

Attached are the U.S. Merit Systems Protections Board's (MSPB's) Annual Employee Survey (AES) results from the 2020 Federal Employee Viewpoint Survey (FEVS), administered by the Office of Personnel Management (OPM). These data include the 16 required AES questions and other core survey questions.

- **Survey administration:** The web-based 2020 FEVS was administered September 24 – November 5, 2020. An invitation to participate in the survey was sent via email all of MSPB's permanent career civil service employees on board as of October 2019. (Political and temporary appointees were not included in the sample.)
- **Response rate:** The overall adjusted response rate in 2020 was 71% (125 surveys out of 176 surveys administered). Due to MSPB's small size, MSPB does not link results to demographic characteristics.
- **Summary of results:** This has been an unprecedented time at MSPB. We have operated without a quorum since January 2017 and without any presidentially appointed, Senate-confirmed Board members since March 1, 2019. And, like everyone around the country and around the world, we have been contending with the effects of the COVID-19 pandemic. Despite these challenges, the results of the survey were very encouraging. For example, the engagement index for MSPB employees was 80 percent, an increase of 8 raw percentage points from the index in 2019.

According to OPM's standards, MSPB had 33 strengths (percent positive above 65%) and no challenges (percent negative above 35%). The questions with the highest percent positive responses in 2020 were: "I know how my work relates to the agency's goals" (94%) and "I know what is expected of me on the job" (90%), followed by three questions about supervisors with ratings of 86% to 89%. The lowest percent positive ratings were "In my work unit, steps are taken to deal with a poor performer who cannot or will not improve" (52%), and "I believe the results of this survey will be used to make my agency a better place to work" (55%).

Comparing percent positive responses in 2019 to 2020 results, 32 items increased and two items decreased. The five largest increases included: senior managers generate high levels of motivation and commitment (+23%); I have a high level of respect for my senior leaders (+18%); in my work unit, differences in performance are recognized in a meaningful way (+16%); senior leaders maintain high standards of honesty and integrity (+15%); and senior leaders support work-life programs (+14%). The two items that decreased had percent positive response of 85% or higher.

