity. | Agree-disagree | 68.3% | 27.5% | 40.8% | 17.6% | 7.4% | 6.7% | 14.1% | 228 | 329 | 142 | 60 | 53 | 812 | 47 |
| 34 | *Managers communicate the goals of the organization. | Agree-disagree | 73.2% | 27.9% | 45.3% | 15.1% | 7.1% | 4.6% | 11.7% | 243 | 386 | 128 | 61 | 38 | 856 | 4 |
| 35 | Managers promote communication among different work units (for example, about projects, goals, needed resources). | Agree-disagree | 64.3% | 26.5% | 37.8% | 17.1% | 11.4% | 7.2% | 18.6% | 228 | 320 | 141 | 97 | 59 | 845 | 15 |
| 36 | Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor? | Good-poor | 74.2% | 35.2% | 39.0% | 16.0% | 4.3% | 5.6% | 9.9% | 280 | 309 | 127 | 34 | 42 | 792 | 68 |
| 37 | I have a high level of respect for my organization's senior leaders. | Agree-disagree | 68.2% | 28.2% | 40.0% | 17.5% | 7.4% | 6.9% | 14.2% | 241 | 342 | 149 | 61 | 57 | 850 | 10 |
| 38 | Senior leaders demonstrate support for Work-Life programs. | Agree-disagree | 76.2% | 38.4% | 37.8% | 14.4% | 4.7% | 4.7% | 9.4% | 325 | 317 | 119 | 39 | 39 | 839 | 20 |
| 39 | *How satisfied are you with your involvement in decisions that affect your work? | Satisfied-dissatisfied | 62.5% | 20.3% | 42.2% | 19.4% | 12.2% | 5.9% | 18.1% | 176 | 360 | 166 | 107 | 49 | 858 | N/A |
| 40 | *How satisfied are you with the information you receive from management on what's going on in your organization? | Satisfied-dissatisfied | 67.6% | 25.0% | 42.6% | 17.1% | 10.6% | 4.8% | 15.3% | 216 | 362 | 146 | 91 | 40 | 855 | N/A |

| | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 41 | *How satisfied are you with the recognition you receive for doing a good job? | Satisfied-dissatisfied | 63.9% | 23.8% | 40.0% | 17.2% | 10.7% | 8.2% | 18.9% | 205 | 344 | 145 | 90 | 70 | 854 | N/A |
| 42 | *Considering everything, how satisfied are you with your job? | Satisfied-dissatisfied | 74.4% | 29.8% | 44.6% | 13.6% | 7.9% | 4.1% | 12.0% | 257 | 379 | 114 | 68 | 35 | 853 | N/A |
| 43 | Considering everything, how satisfied are you with your pay? | Satisfied-dissatisfied | 64.3% | 24.3% | 40.0% | 17.0% | 12.8% | 6.0% | 18.8% | 212 | 341 | 144 | 109 | 52 | 858 | N/A |
| 44 | *Considering everything, how satisfied are you with your organization? | Satisfied-dissatisfied | 74.2% | 28.1% | 46.0% | 14.6% | 7.6% | 3.7% | 11.3% | 246 | 393 | 124 | 65 | 31 | 859 | 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.

Source: **National Credit Union Administration AES Report,** 2021 OPM Federal Employee Viewpoint Survey

***11. In my work unit poor performers usually:***

| | 2021 N | 2021 % | 2020 N | 2020 % | 2019 N | 2019 % |
|---|---|---|---|---|---|---|
| Remain in the work unit and improve their performance over time | 119 | 20.0% | 146 | 20.2% | 123 | 17.8% |
| Remain in the work unit and continue to underperform | 228 | 37.2% | 286 | 39.9% | 329 | 48.4% |
| Leave the work unit - removed or transferred | 42 | 6.9% | 60 | 8.3% | 52 | 7.8% |
| Leave the work unit - quit | 19 | 3.4% | 28 | 3.8% | 20 | 3.0% |
| There are no poor performers in my work unit | 196 | 32.5% | 204 | 27.8% | 157 | 23.1% |
| Do Not Know | 262 | —[b] | 200 | —[b] | 188 | —[b] |
| Total | 866 | 100.0% | 924 | 100.0% | 869 | 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.

Source: **National Credit Union Administration AES Report,** 2021 OPM Federal Employee Viewpoint Survey

