



Office of
Human Capital



'24

NARA FEVS Summary Report



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SECTION 1

SURVEY OVERVIEW

This report summarizes the results of NARA's 2024 Federal Employee Viewpoint Survey (FEVS) 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 a 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 FEVS to satisfy this mandate.

OPM administered the survey from May 20, 2024, until July 5, 2024. An email invitation to participate in the survey was sent by OPM to all permanent NARA employees who were on board as of November 30, 2023. A communication campaign (including agency-wide and office-level emails and notices) was conducted to encourage staff participation and notify all employees about the survey.

Of the 2,574 permanent employees who received the survey, 1,547 responded with an overall response rate of 60%, an increase of 0.1 percentage points from 2023.

SECTION 2

RESULTS AT A GLANCE

2024 FEVS Results At A Glance						
23 questions	37 questions	29 questions	31 questions	31 questions	4 questions	13 questions
Below 65%	Between 65% - 80%	80% and Above	IMPROVED from 2023	DECLINED from 2023	Upward Trend	Downward Trend

In the 2024 FEVS, NARA had 66 “strength” items, characterized by OPM as a 65 percent or higher positive response rate, and zero “challenge” items, characterized by OPM as a 35 percent or higher negative response rate. NARA had 31 items that showed improvement and 31 that declined from 2023. NARA’s overall scores on most indices remained the same from their 2023 ratings. All indices were considered strengths except for Employee Engagement: Leaders Lead and Global Satisfaction.

Indices or Category	2021	2022	2023	2024	2023 to 2024
Official Participation Rate	51.7%	57.3%	59.9%	60.0%	0.1%
Employee Engagement: Overall	77%	74%	73%	73%	0%
Employee Engagement: Leaders Lead	66%	63%	62%	60%	-2%
Employee Engagement: Supervisors	86%	83%	83%	84%	1%
Employee Engagement: Intrinsic Work Experience	78%	77%	75%	76%	1%
Global Satisfaction	68%	64%	64%	64%	0%
Performance Confidence	89%	88%	89%	89%	0%
Diversity, Equity, Inclusion, and Accessibility (DEIA): Overall		73%	72%	72%	0%
DEIA: Diversity		73%	71%	72%	1%
DEIA: Equity		70%	69%	72%	3%
DEIA: Inclusion		76%	76%	77%	1%
DEIA: Accessibility		74%	71%	69%	-2%
Employee Experience			75%	75%	0%

POSITIVE HIGHLIGHTS*

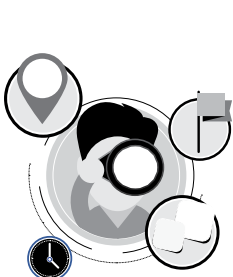
TOP 5 Positive FEVS Scores		
2024 Positive %	Item #	Item
92%	20	Employees in my work unit meet the needs of our customers.
91%	90	It is important to me that my work contribute to the common good.
90%	21	Employees in my work unit contribute positively to my agency's performance.
90%	49	My supervisor supports my need to balance work and other life issues.
90%	53	My supervisor holds me accountable for achieving results.

The top 5 positive FEVS scores reflect NARA employees' strong commitment to the agency's mission. This is evident from the high value respondents placed on the impact of their work on the agency's success (91%) and the perception that their contributions positively influence overall performance (90%). Customer satisfaction remains a key strength, with 91% of employees indicating that their work units effectively meet customer needs—a percentage consistent with the 2021 FEVS results. Additionally, 90% of respondents reported feeling supported in managing their work-life responsibilities effectively.

AREAS OF IMPROVEMENT*

BOTTOM 5 Positive FEVS Scores		
2024 Positive %	Item #	Item
45%	66	Management involves employees in decisions that affect their work.
48%	47	I believe the results of this survey will be used to make my agency a better place to work.
48%	57	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.
50%	17	In my work unit, differences in performance are recognized in a meaningful way.
54%	67	How satisfied are you with your involvement in decisions that affect your work?

For many years, employees have continued to express doubts that the FEVS results will have an impact on making NARA a better place to work. This trend continued in the 2024 results, with a 2% decrease in positive scores between 2023 and 2024. This item has remained below 50% since 2021. Additionally, employees continued to report a lack of satisfaction in the degree to which management involves them in work-related decisions. These items (66 and 67) have slowly declined each year since 2022.



