'22

NARA EVS Summary Report

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SECTION 1
SURVEY OVERVIEW

This report summarizes the results of NARA's 2022 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

TThe survey was administered by OPM from June 6, 2022 until July 22, 2022. 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, 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 the 2021 EVS, OPM included 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. OPM officially instituted an EVS index focused on DEIA in the 2022 administration. This is particularly important as all federal agencies continue to work diligently to respond to the 2021 White House Executive Order, Advancing Diversity, Equity, Inclusion, and Accessibility in the Federal Government. The 2022 EVS still maintained important items covering the Annual Employee Survey regulation requirement. Employee perceptions were measured by a series of survey responses across 8 key categories.

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
DEIA	Promotion, commitment, advancement, recognition, belonging

SECTION 3
DESCRIPTION OF SAMPLE

All NARA permanent staff employed as of the end of November 2021 were invited to participate in the survey. Number of employees surveyed, number responded, and representativeness of respondents: Of the 2,454 permanent employees who received the survey, 1,407 responded for an overall response rate of 57.37%, an increase of 5.6 percentage points from 2021.

SECTION 4
INTERPRETATION OF RESULTS[1]

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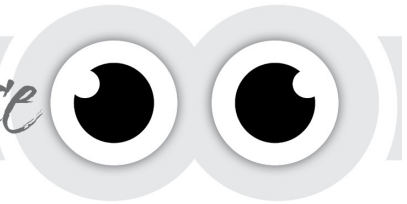[1] Agency results have a margin of error of +/- 2%

SECTION 5
NARA'S OVERALL EVS PROGRESS

2022 SURVEY RESULTS

NARA EVS RESULTS *at a glance*

66 ITEMS of 99 had positive ratings of **65%** or more.

29 of 37 items were rated **65%** or higher in 2021 [Strengths]

00 ITEMS of 99 had negative ratings of **35%** or more.

No items had negative ratings of **35%** or higher in 2021 [Challenges]

00 ITEMS of 99 items increased ratings of **5%** or more.

In the 2021 results, **36** of 37 item had increased by **5%** or more.

74% Employee Engagement **INDEX SCORES**

63% Leaders Lead

83% Supervisors

79% Work Experience

57% Participation Rate

88% Performance Confidence

64% Global Satisfaction

73% DEIA *New for 2022*

NARA's overall 2022 employee engagement score dropped slightly to 74% from 77% in 2021. This remains higher than the government-wide score of 71%. This is an important result, as the agency supported many workforce members in the transition back to the office worksite in 2022. Our Global Satisfaction Index also dropped slightly from the 2021 administration (64% in 2022 versus 68% in 2021). The new Performance Confidence Index, which debuted in 2021, dropped slightly by one percent (88% in 2022 versus 89% in 2021). 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 66 "strength" items, characterized by a 65% or higher positive response rate compared to zero "challenge" items, characterized by a 35%or higher negative response rate. NARA had 2 items that showed improvement and 34 items that declined from 2021.
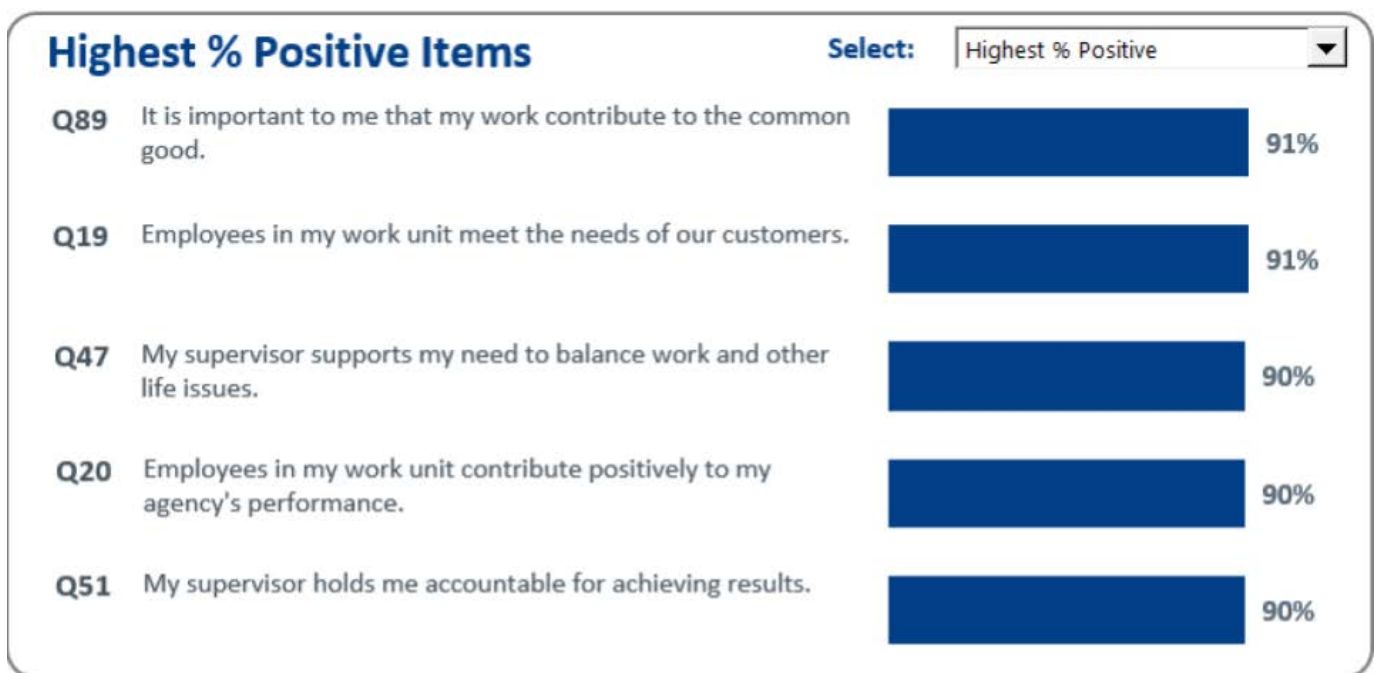
DEIA Results

