

Farm Credit Administration 2022 Federal Employee Viewpoint Survey

Annually, the Office of Personnel Management (OPM) administers, and the Farm Credit Administration (FCA) participates in, the Federal Employee Viewpoint Survey (FEVS).

The 2022 survey was conducted online from June 7 to July 22, 2022. An email link to the survey was sent to all 283 eligible FCA employees, and 223 (78.8%) responded. FCA's engagement index score this year is 83%.

Below is a summary of the 2022 results followed by tables showing response rates for various survey items.

The results

The 2022 FEVS contained the following:

- 46 core questions
- 15 employee engagement questions
- 4 performance confidence questions
- 4 global satisfaction questions
- 13 DEIA (a new diversity, equity, inclusion, and accessibility index) questions

The agency's scores for all major indices, including the new DEIA, are higher than the governmentwide and small agency scores. FCA's overall DEIA score is 83%, compared with 69% governmentwide and 76% for other small agencies.

In addition, employee attitudes toward senior leaders within FCA improved significantly. The number of employees who provided a positive response to the statement that "senior leaders generate high levels of motivation and commitment" increased by 12 percentage points over last year. The number of employees who provided a positive response to the statement that "senior leaders maintain high standards of honesty and integrity" increased by 6 percentage points.

We also saw slight improvements in responses to the following questions:

- Overall, how satisfied are you with your job? (+2 percentage points)
- Considering everything, how satisfied are you with your organization? (+3 percentage points)

Overall, the 10 highest positive scores were in response to the following items:

1. My supervisor holds me accountable for achieving results. (97%)
2. Employees in my work unit contribute positively to my agency's performance. (96%)
3. Employees in my work unit meet the needs of our customers. (96%)
4. My supervisor supports my need to balance work and other life issues. (95%)
5. My supervisor treats me with respect. (94%)
6. Supervisors in my work unit support employee development. (94%)

7. I am held accountable for the quality of work I produce. (93%)
8. I know how my work relates to the agency's goals. (93%)
9. The people I work with cooperate to get the job done. (93%)
10. My organization is successful at accomplishing its mission. (93%)

Response tables

The following tables include response percentages for survey items under nine overarching categories. The definitions for the Positive, Neutral, and Negative response percentages vary in the following ways across the three primary response scales used in the survey:

- **Positive:** Strongly Agree and Agree, or Always and Most of the time, or Very Good and Good, or Very Satisfied and Satisfied
- **Neutral:** Neither Agree nor Disagree, or Sometimes, or Fair, or Neither Satisfied nor Dissatisfied
- **Negative:** Disagree and Strongly Disagree, or Rarely and Never, or Poor and Very Poor, or Dissatisfied and Very Dissatisfied

| Category: My Work Experience | Positive | Neutral | Negative |
|---|----------|---------|----------|
| I am given a real opportunity to improve my skills in my organization. | 87% | 8% | 5% |
| I feel encouraged to come up with new and better ways of doing things. | 68% | 16% | 16% |
| My work gives me a feeling of personal accomplishment. | 79% | 12% | 9% |
| I know what is expected of me on the job. | 88% | 6% | 6% |
| My workload is reasonable. | 72% | 14% | 14% |
| My talents are used well in the workplace. | 76% | 16% | 9% |
| I know how my work relates to the agency's goals. | 93% | 4% | 3% |
| I can disclose a suspected violation of any law, rule or regulation without fear of reprisal. | 82% | 11% | 7% |
| I have enough information to do my job well. | 86% | 11% | 4% |
| I receive the training I need to do my job well. | 88% | 8% | 4% |
| I am held accountable for the quality of work I produce. | 93% | 4% | 3% |
| Continually changing work priorities make it hard for me to produce high quality work. | 47% | 23% | 31% |
| I have a clear idea of how well I am doing my job. | 86% | 11% | 4% |

