Item	Item Text	Response Type	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	Strongly Agree/ Very Good/ Very Satisfied N	Agree/ Good/ Satisfied N	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied N	Disagree/ Poor/ Dissatisfied N	Strongly Disagree/ Very Poor/ Very Dissatisfied N	Item Response Total** N	Do Not Know/ No Basis to Judge N
1	*I am given a real opportunity to improve my skills in my organization.	Agree-disagree	75.5%	33.7%	41.7%	12.3%	8.4%	3.8%	12.3%	294	362	105	71	33	865	N/A
2	I feel encouraged to come up with new and better ways of doing things.	Agree-disagree	64.9%	28.2%	36.6%	17.7%	10.6%	6.8%	17.4%	247	312	151	91	56	857	N/A
3	My work gives me a feeling of personal accomplishment.	Agree-disagree	74.1%	31.7%	42.3%	14.2%	7.7%	4.0%	11.7%	277	363	122	66	34	862	N/A
4	I know what is expected of me on the job.	Agree-disagree	85.0%	36.6%	48.4%	8.9%	3.8%	2.3%	6.1%	317	421	75	32	20	865	N/A
5	*My workload is reasonable.	Agree-disagree	55.6%	14.2%	41.3%	14.3%	17.6%	12.5%	30.1%	123	357	124	152	108	864	0
6	*My talents are used well in the workplace.	Agree-disagree	68.4%	22.7%	45.8%	15.1%	10.2%	6.2%	16.4%	193	392	128	86	52	851	0
7	*I know how my work relates to the agency's goals.	Agree-disagree	87.8%	38.0%	49.8%	7.2%	2.9%	2.0%	5.0%	330	426	62	25	17	860	3
8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	Agree-disagree	76.8%	41.9%	35.0%	13.1%	4.7%	5.4%	10.1%	352	293	108	39	44	836	26
9	*The people I work with cooperate to get the job done.	Agree-disagree	87.9%	51.5%	36.4%	6.1%	4.0%	2.0%	6.0%	446	313	52	35	17	863	N/A
10	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	Agree-disagree	51.3%	17.3%	34.0%	26.2%	11.3%	11.2%	22.5%	115	224	174	75	76	664	202
12	*In my work unit, differences in performance are recognized in a meaningful way.	Agree-disagree	54.6%	19.1%	35.5%	23.6%	13.8%	8.0%	21.8%	149	273	185	105	62	774	90

#	Question	Scale	%	%	%	%	%	%	%	N	N	N	N	N	N	N
13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	Agree-disagree	87.2%	40.2%	46.9%	7.0%	4.0%	1.8%	5.9%	349	401	60	35	16	861	4
14	Employees in my work unit meet the needs of our customers.	Always-never	91.4%	44.5%	46.9%	7.8%	0.4%	0.3%	0.8%	374	391	66	4	3	838	27
15	Employees in my work unit contribute positively to my agency's performance.	Always-never	90.6%	52.4%	38.1%	8.0%	1.1%	0.3%	1.4%	444	319	68	9	3	843	15
16	Employees in my work unit produce high-quality work.	Always-never	88.0%	47.0%	41.0%	10.0%	1.7%	0.3%	2.0%	398	343	85	15	3	844	16
17	Employees in my work unit adapt to changing priorities.	Always-never	88.1%	52.0%	36.1%	9.6%	1.7%	0.6%	2.3%	443	302	81	14	5	845	12
18	Employees in my work unit successfully collaborate.	Always-never	84.4%	49.1%	35.3%	12.1%	2.5%	1.0%	3.5%	421	300	103	22	8	854	10
19	Employees in my work unit achieve our goals.	Always-never	92.4%	49.2%	43.2%	5.8%	1.2%	0.5%	1.7%	419	362	50	11	4	846	18
20	Employees are recognized for providing high quality products and services.	Agree-disagree	67.7%	28.9%	38.8%	14.8%	11.1%	6.3%	17.5%	250	330	125	93	54	852	10
21	Employees are protected from health and safety hazards on the job.	Agree-disagree	87.1%	56.0%	31.1%	7.1%	3.4%	2.3%	5.8%	479	260	60	29	19	847	16
22	My agency is successful at accomplishing its mission.	Agree-disagree	84.7%	39.9%	44.7%	11.1%	2.7%	1.5%	4.3%	344	377	94	23	12	850	10
23	*I recommend my organization as a good place to work.	Agree-disagree	79.1%	41.0%	38.2%	12.8%	4.9%	3.1%	8.0%	359	325	110	43	26	863	N/A
24	*I believe the results of this survey will be used to make my agency a better place to work.	Agree-disagree	64.1%	29.4%	34.7%	17.7%	11.4%	6.8%	18.2%	248	287	149	93	55	832	31
25	My supervisor supports my need to balance work and other life issues.	Agree-disagree	88.8%	56.6%	32.2%	5.2%	2.3%	3.7%	6.0%	492	276	43	21	30	862	2
26	My supervisor is committed to a workforce representative of all segments of society.	Agree-disagree	85.8%	55.1%	30.7%	9.6%	2.0%	2.6%	4.5%	444	242	75	15	21	797	66
27	Supervisors in my work unit support employee development.	Agree-disagree	84.6%	50.8%	33.8%	7.5%	4.0%	3.9%	7.9%	441	289	63	34	33	860	4
28	My supervisor listens to what I have to say.	Agree-disagree	87.3%	56.0%	31.2%	6.1%	3.3%	3.3%	6.6%	488	265	51	29	29	862	N/A

#	Question	Scale	Positive%						Negative%	N1	N2	N3	N4	N5	Total	N/A
29	My supervisor treats me with respect.	Agree-disagree	89.5%	61.4%	28.1%	5.2%	2.3%	2.9%	5.2%	535	240	43	20	25	863	N/A
30	I have trust and confidence in my supervisor.	Agree-disagree	81.9%	55.1%	26.8%	8.9%	4.1%	5.0%	9.1%	480	229	75	35	43	862	N/A
31	Overall, how good a job do you feel is being done by your immediate supervisor?	Good-poor	84.1%	58.5%	25.6%	9.7%	3.2%	3.1%	6.3%	508	222	81	27	27	865	N/A
32	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	Agree-disagree	61.9%	22.2%	39.7%	18.4%	11.0%	8.7%	19.7%	193	339	157	93	72	854	8
33	My organization's senior leaders maintain high standards of honesty and integrity.	Agree-disagree	68.3%	27.5%	40.8%	17.6%	7.4%	6.7%	14.1%	228	329	142	60	53	812	47
34	*Managers communicate the goals of the organization.	Agree-disagree	73.2%	27.9%	45.3%	15.1%	7.1%	4.6%	11.7%	243	386	128	61	38	856	4
35	Managers promote communication among different work units (for example, about projects, goals, needed resources).	Agree-disagree	64.3%	26.5%	37.8%	17.1%	11.4%	7.2%	18.6%	228	320	141	97	59	845	15
36	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	Good-poor	74.2%	35.2%	39.0%	16.0%	4.3%	5.6%	9.9%	280	309	127	34	42	792	68
37	I have a high level of respect for my organization's senior leaders.	Agree-disagree	68.2%	28.2%	40.0%	17.5%	7.4%	6.9%	14.2%	241	342	149	61	57	850	10
38	Senior leaders demonstrate support for Work-Life programs.	Agree-disagree	76.2%	38.4%	37.8%	14.4%	4.7%	4.7%	9.4%	325	317	119	39	39	839	20
39	*How satisfied are you with your involvement in decisions that affect your work?	Satisfied-dissatisfied	62.5%	20.3%	42.2%	19.4%	12.2%	5.9%	18.1%	176	360	166	107	49	858	N/A
40	*How satisfied are you with the information you receive from management on what's going on in your organization?	Satisfied-dissatisfied	67.6%	25.0%	42.6%	17.1%	10.6%	4.8%	15.3%	216	362	146	91	40	855	N/A