The 2022 EVS included a new DEIA Index. Results show that employees felt:

- their supervisor demonstrates a commitment to workforce diversity (e.g., recruitment, promotion opportunities, development),
- employees in their work unit make them feel they belong,
- employees in their work unit care about them as a person, and
- employees in their work unit feel people's differences are respected.

These results reflect the efforts taken by the agency to heighten awareness around DEIA challenges and to formulate effective action steps.

POSITIVE HIGHLIGHTS*

Highest % Positive Items   Select: [Highest % Positive ▼]

Q89	It is important to me that my work contribute to the common good.	91%
Q19	Employees in my work unit meet the needs of our customers.	91%
Q47	My supervisor supports my need to balance work and other life issues.	90%
Q20	Employees in my work unit contribute positively to my agency's performance.	90%
Q51	My supervisor holds me accountable for achieving results.	90%

- 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 (91%) and the perception that employees in their work units contribute positively to the overall performance of the agency (90%).
- 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 2021 EVS resulted in the same strong percentage on this item.
- Respondents reported experiencing support for the effective management of their work-life responsibilities (90%).

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

AREAS FOR IMPROVEMENT*

Highest % Negative Items   **Select:** Highest % Negative ▼

Q64 Management involves employees in decisions that affect their work. **30%**

Q44 I believe the results of this survey will be used to make my agency a better place to work. **29%**

Q55 In my organization, senior leaders generate high levels of motivation and commitment in the workforce. **27%**

Q69 Considering everything, how satisfied are you with your pay? **27%**

Q16 In my work unit, differences in performance are recognized in a meaningful way. **22%**

- 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 2022 results, as employees reported a negative result in response to this item at 29%. This item decreased in negativity by 3 percentage points from 2021.
- Employees continued to report a lack of satisfaction in the degree to which management involves them in work-related decisions (30%). However, this result compares to a 20% negativity rating in 2021.
- Employees continue to report dissatisfaction with the extent to which senior leaders generate high levels of motivation and commitment in the workforce (27% negativity rating). However, this item decreased in negativity by 4 percentage points in comparison to the 2020 EVS administration.

