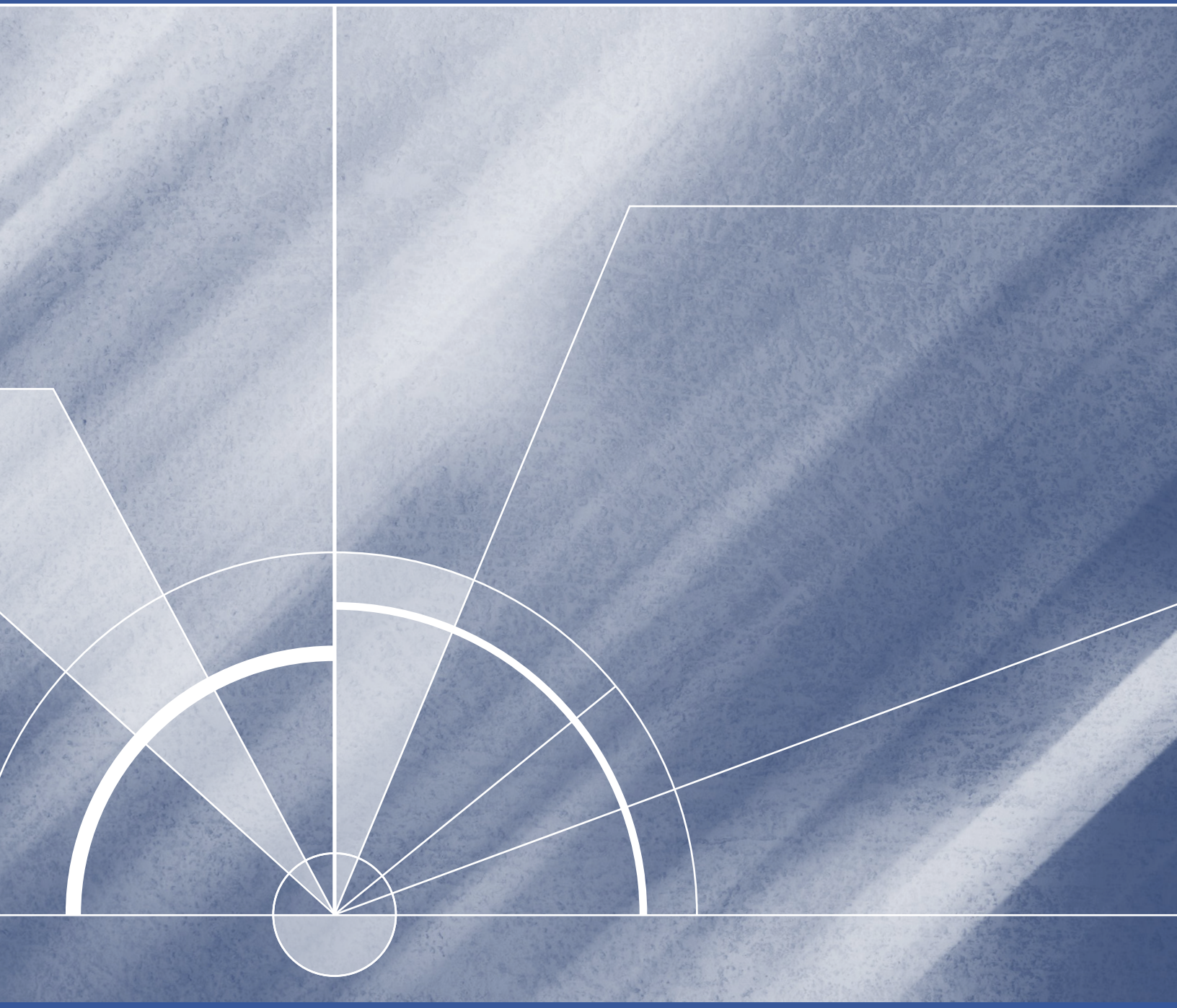
2017

Federal Employee Viewpoint Survey

Empowering Employees. Inspiring Change.

Agency Management Report

Environmental Protection Agency



United States Office of Personnel Management OPM.GOV/FEVS #FEVS

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About This Report

The 2017 Federal Employee Viewpoint Survey (FEVS) Agency Management Report (AMR) was designed to provide an overview of survey results, enabling agencies to identify issues and take action for improvement. The AMR 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.

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.

