



# **2016 Employee Viewpoint Survey Results Summary**

**Date of Report: *August 29, 2016***



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## **SECTION 1: SURVEY OVERVIEW**

This report summarizes the results of NARA's 2016 Employee Viewpoint Survey (EVS) and complies with the U.S. Office of Personnel Management's (OPM) requirement that agencies analyze and provide a summary of their results within 120 days from the close of the survey collection period. The report is intended as an initial high-level summary of NARA's agency-wide results.

Agencies are required to administer an Annual Employee Survey to assess employee satisfaction. NARA uses the EVS to satisfy this mandate.

## **SECTION 2: HOW THE SURVEY WAS CONDUCTED**

The survey was administered by OPM from May 3, 2016 until June 14, 2016. An invitation to participate in the survey was sent by e-mail from OPM to NARA permanent staff employed as of the end of October 2015. A communication campaign, including agency-wide and office-level emails, notices and web banners, were launched to encourage staff participation and notify all employees about the survey.

The EVS is an OPM tool that identifies employee's perceptions and satisfaction about their organizations and work experiences. Employee perceptions are measured by a series of 77 survey responses across 7 key categories.

Key Categories	Influencing Factors
Work Experience	Work duties and responsibilities, workload, resources
Work Unit	Promotions, awards, performance management
Agency	Innovation, diversity, policies and practices
Supervisor	Respect, communication, support
Leadership	Motivation, integrity, communication, collaboration
Satisfaction	Training, information-sharing from management, pay, recognition, opportunities within the organization
Work/Life	Flexible work schedules, telework, employee assistance program, child and elder care programs

### **SECTION 3: DESCRIPTION OF SAMPLE**

All NARA permanent staff employed as of the end of October 2015 were invited to participate in the survey.

#### **Number of employees surveyed, number responded, and representativeness of respondents:**

Of the 2,709 permanent employees who received the survey, 1,870 responded for an overall response rate of 69.0%.

NARA's 2016 response rate is slightly lower than the 2015 rate (72.7%) by 3.7 percentage points, however the response rate continues to be greater than the government-wide rate of 45.8%.

### **SECTION 4: INTERPRETATION OF RESULTS<sup>1</sup>**

#### **Understanding Your Results**

##### **Positive Ratings**

The sum of two positive categories (i.e., Strongly Agree/Agree)

##### **Negative Ratings**

The sum of two negative categories (i.e., Strongly Disagree/Disagree)

