

U.S. Merit Systems Protection Board 2022 Annual Employee Survey (AES) Results

Attached are the U.S. Merit Systems Protections Board's (MSPB's) Annual Employee Survey (AES) results from the 2022 Federal Employee Viewpoint Survey (FEVS), administered by the Office of Personnel Management (OPM).

- **Survey administration:** The web-based 2022 FEVS was administered June 7 – July 22, 2022. An invitation to participate in the survey was sent via email to all MSPB permanent career civil service employees on board as of November 2021. (Political and temporary appointees were not included in the sample.)
- **Response rate:** The overall adjusted response rate in 2022 was 81% (149 surveys returned out of 184 invitations issued). This response rate is 20% above the response rate for 2021 (61%) and tied with the second-highest response rate for the MSPB FEVS, which was achieved in 2010. The highest FEVS response rate, achieved in 2007, was 82%. (Note that, due to the agency's small size, MSPB does not link results to demographic characteristics.)
- **Summary of results:** According to OPM's definition (percent positive 65% or above), 67 of the 88 core 2022 FEVS items were rated as strengths for MSPB. The items with the highest percent positive were the work unit meeting customer needs (95%); the employee being held accountable for the quality of their work (94%); the work unit contributing positively to agency performance (94%); and the work unit producing high-quality work (93%). OPM defines a challenge as any item with percent negative above 35%. The single item identified as an MSPB challenge was management involving employees in decisions that affect their work (37%).

Comparing percent positive response for the 40 core items in 2022 that were also included on the 2021 FEVS, three items increased by 3% or more, and 26 items decreased by 3% or more. The largest increases were my organization is successful at accomplishing its mission (+4%); and managers promote communication among different work units (+4%). The largest decreases were senior leaders generate high levels of motivation and commitment (-19%); and senior leaders demonstrate support for work-life programs (-19%).

After the 2021 FEVS closed in December 2021, MSPB's quorum was restored on March 4, 2022 (after five years without a quorum), and a full Board was in place on June 1, 2022, with commensurate changes in agency leadership. Restoration of the quorum enabled MSPB to fully resume its statutory functions, including issuing decisions (at headquarters) and merit systems studies, many of which had been on hold pending a quorum. In addition, MSPB, like other agencies, continued to be affected by the changing realities of the pandemic and updates to policies guiding our return to in-office work. These workplace changes and challenges affected MSPB's workforce in ways that appear to be reflected in the 2022 FEVS results. Despite these challenging circumstances, MSPB employees remain committed to MSPB's work, rate their work units and colleagues highly, and believe MSPB improved in accomplishing its mission. MSPB will continue to assess the FEVS results in combination with other information and identify ways to address our challenges and support our employees' commitment to the mission.