Understanding Your Results

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

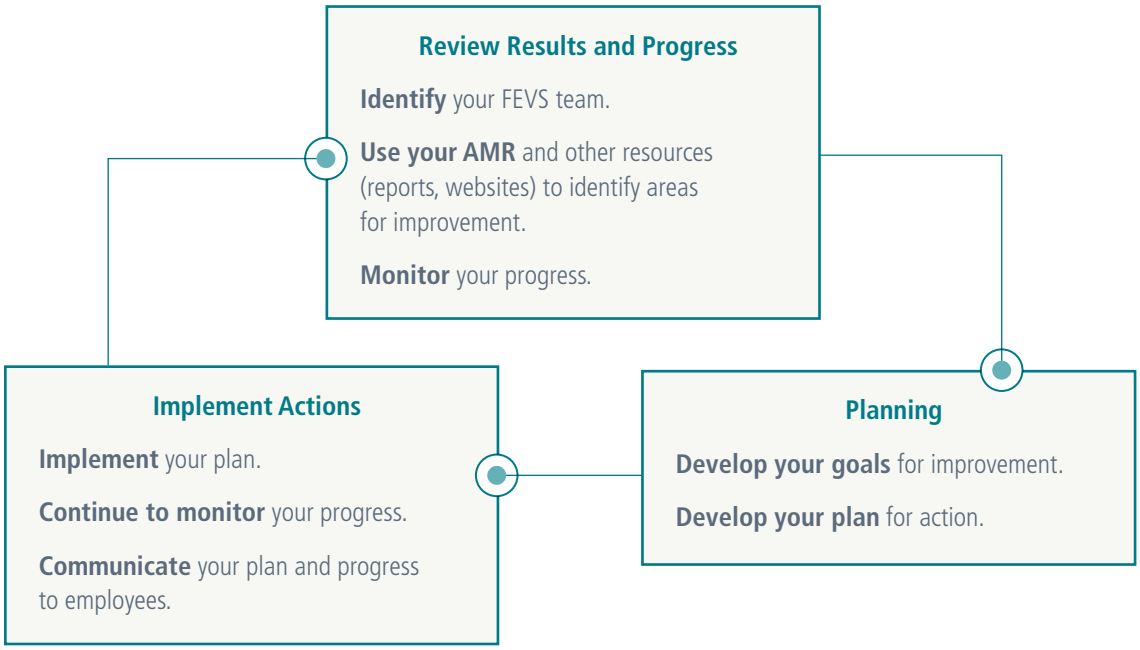
Identifying Increases and Decreases

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.

Your FEVS Results: Taking Action

This section provides guidelines for taking action based on your FEVS results — focusing on steps you can take to form an action planning team, identify challenges, develop an action plan, and measure progress toward meeting goals. In addition, descriptions of helpful resources and tools are outlined. A broad overview of the process of moving from results to action is displayed in the diagram below, with the specific steps and guidelines outlined in the following pages.

Moving from Results To Action



Getting Started

Agencies receive many FEVS reports each year, so it can be confusing to know where to start. One suggested starting point is to adopt a strategy based on an action planning framework. This involves looking for improvements you have made in previous years while also examining areas of decline. To help you get started, several steps are outlined below, including references to sections of the AMR and other resources that you may find useful to help you focus on the most critical issues.

Step 1: Identify and Establish a FEVS Action Team

This is a crucial step, as the team you establish can make or break your efforts to improve areas of concern and keep strengths strong. Teams can be composed of leadership, employees, or a combination. It is important that each member of your team is actively engaged in the process and supports its goals. Identifying your team is not just limited to personnel selection. It also includes identifying and pulling together your available resources while being aware of staff interests, capabilities, and agency budget and resources.

Step 2: Use Your AMR and Other Resources to Identify Areas for Improvement

Your agency has many available resources that present your FEVS results. The sections of the AMR as well as additional resources described below will help narrow your focus on the tools and results that may be most helpful to take action.

Sections of the AMR

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. This information can help inform and guide 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 and New IQ Index

The Employee Engagement Index (EEI) and New IQ 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 Engagement Index may have suggestions on things that have and have not worked to engage their employees. Trends for both indices are also displayed, going as far back as 2014 when available.

Employee Engagement Key Drivers

These groupings of FEVS items have been shown to influence the engagement potential of workplaces. While the EEI provides perspective on the conditions important to supporting engagement, the drivers can help you to more effectively target resources and actions needed to influence conditions and improve the engagement potential of your agency.

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 2016. 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 2016

Decreases contains items that decreased since 2016

No Change contains items that did not change since 2016

Appendices

The appendices give you an opportunity to more thoroughly understand your workforce by displaying item-level results. Appendix A shows how well your agency scored relative to others in the government. Scanning the graphs can indicate how your agency is generally performing as well as help you identify particularly strong or weak areas. Appendix B shows the breakdown of the Work/Life Program and demographic results. Appendix C is a list of agencies arranged by employee population size.

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

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 ten responses. Note: Subagency reports are only available for agencies that included organizational breakouts in 2017.

Subagency Breakout Report

This report displays survey results for a single office so long as it has at least ten responses. Note: Subagency reports are only available for agencies that included organizational breakouts in 2017.

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.fedview.opm.gov/2017/EVSDATA. Note: The 2017 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 Resource 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 Data 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.

Step 3: Develop Your Goals for Improvement

To develop your goals for improvement, you should consider issues that are most critical to your agency and how these issues relate to your strategic goals. It is also important to focus on issues that will provide both short-term, visible, measurable results, and those that will require long-term perspective. Keep in mind that you are more likely to show and achieve improvements if you follow SMART (Specific, Measurable, Attainable, Realistic, Time Specific) guidelines when establishing your goals. To be achievable goals must be:

Specific

Goals need to be concrete and detailed enough to know when you meet with success.

- What exactly do you intend to do? Use action words such as lead, coordinate, direct, develop, plan, and build.
- How are you going to do it? Describe which actions need to be taken by which employees and when.

Measurable

What evidence will you have to show that you have met your goal? Put a concrete figure or value to the objective (e.g., percentage increase in positive scores).

Attainable

Goals should not be too easy or too difficult. Those that require a slight stretch to meet can create excitement, motivation, and the kind of commitment it takes to reach them.

Realistic

Make goals challenging, but identify your resources and any limitations on those so you can actually achieve your objectives.

Time Specific

Set a deadline to keep plans on track and meet the needs of decision-makers. Large goals should be established as a series of milestones to keep motivation high and the overall goal on schedule.

