NATIONAL ARCHIVES

Office of Human Capital

'23

NARA EVS Summary Report

TABLE of Contents

SECTION 1: Suvery Overview 02

SECTION 2: How the Survey was Conducted 02

SECTION 3: Description of Sample 03

SECTION 4: Interpretation of Results 03

SECTION 5: NARA's Overall EVS Progress 04

Positive Highlights*

Areas for Improvement*

Increases and Decreases

2020-2023 NARA EVS Progress

Analysis Demographic Characteristics

SECTION 6: Conclusion 10

SECTION 1
SURVEY OVERVIEW

This report summarizes the results of NARA's 2023 Employee Viewpoint Survey (EVS) and fulfills 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 15, 2023, until July 14, 2023. The U.S. Office of Personnel Management (OPM) sent an email invitation to participate in the survey to all permanent NARA employees who were on board as of November 30, 2022. A communication campaign (including agency-wide and office-level emails and notices) were launched to encourage staff participation and notify all employees about the survey.

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
Performance Confidence	Success, collaboration, and mission of employees in their work units
DEIA	Promotion, commitment, advancement, recognition, belonging
Employee Experience	Commitment, accomplishment

SECTION 3
DESCRIPTION OF SAMPLE

All NARA permanent staff employed as of the end of November 2022 were invited to participate in the survey. Number of employees surveyed, number responded, and representativeness of respondents: Of the 2,508 permanent employees who received the survey, 1,502 responded for an overall response rate of 59.90%, an increase of 2.6 percentage points from 2022.

SECTION 4
INTERPRETATION OF RESULTS[1]

UNDERSTANDING YOUR RESULTS

Positive Ratings

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

Negative Ratings

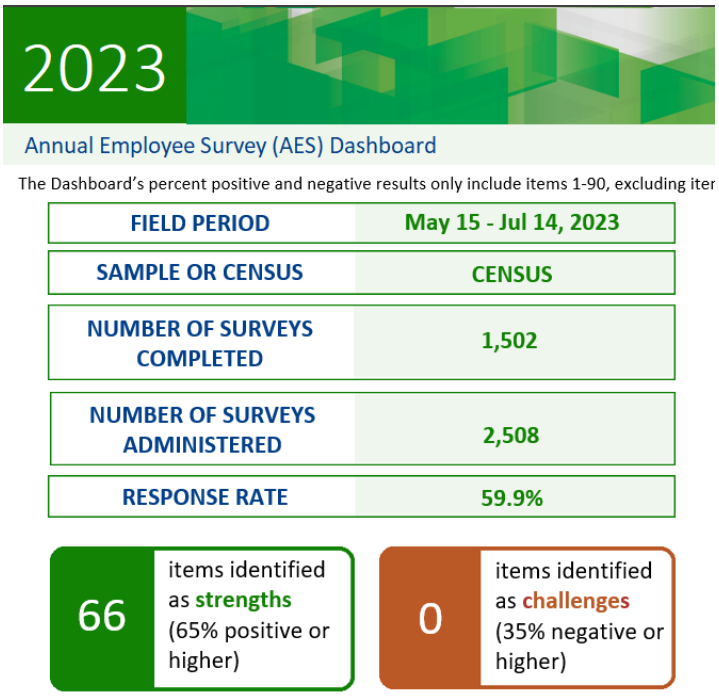
The sum of two negative categories (i.e., Strongly Disagree/Disagree)

