

2018

Federal Employee Viewpoint Survey *Empowering Employees. Inspiring Change.*

Small Agency Management Report Commodity Futures Trading Commission

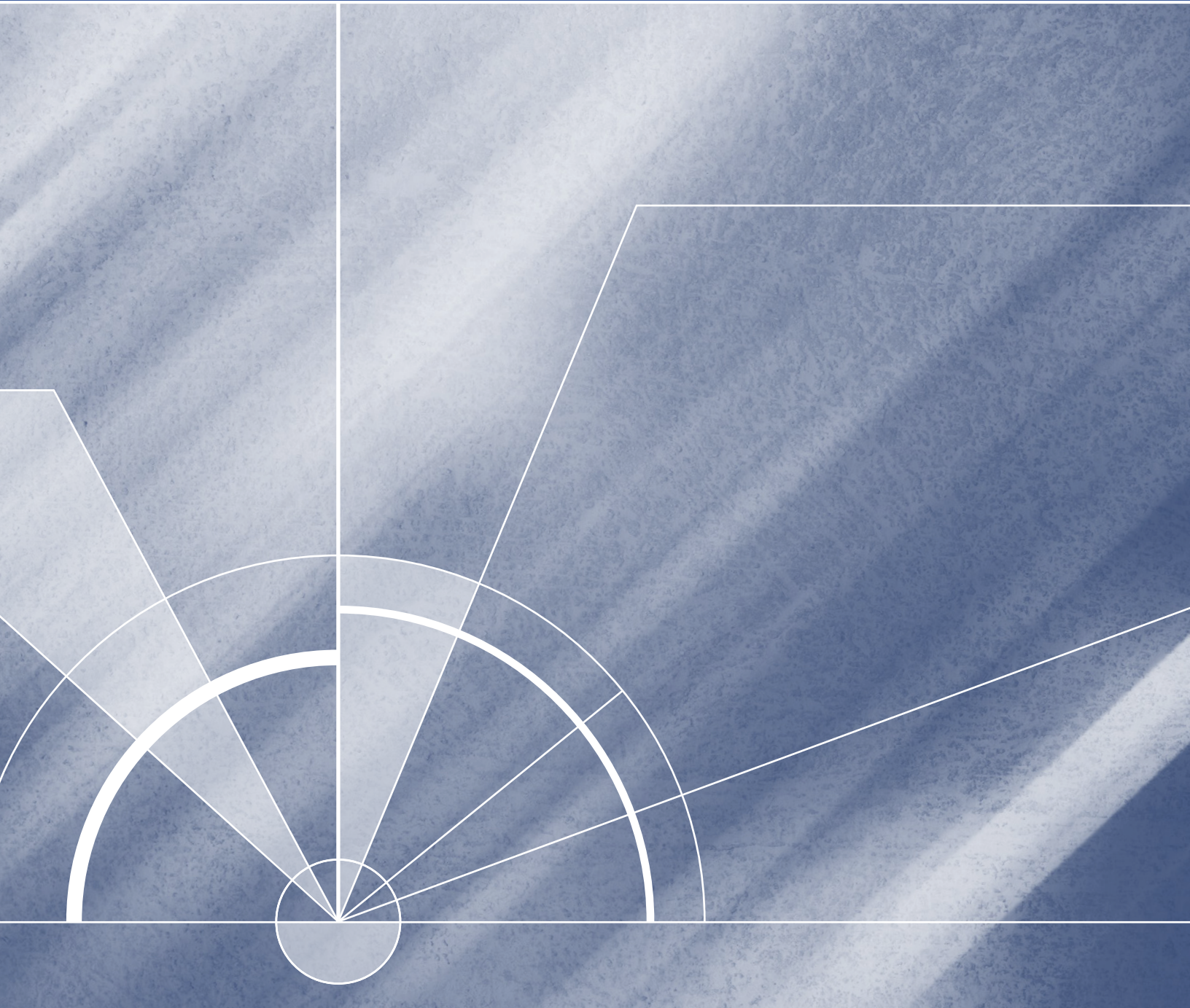




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About This Report

The 2018 Federal Employee Viewpoint Survey (FEVS) Small Agency Management Report (SAM) was designed to provide an overview of survey results, enabling agencies to easily identify issues and take action for improvement. The SAM can be helpful in providing a starting point for analysis of your agency's FEVS results, acting as an agency overview before drilling down into specific components of the agency for a more in-depth analysis. This report also highlights important agency successes, which should be acknowledged. We encourage you to share both successes and areas for improvement with employees.

Sections of the SAM

Respondent Overview

The Respondent Overview provides a snapshot of the characteristics of your employees who responded to the survey. Understanding who responded in your agency has a number of benefits. For example, this section allows you to better understand the ratio of seasoned employees who may be preparing for retirement to newer employees, which can be helpful in guiding your recruiting and retention efforts. It is important to keep in mind that this is a survey respondent overview, and these percentages may not match up exactly to your agency's total population characteristics.

Employee Engagement Index, New IQ Index, and Global Satisfaction Index

The Employee Engagement Index (EEI), New IQ Index, and Global Satisfaction Index provide agencies with consistent metrics for measuring progress toward objectives. Benchmarks are included to provide insight into how your agency compares to others, and to encourage information sharing between agencies. For example, some of the top ranking agencies in the Employee Engagement Index may have suggestions on things that have and have not worked to engage their employees. Trends for all three indices are also displayed.

Decision Aid

The Decision Aid is useful in helping you easily identify the most critical issues in your agency as well as recognize where your agency has improved since 2017. The Decision Aid is divided into three sections to help you focus your attention on improvements and declines in your results since last year:

Increases contains items that increased since 2017

Decreases contains items that decreased since 2017

No Change contains items that did not change since 2017

Appendices

The appendices give you an opportunity to more thoroughly understand your workforce by displaying item-level results.

Appendix A outlines the 2018 FEVS item changes/improvements since 2017.

Appendix B shows how well your agency scored relative to other small agencies. Scanning the graphs can indicate how your agency is generally performing as well as help you identify particularly strong or weak areas.

Appendix C shows the breakdown of the Work/Life Program and demographic results.

Appendix D lists all agencies arranged by employee population size.

Note: The Decision Aid only includes items 1-71. See Appendix C for a breakdown of the Work/Life results for your agency.



About This Report (continued)

Understanding Your Results

When reviewing results, keep the guidelines below in mind. These guidelines were created to organize survey results in a way that is easier to digest and interpret.

Percent Positive

The sum of two positive categories (e.g., Strongly Agree/Agree)

Percent Negative

The sum of two negative categories (e.g., Strongly Disagree/Disagree)

Percent Neutral

The neutral category (e.g., Neither Agree nor Disagree)

Identifying Strengths, Challenges, and Neutral Findings

65 percent positive or higher is considered a strength

35 percent negative or higher is considered a challenge

30 percent neutral or higher suggests uncertainty, presenting an opportunity for communication between managers and staff

Identifying Increases and Decreases

Movement up or down since the previous year is another important piece of information to consider when examining your results. Any increase or decrease in results can be important; however larger increases or decreases (generally 3 or more percentage points) may be a result of significant changes taking place within your agency and should be explored. Increases indicate positive change that should continue to be reinforced. Decreases, especially in areas considered mission critical, may call for appropriate action to initiate and support beneficial workplace improvements.

Additional FEVS Resources

Other Reports

Governmentwide Management Report

This report provides an overview of the governmentwide results. The report includes item results, index scores, trends, and information on who responded to the survey.

All Items/Indices All Levels Report

The purpose of this report is to provide a comprehensive summary of all FEVS items and index scores for all subagencies with at least 10 respondents in a Microsoft® Excel® spreadsheet.