Step 4: Develop Your Plan for Action

Once your team has identified its goals, you should develop a list of actions that must be taken to reach these goals. You might also consider soliciting employee input on your plan. Assign staff responsibilities for each action and keep in mind timeframes. Tasks should include start dates, end dates, milestones, and descriptions of how you plan to measure and provide evidence for goal success. Make sure you get approval for the actions you must take to achieve your agency goals. Remember that leadership buy-in, involvement, and communication is critical to your success.

Step 5: Communicate the Implementation of Your Plan

There are many ways to publicize and communicate your intentions to employees, such as all-hands meetings, announcements, intranet/web updates, and social media, to name a few. After your plan is communicated and you have leadership support, you are ready to launch the plan. Communicating early and often ensures staff and leadership are well-informed.

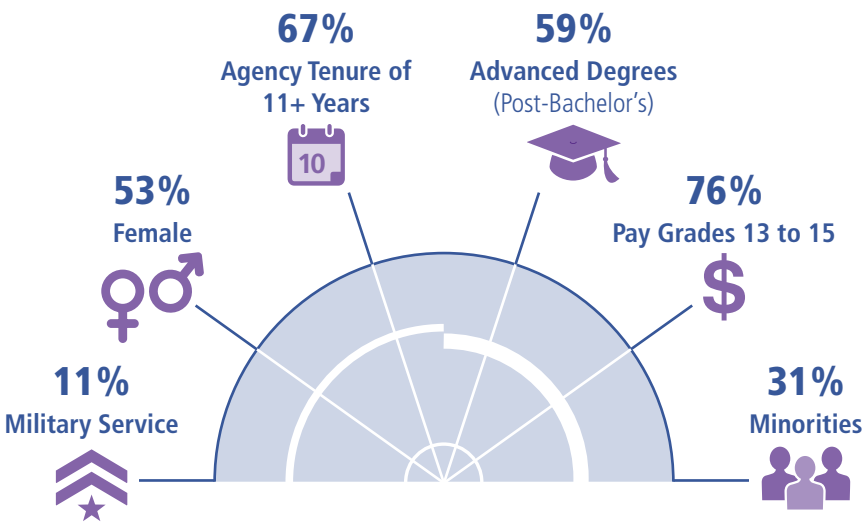
Step 6: Monitor and Communicate Your Progress

In addition to measuring your progress along the way and evaluating the success of your plan, it is important that you communicate progress toward goals and final outcomes. *Communicating during the entire process provides transparency which can add to staff engagement.*

Respondent Overview

The Unique Characteristics of Environmental Protection Agency Respondents

The figures below provide a snapshot of your survey participants. Except for military service and race, 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)
47%	Baby Boomers	(born 1946 – 1964)
39%	Generation X	(born 1965 – 1980)
14%	Generation Y	(born 1981 or later)

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

EPA Response Rate

67% (9,414 out of 14,066 employees responded)

Field Period: May 2, 2017 – June 15, 2017
Overall 2016 Response Rate: **72%**

Component Response Rates

87%	Office of General Counsel
78%	REGION 08
78%	REGION 10
77%	REGION 03
71%	Office of the Administrator
71%	REGION 04
70%	Office of Administration and Resources Management
70%	Office of Research and Development
69%	REGION 07
69%	Office of Land and Emergency Management
68%	REGION 06
67%	Office of Environmental Information
67%	REGION 09
67%	Office of Water
66%	REGION 01
66%	REGION 02
64%	Office of Inspector General
62%	REGION 05
62%	Office of the Chief Financial Officer
58%	Office of International and Tribal Affairs
58%	Office of Air and Radiation
55%	Office of Chemical Safety and Pollution Prevention
53%	Office of Enforcement and Compliance Assurance

Agency results have a margin of error of +/- 1%

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

Employee Engagement Index

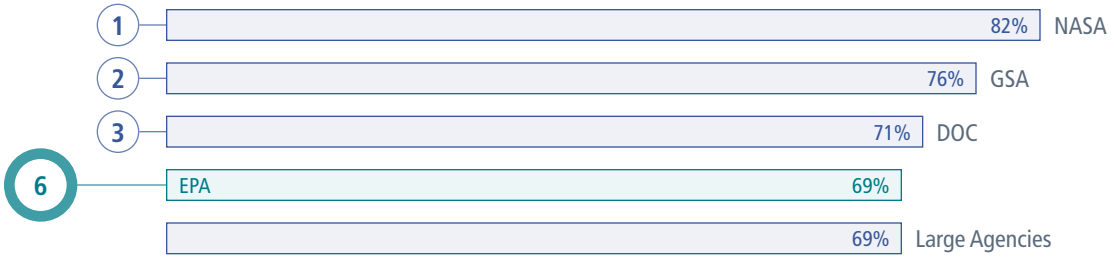
Because the FEVS is an assessment of organizational climate, the Employee Engagement Index (EEI) does not directly evaluate an employee's level of engagement. Therefore, instead of measuring aspects of engagement such as focused attention and dedication to completing assignments, this index concentrates 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 37 departments/large agencies, where Army, Army Corps of Engineers, Air Force, Navy, Marine Corps, and DOD 4th Estate are rolled into Department of Defense) and how it compares to the governmentwide average. The names of agencies with the highest EEI scores 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.

