NATIONAL MEDIATION BOARD
Washington, DC 20572
November 1, 2024

Response to 2024 Federal Employee Viewpoint Survey Annual Employee Survey Results

Results of the Office of Personnel Management's 2024 Federal Employee Viewpoint Survey (FEVS) – Annual Employee Survey are posted on the National Mediation Board's (NMB) website. The survey is an organizational climate assessment on how employees jointly experience the policies, practices, and procedures characteristic of their agency and its leadership. This year 12 of 29 surveys administered were returned for an NMB Response Rate of 41.38%.

NMB Staff Members indicated a number of positive work practices as reflected by scores in the survey indexes. Some highlights include:

- Employee-focused index, which is a combination of employee voice, work-life support and employee engagement.
- Fostering a culture of quality, diversity, inclusivity, and involvement.
- Goal-oriented index, which considered performance feedback, employee responsibility, goals, and clarity.
- Employees possessing the job-related knowledge and skills to meet the needs of NMB internal and external stakeholders.
- Employees being held accountable for the services they provide and that customer needs are satisfied through high-quality deliverables.

Employee input and well-being are highly valued and important to the NMB's success. The Agency scored slightly lower in certain areas, including communication, pay satisfaction, and accessibility. Overall, the Agency's performance is largely positive, with an average positive response of 65% and a negative response of 22%.

The Board expresses its appreciation to our Staff Members for their participation and constructive feedback to the 2024 FEVS and encourages everyone to participate in next year's survey. These insights help identify challenges and implement corrective measures.

Loren Sweatt
Chairman

National Mediation Board
2024 FEVS AES Report

Agency Information

Field Period	**May 21 - Jul 5, 2024**
Sample or Census	**Census**
Number of Surveys Completed	**12**
Number of Surveys Administered	**29**
Response Rate	**41.4%**
Number of items identified as Strengths (65% positive or higher)	**48**
Number of items identified as Challenges (35% negative or higher)	**9**
2024 Engagement Index	**64%**
Leaders Lead Subindex	**54%**
Supervisors Subindex	**70%**
Intrinsic Work Experience Subindex	**68%**

Note: Number of items identified as strengths and challenges are based on items 1-90, excluding item 16.
A "–nr" indicates that there were no responses to the item.

