



2021 FEDERAL EMPLOYEE VIEWPOINT SURVEY SUMMARY & RESULTS

**Pension Benefit Guaranty Corporation
Federal Employee Viewpoint Survey 2021¹**

The Pension Benefit Guaranty Corporation (PBGC) seeks feedback from employees every year through the Federal Employee Viewpoint Survey (FEVS). Administered by the Office of Personnel Management (OPM), the survey measures how employees feel about their work environment, leadership, work/life balance, and other aspects of the agency.

While the FEVS is usually administered in the spring for 6 weeks, at OPM’s direction the 2021 FEVS was administered for 5 weeks from November 1 through December 3, 2021. The agency’s response rate was 66%, down from 73% of employees who completed the survey in 2020. The overall response rate government-wide was down from 44% in 2020 to 34% in 2021.

The results show how PBGC employees rated employee engagement and overall satisfaction. PBGC’s Employee Engagement Index score, which measures areas including employee development, is 84%, the score for this index has remained the same from previous year. The agency’s Global Satisfaction Index score, which measures employee satisfaction with their jobs, pay, and organization, is 82% which also remained the same.

The 2021 FEVS results will help the agency in its efforts towards a model work environment that supports effective human capital practices. PBGC values employees and recognizes the importance of providing a work environment that is safe, conducive to professional growth, and an overall great place to work.

The OPM results are included. Results included in this document include core survey responses, satisfaction results, telework results, and pandemic results.²

My Work Experiences

<i>1. I am given a real opportunity to improve my skills in my organization.</i>	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2021 FedView Results	85%	8%	7%
<i>2. I feel encouraged to come up with new and better ways of doing things.</i>	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2021 FedView Results	80%	11%	9%
<i>3. My work gives me a feeling of personal accomplishment.</i>	<i>Positive</i>	<i>Neutral</i>	<i>Negative</i>
2021 FedView Results	85%	8%	7%

¹ The Office of Personnel Management (OPM) requires agencies to conduct an annual survey of their employees.

² Below is a compilation of the 2021 Federal Employee Viewpoint Survey (FEVS) questions and responses. This summary displays responses by **Positive**, **Neutral**, **Negative**, and where applicable, **Do Not Know** or **No Basis to Judge**. For example, **Positive** represents responses of Strongly Agree and Agree and Very Satisfied and Satisfied. **Neutral** represents responses of Neither Agree nor Disagree and Neither Satisfied nor Dissatisfied. **Negative** represents responses of Disagree and Strongly Disagree and Dissatisfied and Very Dissatisfied. * Denotes additional section added by the OPM (Pandemic); The sum of percentages may not add to 100 due to rounding.

4. I know what is expected of me on the job.	Positive	Neutral	Negative
2021 FedView Results	91%	5%	4%
5. My workload is reasonable.	Positive	Neutral	Negative
2021 FedView Results	79%	11%	11%
6. My talents are used well in the workplace.	Positive	Neutral	Negative
2021 FedView Results	79%	10%	11%
7. I know how my work relates to the agency's goals.	Positive	Neutral	Negative
2021 FedView Results	96%	3%	1%
8. I can disclose a suspected violation of any law, rule, or regulation without fear of reprisal.	Positive	Neutral	Negative
2021 FedView Results	78%	13%	8%

My Work Unit

9. The people I work with cooperate to get the job done.	Positive	Neutral	Negative
2021 FedView Results	92%	5%	4%
10. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	Positive	Neutral	Negative
2021 FedView Results	58%	24%	18%
11. In my work unit poor performers usually:			
Remain in the work unit and improve their performance over time			24%
Remain in the work unit and continue to underperform			29%60%
Leave the work unit - removed or transferred			8%33%
Leave the work unit - quit			3% 5%
There are no poor performers in my work unit			36%.5%
Do Not Know			- .9%

12. In my work unit, differences in performance are recognized in a meaningful way.	Positive	Neutral	Negative
--	-----------------	----------------	-----------------

2021 FedView Results	63%	21%	16%
----------------------	-----	-----	-----

13. My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	Positive	Neutral	Negative
---	-----------------	----------------	-----------------

2021 FedView Results	91%	5%	3%
----------------------	-----	----	----

My Agency

14. Employees in my work unit meet the needs of our customers.	Positive	Neutral	Negative
---	-----------------	----------------	-----------------

2021 FedView Results	96%	4%	0%
----------------------	-----	----	----

15. Employees in my work unit contribute positively to my agency's performance.	Positive	Neutral	Negative
--	-----------------	----------------	-----------------

2021 FedView Results	96%	4%	1%
----------------------	-----	----	----

16. Employees in my work unit produce high-quality work.	Positive	Neutral	Negative
---	-----------------	----------------	-----------------

2021 FedView Results	92%	6%	1%
----------------------	-----	----	----

17. Employees in my work unit adapt to changing priorities.	Positive	Neutral	Negative
--	-----------------	----------------	-----------------

2021 FedView Results	91%	8%	2%
----------------------	-----	----	----

18. Employees in my work unit successfully collaborate.	Positive	Neutral	Negative
--	-----------------	----------------	-----------------

