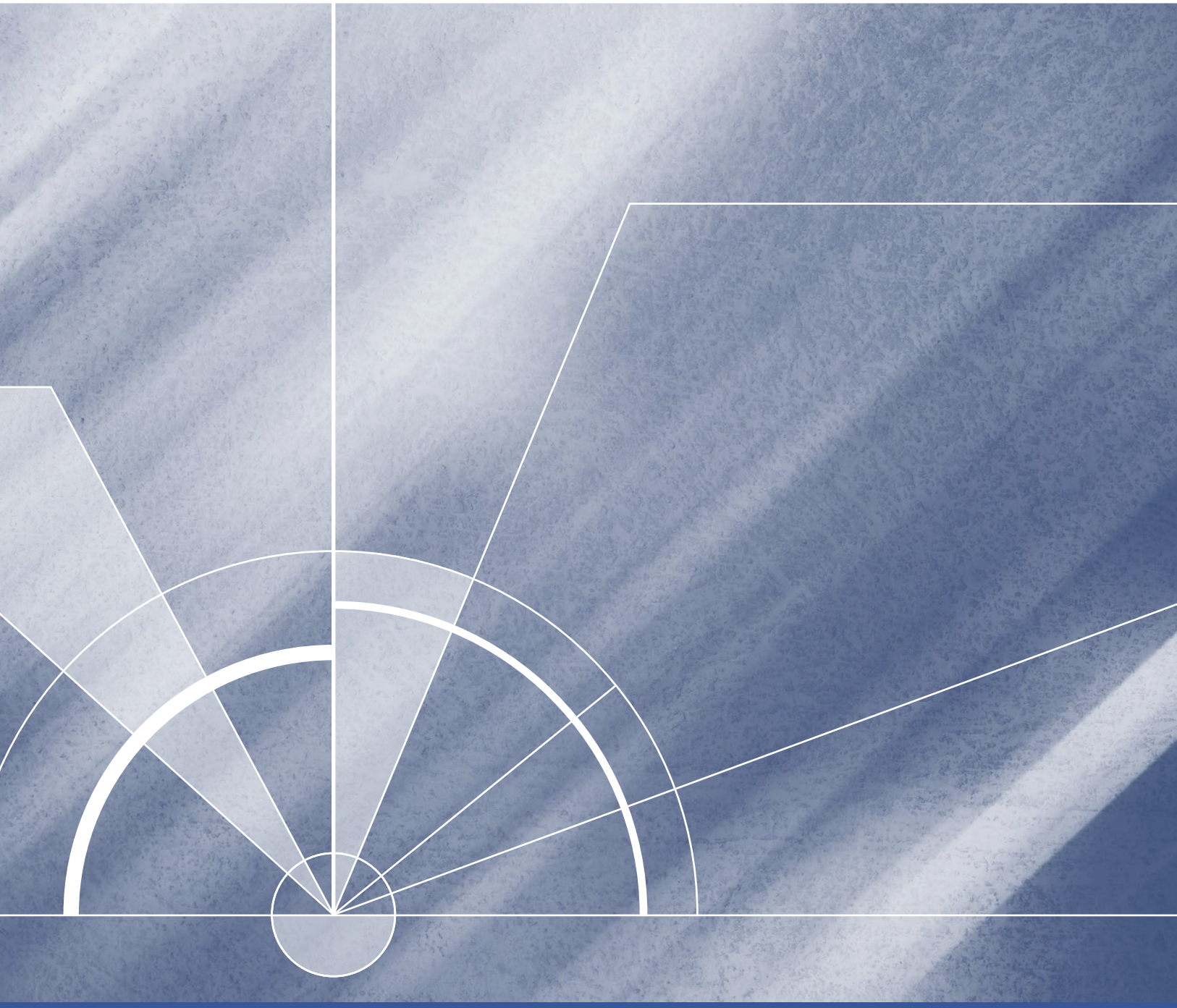
2018

Federal Employee Viewpoint Survey

Empowering Employees. Inspiring Change.

Agency Management Report

Department of Justice



United States Office of Personnel Management

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About This Report

The 2018 Federal Employee Viewpoint Survey (FEVS) Agency Management Report (AMR) was designed to provide an overview of survey results, enabling agencies to easily identify issues and take action for improvement. The AMR can be helpful in providing a starting point for analysis of your agency's FEVS results, acting as an agency overview before drilling down into specific components of the agency for a more in-depth analysis. This report also highlights important agency successes, which should be acknowledged. We encourage you to share both successes and areas for improvement with employees.

Sections of the AMR

Respondent Overview

The Respondent Overview provides a snapshot of the characteristics of your employees who responded to the survey. Understanding who responded in your agency has a number of benefits. For example, this section allows you to better understand the ratio of seasoned employees who may be preparing for retirement to newer employees, which can be helpful in guiding your recruiting and retention efforts. It is important to keep in mind that this is a survey respondent overview, and these percentages may not match up exactly to your agency's total population characteristics.

Employee Engagement Index, New IQ Index, and Global Satisfaction Index

The Employee Engagement Index (EEI), New IQ Index, and Global Satisfaction Index provide agencies with consistent metrics for measuring progress toward objectives. Benchmarks are included to provide insight into how your agency compares to others, and to encourage information sharing between agencies. For example, some of the top ranking agencies in the Employee Engagement Index may have suggestions on things that have and have not worked to engage their employees. Trends for all three indices are also displayed.

Decision Aid

The Decision Aid is useful in easily identifying the most critical issues in your agency as well as recognizing where your agency has improved since 2017. The Decision Aid is divided into three sections to help you focus your attention on improvements and declines in your results since last year:

Increases contains items that increased since 2017

Decreases contains items that decreased since 2017

No Change contains items that did not change since 2017

Appendices

The appendices give you an opportunity to more thoroughly understand your workforce by displaying item-level results.

Appendix A outlines the 2018 FEVS item changes/improvements since 2017.

Appendix B shows how well your agency scored relative to others in the government. Scanning the graphs can indicate how your agency is generally performing as well as help you identify particularly strong or weak areas.

Appendix C shows the breakdown of the Work/Life Program and demographic results.

Appendix D lists all agencies arranged by employee population size.

Note: The Decision Aid only includes items 1-71. See Appendix C for a breakdown of the Work/Life results for your agency.

Understanding Your Results

When reviewing results, keep the guidelines below in mind. These guidelines were created to organize survey results in a way that is easier to digest and interpret.

