



## U.S. Occupational Safety and Health Review Commission 2020 Federal Employee Viewpoint Survey Results

**Introduction:** Accomplishing the mission of the U.S. Occupational Safety and Health Review Commission (“OSHRC”) depends on having the right people, doing the right work, with the right qualifications and skills, at the right time. OSHRC’s success depends on the talent and motivation of its workforce, which is enhanced by the agency’s efforts to seek employees’ feedback and respond to their needs and concerns.

- I. **Interpretation of Results:** The 2020 Federal Employee Viewpoint Survey (FEVS) provides employees with the opportunity to candidly share their perceptions of their work experiences, their agency, and their leaders. OSHRC’s employees’ views present leadership with a broad diversity of opinions on topics ranging from hiring and retention to organizational effectiveness. The results of the 2020 FEVS are reviewed and analyzed to determine patterns and themes which identify OSHRC’s strengths and challenges.

The 2020 FEVS has sixty-eight (68) items that measure employees’ perceptions about how effectively OSHRC manages its workforce. Specifically, the questions pertain to employee opinions about critical areas of their work lives which drive employee satisfaction, commitment, and ultimately retention.

For questions 1 through 38, the 2020 FEVS results reflect:

- 35 survey items have positive ratings of 65% or more (strengths)
- 0 survey items have a negative rating of 35% or more (weaknesses)

For questions 39 through 43, the 2020 FEVS results reflect:

- Answers to questions pertaining to the agency’s programs (e.g., telework, leave, alternative work schedules) are in response to the COVID-19 pandemic. These responses are based on employee experiences with these programs during the pandemic.

For questions 44 through 57, the 2020 FEVS results reflect:

- Responses to survey items with positive ratings of 65% or more (strengths)

For questions 58 through 68, the 2020 FEVS results reflect:

- Responses to questions about the agency's telework and Work-Life programs which have positive ratings of 65% or more (strengths)

OSHRC employees are committed to the agency's mission; they are willing to give extra to get the job done and are proud of the quality of their work. This is evidenced by the high positive scores on the following survey questions:

- 100% Positive – I know what is expected of me on the job. (Q.4)
- 100% Positive – My workload is reasonable. (Q. 5)
- 100% Positive – I know how my work relates to the agency's goals. (Q. 7)
- 100% Positive – The people I work with cooperate to get the job done. (Q. 9)
- 100% Positive – My agency is successful at accomplishing its mission. (Q. 16)
- 100% Positive – Considering everything, how satisfied are you with your job? (Q. 36)
- 95% Positive – I can disclose a suspected violation of any law, rule or regulation without fear of reprisal. (Q. 8)
- 95% Positive – My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals. (Q. 13)
- 95% Positive – I recommend my organization as a good place to work. (Q.17)
- 95% Positive – Supervisors in my work unit support employee development. (Q. 21)

OSHRC employees also had positive responses to questions about the agency's Work-Life programs and overall employee support as evidenced below.

- 95% Positive – My supervisor supports my need to balance work and other life issues. (Q. 19)
- 94% Positive – Employees are recognized for providing high quality products and services. (Q. 14)
- 94% Positive – My supervisor listens to what I have to say. (Q. 22)
- 94% Positive – My supervisor treats me with respect. (Q. 23)
- 93% Positive – Senior leaders demonstrate support for Work-Life programs. (Q. 32)
- 93% Positive – I feel encouraged to come up with new and better ways of doing things. (Q. 2)

The highest percentage of negative survey responses are primarily in the areas of pay and performance.

- 17% Negative – I believe the results of this survey will be used to make my agency a better place to work. (Q. 18)
- 16% Negative – Considering everything, how satisfied are you with your pay? (Q. 37)

- 12% Negative – In my organization, senior leaders generate high levels of motivation and commitment in the workforce. (Q. 26)
- 12% Negative – Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor? (Q. 30)

II. **Challenges:** Challenges identified from this year’s survey primarily include promotions and pay raises. OSHRC is a small federal agency with a workforce of only 61 full-time equivalent positions. Opportunities for pay increases and promotions are limited due to the small size of OSHRC and because many of the positions require specialized experience and specific education requirements. In addition, spending for promotions and internal advancement opportunities may be limited due to budgetary constraints. OSHRC continues to do well even in the face of such challenges.

