'23
NARA EVS Summary Report
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SECTION 1
SURVEY OVERVIEW

This report summarizes the results of NARA’s 2023 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. 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 May 15, 2023, until July 14, 2023. 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 November 30, 2022. 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.
### SECTION 3  
**DESCRIPTION OF SAMPLE**

All NARA permanent staff employed as of the end of November 2022 were invited to participate in the survey. Number of employees surveyed, number responded, and representativeness of respondents: Of the 2,508 permanent employees who received the survey, 1,502 responded for an overall response rate of 59.90%, an increase of 2.6 percentage points from 2022.

### SECTION 4  
**INTERPRETATION OF RESULTS**

**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

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1 Agency results have a margin of error of +/- 2%
NARA’s overall 2023 employee engagement score dropped slightly to 73% from 74% in 2022. Our Global Satisfaction Index remained the same from 2022 to 2023 at 64%. The Performance Confidence Index increased slightly by one percent (89 percent in 2023 versus 88 percent in 2022). This information will be used in combination with other data gathering processes to develop key action steps toward a more effective workplace culture for all NARA employees.

NARA had 63 "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 30 items that showed improvement and 43 items that declined from 2022.
Employee Experience Results

The 2023 EVS included a new Employee Experience Index. Results show that employees felt:

- their work gives them a sense of accomplishment,
- they feel a strong personal attachment to the organization,
- they identify with the mission of the organization, and
- it is important that their work contributes to the common good.

POSITIVE HIGHLIGHTS*

<table>
<thead>
<tr>
<th>Highest % Positive Items</th>
<th>Index/Dimension</th>
<th>Select: Highest % Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q90  It is important to me that my work contribute to the common good.</td>
<td>Employee Experience Index</td>
<td>92%</td>
</tr>
<tr>
<td>Q20  Employees in my work unit meet the needs of our customers.</td>
<td>Performance Confidence Index</td>
<td>91%</td>
</tr>
<tr>
<td>Q21  Employees in my work unit contribute positively to my agency’s performance.</td>
<td>Performance Confidence Index</td>
<td>91%</td>
</tr>
<tr>
<td>Q53  My supervisor holds me accountable for achieving results.</td>
<td>Goal Oriented Performance Dimension: Accountability</td>
<td>89%</td>
</tr>
<tr>
<td>Q22  Employees in my work unit produce high-quality work.</td>
<td>Performance Confidence Index</td>
<td>89%</td>
</tr>
</tbody>
</table>

- The pride that NARA employees consistently hold in the mission of the agency is evidenced by the importance that respondents placed on the contribution of their work to the overall good of the agency (92%) and the perception that employees in their work units contribute positively to the overall performance of the agency (91%).
- Customer satisfaction continues to be perceived as a strength, as employees reported that staff members in their work units meet the needs of customers (91%). Note: The 2022 EVS resulted in the same strong percentage on this item.

* Positive ratings (i.e., Strongly Agree/Agree)
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 2023 results, as employees reported a negative result in response to this item at 16%. This item decreased in negativity by 13 percentage points from 2022.

Employees continued to report a lack of satisfaction in the degree to which management involves them in work-related decisions (16%). However, this result compares to a 30% negativity rating in 2022.

Employees continue to report dissatisfaction with the extent to which senior leaders generate high levels of motivation and commitment in the workforce (14% negativity rating). However, this item decreased in negativity by 13 percentage points in comparison to the 2022 EVS administration.

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

Increases
The following chart depicts the two increases in comparison to the last three EVS administrations.

Chart 1. Largest Increases From 2022

<table>
<thead>
<tr>
<th>Index/Dimension</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
<th>Percentage Point Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q34 Employees in my work unit support my need to balance my work and personal responsibilities.</td>
<td>Employee-Focused Performance Dimension: Work-Life Support</td>
<td>--</td>
<td>--</td>
<td>77%</td>
<td>81%</td>
</tr>
<tr>
<td>Q46 I recommend my organization as a good place to work.</td>
<td>Global Satisfaction Index</td>
<td>67%</td>
<td>68%</td>
<td>64%</td>
<td>67%</td>
</tr>
<tr>
<td>Q25 I can influence decisions in my work unit.</td>
<td>Employee-Focused Performance Dimension: Employee Voice</td>
<td>--</td>
<td>--</td>
<td>67%</td>
<td>70%</td>
</tr>
<tr>
<td>Q69 I identify with the mission of my organization.</td>
<td>Employee Experience Index</td>
<td>--</td>
<td>--</td>
<td>79%</td>
<td>81%</td>
</tr>
<tr>
<td>Q27 My work unit commits resources to develop new ideas (e.g., budget, staff, time, expert support).</td>
<td>Agile Performance Dimension: Innovation</td>
<td>--</td>
<td>--</td>
<td>56%</td>
<td>58%</td>
</tr>
</tbody>
</table>

Decreases
The following chart depicts the top five largest decreases of the 34 items that saw some decrease.

