FROM: Laura Huerta Migus, Senior Official Performing the Duties of the IMLS Director

SUBJECT: Federal Employee Viewpoint Survey: Assessment Statement

DATE: October 28, 2024

The Institute of Museum and Library Services (IMLS) is pleased to share the results of our agency's 2024 Federal Employee Viewpoint Survey (FEVS). The survey reveals strong positive scores, including an Engagement Index of 82%, a Leaders Lead score of 77%, a Supervisors subindex of 84%, and an Intrinsic Workplace subindex of 87%. Below is our analysis of these results and our focus areas for FY-2025. Through ongoing collaboration with our leadership team and employees, we remain committed to fostering a respectful and inclusive organizational culture that enhances employee engagement, communication, leadership development, and overall growth to better serve the American public.

Assessment of Evaluation Results:

The 2024 FEVS was administered to IMLS employees from May 21 to July 5, 2024, with a response rate of 73.2% (52 surveys completed out of 71 administered). These responses provided valuable feedback, offering insights into employees' perspectives on the IMLS workplace climate and culture. The agency's highest-scoring performance dimensions (90% and above) include:

- Employee-Focused: Employee Welfare
- Employee-Focused: Work-Life Support
- Goal-Oriented: Accountability and Goal Clarity
- Agile: Innovation
- Foundations: Customer Responsiveness

Compared to IMLS's 2023 FEVS results, several areas in workplace experience saw notable increases in positive responses, with improvements of 15% to 20% or more, including:

2024 Responses Showing 19%-24% Increases:

- "My talents are used well in the workplace."
- "My work unit commits resources to develop new ideas (e.g., budget, staff, time, expert support)."
- "How satisfied are you with the information you receive from management on what's going on in your organization?"

2024 Responses Showing 17%-19% Increases:

- "In my organization, arbitrary action, personal favoritism, and/or political coercion are not tolerated."
- "I have a high level of respect for my organization's senior leaders."
- "Management encourages innovation."

- "Considering everything, how satisfied are you with your organization?"

2024 Responses Showing 15%-17% Increases:

- "I can disclose a suspected violation of any law, rule, or regulation without fear of reprisal."
- "Employees in my work unit support my need to balance my work and personal responsibilities."
- "The approval process in my organization allows timely delivery of my work."
- "My organization's senior leaders maintain high standards of honesty and integrity."
- "Considering everything, how satisfied are you with your job?"

These improvements affirm our commitment to fostering a workplace that encourages continuous improvement, diversity, and inclusivity, with highly talented employees dedicated to advancing the agency's mission.

However, the 2024 FEVS results also highlight areas requiring improvement, with performance dimensions scoring 64% or below:

- Employee-Focused: Employee Voice
- Foundations: Communication
- Goal-Oriented: Recognition
- Agile: Autonomy
- Agile: Resilience

Questions reflecting the need for improvement include:

- "Management involves employees in decisions that affect their work."
- "Information is openly shared in my organization."
- "In my work unit, differences in performance are recognized in a meaningful way."
- "The approval process in my organization allows timely delivery of my work."
- "How satisfied are you with your involvement in decisions that affect your work?"
- "I can make decisions about my work without getting permission first."
- "Management makes effective changes to address challenges facing our organization."
- "How satisfied are you with your recognition for doing a good job?"
- "I believe the results of this survey will be used to make my agency a better place to work."

Focus Areas for FY-2025

IMLS is committed to addressing these areas by focusing on the following key areas:
- Communication and Transparency
- Process Improvement
- Rewards and Recognition
- Change Management Facilitation
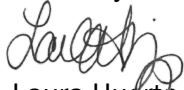
IMLS' Commitment to Workplace Excellence

The IMLS Leadership Team is dedicated to enhancing employees' work experience, engagement, and performance. Over the past year, the agency has invested in an independent contractor to conduct a comprehensive study analyzing employee sentiment trends over the past five years. As we progress with the FEVS study, we aim to establish a framework for implementing meaningful changes that drive transformative improvements and strengthen our agency's mission.

If you have any questions, please contact Antoine Dotson, Director of Human Resources, at adotson@imls.gov or 202-653-4728.

Sincerely,

Laura Huerta Migus
Senior Official Performing the Duties of the IMLS Director
Institute of Museum and Library Services

Institute of Museum and Library Services 2024 FEVS AES Report	Agency Information
Field Period	May 21 - Jul 5, 2024
Sample or Census	Census
Number of Surveys Completed	52
Number of Surveys Administered	71
Response Rate	73.2%
Number of items identified as Strengths (65% positive or higher)	79
Number of items identified as Challenges (35% negative or higher)	1
2024 Engagement Index	82%
Leaders Lead Subindex	77%
Supervisors Subindex	84%
Intrinsic Work Experience Subindex	87%

Note: Number of items identified as strengths and challenges are based on items 1-90, excluding item 16.

A "–^{nr}" indicates that there were no responses to the item.

