

Item Number	Item Text	Percent Positive %	Strongly Agree/ Very Good/ Very Satisfied %	Agree/ Good/ Satisfied %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Disagree/ Poor/ Dissatisfied %	Strongly Disagree/ Very Poor/ Very Dissatisfied %	Percent Negative %	Strongly Agree/ Very Good/ Very Satisfied N	Agree/ Good/ Satisfied N	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied N	Disagree/ Poor/ Dissatisfied N	Strongly Disagree/ Very Poor/ Very Dissatisfied N	Item Response Total** N	Do Not Know N
1	*I am given a real opportunity to improve my skills in my organization.	77.5%	31.2%	46.2%	13.2%	7.6%	1.8%	9.4%	160	229	65	37	8	499	N/A
2	I feel encouraged to come up with new and better ways of doing things.	74.3%	34.4%	39.9%	12.7%	9.8%	3.2%	13.0%	176	199	60	47	15	497	N/A
3	My work gives me a feeling of personal accomplishment.	78.9%	37.4%	41.5%	12.4%	6.5%	2.2%	8.7%	189	207	59	32	10	497	N/A
4	I know what is expected of me on the job.	84.8%	38.7%	46.2%	9.2%	3.8%	2.1%	5.9%	198	228	45	18	10	499	N/A
5	*My workload is reasonable.	67.5%	18.3%	49.2%	13.3%	12.4%	6.8%	19.2%	94	243	67	60	34	498	0
6	*My talents are used well in the workplace.	67.2%	21.9%	45.3%	13.9%	11.5%	7.5%	19.0%	111	223	64	55	34	487	0
7	*I know how my work relates to the agency's goals.	91.3%	42.5%	48.8%	5.7%	2.0%	1.1%	3.1%	217	238	27	10	5	497	1
8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	66.1%	35.0%	31.2%	17.3%	7.7%	8.9%	16.6%	170	145	78	34	40	467	32
9	*The people I work with cooperate to get the job done.	88.4%	50.9%	37.5%	7.1%	3.7%	0.8%	4.5%	261	183	35	18	4	501	N/A
10	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	58.8%	25.6%	33.3%	27.5%	8.9%	4.9%	13.7%	108	135	105	35	19	402	96
12	*In my work unit, differences in performance are recognized in a meaningful way.	55.4%	19.3%	36.0%	24.9%	12.9%	6.8%	19.7%	89	157	105	55	27	433	68
13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	88.1%	43.0%	45.1%	7.0%	4.1%	0.8%	4.9%	217	221	35	19	4	496	5
14	Employees are recognized for providing high quality products and services.	69.7%	23.3%	46.4%	16.9%	9.9%	3.5%	13.3%	121	226	79	47	16	489	10
15	Employees are protected from health and safety hazards on the job.	94.3%	62.2%	32.0%	3.0%	1.4%	1.3%	2.7%	310	154	14	7	6	491	8
16	My agency is successful at accomplishing its mission.	90.7%	38.4%	52.3%	6.9%	1.3%	1.1%	2.4%	192	252	34	7	5	490	9
17	*I recommend my organization as a good place to work.	82.0%	35.5%	46.5%	12.5%	3.6%	1.9%	5.6%	185	226	62	18	10	501	N/A
18	*I believe the results of this survey will be used to make my agency a better place to work.	64.3%	26.7%	37.6%	21.2%	9.8%	4.7%	14.5%	131	177	100	44	22	474	27

