

## *Summary of the Federal Maritime Commission's (FMC) 2020 Federal Employee Viewpoint Survey Results*

The Office of Personnel Management's (OPM) Federal Employee Viewpoint Survey (FEVS) measures employees' perceptions of whether, and to what extent, conditions characteristic of successful organizations are present in their agency. The FEVS provides Commission employees an opportunity to share their perspectives on many critical areas including leadership, communication, pay, innovation, and work-life balance. Aggregated at the working-unit level, survey results provide anonymous staff feedback used by managers to see where improvements within their work unit may be necessary. The quantified results provide FMC leadership measurable insight into areas where improvements have been made, as well as the opportunity to identify areas for additional focus. Results from the FEVS are also used by the Partnership for Public Service (Partnership) in its annual rankings of the *Best Places to Work in the Federal Government*.

### **FMC Recognition (2013 – 2019)**

In 2019, the Federal Maritime Commission remained a Top 10 Small Agency for the second year in a row in the *Best Places to Work in the Federal Government* rankings. The Commission first entered the Top 10 in 2018, rising 8 positions from 17<sup>th</sup> to 9<sup>th</sup>. In 2017, the FMC was recognized by the Partnership as the *Most Improved Small Agency over the Past Five Years* jumping up 6 positions in the 2017 *Best Places to Work in the Federal Government* rankings from 23<sup>rd</sup> to 17<sup>th</sup> among small agencies. This award highlighted the FMC's sustained accomplishments over the 5-year period, including recognition by the Partnership as the *2015 Most Improved Small Agency*; and separate recognition by OPM for substantial positive increases in the Commission's 2016 FEVS scores. The FMC is proud of its accomplishments and remains committed to ongoing improvements.

### **Summary of FMC's 2020 FEVS Results**

Based on our 2020 FEVS results, the Commission continues to serve as a model federal agency. A few of the positive key survey results include:

- FMC's overall Employee Engagement Index\* (EEI) score increased to 83%, representing a 7% increase over last year. Components of this EEI score include a 2% increase in the **Leaders' Lead** category, a 5% increase in the **Supervisors** category, and an impressive 10% increase in the **Intrinsic Work Experience** category.
- Global Satisfaction\*\* (GSI) scores increased to 81%, representing an 8% increase over 2019.
- We continued to have no items identified as "Challenges". (Items rated 35 percent or more negative are considered a challenge.)
- We received very high, positive responses (90% or higher) to all questions relating to the FMC's handling of the COVID-19 pandemic.

\* OPM uses the EEI to measure factors that lead to an engaged workforce, such as supporting employee development and communicating agency goals. This Index is an average of 15 questions from the FEVS, with questions divided into three subcategories: Leaders Lead, Supervisors, and Intrinsic Work Experience.

\*\* The GSI is an OPM index composed of the average of the positive responses to 4 FEVS questions and is a combination of employees' satisfaction with their jobs, their pay, and their organization; and their willingness to recommend their organization as a good place to work. The Partnership uses 3 of these 4 questions in its proprietary algorithm to determine the Best Places to Work in the Federal Government Index.

The Agency-Specific Questions introduced in our 2018 FEVS provided additional insight to help further define and refine the Commission's employee engagement strategy. The following FMC-specific questions indicate a continued positive trend in our employees' perspective on efforts to create a positive workplace, fair and equitable treatment of employees, and leadership support for employees' career advancement opportunities:

- 80% believe the Commission is headed in the right direction in its efforts to create a more positive working environment - a 7% increase over 2019.
- 82% feel FMC policies and practices are applied in a fair and equitable manner to all employees - an 8% increase over 2019.
- 72% trust their leaders to assist them through counseling, training, and opportunities to advance their career in the FMC - a notable 10% increase over 2019.

## **Continuing to Move Forward**

The Commission's deliberate and united efforts to constantly improve our working environment and employee engagement continues to have a positive impact on our employees. We will continue to build on these successes and work even harder to further improve employee engagement and make the FMC the *Best Place to Work in the Federal Government*. It is leadership's belief that hallmark areas, like the Commission's Workforce Improvement Plan (WIP), will continue to be instrumental in helping us achieve our goals. Developed by the Senior Management team in 2013, WIP is updated annually. Each renewed plan identifies and communicates the projects or initiatives the Commission is working on, has completed, or is considering undertaking in the future. These projects are designed to improve and support a positive and effective working environment as well as to involve and engage employees. The WIP's annual update process incorporates input from the entire agency, the FEVS responses, as well as mark the addition, revision, and completion of specific projects and initiatives.

Examples of WIP Initiatives selected and completed over the last 6 years include:

- Deploying a revised and accountable Performance Management System.
- Updating the Employee Suggestion Program.
- Creating a Peer Recognition Program.
- Initiating and updating a Commission Fitness Program.
- Developing an Employee Handbook.
- Commission-wide deployment of Crucial Conversation and Writing Training.
- Supervisory training for Writing Effective Performance Narratives and Delivering Meaningful Performance Feedback.
- Modernizing and updating the Commission's Telework Program.
- Developing and deploying a new Leadership Development Training Program.
- Designing and constructing a new Employee Galley Space.
- Developing and deploying a Training Needs Survey.
- Developing a new Annual Diversity Training Program.
- Development and implementation of Shipping Industry Specific Training/Orientation Program.
- Developing and conducting in-house Retirement Readiness Workshops.