Overall, the results from the 2020 Federal Employee Viewpoint Survey are favorable. OSHRC performed particularly well in terms of Work/Life programs and providing meaningful work related to the agency’s mission. Furthermore, the results continue to show that our employees believe that they do important work and understand how their work supports the goals and mission of our agency. Employees responded positively (strongly agree/agree or very satisfied/satisfied) to questions concerning how they rate the quality of work done by their work unit, the importance of their jobs, and their willingness to cooperate and put in the extra effort to get their job done. OSHRC values its employees and respects workplace perceptions. Insight garnered from the 2020 FEVS provides an opportunity for the agency to identify potential challenges, which can lead to the implementation of appropriate corrective measures.

III. **Survey Administration:** The 2020 Federal Employee Viewpoint Survey was conducted by the Office of Personnel Management (OPM). OPM distributed survey invitations to OSHRC employees by individual electronic mail messages. The survey administration period began on September 24, 2020 and ended on November 5, 2020. The Office of the Executive Director informed employees about the survey invitation and routinely encouraged them to participate. Survey results were collected by OPM and forwarded to OSHRC for review and evaluation. Survey participation was voluntary, and all responses are confidential and anonymous. When OPM delivered the survey results, no information was provided to tie responses to individual employees. For more detailed information about the survey visit: <https://www.opm.gov/fevs/>

IV. **Description of Sample:** OPM used a hybrid-sampling survey methodology. Consequently, all permanent and full-time OSHRC employees on-board on or before October 27, 2019 were invited to participate. Contractors are not eligible for FEVS participation.

V. **Survey Items and Response Choices:** All survey items and response choices required by 5 CFR 250.302 are included in the 2020 FEVS and are included in OSHRC’s 2020 FEVS Survey Results on pages 4-31 of this document.

VI. **Number of Employees Surveyed, Number Responded, and Representativeness:** The survey was distributed to 41 employees and 17 responded. The 2020 employee response rate is 41.5%. The survey pool is representative of the agency population and includes full-time, permanent supervisors, non-supervisors, managers, and executives.

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 %	Item Response Total** N	Do Not Know N
1	*I am given a real opportunity to improve my skills in my organization.	88.5%	40.8%	47.7%	11.5%	0.0%	0.0%	0.0%	17	N/A
2	I feel encouraged to come up with new and better ways of doing things.	93.5%	69.2%	24.3%	6.5%	0.0%	0.0%	0.0%	16	N/A
3	My work gives me a feeling of personal accomplishment.	88.5%	70.9%	17.6%	11.5%	0.0%	0.0%	0.0%	17	N/A
4	I know what is expected of me on the job.	100.0%	59.8%	40.2%	0.0%	0.0%	0.0%	0.0%	17	N/A
5	*My workload is reasonable.	100.0%	47.0%	53.0%	0.0%	0.0%	0.0%	0.0%	17	0
6	*My talents are used well in the workplace.	83.2%	45.6%	37.6%	5.3%	11.5%	0.0%	11.5%	17	0
7	*I know how my work relates to the agency's goals.	100.0%	66.3%	33.7%	0.0%	0.0%	0.0%	0.0%	17	0
8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	94.7%	48.0%	46.7%	0.0%	5.3%	0.0%	5.3%	17	0
9	*The people I work with cooperate to get the job done.	100.0%	61.7%	38.3%	0.0%	0.0%	0.0%	0.0%	16	N/A
10	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	70.0%	31.8%	38.2%	24.3%	5.7%	0.0%	5.7%	16	1

<b>11. In my work unit poor performers usually:</b>	<b>2020</b>		<b>2019</b>	
	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
Remain in the work unit and improve their performance over time	2	15.4%	2	16.9%
Remain in the work unit and continue to underperform	3	22.9%	3	18.5%
Leave the work unit - removed or transferred	6	46.1%	2	10.8%
Leave the work unit - quit	0	0.0%	1	6.2%
There are no poor performers in my work unit	2	15.6%	7	47.6%
<b>Item Response Total</b>	<b>13</b>	<b>100.0%</b>	<b>15</b>	<b>100.0%</b>
Do Not Know	4	--	2	--
<b>Total</b>	<b>17</b>	<b>100.0%</b>	<b>17</b>	<b>100.0%</b>

