

## **Farm Credit Administration 2023 Federal Employee Viewpoint Survey**

Each year, the Office of Personnel Management (OPM) conducts the Federal Employee Viewpoint Survey (FEVS) in which the Farm Credit Administration (FCA) participates. This report provides a brief summary of the 2023 results, followed by tables showing the survey responses by measure.

The 2023 survey was conducted online from May 16 to July 14, 2023. An email link to the survey was sent to all 300 eligible agency employees. This was a census survey, and 239 FCA employees responded, reflecting a 79.7% response rate. FCA's engagement index score this year is 84%, an increase of 1 percentage point from 2022.

### **The results**

The agency's scores for all major indices remain higher than the average governmentwide and small agency scores. Also, our scores improved by several percentage points from last year on the following survey statements:

- Employees are protected from health and safety hazards on the job. (+9)
- Employees in my work unit consistently look for ways to improve customer service. (+8)
- My organization meets my accessibility needs. (+8)
- Employees in my work unit consider customer needs a top priority. (+7)

Overall, the highest positive scores were in response to the following statements:

- My supervisor holds me accountable for achieving results. (98%)
- Employees in my work unit meet the needs of our customers. (96%)
- My supervisor supports my need to balance work and other life issues. (96%)
- Employees in my work unit contribute positively to my agency's performance. (96%)
- My supervisor treats me with respect. (96%)

The survey also indicated that most FCA employees (93% or more) agreed with the following statements:

- Supervisors in my work unit support employee development.
- I know how my work relates to the agency's goals.
- The people I work with cooperate to get the job done.
- I am held accountable for the quality of work I produce.
- Employees in my work unit share job knowledge.
- My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.
- Employees in my work unit produce high-quality work.
- My organization is successful at accomplishing its mission.

- My organization shares results (for example, town halls, email, distribution of reports) from the Federal Employee Viewpoint Survey (FEVS).
- My supervisor listens to what I have to say.
- It is important to me that my work contribute to the common good.

The table below shows how FCA's scores for major index categories compare with governmentwide and small agency scores.

### FEVS Major Index Comparisons

<b>FEVS Major Index Category</b>	<b>Governmentwide</b>	<b>Small Agencies</b>	<b>Farm Credit Administration</b>
Overall Engagement Score	72%	75%	84%
Leaders Lead	61%	64%	76%
Supervisors	80%	85%	94%
Intrinsic Work Experience	74%	78%	82%
Global Satisfaction	64%	69%	79%
Performance Confidence	84%	90%	95%
Diversity, Equity, Inclusion, and Accessibility	71%	76%	84%

The results below include response percentages for each survey item. The definitions for the Positive, Neutral, and Negative response percentages vary in the following ways across the three primary response scales used in the survey:

- **Positive:** *Strongly Agree and Agree or Always and Most of the time or Very Good and Good or Very Satisfied and Satisfied*
- **Neutral:** *Neither Agree nor Disagree or Sometimes or Fair or Neither Satisfied nor Dissatisfied*
- **Negative:** *Disagree and Strongly Disagree or Rarely and Never or Poor and Very Poor or Dissatisfied and Very Dissatisfied*

### FEVS Questions and Responses

Question	Positive	Neutral	Negative
I am given a real opportunity to improve my skills in my organization.	91.0%	4.6%	4.4%
I feel encouraged to come up with new and better ways of doing things.	67.9%	19.4%	12.8%
My work gives me a feeling of personal accomplishment.	81.6%	10.8%	7.6%
I know what is expected of me on the job.	88.6%	8.0%	3.4%
My workload is reasonable.	73.8%	13.2%	13.0%
My talents are used well in the workplace.	77.3%	13.2%	9.5%
I know how my work relates to the agency's goals.	94.8%	4.0%	1.2%
I can disclose a suspected violation of any law, rule, or regulation without fear of reprisal.	83.7%	9.0%	7.3%
I have enough information to do my job well.	88.5%	7.0%	4.4%
I receive the training I need to do my job well.	84.5%	10.7%	4.9%
I am held accountable for the quality of work I produce.	92.5%	6.4%	1.2%
I have a clear idea of how well I am doing my job.	85.4%	9.3%	5.2%
I have the autonomy to decide how I do my job.	72.7%	13.8%	13.6%
I can make decisions about my work without getting permission first.	67.6%	16.7%	15.7%
The people I work with cooperate to get the job done.	93.3%	5.5%	1.3%
In my work unit, differences in performance are recognized in a meaningful way.	54.9%	24.5%	20.6%
Employees in my work unit share job knowledge.	92.9%	4.6%	2.5%
My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	93.3%	5.4%	1.3%
Employees in my work unit meet the needs of our customers.	96.4%	3.2%	0.5%