Employee Engagement Index Benchmarks: Governmentwide

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

Employee Engagement Index Benchmarks: Large Agencies



Employee Engagement Index Component Scores and Trends

	EEI Trends				2017 EEI Subfactors		
	2014	2015	2016	**2017**	Leaders Lead	Supervisors	Intrinsic Work Experience
Governmentwide	63	64	65	67	55	74	71
Environmental Protection Agency	63	63	67	69	54	81	73
REGION 01	69	71	74	77	69	85	77
REGION 03	66	67	73	75	62	84	79
REGION 04	64	68	72	74	60	82	79
REGION 07	68	68	71	73	59	84	77
Office of Research and Development	62	61	68	72	57	85	75
REGION 08	66	60	65	72	53	86	77
Office of General Counsel	75	75	83	71	52	87	73
REGION 09	65	62	66	70	53	83	75
REGION 02	65	60	66	70	59	78	73
REGION 05	59	64	64	70	54	80	76
Office of International and Tribal Affairs	69	69	76	69	58	81	69
Office of Environmental Information	56	57	62	69	55	81	71
REGION 06	65	65	68	69	54	78	75
Office of Air and Radiation	60	65	71	68	53	81	70
Office of Inspector General	64	61	63	67	54	76	72
Office of Water	59	64	68	67	51	82	69
Office of Administration and Resources Management	63	62	63	67	52	78	71
Office of the Chief Financial Officer	61	65	62	67	52	78	71
REGION 10	58	57	62	67	47	82	71

Employee Engagement Index (continued)

	EEI Trends				2017 EEI Subfactors		
	2014	2015	2016	**2017**	Leaders Lead	Supervisors	Intrinsic Work Experience
Environmental Protection Agency	**63**	**63**	**67**	**69**	**54**	**81**	**73**
Office of Land and Emergency Management	**63**	**64**	**65**	**65**	**47**	**76**	**71**
Office of Enforcement and Compliance Assurance	**62**	**61**	**63**	**64**	**45**	**77**	**69**
Office of Chemical Safety and Pollution Prevention	**59**	**59**	**60**	**63**	**44**	**75**	**70**
Office of the Administrator	**63**	**58**	**59**	**58**	**39**	**71**	**64**

Employee Engagement Key Drivers

What is a Key Driver of the Employee Engagement Index?

The Employee Engagement Index (EEI) measures conditions that support employee engagement. "What actions can agency leadership take to influence those conditions and improve the engagement potential of workplaces?" is a question often asked. To help answer that question, OPM identified items on the FEVS that are key drivers of the EEI. Key drivers are groupings of FEVS items that influence the engagement potential of workplaces.

How Can Drivers Help Identify Effective Action?

Using the key drivers of the EEI and its subfactors, agencies can more effectively target resources to improve conditions that support engagement. Through a thorough review, OPM's Survey Analysis team found that a number of FEVS items align with topics shown to be important to both employee engagement and to overall effective management practices. Final item selection for EEI drivers was guided by three principles: 1) they align with prior research, 2) they are strongly related to the EEI and/or its subfactors, and 3) they are actionable because they indicate practices and behaviors that can influence an agency's engagement potential.

OPM examined the impact of nine different factors on the EEI. These nine factors were: 1) Collaborative/ Cooperative Management; 2) Training and Development; 3) Job Resources; 4) Merit System Principles; 5) Performance Feedback; 6) Performance Rating; 7) Performance Recognition and Reward; 8) Supportive Coworkers; and 9) Work/Life Balance. The figure on the following page identifies and ranks the key drivers in order of impact for your agency's overall EEI and subfactors. A '1' indicates the key driver with the greatest impact on the index or subfactor.

For an example of how to use EEI drivers, consider the driver labeled Performance Feedback. It is comprised of three FEVS items:

- Discussions with my supervisor about my performance are worthwhile. (Q.44)
- My supervisor provides me with constructive suggestions to improve my job performance. (Q.46)
- In the last six months, my supervisor has talked with me about my performance. (Q.50)

Assume that a review of your agency's FEVS results shows low scores on one or more of the items under Performance Feedback. To improve the engagement potential of your workplace, actions could be taken to address priorities indicated by the wording of the items, such as ensuring feedback that provides worthwhile or constructive suggestions to improve performance, as well as timely feedback.

Note: OPM conducted regression analyses of 2014, 2015, 2016, and most recently 2017 FEVS data to identify the key drivers. Factors with statistically significant standardized regression coefficients of 0.10 or above were identified as a "key driver." A detailed discussion of the methodology used to conduct all of the key driver analyses can be found at www.opm.gov/FEVS.

Employee Engagement Key Drivers

	Employee Engagement Index	Leaders Lead	Supervisors	Intrinsic Work Experience
Performance Feedback Provide meaningful, worthwhile, and constructive performance conversations. (Q.44, 46, and 50)	1		1	
Collaborative/Cooperative Management Promote and support collaborative communication and teamwork in accomplishing goals and objectives. (Q.58 and 59)	2	1		4
Merit System Principles Support fairness and protect employees from arbitrary actions, favoritism, political coercion, and reprisal. (Q.17, 37, and 38)	3	2		4
Training and Development Target opportunities for employees to improve skills and enhance professional development, including training needs assessments. (Q.1 and 18)	4			1
Work/Life Balance Support employee needs to balance work and life responsibilities. (Q.42)			2	
Performance Recognition and Reward Support and effective recognition and reward system in which supervisors/managers/leaders recognize outstanding actions. (Q.22, 23, 24, and 25)		4		
Performance Rating Ensure employees are held accountable and performance is evaluated and rated. (Q.15, 16, and 19)				3
Job Resources Allow sufficient materials, knowledge, personnel, skills, information and work distribution to complete the job. (Q.2, 9, and 10)	4	3		2
Supportive Co-workers Refers to supportive coworker relationships that involve cooperation and information sharing to perform job. (Q.20 and 26)				

