

## **Farm Credit Administration Results of the 2021 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 and many other agencies participate. This report provides a brief summary of the results, followed by tables showing the survey responses by measure.

The 2021 survey was conducted online from Nov. 8 to Dec. 10, 2021. An email link to the survey was sent to all 290 eligible FCA employees. This was a census survey, and 212 FCA employees responded, reflecting a 73% response rate. FCA's engagement index score this year is 82%, compared with a governmentwide engagement index of 71%.

### **The results**

The 2021 FEVS had 38 core questions, 13 pandemic-related questions and approximately 20 employment and demographic questions.

Employees provided a favorable assessment of the agency's response to the pandemic: 84% of employees agreed their senior leaders were committed to their health and safety, and 70% said senior leaders communicated return-to-work plans 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 slight improvements in the responses to the following questions:

- My supervisor is committed to a workforce representative of all segments of society (up 2.7 percentage points).
- I can disclose a suspected violation of any law, rule, or regulation without fear of reprisal (up 3.9 percentage points).

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

- 95% felt their supervisor treats them with respect.
- 95% felt their supervisors support their need to balance work and other life issues.
- 94% feel the employees in their work unit meet the needs of their customers.

The survey also indicated that most FCA employees (93% or higher) agreed with the following statements:

- Supervisors in my work unit support employee development.
- I know how my work relates to the agency's goals.
- The people I work with cooperate to get the job done.

- Employees in my work unit achieve our goals.

See the tables below for a breakdown of the responses. FCA responses are displayed to the tenth decimal place.

**Core questions 1 to 10 and 12 to 44**

<b>Question</b>	<b>Positive</b>	<b>Neutral</b>	<b>Negative</b>
<b>I am given a real opportunity to improve my skills in my organization.</b>	87.6%	6.9%	5.5%
<b>I feel encouraged to come up with new and better ways of doing things.</b>	68.6%	16.1%	15.3%
<b>My work gives me a feeling of personal accomplishment.</b>	81.4%	8.2%	10.4%
<b>I know what is expected of me on the job.</b>	91.1%	4.5%	4.5%
<b>My workload is reasonable.</b>	74.2%	12.3%	13.4%
<b>My talents are used well in the workplace.</b>	74.6%	14.1%	11.2%
<b>I know how my work relates to the agency's goals.</b>	93.4%	4.5%	2.1%
<b>I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.</b>	83.9%	6.6%	9.5%
<b>The people I work with cooperate to get the job done.</b>	93.0%	2.9%	4.1%
<b>In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.</b>	59.9%	21.6%	18.5%
<b>In my work unit, differences in performance are recognized in a meaningful way.</b>	62.9%	21.0%	16.1%
<b>My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.</b>	90.3%	5.2%	4.5%
<b>Employees in my work unit meet the needs of our customers.</b>	94.3%	4.2%	1.6%
<b>Employees in my work unit contribute positively to my agency's performance.</b>	92.3%	7.2%	0.5%
<b>Employees in my work unit produce high-quality work.</b>	91.2%	8.4%	0.4%
<b>Employees in my work unit adapt to changing priorities.</b>	88.3%	8.1%	3.5%
<b>Employees in my work unit successfully collaborate.</b>	85.6%	12.4%	2.0%
<b>Employees in my work unit achieve our goals.</b>	93.0%	6.5%	0.5%
<b>Employees are recognized for providing high quality products and services.</b>	76.5%	12.1%	11.4%
<b>Employees are protected from health and safety hazards on the job.</b>	92.1%	4.5%	3.4%
<b>My agency is successful at accomplishing its mission.</b>	92.0%	5.6%	2.4%

