

The 2021 Federal Employee Viewpoint Survey was administered by the U.S. Office of Personnel Management (OPM) from November 8, 2021, through December 10, 2021. The survey was anonymous, web based, and offered to all permanent FCC employees on board as of October 31st, 2020. Of the 1377 employees surveyed, 573, or 41.61 percent 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 27 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 employees feel: 1) Work units meet the needs of agency customers (Q14); 2) Work units contribute positively to the agency's performance (Q15); 3) Work units achieve their goals (Q19); 4) Work units produce high-quality work (Q16); 5) Work units adapt to changing priorities (Q17). The bottom five responses indicate employees are less inclined to agree: 1) The results of this survey will be used to make the agency a better place to work (Q24); 2) Steps will be taken to deal with a poor performer who cannot or will not improve (Q10); 3) They are satisfied with their pay (Q43); 4) Differences in performance are recognized in a meaningful way (Q12); 5) Their workload is reasonable (Q5).

Table begins on the following page.

| Item | Item Text  | Response Type  | Percent Positive | Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied % | Percent Negative | Item Response Total** N | Do Not Know/ No Basis to Judge N |
|------|--|----------------|------------------|--|------------------|-------------------------|----------------------------------|
| 1    | *I am given a real opportunity to improve my skills in my organization.                        | Agree-disagree | 75.7%            | 12.3%  | 12.0%            | 566                     | N/A                              |
| 2    | I feel encouraged to come up with new and better ways of doing things.                         | Agree-disagree | 70.8%            | 14.3%  | 14.9%            | 563                     | N/A                              |
| 3    | My work gives me a feeling of personal accomplishment.   | Agree-disagree | 77.4%            | 12.6%  | 10.0%            | 564                     | N/A                              |
| 4    | I know what is expected of me on the job.  | Agree-disagree | 87.3%            | 6.7%   | 5.9%             | 567                     | N/A                              |
| 5    | *My workload is reasonable.  | Agree-disagree | 75.1%            | 9.4%   | 15.5%            | 568                     | 0                                |
| 6    | *My talents are used well in the workplace.  | Agree-disagree | 71.3%            | 14.7%  | 14.0%            | 562                     | 0                                |
| 7    | *I know how my work relates to the agency's goals.   | Agree-disagree | 90.2%            | 5.3%   | 4.5%             | 566                     | 0                                |
| 8    | *I can disclose a suspected violation of any law, rule or regulation without fear of reprisal. | Agree-disagree | 72.3%            | 18.3%  | 9.4%             | 545                     | 23                               |

|    |   |                |       |       |       |     |     |
|----|---|----------------|-------|-------|-------|-----|-----|
| 9  | *The people I work with cooperate to get the job done.  | Agree-disagree | 88.1% | 5.7%  | 6.1%  | 571 | N/A |
| 10 | In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.        | Agree-disagree | 43.1% | 35.9% | 21.0% | 436 | 137 |
| 12 | *In my work unit, differences in performance are recognized in a meaningful way.                      | Agree-disagree | 58.3% | 24.0% | 17.7% | 490 | 83  |
| 13 | *My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals. | Agree-disagree | 86.0% | 8.2%  | 5.7%  | 565 | 4   |
| 14 | Employees in my work unit meet the needs of our customers.  | Always-never   | 93.6% | 5.4%  | 1.0%  | 531 | 34  |
| 15 | Employees in my work unit contribute positively to my agency's performance.                           | Always-never   | 93.2% | 5.8%  | 1.0%  | 550 | 15  |
| 16 | Employees in my work unit produce high-quality work.  | Always-never   | 91.6% | 7.8%  | 0.6%  | 556 | 13  |
| 17 | Employees in my work unit adapt to changing priorities.   | Always-never   | 90.6% | 7.5%  | 1.9%  | 552 | 17  |
| 18 | Employees in my work unit successfully collaborate.   | Always-never   | 86.3% | 9.9%  | 3.7%  | 561 | 8   |
| 19 | Employees in my work unit achieve our goals.  | Always-never   | 92.5% | 6.5%  | 1.0%  | 551 | 20  |
| 20 | Employees are recognized for providing high quality products and services.                            | Agree-disagree | 74.6% | 14.5% | 10.9% | 545 | 20  |

