
FEVS 2022

CRS and Library of Congress Results 2022 Supplemental OPM Federal Employee Viewpoint Survey (FEVS)

Presented February 16, 2023



Agenda

Overview of the Survey

Highlights & Takeaways

Next Steps

Questions

Overview of the Survey

According to the Library

- “FEVS is a tool that measures Federal Government employees’ perceptions of whether, and to what extent, **conditions characterizing successful organizations are present** in their agencies.”
- “[P]rovide(s) valuable data that allows service units to build on strengths and **improve challenge areas.**”
- **Purpose of FEVs includes** “Compare increases or decreases in positive response rates relative to earlier surveys.”

Overview of the Survey

According to the Library

- **57%** of Library responded in 2022 (all government=35%)
- Survey results representative of population

CREA FEVS Report → all the compiled data in a table

More info →

<https://staff.loc.gov/sites/hcd/federal-employees-viewpoint-survey-fevs/>

Glossary of FEVS Terms

| Term | Definition |
|---|---|
| Work Unit | Immediate work unit headed by your immediate supervisor. |
| Service Unit | Service units at the Library include...Office of the Librarian...Office of the Chief Information Officer Congressional Research Service (CRS) , U.S. Copyright Office, Officer of Inspector General... |
| My Supervisor/ Direct Supervisor | “First-line” supervisors typically responsible for employees' performance appraisals and leave approval. |
| Manager/Management | Those in management positions who typically supervise one or more supervisors; this can include senior leaders. |
| Senior Leaders in Service Units | Senior-level executives responsible for directing the policies and priorities of the service unit. |
| Library’s Senior Leaders | The Librarian and her immediate leadership team, including heads of service units (e.g., the Director of CRS). |

Highlights & Takeaways

The survey results suggest the vast majority of CRS employees—and the bargaining unit employees (BUE)—have **positive views** towards their colleagues.

Co-Workers

- About **9 out of 10** CRS survey respondents in 2022 had positive views of their colleagues (Q15)
- **94.1%** felt that they and their colleagues produced high quality work (Q21)
- **87.7%** of CRS employees in 2022 felt that their colleagues treated them as a valued member of the team (Q76)
- **94.8%** felt that their work met clients needs (Q19)
- **85.3%** of CRS employees felt that their colleagues shared job knowledge (Q17)

Highlights & Takeaways

The survey results suggest the vast majority of CRS employees have **positive views** of their direct supervisors.

For the BUE in research divisions, direct supervisors are section research managers (SRMs).

Direct Supervisors & Division Management

- **82.8%** felt that their supervisor was doing a “Good” or “Very Good” job (Q52)
- **78.6%** had trust and confidence in their supervisor (Q50)
- **87.6%** felt their supervisor treated them with respect (Q49)
- **88.7%** felt their supervisor supported their work-life balance (Q47)
- **63.2%** of respondents indicated that their division management was doing a “Good” or “Very Good” job (Q59)

Highlights & Key Takeaways

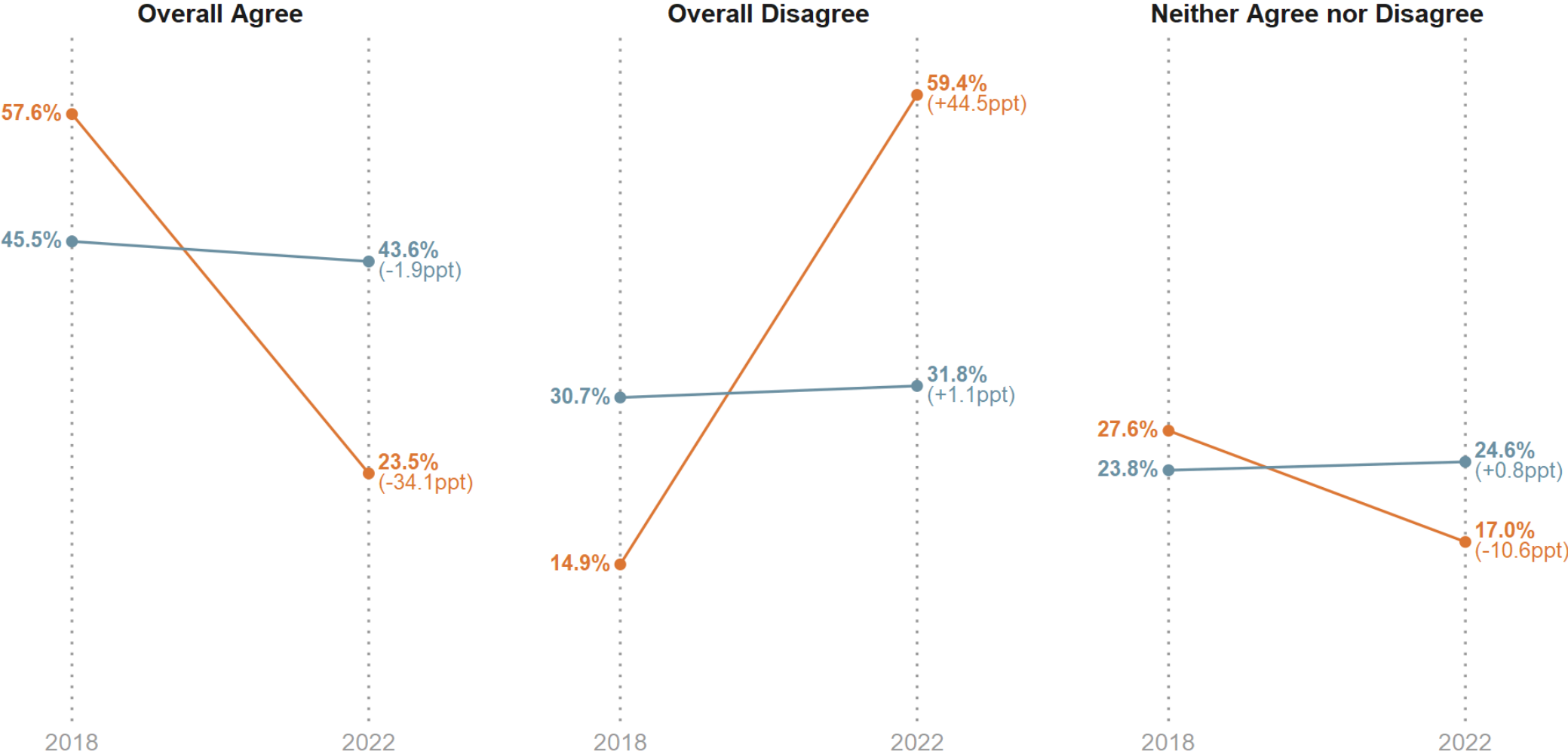
The survey results also suggest that among CRS employees:

- **positive views** of our **senior leaders** have **declined considerably** in the past few years.
- These declines have generally been concurrent with an **increase in negative views** of **CRS's senior leadership**
 - Large declines are **almost exclusive to CRS** (vs. entire Library)