| Category: My Work Unit | Positive | Neutral | Negative |
|--|----------|---------|----------|
| The people I work with cooperate to get the job done. | 93% | 4% | 3% |
| In my work unit, differences in performance are recognized in a meaningful way. | 53% | 25% | 22% |
| Employees in my work unit share job knowledge. | 89% | 5% | 6% |
| My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals. | 91% | 5% | 4% |
| Employees in my work unit meet the needs of our customers. | 96% | 4% | 1% |
| Employees in my work unit contribute positively to my agency's performance. | 96% | 2% | 1% |
| Employees in my work unit produce high-quality work. | 90% | 8% | 1% |
| Employees in my work unit adapt to changing priorities. | 89% | 9% | 2% |
| New hires in my work unit (i.e. hired in the past year) have the right skills to do their jobs. | 78% | 15% | 7% |
| I can influence decisions in my work unit. | 70% | 18% | 12% |
| I know what my work unit's goals are. | 88% | 5% | 6% |
| My work unit commits resources to develop new ideas (e.g., budget, staff, time, expert support). | 68% | 18% | 14% |
| My work unit successfully manages disruptions to our work. | 84% | 8% | 8% |
| Employees in my work unit consistently look for new ways to improve how they do their work. | 72% | 16% | 12% |
| Employees in my work unit incorporate new ideas into their work. | 73% | 16% | 11% |
| Employees in my work unit approach change as an opportunity. | 71% | 18% | 12% |
| Employees in my work unit consider customer needs a top priority. | 76% | 18% | 6% |
| Employees in my work unit consistently look for ways to improve customer service. | 66% | 27% | 6% |
| Employees in my work unit support my need to balance my work and personal responsibilities. | 88% | 7% | 5% |
| Employees in my work unit are typically under too much pressure to meet work goals. | 56% | 24% | 21% |

| Category: My Organization | Positive | Neutral | Negative |
|--|----------|---------|----------|
| Employees are recognized for providing high quality products and services. | 70% | 14% | 16% |
| Employees are protected from health and safety hazards on the job. | 87% | 7% | 6% |
| My organization is successful at accomplishing its mission. | 93% | 4% | 3% |
| I have a good understanding of my organization's priorities. | 85% | 10% | 6% |
| My organization effectively adapts to changing government priorities. | 78% | 18% | 4% |
| My organization has prepared me for potential physical security threats. | 70% | 14% | 16% |
| My organization has prepared me for potential cybersecurity threats. | 92% | 6% | 2% |
| In my organization, arbitrary action, personal favoritism and/or political coercion are not tolerated. | 65% | 17% | 19% |
| I recommend my organization as a good place to work. | 84% | 9% | 6% |
| I believe the results of this survey will be used to make my agency a better place to work. | 65% | 18% | 17% |

| Category: My Supervisor | Positive | Neutral | Negative |
|--|----------|---------|----------|
| My supervisor is committed to a workforce representative of all segments of society. | 92% | 6% | 2% |
| Supervisors in my work unit support employee development. | 94% | 3% | 3% |
| My supervisor supports my need to balance work and other life issues. | 95% | 2% | 3% |
| My supervisor listens to what I have to say. | 92% | 3% | 5% |
| My supervisor treats me with respect. | 94% | 2% | 4% |
| I have trust and confidence in my supervisor. | 89% | 5% | 6% |
| My supervisor holds me accountable for achieving results. | 97% | 2% | 1% |
| Overall, how good a job do you feel is being done by your immediate supervisor? | 93% | 4% | 3% |
| My supervisor provides me with constructive suggestions to improve my job performance. | 83% | 11% | 7% |
| My supervisor provides me with performance feedback throughout the year. | 87% | 7% | 6% |