2021 FedView Results	89%	8%	3%
----------------------	-----	----	----

My Supervisor

19. Employees in my work unit achieve our goals.	Positive	Neutral	Negative
---	-----------------	----------------	-----------------

2021 FedView Results	96%	3%	0%
----------------------	-----	----	----

20. Employees are recognized for providing high quality products and services.	Positive	Neutral	Negative
2021 FedView Results	79%	10%	11%
21. Employees are protected from health and safety hazards on the job.	Positive	Neutral	Negative
2021 FedView Results	93%	5%	2%
22. My agency is successful at accomplishing its mission.	Positive	Neutral	Negative
2021 FedView Results	96%	4%	1%
23. I recommend my organization as a good place to work.	Positive	Neutral	Negative
2021 FedView Results	87%	9%	4%
24. I believe the results of this survey will be used to make my agency a better place to work.	Positive	Neutral	Negative
2021 FedView Results	67%	20%	13%
25. My supervisor supports my need to balance work and other life issues.	Positive	Neutral	Negative
2021 FedView Results	93%	3%	4%
26. My supervisor is committed to a workforce representative of all segments of society.	Positive	Neutral	Negative
2021 FedView Results	87%	9%	4%
27. Supervisors in my work unit support employee development.	Positive	Neutral	Negative
2021 FedView Results	89%	5%	5%
28. My supervisor listens to what I have to say.	Positive	Neutral	Negative
2021 FedView Results	90%	5%	5%

29. My supervisor treats me with respect.	Positive	Neutral	Negative
2021 FedView Results	91%	4%	5%
30. I have trust and confidence in my supervisor.	Positive	Neutral	Negative
2021 FedView Results	86%	7%	7%
31. Overall, how good a job do you feel is being done by your immediate supervisor?	Positive	Neutral	Negative
2021 FedView Results	88%	8%	4%
Leadership			
32. In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	Positive	Neutral	Negative
2021 FedView Results	71%	17%	12%
33. My organization's senior leaders maintain high standards of honesty and integrity.	Positive	Neutral	Negative
2021 FedView Results	78%	15%	8%
34. Managers communicate the goals of the organization.	Positive	Neutral	Negative
2021 FedView Results	85%	10%	5%
35. Managers promote communication among different work units (for example, about projects, goals, needed resources).	Positive	Neutral	Negative
2021 FedView Results	80%	9%	11%
36. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	Positive	Neutral	Negative
2021 FedView Results	83%	11%	6%

37. I have a high level of respect for my organization's senior leaders.	Positive	Neutral	Negative
2021 FedView Results	76%	15%	9%
38. Senior leaders demonstrate support for Work-Life programs.	Positive	Neutral	Negative
2021 FedView Results	84%	12%	4%
My Satisfaction			
39. How satisfied are you with your involvement in decisions that affect your work?	Positive	Neutral	Negative
2021 FedView Results	77%	13%	10%
40. How satisfied are you with the information you receive from management on what's going on in your organization?	Positive	Neutral	Negative
2021 FedView Results	79%	14%	8%
41. How satisfied are you with the recognition you receive for doing a good job?	Positive	Neutral	Negative
2021 FedView Results	78%	11%	12%
42. Considering everything, how satisfied are you with your job?	Positive	Neutral	Negative
2021 FedView Results	85%	8%	7%
43. Considering everything, how satisfied are you with your pay?	Positive	Neutral	Negative
2021 FedView Results	71%	14%	15%
44. Considering everything, how satisfied are you with your organization?	Positive	Neutral	Negative
2021 FedView Results	85%	9%	6%

Pandemic*

45. Since the last OPM FEVS (September and October 2020), on average what percentage of your work time have you been physically present at your agency worksite (including headquarters, bureau, field offices, etc.)?	2021
100% of my work time	5%
At least 75% but less than 100%	1%
At least 50% but less than 75%	0%
At least 25% but less than 50%	2%
Less than 25%	33%
I have not been physically present at my agency worksite during the pandemic	60%

Telework

46. Please select the response that BEST describes your current teleworking schedule.	2021
Telework:	
Every Workday	92%
3-4 Days Per Week	5%
1-2 Days Per Week	1%
Only 1-2 Days Per Month	0%
Very Infrequently	0%
Do Not Telework:	
Must Be Physically Present	0%
Technical Issues	0%
Not Approved to Telework	0%
Choose Not to Telework	1%

47. How has your organization supported you during the COVID-19 pandemic? 2021

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.

