

Summary of the Federal Maritime Commission's (FMC) 2019 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 – 2018)

For the fourth time in six years, the Commission was recognized by the Partnership for positive accomplishments in employee engagement and fulfillment. Ascending 8 positions from 17th to 9th, the FMC was ranked a Top 10 Small Agency in the 2018 *Best Places to Work in the Federal Government*. 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 23rd to 17th 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 2019 FEVS Results

Based on its 2019 FEVS results, the Commission continues to serve as a model agency as evidenced by several key indicators, including:

- Increasing the FMC's overall Employee Engagement Index* (EEI) score by 3 percent over last year's score to 76 percent, inclusive of an impressive 4 percentage point increase in both the ***Leaders Lead and Supervisors*** categories;
- Increasing the number of items identified as Strengths from 56 to 62. (Items rated at 65 percent positive or higher are considered strengths.); and
- Continuing to have no items identified as Challenges. (Items rated 35 percent or more negative are considered a challenge.)

*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 Agency-Specific Questions introduced in its 2018 FEVS provided additional insight to further define and refine the Commission's employee engagement strategy. The following FMC-specific questions indicate a continued positive trend in employee perspective on efforts to create a positive workplace, fair

and equitable treatment of employees, and leadership support for employees' career advancement opportunities:

- 73 percent believe the Commission is headed in the right direction in its efforts to create a more positive working environment - a 6 percentage point increase over 2018;
- 74 percent feel FMC policies and practices are applied in a fair and equitable manner to all employees - a 7 percentage point increase over 2018; and,
- 62 percent trust their leaders to assist them through counseling, training, and opportunities to advance their career in the FMC - a 7 percentage point increase over 2018.

Continuing to Move Forward

The Commission's deliberate and united efforts to never stop improving are paying off. We will continue to build on these successes and work even harder to increase 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 Senior Management in 2013 and updated annually, the WIP 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 engaged employees. The WIP is updated annually to incorporate input from the entire agency, as well as mark the addition, revision, and completion of specific projects and initiatives.

Examples of WIP Initiatives selected and completed over the last 5 years include:

- Deploying a revised and accountable Performance Management System
- Updating the Employee Suggestion Program
- Creating a Peer Recognition Program
- Initiating 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 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

We have had many successes over the past year; however, I am most proud of the people who are invested in the mission and make the FMC such a wonderful place to work every day. A stunning 98 percent of surveyed employees reported they are willing to put in the extra effort to get a job done when needed. With this in mind, I am certain that together, we can achieve our goal - to make the FMC the best Small Agency in the Federal Government.

Michael A. Khouri
Chairman
Federal Maritime Commission

Item	Item Text	FMC Percent Above or Below the Government-Wide Average	2019 Government-Wide Percent Positive	2019 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	2018 Percent Positive	Increase or Decrease from 2018
1	I am given a real opportunity to improve my skills in my organization.	2.4%	67.2%	69.6%	41.2%	28.4%	20.3%	7.2%	2.9%	10.1%	67.9%	1.7%
2	I have enough information to do my job well.	9.1%	71.7%	80.8%	39.5%	41.2%	9.1%	8.7%	1.5%	10.2%	82.8%	2.1%
3	I feel encouraged to come up with new and better ways of doing things.	7.4%	61.8%	69.2%	36.0%	33.2%	10.6%	17.3%	2.9%	20.2%	64.8%	4.3%
4	My work gives me a feeling of personal accomplishment.	3.5%	72.1%	68.6%	34.7%	34.0%	19.3%	6.1%	5.9%	12.0%	75.1%	6.4%
5	I like the kind of work I do.	4.1%	82.7%	78.5%	40.1%	38.5%	15.6%	4.4%	1.5%	5.8%	84.8%	6.2%
6	I know what is expected of me on the job.	3.2%	80.6%	83.8%	37.7%	46.1%	6.1%	8.7%	1.4%	10.1%	82.0%	1.8%
7	When needed I am willing to put in the extra effort to get a job done.	2.9%	95.6%	98.5%	76.2%	22.3%	1.5%	0.0%	0.0%	0.0%	97.4%	1.1%
8	I am constantly looking for ways to do my job better.	6.0%	90.9%	96.9%	64.0%	32.9%	1.6%	1.5%	0.0%	1.5%	94.9%	2.0%
9	I have sufficient resources (for example, people, materials, budget) to get my job done.	26.4%	48.9%	75.3%	27.3%	48.0%	8.6%	11.9%	4.2%	16.1%	77.7%	2.3%
10	My workload is reasonable.	24.4%	59.2%	83.6%	27.7%	55.9%	5.8%	7.8%	2.8%	10.6%	81.8%	1.8%
11	My talents are used well in the workplace.	3.7%	61.1%	64.8%	25.7%	39.1%	14.7%	10.4%	10.1%	20.5%	66.7%	1.9%
12	I know how my work relates to the agency's goals.	10.5%	85.1%	95.6%	53.5%	42.1%	3.0%	0.0%	1.4%	1.4%	91.4%	4.1%
13	The work I do is important.	4.8%	90.0%	85.3%	52.5%	32.8%	9.0%	4.3%	1.4%	5.7%	82.7%	2.6%
14	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	14.6%	66.4%	81.0%	37.5%	43.5%	8.7%	5.7%	4.6%	10.3%	86.3%	5.3%