| Category: Leadership | Positive | Neutral | Negative |
|---|----------|---------|----------|
| In my organization, senior leaders generate high levels of motivation and commitment in the workforce. | 66% | 17% | 17% |
| My organization's senior leaders maintain high standards of honesty and integrity. | 80% | 11% | 9% |
| Managers communicate the goals of the organization. | 82% | 11% | 8% |
| Managers promote communication among different work units (for example, about projects, goals, needed resources). | 74% | 14% | 12% |
| Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor? | 79% | 17% | 4% |
| I have a high level of respect for my organization's senior leaders. | 73% | 16% | 11% |
| Senior leaders demonstrate support for Work-Life programs. | 86% | 8% | 6% |
| Management encourages innovation. | 62% | 22% | 16% |
| Management makes effective changes to address challenges facing our organization. | 72% | 14% | 14% |
| Management involves employees in decisions that affect their work. | 65% | 17% | 18% |

| Category: My Satisfaction | Positive | Neutral | Negative |
|---|----------|---------|----------|
| How satisfied are you with your involvement in decisions that affect your work? | 71% | 16% | 14% |
| How satisfied are you with the information you receive from management on what's going on in your organization? | 73% | 15% | 12% |
| How satisfied are you with the recognition you receive for doing a good job? | 74% | 14% | 12% |
| Considering everything, how satisfied are you with your job? | 79% | 10% | 10% |
| Considering everything, how satisfied are you with your pay? | 58% | 16% | 26% |
| Considering everything, how satisfied are you with your organization? | 77% | 15% | 9% |

| Category: Diversity, Equity, Inclusion, and Accessibility | Positive | Neutral | Negative |
|---|----------|---------|----------|
| My organization's management practices promote diversity (e.g., outreach, recruitment, promotion opportunities). | 85% | 9% | 6% |
| My supervisor demonstrates a commitment to workforce diversity (e.g., recruitment, promotion opportunities, development). | 89% | 9% | 2% |
| I have similar access to advancement opportunities (e.g., promotion, career development, training) as others in my work unit. | 77% | 10% | 14% |
| My supervisor provides opportunities fairly to all employees in my work unit (e.g., promotions, work assignments). | 84% | 8% | 8% |
| In my work unit, excellent work is similarly recognized for all employees (e.g., awards, acknowledgements). | 75% | 11% | 14% |
| Employees in my work unit treat me as a valued member of the team. | 91% | 5% | 4% |
| Employees in my work unit make me feel I belong. | 87% | 9% | 4% |
| Employees in my work unit care about me as a person. | 84% | 11% | 5% |
| I am comfortable expressing opinions that are different from other employees in my work unit. | 83% | 10% | 8% |
| In my work unit, people's differences are respected. | 86% | 11% | 3% |
| I can be successful in my organization being myself. | 83% | 9% | 9% |
| I can easily make a request of my organization to meet my accessibility needs. | 85% | 11% | 4% |
| My organization responds to my accessibility needs in a timely manner. | 80% | 15% | 6% |
| My organization meets my accessibility needs. | 78% | 16% | 7% |

| Category: Employee Experience | Positive | Neutral | Negative |
|---|----------|---------|----------|
| My job inspires me. | 61% | 25% | 14% |
| The work I do gives me a sense of accomplishment. | 77% | 12% | 10% |
| I feel a strong personal attachment to my organization. | 64% | 22% | 15% |
| I identify with the mission of my organization. | 82% | 14% | 5% |
| It is important to me that my work contribute to the common good. | 90% | 9% | 1% |

The following table describes telework frequency for those who telework. Respondents were asked to select the response that best describes their current remote work or teleworking schedule.

| Category: Telework | Remote Work Agreement | 3 Days or More Per Week | 1-2 Days Per Week | Only 1-2 Days Per Month | Very Infrequently |
|--------------------------------------|-----------------------|-------------------------|-------------------|-------------------------|-------------------|
| Percentage of employees who telework | 6% | 73% | 18% | 0% | 2% |

For employees who don't telework, the following table shows their reasons for not teleworking. Respondents were asked to select the response that best describes their reason for not teleworking.

| Category: Telework Do Not Telework | Must Be Physically Present | Technical Issues | Not Approved to Telework | Choose Not to Telework |
|--|----------------------------------|---------------------|-----------------------------|---------------------------|
| Percentage of employees who don't telework | 1% | 0% | 0% | 1% |