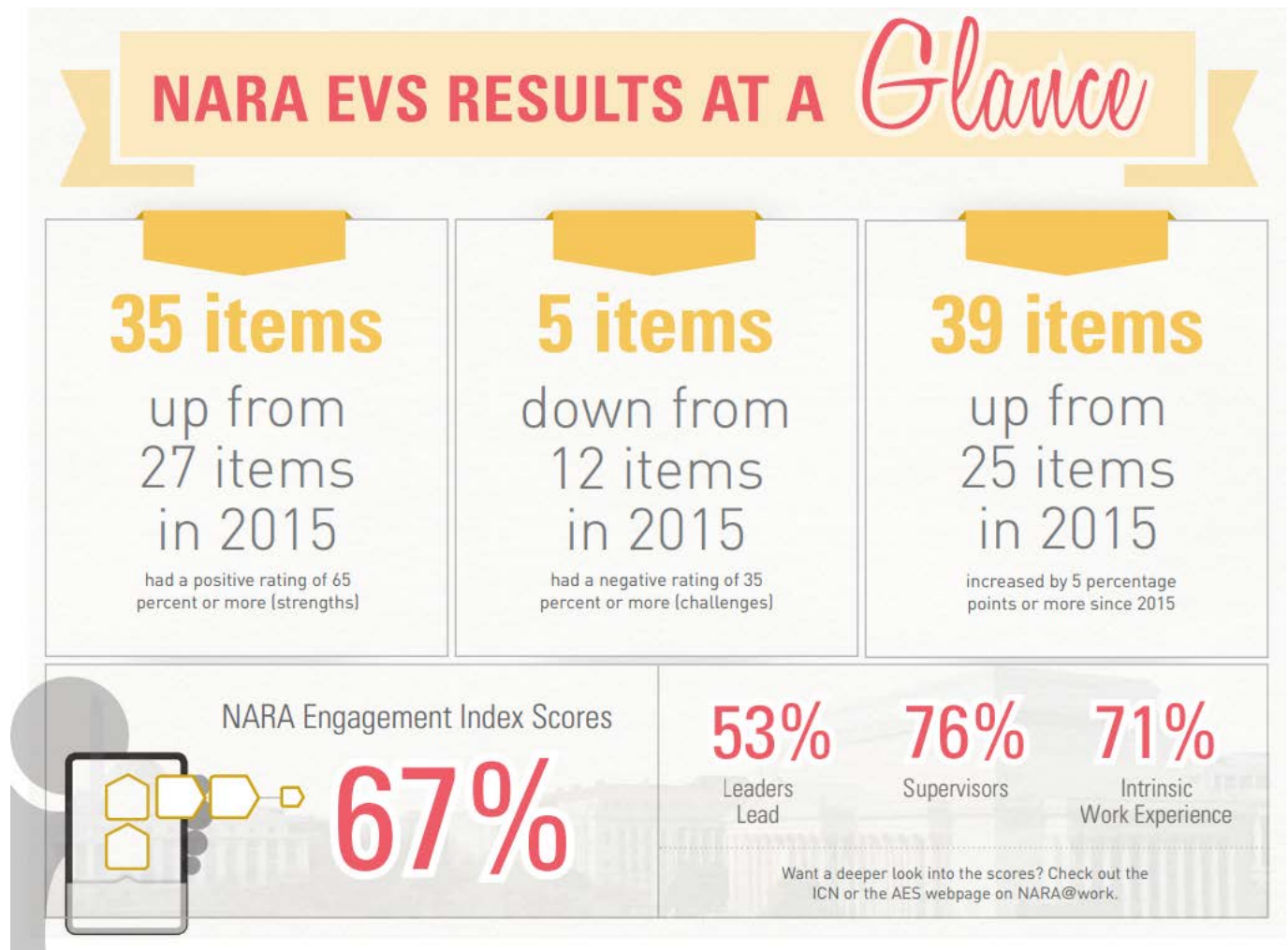
#### **Applying Rules of Thumb**

- **65% or more positive** is considered strength
- **35% or more negative** is considered a challenge
- **30% or more neutral** suggests uncertainty, presenting an opportunity for communication
- **A difference of 5 percentage points** or more is considered notable

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<sup>1</sup> Agency results have a margin of error of +/- 2%

