

Results of the 2019 Annual Employee Survey

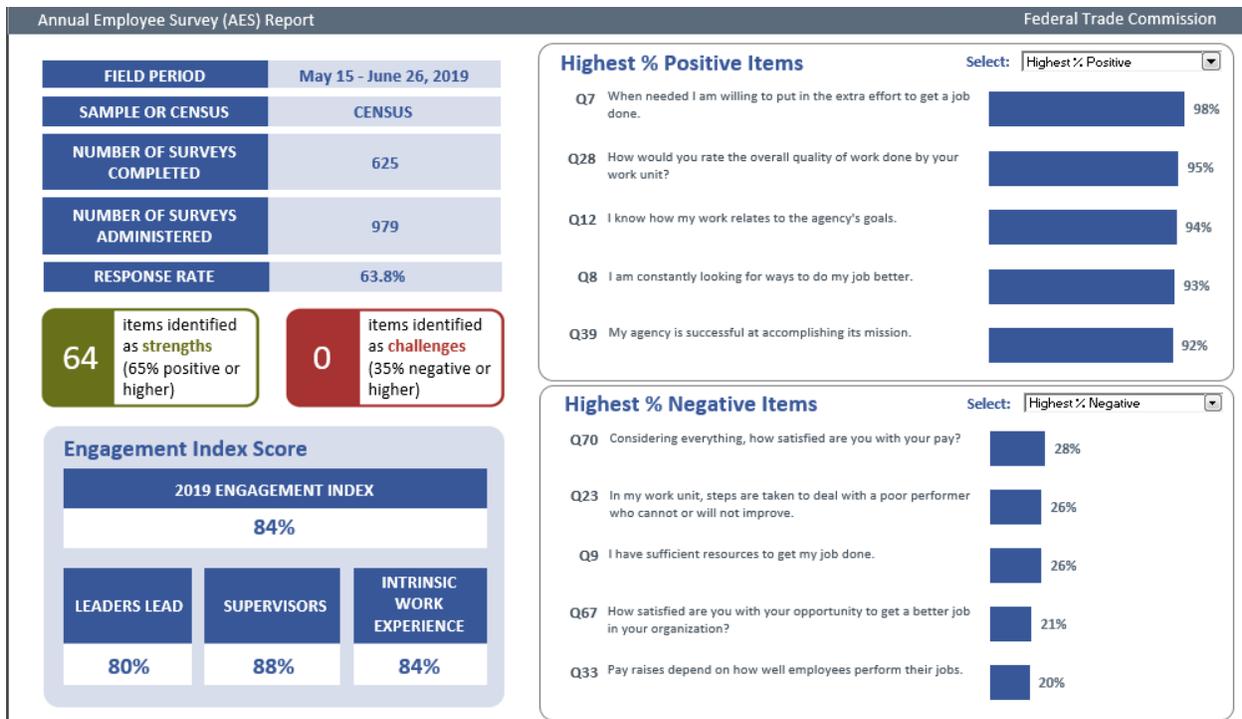
Each year the Federal Trade Commission (FTC) conducts the Federal Employee Viewpoint Survey (FEVS), a confidential online survey of its employees to assess how well the agency is doing in providing its employees with a positive, healthy and innovative work environment.

The FEVS, administered by the Office of Personnel Management (OPM) contains questions designed to measure employee 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 to ensure mission engagement and accomplishment. The FEVS results provide FTC's leadership with information that is used to build upon the agency's strengths, while simultaneously addressing agency challenges.

The agency continues to demonstrate an upward trend in its employee engagement scores. The FTC's employee engagement score is 84% in 2019, which is an increase of 1 percentage point from 2018. The agency's employee engagement score has increased by 8 percentage points since 2014. Please see table below:

Year	2019	2018	2017	2016	2015	2014
Engagement Score (%)	84	83	83	82	78	76

The FTC's 2019 results on the Annual Employee Survey (AES) are summarized below and include the agency's highest and lowest scoring FEVS items.



FTC's Core Survey results follow, and are listed with the percentages of favorable and non-favorable responses received on a five-point scale for each item on the AES.

