



Office of
Human Capital



'20

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 NARA EVS COVID-19 Results	
2017-2020 NARA EVS Progress Analysis	
Demographic Characteristics	
SECTION 6: Conclusion	11

SECTION 1

SURVEY OVERVIEW

This report summarizes the results of NARA’s 2020 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 (**November 5, 2020**). 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 September 21, 2020 until November 6, 2020. 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 October 31, 2019. 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.

In an effort to be responsive to leadership and employee needs, OPM decided to refocus the 2020 EVS to include a comprehensive section addressing the potential challenges and changes employees continue to face as a result of the COVID-19 pandemic. The 2020 EVS was slightly reduced, while still maintaining important items covering the Annual Employee Survey regulation requirement. Employee perceptions were measured by a series of 38 survey responses across 7 key categories and 30 survey responses regarding COVID-19.

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
COVID-19	INFLUENCING FACTORS
Background	On-site work, leave usage, alternate work schedules
Telework	Telework schedule; before, during, as of the survey
Employee Supports	Wellbeing, organizational support, leadership support
Work Effects	Work duties and responsibilities, workload, success; before and during COVID-19

SECTION 3

DESCRIPTION OF SAMPLE

All NARA permanent staff employed as of the end of October 2019 were invited to participate in the survey.

Number of employees surveyed, number responded, and representativeness of respondents: Of the 2,395 permanent employees who received the survey, 1,494 responded for an overall response rate of 62.4%.

NARA's 2020 response rate is lower than the 2019 rate (65.0%) by 2.6 percentage points. NARA's response rate continues to be greater than the government-wide rate of 44.4%.

SECTION 4

INTERPRETATION OF RESULTS¹

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

2020
SURVEY
RESULTS

NARA EVS RESULTS *at a glance*

29
ITEMS

of 37 had positive ratings of **65%** or more

37 of 71 items were rated **65%** or higher in 2019 [Strengths]

00
ITEMS

had negative ratings of **35%** or more

7 of 71 items had negative ratings of **35%** or higher in 2019 [Challenges]

36
ITEMS

of 37 increased ratings of **5%** or more.

In the 2019 results, **0** items had increased by **5%** or more.

76% Employee Engagement
INDEX SCORES



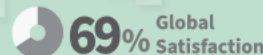
Leaders Lead



Supervisors



Work Experience



Global Satisfaction



Staff felt supported by Senior Leaders during COVID-19

WANT A DEEPER LOOK INTO THE SCORES? CHECK OUT THE ICN OR THE AES WEBPAGE ON NARA@WORK

NARA's overall employee engagement score improved to 76 percent compared, an increase of 9 percentage points over last year. This score continues to exceed the threshold that OPM considers positive.

NARA had 29 "strength" items (of 37 total items), characterized by a 65 percent or higher positive response rate compared to zero "challenge" items, characterized a 35 percent or higher negative response rate.

