

# 2022

OFFICE OF PERSONNEL MANAGEMENT

## Federal Employee Viewpoint Survey

Empowering employees. Inspiring change.



### Annual Employee Survey (AES) Dashboard

Consumer Product Safety Commission

The Dashboard's percent positive and negative results only include items 1-89, excluding items 12, 15, and 34.

FIELD PERIOD	Jun 7 - Jul 22, 2022
SAMPLE OR CENSUS	CENSUS
NUMBER OF SURVEYS	395
NUMBER OF SURVEYS	482
RESPONSE RATE	82.0%

59

items identified as **strengths**  
(65% positive or

2

items identified as **challenges**  
(35% negative or

### Engagement Index Score

2022 ENGAGEMENT INDEX		
71%		
LEADERS LEAD	SUPERVISORS	INTRINSIC WORK EXPERIENCE
58%	84%	72%

### Highest % Positive Items

Select: Highest % Positive ▼

Q89	It is important to me that my work contribute to the common good.	94%
Q51	My supervisor holds me accountable for achieving results.	92%
Q20	Employees in my work unit contribute positively to my agency's performance.	92%
Q21	Employees in my work unit produce high-quality work.	90%
Q19	Employees in my work unit meet the needs of our customers.	90%

### Highest % Negative Items

Select: Highest % Negative ▼

Q55	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	35%
Q64	Management involves employees in decisions that affect their work.	35%
Q44	I believe the results of this survey will be used to make my agency a better place to work.	33%
Q58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	29%
Q69	Considering everything, how satisfied are you with your pay?	27%

2022

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## Annual Employee Survey (AES) Dashboard

## Consumer Product Safety Commission

The Dashboard's trending results only include items 1-8, 14, 16, 18-22, 35-37, 43-50, 52, 55-61, 65-70.

Select: Largest Increases since 2021 ▼

Largest Increases in  
Percent Positive  
since 2021

12

items increased  
since 2021

2019 2020 2021 2022 Percentage Point Change

Q46	Supervisors in my work unit support employee development.	73%	83%	79%	84%	+5
Q60	I have a high level of respect for my organization's senior leaders.	47%	62%	52%	56%	+4
Q8	I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	65%	65%	68%	72%	+4
Q56	My organization's senior leaders maintain high standards of honesty and integrity.	49%	61%	59%	62%	+3
Q50	I have trust and confidence in my supervisor.	72%	81%	78%	81%	+3

Select: Largest Decreases since 2021 ▼

Largest Decreases in  
Percent Positive  
since 2021

23

items decreased  
since 2021

2019 2020 2021 2022

Q16	In my work unit, differences in performance are recognized in a meaningful way.	39%	59%	59%	45%	-14
Q36	Employees are protected from health and safety hazards on the job.	71%	84%	79%	70%	-9
Q65	How satisfied are you with your involvement in decisions that affect your work?	52%	58%	55%	49%	-6
Q67	How satisfied are you with the recognition you receive for doing a good job?	54%	61%	60%	54%	-6
Q61	Senior leaders demonstrate support for Work-Life programs.	56%	74%	69%	63%	-6

