



Office of
Human Capital



'21

NARA EVS
Summary
Report





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SECTION 1

SURVEY OVERVIEW

This report summarizes the results of NARA’s 2021 Employee Viewpoint Survey (EVS) and fulfills the U.S. Office of Personnel Management’s (OPM) requirement that agencies analyze and provide a summary of their results within 120 days from the close of the survey collection period (December 10, 2021).

The report is intended as an initial high-level summary of NARA’s agency-wide results. Agencies are required to administer an Annual Employee Survey to assess employee satisfaction. NARA uses the EVS to satisfy this mandate.

SECTION 2

HOW THE SURVEY WAS CONDUCTED

The survey was administered by OPM from November 8, 2021 until December 10, 2021. The U.S. Office of Personnel Management (OPM) sent an email invitation to participate in the survey to all permanent NARA employees who were on board as of April 30, 2021. A communication campaign (including agency-wide and office-level emails and notices) were launched to encourage staff participation and notify all employees about the survey.

In an effort to be supportive of Government-wide initiatives and responsive to employee needs, OPM decided to maintain the focus that was introduced in the 2020 EVS to include a comprehensive section addressing the potential challenges and changes employees continue to face as a result of the COVID-19 pandemic. In addition, the 2021 EVS contained pilot questions designed to assess employee experience with Diversity, Equity, Inclusion, and Accessibility (DEIA). Employee participation in this pilot assisted OPM in improving the survey and determining new content for the EVS in 2022 and beyond. The 2021 EVS still maintained important items covering the Annual Employee Survey regulation requirement. Employee perceptions were measured by a series of survey responses across 7 key categories and 23 survey responses regarding COVID-19.



KEY CATEGORIES	INFLUENCING FACTORS
Work Experience	Work duties and responsibilities, workload, resources
Work Unit	Promotions, awards, performance management
Agency	Innovation, diversity, policies and practices
Supervisor	Respect, communication, support
Leadership	Motivation, integrity, communication, collaboration
Satisfaction	Training, information-sharing from management, pay, recognition, opportunities within the organization
Performance Confidence	Success, collaboration, and mission of employees in their work units

SECTION 3

DESCRIPTION OF SAMPLE

All NARA permanent staff employed as of the end of April 2021 were invited to participate in the survey. Number of employees surveyed, number responded, and representativeness of respondents: Of the 2,522 permanent employees who received the survey, 1,303 responded for an overall response rate of 51.7%. NARA's 2021 response rate is lower than the 2020 rate (62.4%) by 10.7 percentage points. NARA's response rate continues to be greater than the government-wide rate of 33.8%.

SECTION 4

INTERPRETATION OF RESULTS¹

UNDERSTANDING YOUR RESULTS

Positive Ratings

The sum of two positive categories (i.e., Strongly Agree/Agree)

Negative Ratings

The sum of two negative categories (i.e., Strongly Disagree/Disagree)

General Measures

- 65% or more positive is considered strength
- 35% or more negative is considered a challenge
- 30% or more neutral suggests uncertainty, presenting an opportunity for communication
- A difference of 5 percentage points or more is considered notable

¹ Agency results have a margin of error of +/- 2%

SECTION 5

NARA'S OVERALL EVS PROGRESS



NARA's overall 2021 employee engagement score remained steady at 77 percent, an increase of 1 percentage point over 2020. This score continues to exceed the threshold that OPM considers positive. This is an important result, as the agency continued to tackle the challenges related to COVID-19 in 2021. The Global Satisfaction index for 2021 was 68 percent, remaining steady in comparison to 69 percent for 2020. The Global Satisfaction score continues to meet OPM's qualification as a "strength." For 2021, OPM also released a new index (89 percent) titled Performance Confidence, which measures views of work performed by employees in their work unit.

NARA had 35 "strength" items, characterized by a 65 percent or higher positive response rate compared to zero "challenge" items, characterized by a 35 percent or higher negative response rate. NARA had 21 items that showed improvement, 18 items that declined, and 4 items that remained the same from 2020.

COVID-19 Pandemic Results

- The 2021 EVS included an updated section on the COVID-19 pandemic. Results show that employees felt:
- Senior leaders demonstrated commitment to employee health and safety.
- Supervisors supported their efforts to stay healthy and safe while working.
- Supervisors created an environment where they could voice concerns about staying healthy and safe.