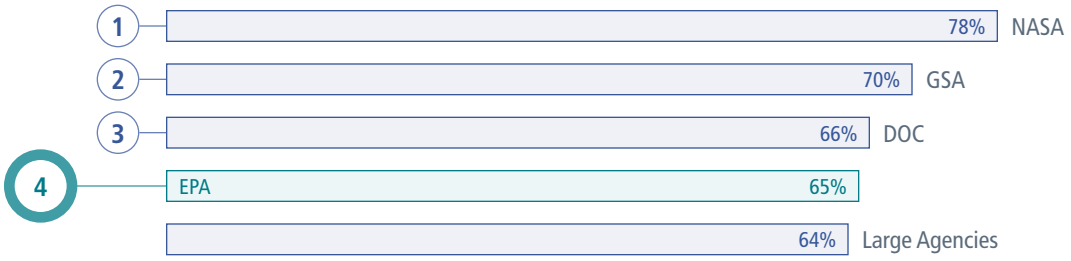
New IQ Index

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 governmentwide average are displayed below, along with your agency ranking (out of 37 departments/large agencies, where Army, Army Corps of Engineers, Air Force, Navy, Marine Corps, and DOD 4th Estate are rolled into Department of Defense).

New IQ Index Benchmarks: Governmentwide

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

New IQ Index Benchmarks: Large Agencies



New IQ Index Component Scores and Trends

	New IQ Index Trends				2017 New IQ Index Subfactors				
	2014	2015	2016	**2017**	Fair	Open	Cooperative	Supportive	Empowering
Governmentwide	56	57	58	60	47	59	57	77	59
Environmental Protection Agency	57	57	60	65	50	66	63	84	62
Office of General Counsel	66	68	75	74	61	79	77	89	64
REGION 01	63	61	65	71	58	72	69	87	67
REGION 03	61	62	65	69	51	72	67	87	69
REGION 04	59	62	65	69	51	70	68	86	70
REGION 07	61	63	65	69	52	70	67	88	67
Office of Research and Development	58	56	62	69	56	69	69	87	63
Office of International and Tribal Affairs	60	54	67	67	47	73	75	83	57
REGION 08	61	54	59	66	52	66	59	88	65
Office of Water	54	58	60	66	51	67	67	85	59
Office of Air and Radiation	53	58	63	66	52	64	67	85	60
REGION 09	60	57	60	65	54	65	60	85	62
Office of Environmental Information	53	51	57	65	48	67	64	85	60
REGION 06	58	58	61	64	48	66	61	83	62
REGION 05	52	56	56	63	47	61	60	85	63
REGION 10	51	52	56	63	49	63	62	84	57
Office of the Chief Financial Officer	58	58	58	63	49	65	58	81	62
Office of Administration and Resources Management	58	58	57	63	47	63	61	84	60
REGION 02	55	51	58	63	47	64	58	82	63
Office of Inspector General	56	56	56	62	53	63	55	80	60

	New IQ Index Trends				2017 New IQ Index Subfactors				
	2014	2015	2016	**2017**	Fair	Open	Cooperative	Supportive	Empowering
Environmental Protection Agency	**57**	**57**	**60**	**65**	**50**	**66**	**63**	**84**	**62**
Office of Land and Emergency Management	**58**	**58**	**59**	**62**	**47**	**60**	**61**	**80**	**60**
Office of Enforcement and Compliance Assurance	**53**	**52**	**58**	**60**	**46**	**60**	**54**	**81**	**58**
Office of Chemical Safety and Pollution Prevention	**53**	**54**	**52**	**59**	**44**	**61**	**56**	**80**	**55**
Office of the Administrator	**55**	**54**	**53**	**56**	**44**	**55**	**52**	**75**	**52**

Decision Aid: Increases

Identifying Increases Since 2016

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.

57 Items Increased Since 2016

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 2017

Top Pos/Neg
These items are in your top positive or top negative

	2016 Positive	2017 Positive	2017 Neutral	2017 Negative	Increase Since 2016
Supervisors work well with employees of different backgrounds. (Q. 55)	62	73	17	10	+11
Managers promote communication among different work units (for example, about projects, goals, needed resources). (Q. 58)	52	60	20	20	+8
Managers support collaboration across work units to accomplish work objectives. (Q. 59)	58	65	19	16	+7
Managers review and evaluate the organization's progress toward meeting its goals and objectives. (Q. 57)	60	67	21	12	+7
Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor? (Q. 60)	62	68	20	12	+6
Managers communicate the goals and priorities of the organization. (Q. 56)	59	65	19	16	+6
Supervisors in my work unit support employee development. (Q. 47)	70	76	14	10	+6
In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. (Q. 23)	26	32	31	37	+6
The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals. (Q. 29)	70	75	15	10	+5

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

Decision Aid: Increases (continued)