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	70.3%	25.4%	44.9%	14.7%	10.0%	5.0%	15.0%	101	178	57	38	19	393	N/A
2	I feel encouraged to come up with new and better ways of doing things.	Agree-disagree	64.8%	27.9%	36.9%	15.3%	13.3%	6.6%	19.9%	110	146	58	51	25	390	N/A
3	My work gives me a feeling of personal accomplishment.	Agree-disagree	71.9%	31.7%	40.2%	15.3%	9.6%	3.2%	12.8%	125	156	59	36	13	389	N/A
4	I know what is expected of me on the job.	Agree-disagree	79.4%	32.9%	46.6%	9.7%	7.9%	3.0%	10.9%	130	182	38	30	12	392	N/A
5	*My workload is reasonable.	Agree-disagree	58.7%	20.6%	38.1%	16.4%	13.1%	11.8%	25.0%	80	149	64	52	46	391	N/A
6	*My talents are used well in the workplace.	Agree-disagree	62.9%	23.0%	39.9%	16.1%	13.5%	7.5%	21.0%	91	156	62	51	28	388	N/A
7	*I know how my work relates to the agency's goals.	Agree-disagree	83.1%	38.6%	44.5%	9.6%	5.6%	1.6%	7.2%	154	172	38	21	6	391	N/A
8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	Agree-disagree	71.7%	34.6%	37.0%	13.2%	7.8%	7.3%	15.2%	127	133	48	28	26	362	31
9	I have enough information to do my job well.	Agree-disagree	72.3%	22.8%	49.5%	13.7%	11.2%	2.9%	14.0%	91	193	55	44	11	394	N/A
10	I receive the training I need to do my job well.	Agree-disagree	64.2%	22.9%	41.2%	18.9%	12.8%	4.1%	16.9%	91	164	75	48	16	394	N/A
11	I am held accountable for the quality of work I produce.	Agree-disagree	88.8%	37.7%	51.1%	9.1%	1.4%	0.7%	2.1%	150	201	35	5	3	394	N/A
12	Continually changing work priorities make it hard for me to produce high quality work. (Note: This item is negatively worded, so percent positive scores include "Strongly Disagree" or "Disagree" responses and percent negative scores include "Strongly Agree" or "Agree" responses. Percent positive scores mean that continually changing work priorities do not make it hard for employees to produce high quality work.)	Agree-disagree, negatively worded	31.5%	23.1%	21.5%	23.9%	25.3%	6.2%	44.6%	86	84	89	96	24	379	15
13	I have a clear idea of how well I am doing my job.	Agree-disagree	73.8%	25.6%	48.2%	16.2%	6.5%	3.5%	10.0%	103	190	61	26	14	394	N/A
14	*The people I work with cooperate to get the job done.	Agree-disagree	83.6%	44.1%	39.5%	9.8%	4.3%	2.3%	6.6%	175	154	38	17	9	393	N/A
16	*In my work unit, differences in performance are recognized in a meaningful way.	Agree-disagree	44.7%	10.6%	34.1%	29.6%	13.5%	12.2%	25.7%	35	113	94	42	39	323	71
17	Employees in my work unit share job knowledge.	Agree-disagree	84.0%	37.7%	46.3%	8.6%	4.6%	2.8%	7.4%	153	179	33	18	11	394	0
18	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	Agree-disagree	80.9%	36.8%	44.1%	11.6%	4.2%	3.3%	7.5%	146	168	44	15	13	386	9
19	Employees in my work unit meet the needs of our customers.	Always-never	90.4%	48.0%	42.4%	8.8%	0.5%	0.3%	0.9%	169	151	30	2	1	353	35
20	Employees in my work unit contribute positively to my agency's performance.	Always-never	91.8%	57.5%	34.3%	5.9%	2.0%	0.3%	2.3%	208	126	20	7	1	362	21
21	Employees in my work unit produce high-quality work.	Always-never	90.4%	51.2%	39.2%	7.9%	0.8%	0.8%	1.6%	186	143	27	3	3	362	28
22	Employees in my work unit adapt to changing priorities.	Always-never	86.6%	51.8%	34.8%	11.1%	1.5%	0.9%	2.3%	187	125	39	5	3	359	27