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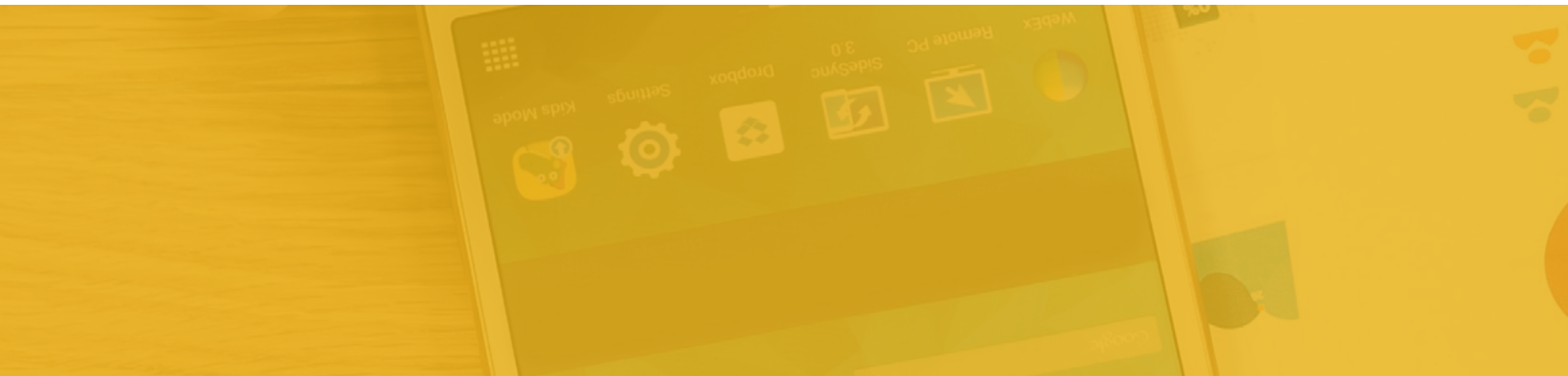
INCREASES AND DECREASES

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

Chart 1. Largest Increases From 2022

			2019	2020	2021	2022	Percentage Point Change
	Q37	My organization is successful at accomplishing its mission.	65%	79%	75%	78%	+3
	Q8	I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	65%	72%	70%	72%	+2

Select: Largest Increases since 2021

Largest Increases in Percent Positive since 2021

2 items increased since 2021

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

Chart 2. Largest Decreases From 2022

			2019	2020	2021	2022	
	Q16	In my work unit, differences in performance are recognized in a meaningful way.	43%	61%	62%	50%	-12
	Q67	How satisfied are you with the recognition you receive for doing a good job?	58%	67%	68%	60%	-8
	Q69	Considering everything, how satisfied are you with your pay?	55%	64%	64%	57%	-7
	Q35	Employees are recognized for providing high quality products and services.	56%	73%	72%	66%	-6
	Q66	How satisfied are you with the information you receive from management on what's going on in your organization?	55%	68%	68%	63%	-5

Select: Largest Decreases since 2021

Largest Decreases in Percent Positive since 2021

34 items decreased since 2021

2022 NARA EVS COVID-19 RESULTS - POOR PERFORMERS / TELEWORK / RE-ENTRY / PANDEMIC LEADERS

Item #	Poor Performers	Item	Remain In Work Unit And Improve Over Time	Remain In Work Unit And Underperform	Leave Work Unit - Removed or Transferred	Leave Work Unit - Quit	No Poor Performers In Work Unit	Do Not Know			
15	Poor Performers	In my work unit poor performers usually (select all that apply):	19%	31%	7%	7%	25%	24%			

Item #	COVID-19 Section	Item	100%	75-99%	50-74%	25-49%	1-24%	Not Been Physically Present			
90	Pandemic Phy. Present	What percentage of your work time are you currently required to be physically present at your agency worksite (including headquarters, bureau, field offices, etc.)?	34%	21%	8%	5%	9%	23%			

Item #	COVID-19 Section	Item	Approved Remote Work Agreement	Telework - 3 or More 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
91	Telework	Please select the response that BEST describes your current remote work or teleworking schedule.	19%	18%	20%	5%	13%	13%	2%	4%	6%

Item #	COVID-19 Section	Item	Approved Live Outside the Area	Approved Live Within the Area							
91a	Telework	What is your current remote work status? (Note: Only those who answered "I have an approved remote work agreement" to Question 91 received	10%	90%							

Item #	COVID-19 Section	Item	Yes	No							
92	Telework	Did you have an approved remote work agreement before the 2020 COVID-19 pandemic?	39%	61%							

Item #	COVID-19 Section	Item	No, Not Considering Leaving Based	Yes To Retire	Yes Within My Agency	Yes Within the Federal Government	Yes Outside the Federal Government	Yes Other			
93	Telework	Based on your work unit's current telework or remote work options, are you considering leaving your organization, and if so, why?	79%	5%	1%	10%	1%	4%			