Percent Positive
The sum of two positive categories (e.g., Strongly Agree/Agree)

Percent Negative
The sum of two negative categories (e.g., Strongly Disagree/Disagree)

Percent Neutral
The neutral category (e.g., Neither Agree nor Disagree)

Identifying Strengths, Challenges and Neutral Findings

65 percent positive or higher is considered a strength

35 percent negative or higher is considered a challenge

30 percent neutral or higher suggests uncertainty, presenting an opportunity for communication between managers and staff

Identifying Increases and Decreases

Movement up or down since the previous year is another important piece of information to consider when examining your results. Any increase or decrease in results can be important; however larger increases or decreases (generally 3 or more percentage points) may be a result of significant changes taking place within your agency and should be explored. Increases indicate positive change that should continue to be reinforced. Decreases, especially in areas considered mission critical, may call for appropriate action to initiate and support beneficial workplace improvements.

Additional FEVS Resources

Other Reports

Governmentwide Management Report
This report provides an overview of the governmentwide results. The report includes item results, index scores, information on who responded to the survey, survey updates, and other special topics.

All Items/Indices All Levels Report
The purpose of this report is to provide a comprehensive summary of all FEVS items and index scores for subagencies with at least 10 respondents in a Microsoft® Excel® spreadsheet.

Subagency Comparison Report
This report provides the results of all the offices that report to the same "parent" office. This report is only created when there are two or more sub-offices that both have at least ten responses. Note: Subagency reports are only available for agencies that included organizational breakouts in 2018.

Subagency Breakout Report
This report displays survey results for a single office so long as it has at least ten responses. Note: Subagency reports are only available for agencies that included organizational breakouts in 2018.

Occupational Series Reports
This report allows for the comparison of occupational series and families at the agency level.

Demographic Comparison Reports
This report allows for the comparison of demographic subgroups at the agency level.

Annual Employee Survey (AES) Report
This report is a Microsoft® Excel® spreadsheet with a breakdown of agency and first level results. It also includes trends from previous FEVS administrations.

Websites

FEVS website
Agencies and the general public can access governmentwide data reports, as well as special topic reports produced from the FEVS. This website includes results from the 2004 administration of the survey to the present. Access the FEVS website at www.opm.gov/FEVS.

Public Release Data File (PRDF)
A public use data set is available for the FEVS and can be requested by completing the form available at: www.fedview.opm.gov/2018/EVSDATA. Note: The 2018 PRDF will be available in the winter.

FedScope
OPM's FedScope is an online publicly available tool which allows users to access and analyze HR data from OPM's Enterprise Human Resources Integration (EHRI). Access this site using the following link: www.fedscope.opm.gov.

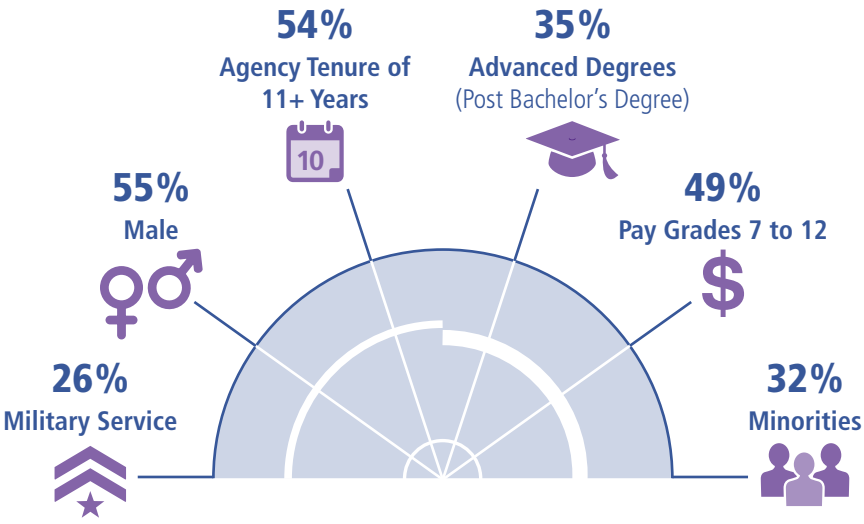
UnlockTalent
A tool for both the general public and agencies to view comprehensive data visualizations with broad displays of FEVS data and personnel data from the Enterprise Human Resource Integration (EHRI). These displays allow agencies to identify subcomponents for action to improve engagement, as well as resources agencies can apply to their action planning. This site can be accessed at www.unlocktalent.gov. Questions and feedback for the dashboard can be sent to unlocktalent@opm.gov.

FEVS Online Reporting and Analysis Tool
A password protected tool for agency points of contact to access agency-specific and governmentwide reports. In addition, agency users can develop customized reports that may be useful for data analysis and action planning. Questions and feedback for this online tool can be sent to EVS@opm.gov.

Respondent Overview

The Unique Characteristics of Department of Justice Respondents

The figures below provide a snapshot of your survey participants. Except for military service and race, the most frequently selected response choice for each demographic item is highlighted in the first figure. The second figure displays the total breakdown of FEVS respondents by generation. Please be aware that these results are based on survey respondents, which may differ from the characteristics of the total employee population of your agency.



DOJ Response Rate

28% (30,978 out of 110,050 employees responded)

Field Period: May 1, 2018 – June 12, 2018
Overall 2017 Response Rate: **35%**

Component Response Rates

80%	Office of the Inspector General
70%	Office of Justice Programs
70%	Community Relations Service
67%	Civil Rights Division
64%	Environment and Natural Resources Division
60%	Antitrust Division
60%	Tax Division
58%	U.S. Marshals Service
54%	Justice Management Division
52%	U.S. Trustee Program
50%	Office of the U.S. Attorneys
49%	Criminal Division
44%	Civil Division
40%	All Others
39%	Executive Office for Immigration Review
37%	Bureau of Alochol, Tobacco, Firstarms, and Explosives
31%	Drug Enforcement Administration
30%	National Security Division
24%	Bureau of Prisons
14%	Federal Bureau of Investigation

Agency results have a margin of error of +/- 1%

Generations

<1%	Traditionalists	(born 1945 or earlier)
24%	Baby Boomers	(born 1946 – 1964)
54%	Generation X	(born 1965 – 1980)
21%	Generation Y	(born 1981 or later)

Note: The sum of percentages may not add to 100 due to rounding.

Note: For the full list of demographic item results, please see Appendix C.

Employee Engagement Index

Because the FEVS is an assessment of organizational climate, the Employee Engagement Index (EEI) does not directly evaluate an employee's level of engagement. Therefore, instead of measuring aspects of engagement such as focused attention and dedication to completing assignments, this index concentrates on factors that lead to an engaged workforce (e.g., supporting employee development, communicating agency goals).