Item	Item Text	Index	Performance Dimension	Response Type	Percent Positive	Strongly Agree/ Always/ Very Good/ Very Satisfied %	Agree/ Most of the time/ Good/ Satisfied %	Neither Agree nor Disagree/ Sometimes/ Fair/ Neither Satisfied nor Dissatisfied %	Disagree/ Rarely/ Poor/ Dissatisfied %	Strongly Disagree/ Never/ Very Poor/ Very Dissatisfied %	Percent Negative	Strongly Agree/ Always/ Very Good/ Very Satisfied N	Agree/ Most of the time/ Good/ Satisfied N	Neither Agree nor Disagree/ Sometimes/ Fair/ Neither Satisfied nor Dissatisfied N	Disagree/ Rarely/ Poor/ Dissatisfied N	Strongly Disagree/ Never/ Very Poor/ Very Dissatisfied N	Item Response Total** N	Do Not Know/ No Basis to Judge/ There have been no recent hires in my work unit / I do not have any accessibility needs N
1	*I am given a real opportunity to improve my skills in my organization.	N/A	Employee-Focused: Employee Development	Agree-disagree	80%	40%	40%	9%	11%	0%	11%	20	21	5	6	0	52	N/A
2	I feel encouraged to come up with new and better ways of doing things.	Employee Engagement: Intrinsic Work Experience	N/A	Agree-disagree	83%	42%	41%	13%	4%	0%	4%	23	21	6	2	0	52	N/A
3	My work gives me a feeling of personal accomplishment.	Employee Engagement: Intrinsic Work Experience	N/A	Agree-disagree	91%	60%	31%	5%	2%	2%	4%	30	17	3	1	1	52	N/A
4	I know what is expected of me on the job.	Employee Engagement: Intrinsic Work Experience	N/A	Agree-disagree	83%	44%	40%	13%	4%	0%	4%	22	21	5	2	0	50	N/A
5	*My workload is reasonable.	N/A	Employee-Focused: Work-Life Support	Agree-disagree	66%	30%	36%	7%	23%	4%	27%	14	19	4	13	2	52	N/A
6	*My talents are used well in the workplace.	Employee Engagement: Intrinsic Work Experience	N/A	Agree-disagree	81%	41%	40%	3%	14%	2%	16%	21	20	2	8	1	52	N/A
7	*I know how my work relates to the agency's goals.	Employee Engagement: Intrinsic Work Experience	N/A	Agree-disagree	95%	57%	38%	2%	2%	0%	2%	27	20	1	1	0	49	N/A
8	*I can disclose a suspected violation of any law, rule, or regulation without fear of reprisal.	N/A	Foundations: Merit Principles	Agree-disagree	80%	42%	38%	10%	5%	5%	10%	22	19	4	3	2	50	2
9	I have enough information to do my job well.	N/A	Foundations: Performance Resources	Agree-disagree	79%	30%	48%	7%	12%	2%	14%	16	26	4	5	1	52	N/A
10	I receive the training I need to do my job well.	N/A	Employee-Focused: Employee Development	Agree-disagree	74%	27%	48%	12%	12%	2%	14%	14	26	6	5	1	52	N/A
11	I am held accountable for the quality of work I produce.	N/A	Goal-Oriented: Accountability	Agree-disagree	91%	49%	42%	5%	2%	2%	4%	26	21	3	1	1	52	N/A
12	I have a clear idea of how well I am doing my job.	N/A	Goal-Oriented: Performance Feedback	Agree-disagree	78%	33%	44%	14%	8%	0%	8%	18	21	8	4	0	51	N/A
13	I have the autonomy to decide how I do my job.	N/A	Agile: Autonomy	Agree-disagree	71%	32%	38%	22%	5%	2%	7%	18	21	9	3	1	52	N/A
14	I can make decisions about my work without getting permission first.	N/A	Agile: Autonomy	Agree-disagree	63%	22%	40%	20%	14%	3%	17%	13	22	8	7	2	52	N/A
15	*The people I work with cooperate to get the job done.	N/A	Foundations: Cooperation	Agree-disagree	87%	55%	32%	9%	4%	0%	4%	27	18	5	2	0	52	N/A
17	*In my work unit, differences in performance are recognized in a meaningful way.	N/A	Goal-Oriented: Recognition	Agree-disagree	54%	15%	39%	19%	17%	10%	27%	7	20	10	10	4	51	1
18	Employees in my work unit share job knowledge.	N/A	Foundations: Cooperation	Agree-disagree	86%	45%	41%	8%	2%	4%	7%	24	22	4	1	1	52	0
19	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational	N/A	Foundations: Performance Resources	Agree-disagree	89%	51%	39%	8%	2%	0%	2%	27	19	5	1	0	52	0
20	Employees in my work unit meet the needs of our customers.	Performance Confidence	N/A	Always-never	92%	55%	37%	8%	0%	0%	0%	26	22	4	0	0	52	0