#	Question	Scale													
41	*How satisfied are you with the recognition you receive for doing a good job?	Satisfied-dissatisfied	63.9%	23.8%	40.0%	17.2%	10.7%	8.2%	18.9%	205	344	145	90	70	854	N/A
42	*Considering everything, how satisfied are you with your job?	Satisfied-dissatisfied	74.4%	29.8%	44.6%	13.6%	7.9%	4.1%	12.0%	257	379	114	68	35	853	N/A
43	Considering everything, how satisfied are you with your pay?	Satisfied-dissatisfied	64.3%	24.3%	40.0%	17.0%	12.8%	6.0%	18.8%	212	341	144	109	52	858	N/A
44	*Considering everything, how satisfied are you with your organization?	Satisfied-dissatisfied	74.2%	28.1%	46.0%	14.6%	7.6%	3.7%	11.3%	246	393	124	65	31	859	N/A

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

** Unweighted count of responses excluding "Do Not Know" or "No Basis to Judge"

Percentages are weighted to represent the Agency's population.

Source: **National Credit Union Administration AES Report,** 2021 OPM Federal Employee Viewpoint Survey

11. In my work unit poor performers usually:

	2021 N	2021 %	2020 N	2020 %	2019 N	2019 %
Remain in the work unit and improve their performance over time	119	20.0%	146	20.2%	123	17.8%
Remain in the work unit and continue to underperform	228	37.2%	286	39.9%	329	48.4%
Leave the work unit - removed or transferred	42	6.9%	60	8.3%	52	7.8%
Leave the work unit - quit	19	3.4%	28	3.8%	20	3.0%
There are no poor performers in my work unit	196	32.5%	204	27.8%	157	23.1%
Do Not Know	262	—[b]	200	—[b]	188	—[b]
Total	866	100.0%	924	100.0%	869	100.0%

Percentages are weighted to represent the Agency's population.

The rows above do not include results for any year when there were fewer than 4 completed surveys.

"—[a]" indicates that there are no trending results available for the year.

"—[b]" indicates that the "Do Not Know" responses are not included in percentage calculations.

Source: **National Credit Union Administration AES Report,** 2021 OPM Federal Employee Viewpoint Survey

Item	Year	Item Text	Percent Positive	Percent Neutral	Percent Negative	Item Response Total** N	Do Not Know/ No Basis to Judge N
1	2021	*I am given a real opportunity to improve my skills in my organization.	75.5%	12.3%	12.3%	865	N/A
1	2020	*I am given a real opportunity to improve my skills in my organization.	77.4%	11.3%	11.3%	925	N/A
1	2019	*I am given a real opportunity to improve my skills in my organization.	73.7%	10.8%	15.5%	887	N/A
1	2018	*I am given a real opportunity to improve my skills in my organization.	71.9%	13.3%	14.9%	629	N/A
1	2017	*I am given a real opportunity to improve my skills in my organization.	69.3%	13.5%	17.2%	665	N/A
1	2016	*I am given a real opportunity to improve my skills in my organization.	77.5%	10.2%	12.3%	661	N/A
1	2015	*I am given a real opportunity to improve my skills in my organization.	76.0%	12.4%	11.5%	776	N/A
2	2021	I feel encouraged to come up with new and better ways of doing things.	64.9%	17.7%	17.4%	857	N/A
2	2020	I feel encouraged to come up with new and better ways of doing things.	65.8%	16.7%	17.4%	913	N/A
2	2019	I feel encouraged to come up with new and better ways of doing things.	54.3%	19.3%	26.5%	887	N/A
2	2018	I feel encouraged to come up with new and better ways of doing things.	55.2%	20.0%	24.8%	629	N/A
2	2017	I feel encouraged to come up with new and better ways of doing things.	56.2%	19.0%	24.8%	656	N/A
2	2016	I feel encouraged to come up with new and better ways of doing things.	61.7%	17.4%	21.0%	651	N/A
2	2015	I feel encouraged to come up with new and better ways of doing things.	57.2%	23.7%	19.1%	761	N/A
3	2021	My work gives me a feeling of personal accomplishment.	74.1%	14.2%	11.7%	862	N/A
3	2020	My work gives me a feeling of personal accomplishment.	76.5%	13.9%	9.6%	925	N/A
3	2019	My work gives me a feeling of personal accomplishment.	73.7%	14.6%	11.7%	889	N/A
3	2018	My work gives me a feeling of personal accomplishment.	74.5%	13.7%	11.8%	629	N/A
3	2017	My work gives me a feeling of personal accomplishment.	76.6%	12.3%	11.1%	660	N/A
3	2016	My work gives me a feeling of personal accomplishment.	79.2%	11.0%	9.8%	660	N/A
3	2015	My work gives me a feeling of personal accomplishment.	76.6%	13.6%	9.9%	775	N/A
4	2021	I know what is expected of me on the job.	85.0%	8.9%	6.1%	865	N/A
4	2020	I know what is expected of me on the job.	85.3%	8.0%	6.7%	923	N/A
4	2019	I know what is expected of me on the job.	77.0%	11.0%	12.0%	890	N/A
4	2018	I know what is expected of me on the job.	77.3%	10.4%	12.2%	630	N/A
4	2017	I know what is expected of me on the job.	78.9%	11.0%	10.2%	661	N/A
4	2016	I know what is expected of me on the job.	79.8%	9.9%	10.3%	652	N/A
4	2015	I know what is expected of me on the job.	80.6%	10.6%	8.8%	770	N/A
5	2021	*My workload is reasonable.	55.6%	14.3%	30.1%	864	0
5	2020	*My workload is reasonable.	65.7%	13.3%	20.9%	917	1
5	2019	*My workload is reasonable.	57.0%	16.5%	26.4%	886	0
5	2018	*My workload is reasonable.	58.0%	14.3%	27.7%	629	0
5	2017	*My workload is reasonable.	62.4%	13.0%	24.7%	661	0