Here are the highlights (in charts) of CREA's analysis

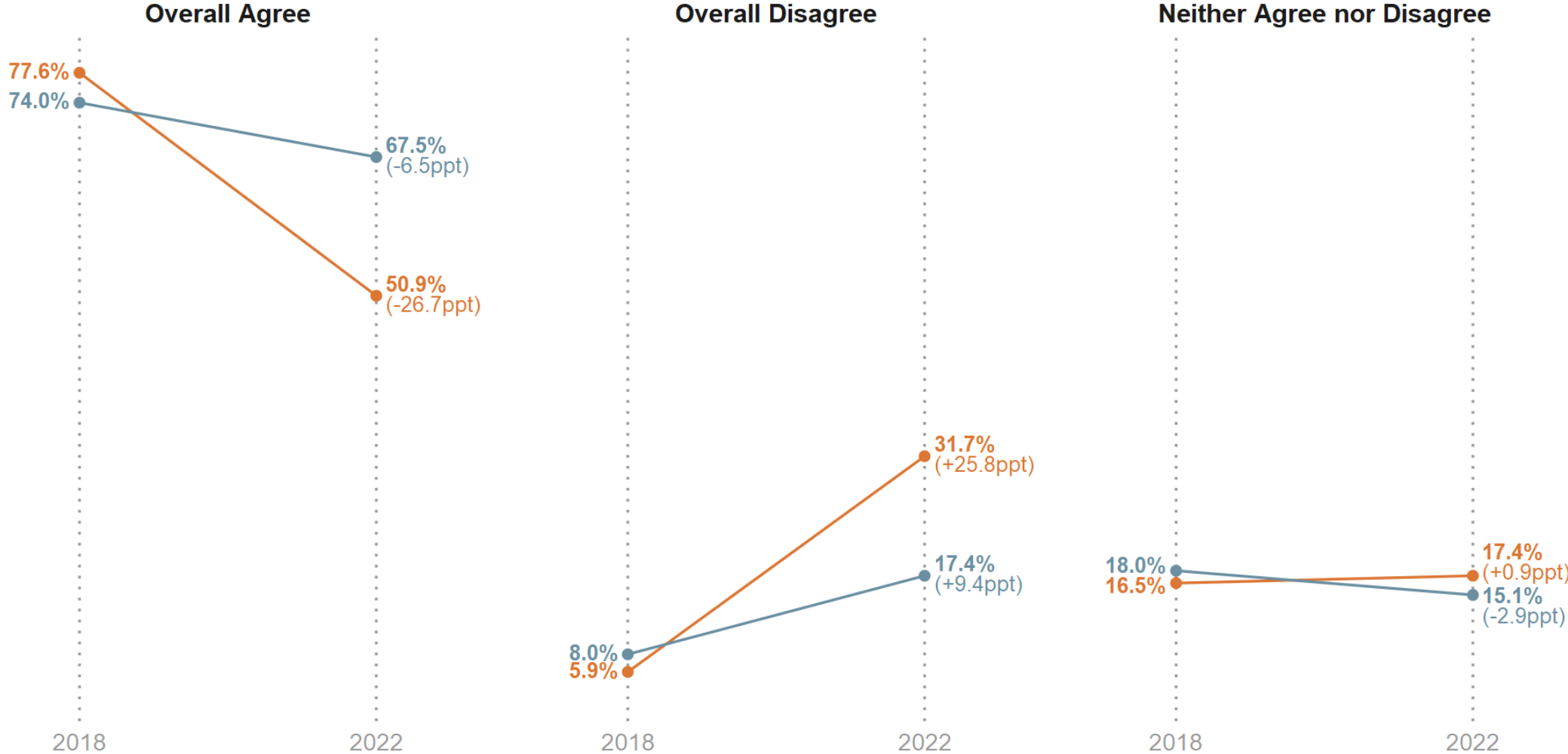
The share of **CRS** employees that believe our senior leadership generates high levels of motivation **declined sharply**, compared to only *slight declines* across the **entire Library**.

55. In my service unit, senior leaders generate high levels of motivation and commitment in the workforce.



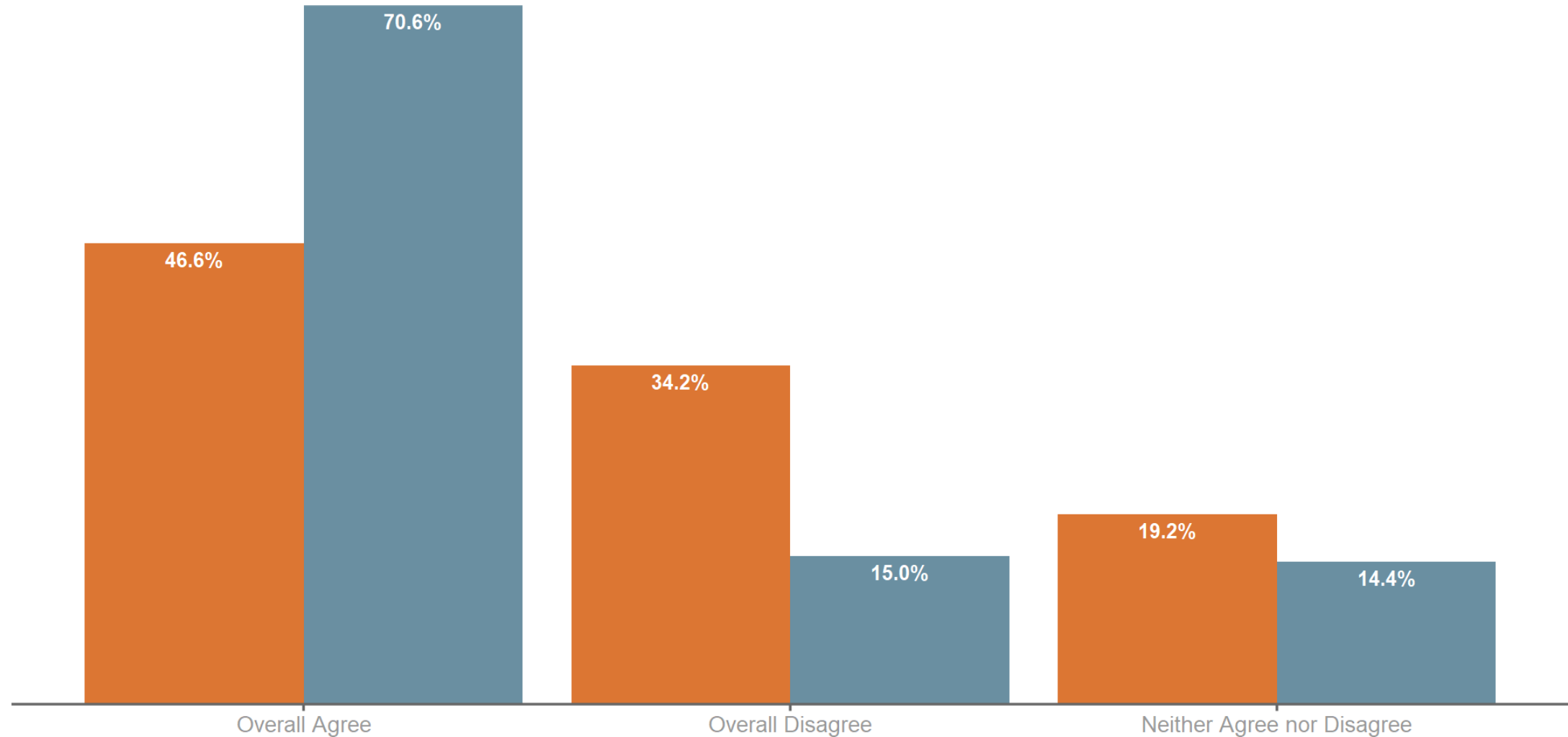
The share of **CRS** employees who feel safe on the job has **declined sharply**, compared to *smaller declines* for the **entire Library**.

