

**2019 Office of Personnel Management Federal Employee Viewpoint Survey:
Report by Agency**

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Survey Items

Item	Item Text
Q1	I am given a real opportunity to improve my skills in my organization.
Q2	I have enough information to do my job well.
Q3	I feel encouraged to come up with new and better ways of doing things.
Q4	My work gives me a feeling of personal accomplishment.
Q5	I like the kind of work I do.
Q6	I know what is expected of me on the job.
Q7	When needed I am willing to put in the extra effort to get a job done.
Q8	I am constantly looking for ways to do my job better.
Q9	I have sufficient resources to get my job done.
Q10	My workload is reasonable.
Q11	My talents are used well in the workplace.
Q12	I know how my work relates to the agency's goals.
Q13	The work I do is important.
Q14	Physical conditions allow employees to perform their jobs well.
Q15	My performance appraisal is a fair reflection of my performance.
Q16	I am held accountable for achieving results.
Q17	I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.
Q18	My training needs are assessed.
Q19	In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels.
Q20	The people I work with cooperate to get the job done.
Q21	My work unit is able to recruit people with the right skills.
Q22	Promotions in my work unit are based on merit.
Q23	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.
Q24	In my work unit, differences in performance are recognized in a meaningful way.
Q25	Awards in my work unit depend on how well employees perform their jobs.
Q26	Employees in my work unit share job knowledge with each other.
Q27	The skill level in my work unit has improved in the past year.
Q28	How would you rate the overall quality of work done by your work unit?
Q29	My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.
Q30	Employees have a feeling of personal empowerment with respect to work processes.
Q31	Employees are recognized for providing high quality products and services.

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(69) Considering everything, how satisfied are you with your job?

AGENCY	Very Satisfied			Satisfied			Neither Satisfied nor Dissatisfied			Dissatisfied			Very Dissatisfied			Item Response Total**		
	2019	2018	2017	2019	2018	2017	2019	2018	2017	2019	2018	2017	2019	2018	2017	2019	2018	2017
