

## EPA Employee Viewpoint Survey Summary 2017

The Office of Personnel Management's Federal Employee Viewpoint Survey results are used to gauge the attitudes and perceptions of employees in key work experience areas that drive satisfaction and commitment, ultimately boosting morale, productivity and capacity for mission success. The EPA views EVS results as crucial and ongoing input to our broad human capital planning processes, which directly support the agency's mission to protect human health and the environment.

**Methodology:** OPM administered the 2017 EVS from May 2, 2017, through June 15, 2017. The EVS consists of 84 questions: 71 core questions and 13 work/life balance questions. This year's EVS participation was heavily promoted through weekly articles in *This Week @ EPA*, senior leadership mass mailers, the EPA Engagement Community of Practice, EVS poster campaigns and One EPA intranet articles. Out of 14,066 surveys administered, **9,414 were completed**, allowing the agency to reach an impressive response rate of 66.9%, exceeding the government-wide average response rate of 45.5%.

**Interpretation:** The EPA has a lot to be proud of with respect to this year's EVS results. The *Employee Engagement Index increased two percentage points*, up from 67% in 2016 to 69% this year. Our *Global Satisfaction Index remained constant from last year* at 66% and our *Inclusion Index increased by five percentage points*, up from 60% in 2016 to 65% this year.

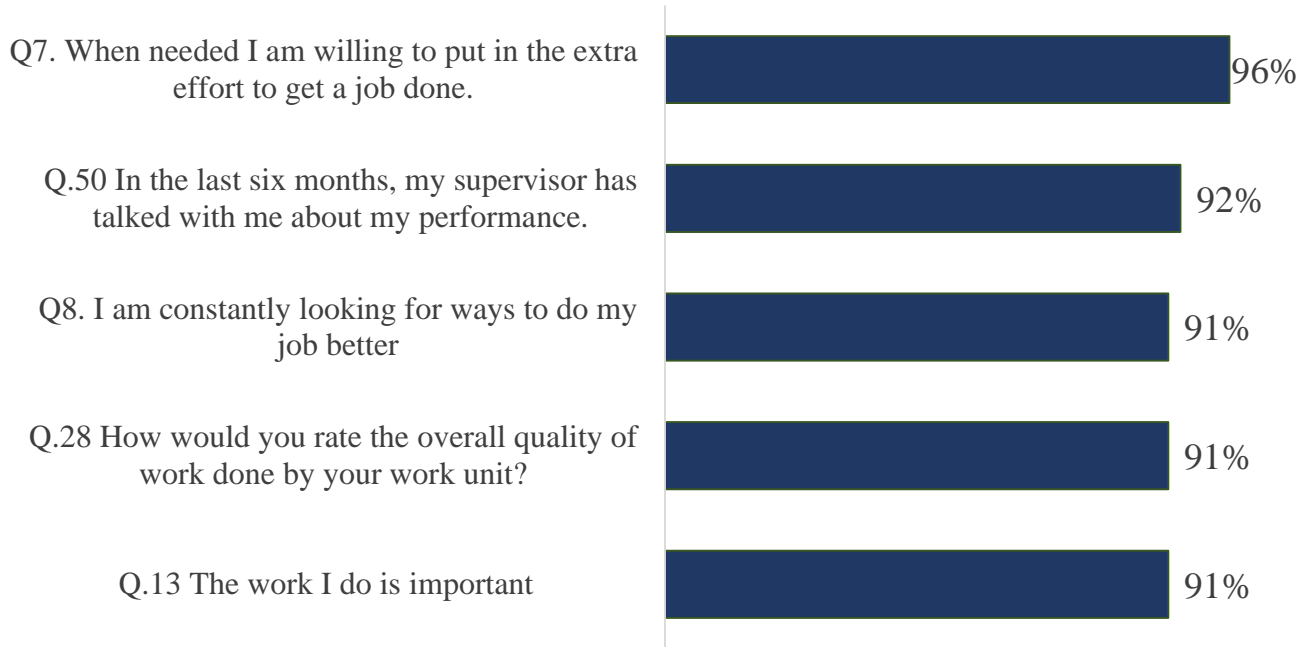
### 2017 Increases

Positive responses (Strongly Agree and Agree) increased for 57 of the 71 core EVS questions, 17 questions increased by at least five percentage points. The questions with the largest increases are listed below.