We have had many successes over the past year; however, I am most proud of the people who are invested in the agency's mission and make the FMC such a wonderful place to work every day. An impressive 95% of FMC survey respondents said they know how their work is related to the agency's goals. With this as our foundation, I am certain that together we can make the FMC the best Small Agency in the Federal Government.

Michael A. Khouri  
 Chairman  
 Federal Maritime Commission



Item	Item Text	Percent Positive %	Strongly Agree/ Very Good/ Very Satisfied %	Agree/ Good/ Satisfied %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Disagree/ Poor/ Dissatisfied %	Strongly Disagree/ Very Poor/ Very Dissatisfied %	Percent Negative %	2019 Percent Positive	Increase or Decrease from 2019
1	*I am given a real opportunity to improve my skills in my organization.	83.5%	51.3%	32.3%	4.5%	8.7%	3.2%	11.9%	69.6%	13.9%
2	I feel encouraged to come up with new and better ways of doing things.	79.3%	56.3%	23.0%	8.3%	9.0%	3.3%	12.3%	69.2%	10.2%
3	My work gives me a feeling of personal accomplishment.	82.9%	33.6%	49.3%	7.2%	5.3%	4.6%	9.9%	68.6%	14.2%
4	I know what is expected of me on the job.	89.8%	55.8%	34.0%	1.8%	5.2%	3.2%	8.4%	83.8%	6.0%
5	*My workload is reasonable.	73.7%	28.8%	44.9%	12.5%	8.7%	5.2%	13.9%	83.6%	-9.9%
6	*My talents are used well in the workplace.	83.7%	33.1%	50.6%	7.2%	3.8%	5.3%	9.1%	64.8%	18.8%
7	*I know how my work relates to the agency's goals.	95.0%	55.7%	39.3%	3.3%	1.7%	0.0%	1.7%	95.6%	-0.6%
8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	83.9%	47.9%	35.9%	7.3%	3.6%	5.2%	8.8%	69.1%	14.8%
9	*The people I work with cooperate to get the job done.	90.2%	54.2%	35.9%	5.1%	1.5%	3.2%	4.7%	81.0%	9.2%
10	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	76.9%	34.6%	42.3%	14.5%	4.3%	4.3%	8.6%	59.9%	17.0%

12	*In my work unit, differences in performance are recognized in a meaningful way.	72.7%	31.1%	41.6%	14.4%	7.5%	5.4%	12.9%	56.7%	16.0%
13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	88.4%	51.5%	36.9%	6.7%	1.7%	3.2%	4.9%	92.9%	-4.5%
14	Employees are recognized for providing high quality products and services.	75.1%	41.2%	33.9%	14.8%	5.1%	5.0%	10.1%	63.8%	11.3%
15	Employees are protected from health and safety hazards on the job.	93.3%	62.9%	30.4%	1.7%	3.5%	1.5%	5.0%	86.3%	7.0%
16	My agency is successful at accomplishing its mission.	89.6%	53.5%	36.0%	8.7%	1.7%	0.0%	1.7%	89.9%	-0.3%
17	*I recommend my organization as a good place to work.	81.8%	49.4%	32.4%	8.3%	6.6%	3.2%	9.8%	74.1%	7.8%
18	*I believe the results of this survey will be used to make my agency a better place to work.	79.3%	39.9%	39.4%	12.4%	3.2%	5.0%	8.3%	77.4%	1.9%
19	My supervisor supports my need to balance work and other life issues.	89.5%	63.6%	25.9%	7.2%	1.7%	1.5%	3.3%	87.0%	2.6%
20	My supervisor is committed to a workforce representative of all segments of society.	88.5%	64.1%	24.4%	3.9%	4.0%	3.6%	7.6%	77.5%	11.0%
21	Supervisors in my work unit support employee development.	85.0%	56.6%	28.4%	6.3%	5.4%	3.2%	8.6%	77.3%	7.7%
22	My supervisor listens to what I have to say.	86.7%	57.5%	29.2%	6.6%	1.7%	4.9%	6.7%	84.0%	2.7%
23	My supervisor treats me with respect.	86.7%	61.3%	25.4%	4.8%	5.3%	3.2%	8.5%	84.0%	2.7%
24	I have trust and confidence in my supervisor.	79.8%	57.7%	22.1%	11.8%	5.2%	3.2%	8.4%	72.4%	7.5%

25	Overall, how good a job do you feel is being done by your immediate supervisor?	86.5%	70.4%	16.1%	8.5%	1.7%	3.3%	5.0%	80.8%	5.7%
26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	72.7%	33.9%	38.7%	9.8%	8.9%	8.6%	17.5%	62.5%	10.1%
27	My organization's senior leaders maintain high standards of honesty and integrity.	84.5%	45.6%	38.9%	6.8%	5.4%	3.3%	8.7%	69.4%	15.1%
28	*Managers communicate the goals of the organization.	77.0%	39.5%	37.5%	14.6%	3.5%	4.9%	8.4%	73.4%	3.6%
29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	69.7%	35.1%	34.6%	13.9%	7.5%	8.9%	16.4%	75.9%	-6.1%
30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	77.5%	45.0%	32.5%	12.1%	5.4%	5.0%	10.4%		77.5%
31	I have a high level of respect for my organization's senior leaders.	79.3%	37.3%	42.0%	10.3%	1.8%	8.6%	10.4%	78.3%	1.1%
32	Senior leaders demonstrate support for Work-Life programs.	86.7%	55.6%	31.1%	6.7%	3.4%	3.2%	6.6%	88.0%	-1.3%
33	*How satisfied are you with your involvement in decisions that affect your work?	79.9%	35.4%	44.5%	12.0%	4.7%	3.4%	8.1%	69.9%	10.0%
34	*How satisfied are you with the information you receive from management on what's going on in your organization?	86.3%	38.3%	48.0%	1.8%	6.9%	5.1%	11.9%	67.7%	18.5%