#	Question			Scale														
21	Employees in my work unit contribute positively to my agency's performance.	Performance Confidence	N/A	Always-never	94%	68%	25%	4%	2%	0%	2%	33	15	2	1	0	51	0
22	Employees in my work unit produce high-quality work.	Performance Confidence	N/A	Always-never	94%	63%	31%	6%	0%	0%	0%	30	19	3	0	0	52	0
23	Employees in my work unit adapt to changing priorities.	Performance Confidence	N/A	Always-never	90%	55%	35%	8%	2%	0%	2%	27	20	4	1	0	52	0
24	New hires in my work unit (i.e., hired in the past year) have the right skills to do their jobs.	N/A	Foundations: Performance Resources	Agree-disagree	88%	37%	51%	4%	9%	0%	9%	16	21	2	4	0	43	9
25	I can influence decisions in my work unit.	N/A	Employee-Focused: Employee Voice	Agree-disagree	77%	38%	39%	15%	5%	2%	8%	22	18	7	3	1	51	N/A
26	I know what my work unit's goals are.	N/A	Goal-Oriented: Goal Clarity	Agree-disagree	90%	48%	43%	6%	4%	0%	4%	25	21	3	2	0	51	N/A
27	My work unit commits resources to develop new ideas (e.g., budget, staff, time, expert support).	N/A	Agile: Innovation	Agree-disagree	81%	32%	49%	2%	12%	4%	16%	18	23	1	7	2	51	0
28	My work unit successfully manages disruptions to our work.	N/A	Agile: Resilience	Agree-disagree	85%	34%	51%	10%	5%	0%	5%	18	24	5	2	0	49	2
29	Employees in my work unit consistently look for new ways to improve how they do their work.	N/A	Agile: Innovation	Agree-disagree	85%	41%	44%	13%	2%	0%	2%	21	22	7	1	0	51	0
30	Employees in my work unit incorporate new ideas into their work.	N/A	Agile: Innovation	Agree-disagree	91%	37%	53%	9%	0%	0%	0%	19	26	5	0	0	50	0
31	Employees in my work unit approach change as an opportunity.	N/A	Agile: Resilience	Agree-disagree	80%	28%	52%	15%	4%	0%	4%	14	26	8	2	0	50	0
32	Employees in my work unit consider customer needs a top priority.	N/A	Foundations: Customer Responsiveness	Agree-disagree	90%	69%	22%	4%	6%	0%	6%	33	13	2	3	0	51	0
33	Employees in my work unit consistently look for ways to improve customer service.	N/A	Foundations: Customer Responsiveness	Agree-disagree	86%	48%	38%	11%	3%	0%	3%	24	20	5	2	0	51	0
34	Employees in my work unit support my need to balance my work and personal responsibilities.	N/A	Employee-Focused: Work-Life Support	Agree-disagree	91%	53%	38%	6%	2%	0%	2%	26	20	3	1	0	50	1
35	Employees are recognized for providing high quality products and services.	N/A	Goal-Oriented: Recognition	Agree-disagree	79%	34%	45%	11%	5%	5%	10%	17	22	6	3	2	50	0
36	Employees are protected from health and safety hazards on the job.	N/A	Employee-Focused: Employee Welfare	Agree-disagree	91%	51%	40%	7%	0%	2%	2%	27	19	4	0	1	51	0
37	My organization is successful at accomplishing its mission.	N/A	Other	Agree-disagree	96%	69%	27%	2%	2%	0%	2%	33	16	1	1	0	51	0
38	I have a good understanding of my organization's priorities.	N/A	Goal-Oriented: Goal Clarity	Agree-disagree	87%	51%	37%	7%	4%	2%	6%	25	19	4	2	1	51	N/A
39	My organization shares results (for example, town halls, email, distribution of reports) from the	N/A	Other	Agree-disagree	79%	39%	40%	11%	7%	3%	10%	19	17	5	4	1	46	5
40	Information is openly shared in my organization.	N/A	Foundations: Communication	Agree-disagree	51%	20%	31%	24%	19%	6%	25%	11	14	11	11	3	50	0
41	The approval process in my organization allows timely delivery of my work.	N/A	Other	Agree-disagree	54%	18%	36%	12%	25%	9%	35%	10	15	6	14	5	50	0
42	My organization effectively adapts to changing government priorities.	N/A	Agile: Resilience	Agree-disagree	72%	29%	43%	26%	2%	0%	2%	15	19	14	1	0	49	2
43	My organization has prepared me for potential physical security threats.	N/A	Employee-Focused: Employee Welfare	Agree-disagree	83%	43%	41%	9%	8%	0%	8%	23	18	5	4	0	50	1
44	My organization has prepared me for potential cybersecurity threats.	N/A	Employee-Focused: Employee Welfare	Agree-disagree	96%	51%	45%	4%	0%	0%	0%	27	21	2	0	0	50	0
45	In my organization, arbitrary action, personal favoritism, and/or political coercion are not	N/A	Foundations: Merit Principles	Agree-disagree	76%	31%	45%	14%	7%	2%	9%	17	22	6	4	1	50	1
46	*I recommend my organization as a good place to work.	Global Satisfaction	N/A	Agree-disagree	86%	45%	40%	10%	2%	2%	4%	22	21	6	1	1	51	N/A
47	*I believe the results of this survey will be used to make my agency a better place to work.	N/A	Other	Agree-disagree	48%	19%	29%	30%	14%	8%	21%	8	14	14	7	4	47	4
48	Supervisors in my work unit support employee development.	Employee Engagement: Supervisors	N/A	Agree-disagree	87%	56%	30%	5%	8%	0%	8%	28	16	3	4	0	51	0