| Item | Year | Item Text | Percent Positive | Percent Neutral | Percent Negative | Item Response Total** N | Do Not Know/ No Basis to Judge N |
|---|---|---|---|---|---|---|---|
| 1 | 2021 | *I am given a real opportunity to improve my skills in my organization. | 75.5% | 12.3% | 12.3% | 865 | N/A |
| 1 | 2020 | *I am given a real opportunity to improve my skills in my organization. | 77.4% | 11.3% | 11.3% | 925 | N/A |
| 1 | 2019 | *I am given a real opportunity to improve my skills in my organization. | 73.7% | 10.8% | 15.5% | 887 | N/A |
| 1 | 2018 | *I am given a real opportunity to improve my skills in my organization. | 71.9% | 13.3% | 14.9% | 629 | N/A |
| 1 | 2017 | *I am given a real opportunity to improve my skills in my organization. | 69.3% | 13.5% | 17.2% | 665 | N/A |
| 1 | 2016 | *I am given a real opportunity to improve my skills in my organization. | 77.5% | 10.2% | 12.3% | 661 | N/A |
| 1 | 2015 | *I am given a real opportunity to improve my skills in my organization. | 76.0% | 12.4% | 11.5% | 776 | N/A |
| 2 | 2021 | I feel encouraged to come up with new and better ways of doing things. | 64.9% | 17.7% | 17.4% | 857 | N/A |
| 2 | 2020 | I feel encouraged to come up with new and better ways of doing things. | 65.8% | 16.7% | 17.4% | 913 | N/A |
| 2 | 2019 | I feel encouraged to come up with new and better ways of doing things. | 54.3% | 19.3% | 26.5% | 887 | N/A |
| 2 | 2018 | I feel encouraged to come up with new and better ways of doing things. | 55.2% | 20.0% | 24.8% | 629 | N/A |
| 2 | 2017 | I feel encouraged to come up with new and better ways of doing things. | 56.2% | 19.0% | 24.8% | 656 | N/A |
| 2 | 2016 | I feel encouraged to come up with new and better ways of doing things. | 61.7% | 17.4% | 21.0% | 651 | N/A |
| 2 | 2015 | I feel encouraged to come up with new and better ways of doing things. | 57.2% | 23.7% | 19.1% | 761 | N/A |
| 3 | 2021 | My work gives me a feeling of personal accomplishment. | 74.1% | 14.2% | 11.7% | 862 | N/A |
| 3 | 2020 | My work gives me a feeling of personal accomplishment. | 76.5% | 13.9% | 9.6% | 925 | N/A |
| 3 | 2019 | My work gives me a feeling of personal accomplishment. | 73.7% | 14.6% | 11.7% | 889 | N/A |
| 3 | 2018 | My work gives me a feeling of personal accomplishment. | 74.5% | 13.7% | 11.8% | 629 | N/A |
| 3 | 2017 | My work gives me a feeling of personal accomplishment. | 76.6% | 12.3% | 11.1% | 660 | N/A |
| 3 | 2016 | My work gives me a feeling of personal accomplishment. | 79.2% | 11.0% | 9.8% | 660 | N/A |
| 3 | 2015 | My work gives me a feeling of personal accomplishment. | 76.6% | 13.6% | 9.9% | 775 | N/A |
| 4 | 2021 | I know what is expected of me on the job. | 85.0% | 8.9% | 6.1% | 865 | N/A |
| 4 | 2020 | I know what is expected of me on the job. | 85.3% | 8.0% | 6.7% | 923 | N/A |
| 4 | 2019 | I know what is expected of me on the job. | 77.0% | 11.0% | 12.0% | 890 | N/A |
| 4 | 2018 | I know what is expected of me on the job. | 77.3% | 10.4% | 12.2% | 630 | N/A |
| 4 | 2017 | I know what is expected of me on the job. | 78.9% | 11.0% | 10.2% | 661 | N/A |
| 4 | 2016 | I know what is expected of me on the job. | 79.8% | 9.9% | 10.3% | 652 | N/A |
| 4 | 2015 | I know what is expected of me on the job. | 80.6% | 10.6% | 8.8% | 770 | N/A |
| 5 | 2021 | *My workload is reasonable. | 55.6% | 14.3% | 30.1% | 864 | 0 |
| 5 | 2020 | *My workload is reasonable. | 65.7% | 13.3% | 20.9% | 917 | 1 |
| 5 | 2019 | *My workload is reasonable. | 57.0% | 16.5% | 26.4% | 886 | 0 |
| 5 | 2018 | *My workload is reasonable. | 58.0% | 14.3% | 27.7% | 629 | 0 |
| 5 | 2017 | *My workload is reasonable. | 62.4% | 13.0% | 24.7% | 661 | 0 |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 5 | 2016 | *My workload is reasonable. | 63.3% | 13.4% | 23.3% | 651 | 1 |
| 5 | 2015 | *My workload is reasonable. | 60.6% | 15.5% | 23.9% | 771 | 1 |
| 6 | 2021 | *My talents are used well in the workplace. | 68.4% | 15.1% | 16.4% | 851 | 0 |
| 6 | 2020 | *My talents are used well in the workplace. | 70.3% | 14.0% | 15.7% | 908 | 1 |
| 6 | 2019 | *My talents are used well in the workplace. | 62.0% | 16.1% | 21.9% | 885 | 1 |
| 6 | 2018 | *My talents are used well in the workplace. | 61.7% | 15.8% | 22.5% | 624 | 2 |
| 6 | 2017 | *My talents are used well in the workplace. | 64.9% | 15.4% | 19.8% | 659 | 0 |
| 6 | 2016 | *My talents are used well in the workplace. | 67.7% | 14.1% | 18.3% | 637 | 1 |
| 6 | 2015 | *My talents are used well in the workplace. | 66.1% | 16.7% | 17.2% | 747 | 3 |
| 7 | 2021 | *I know how my work relates to the agency's goals. | 87.8% | 7.2% | 5.0% | 860 | 3 |
| 7 | 2020 | *I know how my work relates to the agency's goals. | 88.2% | 7.3% | 4.5% | 912 | 1 |
| 7 | 2019 | *I know how my work relates to the agency's goals. | 85.3% | 9.2% | 5.4% | 885 | 1 |
| 7 | 2018 | *I know how my work relates to the agency's goals. | 81.0% | 12.5% | 6.6% | 628 | 1 |
| 7 | 2017 | *I know how my work relates to the agency's goals and priorities. | 81.7% | 10.4% | 7.9% | 653 | 1 |
| 7 | 2016 | *I know how my work relates to the agency's goals and priorities. | 86.7% | 8.2% | 5.1% | 654 | 1 |
| 7 | 2015 | *I know how my work relates to the agency's goals and priorities. | 86.3% | 8.5% | 5.1% | 773 | 3 |
| 8 | 2021 | *I can disclose a suspected violation of any law, rule or regulation without fear of reprisal. | 76.8% | 13.1% | 10.1% | 836 | 26 |
| 8 | 2020 | *I can disclose a suspected violation of any law, rule or regulation without fear of reprisal. | 77.3% | 12.3% | 10.4% | 890 | 32 |
| 8 | 2019 | *I can disclose a suspected violation of any law, rule or regulation without fear of reprisal. | 73.7% | 12.7% | 13.6% | 843 | 47 |
| 8 | 2018 | *I can disclose a suspected violation of any law, rule or regulation without fear of reprisal. | 74.1% | 11.5% | 14.4% | 604 | 26 |
| 8 | 2017 | *I can disclose a suspected violation of any law, rule or regulation without fear of reprisal. | 75.8% | 10.6% | 13.6% | 631 | 28 |
| 8 | 2016 | *I can disclose a suspected violation of any law, rule or regulation without fear of reprisal. | 74.7% | 11.4% | 13.9% | 632 | 24 |
| 8 | 2015 | *I can disclose a suspected violation of any law, rule or regulation without fear of reprisal. | 72.8% | 16.6% | 10.6% | 738 | 29 |
| 9 | 2021 | *The people I work with cooperate to get the job done. | 87.9% | 6.1% | 6.0% | 863 | N/A |
| 9 | 2020 | *The people I work with cooperate to get the job done. | 88.1% | 6.2% | 5.6% | 925 | N/A |
| 9 | 2019 | *The people I work with cooperate to get the job done. | 82.2% | 8.7% | 9.1% | 887 | N/A |
| 9 | 2018 | *The people I work with cooperate to get the job done. | 82.7% | 10.3% | 7.0% | 632 | N/A |
| 9 | 2017 | *The people I work with cooperate to get the job done. | 83.6% | 8.5% | 7.9% | 662 | N/A |
| 9 | 2016 | *The people I work with cooperate to get the job done. | 84.9% | 7.6% | 7.5% | 661 | N/A |
| 9 | 2015 | *The people I work with cooperate to get the job done. | 85.1% | 7.4% | 7.5% | 775 | N/A |
| 10 | 2021 | In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. | 51.3% | 26.2% | 22.5% | 664 | 202 |
| 10 | 2020 | In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. | 48.0% | 27.7% | 24.3% | 763 | 160 |
| 10 | 2019 | In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. | 41.0% | 25.7% | 33.2% | 782 | 104 |
| 10 | 2018 | In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. | 41.6% | 25.6% | 32.8% | 556 | 76 |
| 10 | 2017 | In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. | 41.9% | 25.5% | 32.7% | 587 | 77 |
| 10 | 2016 | In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. | 39.4% | 26.9% | 33.6% | 562 | 96 |
| 10 | 2015 | In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. | 40.5% | 27.6% | 31.9% | 700 | 76 |
| 12 | 2021 | *In my work unit, differences in performance are recognized in a meaningful way. | 54.6% | 23.6% | 21.8% | 774 | 90 |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 12 | 2020 | *In my work unit, differences in performance are recognized in a meaningful way. | 54.9% | 23.6% | 21.6% | 843 | 83 |
| 12 | 2019 | *In my work unit, differences in performance are recognized in a meaningful way. | 42.8% | 25.8% | 31.4% | 834 | 51 |