Item #	Item Text	Response Type	Percent Positive	Strongly Agree/ Always/ Very Good/ Very Satisfied %	Agree/ Most of the time/ Good/ Satisfied %	Neither Agree nor Disagree/ Sometimes/ Fair/ Neither Satisfied nor Dissatisfied %	Disagree/ Rarely/ Poor/ Dissatisfied %	Strongly Disagree/ Never/ Very Poor/ Very Dissatisfied %	Percent Negative	Strongly Agree/ Always/ Very Good/ Very Satisfied N	Agree/ Most of the time/ Good/ Satisfied N	Neither Agree nor Disagree/ Sometimes/ Fair/ Neither Satisfied nor Dissatisfied N	Disagree/ Rarely/ Poor/ Dissatisfied N	Strongly Disagree/ Never/ Very Poor/ Very Dissatisfied N	Item Response Total** N	Do Not Know/ No Basis to Judge/ There have been no recent hires in my work unit/ I do not have any accessibility needs N
1	*I am given a real opportunity to improve my skills in my organization.	Agree-disagree	73.9%	33.1%	40.9%	16.6%	7.4%	2.0%	9.5%	49	61	25	11	3	149	N/A
2	I feel encouraged to come up with new and better ways of doing things.	Agree-disagree	64.6%	25.0%	39.6%	16.7%	12.6%	6.1%	18.7%	37	58	25	19	9	148	N/A
3	My work gives me a feeling of personal accomplishment.	Agree-disagree	80.7%	40.0%	40.6%	14.0%	2.6%	2.8%	5.3%	59	60	21	4	4	148	N/A
4	I know what is expected of me on the job.	Agree-disagree	87.7%	44.9%	42.8%	8.8%	3.5%	0.0%	3.5%	66	63	13	5	0	147	N/A
5	*My workload is reasonable.	Agree-disagree	70.4%	28.3%	42.1%	12.8%	12.1%	4.7%	16.8%	42	62	19	18	7	148	N/A
6	*My talents are used well in the workplace.	Agree-disagree	75.1%	29.1%	46.0%	13.2%	9.0%	2.7%	11.7%	43	67	20	13	4	147	N/A
7	*I know how my work relates to the agency's goals.	Agree-disagree	92.6%	58.3%	34.3%	7.4%	0.0%	0.0%	0.0%	87	50	11	0	0	148	N/A
8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	Agree-disagree	70.9%	38.5%	32.4%	14.9%	7.9%	6.3%	14.2%	54	46	21	11	9	141	8
9	I have enough information to do my job well.	Agree-disagree	85.8%	38.2%	47.6%	8.8%	4.8%	0.7%	5.5%	57	71	13	7	1	149	N/A
10	I receive the training I need to do my job well.	Agree-disagree	73.5%	25.7%	47.9%	16.9%	8.2%	1.4%	9.6%	38	71	25	12	2	148	N/A
11	I am held accountable for the quality of work I produce.	Agree-disagree	93.9%	44.2%	49.8%	4.7%	1.4%	0.0%	1.4%	66	74	7	2	0	149	N/A
12	Continually changing work priorities make it hard for me to produce high quality work. <i>(Note: This item is negatively worded, so percent positive scores include "Strongly Disagree" or "Disagree" responses and percent negative scores include "Strongly Agree" or "Agree" responses. Percent positive scores mean that continually changing work priorities do not make it hard for employees to produce high quality work.)</i>	Agree-disagree, negatively worded	52.7%	6.9%	15.6%	24.8%	36.2%	16.5%	22.5%	10	23	36	53	24	146	2
13	I have a clear idea of how well I am doing my job.	Agree-disagree	84.6%	34.1%	50.5%	10.0%	4.0%	1.4%	5.4%	51	75	15	6	2	149	N/A
14	*The people I work with cooperate to get the job done.	Agree-disagree	87.4%	46.5%	40.9%	9.2%	2.7%	0.7%	3.4%	69	61	14	4	1	149	N/A
16	*In my work unit, differences in performance are recognized in a meaningful way.	Agree-disagree	52.4%	11.8%	40.6%	24.2%	15.9%	7.5%	23.5%	14	48	28	19	9	118	31
17	Employees in my work unit share job knowledge.	Agree-disagree	89.8%	44.4%	45.4%	6.0%	3.5%	0.7%	4.2%	65	67	9	5	1	147	1
18	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	Agree-disagree	91.1%	43.3%	47.8%	6.2%	2.7%	0.0%	2.7%	63	70	9	4	0	146	2
19	Employees in my work unit meet the needs of our customers.	Always-never	95.4%	57.7%	37.8%	4.6%	0.0%	0.0%	0.0%	76	50	6	0	0	132	15
20	Employees in my work unit contribute positively to my agency's performance.	Always-never	93.5%	62.0%	31.5%	6.5%	0.0%	0.0%	0.0%	88	45	9	0	0	142	6
21	Employees in my work unit produce high-quality work.	Always-never	92.8%	57.6%	35.2%	7.2%	0.0%	0.0%	0.0%	80	49	10	0	0	139	9
22	Employees in my work unit adapt to changing priorities.	Always-never	88.9%	57.2%	31.6%	6.6%	4.5%	0.0%	4.5%	78	43	9	6	0	136	12
23	New hires in my work unit (i.e. hired in the past year) have the right skills to do their jobs.	Agree-disagree	71.2%	27.2%	44.0%	22.7%	3.5%	2.6%	6.1%	31	50	26	4	3	114	34
24	I can influence decisions in my work unit.	Agree-disagree	59.4%	20.3%	39.1%	25.9%	9.4%	5.3%	14.7%	30	58	39	14	8	149	N/A