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

SECTION 3

DEMOGRAPHICS

Please select the racial category or categories with which you most closely identify.

White	72.40%
Black or African American	18.30%
All other races	9.30%
Total	100.00%

Are you of Hispanic, Latino, or Spanish origin?

Yes	5.00%
No	95.00%
Total	100.00%

Where do you work?

Headquarters	44.60%
Field	44.20%
Full-time telework	11.30%
Total	100.00%

What is your US military service status?

No Prior Military Service	81.40%
Currently in National Guard or Reserves	0.20%
Retired	5.10%
Separated or Discharged	13.30%
Total	100.00%

Are you considering leaving your organization within the next year, and if so, why?

No	68.10%
Yes, to retire	6.10%
Yes, to take another job within the Federal Government	18.50%
Yes, to take another job outside the Federal Government	2.10%
Yes, other	5.20%
Total	100.00%

What is your gender?

Male	46.30%
Female	51.50%
Non-binary	1.00%
I use a different term	1.20%
Total	100.00%

What is your age group?

29 years and under	6.00%
30-39 years old	22.20%
40-49 years old	27.00%
50-59 years old	28.70%
60 years or older	16.10%
Total	100.00%

I am planning to retire:

Less than 1 year	2.90%
1 year	2.80%
2 years	2.80%
3 years	5.00%
4 years	2.80%
5 years	5.80%
More than 5 years	77.90%
Total	100.00%

How long have you been with your current agency ?

Less than 1 year	6.60%
1 to 3 years	19.90%
4 to 5 years	8.00%
6 to 10 years	18.80%
11 to 14 years	10.50%
15 to 20 years	15.70%
More than 20 years	20.40%
Total	100.00%



SECTION 4

FEVS RESULTS

Item	Item Text	Index	Percent Positive	Percent Neutral	Percent Negative	Response Total**
1	*I am given a real opportunity to improve my skills in my organization.	N/A	71%	15%	14%	1,537
2	I feel encouraged to come up with new and better ways of doing things.	Employee Engagement: Intrinsic Work Experience	67%	15%	17%	1,516
3	My work gives me a feeling of personal accomplishment.	Employee Engagement: Intrinsic Work Experience	78%	10%	11%	1,521
4	I know what is expected of me on the job.	Employee Engagement: Intrinsic Work Experience	82%	9%	9%	1,530
5	*My workload is reasonable.	N/A	63%	15%	21%	1,529
6	*My talents are used well in the workplace.	Employee Engagement: Intrinsic Work Experience	65%	15%	20%	1,524
7	*I know how my work relates to the agency's goals.	Employee Engagement: Intrinsic Work Experience	86%	9%	6%	1,526
8	*I can disclose a suspected violation of any law, rule, or regulation without fear of reprisal.	N/A	69%	15%	16%	1,469
9	I have enough information to do my job well.	N/A	74%	14%	12%	1,544
10	I receive the training I need to do my job well.	N/A	69%	17%	14%	1,532
11	I am held accountable for the quality of work I produce.	N/A	88%	8%	5%	1,532
12	I have a clear idea of how well I am doing my job.	N/A	81%	11%	8%	1,531
13	I have the autonomy to decide how I do my job.	N/A	74%	14%	12%	1,541
14	I can make decisions about my work without getting permission first.	N/A	66%	18%	15%	1,543
15	*The people I work with cooperate to get the job done.	N/A	85%	9%	6%	1,542
17	*In my work unit, differences in performance are recognized in a meaningful way.	N/A	50%	26%	24%	1,338
18	Employees in my work unit share job knowledge.	N/A	85%	8%	7%	1,532
19	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N/A	83%	11%	6%	1,516
20	Employees in my work unit meet the needs of our customers.	Performance Confidence	92%	7%	1%	1,486
21	Employees in my work unit contribute positively to my agency's performance.	Performance Confidence	90%	8%	2%	1,486
22	Employees in my work unit produce high-quality work.	Performance Confidence	89%	9%	2%	1,486
23	Employees in my work unit adapt to changing priorities.	Performance Confidence	84%	12%	3%	1,489
24	New hires in my work unit (i.e., hired in the past year) have the right skills to do their jobs.	N/A	65%	24%	11%	1,346
25	I can influence decisions in my work unit.	N/A	70%	17%	13%	1,532
26	I know what my work unit's goals are.	N/A	85%	7%	7%	1,537
27	My work unit commits resources to develop new ideas (e.g., budget, staff, time, expert support).	N/A	57%	24%	20%	1,472
28	My work unit successfully manages disruptions to our work.	N/A	76%	15%	9%	1,500
29	Employees in my work unit consistently look for new ways to improve how they do their work.	N/A	73%	16%	11%	1,475
30	Employees in my work unit incorporate new ideas into their work.	N/A	72%	18%	10%	1,464
31	Employees in my work unit approach change as an opportunity.	N/A	63%	23%	15%	1,451
32	Employees in my work unit consider customer needs a top priority.	N/A	83%	11%	5%	1,485
33	Employees in my work unit consistently look for ways to improve customer service.	N/A	72%	19%	9%	1,459
34	Employees in my work unit support my need to balance my work and personal responsibilities.	N/A	81%	12%	7%	1,511
35	Employees are recognized for providing high quality products and services.	N/A	68%	16%	17%	1,487
36	Employees are protected from health and safety hazards on the job.	N/A	80%	11%	9%	1,481
37	My organization is successful at accomplishing its mission.	N/A	80%	13%	8%	1,489
38	I have a good understanding of my organization's priorities.	N/A	78%	12%	10%	1,529
39	My organization shares results (for example, town halls, email, distribution of reports) from the Federal Employee Viewpoint Survey (FEVS).	N/A	85%	9%	6%	1,449
40	Information is openly shared in my organization.	N/A	62%	17%	21%	1,483