<b>Question</b>	<b>Positive</b>	<b>Neutral</b>	<b>Negative</b>
Employees in my work unit contribute positively to my agency's performance.	96.0%	3.1%	0.9%
Employees in my work unit produce high-quality work.	94.9%	3.9%	1.3%
Employees in my work unit adapt to changing priorities.	91.1%	6.4%	2.4%
New hires in my work unit (i.e., hired in the past year) have the right skills to do their jobs.	82.6%	13.9%	3.5%
I can influence decisions in my work unit.	76.9%	16.3%	6.9%
I know what my work unit's goals are.	92.5%	4.3%	3.2%
My work unit commits resources to develop new ideas (e.g., budget, staff, time, expert support).	68.9%	17.4%	13.7%
My work unit successfully manages disruptions to our work.	86.2%	9.9%	3.9%
Employees in my work unit consistently look for new ways to improve how they do their work.	74.5%	18.2%	7.3%
Employees in my work unit incorporate new ideas into their work.	71.3%	18.1%	10.7%
Employees in my work unit approach change as an opportunity.	70.3%	19.2%	10.4%
Employees in my work unit consider customer needs a top priority.	82.9%	12.4%	4.7%
Employees in my work unit consistently look for ways to improve customer service.	74.4%	19.0%	6.6%
Employees in my work unit support my need to balance my work and personal responsibilities.	94.0%	3.9%	2.1%
Employees are recognized for providing high quality products and services.	76.4%	14.7%	8.9%
Employees are protected from health and safety hazards on the job.	95.2%	4.0%	0.8%
My organization is successful at accomplishing its mission.	95.6%	3.1%	1.3%
I have a good understanding of my organization's priorities.	89.0%	6.2%	4.8%
My organization shares results (for example, town halls, email, distribution of reports) from the Federal Employee Viewpoint Survey (FEVS).	94.2%	3.8%	2.0%
Information is openly shared in my organization.	72.7%	12.1%	15.2%
The approval process in my organization allows timely delivery of my work.	66.1%	14.6%	19.3%

<b>Question</b>	<b>Positive</b>	<b>Neutral</b>	<b>Negative</b>
My organization effectively adapts to changing government priorities.	82.8%	13.0%	4.2%
My organization has prepared me for potential physical security threats.	75.4%	14.7%	9.9%
My organization has prepared me for potential cybersecurity threats.	90.6%	7.8%	1.6%
In my organization, arbitrary action, personal favoritism and/or political coercion are not tolerated.	63.4%	18.0%	18.6%
I recommend my organization as a good place to work.	88.0%	7.9%	4.1%
I believe the results of this survey will be used to make my agency a better place to work.	70.5%	16.2%	13.3%
Supervisors in my work unit support employee development.	95.8%	2.9%	1.3%
My supervisor supports my need to balance work and other life issues.	96.1%	2.6%	1.3%
My supervisor listens to what I have to say.	95.3%	2.3%	2.4%
My supervisor treats me with respect.	96.0%	1.2%	2.8%
I have trust and confidence in my supervisor.	91.3%	5.5%	3.2%
My supervisor holds me accountable for achieving results.	97.6%	1.2%	1.2%
Overall, how good a job do you feel is being done by your immediate supervisor?	91.5%	6.3%	2.2%
My supervisor provides me with constructive suggestions to improve my job performance.	87.8%	8.6%	3.5%
My supervisor provides me with performance feedback throughout the year.	88.9%	7.6%	3.5%
In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	63.6%	22.9%	13.5%
My organization's senior leaders maintain high standards of honesty and integrity.	80.9%	11.8%	7.3%
Managers communicate the goals of the organization.	80.9%	10.5%	8.6%
Managers promote communication among different work units (for example, about projects, goals, needed resources).	74.2%	13.0%	12.8%
Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	82.1%	11.6%	6.3%
I have a high level of respect for my organization's senior leaders.	74.9%	14.6%	10.4%
Senior leaders demonstrate support for Work-Life programs.	88.0%	9.0%	3.0%