Subagency Comparison Report

This report provides the results of all the offices that report to the same “parent” office. This report is only created when there are two or more sub-offices that both have at least 10 responses. Note: Subagency reports are only available for agencies that included organizational breakouts in 2018.

Subagency Breakout Report

This report displays survey results for a single office so long as it has at least 10 responses. Note: Subagency reports are only available for agencies that included organizational breakouts in 2018.



About This Report (continued)

Occupational Series Reports

This report allows for the comparison of occupational series and families at the agency level.

Demographic Comparison Reports

This report allows for the comparison of demographic subgroups at the agency level.

Annual Employee Survey (AES) Report

This report is a Microsoft® Excel® spreadsheet with a breakdown of agency and first level results. It also includes trends from previous FEVS administrations.

Websites

FEVS website

Agencies and the general public can access governmentwide data reports, as well as special topic reports produced from the FEVS. This website includes results from the 2004 administration of the survey to the present. Access the FEVS website at www.opm.gov/FEVS.

Public Release Data File (PRDF)

A public use data set is available for the FEVS and can be requested by completing the form available at: www.opm.gov/fevs/public-data-file. Note: The 2018 PRDF will be available in the winter.

FedScope

OPM's FedScope is an online publicly available tool which allows users to access and analyze HR data from OPM's Enterprise Human Resources Integration (EHRI). Access this site using the following link: www.fedscope.opm.gov.

UnlockTalent

A tool for both the general public and agencies to view comprehensive data visualizations with broad displays of FEVS data and personnel data from the Enterprise Human Resources Integration (EHRI). These displays allow agencies to identify subcomponents for action to improve engagement, as well as resources agencies can apply to their action planning. This site can be accessed at www.unlocktalent.gov. Questions and feedback for the dashboard can be sent to unlocktalent@opm.gov.

FEVS Online Reporting and Analysis Tool

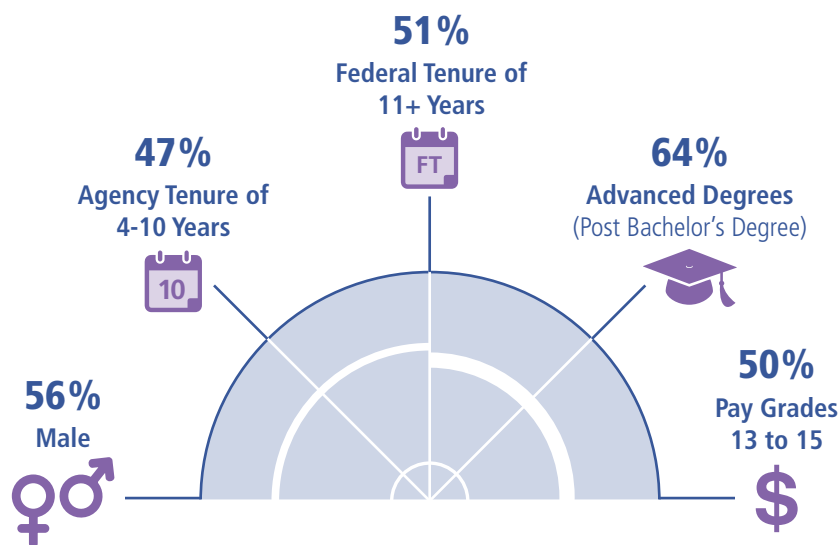
A password protected tool for agency points of contact to access agency-specific and governmentwide reports. In addition, agency users can develop customized reports that may be useful for data analysis and action planning. Questions and feedback for this online tool can be sent to EVS@opm.gov.



Respondent Overview

The Unique Characteristics of Commodity Futures Trading Commission Respondents

The figures below provide a snapshot of your survey participants. The most frequently selected response choice for each demographic item is highlighted in the first figure. The second figure displays the total breakdown of FEVS respondents by generation. Please be aware that these results are based on survey respondents, which may differ from the characteristics of the total employee population of your agency.



Generations

<1%	Traditionalists	(born 1945 or earlier)
32%	Baby Boomers	(born 1946 – 1964)
53%	Generation X	(born 1965 – 1980)
16%	Generation Y	(born 1981 or later)

Note: The sum of percentages may not add to 100 due to rounding.

CFTC Response Rate

71% (476 out of 667 employees responded)

Field Period: May 8, 2018 – June 19, 2018
Overall 2017 Response Rate: **74%**

Component Response Rates

85%	Office of the Executive Director
82%	Division of Swap Dealer and Intermediary Oversight
77%	Office of Data and Technology
70%	Division of Enforcement
70%	Division of Clearing and Risk
65%	Division of Market Oversight
61%	Office of General Counsel
43%	Office of the Chairman

Agency results have a margin of error of +/- 2%

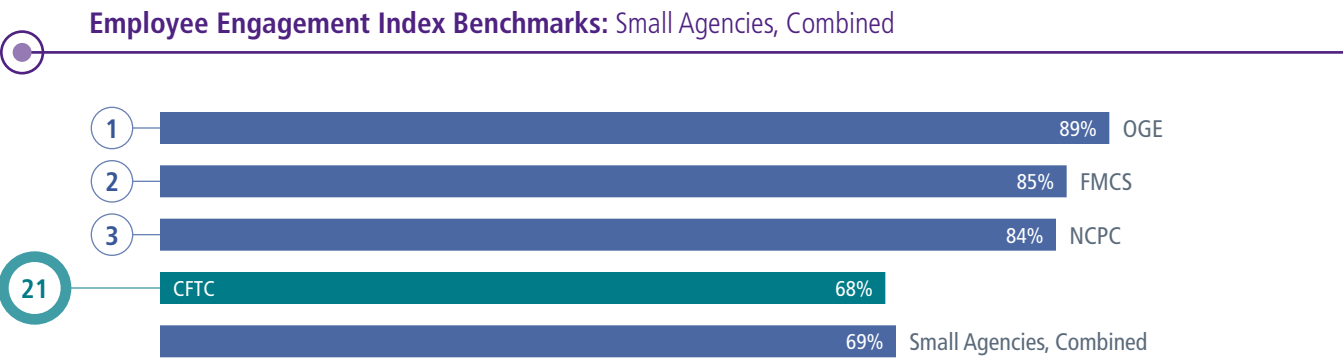
Note: For the full list of demographic item results, please see Appendix C.



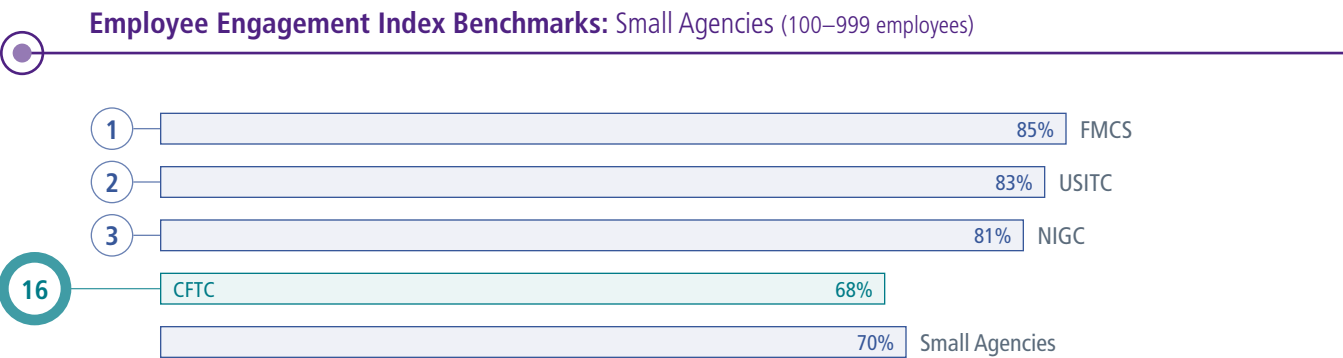
Employee Engagement Index

Because the FEVS is an assessment of organizational climate, the Employee Engagement Index (EEI) does not directly evaluate an employee’s level of engagement. Therefore, instead of measuring aspects of engagement such as focused attention and dedication to completing assignments, this index concentrates on factors that lead to an engaged workforce (e.g., supporting employee development, communicating agency goals).

