

## U.S. Merit Systems Protection Board 2021 Annual Employee Survey (AES) Results

Attached are the U.S. Merit Systems Protections Board's (MSPB's) Annual Employee Survey (AES) results from the 2021 Federal Employee Viewpoint Survey (FEVS), administered by the Office of Personnel Management (OPM).

- **Survey administration:** The web-based 2021 FEVS was administered November 8–December 10, 2021. An invitation to participate in the survey was sent via email to all of MSPB's permanent career civil service employees on board as of April 2021. (Political and temporary appointees were not included in the sample.)
- **Response rate:** The overall adjusted response rate in 2021 was 61% (113 surveys returned out of 185 invitations issued). Due to MSPB's small size, MSPB does not link results to demographic characteristics.
- **Summary of results:** The last few years have been unprecedented in the history of MSPB. Although MSPB's quorum was restored on March 4, 2022, at the time of the 2021 FEVS, MSPB had operated without a quorum for nearly five years and without any presidentially appointed, Senate-confirmed Board members for nearly three years. Furthermore, as with other Federal agencies, we had been contending with the effects of the COVID-19 pandemic. In October 2021, just prior to the administration of the 2021 FEVS, MSPB employees began the incremental process of returning to the workplace. Despite these challenges, results of the FEVS were predominantly positive.

According to OPM standards, 39 of the 44 core items were strengths (percent positive above 65%), and MSPB had no challenges (percent negative above 35%). All four of the items with above 95% positive were about employees in their work units: meeting customer needs (99%); contributing positively to agency performance (97%); producing high quality work (97%); and achieving the work unit goals (96%). The items with the lowest percent positive involved: dealing with poor performers (52%); and belief the FEVs data will be used to improve agency performance (51%). These two items also had the highest percent negative responses (23% and 22%, respectively).

Comparing percent positive responses for the 37 core items in 2021 that can be compared to items from the 2020 FEVS, three items increased, and two items decreased by more than 5%. The largest increases included: recognizing performance in a meaningful way (+11%); disclosing a suspected violation of law, rule, or regulations without fear of reprisal (+9%); and the overall job being done by the supervisor (+6%). The largest decreases involved feeling encouraged to come up with new and better ways of doing things, and satisfaction with pay, both decreasing by 9%.

With the arrival of MSPB's new Board members, the restoration of a quorum, and the anticipated arrival of a new Chair, MSPB will face new opportunities and challenges. MSPB leaders will continue to work to reinforce our strengths and address our challenges.

