

2019 EPA Employee Viewpoint Survey Summary

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 2019 EVS to eligible EPA employees from May 16, 2019, through June 27, 2019. The EVS consists of 84 questions: 71 core questions and 13 work/life balance questions. This year, OPM added one performance question and five questions related to the 2019 partial government shutdown. 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. Of the 13,202 surveys administered, 8,352 were completed, resulting in a 63.3% response rate.

Interpretation: All three major indices increased from the previous year. The Employee Engagement Index increased one percentage point, up from 67% in 2018 to 68% this year. Our Global Satisfaction Index increased from 61% in 2018 to 64% in 2019. Our Inclusion Index increased by one percentage point, from 63% in 2018 to 64% this year.

2019 Increases

Positive responses (Strongly Agree and Agree) increased for 48 of the 71 core EVS questions.

The questions with the largest increases are listed below.

EVS Question	2019 Score	Change from 2018
Q21. My work unit is able to recruit people with the right skills.	43%	+7%
Q40. I recommend my organization as a good place to work.	65%	+5%
Q61. I have a high level of respect for my organization's senior leaders.	44%	+4%
Q71. Considering everything, how satisfied are you with your organization?	56%	+4%
Q62. Senior leaders demonstrate support for Work-Life programs.	58%	+4%

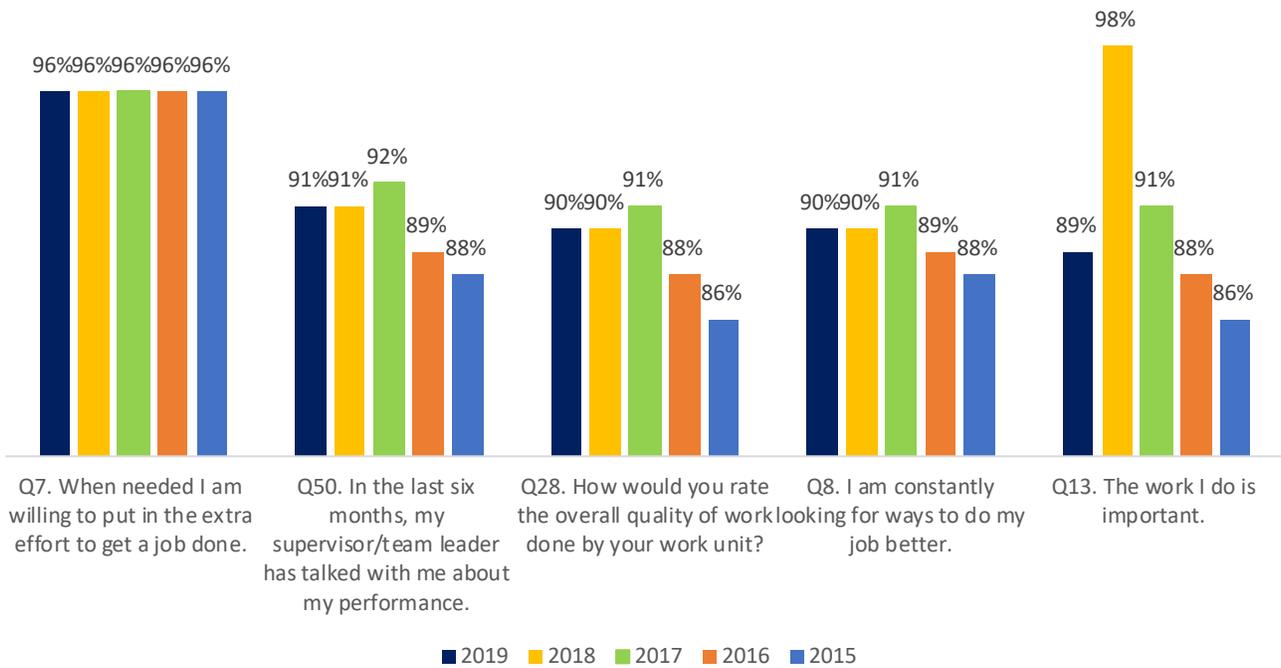
2019 Strengths

OPM defines strengths as those EVS questions with a positive response score of 65% or higher. The EPA results identified 38 strengths for this year’s EVS. The top five strengths are shown below.

EVS Question	2019 Score
Q7. When needed I am willing to put in the extra effort to get a job done.	96%
Q50. In the last six months, my supervisor has talked with me about my performance.	91%
Q28. How would you rate the overall quality of work done by your work unit?	90%
Q8. I am constantly looking for ways to do my job better.	90%
Q13. The work I do is important.	89%

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

Top 5 Strengths Across The Years (65% positive or greater)



