

2015 Federal Employee Viewpoint Survey (FEVS) Results



Overview

Purpose

To provide an overview of the 2015 Federal Employee Viewpoint Survey (FEVS) results to the NRC executive leadership

Objectives

To create a shared understanding of the 2015 FEVS results so that our executive leadership can leverage this information to make meaningful changes and/or sustain ongoing initiatives that improve NRC's work environment

Process

- Overview of the 2015 FEVS
- NRC benchmarks
- Agency-level results at a glance
- Understanding the results
- Results to action
- Next steps
- Available resources

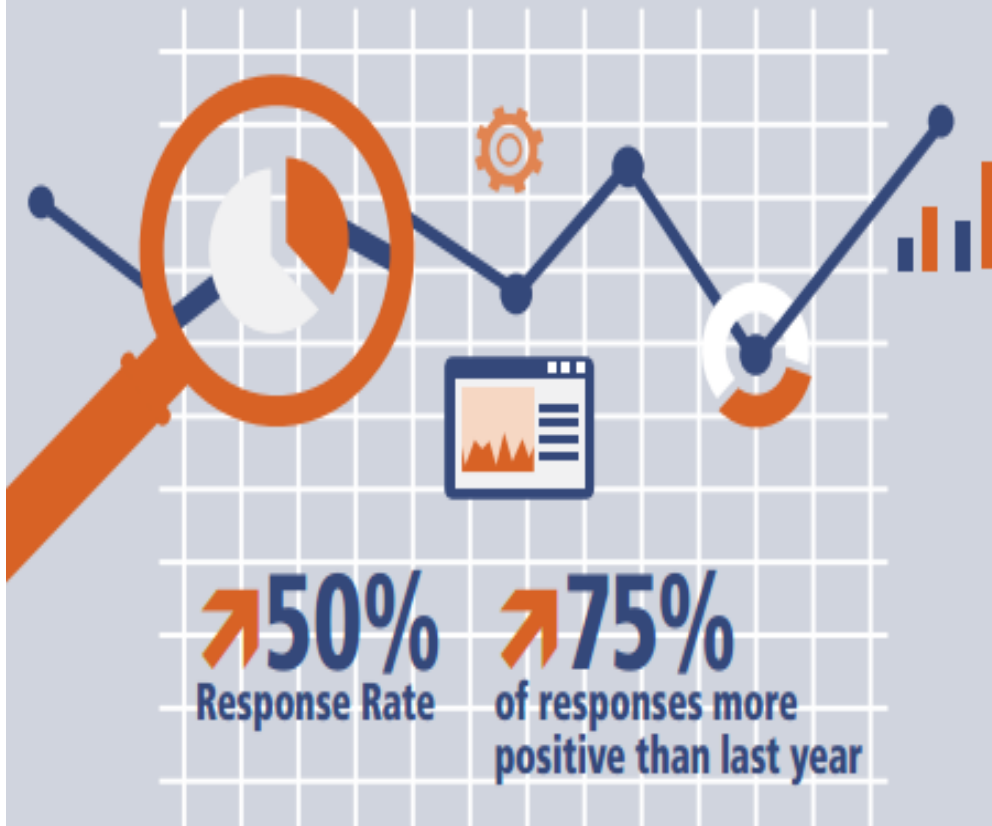
Agenda

The 2015 Federal Employee Viewpoint Survey (FEVS), distributed by the Office of Personnel Management (OPM) measures three key indices:



**FEVS
indices**

Positive Trends in 2015



Gov-wide Engagement



↑64%

Global Satisfaction



↑60%

Gov-wide New IQ

Inclusion Quotient

↑57%

**Government-
wide Snapshot**

NRC Benchmarks

- **Engagement**
 - 5th for Employee Engagement
- **Global Satisfaction**
 - Tied in 3rd for Global Satisfaction
- **The New Inclusion Quotient (IQ) Index**
 - Tied in 3rd for the New IQ (diversity and inclusion)
- **Overall FEVS Rankings**
 - 4th overall for large agencies

OPM FEVS Rankings

NRC Results at a Glance

FEVS Indices	2014	2015	Δ
Engagement: Overall	75	75	↔
• Leaders Lead	66	66	↔
• Supervisors	82	82	↔
• Intrinsic Work Experience	76	77	↗
Global Satisfaction	73	74	↗
New IQ: Overall	69	69	↔
• Fair	52	54	↗
• Open	70	69	↘
• Cooperative	69	69	↔
• Supportive	85	86	↗
• Empowering	68	69	↗