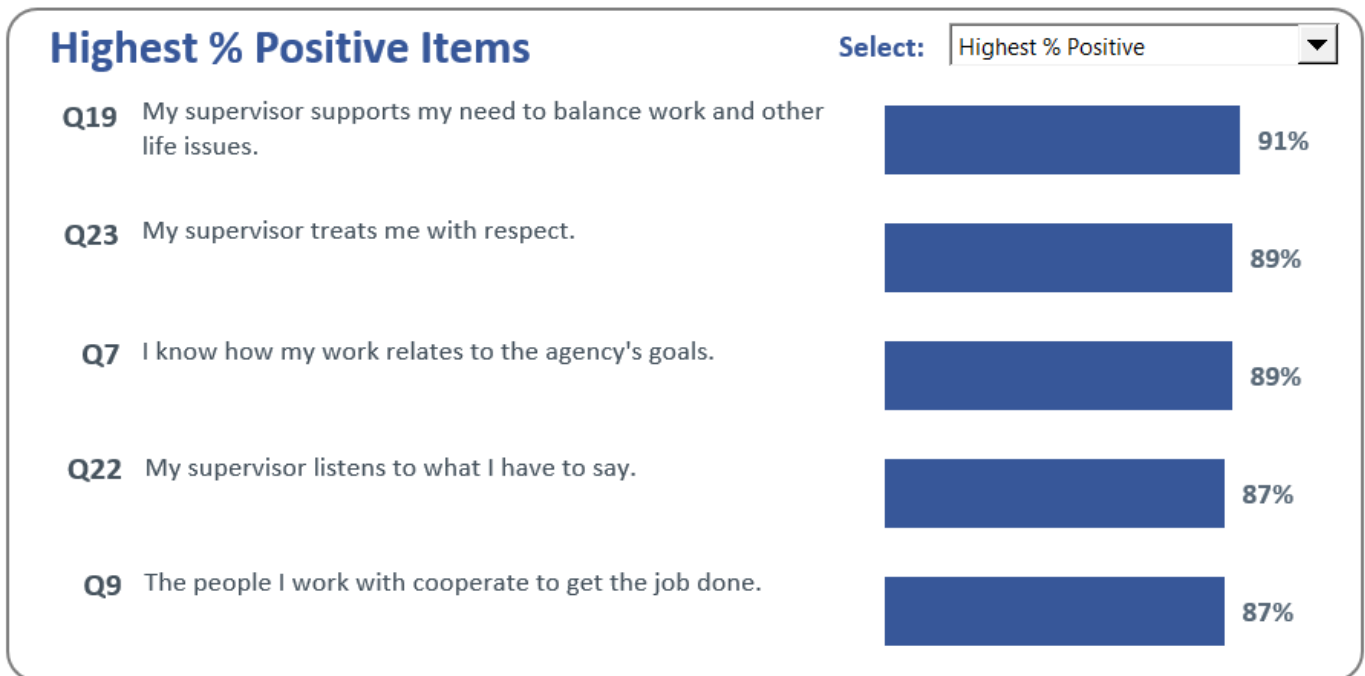
COVID-19 Pandemic Results

The 2020 EVS included a substantial section on the COVID-19 pandemic. Survey results reflect a high degree of satisfaction with NARA's response to the pandemic, protecting employee's health and safety, supporting the accomplishment of work objectives, and supporting the balance between work and life responsibilities.

NOTE: Due to the COVID-19 pandemic, OPM slightly reduced the EVS, while still maintaining important items covering the Annual Employee Survey regulation requirement. This lowered the total items measured from 71 to 37.

Questions pertaining to Performance (11), Telework (58), Worklife Wellness (60-64), and COVID-19 (39-57;65-68) are excluded from these findings. OPM does not include these questions under significant increases or decreases because they do not fall under a scaled response (Likert scale) or are not based on responses from the entire population—only those that participate in those programs.