Item #	COVID-19 Section	Item	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not Applicable (N)
94	Re-entry	My agency's re-entry arrangements are fair in accounting for employees' diverse needs and situations.	30%	36%	19%	8%	8%	77

Item #	COVID-19 Section	Item	All Employees Physically Present	Some Employees Physically Present	No Employees Physically Present	Other		
95	Re-entry	Please select the response that BEST describes how employees in your work unit currently report to work:	18%	69%	10%	3%		

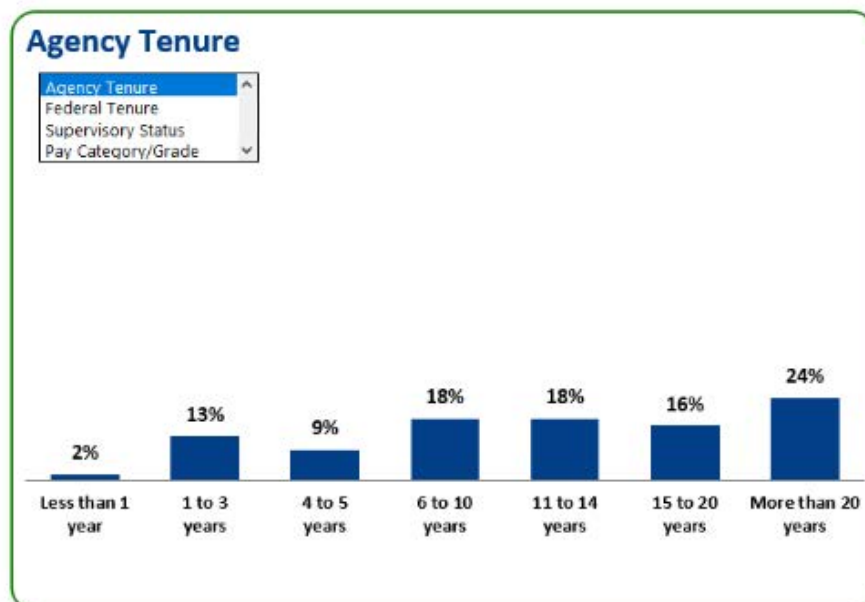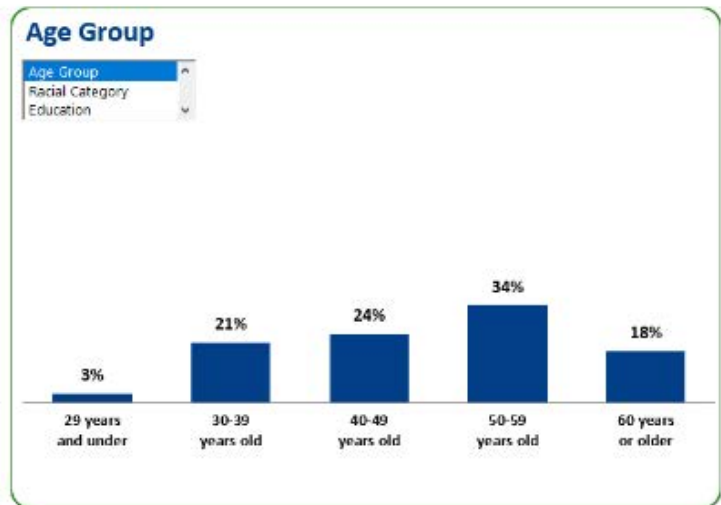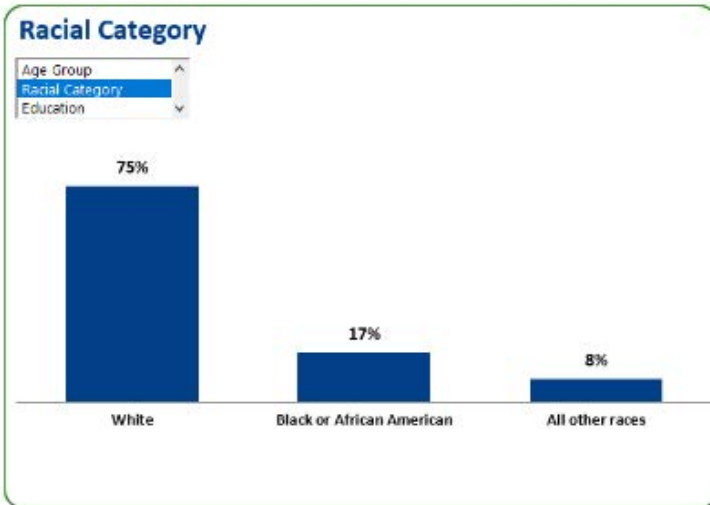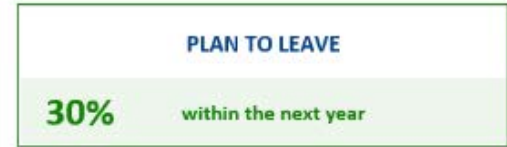| ITEM #	COVID-19 Section	Item	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Basis to Judge (N)
96	Pandemic Leaders	My organization's senior leaders support policies and procedures to protect employee health and safety.	40%	41%	10%	4%	5%	23
97	Pandemic Leaders	My organization's senior leaders provide effective communications about what to expect with the return to the physical worksite.	37%	43%	9%	5%	5%	15
98	Pandemic Leaders	My supervisor supports my efforts to stay healthy and safe while working.	56%	33%	5%	2%	3%	13
99	Pandemic Leaders	My supervisor creates an environment where I can voice my concerns about staying healthy and safe.	54%	31%	8%	3%	4%	21