All Responses	23.6%	23.0%	23.0%	45.0%	45.3%	45.1%	16.5%	16.8%	16.7%	9.9%	10.0%	10.1%	5.0%	4.9%	5.1%	584,624	576,774	466,948
CSOSA	21.1%	25.2%	23.4%	45.8%	46.6%	50.5%	20.0%	18.5%	16.0%	7.9%	6.3%	6.8%	5.4%	3.5%	3.4%	503	445	509
DHS	19.1%	18.4%	18.4%	41.3%	42.0%	42.2%	18.8%	19.3%	19.0%	12.4%	12.5%	13.0%	8.4%	7.8%	7.3%	72,678	70,955	45,343
DOC	25.9%	25.3%	24.9%	47.6%	47.7%	48.2%	14.7%	15.2%	15.3%	8.3%	8.4%	8.1%	3.5%	3.4%	3.6%	19,196	20,212	10,157
DOE	28.3%	25.4%	25.4%	44.4%	48.1%	46.2%	15.1%	14.3%	15.1%	8.6%	8.3%	9.3%	3.7%	3.8%	4.1%	8,394	8,472	8,430
DOI	22.0%	22.2%	23.1%	46.8%	46.6%	46.4%	16.5%	16.7%	16.5%	10.3%	10.1%	9.6%	4.4%	4.4%	4.4%	25,885	27,547	25,036
DOI	25.9%	24.8%	25.3%	43.4%	44.2%	45.4%	15.7%	16.5%	15.8%	9.8%	9.6%	9.1%	5.2%	4.9%	4.5%	25,930	29,232	15,044
DOL	24.3%	24.3%	25.8%	43.5%	43.8%	45.1%	16.0%	16.7%	15.4%	9.9%	10.2%	8.9%	6.3%	5.0%	4.8%	7,615	7,841	8,581
DOT	25.5%	26.1%	26.7%	46.0%	46.7%	47.5%	15.3%	15.3%	13.7%	9.1%	8.4%	8.3%	4.1%	3.6%	3.8%	19,551	20,944	16,334
ED	15.9%	15.2%	20.3%	39.4%	42.5%	47.0%	21.9%	22.0%	16.7%	14.8%	13.3%	10.6%	7.9%	7.0%	5.3%	2,089	2,532	2,767
EEOC	30.4%	30.2%	29.8%	44.8%	42.0%	41.7%	11.8%	12.1%	14.8%	8.8%	10.6%	8.6%	4.2%	5.1%	5.0%	1,191	1,347	1,403
EPA	20.9%	18.9%	22.2%	47.3%	47.9%	47.9%	17.1%	17.5%	16.5%	10.3%	11.0%	9.1%	4.5%	4.7%	4.2%	8,043	7,778	9,163
FCC	26.3%	25.8%	23.1%	43.4%	43.2%	44.9%	17.4%	17.4%	17.8%	7.7%	9.5%	9.8%	5.3%	4.1%	4.3%	501	569	684
FERC	42.7%	40.8%	38.6%	39.4%	40.8%	43.2%	10.3%	11.8%	10.4%	4.9%	4.8%	5.6%	2.6%	1.7%	2.3%	1,146	1,104	1,060
FTC	48.8%	46.3%	43.1%	33.2%	36.6%	38.4%	9.5%	7.8%	10.0%	6.4%	5.5%	6.9%	2.2%	1.8%	1.6%	606	622	600
GSA	33.6%	31.7%	31.3%	44.7%	45.1%	45.0%	12.7%	13.2%	13.1%	6.4%	7.0%	7.3%	2.7%	3.0%	3.3%	6,831	7,001	7,335
HHS	27.7%	27.2%	27.3%	46.6%	46.9%	46.9%	14.9%	14.9%	14.8%	7.4%	7.7%	7.7%	3.3%	3.3%	3.4%	50,225	41,819	41,630
HUD	25.8%	23.8%	24.3%	44.1%	44.1%	46.2%	15.5%	17.0%	16.8%	9.6%	9.6%	8.3%	5.0%	5.5%	4.4%	3,585	4,508	4,833
NARA	22.7%	21.4%	24.1%	42.1%	44.2%	45.4%	18.0%	16.0%	15.3%	10.5%	11.5%	9.2%	6.7%	6.8%	5.9%	1,647	1,695	1,818
NASA	42.8%	40.6%	40.0%	41.1%	41.9%	42.2%	9.2%	10.5%	10.7%	5.0%	5.2%	5.0%	1.9%	1.7%	2.1%	10,482	11,363	11,567
NCUA	24.9%	23.5%	25.2%	47.9%	47.5%	45.8%	14.3%	16.2%	15.9%	9.1%	8.9%	8.5%	4.0%	3.9%	4.7%	869	613	645
NLRB	19.3%	20.6%	26.7%	39.9%	43.5%	46.5%	17.8%	16.9%	14.0%	14.6%	12.2%	8.4%	8.3%	6.8%	4.3%	740	829	828
NRC	26.2%	29.6%	26.7%	47.4%	45.2%	47.6%	14.1%	14.4%	14.7%	8.1%	7.2%	7.3%	4.2%	3.6%	3.6%	2,119	2,277	2,400