U.S. Merit Systems Protection Board 2020 Annual Employee Survey (AES) Results

| Response Type | 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 % | Strongly Agree/ Very Good/ Very Satisfied N | Agree/ Good/ Satisfied N | Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied N | Disagree/ Poor/ Dissatisfied N | Strongly Disagree/ Very Poor/ Very Dissatisfied N | Item Response Total** N | Do Not Know N |
|----------------|------|-------------------------------------------------------------------------------------------------------|--------------------|---------------------------------------------|--------------------------|------------------------------------------------------------------------|--------------------------------|---------------------------------------------------|--------------------|---------------------------------------------|--------------------------|------------------------------------------------------------------------|--------------------------------|---------------------------------------------------|-------------------------|---------------|
| Agree-disagree | 1 | *I am given a real opportunity to improve my skills in my organization. | 80.8% | 35.0% | 45.8% | 11.9% | 5.5% | 1.7% | 7.3% | 44 | 58 | 14 | 7 | 2 | 125 | N/A |
| Agree-disagree | 2 | I feel encouraged to come up with new and better ways of doing things. | 75.6% | 33.8% | 41.8% | 13.3% | 9.0% | 2.2% | 11.1% | 42 | 53 | 16 | 11 | 3 | 125 | N/A |
| Agree-disagree | 3 | My work gives me a feeling of personal accomplishment. | 82.8% | 41.1% | 41.7% | 8.5% | 3.0% | 5.6% | 8.7% | 51 | 52 | 11 | 4 | 7 | 125 | N/A |
| Agree-disagree | 4 | I know what is expected of me on the job. | 90.3% | 49.9% | 40.4% | 4.8% | 4.0% | 0.8% | 4.9% | 62 | 51 | 6 | 5 | 1 | 125 | N/A |
| Agree-disagree | 5 | *My workload is reasonable. | 75.9% | 23.8% | 52.0% | 13.8% | 8.0% | 2.4% | 10.4% | 29 | 65 | 17 | 10 | 3 | 124 | 0 |
| Agree-disagree | 6 | *My talents are used well in the workplace. | 80.3% | 35.4% | 44.9% | 11.3% | 5.9% | 2.5% | 8.4% | 43 | 55 | 14 | 7 | 3 | 122 | 0 |
| Agree-disagree | 7 | *I know how my work relates to the agency's goals. | 93.5% | 54.9% | 38.6% | 4.1% | 0.8% | 1.6% | 2.4% | 67 | 48 | 5 | 1 | 2 | 123 | 0 |
| Agree-disagree | 8 | *I can disclose a suspected violation of any law, rule or regulation without fear of reprisal. | 69.0% | 31.9% | 37.1% | 12.6% | 6.4% | 12.1% | 18.4% | 38 | 45 | 15 | 8 | 14 | 120 | 4 |
| Agree-disagree | 9 | *The people I work with cooperate to get the job done. | 85.0% | 55.4% | 29.6% | 8.7% | 5.5% | 0.8% | 6.3% | 69 | 38 | 10 | 7 | 1 | 125 | N/A |
| Agree-disagree | 10 | In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. | 52.5% | 18.6% | 33.9% | 23.7% | 17.1% | 6.7% | 23.8% | 19 | 34 | 23 | 17 | 7 | 100 | 24 |
| Agree-disagree | 12 | *In my work unit, differences in performance are recognized in a meaningful way. | 57.6% | 22.0% | 35.6% | 20.2% | 13.9% | 8.3% | 22.2% | 24 | 39 | 21 | 15 | 9 | 108 | 17 |
| Agree-disagree | 13 | *My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals. | 85.9% | 44.2% | 41.7% | 10.4% | 2.1% | 1.6% | 3.7% | 55 | 53 | 12 | 3 | 2 | 125 | 0 |
| Agree-disagree | 14 | Employees are recognized for providing high quality products and services. | 74.1% | 27.8% | 46.3% | 14.8% | 6.9% | 4.2% | 11.1% | 34 | 57 | 18 | 9 | 5 | 123 | 2 |
| Agree-disagree | 15 | Employees are protected from health and safety hazards on the job. | 85.2% | 52.0% | 33.2% | 11.4% | 1.5% | 1.9% | 3.4% | 65 | 41 | 14 | 2 | 2 | 124 | 1 |
| Agree-disagree | 16 | My agency is successful at accomplishing its mission. | 71.9% | 38.9% | 33.0% | 16.5% | 7.0% | 4.6% | 11.6% | 48 | 41 | 20 | 9 | 6 | 124 | 1 |
| Agree-disagree | 17 | *I recommend my organization as a good place to work. | 72.1% | 41.6% | 30.5% | 15.8% | 8.9% | 3.2% | 12.1% | 52 | 38 | 19 | 11 | 4 | 124 | N/A |
| Agree-disagree | 18 | *I believe the results of this survey will be used to make my agency a better place to work. | 54.6% | 24.6% | 30.0% | 22.7% | 12.9% | 9.8% | 22.7% | 28 | 34 | 26 | 15 | 11 | 114 | 11 |