Agency-wide Snapshot

Understanding the Results

Key Points to consider

- Use the survey results as one source of information
- Need to probe for what lies behind the survey results
 - Surveys alone don't explain why employees respond to questions as they do
- Regularly communicate results, successes, and even setbacks

Strengths

- *65 percent positive responses or higher is considered a strength*
- The majority of subfactors, agency-wide, displayed strong favorable responses
- Most positive areas of strength are:
 - Employees' relationships with their supervisors
 - Intrinsic work experience

Understanding the Results

Opportunities for Improvement

- Areas that present an opportunity to produce immediate gains through small interventions
- Engagement index: Leaders Lead
 - Employees' perceptions of leadership's integrity as well as leadership behaviors such as communication and workforce motivation
 - Remained stable at 66%
- New IQ index: Fair environment
 - Gauges the ability to exhibit a disposition that is free of favoritism and bias; are all employees treated equally?
 - Increased two percentage points to 54%
- New IQ index: Open environment
 - Assesses the extent to which management supports diversity in all ways
 - Decreased one percentage point to 69%

Summary of Feedback

Results → Action

Leaders Lead

Measures employees' perceptions of leadership's integrity as well as leadership behaviors such as communication and workforce motivation

Targeted Outcomes

- Building a climate of trust and empowerment
- Improved communications
- Leadership accountability

Initiatives Supporting Target Area

- **Executive Coaching:** Senior leaders are provided with the opportunity to develop their leadership skills by use of an executive coach
- **360-feedback assessments** provides insightful multi-rater feedback that targets growth and development in leading people
- **Executive Leadership Seminars** target areas for leadership development, such as building trust and conflict resolution
- **Leadership Blog** encourages continued dialogue and learning among leaders
- **SES Performance Plans:** updated to include narrative related to the use of survey feedback to improve employee engagement

Results → Action

Fair environment

Measures the extent to which employees feel that they are treated equally; the ability to exhibit a disposition that is free of favoritism and bias

Targeted Outcomes

- Improved perceptions of fairness
- Providing meaningful recognition, rewards, and career development opportunities

Initiatives Supporting Target Area

- **Performance Management:** encouraging supervisors to communicate clear expectations to staff, specifically around performance benchmarks
- **Career Development:** encouraging rotational assignments for staff in support of career milestones; providing opportunities to eligible staff to temporarily fill-in vacant supervisory/leadership positions to enhance leadership skills
- **Small Acts of Inclusion** employs small acts, as described by OPM's Office of Diversity & Inclusion, such as conducting team member check-in conversations with each team member on a weekly basis or giving team members meaningful recognition by stating the specific behavior(s)

Results Action

Open environment

Measures the extent to which employees believe that management supports diversity in all ways; the ability to be free of a closed mind; be receptive to new ideas, viewpoints, and people.

Targeted Outcomes

- Increased diversity: Recruitment, Advancement & development, Retention
- Promote an environment that values differences

Initiatives Supporting Target Area

- ***Diversity Dialogue Program***: designed to foster dialogue among cohorts in which issues of diversity, cultural tolerance, and inclusion are discussed
- ***Promote an Environment for Raising Concerns*** by providing managers and supervisors with communication tools to create an environment where employees feel comfortable speaking up and raising concerns
- ***Small Acts of Inclusion*** is reflected in creative and innovative thinking as well as increased mentor-mentee outreach
 - Suggestion boxes
 - Mentoring program

Next steps

Action Planning Guidance

- No separate action plan is required for the FEVS
- Offices/Regions are encouraged to review their results and update existing action plan(s) in conjunction with the 2015 Safety Culture Climate Survey
- Track NRC results over time to determine whether progress is being made overall and on specific survey items
 - Results are not likely to change very much over a year or two, but will change as conditions change over the longer term

Initiatives Supporting Target Areas

Continue to promote and develop agency-wide initiatives that support the enhancement of the target areas

Executive Leadership Support

- Ongoing communication and outreach
- Leading by example
- Leadership accountability

Available Resources

- **Agency Management Report**
 - Agency Scores
 - Office/Region Scores
 - Benchmark to other Agencies
 - Decision Aids to identify issues
- **OPM FEVS Online Reporting and Analysis Tool**
 - Agency Scores
 - Office/Region Scores
 - Division/Branch Scores
 - Analytical Tools
- **UnlockTalent.gov website**
 - Analysis on Employee Engagement & Global Satisfaction by agency, Office/Region, Division/Branch
- **Organizational Development services**

Team of specialists and contract support that provide customized activities from executive coaching to team building to survey analysis and feedback

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Questions?

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