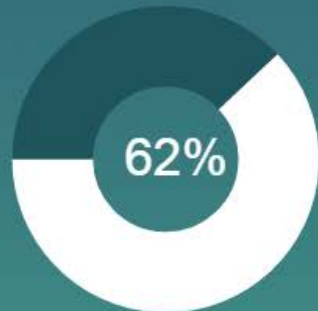


# EPA 2015 EVS



Responses Rate

Employee Engagement 63%

Global Satisfaction 61%

New I.Q. 57%

## Strengths

Percent Positive Responses



96%

7. When needed I am willing to put in the extra effort to get a job done.



92%

80. How satisfied are you with Alternative Work Schedules?



88%

50. In the last six months, my supervisor/team leader has talked with me about my performance.

## Challenges

Percent Negative Responses

56%



33. Pay raises depend on how well employees perform their jobs.

48%



9. I have sufficient resources to get my job done

48%



23. In my work unit, steps are taken to deal with a poor performer who can't or will not improve.

powered by 1

# U.S. Office of Personnel Management 2015 Federal Employee Viewpoint Survey Results for the U.S. Environmental Protection Agency

The Office of Personnel Management’s Federal Employee Viewpoint Survey results are used to gauge the attitudes and perceptions of employees in key work experience areas that drive satisfaction and commitment, ultimately boosting morale, productivity and capacity for mission success. The EPA views EVS results as a crucial and ongoing input to our broad human capital planning processes. Results are used to create agency action plans focused on improving the EPA’s work environment.

## I. HOW THE SURVEY WAS CONDUCTED

OPM administered the 2015 Employee Viewpoint Survey from April 27 to June 6, 2015, via email invitations that provided individual survey links to participants. OPM surveyed a statistically valid sample of 7,193 full and part-time, permanent agency employees who were onboard as of December 31, 2014.

## II. RESPONSE RATE

Of the 7,193 employees receiving an invitation, 4,456 responded, resulting in a response rate of 62%, up from 54% in 2014. The 2015 governmentwide response rate was 50%. The robust response rate and low margin of error (plus or minus 1%) provide a high degree of confidence in the final results.

## III. INTERPRETATION

Overall, the 2015 EVS results confirmed that the agency is holding steady, with no substantial swings, either up or down. Positive response results for the majority of questions varied by less than 2 percentage points. *No questions declined by more than two points.* The agency continues to compare favorably with the rest of the government on questions about providing employees with meaningful work related to the agency’s mission, as well as those about Work/Life programs, such as Telework and Alternate Work Schedules.

### 2015 POSITIVE INCREASES

The 12 questions shown below were up 3 points or more. By far the largest positive increase was 9 points for Q#21: *My work unit is able to recruit people with the right skills.*

		2014	2015	+/-
1.	<b>I am given a real opportunity to improve my skills in my organization.</b>	59%	63%	+4
15.	<b>My performance appraisal is a fair reflection of my performance</b>	67%	70%	+3
18.	<b>My training needs are assessed.</b>	40%	43%	+3
21.	<b>My work unit is able to recruit people with the right skills.</b>	28%	37%	+9
27.	<b>The skill level in my work unit has improved in the past year.</b>	42%	46%	+4

29.	The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	63%	67%	+4
39.	My agency is successful at accomplishing its mission.	67%	70%	+3
64.	How satisfied are you with the information you receive from management on what's going on in your organization?	42%	45%	+3
65.	How satisfied are you with the recognition you receive for doing a good job?	46%	49%	+3
67.	How satisfied are you with your opportunity to get a better job in your organization?	26%	29%	+3
68.	How satisfied are you with the training you receive for your present job?	43%	46%	+3
69.	Considering everything, how satisfied are you with your job?	61%	64%	+3

### **2015 EVS: HIGHEST PERCENT POSITIVE ITEMS**

For 2015, 34 questions had positive ratings of 65% or more, which OPM categorizes as agency *strengths*. Positive ratings are a sum of all positive categories: Agree and Strongly Agree or Satisfied and Very Satisfied.