NOTE: Due to the COVID-19 pandemic, OPM slightly reduced the length of the EVS in 2020, while still maintaining important items covering the Annual Employee Survey regulation requirement. OPM continued this in 2021, but added performance confidence questions, increasing the total from 37 to 43 questions.

Questions pertaining to Performance (11) and COVID-19 (45-57) are excluded from these findings. OPM does not include these questions under significant increases or decreases because they do not fall under a scaled response (Likert scale) or are not based on responses from the entire population—only those that participate in those programs.

POSITIVE HIGHLIGHTS*



- The civility shown by NARA supervisors is reflected by employees reporting that their supervisors treat them with respect (90%). Employees also indicated that their supervisors are sensitive to their work-life needs, reporting a 91% satisfaction rate with the support received to tackle work and life responsibilities. Employees also reported that their supervisors listen to what they have to say (88%) and are doing a good job overall (87%). These strengths continue to reflect the positive results employees communicated in 2020 regarding their perception of their supervisors.
- Employees continue to indicate a strong understanding of the alignment between their work at NARA and the agency's overall goals, reporting a 90% satisfaction rate, compared to 89% in 2020.
- Customer satisfaction is perceived to be a strength, as employees reported that staff members in their work units meet the needs of customers (91%). Note: The 2020 EVS included this item in light of the COVID-19 Pandemic

* Positive ratings (i.e., Strongly Agree/Agree)

AREAS FOR IMPROVEMENT*



- Since 2016, employees have continued to express that the results generated from the EVS will not have an impact on making NARA a better place to work. This trend continued in the 2021 results, as employees reported a negative result in response to this item at 26%. However, this item decreased in negativity by 7 percentage points from 2019.
- Employees indicated a lack of motivation and commitment felt as a result of senior leadership engagement (24% negativity rating). However, there was a great decrease of 17 percentage points in response to this item in comparison to 2019 results.
- Employees continued to report dissatisfaction with their level of involvement in decisions that affect their work (20% negativity rating compared to 19% in 2020).

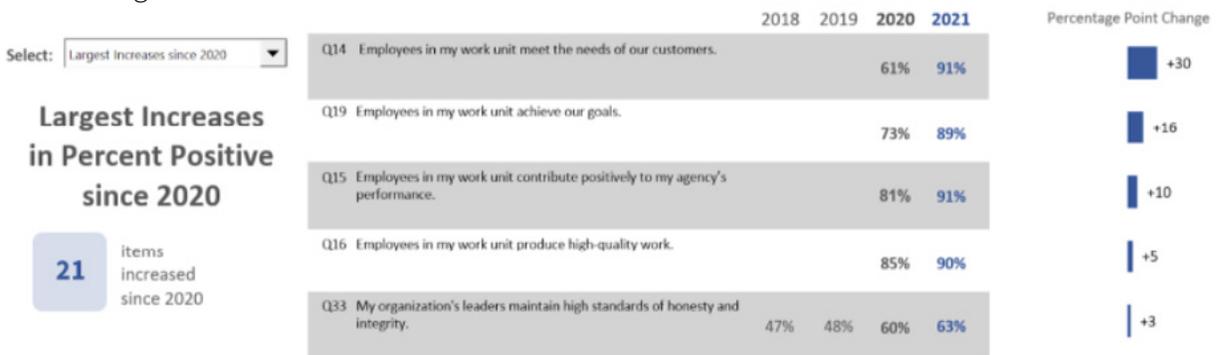
* Negative ratings (i.e., Strongly Disagree/Disagree)

INCREASES AND DECREASES

Increases

Four of NARA's positive scores saw a significant increase (5 or more percentage points) compared to 2020. The following chart depicts the top five largest increases of the 43 items that saw some increase.