2019 Decreases

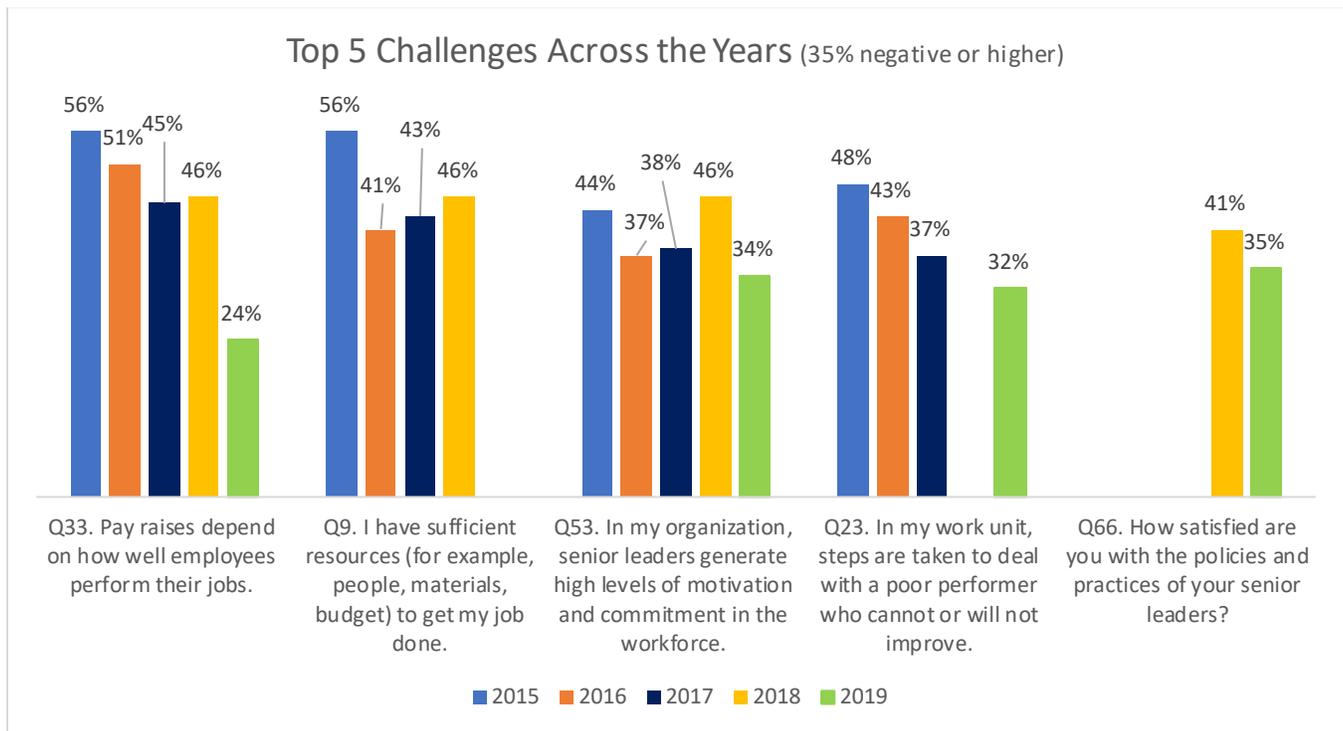
Positive responses decreased for three of the 71 core EVS questions, though the percentage decreases were not significant.

EVS Question	2019 Positive Score	Change from 2018
Q10. My workload is reasonable.	52%	-1%
Q55. Supervisors work well with employees of different backgrounds.	70%	-1%
Q49. My supervisor treats me with respect.	87%	-1%

2019 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. Questions 33 and 53 have appeared as challenges every year for the past five years.

EVS Question	2019 Negative Score
Q33. Pay raises depend on how well employees perform their jobs.	44%
Q9. I have sufficient resources (for example, people, materials, budget) to get my job done.	43%
Q53. In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	42%
Q23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	37%
Q66. How satisfied are you with the policies and practices of your senior leaders?	37%



EPA-Specific Questions

In 2016, to gain greater insight from the EVS, the EPA added eight agency-specific questions to the survey. The questions were developed through employee feedback, union contributions, and senior leadership recommendations. Below are the agency-specific questions, their respective positive scores (Strongly Agree and Agree) for 2019, and the percentage point change from 2018.

Agency-Specific EVS Question	2019 Positive Score	Change from 2018
Q1. Managers in my office make effectively managing their people a priority.	56%	3%
Q2. My office's top-level management team is aware of the challenges that can affect my work.	51%	-1%

Q3. In my organization, employee feedback is incorporated into supervisors' annual performance reviews.	30%	0%
Q4. Senior leaders in my organization actively work to eliminate barriers to productivity that I face in my daily job.	31%	3%
Q5. In our work culture, people feel free to raise dissenting opinions without it having a negative impact on their careers.	43%	2%
Q6. My office's processes have a negative impact on my work output.	33%	1%
Q7. I have access to the technology I need to do my job effectively.	69%	0%
Q8. My supervisor supports my career planning and advancement.	70%	1%

EVS Shutdown Questions

This year, OPM added one performance question and five questions related to the 2019 government shutdown. These questions were at the end of the survey and focused on:

- 1) respondent perceptions of actions taken to address poor performance; and
- 2) personal and professional impacts of the shutdown.

There were differences in the EPA and Governmentwide responses to these questions.

- 51% of **EPA survey respondents** and 56% of **governmentwide survey respondents** felt that poor performers in their work unit usually remain in the work unit and continue to underperform.
- 80% of **EPA's survey participants** didn't work and didn't get paid until after the shutdown. In contrast, 54% of **survey participants governmentwide** reported the shutdown had no impact on their working/pay status.
- 78% of **EPA survey respondents** believed the shutdown had a moderately to extremely negative impact on their everyday work. In contrast, 45% of **respondents governmentwide** believed the partial government shutdown had no impact on their everyday work.