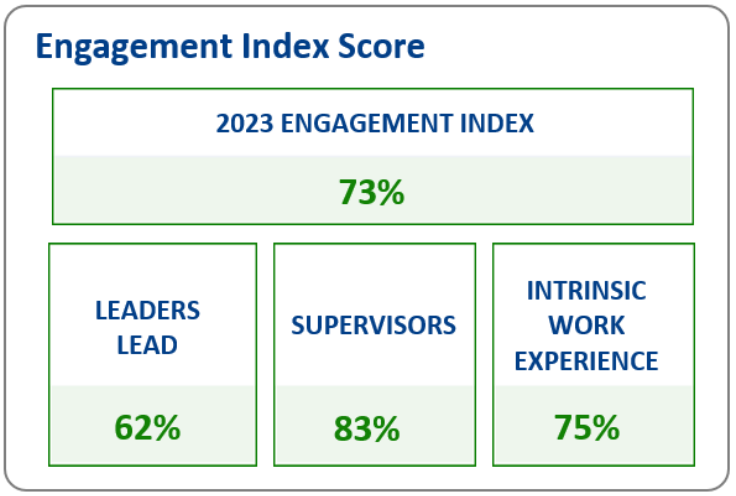
General Measures

- 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

[1] Agency results have a margin of error of +/- 2%

SECTION 5
NARA'S OVERALL EVS PROGRESS





NARA's overall 2023 employee engagement score dropped slightly to 73% from 74% in 2022. Our Global Satisfaction Index remained the same from 2022 to 2023 at 64%. The Performance Confidence Index,increased slightly by one percent (89 percent in 2023 versus 88 percent in 2022). This information will be used in combination with other data gathering processes to develop key action steps toward a more effective workplace culture for all NARA employees.

NARA had 63 "strength" items, characterized by a 65 percent or higher positive response rate compared to zero "challenge" items, characterized by a 35 percent or higher negative response rate. NARA had 30 items that showed improvement and 43 items that declined from 2022.

Employee Experience Results

The 2023 EVS included a new Employee Experience Index. Results show that employees felt:

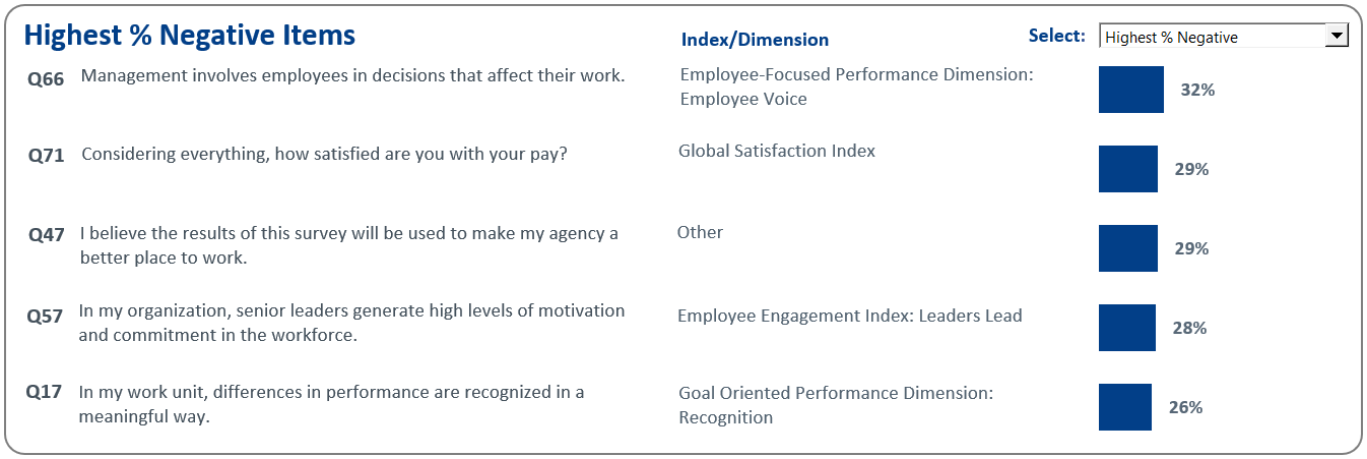
- their work gives them a sense of accomplishment,
- they feel a strong personal attachment to the organization,
- they identify with the mission of the organization, and
- it is important that their work contributes to the common good.