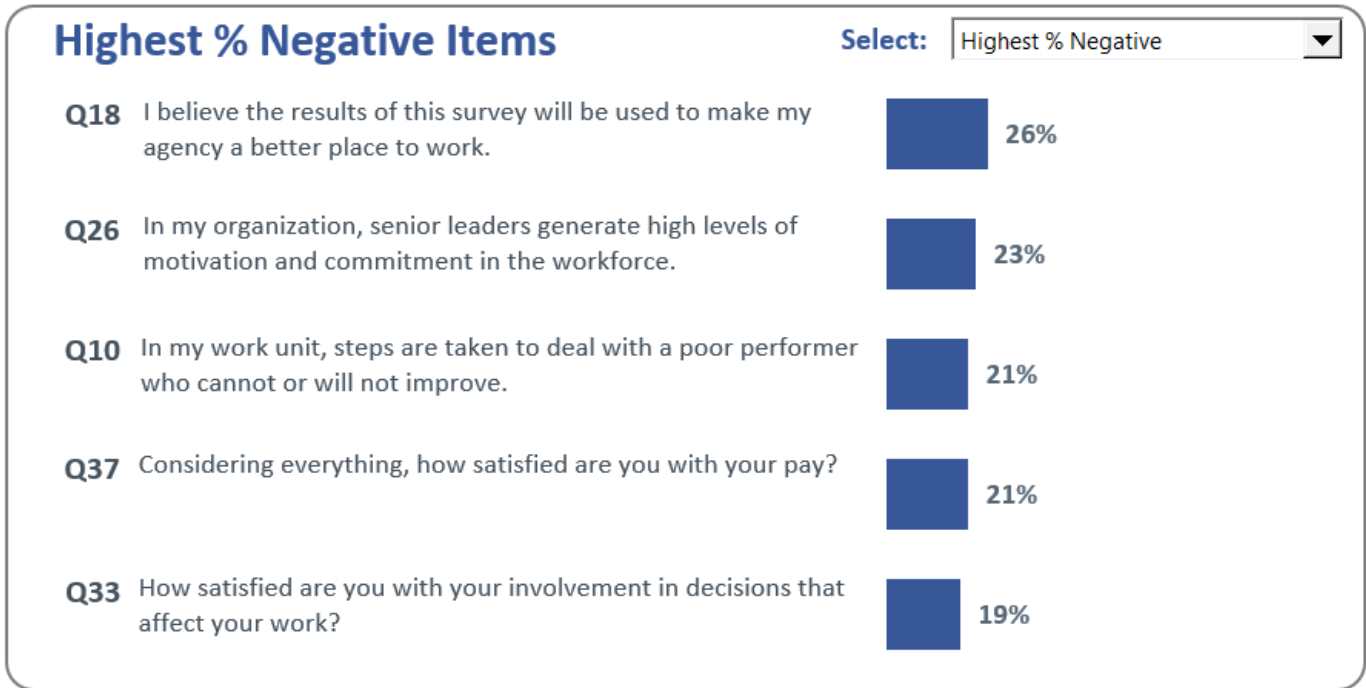
POSITIVE HIGHLIGHTS*



- Supervision continues to be recognized by employees as a positive trait of NARA. Of the 7 items regarding immediate supervisor, 5 crossed the strength threshold of 85% (increase from 2 items in 2019). Employees recognize their supervisor supports their need to balance work and life (91%, increase of 6% from 2019), treats employees with respect (89%, consistent since 2017), and listen to what employees have to say (87%, increase of 6% from 2019).
- Results indicated employees staff were increasingly more satisfied overall with their job (75%, increase of 10% from 2019), feel the agency is more successful at its mission (79%, increase of 14% from 2019), and have an increased feeling of personal accomplishment (81%, increase of 7% from 2019).
- The largest positive increase was 18 percentage points in staff feeling that a difference in performance are recognized in a meaningful way (61%).

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

AREAS FOR IMPROVEMENT*



- While no significant decreases (5 or more percentage points) were present, no items had a negative rating greater than 35%, and all questions showed an improvement, some were by smaller degrees than others.
- 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 was the highest negative item at 26% - although this decreased by 13 percentage points from 2019.
- Although improving by 5 percentage points from 2019, employees still feel overall unsatisfied with the job performed by the manager directly above their immediate supervisor (11%).