12	*In my work unit, differences in performance are recognized in a meaningful way.	55.4%	30.8%	24.6%	38.9%	5.7%	0.0%	5.7%	16	1
13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	94.7%	58.5%	36.2%	0.0%	5.3%	0.0%	5.3%	17	0
14	Employees are recognized for providing high quality products and services.	94.3%	50.1%	44.3%	0.0%	5.7%	0.0%	5.7%	16	1
15	Employees are protected from health and safety hazards on the job.	88.5%	65.5%	23.0%	6.2%	5.3%	0.0%	5.3%	17	0
16	My agency is successful at accomplishing its mission.	100.0%	71.7%	28.3%	0.0%	0.0%	0.0%	0.0%	17	0
17	*I recommend my organization as a good place to work.	94.7%	58.4%	36.2%	5.3%	0.0%	0.0%	0.0%	17	N/A
18	*I believe the results of this survey will be used to make my agency a better place to work.	52.6%	34.6%	18.0%	30.6%	11.5%	5.4%	16.9%	17	0

19	My supervisor supports my need to balance work and other life issues.	94.7%	69.1%	25.6%	5.3%	0.0%	0.0%	0.0%	17	0
20	My supervisor is committed to a workforce representative of all segments of society.	85.9%	48.7%	37.3%	8.4%	5.6%	0.0%	5.6%	16	0
21	Supervisors in my work unit support employee development.	94.7%	52.2%	42.5%	5.3%	0.0%	0.0%	0.0%	17	0
22	My supervisor listens to what I have to say.	94.4%	67.3%	27.1%	0.0%	5.6%	0.0%	5.6%	16	N/A

23	My supervisor treats me with respect.	94.4%	73.8%	20.6%	0.0%	5.6%	0.0%	5.6%	16	N/A
24	I have trust and confidence in my supervisor.	87.9%	73.8%	14.1%	12.1%	0.0%	0.0%	0.0%	16	N/A
25	Overall, how good a job do you feel is being done by your immediate supervisor?	88.5%	74.4%	14.1%	11.5%	0.0%	0.0%	0.0%	17	N/A
26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	80.5%	40.2%	40.2%	8.0%	11.5%	0.0%	11.5%	17	0
27	My organization's senior leaders maintain high standards of honesty and integrity.	80.5%	52.2%	28.3%	19.5%	0.0%	0.0%	0.0%	17	0
28	*Managers communicate the goals of the organization.	80.5%	52.2%	28.4%	13.3%	0.0%	6.2%	6.2%	17	0

29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	80.5%	52.2%	28.4%	13.3%	0.0%	6.2%	6.2%	17	0
30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	83.1%	69.8%	13.3%	5.4%	11.5%	0.0%	11.5%	17	0
31	I have a high level of respect for my organization's senior leaders.	88.5%	51.7%	36.8%	5.3%	6.2%	0.0%	6.2%	17	0
32	Senior leaders demonstrate support for Work-Life programs.	93.4%	61.3%	32.2%	0.0%	6.6%	0.0%	6.6%	16	0
33	*How satisfied are you with your involvement in decisions that affect your work?	83.1%	49.0%	34.1%	6.2%	10.7%	0.0%	10.7%	17	N/A
34	*How satisfied are you with the information you receive from management on what's going on in your organization?	77.0%	40.2%	36.7%	16.9%	6.2%	0.0%	6.2%	17	N/A
35	*How satisfied are you with the recognition you receive for doing a good job?	80.5%	52.2%	28.3%	14.1%	5.3%	0.0%	5.3%	17	N/A
36	*Considering everything, how satisfied are you with your job?	100.0%	53.0%	47.0%	0.0%	0.0%	0.0%	0.0%	17	N/A
37	Considering everything, how satisfied are you with your pay?	83.9%	40.2%	43.7%	0.0%	10.8%	5.3%	16.1%	17	N/A

38	*Considering everything, how satisfied are you with your organization?	88.5%	46.4%	42.0%	5.4%	6.2%	0.0%	6.2%	17	N/A
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**39. During the COVID-19 pandemic, on average what percentage of your work time have you been physically present at your agency worksite (including headquarters, bureau, field offices, etc.)?**

	2020	
	N	%
100% of my work time	0	0.0%
At least 75% but less than 100%	1	6.5%
At least 50% but less than 75%	0	0.0%
At least 25% but less than 50%	2	12.0%
Less than 25%	7	46.1%
I have not been physically present at my agency worksite during the pandemic	6	35.4%