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(69) Considering everything, how satisfied are you with your job?

AGENCY	Very Satisfied			Satisfied			Neither Satisfied nor Dissatisfied			Dissatisfied			Very Dissatisfied			Item Response Total**		
	2019	2018	2017	2019	2018	2017	2019	2018	2017	2019	2018	2017	2019	2018	2017	2019	2018	2017
All Responses	23.6 %	23.0 %	23.0 %	45.0 %	45.3 %	45.1 %	16.5 %	16.8 %	16.7 %	9.9 %	10.0 %	10.1 %	5.0 %	4.9 %	5.1 %	584,624	576,774	466,948

**Unweighted count of responses to a question.

†In this report, Army results do not include U.S. Army Corps of Engineers and Navy results do not include U.S. Marine Corps.

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(71) Considering everything, how satisfied are you with your organization?

AGENCY	Very Satisfied			Satisfied			Neither Satisfied nor Dissatisfied			Dissatisfied			Very Dissatisfied			Item Response Total**		
	2019	2018	2017	2019	2018	2017	2019	2018	2017	2019	2018	2017	2019	2018	2017	2019	2018	2017
All Responses	18.5%	17.7%	17.5%	42.5%	42.6%	42.4%	20.1%	20.6%	20.7%	12.4%	12.6%	12.8%	6.5%	6.5%	6.6%	581,919	574,352	467,295
CSOSA	17.6%	20.6%	17.0%	42.5%	44.3%	46.8%	22.5%	22.0%	19.0%	12.0%	9.6%	13.0%	5.5%	3.5%	4.2%	500	443	511
DHS	14.5%	13.7%	13.3%	36.5%	37.0%	36.5%	21.6%	22.2%	21.9%	16.2%	16.3%	17.5%	11.2%	10.8%	10.8%	72,239	70,527	45,411
DOC	21.3%	20.9%	19.9%	46.7%	47.3%	46.6%	18.1%	18.5%	19.0%	9.8%	9.4%	10.1%	4.2%	3.9%	4.3%	19,162	20,159	10,156
DOE	22.4%	20.5%	20.1%	43.8%	45.8%	43.7%	18.3%	18.2%	18.9%	10.6%	10.4%	11.7%	4.9%	5.1%	5.6%	8,359	8,429	8,439
DOI	15.7%	15.7%	16.8%	43.3%	43.1%	44.0%	21.4%	21.1%	20.9%	13.7%	14.0%	12.4%	5.9%	6.1%	5.9%	25,765	27,483	25,052
DOJ	21.2%	20.0%	21.4%	42.6%	42.8%	44.0%	18.7%	19.4%	18.2%	11.6%	11.8%	10.8%	6.0%	6.1%	5.5%	25,813	29,099	15,055
DOL	20.4%	19.9%	20.7%	41.1%	41.7%	44.6%	19.6%	20.2%	18.6%	11.7%	12.1%	10.7%	7.2%	6.1%	5.4%	7,572	7,805	8,593
DOT	18.6%	18.9%	18.5%	44.7%	45.0%	45.3%	19.6%	19.7%	19.6%	11.2%	11.1%	11.3%	5.9%	5.3%	5.3%	19,460	20,860	16,332
ED	10.3%	9.7%	15.8%	31.3%	33.8%	41.7%	24.8%	24.5%	22.3%	19.8%	20.5%	13.5%	13.7%	11.6%	6.7%	2,087	2,529	2,762
EEOC	25.3%	24.1%	23.6%	43.0%	41.0%	41.0%	15.7%	17.9%	17.8%	11.1%	11.6%	11.2%	4.9%	5.4%	6.4%	1,184	1,333	1,409
EPA	14.4%	12.9%	16.7%	41.2%	38.6%	43.0%	21.4%	22.7%	21.0%	15.5%	17.2%	12.7%	7.6%	8.6%	6.6%	8,021	7,745	9,165
FCC	22.8%	20.4%	17.0%	39.4%	42.7%	44.7%	23.8%	21.5%	21.4%	9.3%	11.0%	11.5%	4.6%	4.4%	5.3%	501	571	685
FERC	39.2%	41.5%	39.4%	42.5%	41.7%	42.5%	11.5%	10.8%	10.6%	4.1%	4.2%	5.2%	2.7%	1.9%	2.2%	1,144	1,102	1,062
FTC	48.6%	46.2%	39.7%	35.1%	39.3%	42.4%	7.9%	8.1%	10.2%	6.9%	4.6%	6.1%	1.6%	1.8%	1.6%	606	624	600
GSA	31.0%	28.2%	28.2%	45.1%	45.3%	44.3%	14.6%	15.6%	16.0%	6.3%	7.4%	8.1%	3.0%	3.5%	3.4%	6,786	6,961	7,353
HHS	23.8%	23.2%	23.0%	46.5%	46.8%	46.6%	17.8%	17.9%	18.1%	8.1%	8.3%	8.4%	3.8%	3.7%	4.0%	50,031	41,703	41,650
HUD	18.9%	17.0%	18.9%	42.1%	41.9%	43.1%	20.0%	21.3%	21.3%	11.8%	12.0%	11.1%	7.1%	7.8%	5.6%	3,563	4,491	4,832
NARA	15.1%	14.5%	17.8%	38.6%	40.5%	41.1%	20.0%	19.7%	19.9%	15.1%	15.8%	13.7%	11.2%	9.5%	7.5%	1,635	1,691	1,821
NASA	38.5%	35.3%	34.6%	41.8%	43.3%	43.7%	11.1%	12.6%	12.6%	6.1%	6.2%	6.5%	2.6%	2.5%	2.7%	10,445	11,312	11,575
NCUA	21.8%	19.0%	22.1%	45.5%	46.7%	46.3%	19.4%	18.9%	15.7%	8.8%	11.3%	11.7%	4.4%	4.2%	4.1%	865	610	642
NLRB	14.0%	13.3%	21.7%	27.6%	35.3%	46.1%	18.5%	21.4%	16.8%	16.3%	20.0%	10.0%	23.5%	10.0%	5.4%	740	821	826
NRC	22.9%	25.9%	23.6%	45.9%	45.8%	45.9%	16.9%	16.0%	16.3%	9.1%	8.2%	9.7%	5.3%	4.1%	4.5%	2,115	2,265	2,411

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(71) Considering everything, how satisfied are you with your organization?

AGENCY	Very Satisfied			Satisfied			Neither Satisfied nor Dissatisfied			Dissatisfied			Very Dissatisfied			Item Response Total**		
	2019	2018	2017	2019	2018	2017	2019	2018	2017	2019	2018	2017	2019	2018	2017	2019	2018	2017
All Responses	18.5 %	17.7 %	17.5 %	42.5 %	42.6 %	42.4 %	20.1 %	20.6 %	20.7 %	12.4 %	12.6 %	12.8 %	6.5 %	6.5 %	6.6 %	581,919	574,352	467,295

**Unweighted count of responses to a question.

†In this report, Army results do not include U.S. Army Corps of Engineers and Navy results do not include U.S. Marine Corps.

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