

## **Information Paper: 2017 Federal Employee Viewpoint Survey DoD Results**

### **Purpose:**

To provide background information on the Department of Defense (DoD) 2017 Federal Employee Viewpoint Survey (FEVS) results.

### **Background:**

- The FEVS is a government-wide survey conducted annually by the Office of Personnel Management (OPM) and has high-visibility with OPM, the Office of Management and Budget, and Congress. It also informs the Partnership for Public Service's "Best Places to Work in the Federal Government Report" rankings that are published each year in December.
- FEVS focuses on employee perceptions regarding how effectively federal agencies manage their workforces. Since 2011, employee ratings remain consistently positive in critical areas in employees' work-lives such as job satisfaction, commitment, engagement, and how each contributes to the accomplishment of agency missions. Challenges persist, however, with issues such as equity of performance management, awards, and promotion opportunity.
- Results are used to: develop program metrics (e.g., employee engagement); measure factors that influence recruitment, outreach, and retention; help the agency meet its mission; inform action plans to drive positive organizational change; and meet the OPM's requirement to post annual FEVS/Annual Employee Survey(AES) results on agency websites.

### **Key Points:**

- The 2017 FEVS was administered by OPM from May 2 - June 22, 2017 to a random sample of 1,068,151 Federal employees, that included 233,526 DoD employees. Of those 233,526 randomly selected DoD employees, 70,693 (30.3 percent) responded to the survey, which was 4.2 percent higher than the 2016 percentage. This was also substantially lower than the overall Federal government-wide response rate of 45.5 percent.
- The DoD's 2017 key index results exhibited a strong increase from 2016:
  - For 2017, DoD respondents had an Engagement Index of 68 percent, 2 percent higher than the 2016 Engagement Index of 66 percent. This indicated that two-thirds of respondents reported a work environment conducive to engagement.
    - The lowest engagement subscale continues to be Leaders Lead (58 percent, this was a +3 percent increase from 2016).
  - Global Satisfaction, comprised of job satisfaction, organizational satisfaction, pay satisfaction, and whether the organization would be recommended as a good place to work, was 65 percent for 2017, a 3 percent increase from 2016.
  - The New Inclusion Quotient (New IQ) was 61 percent, up 2 percent from 2016.
    - The lowest New IQ subscale continues to be Fairness (48 percent).
  - Talent Management increased 2 percent in 2017 (60 percent in 2017)
- In 2017, the FEVS included three DoD-specific Additional Survey Items from 2016 as well as one new question supplementing the current retention question (reported below):
  - Just over one-half of respondents (55 percent) indicated that leaders promote their professional development, up 3 percent from 2016.
  - Well over one-third (41 percent) of respondents reported they have a mentor or someone they trust to receive career advice, up 3 percent from 2016.

- Over one-half (55 percent) of respondents indicated they would prefer to stay in their current geographic area rather than relocate for greater career opportunities, up 2 percent from 2016.
- The 2017 FEVS responses indicate the following strengths:
  - Respondents continue to put in extra effort to get their job done and to seek ways to do their jobs better.
  - Respondents remain very positive about their work, jobs, and mission, and appreciate the work-life programs, especially alternative work schedules and health and wellness programs.
  - Respondents' jobs are important to them, they consider the quality of their work high, and they like the kind of work they are doing.
  - Eighty-five percent feel their organization prepares them for security threats and 81 percent reported they feel protected from health and safety hazards on the job.
  - Respondents also report that their supervisors treat them with respect, support their needs for work-life balance, and that they are held accountable for achieving results.
- The 2017 results for DoD showed the following areas of potential concern:
  - Performance management continues to be an issue and many respondents:
    - Do not believe steps are taken to deal with poor performers who cannot or will not improve their performance.
    - Do not believe creativity and innovation are rewarded and do not feel a sense of empowerment with the work process.
    - Report that differences in performance are not recognized in a meaningful way and awards are not based on job performance.
  - Respondents are concerned about opportunities to get better jobs within their organizations and continue to believe promotions and pay raises are not merit-based.
  - One-third report they are not satisfied that they have sufficient resources to get their jobs done and that the work unit is not able to recruit people with the right skills.
  - Trust issues with the senior leadership persist; one-quarter of respondents believe that their senior leaders do not inspire high levels of motivation and commitment in the workforce and that they are not satisfied with the information they receive from their management about what's going on in their organization.
  - One-third of respondents do not believe the results of the FEVS would be used to make their agency a better place to work, which may affect the overall response rate.
- Compared to 2016, a slightly higher percent report planning to stay at DoD (61 percent versus 58 percent); there has been virtually no change in the number planning to retire since 2015 (6 percent).
- Part 250.303 (a) of title 5, Code of Federal Regulations, requires agencies to post their survey results on websites no later than 120 days after the survey closes. The FEVS closed to all agencies on June 22, 2017, and the results must be posted to the DoD Website by the deadline of October 20, 2017.

**Recommendation:**

- None; for information only.

Prepared by: Dr. Bonita J. Soley, Talent Development, DCPAS, (571) 372-2071