#	Question	Category 1	Category 2	Scale	Pos%													
49	My supervisor supports my need to balance work and other life issues.	N/A	Employee-Focused: Work-Life Support	Agree-disagree	94%	67%	27%	6%	0%	0%	0%	33	15	3	0	0	51	N/A
50	My supervisor listens to what I have to say.	Employee Engagement: Supervisors	N/A	Agree-disagree	84%	62%	22%	14%	2%	0%	2%	31	13	6	1	0	51	N/A
51	My supervisor treats me with respect.	Employee Engagement: Supervisors	N/A	Agree-disagree	86%	66%	20%	10%	4%	0%	4%	32	12	5	2	0	51	N/A
52	I have trust and confidence in my supervisor.	Employee Engagement: Supervisors	N/A	Agree-disagree	82%	64%	18%	9%	7%	2%	9%	31	10	5	4	1	51	N/A
53	My supervisor holds me accountable for achieving results.	N/A	Goal-Oriented: Accountability	Agree-disagree	94%	64%	29%	4%	0%	2%	2%	33	15	2	0	1	51	N/A
54	Overall, how good a job do you feel is being done by your immediate supervisor?	Employee Engagement: Supervisors	N/A	Good-poor	79%	58%	22%	12%	8%	0%	8%	29	11	7	4	0	51	N/A
55	My supervisor provides me with constructive suggestions to improve my job performance.	N/A	Goal-Oriented: Performance Feedback	Agree-disagree	75%	43%	32%	13%	11%	2%	12%	21	16	7	6	1	51	N/A
56	My supervisor provides me with performance feedback throughout the year.	N/A	Goal-Oriented: Performance Feedback	Agree-disagree	81%	50%	31%	5%	10%	3%	14%	25	16	3	5	2	51	0
57	In my organization, senior leaders generate high levels of motivation and commitment in the	Employee Engagement: Leaders Lead	N/A	Agree-disagree	67%	28%	39%	19%	7%	7%	14%	16	18	9	4	4	51	0
58	My organization's senior leaders maintain high standards of honesty and integrity.	Employee Engagement: Leaders Lead	N/A	Agree-disagree	79%	36%	44%	12%	3%	6%	9%	19	19	6	2	3	49	1
59	*Managers communicate the goals of the organization.	Employee Engagement: Leaders Lead	N/A	Agree-disagree	75%	36%	39%	15%	5%	6%	11%	19	19	6	3	3	50	0
60	Managers promote communication among different work units (for example, about projects,	N/A	Foundations: Communication	Agree-disagree	72%	22%	50%	9%	14%	6%	20%	12	23	5	8	3	51	0
61	Overall, how good a job do you feel is being done by the manager directly above your immediate	Employee Engagement: Leaders Lead	N/A	Good-poor	81%	53%	27%	13%	6%	0%	6%	24	14	7	3	0	48	3
62	I have a high level of respect for my organization's senior leaders.	Employee Engagement: Leaders Lead	N/A	Agree-disagree	82%	41%	41%	8%	6%	4%	10%	20	21	4	4	2	51	0
63	Senior leaders demonstrate support for Work-Life programs.	N/A	Employee-Focused: Work-Life Support	Agree-disagree	71%	45%	25%	19%	4%	6%	10%	20	13	10	2	3	48	2
64	Management encourages innovation.	N/A	Agile: Innovation	Agree-disagree	71%	25%	45%	29%	0%	0%	0%	13	20	15	0	0	48	3
65	Management makes effective changes to address challenges facing our organization.	N/A	Agile: Resilience	Agree-disagree	63%	37%	27%	19%	14%	4%	18%	17	12	10	7	2	48	3
66	Management involves employees in decisions that affect their work.	N/A	Employee-Focused: Employee Voice	Agree-disagree	48%	23%	25%	25%	15%	12%	27%	12	12	10	8	6	48	3
67	*How satisfied are you with your involvement in decisions that affect your work?	N/A	Employee-Focused: Employee Voice	Satisfied-dissatisfied	58%	28%	30%	23%	11%	8%	19%	16	13	12	6	4	51	N/A
68	*How satisfied are you with the information you receive from management on what's going on in	N/A	Foundations: Communication	Satisfied-dissatisfied	69%	26%	44%	12%	11%	7%	19%	14	20	6	7	4	51	N/A
69	*How satisfied are you with the recognition you receive for doing a good job?	N/A	Goal-Oriented: Recognition	Satisfied-dissatisfied	64%	38%	26%	21%	11%	4%	15%	19	14	10	6	2	51	N/A
70	*Considering everything, how satisfied are you with your job?	Global Satisfaction	N/A	Satisfied-dissatisfied	84%	42%	42%	5%	11%	0%	11%	20	22	3	6	0	51	N/A
71	Considering everything, how satisfied are you with your pay?	Global Satisfaction	N/A	Satisfied-dissatisfied	77%	39%	38%	9%	10%	5%	15%	18	20	5	5	3	51	N/A
72	*Considering everything, how satisfied are you with your organization?	Global Satisfaction	N/A	Satisfied-dissatisfied	81%	40%	41%	9%	6%	4%	10%	19	22	5	3	2	51	N/A
73	My organization's management practices promote diversity (e.g., outreach, recruitment,	DEIA: Diversity	N/A	Agree-disagree	81%	34%	46%	13%	2%	4%	6%	19	22	7	1	2	51	0
74	My supervisor demonstrates a commitment to workforce diversity (e.g., recruitment, promotion	DEIA: Diversity	N/A	Agree-disagree	83%	51%	32%	9%	8%	0%	8%	25	15	5	4	0	49	2
75	I have similar access to advancement opportunities (e.g., promotion, career	DEIA: Equity	N/A	Agree-disagree	75%	45%	30%	12%	7%	6%	13%	23	13	6	4	3	49	2
76	My supervisor provides opportunities fairly to all employees in my work unit (e.g., promotions,	DEIA: Equity	N/A	Agree-disagree	71%	41%	31%	17%	12%	0%	12%	20	14	8	6	0	48	3