Below, you can see where your agency’s EEI score ranks (out of 41 small agencies with 10 or more respondents) and how it compares to the combined small agency average. The names of the highest-ranked small agencies are listed to facilitate the sharing of information, such as best practices. The U.S. Office of Personnel Management (OPM) has also created the UnlockTalent website (www.unlocktalent.gov) to share resources and help with interagency communication.



In addition to looking at your agency’s EEI results from a combined small agencies perspective, the figure below allows you to compare your EEI results to those from similar sized agencies. Appendix D contains a listing of agencies by size category for your reference.





Employee Engagement Index (continued)

This table displays the EEI score for each component in your agency as well as the scores for the three engagement subindices, which can facilitate information-sharing within your agency. To provide more information on engagement, the table also includes engagement trends back to 2015 for your components, as well as the combined small agency trends for comparison. Please note that depending on organizational structure in previous administrations, not all components may trend back to 2015.

Employee Engagement Index Component Scores and Trends

	EEI Trends				2018 EEI Subindices		
	2015	2016	2017	2018	Leaders Lead	Supervisors	Intrinsic Work Experience
Small Agencies, Combined	67	69	70	69	56	78	73
Commodity Futures Trading Commission	60	65	67	68	56	80	67
Office of General Counsel	52	58	66	77	66	89	75
Division of Clearing and Risk	76	68	74	74	64	85	72
Office of the Executive Director	74	79	77	72	57	83	76
Division of Enforcement	62	68	70	67	54	81	66
Office of Data and Technology	70	76	69	66	56	75	68
Office of the Chairman	—	—	—	63	62	56	72
Division of Swap Dealer and Intermediary Oversight	44	56	58	63	50	80	59
Division of Market Oversight	45	57	57	60	48	75	58

Leaders Lead: Employees’ perceptions of leadership’s integrity as well as leadership behaviors such as communication and workforce motivation. (Q.53, 54, 56, 60, and 61)

Supervisors: Interpersonal relationship between worker and supervisor, including trust, respect, and support. (Q.47, 48, 49, 51, and 52)

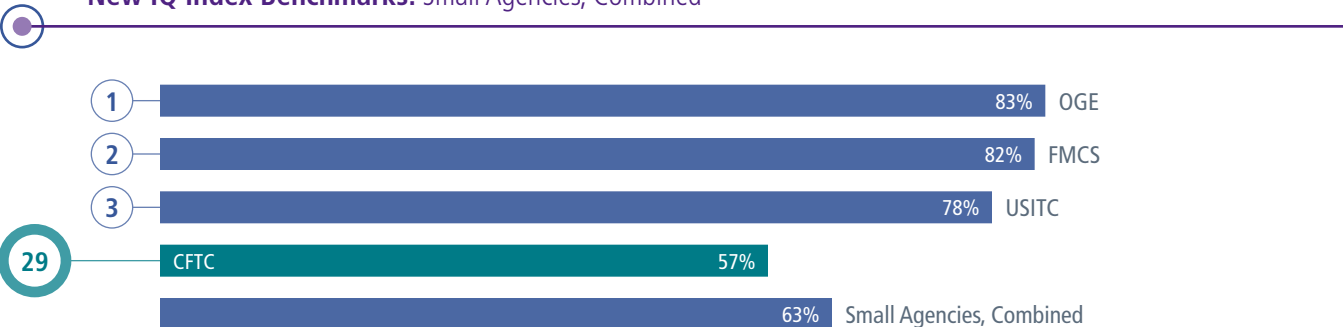
Intrinsic Work Experience: Employees’ feelings of motivation and competency relating to their role in the workplace. (Q.3, 4, 6, 11, and 12)



New IQ Index

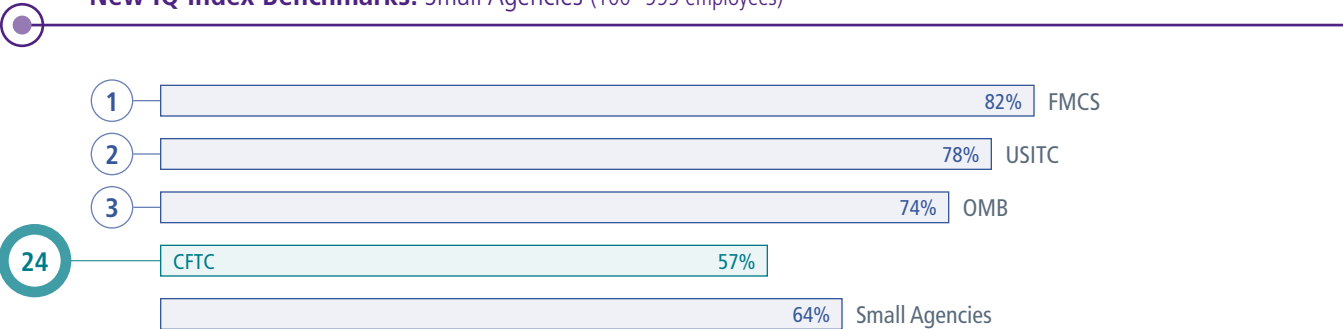
The New IQ stands for the New Inclusion Quotient. The New IQ is based on the concept that individual behaviors repeated over time will create habits necessary for inclusiveness. It consists of 20 questions that relate to inclusive work environments. These 20 questions are grouped into five Habits of Inclusion: Fair, Open, Cooperative, Supportive, and Empowering. The New IQ Index score for your agency, the highest scoring agencies, and the combined small agency average, are displayed below, along with your agency ranking (out of 41 small agencies with 10 or more respondents).

New IQ Index Benchmarks: Small Agencies, Combined



In addition to looking at your agency’s New IQ Index results from a combined small agencies perspective, the figure below allows you to compare your New IQ Index results to those from similar sized agencies. Appendix D contains a listing of agencies by size category for your reference.

New IQ Index Benchmarks: Small Agencies (100–999 employees)





New IQ Index (continued)

This table shows the New IQ Index score for each component in your agency as well as the scores for all five habits of inclusion. To provide more information on the New IQ, the table also includes trends back to 2015 for your components, as well as combined small agency trends for comparison. Please note that depending on organizational structure in previous administrations, not all components may trend back to 2015.

