

## **Information Paper: 2018 Federal Employee Viewpoint Survey DoD Results**

### **Purpose:**

To provide background information on the Department of Defense (DoD) 2018 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" rankings that are published each year in December.
- The FEVS focuses on employee perceptions regarding how effectively federal agencies manage their workforces. Since 2011, employee ratings remain consistently positive job satisfaction, commitment, engagement, and how each contributes to the accomplishment of agency missions. Challenges do persist with issues such as equity of performance management, resources, 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 organizational change; and meet the OPM's 5 CFR 250 requirement to post annual FEVS/Annual Employee Survey (AES) results on agency websites.

### **Key Points:**

- The FEVS18 was administered by OPM from April 30 - June 21, 2018 to all eligible (full/part-time, permanent, non-seasonal, non-political) Federal employees in participating agencies. Of the 1,473,870 Federal employees surveyed, 607,027 (41%) were DoD employees. FEVS18 was a census versus random sample; the last census was in 2012.
  - Of the 607,027 DoD employees surveyed, 182,115 (30%) responded to the survey. This rate was similar to the 2017 DoD response (30.3%) although provided a much richer amount of data. The 2018 Government response rate was 40.6%, 4.9% lower than the 2017 Government response rate of 45.5 % and 10.3% higher than the 2018 DoD response rate.
- The DoD 2018 key index results exhibited a positive increase from 2017:
  - Employee Engagement Index (EE) was 69%, one percent higher than the 2017 EE of 68%.
    - The lowest engagement subscale continues to be Leaders Lead (58%) compared with the subscales for Supervisors (75%) and Intrinsic Work Experience (73%).
  - Global Satisfaction (GS) describes satisfaction with job, organization, and pay, as well as whether the organization would be recommended as a good place to work, was 65% for 2018, remaining constant from 2017.
  - The New Inclusion Quotient (New IQ) was 62%, up one percent from 2017.
    - The lowest New IQ subscale continues to be Fairness (48%) compared with a range of 59% to 77% for the other New IQ subscales.
- FEVS18 included seven DoD-specific Additional Survey Items:
  - Support for professional development was broken into three hierarchical leadership levels - reported level of support decreased as leadership level increased:

- Three-quarters (74%) of respondents indicated that their immediate supervisor supports their professional development.
    - Sixty percent reported their second level supervisor promotes their professional development.
    - Forty-five percent reported their senior leaders (GS15/SES) promote their professional development.
  - In 2018, questions were included on the use of mentoring. The mentoring question from 2017 was revised to be specific to a mentor in DoD and included the use of coaching within DoD:
    - Just over one quarter (26%) indicated that they have a mentor within DoD they go to for career advice.
    - Six percent indicated they have talked to a DoD career coach during the past 12 months.
  - In line with the new DoD performance initiative, questions were included on performance discussion frequency and Individual Development Plan (IDP) creation:
    - Just under half (46%) reported their supervisor has talked with them about their performance plan three or more times during the past 12 months.
    - Fifty-eight percent indicated they have a signed IDP that reflects their interests and career goals.
- There were 35 survey items identified as Strengths, having a response of 65% positive or higher. There were three items identified as Challenges, having a negative response of 35% or higher.
  - The 35 Strengths included topics such as employees being held accountable for results; supervisors treating them with respect, supporting work/life, and listening to them; knowing what is expected on the job; and employees sharing information and job knowledge with each other. The 2018 FEVS responses indicate the following five highest positive ratings:
    - (96%) When needed I am willing to put in the extra effort to get a job done.
    - (92%) I am constantly looking for ways to do my job better.
    - (90%) The work I do is important.
    - (85%) I know how my work relates to the agency's goals.
    - (84%) My organization has prepared employees for potential security threats.
  - Consistent with prior years, the Challenges focus on performance, resources, and career opportunity. The 2018 FEVS responses indicate the following five highest negative ratings (three of them are "Challenges," greater than 35% negative response).
    - (43%) Pay raises depend on how well employees perform their jobs.
    - (40%) In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.
    - (35%) I have sufficient resources to get my job done.
    - (34%) How satisfied are you with your opportunity to get a better job in your organization?
    - (33%) Promotions in my work unit are based on merit.
- Similar to 2017, and still an area of outreach opportunity, just over one-third (38%) of respondents reported they believe the results of the survey will be used to make their agency a better place to work.

- The number of respondents reporting they plan to stay in their organization remained constant in 2018 at 61.5% (2017 was 61%).
- Since 2015 there has been virtually no change in the number of respondents planning to retire (6%).
  - Over half (56%) of respondents indicated they are over 50 years of age.
  - Sixteen percent reported they are 60 years of age or older.
- Just over half (52%) of respondents indicated they are either retired, separated, or discharged from the military, or currently in the National Guard or Reserves.
- Part 250.303 (a) of title 5, Code of Federal Regulations, requires agencies to post their survey results and a high level analysis of the results on websites no later than 120 days after the survey closes. The FEVS closed to all agencies on June 21, 2018, and the results will be posted to the DoD Website by October 19, 2018.

**Recommendation:**

- None; for information only.

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