

FEDERAL EMPLOYEE VIEWPOINT SURVEY USTDA SUMMARY OF THE 2020 RESULTS

The 2020 Federal Employee Viewpoint Survey (FEVS) was administered from September 24th, 2020 to November 5th, 2020 to the full-time and part-time permanent members of the federal workforce. The FEVS serves as a tool for employees to share their perceptions in many critical areas including their work experiences, their agency, and leadership. Normally fielded in the May-June timeframe, the 2020 survey was delayed and streamlined, reducing the number of standard core questions from 71 to 37. New this year was a section addressing the COVID-19 pandemic, with questions designed to measure how the pandemic was affecting the achievement of work in the face of this unprecedented crisis. Also added was a “trending” question (Q.11), which dealt with how work units address poor performers. As in prior years, the survey continued to provide agencies with an aggregation of the results of selected questions into Employee Engagement and Global Satisfaction indices.

Seventy-four percent (73.8%) of U.S. Trade and Development (USTDA) employees receiving the survey (31 of 42 employees) participated. The 2020 FEVS results for USTDA were highly positive in comparison to the 2019 results, as well as to other very small federal agencies (fewer than 100 employees), and the government as a whole. The Overall Employee Engagement percentage was higher for USTDA (82%) than for other small agencies (81%) and government-wide (72%). Thirty-two questions were identified as “strengths,” that is, they were assessed as having 65% or more positive results. There was only one item identified as a “challenge,” Q.5 dealing with whether the workload is reasonable, which garnered a 43% negative response.

Percentagewise, the largest positive increase (+30%) was in Q.10 – “In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.” Other double-digit increases were noted in: Q. 2 – “I feel encouraged to come up with new and better ways of doing things”; Q.12 – “In my work unit, differences in performance are recognized in a meaningful way”; Q.21 – “Supervisors in my work unit support employee development”; and Q.32 – “Senior leaders demonstrate support for Work/Life program.” Small decreases from 2019 to 2020 were noted in questions related to satisfaction with workload, pay, recognition, and supervisory support for balancing “work and other life issues.”

The results of the 2020 FEVS will provide agency leaders insight into areas where improvements have been made, as well as areas where improvements are needed, and continue to inform decision-makers in key areas affecting the USTDA workforce.