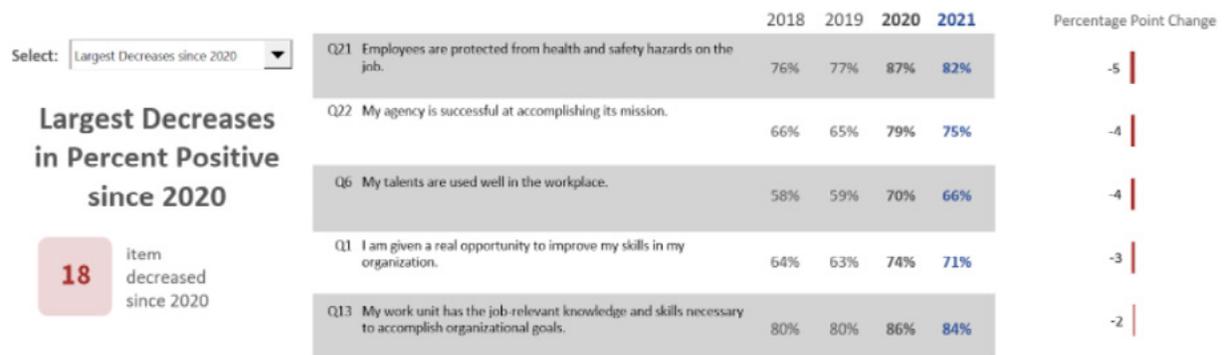
Chart 1. Largest Increases From 2020



Decreases

One of NARA's positive scores saw a significant decrease (5 or more percentage points) from 2020. The following chart depicts the top five largest decreases of the 43 items that saw some decrease.

Chart 2. Largest Decreases From 2020



2021 NARA EVS COVID-19 RESULTS- BACKGROUND / POOR PERFORMERS

Item #	Performance Section	Item	Remain in Work Unit And Improve Over Time	Remain in Work Unit And Continue To Underperform	Leave Work Unit - Removed or Transferred	Leave Work Unit - Quit	No Poor Performers in Work Unit	Do Not Know (N)			
Q11	Poor Performers	In my work unit poor performers usually:	28%	36%	7%	2%	28%	365			
Item #	COVID-19 Section	Item	100%	75-99%	50-74%	25-49%	1-24%	Not Been Physically Present			
Q45	Background	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.?)	4%	9%	11%	14%	33%	28%			
Item #	COVID-19 Section	Item	Telework - Every Work Day	Telework - 3-4 Days Per Week	Telework - 1-2 Days Per Week	Telework - Only 1-2 Days Per Month	Telework - Very Infrequently	Do Not Telework - Must Be Physically Present	Do Not Telework - Technical Issues	Do Not Telework - Not Approved	Do Not Telework - Choose Not To
Q46	Telework	Please select the response that BEST describes your current teleworking schedule.	43%	16%	16%	2%	8%	8%	2%	2%	3%

2020 NARA EVS COVID-19 RESULTS- PANDEMIC SUPPORT

Item #	COVID-19 Section	Item	Needed And Available To Me	Needed, But Not Available To Me	Not Needed By Me Now
Q47	Pandemic Support	How has your organization supported you during the COVID-19 pandemic?			
Q47A	Pandemic Support	Expanded telework	76%	8%	17%
Q47B	Pandemic Support	Expanded work schedule flexibilities	70%	9%	20%
Q47C	Pandemic Support	Expanded leave policies	63%	4%	33%
Q47D	Pandemic Support	Clear guidance on COVID-19 vaccination protocols	84%	5%	12%
Q47E	Pandemic Support	Appropriate physical health resources (e.g., access to COVID-19 testing) at my agency worksite	38%	16%	46%
Q47F	Pandemic Support	Timely communication about possible COVID-19 exposure at my agency worksite	80%	5%	15%
Q47G	Pandemic Support	Social distancing in my agency worksite	71%	5%	24%
Q47H	Pandemic Support	Encouraged use of personal protective equipment (PPE) or other safety equipment in my agency worksite	74%	4%	22%
Q47I	Pandemic Support	Cleaning and sanitizing performed regularly in my agency worksite to reduce risk of COVID-19 illness	73%	5%	23%
Q47J	Pandemic Support	A well-ventilated worksite	68%	8%	24%
Q47K	Pandemic Support	Clear guidance on quarantine requirements after any COVID-19 exposure	75%	6%	19%

