

## 2017 Federal Employee Viewpoint Survey FCC Results

The 2017 Federal Employee Viewpoint Survey (FEVS) was administered government-wide by the U.S. Office of Personnel Management (OPM) from May 9, 2017 through June 20, 2017. The survey was a self-administered Internet questionnaire offered to all permanent employees on board as of October 30, 2016. The 2017 FEVS remained unchanged from the 2016 survey. It contained 98 items; 84 measured Federal employees' perceptions about how effectively agencies manage their workforce and 14 were demographic questions. Included in the survey were 40 items prescribed by OPM that must be asked of employees each year. These questions are identified with an asterisk. Of the 1,462 FCC employees surveyed, 715 (49%) participated. When FCC responses to the FEVS questions (excluding the demographic items) are ranked by positive response (e.g., strongly agree and agree, or very satisfied and satisfied), the top five responses indicate that most employees feel that: 1) when needed they are willing to put in the extra effort to get a job done; 2) they are constantly looking for ways to do their job better; 3) their supervisor supports their need to balance work and other life issues; 4) the overall quality of the work done by their work unit is high; and 5) the work they do is important. The bottom five responses indicate that few employees agree that: 1) pay raises depend on how well employees perform their jobs; 2) in their work units, steps are taken to deal with a poor performer who cannot or will not improve; 3) in their work unit, differences in performance are recognized in a meaningful way; 4) they are satisfied with their opportunity to get a better job in the agency; and 5) promotions in their work unit are based on merit.

Type of Responses	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/No Basis to Judge N
Agree -disagree	1	*I am given a real opportunity to improve my skills in my organization.	64.64%	23.94%	40.70%	17.64%	12.83%	4.90%	17.73%	178	293	119	92	32	714	N/A
Agree -disagree	2	I have enough information to do my job well.	71.79%	24.20%	47.59%	15.40%	10.06%	2.75%	12.81%	175	338	108	70	19	710	N/A
Agree -disagree	3	I feel encouraged to come up with new and better ways of doing things.	59.85%	23.63%	36.21%	19.88%	13.71%	6.57%	20.27%	176	253	141	94	45	709	N/A
Agree -disagree	4	My work gives me a feeling of personal accomplishment.	68.53%	26.04%	42.49%	17.24%	9.04%	5.19%	14.23%	193	300	120	64	36	713	N/A
Agree -disagree	5	I like the kind of work I do.	79.13%	36.55%	42.58%	14.95%	3.74%	2.18%	5.92%	260	302	103	28	14	707	N/A
Agree -disagree	6	I know what is expected of me on the job.	80.07%	33.85%	46.21%	11.94%	5.38%	2.61%	7.99%	236	333	82	39	17	707	N/A
Agree -disagree	7	When needed I am willing to put in the extra effort to get a job done.	94.73%	65.43%	29.30%	3.54%	0.96%	0.77%	1.73%	461	213	26	5	5	710	N/A
Agree -disagree	8	I am constantly looking for ways to do my job better.	87.80%	45.64%	42.15%	9.79%	1.66%	0.75%	2.41%	327	299	71	10	5	712	N/A
Agree -disagree	9	I have sufficient resources (for example, people, materials, budget) to get my job done.	45.09%	10.47%	34.63%	19.79%	24.52%	10.59%	35.12%	74	244	140	175	78	711	1
Agree -disagree	10	*My workload is reasonable.	67.66%	15.42%	52.25%	15.67%	11.64%	5.02%	16.66%	109	378	108	85	34	714	0
Agree -disagree	11	*My talents are used well in the workplace.	58.03%	17.73%	40.30%	18.32%	13.41%	10.24%	23.65%	127	285	130	91	68	701	2
Agree -disagree	12	*I know how my work relates to the agency's goals and priorities.	80.07%	29.26%	50.82%	12.22%	5.26%	2.44%	7.71%	215	358	86	35	17	711	2
Agree -disagree	13	The work I do is important.	82.83%	39.30%	43.53%	11.24%	3.93%	2.00%	5.93%	282	301	78	26	14	701	5