19	My supervisor supports my need to balance work and other life issues.	89.1%	58.4%	30.6%	5.8%	3.4%	1.7%	5.2%	297	149	28	17	8	499	3
20	My supervisor is committed to a workforce representative of all segments of society.	83.4%	56.5%	26.9%	11.8%	3.4%	1.5%	4.9%	270	121	53	15	7	466	34
21	Supervisors in my work unit support employee development.	84.1%	49.8%	34.3%	10.1%	3.7%	2.1%	5.8%	252	165	47	18	9	491	10
22	My supervisor listens to what I have to say.	86.4%	56.5%	30.0%	6.5%	4.8%	2.3%	7.0%	287	149	32	22	11	501	N/A
23	My supervisor treats me with respect.	88.6%	64.1%	24.5%	6.1%	2.6%	2.7%	5.3%	323	120	30	13	12	498	N/A
24	I have trust and confidence in my supervisor.	81.0%	53.2%	27.8%	10.3%	5.4%	3.3%	8.7%	271	138	50	27	15	501	N/A
25	Overall, how good a job do you feel is being done by your immediate supervisor?	84.0%	54.8%	29.2%	10.7%	3.1%	2.2%	5.2%	279	143	53	15	10	500	N/A
26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	66.1%	23.6%	42.5%	20.7%	9.6%	3.6%	13.1%	123	209	101	47	17	497	2
27	My organization's senior leaders maintain high standards of honesty and integrity.	70.8%	27.9%	42.9%	21.6%	4.5%	3.2%	7.6%	139	200	98	21	14	472	27
28	*Managers communicate the goals of the organization.	77.6%	27.1%	50.5%	12.6%	6.3%	3.5%	9.8%	142	246	61	31	16	496	2
29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	66.2%	24.2%	42.0%	18.0%	11.2%	4.5%	15.8%	128	204	86	55	21	494	4
30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	71.4%	37.0%	34.4%	18.9%	5.9%	3.8%	9.7%	186	164	87	26	17	480	19
31	I have a high level of respect for my organization's senior leaders.	71.2%	29.9%	41.3%	19.7%	7.4%	1.7%	9.1%	154	203	94	37	8	496	2
32	Senior leaders demonstrate support for Work-Life programs.	87.0%	46.4%	40.6%	8.4%	3.4%	1.2%	4.6%	229	192	40	16	6	483	17
33	*How satisfied are you with your involvement in decisions that affect your work?	63.9%	22.3%	41.7%	20.5%	12.0%	3.6%	15.6%	118	204	101	59	17	499	N/A
34	*How satisfied are you with the information you receive from management on what's going on in your organization?	74.9%	29.4%	45.5%	14.0%	9.0%	2.1%	11.1%	153	223	69	44	10	499	N/A
35	*How satisfied are you with the recognition you receive for doing a good job?	62.2%	20.8%	41.4%	22.0%	10.6%	5.1%	15.8%	111	204	108	52	23	498	N/A
36	*Considering everything, how satisfied are you with your job?	78.2%	28.1%	50.1%	12.7%	8.1%	1.1%	9.2%	148	244	61	40	5	498	N/A
37	Considering everything, how satisfied are you with your pay?	74.1%	31.0%	43.1%	13.9%	8.5%	3.5%	12.0%	160	215	67	41	17	500	N/A
38	*Considering everything, how satisfied are you with your organization?	78.3%	28.1%	50.2%	14.4%	5.9%	1.4%	7.3%	146	247	70	29	7	499	N/A

## Core Performance Trend: Q11

	2020		2019	
	N	%	N	%
<b>11. In my work unit poor performers usually:</b>				
Remain in the work unit and improve their performance over time	53	14.0%	55	15.3%
Remain in the work unit and continue to underperform	95	25.7%	155	43.4%
Leave the work unit - removed or transferred	78	19.9%	55	15.5%
Leave the work unit - quit	16	4.1%	9	2.5%
There are no poor performers in my work unit	137	36.2%	79	23.3%
Item Response Total	379	100.0%	353	100.0%
Do Not Know	121	--	133	--
Total	500	100.0%	486	100.0%

## COVID-19 Pandemic: Background

*When responding to questions 39 through 57, respondents were asked to think of their experiences during the COVID-19 pandemic (for much of the Federal government, pandemic responses began in March 2020), unless otherwise instructed.*

**39. During the COVID-19 pandemic, on average what percentage of your work time have you been physically present at your agency worksite (including headquarters, bureau, field offices, etc.)?**

	2020	
	N	%
100% of my work time	9	1.9%
At least 75% but less than 100%	3	0.7%
At least 50% but less than 75%	1	0.3%
At least 25% but less than 50%	4	0.9%
Less than 25%	57	11.6%
I have not been physically present at my agency worksite during the pandemic	425	84.6%
Total	499	100.0%

**41. What type(s) of leave have you used because of the pandemic? (Mark all that apply)**

	2020	
	N	%
Leave under the Emergency Paid Sick Leave Act (part of the Families First Coronavirus Response Act)	20	4.0%
Annual leave	216	44.4%
Sick leave	151	30.7%
Weather and safety leave	17	3.1%
Administrative leave	84	16.5%
Other paid leave (e.g., comp time, credit hours)	67	12.8%
Unpaid leave (e.g., LWOP)	2	0.3%
I have not used leave because of the pandemic	236	46.7%
Total (percentages will add to more than 100% because respondents could choose more than one response option)	499	--

*If the response to item 41 was "I have not used leave because of the pandemic", item 41a was skipped.*

**41a. During the COVID-19 pandemic, what percentage of your total work time have you used leave because of the pandemic?**

	2020	
	N	%
100% of my work time	5	1.9%
At least 75% but less than 100%	2	0.8%
At least 50% but less than 75%	3	1.2%
At least 25% but less than 50%	11	4.2%
Less than 25%	240	91.9%

**42. How have you changed your participation in alternative work schedules (AWS) because of the COVID-19 pandemic? Examples of AWS include compressed work and flexible work schedule.**

2020

	N	%
I <u>began</u> an alternative work schedule	15	3.3%
I <u>ended</u> my usual alternative work schedule	22	4.0%
No change because of the pandemic	462	92.7%
Total	499	100.0%

Percentages are weighted to represent the Agency's population.

