2023

OFFICE OF PERSONNEL MANAGEMENT

Federal Employee Viewpoint Survey

Empowering employees. Inspiring change.

Annual Employee Survey (AES) Dashboard

U.S. Agency for Global Media

The Dashboard's percent positive and negative results only include items 1-90, excluding item 16.

FIELD PERIOD	May 15 - Jul 14, 2023
SAMPLE OR CENSUS	CENSUS
NUMBER OF SURVEYS COMPLETED	727
NUMBER OF SURVEYS ADMINISTERED	1,253
RESPONSE RATE	58.0%

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

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

Engagement Index Score

2023 ENGAGEMENT INDEX		
70%		
LEADERS LEAD	SUPERVISORS	INTRINSIC WORK EXPERIENCE
59%	76%	74%

Highest % Positive Items

Select: Highest % Positive

		Index/Dimension	
Q90	It is important to me that my work contribute to the common good.	Employee Experience Index	91%
Q44	My organization has prepared me for potential cybersecurity threats.	Employee-Focused Performance Dimension: Employee Welfare	86%
Q7	I know how my work relates to the agency's goals.	Employee Engagement Index: Intrinsic Work Experience	86%
Q21	Employees in my work unit contribute positively to my agency's performance.	Performance Confidence Index	85%
Q11	I am held accountable for the quality of work I produce.	Goal Oriented Performance Dimension: Accountability	85%

Highest % Negative Items

Select: Highest % Negative

		Index/Dimension	
Q66	Management involves employees in decisions that affect their work.	Employee-Focused Performance Dimension: Employee Voice	28%
Q17	In my work unit, differences in performance are recognized in a meaningful way.	Goal Oriented Performance Dimension: Recognition	27%
Q45	In my organization, arbitrary action, personal favoritism and/or political coercion are not tolerated.	Foundations Performance Dimension: Merit Principles	25%
Q57	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	Employee Engagement Index: Leaders Lead	24%
Q75	I have similar access to advancement opportunities (e.g., promotion, career development, training) as others in my work unit.	DEIA Index: Equity	24%

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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

51 items increased since 2022

		Index/Dimension	2020	2021	2022	2023	Percentage Point Change
Q36	Employees are protected from health and safety hazards on the job.	Employee-Focused Performance Dimension: Employee Welfare	63%	69%	61%	68%	+7
Q46	I recommend my organization as a good place to work.	Global Satisfaction Index	48%	58%	58%	64%	+6
Q5	My workload is reasonable.	Employee-Focused Performance Dimension: Work-Life Support	65%	68%	63%	68%	+5
Q10	I receive the training I need to do my job well.	Employee-Focused Performance Dimension: Employee Development	--	--	62%	67%	+5
Q72	Considering everything, how satisfied are you with your organization?	Global Satisfaction Index	50%	64%	62%	67%	+5

Select: Largest Decreases since 2022

Largest Decreases in Percent Positive since 2022

15 items decreased since 2022

			2020	2021	2022	2023	Percentage Point Change
Q42	My organization effectively adapts to changing government priorities.	Agile Performance Dimension: Resilience	--	--	67%	62%	-5
Q44	My organization has prepared me for potential cybersecurity threats.	Employee-Focused Performance Dimension: Employee Welfare	--	--	89%	86%	-3
Q78	Employees in my work unit make me feel I belong.	DEIA Index: Inclusion	--	--	79%	77%	-2
Q3	My work gives me a feeling of personal accomplishment.	Employee Engagement Index: Intrinsic Work Experience	72%	75%	75%	73%	-2
Q11	I am held accountable for the quality of work I produce.	Goal Oriented Performance Dimension: Accountability	--	--	87%	85%	-2

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GENDER	HISPANIC, LATINO, OR SPANISH	LOCATION
44% Female	**9%** Hispanic, Latino, or Spanish	**80%** Headquarters