U.S. Merit Systems Protection Board 2020 Annual Employee Survey (AES) Results

| Response Type | 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 % | Strongly Agree/ Very Good/ Very Satisfied N | Agree/ Good/ Satisfied N | Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied N | Disagree/ Poor/ Dissatisfied N | Strongly Disagree/ Very Poor/ Very Dissatisfied N | Item Response Total** N | Do Not Know N |
|------------------------|------|-------------------------------------------------------------------------------------------------------------------|--------------------|---------------------------------------------|--------------------------|------------------------------------------------------------------------|--------------------------------|---------------------------------------------------|--------------------|---------------------------------------------|--------------------------|------------------------------------------------------------------------|--------------------------------|---------------------------------------------------|-------------------------|---------------|
| Agree-disagree | 19 | My supervisor supports my need to balance work and other life issues. | 88.4% | 57.6% | 30.8% | 6.1% | 4.7% | 0.8% | 5.5% | 72 | 39 | 7 | 6 | 1 | 125 | 0 |
| Agree-disagree | 20 | My supervisor is committed to a workforce representative of all segments of society. | 83.9% | 45.5% | 38.4% | 5.3% | 5.4% | 5.4% | 10.8% | 55 | 47 | 6 | 6 | 6 | 120 | 5 |
| Agree-disagree | 21 | Supervisors in my work unit support employee development. | 78.4% | 44.0% | 34.4% | 12.8% | 3.7% | 5.1% | 8.8% | 54 | 43 | 15 | 5 | 6 | 123 | 2 |
| Agree-disagree | 22 | My supervisor listens to what I have to say. | 86.5% | 55.3% | 31.2% | 4.1% | 5.2% | 4.2% | 9.4% | 69 | 39 | 5 | 7 | 5 | 125 | N/A |
| Agree-disagree | 23 | My supervisor treats me with respect. | 88.8% | 61.5% | 27.3% | 4.0% | 5.5% | 1.7% | 7.2% | 77 | 34 | 5 | 7 | 2 | 125 | N/A |
| Agree-disagree | 24 | I have trust and confidence in my supervisor. | 79.3% | 50.8% | 28.6% | 9.3% | 5.6% | 5.8% | 11.4% | 64 | 36 | 11 | 7 | 7 | 125 | N/A |
| Good-poor | 25 | Overall, how good a job do you feel is being done by your immediate supervisor? | 83.1% | 58.4% | 24.7% | 11.9% | 1.6% | 3.4% | 5.0% | 73 | 31 | 14 | 2 | 4 | 124 | N/A |
| Agree-disagree | 26 | In my organization, senior leaders generate high levels of motivation and commitment in the workforce. | 68.8% | 34.7% | 34.2% | 15.2% | 9.7% | 6.3% | 16.0% | 42 | 43 | 18 | 12 | 8 | 123 | 2 |
| Agree-disagree | 27 | My organization's senior leaders maintain high standards of honesty and integrity. | 74.6% | 37.2% | 37.4% | 14.7% | 6.1% | 4.6% | 10.7% | 44 | 46 | 16 | 7 | 6 | 119 | 6 |
| Agree-disagree | 28 | *Managers communicate the goals of the organization. | 78.2% | 36.3% | 41.9% | 14.6% | 5.5% | 1.7% | 7.1% | 44 | 52 | 17 | 7 | 2 | 122 | 0 |
| Agree-disagree | 29 | Managers promote communication among different work units (for example, about projects, goals, needed resources). | 60.5% | 24.9% | 35.6% | 22.1% | 12.3% | 5.0% | 17.3% | 29 | 42 | 25 | 15 | 6 | 117 | 6 |
| Good-poor | 30 | Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor? | 74.5% | 42.6% | 31.9% | 16.7% | 5.0% | 3.8% | 8.8% | 48 | 36 | 19 | 6 | 4 | 113 | 11 |
| Agree-disagree | 31 | I have a high level of respect for my organization's senior leaders. | 72.2% | 31.7% | 40.5% | 17.7% | 6.2% | 3.9% | 10.1% | 39 | 51 | 20 | 8 | 5 | 123 | 1 |
| Agree-disagree | 32 | Senior leaders demonstrate support for Work-Life programs. | 81.4% | 49.6% | 31.7% | 9.4% | 6.5% | 2.7% | 9.2% | 60 | 39 | 11 | 8 | 3 | 121 | 3 |
| Satisfied-dissatisfied | 33 | *How satisfied are you with your involvement in decisions that affect your work? | 65.4% | 24.6% | 40.8% | 19.3% | 11.9% | 3.4% | 15.3% | 31 | 50 | 23 | 15 | 4 | 123 | N/A |

