

Results At-A-Glance: 2024 Federal Employee Viewpoint Survey Results

The Federal Trade Commission (FTC) participates in the annual Federal Employee Viewpoint Survey (FEVS), a confidential online survey, administered by the Office of Personnel Management (OPM). The FEVS contains questions designed to measure employees' perceptions in key areas such as leadership, management/supervision, work experience, performance culture, training and development, pay, awards and recognition, inclusion, and other areas that are important in creating an effective work environment. The FEVS results provide FTC's leadership with information that is used to build upon the agency's strengths, while simultaneously addressing the agency's challenges. The FEVS was conducted from May 13, 2024, to June 28, 2024. The survey was available to all FTC non-political, full-time, and part-time federal employees who were onboard as of November 2023.

FEVS Core Indices Results	2024					2023
	Government-wide	Medium-size Agencies	FTC	FTC - Gov't-wide	FTC - Med-Size	FTC
Number of Surveys Administered	1,645,841	43,781	1,201			1,082
Number of Completed Surveys	674,207	26,483	879			829
Response Rate	41%	60%	73%	+32%	+13%	76%
Employee Engagement: Overall	73%	76%	80%	+7%	+4%	79%
Employee Engagement: Leaders Lead	63%	67%	66%	+3%	-1%	60%
Employee Engagement: Supervisors	81%	84%	91%	+10%	+7%	93%
Employee Engagement: Intrinsic Work Experience	75%	77%	84%	+9%	+7%	83%
Global Satisfaction	65%	70%	69%	+3%	-1%*	68%
Performance Confidence	84%	89%	96%	+11%	+7%	96%
Diversity, Equity, Inclusion, and Accessibility (DEIA): Overall	72%	76%	85%	+13%	+10%	87%
DEIA: Diversity	72%	77%	85%	+13%	+9%	85%
DEIA: Equity	68%	71%	83%	+15%	+12%	85%
DEIA: Inclusion	77%	80%	90%	+12%	+9%	91%
DEIA: Accessibility	70%	74%	83%	+13%	+9%	85%
Employee Experience	74%	79%	86%	+12%	+8%	86%

Question	FTC	GOV	MED	FTC v GOV	FTC v MED
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Global Satisfaction Index		69%	65%	70%	+3%	-1%
46	I recommend my organization as a good place to work.	81%	69%	72%	+12%	+9%
70	Considering everything, how satisfied are you with your job?	79%	69%	73%	+9%	+6%
71	Considering everything, how satisfied are you with your pay?	41%	59%	65%	-18%	-24%
72	Considering everything, how satisfied are you with your organization?	73%	64%	69%	+10%	+5%

**FTC employee satisfaction with their pay is the principal cause for the FTC's overall Global Satisfaction being 1% lower than it is compared to other mid-sized agencies. The FTC is not statutorily permitted to compensate employees on the same pay-scale as other regulatory agencies (e.g. CFPB, SEC, FDIC).*

In 2024, the FTC saw improved scores in overall Employee Engagement and Global Satisfaction indices but decreased two percentage points in the Diversity, Equity, Inclusion, and Accessibility (DEIA) index. The FTC's DEIA index still exceeds the government wide and mid-sized agencies score by a wide margin. In addition to the established core indices, the Employee Experience Index score of 86% remained the same as in 2023, and is significantly higher than the government-wide and other medium-sized agencies scores of 74% and 79%, respectively. The FTC also significantly outperformed government-wide results in all of the major indexes as well as in the overall response rate. The FTC's supervisors continue to outperform the government wide and medium-sized agency results.

Prior year's FEVS results are posted on OPM's website at <https://www.opm.gov/fevs/>. If you have questions about FTC's FEVS, please contact [Cindee Smith](#), Human Capital Management Office.