36. Library employees are protected from health and safety hazards on the job.



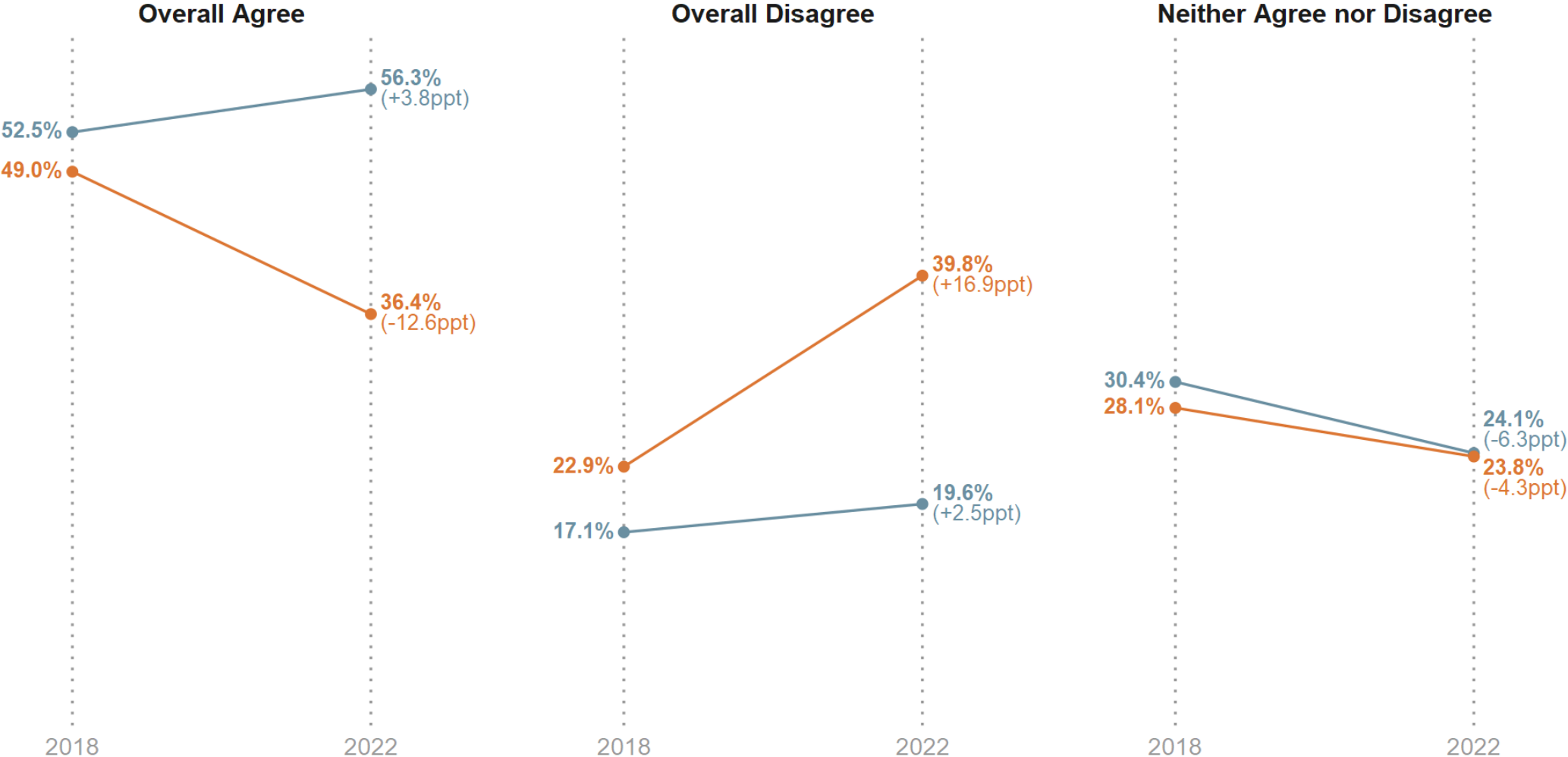
CRS employees are **much less likely** to believe that the Library's senior leaders support policies that keep them safe, compared to employees across the **entire Library**.

94. The Library's senior leaders support policies and procedures to protect employee health and safety.



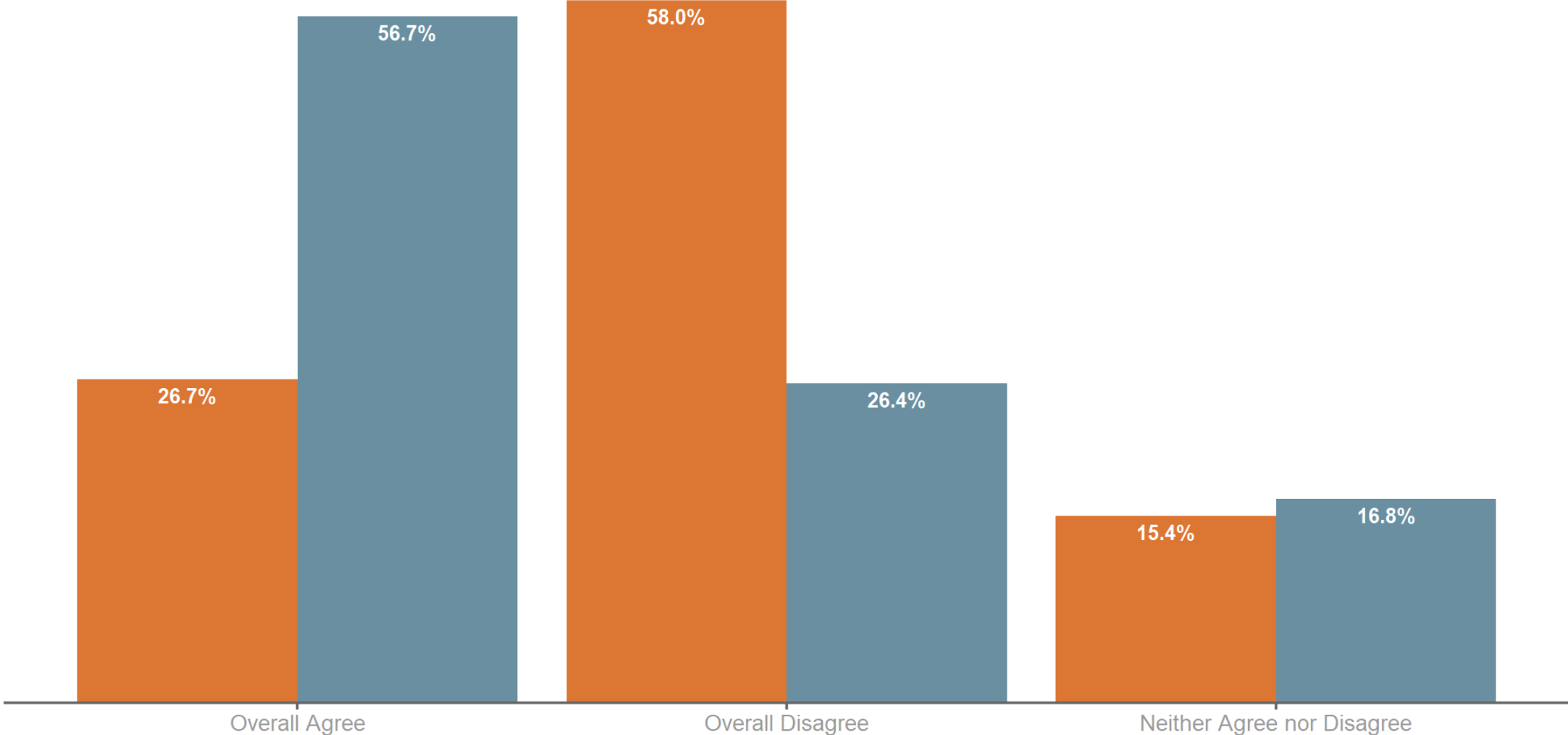
The share of **CRS** employees that believe that senior leaders support Work-Life programs has **declined sharply**, while *modestly increasing* across the **entire Library**.