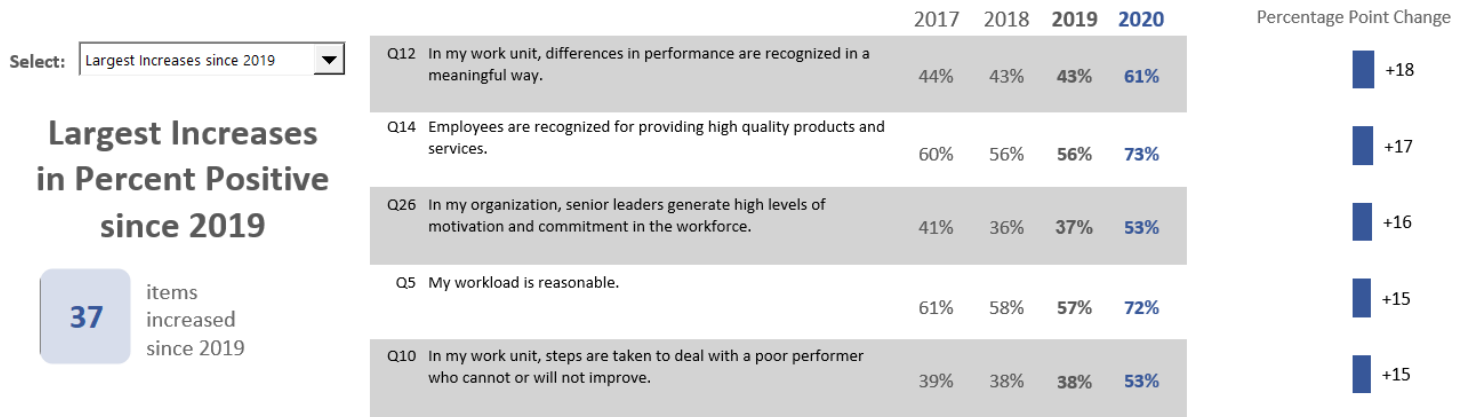
* Negative ratings (i.e., Strongly Disagree/Disagree)

INCREASES AND DECREASES

● Increases

All but one of NARA's positive scores saw a significant increase (5 or more percentage points) compared to zero from 2019. The following chart depicts the top five largest increases of the 37 items that saw some increase.

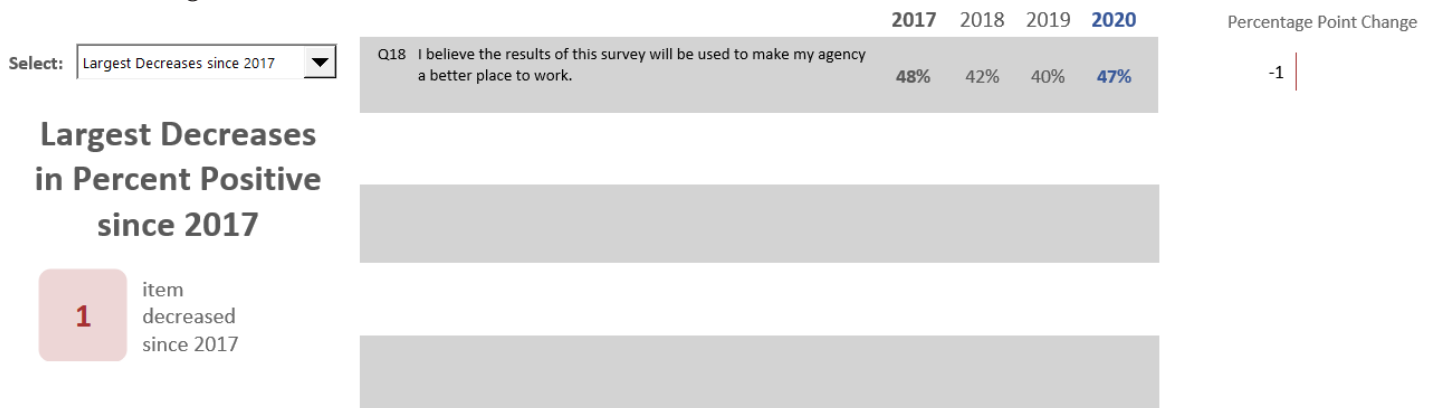
Chart 1. Largest Increases From 2019



● Decreases

None of NARA's positive scores saw a significant decrease (5 or more percentage points) from 2019. While no items saw a decline from 2019 or 2018, one item saw a decrease since 2017.