U.S. Merit Systems Protection Board 2020 Annual Employee Survey (AES) Results

| Response Type | 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 % | Strongly Agree/ Very Good/ Very Satisfied N | Agree/ Good/ Satisfied N | Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied N | Disagree/ Poor/ Dissatisfied N | Strongly Disagree/ Very Poor/ Very Dissatisfied N | Item Response Total** N | Do Not Know N |
|------------------------|------|------------------------------------------------------------------------------------------------------------------|--------------------|---------------------------------------------|--------------------------|------------------------------------------------------------------------|--------------------------------|---------------------------------------------------|--------------------|---------------------------------------------|--------------------------|------------------------------------------------------------------------|--------------------------------|---------------------------------------------------|-------------------------|---------------|
| Satisfied-dissatisfied | 34 | *How satisfied are you with the information you receive from management on what's going on in your organization? | 75.0% | 29.1% | 46.0% | 17.9% | 5.4% | 1.6% | 7.0% | 36 | 56 | 21 | 7 | 2 | 122 | N/A |
| Satisfied-dissatisfied | 35 | *How satisfied are you with the recognition you receive for doing a good job? | 70.6% | 31.2% | 39.4% | 14.0% | 9.5% | 5.8% | 15.4% | 39 | 48 | 17 | 12 | 7 | 123 | N/A |
| Satisfied-dissatisfied | 36 | *Considering everything, how satisfied are you with your job? | 75.5% | 41.3% | 34.2% | 15.9% | 5.3% | 3.3% | 8.7% | 50 | 42 | 19 | 7 | 4 | 122 | N/A |
| Satisfied-dissatisfied | 37 | Considering everything, how satisfied are you with your pay? | 75.1% | 22.1% | 53.0% | 11.3% | 10.0% | 3.6% | 13.6% | 28 | 65 | 14 | 12 | 4 | 123 | N/A |
| Satisfied-dissatisfied | 38 | *Considering everything, how satisfied are you with your organization? | 70.0% | 34.6% | 35.4% | 19.6% | 5.6% | 4.8% | 10.4% | 43 | 44 | 23 | 7 | 6 | 123 | N/A |

* AES prescribed items as of 2017 (5 CFR Part 250, Subpart C)

** Unweighted count of responses excluding "Do Not Know"

The Dashboard only includes items 1-38, excluding item 11.

Percentages are weighted to represent the Agency's population.

When responding to the Core OPM FEVS questions 1 through 38, respondents were asked to share their work experiences since the last OPM FEVS administration (June 2019).

Source: 2020 OPM Federal Employee Viewpoint Survey

| 11. In my work unit poor performers usually: | 2020 | | 2019 | |
|-----------------------------------------------------------------|-------------|---------------|-------------|---------------|
| | N | % | N | % |
| Remain in the work unit and improve their performance over time | 22 | 24.5% | 18 | 18.3% |
| Remain in the work unit and continue to underperform | 31 | 33.4% | 38 | 39.2% |
| Leave the work unit - removed or transferred | 5 | 5.0% | 8 | 8.1% |
| Leave the work unit - quit | 9 | 9.5% | 8 | 8.0% |
| There are no poor performers in my work unit | 25 | 27.7% | 25 | 26.4% |
| Item Response Total | 92 | 100.0% | 97 | 100.0% |
| Do Not Know | 33 | -- | 29 | -- |
| Total | 125 | 100.0% | 126 | 100.0% |

Percentages are weighted to represent the Agency's population.

"Do Not Know" responses are not included in percentage calculations.

The rows above do not include results for any year when there were fewer than 4 completed surveys.