| 12 | 2018 | *In my work unit, differences in performance are recognized in a meaningful way. | 44.3% | 24.3% | 31.4% | 587 | 43 |
| 12 | 2017 | *In my work unit, differences in performance are recognized in a meaningful way. | 43.0% | 24.0% | 33.0% | 620 | 43 |
| 12 | 2016 | *In my work unit, differences in performance are recognized in a meaningful way. | 46.9% | 23.2% | 29.8% | 607 | 46 |
| 12 | 2015 | *In my work unit, differences in performance are recognized in a meaningful way. | 48.5% | 24.8% | 26.6% | 738 | 38 |
| 13 | 2021 | *My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals. | 87.2% | 7.0% | 5.9% | 861 | 4 |
| 13 | 2020 | *My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals. | 87.0% | 7.2% | 5.9% | 921 | 4 |
| 13 | 2019 | *My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals. | 83.9% | 8.8% | 7.3% | 883 | 5 |
| 13 | 2018 | *My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals. | 85.4% | 8.5% | 6.2% | 626 | 5 |
| 13 | 2017 | *The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals. | 75.1% | 12.1% | 12.9% | 650 | 7 |
| 13 | 2016 | *The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals. | 77.3% | 12.9% | 9.8% | 646 | 6 |
| 13 | 2015 | *The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals. | 72.5% | 13.8% | 13.8% | 759 | 7 |
| 14 | 2021 | Employees in my work unit meet the needs of our customers. | 91.4% | 7.8% | 0.8% | 838 | 27 |
| 14 | 2020 | During the COVID-19 pandemic, my work unit has met the needs of our customers. | 89.3% | 9.2% | 1.5% | 888 | 25 |
| 15 | 2021 | Employees in my work unit contribute positively to my agency's performance. | 90.6% | 8.0% | 1.4% | 843 | 15 |
| 15 | 2020 | During the COVID-19 pandemic, my work unit has contributed positively to my agency's performance. | 90.9% | 7.1% | 2.0% | 887 | 25 |
| 16 | 2021 | Employees in my work unit produce high-quality work. | 88.0% | 10.0% | 2.0% | 844 | 16 |
| 16 | 2020 | During the COVID-19 pandemic, my work unit has produced high-quality work. | 87.2% | 10.3% | 2.5% | 892 | 21 |
| 17 | 2021 | Employees in my work unit adapt to changing priorities. | 88.1% | 9.6% | 2.3% | 845 | 12 |
| 17 | 2020 | During the COVID-19 pandemic, my work unit has adapted to changing priorities. | 90.0% | 8.1% | 1.9% | 895 | 18 |
| 18 | 2021 | Employees in my work unit successfully collaborate. | 84.4% | 12.1% | 3.5% | 854 | 10 |
| 18 | 2020 | During the COVID-19 pandemic, my work unit has successfully collaborated. | 83.6% | 12.3% | 4.2% | 898 | 16 |
| 19 | 2021 | Employees in my work unit achieve our goals. | 92.4% | 5.8% | 1.7% | 846 | 18 |
| 19 | 2020 | During the COVID-19 pandemic, my work unit has achieved our goals. | 88.8% | 9.8% | 1.5% | 883 | 29 |
| 20 | 2021 | Employees are recognized for providing high quality products and services. | 67.7% | 14.8% | 17.5% | 852 | 10 |
| 20 | 2020 | Employees are recognized for providing high quality products and services. | 67.5% | 15.0% | 17.5% | 917 | 8 |
| 20 | 2019 | Employees are recognized for providing high quality products and services. | 54.2% | 19.8% | 26.0% | 868 | 15 |
| 20 | 2018 | Employees are recognized for providing high quality products and services. | 57.4% | 19.0% | 23.6% | 616 | 7 |
| 20 | 2017 | Employees are recognized for providing high quality products and services. | 57.8% | 17.8% | 24.4% | 640 | 13 |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 20 | 2016 | Employees are recognized for providing high quality products and services. | 64.9% | 15.9% | 19.3% | 638 | 12 |
| 20 | 2015 | Employees are recognized for providing high quality products and services. | 62.9% | 18.9% | 18.2% | 756 | 14 |
| 21 | 2021 | Employees are protected from health and safety hazards on the job. | 87.1% | 7.1% | 5.8% | 847 | 16 |
| 21 | 2020 | Employees are protected from health and safety hazards on the job. | 89.1% | 6.7% | 4.2% | 923 | 2 |
| 21 | 2019 | Employees are protected from health and safety hazards on the job. | 71.8% | 18.5% | 9.6% | 864 | 17 |
| 21 | 2018 | Employees are protected from health and safety hazards on the job. | 70.0% | 18.1% | 12.0% | 614 | 12 |
| 21 | 2017 | Employees are protected from health and safety hazards on the job. | 74.3% | 15.0% | 10.7% | 638 | 18 |
| 21 | 2016 | Employees are protected from health and safety hazards on the job. | 72.1% | 18.5% | 9.4% | 632 | 18 |
| 21 | 2015 | Employees are protected from health and safety hazards on the job. | 68.8% | 18.7% | 12.5% | 753 | 14 |
| 22 | 2021 | My agency is successful at accomplishing its mission. | 84.7% | 11.1% | 4.3% | 850 | 10 |
| 22 | 2020 | My agency is successful at accomplishing its mission. | 88.2% | 9.0% | 2.9% | 918 | 7 |
| 22 | 2019 | My agency is successful at accomplishing its mission. | 79.4% | 15.4% | 5.1% | 864 | 16 |
| 22 | 2018 | My agency is successful at accomplishing its mission. | 79.4% | 15.5% | 5.1% | 613 | 11 |
| 22 | 2017 | My agency is successful at accomplishing its mission. | 79.2% | 15.2% | 5.6% | 643 | 10 |
| 22 | 2016 | My agency is successful at accomplishing its mission. | 84.4% | 11.0% | 4.6% | 640 | 7 |
| 22 | 2015 | My agency is successful at accomplishing its mission. | 80.4% | 15.0% | 4.6% | 753 | 12 |
| 23 | 2021 | *I recommend my organization as a good place to work. | 79.1% | 12.8% | 8.0% | 863 | N/A |
| 23 | 2020 | *I recommend my organization as a good place to work. | 82.5% | 11.9% | 5.5% | 921 | N/A |
| 23 | 2019 | *I recommend my organization as a good place to work. | 75.3% | 16.4% | 8.4% | 882 | N/A |
| 23 | 2018 | *I recommend my organization as a good place to work. | 71.0% | 18.4% | 10.6% | 623 | N/A |
| 23 | 2017 | *I recommend my organization as a good place to work. | 73.9% | 16.8% | 9.3% | 654 | N/A |
| 23 | 2016 | *I recommend my organization as a good place to work. | 77.0% | 13.6% | 9.4% | 651 | N/A |
| 23 | 2015 | *I recommend my organization as a good place to work. | 78.3% | 14.5% | 7.2% | 767 | N/A |
| 24 | 2021 | *I believe the results of this survey will be used to make my agency a better place to work. | 64.1% | 17.7% | 18.2% | 832 | 31 |
| 24 | 2020 | *I believe the results of this survey will be used to make my agency a better place to work. | 63.1% | 18.7% | 18.2% | 890 | 34 |
| 24 | 2019 | *I believe the results of this survey will be used to make my agency a better place to work. | 54.2% | 20.7% | 25.1% | 842 | 40 |
| 24 | 2018 | *I believe the results of this survey will be used to make my agency a better place to work. | 51.3% | 20.8% | 27.8% | 584 | 39 |
| 24 | 2017 | *I believe the results of this survey will be used to make my agency a better place to work. | 52.8% | 24.6% | 22.6% | 623 | 32 |
| 24 | 2016 | *I believe the results of this survey will be used to make my agency a better place to work. | 64.0% | 17.9% | 18.1% | 618 | 32 |
| 24 | 2015 | *I believe the results of this survey will be used to make my agency a better place to work. | 61.9% | 19.8% | 18.3% | 737 | 33 |
| 25 | 2021 | My supervisor supports my need to balance work and other life issues. | 88.8% | 5.2% | 6.0% | 862 | 2 |
| 25 | 2020 | My supervisor supports my need to balance work and other life issues. | 87.3% | 6.4% | 6.3% | 923 | 3 |
| 25 | 2019 | My supervisor supports my need to balance work and other life issues. | 82.3% | 8.4% | 9.3% | 879 | 1 |
| 25 | 2018 | My supervisor supports my need to balance work and other life issues. | 80.5% | 9.4% | 10.1% | 616 | 6 |
| 25 | 2017 | My supervisor supports my need to balance work and other life issues. | 80.8% | 8.0% | 11.2% | 654 | 2 |
| 25 | 2016 | My supervisor supports my need to balance work and other life issues. | 82.5% | 6.6% | 10.9% | 647 | 2 |
| 25 | 2015 | My supervisor supports my need to balance work and other life issues. | 81.0% | 8.5% | 10.5% | 764 | 3 |
| 26 | 2021 | My supervisor is committed to a workforce representative of all segments of society. | 85.8% | 9.6% | 4.5% | 797 | 66 |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 26 | 2020 | My supervisor is committed to a workforce representative of all segments of society. | 83.0% | 12.1% | 5.0% | 872 | 54 |