#	Question	Category		Scale	Positive	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Negative							
77	In my work unit, excellent work is similarly recognized for all employees (e.g., awards,	DEIA: Equity	N/A	Agree-disagree	75%	47%	28%	17%	8%	0%	8%	21	14	8	4	0	47	3
78	Employees in my work unit make me feel I belong.	DEIA: Inclusion	N/A	Agree-disagree	84%	50%	34%	8%	2%	5%	7%	25	18	5	1	1	50	0
79	Employees in my work unit care about me as a person.	DEIA: Inclusion	N/A	Agree-disagree	87%	54%	33%	8%	5%	0%	5%	27	18	4	1	0	50	0
80	I am comfortable expressing opinions that are different from other employees in my work unit.	DEIA: Inclusion	N/A	Agree-disagree	69%	42%	27%	22%	6%	2%	9%	22	15	9	3	1	50	0
81	In my work unit, people's differences are respected.	DEIA: Inclusion	N/A	Agree-disagree	81%	45%	36%	12%	4%	2%	7%	24	18	5	2	1	50	0
82	I can be successful in my organization being myself.	DEIA: Inclusion	N/A	Agree-disagree	81%	49%	31%	11%	6%	2%	8%	26	14	6	3	1	50	0
83	I can easily make a request of my organization to meet my accessibility needs.	DEIA: Accessibility	N/A	Agree-disagree	77%	46%	31%	10%	10%	3%	14%	12	10	3	3	1	29	21
84	My organization responds to my accessibility needs in a timely manner.	DEIA: Accessibility	N/A	Agree-disagree	64%	41%	23%	24%	4%	7%	11%	10	7	7	1	2	27	23
85	My organization meets my accessibility needs.	DEIA: Accessibility	N/A	Agree-disagree	82%	54%	28%	11%	4%	4%	7%	13	8	3	1	1	26	24
86	My job inspires me.	Employee Experience	N/A	Agree-disagree	79%	55%	24%	13%	6%	2%	8%	26	13	7	3	1	50	N/A
87	The work I do gives me a sense of accomplishment.	Employee Experience	N/A	Agree-disagree	86%	63%	23%	7%	4%	2%	7%	30	13	4	2	1	50	N/A
88	I feel a strong personal attachment to my organization.	Employee Experience	N/A	Agree-disagree	82%	45%	37%	11%	7%	0%	7%	23	17	7	3	0	50	N/A
89	I identify with the mission of my organization.	Employee Experience	N/A	Agree-disagree	95%	71%	24%	0%	5%	0%	5%	34	14	0	2	0	50	N/A
90	It is important to me that my work contribute to the common good.	Employee Experience	N/A	Agree-disagree	98%	84%	13%	2%	0%	0%	0%	41	8	1	0	0	50	N/A

* 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."

population.

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

Source: **Institute of Museum and Library Services AES Report,** 2024 Federal Employee Viewpoint Survey

Performance Dimension: Goal-Oriented: Accountability

16. In my work unit poor performers usually (select all that apply):

	2024 N	2024 %	2023 N	2023 %	2022 N	2022 %
Remain in the work unit and improve their performance over time	11	23.9%	8	15.3%	9	23.0%
Remain in the work unit and continue to underperform	15	27.2%	16	32.1%	7	17.0%
Leave the work unit - removed or transferred	7	12.1%	2	3.6%	1	2.2%
Leave the work unit - quit	3	4.4%	3	5.5%	0	0.0%
There are no poor performers in my work unit	17	31.2%	16	33.4%	20	51.0%
Do Not Know	6	13.6%	9	19.5%	4	9.0%
Total (percents will add to more than 100% because respondents could choose more than one response option)	52	N/A	49	N/A	40	N/A

Percentages are weighted to represent the Agency's population.

A "–^{nt}" indicates that there are no trending results available for the year.

Source: **Institute of Museum and Library Services AES Report,** 2024 Federal Employee Viewpoint Survey

