

# 2023

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 1-90, excluding item 16.

FIELD PERIOD	May 16 - Jul 14, 2023
SAMPLE OR CENSUS	CENSUS
NUMBER OF SURVEYS COMPLETED	395
NUMBER OF SURVEYS	517
RESPONSE RATE	76.4%

72 items identified as **strengths** (65% positive or higher)

0 items identified as **challenges** (35% negative or higher)

#### Engagement Index Score

#### 2023 ENGAGEMENT INDEX

# 76%

LEADERS LEAD

64%

SUPERVISORS

87%

INTRINSIC WORK EXPERIENCE

78%

#### Highest % Positive Items

	Index/Dimension	Select:	
Q90	It is important to me that my work contribute to the common good.	Employee Experience Index	Highest % Positive <span style="float: right;">96%</span>
Q21	Employees in my work unit contribute positively to my agency's performance.	Performance Confidence Index	<span style="float: right;">94%</span>
Q53	My supervisor holds me accountable for achieving results.	Goal Oriented Performance Dimension: Accountability	<span style="float: right;">93%</span>
Q20	Employees in my work unit meet the needs of our customers.	Performance Confidence Index	<span style="float: right;">93%</span>
Q22	Employees in my work unit produce high-quality work.	Performance Confidence Index	<span style="float: right;">91%</span>

#### Highest % Negative Items

	Index/Dimension	Select:	
Q57	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	Employee Engagement Index: Leaders Lead	Highest % Negative <span style="float: right;">29%</span>
Q66	Management involves employees in decisions that affect their work.	Employee-Focused Performance Dimension: Employee Voice	<span style="float: right;">29%</span>
Q47	I believe the results of this survey will be used to make my agency a better place to work.	Other	<span style="float: right;">28%</span>
Q71	Considering everything, how satisfied are you with your pay?	Global Satisfaction Index	<span style="float: right;">25%</span>
Q17	In my work unit, differences in performance are recognized in a meaningful way.	Goal Oriented Performance Dimension: Recognition	<span style="float: right;">22%</span>



### Annual Employee Survey (AES) Dashboard

Consumer Product Safety Commission

The Dashboard's trending results only include items 1-12, 15, 17-38, and 42-90.

Select: Largest Increases since 2022

### Largest Increases in Percent Positive since 2022

80

items increased since 2022

Index/Dimension	2020	2021	2022	2023	Percentage Point Change
<b>Q66</b> Management involves employees in decisions that affect their work. Employee-Focused Performance Dimension: Employee Voice	--	--	36%	51%	+15
<b>Q24</b> New hires in my work unit (i.e. hired in the past year) have the right skills to do their jobs. Foundations Performance Dimension: Performance Resources	--	--	67%	80%	+13
<b>Q28</b> My work unit successfully manages disruptions to our work. Agile Performance Dimension: Resilience	--	--	70%	83%	+13
<b>Q60</b> Managers promote communication among different work units (for example, about projects, goals, needed resources). Foundations Performance Dimension: Communication	62%	52%	53%	65%	+12
<b>Q72</b> Considering everything, how satisfied are you with your organization? Global Satisfaction Index	71%	66%	60%	72%	+12

Select: Largest Decreases since 2022

### Largest Decreases in Percent Positive since 2022

4

items decreased since 2022

Index/Dimension	2020	2021	2022	2023	Percentage Point Change
<b>Q44</b> My organization has prepared me for potential cybersecurity threats. Employee-Focused Performance Dimension: Employee Welfare	--	--	77%	75%	-2
<b>Q78</b> Employees in my work unit make me feel I belong. DEIA Index: Inclusion	--	--	83%	82%	-1
<b>Q56</b> My supervisor provides me with performance feedback throughout the year. Goal Oriented Performance Dimension: Performance Feedback	--	--	82%	81%	-1
<b>Q79</b> Employees in my work unit care about me as a person. DEIA Index: Inclusion	--	--	81%	80%	-1