| 26 | 2019 | My supervisor is committed to a workforce representative of all segments of society. | 77.1% | 15.3% | 7.6% | 786 | 91 |
| 26 | 2018 | My supervisor is committed to a workforce representative of all segments of society. | 73.6% | 19.2% | 7.2% | 555 | 66 |
| 26 | 2017 | My supervisor is committed to a workforce representative of all segments of society. | 75.8% | 16.8% | 7.4% | 585 | 68 |
| 26 | 2016 | My supervisor is committed to a workforce representative of all segments of society. | 75.8% | 16.6% | 7.6% | 583 | 64 |
| 26 | 2015 | My supervisor is committed to a workforce representative of all segments of society. | 77.0% | 17.7% | 5.3% | 688 | 77 |
| 27 | 2021 | Supervisors in my work unit support employee development. | 84.6% | 7.5% | 7.9% | 860 | 4 |
| 27 | 2020 | Supervisors in my work unit support employee development. | 84.1% | 8.4% | 7.5% | 925 | 1 |
| 27 | 2019 | Supervisors in my work unit support employee development. | 75.9% | 11.9% | 12.2% | 874 | 6 |
| 27 | 2018 | Supervisors in my work unit support employee development. | 73.4% | 13.9% | 12.6% | 612 | 8 |
| 27 | 2017 | Supervisors in my work unit support employee development. | 73.0% | 13.9% | 13.1% | 643 | 10 |
| 27 | 2016 | Supervisors in my work unit support employee development. | 75.9% | 12.5% | 11.7% | 640 | 9 |
| 27 | 2015 | Supervisors in my work unit support employee development. | 76.6% | 13.3% | 10.1% | 755 | 9 |
| 28 | 2021 | My supervisor listens to what I have to say. | 87.3% | 6.1% | 6.6% | 862 | N/A |
| 28 | 2020 | My supervisor listens to what I have to say. | 85.5% | 7.7% | 6.8% | 922 | N/A |
| 28 | 2019 | My supervisor listens to what I have to say. | 80.3% | 8.0% | 11.6% | 876 | N/A |
| 28 | 2018 | My supervisor listens to what I have to say. | 79.9% | 8.8% | 11.3% | 621 | N/A |
| 28 | 2017 | My supervisor listens to what I have to say. | 80.5% | 9.3% | 10.2% | 655 | N/A |
| 28 | 2016 | My supervisor listens to what I have to say. | 80.2% | 9.7% | 10.1% | 650 | N/A |
| 28 | 2015 | My supervisor listens to what I have to say. | 81.2% | 10.0% | 8.8% | 767 | N/A |
| 29 | 2021 | My supervisor treats me with respect. | 89.5% | 5.2% | 5.2% | 863 | N/A |
| 29 | 2020 | My supervisor treats me with respect. | 88.3% | 6.2% | 5.5% | 920 | N/A |
| 29 | 2019 | My supervisor treats me with respect. | 85.5% | 6.8% | 7.6% | 875 | N/A |
| 29 | 2018 | My supervisor treats me with respect. | 83.4% | 8.8% | 7.8% | 621 | N/A |
| 29 | 2017 | My supervisor treats me with respect. | 83.9% | 7.6% | 8.5% | 650 | N/A |
| 29 | 2016 | My supervisor treats me with respect. | 86.4% | 5.5% | 8.1% | 648 | N/A |
| 29 | 2015 | My supervisor treats me with respect. | 86.1% | 7.6% | 6.3% | 763 | N/A |
| 30 | 2021 | I have trust and confidence in my supervisor. | 81.9% | 8.9% | 9.1% | 862 | N/A |
| 30 | 2020 | I have trust and confidence in my supervisor. | 78.9% | 10.4% | 10.6% | 922 | N/A |
| 30 | 2019 | I have trust and confidence in my supervisor. | 73.6% | 13.2% | 13.2% | 875 | N/A |
| 30 | 2018 | I have trust and confidence in my supervisor. | 72.6% | 13.3% | 14.1% | 621 | N/A |
| 30 | 2017 | I have trust and confidence in my supervisor. | 72.6% | 12.9% | 14.5% | 653 | N/A |
| 30 | 2016 | I have trust and confidence in my supervisor. | 72.9% | 13.6% | 13.5% | 646 | N/A |
| 30 | 2015 | I have trust and confidence in my supervisor. | 75.3% | 12.4% | 12.3% | 767 | N/A |
| 31 | 2021 | Overall, how good a job do you feel is being done by your immediate supervisor? | 84.1% | 9.7% | 6.3% | 865 | N/A |
| 31 | 2020 | Overall, how good a job do you feel is being done by your immediate supervisor? | 83.7% | 10.5% | 5.8% | 922 | N/A |
| 31 | 2019 | Overall, how good a job do you feel is being done by your immediate supervisor? | 77.7% | 13.0% | 9.3% | 879 | N/A |
| 31 | 2018 | Overall, how good a job do you feel is being done by your immediate supervisor? | 74.8% | 15.7% | 9.5% | 619 | N/A |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 31 | 2017 | Overall, how good a job do you feel is being done by your immediate supervisor? | 74.2% | 15.9% | 9.9% | 655 | N/A |
| 31 | 2016 | Overall, how good a job do you feel is being done by your immediate supervisor? | 77.3% | 14.4% | 8.3% | 646 | N/A |
| 31 | 2015 | Overall, how good a job do you feel is being done by your immediate supervisor? | 77.3% | 15.8% | 6.8% | 767 | N/A |
| 32 | 2021 | In my organization, senior leaders generate high levels of motivation and commitment in the workforce. | 61.9% | 18.4% | 19.7% | 854 | 8 |
| 32 | 2020 | In my organization, senior leaders generate high levels of motivation and commitment in the workforce. | 61.7% | 20.6% | 17.7% | 915 | 7 |
| 32 | 2019 | In my organization, senior leaders generate high levels of motivation and commitment in the workforce. | 43.8% | 25.6% | 30.6% | 858 | 17 |
| 32 | 2018 | In my organization, senior leaders generate high levels of motivation and commitment in the workforce. | 41.8% | 24.6% | 33.6% | 602 | 11 |
| 32 | 2017 | In my organization, senior leaders generate high levels of motivation and commitment in the workforce. | 45.1% | 21.1% | 33.8% | 634 | 15 |
| 32 | 2016 | In my organization, senior leaders generate high levels of motivation and commitment in the workforce. | 54.2% | 19.5% | 26.3% | 638 | 8 |
| 32 | 2015 | In my organization, senior leaders generate high levels of motivation and commitment in the workforce. | 50.7% | 24.4% | 24.9% | 752 | 13 |
| 33 | 2021 | My organization's senior leaders maintain high standards of honesty and integrity. | 68.3% | 17.6% | 14.1% | 812 | 47 |
| 33 | 2020 | My organization's senior leaders maintain high standards of honesty and integrity. | 62.2% | 21.7% | 16.2% | 884 | 36 |
| 33 | 2019 | My organization's senior leaders maintain high standards of honesty and integrity. | 52.1% | 23.3% | 24.6% | 811 | 60 |
| 33 | 2018 | My organization's senior leaders maintain high standards of honesty and integrity. | 51.7% | 27.0% | 21.3% | 577 | 35 |
| 33 | 2017 | My organization's senior leaders maintain high standards of honesty and integrity. | 56.5% | 21.8% | 21.7% | 593 | 51 |
| 33 | 2016 | My organization's senior leaders maintain high standards of honesty and integrity. | 62.4% | 18.5% | 19.1% | 611 | 32 |
| 33 | 2015 | My organization's senior leaders maintain high standards of honesty and integrity. | 61.3% | 21.9% | 16.8% | 717 | 46 |
| 34 | 2021 | *Managers communicate the goals of the organization. | 73.2% | 15.1% | 11.7% | 856 | 4 |
| 34 | 2020 | *Managers communicate the goals of the organization. | 76.6% | 14.4% | 9.0% | 917 | 3 |
| 34 | 2019 | *Managers communicate the goals of the organization. | 69.5% | 17.6% | 12.9% | 858 | 7 |
| 34 | 2018 | *Managers communicate the goals of the organization. | 67.3% | 16.8% | 15.9% | 601 | 9 |
| 34 | 2017 | *Managers communicate the goals and priorities of the organization. | 67.0% | 16.2% | 16.8% | 631 | 9 |
| 34 | 2016 | *Managers communicate the goals and priorities of the organization. | 71.5% | 15.1% | 13.3% | 630 | 7 |
| 34 | 2015 | *Managers communicate the goals and priorities of the organization. | 71.6% | 17.2% | 11.3% | 754 | 7 |
| 35 | 2021 | Managers promote communication among different work units (for example, about projects, goals, needed resources). | 64.3% | 17.1% | 18.6% | 845 | 15 |
| 35 | 2020 | Managers promote communication among different work units (for example, about projects, goals, needed resources). | 66.5% | 18.3% | 15.2% | 902 | 19 |
| 35 | 2019 | Managers promote communication among different work units (for example, about projects, goals, needed resources). | 60.3% | 19.5% | 20.2% | 848 | 24 |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 35 | 2018 | Managers promote communication among different work units (for example, about projects, goals, needed resources). | 54.4% | 22.6% | 23.1% | 588 | 26 |
| 35 | 2017 | Managers promote communication among different work units (for example, about projects, goals, needed resources). | 58.9% | 20.0% | 21.1% | 616 | 29 |
| 35 | 2016 | Managers promote communication among different work units (for example, about projects, goals, needed resources). | 60.2% | 18.4% | 21.3% | 623 | 16 |