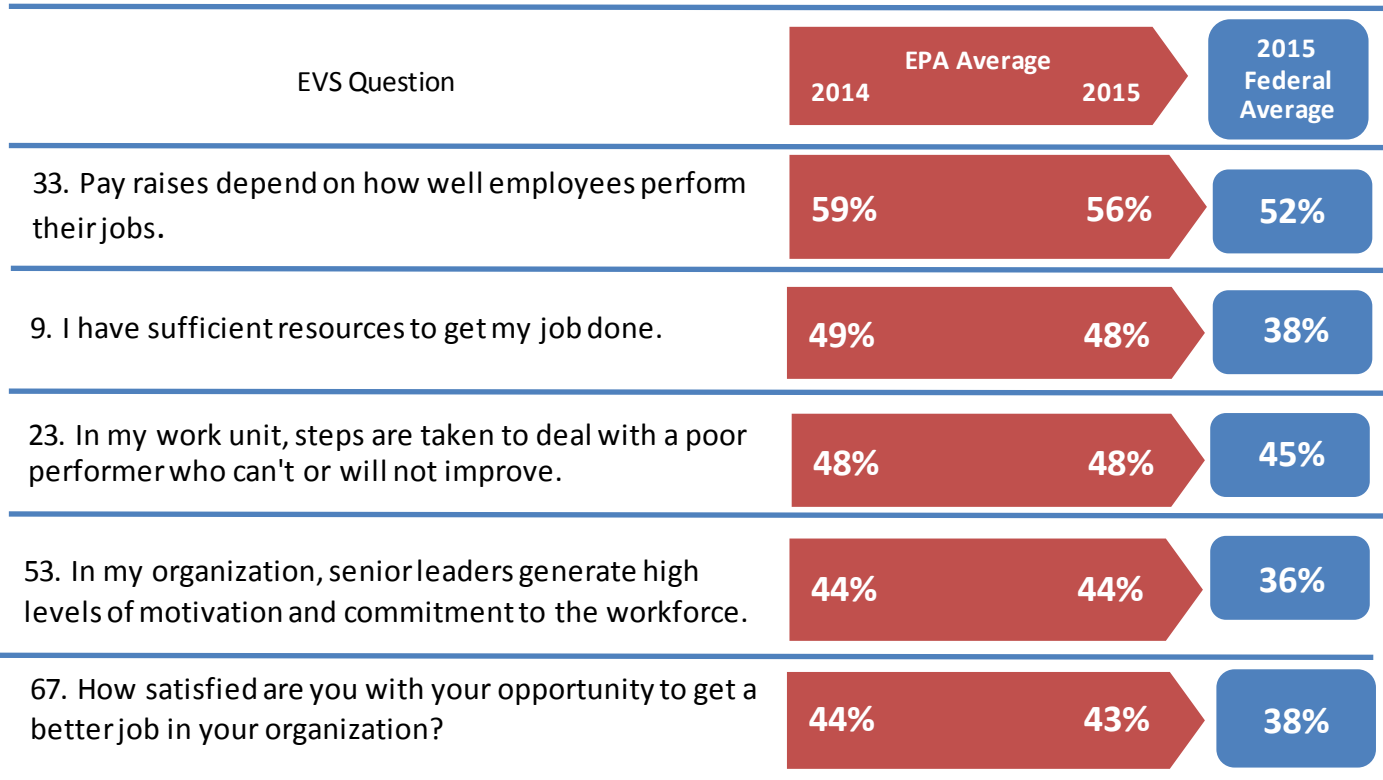
## **TOP 5 STRENGTHS (Note: Two Questions Tied for #5)**

EVS Question	EPA Average		2015 Federal Average
	2014	2015	
7. When needed I am willing to put in the extra effort to get a job done.	96%	96%	96%
80. How satisfied are you with Alternative Work Schedules?	89%	92%	89%
8. I am constantly looking for ways to do my job better.	88%	88%	91%
50. In the last six months, my supervisor/team leader has talked with me about my performance.	88%	88%	78%
13. The work I do is important.	85%	86%	90%
28. How would you rate the overall quality of work done by your work unit?	85%	86%	82%

## 2015 EVS HIGHEST PERCENT NEGATIVE ITEMS

Nine questions had negative ratings of 35% or more, which OPM categorizes as *challenges*. Negative ratings are a sum of all negative categories: Disagree and Strongly Disagree or Dissatisfied and Very Dissatisfied.