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Item	Item Text	Response Type	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/ No Basis to Judge N
1	*I am given a real opportunity to improve my skills in my organization.	Agree-disagree	77.9%	28.5%	49.4%	12.5%	6.9%	2.7%	9.6%	32	56	14	8	3	113	N/A
2	I feel encouraged to come up with new and better ways of doing things.	Agree-disagree	66.8%	27.3%	39.5%	14.9%	14.8%	3.5%	18.3%	31	45	16	17	4	113	N/A
3	My work gives me a feeling of personal accomplishment.	Agree-disagree	79.7%	38.7%	41.0%	11.9%	5.6%	2.8%	8.3%	44	46	13	7	3	113	N/A
4	I know what is expected of me on the job.	Agree-disagree	90.4%	43.3%	47.1%	6.0%	0.9%	2.8%	3.6%	49	53	7	1	3	113	N/A
5	*My workload is reasonable.	Agree-disagree	74.8%	26.6%	48.2%	13.2%	6.9%	5.1%	12.1%	29	55	14	8	6	112	0
6	*My talents are used well in the workplace.	Agree-disagree	78.5%	26.4%	52.1%	10.8%	7.8%	2.9%	10.7%	29	57	12	9	3	110	0
7	*I know how my work relates to the agency's goals.	Agree-disagree	93.3%	56.0%	37.3%	4.1%	1.8%	0.9%	2.6%	62	42	5	2	1	112	0
8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	Agree-disagree	77.7%	48.1%	29.7%	9.1%	6.4%	6.7%	13.1%	50	31	10	7	7	105	7
9	*The people I work with cooperate to get the job done.	Agree-disagree	90.5%	51.1%	39.4%	6.5%	3.0%	0.0%	3.0%	58	44	7	4	0	113	N/A
10	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	Agree-disagree	51.5%	17.0%	34.6%	25.7%	18.1%	4.7%	22.8%	15	28	21	16	4	84	29
12	*In my work unit, differences in performance are recognized in a meaningful way.	Agree-disagree	68.5%	21.1%	47.4%	16.8%	9.3%	5.4%	14.6%	20	44	15	9	5	93	20
13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	Agree-disagree	91.2%	51.4%	39.8%	7.2%	0.9%	0.8%	1.6%	57	45	8	1	1	112	1
14	Employees in my work unit meet the needs of our customers.	Always-never	99.0%	59.0%	40.1%	1.0%	0.0%	0.0%	0.0%	60	41	1	0	0	102	9
15	Employees in my work unit contribute positively to my agency's performance.	Always-never	97.3%	65.2%	32.1%	2.7%	0.0%	0.0%	0.0%	70	35	3	0	0	108	4
16	Employees in my work unit produce high-quality work.	Always-never	96.5%	55.3%	41.1%	3.5%	0.0%	0.0%	0.0%	59	44	4	0	0	107	5
17	Employees in my work unit adapt to changing priorities.	Always-never	92.2%	55.0%	37.2%	5.1%	2.7%	0.0%	2.7%	58	39	6	3	0	106	5
18	Employees in my work unit successfully collaborate.	Always-never	86.6%	50.7%	35.9%	10.9%	2.4%	0.0%	2.4%	55	40	12	3	0	110	3

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19	Employees in my work unit achieve our goals.	Always-never	95.5%	56.5%	39.1%	4.5%	0.0%	0.0%	0.0%	62	42	5	0	0	109	4
20	Employees are recognized for providing high quality products and services.	Agree-disagree	73.3%	28.2%	45.1%	17.0%	6.1%	3.6%	9.7%	32	50	19	7	4	112	1
21	Employees are protected from health and safety hazards on the job.	Agree-disagree	79.1%	42.6%	36.4%	8.7%	6.3%	6.0%	12.3%	48	39	9	7	7	110	3
22	My agency is successful at accomplishing its mission.	Agree-disagree	75.2%	34.6%	40.7%	14.1%	7.1%	3.5%	10.6%	38	44	14	8	4	108	4
23	*I recommend my organization as a good place to work.	Agree-disagree	75.7%	40.6%	35.1%	15.1%	6.8%	2.4%	9.2%	46	39	17	8	3	113	N/A
24	*I believe the results of this survey will be used to make my agency a better place to work.	Agree-disagree	50.8%	18.2%	32.5%	27.5%	9.1%	12.6%	21.7%	20	32	29	9	14	104	9
25	My supervisor supports my need to balance work and other life issues.	Agree-disagree	93.8%	68.5%	25.3%	5.4%	0.0%	0.9%	0.9%	77	29	6	0	1	113	0
26	My supervisor is committed to a workforce representative of all segments of society.	Agree-disagree	83.9%	56.8%	27.2%	12.4%	3.7%	0.0%	3.7%	60	29	13	4	0	106	7
27	Supervisors in my work unit support employee development.	Agree-disagree	82.0%	51.5%	30.5%	11.9%	5.1%	1.0%	6.1%	57	34	13	6	1	111	1
28	My supervisor listens to what I have to say.	Agree-disagree	89.3%	64.1%	25.2%	5.3%	5.4%	0.0%	5.4%	71	29	6	6	0	112	N/A
29	My supervisor treats me with respect.	Agree-disagree	88.3%	71.5%	16.8%	8.8%	2.9%	0.0%	2.9%	80	20	10	3	0	113	N/A
30	I have trust and confidence in my supervisor.	Agree-disagree	82.2%	65.3%	16.9%	11.8%	5.3%	0.8%	6.1%	73	20	13	6	1	113	N/A
31	Overall, how good a job do you feel is being done by your immediate supervisor?	Good-poor	88.7%	72.8%	15.9%	8.8%	1.7%	0.9%	2.6%	82	18	10	2	1	113	N/A
32	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	Agree-disagree	64.5%	19.7%	44.8%	15.7%	12.8%	7.0%	19.8%	23	49	17	15	8	112	1
33	My organization's senior leaders maintain high standards of honesty and integrity.	Agree-disagree	76.9%	30.2%	46.6%	11.5%	2.7%	9.0%	11.6%	31	47	12	3	9	102	10
34	*Managers communicate the goals of the organization.	Agree-disagree	76.7%	26.4%	50.3%	9.5%	6.9%	6.8%	13.7%	31	55	11	8	8	113	0
35	Managers promote communication among different work units (for example, about projects, goals, needed resources).	Agree-disagree	57.2%	22.1%	35.1%	23.1%	10.6%	9.1%	19.7%	24	37	25	12	10	108	5
36	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	Good-poor	68.5%	37.3%	31.2%	17.2%	4.2%	10.1%	14.3%	39	33	19	5	11	107	6
37	I have a high level of respect for my organization's senior leaders.	Agree-disagree	71.1%	35.8%	35.4%	14.0%	5.1%	9.8%	14.9%	39	39	16	6	11	111	2
38	Senior leaders demonstrate support for Work-Life programs.	Agree-disagree	76.6%	39.2%	37.4%	15.0%	1.1%	7.3%	8.4%	40	38	15	1	8	102	10