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	75%	31%	44%	12%	10%	3%	13%	123	174	46	39	10	392	N/A
2	I feel encouraged to come up with new and better ways of doing things.	Agree-disagree	69%	33%	37%	15%	10%	5%	16%	132	144	56	40	20	392	N/A
3	My work gives me a feeling of personal accomplishment.	Agree-disagree	83%	42%	42%	9%	5%	3%	7%	163	162	37	20	10	392	N/A
4	I know what is expected of me on the job.	Agree-disagree	81%	38%	43%	10%	7%	2%	9%	148	167	40	27	7	389	N/A
5	*My workload is reasonable.	Agree-disagree	64%	25%	39%	16%	11%	8%	19%	98	156	63	43	31	391	N/A
6	*My talents are used well in the workplace.	Agree-disagree	67%	26%	41%	17%	10%	6%	16%	104	160	67	36	24	391	N/A
7	*I know how my work relates to the agency's goals.	Agree-disagree	91%	47%	44%	5%	3%	1%	4%	184	170	20	12	4	390	N/A
8	*I can disclose a suspected violation of any law, rule, or regulation without fear of reprisal.	Agree-disagree	73%	38%	36%	13%	7%	6%	13%	138	130	48	23	21	360	35
9	I have enough information to do my job well.	Agree-disagree	75%	24%	51%	13%	9%	3%	12%	94	201	52	36	10	393	N/A
10	I receive the training I need to do my job well.	Agree-disagree	67%	24%	44%	17%	11%	5%	15%	94	170	68	39	16	387	N/A
11	I am held accountable for the quality of work I produce.	Agree-disagree	91%	42%	49%	4%	3%	1%	4%	171	190	17	12	5	395	N/A
12	I have a clear idea of how well I am doing my job.	Agree-disagree	79%	32%	47%	13%	5%	3%	8%	126	184	53	18	10	391	N/A
13	I have the autonomy to decide how I do my job.	Agree-disagree	75%	34%	41%	11%	10%	4%	14%	134	163	45	38	15	395	N/A
14	I can make decisions about my work without getting permission first.	Agree-disagree	64%	22%	43%	15%	16%	4%	21%	88	168	59	62	17	394	N/A
15	*The people I work with cooperate to get the job done.	Agree-disagree	89%	53%	36%	7%	3%	1%	4%	209	141	28	10	5	393	N/A
17	*In my work unit, differences in performance are recognized in a meaningful way.	Agree-disagree	53%	12%	41%	24%	12%	11%	22%	40	137	77	39	34	327	65
18	Employees in my work unit share job knowledge.	Agree-disagree	88%	46%	42%	8%	3%	2%	5%	180	161	27	11	8	387	6
19	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	Agree-disagree	87%	41%	46%	8%	3%	2%	5%	158	180	28	12	7	385	9
20	Employees in my work unit meet the needs of our customers.	Always-never	93%	49%	44%	7%	0%	0%	1%	176	161	24	1	1	363	32
21	Employees in my work unit contribute positively to my agency's performance.	Always-never	94%	60%	35%	5%	0%	0%	1%	226	128	19	1	2	376	16
22	Employees in my work unit produce high-quality work.	Always-never	91%	51%	40%	8%	0%	0%	1%	188	149	30	1	2	370	20

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23	Employees in my work unit adapt to changing priorities.	Always-never	89%	55%	34%	9%	1%	0%	2%	206	126	34	4	2	372	19
24	New hires in my work unit (i.e. hired in the past year) have the right skills to do their jobs.	Agree-disagree	80%	33%	47%	14%	3%	3%	6%	115	162	47	12	10	346	48
25	I can influence decisions in my work unit.	Agree-disagree	72%	29%	43%	18%	9%	2%	11%	115	171	66	34	7	393	N/A
26	I know what my work unit's goals are.	Agree-disagree	87%	39%	47%	8%	5%	1%	6%	157	185	32	17	4	395	N/A
27	My work unit commits resources to develop new ideas (e.g., budget, staff, time, expert support).	Agree-disagree	66%	25%	41%	18%	10%	6%	15%	95	153	67	36	20	371	24
28	My work unit successfully manages disruptions to our work.	Agree-disagree	83%	31%	52%	9%	5%	3%	8%	120	198	34	20	10	382	12
29	Employees in my work unit consistently look for new ways to improve how they do their work.	Agree-disagree	73%	29%	45%	17%	8%	2%	10%	106	167	61	31	6	371	24
30	Employees in my work unit incorporate new ideas into their work.	Agree-disagree	76%	29%	47%	16%	7%	2%	8%	107	174	57	26	6	370	22
31	Employees in my work unit approach change as an opportunity.	Agree-disagree	65%	25%	41%	20%	11%	4%	15%	89	152	73	42	14	370	25
32	Employees in my work unit consider customer needs a top priority.	Agree-disagree	85%	40%	45%	11%	4%	0%	4%	145	166	41	12	1	365	26
33	Employees in my work unit consistently look for ways to improve customer service.	Agree-disagree	73%	30%	43%	20%	7%	1%	7%	105	152	71	23	2	353	39
34	Employees in my work unit support my need to balance my work and personal responsibilities.	Agree-disagree	86%	47%	38%	10%	3%	2%	4%	182	149	37	10	6	384	10
35	Employees are recognized for providing high quality products and services.	Agree-disagree	66%	20%	46%	16%	10%	8%	18%	80	175	61	40	29	385	10
36	Employees are protected from health and safety hazards on the job.	Agree-disagree	77%	38%	39%	11%	9%	3%	12%	152	151	40	31	12	386	9
37	My organization is successful at accomplishing its mission.	Agree-disagree	87%	34%	53%	7%	3%	3%	6%	130	206	26	13	9	384	11
38	I have a good understanding of my organization's priorities.	Agree-disagree	81%	33%	48%	10%	5%	3%	8%	132	190	40	20	12	394	N/A
39	My organization shares results (for example, town halls, email, distribution of reports) from the Federal Employee Viewpoint Survey (FEVS).	Agree-disagree	89%	44%	45%	5%	3%	3%	6%	168	172	19	11	11	381	11
40	Information is openly shared in my organization.	Agree-disagree	64%	23%	42%	17%	11%	8%	19%	87	158	66	41	27	379	10
41	The approval process in my organization allows timely delivery of my work.	Agree-disagree	65%	20%	45%	15%	13%	7%	20%	78	170	57	49	26	380	9
42	My organization effectively adapts to changing government priorities.	Agree-disagree	70%	23%	47%	17%	9%	4%	13%	89	176	64	34	13	376	12