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25	I know what my work unit's goals are.	Agree-disagree	89.8%	41.5%	48.4%	8.1%	1.3%	0.7%	2.0%	62	72	12	2	1	149	N/A
26	My work unit commits resources to develop new ideas (e.g., budget, staff, time, expert support).	Agree-disagree	49.8%	15.3%	34.4%	28.3%	13.4%	8.5%	21.9%	20	45	37	18	11	131	16
27	My work unit successfully manages disruptions to our work.	Agree-disagree	75.1%	28.0%	47.0%	18.0%	4.2%	2.8%	6.9%	40	68	26	6	4	144	5
28	Employees in my work unit consistently look for new ways to improve how they do their work.	Agree-disagree	71.4%	24.7%	46.7%	19.2%	6.5%	2.9%	9.4%	34	64	27	9	4	138	11
29	Employees in my work unit incorporate new ideas into their work.	Agree-disagree	71.6%	25.3%	46.3%	18.5%	7.0%	3.0%	10.0%	35	64	26	10	4	139	8
30	Employees in my work unit approach change as an opportunity.	Agree-disagree	60.2%	23.4%	36.9%	26.7%	9.4%	3.7%	13.1%	32	51	37	13	5	138	9
31	Employees in my work unit consider customer needs a top priority.	Agree-disagree	74.1%	31.1%	42.9%	21.5%	3.7%	0.7%	4.4%	43	59	30	5	1	138	9
32	Employees in my work unit consistently look for ways to improve customer service.	Agree-disagree	68.9%	27.0%	41.9%	24.4%	5.9%	0.8%	6.7%	36	56	33	8	1	134	13
33	Employees in my work unit support my need to balance my work and personal responsibilities.	Agree-disagree	78.6%	32.8%	45.8%	14.3%	6.4%	0.7%	7.1%	46	65	20	9	1	141	5
34	Employees in my work unit are typically under too much pressure to meet work goals. <i>(Note: This item is negatively worded, so percent positive scores include "Strongly Disagree" or "Disagree" responses and percent negative scores include "Strongly Agree" or "Agree" responses. Percent positive scores mean employees are typically not pressured to meet work goals.)</i>	Agree-disagree, negatively worded	52.5%	4.8%	9.0%	33.7%	38.4%	14.1%	13.9%	7	13	48	55	20	143	4
35	Employees are recognized for providing high quality products and services.	Agree-disagree	61.8%	19.6%	42.3%	23.1%	9.5%	5.6%	15.1%	28	61	33	14	8	144	4
36	Employees are protected from health and safety hazards on the job.	Agree-disagree	66.1%	39.9%	26.2%	13.2%	13.8%	6.8%	20.6%	58	39	20	20	10	147	2
37	My organization is successful at accomplishing its mission.	Agree-disagree	79.4%	33.5%	46.0%	17.0%	2.8%	0.7%	3.6%	48	67	24	4	1	144	4
38	I have a good understanding of my organization's priorities.	Agree-disagree	80.9%	32.4%	48.5%	13.7%	3.4%	2.0%	5.4%	48	72	20	5	3	148	N/A
39	My organization effectively adapts to changing government priorities.	Agree-disagree	67.6%	21.8%	45.8%	24.0%	7.0%	1.4%	8.4%	31	65	34	10	2	142	7
40	My organization has prepared me for potential physical security threats.	Agree-disagree	78.4%	26.8%	51.6%	13.5%	6.0%	2.1%	8.1%	39	77	20	9	3	148	0
41	My organization has prepared me for potential cybersecurity threats.	Agree-disagree	91.1%	34.3%	56.8%	5.5%	0.6%	2.8%	3.4%	51	84	8	1	4	148	1
42	In my organization, arbitrary action, personal favoritism and/or political coercion are not tolerated.	Agree-disagree	60.6%	26.0%	34.5%	20.8%	10.9%	7.8%	18.7%	36	49	29	15	11	140	9
43	*I recommend my organization as a good place to work.	Agree-disagree	70.5%	34.4%	36.1%	21.5%	4.7%	3.3%	8.0%	51	54	32	7	5	149	N/A
44	*I believe the results of this survey will be used to make my agency a better place to work.	Agree-disagree	49.9%	20.4%	29.5%	24.6%	13.1%	12.4%	25.5%	28	40	34	18	17	137	12
45	My supervisor is committed to a workforce representative of all segments of society.	Agree-disagree	83.6%	46.7%	36.9%	11.4%	1.4%	3.6%	5.0%	66	52	16	2	5	141	7
46	Supervisors in my work unit support employee development.	Agree-disagree	80.7%	43.9%	36.8%	14.4%	2.1%	2.8%	4.9%	64	54	21	3	4	146	2
47	My supervisor supports my need to balance work and other life issues.	Agree-disagree	87.2%	57.7%	29.4%	6.8%	4.7%	1.4%	6.1%	86	44	10	7	2	149	N/A

