

The 2020 Federal Employee Viewpoint Survey was administered by the U.S. Office of Personnel Management (OPM) from September 22, 2020 through November 3, 2020. The survey was anonymous, web based, and offered to all permanent FCC employees on board as of October 31st, 2019. Of the 1,339 employees surveyed, 622, or 46.5%, chose to participate.

Per the authority cited in 5 U.S.C. 105; 5 U.S.C. 7101, each executive agency must conduct an annual survey of its employees to assess topics outlined in the National Defense Authorization Act for Fiscal Year 2004, Public Law 108– 136, sec. 1128, codified at 5 U.S.C. 7101. There are 16 prescribed survey questions that must be asked by each agency, which are indicated with asterisks (*) in the table provided on the next page. In addition to the prescribed questions there are 22 additional questions and responses displayed in the table.

Please note Question-11 is not included in the table as its responses were different than the questions displayed in the table. Instead, Question-11 is displayed as a stand-alone entry following the table.

In summary, when the FCC responses to the mandatory questions (excluding the demographic questions) 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: 1) That employees know how their work relates to the agency's goals; 2) That supervisors support the need to balance work and other life issues; 3) That coworkers cooperate to get the job done; 4) That supervisors treat their employees with respect; 5) That work units have the job-relevant knowledge and skills necessary to accomplish organizational goals. The bottom five responses indicate that few employees agree: 1) That in their work units, steps are taken to deal with a poor performer who cannot or will not improve; 2) That the results of this survey will be used to make the agency a better place to work; 3) That in their work units, differences in performance are recognized in a meaningful way; 4) That senior leaders generate high levels of motivation and commitment in the workplace; 5) That their talents are used well in the workplace.

Table begins on the following page.

Response Type	Item	Item Text	Percent Positive %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Percent Negative %	Item Response Total** N	Do Not Know N
Agree-disagree	1	*I am given a real opportunity to improve my skills in my organization.	75.5%	12.2%	12.3%	618	N/A
Agree-disagree	2	I feel encouraged to come up with new and better ways of doing things.	73.8%	13.8%	12.5%	616	N/A
Agree-disagree	3	My work gives me a feeling of personal accomplishment.	77.8%	10.8%	11.3%	616	N/A
Agree-disagree	4	I know what is expected of me on the job.	87.0%	7.2%	5.8%	618	N/A
Agree-disagree	5	*My workload is reasonable.	75.0%	9.3%	15.8%	618	0
Agree-disagree	6	*My talents are used well in the workplace.	69.3%	13.5%	17.2%	614	1
Agree-disagree	7	*I know how my work relates to the agency's goals.	89.3%	5.4%	5.4%	618	0
Agree-disagree	8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	67.8%	20.1%	12.1%	582	39
Agree-disagree	9	*The people I work with cooperate to get the job done.	88.5%	6.3%	5.1%	620	N/A

Response Type	Item	Item Text	Percent Positive %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Percent Negative %	Item Response Total** N	Do Not Know N
Agree-disagree	10	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	43.9%	31.0%	25.1%	497	123
Agree-disagree	12	*In my work unit, differences in performance are recognized in a meaningful way.	57.6%	22.7%	19.7%	544	78
Agree-disagree	13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	88.1%	6.3%	5.6%	616	6
Agree-disagree	14	Employees are recognized for providing high quality products and services.	74.8%	12.4%	12.8%	604	17
Agree-disagree	15	Employees are protected from health and safety hazards on the job.	87.4%	9.2%	3.4%	603	14
Agree-disagree	16	My agency is successful at accomplishing its mission.	83.5%	10.6%	6.0%	614	5
Agree-disagree	17	*I recommend my organization as a good place to work.	79.3%	11.5%	9.2%	618	N/A
Agree-disagree	18	*I believe the results of this survey will be used to make my agency a better place to work.	49.4%	29.6%	21.1%	560	60

Response Type	Item	Item Text	Percent Positive %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Percent Negative %	Item Response Total** N	Do Not Know N
Agree-disagree	19	My supervisor supports my need to balance work and other life issues.	88.9%	7.4%	3.8%	618	2
Agree-disagree	20	My supervisor is committed to a workforce representative of all segments of society.	81.4%	12.7%	6.0%	569	50
Agree-disagree	21	Supervisors in my work unit support employee development.	79.7%	12.1%	8.2%	614	6
Agree-disagree	22	My supervisor listens to what I have to say.	87.4%	6.4%	6.2%	619	N/A
Agree-disagree	23	My supervisor treats me with respect.	88.3%	6.1%	5.6%	618	N/A
Agree-disagree	24	I have trust and confidence in my supervisor.	81.9%	10.1%	8.1%	619	N/A
Good-poor	25	Overall, how good a job do you feel is being done by your immediate supervisor?	85.6%	8.7%	5.8%	618	N/A
Agree-disagree	26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	63.8%	18.8%	17.3%	605	13

Response Type	Item	Item Text	Percent Positive %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Percent Negative %	Item Response Total** N	Do Not Know N
Agree-disagree	27	My organization's senior leaders maintain high standards of honesty and integrity.	68.8%	18.5%	12.7%	581	32
Agree-disagree	28	*Managers communicate the goals of the organization.	73.3%	15.6%	11.0%	614	5
Agree-disagree	29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	69.2%	14.2%	16.6%	607	9
Good-poor	30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	77.0%	13.7%	9.3%	590	26
Agree-disagree	31	I have a high level of respect for my organization's senior leaders.	70.0%	17.9%	12.1%	613	5
Agree-disagree	32	Senior leaders demonstrate support for Work-Life programs.	80.5%	12.8%	6.7%	581	38
Satisfied-dissatisfied	33	*How satisfied are you with your involvement in decisions that affect your work?	66.4%	18.0%	15.6%	613	N/A

Response Type	Item	Item Text	Percent Positive %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Percent Negative %	Item Response Total** N	Do Not Know N
Satisfied-dissatisfied	34	*How satisfied are you with the information you receive from management on what's going on in your organization?	70.0%	15.2%	14.8%	612	N/A
Satisfied-dissatisfied	35	*How satisfied are you with the recognition you receive for doing a good job?	69.4%	16.2%	14.3%	616	N/A
Satisfied-dissatisfied	36	*Considering everything, how satisfied are you with your job?	77.3%	11.4%	11.3%	613	N/A
Satisfied-dissatisfied	37	Considering everything, how satisfied are you with your pay?	69.8%	13.9%	16.4%	614	N/A
Satisfied-dissatisfied	38	*Considering everything, how satisfied are you with your organization?	73.6%	16.5%	10.0%	613	N/A

Question-11:

	2020		2019	
	N	%	N	%
11. In my work unit poor performers usually:				
Remain in the work unit and improve their performance over time	94	19.7%	73	19.1%
Remain in the work unit and continue to underperform	180	40.4%	183	47.9%
Leave the work unit - removed or transferred	35	7.5%	25	6.3%
Leave the work unit - quit	10	1.9%	6	1.6%
There are no poor performers in my work unit	136	30.6%	90	25.2%
Item Response Total	455	100.0%	377	100.0%
Do Not Know	164	--	127	--
Total	619	100.0%	504	100.0%