35	*How satisfied are you with the recognition you receive for doing a good job?	79.6%	45.8%	33.8%	9.9%	5.4%	5.1%	10.5%	66.0%	13.6%
36	*Considering everything, how satisfied are you with your job?	81.8%	37.2%	44.6%	8.3%	3.2%	6.7%	9.9%	73.4%	8.4%
37	Considering everything, how satisfied are you with your pay?	75.8%	38.2%	37.6%	19.1%	3.2%	1.9%	5.1%	71.2%	4.6%
38	*Considering everything, how satisfied are you with your organization?	84.9%	42.4%	42.5%	3.4%	6.4%	5.2%	11.7%	73.6%	11.4%

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

-  Increase in score
-  Decrease in score

## Performance

		2020		2019	
		N	%	N	%
<b>11. In my work unit poor performers usually:</b>					
	Remain in the work unit and improve their performance over time	10	22.8%	15	33.5%
	Remain in the work unit and continue to underperform	11	25.9%	13	29.4%
	Leave the work unit - removed or transferred	4	8.2%	2	4.4%
	Leave the work unit - quit	2	5.1%	1	2.2%
	There are no poor performers in my work unit	16	38.0%	13	30.4%
Item Response Total		43	100.0%	44	100.0%
	Do Not Know	15	--	22	--
Total		58	100.0%	66	100.0%

## COVID-19 Pandemic: Telework

40. Please select the response that BEST describes your teleworking schedule (1) BEFORE the COVID-19 pandemic, (2) DURING the PEAK of the pandemic, and (3) AS OF the date you responded to this survey.

	BEFORE the COVID-19 pandemic		DURING the PEAK of the pandemic		AS OF the date you responded to this survey	
	2020		2020		2020	
	N	%	N	%	N	%
I telework every work day	1	1.7%	51	86.4%	48	83.1%
I telework 3 or 4 days per week	3	5.4%	4	7.0%	6	10.1%
I telework 1 or 2 days per week	17	29.5%	1	1.7%	1	1.7%
I telework, but only about 1 or 2 days per month	6	10.3%	0	0.0%	1	1.8%
I telework very infrequently, on an unscheduled or short-term basis	15	25.3%	1	1.7%	0	0.0%
I <u>do not</u> telework because I have to be physically present on the job (e.g., law enforcement officers, TSA agent, border patrol agent, security personnel)	0	0.0%	0	0.0%	0	0.0%
I <u>do not</u> telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking	0	0.0%	0	0.0%	0	0.0%
I <u>do not</u> telework because I did not receive approval to do so, even though I have the kind of job where I can telework	2	3.3%	0	0.0%	0	0.0%
I <u>do not</u> telework because I choose not to telework	14	24.5%	2	3.2%	2	3.2%
Total	58	100.0%	59	100.0%	58	100.0%



## COVID-19 Pandemic: Background

**39. During the COVID-19 pandemic, on average what percentage of your work time have you been physically present at your agency worksite (including headquarters, bureau, field offices, etc.)?**

	2020	
	N	%
100% of my work time	2	3.2%
At least 75% but less than 100%	1	1.7%
At least 50% but less than 75%	0	0.0%
At least 25% but less than 50%	0	0.0%
Less than 25%	31	52.3%
I have not been physically present at my agency worksite during the pandemic	25	42.8%
Total	59	100.0%

**41. What type(s) of leave have you used because of the pandemic? (Mark all that apply)**

	2020	
	N	%
Leave under the Emergency Paid Sick Leave Act (part of the Families First Coronavirus Response Act)	0	0.0%
Annual leave	19	32.5%
Sick leave	14	23.7%
Weather and safety leave	0	0.0%
Administrative leave	0	0.0%
Other paid leave (e.g., comp time, credit hours)	6	10.5%
Unpaid leave (e.g., LWOP)	0	0.0%
I have not used leave because of the pandemic	39	66.0%
Total (percents will add to more than 100% because respondents could choose more than one response option)	59	--

**If the response to item 41 was "I have not used leave because of the pandemic", item 41a was skipped.**

**41a. During the COVID-19 pandemic, what percentage of your total work time have you used leave because of the pandemic?**

	2020	
	N	%
100% of my work time	0	0.0%
At least 75% but less than 100%	0	0.0%
At least 50% but less than 75%	0	0.0%
At least 25% but less than 50%	0	0.0%
Less than 25%	20	100.0%
Total	20	100.0%

**42. How have you changed your participation in alternative work schedules (AWS) because of the COVID-19 pandemic? Examples of AWS include compressed work and flexible work schedule.**

	2020	
	N	%
I <u>began</u> an alternative work schedule	3	5.1%
I <u>ended</u> my usual alternative work schedule	1	1.7%
No change because of the pandemic	55	93.1%
Total	59	100.0%

## COVID-19 Pandemic: Employee Supports

43. How has your organization supported your *well-being* needs during the COVID-19 pandemic?

For each support listed, choose the best response from one of the 3 columns: (1) those supports you needed and have been available to you, (2) those needed but not available to you, and (3) those supports you have not currently needed.