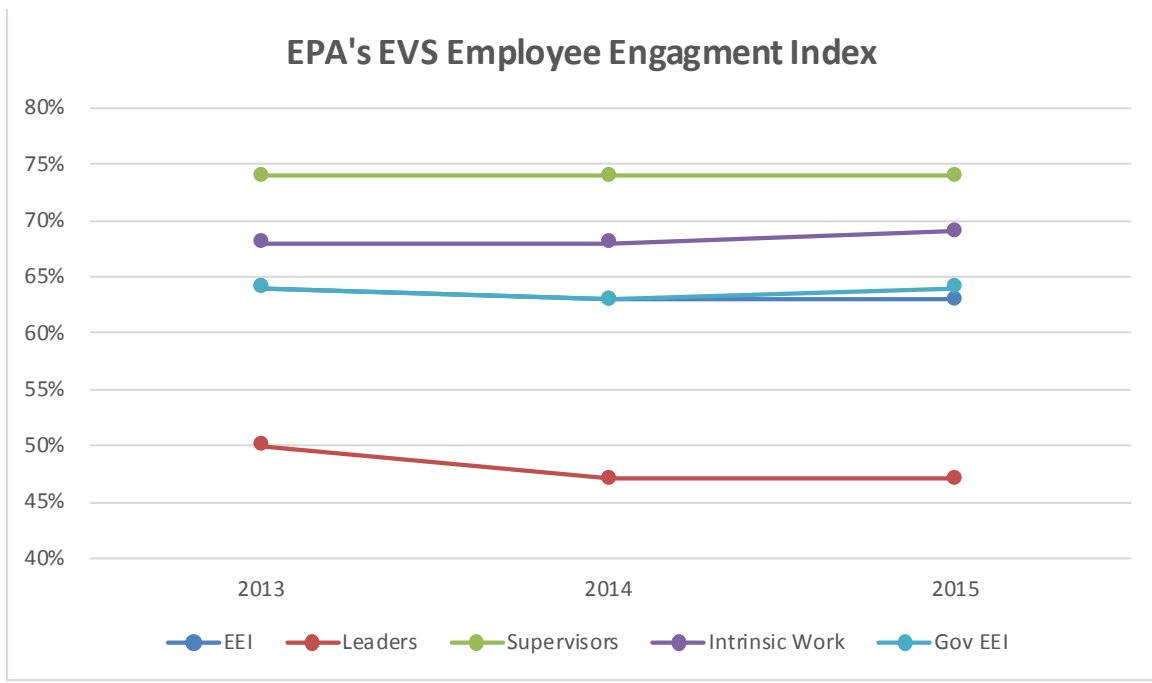
## 5 HIGHEST PERCENT CHALLENGE ITEMS



## 2015 EMPLOYEE ENGAGEMENT INDEX

The *Employee Engagement Index* defines an engaged employee as "...one who is immersed in the content of the job and energized to spend extra effort in job performance." The index looks at questions that cover most, if not all, of the conditions likely to build employee engagement (e.g., leadership, opportunity to use skills, supportive supervisors, etc.). The Index identifies three subcomponents that lead to an engaged workforce: Leaders Lead, Supervisors and Intrinsic Work Experiences (see table below).

	EPA			Federal Average		
	2013	2014	2015	2013	2014	2015
<b>Employee Engagement Index</b>	64%	63%	63%	64%	63%	64%
Leaders Lead	50%	47%	47%	53%	50%	51%
Supervisors	74%	74%	74%	70%	71%	71%
Intrinsic Work Experiences	68%	68%	69%	69%	68%	69%



The questions used to compute the EEI subcomponents are:

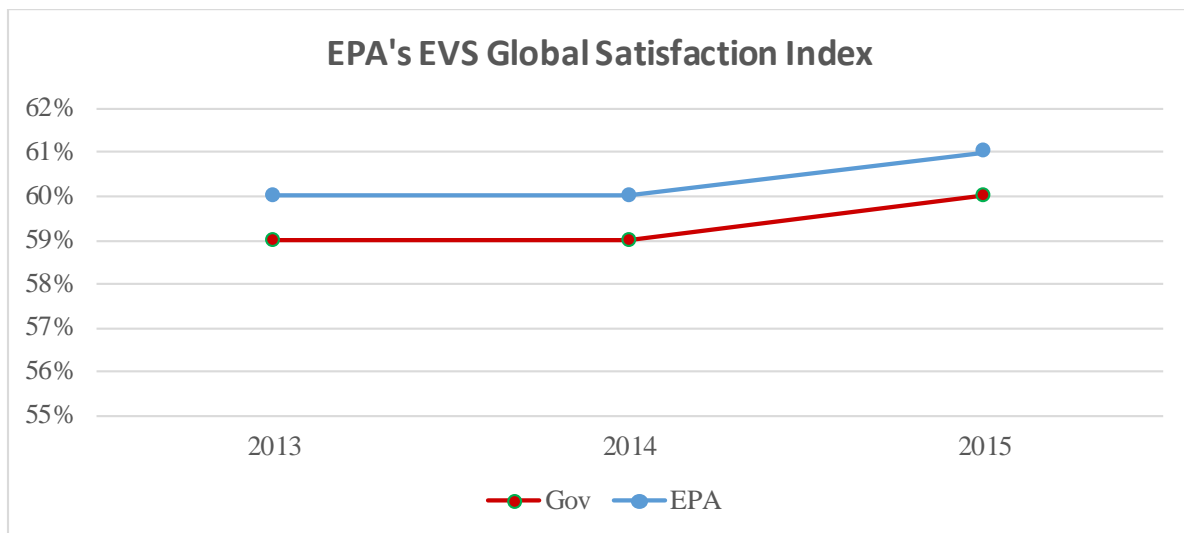
- **Leaders Lead**
  - 53. In my organization, senior leaders generate high levels of motivation and commitment in the workforce.
  - 54. My organization's senior leaders maintain high standards of honesty and integrity.
  - 56. Managers communicate the goals and priorities of the organization.
  - 60. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor.
  - 61. I have a high level of respect for my organization's senior leaders.
- **Supervisors**
  - 47. Supervisors in my work unit support employee development.
  - 48. My supervisor listens to what I have to say.
  - 49. My supervisor treats me with respect.
  - 51. I have trust and confidence in my supervisor.
  - 52. Overall, how good a job do you feel is being done by your immediate supervisor?
- **Intrinsic Work Experiences**
  - 3. I feel encouraged to come up with new and better ways of doing things.
  - 4. My work gives me a feeling of personal accomplishment.
  - 6. I know what is expected of me on the job.
  - 11. My talents are used well in the workplace.
  - 12. I know how my work relates to the agency's goals and priorities.

## GLOBAL SATISFACTION INDEX

OPM created the *Global Satisfaction Index* to provide a more comprehensive indicator of employees' overall work satisfaction. The index is a combination of employees' satisfaction with their jobs, pay and organizations and is based on the results from four EVS questions (see table below).

	<i>EPA</i>			<i>Federal Average</i>		
	<i>2013</i>	<i>2014</i>	<i>2015</i>	<i>2013</i>	<i>2014</i>	<i>2015</i>
<b>Global Satisfaction Index</b>	60%	60%	61%	59%	59%	60%
I recommend my organization as a good place to work.*	66%	63%	62%	63%	62%	64%
How satisfied are you with your job?*	63%	61%	64%	65%	64%	61%
How satisfied are you with your organization?*	55%	52%	55%	56%	55%	52%
How satisfied are you with your pay?	55%	62%	56%	54%	56%	62%

\* Question also is one of 3 questions used by the Partnership for Public Service to compute its Best Places to Work in the Federal Government rankings.