Item	Item Text	Percent Positive %	Strongly Agree %	Agree %	Fair %	Disagree %	Strongly Disagree %	Percent Negative %	Do Not Know N	Item Response Total** N
1	*I am given a real opportunity to improve my skills in my organization.	86.1%	48.6%	37.5%	7.2%	5.0%	1.7%	6.7%	N/A	623
2	I have enough information to do my job well.	88.5%	47.3%	41.2%	5.1%	4.9%	1.5%	6.4%	N/A	623
3	I feel encouraged to come up with new and better ways of doing things.	78.5%	45.0%	33.5%	10.9%	7.8%	2.8%	10.6%	N/A	624
4	My work gives me a feeling of personal accomplishment.	85.0%	53.2%	31.8%	8.6%	4.6%	1.9%	6.4%	N/A	625
5	I like the kind of work I do.	87.7%	56.8%	30.9%	8.2%	2.7%	1.4%	4.1%	N/A	623
6	I know what is expected of me on the job.	87.0%	50.7%	36.2%	7.5%	4.0%	1.5%	5.5%	N/A	625
7	When needed I am willing to put in the extra effort to get a job done.	97.9%	79.2%	18.7%	1.2%	0.4%	0.6%	1.0%	N/A	625
8	I am constantly looking for ways to do my job better.	93.5%	59.8%	33.7%	5.2%	0.6%	0.7%	1.3%	N/A	624
9	I have sufficient resources (for example, people, materials, budget) to get my job done.	58.9%	17.2%	41.6%	15.3%	18.2%	7.6%	25.9%	1	619
10	*My workload is reasonable.	77.1%	33.4%	43.7%	11.1%	8.5%	3.2%	11.7%	1	622
11	*My talents are used well in the workplace.	77.3%	39.3%	38.0%	10.5%	7.5%	4.7%	12.2%	1	622

12	*I know how my work relates to the agency's goals.	93.8%	60.1%	33.7%	3.0%	1.9%	1.3%	3.2%	0	624
13	The work I do is important.	91.6%	63.2%	28.5%	6.0%	1.8%	0.6%	2.4%	0	622
14	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	78.1%	37.7%	40.4%	11.1%	7.7%	3.1%	10.8%	1	622
15	My performance appraisal is a fair reflection of my performance.	87.6%	52.5%	35.1%	7.1%	2.7%	2.5%	5.2%	9	616
16	I am held accountable for achieving results.	91.7%	49.2%	42.5%	4.9%	2.3%	1.1%	3.4%	2	623
17	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	81.7%	53.7%	28.0%	11.3%	3.8%	3.2%	7.0%	50	574
18	My training needs are assessed.	61.7%	30.5%	31.2%	22.3%	11.1%	4.8%	15.9%	11	610
19	In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding).	87.2%	51.9%	35.3%	6.3%	4.5%	2.1%	6.5%	24	599
20	*The people I work with cooperate to get the job done.	90.4%	56.4%	34.0%	4.8%	4.0%	0.9%	4.8%	N/A	624
21	My work unit is able to recruit people with the right skills.	77.4%	39.1%	38.4%	13.5%	6.7%	2.3%	9.0%	15	605
22	Promotions in my work unit are based on merit.	69.7%	37.0%	32.7%	18.3%	7.9%	4.0%	12.0%	71	548
23	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	44.7%	18.6%	26.1%	29.0%	16.6%	9.7%	26.3%	111	508
24	*In my work unit, differences in performance are recognized in a meaningful way.	58.6%	24.9%	33.7%	23.8%	11.5%	6.1%	17.6%	70	548
25	Awards in my work unit depend on how well employees perform their jobs.	69.0%	31.9%	37.1%	17.2%	8.9%	4.9%	13.8%	77	540
26	Employees in my work unit share job knowledge with each other.	89.3%	56.1%	33.2%	5.6%	3.8%	1.3%	5.1%	2	619
27	The skill level in my work unit has improved in the past year.	72.4%	41.6%	30.8%	19.4%	6.4%	1.8%	8.2%	45	572
28	How would you rate the overall quality of work done by your work unit?	94.9%	72.5%	22.4%	4.4%	0.3%	0.4%	0.7%	N/A	620
29	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	92.4%	64.3%	28.1%	5.0%	1.8%	0.8%	2.6%	3	618
30	Employees have a feeling of personal empowerment with respect to work	73.0%	35.4%	37.5%	12.2%	11.7%	3.1%	14.8%	17	596

	processes.									
31	Employees are recognized for providing high quality products and services.	81.4%	45.2%	36.1%	10.4%	5.5%	2.7%	8.2%	7	606
32	Creativity and innovation are rewarded.	69.6%	36.6%	33.0%	17.0%	9.7%	3.8%	13.5%	10	601
33	Pay raises depend on how well employees perform their jobs.	55.3%	25.3%	30.0%	24.7%	11.9%	8.1%	20.0%	106	507
34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	74.3%	33.7%	40.6%	14.8%	5.4%	5.6%	11.0%	36	580
35	Employees are protected from health and safety hazards on the job.	92.1%	52.2%	39.9%	5.9%	1.3%	0.7%	2.0%	15	597
36	My organization has prepared employees for potential security threats.	80.2%	36.6%	43.6%	13.8%	4.7%	1.3%	6.0%	11	600
37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	78.3%	46.7%	31.7%	12.0%	5.9%	3.8%	9.7%	37	576
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.	86.9%	58.4%	28.4%	8.1%	2.9%	2.1%	5.0%	42	572
39	My agency is successful at accomplishing its mission.	92.5%	57.1%	35.3%	5.8%	1.2%	0.6%	1.8%	2	611
40	*I recommend my organization as a good place to work.	87.0%	61.7%	25.3%	8.1%	3.4%	1.5%	4.9%	N/A	615
41	*I believe the results of this survey will be used to make my agency a better place to work.	69.7%	35.6%	34.1%	14.9%	10.2%	5.3%	15.4%	39	576
42	My supervisor supports my need to balance work and other life issues.	90.9%	63.8%	27.1%	3.9%	3.3%	1.9%	5.2%	4	611
43	My supervisor provides me with opportunities to demonstrate my leadership skills.	82.6%	54.1%	28.4%	8.2%	5.8%	3.4%	9.3%	2	612
44	Discussions with my supervisor about my performance are worthwhile.	81.5%	51.1%	30.4%	8.4%	6.6%	3.5%	10.1%	4	610
45	My supervisor is committed to a workforce representative of all segments of society.	81.8%	52.8%	29.0%	12.0%	3.0%	3.2%	6.3%	37	576
46	My supervisor provides me with constructive suggestions to improve my job performance.	79.3%	45.4%	33.9%	11.0%	6.0%	3.7%	9.7%	2	612