2019-2022 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	2019	2020	2021	2022	Trends	Delta 2019 to 2020	Delta 2020 to 2021	2021 to 2022	2022 Positive %
EVS	Official Participation Rate	65.0%	62.4%	51.7%	57.3%		-2.6%	-10.7%	5.6%	57.3%
OPM	Employee Engagement: Overall	67%	76%	77%	74%		9%	1%	-3%	74%
OPM	Employee Engagement: Leaders Lead	52%	65%	66%	63%		13%	1%	-3%	63%
OPM	Employee Engagement: Supervisors	77%	85%	86%	83%		8%	1%	-3%	83%
OPM	Employee Engagement: Intrinsic Work Experience	71%	79%	78%	77%		8%	-1%	-1%	77%
OPM	Global Satisfaction	57%	69%	68%	64%		12%	-1%	-4%	64%
OPM	Performance Confidence			89%	88%					88%
OPM	Diversity, Equity, Inclusion, and Accessibility (DEIA): Overall				73%					73%
OPM	DEIA: Diversity				73%					73%
OPM	DEIA: Equity				70%					70%
OPM	DEIA: Inclusion				76%					76%
OPM	DEIA: Accessibility				74%					74%

2022 NARA AES ANALYSIS - DEMOGRAPHICS

GENDER	HISPANIC, LATINO, OR SPANISH	LOCATION
51% Female	**5%** Hispanic, Latino, or Spanish	**38%** Headquarters

MILITARY SERVICE	RETIREMENT	PLAN TO LEAVE
22% Served	**25%** within next five years	**30%** within the next year

Racial Category

Age Group
Racial Category
Education

- White — 75%
- Black or African American — 17%
- All other races — 8%

Age Group

Age Group
Racial Category
Education

- 29 years and under — 3%
- 30-39 years old — 21%
- 40-49 years old — 24%
- 50-59 years old — 34%
- 60 years or older — 18%

Agency Tenure

Agency Tenure
Federal Tenure
Supervisory Status
Pay Category/Grade

- Less than 1 year — 2%
- 1 to 3 years — 13%
- 4 to 5 years — 9%
- 6 to 10 years — 18%
- 11 to 14 years — 18%
- 15 to 20 years — 16%
- More than 20 years — 24%

SECTION 6
CONCLUSION

NARA's Management Team and Workplace Culture Point of Contacts (POCs) have been briefed on the results and trends. Workplace Culture teams, including office executives, managers and supervisors, and office POCs have conducted further analysis and solicited staff feedback to determine areas of concentration for FY 2023 Office Level Action Planning. NARA's top level leadership, managers and supervisors, and POCs 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 POCs have been encouraged to consider several areas of potential focus, including 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 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

Given the demanding workplace challenges associated with returning to the office environment for many NARA employees and facing backlog challenges, the strengths indicated in the ability of NARA employees to effectively fulfill the agency's unique mission are a true testament to the resilience of this agency. These strengths will continue to drive improvement efforts that will directly impact NARA's workplace culture.

NARA EVS RESULTS *Summary* 2022

2022 Employee Viewpoint Survey Results Summary
November, 2022