

2021 FEDERAL EMPLOYEE VIEWPOINT SURVEY



U.S. AGENCY FOR
GLOBAL MEDIA

330 Independence Avenue SW | Washington, DC 20237 | usagm.gov

FIELD PERIOD	Nov 8, 2021 - Dec 10, 2021
SAMPLE OR CENSUS	CENSUS
SURVEYS COMPLETED	786
SURVEYS ADMINISTERED	1,296
RESPONSE RATE	60.65%

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

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

OVERALL ENGAGEMENT INDEX 70%

LEADERS LEAD	SUPERVISORS	INTRINSIC WORK EXPERIENCE
58%	78%	75%

GLOBAL SATISFACTION 66%

PERFORMANCE CONFIDENCE 82%

Highest % Positive Items

Select: Highest % Positive

Q7	*I know how my work relates to the agency's goals.	84.7%
Q15	Employees in my work unit contribute positively to my agency's performance.	84.4%
Q29	My supervisor treats me with respect..	84.3%
Q4	I know what is expected of me on the job.	83.5%
Q19	Employees in my work unit achieve our goals.	83.4%

Highest % Negative Items

Select: Highest % Negative

Q32	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	24.3%
Q39	*How satisfied are you with your involvement in decisions that affect your work?	23.7%
Q10	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	23.6%
Q24	*I believe the results of this survey will be used to make my agency a better place to work.	23.0%
Q12	*In my work unit, differences in performance are recognized in a meaningful way.	22.6%

2021 FEVS FACTS

USAGM SURVEY RESPONSE RATE increased to 60.65%, up 12 percentage points from 2020.

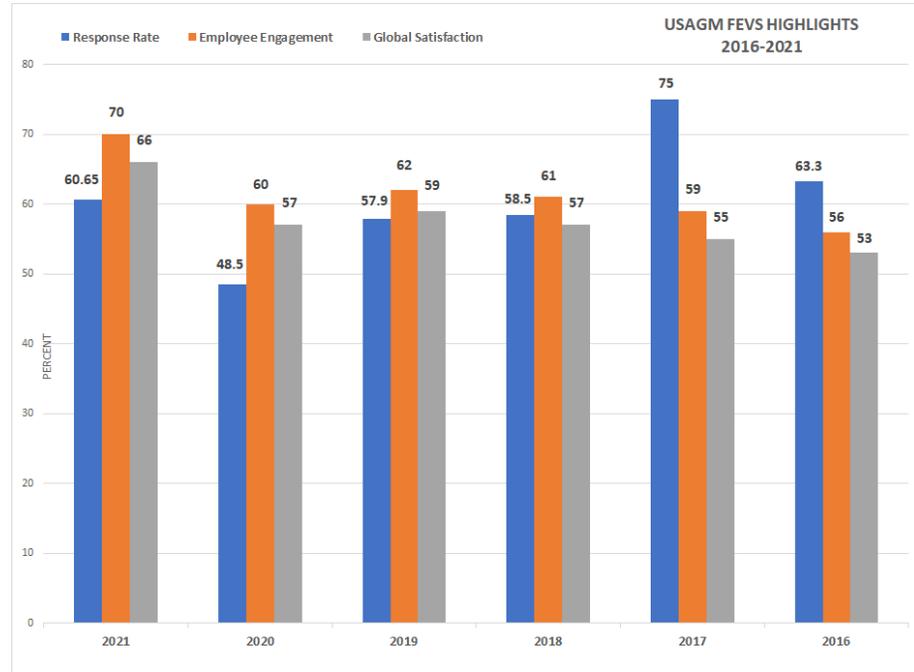
EMPLOYEE ENGAGEMENT went from 60% to 70%, highest positive rate in last 6 years. EMPLOYEE ENGAGEMENT concentrates on factors that lead to an engaged workforce (e.g., supporting employee development, communicating agency goals)

GLOBAL SATISFACTION is a combination of employees' satisfaction with their jobs, their pay, and their organization, plus their willingness to recommend their organization as a good place to work, increased from 57% to 66%, the highest positive rate in the last 6 years.

In 37 out of the 44 core FEVS questions, the percent positive rates increased from 2020.

Although the positive response rates decreased on six questions, the percent positive rates remained at 78% or higher.