61. The Library's senior leaders demonstrate support for Work-Life programs.



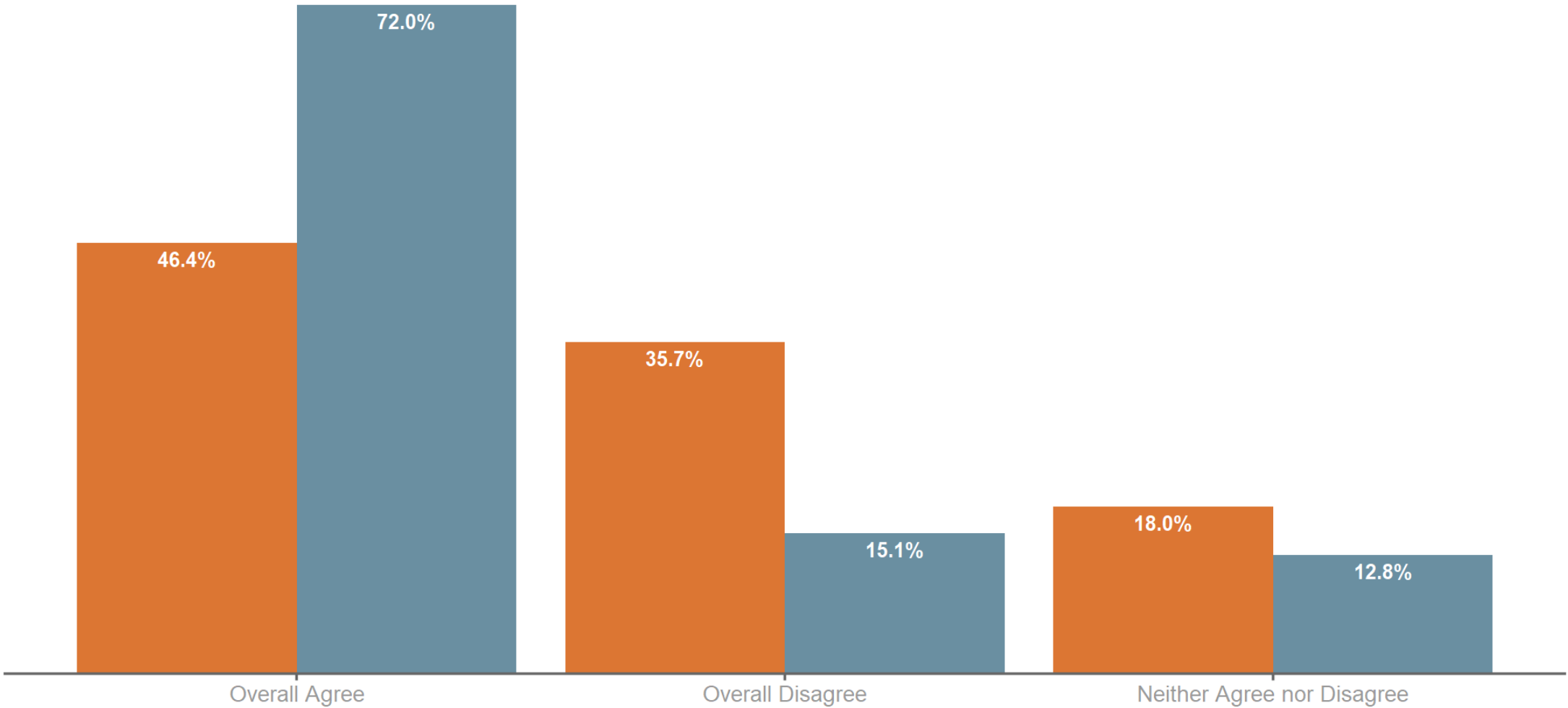
A majority of **CRS** employees **do not** think that the Library's hybrid work arrangement takes into account their needs. The *opposite* is true for employees across the **entire Library**.

92. The Library's hybrid work arrangements are fair in accounting for employees' diverse needs and situations.



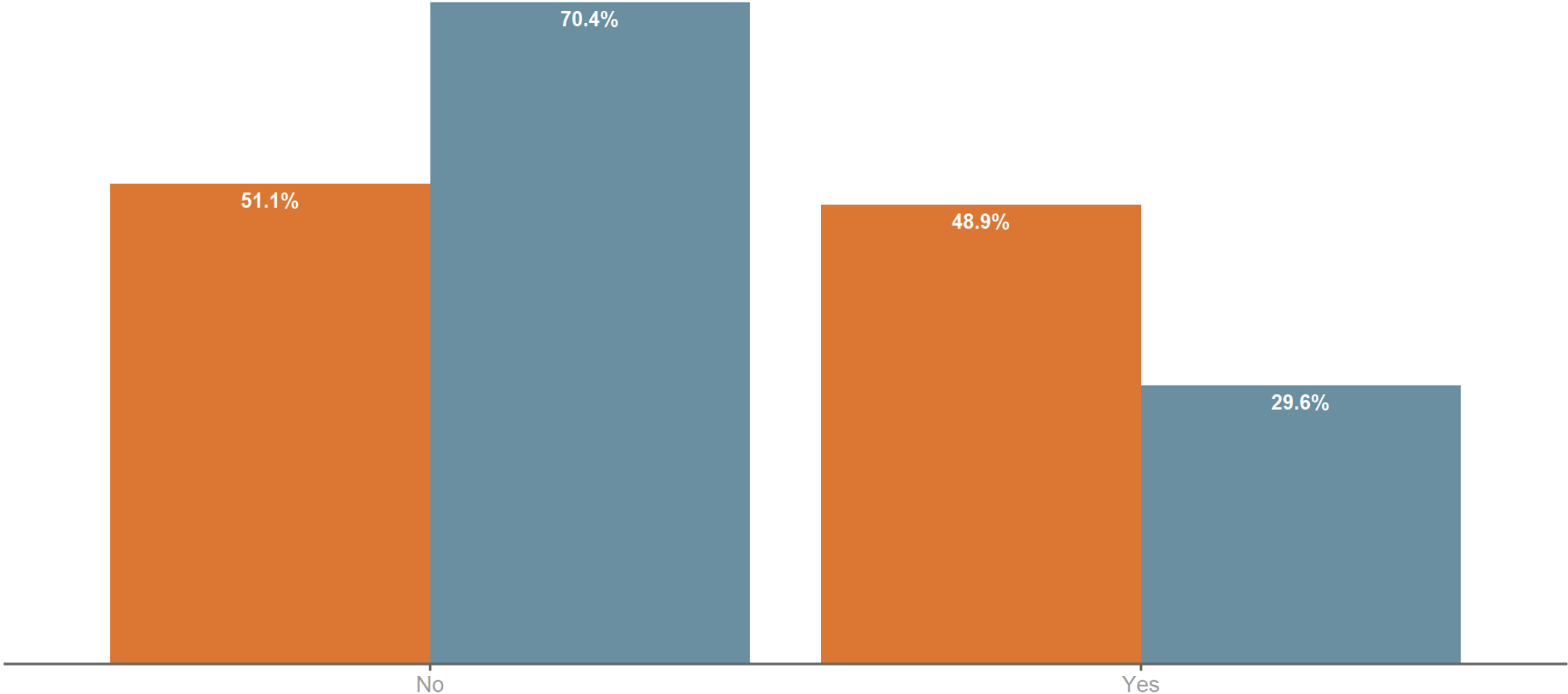
CRS employees are **much less likely** than employees across the **entire Library** to agree that the Library's senior leadership provided effective communication about the return to onsite operations.