	Needed and <u>available</u> to me		Needed, but <u>not available</u> to me		Not needed by me now	
	2020		2020		2020	
	N	%	N	%	N	%
43A. Expanded telework	53	93.5%	0	0.0%	4	6.5%
43B. Expanded work schedule flexibilities	44	76.7%	1	1.5%	13	21.8%
43C. Expanded leave policies	27	47.9%	2	3.4%	29	48.7%
43D. More information on available leave policies	37	65.2%	2	3.3%	19	31.6%
43E. Expanded mental health resources (e.g., assistance with stress of COVID-19)	19	34.8%	1	1.8%	36	63.4%
43F. Expanded physical health resources (e.g., temperature checks, COVID-19 illness testing) at my agency worksite	7	12.3%	5	8.9%	46	78.8%
43G. Timely communication about possible COVID-19 illness at my agency worksite	25	43.1%	6	10.0%	27	46.9%
43H. Protection of employees at higher risk for severe illness from COVID-19 exposure	24	42.1%	3	5.2%	30	52.7%
43I. Limited access to my agency worksite buildings/facilities (e.g., closures, limits on activities with external visitors/groups)	31	53.1%	0	0.0%	27	46.9%
43J. Social distancing (e.g., limits on group size, reduced access to common areas) in my agency worksite	31	53.9%	0	0.0%	27	46.1%
43K. Rearranged workspaces to maximize social distancing	12	21.3%	3	5.5%	42	73.2%
43L. Encouraged use of personal protective equipment (PPE) or other safety equipment in my agency worksite	32	55.3%	3	5.0%	23	39.7%
43M. Cleaning and sanitizing supplies available to reduce risk of illness in my agency worksite	20	35.0%	7	11.8%	31	53.1%
43N. Training for all employees on health and safety protocols	21	36.4%	9	15.7%	28	47.9%

## COVID-19 Pandemic: Employee Supports

**44. During the COVID-19 pandemic my organization's senior leaders have demonstrated commitment to employee health and safety.**

	2020	
	N	%
Strongly Agree	48	82.4%
Agree	8	14.4%
Neither Agree nor Disagree	1	1.7%
Disagree	0	0.0%
Strongly Disagree	1	1.5%
No Basis to Judge	0	--
Total	58	100.0%

**45. During the COVID-19 pandemic my organization's senior leaders have supported policies and procedures to protect employee health and safety.**

	2020	
	N	%
Strongly Agree	49	84.1%
Agree	7	12.6%
Neither Agree nor Disagree	1	1.7%
Disagree	0	0.0%
Strongly Disagree	1	1.5%
No Basis to Judge	0	--
Total	58	100.0%

**46. During the COVID-19 pandemic my organization's senior leaders have provided effective communications about the pandemic.**

	2020	
	N	%
Strongly Agree	49	84.6%
Agree	6	10.4%
Neither Agree nor Disagree	1	1.8%
Disagree	1	1.7%
Strongly Disagree	1	1.5%
No Basis to Judge	0	--
Total	58	100.0%

**47. During the COVID-19 pandemic my supervisor has shown concern for my health and safety.**

	2020	
	N	%
Strongly Agree	45	77.5%
Agree	8	14.3%
Neither Agree nor Disagree	1	1.5%
Disagree	4	6.7%
Strongly Disagree	0	0.0%
No Basis to Judge	0	--
Total	58	100.0%

**48. During the COVID-19 pandemic my supervisor has supported my efforts to stay healthy and safe while working.**

	2020	
	N	%
Strongly Agree	43	75.2%
Agree	9	16.4%
Neither Agree nor Disagree	0	0.0%
Disagree	4	6.8%
Strongly Disagree	1	1.6%
No Basis to Judge	1	--
Total	58	100.0%

**49. During the COVID-19 pandemic my supervisor has created an environment where I can voice my concerns about staying healthy and safe.**

	2020	
	N	%
Strongly Agree	43	74.9%
Agree	9	16.8%
Neither Agree nor Disagree	0	0.0%
Disagree	4	6.8%
Strongly Disagree	1	1.6%
No Basis to Judge	1	--
Total	58	100.0%

## COVID-19 Pandemic: Work Supports

50. How has your organization supported your work during the COVID-19 pandemic?

For each support listed choose the best response from one of the 3 columns: (1) those supports you needed and have been available to you, (2) those you needed but not available to you, and (3) those supports you have not currently needed.

	Needed and <u>available</u> to me		Needed, but <u>not available</u> to me		Not needed by me now	
	2020		2020		2020	
	N	%	N	%	N	%
50A. Consistent communication (e.g., organizational status, what to expect)	49	89.5%	4	7.1%	2	3.4%
50B. Training for new/changed work or work processes because of the pandemic	25	45.1%	6	11.0%	24	43.9%
50C. Reallocation of resources (e.g., staffing, budget, materials) to support changes in work because of the pandemic	18	32.8%	4	7.1%	34	60.1%
50D. Help with commuting issues (e.g., alternatives to public transportation)	9	16.1%	4	7.4%	44	76.5%
50E. Options for work/business travel	9	15.8%	1	1.6%	47	82.6%
50F. Information on remote work policies, procedures, and expectations	45	79.8%	3	5.1%	9	15.2%
50G. Training on how to work remotely	25	44.9%	4	7.1%	27	48.1%
50H. Equipment and technology for working remotely (e.g., laptops, cell phone, Information Technology infrastructure)	45	80.6%	6	10.8%	5	8.5%
50I. Expanded collaboration tools (e.g., video conferencing, teleconferencing)	54	95.1%	1	1.6%	2	3.3%
50J. Expanded training for using remote work tools and applications	33	59.0%	6	10.7%	17	30.3%
50K. Expanded Information Technology (IT) support	39	69.7%	7	12.7%	10	17.5%
50L. Information about data security policies and procedures	48	84.9%	2	3.4%	7	11.7%