Source: 2020 OPM Federal Employee Viewpoint Survey

Total	261	100.0%
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## COVID-19 Pandemic: Telework

40. Please select the response that BEST describes your teleworking schedule (1) BEFORE the COVID-19 pandemic, (2) DURING the PEAK of the pandemic, and (3) AS OF the date you responded to this survey.

	BEFORE the COVID-19 pandemic		DURING the PEAK of the pandemic		AS OF the date you responded to this survey	
	2020		2020		2020	
	N	%	N	%	N	%
I telework every workday	37	7.3%	484	97.7%	483	97.0%
I telework 3 or 4 days per week	13	2.6%	4	1.0%	9	2.0%
I telework 1 or 2 days per week	206	41.2%	2	0.5%	2	0.5%
I telework, but only about 1 or 2 days per month	75	15.0%	1	0.2%	1	0.2%
I telework very infrequently, on an unscheduled or short-term basis	92	18.1%	1	0.2%	0	0.0%
I <u>do not</u> telework because I have to be physically present on the job (e.g., law enforcement officers, TSA agent, border patrol agent, security personnel)	8	1.9%	0	0.0%	0	0.0%
I <u>do not</u> telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking	1	0.2%	0	0.0%	0	0.0%
I <u>do not</u> telework because I did not receive approval to do so, even though I have the kind of job where I can telework	16	3.3%	0	0.0%	0	0.0%
I <u>do not</u> telework because I choose not to telework	52	10.5%	1	0.3%	1	0.3%
Total	500	100.0%	493	100.0%	496	100.0%

## Telework Trends

40. Please select the response that BEST describes your teleworking schedule.

	2020 (BEFORE the COVID-19 pandemic)		2019		2018	
	N	%	N	%	N	%
I telework every work day	37	7.3%	25	4.6%	29	6.1%
I telework 3 or 4 days per week	13	2.6%	5	1.2%	6	1.4%
I telework 1 or 2 days per week	206	41.2%	203	42.0%	159	40.2%
I telework, but only about 1 or 2 days per month	75	15.0%	82	16.8%	68	16.7%
I telework very infrequently, on an unscheduled or short-term basis	92	18.1%	109	22.6%	100	25.9%
I <u>do not</u> telework because I have to be physically present on the job (e.g., law enforcement officers, TSA agent, border patrol agent, security personnel)	8	1.9%	9	2.2%	8	2.2%
I <u>do not</u> telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking	1	0.2%	1	0.3%	1	0.2%
I <u>do not</u> telework because I did not receive approval to do so, even though I have the kind of job where I can telework	16	3.3%	9	1.9%	6	1.4%
I <u>do not</u> telework because I choose not to telework	52	10.5%	39	8.5%	23	5.9%
Total	500	100.0%	482	100.0%	400	100.0%



## COVID-19 Pandemic: Employee Supports

43. How has your organization supported your well-being needs during the COVID-19 pandemic?

For each support listed, choose the best response from one of the 3 columns: (1) those supports you needed and have been available to you, (2) those needed but not available to you, and (3) those supports you have not currently needed.