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43	My organization has prepared me for potential physical security threats.	Agree-disagree	55%	19%	35%	23%	13%	9%	22%	73	134	87	49	32	375	17
44	My organization has prepared me for potential cybersecurity threats.	Agree-disagree	75%	24%	50%	16%	6%	4%	10%	93	192	60	21	14	380	9
45	In my organization, arbitrary action, personal favoritism and/or political coercion are not tolerated.	Agree-disagree	59%	25%	35%	22%	7%	12%	19%	90	125	76	26	39	356	31
46	*I recommend my organization as a good place to work.	Agree-disagree	74%	35%	40%	12%	10%	4%	13%	139	156	48	36	15	394	N/A
47	*I believe the results of this survey will be used to make my agency a better place to work.	Agree-disagree	51%	22%	29%	21%	16%	12%	28%	83	110	77	59	44	373	20
48	Supervisors in my work unit support employee development.	Agree-disagree	86%	50%	36%	7%	4%	3%	7%	192	139	28	14	12	385	3
49	My supervisor supports my need to balance work and other life issues.	Agree-disagree	90%	65%	26%	5%	4%	1%	5%	256	102	17	14	5	394	N/A
50	My supervisor listens to what I have to say.	Agree-disagree	88%	63%	25%	5%	4%	3%	6%	248	100	23	13	10	394	N/A
51	My supervisor treats me with respect.	Agree-disagree	90%	67%	22%	6%	3%	2%	4%	263	89	25	9	6	392	N/A
52	I have trust and confidence in my supervisor.	Agree-disagree	84%	58%	25%	8%	4%	4%	8%	229	99	34	15	15	392	N/A
53	My supervisor holds me accountable for achieving results.	Agree-disagree	93%	66%	27%	5%	1%	1%	2%	256	106	22	5	3	392	N/A
54	Overall, how good a job do you feel is being done by your immediate supervisor?	Good-poor	86%	61%	25%	9%	2%	3%	6%	242	95	35	10	12	394	N/A
55	My supervisor provides me with constructive suggestions to improve my job performance.	Agree-disagree	78%	48%	30%	11%	7%	3%	11%	187	122	42	28	14	393	N/A
56	My supervisor provides me with performance feedback throughout the year.	Agree-disagree	81%	51%	31%	11%	6%	2%	8%	198	122	40	23	9	392	2
57	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	Agree-disagree	51%	18%	33%	20%	14%	15%	29%	67	128	78	52	55	380	12
58	My organization's senior leaders maintain high standards of honesty and integrity.	Agree-disagree	65%	27%	38%	20%	5%	10%	15%	94	136	71	18	33	352	35
59	*Managers communicate the goals of the organization.	Agree-disagree	68%	25%	44%	16%	8%	7%	16%	95	171	62	31	27	386	5
60	Managers promote communication among different work units (for example, about projects, goals, needed resources).	Agree-disagree	65%	26%	40%	14%	11%	10%	21%	98	152	56	39	37	382	9

