

Understanding Federal Employee Viewpoint Survey Indices and Dimensions

The Federal Employee Viewpoint Survey (FEVS) is collection of survey items designed to measure how employees jointly experience the policies, practices, and procedures characteristic of their agency and its leadership. Survey items have been organized into indices and dimensions to provide a more unified and thematic approach to interpreting the data. This document provides a full listing and description of all the indices and dimensions included in the FEVS.

An index is a collection of items that statistically cluster together and can be combined into a single score for interpretation and/or analysis. Indices speak to an aspect of employee perspectives and experiences and are indicators of effectiveness.

Dimensions are simply common characteristics of organizations defined by the way employees experience organizational policies and management practices. They support interpretation of results by combining employee perspectives on topics linked with work unit and organizational performance. Unlike indices, scores are not calculated for dimensions. Dimensions provide an easy-to-understand snapshot of particular aspects of performance.

Global Satisfaction Index

Global Satisfaction Index is a combination of four items assessing employees' satisfaction with their job, their pay, and their organization, plus their willingness to recommend their organization as a good place to work.

Analysts calculate the overall Global Satisfaction Index scores by averaging the unrounded percent positive of each of the four items.

Index name	Survey Item	Item #
Global Satisfaction Index	I recommend my organization as a good place to work.	Q46
Global Satisfaction Index	Considering everything, how satisfied are you with your job?	Q70
Global Satisfaction Index	Considering everything, how satisfied are you with your pay?	Q71
Global Satisfaction Index	Considering everything, how satisfied are you with your organization?	Q72

Performance Confidence Index

The Performance Confidence Index is a combination of four items assessing employees' perception of their work unit's ability to achieve goals and produce work at a high level. The construct of Performance Confidence is defined as "The extent to which employees believe their organization has an outstanding competitive future, based on innovative, high-quality products and services that are highly regarded by the marketplace."

Analysts calculate the overall Performance Confidence Index scores by averaging the unrounded percent positive of each of the four items.

Index name	Survey Item	Item #
Performance Confidence Index	Employees in my work unit meet the needs of our customers.	Q20
Performance Confidence Index	Employees in my work unit contribute positively to my agency's performance.	Q21
Performance Confidence Index	Employees in my work unit produce high-quality work.	Q22
Performance Confidence Index	Employees in my work unit adapt to changing priorities.	Q23

Employee Engagement Index

The Employee Engagement Index is a measure of the conditions conducive to engagement. The index consists of 15 items grouped into three subindices: Leaders Lead, Supervisors, and Intrinsic Work Experience.

Analysts calculate subindex scores by averaging the unrounded percent positive of each of item in a subindex. Averaging the three unrounded subindex scores creates the overall Employee Engagement score.

Index and sub-index name	Survey item	Item #
Employee Engagement Index - Intrinsic Work Experience Subindex	I feel encouraged to come up with new and better ways of doing things.	Q02
Employee Engagement Index - Intrinsic Work Experience Subindex	My work gives me a feeling of personal accomplishment.	Q03
Employee Engagement Index - Intrinsic Work Experience Subindex	I know what is expected of me on the job.	Q04
Employee Engagement Index - Intrinsic Work Experience Subindex	My talents are used well in the workplace.	Q06
Employee Engagement Index - Intrinsic Work Experience Subindex	I know how my work relates to the agency's goals.	Q07
Employee Engagement Index - Leaders Lead Subindex	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	Q57
Employee Engagement Index - Leaders Lead Subindex	My organization's senior leaders maintain high standards of honesty and integrity.	Q58
Employee Engagement Index - Leaders Lead Subindex	Managers communicate the goals of the organization.	Q59
Employee Engagement Index - Leaders Lead Subindex	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	Q61
Employee Engagement Index - Leaders Lead Subindex	I have a high level of respect for my organization's senior leaders.	Q62
Employee Engagement Index - Supervisors Subindex	Supervisors in my work unit support employee development.	Q48
Employee Engagement Index - Supervisors Subindex	My supervisor listens to what I have to say.	Q50

Index and sub-index name	Survey item	Item #
Employee Engagement Index - Supervisors Subindex	My supervisor treats me with respect.	Q51
Employee Engagement Index - Supervisors Subindex	I have trust and confidence in my supervisor.	Q52
Employee Engagement Index - Supervisors Subindex	Overall, how good a job do you feel is being done by your immediate supervisor?	Q54

Diversity, Equity, Inclusion, and Accessibility (DEIA) Index

OPM developed the Diversity, Equity, Inclusion, and Accessibility (DEIA) Index to align with both current government priorities and current research. This measure was specifically designed in response to Executive Order 14035 which feature four distinct factors: diversity, equity, inclusion, and accessibility. These four factors are included as subindices in the survey.