<b>COVID-19 Pandemic: Work Supports</b>		
<b>51. Does the type of work you do require you to be physically present at a worksite (e.g., border patrol agent, TSA agent, meat inspector)?</b>		
	2020	
	N	%
Yes	0	0.0%
No	54	96.5%
Other	2	3.5%
Total	56	100.0%
<b>COVID-19 Pandemic: Work Effects</b>		
<b>52. How disruptive has the COVID-19 pandemic been to your ability to do your work?</b>		
	2020	
	N	%
Extremely	0	0.0%
Very	2	3.2%
Somewhat	10	17.6%
Slightly	23	40.8%
Not at All	22	38.4%
No Basis to Judge	0	--
Total	57	100.0%
<b>53. How have your work demands changed because of the COVID-19 pandemic?</b>		
	2020	
	N	%
Greatly Increased	8	14.4%
Somewhat Increased	19	33.5%
About the Same	26	48.4%
Somewhat Decreased	2	3.8%
Greatly Decreased	0	0.0%
No Basis to Judge	2	--
Total	57	100.0%
<b>54A. <u>Prior to</u> the COVID-19 pandemic, my work unit met the needs of our customers.</b>		
	2020	
	N	%
Always	41	74.9%
Most of the Time	12	21.7%
Sometimes	2	3.5%
Rarely	0	0.0%
Never	0	0.0%
No Basis to Judge	2	--
Total	57	100.0%

<b>54B. <u>Prior to</u> the COVID-19 pandemic, my work unit contributed positively to my agency's performance.</b>		
	<b>2020</b>	
	<b>N</b>	<b>%</b>
Always	42	76.6%
Most of the Time	10	18.1%
Sometimes	3	5.3%
Rarely	0	0.0%
Never	0	0.0%
No Basis to Judge	1	--
Total	56	100.0%
<b>54C. <u>Prior to</u> the COVID-19 pandemic, my work unit produced high-quality work.</b>		
	<b>2020</b>	
	<b>N</b>	<b>%</b>
Always	39	69.0%
Most of the Time	14	25.8%
Sometimes	3	5.2%
Rarely	0	0.0%
Never	0	0.0%
No Basis to Judge	0	--
Total	56	100.0%
<b>54D. <u>Prior to</u> the COVID-19 pandemic, my work unit adapted to changing priorities.</b>		
	<b>2020</b>	
	<b>N</b>	<b>%</b>
Always	38	68.6%
Most of the Time	15	28.0%
Sometimes	1	1.8%
Rarely	1	1.6%
Never	0	0.0%
No Basis to Judge	2	--
Total	57	100.0%
<b>54E. <u>Prior to</u> the COVID-19 pandemic, my work unit successfully collaborated.</b>		
	<b>2020</b>	
	<b>N</b>	<b>%</b>
Always	36	62.9%
Most of the Time	18	31.9%
Sometimes	2	3.6%
Rarely	1	1.6%
Never	0	0.0%
No Basis to Judge	0	--
Total	57	100.0%

<b>54F. <u>Prior to the COVID-19 pandemic, my work unit achieved our goals.</u></b>		
	<b>2020</b>	
	<b>N</b>	<b>%</b>
Always	41	75.7%
Most of the Time	12	22.7%
Sometimes	0	0.0%
Rarely	1	1.6%
Never	0	0.0%
No Basis to Judge	2	--
Total	56	100.0%
<b>55A. <u>During the COVID-19 pandemic, my work unit has met the needs of our customers.</u></b>		
	<b>2020</b>	
	<b>N</b>	<b>%</b>
Always	39	75.2%
Most of the Time	12	22.8%
Sometimes	1	1.9%
Rarely	0	0.0%
Never	0	0.0%
No Basis to Judge	4	--
Total	56	100.0%
<b>55B. <u>During the COVID-19 pandemic, my work unit has contributed positively to my agency's performance.</u></b>		
	<b>2020</b>	
	<b>N</b>	<b>%</b>
Always	43	78.2%
Most of the Time	10	18.1%
Sometimes	2	3.7%
Rarely	0	0.0%
Never	0	0.0%
No Basis to Judge	1	--
Total	56	100.0%
<b>55C. <u>During the COVID-19 pandemic, my work unit has produced high-quality work.</u></b>		
	<b>2020</b>	
	<b>N</b>	<b>%</b>
Always	40	69.9%
Most of the Time	15	26.6%
Sometimes	2	3.5%
Rarely	0	0.0%
Never	0	0.0%
No Basis to Judge	0	--
Total	57	100.0%



**55D. During the COVID-19 pandemic, my work unit has adapted to changing priorities.**

	2020	
	N	%
Always	41	74.2%
Most of the Time	13	24.0%
Sometimes	1	1.8%
Rarely	0	0.0%
Never	0	0.0%
No Basis to Judge	2	--
Total	57	100.0%

**55E. During the COVID-19 pandemic, my work unit has successfully collaborated.**

	2020	
	N	%
Always	40	70.9%
Most of the Time	12	21.7%
Sometimes	4	7.3%
Rarely	0	0.0%
Never	0	0.0%
No Basis to Judge	1	--
Total	57	100.0%