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Agree -disagree	14	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	76.10%	27.55%	48.55%	12.56%	7.78%	3.57%	11.35%	201	344	87	53	23	708	4
Agree -disagree	15	My performance appraisal is a fair reflection of my performance.	77.31%	32.62%	44.70%	13.55%	5.84%	3.29%	9.13%	231	311	96	38	20	696	17
Agree -disagree	16	I am held accountable for achieving results.	80.85%	30.03%	50.82%	13.34%	4.20%	1.61%	5.81%	219	361	93	27	11	711	1
Agree -disagree	17	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	64.85%	29.18%	35.68%	20.76%	6.79%	7.59%	14.38%	201	238	130	42	47	658	51
Agree -disagree	18	My training needs are assessed.	48.18%	14.79%	33.39%	28.35%	15.17%	8.30%	23.47%	108	230	197	108	56	699	11
Agree -disagree	19	In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding).	69.81%	30.75%	39.06%	18.15%	7.46%	4.57%	12.03%	205	250	114	45	27	641	72
Agree -disagree	20	*The people I work with cooperate to get the job done.	80.56%	36.05%	44.52%	10.97%	6.71%	1.76%	8.47%	256	323	76	45	12	712	N/A
Agree -disagree	21	My work unit is able to recruit people with the right skills.	41.73%	11.91%	29.82%	26.71%	19.86%	11.70%	31.56%	81	209	180	132	74	676	38
Agree -disagree	22	Promotions in my work unit are based on merit.	41.49%	12.46%	29.03%	30.08%	15.00%	13.42%	28.43%	83	190	193	91	83	640	73
Agree -disagree	23	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	30.68%	6.91%	23.78%	33.53%	20.22%	15.56%	35.79%	43	150	198	129	92	612	101
Agree -disagree	24	*In my work unit, differences in performance are recognized in a meaningful way.	37.76%	8.21%	29.55%	29.02%	19.54%	13.69%	33.23%	54	191	180	126	83	634	76
Agree -disagree	25	Awards in my work unit depend on how well employees perform their jobs.	46.50%	12.93%	33.57%	25.38%	16.08%	12.04%	28.12%	80	211	157	98	69	615	95
Agree -disagree	26	Employees in my work unit share job knowledge with each other.	75.93%	28.16%	47.77%	11.79%	6.57%	5.71%	12.28%	204	332	81	48	37	702	10
Agree -disagree	27	The skill level in my work unit has improved in the past year.	53.20%	15.80%	37.41%	30.49%	9.93%	6.38%	16.31%	113	253	198	66	39	669	46
Good -poor	28	How would you rate the overall quality of work done by your work unit?	87.42%	51.11%	36.31%	10.46%	1.58%	0.55%	2.13%	366	261	70	11	4	712	N/A
Agree -disagree	29	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	73.59%	17.90%	55.69%	16.60%	7.03%	2.79%	9.81%	127	380	110	50	17	684	14