Item	Item Text	Percent Positive	Percent Neutral	Percent Negative
1	*I am given a real opportunity to improve my skills in my organization.	84%	9%	6%
2	I feel encouraged to come up with new and better ways of doing things.	78%	12%	10%
3	My work gives me a feeling of personal accomplishment.	87%	7%	6%
4	I know what is expected of me on the job.	87%	7%	6%
5	*My workload is reasonable.	66%	12%	22%
6	*My talents are used well in the workplace.	79%	11%	10%
7	*I know how my work relates to the agency's goals.	90%	5%	5%
8	*I can disclose a suspected violation of any law, rule, or regulation without fear of reprisal.	85%	7%	8%
9	I have enough information to do my job well.	81%	10%	8%
10	I receive the training I need to do my job well.	75%	16%	9%
11	I am held accountable for the quality of work I produce.	92%	6%	2%
12	I have a clear idea of how well I am doing my job.	87%	8%	5%
13	I have the autonomy to decide how I do my job.	73%	13%	13%
14	I can make decisions about my work without getting permission first.	63%	18%	19%
15	*The people I work with cooperate to get the job done.	94%	4%	2%
17	*In my work unit, differences in performance are recognized in a meaningful way.	62%	24%	14%
18	Employees in my work unit share job knowledge.	93%	4%	3%
19	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	94%	3%	3%
20	Employees in my work unit meet the needs of our customers.	97%	3%	1%
21	Employees in my work unit contribute positively to my agency's performance.	96%	3%	1%
22	Employees in my work unit produce high-quality work.	96%	3%	1%
23	Employees in my work unit adapt to changing priorities.	93%	6%	1%
24	New hires in my work unit (i.e., hired in the past year) have the right skills to do their jobs.	87%	9%	3%
25	I can influence decisions in my work unit.	83%	9%	8%
26	I know what my work unit's goals are.	90%	6%	4%
27	My work unit commits resources to develop new ideas (e.g., budget, staff, time, expert support).	73%	17%	10%

Item	Item Text	Percent Positive	Percent Neutral	Percent Negative
28	My work unit successfully manages disruptions to our work.	88%	8%	4%
29	Employees in my work unit consistently look for new ways to improve how they do their work.	85%	11%	4%
30	Employees in my work unit incorporate new ideas into their work.	86%	10%	4%
31	Employees in my work unit approach change as an opportunity.	77%	17%	6%
32	Employees in my work unit consider customer needs a top priority.	88%	10%	2%
33	Employees in my work unit consistently look for ways to improve customer service.	80%	17%	3%
34	Employees in my work unit support my need to balance my work and personal responsibilities.	89%	6%	5%
35	Employees are recognized for providing high quality products and services.	79%	11%	10%
36	Employees are protected from health and safety hazards on the job.	92%	6%	2%
37	My organization is successful at accomplishing its mission.	85%	9%	6%
38	I have a good understanding of my organization's priorities.	80%	9%	11%
39	My organization shares results (for example, town halls, email, distribution of reports) from the Federal Employee Viewpoint Survey (FEVS).	87%	6%	7%
40	Information is openly shared in my organization.	64%	16%	20%
41	The approval process in my organization allows timely delivery of my work.	59%	19%	22%
42	My organization effectively adapts to changing government priorities.	77%	15%	8%
43	My organization has prepared me for potential physical security threats.	75%	18%	7%
44	My organization has prepared me for potential cybersecurity threats.	93%	5%	1%
45	In my organization, arbitrary action, personal favoritism, and/or political coercion are not tolerated.	71%	14%	14%
46	*I recommend my organization as a good place to work.	81%	11%	9%
47	*I believe the results of this survey will be used to make my agency a better place to work.	63%	16%	21%
48	Supervisors in my work unit support employee development.	92%	4%	4%
49	My supervisor supports my need to balance work and other life issues.	92%	4%	4%
50	My supervisor listens to what I have to say.	91%	4%	4%
51	My supervisor treats me with respect.	94%	3%	4%
52	I have trust and confidence in my supervisor.	88%	6%	5%
53	My supervisor holds me accountable for achieving results.	95%	5%	1%