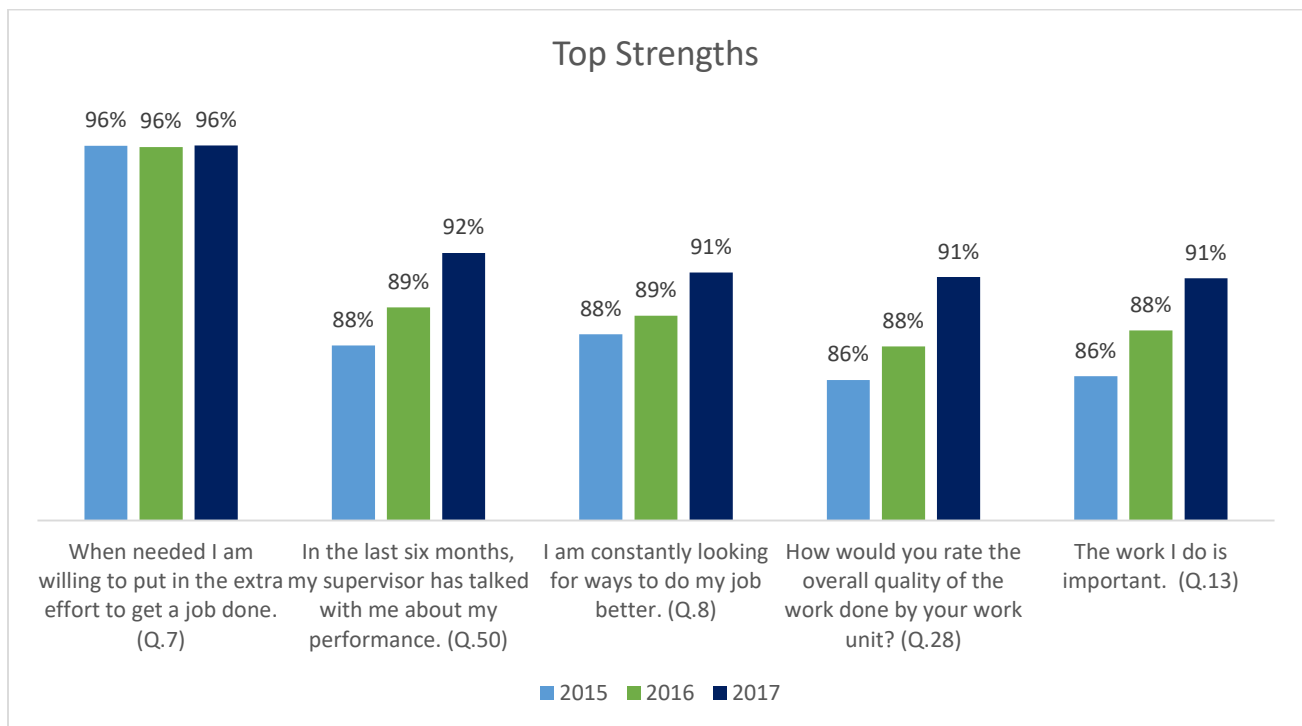
	EVS Question	2017 Score	Change
55.	Supervisors work well with employees of different backgrounds.	73%	+11
58.	Managers promote communication among different work units.	60%	+8
57.	Managers review and evaluate the organization's progress towards meeting its goals and objectives.	67%	+7
59.	Managers support collaboration across work units to accomplish work objectives.	65%	+7
23.	In my work units, steps are taken to deal with a poor performer who cannot or will not improve.	32%	+6

### 2017 Strengths

OPM defines strengths as those EVS questions with a **positive** response score of 65% or higher. The EPA results identified 41 strengths for this year's EVS. The top five strengths are shown below.



The top five strengths remain consistent for the past three years, as shown below.