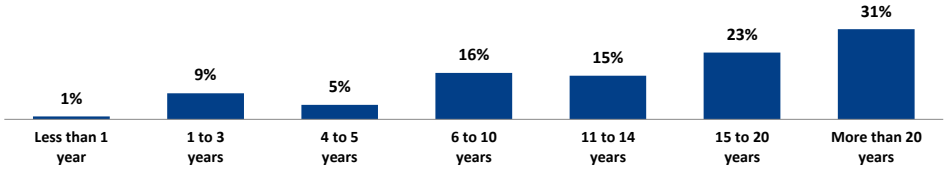
MILITARY SERVICE	RETIREMENT	PLAN TO LEAVE
10% Served	**34%** within the next five years	**26%** within the next year

Age Group

Age Group
Racial Category
Education

Agency Tenure

Agency Tenure
Federal Tenure
Supervisory Status
Pay Category/Grade



Item	Item Text	Index	Performance Dimension	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.	N/A	Employee-Focused: Employee Development	Agree-disagree	67%	26%	41%	15%	10%	8%	18%	195	293	106	68	55	717	N/A
2	I feel encouraged to come up with new and better ways of doing things.	Employee Engagement: Intrinsic Work Experience	N/A	Agree-disagree	65%	28%	37%	15%	11%	10%	20%	206	261	103	74	65	709	N/A
3	My work gives me a feeling of personal accomplishment.	Employee Engagement: Intrinsic Work Experience	N/A	Agree-disagree	73%	34%	39%	16%	6%	6%	12%	245	276	111	38	41	711	N/A
4	I know what is expected of me on the job.	Employee Engagement: Intrinsic Work Experience	N/A	Agree-disagree	82%	37%	45%	9%	4%	4%	9%	265	309	68	31	30	703	N/A
5	*My workload is reasonable.	N/A	Employee-Focused: Work-Life Support	Agree-disagree	68%	23%	45%	15%	9%	8%	17%	164	316	108	65	58	711	N/A
6	*My talents are used well in the workplace.	Employee Engagement: Intrinsic Work Experience	N/A	Agree-disagree	62%	26%	36%	16%	10%	12%	22%	190	253	109	72	79	703	N/A
7	*I know how my work relates to the agency's goals.	Employee Engagement: Intrinsic Work Experience	N/A	Agree-disagree	86%	45%	40%	8%	3%	4%	7%	326	284	53	22	26	711	N/A
8	*I can disclose a suspected violation of any law, rule, or regulation without fear of reprisal.	N/A	Foundations: Merit Principles	Agree-disagree	61%	26%	35%	18%	10%	11%	21%	185	227	123	63	72	670	45
9	I have enough information to do my job well.	N/A	Foundations: Performance Resources	Agree-disagree	77%	26%	51%	14%	6%	3%	9%	188	371	98	42	22	721	N/A
10	I receive the training I need to do my job well.	N/A	Employee-Focused: Employee Development	Agree-disagree	67%	22%	45%	20%	8%	5%	13%	157	318	137	60	32	704	N/A
11	I am held accountable for the quality of work I produce.	N/A	Goal Oriented: Accountability	Agree-disagree	85%	35%	50%	10%	2%	3%	5%	254	350	69	13	22	708	N/A
12	I have a clear idea of how well I am doing my job.	N/A	Goal Oriented: Performance Feedback	Agree-disagree	81%	37%	44%	11%	4%	4%	8%	264	307	83	31	28	713	N/A
13	I have the autonomy to decide how I do my job.	N/A	Agile: Autonomy	Agree-disagree	67%	27%	40%	17%	9%	8%	16%	202	282	118	62	52	716	N/A
14	I can make decisions about my work without getting permission first.	N/A	Agile: Autonomy	Agree-disagree	55%	19%	36%	21%	14%	10%	23%	144	264	150	92	68	718	N/A