| 35 | 2015 | Managers promote communication among different work units (for example, about projects, goals, needed resources). | 62.4% | 17.5% | 20.1% | 732 | 29 |
| 36 | 2021 | Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor? | 74.2% | 16.0% | 9.9% | 792 | 68 |
| 36 | 2020 | Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor? | 73.2% | 17.6% | 9.2% | 877 | 44 |
| 36 | 2019 | Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor? | 65.3% | 21.4% | 13.3% | 816 | 59 |
| 36 | 2018 | Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor? | 64.2% | 21.9% | 13.9% | 577 | 36 |
| 36 | 2017 | Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor? | 67.3% | 18.5% | 14.1% | 596 | 51 |
| 36 | 2016 | Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor? | 69.3% | 20.3% | 10.4% | 610 | 30 |
| 36 | 2015 | Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor? | 72.0% | 19.0% | 9.1% | 712 | 52 |
| 37 | 2021 | I have a high level of respect for my organization's senior leaders. | 68.2% | 17.5% | 14.2% | 850 | 10 |
| 37 | 2020 | I have a high level of respect for my organization's senior leaders. | 66.6% | 20.0% | 13.4% | 913 | 8 |
| 37 | 2019 | I have a high level of respect for my organization's senior leaders. | 54.1% | 23.4% | 22.5% | 855 | 15 |
| 37 | 2018 | I have a high level of respect for my organization's senior leaders. | 53.0% | 24.9% | 22.2% | 606 | 7 |
| 37 | 2017 | I have a high level of respect for my organization's senior leaders. | 55.4% | 22.2% | 22.4% | 641 | 7 |
| 37 | 2016 | I have a high level of respect for my organization's senior leaders. | 62.6% | 20.3% | 17.1% | 639 | 3 |
| 37 | 2015 | I have a high level of respect for my organization's senior leaders. | 62.3% | 21.2% | 16.5% | 757 | 9 |
| 38 | 2021 | Senior leaders demonstrate support for Work-Life programs. | 76.2% | 14.4% | 9.4% | 839 | 20 |
| 38 | 2020 | Senior leaders demonstrate support for Work-Life programs. | 78.9% | 13.6% | 7.6% | 894 | 26 |
| 38 | 2019 | Senior leaders demonstrate support for Work-Life programs. | 56.8% | 22.2% | 21.0% | 813 | 62 |
| 38 | 2018 | Senior leaders demonstrate support for Work-Life programs. | 54.8% | 22.6% | 22.6% | 573 | 40 |
| 38 | 2017 | Senior leaders demonstrate support for Work-Life programs. | 58.7% | 22.5% | 18.8% | 600 | 47 |
| 38 | 2016 | Senior leaders demonstrate support for Work-Life programs. | 64.8% | 18.1% | 17.1% | 621 | 24 |
| 38 | 2015 | Senior leaders demonstrate support for Work-Life programs. | 59.6% | 22.2% | 18.2% | 717 | 48 |
| 39 | 2021 | *How satisfied are you with your involvement in decisions that affect your work? | 62.5% | 19.4% | 18.1% | 858 | N/A |
| 39 | 2020 | *How satisfied are you with your involvement in decisions that affect your work? | 60.7% | 22.3% | 17.0% | 919 | N/A |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 39 | 2019 | *How satisfied are you with your involvement in decisions that affect your work? | 52.4% | 22.4% | 25.2% | 870 | N/A |
| 39 | 2018 | *How satisfied are you with your involvement in decisions that affect your work? | 51.3% | 21.2% | 27.6% | 610 | N/A |
| 39 | 2017 | *How satisfied are you with your involvement in decisions that affect your work? | 53.6% | 22.8% | 23.6% | 646 | N/A |
| 39 | 2016 | *How satisfied are you with your involvement in decisions that affect your work? | 60.6% | 20.0% | 19.4% | 643 | N/A |
| 39 | 2015 | *How satisfied are you with your involvement in decisions that affect your work? | 57.1% | 22.2% | 20.7% | 764 | N/A |
| 40 | 2021 | *How satisfied are you with the information you receive from management on what's going on in your organization? | 67.6% | 17.1% | 15.3% | 855 | N/A |
| 40 | 2020 | *How satisfied are you with the information you receive from management on what's going on in your organization? | 73.1% | 17.2% | 9.7% | 918 | N/A |
| 40 | 2019 | *How satisfied are you with the information you receive from management on what's going on in your organization? | 58.7% | 18.6% | 22.7% | 870 | N/A |
| 40 | 2018 | *How satisfied are you with the information you receive from management on what's going on in your organization? | 54.5% | 21.3% | 24.2% | 613 | N/A |
| 40 | 2017 | *How satisfied are you with the information you receive from management on what's going on in your organization? | 56.0% | 19.8% | 24.2% | 641 | N/A |
| 40 | 2016 | *How satisfied are you with the information you receive from management on what's going on in your organization? | 64.3% | 19.6% | 16.1% | 639 | N/A |
| 40 | 2015 | *How satisfied are you with the information you receive from management on what's going on in your organization? | 61.2% | 22.6% | 16.3% | 763 | N/A |
| 41 | 2021 | *How satisfied are you with the recognition you receive for doing a good job? | 63.9% | 17.2% | 18.9% | 854 | N/A |
| 41 | 2020 | *How satisfied are you with the recognition you receive for doing a good job? | 59.6% | 19.5% | 20.8% | 918 | N/A |
| 41 | 2019 | *How satisfied are you with the recognition you receive for doing a good job? | 52.1% | 22.2% | 25.8% | 866 | N/A |
| 41 | 2018 | *How satisfied are you with the recognition you receive for doing a good job? | 50.8% | 22.7% | 26.5% | 610 | N/A |
| 41 | 2017 | *How satisfied are you with the recognition you receive for doing a good job? | 57.2% | 19.9% | 22.9% | 643 | N/A |
| 41 | 2016 | *How satisfied are you with the recognition you receive for doing a good job? | 60.8% | 16.6% | 22.6% | 637 | N/A |
| 41 | 2015 | *How satisfied are you with the recognition you receive for doing a good job? | 57.2% | 21.7% | 21.2% | 759 | N/A |
| 42 | 2021 | *Considering everything, how satisfied are you with your job? | 74.4% | 13.6% | 12.0% | 853 | N/A |
| 42 | 2020 | *Considering everything, how satisfied are you with your job? | 77.6% | 13.8% | 8.6% | 916 | N/A |
| 42 | 2019 | *Considering everything, how satisfied are you with your job? | 72.7% | 14.3% | 13.0% | 869 | N/A |
| 42 | 2018 | *Considering everything, how satisfied are you with your job? | 71.0% | 16.2% | 12.7% | 613 | N/A |
| 42 | 2017 | *Considering everything, how satisfied are you with your job? | 71.0% | 15.9% | 13.2% | 645 | N/A |
| 42 | 2016 | *Considering everything, how satisfied are you with your job? | 75.1% | 14.8% | 10.1% | 641 | N/A |
| 42 | 2015 | *Considering everything, how satisfied are you with your job? | 72.5% | 17.6% | 9.9% | 763 | N/A |
| 43 | 2021 | Considering everything, how satisfied are you with your pay? | 64.3% | 17.0% | 18.8% | 858 | N/A |
| 43 | 2020 | Considering everything, how satisfied are you with your pay? | 72.4% | 14.5% | 13.2% | 921 | N/A |
| 43 | 2019 | Considering everything, how satisfied are you with your pay? | 71.0% | 14.3% | 14.7% | 869 | N/A |
| 43 | 2018 | Considering everything, how satisfied are you with your pay? | 71.9% | 14.9% | 13.3% | 612 | N/A |
| 43 | 2017 | Considering everything, how satisfied are you with your pay? | 71.2% | 13.9% | 14.9% | 643 | N/A |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 43 | 2016 | Considering everything, how satisfied are you with your pay? | 70.1% | 13.3% | 16.5% | 640 | N/A |
| 43 | 2015 | Considering everything, how satisfied are you with your pay? | 68.2% | 15.3% | 16.5% | 764 | N/A |
| 44 | 2021 | *Considering everything, how satisfied are you with your organization? | 74.2% | 14.6% | 11.3% | 859 | N/A |
| 44 | 2020 | *Considering everything, how satisfied are you with your organization? | 77.8% | 14.2% | 8.0% | 919 | N/A |
| 44 | 2019 | *Considering everything, how satisfied are you with your organization? | 67.3% | 19.4% | 13.3% | 865 | N/A |
| 44 | 2018 | *Considering everything, how satisfied are you with your organization? | 65.6% | 18.9% | 15.5% | 610 | N/A |
| 44 | 2017 | *Considering everything, how satisfied are you with your organization? | 68.4% | 15.7% | 15.8% | 642 | N/A |
| 44 | 2016 | *Considering everything, how satisfied are you with your organization? | 70.2% | 17.8% | 12.0% | 638 | N/A |
| 44 | 2015 | *Considering everything, how satisfied are you with your organization? | 68.5% | 20.5% | 11.0% | 761 | 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.