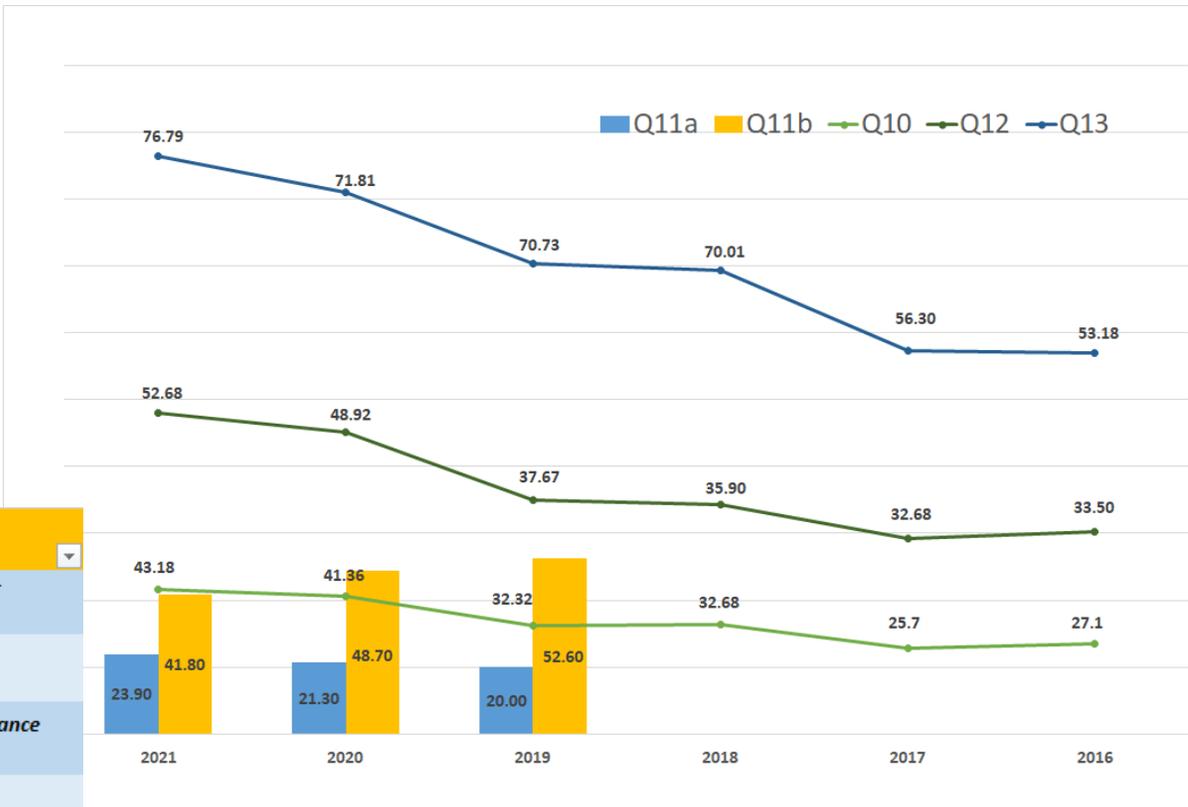
14 of the core FEV questions improved by more than 10 percentage points from 2020



Question	TOP FIVE INCREASES	2021	2020	% Points Increase
Q37	I have a high level of respect for my organization's senior leaders.	60.27%	40.70%	19.57%
Q40	*How satisfied are you with the information you receive from management on what's going on in your organization?	57.87%	40.00%	17.87%
Q38	Senior leaders demonstrate support for Work-Life programs.	62.16%	44.40%	17.76%
Q33	My organization's senior leaders maintain high standards of honesty and integrity.	54.48%	37.30%	17.18%
Q32	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	48.71%	33.40%	15.31%

NOTABLE IMPROVEMENTS

PERFORMANCE MANAGEMENT	
Q10	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.
Q11	In my work unit poor performers usually:
Q11a	<i>Remain in the work unit and improve their performance over time.</i>
Q11b	<i>Remain in the work unit and continue to underperform.</i>
Q12	*In my work unit, differences in performance are recognized in a meaningful way.
EMPLOYEE AND TRAINING DEVELOPMENT	
Q13	My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.



2021