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61	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	Good-poor	73%	38%	35%	15%	5%	6%	12%	140	134	60	20	23	377	15
62	I have a high level of respect for my organization's senior leaders.	Agree-disagree	64%	26%	38%	18%	9%	9%	18%	99	147	70	36	33	385	5
63	Senior leaders demonstrate support for Work-Life programs.	Agree-disagree	68%	29%	38%	18%	7%	7%	15%	104	140	62	26	24	356	36
64	Management encourages innovation.	Agree-disagree	56%	23%	33%	23%	12%	9%	21%	86	126	85	43	34	374	15
65	Management makes effective changes to address challenges facing our organization.	Agree-disagree	57%	21%	36%	23%	9%	11%	19%	79	137	87	35	38	376	15
66	Management involves employees in decisions that affect their work.	Agree-disagree	51%	18%	33%	20%	13%	15%	29%	68	124	74	52	56	374	16
67	*How satisfied are you with your involvement in decisions that affect your work?	Satisfied-dissatisfied	55%	18%	37%	23%	16%	5%	22%	69	145	93	63	20	390	N/A
68	*How satisfied are you with the information you receive from management on what's going on in your organization?	Satisfied-dissatisfied	60%	21%	39%	22%	13%	5%	18%	84	152	82	51	20	389	N/A
69	*How satisfied are you with the recognition you receive for doing a good job?	Satisfied-dissatisfied	61%	24%	37%	21%	9%	9%	18%	94	145	82	34	35	390	N/A
70	*Considering everything, how satisfied are you with your job?	Satisfied-dissatisfied	73%	30%	42%	15%	8%	4%	12%	119	167	58	32	14	390	N/A
71	Considering everything, how satisfied are you with your pay?	Satisfied-dissatisfied	60%	21%	39%	15%	16%	9%	25%	84	156	56	62	31	389	N/A
72	*Considering everything, how satisfied are you with your organization?	Satisfied-dissatisfied	72%	25%	47%	14%	10%	5%	14%	100	184	53	37	17	391	N/A
73	My organization's management practices promote diversity (e.g., outreach, recruitment, promotion opportunities).	Agree-disagree	77%	34%	42%	12%	5%	6%	11%	122	146	42	19	18	347	44
74	My supervisor demonstrates a commitment to workforce diversity (e.g., recruitment, promotion opportunities, development).	Agree-disagree	81%	44%	37%	13%	3%	3%	6%	158	131	42	10	9	350	41
75	I have similar access to advancement opportunities (e.g., promotion, career development, training) as others in my work unit.	Agree-disagree	72%	32%	40%	11%	8%	8%	16%	122	151	42	29	28	372	16
76	My supervisor provides opportunities fairly to all employees in my work unit (e.g., promotions, work assignments).	Agree-disagree	80%	38%	42%	10%	6%	5%	10%	140	151	35	19	15	360	31
77	In my work unit, excellent work is similarly recognized for all employees (e.g., awards, acknowledgements).	Agree-disagree	69%	33%	36%	15%	6%	9%	15%	122	128	56	21	31	358	32

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78	Employees in my work unit make me feel I belong.	Agree-disagree	82%	39%	43%	12%	4%	2%	6%	150	164	44	16	6	380	9
79	Employees in my work unit care about me as a person.	Agree-disagree	80%	43%	37%	13%	5%	2%	7%	158	139	47	16	7	367	18
80	I am comfortable expressing opinions that are different from other employees in my work unit.	Agree-disagree	77%	37%	40%	12%	7%	4%	11%	143	155	42	27	13	380	8
81	In my work unit, people's differences are respected.	Agree-disagree	84%	41%	43%	10%	4%	2%	6%	155	164	36	14	7	376	13
82	I can be successful in my organization being myself.	Agree-disagree	80%	38%	41%	11%	6%	3%	9%	148	161	41	22	11	383	6
83	I can easily make a request of my organization to meet my accessibility needs.	Agree-disagree	80%	39%	42%	12%	4%	4%	8%	95	101	27	7	10	240	72
84	My organization responds to my accessibility needs in a timely manner.	Agree-disagree	75%	36%	39%	16%	4%	5%	9%	78	82	32	8	10	210	97
85	My organization meets my accessibility needs.	Agree-disagree	75%	37%	38%	16%	4%	6%	9%	83	85	35	7	11	221	85
86	My job inspires me.	Agree-disagree	67%	29%	39%	19%	9%	4%	13%	114	148	74	36	17	389	N/A
87	The work I do gives me a sense of accomplishment.	Agree-disagree	78%	38%	40%	12%	7%	3%	9%	148	156	47	26	11	388	N/A
88	I feel a strong personal attachment to my organization.	Agree-disagree	63%	32%	31%	24%	8%	5%	13%	126	122	90	31	21	390	N/A
89	I identify with the mission of my organization.	Agree-disagree	89%	49%	41%	8%	1%	2%	3%	190	159	29	4	8	390	N/A
90	It is important to me that my work contribute to the common good.	Agree-disagree	96%	61%	35%	3%	0%	1%	1%	241	134	11	0	3	389	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.

For confidentiality purposes, a "<sup>-c</sup>" indicates that there are fewer than 4 responses to Questions 83, 84, or 85 and results are therefore suppressed.

Source: **Consumer Product Safety Commission AES Report, 2023 OPM Federal Employee Viewpoint Survey**