Chart 2. Largest Decreases From 2017



2020 NARA EVS COVID-19 RESULTS - BACKGROUND

Item #	COVID-19 Section	Item	100%	75-99%	50-74%	25-49%	1-24%	Not Been Physically		
Q39	Background	During the COVID-19 pandemic, on average what percentage of your work time have you been physically present at your agency?	3%	2%	3%	11%	28%	54%		
Item #	COVID-19 Section	Item	Emergency Paid Sick Leave	Annual Leave	Sick Leave	Weather and Safety Leave	Administrative Leave	Other Paid Leave	Unpaid Leave	Not Used
Q41	Background	What type(s) of leave have you used because of the pandemic? (Mark all that apply)	3%	44%	30%	36%	69%	16%	1%	17%
Item #	COVID-19 Section	Item	100%	75-99%	50-74%	25-49%	1-24%			
Q41A	Background	During the COVID-19 pandemic, what percentage of your total work time have you used leave because of the pandemic?	3%	5%	7%	7%	79%			
Item #	COVID-19 Section	Item	Began AWS	Ended AWS	No Change					
Q42	Background	How have you changed your participation in alternative work schedules (AWS) because of the COVID-19 pandemic? Examples of	20%	3%	77%					

2020 NARA EVS COVID-19 RESULTS - TELEWORK

Item #	COVID-19 Section	Item	Telework - 3-4 Days Per Week	Telework - 1-2 Days Per Week	Telework - Only 1-2 Days Per Week	Telework - Very Infrequently	Do Not Telework - Must Be	Do Not Telework - Technical Issues	Do Not Telework - Not Approved	Do Not Telework - Choose Not To
Q40	Telework	Please select the response that BEST describes your teleworking schedule:								
Q40A	Telework	BEFORE the COVID-19 pandemic	5%	16%	3%	15%	25%	7%	8%	15%
Q40B	Telework	DURING the PEAK of the pandemic	79%	8%	2%	0%	1%	4%	4%	1%
Q40C	Telework	AS OF the date you responded to this survey	65%	20%	6%	0%	0%	4%	3%	1%

2020 NARA EVS COVID-19 RESULTS - WORK EFFECTS

ITEM #	COVID-19 Section	Item	Extremely	Very	Somewhat	Slightly	Not at All	No Basis to Judge (N)
Q52	Work Effects	How disruptive has the COVID-19 pandemic been to your ability to do your work?	24%	23%	26%	14%	12%	28
ITEM #	COVID-19 Section	Item	Greatly Increased	Somewhat Increased	About the Same	Somewhat Decreased	Greatly Decreased	No Basis to Judge (N)
Q53	Work Effects	How have your work demands changed because of the COVID-19 pandemic?	18%	23%	34%	14%	11%	92
ITEM #	COVID-19 Section	Item	Always	Most of the Time	Sometimes	Rarely	Never	No Basis to Judge (N)
Q54	Work Effects	Prior to the COVID-19 pandemic, my work unit...						
Q54A	Work Effects	Met the needs of our customers.	62%	33%	4%	1%	1%	38
Q54B	Work Effects	Contributed positively to my agency's performance.	71%	24%	3%	1%	1%	26
Q54C	Work Effects	Produced high-quality work.	69%	25%	5%	1%	1%	25
Q54D	Work Effects	Adapted to changing priorities.	65%	26%	7%	2%	1%	27
Q54E	Work Effects	Successfully collaborated.	62%	27%	7%	3%	1%	28
Q54F	Work Effects	Achieved our goals.	62%	31%	6%	1%	1%	31
ITEM #	COVID-19 Section	Item	Always	Most of the Time	Sometimes	Rarely	Never	No Basis to Judge (N)
Q55	Work Effects	During the COVID-19 pandemic, my work unit...						
Q55A	Work Effects	Has met the needs of our customers.	29%	32%	25%	10%	3%	187
Q55B	Work Effects	Has contributed positively to my agency's performance.	52%	29%	13%	4%	2%	155
Q55C	Work Effects	Has produced high-quality work.	58%	27%	10%	3%	2%	149
Q55D	Work Effects	Has adapted to changing priorities.	60%	27%	9%	2%	1%	110
Q55E	Work Effects	Has successfully collaborated.	57%	28%	10%	3%	2%	126
Q55F	Work Effects	Has achieved our goals.	42%	31%	19%	5%	3%	184
ITEM #	COVID-19 Section	Item	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Basis to Judge (N)
Q56	Work Effects	In the phased return of employees to the agency worksite (i.e., opening up government), my organization has made employee	67%	26%	4%	2%	1%	66
Q57	Work Effects	Based on my organization's handling of the COVID-19 pandemic, I believe my organization will respond effectively to future	54%	32%	9%	3%	2%	22