<b>I recommend my organization as a good place to work.</b>	86.0%	6.5%	7.5%
<b>I believe the results of this survey will be used to make my agency a better place to work.</b>	57.8%	24.4%	17.8%
<b>My supervisor supports my need to balance work and other life issues.</b>	94.7%	2.5%	2.8%
<b>My supervisor is committed to a workforce representative of all segments of society.</b>	92.1%	5.8%	2.1%
<b>Supervisors in my work unit support employee development.</b>	93.8%	3.7%	2.5%
<b>My supervisor listens to what I have to say.</b>	92.8%	4.7%	2.5%
<b>My supervisor treats me with respect.</b>	94.8%	2.8%	2.4%
<b>I have trust and confidence in my supervisor</b>	86.9%	7.3%	5.8%
<b>Overall, how good a job do you feel is being done by your immediate supervisor?</b>	90.0%	9.0%	1.1%
<b>In my organization, senior leaders generate high levels of motivation and commitment in the workforce.</b>	54.5%	24.8%	20.8%
<b>My organization's senior leaders maintain high standards of honesty and integrity.</b>	74.3%	15.8%	9.9%
<b>Managers communicate the goals of the organization.</b>	79.3%	12.7%	8.0%
<b>Managers promote communication among different work units (for example, about projects, goals, needed resources).</b>	71.5%	15.2%	13.3%
<b>Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?</b>	79.8%	10.8%	9.5%
<b>I have a high level of respect for my organization's senior leaders.</b>	71.1%	13.5%	15.4%
<b>Senior leaders demonstrate support for Work-Life programs.</b>	76.8%	9.1%	14.1%
<b>How satisfied are you with your involvement in decisions that affect your work?</b>	70.2%	14.4%	15.3%
<b>How satisfied are you with the information you receive from management on what's going on in your organization?</b>	68.4%	18.0%	13.5%
<b>How satisfied are you with the recognition you receive for doing a good job?</b>	76.6%	11.5%	11.9%
<b>Considering everything, how satisfied are you with your job?</b>	77.1%	13.8%	9.1%
<b>Considering everything, how satisfied are you with your pay?</b>	74.1%	13.2%	12.7%
<b>Considering everything, how satisfied are you with your organization?</b>	74.3%	14.7%	10.9%

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

<b>Remain in work unit and improve their performance over time</b>	22.0%
<b>Remain in work unit and continue to underperform</b>	29.8%
<b>Leave work unit – Removed or transferred</b>	5.9%
<b>Leave work unit – Quit</b>	5.0%
<b>No poor performers in work unit</b>	37.3%

**Question 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.)?**

	<b>Governmentwide</b>	<b>Small agencies</b>	<b>FCA</b>
<b>100%</b>	29%	6%	<b>1.0%</b>
<b>75-99%</b>	17%	5%	<b>0.8%</b>
<b>50-74%</b>	7%	3%	<b>0.9%</b>
<b>25-49%</b>	6%	5%	<b>3.0%</b>
<b>1-24%</b>	20%	33%	<b>41.4%</b>
<b>Have not been physically present</b>	22%	48%	<b>52.8%</b>

**Question 46: Please select the response that BEST describes your current teleworking schedule.**

	AS OF the date you responded to this survey		
	Gov't-wide	Small agencies	FCA
Telework every workday	36%	72%	<b>79.6%</b>
Telework 3–4 days per week	11%	11%	<b>10.1%</b>
Telework 1–2 days per week	10%	9%	<b>5.8%</b>
Telework only 1–2 days per month	3%	1%	<b>0.6%</b>
I telework very infrequently, on an unscheduled or short-term basis	9%	1%	<b>1.3%</b>
Do not telework—must be physically present	20%	4%	<b>0.5%</b>
Do not telework—technical issues	1%	0%	<b>0.0%</b>
Do not telework—not approved	6%	1%	<b>1.0%</b>
Do not telework—chose not to	4%	1%	<b>1.0%</b>

**Question 47: How has your organization supported you during the COVID-19 pandemic?**

FCA responses	Expanded telework	Expanded work schedule flexibilities	Expanded leave policies	Clear guidance on Covid-19 vaccination protocols	Appropriate physical health resources (e.g., access to COVID-19 testing) at my agency worksite	Timely communication about possible COVID-19 exposure at my agency worksite	Social distancing in my agency worksite	Encourage use of personal protective equipment	Cleaning and sanitizing performed regularly in my agency	A well-ventilated worksite	Clear guidance on quarantine requirements after any COVID-19 exposure
Needed and available to me	91.6%	82.5%	78.6%	85.8%	54.5%	63.5%	57.0%	61.6%	64.4%	67%	67.1%
Needed, but not available to me	4.7%	3.8%	4.8%	3.8%	4.3%	10.9%	3.6%	4.4%	2.6%	3.6%	7.0%
Not needed by me now	3.7%	13.8%	16.6%	10.4%	41.2%	25.6%	39.4%	34.0%	33.1%	29.4%	26.0%