Below, you can see where your agency's EEI score ranks (out of 36 departments/large agencies, where Army, Army Corps of Engineers, Air Force, Navy, Marine Corps, and DOD 4th Estate are rolled into Department of Defense) and how it compares to the governmentwide average. The names of agencies with the highest EEI scores are listed to facilitate the sharing of information, such as best practices. The U.S. Office of Personnel Management (OPM) has also created the UnlockTalent website (www.unlocktalent.gov) to share resources and help with interagency communication.

Employee Engagement Index Benchmarks: Governmentwide

In addition to looking at your agency's EEI results from a governmentwide perspective, the figure below allows you to compare your EEI results to those from similar sized agencies. Appendix D contains a listing of agencies by size category for your reference.

Employee Engagement Index Benchmarks: Very Large Agencies

Employee Engagement Index Component Scores and Trends

	EEI Trends				2018 EEI Subindices		
	2015	2016	2017	**2018**	Leaders Lead	Supervisors	Intrinsic Work Experience
Governmentwide	64	65	67	68	56	75	72
Department of Justice	68	68	68	67	55	74	71
Office of the Inspector General	71	74	78	82	81	84	82
Civil Division	76	79	81	78	68	85	82
Environment and Natural Resources Division	83	88	79	78	64	88	81
Office of the U.S. Attorneys	75	74	75	77	69	81	80
Tax Division	77	80	81	76	68	81	79
Community Relations Service	47	50	70	76	69	79	79
Drug Enforcement Administration	70	70	74	75	65	81	78
Criminal Division	73	73	72	74	64	82	76
Justice Management Division	67	71	70	71	60	79	75
U.S. Trustee Program	67	66	69	70	63	75	74
Federal Bureau of Investigation	71	70	70	69	56	78	73
U.S. Marshals Service	66	67	68	69	57	76	72
Bureau of Alochol, Tobacco, Firstarms, and Explosives	63	63	67	68	52	78	73
Office of Justice Programs	70	72	74	68	53	79	71
Civil Rights Division	73	73	68	68	50	80	73
All Others	64	70	65	65	55	71	71
National Security Division	71	69	68	65	52	78	66
Executive Office for Immigration Review	63	61	58	61	44	72	67
Antitrust Division	74	68	70	59	36	75	66
Bureau of Prisons	64	63	61	58	46	64	64

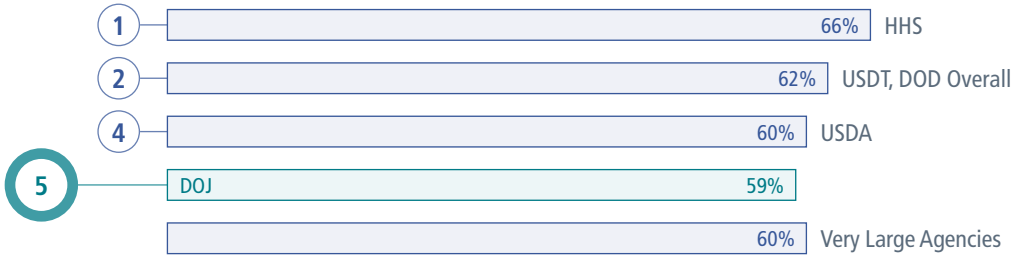
New IQ Index

The New IQ stands for the New Inclusion Quotient. The New IQ is based on the concept that individual behaviors repeated over time will create habits necessary for inclusiveness. It consists of 20 questions that relate to inclusive work environments. These 20 questions are grouped into five Habits of Inclusion: Fair, Open, Cooperative, Supportive, and Empowering. The New IQ Index score for your agency, the highest scoring agencies, and the governmentwide average are displayed below, along with your agency ranking (out of 36 departments/large agencies, where Army, Army Corps of Engineers, Air Force, Navy, Marine Corps, and DOD 4th Estate are rolled into Department of Defense).

New IQ Index Benchmarks: Governmentwide

In addition to looking at your agency's New IQ Index results from a governmentwide perspective, the figure below allows you to compare your New IQ Index results to those from similar sized agencies. Appendix D contains a listing of agencies by size category for your reference.

New IQ Index Benchmarks: Very Large Agencies



Note: Department of Veterans Affairs did not participate in the 2018 FEVS.

New IQ Index Component Scores and Trends

	New IQ Index Trends				2018 New IQ Index Subindices				
	2015	2016	2017	**2018**	Fair	Open	Cooperative	Supportive	Empowering
Governmentwide	57	58	60	61	48	60	58	78	60
Department of Justice	60	60	60	59	45	59	56	76	60
Office of the Inspector General	65	68	73	77	68	80	72	87	75
Environment and Natural Resources Division	75	80	77	75	63	73	78	87	73
Civil Division	67	71	75	72	59	69	71	86	75
Tax Division	66	71	71	70	57	67	73	81	71
Criminal Division	67	65	66	68	59	63	66	85	66
Drug Enforcement Administration	64	63	66	68	55	66	64	84	68
Office of the U.S. Attorneys	66	65	65	66	54	64	62	82	68
Justice Management Division	60	65	65	66	53	64	64	82	65
Civil Rights Division	65	65	66	65	56	63	65	82	61
Community Relations Service	46	38	55	65	43	68	75	77	62
Federal Bureau of Investigation	63	62	62	63	47	62	61	81	62
Office of Justice Programs	63	65	68	62	48	60	62	82	57
U.S. Marshals Service	58	60	61	61	48	60	58	80	61
Bureau of Alochol, Tobacco, Firstarms, and Explosives	55	56	60	61	49	60	53	79	63
All Others	56	63	61	60	48	55	58	79	60
U.S. Trustee Program	56	56	59	59	46	55	60	76	61
National Security Division	61	56	58	58	51	56	50	80	51
Antitrust Division	69	63	66	56	46	53	51	80	51
Executive Office for Immigration Review	55	52	50	52	41	53	41	76	51
Bureau of Prisons	56	55	53	51	37	52	46	66	52

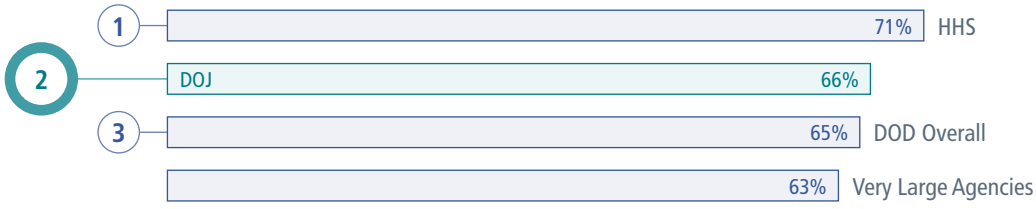
Global Satisfaction Index

The Global Satisfaction Index is a combination of employees' satisfaction with their jobs, their pay, and their organization, plus their willingness to recommend their organization as a good place to work. The Global Satisfaction Index score for your agency, the highest scoring agencies, and the governmentwide average are displayed below, along with your agency ranking (out of 36 departments/large agencies, where Army, Army Corps of Engineers, Air Force, Navy, Marine Corps, and Other Defense agencies/activities are rolled into Department of Defense).