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48	My supervisor listens to what I have to say.	Agree-disagree	83.2%	55.5%	27.7%	10.8%	3.3%	2.7%	6.0%	83	41	16	5	4	149	N/A
49	My supervisor treats me with respect.	Agree-disagree	89.7%	62.2%	27.5%	6.1%	2.8%	1.4%	4.2%	91	40	9	4	2	146	N/A
50	I have trust and confidence in my supervisor.	Agree-disagree	79.5%	57.4%	22.1%	13.6%	4.1%	2.8%	6.9%	84	32	20	6	4	146	N/A
51	My supervisor holds me accountable for achieving results.	Agree-disagree	89.1%	58.2%	30.9%	8.9%	1.3%	0.7%	2.0%	86	45	13	2	1	147	N/A
52	Overall, how good a job do you feel is being done by your immediate supervisor?	Good-poor	82.2%	59.4%	22.8%	12.3%	2.0%	3.4%	5.4%	88	34	18	3	5	148	N/A
53	My supervisor provides me with constructive suggestions to improve my job performance.	Agree-disagree	77.7%	45.7%	32.0%	14.4%	5.2%	2.7%	8.0%	68	47	21	8	4	148	N/A
54	My supervisor provides me with performance feedback throughout the year.	Agree-disagree	80.1%	47.3%	32.8%	13.1%	4.7%	2.1%	6.8%	69	48	19	7	3	146	3
55	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	Agree-disagree	45.7%	17.1%	28.6%	31.0%	10.9%	12.4%	23.3%	25	41	45	16	18	145	3
56	My organization's senior leaders maintain high standards of honesty and integrity.	Agree-disagree	67.3%	26.7%	40.6%	18.9%	5.8%	8.0%	13.8%	37	56	26	8	11	138	10
57	*Managers communicate the goals of the organization.	Agree-disagree	67.4%	24.3%	43.1%	16.8%	8.3%	7.5%	15.8%	35	62	24	12	11	144	3
58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	Agree-disagree	61.1%	21.9%	39.2%	16.6%	9.1%	13.3%	22.4%	31	56	24	13	19	143	5
59	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	Good-poor	55.6%	27.2%	28.5%	24.0%	11.8%	8.5%	20.3%	37	39	33	16	12	137	12
60	I have a high level of respect for my organization's senior leaders.	Agree-disagree	64.0%	26.0%	37.9%	19.0%	10.3%	6.8%	17.0%	38	56	28	15	10	147	2
61	Senior leaders demonstrate support for Work-Life programs.	Agree-disagree	57.8%	24.8%	33.0%	18.0%	13.8%	10.4%	24.2%	35	47	25	20	15	142	5
62	Management encourages innovation.	Agree-disagree	42.5%	16.4%	26.1%	33.1%	9.8%	14.6%	24.4%	23	37	47	14	21	142	7
63	Management makes effective changes to address challenges facing our organization.	Agree-disagree	47.9%	19.7%	28.3%	24.5%	11.6%	16.0%	27.6%	28	40	35	17	23	143	6
64	Management involves employees in decisions that affect their work.	Agree-disagree	42.2%	14.9%	27.3%	21.0%	17.3%	19.5%	36.8%	21	39	31	25	28	144	4
65	*How satisfied are you with your involvement in decisions that affect your work?	Satisfied-dissatisfied	49.9%	14.6%	35.3%	22.3%	21.8%	6.0%	27.8%	21	52	33	32	9	147	N/A
66	*How satisfied are you with the information you receive from management on what's going on in your organization?	Satisfied-dissatisfied	56.4%	21.1%	35.3%	21.5%	19.4%	2.7%	22.1%	31	52	32	29	4	148	N/A
67	*How satisfied are you with the recognition you receive for doing a good job?	Satisfied-dissatisfied	69.5%	27.1%	42.4%	15.6%	9.5%	5.4%	14.9%	40	63	23	14	8	148	N/A
68	*Considering everything, how satisfied are you with your job?	Satisfied-dissatisfied	74.3%	28.8%	45.5%	11.7%	11.3%	2.7%	14.0%	42	67	17	17	4	147	N/A
69	Considering everything, how satisfied are you with your pay?	Satisfied-dissatisfied	69.0%	19.7%	49.4%	14.7%	10.1%	6.1%	16.2%	29	73	22	15	9	148	N/A
70	*Considering everything, how satisfied are you with your organization?	Satisfied-dissatisfied	66.3%	27.1%	39.2%	16.3%	14.0%	3.4%	17.4%	40	58	24	21	5	148	N/A
71	My organization's management practices promote diversity (e.g., outreach, recruitment, promotion opportunities).	Agree-disagree	67.3%	26.1%	41.3%	21.5%	5.9%	5.2%	11.1%	35	56	29	8	7	135	14