	2016 Positive	2017 Positive	2017 Neutral	2017 Negative	Increase Since 2016
My supervisor is committed to a workforce representative of all segments of society. (Q. 45)	71	76	18	6	+5
My training needs are assessed. (Q. 18)	46	51	24	24	+5
In my work unit, differences in performance are recognized in a meaningful way. (Q. 24)	35	40	29	− 32	+5
My supervisor provides me with constructive suggestions to improve my job performance. (Q. 46)	64	69	18	14	+5
How satisfied are you with the training you receive for your present job? (Q. 68)	49	54	26	20	+5
Awards in my work unit depend on how well employees perform their jobs. (Q. 25)	45	50	24	26	+5
Overall, how good a job do you feel is being done by your immediate supervisor? (Q. 52)	75	80	13	7	+5
How satisfied are you with the recognition you receive for doing a good job? (Q. 65)	54	59	21	20	+5
Discussions with my supervisor about my performance are worthwhile. (Q. 44)	68	72	15	13	+4
The skill level in my work unit has improved in the past year. (Q. 27)	53	57	29	14	+4
I have trust and confidence in my supervisor. (Q. 51)	72	76	13	11	+4
The people I work with cooperate to get the job done. (Q. 20)	79	83	9	7	+4
Employees have a feeling of personal empowerment with respect to work processes. (Q. 30)	44	48	23	29	+4
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	65	15	19	+4
Employees are recognized for providing high quality products and services. (Q. 31)	56	60	20	19	+4
My workload is reasonable. (Q. 10)	54	58	17	25	+4
My supervisor provides me with opportunities to demonstrate my leadership skills. (Q. 43)	72	76	13	11	+4
Prohibited Personnel Practices are not tolerated. (Q. 38)	68	72	17	11	+4
I feel encouraged to come up with new and better ways of doing things. (Q. 3)	63	67	16	17	+4
My performance appraisal is a fair reflection of my performance. (Q. 15)	71	75	13	12	+4
Pay raises depend on how well employees perform their jobs. (Q. 33)	19	23	32	− 45	+4
My supervisor supports my need to balance work and other life issues. (Q. 42)	85	+ 89	6	5	+4
I am given a real opportunity to improve my skills in my organization. (Q. 1)	66	70	15	16	+4

Decision Aid: Increases (continued)

	2016 Positive	2017 Positive	2017 Neutral	2017 Negative	Increase Since 2016
Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring). (Q. 34)	60	64	22	14	+4
My organization has prepared employees for potential security threats. (Q. 36)	81	+ 85	11	4	+4
Employees in my work unit share job knowledge with each other. (Q. 26)	77	80	11	9	+3
Creativity and innovation are rewarded. (Q. 32)	46	49	26	24	+3
Promotions in my work unit are based on merit. (Q. 22)	39	42	28	− 30	+3
Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well. (Q. 14)	70	73	13	15	+3
I am held accountable for achieving results. (Q. 16)	83	+ 86	10	4	+3
How satisfied are you with the information you receive from management on what's going on in your organization? (Q. 64)	51	54	21	25	+3
How would you rate the overall quality of work done by your work unit? (Q. 28)	88	+ 91	8	1	+3
Considering everything, how satisfied are you with your pay? (Q. 70)	66	69	15	16	+3
My supervisor listens to what I have to say. (Q. 48)	82	+ 85	8	7	+3
My talents are used well in the workplace. (Q. 11)	58	61	17	23	+3
Employees are protected from health and safety hazards on the job. (Q. 35)	82	85	10	5	+3
In the last six months, my supervisor has talked with me about my performance. (Q. 50)	89	+ 92	5	4	+3
The work I do is important. (Q. 13)	88	+ 91	6	3	+3
My supervisor treats me with respect. (Q. 49)	85	+ 87	7	6	+2
I can disclose a suspected violation of any law, rule or regulation without fear of reprisal. (Q. 17)	62	64	19	17	+2
Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated. (Q. 37)	55	57	22	21	+2
I know what is expected of me on the job. (Q. 6)	78	80	11	9	+2
I am constantly looking for ways to do my job better. (Q. 8)	89	+ 91	8	2	+2
How satisfied are you with your involvement in decisions that affect your work? (Q. 63)	55	57	21	22	+2

Decision Aid: Increases (continued)

	2016 Positive	**2017 Positive**	**2017 Neutral**	**2017 Negative**	Increase Since 2016
My work gives me a feeling of personal accomplishment. (Q. 4)	75	76	13	11	**+1**
Considering everything, how satisfied are you with your job? (Q. 69)	69	70	17	13	**+1**
I like the kind of work I do. (Q. 5)	83	84	10	6	**+1**
In my organization, senior leaders generate high levels of motivation and commitment in the workforce. (Q. 53)	38	39	23	38	**+1**

Decision Aid: Decreases

Identifying Decreases Since 2016

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.

9 Items Decreased Since 2016

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 2017

Top Pos/Neg
These items are in your top positive or top negative

	2016 Positive	2017 Positive	2017 Neutral	2017 Negative	Decrease Since 2016
I believe the results of this survey will be used to make my agency a better place to work. (Q. 41)	44	41	28	− 31	-3
I have a high level of respect for my organization's senior leaders. (Q. 61)	51	48	22	30	-3
I recommend my organization as a good place to work. (Q. 40)	69	67	18	15	-2
I know how my work relates to the agency's goals and priorities. (Q. 12)	84	82	10	8	-2
My organization's senior leaders maintain high standards of honesty and integrity. (Q. 54)	51	49	22	28	-2
My work unit is able to recruit people with the right skills. (Q. 21)	44	43	22	− 36	-1
I have sufficient resources (for example, people, materials, budget) to get my job done. (Q. 9)	41	40	17	− 43	-1
My agency is successful at accomplishing its mission. (Q. 39)	73	72	16	12	-1
How satisfied are you with the policies and practices of your senior leaders? (Q. 66)	40	39	28	− 33	-1

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

Decision Aid: No Change

Identifying Items That Have Not Changed Since 2016

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.

