

U.S. Merit Systems Protection Board 2023 Federal Employee Viewpoint Survey Results

Attached are the U.S. Merit Systems Protections Board's (MSPB's) results from the 2023 Federal Employee Viewpoint Survey (FEVS), administered by the U.S. Office of Personnel Management (OPM).

- **Survey administration:** The web-based 2023 FEVS was administered from May 16 to July 14, 2023. An invitation to participate in the survey was sent via email to all MSPB permanent career civil service employees on board as of November 2022. (Political and temporary appointees were not included.)
- **Response rate:** The overall adjusted response rate in 2023 was 83% (147 surveys returned out of 177 invitations issued). This response rate is 2% above the response rate for 2022 (81%) and set a record for the highest response rate for the MSPB FEVS.
- **Summary of results:** According to OPM's definition (percent positive 65% or above), 56 of the 89 core 2022 FEVS items were rated as strengths for MSPB. The items with the highest percent positive were the work unit contributes positively to agency performance (98%); the work unit meets customer needs (97%); the work unit produces high-quality work (97%); the importance to the employee of work contributing to the common good (93%); and the supervisor treats the employee with respect (93%). OPM defines a challenge as any item with the percent negative above 35%. The items with the highest percent negative were management involves employees in decisions that affect their work (55%); belief that the survey results will be used to make the agency a better place (45%); management makes effective changes to address organizational challenges (44%); senior leaders generate high levels of motivation and commitment (44%); and senior leaders demonstrate support for Work-Life programs (41%).

Comparing percent positive responses for the 84 core items in 2023 that were also included on the 2022 FEVS, 24 items increased by 3% or more, and 37 items decreased by 3% or more. The largest increases were employees in my work unit consider customer needs a top priority (+12%); people's differences are respected in my work unit (+9%); I am comfortable expressing opinions that are different from others in my work unit (+9%); and my supervisor listens to what I have to say (9%). The largest decreases were overall satisfaction with the organization (-17%); respect for senior leaders (-16%); senior leaders maintain high standards of honesty and integrity (-16%); and senior leaders demonstrate support for Work-Life programs (-16%).

After five years without a quorum, MSPB's quorum was restored on March 4, 2022, which enabled MSPB to fully resume its statutory functions, including issuing decisions (at headquarters) and merit systems studies. However, the length of time without a quorum created a large inventory of cases at headquarters, which has substantially increased workload at a time when staffing has decreased due to budget constraints. Other significant internal challenges include the implementation of a new, modernized electronic appeal and case management system and issues related to information technology system stability. In addition, MSPB, like other agencies in 2023, updated 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 2023 FEVS results. Despite these circumstances, MSPB employees remain highly committed to