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	70%	50%	21%	0%	30%	0%	30%	6	3	0	3	0	12	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	62%	45%	16%	6%	9%	23%	32%	5	2	1	1	2	11	N/A
3	My work gives me a feeling of personal accomplishment.	Employee Engagement: Intrinsic Work Experience	N/A	Agree-disagree	61%	55%	6%	17%	0%	21%	21%	7	1	2	0	2	12	N/A
4	I know what is expected of me on the job.	Employee Engagement: Intrinsic Work Experience	N/A	Agree-disagree	79%	42%	37%	0%	0%	21%	21%	5	5	0	0	2	12	N/A
5	*My workload is reasonable.	N/A	Employee-Focused: Work-Life Support	Agree-disagree	73%	36%	38%	6%	0%	20%	20%	4	4	1	0	2	11	N/A
6	*My talents are used well in the workplace.	Employee Engagement: Intrinsic Work Experience	N/A	Agree-disagree	61%	48%	14%	9%	19%	11%	30%	6	2	1	2	1	12	N/A
7	*I know how my work relates to the agency's goals.	Employee Engagement: Intrinsic Work Experience	N/A	Agree-disagree	79%	55%	23%	0%	11%	11%	21%	7	3	0	1	1	12	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	65%	41%	23%	6%	0%	30%	30%	5	3	1	0	3	12	0
9	I have enough information to do my job well.	N/A	Foundations: Performance Resources	Agree-disagree	61%	42%	20%	9%	19%	11%	29%	5	3	1	2	1	12	N/A
10	I receive the training I need to do my job well.	N/A	Employee-Focused: Employee Development	Agree-disagree	69%	25%	45%	20%	0%	11%	11%	3	6	2	0	1	12	N/A
11	I am held accountable for the quality of work I produce.	N/A	Goal-Oriented: Accountability	Agree-disagree	89%	42%	47%	0%	0%	11%	11%	5	6	0	0	1	12	N/A
12	I have a clear idea of how well I am doing my job.	N/A	Goal-Oriented: Performance Feedback	Agree-disagree	79%	42%	37%	0%	11%	11%	21%	5	5	0	1	1	12	N/A
13	I have the autonomy to decide how I do my job.	N/A	Agile: Autonomy	Agree-disagree	65%	33%	32%	6%	19%	11%	30%	4	4	1	2	1	12	N/A
14	I can make decisions about my work without getting permission first.	N/A	Agile: Autonomy	Agree-disagree	73%	32%	41%	17%	0%	11%	11%	4	5	2	0	1	12	N/A
15	*The people I work with cooperate to get the job done.	N/A	Foundations: Cooperation	Agree-disagree	89%	47%	42%	0%	0%	11%	11%	6	5	0	0	1	12	N/A
17	*In my work unit, differences in performance are recognized in a meaningful way.	N/A	Goal-Oriented: Recognition	Agree-disagree	52%	36%	17%	6%	18%	24%	41%	4	2	1	2	2	11	1
18	Employees in my work unit share job knowledge.	N/A	Foundations: Cooperation	Agree-disagree	80%	40%	40%	20%	0%	0%	0%	5	5	2	0	0	12	0
19	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N/A	Foundations: Performance Resources	Agree-disagree	79%	50%	29%	11%	11%	0%	11%	6	4	1	1	0	12	0
20	Employees in my work unit meet the needs of our customers.	Performance Confidence	N/A	Always-never	89%	66%	23%	11%	0%	0%	0%	8	3	1	0	0	12	0
21	Employees in my work unit contribute positively to my agency's performance.	Performance Confidence	N/A	Always-never	89%	70%	18%	11%	0%	0%	0%	8	2	1	0	0	11	1
22	Employees in my work unit produce high-quality work.	Performance Confidence	N/A	Always-never	89%	59%	31%	11%	0%	0%	0%	7	4	1	0	0	12	0
23	Employees in my work unit adapt to changing priorities.	Performance Confidence	N/A	Always-never	80%	59%	22%	20%	0%	0%	0%	7	3	2	0	0	12	0
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	53%	45%	8%	22%	0%	25%	25%	4	1	2	0	2	9	3
25	I can influence decisions in my work unit.	N/A	Employee-Focused: Employee Voice	Agree-disagree	65%	65%	0%	25%	0%	11%	11%	8	0	3	0	1	12	N/A
26	I know what my work unit's goals are.	N/A	Goal-Oriented: Goal Clarity	Agree-disagree	79%	55%	23%	0%	11%	11%	21%	7	3	0	1	1	12	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	48%	34%	14%	17%	14%	21%	35%	4	2	2	2	2	12	0
28	My work unit successfully manages disruptions to our work.	N/A	Agile: Resilience	Agree-disagree	69%	56%	13%	10%	9%	12%	21%	6	2	1	1	1	11	1
29	Employees in my work unit consistently look for new ways to improve how they do their work.	N/A	Agile: Innovation	Agree-disagree	72%	31%	41%	8%	9%	11%	20%	4	5	1	1	1	12	0
30	Employees in my work unit incorporate new ideas into their work.	N/A	Agile: Innovation	Agree-disagree	66%	31%	35%	23%	0%	11%	11%	4	4	3	0	1	12	0
31	Employees in my work unit approach change as an opportunity.	N/A	Agile: Resilience	Agree-disagree	59%	31%	27%	22%	9%	11%	20%	4	3	3	1	1	12	0
32	Employees in my work unit consider customer needs a top priority.	N/A	Foundations: Customer Responsiveness	Agree-disagree	64%	51%	14%	8%	17%	11%	28%	6	2	1	2	1	12	0
33	Employees in my work unit consistently look for ways to improve customer service.	N/A	Foundations: Customer Responsiveness	Agree-disagree	64%	42%	22%	17%	8%	11%	19%	5	3	2	1	1	12	0
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%	51%	19%	19%	0%	11%	11%	6	3	2	0	1	12	0
35	Employees are recognized for providing high quality products and services.	N/A	Goal-Oriented: Recognition	Agree-disagree	52%	46%	6%	9%	15%	24%	39%	5	1	1	2	2	11	1
36	Employees are protected from health and safety hazards on the job.	N/A	Employee-Focused: Employee Welfare	Agree-disagree	89%	59%	31%	0%	0%	11%	11%	7	4	0	0	1	12	0