Item	Item Text	Percent Positive	Percent Neutral	Percent Negative
54	Overall, how good a job do you feel is being done by your immediate supervisor?	90%	6%	4%
55	My supervisor provides me with constructive suggestions to improve my job performance.	86%	8%	6%
56	My supervisor provides me with performance feedback throughout the year.	88%	6%	6%
57	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	51%	18%	31%
58	My organization's senior leaders maintain high standards of honesty and integrity.	63%	15%	22%
59	*Managers communicate the goals of the organization.	77%	10%	13%
60	Managers promote communication among different work units (for example, about projects, goals, needed resources).	73%	14%	13%
61	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	78%	12%	10%
62	I have a high level of respect for my organization's senior leaders.	60%	15%	25%
63	Senior leaders demonstrate support for Work-Life programs.	74%	15%	11%
64	Management encourages innovation.	71%	20%	9%
65	Management makes effective changes to address challenges facing our organization.	66%	16%	18%
66	Management involves employees in decisions that affect their work.	59%	17%	24%
67	*How satisfied are you with your involvement in decisions that affect your work?	63%	18%	19%
68	*How satisfied are you with the information you receive from management on what's going on in your organization?	69%	16%	15%
69	*How satisfied are you with the recognition you receive for doing a good job?	74%	14%	12%
70	*Considering everything, how satisfied are you with your job?	79%	9%	12%
71	Considering everything, how satisfied are you with your pay?	41%	15%	43%
72	*Considering everything, how satisfied are you with your organization?	73%	12%	14%
73	My organization's management practices promote diversity (e.g., outreach, recruitment, promotion opportunities).	84%	11%	5%
74	My supervisor demonstrates a commitment to workforce diversity (e.g., recruitment, promotion opportunities, development).	87%	10%	3%
75	I have similar access to advancement opportunities (e.g., promotion, career development, training) as others in my work unit.	83%	9%	8%
76	My supervisor provides opportunities fairly to all employees in my work unit (e.g., promotions, work assignments).	85%	9%	6%
77	In my work unit, excellent work is similarly recognized for all employees (e.g., awards, acknowledgements).	82%	10%	7%
78	Employees in my work unit make me feel I belong.	92%	6%	3%
79	Employees in my work unit care about me as a person.	90%	7%	3%

Item	Item Text	Percent Positive	Percent Neutral	Percent Negative
80	I am comfortable expressing opinions that are different from other employees in my work unit.	86%	8%	6%
81	In my work unit, people's differences are respected.	92%	5%	3%
82	I can be successful in my organization being myself.	88%	8%	4%
83	I can easily make a request of my organization to meet my accessibility needs.	83%	12%	4%
84	My organization responds to my accessibility needs in a timely manner.	81%	14%	4%
85	My organization meets my accessibility needs.	84%	13%	3%
86	My job inspires me.	75%	15%	10%
87	The work I do gives me a sense of accomplishment.	86%	8%	7%
88	I feel a strong personal attachment to my organization.	78%	13%	8%
89	I identify with the mission of my organization.	93%	5%	2%
90	It is important to me that my work contribute to the common good.	99%	1%	1%

* 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 "-5" indicates that there are fewer than 4 responses to Questions 83, 84, or 85 and results are therefore suppressed.

Source: **Federal Trade Commission 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		2023		2022	
	N	%	N	%	N	%
Remain in the work unit and improve their performance over time	176	19.7%	156	19.2%	146	18.5%
Remain in the work unit and continue to underperform	244	27.4%	217	26.0%	224	28.3%
Leave the work unit - removed or transferred	84	9.3%	69	8.4%	65	8.2%
Leave the work unit - quit	66	7.4%	72	8.7%	70	8.6%
There are no poor performers in my work unit	208	24.0%	196	24.2%	184	24.7%
Do Not Know	215	24.9%	227	27.1%	201	25.8%
Total (percents will add to more than 100% because respondents could choose more than one response option)	878	N/A	826	N/A	777	N/A

Percentages are weighted to represent the Agency's population.