15	*The people I work with cooperate to get the job done.	N/A	Foundations: Cooperation	Agree-disagree	83%	41%	42%	10%	4%	4%	7%	303	302	69	28	24	726	N/A
17	*In my work unit, differences in performance are recognized in a meaningful way.	N/A	Goal Oriented: Recognition	Agree-disagree	49%	13%	35%	25%	14%	13%	27%	92	236	162	90	83	663	61
18	Employees in my work unit share job knowledge.	N/A	Foundations: Cooperation	Agree-disagree	75%	27%	48%	16%	5%	5%	9%	207	338	103	33	32	713	12
19	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N/A	Foundations: Performance Resources	Agree-disagree	77%	28%	49%	13%	5%	4%	9%	206	343	90	37	28	704	18
20	Employees in my work unit meet the needs of our customers.	Performance Confidence	N/A	Always-never	84%	43%	41%	11%	4%	1%	5%	301	287	73	23	7	691	29
21	Employees in my work unit contribute positively to my agency's performance.	Performance Confidence	N/A	Always-never	85%	48%	37%	10%	3%	1%	5%	333	254	67	21	8	683	19
22	Employees in my work unit produce high-quality work.	Performance Confidence	N/A	Always-never	81%	44%	37%	13%	4%	2%	6%	315	262	88	27	11	703	12
23	Employees in my work unit adapt to changing priorities.	Performance Confidence	N/A	Always-never	79%	43%	35%	14%	5%	2%	7%	307	245	96	31	14	693	20
24	New hires in my work unit (i.e. hired in the past year) have the right skills to do their jobs.	N/A	Foundations: Performance Resources	Agree-disagree	63%	24%	40%	23%	6%	8%	14%	139	225	128	34	41	567	156
25	I can influence decisions in my work unit.	N/A	Employee-Focused: Employee Voice	Agree-disagree	65%	24%	41%	19%	9%	7%	16%	178	305	133	61	47	724	N/A
26	I know what my work unit's goals are.	N/A	Goal Oriented: Goal Clarity	Agree-disagree	82%	40%	42%	11%	4%	3%	7%	294	301	76	27	24	722	N/A
27	My work unit commits resources to develop new ideas (e.g., budget, staff, time, expert support).	N/A	Agile: Innovation	Agree-disagree	54%	19%	35%	26%	10%	10%	20%	135	250	170	72	70	697	27
28	My work unit successfully manages disruptions to our work.	N/A	Agile: Resilience	Agree-disagree	71%	27%	45%	17%	5%	7%	12%	194	310	118	36	44	702	22
29	Employees in my work unit consistently look for new ways to improve how they do their work.	N/A	Agile: Innovation	Agree-disagree	67%	24%	43%	20%	9%	4%	13%	173	294	139	59	28	693	21
30	Employees in my work unit incorporate new ideas into their work.	N/A	Agile: Innovation	Agree-disagree	69%	23%	45%	19%	9%	4%	13%	166	310	122	59	25	682	19
31	Employees in my work unit approach change as an opportunity.	N/A	Agile: Resilience	Agree-disagree	59%	22%	37%	26%	9%	6%	15%	159	254	175	59	40	687	20