**55F. During the COVID-19 pandemic, my work unit has achieved our goals.**

	2020	
	N	%
Always	41	77.0%
Most of the Time	12	23.0%
Sometimes	0	0.0%
Rarely	0	0.0%
Never	0	0.0%
No Basis to Judge	3	--
Total	56	100.0%

**56. In the phased return of employees to the agency worksite (i.e., opening up government), my organization has made employee safety a top priority.**

	2020	
	N	%
Strongly Agree	34	75.2%
Agree	7	15.9%
Neither Agree nor Disagree	2	4.6%
Disagree	1	2.4%
Strongly Disagree	1	2.0%
No Basis to Judge	12	--
Total	57	100.0%

**57. Based on my organization's handling of the COVID-19 pandemic, I believe my organization will respond effectively to future emergencies.**

	2020	
	N	%
Strongly Agree	44	78.3%
Agree	9	16.4%
Neither Agree nor Disagree	2	3.7%
Disagree	0	0.0%
Strongly Disagree	1	1.6%
No Basis to Judge	1	--
Total	57	100.0%

58. How satisfied are you with the Telework program in your agency?	2020			2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
Very Satisfied	36	65.7%	64.8%	27	47.2%	40.6%	26	44.5%	36.0%
Satisfied	15	27.5%	27.1%	21	36.7%	31.6%	19	29.9%	24.2%
Neither Satisfied nor Dissatisfied	3	5.0%	4.9%	7	12.2%	10.5%	10	16.8%	13.6%
Dissatisfied	0	0.0%	0.0%	1	2.2%	1.9%	3	5.0%	4.0%
Very Dissatisfied	1	1.8%	1.8%	1	1.7%	1.4%	2	3.8%	3.1%
Item Response Total	55	100.0%	98.5%	57	100.0%	86.0%	60	100.0%	80.9%
I choose not to participate in this program	1	--	1.5%	8	--	12.5%	11	--	16.0%
This program is not available to me	0	--	0.0%	1	--	1.5%	2	--	3.1%
I am unaware of this program	0	--	0.0%	0	--	0.0%	0	--	0.0%
Total	56	100.0%	100.0%	66	100.0%	100.0%	73	100.0%	100.0%
59. Which of the following Work-Life programs have you participated in or used at your agency within the last 12 months? (Mark all that apply)	2020			2019					
	N	%		N	%				
Alternative Work Schedules (for example, compressed work schedule, flexible work schedule)	46	81.9%		55	83.7%				
Health and Wellness Programs (for example, onsite exercise, flu vaccination, medical screening, CPR training, Health and wellness fair)	27	47.5%		32	47.9%				
Employee Assistance Program - EAP (for example, short-term counseling, referral services, legal services, education services)	5	9.2%		6	9.1%				
Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, subsidy, flexible spending account)	3	5.5%		2	2.9%				
Elder Care Programs (for example, elder/adult care, support groups, resources)	0	0.0%		1	1.5%				
None listed above	6	9.9%		7	10.5%				
option)	57	--		66	--				
60. How satisfied are you with the following Work-Life programs in your agency? Alternative Work Schedules (for example, compressed work schedule, flexible work schedule)	2020			2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
Very Satisfied	42	78.5%	76.1%	43	70.9%	65.6%	45	65.1%	59.6%
Satisfied	8	14.4%	14.0%	14	22.7%	21.0%	18	26.5%	24.3%
Neither Satisfied nor Dissatisfied	3	5.2%	5.1%	3	4.8%	4.4%	3	4.0%	3.7%
Dissatisfied	0	0.0%	0.0%	1	1.6%	1.5%	2	2.4%	2.2%
Very Dissatisfied	1	1.8%	1.8%	0	0.0%	0.0%	1	2.0%	1.8%
Item Response Total	54	100.0%	96.9%	61	100.0%	92.5%	69	100.0%	91.6%
I choose not to participate in these programs	2	--	3.1%	5	--	7.5%	4	--	6.6%
These programs are not available to me	0	--	0.0%	0	--	0.0%	1	--	1.8%
I am unaware of these programs	0	--	0.0%	0	--	0.0%	0	--	0.0%
Total	56	100.0%	100.0%	66	100.0%	100.0%	74	100.0%	100.0%
61. How satisfied are you with the following Work-Life programs in your agency? Health and Wellness Programs (for example, onsite exercise, flu vaccination, medical screening, CPR training, health and wellness fair)	2020			2019			2018		
	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
Very Satisfied	26	58.9%	47.4%	25	46.7%	37.3%	33	49.5%	46.0%
Satisfied	16	35.1%	28.3%	25	47.7%	38.1%	27	38.1%	35.4%
Neither Satisfied nor Dissatisfied	3	6.0%	4.8%	3	5.5%	4.4%	7	10.0%	9.3%
Dissatisfied	0	0.0%	0.0%	0	0.0%	0.0%	2	2.4%	2.3%
Very Dissatisfied	0	0.0%	0.0%	0	0.0%	0.0%	0	0.0%	0.0%
Item Response Total	45	100.0%	80.5%	53	100.0%	79.7%	69	100.0%	92.9%
I choose not to participate in these programs	7	--	12.3%	10	--	15.1%	3	--	4.0%
These programs are not available to me	4	--	7.1%	3	--	5.2%	2	--	3.1%
I am unaware of these programs	0	--	0.0%	0	--	0.0%	0	--	0.0%
Total	56	100.0%	100.0%	66	100.0%	100.0%	74	100.0%	100.0%