New IQ Index Component Scores and Trends

	New IQ Index Trends				2018 New IQ Index Subindices				
	2015	2016	2017	2018	Fair	Open	Cooperative	Supportive	Empowering
Small Agencies, Combined	60	62	64	63	52	61	58	81	62
Commodity Futures Trading Commission	51	57	58	57	40	58	49	84	52
Office of the Executive Director	64	72	70	62	51	63	47	88	62
Office of Data and Technology	64	68	62	61	45	63	63	82	55
Division of Clearing and Risk	64	60	62	61	41	67	52	88	60
Office of General Counsel	43	48	54	61	43	58	51	89	63
Office of the Chairman	—	—	—	57	32	60	69	60	62
Division of Enforcement	50	56	58	54	39	56	41	85	47
Division of Swap Dealer and Intermediary Oversight	39	50	50	53	29	53	51	85	46
Division of Market Oversight	44	51	49	50	33	50	45	78	42

Fair: Are all employees treated equally? (Q.23, 24, 25, 37, and 38)

Open: Does management support diversity in all ways? (Q.32, 34, 45, and 55)

Cooperative: Does management encourage communication and collaboration? (Q.58 and 59)

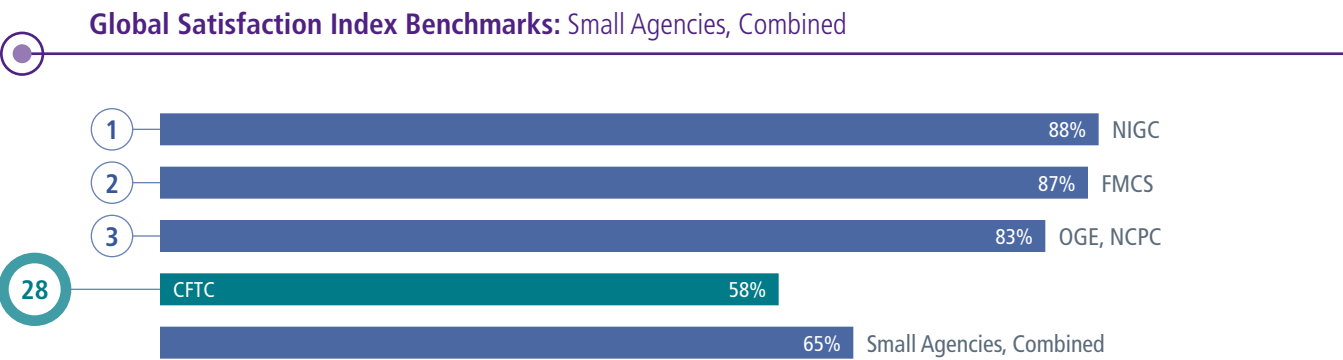
Supportive: Do supervisors value employees? (Q.42, 46, 48, 49, and 50)

Empowering: Do employees have the resources and support needed to excel? (Q.2, 3, 11, and 30)

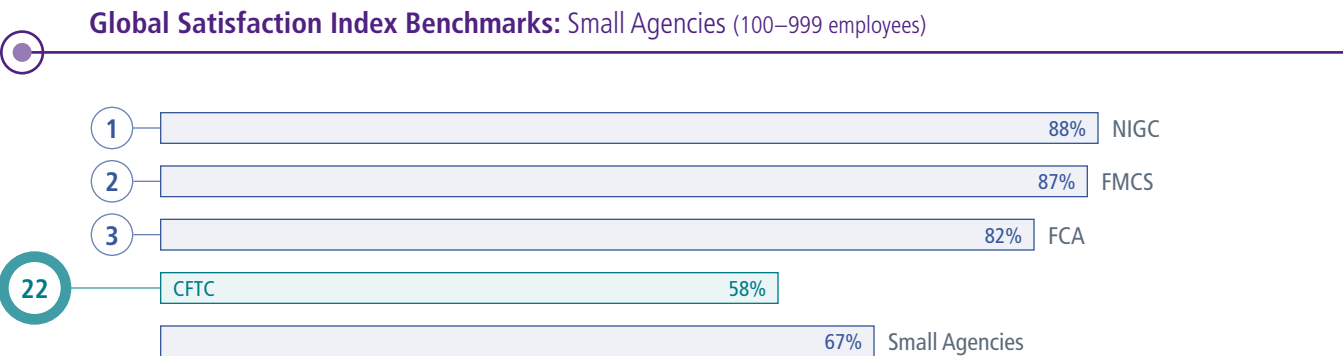


Global Satisfaction Index

The Global Satisfaction Index 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. Below, you can see where your agency’s Global Satisfaction Index score ranks (out of 41 small agencies with 10 or more respondents) and how it compares to the combined small agency average. The names of the highest-ranked small agencies are listed to facilitate the sharing of information, such as best practices. The U.S. Office of Personnel Management (OPM) has also created the UnlockTalent website (www.unlocktalent.gov) to share resources and help with interagency communication.



In addition to looking at your agency’s Global Satisfaction Index results from a combined small agencies perspective, the figure below allows you to compare your Global Satisfaction Index results to those from similar sized agencies. Appendix D contains a listing of agencies by size category for your reference.





Global Satisfaction Index (continued)

This table displays the Global Satisfaction index score for each component in your agency as well as the scores for the four items that make up the index. To provide more information on Global satisfaction, the table also includes trends back to 2015 for your components, as well as the combined small agency trends for comparison. Please note that depending on organizational structure in previous administrations, not all components may trend back to 2015.

Global Satisfaction Index Component Scores and Trends

	GS Index Trends				2018 Global Satisfaction Index Items			
	2015	2016	2017	2018	Job Satisfaction	Pay Satisfaction	Organization Satisfaction	Recommend Organization
Small Agencies, Combined	62	64	66	65	69	62	63	67
Commodity Futures Trading Commission	46	55	57	58	63	54	54	61
Office of the Executive Director	73	76	72	68	70	82	60	59
Office of General Counsel	36	48	59	64	67	58	64	66
Division of Clearing and Risk	52	59	62	63	60	61	62	68
Office of Data and Technology	57	66	58	61	60	59	61	63
Division of Swap Dealer and Intermediary Oversight	30	41	51	60	74	43	58	65
Office of the Chairman	—	—	—	57	55	72	55	48
Division of Enforcement	48	59	59	54	59	43	52	63
Division of Market Oversight	29	37	44	46	55	48	33	50

Job Satisfaction: Considering everything, how satisfied are you with your job? (Q.69)

Pay Satisfaction: Considering everything, how satisfied are you with your pay? (Q.70)

Organization Satisfaction: Considering everything, how satisfied are you with your organization? (Q.71)

Recommend Organization: I recommend my organization as a good place to work. (Q.40)



Decision Aid: Increases

Identifying Increases Since 2017

The items in this section are sorted by greatest to smallest increase in percent positive results. The items are sorted to allow you to quickly and easily identify where your agency has made the greatest improvements since last year.

Using the Legend Icons

The legend icons provide context for interpreting these results. While these items have improved, some may still be considered challenges (35% or more negative) or others may have reached the 65% or more positive mark and become new strengths this year. The “Top Pos/Neg” icons highlight where an item is either in the top 10 positive items or top 10 negative items for your agency.

NEW THIS YEAR

The Decision Aid is now available for first level components of the agency. You can access it via the FEVS Online Reporting & Analysis Tool under the pre-configured reports option.

18 Items Increased Since 2017



Strength

These items are 65 percent positive or higher



Caution

These items are 30 percent neutral or higher



Challenge

These items are 35 percent negative or higher



New Strength

These items became a new strength in 2018



Top Pos/Neg

These items are in your top positive or top negative

	2017 Positive	2018 Positive	2018 Neutral	2018 Negative	Increase Since 2017
Senior leaders demonstrate support for Work/Life programs. (Q. 62)	64	76	16	8	+12
My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals. (Q. 29)	69	80	11	10	+11
My organization’s senior leaders maintain high standards of honesty and integrity. (Q. 54)	56	64	19	17	+8
Considering everything, how satisfied are you with your pay? (Q. 70)	46	54	18	28	+8
How satisfied are you with the policies and practices of your senior leaders? (Q. 66)	40	45	29	26	+5
My organization has prepared employees for potential security threats. (Q. 36)	73	77	12	11	+4
In my organization, senior leaders generate high levels of motivation and commitment in the workforce. (Q. 53)	42	46	22	32	+4
Supervisors in my work unit support employee development. (Q. 47)	68	71	13	16	+3
The work I do is important. (Q. 13)	83	+ 85	10	4	+2
My supervisor supports my need to balance work and other life issues. (Q. 42)	90	+ 92	4	4	+2

Notes: A large increase in item 29 may be due to a change in the item wording. See Appendix A for a summary of item changes in 2018. The Decision Aid only includes items 1-71. See Appendix C for a breakdown of the Work/Life results for your agency.