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.

5 Items Did Not Change Since 2016

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

	2016 Positive	2017 Positive	2017 Neutral	2017 Negative	Change Since 2016
I have enough information to do my job well. (Q. 2)	72	72	14	14	**0**
When needed I am willing to put in the extra effort to get a job done. (Q. 7)	96	+ 96	2	1	**0**
Senior leaders demonstrate support for Work/Life programs. (Q. 62)	63	63	24	13	**0**
How satisfied are you with your opportunity to get a better job in your organization? (Q. 67)	33	33	32	− 35	**0**
Considering everything, how satisfied are you with your organization? (Q. 71)	60	60	21	19	**0**

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

Appendix A: 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 37 departments and large agencies surveyed, where Army, Army Corps of Engineers, Air Force, Navy, Marine Corps, and DOD 4th Estate are rolled into Department of Defense.

To understand how well your agency performed compared to others, 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 governmentwide average listed to the right of each item.

	EPA (0 Low – High 100)	2017 G'wide
My Work Experience		
‡1. I am given a real opportunity to improve my skills in my organization.	70%	64%
2. I have enough information to do my job well.	72%	71%
3. I feel encouraged to come up with new and better ways of doing things.	67%	59%
4. My work gives me a feeling of personal accomplishment.	76%	72%
5. I like the kind of work I do.	84%	83%
6. I know what is expected of me on the job.	80%	80%
7. When needed I am willing to put in the extra effort to get a job done.	96%	96%
8. I am constantly looking for ways to do my job better.	91%	91%
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	40%	47%
‡10. My workload is reasonable.	58%	59%
‡11. My talents are used well in the workplace.	61%	60%
‡12. I know how my work relates to the agency's goals and priorities.	82%	84%

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

	EPA (0 Low – High 100)	2017 G'wide
13. The work I do is important.	91%	91%
14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	73%	66%
15. My performance appraisal is a fair reflection of my performance.	75%	71%
16. I am held accountable for achieving results.	86%	83%
‡17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	64%	64%
18. My training needs are assessed.	51%	55%
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).	65%	71%
My Work Unit		
‡20. The people I work with cooperate to get the job done.	83%	75%
21. My work unit is able to recruit people with the right skills.	43%	42%
22. Promotions in my work unit are based on merit.	42%	36%
23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	32%	31%
‡24. In my work unit, differences in performance are recognized in a meaningful way.	40%	36%
25. Awards in my work unit depend on how well employees perform their jobs.	50%	44%
26. Employees in my work unit share job knowledge with each other.	80%	74%
27. The skill level in my work unit has improved in the past year.	57%	56%
28. How would you rate the overall quality of work done by your work unit?	91%	83%

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

	EPA (0 Low – High 100)	2017 G'wide
My Agency		
‡29. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	75%	71%
30. Employees have a feeling of personal empowerment with respect to work processes.	48%	47%
31. Employees are recognized for providing high quality products and services.	60%	51%
32. Creativity and innovation are rewarded.	49%	41%
33. Pay raises depend on how well employees perform their jobs.	23%	25%
34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	64%	59%
35. Employees are protected from health and safety hazards on the job.	85%	77%
36. My organization has prepared employees for potential security threats.	85%	78%
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	57%	55%
38. Prohibited Personnel Practices are not tolerated.	72%	69%
39. My agency is successful at accomplishing its mission.	72%	76%
‡40. I recommend my organization as a good place to work.	67%	66%
‡41. I believe the results of this survey will be used to make my agency a better place to work.	41%	42%

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

	EPA (0 Low – High 100)	2017 G'wide
My Supervisor		
42. My supervisor supports my need to balance work and other life issues.	89%	80%
43. My supervisor provides me with opportunities to demonstrate my leadership skills.	76%	67%
44. Discussions with my supervisor about my performance are worthwhile.	72%	65%
45. My supervisor is committed to a workforce representative of all segments of society.	76%	70%
46. My supervisor provides me with constructive suggestions to improve my job performance.	69%	64%
47. Supervisors in my work unit support employee development.	76%	68%
48. My supervisor listens to what I have to say.	85%	78%
49. My supervisor treats me with respect.	87%	82%
50. In the last six months, my supervisor has talked with me about my performance.	92%	79%
51. I have trust and confidence in my supervisor.	76%	69%
52. Overall, how good a job do you feel is being done by your immediate supervisor?	80%	72%
Leadership		
53. In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	39%	43%
54. My organization's senior leaders maintain high standards of honesty and integrity.	49%	54%
55. Supervisors work well with employees of different backgrounds.	73%	68%
‡56. Managers communicate the goals and priorities of the organization.	65%	62%

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

	EPA (0 Low – High 100)	2017 G'wide
57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	67%	62%
58. Managers promote communication among different work units (for example, about projects, goals, needed resources).	60%	55%
59. Managers support collaboration across work units to accomplish work objectives.	65%	59%
60. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	68%	60%
61. I have a high level of respect for my organization's senior leaders.	48%	56%
62. Senior leaders demonstrate support for Work/Life programs.	63%	57%
My Satisfaction		
‡63. How satisfied are you with your involvement in decisions that affect your work?	57%	53%
‡64. How satisfied are you with the information you receive from management on what's going on in your organization?	54%	50%
‡65. How satisfied are you with the recognition you receive for doing a good job?	59%	50%
66. How satisfied are you with the policies and practices of your senior leaders?	39%	45%
67. How satisfied are you with your opportunity to get a better job in your organization?	33%	37%
68. How satisfied are you with the training you receive for your present job?	54%	55%
‡69. Considering everything, how satisfied are you with your job?	70%	68%
70. Considering everything, how satisfied are you with your pay?	69%	61%
‡71. Considering everything, how satisfied are you with your organization?	60%	60%