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37	My organization is successful at accomplishing its mission.	N/A	Other	Agree-disagree	61%	55%	6%	17%	11%	11%	21%	7	1	2	1	1	12	0
38	I have a good understanding of my organization's priorities.	N/A	Goal-Oriented: Goal Clarity	Agree-disagree	79%	48%	31%	0%	11%	11%	21%	6	4	0	1	1	12	N/A
39	My organization shares results (for example, town halls, email, distribution of reports) from the Federal Employee Viewpoint Survey (FEVS).	N/A	Other	Agree-disagree	48%	30%	17%	9%	17%	26%	43%	3	2	1	2	2	10	2
40	Information is openly shared in my organization.	N/A	Foundations: Communication	Agree-disagree	42%	34%	8%	23%	14%	21%	35%	4	1	3	2	2	12	0
41	The approval process in my organization allows timely delivery of my work.	N/A	Other	Agree-disagree	70%	34%	37%	8%	11%	11%	21%	4	5	1	1	1	12	0
42	My organization effectively adapts to changing government priorities.	N/A	Agile: Resilience	Agree-disagree	64%	50%	14%	13%	10%	13%	22%	5	2	1	1	1	10	1
43	My organization has prepared me for potential physical security threats.	N/A	Employee-Focused: Employee Welfare	Agree-disagree	48%	42%	6%	42%	0%	11%	11%	5	1	5	0	1	12	0
44	My organization has prepared me for potential cybersecurity threats.	N/A	Employee-Focused: Employee Welfare	Agree-disagree	88%	52%	37%	12%	0%	0%	0%	6	4	1	0	0	11	0
45	In my organization, arbitrary action, personal favoritism, and/or political coercion are not tolerated.	N/A	Foundations: Merit Principles	Agree-disagree	62%	53%	10%	0%	15%	23%	38%	6	1	0	2	2	11	1
46	*I recommend my organization as a good place to work.	Global Satisfaction	N/A	Agree-disagree	48%	34%	14%	23%	8%	21%	30%	4	2	3	1	2	12	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	53%	36%	17%	21%	9%	17%	26%	4	2	2	1	2	11	1
48	Supervisors in my work unit support employee development.	Employee Engagement: Supervisors	N/A	Agree-disagree	77%	60%	16%	0%	0%	23%	23%	7	2	0	0	2	11	0
49	My supervisor supports my need to balance work and other life issues.	N/A	Employee-Focused: Work-Life Support	Agree-disagree	70%	65%	6%	0%	8%	21%	30%	8	1	0	1	2	12	N/A
50	My supervisor listens to what I have to say.	Employee Engagement: Supervisors	N/A	Agree-disagree	70%	65%	6%	0%	8%	21%	30%	8	1	0	1	2	12	N/A
51	My supervisor treats me with respect.	Employee Engagement: Supervisors	N/A	Agree-disagree	70%	65%	6%	8%	0%	21%	21%	8	1	1	0	2	12	N/A
52	I have trust and confidence in my supervisor.	Employee Engagement: Supervisors	N/A	Agree-disagree	70%	50%	21%	0%	8%	21%	30%	6	3	0	1	2	12	N/A
53	My supervisor holds me accountable for achieving results.	N/A	Goal-Oriented: Accountability	Agree-disagree	70%	50%	21%	0%	8%	21%	30%	6	3	0	1	2	12	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	61%	55%	6%	9%	8%	21%	30%	7	1	1	1	2	12	N/A
55	My supervisor provides me with constructive suggestions to improve my job performance.	N/A	Goal-Oriented: Performance Feedback	Agree-disagree	65%	43%	21%	14%	0%	21%	21%	5	3	2	0	2	12	N/A
56	My supervisor provides me with performance feedback throughout the year.	N/A	Goal-Oriented: Performance Feedback	Agree-disagree	65%	42%	23%	14%	11%	11%	21%	5	3	2	1	1	12	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	42%	42%	0%	40%	8%	11%	19%	5	0	5	1	1	12	0
58	My organization's senior leaders maintain high standards of honesty and integrity.	Employee Engagement: Leaders Lead	N/A	Agree-disagree	53%	44%	8%	16%	9%	23%	31%	5	1	2	1	2	11	1
59	*Managers communicate the goals of the organization.	Employee Engagement: Leaders Lead	N/A	Agree-disagree	55%	42%	14%	15%	8%	21%	30%	5	2	2	1	2	12	0
60	Managers promote communication among different work units (for example, about projects, goals, needed resources).	N/A	Foundations: Communication	Agree-disagree	68%	50%	18%	9%	10%	13%	23%	5	2	1	1	1	10	1
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	59%	44%	14%	10%	9%	23%	31%	5	2	1	1	2	11	1
62	I have a high level of respect for my organization's senior leaders.	Employee Engagement: Leaders Lead	N/A	Agree-disagree	62%	47%	15%	26%	0%	12%	12%	5	2	3	0	1	11	1
63	Senior leaders demonstrate support for Work-Life programs.	N/A	Employee-Focused: Work-Life Support	Agree-disagree	59%	59%	0%	23%	8%	11%	19%	7	0	3	1	1	12	0
64	Management encourages innovation.	N/A	Agile: Innovation	Agree-disagree	53%	44%	8%	16%	9%	23%	31%	5	1	2	1	2	11	1
65	Management makes effective changes to address challenges facing our organization.	N/A	Agile: Resilience	Agree-disagree	56%	38%	18%	23%	9%	12%	21%	4	2	3	1	1	11	1
66	Management involves employees in decisions that affect their work.	N/A	Employee-Focused: Employee Voice	Agree-disagree	62%	36%	26%	6%	9%	23%	31%	4	3	1	1	2	11	1
67	*How satisfied are you with your involvement in decisions that affect your work?	N/A	Employee-Focused: Employee Voice	Satisfied-dissatisfied	65%	43%	22%	6%	8%	21%	30%	5	3	1	1	2	12	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	57%	34%	23%	14%	8%	21%	30%	4	3	2	1	2	12	N/A
69	*How satisfied are you with the recognition you receive for doing a good job?	N/A	Goal-Oriented: Recognition	Satisfied-dissatisfied	63%	42%	21%	8%	8%	21%	30%	5	3	1	1	2	12	N/A
70	*Considering everything, how satisfied are you with your job?	Global Satisfaction	N/A	Satisfied-dissatisfied	70%	34%	37%	0%	8%	21%	30%	4	5	0	1	2	12	N/A
71	Considering everything, how satisfied are you with your pay?	Global Satisfaction	N/A	Satisfied-dissatisfied	46%	34%	12%	36%	8%	11%	18%	4	2	4	1	1	12	N/A