Trending for Q14-Q19 is based on the "During the COVID-19 Pandemic" responses in 2020.

Q14-Q19 were not included in the 2015-2019 OPM FEVS and therefore not shown for those years.

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.

Source: **National Credit Union Administration AES Report,** 2021 OPM Federal Employee Viewpoint Survey

## 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.)?***

| | 2021 N | 2021 % | 2020 N | 2020 % |
|---|---|---|---|---|
| 100% of my work time | 17 | 2.0% | 30 | 3.3% |
| At least 75% but less than 100% | 7 | 0.8% | 3 | 0.3% |
| At least 50% but less than 75% | 7 | 0.9% | 4 | 0.4% |
| At least 25% but less than 50% | 6 | 0.7% | 9 | 1.0% |
| Less than 25% | 138 | 15.6% | 79 | 8.3% |
| I have not been physically present at my agency worksite during the pandemic | 679 | 80.1% | 796 | 86.6% |
| Total | 854 | 100.0% | 921 | 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.

Source: **National Credit Union Administration AES Report**, 2021 OPM Federal Employee Viewpoint Survey

## Telework Trends

***46. Please select the response that BEST describes <u>your current teleworking schedule</u> .***

| | 2021 N | 2021 % | 2020 N | 2020 % | 2019 N | 2019 % |
|---|---|---|---|---|---|---|
| I telework every work day | 799 | 93.9% | 870 | 95.5% | 102 | 12.2% |
| I telework 3 or 4 days per week | 19 | 2.2% | 16 | 1.8% | 35 | 4.3% |
| I telework 1 or 2 days per week | 8 | 1.0% | 5 | 0.6% | 150 | 18.2% |
| I telework, but only about 1 or 2 days per month | 1 | 0.1% | 1 | 0.1% | 130 | 15.9% |
| I telework very infrequently, on an unscheduled or short-term basis | 4 | 0.5% | 3 | 0.3% | 205 | 24.8% |
| I <u>do not</u> telework because I have to be physically present on the job (e.g., law enforcement officers, TSA agent, border patrol agent, security personnel) | 4 | 0.5% | 4 | 0.5% | 66 | 8.1% |
| I <u>do not</u> telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking | 0 | 0.0% | 0 | 0.0% | 12 | 1.5% |
| I <u>do not</u> telework because I did not receive approval to do so, even though I have the kind of job where I can telework | 8 | 0.9% | 2 | 0.2% | 60 | 7.6% |
| I <u>do not</u> telework because I choose not to telework | 8 | 1.0% | 9 | 1.0% | 62 | 7.4% |
| Total | 851 | 100.0% | 910 | 100.0% | 822 | 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.