POSITIVE HIGHLIGHTS*

- The pride that NARA employees consistently hold in the mission of the agency is evidenced by the importance that respondents placed on the contribution of their work to the overall good of the agency (92%) and the perception that employees in their work units contribute positively to the overall performance of the agency (91%).
- Customer satisfaction continues to be perceived as a strength, as employees reported that staff members in their work units meet the needs of customers (91%). Note: The 2022 EVS resulted in the same strong percentage on this item.

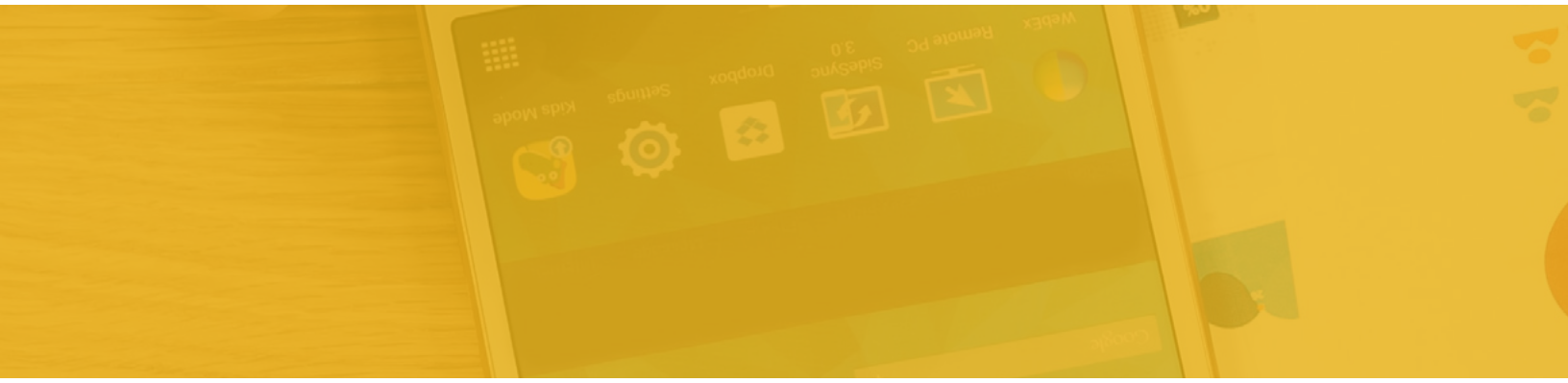
* Positive ratings (i.e., Strongly Agree/Agree)

AREAS FOR IMPROVEMENT*



- Since 2016, employees have continued to express that the results generated from the EVS will not have an impact on making NARA a better place to work. This trend continued in the 2023 results, as employees reported a negative result in response to this item at 16%. This item decreased in negativity by 13 percentage points from 2022.
- Employees continued to report a lack of satisfaction in the degree to which management involves them in work-related decisions (16%). However, this result compares to a 30% negativity rating in 2022.
- Employees continue to report dissatisfaction with the extent to which senior leaders generate high levels of motivation and commitment in the workforce (14% negativity rating). However, this item decreased in negativity by 13 percentage points in comparison to the 2022 EVS administration.

* Negative ratings (i.e., Strongly Disagree/Disagree)



INCREASES AND DECREASES

Increases

The following chart depicts the two increases in comparison to the last three EVS administrations.

Chart 1. Largest Increases From 2022

The Dashboard's trending results only include items 1-12, 15, 17-38, and 42-90.

Select: Largest Increases since 2022

Largest Increases in Percent Positive since 2022

30 items increased since 2022

		Index/Dimension	2020	2021	2022	2023	Percentage Point Change
Q34	Employees in my work unit support my need to balance my work and personal responsibilities.	Employee-Focused Performance Dimension: Work-Life Support	--	--	77%	81%	+4
Q46	I recommend my organization as a good place to work.	Global Satisfaction Index	67%	68%	64%	67%	+3
Q25	I can influence decisions in my work unit.	Employee-Focused Performance Dimension: Employee Voice	--	--	67%	70%	+3
Q89	I identify with the mission of my organization.	Employee Experience Index	--	--	79%	81%	+2
Q27	My work unit commits resources to develop new ideas (e.g., budget, staff, time, expert support).	Agile Performance Dimension: Innovation	--	--	56%	58%	+2

Decreases

The following chart depicts the top five largest decreases of the 34 items that saw some decrease.