Source: 2020 OPM Federal Employee Viewpoint Survey

U.S. Merit Systems Protection Board 2020 Annual Employee Survey (AES) Results

When responding to questions 58 through 64 about Work-Life programs, respondents were asked to share their work experiences since the last OPM FEVS administration (June 2019).

| 58. How satisfied are you with the Telework program in your agency? | 2020 | | | 2019 | | | 2018 | | |
|---------------------------------------------------------------------|------|----------------|------------------------|------|----------------|------------------------|------|----------------|------------------------|
| | N | Satisfaction % | All Response Options % | N | Satisfaction % | All Response Options % | N | Satisfaction % | All Response Options % |
| Very Satisfied | 64 | 54.3% | 52.5% | 52 | 48.5% | 41.4% | 57 | 48.3% | 42.6% |
| Satisfied | 41 | 34.7% | 33.6% | 40 | 36.1% | 30.8% | 44 | 39.2% | 34.6% |
| Neither Satisfied nor Dissatisfied | 7 | 6.0% | 5.8% | 7 | 6.6% | 5.6% | 8 | 7.8% | 6.9% |
| Dissatisfied | 5 | 4.1% | 4.0% | 6 | 5.6% | 4.8% | 4 | 3.1% | 2.7% |
| Very Dissatisfied | 1 | 0.9% | 0.9% | 3 | 3.2% | 2.7% | 2 | 1.6% | 1.4% |
| Item Response Total | 118 | 100.0% | 96.7% | 108 | 100.0% | 85.3% | 115 | 100.0% | 88.3% |
| I choose not to participate in this program | 3 | -- | 2.5% | 2 | -- | 1.3% | 3 | -- | 2.2% |
| This program is not available to me | 1 | -- | 0.8% | 14 | -- | 12.3% | 11 | -- | 8.8% |
| I am unaware of this program | 0 | -- | 0.0% | 1 | -- | 1.0% | 1 | -- | 0.7% |
| Total | 122 | 100.0% | 100.0% | 125 | 100.0% | 100.0% | 130 | 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 | | 2019 | |
|------------------------------------------------------------------------------------------------------------------------------------------------|------|-------|------|-------|
| | N | % | N | % |
| Alternative Work Schedules (for example, compressed work schedule, flexible work schedule) | 71 | 57.7% | 81 | 64.4% |
| Health and Wellness Programs (for example, onsite exercise, flu vaccination, medical screening, CPR training, Health and wellness fair) | 35 | 28.1% | 51 | 40.8% |
| Employee Assistance Program - EAP (for example, short-term counseling, referral services, legal services, education services) | 7 | 5.4% | 7 | 6.6% |
| Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, subsidy, flexible spending account) | 3 | 2.5% | 4 | 3.4% |
| Elder Care Programs (for example, elder/adult care, support groups, resources) | 0 | 0.0% | 0 | 0.0% |
| None listed above | 39 | 32.7% | 27 | 23.2% |
| Total (percents will add to more than 100% because respondents could choose more than one response option) | 122 | -- | 124 | -- |

Note: This item was not in the 2018 OPM FEVS.

| 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 | | | 2019 | | | 2018 | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|----------------|------------------------|------|----------------|------------------------|------|----------------|------------------------|
| | N | Satisfaction % | All Response Options % | N | Satisfaction % | All Response Options % | N | Satisfaction % | All Response Options % |
| Very Satisfied | 55 | 62.4% | 44.9% | 51 | 52.1% | 39.8% | 56 | 53.1% | 42.6% |
| Satisfied | 27 | 30.9% | 22.3% | 32 | 33.2% | 25.3% | 37 | 36.0% | 28.9% |
| Neither Satisfied nor Dissatisfied | 6 | 6.7% | 4.8% | 10 | 11.2% | 8.6% | 10 | 10.9% | 8.7% |
| Dissatisfied | 0 | 0.0% | 0.0% | 2 | 2.7% | 2.0% | 0 | 0.0% | 0.0% |
| Very Dissatisfied | 0 | 0.0% | 0.0% | 1 | 0.9% | 0.6% | 0 | 0.0% | 0.0% |
| Item Response Total | 88 | 100.0% | 72.0% | 96 | 100.0% | 76.3% | 103 | 100.0% | 80.3% |
| I choose not to participate in these programs | 26 | -- | 21.4% | 16 | -- | 12.7% | 17 | -- | 12.9% |
| These programs are not available to me | 7 | -- | 5.7% | 11 | -- | 9.2% | 6 | -- | 4.6% |
| I am unaware of these programs | 1 | -- | 0.9% | 2 | -- | 1.7% | 3 | -- | 2.2% |
| Total | 122 | 100.0% | 100.0% | 125 | 100.0% | 100.0% | 129 | 100.0% | 100.0% |