**40. Please select the response that BEST describes your teleworking schedule.**

	2020 (BEFORE the COVID-19 pandemic)		2019		2018	
	N	%	N	%	N	%
I telework every work day	3	16.7%	4	25.1%	1	5.9%
I telework 3 or 4 days per week	0	0.0%	0	0.0%	1	3.6%
I telework 1 or 2 days per week	8	47.5%	7	40.6%	12	55.1%
I telework, but only about 1 or 2 days per month	0	0.0%	1	5.8%	2	9.5%
I telework very infrequently, on an unscheduled or short-term basis	2	12.7%	0	0.0%	0	0.0%
I <u>do not</u> telework because I have to be physically present on the job (e.g., law enforcement officers, TSA agent, border patrol agent, security personnel)	0	0.0%	0	0.0%	0	0.0%
I <u>do not</u> telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking	0	0.0%	0	0.0%	1	3.5%
I <u>do not</u> telework because I did not receive approval to do so, even though I have the kind of job where I can telework	1	5.4%	1	6.4%	2	13.0%
I <u>do not</u> telework because I choose not to telework	3	17.6%	3	22.2%	1	9.5%

Total	17	100.0%	16	100.0%	20	100.0%
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**41. What type(s) of leave have you used because of the pandemic? (Mark all that apply)**

	2020	
	N	%
Leave under the Emergency Paid Sick Leave Act (part of the Families First Coronavirus Response Act)	0	0.0%
Annual leave	1	5.4%
Sick leave	4	23.5%
Weather and safety leave	0	0.0%
Administrative leave	1	5.4%
Other paid leave (e.g., comp time, credit hours)	1	5.4%
Unpaid leave (e.g., LWOP)	1	5.4%
I have not used leave because of the pandemic	13	76.5%
Total (percents will add to more than 100% because respondents could choose more than one response option)	17	--

*If the response to item 41 was "I have not used leave because of the pandemic", item 41a was skipped.*

**41a. During the COVID-19 pandemic, what percentage of your total work time have you used leave because of the pandemic?**

	2020	
	N	%
100% of my work time	0	0.0%
At least 75% but less than 100%	0	0.0%
At least 50% but less than 75%	0	0.0%
At least 25% but less than 50%	0	0.0%
Less than 25%	3	100.0%
Total	3	100.0%

**42. How have you changed your participation in alternative work schedules (AWS) because of the COVID-19 pandemic? Examples of AWS include compressed work and flexible work schedule.**

	2020	
	N	%
<u>I began</u> an alternative work schedule	2	10.7%
<u>I ended</u> my usual alternative work schedule	0	0.0%
No change because of the pandemic	15	89.3%
Total	17	100.0%

**43. How has your organization supported your well-being needs during the COVID-19 pandemic?**

**For each support listed, choose the best response from one of the 3 columns: (1) those supports you needed and have been available to you, (2) those needed but not available to you, and (3) those supports you have not currently needed.**

	Needed and <u>available</u> to me		Needed, but <u>not available</u> to me		Not needed by me now	
	2020		2020		2020	
	N	%	N	%	N	%
43A. Expanded telework	15	88.7%	0	0.0%	2	11.3%
43B. Expanded work schedule flexibilities	12	68.3%	0	0.0%	5	31.7%
43C. Expanded leave policies	6	33.8%	2	11.5%	9	54.7%
43D. More information on available leave policies	9	54.0%	2	15.1%	5	30.9%
43E. Expanded mental health resources (e.g., assistance with stress of COVID-19)	5	28.1%	1	6.2%	11	65.8%
43F. Expanded physical health resources (e.g., temperature checks, COVID-19 illness testing) at my agency worksite	3	17.5%	4	24.7%	10	57.8%
43G. Timely communication about possible COVID-19 illness at my agency worksite	10	60.7%	2	11.3%	5	27.9%
43H. Protection of employees at higher risk for severe illness from COVID-19 exposure	11	64.3%	1	6.2%	5	29.6%
43I. Limited access to my agency worksite buildings/facilities (e.g., closures, limits on activities with external visitors/groups)	12	71.4%	2	10.6%	3	18.1%
43J. Social distancing (e.g., limits on group size, reduced access to common areas) in my agency worksite	15	88.9%	0	0.0%	2	11.1%
43K. Rearranged workspaces to maximize social distancing	10	55.9%	0	0.0%	7	44.1%
43L. Encouraged use of personal protective equipment (PPE) or other safety equipment in my agency worksite	13	77.4%	1	6.2%	3	16.4%
43M. Cleaning and sanitizing supplies available to reduce risk of illness in my agency worksite	14	82.7%	1	6.2%	2	11.1%
43N. Training for all employees on health and safety protocols	14	82.7%	1	6.2%	2	11.1%