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Agree -disagree	30	Employees have a feeling of personal empowerment with respect to work processes.	44.24%	9.36%	34.88%	26.35%	17.45%	11.95%	29.40%	67	240	173	122	77	679	19
Agree -disagree	31	Employees are recognized for providing high quality products and services.	54.69%	13.29%	41.40%	25.97%	10.78%	8.56%	19.34%	94	283	171	72	54	674	22
Agree -disagree	32	Creativity and innovation are rewarded.	44.60%	11.60%	33.00%	25.68%	18.73%	10.99%	29.72%	84	221	169	127	71	672	23
Agree -disagree	33	Pay raises depend on how well employees perform their jobs.	24.68%	5.77%	18.91%	29.85%	24.59%	20.89%	45.48%	37	121	176	157	126	617	78
Agree -disagree	34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	55.34%	14.26%	41.07%	28.75%	7.87%	8.03%	15.91%	96	264	169	47	42	618	76
Agree -disagree	35	Employees are protected from health and safety hazards on the job.	81.83%	26.48%	55.35%	12.05%	3.51%	2.62%	6.13%	190	371	78	21	15	675	23
Agree -disagree	36	My organization has prepared employees for potential security threats.	80.30%	24.84%	55.46%	12.57%	4.74%	2.39%	7.13%	174	375	82	32	14	677	16
Agree -disagree	37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	54.11%	16.77%	37.34%	25.16%	11.15%	9.58%	20.73%	114	241	152	74	58	639	55
Agree -disagree	38	Prohibited Personnel Practices (for example, illegally discriminating for or against any employee/applicant, obstructing a person's right to compete for employment, knowingly violating veterans' preference requirements) are not tolerated.	68.29%	25.27%	43.02%	19.94%	4.82%	6.95%	11.77%	164	268	116	30	39	617	74
Agree -disagree	39	My agency is successful at accomplishing its mission.	70.87%	19.95%	50.93%	21.26%	4.87%	2.99%	7.87%	140	349	137	32	19	677	20
Agree -disagree	40	*I recommend my organization as a good place to work.	67.57%	24.59%	42.98%	18.64%	10.15%	3.64%	13.79%	178	300	126	69	23	696	N/A
Agree -disagree	41	*I believe the results of this survey will be used to make my agency a better place to work.	43.97%	14.71%	29.26%	26.62%	17.61%	11.80%	29.40%	94	186	164	111	69	624	71
Agree -disagree	42	My supervisor supports my need to balance work and other life issues.	88.30%	53.81%	34.49%	6.46%	2.15%	3.08%	5.23%	382	235	41	17	19	694	1
Agree -disagree	43	My supervisor provides me with opportunities to demonstrate my leadership skills.	71.14%	36.86%	34.28%	14.80%	8.80%	5.27%	14.07%	264	232	98	63	34	691	2

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Agree -disagree	44	Discussions with my supervisor about my performance are worthwhile.	69.41%	35.09%	34.32%	15.86%	8.74%	6.00%	14.73%	246	232	101	60	37	676	15
Agree -disagree	45	My supervisor is committed to a workforce representative of all segments of society.	71.99%	38.67%	33.32%	19.80%	4.30%	3.91%	8.21%	252	211	118	26	21	628	63
Agree -disagree	46	My supervisor provides me with constructive suggestions to improve my job performance.	67.04%	32.57%	34.47%	19.92%	7.25%	5.79%	13.04%	232	233	130	52	37	684	3
Agree -disagree	47	Supervisors in my work unit support employee development.	71.37%	34.60%	36.76%	16.81%	6.78%	5.05%	11.82%	245	252	113	43	32	685	10
Agree -disagree	48	My supervisor listens to what I have to say.	84.68%	52.07%	32.61%	7.49%	4.81%	3.03%	7.84%	369	222	52	35	18	696	N/A
Agree -disagree	49	My supervisor treats me with respect.	86.74%	57.29%	29.45%	7.05%	3.36%	2.86%	6.22%	402	201	50	23	17	693	N/A
Agree -disagree	50	In the last six months, my supervisor has talked with me about my performance.	82.95%	43.89%	39.06%	7.30%	7.52%	2.23%	9.75%	308	272	49	51	15	695	N/A
Agree -disagree	51	I have trust and confidence in my supervisor.	76.33%	48.45%	27.88%	11.33%	6.65%	5.69%	12.34%	342	192	78	46	36	694	N/A
Good -poor	52	Overall, how good a job do you feel is being done by your immediate supervisor?	78.35%	55.78%	22.57%	14.76%	3.67%	3.22%	6.89%	391	158	99	23	22	693	N/A
Agree -disagree	53	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	46.35%	14.40%	31.95%	26.43%	14.55%	12.67%	27.22%	103	217	174	103	81	678	13
Agree -disagree	54	My organization's senior leaders maintain high standards of honesty and integrity.	56.33%	20.28%	36.05%	23.69%	10.67%	9.31%	19.98%	136	233	150	69	57	645	42
Agree -disagree	55	Supervisors work well with employees of different backgrounds.	69.71%	28.32%	41.39%	19.46%	5.40%	5.43%	10.83%	191	271	124	35	31	652	36
Agree -disagree	56	*Managers communicate the goals and priorities of the organization.	64.87%	19.87%	45.00%	19.45%	9.72%	5.97%	15.69%	141	297	130	66	38	672	15
Agree -disagree	57	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	64.63%	19.97%	44.66%	21.75%	9.34%	4.28%	13.62%	133	278	138	59	24	632	53
Agree -disagree	58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	63.05%	20.87%	42.18%	18.44%	9.94%	8.57%	18.51%	146	277	119	70	52	664	23