15	My performance appraisal is a fair reflection of my performance.	8.1%	71.2%	79.3%	38.8%	40.6%	9.0%	4.3%	7.4%	11.7%	69.8%	9.5%
16	I am held accountable for achieving results.	8.4%	83.1%	91.5%	42.6%	48.9%	7.1%	1.4%	0.0%	1.4%	93.2%	1.8%
17	I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	1.9%	67.2%	69.1%	38.8%	30.3%	17.0%	9.3%	4.6%	13.9%	68.3%	0.8%
18	My training needs are assessed.	11.2%	56.5%	67.7%	27.0%	40.7%	21.7%	7.5%	3.1%	10.6%	61.3%	6.4%
19	In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding).	5.2%	72.0%	77.2%	36.0%	41.2%	10.8%	7.5%	4.5%	12.0%	68.0%	9.2%
20	The people I work with cooperate to get the job done.	3.7%	77.3%	81.0%	32.9%	48.1%	11.8%	7.2%	0.0%	7.2%	83.3%	2.3%
21	My work unit is able to recruit people with the right skills.	30.8%	43.9%	74.7%	25.0%	49.7%	16.5%	5.8%	3.0%	8.8%	69.4%	5.3%
22	Promotions in my work unit are based on merit.	26.0%	39.2%	65.1%	30.4%	34.7%	22.1%	5.0%	7.8%	12.8%	58.9%	6.2%
23	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	26.2%	33.7%	59.9%	24.9%	35.0%	24.5%	9.3%	6.3%	15.7%	57.8%	2.1%
24	In my work unit, differences in performance are recognized in a meaningful way.	17.5%	39.2%	56.7%	21.5%	35.2%	25.7%	12.8%	4.8%	17.6%	53.9%	2.8%
25	Awards in my work unit depend on how well employees perform their jobs.	16.8%	47.8%	64.6%	33.0%	31.6%	21.0%	8.0%	6.4%	14.4%	63.2%	1.4%
26	Employees in my work unit share job knowledge with each other.	5.2%	76.9%	82.1%	41.0%	41.1%	11.8%	6.1%	0.0%	6.1%	85.9%	3.8%
27	The skill level in my work unit has improved in the past year.	13.4%	57.6%	71.0%	30.2%	40.7%	21.7%	5.9%	1.5%	7.4%	71.1%	0.1%
28	How would you rate the overall quality of work done by your work unit?	8.7%	84.0%	92.7%	63.7%	29.0%	5.9%	0.0%	1.4%	1.4%	91.0%	1.7%
29	My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	12.3%	80.6%	92.9%	51.5%	41.4%	2.9%	2.8%	1.4%	4.3%	91.5%	1.4%