**44. During the COVID-19 pandemic my organization's senior leaders have demonstrated commitment to employee health and safety.**

	2020	
	N	%
Strongly Agree	12	71.6%
Agree	5	28.4%
Neither Agree nor Disagree	0	0.0%
Disagree	0	0.0%
Strongly Disagree	0	0.0%
No Basis to Judge	0	--
Total	17	100.0%

**45. During the COVID-19 pandemic my organization's senior leaders have supported policies and procedures to protect employee health and safety.**

	2020	
	N	%
Strongly Agree	12	71.6%
Agree	5	28.4%
Neither Agree nor Disagree	0	0.0%
Disagree	0	0.0%
Strongly Disagree	0	0.0%
No Basis to Judge	0	--
Total	17	100.0%

**46. During the COVID-19 pandemic my organization's senior leaders have provided effective communications about the pandemic.**

	2020	
	N	%
Strongly Agree	11	66.3%
Agree	5	27.6%
Neither Agree nor Disagree	0	0.0%
Disagree	1	6.2%
Strongly Disagree	0	0.0%
No Basis to Judge	0	--
Total	17	100.0%

**47. During the COVID-19 pandemic my supervisor has shown concern for my health and safety.**

	2020	
	N	%
Strongly Agree	13	77.8%
Agree	4	22.2%
Neither Agree nor Disagree	0	0.0%
Disagree	0	0.0%
Strongly Disagree	0	0.0%
No Basis to Judge	0	--
Total	17	100.0%

**48. During the COVID-19 pandemic my supervisor has supported my efforts to stay healthy and safe while working.**

	2020	
	N	%
Strongly Agree	12	76.3%
Agree	4	23.7%
Neither Agree nor Disagree	0	0.0%
Disagree	0	0.0%
Strongly Disagree	0	0.0%
No Basis to Judge	0	--
Total	16	100.0%

**49. During the COVID-19 pandemic my supervisor has created an environment where I can voice my concerns about staying healthy and safe.**

	2020	
	N	%
Strongly Agree	12	71.6%
Agree	5	28.4%
Neither Agree nor Disagree	0	0.0%
Disagree	0	0.0%
Strongly Disagree	0	0.0%
No Basis to Judge	0	--
Total	17	100.0%

**50. How has your organization supported your work during the COVID-19 pandemic?**

**For each support listed choose the best response from one of the 3 columns: (1) those supports you needed and have been available to you, (2) those you needed but not available to you, and (3) those supports you have not currently needed.**

	Needed and <u>available</u> to me		Needed, but <u>not available</u> to me		Not needed by me now	
	2020		2020		2020	
	N	%	N	%	N	%
50A. Consistent communication (e.g., organizational status, what to expect)	15	88.5%	1	6.2%	1	5.3%
50B. Training for new/changed work or work processes because of the pandemic	13	77.6%	1	6.2%	3	16.3%
50C. Reallocation of resources (e.g., staffing, budget, materials) to support changes in work because of the pandemic	8	46.6%	3	16.9%	6	36.5%
50D. Help with commuting issues (e.g., alternatives to public transportation)	4	26.0%	1	5.2%	12	68.8%
50E. Options for work/business travel	1	6.1%	1	5.3%	15	88.5%
50F. Information on remote work policies, procedures, and expectations	14	82.9%	0	0.0%	3	17.1%
50G. Training on how to work remotely	8	48.5%	1	6.2%	8	45.3%
50H. Equipment and technology for working remotely (e.g., laptops, cell phone, Information Technology infrastructure)	8	46.3%	5	28.4%	4	25.3%
50I. Expanded collaboration tools (e.g., video conferencing, teleconferencing)	17	100.0%	0	0.0%	0	0.0%
50J. Expanded training for using remote work tools and applications	13	75.5%	2	12.3%	2	12.2%
50K. Expanded Information Technology (IT) support	13	73.9%	2	11.5%	2	14.6%
50L. Information about data security policies and procedures	13	82.1%	1	6.6%	2	11.4%