**Question 48: My organization’s senior leaders demonstrate commitment to employee health and safety.**

	<b>Governmentwide</b>	<b>Small agencies</b>	<b>FCA</b>
<b>Strongly agree</b>	36%	51%	<b>49.9%</b>
<b>Agree</b>	38%	34%	<b>33.7%</b>
<b>Neither agree nor disagree</b>	14%	8%	<b>5.5%</b>
<b>Disagree</b>	6%	4%	<b>8.6%</b>
<b>Strongly disagree</b>	6%	4%	<b>2.2%</b>

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

	<b>Governmentwide</b>	<b>Small agencies</b>	<b>FCA</b>
<b>Strongly agree</b>	36%	50%	<b>51.8%</b>
<b>Agree</b>	38%	34%	<b>33.2%</b>
<b>Neither agree nor disagree</b>	14%	8%	<b>6.8%</b>
<b>Disagree</b>	6%	4%	<b>5.9%</b>
<b>Strongly disagree</b>	6%	4%	<b>2.3%</b>

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

	<b>Governmentwide</b>	<b>Small agencies</b>	<b>FCA</b>
<b>Strongly agree</b>	29%	39%	<b>46.2%</b>
<b>Agree</b>	33#	31%	<b>24.0%</b>
<b>Neither agree nor disagree</b>	19%	14%	<b>9.9%</b>
<b>Disagree</b>	11%	9%	<b>12.2%</b>
<b>Strongly disagree</b>	8%	7%	<b>7.7%</b>

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

	<b>Governmentwide</b>	<b>Small agencies</b>	<b>FCA</b>
<b>Strongly agree</b>	50%	65%	<b>71.7%</b>
<b>Agree</b>	34%	26%	<b>23.4%</b>
<b>Neither agree nor disagree</b>	9%	6%	<b>3.1%</b>
<b>Disagree</b>	3%	2%	<b>1.8%</b>
<b>Strongly disagree</b>	3%	2%	<b>0.0%</b>

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

	<b>Governmentwide</b>	<b>Small agencies</b>	<b>FCA</b>
<b>Strongly agree</b>	50%	65%	<b>71.7%</b>
<b>Agree</b>	34%	26%	<b>23.5%</b>
<b>Neither agree nor disagree</b>	10%	6%	<b>3.9%</b>
<b>Disagree</b>	3%	1%	<b>1.0%</b>
<b>Strongly disagree</b>	3%	2%	<b>0.0%</b>

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

	<b>Governmentwide</b>	<b>Small agencies</b>	<b>FCA</b>
<b>Strongly agree</b>	48%	62%	<b>66.5%</b>
<b>Agree</b>	31%	25%	<b>25.7%</b>
<b>Neither agree nor disagree</b>	11%	8%	<b>4.3%</b>
<b>Disagree</b>	5%	2%	<b>2.4%</b>
<b>Strongly disagree</b>	5%	3%	<b>1.1%</b>

**Question 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)?**

	<b>Governmentwide</b>	<b>Small agencies</b>	<b>FCA</b>
<b>Yes</b>	32%	11%	<b>2.0%</b>
<b>No</b>	59%	84%	<b>93.9%</b>
<b>Other</b>	9%	5%	<b>4.1%</b>

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

	<b>Governmentwide</b>	<b>Small agencies</b>	<b>FCA</b>
<b>Strongly Agree</b>	25%	39%	<b>50.5%</b>
<b>Agree</b>	40%	42%	<b>34.4%</b>
<b>Neither Agree nor Disagree</b>	19%	9%	<b>6.2%</b>
<b>Disagree</b>	10%	7%	<b>6.2%</b>
<b>Strongly Disagree</b>	6%	4%	<b>2.7%</b>

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

	<b>Governmentwide</b>	<b>Small agencies</b>	<b>FCA</b>
<b>Strongly Agree</b>	28%	41%	<b>44.2%</b>
<b>Agree</b>	34%	33%	<b>29.6%</b>
<b>Neither Agree nor Disagree</b>	24%	15%	<b>11.5%</b>
<b>Disagree</b>	8%	6%	<b>7.3%</b>
<b>Strongly Disagree</b>	6%	5%	<b>7.5%</b>



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

	<b>Governmentwide</b>	<b>Small agencies</b>	<b>FCA</b>
<b>Strongly agree</b>	29%	41%	<b>49.0%</b>
<b>Agree</b>	36%	38%	<b>27.4%</b>
<b>Neither agree nor disagree</b>	18%	13%	<b>13.6%</b>
<b>Disagree</b>	8%	4%	<b>5.4%</b>
<b>Strongly disagree</b>	9%	4%	<b>3.6%</b>