Source: **National Credit Union Administration AES Report**, 2021 OPM Federal Employee Viewpoint Survey

## 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 <u>available</u> to you, (2) those needed but <u>not available</u> to you, and (3) those supports you have not currently needed.***

| | 2021 Needed and available to me N | 2021 Needed and available to me % | 2021 Needed, but not available to me N | 2021 Needed, but not available to me % | 2021 Not needed by me now N | 2021 Not needed by me now % | 2020 Needed and available to me N | 2020 Needed and available to me % | 2020 Needed, but not available to me N | 2020 Needed, but not available to me % | 2020 Not needed by me now N | 2020 Not needed by me now % |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 47A. Expanded telework | 734 | 86.3% | 10 | 1.2% | 105 | 12.5% | 717 | 78.2% | 10 | 1.1% | 188 | 20.7% |
| 47B. Expanded work schedule flexibilities | 688 | 80.5% | 26 | 3.1% | 137 | 16.4% | 596 | 65.7% | 32 | 3.5% | 278 | 30.7% |
| 47C. Expanded leave policies | 593 | 70.1% | 42 | 4.9% | 211 | 25.0% | 518 | 56.7% | 49 | 5.5% | 346 | 37.8% |
| 47D. Clear guidance on COVID-19 vaccination protocols | 692 | 81.4% | 39 | 4.8% | 115 | 13.8% | —[a] | —[a] | —[a] | —[a] | —[a] | —[a] |
| 47E. Appropriate physical health resources (e.g., access to COVID-19 testing) at my agency worksite | 257 | 30.4% | 68 | 8.2% | 526 | 61.4% | —[a] | —[a] | —[a] | —[a] | —[a] | —[a] |
| 47F. Timely communication about possible COVID-19 exposure at my agency worksite | 364 | 43.1% | 46 | 5.4% | 438 | 51.4% | 412 | 44.7% | 62 | 6.8% | 439 | 48.4% |
| 47G. Social distancing in my agency worksite | 247 | 29.0% | 12 | 1.4% | 591 | 69.5% | 241 | 26.2% | 14 | 1.5% | 659 | 72.3% |
| 47H. Encouraged use of personal protective equipment (PPE) or other safety equipment in my agency worksite | 322 | 37.8% | 15 | 1.8% | 511 | 60.4% | 254 | 27.5% | 44 | 4.9% | 616 | 67.6% |
| 47I. Cleaning and sanitizing performed regularly in my agency worksite to reduce risk of COVID-19 illness | 238 | 27.7% | 13 | 1.6% | 601 | 70.7% | —[a] | —[a] | —[a] | —[a] | —[a] | —[a] |
| 47J. A well-ventilated worksite | 212 | 25.1% | 29 | 3.4% | 607 | 71.5% | —[a] | —[a] | —[a] | —[a] | —[a] | —[a] |
| 47K. Clear guidance on quarantine requirements after any COVID-19 exposure | 406 | 47.8% | 36 | 4.4% | 404 | 47.8% | —[a] | —[a] | —[a] | —[a] | —[a] | —[a] |

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.
Items Q47D-E and Q47I-K are new and do not trend. Item text for Q47F and Q47G has changed from the 2020 FEVS.

Source: **National Credit Union Administration AES Report**, 2021 OPM Federal Employee Viewpoint Survey

## Pandemic Response: Senior Leaders and Supervisors

***48. My organization's senior leaders demonstrate commitment to employee health and safety.***

| | 2021 N | 2021 % | 2020 N | 2020 % |
|---|---|---|---|---|
| Strongly Agree | 514 | 60.1% | 673 | 72.8% |
| Agree | 249 | 29.8% | 206 | 22.8% |
| Neither Agree nor Disagree | 55 | 6.7% | 27 | 3.0% |
| Disagree | 14 | 1.7% | 5 | 0.5% |
| Strongly Disagree | 15 | 1.7% | 7 | 0.8% |
| No Basis to Judge | 6 | —[b] | 2 | —[b] |
| Total | 853 | 100.0% | 920 | 100.0% |

***49. My organization's senior leaders support policies and procedures to protect employee health and safety.***

| | 2021 N | 2021 % | 2020 N | 2020 % |
|---|---|---|---|---|
| Strongly Agree | 510 | 59.5% | 675 | 73.2% |
| Agree | 259 | 31.0% | 194 | 21.5% |
| Neither Agree nor Disagree | 43 | 5.1% | 32 | 3.6% |
| Disagree | 16 | 2.0% | 6 | 0.7% |
| Strongly Disagree | 20 | 2.4% | 9 | 1.0% |
| No Basis to Judge | 4 | —[b] | 2 | —[b] |
| Total | 852 | 100.0% | 918 | 100.0% |

***50. My organization's senior leaders provide effective communications about what to expect with the return to the physical worksite.***

| | 2021 N | 2021 % |
|---|---|---|
| Strongly Agree | 380 | 45.4% |
| Agree | 252 | 31.0% |
| Neither Agree nor Disagree | 91 | 11.0% |
| Disagree | 63 | 7.7% |
| Strongly Disagree | 40 | 4.9% |
| No Basis to Judge | 22 | —[b] |
| Total | 848 | 100.0% |

***51. My supervisor shows concern for my health and safety.***

| | 2021 N | 2021 % | 2020 N | 2020 % |
|---|---|---|---|---|
| Strongly Agree | 540 | 63.9% | 606 | 66.1% |
| Agree | 221 | 26.7% | 217 | 24.1% |
| Neither Agree nor Disagree | 43 | 5.2% | 59 | 6.6% |
| Disagree | 18 | 2.1% | 14 | 1.6% |
| Strongly Disagree | 17 | 2.1% | 15 | 1.6% |
| No Basis to Judge | 14 | —[b] | 10 | —[b] |
| Total | 853 | 100.0% | 921 | 100.0% |

***52. My supervisor supports my efforts to stay healthy and safe while working.***

| | 2021 N | 2021 % | 2020 N | 2020 % |
|---|---|---|---|---|
| Strongly Agree | 542 | 64.5% | 608 | 66.9% |
| Agree | 222 | 26.9% | 208 | 23.3% |
| Neither Agree nor Disagree | 41 | 5.0% | 65 | 7.3% |
| Disagree | 17 | 2.0% | 8 | 0.9% |
| Strongly Disagree | 12 | 1.5% | 14 | 1.5% |
| No Basis to Judge | 17 | —[b] | 15 | —[b] |
| Total | 851 | 100.0% | 918 | 100.0% |

***53. My supervisor creates an environment where I can voice my concerns about staying healthy and safe.***

| | 2021 N | 2021 % | 2020 N | 2020 % |
|---|---|---|---|---|
| Strongly Agree | 509 | 61.0% | 571 | 63.4% |
| Agree | 215 | 26.3% | 198 | 22.4% |
| Neither Agree nor Disagree | 56 | 7.0% | 90 | 10.2% |
| Disagree | 17 | 2.1% | 14 | 1.6% |
| Strongly Disagree | 29 | 3.6% | 22 | 2.4% |
| No Basis to Judge | 27 | —[b] | 24 | —[b] |
| Total | 853 | 100.0% | 919 | 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.

Source: **National Credit Union Administration AES Report**, 2021 OPM Federal Employee Viewpoint Survey

## 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)?***

| | 2021 N | 2021 % | 2020 N | 2020 % |
|---|---|---|---|---|
| Yes | 43 | 5.2% | 41 | 4.7% |
| No | 741 | 86.9% | 782 | 87.1% |
| Other | 68 | 7.9% | 72 | 8.2% |
| Total | 852 | 100.0% | 895 | 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.

Source: **National Credit Union Administration AES Report**, 2021 OPM Federal Employee Viewpoint Survey

## Pandemic Response

***55. My agency's leadership updates employees about return to the worksite planning.***

| | 2021 N | 2021 % |
|---|---|---|
| Strongly Agree | 370 | 43.0% |
| Agree | 337 | 40.1% |
| Neither Agree nor Disagree | 78 | 9.2% |
| Disagree | 40 | 4.9% |
| Strongly Disagree | 25 | 2.9% |
| Do Not Know | 1 | —[b] |
| Total | 851 | 100.0% |

***56. In plans to return more employees to the worksite, my organization has made employee safety a top priority.***

| | 2021 N | 2021 % |
|---|---|---|
| Strongly Agree | 442 | 53.2% |
| Agree | 281 | 34.9% |
| Neither Agree nor Disagree | 65 | 8.0% |
| Disagree | 14 | 1.8% |
| Strongly Disagree | 17 | 2.1% |
| Do Not Know | 32 | —[b] |
| Total | 851 | 100.0% |

***57. Based on my organization's handling of the COVID-19 pandemic, I believe my organization will respond effectively to future emergencies.***

| | 2021 N | 2021 % | 2020 N | 2020 % |
|---|---|---|---|---|
| Strongly Agree | 443 | 52.4% | 581 | 63.1% |
| Agree | 279 | 33.8% | 256 | 28.2% |
| Neither Agree nor Disagree | 71 | 8.5% | 51 | 5.6% |
| Disagree | 24 | 2.9% | 13 | 1.5% |
| Strongly Disagree | 19 | 2.4% | 14 | 1.5% |
| Do Not Know | 13 | —[b] | 3 | —[b] |
| Total | 849 | 100.0% | 918 | 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.