5	2016	*My workload is reasonable.	63.3%	13.4%	23.3%	651	1
5	2015	*My workload is reasonable.	60.6%	15.5%	23.9%	771	1
6	2021	*My talents are used well in the workplace.	68.4%	15.1%	16.4%	851	0
6	2020	*My talents are used well in the workplace.	70.3%	14.0%	15.7%	908	1
6	2019	*My talents are used well in the workplace.	62.0%	16.1%	21.9%	885	1
6	2018	*My talents are used well in the workplace.	61.7%	15.8%	22.5%	624	2
6	2017	*My talents are used well in the workplace.	64.9%	15.4%	19.8%	659	0
6	2016	*My talents are used well in the workplace.	67.7%	14.1%	18.3%	637	1
6	2015	*My talents are used well in the workplace.	66.1%	16.7%	17.2%	747	3
7	2021	*I know how my work relates to the agency's goals.	87.8%	7.2%	5.0%	860	3
7	2020	*I know how my work relates to the agency's goals.	88.2%	7.3%	4.5%	912	1
7	2019	*I know how my work relates to the agency's goals.	85.3%	9.2%	5.4%	885	1
7	2018	*I know how my work relates to the agency's goals.	81.0%	12.5%	6.6%	628	1
7	2017	*I know how my work relates to the agency's goals and priorities.	81.7%	10.4%	7.9%	653	1
7	2016	*I know how my work relates to the agency's goals and priorities.	86.7%	8.2%	5.1%	654	1
7	2015	*I know how my work relates to the agency's goals and priorities.	86.3%	8.5%	5.1%	773	3
8	2021	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	76.8%	13.1%	10.1%	836	26
8	2020	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	77.3%	12.3%	10.4%	890	32
8	2019	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	73.7%	12.7%	13.6%	843	47
8	2018	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	74.1%	11.5%	14.4%	604	26
8	2017	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	75.8%	10.6%	13.6%	631	28
8	2016	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	74.7%	11.4%	13.9%	632	24
8	2015	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	72.8%	16.6%	10.6%	738	29
9	2021	*The people I work with cooperate to get the job done.	87.9%	6.1%	6.0%	863	N/A
9	2020	*The people I work with cooperate to get the job done.	88.1%	6.2%	5.6%	925	N/A
9	2019	*The people I work with cooperate to get the job done.	82.2%	8.7%	9.1%	887	N/A
9	2018	*The people I work with cooperate to get the job done.	82.7%	10.3%	7.0%	632	N/A
9	2017	*The people I work with cooperate to get the job done.	83.6%	8.5%	7.9%	662	N/A
9	2016	*The people I work with cooperate to get the job done.	84.9%	7.6%	7.5%	661	N/A
9	2015	*The people I work with cooperate to get the job done.	85.1%	7.4%	7.5%	775	N/A
10	2021	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	51.3%	26.2%	22.5%	664	202
10	2020	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	48.0%	27.7%	24.3%	763	160
10	2019	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	41.0%	25.7%	33.2%	782	104
10	2018	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	41.6%	25.6%	32.8%	556	76
10	2017	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	41.9%	25.5%	32.7%	587	77
10	2016	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	39.4%	26.9%	33.6%	562	96
10	2015	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	40.5%	27.6%	31.9%	700	76
12	2021	*In my work unit, differences in performance are recognized in a meaningful way.	54.6%	23.6%	21.8%	774	90

12	2020	*In my work unit, differences in performance are recognized in a meaningful way.	54.9%	23.6%	21.6%	843	83
12	2019	*In my work unit, differences in performance are recognized in a meaningful way.	42.8%	25.8%	31.4%	834	51
12	2018	*In my work unit, differences in performance are recognized in a meaningful way.	44.3%	24.3%	31.4%	587	43
12	2017	*In my work unit, differences in performance are recognized in a meaningful way.	43.0%	24.0%	33.0%	620	43
12	2016	*In my work unit, differences in performance are recognized in a meaningful way.	46.9%	23.2%	29.8%	607	46
12	2015	*In my work unit, differences in performance are recognized in a meaningful way.	48.5%	24.8%	26.6%	738	38
13	2021	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	87.2%	7.0%	5.9%	861	4
13	2020	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	87.0%	7.2%	5.9%	921	4
13	2019	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	83.9%	8.8%	7.3%	883	5
13	2018	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	85.4%	8.5%	6.2%	626	5
13	2017	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	75.1%	12.1%	12.9%	650	7
13	2016	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	77.3%	12.9%	9.8%	646	6
13	2015	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	72.5%	13.8%	13.8%	759	7
14	2021	Employees in my work unit meet the needs of our customers.	91.4%	7.8%	0.8%	838	27
14	2020	During the COVID-19 pandemic, my work unit has met the needs of our customers.	89.3%	9.2%	1.5%	888	25
15	2021	Employees in my work unit contribute positively to my agency's performance.	90.6%	8.0%	1.4%	843	15
15	2020	During the COVID-19 pandemic, my work unit has contributed positively to my agency's performance.	90.9%	7.1%	2.0%	887	25
16	2021	Employees in my work unit produce high-quality work.	88.0%	10.0%	2.0%	844	16
16	2020	During the COVID-19 pandemic, my work unit has produced high-quality work.	87.2%	10.3%	2.5%	892	21
17	2021	Employees in my work unit adapt to changing priorities.	88.1%	9.6%	2.3%	845	12
17	2020	During the COVID-19 pandemic, my work unit has adapted to changing priorities.	90.0%	8.1%	1.9%	895	18
18	2021	Employees in my work unit successfully collaborate.	84.4%	12.1%	3.5%	854	10
18	2020	During the COVID-19 pandemic, my work unit has successfully collaborated.	83.6%	12.3%	4.2%	898	16
19	2021	Employees in my work unit achieve our goals.	92.4%	5.8%	1.7%	846	18
19	2020	During the COVID-19 pandemic, my work unit has achieved our goals.	88.8%	9.8%	1.5%	883	29
20	2021	Employees are recognized for providing high quality products and services.	67.7%	14.8%	17.5%	852	10
20	2020	Employees are recognized for providing high quality products and services.	67.5%	15.0%	17.5%	917	8
20	2019	Employees are recognized for providing high quality products and services.	54.2%	19.8%	26.0%	868	15
20	2018	Employees are recognized for providing high quality products and services.	57.4%	19.0%	23.6%	616	7
20	2017	Employees are recognized for providing high quality products and services.	57.8%	17.8%	24.4%	640	13