32	Employees in my work unit consider customer needs a top priority.	N/A	Foundations: Customer Responsiveness	Agree-disagree	72%	30%	42%	17%	6%	4%	10%	212	283	112	41	28	676	19
33	Employees in my work unit consistently look for ways to improve customer service.	N/A	Foundations: Customer Responsiveness	Agree-disagree	64%	25%	40%	24%	8%	4%	12%	176	268	157	56	26	683	27
34	Employees in my work unit support my need to balance my work and personal responsibilities.	N/A	Employee-Focused: Work-Life Support	Agree-disagree	70%	29%	41%	18%	6%	7%	13%	211	282	117	42	46	698	15
35	Employees are recognized for providing high quality products and services.	N/A	Goal Oriented: Recognition	Agree-disagree	58%	17%	41%	21%	9%	11%	21%	127	295	142	62	78	704	15
36	Employees are protected from health and safety hazards on the job.	N/A	Employee-Focused: Employee Welfare	Agree-disagree	68%	24%	44%	19%	7%	6%	13%	166	304	127	46	39	682	36
37	My organization is successful at accomplishing its mission.	N/A	Other	Agree-disagree	74%	28%	46%	15%	5%	5%	10%	198	326	103	36	33	696	24
38	I have a good understanding of my organization's priorities.	N/A	Goal Oriented: Goal Clarity	Agree-disagree	77%	34%	43%	14%	5%	4%	9%	245	308	100	38	29	720	N/A
39	My organization shares results (for example, town halls, email, distribution of reports) from the Federal Employee Viewpoint	N/A	Other	Agree-disagree	80%	31%	49%	13%	3%	4%	7%	216	337	87	21	21	682	27
40	Information is openly shared in my organization.	N/A	Foundations: Communication	Agree-disagree	60%	20%	40%	23%	9%	8%	17%	138	271	152	55	53	669	17
41	The approval process in my organization allows timely delivery of my work.	N/A	Other	Agree-disagree	59%	17%	42%	25%	10%	7%	17%	117	278	164	68	47	674	23
42	My organization effectively adapts to changing government priorities.	N/A	Agile: Resilience	Agree-disagree	62%	22%	39%	25%	7%	6%	13%	144	257	162	42	39	644	52
43	My organization has prepared me for potential physical security threats.	N/A	Employee-Focused: Employee Welfare	Agree-disagree	69%	25%	44%	18%	9%	4%	13%	176	301	125	58	30	690	14
44	My organization has prepared me for potential cybersecurity threats.	N/A	Employee-Focused: Employee Welfare	Agree-disagree	86%	35%	51%	9%	2%	3%	5%	248	354	60	15	19	696	3
45	In my organization, arbitrary action, personal favoritism and/or political coercion are not tolerated.	N/A	Foundations: Merit Principles	Agree-disagree	52%	19%	33%	24%	11%	14%	25%	128	216	154	66	94	658	39
46	*I recommend my organization as a good place to work.	Global Satisfaction	N/A	Agree-disagree	64%	23%	41%	20%	8%	8%	16%	166	289	142	60	55	712	N/A
47	*I believe the results of this survey will be used to make my agency a better place to work.	N/A	Other	Agree-disagree	57%	24%	34%	21%	9%	12%	22%	160	225	142	62	80	669	45
48	Supervisors in my work unit support employee development.	Employee Engagement: Supervisors	N/A	Agree-disagree	74%	35%	39%	13%	5%	8%	13%	248	263	88	37	54	690	10
49	My supervisor supports my need to balance work and other life issues.	N/A	Employee-Focused: Work-Life Support	Agree-disagree	81%	46%	35%	10%	4%	6%	9%	333	240	68	26	41	708	N/A
