

## FEDERAL EMPLOYEE VIEWPOINT SURVEY USTDA SUMMARY OF THE 2019 RESULTS

The U.S. Trade and Development Agency had a 74.3% response rate to the 2019 Federal Employee Viewpoint Survey (FEVS). This compared favorably with the response rate for other small agencies (62.9%) and government-wide (42.6%). It also reflected an increase over the agency's 2018 response rate of 63.2%.

Overall, USTDA results indicated marked increases over last year in positive scoring in most questions. Nearly all questions were rated higher than the government-wide results. Thirty-five of seventy-one questions (49.2%) showed double-digit increases in 2019 over the previous year's results. Notably, questions with the biggest increases dealt with job satisfaction (Q.69), satisfaction with the policies and practices of senior leaders (Q.66), preparedness for security threats (Q. 37), and the agency's intolerance of arbitrary action and personal favoritism (Q.37).

Four questions garnered 100% positive responses: Q.7 – "I know what is expected of me on the job;" Q.12 – "I know how my work relates to the agency's goals;" Q.28 – "How would you rate the overall quality of work done by your work unit?"; and Q.35 – "Employees are protected from health and safety hazards on the job."

The Employee Engagement Index (EEI) draws upon FEVS responses to provide an assessment of three categories, each with its own index: Leaders Lead, Supervisors, and Intrinsic Work Experience. The overall engagement figure is an average of the responses for the 3 indices. In 2019, USTDA increased the positives in all indices. The Global Satisfaction index rose from 54% to 75%.

While 2019 FEVS results were overwhelmingly positive, the survey pointed to a few areas of employee concern, including training, career development, and knowledge sharing. There are initiatives underway to deal with these issues, including a comprehensive overhaul of the training program which will result in employees having the ability to identify and avail themselves of job-related opportunities for development.