30	Employees have a feeling of personal empowerment with respect to work processes.	13.9%	49.8%	63.8%	17.6%	46.2%	20.1%	11.8%	4.4%	16.2%	60.7%	3.1%
31	Employees are recognized for providing high quality products and services.	9.4%	54.4%	63.8%	30.5%	33.3%	21.4%	7.3%	7.5%	14.8%	56.8%	7.0%
32	Creativity and innovation are rewarded.	16.0%	44.3%	60.4%	20.0%	40.4%	21.0%	10.7%	7.9%	18.6%	54.7%	5.7%
33	Pay raises depend on how well employees perform their jobs.	22.4%	27.8%	50.2%	22.4%	27.7%	33.0%	8.7%	8.1%	16.8%	43.9%	6.2%
34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	17.4%	58.7%	76.0%	33.8%	42.3%	16.2%	4.6%	3.1%	7.8%	67.1%	8.9%
35	Employees are protected from health and safety hazards on the job.	9.6%	76.7%	86.3%	43.2%	43.1%	11.9%	1.8%	0.0%	1.8%	87.6%	1.3%
36	My organization has prepared employees for potential security threats.	5.0%	79.9%	84.9%	41.6%	43.3%	10.3%	4.7%	0.0%	4.7%	78.9%	6.1%
37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	12.4%	56.2%	68.7%	36.5%	32.2%	20.7%	3.1%	7.6%	10.7%	53.6%	15.0%
38	Prohibited Personnel Practices (for example, illegally discriminating for or against any employee/applicant, obstructing a person's right to compete for employment, knowingly violating veterans' preference requirements) are not tolerated.	7.1%	70.3%	77.4%	41.5%	35.9%	16.4%	4.6%	1.6%	6.2%	65.7%	11.7%
39	My agency is successful at accomplishing its mission.	12.5%	77.3%	89.9%	45.7%	44.2%	5.9%	2.8%	1.4%	4.3%	84.5%	5.4%
40	I recommend my organization as a good place to work. (Used to calculate Best Places to Work ranking.)	7.3%	66.8%	74.1%	44.6%	29.5%	13.0%	5.7%	7.2%	12.9%	75.4%	1.3%

41	I believe the results of this survey will be used to make my agency a better place to work.	36.0%	41.3%	77.4%	45.2%	32.1%	12.2%	7.4%	3.1%	10.5%	64.2%	13.2%
42	My supervisor supports my need to balance work and other life issues.	4.8%	82.1%	87.0%	59.1%	27.9%	10.1%	1.5%	1.5%	2.9%	85.9%	1.1%
43	My supervisor provides me with opportunities to demonstrate my leadership skills.	1.0%	70.9%	71.9%	42.2%	29.7%	20.8%	2.9%	4.4%	7.3%	64.7%	7.2%
44	Discussions with my supervisor about my performance are worthwhile.	7.2%	68.1%	75.3%	42.2%	33.0%	14.6%	5.7%	4.4%	10.1%	74.9%	0.4%
45	My supervisor is committed to a workforce representative of all segments of society.	5.6%	71.9%	77.5%	42.1%	35.4%	16.3%	4.7%	1.5%	6.2%	71.0%	6.5%
46	My supervisor provides me with constructive suggestions to improve my job performance.	6.1%	67.1%	73.2%	36.2%	36.9%	13.9%	7.1%	5.8%	12.9%	64.3%	8.9%
47	Supervisors in my work unit support employee development.	6.3%	71.0%	77.3%	41.4%	35.8%	15.3%	6.0%	1.5%	7.4%	75.5%	1.7%
48	My supervisor listens to what I have to say.	4.4%	79.6%	84.0%	44.0%	40.0%	11.7%	2.9%	1.4%	4.4%	76.3%	7.6%
49	My supervisor treats me with respect.	0.3%	84.3%	84.0%	53.4%	30.7%	4.4%	8.7%	2.9%	11.6%	80.2%	3.8%
50	In the last six months, my supervisor has talked with me about my performance.	7.7%	82.0%	89.7%	42.6%	47.1%	4.7%	2.9%	2.8%	5.7%	89.6%	0.1%
51	I have trust and confidence in my supervisor.	0.4%	72.0%	72.4%	43.1%	29.2%	14.7%	5.7%	7.3%	13.0%	71.6%	0.8%
52	Overall, how good a job do you feel is being done by your immediate supervisor?	6.7%	74.1%	80.8%	52.1%	28.7%	16.3%	0.0%	2.9%	2.9%	76.1%	4.7%
53	In my organization, senior leaders generate high levels of motivation and commitment in the	17.6%	45.0%	62.5%	25.4%	37.2%	24.2%	5.9%	7.4%	13.3%	53.6%	8.9%
54	My organization's senior leaders maintain high standards of honesty and integrity.	13.3%	56.1%	69.4%	35.5%	33.9%	21.3%	4.6%	4.7%	9.3%	67.7%	1.7%
55	Supervisors work well with employees of different backgrounds.	11.5%	70.2%	81.7%	35.1%	46.6%	9.2%	4.5%	4.6%	9.1%	70.0%	11.7%

