

Farm Credit Administration 2018 Federal Employee Viewpoint Survey

Each year the Office of Personnel Management conducts an employee viewpoint survey in which the Farm Credit Administration participates. This report provides a brief summary of the results, followed by a table showing the survey responses by measure.

The 2018 survey was conducted online from May 8 to June 19, and 237 FCA employees responded.

The results

FCA's engagement index score increased by 3 percentage points this year — from 75 to 78. The employee response rate also improved — from 83.5 percent in 2017 to 84.0 percent in 2018.

In addition, the survey results showed significant improvements in employee perceptions of supervisors:

- 87 percent of employees feel their supervisors are doing a good job, which represents an increase of 10 percentage points over 2017.
- 81 percent of employees feel performance discussions with their supervisors are worthwhile, which represents an increase of 7 percentage points.
- 75 percent of employees understand what they must do to be rated at different performance levels, which represents an increase of 7 percentage points over last year.

The survey also indicated that most FCA employees

- are willing to put in extra effort to get a job done,
- feel supported by their supervisors to balance work and life issues,
- feel protected from health and safety hazards on the job,
- feel the agency is successful at accomplishing its mission, and
- have had performance conversations with their supervisors in the past six months.

See the tables below for a breakdown of the responses to each survey question.

Core Survey

| Response Type | Item | Item Text | 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 |
|----------------|------|--|--------------------|---|------------------------|--|------------------------------|---|--------------------|---|------------------------|--|------------------------------|---|-------------------------|---------------------------------|
| Agree-disagree | 1 | *I am given a real opportunity to improve my skills in my organization. | 83.5% | 41.7% | 41.8% | 10.6% | 5.5% | 0.4% | 5.9% | 98 | 99 | 25 | 13 | 1 | 236 | N/A |
| Agree-disagree | 2 | I have enough information to do my job well. | 82.6% | 31.2% | 51.3% | 12.3% | 4.3% | 0.8% | 5.1% | 73 | 122 | 29 | 10 | 2 | 236 | N/A |
| Agree-disagree | 3 | I feel encouraged to come up with new and better ways of doing things. | 63.9% | 25.8% | 38.0% | 17.7% | 13.3% | 5.1% | 18.4% | 61 | 90 | 41 | 31 | 12 | 235 | N/A |
| Agree-disagree | 4 | My work gives me a feeling of personal accomplishment. | 79.5% | 33.9% | 45.6% | 10.7% | 7.6% | 2.2% | 9.8% | 80 | 108 | 25 | 18 | 5 | 236 | N/A |