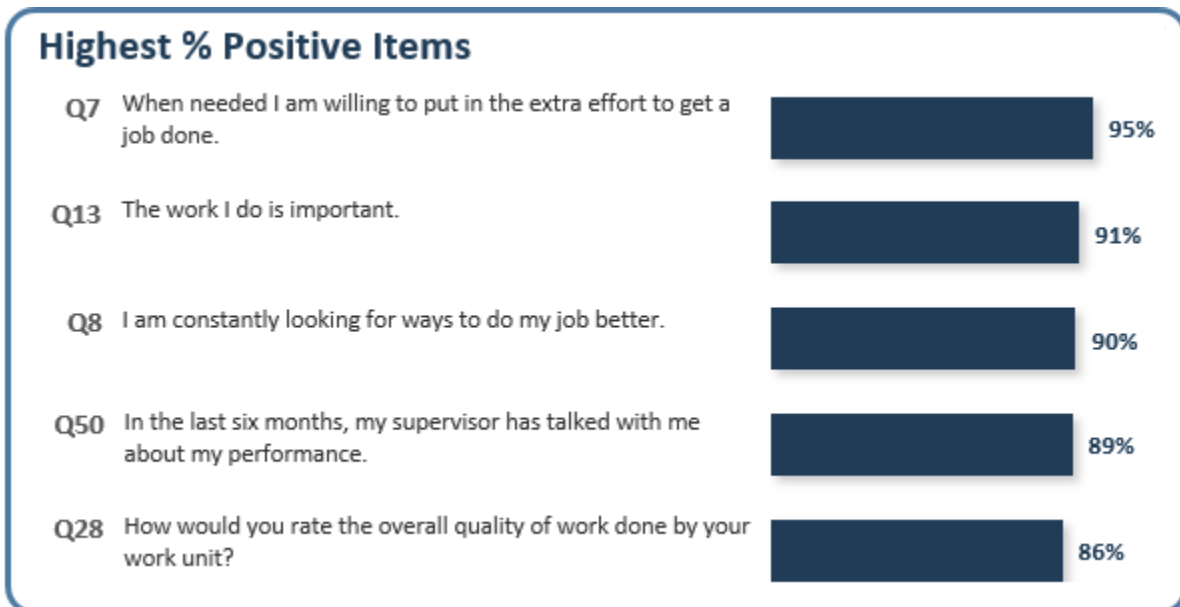
## SECTION 5: NARA RESULTS AT A GLANCE



NARA’s overall employee engagement score this year is 67 percent. We have increased this score by eight points over the past two years, and this is the first year that we have exceeded the threshold that OPM considers positive.

**Note:** Work/Life items (79-84) are excluded for these findings. OPM does not include work/life category items under significant increases or decreases because they are not based on responses from the entire population--only those that participate in those programs.

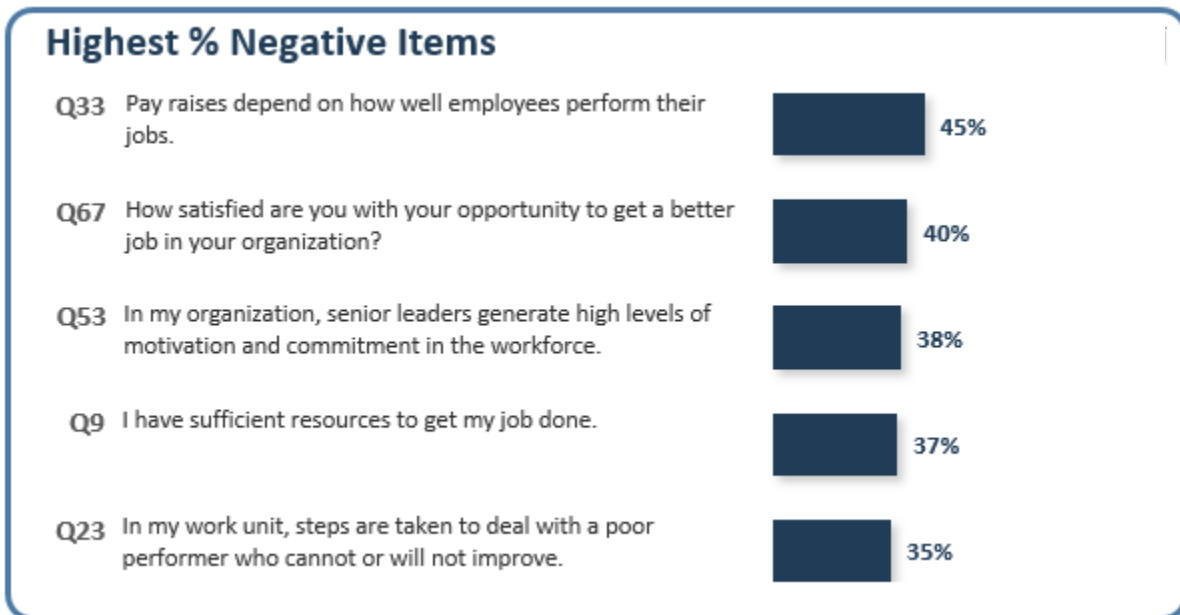
## Positive Highlights\*:



- Results indicate employees are highly dedicated. An overwhelming majority of employees—95%, said they are willing to put in the effort it takes to get the job done (increase of 1% from the 2015), and another 90% said they are constantly looking for ways to do their jobs better (increase of 2% from 2015).
- Employees have a positive outlook on the mission of the agency —91% feel the work they do is important (increase of 2% from 2015).
- Responses to survey items addressing employees’ supervisors have been consistently positive over the last few surveys. A majority of employees give their supervisors positive responses on questions focusing on the interpersonal relationship between worker and supervisor, including trust, respect and support. For example, 89% of employees appreciate the level of engagement and communications as it relates to an employee’s performance (increase of 2% from 2015).
- Employees are positive on their perceptions of teamwork and the quality of work, 86% of employees believe their work unit produces quality work (increase of 1% from 2015).