20	2016	Employees are recognized for providing high quality products and services.	64.9%	15.9%	19.3%	638	12
20	2015	Employees are recognized for providing high quality products and services.	62.9%	18.9%	18.2%	756	14
21	2021	Employees are protected from health and safety hazards on the job.	87.1%	7.1%	5.8%	847	16
21	2020	Employees are protected from health and safety hazards on the job.	89.1%	6.7%	4.2%	923	2
21	2019	Employees are protected from health and safety hazards on the job.	71.8%	18.5%	9.6%	864	17
21	2018	Employees are protected from health and safety hazards on the job.	70.0%	18.1%	12.0%	614	12
21	2017	Employees are protected from health and safety hazards on the job.	74.3%	15.0%	10.7%	638	18
21	2016	Employees are protected from health and safety hazards on the job.	72.1%	18.5%	9.4%	632	18
21	2015	Employees are protected from health and safety hazards on the job.	68.8%	18.7%	12.5%	753	14
22	2021	My agency is successful at accomplishing its mission.	84.7%	11.1%	4.3%	850	10
22	2020	My agency is successful at accomplishing its mission.	88.2%	9.0%	2.9%	918	7
22	2019	My agency is successful at accomplishing its mission.	79.4%	15.4%	5.1%	864	16
22	2018	My agency is successful at accomplishing its mission.	79.4%	15.5%	5.1%	613	11
22	2017	My agency is successful at accomplishing its mission.	79.2%	15.2%	5.6%	643	10
22	2016	My agency is successful at accomplishing its mission.	84.4%	11.0%	4.6%	640	7
22	2015	My agency is successful at accomplishing its mission.	80.4%	15.0%	4.6%	753	12
23	2021	*I recommend my organization as a good place to work.	79.1%	12.8%	8.0%	863	N/A
23	2020	*I recommend my organization as a good place to work.	82.5%	11.9%	5.5%	921	N/A
23	2019	*I recommend my organization as a good place to work.	75.3%	16.4%	8.4%	882	N/A
23	2018	*I recommend my organization as a good place to work.	71.0%	18.4%	10.6%	623	N/A
23	2017	*I recommend my organization as a good place to work.	73.9%	16.8%	9.3%	654	N/A
23	2016	*I recommend my organization as a good place to work.	77.0%	13.6%	9.4%	651	N/A
23	2015	*I recommend my organization as a good place to work.	78.3%	14.5%	7.2%	767	N/A
24	2021	*I believe the results of this survey will be used to make my agency a better place to work.	64.1%	17.7%	18.2%	832	31
24	2020	*I believe the results of this survey will be used to make my agency a better place to work.	63.1%	18.7%	18.2%	890	34
24	2019	*I believe the results of this survey will be used to make my agency a better place to work.	54.2%	20.7%	25.1%	842	40
24	2018	*I believe the results of this survey will be used to make my agency a better place to work.	51.3%	20.8%	27.8%	584	39
24	2017	*I believe the results of this survey will be used to make my agency a better place to work.	52.8%	24.6%	22.6%	623	32
24	2016	*I believe the results of this survey will be used to make my agency a better place to work.	64.0%	17.9%	18.1%	618	32
24	2015	*I believe the results of this survey will be used to make my agency a better place to work.	61.9%	19.8%	18.3%	737	33
25	2021	My supervisor supports my need to balance work and other life issues.	88.8%	5.2%	6.0%	862	2
25	2020	My supervisor supports my need to balance work and other life issues.	87.3%	6.4%	6.3%	923	3
25	2019	My supervisor supports my need to balance work and other life issues.	82.3%	8.4%	9.3%	879	1
25	2018	My supervisor supports my need to balance work and other life issues.	80.5%	9.4%	10.1%	616	6
25	2017	My supervisor supports my need to balance work and other life issues.	80.8%	8.0%	11.2%	654	2
25	2016	My supervisor supports my need to balance work and other life issues.	82.5%	6.6%	10.9%	647	2
25	2015	My supervisor supports my need to balance work and other life issues.	81.0%	8.5%	10.5%	764	3
26	2021	My supervisor is committed to a workforce representative of all segments of society.	85.8%	9.6%	4.5%	797	66

26	2020	My supervisor is committed to a workforce representative of all segments of society.	83.0%	12.1%	5.0%	872	54
26	2019	My supervisor is committed to a workforce representative of all segments of society.	77.1%	15.3%	7.6%	786	91
26	2018	My supervisor is committed to a workforce representative of all segments of society.	73.6%	19.2%	7.2%	555	66
26	2017	My supervisor is committed to a workforce representative of all segments of society.	75.8%	16.8%	7.4%	585	68
26	2016	My supervisor is committed to a workforce representative of all segments of society.	75.8%	16.6%	7.6%	583	64
26	2015	My supervisor is committed to a workforce representative of all segments of society.	77.0%	17.7%	5.3%	688	77
27	2021	Supervisors in my work unit support employee development.	84.6%	7.5%	7.9%	860	4
27	2020	Supervisors in my work unit support employee development.	84.1%	8.4%	7.5%	925	1
27	2019	Supervisors in my work unit support employee development.	75.9%	11.9%	12.2%	874	6
27	2018	Supervisors in my work unit support employee development.	73.4%	13.9%	12.6%	612	8
27	2017	Supervisors in my work unit support employee development.	73.0%	13.9%	13.1%	643	10
27	2016	Supervisors in my work unit support employee development.	75.9%	12.5%	11.7%	640	9
27	2015	Supervisors in my work unit support employee development.	76.6%	13.3%	10.1%	755	9
28	2021	My supervisor listens to what I have to say.	87.3%	6.1%	6.6%	862	N/A
28	2020	My supervisor listens to what I have to say.	85.5%	7.7%	6.8%	922	N/A
28	2019	My supervisor listens to what I have to say.	80.3%	8.0%	11.6%	876	N/A
28	2018	My supervisor listens to what I have to say.	79.9%	8.8%	11.3%	621	N/A
28	2017	My supervisor listens to what I have to say.	80.5%	9.3%	10.2%	655	N/A
28	2016	My supervisor listens to what I have to say.	80.2%	9.7%	10.1%	650	N/A
28	2015	My supervisor listens to what I have to say.	81.2%	10.0%	8.8%	767	N/A
29	2021	My supervisor treats me with respect.	89.5%	5.2%	5.2%	863	N/A
29	2020	My supervisor treats me with respect.	88.3%	6.2%	5.5%	920	N/A
29	2019	My supervisor treats me with respect.	85.5%	6.8%	7.6%	875	N/A
29	2018	My supervisor treats me with respect.	83.4%	8.8%	7.8%	621	N/A
29	2017	My supervisor treats me with respect.	83.9%	7.6%	8.5%	650	N/A
29	2016	My supervisor treats me with respect.	86.4%	5.5%	8.1%	648	N/A
29	2015	My supervisor treats me with respect.	86.1%	7.6%	6.3%	763	N/A
30	2021	I have trust and confidence in my supervisor.	81.9%	8.9%	9.1%	862	N/A
30	2020	I have trust and confidence in my supervisor.	78.9%	10.4%	10.6%	922	N/A
30	2019	I have trust and confidence in my supervisor.	73.6%	13.2%	13.2%	875	N/A
30	2018	I have trust and confidence in my supervisor.	72.6%	13.3%	14.1%	621	N/A
30	2017	I have trust and confidence in my supervisor.	72.6%	12.9%	14.5%	653	N/A
30	2016	I have trust and confidence in my supervisor.	72.9%	13.6%	13.5%	646	N/A
30	2015	I have trust and confidence in my supervisor.	75.3%	12.4%	12.3%	767	N/A
31	2021	Overall, how good a job do you feel is being done by your immediate supervisor?	84.1%	9.7%	6.3%	865	N/A
31	2020	Overall, how good a job do you feel is being done by your immediate supervisor?	83.7%	10.5%	5.8%	922	N/A
31	2019	Overall, how good a job do you feel is being done by your immediate supervisor?	77.7%	13.0%	9.3%	879	N/A
31	2018	Overall, how good a job do you feel is being done by your immediate supervisor?	74.8%	15.7%	9.5%	619	N/A