| Agree-disagree | 5 | I like the kind of work I do. | 85.3% | 38.6% | 46.7% | 10.7% | 3.1% | 0.9% | 4.0% | 90 | 110 | 25 | 7 | 2 | 234 | N/A |
| Agree-disagree | 6 | I know what is expected of me on the job. | 86.4% | 36.7% | 49.7% | 8.9% | 3.0% | 1.6% | 4.7% | 86 | 116 | 21 | 7 | 4 | 234 | N/A |
| Agree-disagree | 7 | When needed I am willing to put in the extra effort to get a job done. | 97.0% | 67.5% | 29.5% | 2.2% | 0.4% | 0.4% | 0.9% | 159 | 69 | 5 | 1 | 1 | 235 | N/A |
| Agree-disagree | 8 | I am constantly looking for ways to do my job better. | 87.6% | 43.8% | 43.8% | 10.7% | 1.7% | 0.0% | 1.7% | 104 | 103 | 25 | 4 | 0 | 236 | N/A |
| Agree-disagree | 9 | I have sufficient resources (for example, people, materials, budget) to get my job done. | 64.4% | 20.2% | 44.2% | 16.2% | 12.5% | 6.9% | 19.4% | 47 | 104 | 38 | 29 | 16 | 234 | 1 |
| Agree-disagree | 10 | *My workload is reasonable. | 71.7% | 18.4% | 53.3% | 17.1% | 8.6% | 2.6% | 11.2% | 43 | 126 | 41 | 20 | 6 | 236 | 1 |
| Agree-disagree | 11 | *My talents are used well in the workplace. | 72.0% | 27.2% | 44.8% | 13.9% | 9.8% | 4.3% | 14.1% | 63 | 105 | 33 | 23 | 10 | 234 | 1 |
| Agree-disagree | 12 | *I know how my work relates to the agency's goals. | 89.6% | 43.0% | 46.6% | 6.6% | 2.2% | 1.7% | 3.8% | 100 | 110 | 15 | 5 | 4 | 234 | 1 |
| Agree-disagree | 13 | The work I do is important. | 88.3% | 49.3% | 39.1% | 8.6% | 2.6% | 0.4% | 3.0% | 115 | 92 | 20 | 6 | 1 | 234 | 1 |
| Agree-disagree | 14 | Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well. | 92.1% | 53.3% | 38.8% | 3.9% | 1.4% | 2.6% | 4.0% | 125 | 91 | 9 | 3 | 6 | 234 | 1 |
| Agree-disagree | 15 | My performance appraisal is a fair reflection of my performance. | 80.0% | 40.2% | 39.8% | 11.8% | 5.2% | 3.0% | 8.2% | 93 | 93 | 28 | 12 | 7 | 233 | 3 |
| Agree-disagree | 16 | I am held accountable for achieving results. | 90.3% | 38.8% | 51.5% | 7.2% | 0.9% | 1.6% | 2.5% | 91 | 122 | 17 | 2 | 4 | 236 | 1 |
| Agree-disagree | 17 | *I can disclose a suspected violation of any law, rule or regulation without fear of reprisal. | 72.9% | 43.2% | 29.7% | 16.6% | 6.4% | 4.1% | 10.5% | 96 | 67 | 38 | 14 | 9 | 224 | 12 |
| Agree-disagree | 18 | My training needs are assessed. | 73.1% | 29.2% | 43.8% | 15.5% | 6.7% | 4.7% | 11.5% | 67 | 102 | 36 | 16 | 11 | 232 | 3 |
| Agree-disagree | 19 | In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding). | 74.9% | 34.7% | 40.2% | 11.7% | 9.0% | 4.3% | 13.4% | 81 | 93 | 27 | 21 | 10 | 232 | 5 |
| Agree-disagree | 20 | *The people I work with cooperate to get the job done. | 89.3% | 42.2% | 47.1% | 6.4% | 3.5% | 0.8% | 4.3% | 100 | 112 | 15 | 8 | 2 | 237 | N/A |