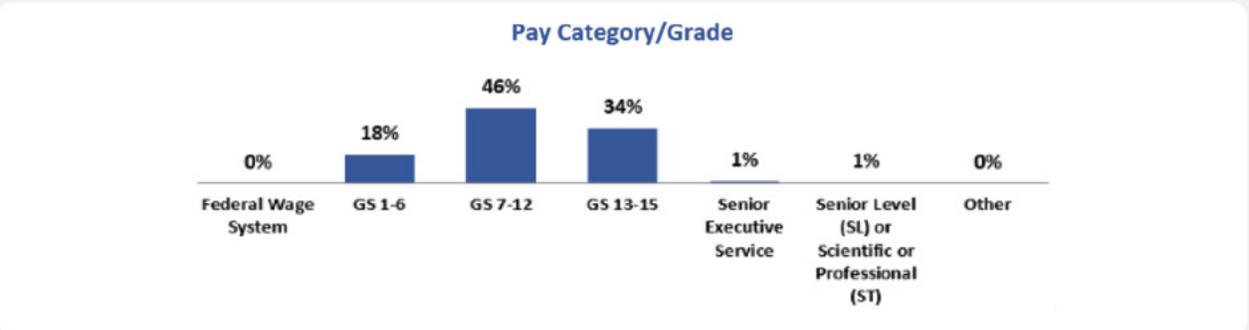
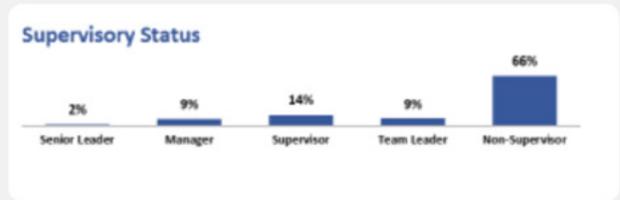
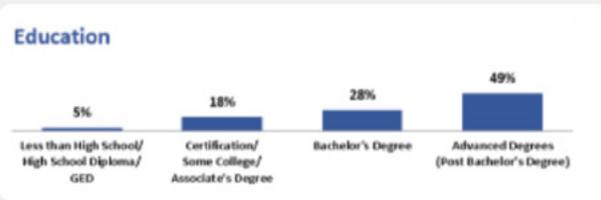
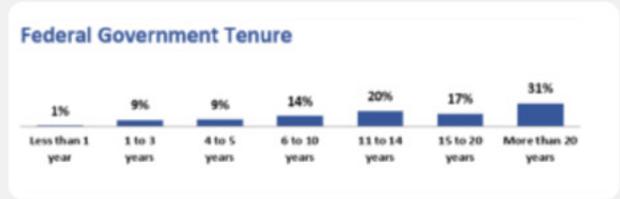
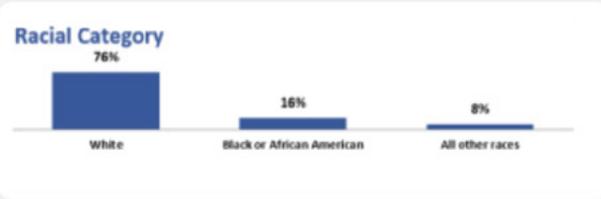
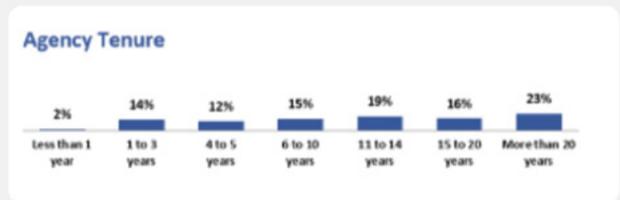
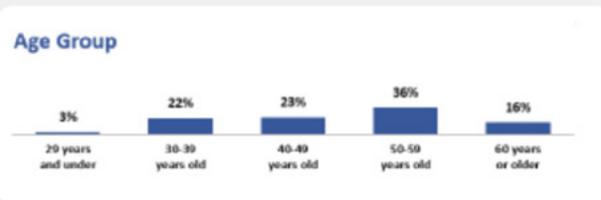
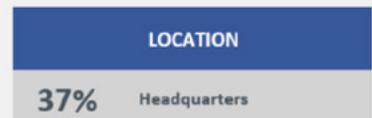
2020 NARA EVS COVID-19 RESULTS- PANDEMIC LEADERS / RESPONSE