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23	New hires in my work unit (i.e. hired in the past year) have the right skills to do their jobs.	Agree-disagree	67.3%	25.5%	41.7%	21.1%	6.3%	5.3%	11.6%	90	147	71	21	18	347	47
24	I can influence decisions in my work unit.	Agree-disagree	64.7%	22.3%	42.4%	20.8%	10.1%	4.4%	14.6%	91	169	79	39	17	395	N/A
25	I know what my work unit's goals are.	Agree-disagree	80.6%	32.7%	47.9%	12.4%	5.3%	1.7%	7.1%	130	190	48	20	7	395	N/A
26	My work unit commits resources to develop new ideas (e.g., budget, staff, time, expert support).	Agree-disagree	56.7%	19.1%	37.7%	24.5%	8.5%	10.3%	18.8%	70	139	91	31	37	368	27
27	My work unit successfully manages disruptions to our work.	Agree-disagree	70.5%	25.6%	44.9%	16.5%	8.3%	4.8%	13.1%	94	168	60	30	18	370	25
28	Employees in my work unit consistently look for new ways to improve how they do their work.	Agree-disagree	70.4%	24.9%	45.4%	18.5%	7.4%	3.7%	11.1%	90	165	64	26	13	358	33
29	Employees in my work unit incorporate new ideas into their work.	Agree-disagree	71.7%	26.1%	45.6%	16.6%	8.6%	3.1%	11.7%	95	167	58	30	11	361	29
30	Employees in my work unit approach change as an opportunity.	Agree-disagree	59.6%	18.8%	40.8%	25.4%	11.8%	3.2%	15.0%	67	145	88	41	11	352	38
31	Employees in my work unit consider customer needs a top priority.	Agree-disagree	80.5%	34.5%	46.0%	15.5%	2.3%	1.7%	4.0%	125	166	54	8	6	359	33
32	Employees in my work unit consistently look for ways to improve customer service.	Agree-disagree	65.6%	24.9%	40.7%	25.9%	6.2%	2.4%	8.5%	88	145	88	22	8	351	36
33	Employees in my work unit support my need to balance my work and personal responsibilities.	Agree-disagree	78.3%	40.7%	37.6%	13.7%	4.2%	3.7%	7.9%	156	143	51	16	14	380	12
34	Employees in my work unit are typically under too much pressure to meet work goals. (Note: This item is negatively worded, so percent positive scores include "Strongly Disagree" or "Disagree" responses and percent negative scores include "Strongly Agree" or "Agree" responses. Percent positive scores mean employees are typically not pressured to meet work goals.)	Agree-disagree, negatively worded	41.6%	16.0%	17.2%	25.1%	31.1%	10.6%	33.3%	57	62	89	109	38	355	32
35	Employees are recognized for providing high quality products and services.	Agree-disagree	58.6%	17.1%	41.6%	18.1%	13.0%	10.2%	23.2%	65	159	66	49	37	376	16
36	Employees are protected from health and safety hazards on the job.	Agree-disagree	69.9%	30.0%	39.9%	14.1%	9.8%	6.2%	16.0%	117	154	52	36	23	382	11
37	My organization is successful at accomplishing its mission.	Agree-disagree	77.5%	30.7%	46.8%	14.5%	4.1%	3.9%	8.0%	118	177	52	15	14	376	16
38	I have a good understanding of my organization's priorities.	Agree-disagree	73.5%	28.5%	45.0%	13.9%	9.7%	2.8%	12.5%	113	176	52	38	11	390	N/A
39	My organization effectively adapts to changing government priorities.	Agree-disagree	68.2%	21.6%	46.6%	19.7%	6.9%	5.2%	12.1%	82	173	71	25	19	370	22
40	My organization has prepared me for potential physical security threats.	Agree-disagree	50.1%	17.1%	33.0%	27.2%	14.9%	7.8%	22.7%	64	125	99	55	29	372	19
41	My organization has prepared me for potential cybersecurity threats.	Agree-disagree	76.8%	24.2%	52.6%	14.1%	6.1%	3.1%	9.2%	95	203	53	23	12	386	4