Decision Aid: Increases (continued)

	2017 Positive	2018 Positive	2018 Neutral	2018 Negative	Increase Since 2017
I know how my work relates to the agency's goals. (Q. 12)	78	79	11	10	+1
I have trust and confidence in my supervisor. (Q. 51)	75	76	10	14	+1
Managers support collaboration across work units to accomplish work objectives. (Q. 59)	50	51	20	29	+1
Managers promote communication among different work units (for example, about projects, goals, needed resources). (Q. 58)	46	47	20	33	+1
I have a high level of respect for my organization's senior leaders. (Q. 61)	56	57	21	22	+1
Managers communicate the goals of the organization. (Q. 56)	52	53	19	28	+1
How would you rate the overall quality of work done by your work unit? (Q. 28)	85	+ 86	12	2	+1
I know what is expected of me on the job. (Q. 6)	74	75	12	13	+1



Decision Aid: Decreases

Identifying Decreases Since 2017

The items in this section are sorted by greatest to smallest decrease in percent positive results. The items are sorted to allow you to quickly and easily identify where results have dropped since last year.

Using the Legend Icons

The legend icons provide context for interpreting these results. When identifying the most critical decreases to focus on, it is important to check if these decreases are also identified as challenges (35% or more negative) or if they were previously identified as strengths that have fallen below the 65% or more positive threshold. The “Top Pos/Neg” icons highlight where an item is either in the top 10 positive items or top 10 negative items for your agency.

NEW THIS YEAR

The Decision Aid is now available for first level components of the agency. You can access it via the FEVS Online Reporting & Analysis Tool under the pre-configured reports option.

46 Items Decreased Since 2017



Strength

These items are 65 percent positive or higher



Caution

These items are 30 percent neutral or higher



Challenge

These items are 35 percent negative or higher



Past Strength

These items are no longer a strength in 2018



Top Pos/Neg

These items are in your top positive or top negative

	2017 Positive	2018 Positive	2018 Neutral	2018 Negative	Decrease Since 2017
My work unit is able to recruit people with the right skills. (Q. 21)	44	30	24	46	-14
My training needs are assessed. (Q. 18)	39	27	29	44	-12
Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well. (Q. 14)	81	71	11	18	-10
I have sufficient resources (for example, people, materials, budget) to get my job done. (Q. 9)	30	21	17	62	-9
Employees have a feeling of personal empowerment with respect to work processes. (Q. 30)	41	34	25	40	-7
How satisfied are you with the information you receive from management on what's going on in your organization? (Q. 64)	49	43	23	34	-6
I am given a real opportunity to improve my skills in my organization. (Q. 1)	59	53	19	28	-6
I believe the results of this survey will be used to make my agency a better place to work. (Q. 41)	44	38	23	39	-6
The skill level in my work unit has improved in the past year. (Q. 27)	56	51	30	19	-5
How satisfied are you with the training you receive for your present job? (Q. 68)	39	34	24	42	-5

Note: The Decision Aid only includes items 1-71. See Appendix C for a breakdown of the Work/Life results for your agency.



Decision Aid: Decreases (continued)

	2017 Positive	2018 Positive	2018 Neutral	2018 Negative	Decrease Since 2017
My workload is reasonable. (Q. 10)	64	59	17	23	-5
In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding). (Q. 19)	61	56	18	25	-5
Employees are protected from health and safety hazards on the job. (Q. 35)	85	+ 81	14	5	-4
I have enough information to do my job well. (Q. 2)	67	63	15	22	-4
Awards in my work unit depend on how well employees perform their jobs. (Q. 25)	34	30	26	- 44	-4
Promotions in my work unit are based on merit. (Q. 22)	34	30	27	- 43	-4
My talents are used well in the workplace. (Q. 11)	57	53	15	32	-4
Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor? (Q. 60)	63	59	20	21	-4
How satisfied are you with your opportunity to get a better job in your organization? (Q. 67)	25	22	31	- 47	-3
I feel encouraged to come up with new and better ways of doing things. (Q. 3)	62	59	19	22	-3
How satisfied are you with your involvement in decisions that affect your work? (Q. 63)	54	51	20	29	-3
My supervisor provides me with constructive suggestions to improve my job performance. (Q. 46)	69	66	17	16	-3
My performance appraisal is a fair reflection of my performance. (Q. 15)	71	69	16	15	-2
Employees in my work unit share job knowledge with each other. (Q. 26)	73	71	15	14	-2
My supervisor provides me with opportunities to demonstrate my leadership skills. (Q. 43)	71	69	15	15	-2
Prohibited Personnel Practices are not tolerated. (Q. 38)	68	66	20	14	-2
Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated. (Q. 37)	53	51	21	28	-2
Overall, how good a job do you feel is being done by your immediate supervisor? (Q. 52)	79	77	13	11	-2
Employees are recognized for providing high quality products and services. (Q. 31)	45	43	23	34	-2
I can disclose a suspected violation of any law, rule or regulation without fear of reprisal. (Q. 17)	66	64	18	18	-2
I am held accountable for achieving results. (Q. 16)	80	78	14	8	-2



Decision Aid: Decreases (continued)

	2017 Positive	2018 Positive	2018 Neutral	2018 Negative	Decrease Since 2017
Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring). (Q. 34)	53	51	26	22	-2
Considering everything, how satisfied are you with your organization? (Q. 71)	56	54	23	22	-2
Managers review and evaluate the organization's progress toward meeting its goals and objectives. (Q. 57)	52	51	24	25	-1
Discussions with my supervisor about my performance are worthwhile. (Q. 44)	68	67	13	20	-1
I recommend my organization as a good place to work. (Q. 40)	62	61	22	17	-1
In the last six months, my supervisor has talked with me about my performance. (Q. 50)	87	+ 86	6	8	-1
Creativity and innovation are rewarded. (Q. 32)	35	34	27	39	-1
I am constantly looking for ways to do my job better. (Q. 8)	89	+ 88	10	2	-1
My supervisor is committed to a workforce representative of all segments of society. (Q. 45)	80	79	16	6	-1
My supervisor listens to what I have to say. (Q. 48)	86	+ 85	7	9	-1
In my work unit, differences in performance are recognized in a meaningful way. (Q. 24)	24	23	25	- 52	-1
I like the kind of work I do. (Q. 5)	82	+ 81	12	7	-1
How satisfied are you with the recognition you receive for doing a good job? (Q. 65)	47	46	25	29	-1
My agency is successful at accomplishing its mission. (Q. 39)	73	72	17	11	-1
Supervisors work well with employees of different backgrounds. (Q. 55)	69	68	19	13	-1



Decision Aid: No Change

Identifying Items That Have Not Changed Since 2017

Your percent positive results for these items have not changed since last year. These are items that your agency is maintaining, which can be either a positive, neutral, or negative finding. For example, an item with low percent positive results over several years is a strong indication of a need for focused action. You may also want to consider changing or updating your approach to addressing these issues if the item has been the focus of attention in the past. On the other hand, a trend of stable, high percent positive results is a finding that should be celebrated. Review each item carefully to determine whether there may be areas of concern for your agency.