50	My supervisor listens to what I have to say.	Employee Engagement: Supervisors	N/A	Agree-disagree	79%	46%	33%	10%	5%	6%	11%	333	224	70	37	41	705	N/A
51	My supervisor treats me with respect.	Employee Engagement: Supervisors	N/A	Agree-disagree	83%	49%	33%	9%	4%	5%	8%	359	229	63	25	33	709	N/A
52	I have trust and confidence in my supervisor.	Employee Engagement: Supervisors	N/A	Agree-disagree	73%	45%	28%	13%	5%	8%	14%	324	192	89	39	58	702	N/A
53	My supervisor holds me accountable for achieving results.	N/A	Goal Oriented: Accountability	Agree-disagree	84%	46%	39%	9%	3%	3%	6%	332	267	66	18	23	706	N/A
54	Overall, how good a job do you feel is being done by your immediate supervisor?	Employee Engagement: Supervisors	N/A	Good-poor	73%	47%	26%	14%	7%	6%	13%	336	186	96	47	43	708	N/A
55	My supervisor provides me with constructive suggestions to improve my job performance.	N/A	Goal Oriented: Performance Feedback	Agree-disagree	71%	36%	34%	16%	7%	6%	13%	266	240	113	51	44	714	N/A
56	My supervisor provides me with performance feedback throughout the year.	N/A	Goal Oriented: Performance Feedback	Agree-disagree	73%	37%	36%	14%	6%	7%	12%	267	258	98	42	48	713	0
57	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	Employee Engagement: Leaders Lead	N/A	Agree-disagree	51%	19%	32%	25%	9%	15%	24%	132	215	168	67	101	683	22
58	My organization's senior leaders maintain high standards of honesty and integrity.	Employee Engagement: Leaders Lead	N/A	Agree-disagree	56%	22%	34%	26%	6%	12%	18%	149	217	172	40	75	653	46
59	*Managers communicate the goals of the organization.	Employee Engagement: Leaders Lead	N/A	Agree-disagree	64%	20%	43%	20%	7%	9%	16%	147	290	141	48	61	687	14
60	Managers promote communication among different work units (for example, about projects, goals, needed resources).	N/A	Foundations: Communication	Agree-disagree	59%	20%	39%	21%	9%	11%	20%	140	265	142	64	72	683	19
61	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	Employee Engagement: Leaders Lead	N/A	Good-poor	64%	34%	30%	20%	5%	11%	16%	229	200	133	35	72	669	38
62	I have a high level of respect for my organization's senior leaders.	Employee Engagement: Leaders Lead	N/A	Agree-disagree	63%	28%	35%	21%	7%	9%	16%	196	242	148	51	59	696	11
63	Senior leaders demonstrate support for Work-Life programs.	N/A	Employee-Focused: Work-Life Support	Agree-disagree	63%	24%	39%	22%	6%	9%	14%	160	260	143	37	55	655	50
64	Management encourages innovation.	N/A	Agile: Innovation	Agree-disagree	60%	22%	38%	22%	9%	9%	18%	151	259	149	59	60	678	25
65	Management makes effective changes to address challenges facing our organization.	N/A	Agile: Resilience	Agree-disagree	58%	19%	38%	25%	9%	9%	18%	132	253	165	57	58	665	39
66	Management involves employees in decisions that affect their work.	N/A	Employee-Focused: Employee Voice	Agree-disagree	48%	17%	31%	25%	14%	14%	28%	116	213	167	91	94	681	24
67	*How satisfied are you with your involvement in decisions that affect your work?	N/A	Employee-Focused: Employee Voice	Satisfied-dissatisfied	53%	17%	36%	25%	14%	9%	22%	121	254	174	95	60	704	N/A