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Agree -disagree	59	Managers support collaboration across work units to accomplish work objectives.	67.69%	22.95%	44.74%	17.80%	7.24%	7.27%	14.51%	161	292	115	52	44	664	24
Good -poor	60	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	68.14%	37.83%	30.31%	20.02%	7.56%	4.28%	11.84%	248	196	130	46	26	646	43
Agree -disagree	61	I have a high level of respect for my organization's senior leaders.	58.92%	24.07%	34.85%	23.56%	9.84%	7.69%	17.52%	168	229	164	66	49	676	11
Agree -disagree	62	Senior leaders demonstrate support for Work/Life programs.	63.90%	27.83%	36.07%	24.61%	7.58%	3.91%	11.49%	173	217	146	43	21	600	90
Satisfied -dissatisfied	63	*How satisfied are you with your involvement in decisions that affect your work?	55.82%	17.17%	38.65%	23.51%	14.79%	5.88%	20.67%	124	265	158	101	38	686	N/A
Satisfied -dissatisfied	64	*How satisfied are you with the information you receive from management on what's going on in your organization?	51.87%	14.27%	37.61%	23.28%	18.45%	6.40%	24.85%	105	256	160	125	40	686	N/A
Satisfied -dissatisfied	65	*How satisfied are you with the recognition you receive for doing a good job?	54.40%	17.41%	36.99%	24.88%	14.37%	6.35%	20.72%	121	255	168	101	39	684	N/A
Satisfied -dissatisfied	66	How satisfied are you with the policies and practices of your senior leaders?	46.37%	13.25%	33.12%	30.46%	14.55%	8.62%	23.17%	95	226	212	100	54	687	N/A
Satisfied -dissatisfied	67	How satisfied are you with your opportunity to get a better job in your organization?	38.81%	11.60%	27.21%	31.64%	18.32%	11.23%	29.55%	84	187	216	123	74	684	N/A
Satisfied -dissatisfied	68	How satisfied are you with the training you receive for your present job?	54.43%	15.53%	38.89%	26.46%	14.06%	5.06%	19.12%	109	266	178	95	32	680	N/A
Satisfied -dissatisfied	69	*Considering everything, how satisfied are you with your job?	68.02%	23.15%	44.88%	17.82%	9.84%	4.32%	14.16%	165	307	117	67	28	684	N/A
Satisfied -dissatisfied	70	Considering everything, how satisfied are you with your pay?	60.02%	16.46%	43.56%	16.17%	13.86%	9.95%	23.81%	120	297	109	93	66	685	N/A
Satisfied -dissatisfied	71	*Considering everything, how satisfied are you with your organization?	61.80%	17.05%	44.75%	21.37%	11.49%	5.35%	16.83%	123	309	141	79	33	685	N/A
Satisfied -dissatisfied	79	How satisfied are you with the following Work/Life programs in your agency? Telework	87.03%	39.25%	47.78%	6.89%	3.97%	2.11%	6.08%	231	275	44	23	11	584	2

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Satisfied -dissatisfied	80	How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	94.02%	56.65%	37.37%	4.37%	0.00%	1.61%	1.61%	39	27	3	0	1	70	6
Satisfied -dissatisfied	81	How satisfied are you with the following Work/Life programs in your agency? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)	80.73%	28.03%	52.69%	15.41%	2.97%	0.89%	3.86%	37	60	18	3	1	119	12
Satisfied -dissatisfied	82	How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	72.20%	25.61%	46.59%	18.82%	8.98%	0.00%	8.98%	13	24	10	4	0	51	9
Satisfied -dissatisfied	83	How satisfied are you with the following Work/Life programs in your agency? Child Care Programs (for example, daycare, parenting classes, parenting support groups)	100.00%	39.32%	60.68%	0.00%	0.00%	0.00%	0.00%	2	2	0	0	0	4	5
Satisfied -dissatisfied	84	How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	89.67%	21.20%	68.47%	4.26%	0.00%	6.06%	6.06%	4	10	1	0	1	16	6