Item	Item Text	Index	Performance Dimension	2021 Percent Positive	2022 Percent Positive	2023 Percent Positive	2024 Percent Positive	Difference 2024-2021	Difference 2024-2022	Difference 2024-2023	Sort for Largest Differences 2024-2021	Sort for Largest Differences 2024-2022	Sort for Largest Differences 2024-2023
1	*I am given a real opportunity to improve my skills in my organization.	N/A	Employee-Focused: Employee Development	90%	90%	83%	80%	-10%	-10%	-3%	36	80	83
2	I feel encouraged to come up with new and better ways of doing things.	Employee Engagement: Intrinsic Work Experience	N/A	76%	79%	74%	83%	7%	4%	9%	4	27	29
3	My work gives me a feeling of personal accomplishment.	Employee Engagement: Intrinsic Work Experience	N/A	78%	87%	79%	91%	13%	4%	12%	1	28	19
4	I know what is expected of me on the job.	Employee Engagement: Intrinsic Work Experience	N/A	91%	94%	80%	83%	-8%	-11%	3%	31	81	50
5	*My workload is reasonable.	N/A	Employee-Focused: Work-Life Support	59%	57%	57%	66%	7%	9%	9%	5	15	32
6	*My talents are used well in the workplace.	Employee Engagement: Intrinsic Work Experience	N/A	78%	67%	61%	81%	3%	14%	20%	7	6	3
7	*I know how my work relates to the agency's goals.	Employee Engagement: Intrinsic Work Experience	N/A	93%	97%	92%	95%	2%	-2%	3%	10	55	49
8	*I can disclose a suspected violation of any law, rule, or regulation without fear of	N/A	Foundations: Merit Principles	82%	80%	65%	80%	-2%	0%	15%	21	47	12
9	I have enough information to do my job well.	N/A	Foundations: Performance Resources	—[nt]	88%	75%	79%	—[nt]	-9%	4%	—[nt]	78	47
10	I receive the training I need to do my job well.	N/A	Employee-Focused: Employee Development	—[nt]	82%	75%	74%	—[nt]	-8%	-1%	—[nt]	74	72
11	I am held accountable for the quality of work I produce.	N/A	Goal-Oriented: Accountability	—[nt]	91%	88%	91%	—[nt]	0%	3%	—[nt]	46	52
12	I have a clear idea of how well I am doing my job.	N/A	Goal-Oriented: Performance Feedback	—[nt]	89%	80%	78%	—[nt]	-11%	-2%	—[nt]	82	77
13	I have the autonomy to decide how I do my job.	N/A	Agile: Autonomy	—[nt]	—[nt]	68%	71%	—[nt]	—[nt]	3%	—[nt]	—[nt]	54
14	I can make decisions about my work without getting permission first.	N/A	Agile: Autonomy	—[nt]	—[nt]	56%	63%	—[nt]	—[nt]	7%	—[nt]	—[nt]	39
15	*The people I work with cooperate to get the job done.	N/A	Foundations: Cooperation	94%	92%	85%	87%	-7%	-5%	2%	30	64	58
17	*In my work unit, differences in performance are recognized in a meaningful	N/A	Goal-Oriented: Recognition	64%	45%	53%	54%	-10%	9%	1%	34	14	65
18	Employees in my work unit share job knowledge.	N/A	Foundations: Cooperation	—[nt]	95%	88%	86%	—[nt]	-9%	-2%	—[nt]	76	80
19	*My work unit has the job-relevant knowledge and skills necessary to	N/A	Foundations: Performance Resources	98%	97%	91%	89%	-9%	-8%	-2%	33	73	75
20	Employees in my work unit meet the needs of our customers.	Performance Confidence	N/A	96%	92%	90%	92%	-4%	0%	2%	26	45	55
21	Employees in my work unit contribute positively to my agency's performance.	Performance Confidence	N/A	96%	95%	90%	94%	-2%	-1%	4%	22	51	46
22	Employees in my work unit produce high-quality work.	Performance Confidence	N/A	98%	97%	92%	94%	-4%	-3%	2%	28	58	60

#	Statement												
23	Employees in my work unit adapt to changing priorities.	Performance Confidence	N/A	92%	97%	89%	90%	-2%	-7%	1%	19	70	63
24	New hires in my work unit (i.e. hired in the past year) have the right skills to do their	N/A	Foundations: Performance Resources	—nt	94%	84%	88%	—nt	-6%	4%	—nt	69	45
25	I can influence decisions in my work unit.	N/A	Employee-Focused: Employee Voice	—nt	75%	85%	77%	—nt	2%	-8%	—nt	36	88
26	I know what my work unit's goals are.	N/A	Goal-Oriented: Goal Clarity	—nt	95%	88%	90%	—nt	-5%	2%	—nt	62	56
27	My work unit commits resources to develop new ideas (e.g., budget, staff, time, expert	N/A	Agile: Innovation	—nt	70%	59%	81%	—nt	11%	22%	—nt	10	2
28	My work unit successfully manages disruptions to our work.	N/A	Agile: Resilience	—nt	82%	74%	85%	—nt	3%	11%	—nt	30	21
29	Employees in my work unit consistently look for new ways to improve how they do their	N/A	Agile: Innovation	—nt	87%	81%	85%	—nt	-2%	4%	—nt	54	44
30	Employees in my work unit incorporate new ideas into their work.	N/A	Agile: Innovation	—nt	84%	80%	91%	—nt	7%	11%	—nt	20	22
31	Employees in my work unit approach change as an opportunity.	N/A	Agile: Resilience	—nt	73%	67%	80%	—nt	7%	13%	—nt	18	16
32	Employees in my work unit consider customer needs a top priority.	N/A	Foundations: Customer Responsiveness	—nt	92%	81%	90%	—nt	-2%	9%	—nt	53	28
33	Employees in my work unit consistently look for ways to improve customer service.	N/A	Foundations: Customer Responsiveness	—nt	92%	80%	86%	—nt	-6%	6%	—nt	68	41
34	Employees in my work unit support my need to balance my work and personal	N/A	Employee-Focused: Work-Life Support	—nt	81%	75%	91%	—nt	10%	16%	—nt	11	9
35	Employees are recognized for providing high quality products and services.	N/A	Goal-Oriented: Recognition	82%	69%	69%	79%	-3%	10%	10%	25	12	24
36	Employees are protected from health and safety hazards on the job.	N/A	Employee-Focused: Employee Welfare	91%	79%	83%	91%	0%	12%	8%	15	8	33
37	My organization is successful at accomplishing its mission.	N/A	Other	98%	100%	95%	96%	-2%	-4%	1%	18	61	64
38	I have a good understanding of my organization's priorities.	N/A	Goal-Oriented: Goal Clarity	—nt	95%	81%	87%	—nt	-8%	6%	—nt	71	40
39	My organization shares results (for example, town halls, email, distribution of reports)	N/A	Other	—nt	—nt	80%	79%	—nt	—nt	-1%	—nt	—nt	74
40	Information is openly shared in my organization.	N/A	Foundations: Communication	—nt	—nt	46%	51%	—nt	—nt	5%	—nt	—nt	43
41	The approval process in my organization allows timely delivery of my work.	N/A	Other	—nt	—nt	38%	54%	—nt	—nt	16%	—nt	—nt	11
42	My organization effectively adapts to changing government priorities.	N/A	Agile: Resilience	—nt	93%	74%	72%	—nt	-21%	-2%	—nt	84	76
43	My organization has prepared me for potential physical security threats.	N/A	Employee-Focused: Employee Welfare	—nt	59%	87%	83%	—nt	24%	-4%	—nt	1	84
44	My organization has prepared me for potential cybersecurity threats.	N/A	Employee-Focused: Employee Welfare	—nt	90%	100%	96%	—nt	6%	-4%	—nt	21	85
45	In my organization, arbitrary action, personal favoritism and/or political coercion	N/A	Foundations: Merit Principles	—nt	58%	59%	76%	—nt	18%	17%	—nt	3	6
46	*I recommend my organization as a good place to work.	Global Satisfaction	N/A	84%	85%	72%	86%	2%	1%	14%	12	43	14