31	2017	Overall, how good a job do you feel is being done by your immediate supervisor?	74.2%	15.9%	9.9%	655	N/A
31	2016	Overall, how good a job do you feel is being done by your immediate supervisor?	77.3%	14.4%	8.3%	646	N/A
31	2015	Overall, how good a job do you feel is being done by your immediate supervisor?	77.3%	15.8%	6.8%	767	N/A
32	2021	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	61.9%	18.4%	19.7%	854	8
32	2020	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	61.7%	20.6%	17.7%	915	7
32	2019	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	43.8%	25.6%	30.6%	858	17
32	2018	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	41.8%	24.6%	33.6%	602	11
32	2017	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	45.1%	21.1%	33.8%	634	15
32	2016	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	54.2%	19.5%	26.3%	638	8
32	2015	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	50.7%	24.4%	24.9%	752	13
33	2021	My organization's senior leaders maintain high standards of honesty and integrity.	68.3%	17.6%	14.1%	812	47
33	2020	My organization's senior leaders maintain high standards of honesty and integrity.	62.2%	21.7%	16.2%	884	36
33	2019	My organization's senior leaders maintain high standards of honesty and integrity.	52.1%	23.3%	24.6%	811	60
33	2018	My organization's senior leaders maintain high standards of honesty and integrity.	51.7%	27.0%	21.3%	577	35
33	2017	My organization's senior leaders maintain high standards of honesty and integrity.	56.5%	21.8%	21.7%	593	51
33	2016	My organization's senior leaders maintain high standards of honesty and integrity.	62.4%	18.5%	19.1%	611	32
33	2015	My organization's senior leaders maintain high standards of honesty and integrity.	61.3%	21.9%	16.8%	717	46
34	2021	*Managers communicate the goals of the organization.	73.2%	15.1%	11.7%	856	4
34	2020	*Managers communicate the goals of the organization.	76.6%	14.4%	9.0%	917	3
34	2019	*Managers communicate the goals of the organization.	69.5%	17.6%	12.9%	858	7
34	2018	*Managers communicate the goals of the organization.	67.3%	16.8%	15.9%	601	9
34	2017	*Managers communicate the goals and priorities of the organization.	67.0%	16.2%	16.8%	631	9
34	2016	*Managers communicate the goals and priorities of the organization.	71.5%	15.1%	13.3%	630	7
34	2015	*Managers communicate the goals and priorities of the organization.	71.6%	17.2%	11.3%	754	7
35	2021	Managers promote communication among different work units (for example, about projects, goals, needed resources).	64.3%	17.1%	18.6%	845	15
35	2020	Managers promote communication among different work units (for example, about projects, goals, needed resources).	66.5%	18.3%	15.2%	902	19
35	2019	Managers promote communication among different work units (for example, about projects, goals, needed resources).	60.3%	19.5%	20.2%	848	24

35	2018	Managers promote communication among different work units (for example, about projects, goals, needed resources).	54.4%	22.6%	23.1%	588	26
35	2017	Managers promote communication among different work units (for example, about projects, goals, needed resources).	58.9%	20.0%	21.1%	616	29
35	2016	Managers promote communication among different work units (for example, about projects, goals, needed resources).	60.2%	18.4%	21.3%	623	16
35	2015	Managers promote communication among different work units (for example, about projects, goals, needed resources).	62.4%	17.5%	20.1%	732	29
36	2021	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	74.2%	16.0%	9.9%	792	68
36	2020	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	73.2%	17.6%	9.2%	877	44
36	2019	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	65.3%	21.4%	13.3%	816	59
36	2018	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	64.2%	21.9%	13.9%	577	36
36	2017	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	67.3%	18.5%	14.1%	596	51
36	2016	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	69.3%	20.3%	10.4%	610	30
36	2015	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	72.0%	19.0%	9.1%	712	52
37	2021	I have a high level of respect for my organization's senior leaders.	68.2%	17.5%	14.2%	850	10
37	2020	I have a high level of respect for my organization's senior leaders.	66.6%	20.0%	13.4%	913	8
37	2019	I have a high level of respect for my organization's senior leaders.	54.1%	23.4%	22.5%	855	15
37	2018	I have a high level of respect for my organization's senior leaders.	53.0%	24.9%	22.2%	606	7
37	2017	I have a high level of respect for my organization's senior leaders.	55.4%	22.2%	22.4%	641	7
37	2016	I have a high level of respect for my organization's senior leaders.	62.6%	20.3%	17.1%	639	3
37	2015	I have a high level of respect for my organization's senior leaders.	62.3%	21.2%	16.5%	757	9
38	2021	Senior leaders demonstrate support for Work-Life programs.	76.2%	14.4%	9.4%	839	20
38	2020	Senior leaders demonstrate support for Work-Life programs.	78.9%	13.6%	7.6%	894	26
38	2019	Senior leaders demonstrate support for Work-Life programs.	56.8%	22.2%	21.0%	813	62
38	2018	Senior leaders demonstrate support for Work-Life programs.	54.8%	22.6%	22.6%	573	40
38	2017	Senior leaders demonstrate support for Work-Life programs.	58.7%	22.5%	18.8%	600	47
38	2016	Senior leaders demonstrate support for Work-Life programs.	64.8%	18.1%	17.1%	621	24
38	2015	Senior leaders demonstrate support for Work-Life programs.	59.6%	22.2%	18.2%	717	48
39	2021	*How satisfied are you with your involvement in decisions that affect your work?	62.5%	19.4%	18.1%	858	N/A
39	2020	*How satisfied are you with your involvement in decisions that affect your work?	60.7%	22.3%	17.0%	919	N/A