56	Managers communicate the goals of the organization.	8.8%	64.6%	73.4%	33.4%	40.0%	17.6%	6.1%	2.9%	9.0%	71.4%	1.9%
57	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	15.0%	63.9%	78.9%	38.1%	40.8%	16.1%	3.3%	1.7%	5.0%	77.7%	1.2%
58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	18.2%	57.7%	75.9%	30.4%	45.4%	13.7%	8.9%	1.6%	10.4%	65.1%	10.7%
59	Managers support collaboration across work units to accomplish work objectives.	16.3%	61.3%	77.6%	39.5%	38.0%	12.0%	8.9%	1.6%	10.4%	67.7%	9.9%
60	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	15.7%	62.5%	78.3%	54.6%	23.7%	13.3%	6.7%	1.8%	8.5%	73.0%	5.3%
61	I have a high level of respect for my organization's senior leaders.	20.2%	57.2%	77.4%	42.7%	34.7%	10.6%	6.0%	6.0%	11.9%	72.9%	4.5%
62	Senior leaders demonstrate support for Work/Life programs.	29.1%	58.8%	88.0%	52.8%	35.2%	9.0%	1.5%	1.5%	3.0%	84.5%	3.5%
63	How satisfied are you with your involvement in decisions that affect your work?	15.1%	54.8%	69.9%	32.2%	37.8%	16.8%	7.4%	5.9%	13.3%	66.7%	3.2%
64	How satisfied are you with the information you receive from management on what's going on in your organization?	15.5%	52.3%	67.7%	29.9%	37.9%	14.7%	16.2%	1.4%	17.5%	66.7%	1.1%
65	How satisfied are you with the recognition you receive for doing a good job?	12.6%	53.4%	66.0%	36.7%	29.3%	20.8%	9.0%	4.3%	13.3%	65.5%	0.5%
66	How satisfied are you with the policies and practices of your senior leaders?	15.9%	46.8%	62.7%	28.3%	34.5%	23.9%	11.8%	1.5%	13.4%	60.3%	2.4%
67	How satisfied are you with your opportunity to get a better job in your organization?	5.9%	40.7%	46.6%	23.8%	22.9%	30.7%	12.2%	10.5%	22.7%	39.2%	7.4%

68	How satisfied are you with the training you receive for your present job?	10.0%	56.7%	66.6%	29.3%	37.3%	22.7%	10.6%	0.0%	10.6%	64.6%	2.1%
69	Considering everything, how satisfied are you with your job? (Used to calculate Best Places to Work ranking.)	4.8%	68.6%	73.4%	41.1%	32.3%	11.8%	8.8%	6.0%	14.8%	74.6%	1.2%
70	Considering everything, how satisfied are you with your pay?	7.9%	63.3%	71.2%	31.3%	40.0%	18.0%	9.4%	1.5%	10.8%	74.0%	2.8%
71	Considering everything, how satisfied are you with your organization? (Used to calculate Best Places to Work ranking.)	12.6%	61.0%	73.6%	44.1%	29.5%	11.8%	8.7%	6.0%	14.6%	77.3%	3.7%

Legend	
	Increase from 2018 to 2019
	Decrease from 2018 to 2019

2019 Results			
Q72	Currently, in my work unit poor performers usually:	N	%
	Remain in work unit and improve over time	15	33.5%
	Remain in work unit and continue to underperform	13	29.4%
	Leave work unit - removed or transferred	2	4.4%
	Leave work unit - quit	1	2.2%
	No poor performers in work unit	13	30.4%
	Total	44	100.0%
	Do Not Know	22	
Q73	Which of the following best describes the impact of the partial government shutdown (December 22, 2018 – January 25, 2019) on your working/pay status?	N	%
	The shutdown had no impact on my working/pay status	3	4.6%
	I did not work and did not receive pay until after the lapse ended	53	79.5%
	I worked some of the shutdown but did not receive pay until after the lapse ended	10	14.5%
	I worked for the entirety of the shutdown but did not receive pay until after the lapse ended	0	0.0%
	Other, not listed above	1	1.4%
	Total	67	100.0%
Q74	How was your everyday work impacted during (if you worked) or after the partial government shutdown?	N	%
	It had no impact	8	12.9%
	A slightly negative impact	10	16.3%
	A moderately negative impact	17	26.4%
	A very negative impact	14	22.1%
	An extremely negative impact	14	22.3%
	Total	63	100.0%
Q75	In what ways did the partial government shutdown negatively affect your work? (Check all that apply)	N	%
	Unmanageable workload	23	42.3%
	Missed deadlines	38	70.5%
	Unrecoverable loss of work	9	16.9%
	Reduced customer service	27	50.2%
	Delayed work	51	94.6%
	Reduced work quality	17	31.7%
	Cutback of critical work	11	20.5%
	Time lost in restarting work	46	84.7%
	Unmet statutory requirements	9	16.7%
	Other	6	11.2%
Q76	Are you looking for another job because of the partial government shutdown?	N	%
	I am looking for another job specifically because of the shutdown	1	1.6%
	I am looking for another job, but the shutdown is only one of the reasons	12	17.9%
	I am looking for another job, but the shutdown had no influence on that decision	13	20.1%
	I am not looking for another job currently	40	60.4%
	Total	66	100.0%
Q77	My agency provided the support (e.g., communication, assistance, guidance) I needed during the partial government shutdown.	N	%
	Strongly agree	33	50.2%
	Agree	19	28.8%
	Neither agree nor disagree	8	11.9%
	Disagree	4	5.8%
	Strongly disagree	2	3.3%
	Total	66	100.0%
	No Support Required	1	--