95. The Library's senior leaders provided effective communications about what to expect with the return to onsite operations.



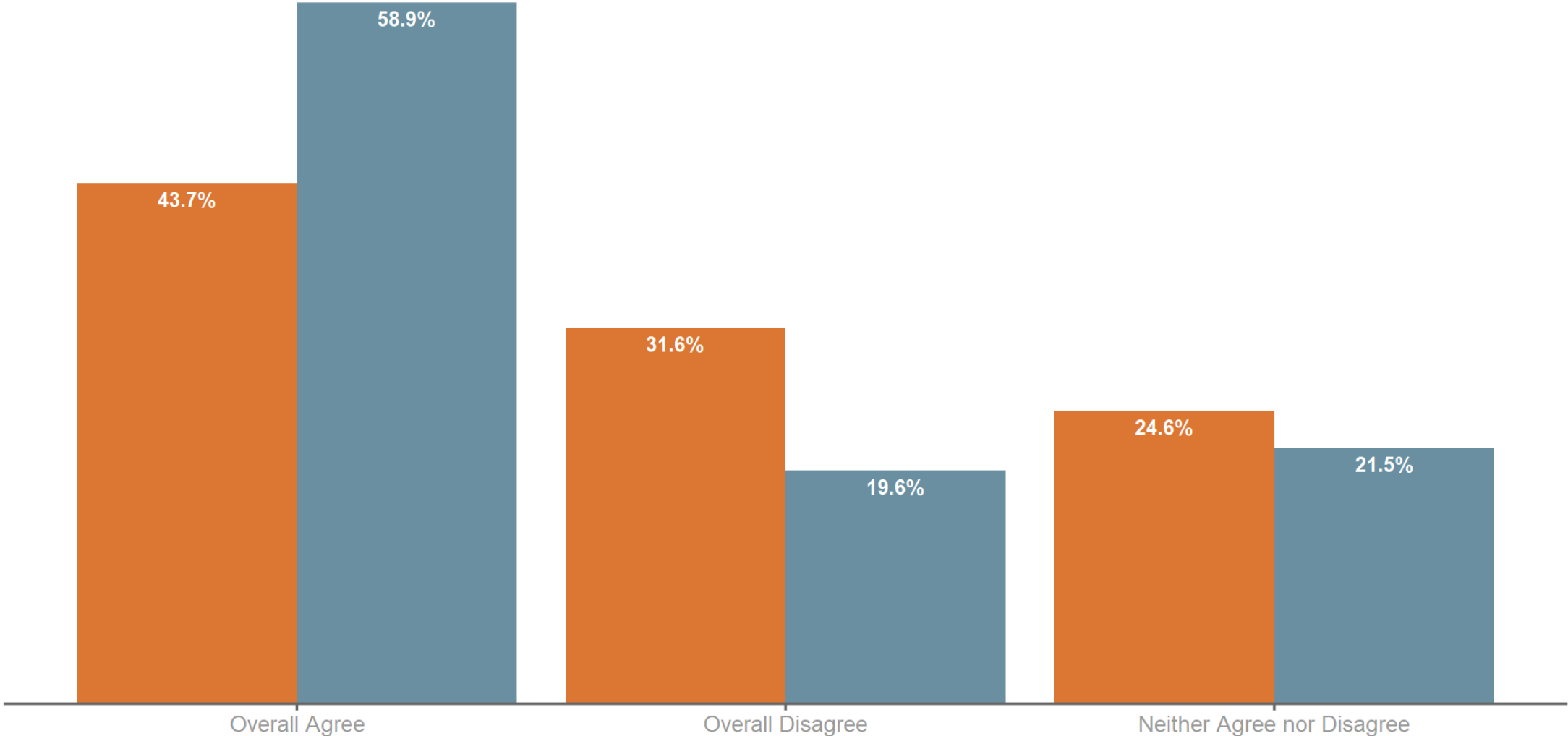
Almost **half** of all **CRS** employees indicated that they were considering leaving the agency because of their position's telework options. This figure was **less than a third** for employees across the **entire Library**.

91. Based on your position's current telework options, are you considering leaving your position, and if so, why?



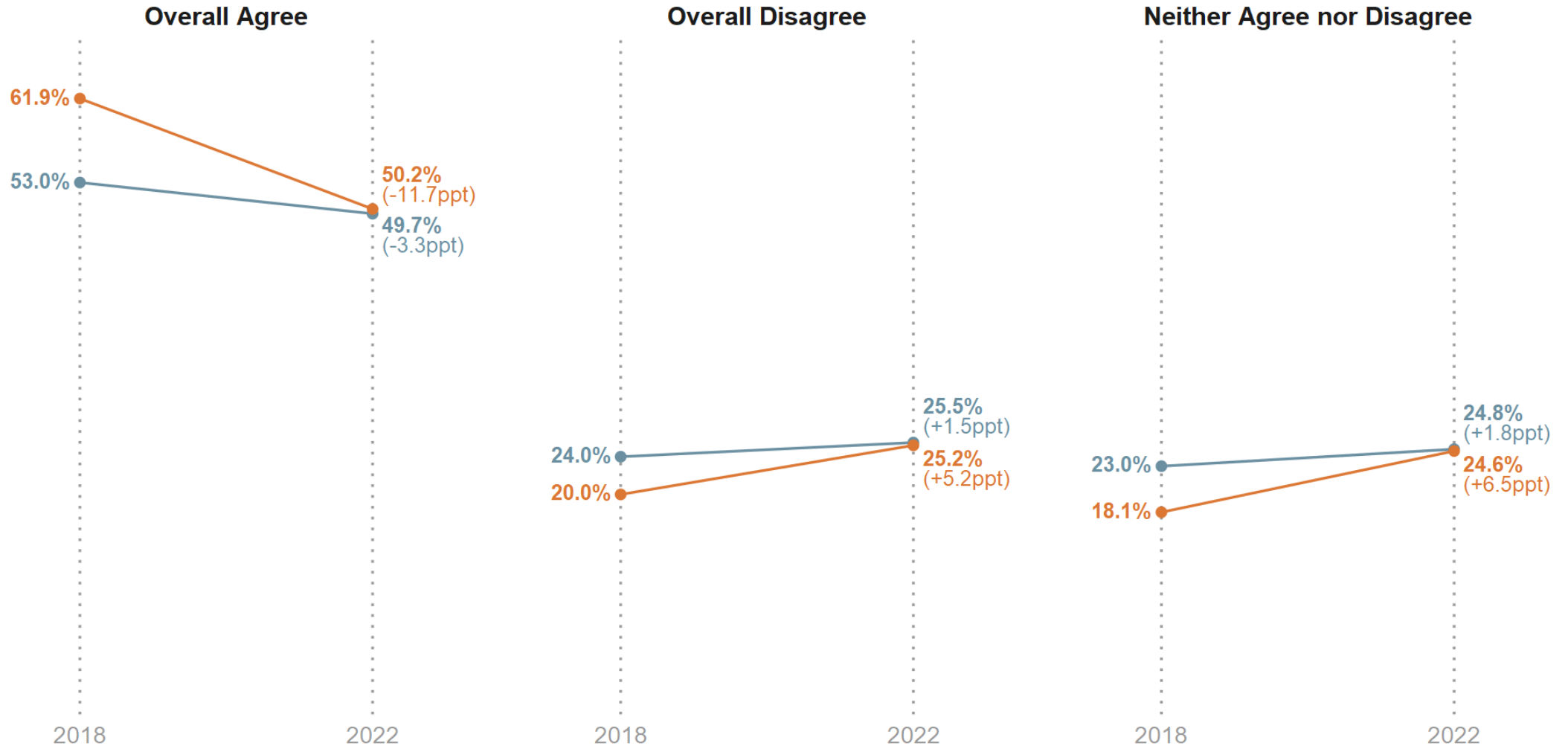
CRS employees are **significantly less likely** to believe that the Library's management practices promote diversity, compared to employees across the **entire Library**.