\*Positive Ratings (i.e., Strongly Agree/Agree)

## Areas for Improvement\*:



- On the other end of the spectrum, NARA still has challenges relating to pay raises, career advancement, leadership, and sufficient resources.
- 45% felt pay raises **do not** depend on how well employees performed in their job – significantly improving from 54% in 2015, while 40% of employees expressed dissatisfaction with their opportunity to get a better job in their organization – slightly improving from 46% negative ratings in 2015. 37% reported they have insufficient resources to get their job done – a significant improvement from 43% in 2015.
- Senior leaders’ scores improved significantly from 2015. 38% of respondents expressed dissatisfaction with leaders’ ability to generate motivation and commitment, an improvement from 47% in 2015. However, this score remains unacceptably low.
- The 2015 EVS results demonstrate that progress is being made. NARA will continue to focus efforts on initiatives that will significantly improve these areas and others while ensuring agency accountability and transparency to all staff.

\*Negative Ratings (i.e., Strongly Disagree/Disagree)

## Increases and Decreases:

### Increases

There are 39 areas in which NARA's positive scores increased significantly. The following chart shows the top five positive (i.e., strongly agree, agree) percentage increase.

**Table 1. Significant Increase**

#	Increases in Percent Positive (i.e., strongly agree, agree)	2016 % Positive	2015 % Positive	Difference
21	My work unit is able to recruit people with the right skills.	48.4%	37.1%	11.3%
41	I believe the results of this survey will be used to make my agency a better place to work.	48.6%	39.3%	9.3%
27	The skill level in my work unit has improved in the past year.	60.5%	51.4%	9.1%
56	Managers communicate the goals and priorities of the organization.	65.4%	56.7%	8.7%
40	I recommend my organization as a good place to work.	56.3%	47.7%	8.6%

### Decreases

None of the items decreased significantly (+ 5% or more) in NARA's positive scores which is comparable to 2015.



## SECTION 5: NARA'S OVERALL EVS PROGRESS (2013-2016)

2013-2016 EVS Progress Analysis Scores by Indices & Category		National Archives Overall							
Source	Indices or Category	2013	2014	2015	2016	Trend	Delta 2013 to 2014	Delta 2014 to 2015	Delta 2015 to 2016
NARA	Internal Communication	46%	46%	49%	56%		-1%	4%	6%
OPM	Employee Engagement: Overall	60%	60%	63%	67%		0%	4%	4%
OPM	Employee Engagement: Leaders Lead	45%	45%	47%	53%		1%	1%	7%
OPM	Employee Engagement: Supervisors	70%	69%	74%	76%		-1%	5%	2%
OPM	Employee Engagement: Intrinsic Work Experience	65%	65%	69%	71%		0%	4%	2%
OPM	HCAAF: Leadership and Knowledge Management	54%	56%	57%	63%		2%	1%	6%
OPM	HCAAF: Results-Oriented Performance Culture	48%	49%	52%	57%		1%	3%	5%
OPM	HCAAF: Talent Management	48%	49%	54%	60%		0%	6%	6%
OPM	HCAAF: Job Satisfaction	59%	59%	63%	64%		0%	3%	2%
OPM	New IQ: Overall	51%	52%	56%	61%		0%	4%	5%
OPM	New IQ: Fair	41%	42%	45%	51%		1%	3%	5%
OPM	New IQ: Open	47%	48%	53%	58%		1%	5%	5%
OPM	New IQ: Cooperative	45%	44%	49%	55%		-1%	5%	6%
OPM	New IQ: Supportive	74%	75%	79%	81%		1%	4%	2%
OPM	New IQ: Empowered	49%	49%	54%	59%		0%	5%	4%
OPM	Global Satisfaction	49%	49%	53%	57%		0%	4%	4%
PPS	Effective Leadership	48%	48%	52%	57%		-1%	4%	5%
PPS	Effective Leadership: Senior Leaders	41%	39%	42%	49%		-2%	3%	7%
PPS	Effective Leadership: Empowerment	38%	38%	42%	48%		0%	4%	6%
PPS	Effective Leadership: Fairness	51%	50%	53%	58%		0%	3%	5%
PPS	Effective Leadership: Supervisors	64%	63%	69%	72%		-1%	6%	3%
PPS	Performance-Based Rewards and Advancement	39%	39%	44%	50%		0%	5%	6%
PPS	Strategic Management	48%	51%	52%	61%		3%	1%	9%
PPS	Training and Development	49%	49%	56%	61%		0%	7%	5%
PPS	Work-Life Balance	58%	56%	59%	65%		-2%	3%	6%
PPS	Innovation	56%	56%	61%	65%		0%	4%	4%
PPS	Teamwork	59%	60%	65%	68%		2%	4%	4%
PPS	Pay	49%	49%	53%	51%		0%	3%	-2%
PPS	Employee Skills-Mission Match	73%	73%	76%	77%		0%	3%	1%
PPS	Support for Diversity	53%	54%	59%	64%		1%	5%	4%
PPS	Best Places to Work*	49%	49%	53%	59%		-1%	4%	6%
EVS Key Category	My Work Experience	66%	66%	69%	73%		0%	3%	4%
	My Work Unit	47%	49%	53%	58%		2%	3%	5%
	My Agency	47%	47%	51%	57%		0%	4%	6%
	My Supervisor	68%	68%	74%	76%		0%	5%	3%
	Leadership	47%	49%	50%	57%		2%	2%	7%
	My Satisfaction	43%	43%	47%	52%		0%	4%	5%