Q78	Please select the response below that BEST describes your current teleworking schedule.	N	%
	Telework:		
	I telework very infrequently, on an unscheduled or short-term basis	19	28.4%
	I telework, but only about 1 or 2 days per month	7	10.2%
	I telework 1 or 2 days per week	19	29.3%
	I telework 3 or 4 days per week	1	1.5%
	I telework every work day	0	0.0%
	Total	46	69.5%
	Do not telework:		
	I do not telework because I have to be physically present on the job	1	1.5%
	I do not telework because of technical issues that prevent me from teleworking	1	1.7%
	I do not telework because I did not receive approval to do so, even though I have the kind of job where I can telework	2	3.0%
	I do not telework because I choose not to telework	16	24.4%
	Total	20	30.5%
Q79	How satisfied are you with the Telework program in your agency?	N	%
	Very Satisfied	27	40.6%
	Satisfied	21	31.6%
	Neither Satisfied nor Dissatisfied	7	10.5%
	Dissatisfied	1	1.9%
	Very Dissatisfied	1	1.4%
	Total	57	86.0%
	I choose not to participate in this program	8	12.5%
	This program is not available to me	1	1.5%
	I am unaware of this program	0	0.0%
	Total	9	100.0%
Q80	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):	N	%
	Alternative work schedules	55	83.7%
	Health and wellness programs	32	47.9%
	Employee assistance program - EAP	6	9.1%
	Child care programs	2	2.9%
	Elder care programs	1	1.5%
	None listed	7	10.5%
Q81	How satisfied are you with the following Work-Life programs in your agency? Alternative Work Schedules (for example, compressed work schedule, flexible work schedule)	N	%
	Very Satisfied	43	65.6%
	Satisfied	14	21.0%
	Neither Satisfied nor Dissatisfied	3	4.4%
	Dissatisfied	1	1.5%
	Very Dissatisfied	0	0.0%
	Total	61	92.5%
	I choose not to participate in these programs	5	7.5%
	These programs are not available to me	0	0.0%
	I am unaware of these programs	0	0.0%
	Total	66	100.0%

Q82	<i>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)</i>	N	%
	Very Satisfied	25	37.3%
	Satisfied	25	38.1%
	Neither Satisfied nor Dissatisfied	3	4.4%
	Dissatisfied	0	0.0%
	Very Dissatisfied	0	0.0%
	Total	53	79.7%
	I choose not to participate in these programs	10	15.1%
	These programs are not available to me	3	5.2%
	I am unaware of these programs	0	0.0%
	Total	66	100.0%
Q83	<i>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, information services)</i>	N	%
	Very Satisfied	12	17.7%
	Satisfied	6	9.3%
	Neither Satisfied nor Dissatisfied	9	14.0%
	Dissatisfied	0	0.0%
	Very Dissatisfied	0	0.0%
	Total	27	41.0%
	I choose not to participate in these programs	37	56.0%
	These programs are not available to me	1	1.5%
	I am unaware of these programs	1	1.5%
	Total	66	100.0%
Q84	<i>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)</i>	N	%
	Very Satisfied	5	7.6%
	Satisfied	3	4.8%
	Neither Satisfied nor Dissatisfied	5	7.7%
	Dissatisfied	1	1.5%
	Very Dissatisfied	0	0.0%
	Total	14	21.7%
	I choose not to participate in these programs	37	56.9%
	These programs are not available to me	10	15.1%
	I am unaware of these programs	4	6.3%
	Total	65	100.0%
Q85	<i>How satisfied are you with the following Work-Life programs in your agency? Elder Care Programs (for example, elder/adult care, support groups, resources)</i>	N	%
	Very Satisfied	3	4.5%
	Satisfied	2	3.3%
	Neither Satisfied nor Dissatisfied	5	7.9%
	Dissatisfied	0	0.0%
	Very Dissatisfied	0	0.0%
	Total	10	15.6%
	I choose not to participate in these programs	37	56.9%
	These programs are not available to me	10	15.2%
	I am unaware of these programs	8	12.3%
	Total	65	100.0%

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.

