

Farm Credit Administration 2020 Federal Employee Viewpoint Survey

Each year, the Office of Personnel Management (OPM) conducts the Federal Employee Viewpoint Survey (FEVS) in which the Farm Credit Administration (FCA) participates. This report provides a brief summary of the results, followed by tables showing the survey responses by measure.

The 2020 survey was conducted online from Sept. 24 to Nov. 5, 2020. An email link to the survey was sent to all 277 eligible agency employees. This was a census survey, and 226 FCA employees responded, reflecting an 82% response rate. FCA's engagement index score increased by five percentage points this year — from 79% to 84%.

The results

The 2020 FEVS had 38 core questions (versus 71 on previous surveys). The rest of the survey consisted of 30 new questions related to the COVID-19 pandemic.

Employees provided a strongly favorable assessment of the agency's response to the pandemic: 99% of employees agreed their senior leaders were committed to their health and safety, and 95% said senior leaders communicated effectively. First-level supervisors also received high marks. More than 95% of employees agreed that their supervisors had supported their health and safety and had created a safe environment.

We saw the most dramatic improvement in the responses to the following questions:

- In my work unit, difference in performance are recognized in a meaningful way.
- In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.
- Senior leaders demonstrate support for work-life programs.

The percentage of employees who agreed with the first two statements increased by 15 percentage points, and the percentage who agreed with the third question increased by 14 percentage points.

Overall, the highest positive scores were in response to the following questions:

- 97% felt they are protected from health and safety hazards on the job.
- 97% felt their supervisors support their need to balance work and other life issues.
- 96% feel their agency is successful at accomplishing its mission.

The survey also indicated that most FCA employees (95% or higher) agreed with the following statements:

- The people they work with cooperate to get the job done.
- They know how their work relates to the agency's goals.
- They feel their supervisors treat them with respect.

While overall the agency scores improved, employees are feeling slightly less positively about reprisal and pay. Eighty percent of employees felt they could disclose a suspected

violation of any law, rule, or regulation without fear of reprisal, down from 81% in 2019. Eighty-three percent of employees indicated they were satisfied with their pay, down from 85% in 2019.

See the tables below for a breakdown of the responses to the core survey questions. Employee responses to COVID-19 questions will be provided as soon as OPM publishes its summary report.

Core questions 1 to 10 and 12 to 38

Question	Positive	Neutral	Negative
I am given a real opportunity to improve my skills in my organization.	91%	4%	4%
I feel encouraged to come up with new and better ways of doing things.	72%	16%	11%
My work gives me a feeling of personal accomplishment.	81%	12%	6%
I know what is expected of me on the job.	93%	3%	3%
My workload is reasonable.	85%	7%	7%
My talents are used well in the workplace.	76%	13%	11%
I know how my work relates to the agency's goals.	96%	2%	2%
I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	80%	10%	10%
The people I work with cooperate to get the job done.	96%	2%	2%
In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	61%	24%	16%
In my work unit, differences in performance are recognized in a meaningful way.	66%	22%	12%
My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	94%	4%	2%
Employees are recognized for providing high quality products and services.	84%	10%	6%
Employees are protected from health and safety hazards on the job.	97%	2%	1%
My agency is successful at accomplishing its mission.	96%	3%	1%
I recommend my organization as a good place to work.	89%	7%	4%
I believe the results of this survey will be used to make my agency a better place to work.	67%	18%	15%
My supervisor supports my need to balance work and other life issues.	97%	3%	1%
My supervisor is committed to a workforce representative of all segments of society.	89%	9%	2%
Supervisors in my work unit support employee development.	95%	3%	2%
My supervisor listens to what I have to say.	94%	4%	3%
My supervisor treats me with respect.	95%	3%	2%
I have trust and confidence in my supervisor.	90%	6%	3%
Overall, how good a job do you feel is being done by your immediate supervisor?	91%	7%	2%

In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	63%	25%	12%
My organization's senior leaders maintain high standards of honesty and integrity.	79%	12%	9%
Managers communicate the goals of the organization.	81%	10%	9%
Managers promote communication among different work units (for example, about projects, goals, needed resources).	76%	11%	13%
Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	83%	11%	6%
I have a high level of respect for my organization's senior leaders.	78%	14%	8%
Senior leaders demonstrate support for Work-Life programs.	91%	6%	3%
How satisfied are you with your involvement in decisions that affect your work?	77%	12%	11%
How satisfied are you with the information you receive from management on what's going on in your organization?	83%	10%	7%
How satisfied are you with the recognition you receive for doing a good job?	80%	11%	9%
Considering everything, how satisfied are you with your job?	85%	10%	6%
Considering everything, how satisfied are you with your pay?	83%	12%	5%
Considering everything, how satisfied are you with your organization?	84%	10%	6%

Question 11: In my work unit poor performers usually:

Remain in work unit and improve over time	21%
Remain in work unit and continue to underperform	34%
Leave work unit - Removed or transferred	6%
Leave work unit - Quit	2%
No poor performers in work unit	36%
Do not know (expressed as a number of respondents)	48

Note: Employee responses to COVID-19 questions will be provided as soon as the U.S. Office of Personnel Management publishes its summary report.