39	2019	*How satisfied are you with your involvement in decisions that affect your work?	52.4%	22.4%	25.2%	870	N/A
39	2018	*How satisfied are you with your involvement in decisions that affect your work?	51.3%	21.2%	27.6%	610	N/A
39	2017	*How satisfied are you with your involvement in decisions that affect your work?	53.6%	22.8%	23.6%	646	N/A
39	2016	*How satisfied are you with your involvement in decisions that affect your work?	60.6%	20.0%	19.4%	643	N/A
39	2015	*How satisfied are you with your involvement in decisions that affect your work?	57.1%	22.2%	20.7%	764	N/A
40	2021	*How satisfied are you with the information you receive from management on what's going on in your organization?	67.6%	17.1%	15.3%	855	N/A
40	2020	*How satisfied are you with the information you receive from management on what's going on in your organization?	73.1%	17.2%	9.7%	918	N/A
40	2019	*How satisfied are you with the information you receive from management on what's going on in your organization?	58.7%	18.6%	22.7%	870	N/A
40	2018	*How satisfied are you with the information you receive from management on what's going on in your organization?	54.5%	21.3%	24.2%	613	N/A
40	2017	*How satisfied are you with the information you receive from management on what's going on in your organization?	56.0%	19.8%	24.2%	641	N/A
40	2016	*How satisfied are you with the information you receive from management on what's going on in your organization?	64.3%	19.6%	16.1%	639	N/A
40	2015	*How satisfied are you with the information you receive from management on what's going on in your organization?	61.2%	22.6%	16.3%	763	N/A
41	2021	*How satisfied are you with the recognition you receive for doing a good job?	63.9%	17.2%	18.9%	854	N/A
41	2020	*How satisfied are you with the recognition you receive for doing a good job?	59.6%	19.5%	20.8%	918	N/A
41	2019	*How satisfied are you with the recognition you receive for doing a good job?	52.1%	22.2%	25.8%	866	N/A
41	2018	*How satisfied are you with the recognition you receive for doing a good job?	50.8%	22.7%	26.5%	610	N/A
41	2017	*How satisfied are you with the recognition you receive for doing a good job?	57.2%	19.9%	22.9%	643	N/A
41	2016	*How satisfied are you with the recognition you receive for doing a good job?	60.8%	16.6%	22.6%	637	N/A
41	2015	*How satisfied are you with the recognition you receive for doing a good job?	57.2%	21.7%	21.2%	759	N/A
42	2021	*Considering everything, how satisfied are you with your job?	74.4%	13.6%	12.0%	853	N/A
42	2020	*Considering everything, how satisfied are you with your job?	77.6%	13.8%	8.6%	916	N/A
42	2019	*Considering everything, how satisfied are you with your job?	72.7%	14.3%	13.0%	869	N/A
42	2018	*Considering everything, how satisfied are you with your job?	71.0%	16.2%	12.7%	613	N/A
42	2017	*Considering everything, how satisfied are you with your job?	71.0%	15.9%	13.2%	645	N/A
42	2016	*Considering everything, how satisfied are you with your job?	75.1%	14.8%	10.1%	641	N/A
42	2015	*Considering everything, how satisfied are you with your job?	72.5%	17.6%	9.9%	763	N/A
43	2021	Considering everything, how satisfied are you with your pay?	64.3%	17.0%	18.8%	858	N/A
43	2020	Considering everything, how satisfied are you with your pay?	72.4%	14.5%	13.2%	921	N/A
43	2019	Considering everything, how satisfied are you with your pay?	71.0%	14.3%	14.7%	869	N/A
43	2018	Considering everything, how satisfied are you with your pay?	71.9%	14.9%	13.3%	612	N/A
43	2017	Considering everything, how satisfied are you with your pay?	71.2%	13.9%	14.9%	643	N/A

43	2016	Considering everything, how satisfied are you with your pay?	70.1%	13.3%	16.5%	640	N/A
43	2015	Considering everything, how satisfied are you with your pay?	68.2%	15.3%	16.5%	764	N/A
44	2021	*Considering everything, how satisfied are you with your organization?	74.2%	14.6%	11.3%	859	N/A
44	2020	*Considering everything, how satisfied are you with your organization?	77.8%	14.2%	8.0%	919	N/A
44	2019	*Considering everything, how satisfied are you with your organization?	67.3%	19.4%	13.3%	865	N/A
44	2018	*Considering everything, how satisfied are you with your organization?	65.6%	18.9%	15.5%	610	N/A
44	2017	*Considering everything, how satisfied are you with your organization?	68.4%	15.7%	15.8%	642	N/A
44	2016	*Considering everything, how satisfied are you with your organization?	70.2%	17.8%	12.0%	638	N/A
44	2015	*Considering everything, how satisfied are you with your organization?	68.5%	20.5%	11.0%	761	N/A

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

** Unweighted count of responses excluding "Do Not Know" or "No Basis to Judge"

Percentages are weighted to represent the Agency's population.

Trending for Q14-Q19 is based on the "During the COVID-19 Pandemic" responses in 2020.

Q14-Q19 were not included in the 2015-2019 OPM FEVS and therefore not shown for those years.

The rows above do not include results for any year when there were fewer than 4 completed surveys.

"—ᵃ" indicates that there are no trending results available for the year.

Source: **National Credit Union Administration AES Report,** 2021 OPM Federal Employee Viewpoint Survey

Agency Pandemic Response: Physically Present

45. Since the last OPM FEVS (September and October 2020), on average what percentage of your work time have you been _physically present_ at your agency worksite (including headquarters, bureau, field offices, etc.)?

	2021 N	2021 %	2020 N	2020 %
100% of my work time	17	2.0%	30	3.3%
At least 75% but less than 100%	7	0.8%	3	0.3%
At least 50% but less than 75%	7	0.9%	4	0.4%
At least 25% but less than 50%	6	0.7%	9	1.0%
Less than 25%	138	15.6%	79	8.3%
I have not been physically present at my agency worksite during the pandemic	679	80.1%	796	86.6%
Total	854	100.0%	921	100.0%

Percentages are weighted to represent the Agency's population.

The rows above do not include results for any year when there were fewer than 4 completed surveys.

"—ª" indicates that there are no trending results available for the year.

Source: **National Credit Union Administration AES Report**, 2021 OPM Federal Employee Viewpoint Survey

Telework Trends

46. Please select the response that BEST describes your current teleworking schedule .

	2021 N	2021 %	2020 N	2020 %	2019 N	2019 %
I telework every work day	799	93.9%	870	95.5%	102	12.2%
I telework 3 or 4 days per week	19	2.2%	16	1.8%	35	4.3%
I telework 1 or 2 days per week	8	1.0%	5	0.6%	150	18.2%
I telework, but only about 1 or 2 days per month	1	0.1%	1	0.1%	130	15.9%
I telework very infrequently, on an unscheduled or short-term basis	4	0.5%	3	0.3%	205	24.8%
I do not telework because I have to be physically present on the job (e.g., law enforcement officers, TSA agent, border patrol agent, security personnel)	4	0.5%	4	0.5%	66	8.1%
I do not telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking	0	0.0%	0	0.0%	12	1.5%
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	8	0.9%	2	0.2%	60	7.6%
I do not telework because I choose not to telework	8	1.0%	9	1.0%	62	7.4%
Total	851	100.0%	910	100.0%	822	100.0%

Percentages are weighted to represent the Agency's population.

Trending for Q46 is based on the "As of now" responses in 2020.

The rows above do not include results for any year when there were fewer than 4 completed surveys.