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MSPB's mission and view their colleagues as producing high-quality work that contributes positively to agency performance and meets customer needs. MSPB will continue to analyze the FEVS results in more detail and solicit additional input to 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	72%	27%	46%	18%	6%	4%	10%	38	68	25	9	6	146	N/A
2	I feel encouraged to come up with new and better ways of doing things.	Agree-disagree	57%	25%	32%	16%	18%	9%	27%	36	47	23	26	14	146	N/A
3	My work gives me a feeling of personal accomplishment.	Agree-disagree	85%	35%	50%	7%	5%	3%	8%	50	73	10	8	5	146	N/A
4	I know what is expected of me on the job.	Agree-disagree	88%	40%	48%	8%	2%	2%	4%	57	71	11	3	3	145	N/A
5	*My workload is reasonable.	Agree-disagree	61%	23%	38%	22%	12%	5%	17%	34	56	31	18	8	147	N/A
6	*My talents are used well in the workplace.	Agree-disagree	75%	29%	46%	14%	6%	5%	11%	41	68	19	9	8	145	N/A
7	*I know how my work relates to the agency's goals.	Agree-disagree	90%	50%	41%	6%	1%	2%	4%	72	60	8	2	4	146	N/A
8	*I can disclose a suspected violation of any law, rule, or regulation without fear of reprisal.	Agree-disagree	62%	30%	32%	15%	11%	12%	23%	41	43	20	15	17	136	11
9	I have enough information to do my job well.	Agree-disagree	83%	33%	50%	11%	4%	2%	6%	47	74	16	6	3	146	N/A
10	I receive the training I need to do my job well.	Agree-disagree	68%	28%	40%	18%	11%	2%	13%	41	60	25	16	4	146	N/A
11	I am held accountable for the quality of work I produce.	Agree-disagree	90%	40%	49%	6%	3%	1%	4%	57	74	9	4	2	146	N/A
12	I have a clear idea of how well I am doing my job.	Agree-disagree	82%	32%	49%	13%	4%	1%	6%	47	72	18	7	2	146	N/A
13	I have the autonomy to decide how I do my job.	Agree-disagree	67%	28%	39%	16%	10%	7%	16%	41	59	22	15	10	147	N/A
14	I can make decisions about my work without getting permission first.	Agree-disagree	62%	20%	43%	19%	14%	4%	18%	29	64	27	20	7	147	N/A
15	*The people I work with cooperate to get the job done.	Agree-disagree	93%	51%	42%	4%	2%	1%	3%	74	62	5	4	1	146	N/A
17	*In my work unit, differences in performance are recognized in a meaningful way.	Agree-disagree	49%	16%	33%	29%	13%	8%	21%	19	36	32	15	10	112	35
18	Employees in my work unit share job knowledge.	Agree-disagree	92%	45%	47%	6%	1%	1%	2%	66	69	9	2	1	147	0
19	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	Agree-disagree	88%	45%	44%	8%	2%	2%	4%	66	64	11	3	3	147	0
20	Employees in my work unit meet the needs of our customers.	Always-never	97%	58%	39%	2%	1%	0%	1%	80	55	3	1	0	139	7
21	Employees in my work unit contribute positively to my agency's performance.	Always-never	98%	71%	27%	1%	1%	0%	1%	100	38	2	1	0	141	5
22	Employees in my work unit produce high-quality work.	Always-never	97%	67%	31%	2%	1%	0%	1%	93	44	3	1	0	141	4
23	Employees in my work unit adapt to changing priorities.	Always-never	89%	61%	28%	8%	2%	1%	3%	82	38	11	3	1	135	8
24	New hires in my work unit (i.e. hired in the past year) have the right skills to do their jobs.	Agree-disagree	72%	30%	43%	19%	6%	3%	9%	35	51	22	7	4	119	27
25	I can influence decisions in my work unit.	Agree-disagree	65%	24%	41%	21%	10%	3%	13%	36	60	30	15	5	146	N/A
26	I know what my work unit's goals are.	Agree-disagree	89%	44%	45%	7%	4%	1%	5%	64	65	10	6	1	146	N/A
27	My work unit commits resources to develop new ideas (e.g., budget, staff, time, expert support).	Agree-disagree	51%	18%	33%	22%	19%	8%	27%	25	46	29	27	11	138	8
28	My work unit successfully manages disruptions to our work.	Agree-disagree	72%	32%	40%	15%	9%	4%	13%	46	56	21	14	6	143	3