71. The Library's management practices promote diversity (e.g., outreach, recruitment, promotion opportunities).



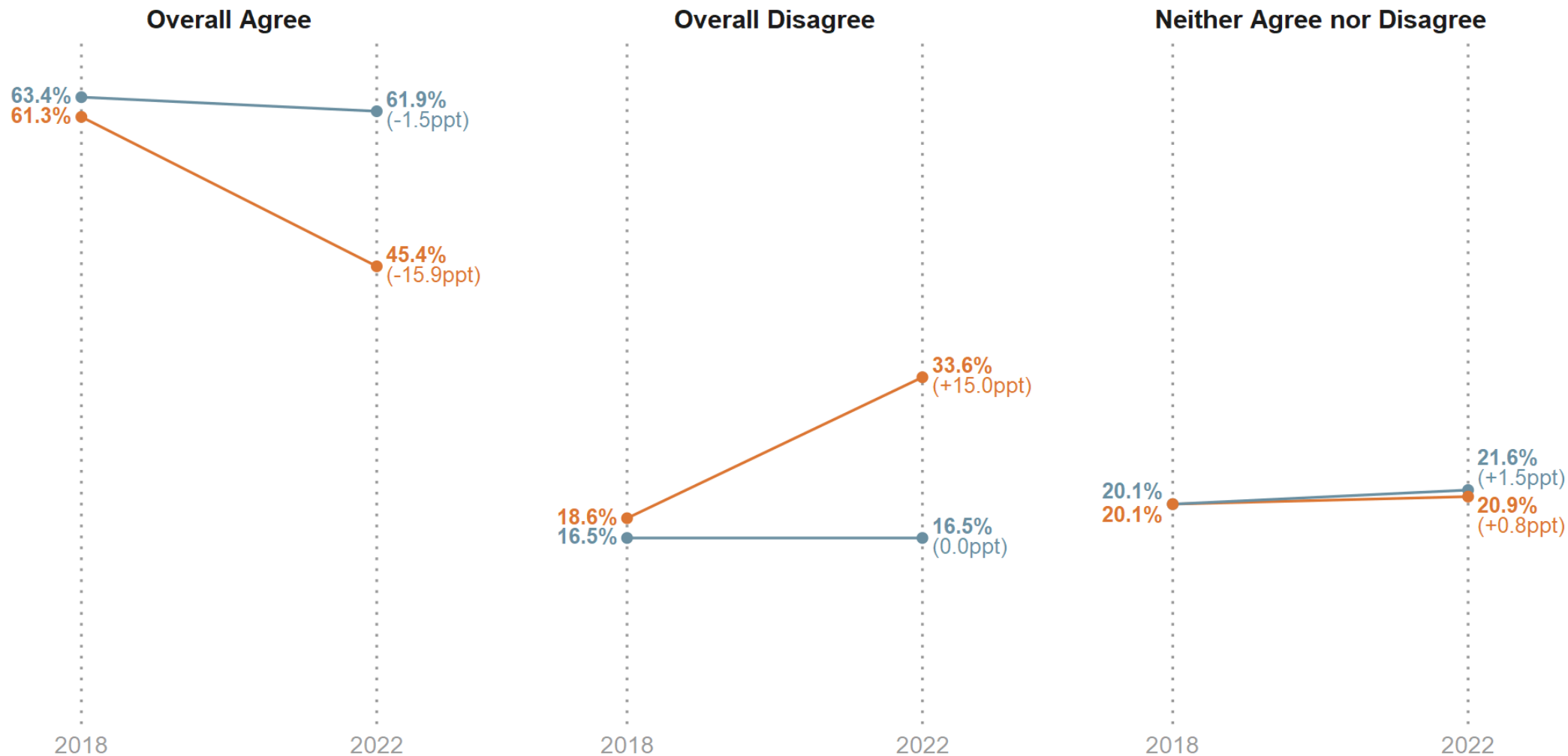
The share of **CRS** employees who believe that arbitrary actions and coercion are not tolerated has **declined sharply**, with *smaller declines* across the **entire Library**.