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72	My supervisor demonstrates a commitment to workforce diversity (e.g., recruitment, promotion opportunities, development).	Agree-disagree	76.2%	34.3%	41.9%	18.0%	2.9%	2.9%	5.8%	48	58	25	4	4	139	10
73	I have similar access to advancement opportunities (e.g., promotion, career development, training) as others in my work unit.	Agree-disagree	69.0%	33.7%	35.3%	15.0%	10.2%	5.8%	16.0%	47	50	21	14	8	140	8
74	My supervisor provides opportunities fairly to all employees in my work unit (e.g., promotions, work assignments).	Agree-disagree	73.1%	36.9%	36.2%	13.0%	8.0%	5.8%	13.8%	51	51	18	11	8	139	9
75	In my work unit, excellent work is similarly recognized for all employees (e.g., awards, acknowledgements).	Agree-disagree	72.2%	33.9%	38.3%	15.0%	5.3%	7.5%	12.8%	45	51	20	7	10	133	15
76	Employees in my work unit treat me as a valued member of the team.	Agree-disagree	84.7%	44.6%	40.1%	11.8%	2.1%	1.4%	3.5%	64	58	17	3	2	144	3
77	Employees in my work unit make me feel I belong.	Agree-disagree	79.0%	42.6%	36.3%	16.2%	3.5%	1.4%	4.9%	62	53	24	5	2	146	1
78	Employees in my work unit care about me as a person.	Agree-disagree	78.0%	43.3%	34.7%	18.5%	1.4%	2.1%	3.5%	62	50	27	2	3	144	3
79	I am comfortable expressing opinions that are different from other employees in my work unit.	Agree-disagree	72.4%	30.5%	41.9%	16.5%	8.4%	2.8%	11.1%	44	61	24	12	4	145	2
80	In my work unit, people's differences are respected.	Agree-disagree	76.3%	38.5%	37.8%	17.3%	2.8%	3.6%	6.4%	55	54	25	4	5	143	4
81	I can be successful in my organization being myself.	Agree-disagree	76.0%	34.6%	41.4%	19.9%	2.0%	2.1%	4.1%	50	60	29	3	3	145	2
82	I can easily make a request of my organization to meet my accessibility needs.	Agree-disagree	79.5%	38.4%	41.1%	13.6%	3.3%	3.5%	6.8%	33	36	12	3	3	87	58
83	My organization responds to my accessibility needs in a timely manner.	Agree-disagree	76.0%	42.2%	33.8%	18.7%	2.6%	2.7%	5.3%	31	25	14	2	2	74	71
84	My organization meets my accessibility needs.	Agree-disagree	75.9%	40.2%	35.7%	19.1%	2.5%	2.6%	5.0%	31	28	15	2	2	78	67
85	My job inspires me.	Agree-disagree	63.9%	30.4%	33.5%	23.5%	7.9%	4.8%	12.6%	45	49	35	12	7	148	N/A
86	The work I do gives me a sense of accomplishment.	Agree-disagree	75.1%	37.4%	37.7%	16.3%	3.8%	4.8%	8.6%	55	56	24	6	7	148	N/A
87	I feel a strong personal attachment to my organization.	Agree-disagree	63.0%	33.5%	29.6%	23.0%	9.2%	4.8%	14.0%	49	44	34	14	7	148	N/A
88	I identify with the mission of my organization.	Agree-disagree	86.2%	42.5%	43.7%	10.3%	1.4%	2.1%	3.5%	62	64	15	2	3	146	N/A
89	It is important to me that my work contribute to the common good.	Agree-disagree	91.8%	56.6%	35.2%	8.2%	0.0%	0.0%	0.0%	84	53	12	0	0	149	N/A

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

** Unweighted count of responses excluding "Do Not Know," "No Basis to Judge," "There have been no recent hires in my work unit," or "I do not have any accessibility needs."

Percentages are weighted to represent the Agency's population.

Q12 and Q34 are negatively worded, so percent positive scores include "Strongly Disagree" or "Disagree" responses and percent negative scores include "Strongly Agree" or "Agree" responses. Results for these items should be interpreted with caution as these items have been flagged for review for 2023.

Source: Merit Systems Protection Board AES Report, 2022 OPM Federal Employee Viewpoint Survey

15. In my work unit poor performers usually (select all that apply):

	2022	2022
	N	%
Remain in the work unit and improve their performance over time	19	12.9%
Remain in the work unit and continue to underperform	35	23.5%
Leave the work unit - removed or transferred	6	4.1%
Leave the work unit - quit	11	7.5%
There are no poor performers in my work unit	36	24.5%
Do Not Know	54	36.5%
Total (percents will add to more than 100% because respondents could choose more than one response option)	148	N/A

Percentages are weighted to represent the Agency's population.

Source: **Merit Systems Protection Board AES Report, 2022 OPM Federal Employee Viewpoint Survey**