A "—" indicates that there are no trending results available for the year.

Source: **Federal Trade Commission AES Report**, 2024 Federal Employee Viewpoint Survey

Telework/Remote Work

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

	2024	2024	2023	2023
	N	%	N	%
I telework every work day (i.e., remote work agreement)	88	10.8%	71	8.8%
I telework 3 or 4 days per week	624	73.6%	639	78.7%
I telework 1 or 2 days per week	111	13.6%	80	9.9%
I telework, but only about 1 or 2 days per month	6	0.7%	7	0.8%
I telework very infrequently, on an unscheduled or short-term basis	8	1.0%	11	1.3%
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)	2	0.2%	1	0.1%
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%	1	0.1%
I do not telework because I choose not to telework	2	0.2%	2	0.2%
Total	841	100.0%	812	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	2024	2023	2023
	N	%	N	%
I do not have an approved remote work agreement	1	1.3%	3	3.9%
I have an approved remote work agreement and live outside the local commuting area (more than 50 miles away)	57	65.1%	40	55.7%
I have an approved remote work agreement and live inside the local commuting area (less than 50 miles away)	29	33.6%	27	40.4%
I do not know	0	0.0%	0	0.0%
Total	87	100.0%	70	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: **Federal Trade Commission AES Report**, 2024 Federal Employee Viewpoint Survey

Employment Demographics

Where do you work?

	%
Headquarters	70.5%
Field	18.3%
Full-time telework (e.g., home office, telecenter)	11.2%
Total	100.0%

What is your supervisory status?

	%
Senior Leader	1.5%
Manager	4.7%
Supervisor	9.7%
Team Leader	24.8%
Non-Supervisor	59.4%
Total	100.0%

What is your pay category/grade?

	%
Federal Wage System (for example, WB, WD, WG, WL, WM, WS, WY)	0.1%
GS 1-6	0.4%
GS 7-12	10.6%
GS 13-15	85.5%
Senior Executive Service	3.2%
Senior Level (SL) or Scientific or Professional (ST)	0.1%
Other	0.1%
Total	100.0%

What is your US military service status?

	%
No Prior Military Service	92.9%
Currently in National Guard or Reserves	0.7%
Retired	1.5%
Separated or Discharged	4.9%
Total	100.0%

Are you the spouse...

	%
of a current active-duty service member of the U.S. Armed Forces (to include active national guard and reserve duty).	0.9%
of a Veteran of the U.S. Armed Forces and married to them before or during their active service.	1.4%
of a Veteran who retired or separated from active duty in the U.S. Armed Forces with a disability rating of 100 percent.	0.6%
who is also the primary caregiver for a Veteran of the U.S. Armed Forces undergoing medical treatment or therapy for a serious injury or illness.	0.1%
of a service member who died (i.e., widow or widower) as a result of their service to the U.S. Armed Forces.	0.1%
None of the spouse categories listed.	97.0%
Total (percents will add to more than 100% because respondents could choose more than one response option)	N/A

If the response to the previous question on if you are a military spouse was "None of the categories listed," this item was skipped.

Have you been hired under the Military Spouse Non-Competitive Hiring Authority?

	%
Yes	12.5%
No	87.5%
Total	100.0%

Are you the child, parent, or next of kin (excluding spouse)...

	%
of a Veteran who retired or separated from active duty in the U.S. Armed Forces with a disability rating of 100 percent.	0.9%
who is also the primary caregiver for a Veteran of the U.S. Armed Forces undergoing medical treatment or therapy for a serious injury or illness.	0.5%
of a service member who died as a result of their service to the U.S. Armed Forces.	0.3%
None of the child, parent, or next of kin categories listed.	98.5%
Total (percents will add to more than 100% because respondents could choose more than one response option)	N/A

How long have you been with the Federal Government (excluding military service)?

	%
Less than 1 year	3.2%
1 to 3 years	19.5%
4 to 5 years	10.6%
6 to 10 years	15.5%
11 to 14 years	15.4%
15 to 20 years	14.2%
More than 20 years	21.6%
Total	100.0%

How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?