2020 NARA EVS COVID-19 RESULTS - EMPLOYEE SUPPORTS

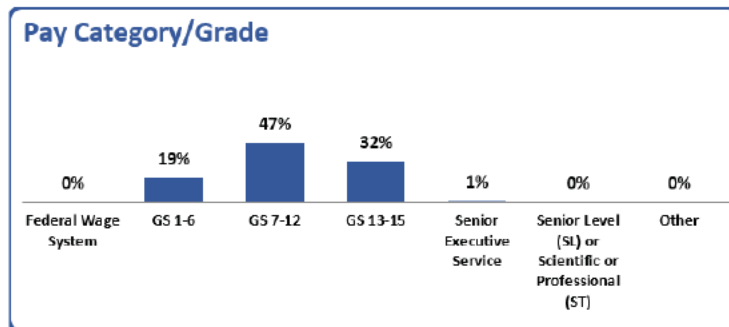
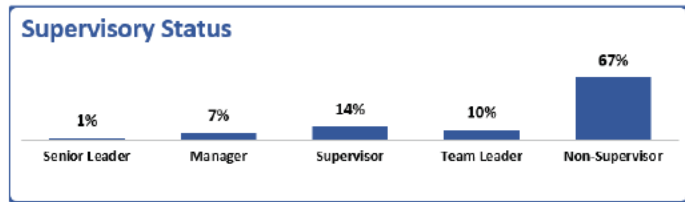
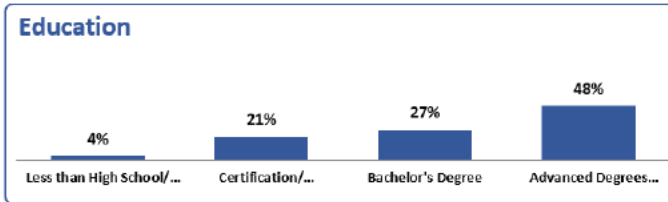
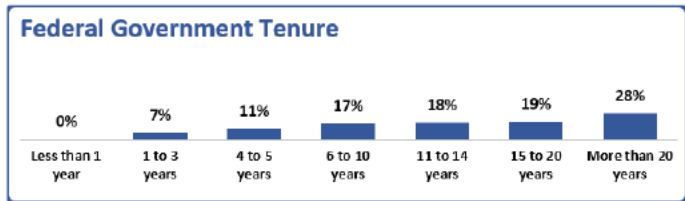
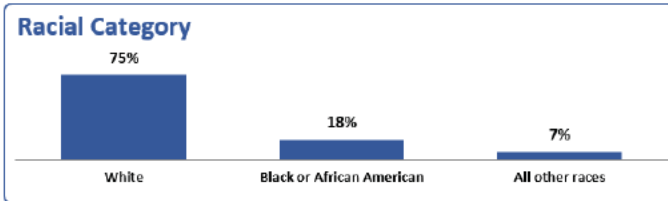
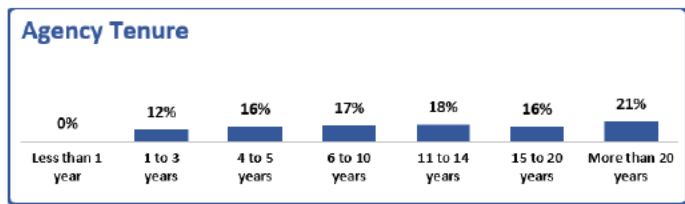
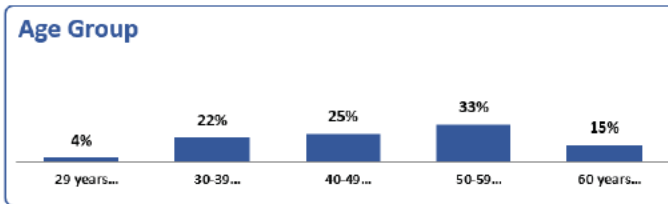
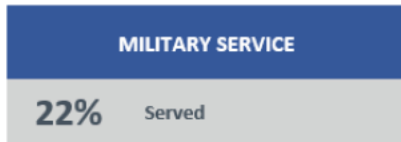
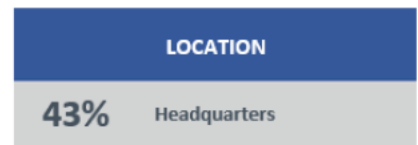
Item #	COVID-19 Section	Item	Needed And Available To Me	Needed, But Not Available To Me	Not Needed By Me Now			
Q43	Employee Supports	How has your organization supported your well-being needs during the COVID-19 pandemic?						
Q43A	Employee Supports	Expanded telework	79%	5%	16%			
Q43B	Employee Supports	Expanded work schedule flexibilities	60%	4%	36%			
Q43C	Employee Supports	Expanded leave policies	51%	4%	45%			
Q43D	Employee Supports	More information on available leave policies	57%	4%	39%			
Q43E	Employee Supports	Expanded mental health resources (e.g., assistance with stress of COVID-19)	32%	4%	64%			
Q43F	Employee Supports	Expanded physical health resources (e.g., temperature checks, COVID-19 illness testing) at my agency worksite	18%	15%	67%			
Q43G	Employee Supports	Timely communication about possible COVID-19 illness at my agency worksite	68%	5%	27%			
Q43H	Employee Supports	Protection of employees at higher risk for severe illness from COVID-19 exposure	51%	3%	46%			
Q43I	Employee Supports	Limited access to my agency worksite buildings/facilities (e.g., closures, limits on activities with external visitors/groups)	62%	3%	35%			
Q43J	Employee Supports	Social distancing (e.g., limits on group size, reduced access to common areas) in my agency worksite	59%	1%	40%			
Q43K	Employee Supports	Rearranged workspaces to maximize social distancing	40%	4%	56%			
Q43L	Employee Supports	Encouraged use of personal protective equipment (PPE) or other safety equipment in my agency worksite	62%	1%	37%			
Q43M	Employee Supports	Cleaning and sanitizing supplies available to reduce risk of illness in my agency worksite	60%	2%	38%			
Q43N	Employee Supports	Training for all employees on health and safety protocols	78%	2%	21%			
ITEM #	COVID-19 Section	Item	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Basis to Judge (N)
Q44	Employee Supports	Senior leaders have demonstrated commitment to employee health and safety.	68%	27%	3%	1%	1%	13