47A. Expanded Telework (Needed And Available To Me)	95%
47A. Expanded Telework (Needed, But Not Available To Me)	1%
47A. Expanded Telework (Not Needed By Me Now)	4%
47B. Expanded Work Schedule Flexibilities (Needed And Available To Me)	84%
47B. Expanded Work Schedule Flexibilities (Needed, But Not Available To Me)	2%
47B. Expanded Work Schedule Flexibilities (Not Needed By Me Now)	15%
47C. Expanded Leave Policies (Needed And Available to Me)	56%
47C. Expanded Leave Policies (Needed, But Not Available to Me)	4%
47C. Expanded Leave Policies (Not Needed By Me Now)	39%
47D. Clear Guidance on COVID-19 Vaccination Protocols (Needed And Available to Me)	89%
47D. Clear Guidance on COVID-19 Vaccination Protocols (Needed, But Not Available to Me)	3%
47D. Clear Guidance on COVID-19 Vaccination Protocols(Not Needed By Me Now)	9%
47E. Appropriate Physical Health Resources (e.g., access to COVID-19 testing) at my Agency Worksite (Needed And Available To Me)	32%
47E. Appropriate Physical Health Resources (e.g., access to COVID-19 testing) at my Agency Worksite (Needed, But Not Available To Me)	8%

47E. Appropriate Physical Health Resources (e.g., access to COVID-19 testing) at my Agency Worksite (Not Needed By Me Now)	60%
47F. Timely Communication About Possible COVID-19 Exposure at my Agency Worksite (Needed And Available To Me)	57%
47F. Timely Communication About Possible COVID-19 Exposure at my Agency Worksite (Needed, But Not Available To Me)	13%
47F. Timely Communication About Possible COVID-19 Exposure at my Agency Worksite (Not Needed By Me Now)	29%
47G. Social Distancing in my Agency Worksite (Needed And Available To Me)	55%
47G. Social Distancing in my Agency Worksite (Needed, But Not Available To Me)	2%
47G. Social Distancing in my Agency Worksite (Not Needed By Me Now)	44%
47H. Encouraged use of Personal Protective Equipment (PPE) or other Safety Equipment in my Agency Worksite (Needed And Available To Me)	59%
47H. Encouraged use of Personal Protective Equipment (PPE) or other Safety Equipment in my Agency Worksite (Needed, But Not Available To Me)	2%
47H. Encouraged use of Personal Protective Equipment (PPE) or other Safety Equipment in my Agency Worksite (Not Needed By Me Now)	39%
47I. Cleaning and Sanitizing Performed Regularly In My Agency Worksite To Reduce Risk of COVID-19 Illness (Needed And Available To Me)	55%
47I. Cleaning and Sanitizing Performed Regularly In My Agency Worksite To Reduce Risk of COVID-19 Illness (Needed, But Not Available To Me)	2%
47I. Cleaning and Sanitizing Performed Regularly In My Agency Worksite To Reduce Risk of COVID-19 Illness(Not Needed By Me Now)	43%
47J. A Well-Ventilated Worksite (Needed And Available To Me)	44%

47J. A Well-Ventilated Worksite (Needed, But Not Available To Me)	10%
47J. A Well-Ventilated Worksite (Not Needed By Me Now)	46%
47K. Clear Guidance on Quarantine Requirements after any COVID-19 Exposure (Needed And Available To Me)	52%
47K. Clear Guidance on Quarantine Requirements after any COVID-19 Exposure (Needed, But Not Available To Me)	8%
47K. Clear Guidance on Quarantine Requirements after any COVID-19 Exposure (Not Needed By Me Now)	39%

48. My organization's senior leaders demonstrate commitment to employee health and safety.

Strongly Agree	61%
Agree	32%
Neither Agree nor Disagree	5%
Disagree	0%
Strongly Disagree	1%
No Basis to Judge	-

49. My organization's senior leaders support policies and procedures to protect employee health and safety.

Strongly Agree	60%
Agree	33%
Neither Agree nor Disagree	5%
Disagree	0%
Strongly Disagree	1%
No Basis to Judge	-

50. My organization's senior leaders provide effective communications about what to expect with the return to the physical worksite.

Strongly Agree	45%
Agree	30%

Neither Agree nor Disagree	13%
Disagree	8%
Strongly Disagree	5%
No Basis to Judge	-

51. My supervisor shows concern for my health and safety.

Strongly Agree	73%
Agree	22%
Neither Agree nor Disagree	3%
Disagree	1%
Strongly Disagree	1%
No Basis to Judge	-

52. My supervisor supports my efforts to stay healthy and safe while working.

Strongly Agree	74%
Agree	22%
Neither Agree nor Disagree	3%
Disagree	0%
Strongly Disagree	1%
No Basis to Judge	-

53. My supervisor creates an environment where I can voice my concerns about staying healthy and safe.

Strongly Agree	69%
Agree	22%
Neither Agree nor Disagree	7%
Disagree	1%
Strongly Disagree	1%
No Basis to Judge	-

54. 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)?

Yes	1%
No	98%
Other	1%

55. My agency's leadership updates employees about return to the worksite planning.

	39%
Strongly Agree	
Agree	41%
Neither Agree nor Disagree	9%
Disagree	8%
Strongly Disagree	3%
Do Not Know	-

56. In plans to return more employees to the worksite, my organization has made employee safety a top priority.

Strongly Agree	46%
Agree	35%
Neither Agree nor Disagree	13%
Disagree	4%
Strongly Disagree	2%

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

Strongly Agree	48%
Agree	38%
Neither Agree nor Disagree	9%
Disagree	3%
Strongly Disagree	1%
Do Not Know	-