**Key:**

Items that are 65 percent or more positive are consider **strengths**

\*Category similar to OPM's Global Satisfaction Index. This ranking is a combined average. **Note:** PPS do not combine average but rather calculate using a proprietary weighted formula that looks at responses to three different EVS questions (Q. 40, Q. 69, & Q. 70). The more the question predicts intent to remain, the higher the weighting.

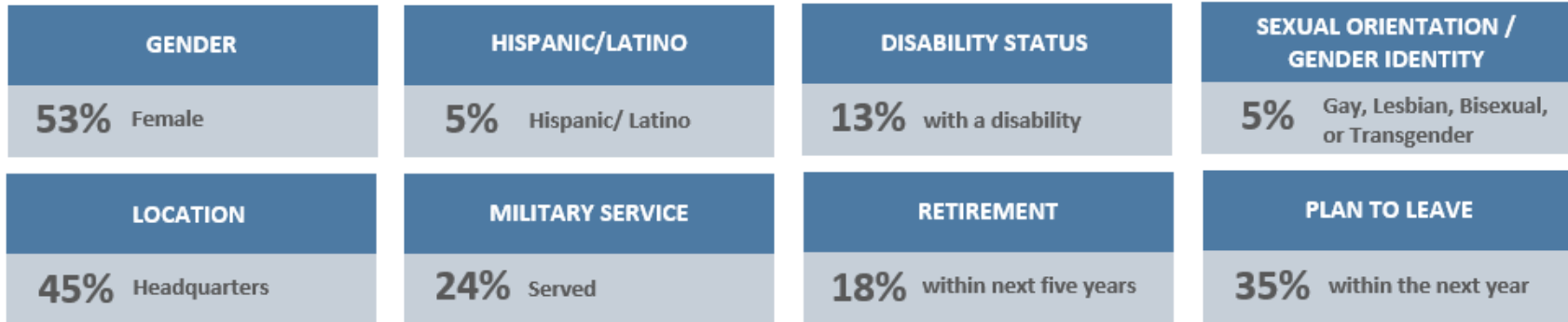
## **SECTION 6: CONCLUSION**

NARA's Management Team and Office Engagement Point of Contacts (POCs) have been briefed on the results and trends. The teams including managers and supervisors will conduct further analysis and solicit staff feedback to determine areas of concentration for FY 2017 Office Level Action Plan. NARA's managers and supervisors are accountable to create and sustain a high performing workforce that leads to improvements in the workplace culture and morale.