Core Survey

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|----------------|------|--|--------------------|---|--------------------------|--|--------------------------------|---|--------------------|---|--------------------------|--|--------------------------------|---|-------------------------|----------------------------------|
| Agree-disagree | 21 | My work unit is able to recruit people with the right skills. | 68.2% | 20.8% | 47.5% | 20.0% | 8.4% | 3.4% | 11.8% | 47 | 108 | 45 | 19 | 8 | 227 | 8 |
| Agree-disagree | 22 | Promotions in my work unit are based on merit. | 55.4% | 19.4% | 36.0% | 19.6% | 15.7% | 9.3% | 25.0% | 44 | 81 | 44 | 36 | 21 | 226 | 10 |
| Agree-disagree | 23 | In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. | 38.0% | 12.1% | 25.9% | 23.4% | 23.7% | 14.9% | 38.6% | 25 | 55 | 49 | 48 | 31 | 208 | 27 |
| Agree-disagree | 24 | *In my work unit, differences in performance are recognized in a meaningful way. | 50.2% | 18.1% | 32.2% | 18.9% | 22.0% | 8.8% | 30.9% | 39 | 69 | 41 | 47 | 19 | 215 | 18 |
| Agree-disagree | 25 | Awards in my work unit depend on how well employees perform their jobs. | 58.9% | 25.0% | 33.9% | 18.3% | 15.4% | 7.4% | 22.8% | 57 | 77 | 41 | 35 | 17 | 227 | 9 |
| Agree-disagree | 26 | Employees in my work unit share job knowledge with each other. | 86.9% | 36.5% | 50.4% | 7.2% | 4.3% | 1.6% | 5.9% | 85 | 119 | 17 | 10 | 4 | 235 | 2 |
| Agree-disagree | 27 | The skill level in my work unit has improved in the past year. | 69.3% | 26.4% | 42.9% | 22.4% | 5.8% | 2.5% | 8.3% | 60 | 98 | 50 | 13 | 6 | 227 | 9 |
| Good-poor | 28 | How would you rate the overall quality of work done by your work unit? | 92.4% | 49.0% | 43.4% | 6.8% | 0.4% | 0.4% | 0.8% | 116 | 102 | 16 | 1 | 1 | 236 | N/A |
| Agree-disagree | 29 | *My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals. | 90.2% | 38.4% | 51.8% | 8.2% | 1.3% | 0.4% | 1.7% | 90 | 121 | 19 | 3 | 1 | 234 | 3 |
| Agree-disagree | 30 | Employees have a feeling of personal empowerment with respect to work processes. | 56.6% | 16.5% | 40.1% | 23.6% | 15.8% | 3.9% | 19.7% | 38 | 92 | 54 | 35 | 9 | 228 | 4 |
| Agree-disagree | 31 | Employees are recognized for providing high quality products and services. | 70.9% | 24.6% | 46.3% | 17.4% | 6.9% | 4.8% | 11.7% | 56 | 107 | 39 | 16 | 11 | 229 | 3 |
| Agree-disagree | 32 | Creativity and innovation are rewarded. | 51.7% | 19.1% | 32.6% | 24.2% | 17.5% | 6.6% | 24.1% | 44 | 75 | 55 | 40 | 15 | 229 | 4 |
| Agree-disagree | 33 | Pay raises depend on how well employees perform their jobs. | 57.2% | 14.8% | 42.4% | 16.6% | 18.8% | 7.4% | 26.2% | 33 | 95 | 37 | 42 | 16 | 223 | 9 |
| Agree-disagree | 34 | Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring). | 81.2% | 36.1% | 45.1% | 12.3% | 3.9% | 2.6% | 6.5% | 81 | 103 | 27 | 9 | 6 | 226 | 5 |
| Agree-disagree | 35 | Employees are protected from health and safety hazards on the job. | 93.5% | 53.0% | 40.5% | 4.2% | 1.4% | 0.8% | 2.3% | 123 | 94 | 10 | 3 | 2 | 232 | 2 |
| Agree-disagree | 36 | My organization has prepared employees for potential security threats. | 90.8% | 40.7% | 50.1% | 6.6% | 1.7% | 0.9% | 2.6% | 95 | 116 | 15 | 4 | 2 | 232 | 1 |