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

	0 Low — EPA — High 100	2017 G'wide
Work/Life Programs		
72. Have you been notified that you are eligible to telework? (See Appendix B)		
73. Please select the response below that best describes your current teleworking situation. (See Appendix B)		
74 - 78. Do you participate in the following Work/Life programs? (See Appendix B)		
79 - 84. How satisfied are you with the following Work/Life programs?*		
79. Telework	88%	81%
80. Alternative Work Schedules (AWS)	94%	90%
81. Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)	86%	81%
82. Employee Assistance Program (EAP)	82%	78%
83. Child Care Programs (for example, daycare, parenting classes, parenting support groups)	75%	73%
84. Elder Care Programs (for example, support groups, speakers)	71%	68%

* The Work/Life program satisfaction results (Q.79–84) include only employees who indicated that they participated in the program.

Appendix B: Work/Life Programs & Demographic Results

Appendix B 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.

	2017 Percentages
Work/Life Programs	
Have you been notified that you are eligible to telework?	
Yes, I was notified that I was eligible to telework	90
Yes, I was notified that I was not eligible to telework	3
No, I was not notified of my telework eligibility	4
Not sure if I was notified of my telework eligibility	3
Please select the response below that BEST describes your current teleworking situation.	
I telework 3 or more days per week	3
I telework 1 or 2 days per week	47
I telework, but no more than 1 or 2 days per month	12
I telework very infrequently, on an unscheduled or short-term basis	20
I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel)	2
I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking	1
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	3
I do not telework because I choose not to telework	12
Do you participate in the following Work/Life programs? Alternative Work Schedules (AWS)	
Yes	66
No	32
Not Available to Me	2
Do you participate in the following Work/Life programs? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)	
Yes	38
No	59
Not Available to Me	3

	2017 Percentages
Do you participate in the following Work/Life programs? Employee Assistance Program (EAP)	
Yes	12
No	85
Not Available to Me	2
Do you participate in the following Work/Life programs? Child Care Programs (for example, daycare, parenting classes, parenting support groups)	
Yes	3
No	86
Not Available to Me	11
Do you participate in the following Work/Life programs? Elder Care Programs (for example, support groups, speakers)	
Yes	2
No	86
Not Available to Me	12

	2017 Percentages
Demographic Results	
Where do you work?	
Headquarters	38
Field	62
What is your supervisory status?	
Non-Supervisor	73
Team Leader	11
Supervisor	10
Manager	4
Senior Leader	2
Are you:	
Male	47
Female	53
Are you Hispanic or Latino?	
Yes	7
No	93
Are you:	
American Indian or Alaska Native	1
Asian	6
Black or African American	15
Native Hawaiian or Other Pacific Islander	<1
White	74
Two or more races (not Hispanic or Latino)	4
What is the highest degree or level of education you have completed?	
Less than High School	<1
High School Diploma/GED or equivalent	1
Trade or Technical Certificate	<1
Some College (no degree)	5
Associate's Degree (e.g., AA, AS)	2
Bachelor's Degree (e.g., BA, BS)	32
Master's Degree (e.g., MA, MS, MBA)	40
Doctoral/Professional Degree (e.g., Ph.D., MD, JD)	19

Note: Demographic results are unweighted.

	2017 Percentages
What is your pay category/grade?	
Federal Wage System	<1
GS 1-6	<1
GS 7-12	21
GS 13-15	76
Senior Executive Service	2
Senior Level (SL) or Scientific or Professional (ST)	<1
Other	<1
How long have you been with the Federal Government (excluding military service)?	
Less than 1 year	1
1 to 3 years	7
4 to 5 years	2
6 to 10 years	16
11 to 14 years	11
15 to 20 years	15
More than 20 years	47
How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?	
Less than 1 year	2
1 to 3 years	9
4 to 5 years	2
6 to 10 years	19
11 to 20 years	27
More than 20 years	40
Are you considering leaving your organization within the next year, and if so, why?	
No	73
Yes, to retire	7
Yes, to take another job within the Federal Government	10
Yes, to take another job outside the Federal Government	5
Yes, other	5
I am planning to retire:	
Within one year	5
Between one and three years	11
Between three and five years	12
Five or more years	72

Note: Demographic results are unweighted.

	2017 Percentages
Do you consider yourself to be one or more of the following?	
Heterosexual or Straight	81
Gay, Lesbian, Bisexual or Transgender	4
I Prefer Not to Say	15
What is your US military service status?	
No Prior Military Service	90
Currently in National Guard or Reserves	1
Retired	3
Separated or Discharged	7
Are you an individual with a disability?	
Yes	8
No	92
What is your age group?	
25 and under	1
26-29	3
30-39	17
40-49	23
50-59	38
60 or older	18

Note: Demographic results are unweighted.

Appendix C: 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
Department of Veterans Affairs

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
Institute of Museum and Library Services
Inter-American Foundation
Marine Mammal Commission
National Capital Planning Commission
National Council on Disability
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

United States
Office of Personnel Management
Planning and Policy Analysis

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