NEW THIS YEAR

The Decision Aid is now available for first level components of the agency. You can access it via the FEVS Online Reporting & Analysis Tool under the pre-configured reports option.

Using the Legend Icons

The legend icons provide context for interpreting results. While these items have not increased or decreased, they still may be causes for celebration or concern depending on the percent positive, negative, and neutral results. The “Top Pos/Neg” icons highlight where an item is either in the top 10 positive items or top 10 negative items for your agency.

7 Items Did Not Change Since 2017



Strength

These items are 65 percent positive or higher



Caution

These items are 30 percent neutral or higher



Challenge

These items are 35 percent negative or higher



Top Pos/Neg

These items are in your top positive or top negative

	2017 Positive	2018 Positive	2018 Neutral	2018 Negative	Change Since 2017
My work gives me a feeling of personal accomplishment. (Q. 4)	70	70	14	16	0
When needed I am willing to put in the extra effort to get a job done. (Q. 7)	97	+ 97	2	1	0
The people I work with cooperate to get the job done. (Q. 20)	77	77	10	12	0
In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. (Q. 23)	28	28	27	- 44	0
Pay raises depend on how well employees perform their jobs. (Q. 33)	17	17	21	- 62	0
My supervisor treats me with respect. (Q. 49)	89	+ 89	3	7	0
Considering everything, how satisfied are you with your job? (Q. 69)	63	63	19	18	0

Note: The Decision Aid only includes items 1-71. See Appendix C for a breakdown of the Work/Life results for your agency.



Appendix A: Item Change Summary

Some FEVS items were modified slightly in 2018 to improve the interpretation or understanding of the items. These changes are outlined in this section.

New Item Text (2018)	Change	Old Item Text (2017)	
12. I know how my work relates to the agency's goals.	Text change.	12. I know how my work relates to the agency's goals and priorities.	
29. My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	Text change.	29. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	
56. Managers communicate the goals of the organization.	Text change.	56. Managers communicate the goals and priorities of the organization.	
Item removed from 2018 FEVS	Item removed.	72. Have you been notified whether or not you are eligible to telework? <ul style="list-style-type: none"> • Yes, I was notified that I was eligible to telework • Yes, I was notified that I was not eligible to telework • No, I was not notified of my telework eligibility • Not sure if I was notified of my telework eligibility 	
72. Please select the response below that BEST describes your current teleworking schedule. <ul style="list-style-type: none"> • I telework very infrequently, on an unscheduled or short-term basis • I telework, but only about 1 or 2 days per month • I telework 1 or 2 days per week • I telework 3 or 4 days per week • I telework every work day • I do not telework because I have to be physically present on the job (e.g. Law Enforcement Officers, Park Rangers, Security Personnel) • I do not telework because of technical issues (e.g. connectivity, inadequate equipment) that prevent me from teleworking • I do not telework because I did not receive approval to do so, even though I have the kind of job where I can telework • I do not telework because I choose not to telework 	Response options modified.	73. Please select the response below that BEST describes your current teleworking situation. <ul style="list-style-type: none"> • I telework 3 or more days per week • I telework 1 or 2 days per week • I telework, but no more than 1 or 2 days per month • I telework very infrequently, on an unscheduled or short-term basis • I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel) • I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking • I do not telework because I did not receive approval to do so, even though I have the kind of job where I can telework • I do not telework because I choose not to telework 	
73-78. How satisfied are you with the following Work/Life programs in your agency? Note: 2017 FEVS items 74-84 were combined (participation - satisfaction); new response scale for these items is displayed below item 78.	Questions combined.	74-78. Do you participate in the following Work/Life programs? Note: Response scale for these items is displayed below item 78.	79-84. How satisfied are you with the following Work/Life programs in your agency? Note: Response scale for these items is displayed below item 84.
73. Telework	Questions combined.	N/A	79. Telework
74. Alternative Work Schedules (AWS, for example, compressed work schedule or flexible work schedule)	Questions combined. Text change.	74. Alternative Work Schedules (AWS)	80. Alternative Work Schedules (AWS)



Appendix A: Item Change Summary (continued)

New Item Text (2018)	Change	Old Item Text (2017)	
75. Health and Wellness Programs (for example, onsite exercise, flu vaccination, medical screening, CPR Training, health and wellness fair)	Questions combined. Text change.	75. Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)	81. Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)
76. Employee Assistance Program (EAP, for example, short-term counseling, referral services, legal services, information services)	Questions combined.	76. Employee Assistance Program (EAP)	76. Employee Assistance Program (EAP)
77. Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, flexible spending account)	Questions combined. Text change.	77. Child Care Programs (for example, daycare, parenting classes, parenting support groups)	77. Child Care Programs (for example, daycare, parenting classes, parenting support groups)
78. Elder Care Programs (for example, elder/adult care, support groups, speakers) <ul style="list-style-type: none"> • Very satisfied • Satisfied • Neither Satisfied nor Dissatisfied • Dissatisfied • Very Dissatisfied • I choose not to participate in these programs • These programs are not available to me • I am unaware of these programs 	Questions combined. Text change.	78. Elder Care Programs (for example, elder/adult care, support groups, speakers) <ul style="list-style-type: none"> • Yes • No • Not available to me 	84. Elder Care Programs (for example, elder/adult care, support groups, speakers) <ul style="list-style-type: none"> • Very satisfied • Satisfied • Neither Satisfied nor Dissatisfied • Dissatisfied • Very Dissatisfied • No Basis to Judge
90. Are you transgender? <ul style="list-style-type: none"> • Yes • No 	New item.	Not a separate item in 2017 FEVS	
91. Which one of the following do you consider yourself to be? <ul style="list-style-type: none"> • Straight, that is not gay or lesbian • Gay or Lesbian • Bisexual • Something else 	Response options modified.	96. Do you consider yourself to be one or more of the following? (Mark all that apply) <ul style="list-style-type: none"> • Heterosexual or Straight • Gay or Lesbian • Bisexual • Transgender • I prefer not to say 	



Appendix B: Item Results and Benchmarks

For each item, your agency's percent positive results are shown on a 0 to 100 scale, with the triangular arrow indicating where your agency falls. The gray bars represent the range of scores for the 41 small agencies surveyed that had 10 or more respondents.

To understand how well your agency performed compared to other small agencies, focus on the location of the triangle within the gray bar. If the triangle is toward the right side of the bar, then your agency was above average on that item. If it is at the right edge of the bar, then you had the highest percent positive results for that item. Additionally, you can numerically compare your percent positive results to the combined small agency average, listed to the right of each item.

	0	Low	CFTC	High	100	Small Agencies, Combined
My Work Experience						
‡1. I am given a real opportunity to improve my skills in my organization.						67%
2. I have enough information to do my job well.						72%
3. I feel encouraged to come up with new and better ways of doing things.						63%
4. My work gives me a feeling of personal accomplishment.						75%
5. I like the kind of work I do.						84%
6. I know what is expected of me on the job.						80%
7. When needed I am willing to put in the extra effort to get a job done.						96%
8. I am constantly looking for ways to do my job better.						90%
9. I have sufficient resources (for example, people, materials, budget) to get my job done.						53%
‡10. My workload is reasonable.						63%
‡11. My talents are used well in the workplace.						62%
‡12. I know how my work relates to the agency's goals.						86%

Note: Items included on the Annual Employee Survey are noted by a double dagger (‡).