Core Survey

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|----------------|------|--|--------------------|---|--------------------------|--|--------------------------------|---|--------------------|---|--------------------------|--|--------------------------------|---|-------------------------|----------------------------------|
| Agree-disagree | 37 | Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated. | 65.1% | 24.8% | 40.3% | 19.2% | 9.3% | 6.3% | 15.6% | 55 | 89 | 43 | 21 | 14 | 222 | 12 |
| Agree-disagree | 38 | Prohibited Personnel Practices (for example, illegally discriminating for or against any employee/applicant, obstructing a person's right to compete for employment, knowingly violating veterans' preference requirements) are not tolerated. | 84.0% | 38.5% | 45.4% | 8.3% | 4.2% | 3.5% | 7.8% | 83 | 98 | 18 | 9 | 8 | 216 | 15 |
| Agree-disagree | 39 | My agency is successful at accomplishing its mission. | 93.5% | 43.3% | 50.2% | 5.6% | 0.4% | 0.4% | 0.9% | 100 | 116 | 13 | 1 | 1 | 231 | 2 |
| Agree-disagree | 40 | *I recommend my organization as a good place to work. | 84.5% | 41.6% | 42.8% | 10.2% | 4.9% | 0.4% | 5.4% | 98 | 101 | 24 | 11 | 1 | 235 | N/A |
| Agree-disagree | 41 | *I believe the results of this survey will be used to make my agency a better place to work. | 58.6% | 24.1% | 34.5% | 22.7% | 11.1% | 7.6% | 18.8% | 55 | 77 | 51 | 25 | 17 | 225 | 9 |
| Agree-disagree | 42 | My supervisor supports my need to balance work and other life issues. | 93.7% | 59.7% | 34.0% | 4.5% | 0.5% | 1.3% | 1.8% | 138 | 79 | 10 | 1 | 3 | 231 | 1 |
| Agree-disagree | 43 | My supervisor provides me with opportunities to demonstrate my leadership skills. | 82.0% | 46.4% | 35.6% | 10.9% | 5.9% | 1.2% | 7.1% | 106 | 81 | 25 | 13 | 3 | 228 | 3 |
| Agree-disagree | 44 | Discussions with my supervisor about my performance are worthwhile. | 81.1% | 40.6% | 40.6% | 11.8% | 4.0% | 3.1% | 7.1% | 93 | 94 | 27 | 9 | 7 | 230 | 2 |
| Agree-disagree | 45 | My supervisor is committed to a workforce representative of all segments of society. | 83.5% | 46.3% | 37.3% | 14.1% | 1.0% | 1.4% | 2.4% | 101 | 81 | 30 | 2 | 3 | 217 | 15 |
| Agree-disagree | 46 | My supervisor provides me with constructive suggestions to improve my job performance. | 76.1% | 37.5% | 38.6% | 17.3% | 4.9% | 1.7% | 6.6% | 87 | 89 | 40 | 11 | 4 | 231 | 1 |
| Agree-disagree | 47 | Supervisors in my work unit support employee development. | 85.8% | 43.3% | 42.5% | 9.5% | 3.4% | 1.3% | 4.7% | 99 | 97 | 22 | 8 | 3 | 229 | 2 |
| Agree-disagree | 48 | My supervisor listens to what I have to say. | 89.0% | 51.1% | 37.9% | 8.0% | 2.6% | 0.4% | 3.0% | 119 | 89 | 18 | 6 | 1 | 233 | N/A |
| Agree-disagree | 49 | My supervisor treats me with respect. | 89.3% | 57.0% | 32.2% | 6.3% | 3.6% | 0.8% | 4.5% | 133 | 76 | 14 | 8 | 2 | 233 | N/A |
| Agree-disagree | 50 | In the last six months, my supervisor has talked with me about my performance. | 92.8% | 52.8% | 40.0% | 4.9% | 1.8% | 0.5% | 2.3% | 123 | 93 | 11 | 4 | 1 | 232 | N/A |
| Agree-disagree | 51 | I have trust and confidence in my supervisor. | 82.8% | 48.4% | 34.4% | 11.2% | 4.3% | 1.7% | 6.1% | 112 | 80 | 26 | 10 | 4 | 232 | N/A |
| Good-poor | 52 | Overall, how good a job do you feel is being done by your immediate supervisor? | 87.3% | 55.4% | 31.8% | 8.7% | 2.2% | 1.8% | 4.0% | 128 | 75 | 20 | 5 | 4 | 232 | N/A |