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29	Employees in my work unit consistently look for new ways to improve how they do their work.	Agree-disagree	74%	28%	46%	14%	12%	1%	12%	39	65	19	17	1	141	5
30	Employees in my work unit incorporate new ideas into their work.	Agree-disagree	70%	28%	42%	18%	12%	1%	12%	38	59	24	17	1	139	5
31	Employees in my work unit approach change as an opportunity.	Agree-disagree	58%	24%	34%	23%	16%	3%	19%	33	46	32	22	5	138	7
32	Employees in my work unit consider customer needs a top priority.	Agree-disagree	86%	40%	46%	11%	3%	0%	3%	56	64	15	5	0	140	5
33	Employees in my work unit consistently look for ways to improve customer service.	Agree-disagree	73%	28%	44%	18%	8%	1%	9%	39	62	25	11	1	138	6
34	Employees in my work unit support my need to balance my work and personal responsibilities.	Agree-disagree	84%	40%	44%	6%	4%	5%	10%	57	62	9	6	8	142	3
35	Employees are recognized for providing high quality products and services.	Agree-disagree	61%	27%	35%	16%	12%	10%	22%	36	48	23	18	15	140	6
36	Employees are protected from health and safety hazards on the job.	Agree-disagree	63%	38%	25%	16%	14%	7%	21%	52	35	23	19	10	139	6
37	My organization is successful at accomplishing its mission.	Agree-disagree	85%	38%	47%	11%	1%	3%	4%	55	68	15	2	4	144	1
38	I have a good understanding of my organization's priorities.	Agree-disagree	71%	29%	42%	15%	9%	5%	14%	42	61	22	13	8	146	N/A
39	My organization shares results (for example, town halls, email, distribution of reports) from the Federal Employee Viewpoint Survey (FEVS).	Agree-disagree	78%	32%	46%	15%	5%	2%	7%	46	67	20	8	3	144	1
40	Information is openly shared in my organization.	Agree-disagree	50%	16%	34%	17%	22%	11%	33%	22	47	24	30	17	140	0
41	The approval process in my organization allows timely delivery of my work.	Agree-disagree	64%	21%	43%	19%	8%	8%	17%	29	60	26	12	13	140	4
42	My organization effectively adapts to changing government priorities.	Agree-disagree	53%	21%	32%	23%	15%	9%	24%	27	42	30	21	13	133	11
43	My organization has prepared me for potential physical security threats.	Agree-disagree	73%	24%	49%	16%	7%	4%	11%	36	71	22	11	6	146	0
44	My organization has prepared me for potential cybersecurity threats.	Agree-disagree	87%	31%	57%	7%	3%	3%	6%	42	81	9	5	4	141	2
45	In my organization, arbitrary action, personal favoritism and/or political coercion are not tolerated.	Agree-disagree	58%	26%	31%	16%	15%	11%	26%	35	43	22	21	16	137	8
46	*I recommend my organization as a good place to work.	Agree-disagree	58%	28%	30%	24%	12%	5%	18%	40	43	35	19	8	145	N/A
47	*I believe the results of this survey will be used to make my agency a better place to work.	Agree-disagree	40%	19%	21%	14%	22%	23%	45%	25	29	20	29	33	136	10
48	Supervisors in my work unit support employee development.	Agree-disagree	84%	44%	40%	11%	4%	1%	5%	61	56	15	5	2	139	2
49	My supervisor supports my need to balance work and other life issues.	Agree-disagree	87%	61%	25%	7%	3%	3%	6%	89	38	10	4	5	146	N/A
50	My supervisor listens to what I have to say.	Agree-disagree	91%	57%	34%	5%	2%	3%	5%	82	50	7	3	4	146	N/A
51	My supervisor treats me with respect.	Agree-disagree	93%	67%	26%	3%	1%	3%	3%	98	38	5	1	4	146	N/A
52	I have trust and confidence in my supervisor.	Agree-disagree	79%	51%	28%	14%	5%	3%	7%	75	41	19	7	4	146	N/A
53	My supervisor holds me accountable for achieving results.	Agree-disagree	92%	58%	34%	7%	2%	0%	2%	83	49	10	3	0	145	N/A
54	Overall, how good a job do you feel is being done by your immediate supervisor?	Good-poor	82%	55%	27%	13%	3%	2%	5%	80	39	19	4	3	145	N/A
55	My supervisor provides me with constructive suggestions to improve my job performance.	Agree-disagree	79%	49%	30%	15%	5%	1%	6%	70	44	22	8	1	145	N/A