42. In the Library, arbitrary action, personal favoritism and/or political coercion are not tolerated.



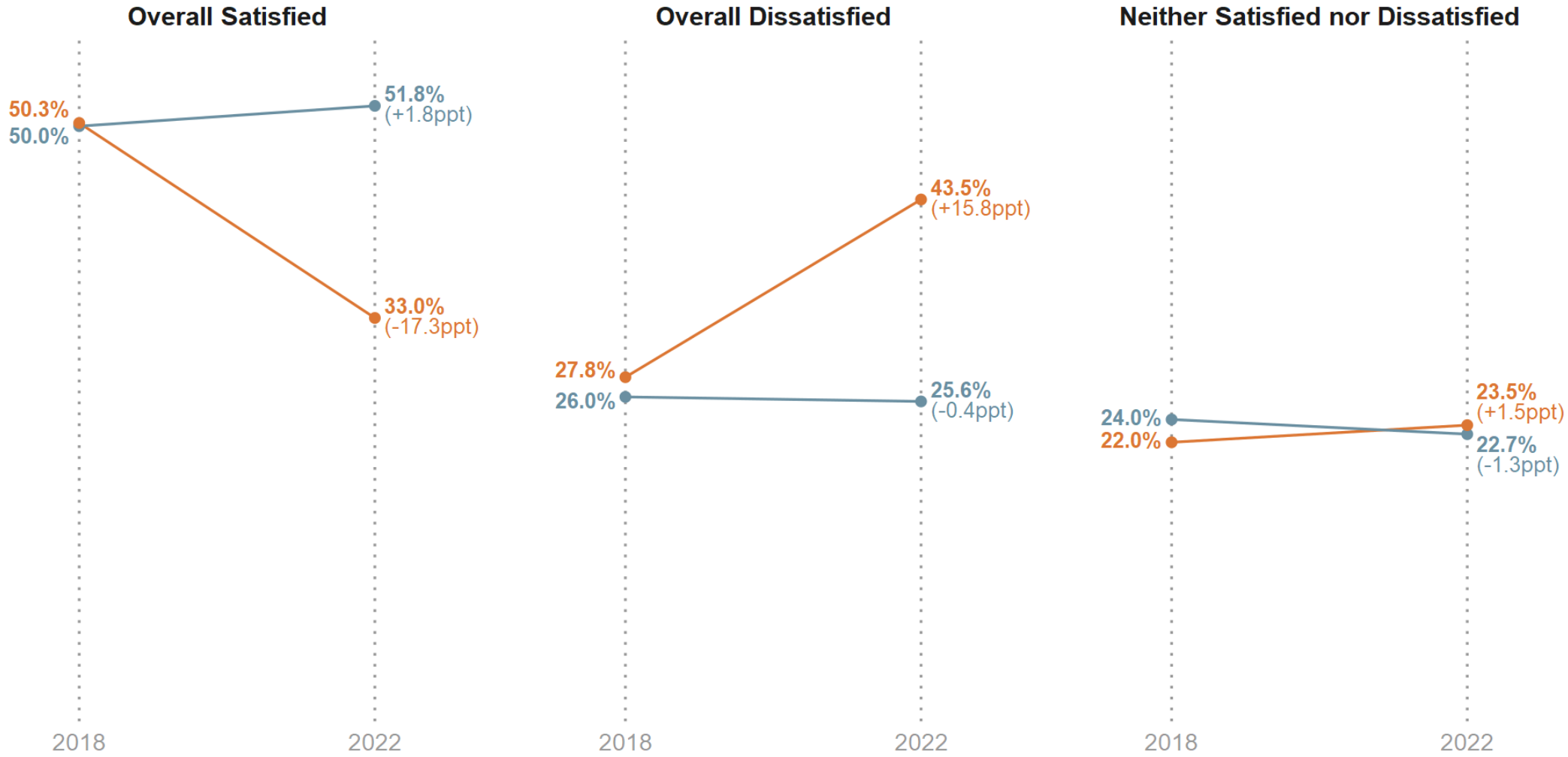
The share of **CRS** employees who believe that our senior leaders maintain high standards of honesty and integrity has **declined sharply**, compared to *slight declines* across the **entire Library**.

56. My service unit's senior leaders maintain high standards of honesty and integrity.



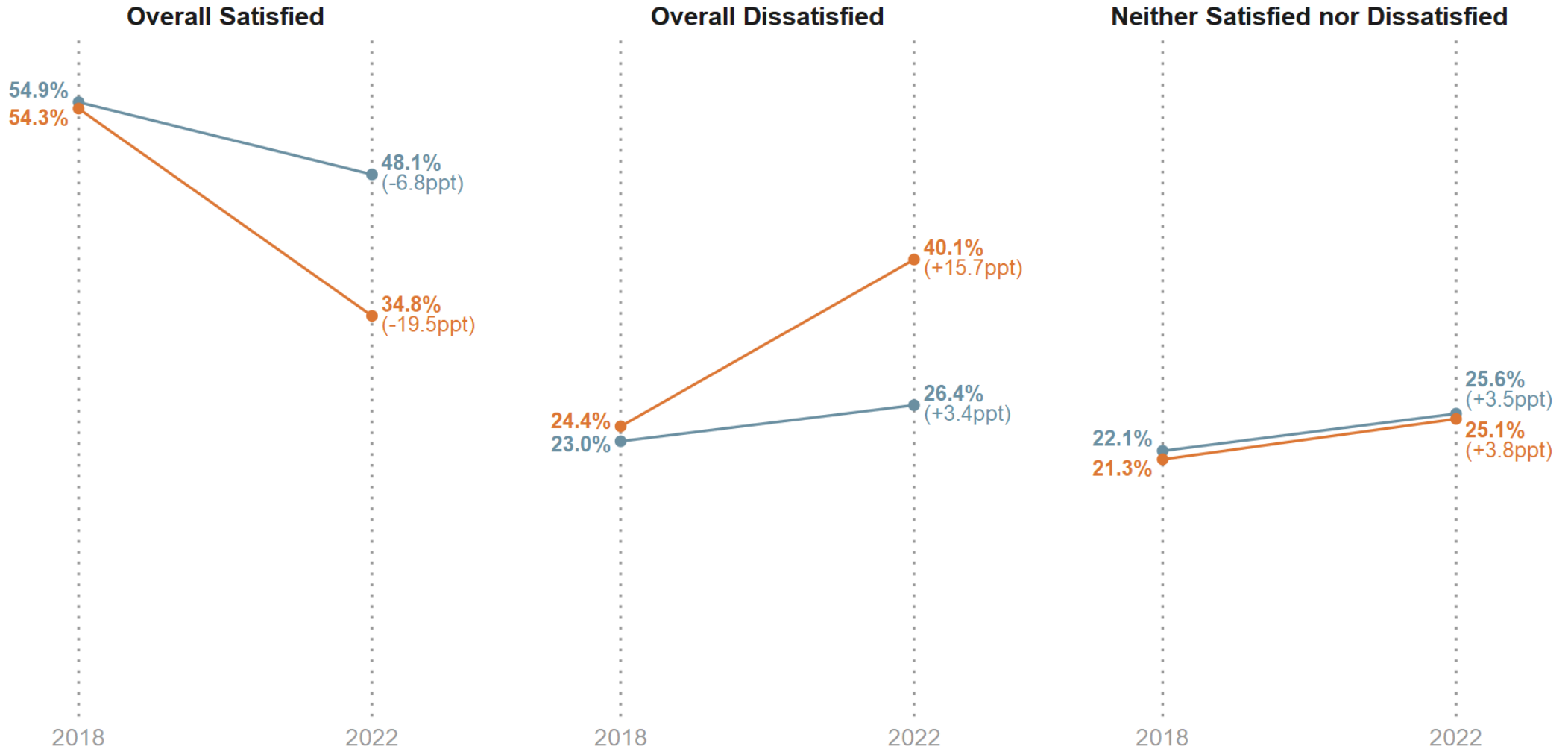
The share of **CRS** employees who are satisfied with management communication has **declined sharply**, in contrast to *slight increases* across the **entire Library**.