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42	In my organization, arbitrary action, personal favoritism and/or political coercion are not tolerated.	Agree-disagree	55.0%	20.0%	35.0%	21.6%	12.1%	11.3%	23.4%	71	123	73	42	38	347	43
43	*I recommend my organization as a good place to work.	Agree-disagree	64.7%	24.6%	40.0%	19.4%	9.8%	6.1%	16.0%	98	154	76	37	23	388	N/A
44	*I believe the results of this survey will be used to make my agency a better place to work.	Agree-disagree	44.8%	16.5%	28.3%	22.5%	16.3%	16.3%	32.7%	61	101	76	57	57	352	39
45	My supervisor is committed to a workforce representative of all segments of society.	Agree-disagree	86.7%	50.8%	35.9%	8.9%	1.7%	2.7%	4.4%	181	126	30	6	9	352	35
46	Supervisors in my work unit support employee development.	Agree-disagree	83.6%	47.9%	35.7%	8.1%	4.3%	4.1%	8.3%	185	137	30	15	15	382	6
47	My supervisor supports my need to balance work and other life issues.	Agree-disagree	88.8%	59.4%	29.5%	5.0%	3.1%	3.0%	6.2%	233	114	19	12	12	390	N/A
48	My supervisor listens to what I have to say.	Agree-disagree	86.2%	57.2%	29.0%	6.9%	3.0%	3.9%	6.9%	221	112	26	11	15	385	N/A
49	My supervisor treats me with respect.	Agree-disagree	88.0%	61.2%	26.8%	6.0%	3.2%	2.8%	6.0%	240	103	23	12	11	389	N/A
50	I have trust and confidence in my supervisor.	Agree-disagree	80.6%	56.5%	24.1%	9.0%	5.1%	5.2%	10.4%	220	92	33	20	20	385	N/A
51	My supervisor holds me accountable for achieving results.	Agree-disagree	92.0%	57.0%	34.9%	6.2%	1.0%	0.8%	1.8%	223	134	24	4	3	388	N/A
52	Overall, how good a job do you feel is being done by your immediate supervisor?	Good-poor	80.4%	59.9%	20.5%	12.7%	2.3%	4.7%	7.0%	234	80	47	9	18	388	N/A
53	My supervisor provides me with constructive suggestions to improve my job performance.	Agree-disagree	76.5%	46.0%	30.5%	11.7%	7.5%	4.2%	11.7%	180	119	45	29	16	389	N/A
54	My supervisor provides me with performance feedback throughout the year.	Agree-disagree	81.9%	45.1%	36.8%	8.9%	6.2%	2.9%	9.1%	176	143	34	23	11	387	2
55	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	Agree-disagree	42.9%	13.5%	29.4%	22.4%	20.2%	14.5%	34.7%	53	115	83	74	54	379	10
56	My organization's senior leaders maintain high standards of honesty and integrity.	Agree-disagree	62.0%	24.6%	37.4%	19.6%	11.0%	7.3%	18.3%	88	127	67	36	25	343	43
57	*Managers communicate the goals of the organization.	Agree-disagree	61.9%	19.0%	42.8%	16.6%	12.6%	8.9%	21.5%	76	164	63	49	33	385	3
58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	Agree-disagree	53.4%	16.4%	37.1%	17.7%	15.2%	13.7%	28.9%	65	139	67	58	51	380	7
59	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	Good-poor	65.2%	33.0%	32.2%	17.4%	8.0%	9.4%	17.4%	124	121	64	29	34	372	17
60	I have a high level of respect for my organization's senior leaders.	Agree-disagree	55.8%	21.1%	34.6%	22.7%	12.6%	8.9%	21.5%	82	130	85	48	33	378	8
61	Senior leaders demonstrate support for Work-Life programs.	Agree-disagree	63.1%	22.4%	40.7%	20.1%	10.6%	6.2%	16.8%	81	144	70	37	22	354	30
62	Management encourages innovation.	Agree-disagree	52.0%	17.3%	34.7%	25.5%	13.3%	9.1%	22.4%	63	128	92	49	33	365	23