**51. 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)?**

	2020	
	N	%
Yes	1	8.5%
No	14	84.9%
Other	1	6.6%
Total	16	100.0%

**52. How disruptive has the COVID-19 pandemic been to your ability to do your work?**

	2020	
	N	%
Extremely	2	11.5%
Very	0	0.0%
Somewhat	4	22.2%
Slightly	6	36.0%
Not at All	5	30.3%
No Basis to Judge	0	--
Total	17	100.0%

**53. How have your work demands changed because of the COVID-19 pandemic?**

	2020	
	N	%
Greatly Increased	3	20.7%
Somewhat Increased	6	33.9%
About the Same	8	45.3%
Somewhat Decreased	0	0.0%
Greatly Decreased	0	0.0%
No Basis to Judge	0	--
Total	17	100.0%

**54A. Prior to the COVID-19 pandemic, my work unit met the needs of our customers.**

	2020	
	N	%
Always	14	83.1%
Most of the Time	3	16.9%
Sometimes	0	0.0%
Rarely	0	0.0%
Never	0	0.0%
No Basis to Judge	0	--
Total	17	100.0%

**54B. Prior to the COVID-19 pandemic, my work unit contributed positively to my agency's performance.**

	2020	
	N	%
Always	16	94.7%
Most of the Time	1	5.3%
Sometimes	0	0.0%
Rarely	0	0.0%
Never	0	0.0%
No Basis to Judge	0	--
Total	17	100.0%

**54C. Prior to the COVID-19 pandemic, my work unit produced high-quality work.**

	2020	
	N	%
Always	14	84.1%
Most of the Time	3	15.9%
Sometimes	0	0.0%
Rarely	0	0.0%
Never	0	0.0%
No Basis to Judge	0	--
Total	17	100.0%

**54D. Prior to the COVID-19 pandemic, my work unit adapted to changing priorities.**

	2020	
	N	%
Always	12	72.6%
Most of the Time	4	22.1%
Sometimes	1	5.3%
Rarely	0	0.0%
Never	0	0.0%
No Basis to Judge	0	--
Total	17	100.0%

**54E. Prior to the COVID-19 pandemic, my work unit successfully collaborated.**

	2020	
	N	%
Always	12	70.8%
Most of the Time	3	18.5%
Sometimes	2	10.7%
Rarely	0	0.0%
Never	0	0.0%
No Basis to Judge	0	--
Total	17	100.0%

**54F. Prior to the COVID-19 pandemic, my work unit achieved our goals.**

	2020	
	N	%
Always	14	84.0%
Most of the Time	3	16.0%
Sometimes	0	0.0%
Rarely	0	0.0%
Never	0	0.0%
No Basis to Judge	0	--
Total	17	100.0%

**55A. During the COVID-19 pandemic, my work unit has met the needs of our customers.**

	2020	
	N	%
Always	13	77.8%
Most of the Time	3	16.0%
Sometimes	1	6.2%
Rarely	0	0.0%
Never	0	0.0%
No Basis to Judge	0	--
Total	17	100.0%

**55B. During the COVID-19 pandemic, my work unit has contributed positively to my agency's performance.**

	2020	
	N	%
Always	15	89.3%
Most of the Time	2	10.7%
Sometimes	0	0.0%
Rarely	0	0.0%
Never	0	0.0%
No Basis to Judge	0	--
Total	17	100.0%

**55C. During the COVID-19 pandemic, my work unit has produced high-quality work.**

	2020	
	N	%
Always	13	78.8%
Most of the Time	4	21.2%
Sometimes	0	0.0%
Rarely	0	0.0%
Never	0	0.0%
No Basis to Judge	0	--
Total	17	100.0%

**55D. During the COVID-19 pandemic, my work unit has adapted to changing priorities.**

	2020	
	N	%
Always	13	78.8%
Most of the Time	4	21.2%
Sometimes	0	0.0%
Rarely	0	0.0%
Never	0	0.0%
No Basis to Judge	0	--
Total	17	100.0%

**55E. During the COVID-19 pandemic, my work unit has successfully collaborated.**

	2020	
	N	%
Always	12	70.8%
Most of the Time	4	23.8%
Sometimes	1	5.4%
Rarely	0	0.0%
Never	0	0.0%
No Basis to Judge	0	--
Total	17	100.0%