Q45	Employee Supports	Senior leaders have supported policies and procedures to protect employee health and safety.	68%	26%	4%	1%	1%	16
Q46	Employee Supports	Senior leaders have provided effective communications about the pandemic.	64%	29%	4%	2%	2%	11
Q47	Employee Supports	My supervisor has shown concern for my health and safety.	68%	23%	5%	2%	2%	16
Q48	Employee Supports	My supervisor has supported my efforts to stay healthy and safe while working.	70%	22%	5%	1%	1%	31
Q49	Employee Supports	My supervisor has created an environment where I can voice my concerns about staying healthy and safe.	67%	22%	7%	2%	2%	30
ITEM #	COVID-19 Section	Item	Needed And Available To Me	Needed, But Not Available To Me	Not Needed By Me Now			
Q50	Employee Supports	How has your organization supported your work during the COVID-19 pandemic?						
Q50A	Employee Supports	Consistent communication (e.g., organizational status, what to expect)	90%	5%	4%			
Q50B	Employee Supports	Training for new/changed work or work processes because of the pandemic	65%	6%	28%			
Q50C	Employee Supports	Reallocation of resources (e.g., staffing, budget, materials) to support changes in work because of the pandemic	48%	12%	40%			
Q50D	Employee Supports	Help with commuting issues (e.g., alternatives to public transportation)	14%	5%	81%			
Q50E	Employee Supports	Options for work/business travel	12%	4%	84%			
Q50F	Employee Supports	Information on remote work policies, procedures, and expectations	79%	5%	16%			
Q50G	Employee Supports	Training on how to work remotely	65%	6%	29%			
Q50H	Employee Supports	Equipment and technology for working remotely (e.g., laptops, cell phone, Information Technology infrastructure)	43%	32%	25%			
Q50I	Employee Supports	Expanded collaboration tools (e.g., video conferencing, teleconferencing)	80%	6%	13%			
Q50J	Employee Supports	Expanded training for using remote work tools and applications	60%	13%	27%			
Q50K	Employee Supports	Expanded Information Technology (IT) support	58%	16%	26%			
Q50L	Employee Supports	Information about data security policies and procedures	73%	7%	20%			
ITEM #	COVID-19 Section	Item	Yes	No	Other			
Q51	Employee Supports	Does the type of work you do require you to be physically present at a worksite (e.g., border patrol agent, TSA agent, meat	28%	51%	20%			