Core Survey

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|------------------------|------|---|--------------------|---|--------------------------|--|--------------------------------|---|--------------------|---|--------------------------|--|--------------------------------|---|-------------------------|----------------------------------|
| Agree-disagree | 53 | In my organization, senior leaders generate high levels of motivation and commitment in the workforce. | 54.7% | 19.0% | 35.6% | 24.3% | 13.7% | 7.3% | 21.0% | 43 | 80 | 54 | 31 | 16 | 224 | 7 |
| Agree-disagree | 54 | My organization's senior leaders maintain high standards of honesty and integrity. | 77.0% | 30.4% | 46.6% | 14.2% | 4.8% | 4.1% | 8.9% | 67 | 103 | 31 | 11 | 9 | 221 | 9 |
| Agree-disagree | 55 | Supervisors work well with employees of different backgrounds. | 80.7% | 31.4% | 49.3% | 10.8% | 6.3% | 2.1% | 8.5% | 69 | 109 | 24 | 14 | 5 | 221 | 9 |
| Agree-disagree | 56 | *Managers communicate the goals of the organization. | 77.8% | 24.3% | 53.5% | 12.6% | 7.4% | 2.1% | 9.5% | 55 | 121 | 28 | 17 | 5 | 226 | 6 |
| Agree-disagree | 57 | Managers review and evaluate the organization's progress toward meeting its goals and objectives. | 79.5% | 22.6% | 56.9% | 15.0% | 2.8% | 2.7% | 5.5% | 49 | 123 | 32 | 6 | 6 | 216 | 13 |
| Agree-disagree | 58 | Managers promote communication among different work units (for example, about projects, goals, needed resources). | 71.1% | 21.9% | 49.2% | 17.2% | 7.7% | 4.0% | 11.6% | 48 | 108 | 37 | 17 | 9 | 219 | 12 |
| Agree-disagree | 59 | Managers support collaboration across work units to accomplish work objectives. | 74.2% | 24.8% | 49.4% | 15.0% | 8.2% | 2.7% | 10.9% | 54 | 109 | 32 | 18 | 6 | 219 | 11 |
| Good-poor | 60 | Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor? | 69.9% | 33.3% | 36.6% | 23.9% | 5.3% | 0.9% | 6.2% | 74 | 81 | 53 | 12 | 2 | 222 | 9 |
| Agree-disagree | 61 | I have a high level of respect for my organization's senior leaders. | 69.0% | 27.1% | 41.9% | 19.4% | 8.4% | 3.1% | 11.5% | 62 | 95 | 44 | 19 | 7 | 227 | 2 |
| Agree-disagree | 62 | Senior leaders demonstrate support for Work/Life programs. | 76.2% | 38.7% | 37.5% | 15.3% | 7.1% | 1.4% | 8.5% | 89 | 85 | 34 | 16 | 3 | 227 | 3 |
| Satisfied-dissatisfied | 63 | *How satisfied are you with your involvement in decisions that affect your work? | 70.4% | 22.5% | 48.0% | 16.3% | 10.3% | 3.0% | 13.3% | 52 | 111 | 37 | 24 | 7 | 231 | N/A |
| Satisfied-dissatisfied | 64 | *How satisfied are you with the information you receive from management on what's going on in your organization? | 65.3% | 19.7% | 45.7% | 20.6% | 12.3% | 1.8% | 14.1% | 45 | 105 | 47 | 28 | 4 | 229 | N/A |
| Satisfied-dissatisfied | 65 | *How satisfied are you with the recognition you receive for doing a good job? | 69.4% | 29.8% | 39.6% | 15.1% | 11.3% | 4.2% | 15.5% | 68 | 92 | 34 | 26 | 10 | 230 | N/A |
| Satisfied-dissatisfied | 66 | How satisfied are you with the policies and practices of your senior leaders? | 65.4% | 18.5% | 46.9% | 21.5% | 10.8% | 2.3% | 13.1% | 43 | 108 | 50 | 25 | 5 | 231 | N/A |
| Satisfied-dissatisfied | 67 | How satisfied are you with your opportunity to get a better job in your organization? | 52.1% | 20.2% | 31.9% | 27.0% | 12.0% | 8.9% | 20.9% | 47 | 74 | 62 | 27 | 21 | 231 | N/A |
| Satisfied-dissatisfied | 68 | How satisfied are you with the training you receive for your present job? | 78.7% | 29.8% | 48.9% | 12.3% | 6.0% | 3.0% | 9.0% | 69 | 113 | 28 | 14 | 7 | 231 | N/A |

Core Survey

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|------------------------|------|--|--------------------|---|--------------------------|--|--------------------------------|---|--------------------|---|--------------------------|--|--------------------------------|---|-------------------------|----------------------------------|
| Satisfied-dissatisfied | 69 | *Considering everything, how satisfied are you with your job? | 82.9% | 35.7% | 47.2% | 10.2% | 6.1% | 0.8% | 6.9% | 82 | 110 | 23 | 14 | 2 | 231 | N/A |
| Satisfied-dissatisfied | 70 | Considering everything, how satisfied are you with your pay? | 80.5% | 36.8% | 43.7% | 9.9% | 6.9% | 2.7% | 9.6% | 85 | 101 | 23 | 16 | 6 | 231 | N/A |
| Satisfied-dissatisfied | 71 | *Considering everything, how satisfied are you with your organization? | 81.2% | 35.3% | 46.0% | 13.0% | 5.3% | 0.5% | 5.8% | 81 | 106 | 30 | 12 | 1 | 230 | N/A |

* AES prescribed items as of 2017 (5 CFR Part 250, Subpart C)

** Unweighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'

The Dashboard only includes items 1-71.

Percentages are weighted to represent the Agency's population.