Appendix B: Item Results and Benchmarks (continued)

	0	Low	CFTC	High	100	Small Agencies, Combined
13. The work I do is important.					85%	89%
14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.					71%	79%
15. My performance appraisal is a fair reflection of my performance.					69%	75%
16. I am held accountable for achieving results.					78%	84%
‡17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.					64%	65%
18. My training needs are assessed.					27%	51%
19. In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding).					56%	70%
My Work Unit						
‡20. The people I work with cooperate to get the job done.					77%	81%
21. My work unit is able to recruit people with the right skills.					30%	56%
22. Promotions in my work unit are based on merit.					30%	47%
23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.					28%	42%
‡24. In my work unit, differences in performance are recognized in a meaningful way.					23%	42%
25. Awards in my work unit depend on how well employees perform their jobs.					30%	51%
26. Employees in my work unit share job knowledge with each other.					71%	78%
27. The skill level in my work unit has improved in the past year.					51%	61%

Note: Items included on the Annual Employee Survey are noted by a double dagger (‡).



Appendix B: Item Results and Benchmarks (continued)

	0	Low	CFTC	High	100	Small Agencies, Combined
28. How would you rate the overall quality of work done by your work unit?					86%	88%
‡29. My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.					80%	85%
My Agency						
30. Employees have a feeling of personal empowerment with respect to work processes.			34%			50%
31. Employees are recognized for providing high quality products and services.			43%			56%
32. Creativity and innovation are rewarded.			34%			44%
33. Pay raises depend on how well employees perform their jobs.		17%				34%
34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).			51%			58%
35. Employees are protected from health and safety hazards on the job.				81%		82%
36. My organization has prepared employees for potential security threats.				77%		73%
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.			51%			57%
38. Prohibited Personnel Practices are not tolerated.			66%			70%
39. My agency is successful at accomplishing its mission.			72%			76%
‡40. I recommend my organization as a good place to work.			61%			67%
‡41. I believe the results of this survey will be used to make my agency a better place to work.			38%			49%

Note: Items included on the Annual Employee Survey are noted by a double dagger (‡).



Appendix B: Item Results and Benchmarks (continued)

	0	Low	CFTC	High	100	Small Agencies, Combined
My Supervisor						
42. My supervisor supports my need to balance work and other life issues.	<div><div></div></div> 92%					86%
43. My supervisor provides me with opportunities to demonstrate my leadership skills.	<div><div></div></div> 69%					72%
44. Discussions with my supervisor about my performance are worthwhile.	<div><div></div></div> 67%					70%
45. My supervisor is committed to a workforce representative of all segments of society.	<div><div></div></div> 79%					75%
46. My supervisor provides me with constructive suggestions to improve my job performance.	<div><div></div></div> 66%					68%
47. Supervisors in my work unit support employee development.	<div><div></div></div> 71%					73%
48. My supervisor listens to what I have to say.	<div><div></div></div> 85%					82%
49. My supervisor treats me with respect.	<div><div></div></div> 89%					84%
50. In the last six months, my supervisor has talked with me about my performance.	<div><div></div></div> 86%					83%
51. I have trust and confidence in my supervisor.	<div><div></div></div> 76%					74%
52. Overall, how good a job do you feel is being done by your immediate supervisor?	<div><div></div></div> 77%					76%
Leadership						
53. In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	<div><div></div></div> 46%					45%
54. My organization's senior leaders maintain high standards of honesty and integrity.	<div><div></div></div> 64%					56%
55. Supervisors work well with employees of different backgrounds.	<div><div></div></div> 68%					69%
56. Managers communicate the goals of the organization.	<div><div></div></div> 53%					62%

Note: Items included on the Annual Employee Survey are noted by a double dagger (‡).



Appendix B: Item Results and Benchmarks (continued)

	0	Low	CFTC	High	100	Small Agencies, Combined
57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.			51%			61%
58. Managers promote communication among different work units (for example, about projects, goals, needed resources).			47%			55%
59. Managers support collaboration across work units to accomplish work objectives.			51%			60%
60. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?			59%			63%
61. I have a high level of respect for my organization's senior leaders.			57%			56%
62. Senior leaders demonstrate support for Work/Life programs.			76%			65%

My Satisfaction

#63. How satisfied are you with your involvement in decisions that affect your work?			51%			57%
#64. How satisfied are you with the information you receive from management on what's going on in your organization?			43%			52%
#65. How satisfied are you with the recognition you receive for doing a good job?			46%			56%
66. How satisfied are you with the policies and practices of your senior leaders?			45%			47%
67. How satisfied are you with your opportunity to get a better job in your organization?		22%				34%
68. How satisfied are you with the training you receive for your present job?		34%				54%
#69. Considering everything, how satisfied are you with your job?			63%			69%
70. Considering everything, how satisfied are you with your pay?			54%			62%
#71. Considering everything, how satisfied are you with your organization?			54%			63%

Note: Items included on the Annual Employee Survey are noted by a double dagger (‡).



Appendix B: Item Results and Benchmarks (continued)





Appendix C: Work/Life Programs & Demographic Results

Appendix C displays more detailed Work/Life Program results for your agency. It also includes a more detailed look than the reported snapshot of the demographic characteristics of your agency's survey respondents. Use the Work/Life results to gain an understanding of how your Work/Life Programs are used and rated. The demographic results can be useful in planning, recruiting, and training activities in your agency.

Telework Schedule

		2018 Percentages
Please select the response below that BEST describes your current teleworking schedule.		
I telework very infrequently, on an unscheduled or short-term basis		17
I telework, but only about 1 or 2 days per month		15
I telework 1 or 2 days per week		49
I telework 3 or 4 days per week		<1
I telework every work day		0
I do not telework because I have to be physically present on the job (e.g. Law Enforcement Officers, Park Rangers, Security Personnel)		1
I do not telework because of technical issues (e.g. connectivity, inadequate equipment) that prevent me from teleworking		3
I do not telework because I did not receive approval to do so, even though I have the kind of job where I can telework		<1
I do not telework because I choose not to telework		15

Work/Life Programs

		% Satisfaction	% All Responses
How satisfied are you with the following Work/Life programs in your agency? Telework			
Very Satisfied		44	40
Satisfied		40	37
Neither Satisfied or Dissatisfied		10	9
Dissatisfied		5	4
Very Dissatisfied		1	1
Item Response Total		100	90
I choose not to participate in these programs		—	9
These programs are not available to me		—	<1
I am unaware of these programs		—	0
Total		100	100

Note: The sum of percentages may not add to 100 due to rounding.



Appendix C: Work/Life Programs & Demographic Results (continued)

	% Satisfaction	% All Responses
How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS, for example, compressed work schedule or flexible work schedule)		
Very Satisfied	51	46
Satisfied	41	37
Neither Satisfied or Dissatisfied	6	5
Dissatisfied	2	2
Very Dissatisfied	1	1
Item Response Total	100	91
I choose not to participate in these programs	—	8
These programs are not available to me	—	<1
I am unaware of these programs	—	<1
Total	100	100
How satisfied are you with the following Work/Life programs in your agency? Health and Wellness Programs (for example, onsite exercise, flu vaccination, medical screening, CPR training, health and wellness fair)		
Very Satisfied	22	18
Satisfied	44	37
Neither Satisfied or Dissatisfied	25	21
Dissatisfied	8	7
Very Dissatisfied	1	1
Item Response Total	100	83
I choose not to participate in these programs	—	12
These programs are not available to me	—	2
I am unaware of these programs	—	3
Total	100	100
How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP, for example, short-term counseling, referral services, legal services, information services)		
Very Satisfied	17	9
Satisfied	28	16
Neither Satisfied or Dissatisfied	49	28
Dissatisfied	7	4
Very Dissatisfied	0	0
Item Response Total	100	56
I choose not to participate in these programs	—	34
These programs are not available to me	—	2
I am unaware of these programs	—	8
Total	100	100

Note: The sum of percentages may not add to 100 due to rounding.