SECTION 4

FEVS RESULTS

Item	Item Text	Index	Percent Positive	Percent Neutral	Percent Negative	Response Total**
41	The approval process in my organization allows timely delivery of my work.	N/A	61%	21%	18%	1,434
42	My organization effectively adapts to changing government priorities.	N/A	67%	20%	13%	1,429
43	My organization has prepared me for potential physical security threats.	N/A	80%	13%	6%	1,484
44	My organization has prepared me for potential cybersecurity threats.	N/A	83%	11%	6%	1,480
45	In my organization, arbitrary action, personal favoritism, and/or political coercion are not tolerated.	N/A	57%	18%	26%	1,414
46	*I recommend my organization as a good place to work.	Global Satisfaction	66%	20%	14%	1,521
47	*I believe the results of this survey will be used to make my agency a better place to work.	N/A	48%	23%	29%	1,446
48	Supervisors in my work unit support employee development.	Employee Engagement: Supervisors	82%	11%	8%	1,473
49	My supervisor supports my need to balance work and other life issues.	N/A	90%	6%	4%	1,512
50	My supervisor listens to what I have to say.	Employee Engagement: Supervisors	86%	8%	6%	1,512
51	My supervisor treats me with respect.	Employee Engagement: Supervisors	88%	7%	5%	1,512
52	I have trust and confidence in my supervisor.	Employee Engagement: Supervisors	80%	11%	8%	1,509
53	My supervisor holds me accountable for achieving results.	N/A	90%	8%	3%	1,501
54	Overall, how good a job do you feel is being done by your immediate supervisor?	Employee Engagement: Supervisors	84%	10%	6%	1,510
55	My supervisor provides me with constructive suggestions to improve my job performance.	N/A	77%	14%	9%	1,509
56	My supervisor provides me with performance feedback throughout the year.	N/A	83%	11%	6%	1,489
57	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	Employee Engagement: Leaders Lead	48%	23%	29%	1,465
58	My organization's senior leaders maintain high standards of honesty and integrity.	Employee Engagement: Leaders Lead	58%	22%	20%	1,381
59	*Managers communicate the goals of the organization.	Employee Engagement: Leaders Lead	68%	17%	15%	1,470
60	Managers promote communication among different work units (for example, about projects, goals, needed resources).	N/A	60%	20%	20%	1,453
61	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	Employee Engagement: Leaders Lead	70%	17%	13%	1,429
62	I have a high level of respect for my organization's senior leaders.	Employee Engagement: Leaders Lead	58%	20%	22%	1,489
63	Senior leaders demonstrate support for Work-Life programs.	N/A	64%	20%	17%	1,401
64	Management encourages innovation.	N/A	56%	23%	21%	1,448
65	Management makes effective changes to address challenges facing our organization.	N/A	55%	22%	23%	1,440
66	Management involves employees in decisions that affect their work.	N/A	45%	22%	33%	1,446
67	*How satisfied are you with your involvement in decisions that affect your work?	N/A	54%	22%	25%	1,498
68	*How satisfied are you with the information you receive from management on what's going on in your organization?	N/A	57%	22%	21%	1,495
69	*How satisfied are you with the recognition you receive for doing a good job?	N/A	61%	20%	19%	1,491
70	*Considering everything, how satisfied are you with your job?	Global Satisfaction	70%	16%	14%	1,492
71	Considering everything, how satisfied are you with your pay?	Global Satisfaction	57%	15%	28%	1,494
72	*Considering everything, how satisfied are you with your organization?	Global Satisfaction	64%	19%	17%	1,498
73	My organization's management practices promote diversity (e.g., outreach, recruitment, promotion opportunities).	DEIA: Diversity	69%	20%	12%	1,367
74	My supervisor demonstrates a commitment to workforce diversity (e.g., recruitment, promotion opportunities, development).	DEIA: Diversity	76%	17%	7%	1,359
75	I have similar access to advancement opportunities (e.g., promotion, career development, training) as others in my work unit.	DEIA: Equity	70%	13%	17%	1,460
76	My supervisor provides opportunities fairly to all employees in my work unit (e.g., promotions, work assignments).	DEIA: Equity	76%	13%	12%	1,430
77	In my work unit, excellent work is similarly recognized for all employees (e.g., awards, acknowledgements).	DEIA: Equity	70%	14%	16%	1,420
78	Employees in my work unit make me feel I belong.	DEIA: Inclusion	79%	13%	8%	1,465
79	Employees in my work unit care about me as a person.	DEIA: Inclusion	79%	14%	7%	1,427
80	I am comfortable expressing opinions that are different from other employees in my work unit.	DEIA: Inclusion	74%	13%	13%	1,459

