

Farm Credit Administration 2019 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 2019 survey was conducted online from May 23 to July 5, and 213 FCA employees responded.

The results

FCA's engagement index score increased by 1 percentage point this year — from 78 to 79.

The survey results also showed improvements in employee perceptions of supervisors; this measure increased from 87% in 2018 to 89% in 2019, with responses to the following two items ranking especially high:

- 97 percent felt their supervisor supported their need to balance work and other life issues, which represented an increase of 3 percentage points over 2018.
- 96 percent said their supervisor had discussed their performance with them in the past six months, a 3 percentage point increase from 2018.

The survey saw significant increases in how employees perceived the following:

- They had sufficient resources to get their job done (10 percentage point increase since 2018).
- Awards in their work unit depended on how well employees performed their jobs (more than 9 percentage point increase since 2018).

The survey also indicated that most FCA employees

- are willing to put in extra effort to get a job done (97% positive),
- feel protected from health and safety hazards on the job (95% positive), and
- feel they are held accountable for achieving results (93% positive).

The employee response rate declined — from 84% in 2018 to 73% in 2019. However, this was consistent with government-wide response rates. See the tables below for a breakdown of the responses to each survey question.

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.	83.8%	40.3%	43.5%	9.4%	5.2%	1.6%	6.8%	87	92	19	11	3	212	N/A
Agree-disagree	2	I have enough information to do my job well.	86.9%	32.9%	54.0%	7.9%	4.1%	1.1%	5.2%	70	114	17	9	2	212	N/A
Agree-disagree	3	I feel encouraged to come up with new and better ways of doing things.	63.0%	28.1%	34.9%	18.2%	14.2%	4.5%	18.7%	60	73	38	31	9	211	N/A
Agree-disagree	4	My work gives me a feeling of personal accomplishment.	77.6%	39.1%	38.5%	15.5%	4.7%	2.2%	7.0%	84	80	34	10	4	212	N/A
Agree-disagree	5	I like the kind of work I do.	84.8%	45.7%	39.1%	9.9%	3.7%	1.5%	5.2%	98	83	21	8	3	213	N/A
Agree-disagree	6	I know what is expected of me on the job.	89.1%	41.4%	47.7%	6.3%	3.5%	1.1%	4.6%	88	101	13	7	2	211	N/A
Agree-disagree	7	When needed I am willing to put in the extra effort to get a job done.	96.9%	67.1%	29.7%	2.0%	0.0%	1.1%	1.1%	143	63	4	0	2	212	N/A
Agree-disagree	8	I am constantly looking for ways to do my job better.	87.7%	45.1%	42.6%	10.1%	1.8%	0.4%	2.2%	94	93	21	4	1	213	N/A
Agree-disagree	9	I have sufficient resources (for example, people, materials, budget) to get my job done.	74.1%	25.6%	48.5%	12.0%	11.2%	2.6%	13.8%	52	103	25	24	5	209	1
Agree-disagree	10	*My workload is reasonable.	78.6%	27.8%	50.8%	15.5%	3.8%	2.1%	5.9%	59	106	33	8	4	210	1
Agree-disagree	11	*My talents are used well in the workplace.	71.2%	34.1%	37.2%	14.1%	10.3%	4.4%	14.7%	72	77	29	22	9	209	2
Agree-disagree	12	*I know how my work relates to the agency's goals.	92.9%	48.1%	44.8%	5.0%	1.5%	0.7%	2.2%	101	93	11	3	1	209	1
Agree-disagree	13	The work I do is important.	88.3%	49.3%	39.0%	8.3%	2.7%	0.7%	3.3%	105	80	18	6	1	210	2

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Agree-disagree	14	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	89.4%	54.7%	34.6%	5.2%	2.8%	2.7%	5.5%	114	74	11	6	6	211	2
Agree-disagree	15	My performance appraisal is a fair reflection of my performance.	85.1%	47.5%	37.6%	10.5%	2.3%	2.1%	4.4%	100	77	22	5	4	208	5
Agree-disagree	16	I am held accountable for achieving results.	93.5%	47.2%	46.2%	5.4%	0.7%	0.4%	1.1%	100	95	12	1	1	209	2
Agree-disagree	17	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	80.7%	40.0%	40.6%	7.3%	6.4%	5.6%	12.0%	80	82	14	13	11	200	11
Agree-disagree	18	My training needs are assessed.	76.3%	34.4%	41.9%	11.8%	9.5%	2.4%	11.9%	70	89	25	19	5	208	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).	74.0%	41.3%	32.6%	12.1%	9.3%	4.6%	13.9%	87	69	24	19	9	208	5
Agree-disagree	20	*The people I work with cooperate to get the job done.	90.8%	39.2%	51.5%	5.7%	3.0%	0.4%	3.5%	84	109	12	6	1	212	N/A
Agree-disagree	21	My work unit is able to recruit people with the right skills.	72.6%	23.4%	49.2%	17.3%	8.1%	2.1%	10.1%	48	101	35	17	4	205	5
Agree-disagree	22	Promotions in my work unit are based on merit.	58.1%	24.7%	33.4%	20.5%	11.4%	9.9%	21.3%	49	67	38	23	19	196	13
Agree-disagree	23	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	45.5%	18.9%	26.6%	22.7%	18.5%	13.3%	31.8%	35	49	40	35	25	184	26