Chart 2. Largest Decreases From 2022

Select: Largest Decreases since 2022

Largest Decreases in Percent Positive since 2022

43 items decreased since 2022

		Index/Dimension	2020	2021	2022	2023	Percentage Point Change
Q5	My workload is reasonable.	Employee-Focused Performance Dimension: Work-Life Support	72%	70%	66%	62%	-4
Q84	My organization responds to my accessibility needs in a timely manner.	DEIA Index: Accessibility	--	--	73%	69%	-4
Q44	My organization has prepared me for potential cybersecurity threats.	Employee-Focused Performance Dimension: Employee Welfare	--	--	89%	85%	-4
Q4	I know what is expected of me on the job.	Employee Engagement Index: Intrinsic Work Experience	85%	86%	85%	82%	-3
Q42	My organization effectively adapts to changing government priorities.	Agile Performance Dimension: Resilience	--	--	70%	67%	-3

2023 NARA EVS EXTRA RESULTS - POOR PERFORMERS / TELEWORK

Item #	Section	Item	Response 1	Response 2	Response 3	Response 4	Response 5	Response 6	Response 7	Response 8	Response 9
Item #	**Poor Performers**	**Item**	**Remain In Work Unit And Improve Over Time**	**Remain In Work Unit And Underperform**	**Leave Work Unit - Removed or Transferred**	**Leave Work Unit - Quit**	**No Poor Performers In Work Unit**	**Do Not Know**			
15	**Poor Performers**	In my work unit poor performers usually (select all that apply):	19%	31%	7%	7%	25%	24%			
Item #	**Telework Section**	**Item**	**Approved Remote Work Agreement**	**Telework - 3 or More Days Per Week**	**Telework - 1-2 Days Per Week**	**Telework - Only 1-2 Days Per Month**	**Telework - Very Infrequently**	**Do Not Telework - Must Be Physically Present**	**Do Not Telework - Technical Issues**	**Do Not Telework - Not Approved**	**Do Not Telework - Choose Not To**
91	**Telework**	Please select the response that BEST describes your current remote work or teleworking schedule.	19%	18%	20%	5%	13%	13%	2%	4%	6%
Item #	**Telework Section**	**Item**	**Approved Live Outside the Area**	**Approved Live Within the Area**							
91a	**Telework**	What is your current remote work status? (Note: Only those who answered "I have an approved remote work agreement" to Question 91 received	10%	90%							