#	Question												
47	*I believe the results of this survey will be used to make my agency a better place to	N/A	Other	66%	63%	42%	48%	-18%	-15%	6%	39	83	42
48	Supervisors in my work unit support employee development.	Employee Engagement: Supervisors	N/A	97%	87%	78%	87%	-10%	0%	9%	35	48	30
49	My supervisor supports my need to balance work and other life issues.	N/A	Employee-Focused: Work-Life Support	84%	85%	87%	94%	10%	9%	7%	3	13	34
50	My supervisor listens to what I have to say.	Employee Engagement: Supervisors	N/A	86%	80%	82%	84%	-2%	4%	2%	20	26	59
51	My supervisor treats me with respect.	Employee Engagement: Supervisors	N/A	86%	85%	86%	86%	0%	1%	0%	14	40	68
52	I have trust and confidence in my supervisor.	Employee Engagement: Supervisors	N/A	81%	82%	79%	82%	1%	0%	3%	13	49	53
53	My supervisor holds me accountable for achieving results.	N/A	Goal-Oriented: Accountability	$-^{nt}$	95%	94%	94%	$-^{nt}$	-1%	0%	$-^{nt}$	52	71
54	Overall, how good a job do you feel is being done by your immediate supervisor?	Employee Engagement: Supervisors	N/A	84%	79%	76%	79%	-5%	0%	3%	29	44	51
55	My supervisor provides me with constructive suggestions to improve my job	N/A	Goal-Oriented: Performance Feedback	$-^{nt}$	73%	74%	75%	$-^{nt}$	2%	1%	$-^{nt}$	35	67
56	My supervisor provides me with performance feedback throughout the year.	N/A	Goal-Oriented: Performance Feedback	$-^{nt}$	80%	70%	81%	$-^{nt}$	1%	11%	$-^{nt}$	41	20
57	In my organization, senior leaders generate high levels of motivation and commitment	Employee Engagement: Leaders Lead	N/A	81%	63%	58%	67%	-14%	4%	9%	38	29	26
58	My organization's senior leaders maintain high standards of honesty and integrity.	Employee Engagement: Leaders Lead	N/A	82%	74%	63%	79%	-3%	5%	16%	24	22	8
59	*Managers communicate the goals of the organization.	Employee Engagement: Leaders Lead	N/A	77%	72%	63%	75%	-2%	3%	12%	23	34	18
60	Managers promote communication among different work units (for example, about	N/A	Foundations: Communication	59%	59%	58%	72%	13%	13%	14%	2	7	15
61	Overall, how good a job do you feel is being done by the manager directly above your	Employee Engagement: Leaders Lead	N/A	81%	86%	77%	81%	0%	-5%	4%	16	65	48
62	I have a high level of respect for my organization's senior leaders.	Employee Engagement: Leaders Lead	N/A	79%	77%	65%	82%	3%	5%	17%	8	24	5
63	Senior leaders demonstrate support for Work-Life programs.	N/A	Employee-Focused: Work-Life Support	79%	67%	59%	71%	-8%	4%	12%	32	25	17
64	Management encourages innovation.	N/A	Agile: Innovation	$-^{nt}$	55%	54%	71%	$-^{nt}$	16%	17%	$-^{nt}$	5	7
65	Management makes effective changes to address challenges facing our organization.	N/A	Agile: Resilience	$-^{nt}$	67%	49%	63%	$-^{nt}$	-4%	14%	$-^{nt}$	60	13
66	Management involves employees in decisions that affect their work.	N/A	Employee-Focused: Employee Voice	$-^{nt}$	58%	41%	48%	$-^{nt}$	-10%	7%	$-^{nt}$	79	35
67	*How satisfied are you with your involvement in decisions that affect your	N/A	Employee-Focused: Employee Voice	69%	66%	56%	58%	-11%	-8%	2%	37	72	61
68	*How satisfied are you with the information you receive from management on what's	N/A	Foundations: Communication	70%	53%	45%	69%	-1%	16%	24%	17	4	1
69	*How satisfied are you with the recognition you receive for doing a good job?	N/A	Goal-Oriented: Recognition	61%	61%	71%	64%	3%	3%	-7%	9	31	87
70	*Considering everything, how satisfied are you with your job?	Global Satisfaction	N/A	80%	79%	68%	84%	4%	5%	16%	6	23	10