	Needed and <u>available</u> to me		Needed, but <u>not available</u> to me		Not needed by me now	
	2020		2020		2020	
	N	%	N	%	N	%
43A. Expanded telework	425	84.9%	2	0.5%	71	14.7%
43B. Expanded work schedule flexibilities	336	67.3%	8	1.7%	152	31.0%
43C. Expanded leave policies	237	48.0%	23	4.9%	234	47.1%
43D. More information on available leave policies	279	56.9%	30	6.3%	182	36.8%
43E. Expanded mental health resources (e.g., assistance with stress of COVID-19)	100	21.1%	28	5.7%	361	73.1%
43F. Expanded physical health resources (e.g., temperature checks, COVID-19 illness testing) at my agency worksite	83	17.4%	25	5.1%	379	77.5%
43G. Timely communication about possible COVID-19 illness at my agency worksite	272	55.2%	44	8.8%	180	35.9%
43H. Protection of employees at higher risk for severe illness from COVID-19 exposure	206	42.0%	17	3.6%	270	54.4%
43I. Limited access to my agency worksite buildings/facilities (e.g., closures, limits on activities with external visitors/groups)	271	54.0%	9	1.7%	220	44.3%
43J. Social distancing (e.g., limits on group size, reduced access to common areas) in my agency worksite	149	30.4%	6	1.1%	339	68.5%
43K. Rearranged workspaces to maximize social distancing	114	23.3%	12	2.5%	364	74.2%
43L. Encouraged use of personal protective equipment (PPE) or other safety equipment in my agency worksite	148	29.9%	9	2.0%	335	68.0%
43M. Cleaning and sanitizing supplies available to reduce risk of illness in my agency worksite	154	31.0%	7	1.6%	332	67.4%
43N. Training for all employees on health and safety protocols	171	35.3%	35	7.3%	283	57.3%

## COVID-19 Pandemic: Employee Supports

**44. During the COVID-19 pandemic my organization's senior leaders have demonstrated commitment to employee health and safety.**

	2020	
	N	%
Strongly Agree	417	83.1%
Agree	75	15.7%
Neither Agree nor Disagree	5	1.0%
Disagree	1	0.2%
Strongly Disagree	0	0.0%
No Basis to Judge	1	--
Total	499	100.0%

**45. During the COVID-19 pandemic my organization's senior leaders have supported policies and procedures to protect employee health and safety.**

	2020	
	N	%
Strongly Agree	409	81.6%
Agree	79	16.4%
Neither Agree nor Disagree	7	1.5%
Disagree	2	0.4%
Strongly Disagree	0	0.0%
No Basis to Judge	1	--
Total	498	100.0%

**46. During the COVID-19 pandemic my organization's senior leaders have provided effective communications about the pandemic.**

	2020	
	N	%
Strongly Agree	380	75.7%
Agree	98	20.3%
Neither Agree nor Disagree	15	3.0%
Disagree	5	1.0%
Strongly Disagree	0	0.0%
No Basis to Judge	1	--
Total	499	100.0%

**47. During the COVID-19 pandemic my supervisor has shown concern for my health and safety.**

	2020	
	N	%
Strongly Agree	367	72.7%
Agree	96	20.3%
Neither Agree nor Disagree	24	5.1%
Disagree	7	1.5%
Strongly Disagree	2	0.4%
No Basis to Judge	4	--
Total	500	100.0%

**48. During the COVID-19 pandemic my supervisor has supported my efforts to stay healthy and safe while working.**

	2020	
	N	%
Strongly Agree	367	74.1%
Agree	90	19.3%
Neither Agree nor Disagree	25	5.3%
Disagree	4	0.9%
Strongly Disagree	2	0.4%
No Basis to Judge	11	--
Total	499	100.0%

**49. During the COVID-19 pandemic my supervisor has created an environment where I can voice my concerns about staying healthy and safe.**

	2020	
	N	%
Strongly Agree	349	70.9%
Agree	89	19.1%
Neither Agree nor Disagree	31	6.7%
Disagree	11	2.5%
Strongly Disagree	4	0.8%
No Basis to Judge	16	--
Total	500	100.0%

## COVID-19 Pandemic: Work Supports

**50. How has your organization supported your work during the COVID-19 pandemic?**

**For each support listed choose the best response from one of the 3 columns: (1) those supports you needed and have been available to you, (2) those you needed but not available to you, and (3) those supports you have not currently needed.**

	Needed and <u>available</u> to me		Needed, but <u>not available</u> to me		Not needed by me now	
	2020		2020		2020	
	N	%	N	%	N	%
50A. Consistent communication (e.g., organizational status, what to expect)	463	93.2%	13	2.7%	21	4.1%
50B. Training for new/changed work or work processes because of the pandemic	204	43.4%	26	5.7%	252	50.9%
50C. Reallocation of resources (e.g., staffing, budget, materials) to support changes in work because of the pandemic	237	48.9%	42	8.6%	211	42.4%
50D. Help with commuting issues (e.g., alternatives to public transportation)	82	17.0%	12	2.5%	400	80.5%
50E. Options for work/business travel	86	17.5%	10	2.1%	395	80.3%
50F. Information on remote work policies, procedures, and expectations	377	76.8%	13	2.5%	103	20.8%
50G. Training on how to work remotely	176	36.7%	17	3.5%	299	59.8%
50H. Equipment and technology for working remotely (e.g., laptops, cell phone, Information Technology infrastructure)	425	86.3%	9	1.8%	62	11.9%
50I. Expanded collaboration tools (e.g., video conferencing, teleconferencing)	424	86.3%	30	5.7%	41	8.1%
50J. Expanded training for using remote work tools and applications	226	46.7%	42	9.0%	221	44.4%
50K. Expanded Information Technology (IT) support	313	64.9%	41	8.1%	138	27.0%
50L. Information about data security policies and procedures	351	71.9%	17	3.6%	121	24.5%