Global Satisfaction Index Benchmarks: Governmentwide

In addition to looking at your agency's Global Satisfaction Index results from a governmentwide perspective, the figure below allows you to compare your Global Satisfaction Index results to those from similar sized agencies. Appendix D contains a listing of agencies by size category for your reference.

Global Satisfaction Index Benchmarks: Very Large Agencies



Note: Department of Veterans Affairs did not participate in the 2018 FEVS.

Global Satisfaction Index Component Scores and Trends

	GS Index Trends				2018 Global Satisfaction Index Items			
	2015	2016	2017	**2018**	Job Satisfaction	Pay Satisfaction	Organization Satisfaction	Recommend Organization
Governmentwide	60	61	64	64	68	63	60	66
Department of Justice	69	68	68	66	69	63	63	69
Office of the Inspector General	69	74	79	80	79	77	81	84
Community Relations Service	61	51	63	78	76	81	84	70
Drug Enforcement Administration	73	74	77	77	78	77	75	79
Civil Division	71	75	76	74	79	60	76	82
Tax Division	71	73	77	74	81	55	79	82
Bureau of Alochol, Tobacco, Firstarms, and Explosives	69	68	73	74	74	81	68	73
Office of the U.S. Attorneys	69	70	70	71	78	56	73	79
Environment and Natural Resources Division	78	80	75	71	78	53	71	80
U.S. Marshals Service	71	72	71	70	73	71	67	70
Criminal Division	69	68	69	70	73	64	70	73
Federal Bureau of Investigation	72	71	71	69	71	63	68	75
Justice Management Division	62	66	68	66	69	71	63	62
Office of Justice Programs	65	72	72	66	66	72	61	65
U.S. Trustee Program	58	61	65	65	72	57	65	67
National Security Division	70	63	67	63	61	66	63	65
Civil Rights Division	70	70	66	63	66	67	53	63
All Others	61	65	61	61	63	67	59	54
Bureau of Prisons	65	64	60	56	61	58	49	57
Executive Office for Immigration Review	60	60	52	54	63	54	47	51
Antitrust Division	67	60	66	52	56	48	45	58

Decision Aid: Increases

Identifying Increases Since 2017

The items in this section are sorted by greatest to smallest increase in percent positive results. The items are sorted to allow you to quickly and easily identify where your agency has made the greatest improvements since last year.

Using the Legend Icons

The legend icons provide context for interpreting these results. While these items have improved, some may still be considered challenges (35% or more negative) or others may have reached the 65% or more positive mark and become new strengths this year. The "Top Pos/Neg" icons highlight where an item is either in the top 10 positive items or top 10 negative items for your agency.

NEW THIS YEAR

The Decision Aid is now available for first level components of the agency. You can access it via the FEVS Online Reporting & Analysis Tool under the preconfigured reports option.

12 Items Increased Since 2017

Strength
These items are 65 percent positive or higher

Caution
These items are 30 percent neutral or higher

Challenge
These items are 35 percent negative or higher

New Strength
These items became a new strength in 2018

Top Pos/Neg
These items are in your top positive or top negative

	2017 Positive	2018 Positive	2018 Neutral	2018 Negative	Increase Since 2017
My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals. (Q. 29)	74	+ 81	12	7	+7
How satisfied are you with the training you receive for your present job? (Q. 68)	53	56	22	22	+3
Awards in my work unit depend on how well employees perform their jobs. (Q. 25)	42	44	23	− 33	+2
Promotions in my work unit are based on merit. (Q. 22)	34	36	28	− 37	+2
Pay raises depend on how well employees perform their jobs. (Q. 33)	23	24	29	− 47	+1
In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. (Q. 23)	29	30	27	− 43	+1
How satisfied are you with the recognition you receive for doing a good job? (Q. 65)	52	53	22	25	+1
My training needs are assessed. (Q. 18)	54	55	23	22	+1
In my work unit, differences in performance are recognized in a meaningful way. (Q. 24)	36	37	27	− 36	+1
Creativity and innovation are rewarded. (Q. 32)	40	41	29	− 30	+1

Note: A large increase in item 29 may be due to a change in the item wording. See Appendix A for a summary of item changes in 2018. The Decision Aid only includes items 1-71. See Appendix C for a breakdown of the Work/Life results for your agency.

Decision Aid: Increases (continued)

	2017 Positive	**2018 Positive**	**2018 Neutral**	**2018 Negative**	Increase Since 2017
Discussions with my supervisor about my performance are worthwhile. (Q. 44)	65	66	16	18	**+1**
My talents are used well in the workplace. (Q. 11)	59	60	17	23	**+1**

Decision Aid: Decreases

Identifying Decreases Since 2017

The items in this section are sorted by greatest to smallest decrease in percent positive results. The items are sorted to allow you to quickly and easily identify where results have dropped since last year.

Using the Legend Icons

The legend icons provide context for interpreting these results. When identifying the most critical decreases to focus on, it is important to check if these decreases are also identified as challenges (35% or more negative) or if they were previously identified as strengths that have fallen below the 65% or more positive threshold. The "Top Pos/Neg" icons highlight where an item is either in the top 10 positive items or top 10 negative items for your agency.

NEW THIS YEAR

The Decision Aid is now available for first level components of the agency. You can access it via the FEVS Online Reporting & Analysis Tool under the preconfigured reports option.

33 Items Decreased Since 2017

Strength — These items are 65 percent positive or higher

Caution — These items are 30 percent neutral or higher

Challenge — These items are 35 percent negative or higher

Past Strength — These items are no longer a strength in 2018

Top Pos/Neg — These items are in your top positive or top negative

	2017 Positive	2018 Positive	2018 Neutral	2018 Negative	Decrease Since 2017
My organization's senior leaders maintain high standards of honesty and integrity. (Q. 54)	58	54	23	23	-4
In my organization, senior leaders generate high levels of motivation and commitment in the workforce. (Q. 53)	47	43	25	− 32	-4
Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring). (Q. 34)	62	59	27	14	-3
I have a high level of respect for my organization's senior leaders. (Q. 61)	59	56	22	22	-3
Senior leaders demonstrate support for Work/Life programs. (Q. 62)	58	55	27	19	-3
Considering everything, how satisfied are you with your organization? (Q. 71)	65	63	19	18	-2
I recommend my organization as a good place to work. (Q. 40)	71	69	18	13	-2
My workload is reasonable. (Q. 10)	64	62	16	22	-2
Managers review and evaluate the organization's progress toward meeting its goals and objectives. (Q. 57)	63	61	24	15	-2
How satisfied are you with the policies and practices of your senior leaders? (Q. 66)	49	47	28	25	-2

Note: The Decision Aid only includes items 1-71. See Appendix C for a breakdown of the Work/Life results for your agency.