**55F. During the COVID-19 pandemic, my work unit has achieved our goals.**

	2020	
	N	%
Always	14	84.0%
Most of the Time	3	16.0%
Sometimes	0	0.0%
Rarely	0	0.0%
Never	0	0.0%
No Basis to Judge	0	--
Total	17	100.0%

**56. In the phased return of employees to the agency worksite (i.e., opening up government), my organization has made employee safety a top priority.**

	2020	
	N	%
Strongly Agree	9	57.6%
Agree	5	36.4%
Neither Agree nor Disagree	1	6.0%
Disagree	0	0.0%
Strongly Disagree	0	0.0%
No Basis to Judge	2	--
Total	17	100.0%

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

	2020	
	N	%
Strongly Agree	11	63.7%
Agree	5	30.2%
Neither Agree nor Disagree	0	0.0%
Disagree	1	6.2%
Strongly Disagree	0	0.0%
No Basis to Judge	0	--
Total	17	100.0%

**58. How satisfied are you with the Telework program in your agency?**

	N	2020	All Response
		Satisfaction %	Options %
Very Satisfied	11	63.7%	63.7%
Satisfied	4	22.2%	22.2%
Neither Satisfied nor Dissatisfied	0	0.0%	0.0%
Dissatisfied	2	14.1%	14.1%
Very Dissatisfied	0	0.0%	0.0%
Item Response Total	17	100.0%	100.0%
I choose not to participate in this program	0	--	0.0%
This program is not available to me	0	--	0.0%
I am unaware of this program	0	--	0.0%
Total	17	100.0%	100.0%

**59. Which of the following Work-Life programs have you participated in or used at your agency within the last 12 months? (Mark all that apply)**

	2020	
	N	%
Alternative Work Schedules (for example, compressed work schedule, flexible work schedule)	5	31.6%
Health and Wellness Programs (for example, onsite exercise, flu vaccination, medical screening, CPR training, Health and wellness fair)	4	25.8%
Employee Assistance Program - EAP (for example, short-term counseling, referral services, legal services, education services)	1	6.6%
Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, subsidy, flexible spending account)	0	0.0%
Elder Care Programs (for example, elder/adult care, support groups, resources)	0	0.0%
None listed above	8	49.2%
Total (percentages will add up to more than 100% because respondents could choose more than one response option)	16	--

**60. How satisfied are you with the following Work-Life programs in your agency? Alternative Work Schedules (for example, compressed work schedule, flexible work schedule)**

	2020		
	N	Satisfaction %	All Response Options %
Very Satisfied	5	49.5%	30.4%
Satisfied	2	21.8%	13.4%
Neither Satisfied nor Dissatisfied	1	8.7%	5.3%
Dissatisfied	2	20.1%	12.3%
Very Dissatisfied	0	0.0%	0.0%
Item Response Total	10	100.0%	61.4%
I choose not to participate in these programs	6	--	33.3%
These programs are not available to me	1	--	5.4%
I am unaware of these programs	0	--	0.0%
Total	17	100.0%	100.0%

		2020		
<b>61. How satisfied are you with the following Work-Life programs in your agency? Health and Wellness Programs (for example, onsite exercise, flu vaccination, medical screening, CPR training, health and wellness fair)</b>		N	Satisfaction %	All Response Options %
	Very Satisfied	6	54.0%	36.4%
	Satisfied	3	28.9%	19.5%
	Neither Satisfied nor Dissatisfied	1	7.9%	5.3%
	Dissatisfied	0	0.0%	0.0%
	Very Dissatisfied	1	9.1%	6.2%
	<b>Item Response Total</b>	<b>11</b>	<b>100.0%</b>	<b>67.3%</b>
	I choose not to participate in these programs	4	--	21.9%
	These programs are not available to me	2	--	10.8%
	I am unaware of these programs	0	--	0.0%
	<b>Total</b>	<b>17</b>	<b>100.0%</b>	<b>100.0%</b>

		2020		
<b>62. How satisfied are you with the following Work-Life programs in your agency? Employee Assistance Program - EAP (for example, short-term counseling, referral services, legal services, education services)</b>		N	Satisfaction %	All Response Options %
	Very Satisfied	3	36.0%	18.9%
	Satisfied	3	31.9%	16.7%
	Neither Satisfied nor Dissatisfied	2	20.4%	10.7%
	Dissatisfied	0	0.0%	0.0%
	Very Dissatisfied	1	11.7%	6.2%
	<b>Item Response Total</b>	<b>9</b>	<b>100.0%</b>	<b>52.4%</b>
	I choose not to participate in these programs	7	--	42.2%
	These programs are not available to me	1	--	5.4%
	I am unaware of these programs	0	--	0.0%
	<b>Total</b>	<b>17</b>	<b>100.0%</b>	<b>100.0%</b>