2017-2020 NARA EVS PROGRESS ANALYSIS

2017 - 2020 EVS Progress Analysis Scores by Indices & Category		NARA - National Archives And Records Administration							
Source	Indices or Category	2017	2018	2019	2020	Trends	Delta 2017 to 2018	Delta 2018 to 2019	Delta 2019 to 2020
EVS	Official Participation Rate	67.6%	63.7%	65.0%	62.4%		-3.9%	1.3%	-2.6%
OPM	Employee Engagement: Overall	69%	67%	67%	76%		-2%	0%	9%
OPM	Employee Engagement: Leaders Lead	56%	52%	52%	65%		-5%	1%	13%
OPM	Employee Engagement: Supervisors	78%	78%	77%	85%		0%	-1%	8%
OPM	Employee Engagement: Intrinsic Work Experience	74%	71%	71%	79%		-2%	0%	8%
OPM	Global Satisfaction	61%	58%	57%	69%		-3%	-1%	12%

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

DEMOGRAPHICS



SECTION 6

CONCLUSION

NARA's Management Team and Office Engagement Point of Contacts (POCs) have been briefed on the results and trends. The Engagement teams including managers and supervisors will conduct further analysis and solicit staff feedback to determine areas of concentration for FY 2021 Office Level Action Plan. NARA's managers and supervisors are accountable for creating and sustaining a high performing workforce that leads to improvements in the workplace culture and morale.

This may include, but not limited to, 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

In regards to the COVID-19 pandemic, survey results reflect a high degree of satisfaction with NARA's response to the pandemic, protecting your health and safety, supporting the accomplishment of work objectives, and supporting the balance between work and life responsibilities.

Staff expressed appreciation with multiple initiatives:

- Expanded availability of flexible work schedules (maxi-flex) to all GS staff regardless of grade
- Administrative leave to support work-life balance
- Increased access to telework resources, including training opportunities
- Enhanced screening activities and acquisition of robust cleaning services and personal protective equipment
- Temporary suspension of core hours for all employees
- Availability of weather and safety leave for impacted staff

NARA EVS RESULTS *Summary* 2020

2020 Employee Viewpoint Survey Results Summary
March, 2020