- **Diversity:** The practice of including the many communities, identities, races, ethnicities, backgrounds, abilities, cultures, and beliefs of the American people, including underserved communities;
- **Equity:** The consistent and systematic fair, just, and impartial treatment of all individuals, including individuals who belong to underserved communities that have been denied such treatment;
- **Inclusion:** The recognition, appreciation, and use of the talents and skills of employees of all backgrounds;
- **Accessibility:** The design, construction, development, and maintenance of facilities, information and communication technology, programs, and services so that all people, including people with disabilities, can fully and independently use them.

Analysts calculate subindex scores by averaging the unrounded percent positive of each of the items in a subindex. Averaging the four unrounded subindex scores creates the overall DEIA Index score.

Index and sub-index name	Survey item	Item #
DEIA: Diversity	My organization's management practices promote diversity (e.g., outreach, recruitment, promotion opportunities).	Q73
DEIA: Diversity	My supervisor demonstrates a commitment to workforce diversity (e.g., recruitment, promotion opportunities, development).	Q74
DEIA: Equity	I have similar access to advancement opportunities (e.g., promotion, career development, training) as others in my work unit.	Q75
DEIA: Equity	My supervisor provides opportunities fairly to all employees in my work unit (e.g., promotions, work assignments).	Q76
DEIA: Equity	In my work unit, excellent work is similarly recognized for all employees (e.g., awards, acknowledgements).	Q77
DEIA: Inclusion	Employees in my work unit make me feel I belong.	Q78
DEIA: Inclusion	Employees in my work unit care about me as a person.	Q79
DEIA: Inclusion	I am comfortable expressing opinions that are different from other employees in my work unit.	Q80
DEIA: Inclusion	In my work unit, people's differences are respected.	Q81

Index and sub-index name	Survey item	Item #
DEIA: Inclusion	I can be successful in my organization being myself.	Q82
DEIA: Accessibility	I can easily make a request of my organization to meet my accessibility needs. <i>(Note: For confidentiality purposes, a "--^c" indicates there are fewer than 4 responses to the question, excluding "No Accessibility Needs" and "No Basis to Judge," and results are therefore suppressed.)</i>	Q83
DEIA: Accessibility	My organization responds to my accessibility needs in a timely manner. <i>(Note: For confidentiality purposes, a "--^c" indicates there are fewer than 4 responses to the question, excluding "No Accessibility Needs" and "No Basis to Judge," and results are therefore suppressed.)</i>	Q84
DEIA: Accessibility	My organization meets my accessibility needs. <i>(Note: For confidentiality purposes, a "--^c" indicates there are fewer than 4 responses to the question, excluding "No Accessibility Needs" and "No Basis to Judge," and results are therefore suppressed.)</i>	Q85

Employee Experience Index (EXI)

The Employee Experience Index (EXI) measures the extent to which employees are engaged by their work and their organization. The existing engagement measure on the FEVS, the Employee Engagement Index (EEI), is a measure of the conditions for engagement, e.g., whether a workplace has the right environment to foster engaged employees. The new measure assesses whether employees actually experience the state of engagement and gives agencies another tool for assessing whether actions to improve engagement have had the intended effect.

The EXI is comprised of five items that measure work engagement (2 items), organizational engagement (2 items), and public service motivation (1 item). Work engagement measures the relationship between an employee and their specific job, while organizational engagement measures the relationship between an employee and their workplace. Public service motivation was also found to be a key component of engagement for public sector employees.

Analysts calculate the overall Employee Experience Index score by averaging the unrounded percent positive of each of the five items.

Index name	Survey Item	Item #
Employee Experience	My job inspires me.	Q86
Employee Experience	The work I do gives me a sense of accomplishment.	Q87
Employee Experience	I feel a strong personal attachment to my organization.	Q88
Employee Experience	I identify with the mission of my organization.	Q89
Employee Experience	It is important to me that my work contribute to the common good.	Q90

Performance Dimensions

Numerous FEVS survey items are organized around performance dimensions. Dimensions are survey items that group together around a topic and are representative of an aspect of performance. There are four overarching performance dimensions: Agile, Employee Focused, Foundations, and Goal Oriented. The category of Other represents items that are specific to Federal service and do not fit into a performance dimension. The definitions for each dimension are below.

Agile: Effective organizations sense and adapt rapidly to new information, requirements, or strategically relevant conditions. Agile workplaces are capable of pivoting to meet evolving priorities, respond effectively to disruptions, plus take advantage of emerging opportunities to perform.

Employee Focused: Organizations are effective when policies and programs support the workforce. Hallmark dimensions assess whether workplace conditions include employee development, opportunities for employee voice in decision-making, and a focus on employee welfare and work-life needs.

Foundations: Effective organizations have strong core policies, competencies, capabilities, and dedicate resources to support performance. Agency performance is assessed through key foundational dimensions including communication, cooperation, customer responsiveness, merit principles, and performance resources.