Appendix C: Work/Life Programs & Demographic Results (continued)

	% Satisfaction	% All Responses
How satisfied are you with the following Work/Life programs in your agency? Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, flexible spending account)		
Very Satisfied	5	2
Satisfied	19	8
Neither Satisfied or Dissatisfied	59	24
Dissatisfied	11	5
Very Dissatisfied	6	2
Item Response Total	100	41
I choose not to participate in these programs	—	25
These programs are not available to me	—	16
I am unaware of these programs	—	18
Total	100	100
How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, elder/adult care, support groups, speakers)		
Very Satisfied	5	2
Satisfied	13	4
Neither Satisfied or Dissatisfied	69	21
Dissatisfied	9	3
Very Dissatisfied	4	1
Item Response Total	100	30
I choose not to participate in these programs	—	28
These programs are not available to me	—	12
I am unaware of these programs	—	29
Total	100	100

Note: The sum of percentages may not add to 100 due to rounding.



Appendix C: Work/Life Programs & Demographic Results (continued)

Demographic Results

	2018 Percentages
Where do you work?	
Headquarters	64
Field	36
What is your supervisory status?	
Non-Supervisor	66
Team Leader	7
Supervisor	18
Manager	6
Senior Leader	3
Are you:	
Male	56
Female	44
Are you Hispanic or Latino?	
Yes	6
No	94
Are you:	
American Indian or Alaska Native	0
Asian	6
Black or African American	16
Native Hawaiian or Other Pacific Islander	0
White	77
Two or more races (not Hispanic or Latino)	2
What is the highest degree or level of education you have completed?	
Less than High School	0
High School Diploma/GED or equivalent	1
Trade or Technical Certificate	1
Some College (no degree)	5
Associate's Degree (e.g., AA, AS)	1
Bachelor's Degree (e.g., BA, BS)	27
Master's Degree (e.g., MA, MS, MBA)	23
Doctoral/Professional Degree (e.g., Ph.D., MD, JD)	41

Note: Demographic results are unweighted. The sum of percentages may not add to 100 due to rounding. For confidentiality purposes, if there are fewer than 4 responses to a **single** demographic category, all results for that question are suppressed. If there are fewer than 4 responses in **multiple** categories, only those are suppressed, and remaining data are displayed.



Appendix C: Work/Life Programs & Demographic Results (continued)

	2018 Percentages
What is your pay category/grade?	
Federal Wage System	1
GS 1-6	—
GS 7-12	4
GS 13-15	50
Senior Executive Service	3
Senior Level (SL) or Scientific or Professional (ST)	—
Other	42
How long have you been with the Federal Government (excluding military service)?	
Less than 1 year	—
1 to 3 years	—
4 to 5 years	—
6 to 10 years	—
11 to 14 years	—
15 to 20 years	—
More than 20 years	—
How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?	
Less than 1 year	0
1 to 3 years	20
4 to 5 years	11
6 to 10 years	36
11 to 20 years	16
More than 20 years	17
Are you considering leaving your organization within the next year, and if so, why?	
No	71
Yes, to retire	4
Yes, to take another job within the Federal Government	12
Yes, to take another job outside the Federal Government	8
Yes, other	5
I am planning to retire:	
Within one year	2
Between one and three years	5
Between three and five years	7
Five or more years	85

Note: Demographic results are unweighted. The sum of percentages may not add to 100 due to rounding. For confidentiality purposes, if there are fewer than 4 responses to a **single** demographic category, all results for that question are suppressed. If there are fewer than 4 responses in **multiple** categories, only those are suppressed, and remaining data are displayed.



Appendix C: Work/Life Programs & Demographic Results (continued)

	2018 Percentages
Are you transgender?	
Yes	—
No	—
Which one of the following do you consider yourself to be?	
Straight, that is not gay or lesbian	—
Gay or Lesbian	—
Bisexual	—
Something else	—
What is your US military service status?	
No Prior Military Service	92
Currently in National Guard or Reserves	1
Retired	2
Separated or Discharged	5
Are you an individual with a disability?	
Yes	5
No	95
What is your age group?	
25 and under	—
26-29 years old	—
30-39 years old	—
40-49 years old	—
50-59 years old	—
60 years or older	—

Note: Demographic results are unweighted. The sum of percentages may not add to 100 due to rounding. For confidentiality purposes, if there are fewer than 4 responses to a **single** demographic category, all results for that question are suppressed. If there are fewer than 4 responses in **multiple** categories, only those are suppressed, and remaining data are displayed.



Appendix D: Participating Agencies by Employee Population Size Categories

Very Large Agencies (>75,000 employees)

Department of Agriculture
Department of Defense
 Department of the Army
 Department of the Navy
 Department of the Air Force
 OSD, Joint Staff, Defense Agencies, and Field Activities (DOD 4th Estate)
Department of Health and Human Services
Department of Homeland Security
Department of Justice
Department of the Treasury

Large Agencies (10,000–74,999 employees)

Department of Commerce
Department of Energy
Department of Labor
Department of State
Department of the Interior
Department of Transportation
Environmental Protection Agency
General Services Administration
National Aeronautics and Space Administration
Social Security Administration

Medium Agencies (1,000–9,999 employees)

Broadcasting Board of Governors
Court Services and Offender Supervision Agency
Department of Education
Department of Housing and Urban Development
Equal Employment Opportunity Commission
Federal Communications Commission
Federal Energy Regulatory Commission
Federal Trade Commission
National Archives and Records Administration
National Credit Union Administration
National Labor Relations Board
National Science Foundation
Nuclear Regulatory Commission
Office of Personnel Management
Securities and Exchange Commission
Small Business Administration
U.S. Agency for International Development

Small Agencies (100–999 employees)

Commodity Futures Trading Commission
Consumer Product Safety Commission
Corporation for National and Community Service

Defense Nuclear Facilities Safety Board
Export-Import Bank of the United States
Farm Credit Administration
Federal Election Commission
Federal Housing Finance Agency
Federal Labor Relations Authority
Federal Maritime Commission
Federal Mediation and Conciliation Service
Federal Retirement Thrift Investment Board
International Boundary and Water Commission
Merit Systems Protection Board
National Endowment for the Arts
National Endowment for the Humanities
National Gallery of Art
National Indian Gaming Commission
National Transportation Safety Board
Office of Management and Budget
Office of the U.S. Trade Representative
Overseas Private Investment Corporation
Pension Benefit Guaranty Corporation
Railroad Retirement Board
Selective Service System
Surface Transportation Board
U.S. International Trade Commission
U.S. Office of Special Counsel

Very Small Agencies (<100 employees)

AbilityOne Commission
African Development Foundation
American Battle Monuments Commission
Chemical Safety and Hazard Investigation Board
Commission on Civil Rights
Farm Credit System Insurance Corporation
Federal Mine Safety and Health Review Commission
Institute of Museum and Library Services
Inter-American Foundation
Marine Mammal Commission
National Capital Planning Commission
National Mediation Board
Occupational Safety and Health Review Commission
Office of Navajo and Hopi Indian Relocation
Postal Regulatory Commission
U.S. Access Board
U.S. Office of Government Ethics
U.S. Trade and Development Agency

Note: All agencies listed in the Small and Very Small categories make up the Small Agencies, Combined benchmark category, with the exception of the Office of Management and Budget, Pension Benefit Guaranty Corporation, and Railroad Retirement Board.



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