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72	*Considering everything, how satisfied are you with your organization?	Global Satisfaction	N/A	Satisfied-dissatisfied	63%	34%	29%	0%	16%	21%	37%	4	4	0	2	2	12	N/A
73	My organization's management practices promote diversity (e.g., outreach, recruitment, promotion opportunities).	DEIA: Diversity	N/A	Agree-disagree	48%	42%	6%	8%	23%	21%	45%	5	1	1	3	2	12	0
74	My supervisor demonstrates a commitment to workforce diversity (e.g., recruitment, promotion opportunities, development).	DEIA: Diversity	N/A	Agree-disagree	55%	42%	14%	9%	8%	27%	35%	5	2	1	1	3	12	0
75	I have similar access to advancement opportunities (e.g., promotion, career development, training) as others in my work unit.	DEIA: Equity	N/A	Agree-disagree	55%	50%	6%	15%	8%	21%	30%	6	1	2	1	2	12	0
76	My supervisor provides opportunities fairly to all employees in my work unit (e.g., promotions, work assignments).	DEIA: Equity	N/A	Agree-disagree	48%	42%	6%	23%	8%	21%	30%	5	1	3	1	2	12	0
77	In my work unit, excellent work is similarly recognized for all employees (e.g., awards, acknowledgements).	DEIA: Equity	N/A	Agree-disagree	61%	46%	15%	6%	9%	24%	33%	5	2	1	1	2	11	1
78	Employees in my work unit make me feel I belong.	DEIA: Inclusion	N/A	Agree-disagree	81%	50%	32%	19%	0%	0%	0%	6	4	2	0	0	12	0
79	Employees in my work unit care about me as a person.	DEIA: Inclusion	N/A	Agree-disagree	100%	50%	50%	0%	0%	0%	0%	6	6	0	0	0	12	0
80	I am comfortable expressing opinions that are different from other employees in my work unit.	DEIA: Inclusion	N/A	Agree-disagree	70%	50%	21%	0%	30%	0%	30%	6	3	0	3	0	12	0
81	In my work unit, people's differences are respected.	DEIA: Inclusion	N/A	Agree-disagree	70%	50%	21%	8%	11%	11%	21%	6	3	1	1	1	12	0
82	I can be successful in my organization being myself.	DEIA: Inclusion	N/A	Agree-disagree	69%	53%	16%	0%	20%	11%	31%	6	2	0	2	1	11	1
83	I can easily make a request of my organization to meet my accessibility needs.	DEIA: Accessibility	N/A	Agree-disagree	65%	45%	20%	10%	11%	14%	25%	4	2	1	1	1	9	3
84	My organization responds to my accessibility needs in a timely manner.	DEIA: Accessibility	N/A	Agree-disagree	65%	45%	20%	10%	11%	14%	25%	4	2	1	1	1	9	3
85	My organization meets my accessibility needs.	DEIA: Accessibility	N/A	Agree-disagree	65%	45%	20%	10%	11%	14%	25%	4	2	1	1	1	9	3
86	My job inspires me.	Employee Experience	N/A	Agree-disagree	55%	34%	22%	14%	9%	21%	31%	4	3	2	1	2	12	N/A
87	The work I do gives me a sense of accomplishment.	Employee Experience	N/A	Agree-disagree	61%	40%	21%	17%	0%	21%	21%	5	3	2	0	2	12	N/A
88	I feel a strong personal attachment to my organization.	Employee Experience	N/A	Agree-disagree	53%	36%	17%	25%	0%	23%	23%	4	2	3	0	2	11	N/A
89	I identify with the mission of my organization.	Employee Experience	N/A	Agree-disagree	89%	60%	29%	0%	0%	11%	11%	7	4	0	0	1	12	N/A
90	It is important to me that my work contribute to the common good.	Employee Experience	N/A	Agree-disagree	89%	76%	14%	0%	0%	11%	11%	9	2	0	0	1	12	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 "–" indicates that there are fewer than 4 responses to Questions 83, 84, or 85 and results are therefore suppressed.

Source: **National Mediation Board AES Report,** 2024 Federal Employee Viewpoint Survey

Performance Dimension: Goal-Oriented: Accountability

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

Response Option	2024N	2024%	2023N	2023%	2022N	2022%
Remain in the work unit and improve their performance over time	2	0.16094263	1	0.06445522	0	0
Remain in the work unit and continue to underperform	1	0.1057753	2	0.1629463	1	0.16721312
Leave the work unit - removed or transferred	2	0.13539832	1	0.0729866	0	0
Leave the work unit - quit	2	0.16344067	1	0.0729866	0	0
There are no poor performers in my work unit	5	0.42483885	4	0.31277939	4	0.65990359
Do Not Know	2	0.17304489	6	0.45981909	1	0.17288329
Total (percents will add to more than 100% because respondents could choose more than one response option)	12	N/A	13	N/A	6	N/A

Percentages are weighted to represent the Agency's population.