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39	*How satisfied are you with your involvement in decisions that affect your work?	Satisfied-dissatisfied	62.6%	21.6%	41.0%	22.9%	10.9%	3.5%	14.4%	25	45	26	13	4	113	N/A
40	*How satisfied are you with the information you receive from management on what's going on in your organization?	Satisfied-dissatisfied	73.3%	27.9%	45.4%	14.6%	8.6%	3.5%	12.1%	32	49	16	10	4	111	N/A
41	*How satisfied are you with the recognition you receive for doing a good job?	Satisfied-dissatisfied	71.7%	35.6%	36.1%	17.7%	6.2%	4.4%	10.6%	40	40	20	7	5	112	N/A
42	*Considering everything, how satisfied are you with your job?	Satisfied-dissatisfied	73.6%	37.8%	35.8%	17.8%	6.9%	1.7%	8.6%	42	39	20	8	2	111	N/A
43	Considering everything, how satisfied are you with your pay?	Satisfied-dissatisfied	66.3%	25.0%	41.3%	17.0%	11.5%	5.2%	16.8%	28	46	19	13	6	112	N/A
44	*Considering everything, how satisfied are you with your organization?	Satisfied-dissatisfied	74.4%	30.3%	44.2%	15.4%	6.6%	3.6%	10.2%	34	47	17	8	4	110	N/A

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

\*\* Unweighted count of responses excluding "Do Not Know" or "No Basis to Judge"

Percentages are weighted to represent the Agency's population.

Source: **Merit Systems Protection Board AES Report, 2021 OPM Federal Employee Viewpoint Survey**

**11. In my work unit poor performers usually:**

	2021 N	2021 %	2020 N	2020 %	2019 N	2019 %
Remain in the work unit and improve their performance over time	12	16.9%	22	24.5%	18	18.3%
Remain in the work unit and continue to underperform	22	29.3%	31	33.4%	38	39.2%
Leave the work unit - removed or transferred	6	7.9%	5	5.0%	8	8.1%
Leave the work unit - quit	13	17.2%	9	9.5%	8	8.0%
There are no poor performers in my work unit	21	28.6%	25	27.7%	25	26.4%
Do Not Know	39	— <sup>b</sup>	33	— <sup>b</sup>	29	— <sup>b</sup>
Total	113	100.0%	125	100.0%	126	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.

"—<sup>a</sup>" indicates that there are no trending results available for the year.

"—<sup>b</sup>" indicates that the "Do Not Know" responses are not included in percentage calculations.

Source: **Merit Systems Protection Board AES Report**, 2021 OPM Federal Employee Viewpoint Survey