68	*How satisfied are you with the information you receive from management on what's going on in your organization?	N/A	Foundations: Communication	Satisfied-dissatisfied	58%	17%	40%	25%	10%	7%	17%	126	279	176	73	46	700	N/A
69	*How satisfied are you with the recognition you receive for doing a good job?	N/A	Goal Oriented: Recognition	Satisfied-dissatisfied	55%	20%	35%	22%	11%	12%	23%	145	247	147	78	82	699	N/A
70	*Considering everything, how satisfied are you with your job?	Global Satisfaction	N/A	Satisfied-dissatisfied	72%	26%	46%	14%	8%	6%	14%	185	322	93	57	43	700	N/A
71	Considering everything, how satisfied are you with your pay?	Global Satisfaction	N/A	Satisfied-dissatisfied	67%	22%	45%	14%	12%	7%	18%	156	319	98	82	46	701	N/A
72	*Considering everything, how satisfied are you with your organization?	Global Satisfaction	N/A	Satisfied-dissatisfied	67%	22%	45%	17%	9%	7%	16%	152	320	116	66	48	702	N/A
73	My organization's management practices promote diversity (e.g., outreach, recruitment, promotion opportunities).	DEIA: Diversity	N/A	Agree-disagree	68%	27%	41%	20%	5%	7%	12%	178	266	126	31	44	645	61
74	My supervisor demonstrates a commitment to workforce diversity (e.g., recruitment, promotion opportunities,	DEIA: Diversity	N/A	Agree-disagree	68%	33%	36%	19%	5%	8%	13%	219	234	123	32	47	655	51
75	I have similar access to advancement opportunities (e.g., promotion, career development, training) as others in my work	DEIA: Equity	N/A	Agree-disagree	55%	22%	33%	22%	10%	14%	24%	160	225	141	65	88	679	20
76	My supervisor provides opportunities fairly to all employees in my work unit (e.g., promotions, work assignments).	DEIA: Equity	N/A	Agree-disagree	61%	26%	36%	19%	8%	12%	20%	179	240	120	55	77	671	28
77	In my work unit, excellent work is similarly recognized for all employees (e.g., awards, acknowledgements).	DEIA: Equity	N/A	Agree-disagree	58%	24%	34%	21%	8%	13%	21%	166	228	135	52	86	667	31
78	Employees in my work unit make me feel I belong.	DEIA: Inclusion	N/A	Agree-disagree	77%	30%	47%	14%	5%	4%	9%	214	317	93	31	29	684	12
79	Employees in my work unit care about me as a person.	DEIA: Inclusion	N/A	Agree-disagree	76%	30%	46%	17%	3%	4%	7%	209	298	111	21	26	665	23
80	I am comfortable expressing opinions that are different from other employees in my work unit.	DEIA: Inclusion	N/A	Agree-disagree	70%	28%	42%	15%	7%	8%	14%	203	285	104	46	50	688	9
81	In my work unit, people's differences are respected.	DEIA: Inclusion	N/A	Agree-disagree	74%	28%	45%	16%	5%	6%	10%	199	304	105	32	36	676	15
82	I can be successful in my organization being myself.	DEIA: Inclusion	N/A	Agree-disagree	71%	29%	42%	16%	7%	6%	13%	207	283	102	47	41	680	10
83	I can easily make a request of my organization to meet my accessibility needs.	DEIA: Accessibility	N/A	Agree-disagree	69%	28%	41%	22%	5%	4%	9%	137	190	94	21	20	462	120
84	My organization responds to my accessibility needs in a timely manner.	DEIA: Accessibility	N/A	Agree-disagree	65%	27%	38%	26%	4%	5%	9%	129	171	112	18	22	452	130
85	My organization meets my accessibility needs.	DEIA: Accessibility	N/A	Agree-disagree	67%	28%	40%	24%	4%	4%	8%	129	179	104	20	17	449	129
86	My job inspires me.	Employee Experience	N/A	Agree-disagree	68%	32%	35%	19%	8%	6%	14%	224	249	129	54	42	698	N/A
87	The work I do gives me a sense of accomplishment.	Employee Experience	N/A	Agree-disagree	79%	36%	43%	12%	5%	5%	10%	250	297	78	33	36	694	N/A
88	I feel a strong personal attachment to my organization.	Employee Experience	N/A	Agree-disagree	68%	34%	34%	18%	8%	6%	14%	234	240	126	53	45	698	N/A
89	I identify with the mission of my organization.	Employee Experience	N/A	Agree-disagree	82%	42%	41%	12%	2%	3%	6%	292	286	82	15	24	699	N/A
90	It is important to me that my work contribute to the common good.	Employee Experience	N/A	Agree-disagree	91%	52%	39%	6%	1%	2%	3%	366	272	38	6	16	698	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 "–c" indicates that there are fewer than 4 responses to Questions 83, 84, or 85 and results are therefore suppressed.

Source: **U.S. Agency for Global Media AES Report,** 2023 OPM Federal Employee Viewpoint Survey

Performance Dimension: Goal Oriented: Accountability

16. In my work unit poor performers usually (select all that apply):

Response Option	2023 N	2023 %	2022 N	2022 %
Remain in the work unit and improve their performance over time	140	19.6%	135	19.2%
Remain in the work unit and continue to underperform	253	34.8%	254	36.7%
Leave the work unit - removed or transferred	54	6.9%	51	6.7%
Leave the work unit - quit	19	2.4%	22	3.2%
There are no poor performers in my work unit	179	24.9%	156	22.3%
Do Not Know	137	19.5%	134	20.2%
Total (percents will add to more than 100% because respondents could choose more than one response option)	722	N/A	690	N/A

Percentages are weighted to represent the Agency's population.

A "–[a]" indicates that there are no trending results available for the year.

Source: **U.S. Agency for Global Media AES Report,** 2023 OPM Federal Employee Viewpoint Survey