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63	Management makes effective changes to address challenges facing our organization.	Agree-disagree	48.3%	15.4%	33.0%	26.9%	12.8%	12.0%	24.8%	58	122	96	47	43	366	19
64	Management involves employees in decisions that affect their work.	Agree-disagree	36.0%	11.7%	24.3%	29.3%	15.9%	18.8%	34.7%	45	91	107	58	67	368	17
65	*How satisfied are you with your involvement in decisions that affect your work?	Satisfied-dissatisfied	48.7%	13.4%	35.3%	26.8%	15.8%	8.6%	24.5%	53	135	104	62	32	386	N/A
66	*How satisfied are you with the information you receive from management on what's going on in your organization?	Satisfied-dissatisfied	53.2%	14.5%	38.7%	22.4%	17.2%	7.2%	24.4%	56	149	85	65	27	382	N/A
67	*How satisfied are you with the recognition you receive for doing a good job?	Satisfied-dissatisfied	54.1%	17.5%	36.5%	24.1%	12.6%	9.2%	21.8%	70	141	92	48	35	386	N/A
68	*Considering everything, how satisfied are you with your job?	Satisfied-dissatisfied	65.1%	22.3%	42.7%	17.5%	12.4%	5.0%	17.4%	87	161	68	46	19	381	N/A
69	Considering everything, how satisfied are you with your pay?	Satisfied-dissatisfied	58.1%	17.6%	40.5%	14.9%	16.7%	10.4%	27.1%	70	154	58	66	38	386	N/A
70	*Considering everything, how satisfied are you with your organization?	Satisfied-dissatisfied	60.4%	19.0%	41.5%	19.9%	12.4%	7.3%	19.6%	75	158	77	46	27	383	N/A
71	My organization's management practices promote diversity (e.g., outreach, recruitment, promotion opportunities).	Agree-disagree	69.1%	32.8%	36.4%	17.1%	7.8%	5.9%	13.8%	113	120	57	25	19	334	52
72	My supervisor demonstrates a commitment to workforce diversity (e.g., recruitment, promotion opportunities, development).	Agree-disagree	77.8%	41.1%	36.7%	16.5%	2.5%	3.2%	5.7%	144	125	56	8	11	344	42
73	I have similar access to advancement opportunities (e.g., promotion, career development, training) as others in my work unit.	Agree-disagree	68.0%	29.0%	39.0%	12.5%	7.5%	12.0%	19.5%	110	141	45	27	43	366	19
74	My supervisor provides opportunities fairly to all employees in my work unit (e.g., promotions, work assignments).	Agree-disagree	73.4%	36.0%	37.4%	14.1%	5.6%	6.9%	12.5%	133	136	49	19	24	361	25
75	In my work unit, excellent work is similarly recognized for all employees (e.g., awards, acknowledgements).	Agree-disagree	62.1%	28.1%	34.0%	18.4%	9.0%	10.5%	19.5%	103	120	64	31	36	354	31
76	Employees in my work unit treat me as a valued member of the team.	Agree-disagree	86.1%	44.7%	41.4%	8.8%	1.6%	3.5%	5.1%	172	157	32	6	13	380	5
77	Employees in my work unit make me feel I belong.	Agree-disagree	83.4%	44.0%	39.4%	10.6%	2.2%	3.8%	6.0%	169	149	39	8	14	379	6
78	Employees in my work unit care about me as a person.	Agree-disagree	80.6%	45.3%	35.3%	14.2%	2.1%	3.1%	5.2%	167	127	50	7	11	362	21
79	I am comfortable expressing opinions that are different from other employees in my work unit.	Agree-disagree	76.0%	35.2%	40.8%	12.0%	7.3%	4.6%	11.9%	134	152	45	26	17	374	9
80	In my work unit, people's differences are respected.	Agree-disagree	77.1%	37.4%	39.7%	15.7%	4.8%	2.4%	7.2%	141	147	56	16	9	369	15
81	I can be successful in my organization being myself.	Agree-disagree	74.3%	34.6%	39.8%	16.4%	5.8%	3.4%	9.3%	134	152	59	21	13	379	5

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
82	I can easily make a request of my organization to meet my accessibility needs.	Agree-disagree	74.8%	32.5%	42.4%	15.2%	5.6%	4.4%	10.0%	72	93	32	12	9	218	164
83	My organization responds to my accessibility needs in a timely manner.	Agree-disagree	70.8%	31.6%	39.2%	19.0%	7.9%	2.3%	10.1%	63	77	36	15	4	195	186
84	My organization meets my accessibility needs.	Agree-disagree	73.0%	33.9%	39.1%	19.2%	4.1%	3.6%	7.8%	71	80	38	8	7	204	175
85	My job inspires me.	Agree-disagree	62.3%	21.7%	40.6%	19.0%	12.4%	6.3%	18.8%	85	153	72	46	24	380	N/A
86	The work I do gives me a sense of accomplishment.	Agree-disagree	73.5%	26.8%	46.7%	15.4%	7.3%	3.8%	11.1%	102	175	58	27	14	376	N/A
87	I feel a strong personal attachment to my organization.	Agree-disagree	58.2%	22.8%	35.5%	21.2%	13.7%	6.9%	20.5%	89	136	83	51	25	384	N/A
88	I identify with the mission of my organization.	Agree-disagree	87.9%	34.1%	53.8%	7.3%	3.4%	1.3%	4.8%	131	206	29	12	5	383	N/A
89	It is important to me that my work contribute to the common good.	Agree-disagree	94.4%	49.2%	45.2%	3.6%	0.8%	1.3%	2.0%	189	171	14	3	5	382	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.

Q12 and Q34 are negatively worded, so percent positive scores include "Strongly Disagree" or "Disagree" responses and percent negative scores include "Strongly Agree" or "Agree" responses. Results

For confidentiality purposes, a "—" <sup>c</sup> indicates that there are fewer than 4 responses to Questions 82, 83, or 84 and results are therefore suppressed.

Source: **Consumer Product Safety Commission AES Report**, 2022 OPM Federal Employee Viewpoint Survey