62. How satisfied are you with the following Work-Life programs in your agency? Employee Assistance Program - EAP (for example, short-term counseling, referral services, legal services, education services)		2020			2019			2018		
		N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
	Very Satisfied	10	36.2%	18.0%	12	43.1%	17.7%	18	37.5%	25.4%
	Satisfied	8	28.0%	13.9%	6	22.7%	9.3%	12	22.5%	15.3%
	Neither Satisfied nor Dissatisfied	9	32.0%	15.9%	9	34.2%	14.0%	17	34.6%	23.5%
	Dissatisfied	1	3.8%	1.9%	0	0.0%	0.0%	2	5.4%	3.6%
	Very Dissatisfied	0	0.0%	0.0%	0	0.0%	0.0%	0	0.0%	0.0%
	Item Response Total	28	100.0%	49.7%	27	100.0%	41.0%	49	100.0%	67.8%
	I choose not to participate in these programs	28	--	48.8%	37	--	56.0%	18	--	22.8%
	These programs are not available to me	0	--	0.0%	1	--	1.5%	1	--	1.8%
	I am unaware of these programs	1	--	1.6%	1	--	1.5%	6	--	7.6%
	Total	57	100.0%	100.0%	66	100.0%	100.0%	74	100.0%	100.0%
63. How satisfied are you with the following Work-Life programs in your agency? Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, subsidy, flexible spending account)		2020			2019			2018		
		N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
	Very Satisfied	6	40.9%	10.9%	5	35.2%	7.6%	9	29.9%	13.3%
	Satisfied	2	12.3%	3.3%	3	22.2%	4.8%	8	24.9%	11.1%
	Neither Satisfied nor Dissatisfied	6	39.8%	10.6%	5	35.7%	7.7%	14	45.2%	20.2%
	Dissatisfied	1	7.0%	1.9%	1	6.9%	1.5%	0	0.0%	0.0%
	Very Dissatisfied	0	0.0%	0.0%	0	0.0%	0.0%	0	0.0%	0.0%
	Item Response Total	15	100.0%	26.6%	14	100.0%	21.7%	31	100.0%	44.6%
	I choose not to participate in these programs	29	--	50.8%	37	--	56.9%	17	--	22.2%
	These programs are not available to me	10	--	17.5%	10	--	15.1%	10	--	13.1%
	I am unaware of these programs	3	--	5.1%	4	--	6.3%	16	--	20.0%
	Total	57	100.0%	100.0%	65	100.0%	100.0%	74	100.0%	100.0%
64. How satisfied are you with the following Work-Life programs in your agency? Elder Care Programs (for example, elder/adult care, support groups, resources)		2020			2019			2018		
		N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %	N	Satisfaction %	All Response Options %
	Very Satisfied	4	37.0%	7.1%	3	28.6%	4.5%	6	26.4%	9.2%
	Satisfied	1	7.5%	1.4%	2	20.8%	3.3%	3	10.8%	3.8%
	Neither Satisfied nor Dissatisfied	6	55.5%	10.6%	5	50.6%	7.9%	14	57.6%	20.2%
	Dissatisfied	0	0.0%	0.0%	0	0.0%	0.0%	1	5.2%	1.8%
	Very Dissatisfied	0	0.0%	0.0%	0	0.0%	0.0%	0	0.0%	0.0%
	Item Response Total	11	100.0%	19.1%	10	100.0%	15.6%	24	100.0%	35.0%
	I choose not to participate in these programs	32	--	56.6%	37	--	56.9%	19	--	24.5%
	These programs are not available to me	9	--	15.6%	10	--	15.2%	8	--	10.9%
	I am unaware of these programs	5	--	8.7%	8	--	12.3%	23	--	29.6%
	Total	57	100.0%	100.0%	65	100.0%	100.0%	74	100.0%	100.0%

## Work-Life

**65. Which of the following paid and unpaid child care arrangements have you used to perform your work responsibilities during the COVID-19 pandemic? (Mark all that apply)**

	2020	
	N	%
I do not have any child care responsibilities	32	56.3%
No arrangements needed to manage child care responsibilities (e.g., older children)	9	15.6%
Child care in my own home (e.g., other parent, relative, nanny, au pair)	12	20.9%
Alternative work arrangement (e.g., telework, flexible work schedule)	11	19.8%
Child care center	2	3.5%
Paid leave	9	16.2%
Unpaid leave	1	1.8%
Child care in someone else's home (e.g., relative or neighbor, professional child care provider)	3	5.5%
Respite care (temporary care of a sick or disabled child, providing relief for their usual caregiver)	0	0.0%
Agency emergency back-up care program	1	1.8%
Resource and referral services for dependent child care	0	0.0%
Other services/arrangements	0	0.0%
Total (percents will add to more than 100% because respondents could choose more than one response option)	57	--

**66. Which of the following paid and unpaid elder/adult care arrangements have you used to perform your work responsibilities during the COVID-19 pandemic? (Mark all that apply)**

	2020	
	N	%
I do not have any elder/adult care responsibilities	44	77.1%
No arrangements needed to manage elder/adult care responsibilities (e.g., elder can manage tasks of everyday living)	8	14.0%
Alternative work arrangement (e.g., telework, flexible work schedule)	2	3.4%
Elder/adult day care center	0	0.0%
Paid leave	4	7.0%
Unpaid leave	0	0.0%
Long-term care insurance	0	0.0%
Respite care (temporary care of a sick or disabled adult/elder, providing relief for their usual caregiver)	0	0.0%
Other services/arrangements	1	1.9%
Total (percents will add to more than 100% because respondents could choose more than one response option)	57	--