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Agree-disagree	24	*In my work unit, differences in performance are recognized in a meaningful way.	51.0%	19.4%	31.6%	24.3%	15.1%	9.6%	24.7%	38	61	48	30	19	196	13
Agree-disagree	25	Awards in my work unit depend on how well employees perform their jobs.	68.5%	23.7%	44.8%	16.0%	9.6%	6.0%	15.6%	47	88	33	20	12	200	10
Agree-disagree	26	Employees in my work unit share job knowledge with each other.	86.5%	41.7%	44.7%	7.2%	4.7%	1.6%	6.3%	87	96	15	10	3	211	1
Agree-disagree	27	The skill level in my work unit has improved in the past year.	77.1%	32.1%	45.0%	16.8%	6.1%	0.0%	6.1%	65	90	34	12	0	201	8
Good-poor	28	How would you rate the overall quality of work done by your work unit?	91.5%	51.3%	40.2%	7.8%	0.7%	0.0%	0.7%	107	87	17	1	0	212	N/A
Agree-disagree	29	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	89.9%	41.8%	48.0%	6.8%	2.7%	0.7%	3.4%	87	102	14	6	1	210	2
Agree-disagree	30	Employees have a feeling of personal empowerment with respect to work processes.	58.6%	22.5%	36.1%	26.3%	10.3%	4.8%	15.1%	46	75	53	22	9	205	6
Agree-disagree	31	Employees are recognized for providing high quality products and services.	73.4%	28.9%	44.5%	13.0%	10.4%	3.2%	13.6%	61	93	26	23	6	209	2
Agree-disagree	32	Creativity and innovation are rewarded.	57.8%	23.2%	34.6%	19.3%	16.5%	6.3%	22.8%	48	70	39	36	13	206	5
Agree-disagree	33	Pay raises depend on how well employees perform their jobs.	57.9%	18.0%	39.9%	19.5%	13.2%	9.4%	22.6%	36	79	38	27	18	198	12
Agree-disagree	34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	82.1%	42.4%	39.7%	11.0%	4.3%	2.5%	6.9%	87	81	23	9	5	205	6

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Agree-disagree	35	Employees are protected from health and safety hazards on the job.	94.5%	53.2%	41.3%	4.1%	0.0%	1.4%	1.4%	111	86	9	0	3	209	2
Agree-disagree	36	My organization has prepared employees for potential security threats.	86.9%	39.1%	47.7%	9.6%	2.7%	0.9%	3.6%	82	102	20	6	2	212	0
Agree-disagree	37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	66.4%	26.6%	39.7%	13.9%	14.8%	4.9%	19.7%	53	79	27	29	10	198	13
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.	81.8%	40.8%	41.1%	9.0%	5.3%	3.9%	9.2%	80	81	17	10	8	196	15
Agree-disagree	39	My agency is successful at accomplishing its mission.	92.3%	44.8%	47.5%	7.0%	0.7%	0.0%	0.7%	94	102	15	1	0	212	0
Agree-disagree	40	*I recommend my organization as a good place to work.	86.2%	50.0%	36.1%	10.9%	2.3%	0.7%	3.0%	105	77	23	5	1	211	N/A
Agree-disagree	41	*I believe the results of this survey will be used to make my agency a better place to work.	60.2%	23.8%	36.4%	18.0%	13.2%	8.6%	21.7%	47	75	35	27	17	201	11
Agree-disagree	42	My supervisor supports my need to balance work and other life issues.	96.9%	68.7%	28.3%	2.1%	0.0%	1.0%	1.0%	146	60	4	0	2	212	0
Agree-disagree	43	My supervisor provides me with opportunities to demonstrate my leadership skills.	83.8%	54.2%	29.6%	10.8%	4.0%	1.5%	5.5%	116	63	22	8	3	212	0
Agree-disagree	44	Discussions with my supervisor about my performance are worthwhile.	82.5%	48.2%	34.3%	9.2%	4.5%	3.8%	8.3%	103	74	19	9	7	212	0