A "–nt" indicates that there are no trending results available for the year.

Source: National Mediation Board AES Report, 2024 Federal Employee Viewpoint Survey

Item	Item Text	Index	Performance Dimension	2021 Percent Positive	2022 Percent Positive	2023 Percent Positive	2024 Percent Positive	Difference 2024-2021	Difference 2024-2022	Difference 2024-2023	Sort for Largest Differences 2024-2021	Sort for Largest Differences 2024-2022	Sort for Largest Differences 2024-2023
1	*I am given a real opportunity to improve my skills in my organization.	N/A	Employee-Focused: Employee Development	0.77	0.66	0.58	0.7	-0.07	0.04	0.12	13	19	10
2	I feel encouraged to come up with new and better ways of doing things.	Employee Engagement: Intrinsic Work Experience	N/A	0.74	0.66	0.52	0.62	-0.12	-0.04	0.1	15	36	14
3	My work gives me a feeling of personal accomplishment.	Employee Engagement: Intrinsic Work Experience	N/A	0.85	0.66	0.65	0.61	-0.24	-0.05	-0.04	33	43	48
4	I know what is expected of me on the job.	Employee Engagement: Intrinsic Work Experience	N/A	0.78	0.83	0.65	0.79	0.01	-0.04	0.14	3	38	8
5	*My workload is reasonable.	N/A	Employee-Focused: Work-Life Support	0.8	0.66	0.54	0.73	-0.07	0.07	0.19	14	14	2
6	*My talents are used well in the workplace.	Employee Engagement: Intrinsic Work Experience	N/A	0.77	0.66	0.65	0.61	-0.16	-0.05	-0.04	24	44	46
7	*I know how my work relates to the agency's goals.	Employee Engagement: Intrinsic Work Experience	N/A	0.93	0.83	0.91	0.79	-0.14	-0.04	-0.12	21	39	75
8	*I can disclose a suspected violation of any law, rule, or regulation without fear of reprisal.	N/A	Foundations: Merit Principles	0.78	0.51	0.62	0.65	-0.13	0.14	0.03	16	4	30
9	I have enough information to do my job well.	N/A	Foundations: Performance Resources	—nt	0.83	0.75	0.61	—nt	-0.22	-0.14	—nt	76	78
10	I receive the training I need to do my job well.	N/A	Employee-Focused: Employee Development	—nt	0.66	0.75	0.69	—nt	0.03	-0.06	—nt	25	57
11	I am held accountable for the quality of work I produce.	N/A	Goal-Oriented: Accountability	—nt	1	0.84	0.89	—nt	-0.11	0.05	—nt	56	22
12	I have a clear idea of how well I am doing my job.	N/A	Goal-Oriented: Performance Feedback	—nt	0.83	0.76	0.79	—nt	-0.04	0.03	—nt	40	31
13	I have the autonomy to decide how I do my job.	N/A	Agile: Autonomy	—nt	—nt	0.59	0.65	—nt	—nt	0.06	—nt	—nt	21
14	I can make decisions about my work without getting permission first.	N/A	Agile: Autonomy	—nt	—nt	0.59	0.73	—nt	—nt	0.14	—nt	—nt	7
15	*The people I work with cooperate to get the job done.	N/A	Foundations: Cooperation	0.93	0.83	0.83	0.89	-0.04	0.06	0.06	8	16	20
17	*In my work unit, differences in performance are recognized in a meaningful way.	N/A	Goal-Oriented: Recognition	0.66	0.8	0.6	0.52	-0.14	-0.28	-0.08	18	82	59
18	Employees in my work unit share job knowledge.	N/A	Foundations: Cooperation	—nt	0.83	0.91	0.8	—nt	-0.03	-0.11	—nt	34	68
19	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N/A	Foundations: Performance Resources	0.93	0.83	1	0.79	-0.14	-0.04	-0.21	20	41	87
20	Employees in my work unit meet the needs of our customers.	Performance Confidence	N/A	0.93	1	1	0.89	-0.04	-0.11	-0.11	7	52	66
21	Employees in my work unit contribute positively to my agency's performance.	Performance Confidence	N/A	0.93	1	1	0.89	-0.04	-0.11	-0.11	10	58	70
22	Employees in my work unit produce high-quality work.	Performance Confidence	N/A	0.93	1	0.94	0.89	-0.04	-0.11	-0.05	6	51	50
23	Employees in my work unit adapt to changing priorities.	Performance Confidence	N/A	0.85	1	0.94	0.8	-0.05	-0.2	-0.14	11	75	79
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	—nt	1	0.64	0.53	—nt	-0.47	-0.11	—nt	84	69
25	I can influence decisions in my work unit.	N/A	Employee-Focused: Employee Voice	—nt	0.66	0.68	0.65	—nt	-0.01	-0.03	—nt	30	41
26	I know what my work unit's goals are.	N/A	Goal-Oriented: Goal Clarity	—nt	0.83	0.92	0.79	—nt	-0.04	-0.13	—nt	42	77
27	My work unit commits resources to develop new ideas (e.g., budget, staff, time, expert support).	N/A	Agile: Innovation	—nt	0.66	0.69	0.48	—nt	-0.18	-0.21	—nt	69	86
28	My work unit successfully manages disruptions to our work.	N/A	Agile: Resilience	—nt	0.83	0.75	0.69	—nt	-0.14	-0.06	—nt	66	58
29	Employees in my work unit consistently look for new ways to improve how they do their work.	N/A	Agile: Innovation	—nt	0.83	0.76	0.72	—nt	-0.11	-0.04	—nt	57	45
30	Employees in my work unit incorporate new ideas into their work.	N/A	Agile: Innovation	—nt	0.66	0.7	0.66	—nt	0	-0.04	—nt	29	44
31	Employees in my work unit approach change as an opportunity.	N/A	Agile: Resilience	—nt	0.83	0.69	0.59	—nt	-0.24	-0.1	—nt	79	64
32	Employees in my work unit consider customer needs a top priority.	N/A	Foundations: Customer Responsiveness	—nt	0.83	0.76	0.64	—nt	-0.19	-0.12	—nt	73	71
33	Employees in my work unit consistently look for ways to improve customer service.	N/A	Foundations: Customer Responsiveness	—nt	0.83	0.76	0.64	—nt	-0.19	-0.12	—nt	74	72
34	Employees in my work unit support my need to balance my work and personal responsibilities.	N/A	Employee-Focused: Work-Life Support	—nt	0.83	0.75	0.7	—nt	-0.13	-0.05	—nt	60	53
35	Employees are recognized for providing high quality products and services.	N/A	Goal-Oriented: Recognition	0.85	0.49	0.75	0.52	-0.33	0.03	-0.23	39	24	88