		2020		All
<b>63. How satisfied are you with the following Work-Life programs in your agency? Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, subsidy, flexible spending account)</b>		N	Satisfaction %	Response Options %
Very Satisfied		0	0.0%	0.0%
Satisfied		0	0.0%	0.0%
Neither Satisfied nor Dissatisfied		4	100.0%	22.9%
Dissatisfied		0	0.0%	0.0%
Very Dissatisfied		0	0.0%	0.0%
Item Response Total		4	100.0%	22.9%
I choose not to participate in these programs		7	--	41.4%
These programs are not available to me		5	--	29.0%
I am unaware of these programs		1	--	6.6%
Total		17	100.0%	100.0%

		2020		All
<b>64. How satisfied are you with the following Work-Life programs in your agency? Elder Care Programs (for example, elder/adult care, support groups, resources)</b>		N	Satisfaction %	Response Options %
Very Satisfied		0	0.0%	0.0%
Satisfied		0	0.0%	0.0%
Neither Satisfied nor Dissatisfied		4	100.0%	22.9%
Dissatisfied		0	0.0%	0.0%
Very Dissatisfied		0	0.0%	0.0%
Item Response Total		4	100.0%	22.9%
I choose not to participate in these programs		7	--	42.2%
These programs are not available to me		5	--	28.2%
I am unaware of these programs		1	--	6.6%
Total		17	100.0%	100.0%

**65. Which of the following paid and unpaid child care arrangements have you used to perform your work responsibilities during the COVID-19 pandemic? (Mark all that apply)**

	2020	
	N	%
I do not have any child care responsibilities	13	76.7%
No arrangements needed to manage child care responsibilities (e.g., older children)	0	0.0%
Child care in my own home (e.g., other parent, relative, nanny, au pair)	2	11.5%
Alternative work arrangement (e.g., telework, flexible work schedule)	3	17.7%
Child care center	0	0.0%
Paid leave	2	11.0%
Unpaid leave	1	5.4%
Child care in someone else's home (e.g., relative or neighbor, professional child care provider)	1	5.4%
Respite care (temporary care of a sick or disabled child, providing relief for their usual caregiver)	1	5.4%
Agency emergency back-up care program	0	0.0%
Resource and referral services for dependent child care	0	0.0%
Other services/arrangements	2	11.0%
Total (percents will add to more than 100% because respondents could choose more than one response option)	17	--

**66. Which of the following paid and unpaid elder/adult care arrangements have you used to perform your work responsibilities during the COVID-19 pandemic? (Mark all that apply)**

	2020	
	N	%
I do not have any elder/adult care responsibilities	16	94.7%
No arrangements needed to manage elder/adult care responsibilities (e.g., elder can manage tasks of everyday living)	0	0.0%

Alternative work arrangement (e.g., telework, flexible work schedule)	1	5.3%
Elder/adult day care center	0	0.0%
Paid leave	0	0.0%
Unpaid leave	0	0.0%
Long-term care insurance	0	0.0%
Respite care (temporary care of a sick or disabled adult/elder, providing relief for their usual caregiver)	0	0.0%
Other services/arrangements	0	0.0%
Total (percents will add to more than 100% because respondents could choose more than one response option)	17	--

**67. During the COVID-19 pandemic, how disruptive have school closures/changes been to your ability to do your work?**

	2020	
	N	%
I do not have responsibility for school-aged children	11	--
Extremely	0	0.0%
Very	1	20.9%
Somewhat	2	37.2%
Slightly	2	41.8%
Not at All	0	0.0%
Does Not Apply	1	--
Total	17	100.0%

**68. During the COVID-19 pandemic, how disruptive have changes to your children's day care been to your ability to do your work?**

	2020	
	N	%
I do not have responsibility for children who need day care	13	--
Extremely	0	0.0%
Very	1	34.8%
Somewhat	1	30.4%
Slightly	1	34.8%
Not at All	0	0.0%
Does Not Apply	1	--
Total	17	100.0%