2020-2023 NARA EVS PROGRESS ANALYSIS

2020 - 2023 EVS Progress Analysis *Scores by Indices & Category*		**NARA - National Archives And Records Administration**								**NARA-Wide**	**Medium**	**Gov - Wide**
Source	**Indices or Category**	**2020**	**2021**	**2022**	**2023**	**Trends**	**Delta 2020 to 2021**	**Delta 2021 to 2022**	**2022 to 2023**	**2023 Positive %**	**2023 Positive %**	**2023 Positive %**
EVS	Official Participation Rate	**62.4%**	**51.7%**	**57.3%**	**59.9%**		-10.7%	5.6%	**2.6%**	**59.9%**	**64.7%**	**38.9%**
OPM	Employee Engagement: Overall	**76%**	**77%**	**74%**	**73%**		1%	-3%	-1%	**73%**	**76%**	**72%**
OPM	Employee Engagement: Leaders Lead	**65%**	**66%**	**63%**	**62%**		1%	-3%	-1%	**62%**	**67%**	**61%**
OPM	Employee Engagement: Supervisors	**85%**	**86%**	**83%**	**83%**		1%	-3%	0%	**83%**	**85%**	**80%**
OPM	Employee Engagement: Intrinsic Work Experience	**79%**	**78%**	**77%**	**75%**		-1%	-1%	-2%	**75%**	**77%**	**74%**
OPM	Global Satisfaction	**69%**	**68%**	**64%**	**64%**		-1%	-4%	0%	**64%**	**70%**	**64%**
OPM	Performance Confidence		**89%**	**88%**	**89%**			-1%	1%	**89%**	**89%**	**84%**
OPM	Diversity, Equity, Inclusion, and Accessibility (DEIA): Overall			**73%**	**72%**				-1%	**72%**	**76%**	**71%**
OPM	DEIA: Diversity			**73%**	**71%**				-2%	**71%**	**77%**	**71%**
OPM	DEIA: Equity			**70%**	**69%**				-1%	**69%**	**71%**	**67%**
OPM	DEIA: Inclusion			**76%**	**76%**				0%	**76%**	**80%**	**76%**
OPM	DEIA: Accessibility			**74%**	**71%**				-3%	**71%**	**74%**	**69%**
OPM	Employee Experience				**75%**					**75%**	**78%**	**73%**

New index from OPM for 2023

Key:

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

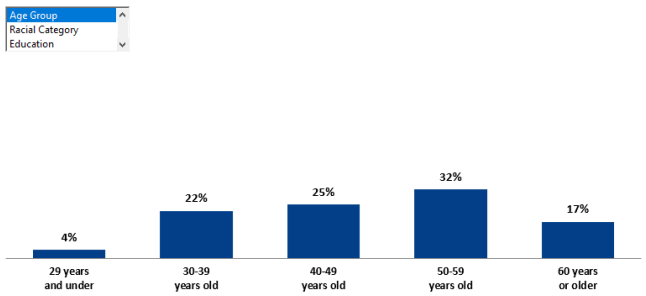
2023 NARA AES ANALYSIS - DEMOGRAPHICS

Annual Employee Survey (AES) Dashboard — National Archives and Records Administration

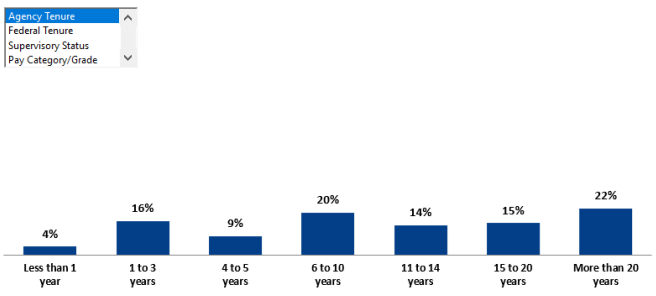
GENDER	HISPANIC, LATINO, OR SPANISH	LOCATION
52% Female	5% Hispanic, Latino, or Spanish	40% Headquarters

MILITARY SERVICE	RETIREMENT	PLAN TO LEAVE
21% Served	23% within the next five years	28% within the next year