"—ᵃ" indicates that there are no trending results available for the year.

Source: **National Credit Union Administration AES Report**, 2021 OPM Federal Employee Viewpoint Survey

47. How has your organization supported you 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 <u>available</u> to you, (2) those needed but <u>not available</u> to you, and (3) those supports you have not currently needed.

	2021 Needed and available to me N	2021 Needed and available to me %	2021 Needed, but not available to me N	2021 Needed, but not available to me %	2021 Not needed by me now N	2021 Not needed by me now %	2020 Needed and available to me N	2020 Needed and available to me %	2020 Needed, but not available to me N	2020 Needed, but not available to me %	2020 Not needed by me now N	2020 Not needed by me now %
47A. Expanded telework	734	86.3%	10	1.2%	105	12.5%	717	78.2%	10	1.1%	188	20.7%
47B. Expanded work schedule flexibilities	688	80.5%	26	3.1%	137	16.4%	596	65.7%	32	3.5%	278	30.7%
47C. Expanded leave policies	593	70.1%	42	4.9%	211	25.0%	518	56.7%	49	5.5%	346	37.8%
47D. Clear guidance on COVID-19 vaccination protocols	692	81.4%	39	4.8%	115	13.8%	—[a]	—[a]	—[a]	—[a]	—[a]	—[a]
47E. Appropriate physical health resources (e.g., access to COVID-19 testing) at my agency worksite	257	30.4%	68	8.2%	526	61.4%	—[a]	—[a]	—[a]	—[a]	—[a]	—[a]
47F. Timely communication about possible COVID-19 exposure at my agency worksite	364	43.1%	46	5.4%	438	51.4%	412	44.7%	62	6.8%	439	48.4%
47G. Social distancing in my agency worksite	247	29.0%	12	1.4%	591	69.5%	241	26.2%	14	1.5%	659	72.3%
47H. Encouraged use of personal protective equipment (PPE) or other safety equipment in my agency worksite	322	37.8%	15	1.8%	511	60.4%	254	27.5%	44	4.9%	616	67.6%
47I. Cleaning and sanitizing performed regularly in my agency worksite to reduce risk of COVID-19 illness	238	27.7%	13	1.6%	601	70.7%	—[a]	—[a]	—[a]	—[a]	—[a]	—[a]
47J. A well-ventilated worksite	212	25.1%	29	3.4%	607	71.5%	—[a]	—[a]	—[a]	—[a]	—[a]	—[a]
47K. Clear guidance on quarantine requirements after any COVID-19 exposure	406	47.8%	36	4.4%	404	47.8%	—[a]	—[a]	—[a]	—[a]	—[a]	—[a]

Percentages are weighted to represent the Agency's population.

The rows above do not include results for any year when there were fewer than 4 completed surveys.

"—[a]" indicates that there are no trending results available for the year.

Items Q47D-E and Q47I-K are new and do not trend. Item text for Q47F and Q47G has changed from the 2020 FEVS.

Source: **National Credit Union Administration AES Report**, 2021 OPM Federal Employee Viewpoint Survey

Pandemic Response: Senior Leaders and Supervisors

48. My organization's senior leaders demonstrate commitment to employee health and safety.

	2021 N	2021 %	2020 N	2020 %
Strongly Agree	514	60.1%	673	72.8%
Agree	249	29.8%	206	22.8%
Neither Agree nor Disagree	55	6.7%	27	3.0%
Disagree	14	1.7%	5	0.5%
Strongly Disagree	15	1.7%	7	0.8%
No Basis to Judge	6	—[b]	2	—[b]
Total	853	100.0%	920	100.0%

49. My organization's senior leaders support policies and procedures to protect employee health and safety.

	2021 N	2021 %	2020 N	2020 %
Strongly Agree	510	59.5%	675	73.2%
Agree	259	31.0%	194	21.5%
Neither Agree nor Disagree	43	5.1%	32	3.6%
Disagree	16	2.0%	6	0.7%
Strongly Disagree	20	2.4%	9	1.0%
No Basis to Judge	4	—[b]	2	—[b]
Total	852	100.0%	918	100.0%

50. My organization's senior leaders provide effective communications about what to expect with the return to the physical worksite.

	2021 N	2021 %
Strongly Agree	380	45.4%
Agree	252	31.0%
Neither Agree nor Disagree	91	11.0%
Disagree	63	7.7%
Strongly Disagree	40	4.9%
No Basis to Judge	22	—[b]
Total	848	100.0%

51. My supervisor shows concern for my health and safety.

	2021 N	2021 %	2020 N	2020 %
Strongly Agree	540	63.9%	606	66.1%
Agree	221	26.7%	217	24.1%
Neither Agree nor Disagree	43	5.2%	59	6.6%
Disagree	18	2.1%	14	1.6%
Strongly Disagree	17	2.1%	15	1.6%
No Basis to Judge	14	—[b]	10	—[b]
Total	853	100.0%	921	100.0%

52. My supervisor supports my efforts to stay healthy and safe while working.

	2021 N	2021 %	2020 N	2020 %
Strongly Agree	542	64.5%	608	66.9%
Agree	222	26.9%	208	23.3%
Neither Agree nor Disagree	41	5.0%	65	7.3%
Disagree	17	2.0%	8	0.9%
Strongly Disagree	12	1.5%	14	1.5%
No Basis to Judge	17	—[b]	15	—[b]
Total	851	100.0%	918	100.0%

53. My supervisor creates an environment where I can voice my concerns about staying healthy and safe.

	2021 N	2021 %	2020 N	2020 %
Strongly Agree	509	61.0%	571	63.4%
Agree	215	26.3%	198	22.4%
Neither Agree nor Disagree	56	7.0%	90	10.2%
Disagree	17	2.1%	14	1.6%
Strongly Disagree	29	3.6%	22	2.4%
No Basis to Judge	27	—[b]	24	—[b]
Total	853	100.0%	919	100.0%

Percentages are weighted to represent the Agency's population.

Trending for Q48, Q49, Q51-Q53 is based on the "During the COVID-19 Pandemic" responses in 2020.

The rows above do not include results for any year when there were fewer than 4 completed surveys.

"—[a]" indicates that there are no trending results available for the year.

"—[b]" indicates that the "No Basis to Judge" responses are not included in percentage calculations.

Source: **National Credit Union Administration AES Report**, 2021 OPM Federal Employee Viewpoint Survey

Pandemic: Type of Work

54. 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)?

	2021 N	2021 %	2020 N	2020 %
Yes	43	5.2%	41	4.7%
No	741	86.9%	782	87.1%
Other	68	7.9%	72	8.2%
Total	852	100.0%	895	100.0%

Percentages are weighted to represent the Agency's population.

The rows above do not include results for any year when there were fewer than 4 completed surveys.

"—ᵃ" indicates that there are no trending results available for the year.