Chart 2. Largest Decreases From 2022

<table>
<thead>
<tr>
<th>Index/Dimension</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
<th>Percentage Point Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q5 My workload is reasonable.</td>
<td>Employee-Focused Performance Dimension: Work-Life Support</td>
<td>72%</td>
<td>70%</td>
<td>66%</td>
<td>62%</td>
</tr>
<tr>
<td>Q64 My organization responds to my accessibility needs in a timely manner.</td>
<td>DEA Index: Accessibility</td>
<td>--</td>
<td>--</td>
<td>78%</td>
<td>69%</td>
</tr>
<tr>
<td>Q44 My organization has prepared me for potential cybersecurity threats.</td>
<td>Employee-Focused Performance Dimension: Employee Welfare</td>
<td>--</td>
<td>--</td>
<td>89%</td>
<td>85%</td>
</tr>
<tr>
<td>Q4 I know what is expected of me on the job.</td>
<td>Employee Engagement Index: Intrinsic Work Experience</td>
<td>85%</td>
<td>86%</td>
<td>85%</td>
<td>82%</td>
</tr>
<tr>
<td>Q42 My organization effectively adapts to changing government priorities.</td>
<td>Agile Performance Dimension: Resilience</td>
<td>--</td>
<td>--</td>
<td>70%</td>
<td>67%</td>
</tr>
</tbody>
</table>
### 2023 NARA EVS Extra Results - Poor Performers / Telework

#### NARA EVS Extra Results - Poor Performers / Telework

<table>
<thead>
<tr>
<th>Item</th>
<th>Section</th>
<th>Item</th>
<th>Response 1</th>
<th>Response 2</th>
<th>Response 3</th>
<th>Response 4</th>
<th>Response 5</th>
<th>Response 6</th>
<th>Response 7</th>
<th>Response 8</th>
<th>Response 9</th>
</tr>
</thead>
<tbody>
<tr>
<td>25</td>
<td>Poor Performers</td>
<td>Is my work a poor performer? Usually (select all that apply):</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>51</td>
<td>Telework Section</td>
<td>Item</td>
<td>Approved Remote Work Agreement</td>
<td>Time</td>
<td>Days Per Week</td>
<td>Telework</td>
<td>28%</td>
<td>5%</td>
<td>13%</td>
<td>12%</td>
<td>4%</td>
</tr>
<tr>
<td>51.1</td>
<td>Telework</td>
<td>Item</td>
<td>Approved</td>
<td>Like Substitute Area</td>
<td>Area</td>
<td>Approved</td>
<td>39%</td>
<td>99%</td>
<td>39%</td>
<td>99%</td>
<td></td>
</tr>
</tbody>
</table>