47	Supervisors in my work unit support employee development.	86.3%	55.6%	30.8%	7.0%	3.9%	2.7%	6.7%	5	609
48	My supervisor listens to what I have to say.	88.5%	60.6%	27.9%	5.6%	3.3%	2.6%	5.9%	N/A	615
49	My supervisor treats me with respect.	91.4%	67.2%	24.1%	4.4%	2.4%	1.8%	4.2%	N/A	615
50	In the last six months, my supervisor has talked with me about my performance.	92.1%	60.9%	31.2%	2.9%	3.2%	1.8%	5.0%	N/A	614
51	I have trust and confidence in my supervisor.	85.2%	61.0%	24.2%	6.7%	4.4%	3.6%	8.0%	N/A	615
52	Overall, how good a job do you feel is being done by your immediate supervisor?	86.8%	61.0%	25.8%	7.9%	3.1%	2.2%	5.3%	N/A	614
53	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	73.0%	32.7%	40.3%	13.1%	9.0%	4.9%	13.9%	17	592
54	My organization's senior leaders maintain high standards of honesty and integrity.	79.7%	43.0%	36.7%	13.5%	3.8%	3.0%	6.9%	36	573
55	Supervisors work well with employees of different backgrounds.	85.0%	47.2%	37.8%	8.8%	4.2%	2.0%	6.2%	29	578
56	*Managers communicate the goals of the organization.	84.3%	43.4%	40.8%	9.2%	4.2%	2.4%	6.6%	7	602
57	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	83.7%	43.2%	40.5%	11.2%	3.6%	1.5%	5.1%	45	563
58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	77.6%	40.6%	37.0%	11.7%	6.4%	4.3%	10.8%	19	591
59	Managers support collaboration across work units to accomplish work objectives.	78.3%	42.8%	35.5%	10.8%	7.3%	3.5%	10.9%	12	596
60	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	83.8%	52.7%	31.1%	10.4%	3.1%	2.7%	5.8%	25	585
61	I have a high level of respect for my organization's senior leaders.	77.4%	41.5%	35.9%	13.9%	5.7%	3.0%	8.7%	6	605
62	Senior leaders demonstrate support for Work-Life programs.	78.0%	42.4%	35.6%	16.0%	3.8%	2.2%	6.0%	73	533
63	*How satisfied are you with your involvement in decisions that affect your work?	75.2%	38.7%	36.5%	11.8%	10.4%	2.6%	13.0%	N/A	605
64	*How satisfied are you with the information you receive from management on what's going on in your organization?	77.8%	38.2%	39.7%	11.9%	7.4%	2.9%	10.3%	N/A	606
65	*How satisfied are you with the recognition you receive for doing a good job?	77.2%	42.4%	34.8%	11.4%	7.3%	4.2%	11.4%	N/A	605

66	How satisfied are you with the policies and practices of your senior leaders?	71.0%	33.2%	37.8%	16.8%	8.6%	3.6%	12.2%	N/A	605
67	How satisfied are you with your opportunity to get a better job in your organization?	51.7%	26.7%	24.9%	27.0%	13.4%	8.0%	21.4%	N/A	603
68	How satisfied are you with the training you receive for your present job?	70.2%	33.4%	36.8%	19.3%	7.6%	2.9%	10.5%	N/A	604
69	*Considering everything, how satisfied are you with your job?	82.0%	48.8%	33.2%	9.5%	6.4%	2.2%	8.5%	N/A	606
70	Considering everything, how satisfied are you with your pay?	56.3%	19.4%	36.9%	15.5%	20.5%	7.8%	28.2%	N/A	603
71	*Considering everything, how satisfied are you with your organization?	83.7%	48.6%	35.1%	7.9%	6.9%	1.6%	8.4%	N/A	606

* AES prescribed items as of 2017 (5 CFR Part 250, Subpart C)

** Unweighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'

Percentages are weighted to represent the Agency's population.

If you have any questions about the FTC's FEVS results, please contact [Priya Shanker](#) in the Human Capital Management Office.