## COVID-19 Pandemic: Work Supports

**51. Does the type of work you do require you to be physically present at a worksite (e.g., border patrol agent, TSA agent, meat inspector)?**

	2020	
	N	%
Yes	8	1.8%
No	478	96.5%
Other	8	1.6%
Total	494	100.0%

## COVID-19 Pandemic: Work Effects

### *52. How disruptive has the COVID-19 pandemic been to your ability to do your work?*

	2020	
	N	%
Extremely	11	2.2%
Very	34	6.7%
Somewhat	90	18.2%
Slightly	133	26.8%
Not at All	228	46.0%
No Basis to Judge	3	--
Total	499	100.0%

### *53. How have your work demands changed because of the COVID-19 pandemic?*

	2020	
	N	%
Greatly Increased	122	24.1%
Somewhat Increased	218	44.3%
About the Same	153	30.9%
Somewhat Decreased	4	0.8%
Greatly Decreased	0	0.0%
No Basis to Judge	2	--
Total	499	100.0%

**56. In the phased return of employees to the agency worksite (i.e., opening up government), my organization has made employee safety a top priority.**

	2020	
	N	%
Strongly Agree	355	78.8%
Agree	79	18.0%
Neither Agree nor Disagree	12	2.8%
Disagree	2	0.4%
Strongly Disagree	0	0.0%
No Basis to Judge	51	--
Total	499	100.0%

**57. Based on my organization's handling of the COVID-19 pandemic, I believe my organization will respond effectively to future emergencies.**

	2020	
	N	%
Strongly Agree	359	73.1%
Agree	112	23.0%
Neither Agree nor Disagree	19	3.5%
Disagree	2	0.4%
Strongly Disagree	0	0.0%
No Basis to Judge	7	--
Total	499	100.0%



## COVID-19 Pandemic: Work Effects

*Please answer the question below thinking of your experiences prior to the COVID-19 pandemic (for much of the Federal government, pandemic responses began in March 2020).*

**54A. Prior to the COVID-19 pandemic, my work unit met the needs of our customers.**

2020

	N	%
Always	316	65.6%
Most of the Time	149	32.2%
Sometimes	8	1.8%
Rarely	2	0.4%
Never	0	0.0%
No Basis to Judge	23	--
Total	498	100.0%

**54B. Prior to the COVID-19 pandemic, my work unit contributed positively to my agency's performance.**

2020

	N	%
Always	344	70.8%
Most of the Time	121	25.7%
Sometimes	13	2.9%
Rarely	3	0.6%
Never	0	0.0%
No Basis to Judge	10	--
Total	491	100.0%

**54C. Prior to the COVID-19 pandemic, my work unit produced high-quality work.**

2020

	N	%
Always	338	68.1%
Most of the Time	130	27.0%
Sometimes	18	4.1%
Rarely	4	0.8%
Never	0	0.0%
No Basis to Judge	6	--
Total	496	100.0%

**54D. Prior to the COVID-19 pandemic, my work unit adapted to changing priorities.**

2020

	N	%
Always	329	65.7%
Most of the Time	129	26.9%
Sometimes	26	5.8%
Rarely	7	1.4%
Never	1	0.2%
No Basis to Judge	5	--
Total	497	100.0%

**54E. Prior to the COVID-19 pandemic, my work unit successfully collaborated.**

**2020**

	<b>N</b>	<b>%</b>
Always	280	55.9%
Most of the Time	151	31.3%
Sometimes	47	9.8%
Rarely	12	2.6%
Never	2	0.4%
No Basis to Judge	5	--
<b>Total</b>	<b>497</b>	<b>100.0%</b>

**54F. Prior to the COVID-19 pandemic, my work unit achieved our goals.**

**2020**

	<b>N</b>	<b>%</b>
Always	310	64.0%
Most of the Time	151	31.6%
Sometimes	16	3.8%
Rarely	1	0.2%
Never	2	0.5%
No Basis to Judge	10	--
<b>Total</b>	<b>490</b>	<b>100.0%</b>

Please answer the question below thinking of your experiences during the COVID-19 pandemic (for much of the Federal government, pandemic responses began in March 2020).