### 2020-2023 NARA EVS Progress Analysis

#### 2020 - 2023 NARA EVS Progress Analysis Scores by Indices & Category

<table>
<thead>
<tr>
<th>Source</th>
<th>Indices or Category</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
<th>Trends</th>
<th>Delta 2020 to 2021</th>
<th>Delta 2021 to 2022</th>
<th>2022 to 2023</th>
<th>2023 Positive %</th>
<th>2022 Positive %</th>
<th>2021 Positive %</th>
<th>2020 Positive %</th>
</tr>
</thead>
<tbody>
<tr>
<td>EVS</td>
<td>Official Participation Rate</td>
<td>62.4%</td>
<td>51.7%</td>
<td>57.3%</td>
<td>59.9%</td>
<td>-10.7%</td>
<td>-5.8%</td>
<td>2.6%</td>
<td>15.9%</td>
<td>64.7%</td>
<td>38.9%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OPM</td>
<td>Employee Engagement: Overall</td>
<td>76%</td>
<td>77%</td>
<td>76%</td>
<td>73%</td>
<td>-1%</td>
<td>-3%</td>
<td>-1%</td>
<td>73%</td>
<td>76%</td>
<td>72%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OPM</td>
<td>Employee Engagement: Leaders Lead</td>
<td>68%</td>
<td>66%</td>
<td>63%</td>
<td>62%</td>
<td>1%</td>
<td>-3%</td>
<td>-1%</td>
<td>73%</td>
<td>67%</td>
<td>61%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OPM</td>
<td>Employee Engagement: Supervisors</td>
<td>85%</td>
<td>86%</td>
<td>83%</td>
<td>83%</td>
<td>1%</td>
<td>-1%</td>
<td>0%</td>
<td>83%</td>
<td>85%</td>
<td>89%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OPM</td>
<td>Employee Engagement: Intrinsic Work Experience</td>
<td>79%</td>
<td>78%</td>
<td>77%</td>
<td>75%</td>
<td>-1%</td>
<td>-1%</td>
<td>-2%</td>
<td>75%</td>
<td>77%</td>
<td>74%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OPM</td>
<td>Global Satisfaction</td>
<td>69%</td>
<td>68%</td>
<td>66%</td>
<td>64%</td>
<td>-1%</td>
<td>-4%</td>
<td>0%</td>
<td>64%</td>
<td>70%</td>
<td>64%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OPM</td>
<td>Performance Confidence</td>
<td>89%</td>
<td>88%</td>
<td>89%</td>
<td>89%</td>
<td>1%</td>
<td>1%</td>
<td>89%</td>
<td>89%</td>
<td>84%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OPM</td>
<td>Diversity, Equity, Inclusion, and Accessibility (DEIA): Overall</td>
<td>73%</td>
<td>72%</td>
<td>72%</td>
<td>72%</td>
<td>-1%</td>
<td>-1%</td>
<td>-1%</td>
<td>72%</td>
<td>76%</td>
<td>72%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OPM</td>
<td>DEIA: Diversity</td>
<td>73%</td>
<td>72%</td>
<td>72%</td>
<td>72%</td>
<td>-1%</td>
<td>-2%</td>
<td>-2%</td>
<td>72%</td>
<td>77%</td>
<td>72%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OPM</td>
<td>DEIA: Equity</td>
<td>79%</td>
<td>69%</td>
<td>68%</td>
<td>69%</td>
<td>-1%</td>
<td>-1%</td>
<td>-1%</td>
<td>69%</td>
<td>71%</td>
<td>67%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OPM</td>
<td>DEIA: Inclusion</td>
<td>76%</td>
<td>76%</td>
<td>76%</td>
<td>76%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>76%</td>
<td>80%</td>
<td>76%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OPM</td>
<td>DEIA: Accessibility</td>
<td>74%</td>
<td>72%</td>
<td>72%</td>
<td>72%</td>
<td>-2%</td>
<td>-3%</td>
<td>-3%</td>
<td>72%</td>
<td>74%</td>
<td>69%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OPM</td>
<td>Employee Experience</td>
<td>75%</td>
<td>78%</td>
<td>78%</td>
<td>78%</td>
<td>3%</td>
<td>3%</td>
<td>3%</td>
<td>75%</td>
<td>78%</td>
<td>78%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Key**: Items that are 65 percent or more positive are considered strengths.
2023 NARA AES ANALYSIS - DEMOGRAPHICS

**Gender**
- 52% Female
- 48% Male

**Hispanic, Latino, or Spanish**
- 5%

**Location**
- 40% Headquarters
- 40% Field

**Military Service**
- 21% Served

**Retirement**
- 23% within the next five years

**Agency Tenure**
- 4% Less than 1 year
- 16% 1 to 3 years
- 9% 3 to 5 years
- 20% 5 to 10 years
- 14% 10 to 20 years
- 15% More than 20 years

**Racial Category**
- 74% White
- 19% Black or African American
- 7% All Other Races

**Federal Government Tenure**
- 5% Less than 2 years
- 10% 2 to 3 years
- 8% 3 to 5 years
- 20% 5 to 10 years
- 18% 10 to 20 years
- 15% More than 20 years

**Education**
- 5% Less than High School/GED
- 20% Certification/Some College/Associate's Degree
- 26% Bachelor's Degree
- 48% Advanced Degrees (Post Bachelor's Degree)

**Supervisory Status**
- 2% Senior Leader
- 10% Manager
- 10% Supervisor
- 10% Team Leader
- 78% Non-Supervisor

**Pay Category/Grade**
- 6% Federal Wage Grade (Federal Wage Grade)
- 23% GS-1 to 9
- 41% GS-10 to 12
- 21% Other
NARA’s Management Team and Workplace Culture Point of Contacts have been briefed on the results and trends. Workplace Culture teams, including office executives, managers and supervisors, and office contacts have conducted further analysis and solicited staff feedback to determine areas of concentration for FY 2024 Office Level Action Planning. NARA’s top level leadership, managers and supervisors, and office contacts are committed to the development of action plans that reflect employee experience and prioritized needs. The goal is to conduct an action planning process that leads to improvements in the workplace culture and morale. The office contacts have been encouraged to consider several areas of potential focus.

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

- Engaging in constructive performance conversations
- Providing/supporting career development and training
- Supporting work/life balance
- Involving staff in decisions that affect their work
- Establishing a work environment based on civil actions and communication
- The prioritization of employee health and safety
2023 Employee Viewpoint Survey Results
Summary November, 2023