71	Considering everything, how satisfied are you with your pay?	Global Satisfaction	N/A	75%	70%	67%	77%	2%	7%	10%	11	19	25
72	*Considering everything, how satisfied are you with your organization?	Global Satisfaction	N/A	85%	80%	62%	81%	-4%	1%	19%	27	38	4
73	My organization's management practices promote diversity (e.g., outreach,	DEIA: Diversity	N/A	—nt	87%	72%	81%	—nt	-6%	9%	—nt	67	31
74	My supervisor demonstrates a commitment to workforce diversity (e.g., recruitment,	DEIA: Diversity	N/A	—nt	92%	76%	83%	—nt	-9%	7%	—nt	77	37
75	I have similar access to advancement opportunities (e.g., promotion, career	DEIA: Equity	N/A	—nt	72%	68%	75%	—nt	3%	7%	—nt	32	36
76	My supervisor provides opportunities fairly to all employees in my work unit (e.g.,	DEIA: Equity	N/A	—nt	80%	69%	71%	—nt	-9%	2%	—nt	75	57
77	In my work unit, excellent work is similarly recognized for all employees (e.g., awards,	DEIA: Equity	N/A	—nt	73%	74%	75%	—nt	2%	1%	—nt	37	66
78	Employees in my work unit make me feel I belong.	DEIA: Inclusion	N/A	—nt	90%	91%	84%	—nt	-6%	-7%	—nt	66	86
79	Employees in my work unit care about me as a person.	DEIA: Inclusion	N/A	—nt	90%	89%	87%	—nt	-3%	-2%	—nt	57	78
80	I am comfortable expressing opinions that are different from other employees in my	DEIA: Inclusion	N/A	—nt	72%	83%	69%	—nt	-3%	-14%	—nt	59	89
81	In my work unit, people's differences are respected.	DEIA: Inclusion	N/A	—nt	80%	83%	81%	—nt	1%	-2%	—nt	39	79
82	I can be successful in my organization being myself.	DEIA: Inclusion	N/A	—nt	72%	83%	81%	—nt	9%	-2%	—nt	16	81
83	I can easily make a request of my organization to meet my accessibility needs.	DEIA: Accessibility	N/A	—nt	65%	77%	77%	—nt	12%	0%	—nt	9	69
84	My organization responds to my accessibility needs in a timely manner.	DEIA: Accessibility	N/A	—nt	56%	67%	64%	—nt	8%	-3%	—nt	17	82
85	My organization meets my accessibility needs.	DEIA: Accessibility	N/A	—nt	64%	72%	82%	—nt	18%	10%	—nt	2	23
86	My job inspires me.	Employee Experience	N/A	—nt	79%	72%	79%	—nt	0%	7%	—nt	50	38
87	The work I do gives me a sense of accomplishment.	Employee Experience	N/A	—nt	85%	87%	86%	—nt	1%	-1%	—nt	42	73
88	I feel a strong personal attachment to my organization.	Employee Experience	N/A	—nt	79%	73%	82%	—nt	3%	9%	—nt	33	27
89	I identify with the mission of my organization.	Employee Experience	N/A	—nt	100%	94%	95%	—nt	-5%	1%	—nt	63	62
90	It is important to me that my work contribute to the common good.	Employee Experience	N/A	—nt	100%	98%	98%	—nt	-2%	0%	—nt	56	70

Subpart C)

population.

A "–nt" indicates that there are no trending results

are fewer than 4 responses to Questions 83, 84, or 85 and results are therefore suppressed.

The "Sort for Largest Differences" columns are based on the rounded differences shown in the Difference columns, then sorted by differences based on

AES Report, 2024 Federal Employee Viewpoint Survey

Telework/Remote Work

91. Please select the response that BEST describes your current teleworking schedule.

	2024 N	2024 %	2023 N	2023 %
I telework every work day (i.e., remote work agreement)	10	22.6%	11	23.5%
I telework 3 or 4 days per week	32	61.8%	24	50.1%
I telework 1 or 2 days per week	5	10.3%	10	20.4%
I telework, but only about 1 or 2 days per month	2	3.3%	1	1.7%
I telework very infrequently, on an unscheduled or short-term basis	1	2.0%	1	2.6%
I do not telework because I have to be physically present on the job (e.g., law enforcement officers, TSA agent, border patrol agent, security personnel)	0	0.0%	0	0.0%
I do not telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking	0	0.0%	0	0.0%
I do not telework because I did not receive approval to do so, even though I have the kind of job where I can telework	0	0.0%	0	0.0%
I do not telework because I choose not to telework	0	0.0%	1	1.7%
Total	50	100.0%	48	100.0%

Only those who answered "I telework every work day (i.e., remote work agreement)" to the previous question received Question 91a.
91a. What is your current remote work status?

	2024 N	2024 %	2023 N	2023 %
I do not have an approved remote work agreement	0	0.0%	1	11.3%
I have an approved remote work agreement and live **outside** the local commuting area (more than 50 miles away)	6	73.6%	5	39.0%
I have an approved remote work agreement and live **inside** the local commuting area (less than 50 miles away)	2	17.7%	4	38.5%
I do not know	1	8.7%	1	11.3%
Total	9	100.0%	11	100.0%

Percentages are weighted to represent the Agency's population.

"$-^{nt}$" indicates that there are no trending results available for the year.

"$-^{nr}$" indicates that there were no responses to this item.

Source: **Institute of Museum and Library Services AES Report**, 2024 Federal Employee Viewpoint Survey