	%
Less than 1 year	4.1%
1 to 3 years	27.0%
4 to 5 years	11.7%
6 to 10 years	17.3%
11 to 14 years	13.2%
15 to 20 years	12.0%
More than 20 years	14.7%
Total	100.0%

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

	%
No	75.6%
Yes, to retire	3.2%
Yes, to take another job within the Federal Government	7.6%
Yes, to take another job outside the Federal Government	8.0%
Yes, other	5.6%
Total	100.0%

If the response to the previous question on your intent to leave was "No," this item was skipped.

Has your work unit's telework or remote work options influenced your intent to leave?

	%
Yes	19.7%
No	80.3%
Total	100.0%

I am planning to retire:

	%
Less than 1 year	2.2%
1 year	1.0%
2 years	2.1%
3 years	3.0%
4 years	1.2%
5 years	5.6%
More than 5 years	84.8%
Total	100.0%

Personal Demographics**Are you of Hispanic, Latino, or Spanish origin?**

	%
Yes	6.9%
No	93.1%
Total	100.0%

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

	%
White	73.2%
Black or African American	13.9%
All other races	12.9%
Total	100.0%

What is your age group?

	%
29 years and under	6.6%
30-39 years old	31.5%
40-49 years old	27.9%
50-59 years old	24.3%
60 years or older	9.8%
Total	100.0%

What is the highest degree or level of education you have completed?

	%
Less than High School/ High School Diploma/ GED	0.9%
Certification/ Some College/ Associate's Degree	5.2%
Bachelor's Degree	13.8%
Advanced Degrees (Post Bachelor's Degree)	80.1%
Total	100.0%

Are you an individual with a disability?

	%
Yes	10.6%
No	89.4%
Total	100.0%

What is your gender?

	%
Male	51.2%
Female	48.1%
Non-binary	— ^s
I use a different term	— ^s
Total	100.0%

Are you transgender?

	%
Yes	— ^s
No	— ^s
Total	— ^s

Which one of the following best represents how you think of yourself?

	%
Lesbian or gay	5.7%
Straight, that is, not lesbian or gay	88.3%
Bisexual	3.5%
I use a different term	2.5%
Total	100.0%

Percentages for demographic questions are unweighted.

Note: For confidentiality purposes, a "—" indicates that there are either fewer than 4 responses to a single personal demographic category or fewer than 4 responses in multiple personal demographic categories, and results are therefore suppressed.

A "—" indicates that there were no responses to this item.

No suppression was applied to Employment Demographics.

Source: **Federal Trade Commission AES Report**, 2024 Federal Employee Viewpoint Survey

Generic Item

1. When answering the survey questions about your "senior leaders," who were you primarily thinking of?

	N	%
Chair/ Commissioners	511	61.4%
Bureau or Office Director/Leaders	194	22.4%
All executives at or above the GS-15 grade level	138	16.2%
Total	843	100.0%

2. When answering the survey questions about your "bureau or office," which were you primarily thinking of?

	N	%
The overall agency	97	11.6%
The Office	293	33.9%
The Bureau	445	54.5%
Total	835	100.0%

3. When answering the survey questions about your "supervisors," who were you primarily thinking of?

	N	%
Assistant Directors	273	33.8%
Deputy Assistant Directors	75	9.6%
Regional Directors/Assistant Regional Directors	104	11.1%
Division Directors	36	4.2%
Associate Directors	64	7.4%
Immediate Supervisor	285	33.8%
Total	837	100.0%

4. When answering the survey questions about your "managers," who were you primarily thinking of?

	N	%
Directors	386	46.6%
Deputy Directors	158	20.2%
Second Level Supervisors	283	33.2%
Total	827	100.0%

For all tables on this worksheet:

Percentages are weighted to represent the Agency's population.

Source: **Federal Trade Commission AES Report**, 2024 Federal Employee Viewpoint Survey