**55A. During the COVID-19 pandemic, my work unit has met the needs of our customers.**

2020

	N	%
Always	318	66.0%
Most of the Time	146	31.1%
Sometimes	10	2.2%
Rarely	2	0.4%
Never	1	0.3%
No Basis to Judge	20	--
Total	497	100.0%

**55B. During the COVID-19 pandemic, my work unit has contributed positively to my agency's performance.**

2020

	N	%
Always	367	74.5%
Most of the Time	106	22.0%
Sometimes	12	2.8%
Rarely	1	0.2%
Never	2	0.5%
No Basis to Judge	7	--
Total	495	100.0%

**55C. During the COVID-19 pandemic, my work unit has produced high-quality work.**

2020

	N	%
Always	357	71.8%
Most of the Time	115	23.7%
Sometimes	16	3.5%
Rarely	5	1.1%
Never	0	0.0%
No Basis to Judge	6	--
Total	499	100.0%

**55D. During the COVID-19 pandemic, my work unit has adapted to changing priorities.**

2020

	N	%
Always	363	72.9%
Most of the Time	103	21.7%
Sometimes	20	4.1%
Rarely	4	0.8%
Never	2	0.4%
No Basis to Judge	6	--
Total	498	100.0%

**55E. During the COVID-19 pandemic, my work unit has successfully collaborated.**

	2020	
	N	%
Always	313	62.5%
Most of the Time	124	25.7%
Sometimes	42	8.8%
Rarely	12	2.4%
Never	3	0.6%
No Basis to Judge	5	--
Total	499	100.0%

**55F. During the COVID-19 pandemic, my work unit has achieved our goals.**

	2020	
	N	%
Always	337	68.3%
Most of the Time	136	28.0%
Sometimes	15	3.3%
Rarely	0	0.0%
Never	2	0.4%
No Basis to Judge	7	--
Total	497	100.0%

**When responding to questions 58 through 64 about Work-Life programs, respondents were asked to share their work experiences since the last OPM FEVS administration (June 2019).**

	2020			2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
<b>58. How satisfied are you with the Telework program in your agency?</b>									
Very Satisfied	237	48.8%	47.3%	143	31.0%	29.2%	163	43.6%	40.6%
Satisfied	156	32.5%	31.5%	175	38.4%	36.2%	141	37.9%	35.3%
Neither Satisfied nor Dissatisfied	53	11.0%	10.7%	67	14.9%	14.0%	32	9.6%	8.9%
Dissatisfied	28	5.9%	5.7%	52	11.5%	10.8%	24	6.9%	6.5%
Very Dissatisfied	8	1.8%	1.8%	19	4.2%	3.9%	7	2.0%	1.8%
Item Response Total	482	100.0%	97.0%	456	100.0%	94.1%	367	100.0%	93.1%
I choose not to participate in this program	8	--	1.7%	15	--	3.3%	14	--	3.7%
This program is not available to me	7	--	1.4%	10	--	2.4%	13	--	3.3%
I am unaware of this program	0	--	0.0%	1	--	0.2%	0	--	0.0%
Total	497	100.0%	100.0%	482	100.0%	100.0%	394	100.0%	100.0%
<b>59. Which of the following Work-Life programs have you participated in or used at your agency within the last 12 months? (Mark all that apply)</b>									
	2020		2019						
	N	%	N	%					
Alternative Work Schedules (for example, compressed work schedule, flexible work schedule)	349	70.6%	334	68.6%					
Health and Wellness Programs (for example, onsite exercise, flu vaccination, medical screening, CPR training, Health and wellness fair)	209	42.3%	247	51.5%					
Employee Assistance Program - EAP (for example, short-term counseling, referral services, legal services, education services)	40	8.3%	37	7.7%					
Child Care Programs (for example, childcare center, parenting classes and support groups, back-up care, subsidy, flexible spending account)	40	7.6%	15	2.9%					
Elder Care Programs (for example, elder/adult care, support groups, resources)	2	0.4%	3	0.7%					
None listed above	78	15.6%	70	14.2%					
Total (percentages will add to more than 100% because respondents could choose more than one response option)	497	--	486	--					