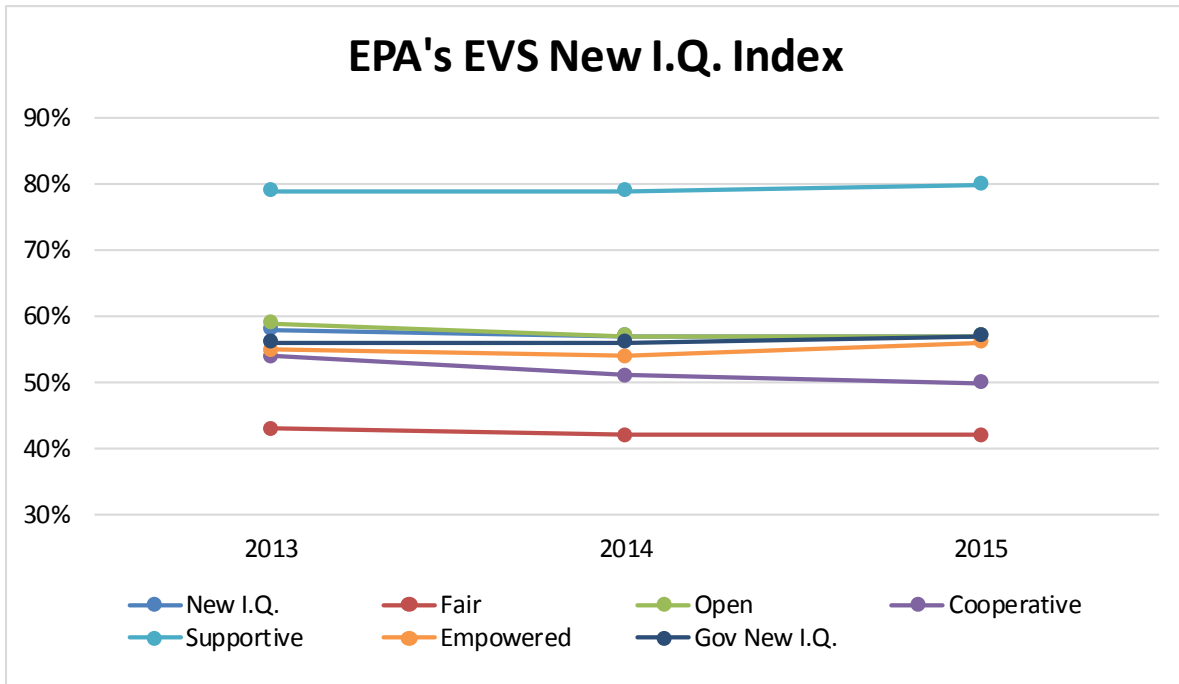


## NEW INCLUSION QUOTIENT (NEW I.Q.)

Introduced in the 2013 EVS, the New I.Q. index is “built on the concept that individual behaviors, repeated over time, form the habits that create the essential building blocks of an inclusive environment. Workplace inclusion is a contributing factor to employee engagement and organizational performance.”<sup>1</sup> The New I.Q. is made up of 20 questions in five areas that describe an inclusive work environment: Fair, Open, Cooperative, Supportive and Empowered (see table below).

<sup>1</sup> <https://www.opm.gov/news/releases/2014/10/opm-releases-2014-government-wide-fevs-results/>

Category	EPA			Federal Average		
	2013	2014	2015	2013	2014	2015
<b>New I.Q. Overall</b>	58%	57%	57%	56%	56%	57%
Fair	43%	42%	42%	43%	43%	43%
Open	59%	57%	57%	55%	55%	56%
Cooperative	54%	51%	50%	54%	52%	52%
Supportive	79%	79%	80%	74%	74%	75%
Empowered	55%	54%	56%	56%	56%	57%



The questions used to compute the New IQ are in 5 categories:

- **Fair**
  - 23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.
  - 24. In my work unit, differences in performance are recognized in a meaningful way.
  - 25. Awards in my work unit depend on how well employees perform their jobs.
  - 37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.
  - 38. Prohibited Personnel Practices (for example, illegally discriminating for or against any employee/applicant, obstructing a person's right to compete for employment, knowingly violating veterans' preference requirements) are not tolerated.
- **Open**
  - 32. Creativity and innovation are rewarded.
  - 34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).
  - 45. My supervisor/team leader is committed to a workforce representative of all segments of society.

- 55. *Managers/supervisors/team leaders work well with employees of different backgrounds.*
- **Cooperative**
  - 58. *Managers promote communication among different work units (for example, about projects, goals, needed resources).*
  - 59. *Managers support collaboration across work units to accomplish work objectives.*
- **Supportive**
  - 42. *My supervisor supports my need to balance work and other life issues.*
  - 46. *My supervisor/team leader provides me with constructive suggestions to improve my job performance.*
  - 48. *My supervisor/team leader listens to what I have to say.*
  - 49. *My supervisor/team leader treats me with respect.*
  - 50. *In the last six months, my supervisor/team leader has talked with me about my performance.*
- **Empowered**
  - 2. *I have enough information to do my job well.*
  - 3. *I feel encouraged to come up with new and better ways of doing things.*
  - 11. *My talents are used well in the workplace.*
  - 30. *Employees have a feeling of personal empowerment with respect to work processes.*