Source: **National Credit Union Administration AES Report**, 2021 OPM Federal Employee Viewpoint Survey

Pandemic Response

55. My agency's leadership updates employees about return to the worksite planning.

	2021 N	2021 %
Strongly Agree	370	43.0%
Agree	337	40.1%
Neither Agree nor Disagree	78	9.2%
Disagree	40	4.9%
Strongly Disagree	25	2.9%
Do Not Know	1	—[b]
Total	851	100.0%

56. In plans to return more employees to the worksite, my organization has made employee safety a top priority.

	2021 N	2021 %
Strongly Agree	442	53.2%
Agree	281	34.9%
Neither Agree nor Disagree	65	8.0%
Disagree	14	1.8%
Strongly Disagree	17	2.1%
Do Not Know	32	—[b]
Total	851	100.0%

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

	2021 N	2021 %	2020 N	2020 %
Strongly Agree	443	52.4%	581	63.1%
Agree	279	33.8%	256	28.2%
Neither Agree nor Disagree	71	8.5%	51	5.6%
Disagree	24	2.9%	13	1.5%
Strongly Disagree	19	2.4%	14	1.5%
Do Not Know	13	—[b]	3	—[b]
Total	849	100.0%	918	100.0%

Percentages are weighted to represent the Agency's population.

The rows above do not include results for any year when there were fewer than 4 completed surveys.

"—[a]" indicates that there are no trending results available for the year.

"—[b]" indicates that the "Do Not Know" responses are not included in percentage calculations.

The "Do Not Know" response option for Q57 was worded as "No Basis to Judge" in 2020.

Source: **National Credit Union Administration AES Report**, 2021 OPM Federal Employee Viewpoint Survey

Agency-Specific Questions

1. NCUA effectively manages change with regular explanation, feedback, training, and follow-up.

	N	%
Strongly Agree	243	28.3%
Agree	364	43.4%
Neither Agree nor Disagree	116	13.7%
Disagree	94	11.1%
Strongly Disagree	29	3.5%
N/A	2	—[b]
Total	848	100.0%

Note: "N/A" responses are not included in percentage calculations.

2. My office director (or supervisor) keeps me informed and up-to-date on information and issues related to my position and work environment.

	N	%
Strongly Agree	350	40.9%
Agree	334	39.9%
Neither Agree nor Disagree	80	9.8%
Disagree	49	5.8%
Strongly Disagree	30	3.6%
N/A	4	—[b]
Total	847	100.0%

Note: "N/A" responses are not included in percentage calculations.

3. I feel that my supervisor values my perspectives and my contributions.

	N	%
Strongly Agree	407	47.7%
Agree	297	35.3%
Neither Agree nor Disagree	59	7.1%
Disagree	46	5.6%
Strongly Disagree	36	4.3%
N/A	2	—[b]
Total	847	100.0%

Note: "N/A" responses are not included in percentage calculations.

4. I have participated in, or am familiar with, the agency personal Financial Literacy program offerings, such as Early Career, Mid-Career, and Pre-Retirement training programs and webinars.

	N	%
Strongly Agree	334	42.4%
Agree	329	42.7%
Neither Agree nor Disagree	47	6.0%
Disagree	46	5.9%
Strongly Disagree	22	2.9%
N/A	70	—[b]
Total	848	100.0%

Note: "N/A" responses are not included in percentage calculations.

5. I currently belong to an NCUA Employee Resource Group (ERG).

	N	%
Yes, and it gives me a greater sense of community/engagement at NCUA	133	15.6%
Yes, but it has not affected my sense of community/engagement at NCUA	88	10.3%
No, I choose to not join an ERG	365	43.3%
No, but I am planning to join an ERG	93	10.9%
No, I do not know about NCUA ERGs or how to join them	166	19.9%
Total	845	100.0%

Occupation

What is your current occupational group (job series/job series family)? Please select your series, or if your specific occupation is listed separately, select that specific occupation from the below list.

	N	Unweighted %
0000 - 0099 - Miscellaneous Occupations	2	0.4%
0080 - Security Administration	4	0.7%
0086 - Security Assistant	0	0.0%
0089 - Emergency Management	2	0.4%
0100 - 0199 - Social Science, Psychology, and Welfare	0	0.0%
0110 - Economist	1	0.2%
0132 - Intelligence Operations	1	0.2%
0200 - 0299 - Human Resources Management	4	0.7%

0201 - Personnel Management	13	2.4%
0203 - Human Resources Assistant	0	0.0%
0260 - Equal Employment Opportunity	1	0.2%
0300 - 0399 - General Admin, Clerical, and Office Services	6	1.1%
0301 - Miscellaneous Administration and Program	14	2.6%
0303 - Miscellaneous Clerk and Assistant	4	0.7%
0308 - Records Information Management	0	0.0%
0318 - Secretary	0	0.0%
0342 - Support Services	1	0.2%
0343- Management and Program Analysis	12	2.2%
0344 - Management Assistant	2	0.4%
0500 - 0599 - Accounting and Budget	3	0.6%
0501 - Financial Management	13	2.4%
0503 - Financial Clerical and Technician	3	0.6%
0510 - Accountant	16	3.0%
0511 - Auditor	33	6.2%
0525 - Accounting Technician	0	0.0%
0560 - Budget Analysis	0	0.0%
0580 - Credit Union Examining	256	47.8%
0900-0999 - Legal and Kindred	1	0.2%
0905 - Attorney	18	3.4%
0950 - Paralegal	0	0.0%
1000 - 1099 - Information and Arts	0	0.0%
1035 - Public Affairs	1	0.2%
1082 - Writer-Editor	1	0.2%
1083 - Technical Writer	0	0.0%
1084 - Visual Information	0	0.0%
1100 - 1199 - Business and Industry	0	0.0%
1101 - Grants Management	0	0.0%
1102 - Contract and Procurement	4	0.7%
1160 - Financial Analyst	12	2.2%
1400 - 1499 - Library and Archives	0	0.0%
1411 - Library Technician	0	0.0%
1500 - 1599 - Mathematics and Statistics	0	0.0%
1515 - Operations Research	0	0.0%
1529 - Mathematical Statistician	0	0.0%
1530 - Statistician	0	0.0%
1600 - 1699 - Equipment, Facilities, and Services	0	0.0%
1640 - Facility Management	1	0.2%
1700 - 1799 - Education	0	0.0%
1750 - Instructional Systems	2	0.4%

1800 - 1899 - Inspection, Investigation, Enforcement, and Compliance	1	0.2%
1811 - Criminal Investigator	0	0.0%
2000 - 2099 - Supply	0	0.0%
2005 - Supply Technician	0	0.0%
2200 - 2299- Information Technology Management	3	0.6%
2210 - Information Technology Management	21	3.9%
Other - Not Listed / I Do Not Know My Occupation Group	80	14.9%
Total	536	100.0%

For all tables on this worksheet:

Percentages are weighted to represent the Agency's population, unless otherwise noted.

Source: **National Credit Union Administration AES Report**, 2021 OPM
Federal Employee Viewpoint Survey