Decision Aid: Decreases (continued)

	2017 Positive	2018 Positive	2018 Neutral	2018 Negative	Decrease Since 2017
My agency is successful at accomplishing its mission. (Q. 39)	80	78	15	7	-2
Employees are protected from health and safety hazards on the job. (Q. 35)	74	72	16	12	-2
Managers communicate the goals of the organization. (Q. 56)	63	61	21	18	-2
Managers promote communication among different work units (for example, about projects, goals, needed resources). (Q. 58)	56	54	23	23	-2
Considering everything, how satisfied are you with your job? (Q. 69)	71	69	16	14	-2
Supervisors work well with employees of different backgrounds. (Q. 55)	69	67	20	12	-2
I have enough information to do my job well. (Q. 2)	75	73	14	12	-2
How satisfied are you with the information you receive from management on what's going on in your organization? (Q. 64)	50	49	23	28	-1
My supervisor supports my need to balance work and other life issues. (Q. 42)	80	79	10	11	-1
Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well. (Q. 14)	70	69	14	17	-1
Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated. (Q. 37)	50	49	23	28	-1
Managers support collaboration across work units to accomplish work objectives. (Q. 59)	59	58	23	19	-1
I have sufficient resources (for example, people, materials, budget) to get my job done. (Q. 9)	47	46	16	− 38	-1
I feel encouraged to come up with new and better ways of doing things. (Q. 3)	59	58	19	23	-1
Prohibited Personnel Practices are not tolerated. (Q. 38)	68	67	19	13	-1
My supervisor listens to what I have to say. (Q. 48)	77	76	12	12	-1
I like the kind of work I do. (Q. 5)	83	+ 82	11	6	-1
My supervisor treats me with respect. (Q. 49)	83	+ 82	10	8	-1
The people I work with cooperate to get the job done. (Q. 20)	74	73	14	13	-1
Overall, how good a job do you feel is being done by your immediate supervisor? (Q. 52)	73	72	17	11	-1
My work gives me a feeling of personal accomplishment. (Q. 4)	72	71	14	14	-1
I have trust and confidence in my supervisor. (Q. 51)	70	69	15	15	-1

Decision Aid: Decreases (continued)

	2017 Positive	**2018 Positive**	**2018 Neutral**	**2018 Negative**	Decrease Since 2017
Employees have a feeling of personal empowerment with respect to work processes. (Q. 30)	49	48	26	26	**-1**

Decision Aid: No Change

Identifying Items That Have Not Changed Since 2017

Your percent positive results for these items have not changed since last year. These are items that your agency is maintaining, which can be either a positive, neutral, or negative finding. For example, an item with low percent positive results over several years is a strong indication of a need for focused action. You may also want to consider changing or updating your approach to addressing these issues if the item has been the focus of attention in the past. On the other hand, a trend of stable, high percent positive results is a finding that should be celebrated. Review each item carefully to determine whether there may be areas of concern for your agency.

NEW THIS YEAR

The Decision Aid is now available for first level components of the agency. You can access it via the FEVS Online Reporting & Analysis Tool under the preconfigured reports option.

Using the Legend Icons

The legend icons provide context for interpreting results. While these items have not increased or decreased, they still may be causes for celebration or concern depending on the percent positive, negative, and neutral results. The "Top Pos/Neg" icons highlight where an item is either in the top 10 positive items or top 10 negative items for your agency.

26 Items Did Not Change Since 2017

Strength
These items are 65 percent positive or higher

Caution
These items are 30 percent neutral or higher

Challenge
These items are 35 percent negative or higher

Top Pos/Neg
These items are in your top positive or top negative

	2017 Positive	2018 Positive	2018 Neutral	2018 Negative	Change Since 2017
I am given a real opportunity to improve my skills in my organization. (Q. 1)	64	64	16	20	0
I know what is expected of me on the job. (Q. 6)	83	+ 83	10	8	0
When needed I am willing to put in the extra effort to get a job done. (Q. 7)	96	+ 96	3	2	0
I am constantly looking for ways to do my job better. (Q. 8)	91	+ 91	8	2	0
I know how my work relates to the agency's goals. (Q. 12)	84	+ 84	10	6	0
The work I do is important. (Q. 13)	89	+ 89	8	4	0
My performance appraisal is a fair reflection of my performance. (Q. 15)	73	73	12	15	0
I am held accountable for achieving results. (Q. 16)	81	+ 81	12	7	0
I can disclose a suspected violation of any law, rule or regulation without fear of reprisal. (Q. 17)	64	64	18	18	0

Note: The Decision Aid only includes items 1-71. See Appendix C for a breakdown of the Work/Life results for your agency.

Decision Aid: No Change (continued)

	2017 Positive	**2018 Positive**	**2018 Neutral**	**2018 Negative**	Change Since 2017
In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding). (Q. 19)	74	74	11	14	**0**
My work unit is able to recruit people with the right skills. (Q. 21)	44	44	27	29	**0**
Employees in my work unit share job knowledge with each other. (Q. 26)	73	73	14	13	**0**
The skill level in my work unit has improved in the past year. (Q. 27)	54	54	29	17	**0**
How would you rate the overall quality of work done by your work unit? (Q. 28)	83	+ 83	14	4	**0**
Employees are recognized for providing high quality products and services. (Q. 31)	51	51	22	26	**0**
My organization has prepared employees for potential security threats. (Q. 36)	76	76	14	10	**0**
I believe the results of this survey will be used to make my agency a better place to work. (Q. 41)	38	38	29	− 34	**0**
My supervisor provides me with opportunities to demonstrate my leadership skills. (Q. 43)	68	68	16	16	**0**
My supervisor is committed to a workforce representative of all segments of society. (Q. 45)	69	69	21	10	**0**
My supervisor provides me with constructive suggestions to improve my job performance. (Q. 46)	65	65	17	17	**0**
Supervisors in my work unit support employee development. (Q. 47)	68	68	17	15	**0**
In the last six months, my supervisor has talked with me about my performance. (Q. 50)	79	79	10	11	**0**
Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor? (Q. 60)	61	61	22	18	**0**
How satisfied are you with your involvement in decisions that affect your work? (Q. 63)	53	53	23	24	**0**
How satisfied are you with your opportunity to get a better job in your organization? (Q. 67)	40	40	26	− 33	**0**
Considering everything, how satisfied are you with your pay? (Q. 70)	63	63	17	21	**0**

Appendix A: Item Change Summary

Some FEVS items were modified slightly in 2018 to improve the interpretation or understanding of the items. These changes are outlined in this section.