| 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) | 2020 | | | 2019 | | | 2018 | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|----------------|------------------------|------|----------------|------------------------|------|----------------|------------------------|
| | N | Satisfaction % | All Response Options % | N | Satisfaction % | All Response Options % | N | Satisfaction % | All Response Options % |
| Very Satisfied | 24 | 29.4% | 20.4% | 29 | 30.2% | 23.7% | 31 | 27.6% | 23.6% |
| Satisfied | 45 | 53.5% | 37.1% | 48 | 49.6% | 38.9% | 54 | 48.9% | 41.8% |
| Neither Satisfied nor Dissatisfied | 11 | 13.3% | 9.3% | 15 | 15.8% | 12.4% | 19 | 17.7% | 15.1% |
| Dissatisfied | 1 | 1.4% | 1.0% | 4 | 4.4% | 3.5% | 6 | 5.0% | 4.2% |
| Very Dissatisfied | 2 | 2.5% | 1.7% | 0 | 0.0% | 0.0% | 1 | 0.8% | 0.7% |
| Item Response Total | 83 | 100.0% | 69.4% | 96 | 100.0% | 78.4% | 111 | 100.0% | 85.4% |
| I choose not to participate in these programs | 26 | -- | 21.7% | 20 | -- | 15.7% | 10 | -- | 7.7% |
| These programs are not available to me | 7 | -- | 5.6% | 5 | -- | 3.8% | 5 | -- | 4.1% |
| I am unaware of these programs | 4 | -- | 3.3% | 2 | -- | 2.1% | 4 | -- | 2.8% |
| Total | 120 | 100.0% | 100.0% | 123 | 100.0% | 100.0% | 130 | 100.0% | 100.0% |

U.S. Merit Systems Protection Board 2020 Annual Employee Survey (AES) Results

| 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) | 2020 | | | 2019 | | | 2018 | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------|------------------------|--------------|--------|------------------------|--------------|--------|------------------------|
| | Satisfaction | | All Response Options % | Satisfaction | | All Response Options % | Satisfaction | | All Response Options % |
| | N | % | | N | % | | N | % | |
| Very Satisfied | 16 | 29.9% | 13.1% | 4 | 8.4% | 3.1% | 16 | 23.3% | 12.9% |
| Satisfied | 25 | 47.3% | 20.8% | 17 | 40.2% | 15.0% | 21 | 30.3% | 16.8% |
| Neither Satisfied nor Dissatisfied | 10 | 19.1% | 8.4% | 19 | 46.8% | 17.5% | 32 | 45.1% | 25.0% |
| Dissatisfied | 1 | 1.8% | 0.8% | 2 | 4.7% | 1.8% | 0 | 0.0% | 0.0% |
| Very Dissatisfied | 1 | 1.9% | 0.9% | 0 | 0.0% | 0.0% | 1 | 1.3% | 0.7% |
| Item Response Total | 53 | 100.0% | 43.9% | 42 | 100.0% | 37.4% | 70 | 100.0% | 55.5% |
| I choose not to participate in these programs | 67 | -- | 54.2% | 73 | -- | 56.0% | 53 | -- | 38.6% |
| These programs are not available to me | 1 | -- | 0.8% | 4 | -- | 3.5% | 2 | -- | 1.7% |
| I am unaware of these programs | 1 | -- | 1.1% | 4 | -- | 3.2% | 6 | -- | 4.3% |
| Total | 122 | 100.0% | 100.0% | 123 | 100.0% | 100.0% | 131 | 100.0% | 100.0% |

