

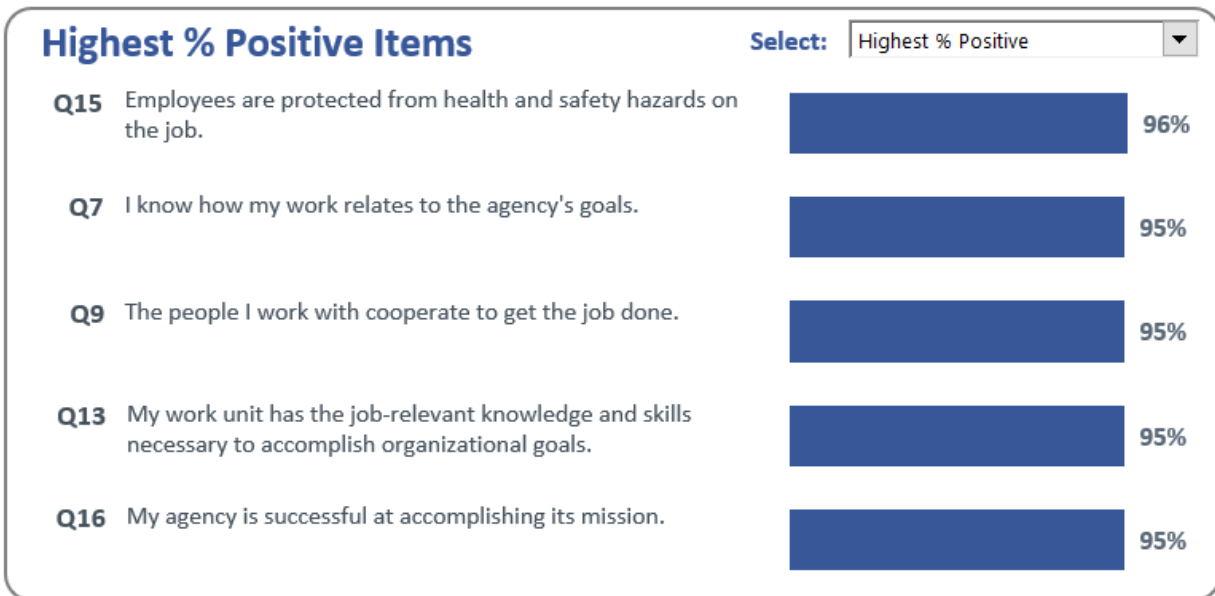
Results At-A-Glance: 2020 Federal Employee Viewpoint Survey Results

Each year, the FTC conducts the Federal Employee Viewpoint Survey (FEVS), a confidential online survey of its employees to assess how well the agency is doing in providing its employees with a positive, healthy, and innovative work environment.

The FEVS, administered by the Office of Personnel Management, contains questions designed to measure employees' perceptions in key areas such as leadership, management/supervision, work experience, performance culture, training and development, pay, awards and recognition, inclusion, and other areas that are important in creating an effective work environment. The FEVS results provide FTC's leadership with information that is used to build upon the agency's strengths, while simultaneously addressing the agency's challenges.

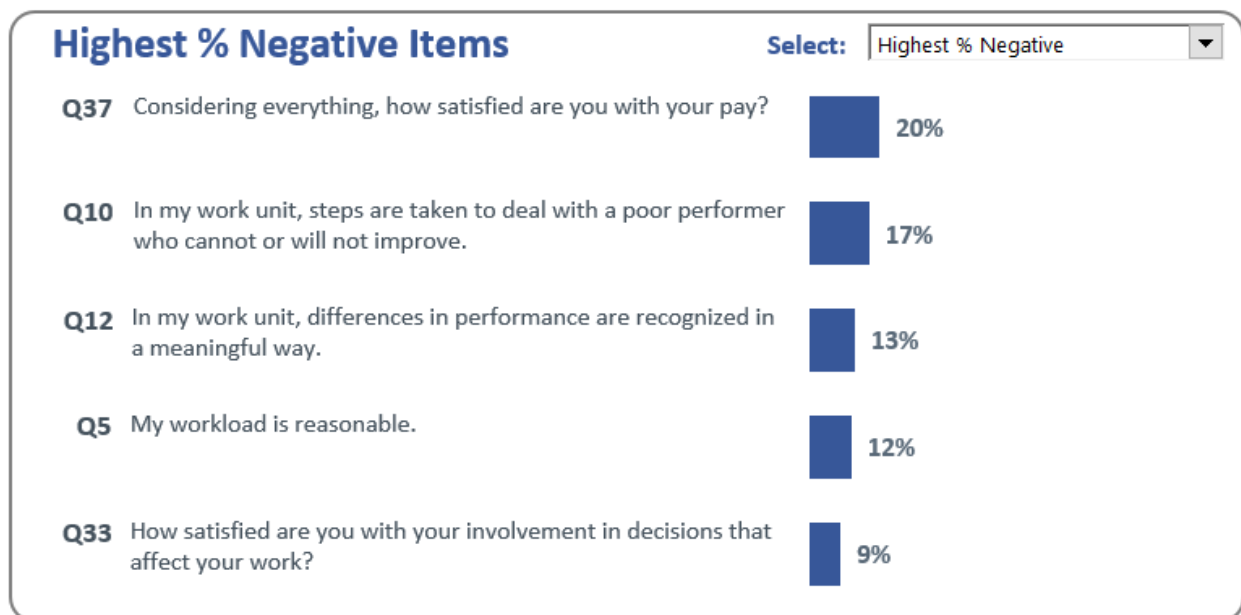
In 2020, the FTC saw improvements in the core indices—Employee Engagement Overall, Leaders Lead, Intrinsic Work Experience, Global Satisfaction, and New Inclusion Quotient. However, there was a slight decrease of three percentage points within the core indices on Supervisors. The agency has gained between four and six percentage points since the 2019 survey cycle in each of the indices and our numbers continue to show year-year to improvement.

The questions with the **highest** positive results for FTC were:



The chart above indicates that FTC employees have positive views of their work contributions, their work unit, and the agency. The scores are consistently in the ninetieth percentile range for questions that involve protection from health and safety hazards, and achieving the agency's goals and mission. In addition, FTC employees believe overwhelmingly that they possess the knowledge and skills necessary to accomplish organizational goals.

The questions with the **highest** negative results were:



While acknowledging the significant improvements made since 2019, this chart gives leadership a clear look on where continued focus should occur. Below are highlights of the highest negative responses FTC received from the workforce:

- 62% feel they are not satisfied with pay (compared to 67% government-wide).
- 51% feel enough is not being done to deal with poor performers (compared to 42% government-wide).
- 69% feel that differences in performance are recognized in a meaningful way (compared to 51% government-wide).
- 78% feel their workload is reasonable (compared to 67% government-wide).
- 81% feel they are not involved in decisions that affect them (compared to 58% government-wide).

Aside from the question focusing on pay satisfaction, most of the results surpassed the results of the federal government and saw a 5-11% increase from 2019's results (meaning the numbers are less negative than they have been in the past).

In addition to the quick snapshots above, results from the questions on the survey that asked about the impact of COVID-19 show that our workforce has adapted well to the pandemic conditions and continues to make FTC an energetic, agile, and responsive organization that is well-respected in the interagency community.