SECTION 4

FEVS RESULTS

Item	Item Text	Index	Percent Positive	Percent Neutral	Percent Negative	Response Total**
81	In my work unit, people's differences are respected.	DEIA: Inclusion	77%	14%	9%	1,452
82	I can be successful in my organization being myself.	DEIA: Inclusion	75%	14%	11%	1,456
83	I can easily make a request of my organization to meet my accessibility needs.	DEIA: Accessibility	69%	21%	10%	928
84	My organization responds to my accessibility needs in a timely manner.	DEIA: Accessibility	67%	23%	10%	873
85	My organization meets my accessibility needs.	DEIA: Accessibility	70%	21%	9%	888
86	My job inspires me.	Employee Experience	63%	21%	16%	1,479
87	The work I do gives me a sense of accomplishment.	Employee Experience	79%	11%	10%	1,481
88	I feel a strong personal attachment to my organization.	Employee Experience	63%	22%	15%	1,489
89	I identify with the mission of my organization.	Employee Experience	80%	15%	5%	1,480
90	It is important to me that my work contribute to the common good.	Employee Experience	91%	7%	2%	1,483

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

** Unweighted count of responses excluding "Do Not Know", "No Basis to Judge", "There have been no recent hires in my work unit", or "I do not have any accessibility needs.

Percentages are weighted to represent the Agency's population.

For confidentiality purposes, a "-s" indicates that there are fewer than 4 responses to Questions 83, 84, or 85 and results are therefore suppressed.

Source: National Archives and Records Administration AES Report, 2024 Federal Employee Viewpoint Survey

SECTION 5

CONCLUSION

NARA's Management Team and Workplace Culture Representatives 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 2025 Office-level Action Planning. NARA's top-level leadership, managers and supervisors, and office contacts are committed to developing 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

NARA FEVS RESULTS

Summary
2024

**2024 Federal Employee Viewpoint
Survey Results Summary
October 2024**