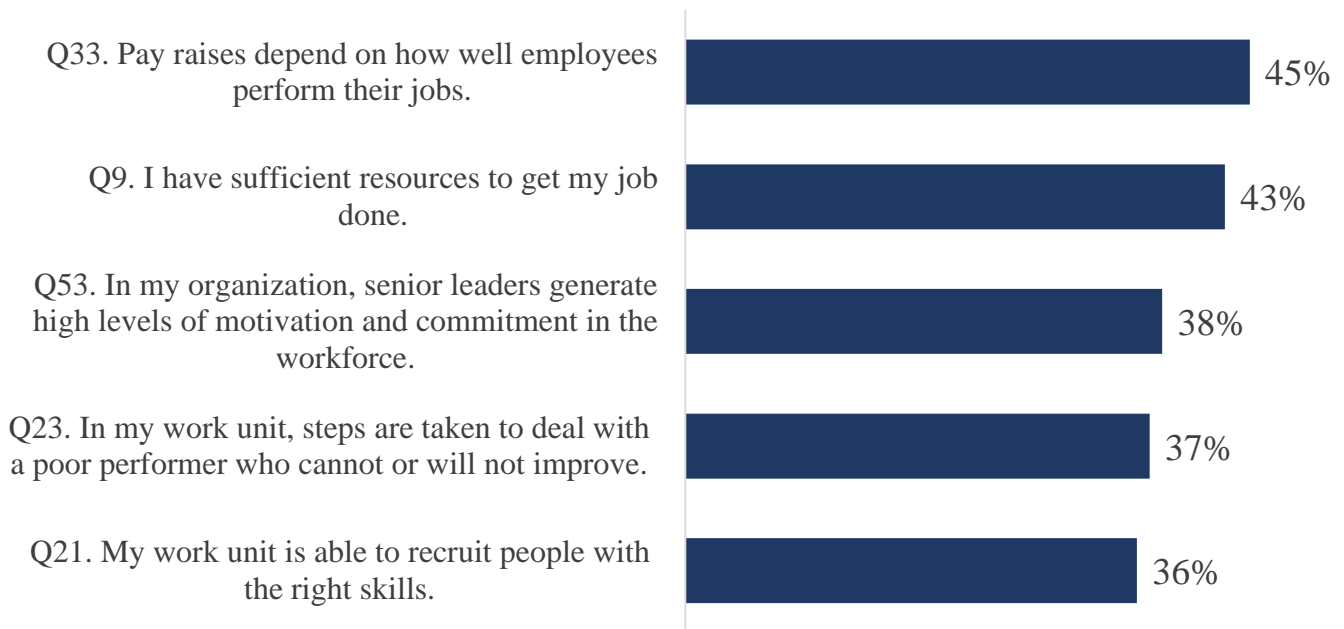
### 2017 Decreases

Positive responses decreased for 9 of the 71 core EVS questions. The questions with the largest decreases in positive responses are listed below.

	<b>EVS Question</b>	<b>2017 Score</b>	<b>Change</b>
41.	I believe the results of this survey will be used to make my agency a better place to work.	<b>41%</b>	<b>-3</b>
61.	I have a high level of respect for my organization's senior leader's	<b>48%</b>	<b>-3</b>
12.	I know how my work relates to the agency's goals and priorities.	<b>82%</b>	<b>-2</b>
40.	I recommend my organization as a good place to work.	<b>67%</b>	<b>-2</b>
54.	My organization's senior leaders maintain high standards of honesty and integrity.	<b>49%</b>	<b>-2</b>

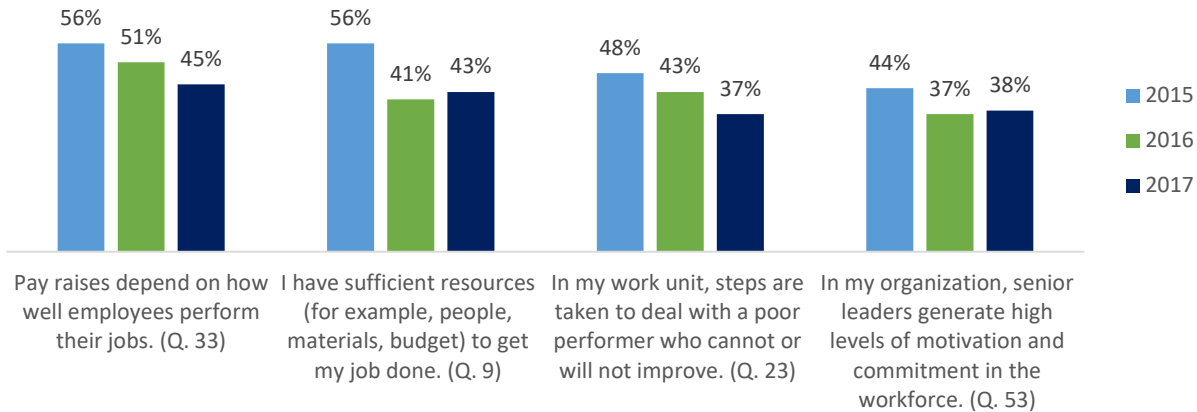
## 2017 Challenges

OPM defines EVS challenges as those questions with a **negative** response score (Strongly Disagree or Disagree) of 35% or higher. (Note: This differs from the positive response scores that are used throughout this report). This year six questions were identified as challenges for the EPA. The top five challenges are shown below.



Four of these five questions were consistently cited as challenges over the past three years, as shown below.

## Top Challenges



## EPA-Specific Questions

In an effort to gain greater insight from the EVS, the EPA piloted eight new agency-specific questions in the 2016 EVS. The questions were developed through employee feedback, union contributions and senior leadership recommendations. Below are agency-specific questions and their response scores for 2017. Seven of the eight questions increased in the percentage of positive responses. However, a positive response to Question 6 means that employees believe that their office processes have a negative impact on their work output. This year employees reported that office processes have less of a negative impact on work output relative to last year.

EPA Specific EVS Question	2017 Score	Change
1. In my organization, employee feedback is incorporated into supervisors' annual performance reviews. (Union recommendation)	33.5%	+6.8%
2. Senior leaders in my organization actively work to eliminate barriers to productivity that I face in my daily job. (Union recommendation)	35.6%	+4.4%
3. Managers in my office make effectively managing their people a priority. (Senior Policy Council recommendation)	59.6%	+10.2%
4. My office's top-level management team is aware of the challenges that can affect my work. (Senior Policy Council recommendation)	59.7%	+11.4%
5. In our work culture, people feel free to raise dissenting opinions without it having a negative impact on their careers. (Employee recommendation)	46.7%	+4.8%
6. My office's processes have a negative impact on my work output. (Employee recommendation)	41.1%	+5.2%
7. I have access to the technology I need to do my job effectively. (Employee recommendation)	71.4%	+2.3%
8. My supervisor supports my career planning and advancement. (Employee recommendation)	70.1%	+6.6%