Source: **National Credit Union Administration AES Report**, 2021 OPM Federal Employee Viewpoint Survey

## Agency-Specific Questions

***1. NCUA effectively manages change with regular explanation, feedback, training, and follow-up.***

| | N | % |
|---|---|---|
| Strongly Agree | 243 | 28.3% |
| Agree | 364 | 43.4% |
| Neither Agree nor Disagree | 116 | 13.7% |
| Disagree | 94 | 11.1% |
| Strongly Disagree | 29 | 3.5% |
| N/A | 2 | —[b] |
| Total | 848 | 100.0% |

Note: "N/A" responses are not included in percentage calculations.

***2. My office director (or supervisor) keeps me informed and up-to-date on information and issues related to my position and work environment.***

| | N | % |
|---|---|---|
| Strongly Agree | 350 | 40.9% |
| Agree | 334 | 39.9% |
| Neither Agree nor Disagree | 80 | 9.8% |
| Disagree | 49 | 5.8% |
| Strongly Disagree | 30 | 3.6% |
| N/A | 4 | —[b] |
| Total | 847 | 100.0% |

Note: "N/A" responses are not included in percentage calculations.

***3. I feel that my supervisor values my perspectives and my contributions.***

| | N | % |
|---|---|---|
| Strongly Agree | 407 | 47.7% |
| Agree | 297 | 35.3% |
| Neither Agree nor Disagree | 59 | 7.1% |
| Disagree | 46 | 5.6% |
| Strongly Disagree | 36 | 4.3% |
| N/A | 2 | —[b] |
| Total | 847 | 100.0% |

Note: "N/A" responses are not included in percentage calculations.

***4. I have participated in, or am familiar with, the agency personal Financial Literacy program offerings, such as Early Career, Mid-Career, and Pre-Retirement training programs and webinars.***

| | N | % |
|---|---|---|
| Strongly Agree | 334 | 42.4% |
| Agree | 329 | 42.7% |
| Neither Agree nor Disagree | 47 | 6.0% |
| Disagree | 46 | 5.9% |
| Strongly Disagree | 22 | 2.9% |
| N/A | 70 | —[b] |
| Total | 848 | 100.0% |

Note: "N/A" responses are not included in percentage calculations.

***5. I currently belong to an NCUA Employee Resource Group (ERG).***

| | N | % |
|---|---|---|
| Yes, and it gives me a greater sense of community/engagement at NCUA | 133 | 15.6% |
| Yes, but it has not affected my sense of community/engagement at NCUA | 88 | 10.3% |
| No, I choose to not join an ERG | 365 | 43.3% |
| No, but I am planning to join an ERG | 93 | 10.9% |
| No, I do not know about NCUA ERGs or how to join them | 166 | 19.9% |
| Total | 845 | 100.0% |

## Occupation

***What is your current occupational group (job series/job series family)? Please select your series, or if your specific occupation is listed separately, select that specific occupation from the below list.***

| | N | Unweighted % |
|---|---|---|
| 0000 - 0099 - Miscellaneous Occupations | 2 | 0.4% |
| 0080 - Security Administration | 4 | 0.7% |
| 0086 - Security Assistant | 0 | 0.0% |
| 0089 - Emergency Management | 2 | 0.4% |
| 0100 - 0199 - Social Science, Psychology, and Welfare | 0 | 0.0% |
| 0110 - Economist | 1 | 0.2% |
| 0132 - Intelligence Operations | 1 | 0.2% |
| 0200 - 0299 - Human Resources Management | 4 | 0.7% |

| | | |
|---|---|---|
| 0201 - Personnel Management | 13 | 2.4% |
| 0203 - Human Resources Assistant | 0 | 0.0% |
| 0260 - Equal Employment Opportunity | 1 | 0.2% |
| 0300 - 0399 - General Admin, Clerical, and Office Services | 6 | 1.1% |
| 0301 - Miscellaneous Administration and Program | 14 | 2.6% |
| 0303 - Miscellaneous Clerk and Assistant | 4 | 0.7% |
| 0308 - Records Information Management | 0 | 0.0% |
| 0318 - Secretary | 0 | 0.0% |
| 0342 - Support Services | 1 | 0.2% |
| 0343- Management and Program Analysis | 12 | 2.2% |
| 0344 - Management Assistant | 2 | 0.4% |
| 0500 - 0599 - Accounting and Budget | 3 | 0.6% |
| 0501 - Financial Management | 13 | 2.4% |
| 0503 - Financial Clerical and Technician | 3 | 0.6% |
| 0510 - Accountant | 16 | 3.0% |
| 0511 - Auditor | 33 | 6.2% |
| 0525 - Accounting Technician | 0 | 0.0% |
| 0560 - Budget Analysis | 0 | 0.0% |
| 0580 - Credit Union Examining | 256 | 47.8% |
| 0900-0999 - Legal and Kindred | 1 | 0.2% |
| 0905 - Attorney | 18 | 3.4% |
| 0950 - Paralegal | 0 | 0.0% |
| 1000 - 1099 - Information and Arts | 0 | 0.0% |
| 1035 - Public Affairs | 1 | 0.2% |
| 1082 - Writer-Editor | 1 | 0.2% |
| 1083 - Technical Writer | 0 | 0.0% |
| 1084 - Visual Information | 0 | 0.0% |
| 1100 - 1199 - Business and Industry | 0 | 0.0% |
| 1101 - Grants Management | 0 | 0.0% |
| 1102 - Contract and Procurement | 4 | 0.7% |
| 1160 - Financial Analyst | 12 | 2.2% |
| 1400 - 1499 - Library and Archives | 0 | 0.0% |
| 1411 - Library Technician | 0 | 0.0% |
| 1500 - 1599 - Mathematics and Statistics | 0 | 0.0% |
| 1515 - Operations Research | 0 | 0.0% |
| 1529 - Mathematical Statistician | 0 | 0.0% |
| 1530 - Statistician | 0 | 0.0% |
| 1600 - 1699 - Equipment, Facilities, and Services | 0 | 0.0% |
| 1640 - Facility Management | 1 | 0.2% |
| 1700 - 1799 - Education | 0 | 0.0% |
| 1750 - Instructional Systems | 2 | 0.4% |

| | | |
|---|---|---|
| 1800 - 1899 - Inspection, Investigation, Enforcement, and Compliance | 1 | 0.2% |
| 1811 - Criminal Investigator | 0 | 0.0% |
| 2000 - 2099 - Supply | 0 | 0.0% |
| 2005 - Supply Technician | 0 | 0.0% |
| 2200 - 2299- Information Technology Management | 3 | 0.6% |
| 2210 - Information Technology Management | 21 | 3.9% |
| Other - Not Listed / I Do Not Know My Occupation Group | 80 | 14.9% |
| Total | 536 | 100.0% |

For all tables on this worksheet:

Percentages are weighted to represent the Agency's population, unless otherwise noted.

Source: **National Credit Union Administration AES Report**, 2021 OPM
Federal Employee Viewpoint Survey