|    |  |                |       |       |       |     |     |
|----|--|----------------|-------|-------|-------|-----|-----|
| 21 | Employees are protected from health and safety hazards on the job.                           | Agree-disagree | 86.9% | 9.7%  | 3.5%  | 542 | 27  |
| 22 | My agency is successful at accomplishing its mission.  | Agree-disagree | 84.7% | 12.0% | 3.3%  | 554 | 16  |
| 23 | *I recommend my organization as a good place to work.  | Agree-disagree | 77.3% | 13.4% | 9.3%  | 566 | N/A |
| 24 | *I believe the results of this survey will be used to make my agency a better place to work. | Agree-disagree | 51.1% | 27.0% | 21.9% | 502 | 66  |
| 25 | My supervisor supports my need to balance work and other life issues.                        | Agree-disagree | 91.0% | 4.9%  | 4.1%  | 563 | 3   |
| 26 | My supervisor is committed to a workforce representative of all segments of society.         | Agree-disagree | 82.7% | 12.3% | 5.1%  | 511 | 56  |
| 27 | Supervisors in my work unit support employee development.                                    | Agree-disagree | 83.0% | 7.7%  | 9.3%  | 553 | 13  |
| 28 | My supervisor listens to what I have to say.   | Agree-disagree | 87.8% | 6.9%  | 5.3%  | 561 | N/A |
| 29 | My supervisor treats me with respect.  | Agree-disagree | 88.6% | 7.0%  | 4.4%  | 563 | N/A |
| 30 | I have trust and confidence in my supervisor.  | Agree-disagree | 81.8% | 8.8%  | 9.4%  | 562 | N/A |
| 31 | Overall, how good a job do you feel is being done by your immediate supervisor?              | Good-poor      | 83.7% | 10.2% | 6.1%  | 564 | N/A |

|    |   |                        |       |       |       |     |     |
|----|---|------------------------|-------|-------|-------|-----|-----|
| 32 | In my organization, senior leaders generate high levels of motivation and commitment in the workforce.            | Agree-disagree         | 62.5% | 22.5% | 15.0% | 552 | 8   |
| 33 | My organization's senior leaders maintain high standards of honesty and integrity.                                | Agree-disagree         | 73.8% | 18.7% | 7.5%  | 527 | 31  |
| 34 | *Managers communicate the goals of the organization.  | Agree-disagree         | 72.2% | 15.4% | 12.4% | 556 | 1   |
| 35 | Managers promote communication among different work units (for example, about projects, goals, needed resources). | Agree-disagree         | 68.6% | 16.9% | 14.5% | 545 | 13  |
| 36 | Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?        | Good-poor              | 78.8% | 12.8% | 8.4%  | 524 | 35  |
| 37 | I have a high level of respect for my organization's senior leaders.  | Agree-disagree         | 71.0% | 19.4% | 9.6%  | 547 | 9   |
| 38 | Senior leaders demonstrate support for Work-Life programs.  | Agree-disagree         | 75.1% | 14.9% | 10.0% | 518 | 39  |
| 39 | *How satisfied are you with your involvement in decisions that affect your work?                                  | Satisfied-dissatisfied | 66.8% | 19.7% | 13.5% | 554 | N/A |
| 40 | *How satisfied are you with the information you receive from management on what's going on in your organization?  | Satisfied-dissatisfied | 63.9% | 20.8% | 15.3% | 555 | N/A |

|    |   |                        |       |       |       |     |     |
|----|---|------------------------|-------|-------|-------|-----|-----|
| 41 | *How satisfied are you with the recognition you receive for doing a good job? | Satisfied-dissatisfied | 72.4% | 15.2% | 12.4% | 551 | N/A |
| 42 | *Considering everything, how satisfied are you with your job?                 | Satisfied-dissatisfied | 76.4% | 12.8% | 10.8% | 550 | N/A |
| 43 | Considering everything, how satisfied are you with your pay?                  | Satisfied-dissatisfied | 62.7% | 18.2% | 19.1% | 551 | N/A |
| 44 | *Considering everything, how satisfied are you with your organization?        | Satisfied-dissatisfied | 73.0% | 15.2% | 11.8% | 555 | N/A |

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

\*\* Unweighted count of responses excluding "Do Not Know" or "No Basis to Judge"

Percentages are weighted to represent the Agency's population.

Source: **Federal Communications Commission AES Report**, 2021 OPM Federal Employee Viewpoint Survey

Question-11:

| <b>11. In my work unit poor performers usually:</b>             |                   |                   |                   |                   |
|---|-------------------|-------------------|-------------------|-------------------|
|   | <b>2021<br/>N</b> | <b>2021<br/>%</b> | <b>2020<br/>N</b> | <b>2020<br/>%</b> |
| Remain in the work unit and improve their performance over time | 77                | 20.0%             | 94                | 19.7%             |
| Remain in the work unit and continue to underperform            | 155               | 40.7%             | 180               | 40.4%             |

|   |     |                |     |                |
|---|-----|----------------|-----|----------------|
| Leave the work unit - removed or transferred  | 27  | 7.1%           | 35  | 7.5%           |
| Leave the work unit - quit  | 7   | 1.6%           | 10  | 1.9%           |
| There are no poor performers in my work unit  | 116 | 30.5%          | 136 | 30.6%          |
| Do Not Know   | 191 | — <sup>b</sup> | 164 | — <sup>b</sup> |
| Total   | 573 | 100.0%         | 619 | 100.0%         |
| Percentages are weighted to represent the Agency's population.  |     |                |     |                |
| The rows above do not include results for any year when there were fewer than 4 completed surveys.        |     |                |     |                |
| "— <sup>a</sup> " indicates that there are no trending results available for the year.                    |     |                |     |                |
| "— <sup>b</sup> " indicates that the "Do Not Know" responses are not included in percentage calculations. |     |                |     |                |
| Source: <b>Federal Communications Commission AES Report, 2021 OPM Federal Employee Viewpoint Survey</b>   |     |                |     |                |