2020				2019			2018		
60. How satisfied are you with the following Work-Life programs in your agency? Alternative Work Schedules (for example, compressed work schedule, flexible work schedule)	Satisfaction	All Response	N	Satisfaction	All Response	N	Satisfaction	All Response	
	%	Options %		%	Options %		%	Options %	
Very Satisfied	56.3%	46.4%	228	47.4%	40.9%	197	54.1%	46.8%	
Satisfied	32.2%	26.5%	132	33.6%	29.0%	142	37.4%	32.4%	
Neither Satisfied nor Dissatisfied	9.0%	7.4%	36	11.0%	9.5%	46	5.5%	4.8%	
Dissatisfied	1.5%	1.3%	6	4.7%	4.1%	19	2.1%	1.8%	
Very Dissatisfied	1.0%	0.8%	4	3.3%	2.8%	13	0.9%	0.7%	
Item Response Total	100.0%	82.5%	406	100.0%	86.3%	417	100.0%	86.5%	
I choose not to participate in these programs	--	12.5%	64	--	11.0%	53	--	9.6%	
These programs are not available to me	--	5.0%	26	--	2.7%	13	--	3.8%	
I am unaware of these programs	--	0.0%	0	--	0.0%	0	--	0.0%	
Total	100.0%	100.0%	496	100.0%	100.0%	483	100.0%	100.0%	
2020				2019			2018		
61. How satisfied are you with the following Work-Life programs in your agency? Health and Wellness Programs (for example, onsite exercise, flu vaccination, medical screening, CPR training, health and wellness fair)	Satisfaction	All Response	N	Satisfaction	All Response	N	Satisfaction	All Response	
	%	Options %		%	Options %		%	Options %	
Very Satisfied	45.6%	37.2%	181	43.0%	35.8%	169	40.6%	38.0%	
Satisfied	38.0%	31.0%	153	40.8%	34.0%	165	46.6%	43.6%	
Neither Satisfied nor Dissatisfied	13.1%	10.7%	51	13.4%	11.1%	55	9.3%	8.7%	
Dissatisfied	1.5%	1.2%	6	1.9%	1.6%	8	3.0%	2.8%	
Very Dissatisfied	1.8%	1.5%	7	0.9%	0.8%	4	0.5%	0.5%	
Item Response Total	100.0%	81.5%	398	100.0%	83.3%	401	100.0%	93.6%	
I choose not to participate in these programs	--	15.6%	79	--	11.9%	59	--	4.5%	
These programs are not available to me	--	2.1%	10	--	3.1%	16	--	1.2%	
I am unaware of these programs	--	0.7%	4	--	1.7%	9	--	0.6%	
Total	100.0%	100.0%	491	100.0%	100.0%	485	100.0%	100.0%	



62. How satisfied are you with the following Work-Life programs in your agency? Employee Assistance Program - EAP (for example, short-term counseling, referral services, legal services, education services)	2020			2019			2018		
	N	Satisfaction	All Response Options %	N	Satisfaction	All Response Options %	N	Satisfaction	All Response Options %
		%			%			%	
Very Satisfied	54	26.4%	11.4%	38	18.5%	8.4%	70	29.5%	17.6%
Satisfied	65	32.4%	14.0%	67	31.0%	14.1%	74	30.9%	18.5%
Neither Satisfied nor Dissatisfied	69	34.1%	14.7%	95	44.1%	20.1%	80	33.3%	19.9%
Dissatisfied	8	3.8%	1.6%	5	2.2%	1.0%	10	4.2%	2.5%
Very Dissatisfied	7	3.3%	1.4%	9	4.1%	1.9%	5	2.1%	1.2%
Item Response Total	203	100.0%	43.2%	214	100.0%	45.5%	239	100.0%	59.7%
I choose not to participate in these programs	256	--	50.4%	213	--	43.8%	116	--	28.6%
These programs are not available to me	4	--	0.9%	3	--	0.6%	3	--	0.7%
I am unaware of these programs	29	--	5.5%	50	--	10.1%	44	--	11.0%
Total	492	100.0%	100.0%	480	100.0%	100.0%	402	100.0%	100.0%

  

63. How satisfied are you with the following Work-Life programs in your agency? Child Care Programs (for example, childcare center, parenting classes and support groups, back-up care, subsidy, flexible spending account)	2020			2019			2018		
	N	Satisfaction	All Response Options %	N	Satisfaction	All Response Options %	N	Satisfaction	All Response Options %
		%			%			%	
Very Satisfied	30	20.7%	6.2%	16	13.0%	3.7%	27	17.6%	6.7%
Satisfied	40	27.3%	8.2%	30	21.2%	6.1%	24	15.2%	5.8%
Neither Satisfied nor Dissatisfied	61	43.2%	13.0%	74	55.4%	15.8%	82	55.0%	21.0%
Dissatisfied	5	3.3%	1.0%	7	4.9%	1.4%	10	6.1%	2.3%
Very Dissatisfied	9	5.5%	1.6%	8	5.6%	1.6%	9	6.0%	2.3%
Item Response Total	145	100.0%	30.2%	135	100.0%	28.6%	152	100.0%	38.2%
I choose not to participate in these programs	281	--	56.5%	226	--	46.7%	133	--	32.6%
These programs are not available to me	22	--	4.6%	47	--	9.9%	43	--	10.5%
I am unaware of these programs	43	--	8.8%	72	--	14.7%	73	--	18.8%
Total	491	100.0%	100.0%	480	100.0%	100.0%	401	100.0%	100.0%