New Item Text (2018)	Change	Old Item Text (2017)	
12. I know how my work relates to the agency's goals.	Text change.	12. I know how my work relates to the agency's goals and priorities.	
29. My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	Text change.	29. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	
56. Managers communicate the goals of the organization.	Text change.	56. Managers communicate the goals and priorities of the organization.	
Item removed from 2018 FEVS	Item removed.	72. Have you been notified whether or not you are eligible to telework? • Yes, I was notified that I was eligible to telework • Yes, I was notified that I was not eligible to telework • No, I was not notified of my telework eligibility • Not sure if I was notified of my telework eligibility	
72. Please select the response below that BEST describes your current teleworking schedule. • I telework very infrequently, on an unscheduled or short-term basis • I telework, but only about 1 or 2 days per month • I telework 1 or 2 days per week • I telework 3 or 4 days per week • I telework every work day • I do not telework because I have to be physically present on the job (e.g. Law Enforcement Officers, Park Rangers, Security Personnel) • I do not telework because of technical issues (e.g. connectivity, inadequate equipment) that prevent me from teleworking • I do not telework because I did not receive approval to do so, even though I have the kind of job where I can telework • I do not telework because I choose not to telework	Response options modified.	73. Please select the response below that BEST describes your current teleworking situation. • I telework 3 or more days per week • I telework 1 or 2 days per week • I telework, but no more than 1 or 2 days per month • I telework very infrequently, on an unscheduled or short-term basis • I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel) • I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking • I do not telework because I did not receive approval to do so, even though I have the kind of job where I can telework • I do not telework because I choose not to telework	
73-78. How satisfied are you with the following Work/Life programs in your agency? Note: 2017 FEVS items 74-84 were combined (participation - satisfaction); new response scale for these items is displayed below item 78.	Questions combined.	74-78. Do you participate in the following Work/Life programs? Note: Response scale for these items is displayed below item 78.	79-84. How satisfied are you with the following Work/Life programs in your agency? Note: Response scale for these items is displayed below item 84.
73. Telework	Questions combined.	N/A	79. Telework
74. Alternative Work Schedules (AWS, for example, compressed work schedule or flexible work schedule)	Questions combined. Text change.	74. Alternative Work Schedules (AWS)	80. Alternative Work Schedules (AWS)

New Item Text (2018)	Change	Old Item Text (2017)	
75. Health and Wellness Programs (for example, onsite exercise, flu vaccination, medical screening, CPR Training, health and wellness fair)	Questions combined. Text change.	75. Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)	81. Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)
76. Employee Assistance Program (EAP, for example, short-term counseling, referral services, legal services, information services)	Questions combined.	76. Employee Assistance Program (EAP)	76. Employee Assistance Program (EAP)
77. Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, flexible spending account)	Questions combined. Text change.	77. Child Care Programs (for example, daycare, parenting classes, parenting support groups)	77. Child Care Programs (for example, daycare, parenting classes, parenting support groups)
78. Elder Care Programs (for example, elder/adult care, support groups, speakers) • Very satisfied • Satisfied • Neither Satisfied nor Dissatisfied • Dissatisfied • Very Dissatisfied • I choose not to participate in these programs • These programs are not available to me • I am unaware of these programs	Questions combined. Text change.	78. Elder Care Programs (for example, elder/adult care, support groups, speakers) • Yes • No • Not available to me	84. Elder Care Programs (for example, elder/adult care, support groups, speakers) • Very satisfied • Satisfied • Neither Satisfied nor Dissatisfied • Dissatisfied • Very Dissatisfied • No Basis to Judge
90. Are you transgender? • Yes • No	New item.	Not a separate item in 2017 FEVS	
91. Which one of the following do you consider yourself to be? • Straight, that is not gay or lesbian • Gay or Lesbian • Bisexual • Something else	Response options modified.	96. Do you consider yourself to be one or more of the following? (Mark all that apply) • Heterosexual or Straight • Gay or Lesbian • Bisexual • Transgender • I prefer not to say	

Appendix B: Item Results and Benchmarks

For each item, your agency's percent positive results are shown on a 0 to 100 scale, with the triangular arrow indicating where your agency falls. The gray bars represent the range of scores for the 36 departments and large agencies surveyed, where Army, Army Corps of Engineers, Air Force, Navy, Marine Corps, and DOD 4th Estate are rolled into Department of Defense.

To understand how well your agency performed compared to others, focus on the location of the triangle within the gray bar. If the triangle is toward the right side of the bar, then your agency was above average on that item. If it is at the right edge of the bar, then you had the highest percent positive results for that item. Additionally, you can numerically compare your percent positive results to the governmentwide average listed to the right of each item.

	DOJ (0 Low – High 100)	2018 G'wide
My Work Experience		
‡1. I am given a real opportunity to improve my skills in my organization.	64%	66%
2. I have enough information to do my job well.	73%	71%
3. I feel encouraged to come up with new and better ways of doing things.	58%	61%
4. My work gives me a feeling of personal accomplishment.	71%	72%
5. I like the kind of work I do.	82%	83%
6. I know what is expected of me on the job.	83%	80%
7. When needed I am willing to put in the extra effort to get a job done.	96%	96%
8. I am constantly looking for ways to do my job better.	91%	91%
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	46%	47%
‡10. My workload is reasonable.	62%	59%
‡11. My talents are used well in the workplace.	60%	60%
‡12. I know how my work relates to the agency's goals.	84%	85%

Note: Items included on the Annual Employee Survey are noted by a double dagger (‡).

	DOJ (0 Low – 100 High)	2018 G'wide
13. The work I do is important.	89%	90%
14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	69%	66%
15. My performance appraisal is a fair reflection of my performance.	73%	71%
16. I am held accountable for achieving results.	81%	83%
‡17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	64%	66%
18. My training needs are assessed.	55%	55%
19. In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding).	74%	71%
My Work Unit		
‡20. The people I work with cooperate to get the job done.	73%	76%
21. My work unit is able to recruit people with the right skills.	44%	42%
22. Promotions in my work unit are based on merit.	36%	37%
23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	30%	32%
‡24. In my work unit, differences in performance are recognized in a meaningful way.	37%	38%
25. Awards in my work unit depend on how well employees perform their jobs.	44%	46%
26. Employees in my work unit share job knowledge with each other.	73%	76%
27. The skill level in my work unit has improved in the past year.	54%	56%

Note: Items included on the Annual Employee Survey are noted by a double dagger (‡).