**67. During the COVID-19 pandemic, how disruptive have school closures/changes been to your ability to do your work?**

	2020	
	N	%
I do not have responsibility for school-aged children	28	--
Extremely	5	21.4%
Very	1	4.6%
Somewhat	8	34.0%
Slightly	5	22.0%
Not at All	4	18.0%
Does Not Apply	6	--
Total	57	100.0%

**68. During the COVID-19 pandemic, how disruptive have changes to your children's day care been to your ability to do your work?**

	2020	
	N	%
I do not have responsibility for children who need day care	32	--
Extremely	5	30.2%
Very	2	12.6%
Somewhat	7	38.9%
Slightly	2	11.9%
Not at All	1	6.3%
Does Not Apply	8	--
Total	57	100.0%

## The Federal Maritime Commission Agency-Specific Questions (ASQ)

### 1. In my Office/Bureau, policies and practices are applied in a fair and equitable manner to all employees.

	2020			2019			Trend
	# of Respondents	Percent		# of Respondents	Percent		
Strongly Agree	30	53.8%	82.6% Positive	27	40.3%	74.2% Positive	8.4%
Agree	16	28.9%		22	33.9%		
Neither Agree nor Disagree	3	5.2%	5.2% Neutral	8	12.2%	12.2% Neutral	7.0%
Disagree	4	7.0%	12.2% Negative	7	10.4%	13.5% Negative	-1.3%
Strongly Disagree	3	5.2%		2	3.1%		
Total	56	100.0%		66	100.0%		

### 2. What level of leadership needs the most improvement in Communication?

	2020		2019		Trend	
	# of Respondents	Percent	# of Respondents	Percent		
Commissioners	17	32.6%	13	22.1%	10.5%	
Commissioners/SES	7	14.2%	13	21.7%	-7.5%	
SES	12	23.2%	5	8.2%	15.0%	
SES/GS15/14	8	16.1%	14	23.5%	-7.4%	
Supervisor (GS15/14)	7	14.0%	14	24.5%	-10.5%	
Total	51	100.0%	59	100.0%		

### 3. Overall, I believe the FMC is headed in the right direction in its efforts to create a more positive working environment.

	2020			2019			Trend
	# of Respondents	Percent		# of Respondents	Percent		
Strongly Agree	28	49.0%	80.9% Positive	31	46.6%	73.1% Positive	7.8%
Agree	18	31.9%		17	26.5%		
Neither Agree nor Disagree	6	10.4%	10.4% Neutral	12	17.8%	17.8% Neutral	-7.4%
Disagree	3	5.2%	8.7% Negative	4	6.0%	9.1% Negative	-0.4%
Strongly Disagree	2	3.5%		2	3.1%		
Total	57	100.0%		66	100.0%		

**4. I trust my leaders to assist me through counseling, training, and opportunities to advance my career in my agency.**

	2020			2019			Trend
	# of Respondents	Percent		# of Respondents	Percent		
Strongly Agree	22	38.9%	72.3% Positive	23	34.9%	62.2% Positive	10.1%
Agree	19	33.4%		18	27.3%		
Neither Agree nor Disagree	9	15.7%	15.7% Neutral	14	21.4%	21.4% Neutral	-5.7%
Disagree	4	6.9%	12% Negative	5	7.5%	16.5% Negative	-4.5%
Strongly Disagree	3	5.1%		6	9.0%		
Total	57	100.0%		66	100.0%		

**5. When responding to this survey, I consider "Senior Leaders" and "senior leadership" to refer to:**

	2020		2019		Trend	
	# of Respondents	Percent	# of Respondents	Percent		
Commissioners	7	12.1%	4	6.0%	6.1%	
Commissioners/SES	32	56.6%	38	60.0%	-3.4%	
SES	11	19.1%	11	17.1%	2.0%	
SES/GS15/14	7	12.2%	10	15.4%	-3.2%	
Supervisor (GS15/14)	0	0.0%	1	1.5%	-1.5%	
Total	57	100.0%	64	100.0%		

**6. Which of the following has the greatest impact on your morale?**

	2020		2019		Trend	
	# of Respondents	Percent	# of Respondents	Percent		
Commissioners	4	7.0%	3	4.5%	2.5%	
Commissioners/SES	12	21.0%	15	23.3%	-2.3%	
SES	7	11.3%	6	9.2%	2.1%	
SES/GS15/14	15	26.2%	16	25.2%	1.0%	
Supervisor (GS15/14)	19	34.6%	24	37.8%	-3.2%	
Total	57	100.0%	64	100.0%		



**7. Which of the following best describes your work-related stress over the past year:**

	2020		2019		Trend		
	# of Respondents	Percent	# of Respondents	Percent			
Increased	27	46.5%	32	48.7%	-2.2%		
Decreased	3	5.6%	3	4.5%	1.1%		
Remained the same	19	34.2%	18	28.4%	5.6%		
I have not experienced significant work-related stress during the last year	8	13.7%	12	18.5%	-4.8%		
Total	57	100.0%	65	100.0%			

**8. Which of the following do you need the most to do your job better?**

	2020		2019		Trend		
	# of Respondents	Percent	# of Respondents	Percent			
People	29	52.2%	27	43.7%	8.5%		
Materials	6	11.6%	8	12.8%	-1.2%		
Budget	9	16.1%	11	18.3%	-2.2%		
Training	11	20.2%	15	25.3%	-5.1%		
Total	55	100.0%	61	100.0%			