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Agree-disagree	45	My supervisor is committed to a workforce representative of all segments of society.	89.1%	51.7%	37.4%	6.7%	2.9%	1.3%	4.2%	103	74	14	6	2	199	13
Agree-disagree	46	My supervisor provides me with constructive suggestions to improve my job performance.	83.4%	43.1%	40.3%	9.3%	5.8%	1.5%	7.3%	92	86	19	12	3	212	0
Agree-disagree	47	Supervisors in my work unit support employee development.	87.1%	46.4%	40.7%	8.1%	3.8%	1.0%	4.8%	97	84	17	8	2	208	4
Agree-disagree	48	My supervisor listens to what I have to say.	92.8%	59.5%	33.4%	5.0%	0.5%	1.6%	2.2%	126	71	10	1	3	211	N/A
Agree-disagree	49	My supervisor treats me with respect.	92.7%	63.3%	29.4%	4.0%	2.1%	1.2%	3.3%	134	64	8	4	2	212	N/A
Agree-disagree	50	In the last six months, my supervisor has talked with me about my performance.	95.6%	62.4%	33.2%	3.0%	1.5%	0.0%	1.5%	132	71	6	3	0	212	N/A
Agree-disagree	51	I have trust and confidence in my supervisor.	85.1%	54.7%	30.4%	8.0%	4.5%	2.4%	6.9%	116	66	17	9	4	212	N/A
Good-poor	52	Overall, how good a job do you feel is being done by your immediate supervisor?	87.0%	56.4%	30.7%	10.8%	1.7%	0.5%	2.2%	119	66	22	3	1	211	N/A
Agree-disagree	53	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	53.6%	18.7%	35.0%	24.4%	15.7%	6.2%	21.9%	38	74	50	34	13	209	2
Agree-disagree	54	My organization's senior leaders maintain high standards of honesty and integrity.	75.5%	27.4%	48.1%	14.6%	5.9%	4.0%	9.9%	56	100	29	13	8	206	5
Agree-disagree	55	Supervisors work well with employees of different backgrounds.	78.9%	33.4%	45.5%	12.0%	7.1%	2.0%	9.1%	67	94	24	14	4	203	8

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Agree-disagree	56	*Managers communicate the goals of the organization.	76.6%	24.4%	52.3%	14.4%	4.6%	4.3%	8.9%	51	110	30	9	9	209	2
Agree-disagree	57	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	75.5%	29.3%	46.2%	17.5%	3.9%	3.1%	7.0%	57	92	33	8	6	196	12
Agree-disagree	58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	68.3%	26.2%	42.1%	18.4%	9.9%	3.4%	13.4%	54	88	37	21	7	207	4
Agree-disagree	59	Managers support collaboration across work units to accomplish work objectives.	75.4%	29.5%	46.0%	13.8%	7.4%	3.4%	10.8%	60	95	28	16	7	206	4
Good-poor	60	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	72.0%	34.4%	37.6%	20.0%	5.8%	2.2%	8.0%	66	74	40	12	4	196	12
Agree-disagree	61	I have a high level of respect for my organization's senior leaders.	71.3%	31.5%	39.8%	17.5%	8.4%	2.8%	11.2%	64	81	37	18	6	206	3
Agree-disagree	62	Senior leaders demonstrate support for Work-Life programs.	77.5%	45.8%	31.6%	13.2%	7.7%	1.6%	9.3%	93	64	27	16	3	203	7
Satisfied-dissatisfied	63	*How satisfied are you with your involvement in decisions that affect your work?	73.7%	30.5%	43.2%	15.7%	6.8%	3.8%	10.6%	64	91	32	14	7	208	N/A
Satisfied-dissatisfied	64	*How satisfied are you with the information you receive from management on what's going on in your organization?	70.9%	26.2%	44.7%	12.5%	13.7%	3.0%	16.6%	55	94	26	28	6	209	N/A
Satisfied-dissatisfied	65	*How satisfied are you with the recognition you receive for doing a good job?	74.3%	34.8%	39.6%	12.1%	10.3%	3.2%	13.5%	73	83	24	22	6	208	N/A

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Satisfied-dissatisfied	66	How satisfied are you with the policies and practices of your senior leaders?	65.3%	22.0%	43.2%	18.3%	12.6%	3.9%	16.4%	46	92	37	26	8	209	N/A
Satisfied-dissatisfied	67	How satisfied are you with your opportunity to get a better job in your organization?	55.6%	25.2%	30.4%	25.1%	13.1%	6.2%	19.3%	53	64	51	27	13	208	N/A
Satisfied-dissatisfied	68	How satisfied are you with the training you receive for your present job?	80.4%	34.0%	46.4%	10.1%	7.3%	2.2%	9.5%	72	97	21	15	5	210	N/A
Satisfied-dissatisfied	69	*Considering everything, how satisfied are you with your job?	82.5%	40.5%	42.0%	11.5%	6.1%	0.0%	6.1%	85	88	23	13	0	209	N/A
Satisfied-dissatisfied	70	Considering everything, how satisfied are you with your pay?	85.1%	38.6%	46.6%	7.1%	5.7%	2.0%	7.7%	82	96	15	12	4	209	N/A
Satisfied-dissatisfied	71	*Considering everything, how satisfied are you with your organization?	79.3%	35.6%	43.8%	13.8%	5.7%	1.1%	6.8%	75	91	29	12	2	209	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.