	DOJ (0 Low – High 100)	2018 G'wide
28. How would you rate the overall quality of work done by your work unit?	83%	84%
‡29. My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	81%	80%
My Agency		
30. Employees have a feeling of personal empowerment with respect to work processes.	48%	49%
31. Employees are recognized for providing high quality products and services.	51%	53%
32. Creativity and innovation are rewarded.	41%	43%
33. Pay raises depend on how well employees perform their jobs.	24%	26%
34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	59%	58%
35. Employees are protected from health and safety hazards on the job.	72%	77%
36. My organization has prepared employees for potential security threats.	76%	80%
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	49%	56%
38. Prohibited Personnel Practices are not tolerated.	67%	70%
39. My agency is successful at accomplishing its mission.	78%	77%
‡40. I recommend my organization as a good place to work.	69%	66%
‡41. I believe the results of this survey will be used to make my agency a better place to work.	38%	41%

Note: Items included on the Annual Employee Survey are noted by a double dagger (‡).

	DOJ (0 Low – 100 High)	2018 G'wide
My Supervisor		
42. My supervisor supports my need to balance work and other life issues.	79%	81%
43. My supervisor provides me with opportunities to demonstrate my leadership skills.	68%	70%
44. Discussions with my supervisor about my performance are worthwhile.	66%	67%
45. My supervisor is committed to a workforce representative of all segments of society.	69%	71%
46. My supervisor provides me with constructive suggestions to improve my job performance.	65%	66%
47. Supervisors in my work unit support employee development.	68%	70%
48. My supervisor listens to what I have to say.	76%	79%
49. My supervisor treats me with respect.	82%	84%
50. In the last six months, my supervisor has talked with me about my performance.	79%	81%
51. I have trust and confidence in my supervisor.	69%	71%
52. Overall, how good a job do you feel is being done by your immediate supervisor?	72%	73%
Leadership		
53. In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	43%	44%
54. My organization's senior leaders maintain high standards of honesty and integrity.	54%	55%
55. Supervisors work well with employees of different backgrounds.	67%	69%
‡56. Managers communicate the goals of the organization.	61%	64%

Note: Items included on the Annual Employee Survey are noted by a double dagger (‡).

	DOJ (0 Low – High 100)	2018 G'wide
57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	61%	63%
58. Managers promote communication among different work units (for example, about projects, goals, needed resources).	54%	56%
59. Managers support collaboration across work units to accomplish work objectives.	58%	60%
60. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	61%	61%
61. I have a high level of respect for my organization's senior leaders.	56%	56%
62. Senior leaders demonstrate support for Work/Life programs.	55%	58%
My Satisfaction		
‡63. How satisfied are you with your involvement in decisions that affect your work?	53%	54%
‡64. How satisfied are you with the information you receive from management on what's going on in your organization?	49%	51%
‡65. How satisfied are you with the recognition you receive for doing a good job?	53%	52%
66. How satisfied are you with the policies and practices of your senior leaders?	47%	46%
67. How satisfied are you with your opportunity to get a better job in your organization?	40%	38%
68. How satisfied are you with the training you receive for your present job?	56%	56%
‡69. Considering everything, how satisfied are you with your job?	69%	68%
70. Considering everything, how satisfied are you with your pay?	63%	63%
‡71. Considering everything, how satisfied are you with your organization?	63%	60%

Note: Items included on the Annual Employee Survey are noted by a double dagger (‡).

	0 Low — DOJ — High 100	2018 G'wide
Work/Life Programs		
72. Please select the response below that BEST describes your current teleworking schedule. (See Appendix C)		
73 - 78. How satisfied are you with the following Work/Life programs in your agency?		
73. Telework	45%	62%
74. Alternative Work Schedules (AWS, for example, compressed work schedule or flexible work schedule)	67%	77%
75. Health and Wellness Programs (for example, onsite exercise, flu vaccination, medical screening, CPR Training, health and wellness fair)	70%	65%
76. Employee Assistance Program (EAP, for example, short-term counseling, referral services, legal services, information services)	63%	53%
77. Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, flexible spending account)	33%	34%
78. Elder Care Programs (for example, elder/adult care, support groups, speakers)	25%	25%

Appendix C: Work/Life Programs & Demographic Results

Appendix C displays more detailed Work/Life Program results for your agency. It also includes a more detailed look than the reported snapshot of the demographic characteristics of your agency's survey respondents. Use the Work/Life results to gain an understanding of how your Work/Life Programs are used and rated. The demographic results can be useful in planning, recruiting, and training activities in your agency.

Telework Schedule

	2018 Percentages
Please select the response below that BEST describes your current teleworking schedule.	
I telework very infrequently, on an unscheduled or short-term basis	7
I telework, but only about 1 or 2 days per month	2
I telework 1 or 2 days per week	5
I telework 3 or 4 days per week	1
I telework every work day	1
I do not telework because I have to be physically present on the job (e.g. Law Enforcement Officers, Park Rangers, Security Personnel)	62
I do not telework because of technical issues (e.g. connectivity, inadequate equipment) that prevent me from teleworking	5
I do not telework because I did not receive approval to do so, even though I have the kind of job where I can telework	10
I do not telework because I choose not to telework	8

Work/Life Programs

	% Satisfaction	% All Responses
How satisfied are you with the following Work/Life programs in your agency? Telework		
Very Satisfied	19	10
Satisfied	26	11
Neither Satisfied or Dissatisfied	36	12
Dissatisfied	11	4
Very Dissatisfied	8	3
Item Response Total	**100**	**40**
I choose not to participate in these programs	—	5
These programs are not available to me	—	48
I am unaware of these programs	—	7
Total	**100**	**100**

Note: The sum of percentages may not add to 100 due to rounding.

	% Satisfaction	% All Responses
How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS, for example, compressed work schedule or flexible work schedule)		
Very Satisfied	30	19
Satisfied	38	21
Neither Satisfied or Dissatisfied	19	11
Dissatisfied	7	4
Very Dissatisfied	6	4
Item Response Total	**100**	**58**
I choose not to participate in these programs	—	10
These programs are not available to me	—	28
I am unaware of these programs	—	4
Total	**100**	**100**
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)		
Very Satisfied	20	17
Satisfied	51	41
Neither Satisfied or Dissatisfied	22	19
Dissatisfied	5	5
Very Dissatisfied	2	2
Item Response Total	**100**	**85**
I choose not to participate in these programs	—	5
These programs are not available to me	—	5
I am unaware of these programs	—	4
Total	**100**	**100**
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, information services)		
Very Satisfied	18	14
Satisfied	44	31
Neither Satisfied or Dissatisfied	32	26
Dissatisfied	3	2
Very Dissatisfied	3	2
Item Response Total	**100**	**74**
I choose not to participate in these programs	—	18
These programs are not available to me	—	1
I am unaware of these programs	—	6
Total	**100**	**100**

Note: The sum of percentages may not add to 100 due to rounding.