| 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) | 2020 | | | 2019 | | | 2018 | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------|------------------------|--------------|--------|------------------------|--------------|--------|------------------------|
| | Satisfaction | | All Response Options % | Satisfaction | | All Response Options % | Satisfaction | | All Response Options % |
| | N | % | | N | % | | N | % | |
| Very Satisfied | 2 | 9.6% | 1.6% | 0 | 0.0% | 0.0% | 6 | 14.2% | 4.9% |
| Satisfied | 8 | 39.5% | 6.7% | 7 | 28.4% | 5.5% | 8 | 17.1% | 5.9% |
| Neither Satisfied nor Dissatisfied | 8 | 41.3% | 6.9% | 14 | 66.2% | 12.8% | 27 | 60.9% | 21.1% |
| Dissatisfied | 0 | 0.0% | 0.0% | 0 | 0.0% | 0.0% | 2 | 3.7% | 1.3% |
| Very Dissatisfied | 2 | 9.6% | 1.6% | 1 | 5.5% | 1.1% | 2 | 4.1% | 1.4% |
| Item Response Total | 20 | 100.0% | 16.8% | 22 | 100.0% | 19.4% | 45 | 100.0% | 34.7% |
| I choose not to participate in these programs | 64 | -- | 52.8% | 54 | -- | 42.4% | 37 | -- | 27.9% |
| These programs are not available to me | 21 | -- | 16.8% | 23 | -- | 18.7% | 24 | -- | 18.6% |
| I am unaware of these programs | 17 | -- | 13.5% | 25 | -- | 19.6% | 25 | -- | 18.8% |
| Total | 122 | 100.0% | 100.0% | 124 | 100.0% | 100.0% | 131 | 100.0% | 100.0% |

| 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) | 2020 | | | 2019 | | | 2018 | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------|------------------------|--------------|--------|------------------------|--------------|--------|------------------------|
| | Satisfaction | | All Response Options % | Satisfaction | | All Response Options % | Satisfaction | | All Response Options % |
| | N | % | | N | % | | N | % | |
| Very Satisfied | 0 | 0.0% | 0.0% | 1 | 5.8% | 0.7% | 3 | 8.1% | 2.2% |
| Satisfied | 3 | 24.1% | 2.5% | 0 | 0.0% | 0.0% | 2 | 5.0% | 1.4% |
| Neither Satisfied nor Dissatisfied | 9 | 75.9% | 7.8% | 13 | 94.2% | 12.1% | 29 | 84.5% | 22.9% |
| Dissatisfied | 0 | 0.0% | 0.0% | 0 | 0.0% | 0.0% | 1 | 2.4% | 0.6% |
| Very Dissatisfied | 0 | 0.0% | 0.0% | 0 | 0.0% | 0.0% | 0 | 0.0% | 0.0% |
| Item Response Total | 12 | 100.0% | 10.2% | 14 | 100.0% | 12.9% | 35 | 100.0% | 27.1% |
| I choose not to participate in these programs | 56 | -- | 45.9% | 52 | -- | 40.2% | 34 | -- | 25.2% |
| These programs are not available to me | 18 | -- | 14.6% | 25 | -- | 20.4% | 26 | -- | 20.3% |
| I am unaware of these programs | 36 | -- | 29.2% | 33 | -- | 26.6% | 35 | -- | 27.4% |
| Total | 122 | 100.0% | 100.0% | 124 | 100.0% | 100.0% | 130 | 100.0% | 100.0% |

Percentages are weighted to represent the Agency's population.

The rows above do not include results for any year when there were fewer than 4 completed surveys.

Source: 2020 OPM Federal Employee Viewpoint Survey