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56	My supervisor provides me with performance feedback throughout the year.	Agree-disagree	85%	47%	38%	6%	8%	1%	9%	68	56	9	11	2	146	0
57	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	Agree-disagree	40%	14%	25%	16%	19%	25%	44%	21	35	23	27	38	144	1
58	My organization's senior leaders maintain high standards of honesty and integrity.	Agree-disagree	51%	22%	30%	23%	10%	15%	25%	28	38	30	13	21	130	15
59	*Managers communicate the goals of the organization.	Agree-disagree	56%	21%	35%	17%	16%	11%	27%	30	48	25	23	16	142	2
60	Managers promote communication among different work units (for example, about projects, goals, needed resources).	Agree-disagree	47%	17%	30%	20%	15%	17%	33%	23	40	28	21	25	137	7
61	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	Good-poor	53%	28%	25%	20%	13%	14%	27%	38	34	29	19	20	140	5
62	I have a high level of respect for my organization's senior leaders.	Agree-disagree	48%	26%	22%	28%	7%	17%	24%	36	32	41	11	25	145	1
63	Senior leaders demonstrate support for Work-Life programs.	Agree-disagree	42%	22%	20%	16%	16%	25%	41%	30	26	22	22	37	137	8
64	Management encourages innovation.	Agree-disagree	31%	18%	13%	33%	14%	22%	36%	24	18	45	20	32	139	7
65	Management makes effective changes to address challenges facing our organization.	Agree-disagree	37%	18%	19%	19%	23%	21%	44%	25	25	27	33	32	142	4
66	Management involves employees in decisions that affect their work.	Agree-disagree	29%	15%	14%	16%	28%	27%	55%	21	20	23	40	40	144	2
67	*How satisfied are you with your involvement in decisions that affect your work?	Satisfied-dissatisfied	37%	17%	20%	25%	29%	9%	38%	25	29	34	44	14	146	N/A
68	*How satisfied are you with the information you receive from management on what's going on in your organization?	Satisfied-dissatisfied	46%	17%	29%	24%	19%	11%	31%	24	42	33	28	18	145	N/A
69	*How satisfied are you with the recognition you receive for doing a good job?	Satisfied-dissatisfied	59%	22%	37%	24%	11%	7%	17%	32	53	34	16	11	146	N/A
70	*Considering everything, how satisfied are you with your job?	Satisfied-dissatisfied	62%	26%	36%	23%	12%	3%	15%	36	53	33	18	6	146	N/A
71	Considering everything, how satisfied are you with your pay?	Satisfied-dissatisfied	67%	20%	48%	16%	12%	5%	17%	28	70	23	17	8	146	N/A
72	*Considering everything, how satisfied are you with your organization?	Satisfied-dissatisfied	49%	22%	27%	25%	20%	7%	26%	31	39	36	29	11	146	N/A
73	My organization's management practices promote diversity (e.g., outreach, recruitment, promotion opportunities).	Agree-disagree	60%	27%	34%	21%	11%	8%	19%	35	45	28	15	10	133	13
74	My supervisor demonstrates a commitment to workforce diversity (e.g., recruitment, promotion opportunities, development).	Agree-disagree	77%	40%	37%	13%	5%	4%	9%	53	50	18	7	5	133	13
75	I have similar access to advancement opportunities (e.g., promotion, career development, training) as others in my work unit.	Agree-disagree	68%	29%	39%	17%	10%	5%	15%	38	52	22	13	7	132	13
76	My supervisor provides opportunities fairly to all employees in my work unit (e.g., promotions, work assignments).	Agree-disagree	77%	37%	40%	14%	4%	6%	9%	50	53	19	5	8	135	10
77	In my work unit, excellent work is similarly recognized for all employees (e.g., awards, acknowledgements).	Agree-disagree	68%	37%	31%	19%	9%	4%	13%	45	37	22	11	5	120	26
78	Employees in my work unit make me feel I belong.	Agree-disagree	85%	42%	43%	9%	3%	3%	6%	60	61	12	5	4	142	4
79	Employees in my work unit care about me as a person.	Agree-disagree	82%	43%	39%	11%	4%	3%	7%	62	56	15	6	5	144	2
80	I am comfortable expressing opinions that are different from other employees in my work unit.	Agree-disagree	81%	36%	45%	7%	9%	4%	13%	51	63	9	12	6	141	5
81	In my work unit, people's differences are respected.	Agree-disagree	85%	41%	44%	8%	6%	1%	7%	58	64	10	9	1	142	4
82	I can be successful in my organization being myself.	Agree-disagree	83%	38%	44%	11%	4%	2%	6%	52	65	15	6	3	141	4

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83	I can easily make a request of my organization to meet my accessibility needs.	Agree-disagree	81%	43%	38%	8%	9%	3%	12%	35	33	6	7	2	83	31
84	My organization responds to my accessibility needs in a timely manner.	Agree-disagree	80%	44%	36%	14%	5%	1%	6%	30	26	9	3	1	69	46
85	My organization meets my accessibility needs.	Agree-disagree	80%	45%	36%	15%	4%	1%	5%	32	27	10	3	1	73	35
86	My job inspires me.	Agree-disagree	64%	28%	36%	21%	9%	6%	15%	39	53	30	13	10	145	N/A
87	The work I do gives me a sense of accomplishment.	Agree-disagree	82%	34%	48%	10%	5%	3%	8%	48	70	14	7	5	144	N/A
88	I feel a strong personal attachment to my organization.	Agree-disagree	56%	27%	30%	22%	15%	7%	22%	37	43	32	22	11	145	N/A
89	I identify with the mission of my organization.	Agree-disagree	86%	42%	44%	11%	1%	2%	3%	60	64	15	2	3	144	N/A
90	It is important to me that my work contribute to the common good.	Agree-disagree	93%	54%	39%	6%	0%	1%	1%	78	58	8	0	1	145	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.

For confidentiality purposes, a "-" indicates that there are fewer than 4 responses to Questions 83, 84, or 85 and results are therefore suppressed.

Source: Merit Systems Protection Board AES Report, 2023 OPM Federal Employee Viewpoint Survey