Item	Item Text	Index	Performance Dimension	2021 Percent Positive	2022 Percent Positive	2023 Percent Positive	2024 Percent Positive	Difference 2024-2021	Difference 2024-2022	Difference 2024-2023	Sort for Largest Differences 2024-2021	Sort for Largest Differences 2024-2022	Sort for Largest Differences 2024-2023
36	Employees are protected from health and safety hazards on the job.	N/A	Employee-Focused: Employee Welfare	0.93	0.69	0.73	0.89	-0.04	0.2	0.16	9	1	5
37	My organization is successful at accomplishing its mission.	N/A	Other	0.93	0.83	0.75	0.61	-0.32	-0.22	-0.14	37	78	80
38	I have a good understanding of my organization's priorities.	N/A	Goal-Oriented: Goal Clarity	—[nt]	0.66	0.83	0.79	—[nt]	0.13	-0.04	—[nt]	5	49
39	My organization shares results (for example, town halls, email, distribution of reports) from the Federal Employee Viewpoint Survey (FEVS).	N/A	Other	—[nt]	—[nt]	0.51	0.48	—[nt]	—[nt]	-0.03	—[nt]	—[nt]	42
40	Information is openly shared in my organization.	N/A	Foundations: Communication	—[nt]	—[nt]	0.38	0.42	—[nt]	—[nt]	0.04	—[nt]	—[nt]	27
41	The approval process in my organization allows timely delivery of my work.	N/A	Other	—[nt]	—[nt]	0.61	0.7	—[nt]	—[nt]	0.09	—[nt]	—[nt]	16
42	My organization effectively adapts to changing government priorities.	N/A	Agile: Resilience	—[nt]	0.83	0.75	0.64	—[nt]	-0.19	-0.11	—[nt]	72	67
43	My organization has prepared me for potential physical security threats.	N/A	Employee-Focused: Employee Welfare	—[nt]	0.83	0.58	0.48	—[nt]	-0.35	-0.1	—[nt]	83	65
44	My organization has prepared me for potential cybersecurity threats.	N/A	Employee-Focused: Employee Welfare	—[nt]	1	0.9	0.88	—[nt]	-0.12	-0.02	—[nt]	59	34
45	In my organization, arbitrary action, personal favoritism and/or political coercion are not tolerated.	N/A	Foundations: Merit Principles	—[nt]	0.6	0.45	0.62	—[nt]	0.02	0.17	—[nt]	27	4
46	*I recommend my organization as a good place to work.	Global Satisfaction	N/A	0.8	0.66	0.58	0.48	-0.32	-0.18	-0.1	38	68	62
47	*I believe the results of this survey will be used to make my agency a better place to work.	N/A	Other	0.52	0.75	0.41	0.53	0.01	-0.22	0.12	2	77	11
48	Supervisors in my work unit support employee development.	Employee Engagement: Supervisors	N/A	0.93	0.66	0.75	0.77	-0.16	0.11	0.02	25	12	32
49	My supervisor supports my need to balance work and other life issues.	N/A	Employee-Focused: Work-Life Support	0.93	0.83	0.73	0.7	-0.23	-0.13	-0.03	31	61	38
50	My supervisor listens to what I have to say.	Employee Engagement: Supervisors	N/A	0.93	0.66	0.65	0.7	-0.23	0.04	0.05	30	20	24
51	My supervisor treats me with respect.	Employee Engagement: Supervisors	N/A	0.85	0.66	0.75	0.7	-0.15	0.04	-0.05	22	21	51
52	I have trust and confidence in my supervisor.	Employee Engagement: Supervisors	N/A	0.85	0.66	0.75	0.7	-0.15	0.04	-0.05	23	22	52
53	My supervisor holds me accountable for achieving results.	N/A	Goal-Oriented: Accountability	—[nt]	0.83	0.82	0.7	—[nt]	-0.13	-0.12	—[nt]	62	73
54	Overall, how good a job do you feel is being done by your immediate supervisor?	Employee Engagement: Supervisors	N/A	0.85	0.66	0.75	0.61	-0.24	-0.05	-0.14	34	45	81
55	My supervisor provides me with constructive suggestions to improve my job performance.	N/A	Goal-Oriented: Performance Feedback	—[nt]	0.66	0.75	0.65	—[nt]	-0.01	-0.1	—[nt]	32	63
56	My supervisor provides me with performance feedback throughout the year.	N/A	Goal-Oriented: Performance Feedback	—[nt]	0.83	0.82	0.65	—[nt]	-0.18	-0.17	—[nt]	71	84
57	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	Employee Engagement: Leaders Lead	N/A	0.61	0.51	0.44	0.42	-0.19	-0.09	-0.02	26	49	36
58	My organization's senior leaders maintain high standards of honesty and integrity.	Employee Engagement: Leaders Lead	N/A	0.58	0.51	0.58	0.53	-0.05	0.02	-0.05	12	28	55
59	*Managers communicate the goals of the organization.	Employee Engagement: Leaders Lead	N/A	0.81	0.51	0.65	0.55	-0.26	0.04	-0.1	35	23	61
60	Managers promote communication among different work units (for example, about projects, goals, needed resources).	N/A	Foundations: Communication	0.51	0.62	0.52	0.68	0.17	0.06	0.16	1	17	6
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	0.82	0.51	0.72	0.59	-0.23	0.08	-0.13	32	13	76
62	I have a high level of respect for my organization's senior leaders.	Employee Engagement: Leaders Lead	N/A	0.65	0.66	0.65	0.62	-0.03	-0.04	-0.03	5	35	43
63	Senior leaders demonstrate support for Work-Life programs.	N/A	Employee-Focused: Work-Life Support	0.8	0.69	0.52	0.59	-0.21	-0.1	0.07	27	50	18
64	Management encourages innovation.	N/A	Agile: Innovation	—[nt]	0.6	0.58	0.53	—[nt]	-0.07	-0.05	—[nt]	48	56
65	Management makes effective changes to address challenges facing our organization.	N/A	Agile: Resilience	—[nt]	0.6	0.52	0.56	—[nt]	-0.04	0.04	—[nt]	37	29
66	Management involves employees in decisions that affect their work.	N/A	Employee-Focused: Employee Voice	—[nt]	0.51	0.53	0.62	—[nt]	0.11	0.09	—[nt]	11	15
67	*How satisfied are you with your involvement in decisions that affect your work?	N/A	Employee-Focused: Employee Voice	0.78	0.66	0.52	0.65	-0.13	-0.01	0.13	17	31	9
68	*How satisfied are you with the information you receive from management on what's going on in your organization?	N/A	Foundations: Communication	0.85	0.51	0.52	0.57	-0.28	0.06	0.05	36	18	23