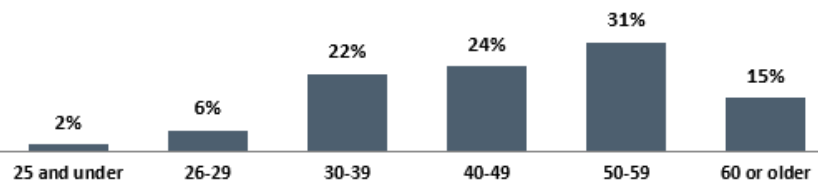
This may include implementing engagement driver actions such as:

- Engaging in constructive performance conversation
- Providing/supporting career development and training
- Supporting work/life balance
- Fostering an inclusive work environment
- Involving staff in decisions that affect their work
- Engaging staff in two-way communication

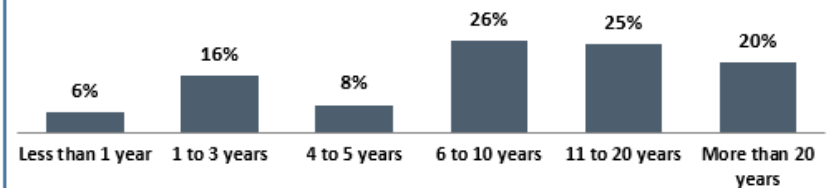
## Demographics Characteristics:



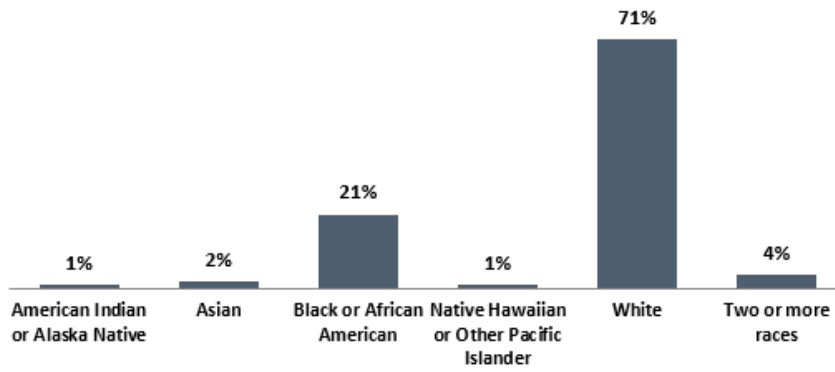
### Age Group



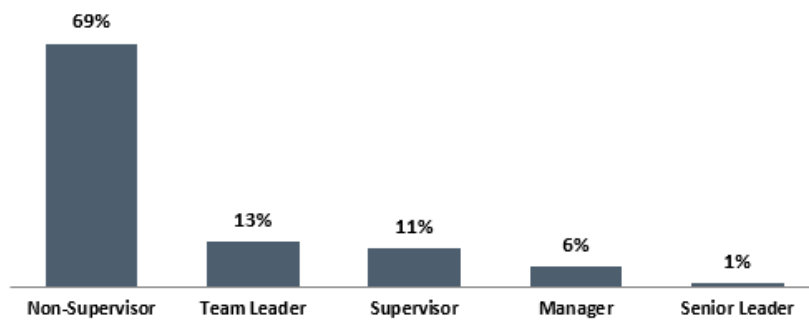
### Agency Tenure



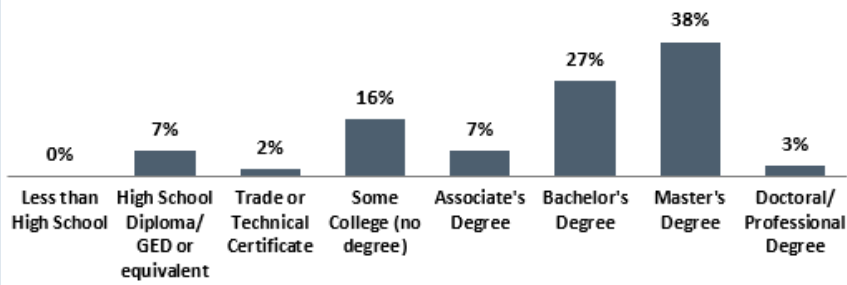
### Racial Category



### Supervisory Status



### Education



### Pay Category/Grade