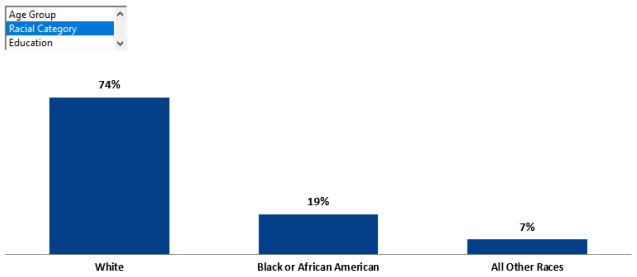
Age Group



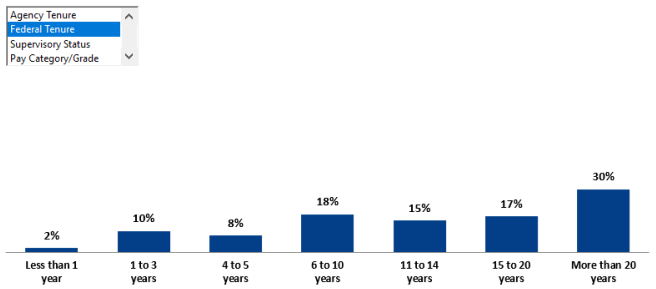
Agency Tenure



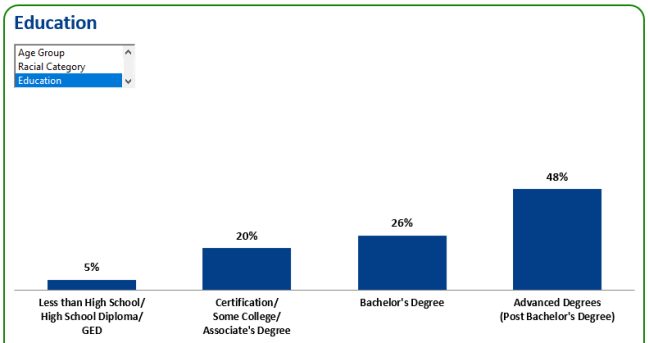
Racial Category



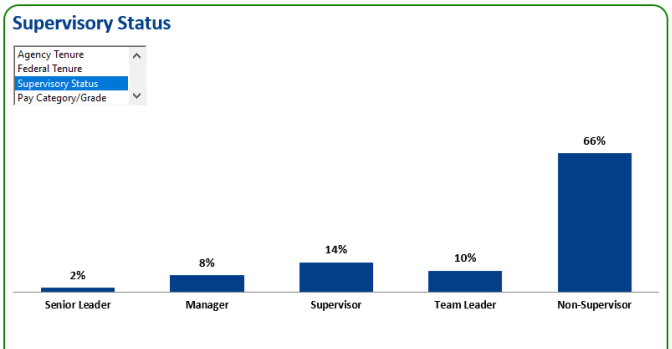
Federal Government Tenure



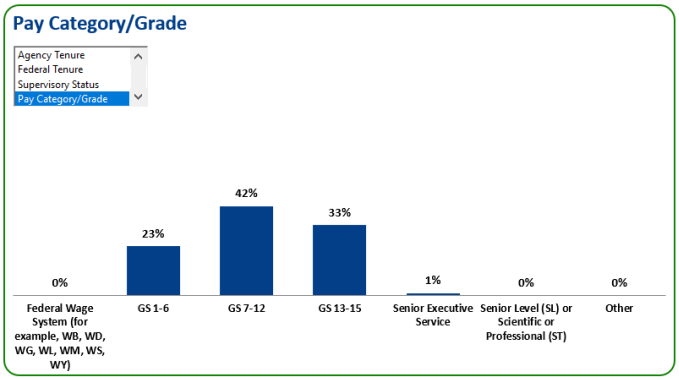
Education



Supervisory Status



Pay Category/Grade



SECTION 6
CONCLUSION

NARA's Management Team and Workplace Culture Point of Contacts have been briefed on the results and trends. Workplace Culture teams, including office executives, managers and supervisors, and office contacts have conducted further analysis and solicited staff feedback to determine areas of concentration for FY 2024 Office Level Action Planning. NARA's top level leadership, managers and supervisors, and office contacts are committed to the development of action plans that reflect employee experience and prioritized needs. The goal is to conduct an action planning process that leads to improvements in the workplace culture and morale. The office contacts have been encouraged to consider several areas of potential focus.

Focus points may include, but are not limited to, implementing engagement driver actions such as:

- Engaging in constructive performance conversations
- Providing/supporting career development and training
- Supporting work/life balance
- Involving staff in decisions that affect their work
- Establishing a work environment based on civil actions and communication
- The prioritization of employee health and safety

NARA EVS RESULTS Summary 2023

2023 Employee Viewpoint Survey Results
Summary November, 2023