	% Satisfaction	% All Responses
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, flexible spending account)		
Very Satisfied	9	4
Satisfied	24	9
Neither Satisfied or Dissatisfied	55	22
Dissatisfied	6	2
Very Dissatisfied	6	2
Item Response Total	**100**	**38**
I choose not to participate in these programs	—	23
These programs are not available to me	—	21
I am unaware of these programs	—	19
Total	**100**	**100**

How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, elder/adult care, support groups, speakers)		
Very Satisfied	8	3
Satisfied	17	5
Neither Satisfied or Dissatisfied	66	21
Dissatisfied	5	1
Very Dissatisfied	4	1
Item Response Total	**100**	**31**
I choose not to participate in these programs	—	21
These programs are not available to me	—	20
I am unaware of these programs	—	27
Total	**100**	**100**

Note: The sum of percentages may not add to 100 due to rounding.

Demographic Results

	2018 Percentages
Where do you work?	
Headquarters	32
Field	68
What is your supervisory status?	
Non-Supervisor	69
Team Leader	11
Supervisor	14
Manager	5
Senior Leader	2
Are you:	
Male	55
Female	45
Are you Hispanic or Latino?	
Yes	11
No	89
Are you:	
American Indian or Alaska Native	1
Asian	3
Black or African American	14
Native Hawaiian or Other Pacific Islander	1
White	77
Two or more races (not Hispanic or Latino)	3
What is the highest degree or level of education you have completed?	
Less than High School	<1
High School Diploma/GED or equivalent	5
Trade or Technical Certificate	3
Some College (no degree)	15
Associate's Degree (e.g., AA, AS)	8
Bachelor's Degree (e.g., BA, BS)	34
Master's Degree (e.g., MA, MS, MBA)	17
Doctoral/Professional Degree (e.g., Ph.D., MD, JD)	18

Note: Demographic results are unweighted. The sum of percentages may not add to 100 due to rounding.

	2018 Percentages
What is your pay category/grade?	
Federal Wage System	3
GS 1-6	2
GS 7-12	49
GS 13-15	38
Senior Executive Service	1
Senior Level (SL) or Scientific or Professional (ST)	<1
Other	7
How long have you been with the Federal Government (excluding military service)?	
Less than 1 year	1
1 to 3 years	11
4 to 5 years	7
6 to 10 years	20
11 to 14 years	15
15 to 20 years	19
More than 20 years	27
How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?	
Less than 1 year	2
1 to 3 years	15
4 to 5 years	8
6 to 10 years	21
11 to 20 years	32
More than 20 years	22
Are you considering leaving your organization within the next year, and if so, why?	
No	71
Yes, to retire	6
Yes, to take another job within the Federal Government	13
Yes, to take another job outside the Federal Government	5
Yes, other	5
I am planning to retire:	
Within one year	4
Between one and three years	11
Between three and five years	11
Five or more years	75

Note: Demographic results are unweighted. The sum of percentages may not add to 100 due to rounding.

	2018 Percentages
Are you transgender?	
Yes	<1
No	100
Which one of the following do you consider yourself to be?	
Straight, that is not gay or lesbian	95
Gay or Lesbian	2
Bisexual	1
Something else	2
What is your US military service status?	
No Prior Military Service	73
Currently in National Guard or Reserves	2
Retired	5
Separated or Discharged	19
Are you an individual with a disability?	
Yes	11
No	89
What is your age group?	
25 and under	1
26-29 years old	3
30-39 years old	25
40-49 years old	35
50-59 years old	28
60 years or older	8

Note: Demographic results are unweighted. The sum of percentages may not add to 100 due to rounding.

Appendix D: Participating Agencies by Employee Population Size Categories

Very Large Agencies (>75,000 employees)

Department of Agriculture
Department of Defense
- Department of the Army
- Department of the Navy
- Department of the Air Force
- OSD, Joint Staff, Defense Agencies, and Field Activities (DOD 4th Estate)

Department of Health and Human Services
Department of Homeland Security
Department of Justice
Department of the Treasury

Large Agencies (10,000–74,999 employees)

Department of Commerce
Department of Energy
Department of Labor
Department of State
Department of the Interior
Department of Transportation
Environmental Protection Agency
General Services Administration
National Aeronautics and Space Administration
Social Security Administration

Medium Agencies (1,000–9,999 employees)

Broadcasting Board of Governors
Court Services and Offender Supervision Agency
Department of Education
Department of Housing and Urban Development
Equal Employment Opportunity Commission
Federal Communications Commission
Federal Energy Regulatory Commission
Federal Trade Commission
National Archives and Records Administration
National Credit Union Administration
National Labor Relations Board
National Science Foundation
Nuclear Regulatory Commission
Office of Personnel Management
Securities and Exchange Commission
Small Business Administration
U.S. Agency for International Development

Small Agencies (100–999 employees)

Commodity Futures Trading Commission
Consumer Product Safety Commission
Corporation for National and Community Service
Defense Nuclear Facilities Safety Board
Export-Import Bank of the United States
Farm Credit Administration
Federal Election Commission
Federal Housing Finance Agency
Federal Labor Relations Authority
Federal Maritime Commission
Federal Mediation and Conciliation Service
Federal Retirement Thrift Investment Board
International Boundary and Water Commission
Merit Systems Protection Board
National Endowment for the Arts
National Endowment for the Humanities
National Gallery of Art
National Indian Gaming Commission
National Transportation Safety Board
Office of Management and Budget
Office of the U.S. Trade Representative
Overseas Private Investment Corporation
Pension Benefit Guaranty Corporation
Railroad Retirement Board
Selective Service System
Surface Transportation Board
U.S. International Trade Commission
U.S. Office of Special Counsel

Very Small Agencies (<100 employees)

AbilityOne Commission
African Development Foundation
American Battle Monuments Commission
Chemical Safety and Hazard Investigation Board
Commission on Civil Rights
Farm Credit System Insurance Corporation
Federal Mine Safety and Health Review Commission
Institute of Museum and Library Services
Inter-American Foundation
Marine Mammal Commission
National Capital Planning Commission
National Mediation Board
Occupational Safety and Health Review Commission
Office of Navajo and Hopi Indian Relocation
Postal Regulatory Commission
U.S. Access Board
U.S. Office of Government Ethics
U.S. Trade and Development Agency

United States
Office of Personnel Management
Office of Strategy and Innovation

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