Goal Oriented: Organizations are effective when focused on well-defined objectives with practices and policies that emphasize productivity, goal fulfillment, and performance management.

Unlike indices, scores are not currently calculated for dimensions. Dimensions provide an easy-to-understand snapshot of particular aspects of performance.

Dimension name	Survey Item	Item #
Agile: Autonomy	I have the autonomy to decide how I do my job.	Q13
Agile: Autonomy	I can make decisions about my work without getting permission first.	Q14
Agile: Innovation	My work unit commits resources to develop new ideas (e.g., budget, staff, time, expert support).	Q27
Agile: Innovation	Employees in my work unit consistently look for new ways to improve how they do their work.	Q29
Agile: Innovation	Employees in my work unit incorporate new ideas into their work.	Q30
Agile: Innovation	Management encourages innovation.	Q64
Agile: Resilience	My work unit successfully manages disruptions to our work.	Q28
Agile: Resilience	Employees in my work unit approach change as an opportunity.	Q31
Agile: Resilience	My organization effectively adapts to changing government priorities.	Q42

Dimension name	Survey Item	Item #
Agile: Resilience	Management makes effective changes to address challenges facing our organization.	Q65
Employee-Focused: Employee Development	I am given a real opportunity to improve my skills in my organization.	Q01
Employee-Focused: Employee Development	I receive the training I need to do my job well.	Q10
Employee-Focused: Employee Voice	I can influence decisions in my work unit.	Q25
Employee-Focused: Employee Voice	Management involves employees in decisions that affect their work.	Q66
Employee-Focused: Employee Voice	How satisfied are you with your involvement in decisions that affect your work?	Q67
Employee-Focused: Employee Welfare	Employees are protected from health and safety hazards on the job.	Q36
Employee-Focused: Employee Welfare	My organization has prepared me for potential physical security threats.	Q43
Employee-Focused: Employee Welfare	My organization has prepared me for potential cybersecurity threats.	Q44
Employee-Focused: Work-Life Support	My workload is reasonable.	Q05
Employee-Focused: Work-Life Support	Employees in my work unit support my need to balance my work and personal responsibilities.	Q34
Employee-Focused: Work-Life Support	My supervisor supports my need to balance work and other life issues.	Q49
Employee-Focused: Work-Life Support	Senior leaders demonstrate support for Work-Life programs.	Q63
Foundations: Communication	Information is openly shared in my organization.	Q40
Foundations: Communication	Managers promote communication among different work units (for example, about projects, goals, needed resources).	Q60
Foundations: Communication	How satisfied are you with the information you receive from management on what's going on in your organization?	Q68
Foundations: Cooperation	The people I work with cooperate to get the job done.	Q15
Foundations: Cooperation	Employees in my work unit share job knowledge.	Q18
Foundations: Customer Responsiveness	Employees in my work unit consider customer needs a top priority.	Q32
Foundations: Customer Responsiveness	Employees in my work unit consistently look for ways to improve customer service.	Q33
Foundations: Merit Principles	I can disclose a suspected violation of any law, rule, or regulation without fear of reprisal.	Q08
Foundations: Merit Principles	In my organization, arbitrary action, personal favoritism and/or political coercion are not tolerated.	Q45

Dimension name	Survey Item	Item #
Foundations: Performance Resources	I have enough information to do my job well.	Q09
Foundations: Performance Resources	My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	Q19
Foundations: Performance Resources	New hires in my work unit (i.e., hired in the past year) have the right skills to do their jobs.	Q24
Goal Oriented: Accountability	I am held accountable for the quality of work I produce.	Q11
Goal Oriented: Accountability	My supervisor holds me accountable for achieving results.	Q53
Goal Oriented: Goal Clarity	I know what my work unit's goals are.	Q26
Goal Oriented: Goal Clarity	I have a good understanding of my organization's priorities.	Q38
Goal Oriented: Performance Feedback	I have a clear idea of how well I am doing my job.	Q12
Goal Oriented: Performance Feedback	My supervisor provides me with constructive suggestions to improve my job performance.	Q55
Goal Oriented: Performance Feedback	My supervisor provides me with performance feedback throughout the year.	Q56
Goal Oriented: Recognition	In my work unit, differences in performance are recognized in a meaningful way.	Q17
Goal Oriented: Recognition	Employees are recognized for providing high quality products and services.	Q35
Goal Oriented: Recognition	How satisfied are you with the recognition you receive for doing a good job?	Q69
Other	My organization is successful at accomplishing its mission.	Q37
Other	My organization shares results (for example, town halls, email, distribution of reports) from the Federal Employee Viewpoint Survey (FEVS).	Q39
Other	The approval process in my organization allows timely delivery of my work.	Q41
Other	I believe the results of this survey will be used to make my agency a better place to work.	Q47