Item	Item Text	Index	Performance Dimension	2021 Percent Positive	2022 Percent Positive	2023 Percent Positive	2024 Percent Positive	Difference 2024-2021	Difference 2024-2022	Difference 2024-2023	Sort for Largest Differences 2024-2021	Sort for Largest Differences 2024-2022	Sort for Largest Differences 2024-2023
69	*How satisfied are you with the recognition you receive for doing a good job?	N/A	Goal-Oriented: Recognition	0.84	0.51	0.58	0.63	-0.21	0.12	0.05	28	9	26
70	*Considering everything, how satisfied are you with your job?	Global Satisfaction	N/A	0.84	0.51	0.65	0.7	-0.14	0.19	0.05	19	2	25
71	Considering everything, how satisfied are you with your pay?	Global Satisfaction	N/A	0.68	0.51	0.58	0.46	-0.22	-0.05	-0.12	29	47	74
72	*Considering everything, how satisfied are you with your organization?	Global Satisfaction	N/A	0.65	0.51	0.65	0.63	-0.02	0.12	-0.02	4	10	37
73	My organization's management practices promote diversity (e.g., outreach, recruitment, promotion opportunities).	DEIA: Diversity	N/A	–nt	0.75	0.62	0.48	–nt	-0.27	-0.14	–nt	81	82
74	My supervisor demonstrates a commitment to workforce diversity (e.g., recruitment, promotion opportunities, development).	DEIA: Diversity	N/A	–nt	0.8	0.65	0.55	–nt	-0.25	-0.1	–nt	80	60
75	I have similar access to advancement opportunities (e.g., promotion, career development, training) as others in my work unit.	DEIA: Equity	N/A	–nt	0.66	0.71	0.55	–nt	-0.11	-0.16	–nt	55	83
76	My supervisor provides opportunities fairly to all employees in my work unit (e.g., promotions, work assignments).	DEIA: Equity	N/A	–nt	0.66	0.73	0.48	–nt	-0.18	-0.25	–nt	70	89
77	In my work unit, excellent work is similarly recognized for all employees (e.g., awards, acknowledgements).	DEIA: Equity	N/A	–nt	0.66	0.81	0.61	–nt	-0.05	-0.2	–nt	46	85
78	Employees in my work unit make me feel I belong.	DEIA: Inclusion	N/A	–nt	0.83	0.73	0.81	–nt	-0.02	0.08	–nt	33	17
79	Employees in my work unit care about me as a person.	DEIA: Inclusion	N/A	–nt	0.83	0.82	1	–nt	0.17	0.18	–nt	3	3
80	I am comfortable expressing opinions that are different from other employees in my work unit.	DEIA: Inclusion	N/A	–nt	0.83	0.73	0.7	–nt	-0.13	-0.03	–nt	63	39
81	In my work unit, people's differences are respected.	DEIA: Inclusion	N/A	–nt	0.83	0.73	0.7	–nt	-0.13	-0.03	–nt	64	40
82	I can be successful in my organization being myself.	DEIA: Inclusion	N/A	–nt	0.66	0.71	0.69	–nt	0.03	-0.02	–nt	26	35
83	I can easily make a request of my organization to meet my accessibility needs.	DEIA: Accessibility	N/A	–nt	0.52	0.58	0.65	–nt	0.13	0.07	–nt	6	19
84	My organization responds to my accessibility needs in a timely manner.	DEIA: Accessibility	N/A	–nt	0.52	0.54	0.65	–nt	0.13	0.11	–nt	7	13
85	My organization meets my accessibility needs.	DEIA: Accessibility	N/A	–nt	0.52	0.54	0.65	–nt	0.13	0.11	–nt	8	12
86	My job inspires me.	Employee Experience	N/A	–nt	0.49	0.51	0.55	–nt	0.06	0.04	–nt	15	28
87	The work I do gives me a sense of accomplishment.	Employee Experience	N/A	–nt	0.79	0.65	0.61	–nt	-0.18	-0.04	–nt	67	47
88	I feel a strong personal attachment to my organization.	Employee Experience	N/A	–nt	0.66	0.58	0.53	–nt	-0.13	-0.05	–nt	65	54
89	I identify with the mission of my organization.	Employee Experience	N/A	–nt	1	0.65	0.89	–nt	-0.11	0.24	–nt	53	1
90	It is important to me that my work contribute to the common good.	Employee Experience	N/A	–nt	1	0.91	0.89	–nt	-0.11	-0.02	–nt	54	33

