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From: SECSTATE WASHDC
Action: ALL DIPLOMATIC AND CONSULAR POSTS COLLECTIVE *ROUTINE*
E.O.: 13526
TAGS: APER
Subject: Message from Director General Carol Z. Perez Regarding the 2019 Federal Employee Viewpoint Survey Results and Next Steps

Key Points:

- The Department's 2019 Federal Employee Viewpoint Survey (FEVS) response rate was 44 percent, 11 percentage points higher than the 2018 response rate of 33 percent. The survey was conducted between May 22 and July 3, 2019.
 - The Bureau of Human Resources (HR) has shared the results with Bureau executive offices and posted them here: <https://usdos.sharepoint.com/sites/Intranet-HR/offices/rma/Pages/EmployeeSurveys.aspx>.
 - ACTION REQUEST Paragraph 9: Bureaus have until January 31, 2020 to submit to HR an explanation of how they communicated FEVS results with their employees, the areas in which they plan to focus improvement efforts, and a plan to monitor those improvement efforts.
 - I encourage all employees to review the FEVS results, ask questions of management and leadership, and make suggestions on how to improve employee engagement and satisfaction throughout our organization.
1. Thanks to your participation and support, I am pleased to report that the Department's 2019 FEVS response rate of 44 percent was 11 percentage points higher than the 2018 response rate of 33 percent. The Department ranked first among all large federal agencies for response rate increases. Approximately 9,700 of you took the time complete the survey, and we are grateful for your efforts.
 2. HR shared FEVS results with bureau executive offices in October, and posted Department and bureau-level data to the following Intranet website: <https://usdos.sharepoint.com/sites/Intranet-HR/offices/rma/Pages/EmployeeSurveys.aspx>.
 3. The availability of Mission, Post, and office-level results varies according to bureau organization and work unit response rates. Although not all offices received their own FEVS reports, Department and bureau-level results may still be discussed in any work unit.

Overview of Results

4. The Department's 2019 results, much like the government-wide results, changed little compared to those from 2018; still, the data provides useful insights.
5. We learned that the partial government-wide shut down earlier this year had a more negative effect on employee productivity in the Department than throughout the rest of the government. Approximately 43 percent of Department respondents said the shutdown had a very negative or extremely negative impact on their work (i.e. delayed work, time lost in restarting work, reduced customer service, and missed deadlines), compared to only 22 percent of respondents government-wide who reported being impacted by the shutdown.
6. Still, the results show satisfaction with supervisors and with the work itself remains strong. The results indicate that the Department's challenge areas relate to performance management, fairness, and perceptions of leadership.
7. The Department's scores for three indicators– the Employee Engagement Index (EEI), New Inclusion Quotient (IQ), and Global Satisfaction Index (GSI) Scores – showed small gains or remained static.
 - The Department's 2019 EEI score held steady from 2018, at 68 percent, which tied with the government as a whole. The EEI measures the extent to which agencies create engaging work environments, based on employee views of leaders, supervisors, and their jobs.
 - The Department's New IQ score held steady at 62 percent, tied with the Government as a whole. The New IQ measures the extent to which agencies create an inclusive environment in terms of fairness, openness, cooperation, support, and empowerment.
 - The Department's GSI score increased by one point from 65 to 66 percent, one point above the government-wide score. The GSI asks employees whether they would recommend the organization as a good place to work, and measures satisfaction with their jobs, the organization, and their pay.

Next Steps

8. Notably, only 35 percent of respondents believe FEVS results will be used to make the agency a better place to work. I believe we have a chance to be very deliberate in changing this perception.
9. ACTION REQUEST: I have asked all bureaus to submit to HR no later than January 31, 2020 a brief explanation of how the bureau communicated FEVS results, the areas in which the bureau plans to focus improvement, and an explanation of how the bureau will monitor those improvement efforts. HR will create a compendium of the responses and post it to the HR Intranet site.
10. Each of us plays a role in acting on FEVS results and helping to create work teams – and ultimately a Department – that provide satisfying and engaging work, reward creativity and innovation, leverage employee talents, and value diversity and inclusion. Thus, I am asking you to take the initiative to review the FEVS results, ask questions of management and leadership, and make suggestions on how to improve employee engagement and satisfaction

throughout our organization.

11. Employees can send comments to HRSurveys@state.gov. Those comments will be published in aggregate only. No responses will be attributed to any individuals. Additionally, managers and supervisors needing assistance framing their FEVS discussion can contact HR at the same address. We look forward to receiving employee comments and working with managers and supervisors to facilitate Department-wide engagement with our FEVS results. Thank you.

Signature: Pompeo

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