64. How satisfied are you with the following Work-Life programs in your agency? Elder Care Programs (for example, elder/adult care, support groups, resources)	2020			2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
Very Satisfied	16	15.3%	3.4%	11	10.2%	2.6%	21	16.0%	5.1%
Satisfied	17	16.8%	3.7%	19	15.7%	4.0%	15	11.2%	3.5%
Neither Satisfied nor Dissatisfied	62	61.3%	13.5%	83	70.1%	17.8%	80	65.1%	20.5%
Dissatisfied	3	2.9%	0.6%	2	1.6%	0.4%	7	5.4%	1.7%
Very Dissatisfied	4	3.7%	0.8%	3	2.4%	0.6%	3	2.3%	0.7%
Item Response Total	102	100.0%	22.1%	118	100.0%	25.4%	126	100.0%	31.6%
I choose not to participate in these programs	293	--	58.5%	232	--	47.6%	140	--	34.2%
These programs are not available to me	19	--	3.9%	36	--	7.4%	29	--	7.3%
I am unaware of these programs	77	--	15.5%	96	--	19.7%	107	--	26.9%
Total	491	100.0%	100.0%	482	100.0%	100.0%	402	100.0%	100.0%

## Work-Life: COVID-19 Child Care Q65

65. Which of the following paid and unpaid childcare arrangements have you used to perform your work responsibilities during the COVID-19 pandemic? (Mark all that apply)

	2020	
	N	%
I do not have any childcare responsibilities	303	62.0%
No arrangements needed to manage childcare responsibilities (e.g., older children)	52	10.8%
Childcare in my own home (e.g., other parent, relative, nanny, au pair)	97	19.2%
Alternative work arrangement (e.g., telework, flexible work schedule)	81	16.0%
Childcare center	18	3.4%
Paid leave	71	14.0%
Unpaid leave	4	0.7%
Childcare in someone else's home (e.g., relative or neighbor, professional childcare provider)	17	3.2%
Respite care (temporary care of a sick or disabled child, providing relief for their usual caregiver)	3	0.6%
Agency emergency back-up care program	18	3.4%
Resource and referral services for dependent childcare	2	0.4%
Other services/arrangements	17	3.4%
Total (percentages will add to more than 100% because respondents could choose more than one response option)	492	--

## Work-Life: Elder Care Q66

**66. Which of the following paid and unpaid elder/adult care arrangements have you used to perform your work responsibilities during the COVID-19 pandemic? (Mark all that apply)**

	2020	
	N	%
I do not have any elder/adult care responsibilities	380	76.3%
No arrangements needed to manage elder/adult care responsibilities (e.g., elder can manage tasks of everyday living)	49	10.5%
Alternative work arrangement (e.g., telework, flexible work schedule)	30	6.1%
Elder/adult day care center	2	0.3%
Paid leave	37	7.5%
Unpaid leave	2	0.4%
Long-term care insurance	0	0.0%
Respite care (temporary care of a sick or disabled adult/elder, providing relief for their usual caregiver)	2	0.5%
Other services/arrangements	18	3.8%
Total (percentages will add to more than 100% because respondents could choose more than one response option)	493	--

## Work-Life: COVID-19 Closures Q67-68

**67. During the COVID-19 pandemic, how disruptive have school closures/changes been to your ability to do your work?**

	2020	
	N	%
I do not have responsibility for school-aged children	256	--
Extremely	48	23.5%
Very	31	15.2%
Somewhat	52	26.0%
Slightly	39	19.3%
Not at All	30	15.9%
Does Not Apply	40	--
Total	496	100.0%

**68. During the COVID-19 pandemic, how disruptive have changes to your children's day care been to your ability to do your work?**

	2020	
	N	%
I do not have responsibility for children who need day care	305	--
Extremely	40	30.6%
Very	23	17.4%
Somewhat	29	23.3%
Slightly	15	12.0%
Not at All	21	16.7%
Does Not Apply	63	--
Total	496	100.0%