	# of Respondents	Percent		# of Respondents	Percent		Trend
	2018			2019			
Strongly Agree	28	37.0%	67.3% Positive	27	40.3%	74.2% Positive	6.9%
Agree	23	30.3%		22	33.9%		
Neither Agree nor Disagree	10	14.9%	14.9% Neutral	8	12.2%	12.2% Neutral	-2.7%
Disagree	6	7.9%	17.9% Negative	7	10.4%	13.5% Negative	4.4%
Strongly Disagree	6	10.0%		2	3.1%		
Total	73	100.0%		66	100.0%	100.0%	

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

	# of Respondents	Percent	# of Respondents	Percent	Trend		
	2018		2019				
Commissioners	11	14.6%	13	22.1%	7.5%		
Commissioners/SES	14	21.6%	13	21.7%	0.1%		
SES	15	23.8%	5	8.2%	15.6%		
SES/GS15/14	14	21.3%	14	23.5%	2.2%		
Supervisor (GS15/14)	13	18.6%	14	24.5%	5.9%		
Total	67	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.

	# of Respondents	Percent		# of Respondents	Percent		Trend
	2018			2019			
Strongly Agree	22	30.2%	66.9% Positive	31	46.6%	73.1% Positive	6.2%
Agree	28	36.7%		17	26.5%		
Neither Agree nor Disagree	15	22.8%	22.8% Neutral	12	17.8%	17.8% Neutral	-5.0%
Disagree	5	6.9%	10.3% Negative	4	6.0%	9.1% Negative	1.2%
Strongly Disagree	2	3.4%		2	3.1%		
Total	72	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.

	# of Respondents	Percent		# of Respondents	Percent		Trend
	2018			2019			
Strongly Agree	17	23.5%	55.4% Positive	23	34.9%	62.2% Positive	6.8%
Agree	25	31.9%		18	27.3%		
Neither Agree nor Disagree	19	27.8%	27.8% Neutral	14	21.4%	21.4% Neutral	-6.4%
Disagree	7	9.2%	16.70%	5	7.5%	16.5% Negative	0.2%
Strongly Disagree	5	7.5%		6	9.0%		
Total	73	100.0%		66	100.0%		

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

	# of Respondents	Percent	# of Respondents	Percent	Increase or decrease		
	2018		2019				
Commissioners	2	3.0%	4	6.0%	3.0%		
Commissioners/SES	43	60.1%	38	60.0%	0.1%		
SES	16	20.6%	11	17.1%	3.5%		
SES/GS15/14	8	11.9%	10	15.4%	3.5%		
Supervisor (GS15/14)	3	4.3%	1	1.5%	2.8%		
Total	72	100.0%	64	100.0%			

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

	# of Respondents	Percent	# of Respondents	Percent	Increase or decrease		
	2018		2019				
Commissioners	6	7.6%	3	4.5%	3.1%		
Commissioners/SES	18	25.9%	15	23.3%	2.7%		
SES	8	11.0%	6	9.2%	1.8%		
SES/GS15/14	19	25.3%	16	25.2%	0.1%		
Supervisor (GS15/14)	20	30.2%	24	37.8%	7.6%		
Total	71	100.0%	64	100.0%			

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

	# of Respondents	Percent	# of Respondents	Percent	Trend		
	2018		2019				
Increased	34	44.3%	32	48.7%	4.4%		
Decreased	3	5.0%	3	4.5%	0.5%		
Remained the same	20	28.1%	18	28.4%	0.3%		
I have not experienced significant work-related stress during the last year	15	22.5%	12	18.5%	4.0%		
Total	72	100.0%	65	100.0%			

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

	# of Respondents	Percent	# of Respondents	Percent	Increase or decrease		
	2018		2019				
People	23	31.2%	27	43.7%	12.5%		
Materials	6	9.3%	8	12.8%	3.5%		
Budget	26	36.6%	11	18.3%	18.3%		
Training	16	23.0%	15	25.3%	2.3%		
Total	71	100.0%	61	100.0%			