ITEM #	COVID-19 Section	Item	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Basis to Judge (N)
Q48	Pandemic Leaders	My organization's senior leaders demonstrate commitment to employee health and safety.	57%	29%	9%	3%	3%	18
Q49	Pandemic Leaders	My organization's senior leaders support policies and procedures to protect employee health and safety.	56%	30%	8%	3%	3%	19
Q50	Pandemic Leaders	My organization's senior leaders provide effective communications about what to expect with the return to the physical worksite.	51%	30%	10%	5%	4%	15
Q51	Pandemic Leaders	My supervisor shows concern for my health and safety.	67%	24%	5%	1%	2%	14
Q52	Pandemic Leaders	My supervisor supports my efforts to stay healthy and safe while working.	68%	25%	5%	1%	2%	17
Q53	Pandemic Leaders	My supervisor creates an environment where I can voice my concerns about staying healthy and safe.	65%	23%	7%	2%	3%	18
ITEM #	COVID-19 Section	Item	Yes	No	Other			
Q54	Pandemic Work Type	Does the type of work you do require you to be physically present at a worksite?	35%	47%	18%			
ITEM #	COVID-19 Section	Item	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Basis to Judge (N)
Q55	Pandemic Response	My agency's leadership updates employees about return to the worksite planning.	49%	39%	7%	3%	2%	2
Q56	Pandemic Response	In plans to return more employees to the worksite, my organization has made employee safety a top priority.	53%	30%	11%	3%	3%	15
Q57	Pandemic Response	Based on my organization's handling of the COVID-19 pandemic, I believe my organization will respond effectively to future emergencies.	48%	30%	12%	5%	5%	14

2018-2021 NARA EVS PROGRESS ANALYSIS

2018 - 2021 EVS Progress Analysis Scores by Indices & Category		NARA - National Archives And Records Administration							NARA-Wide	
Source	Indices or Category	2018	2019	2020	2021	Trends	Delta 2018 to 2019	Delta 2019 to 2020	Delta 2020 to 2021	2021 Positive %
EVS	Official Participation Rate	63.7%	65.0%	62.4%	51.7%		1.3%	-2.6%	-10.7%	51.7%
OPM	Employee Engagement: Overall	67%	67%	76%	77%		0%	9%	1%	77%
OPM	Employee Engagement: Leaders Lead	52%	52%	65%	66%		1%	13%	1%	66%
OPM	Employee Engagement: Supervisors	78%	77%	85%	86%		-1%	8%	1%	86%
OPM	Employee Engagement: Intrinsic Work Experience	71%	71%	79%	78%		0%	8%	-1%	78%
OPM	Global Satisfaction	58%	57%	69%	68%		-1%	12%	-1%	68%
OPM	Performance Confidence	N/A	N/A	N/A	89%					89%

DEMOGRAPHICS



SECTION 6

CONCLUSION

NARA's Management Team and Workplace Culture Point of Contacts (POCs) have been briefed on the results and trends. The Workplace Culture teams, including managers and supervisors, have conducted further analysis and solicited staff feedback to determine areas of concentration for FY 2022 Office Level Action Planning. NARA's managers and supervisors are accountable for creating and sustaining a high performing workforce that leads to improvements in the workplace culture and morale. The POCs have been challenged to consider agency-wide initiatives when determining areas of focus for action planning. For example, POCs have been made aware of NARA's Diversity, Equity, Inclusion, and Accessibility (DEIA) Strategic Plan in order to consider any areas of alignment within offices.

Additional focus points may include, but are not limited to, implementing engagement driver actions such as:

- Engaging in constructive performance conversation
- Providing/supporting career development and training
- Supporting work/life balance
- Implementing effective means for rewards and recognition
- Involving staff in decisions that affect their work
- Establishing a work environment based on civil actions and communication

Regarding the COVID-19 pandemic, survey results reflect a high degree of satisfaction with NARA's response to the pandemic, protecting employee health and safety, supporting the accomplishment of work objectives, and supporting the balance between work and life responsibilities. Staff expressed appreciation with multiple initiatives:

- NARA senior leadership's overall support of policies and procedures to protect workforce members
- Expanded availability of flexible work schedules (maxi-flex)
- Administrative leave to support work-life balance
- Increased access to telework resources, including training opportunities
- The prioritization of employee safety as leadership decisions are made regarding a return to the office worksite
- Availability of weather and safety leave for impacted staff

Given the demanding workplace challenges associated with the COVID-19 Pandemic, the strengths indicated in NARA leadership and workforce cooperation and contribution are strong indications of NARA's efficacy. As an agency, these strengths will be expanded upon as we strive to maximize engagement, DEIA, and organizational health.

NARA EVS RESULTS *Summary* 2021

2021 Employee Viewpoint Survey Results Summary
April, 2021