66. How satisfied are you with the information you receive from management on what's going on in your service unit?



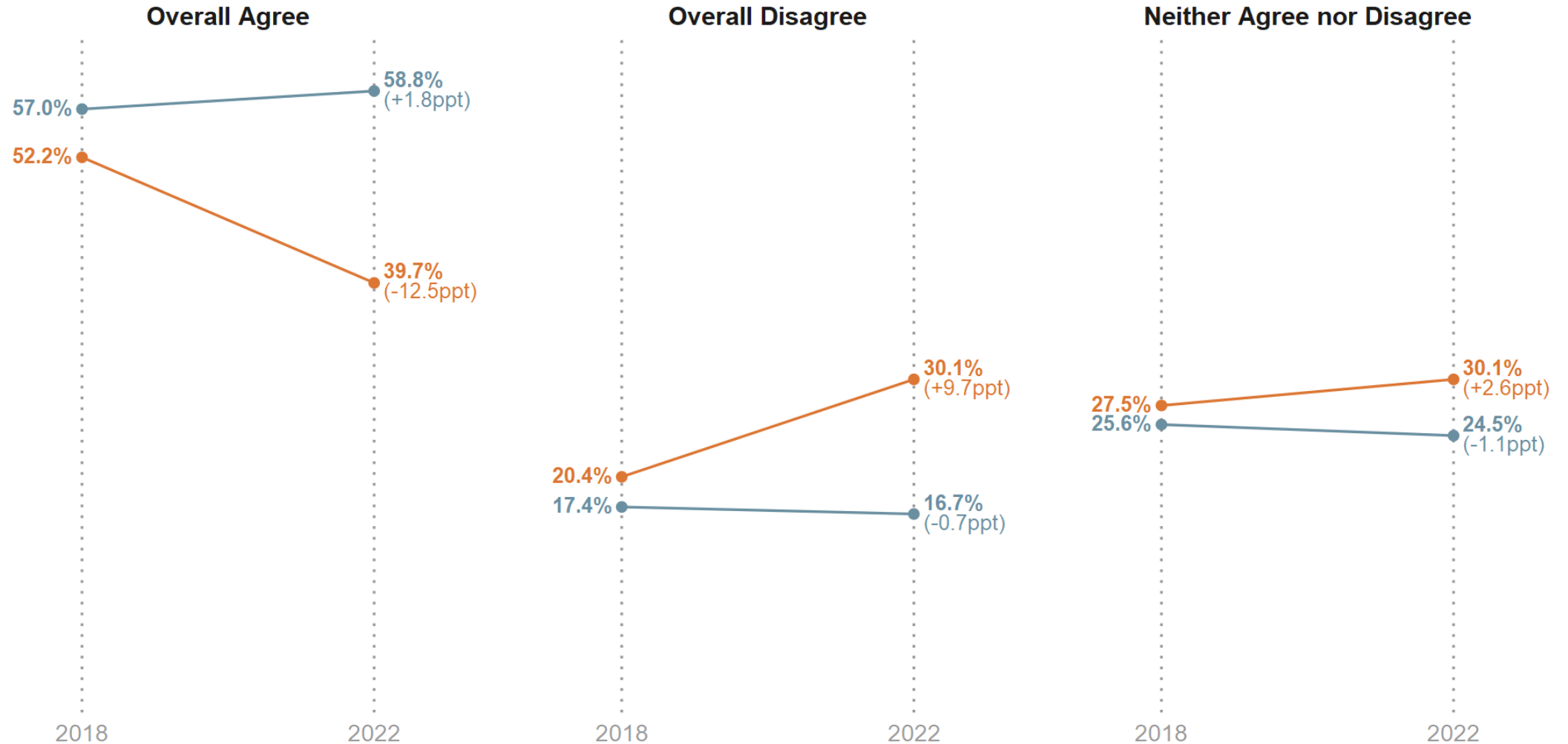
The share of **CRS** employees who feel they are involved in decisions that affect their work has **declined sharply**, compared to *smaller declines* across the **entire Library**.

65. How satisfied are you with your involvement in decisions that affect your work?



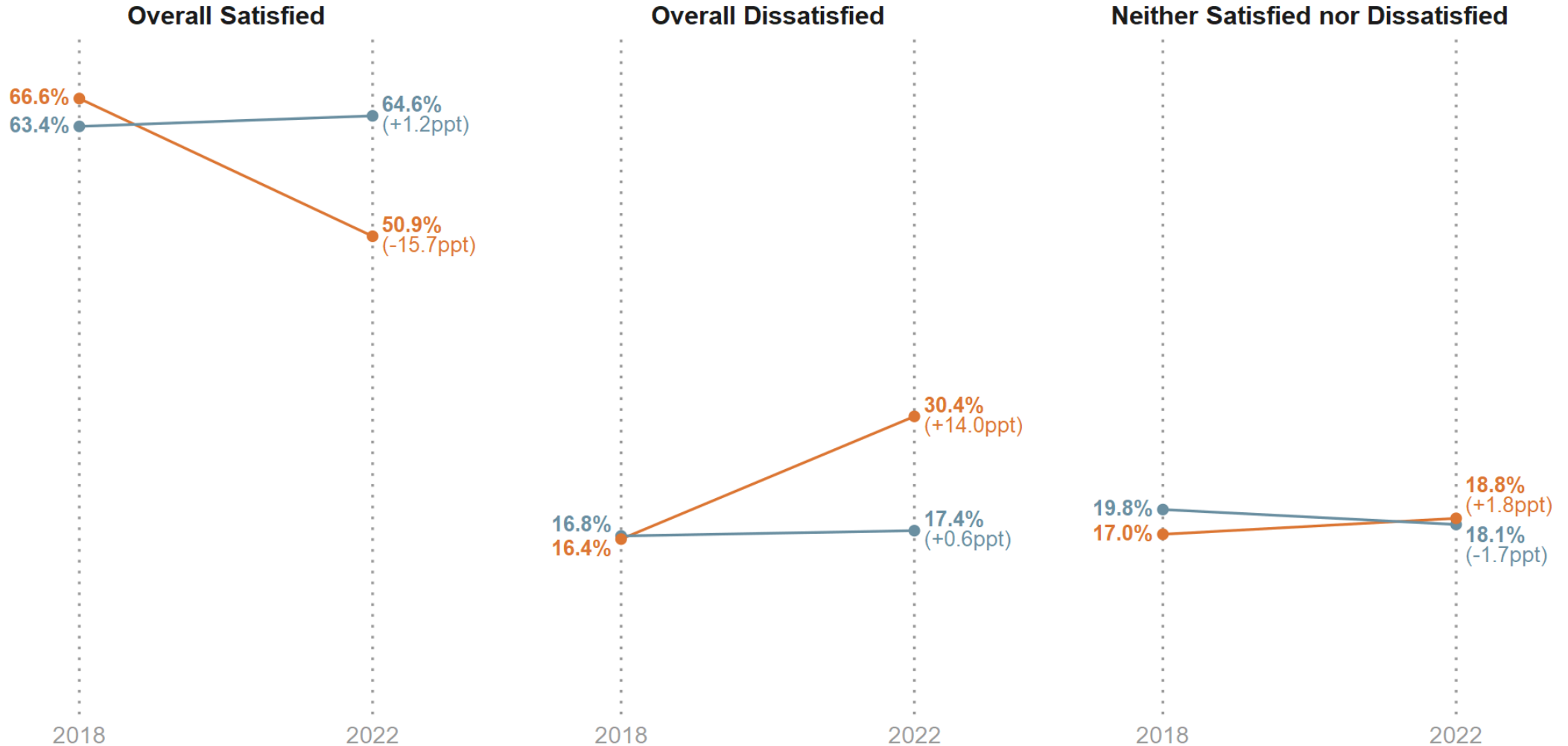
The share of **CRS** employees who respect the Library's senior leaders has seen a **significant drop**, in contrast to a *modest increase* across the **entire Library**.

60. I have a high level of respect for the Library's senior leaders.



The share of **CRS** employees who are satisfied with CRS has **declined sharply**, compared to *modest increases* in satisfaction across the **entire Library** within their respective service units.

70. Considering everything, how satisfied are you with your service unit?



The share of **CRS** employees who have confidence that the results of FEVS will be used to make our agency a better place to work has **declined sharply**, while being virtually unchanged across the **entire Library**.

44. I believe the results of this survey will be used to make the Library a better place to work.