<b>Question</b>	<b>Positive</b>	<b>Neutral</b>	<b>Negative</b>
Management encourages innovation.	64.4%	20.6%	15.0%
Management makes effective changes to address challenges facing our organization.	73.8%	15.7%	10.5%
Management involves employees in decisions that affect their work.	63.2%	21.2%	15.7%
How satisfied are you with your involvement in decisions that affect your work?	70.1%	19.8%	10.1%
How satisfied are you with the information you receive from management on what's going on in your organization?	72.0%	14.2%	13.8%
How satisfied are you with the recognition you receive for doing a good job?	73.1%	13.7%	13.2%
Considering everything, how satisfied are you with your job?	82.6%	10.1%	7.3%
Considering everything, how satisfied are you with your pay?	65.4%	17.6%	17.0%
Considering everything, how satisfied are you with your organization?	80.2%	13.6%	6.2%
My organization's management practices promote diversity (e.g., outreach, recruitment, promotion opportunities).	86.5%	8.2%	5.3%
My supervisor demonstrates a commitment to workforce diversity (e.g., recruitment, promotion opportunities, development).	87.0%	9.1%	3.9%
I have similar access to advancement opportunities (e.g., promotion, career development, training) as others in my work unit.	73.8%	10.5%	15.8%
My supervisor provides opportunities fairly to all employees in my work unit (e.g., promotions, work assignments).	83.2%	9.8%	7.0%
In my work unit, excellent work is similarly recognized for all employees (e.g., awards, acknowledgements).	74.1%	14.8%	11.1%
Employees in my work unit make me feel I belong.	85.9%	9.7%	4.4%
Employees in my work unit care about me as a person.	86.8%	9.1%	4.1%
I am comfortable expressing opinions that are different from other employees in my work unit.	84.0%	7.5%	8.4%
In my work unit, people's differences are respected.	90.8%	4.5%	4.7%
I can be successful in my organization being myself.	83.9%	9.2%	6.9%
I can easily make a request of my organization to meet my accessibility needs.	86.1%	7.9%	6.0%

<b>Question</b>	<b>Positive</b>	<b>Neutral</b>	<b>Negative</b>
My organization responds to my accessibility needs in a timely manner.	84.7%	10.4%	5.0%
My organization meets my accessibility needs.	85.5%	8.5%	6.0%
My job inspires me.	64.3%	22.9%	12.8%
The work I do gives me a sense of accomplishment.	80.3%	11.4%	8.3%
I feel a strong personal attachment to my organization.	66.5%	21.4%	12.1%
I identify with the mission of my organization.	88.1%	8.7%	3.2%
It is important to me that my work contribute to the common good.	94.2%	3.7%	2.1%

### **Telework and Remote Work Question and Responses**

<b>Please select the response that best describes your remote work or teleworking schedule:</b>	<b>% selected</b>
I telework every work day (i.e., remote work agreement).	5.1%
I telework 3 or 4 days per week.	75.1%
I telework 1 or 2 days per week.	15.2%
I telework, but only about 1 or 2 days per week.	1.2%
I telework very infrequently, on an unscheduled or short-term basis.	1.2%
I do not telework because I have to be physically present on the job (e.g., law enforcement officers, TSA agent, border patrol agent, security personnel).	0.4%
I do not telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.	0.0%
I do not telework because I did not receive approval to do so, even though I have the kind of job where I can telework.	0.0%
I do not telework because I choose not to telework.	1.7%