* AES prescribed items as of 2017 (5 CFR Part 250, Subpart C)
Percentages are weighted to represent the Agency's population.
A "–nt" indicates that there are no trending results available for the year.
For confidentiality purposes, a "–ᶜ" indicates that there are fewer than 4 responses to Questions 83, 84, or 85 and results are therefore suppressed.
The "Sort for Largest Differences" columns are based on the rounded differences shown in the Difference columns, then sorted by differences based on unrounded percentages (not shown), and then by item order.
Source: **National Mediation Board AES Report,** 2024 Federal Employee Viewpoint Survey

Telework/Remote Work

91. Please select the response that BEST describes your current teleworking schedule.

Response Option	2024 N	2024 %	2023 N	2023 %
I telework every work day (i.e., remote work agreement)	2	0.13596318	1	0.06300872
I telework 3 or 4 days per week	6	0.54365197	10	0.77404498
I telework 1 or 2 days per week	4	0.32038485	2	0.1629463
I telework, but only about 1 or 2 days per month	0	0	0	0
I telework very infrequently, on an unscheduled or short-term basis	0	0	0	0
I do not telework because I have to be physically present on the job (e.g., law enforcement officers, TSA agent, border patrol agent, security personnel)	0	0	0	0
I do not telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking	0	0	0	0
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	0	0	0	0
I do not telework because I choose not to telework	0	0	0	0
Total	**12**	**1**	**13**	**1**

91a. What is your current remote work status?

Response Option	2024 N	2024 %	2023 N	2023 %
I do not have an approved remote work agreement	0	0	0	0
I have an approved remote work agreement and live outside the local commuting area (more than 50 miles away)	1	0.5758751	1	1
I have an approved remote work agreement and live inside the local commuting area (less than 50 miles away)	1	0.4241249	0	0
I do not know	0	0	0	0
Total	**2**	**1**	**1**	**1**

Percentages are weighted to represent the Agency's population.

"–nt" indicates that there are no trending results available for the year.

"–nr" indicates that there were no responses to this item.

Source: National Mediation Board AES Report, 2024 Federal Employee Viewpoint Survey