

# 2020 Smithsonian Employee Perspective Survey (SEPS): Institution-wide Theme Scores, One Smithsonian Index, and Response Frequencies by Question

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## Overview

The 2020 Smithsonian Employee Perspective Survey (SEPS) was sent to 6,229 employees. Of them, 3,904 answered at least 25 percent of the quantitative questions for a cooperation rate of 63 percent. These responses were weighted to ensure survey results accurately represent the Smithsonian population.

In this report, SEPS questions are organized into 13 themes related to employee working experiences and conditions: (1) Job Satisfaction; (2) Unit Satisfaction; (3) Institutional Satisfaction; (4) Leadership; (5) Unit Communication and Collaboration; (6) Institutional Communication and Collaboration; (7) Employee Accommodation; (8) Resources; (9) Employee Recognition; (10) Organizational Nimbleness and Innovation; (11) Diversity; (12) Civility; and (13) Career Growth.

**Theme Scores:** The first table presents the aggregate mean scores across all questions in each theme for all SI employees.

**Response Scores and Frequencies:** The next 13 tables display the results for each individual question, grouped by theme. Results are shown for All Smithsonian Employees, as well as breakouts for Federal and Trust Staff.

## Basic Reporting Metrics

**Favorable Score:** The sum of the percent of Strongly Agree and Agree.

**Unfavorable Score:** The sum of the percent of Strongly Disagree and Disagree.

**Average (%):** Response percentages for each of the five response options: Strongly Agree, Agree, Neither Agree Nor Disagree, Disagree, Strongly Disagree.

**# Responses:** Number of employees responding to this question.

**Historical SEPS Favorable Scores:** Favorable scores from the past five years. Not all questions were asked each year.

**2019 FEVS (%):** Favorable scores for comparable questions in the 2019 Federal Employee Viewpoint Survey (FEVS). For some SEPS questions, there was no comparable FEVS question for this benchmark. (FEVS only includes Federal employees.)

**2020 SEPS Favorable Scores Minus 2015-2019 Average (%):** The last column displays the rounded difference between the 2020 favorable score and the average of the favorable scores in 2015-2019.

### SEPS Theme Scores for All SI

SEPS Themes	SI Workforce Component	2020 SEPS							# Responses	Historical SEPS Favorable Scores					2019 FEVS (%)	2020 SEPS Favorable Scores Minus 2015-2019 Average (%)
		Favorable Score	Unfavorable Score	Average (%)				Strongly Disagree		2015	2016	2017	2018	2019		
				Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree									
Job Satisfaction	All SI	84	9	41	43	7	6	2		80	80	81	81	80	67	4
Unit Satisfaction	All SI	84	7	40	43	10	5	2		77	78	79	78	78	72	5
Institutional Satisfaction	All SI	83	7	38	45	11	5	2		76	76	79	78	77	64	5
Leadership	All SI	76	9	35	42	14	6	3		68	69	70	73	73	62	6
Unit Communication and Collaboration	All SI	86	6	43	43	8	4	2		80	81	82	82	82	73	4
Institutional Communication and Collaboration	All SI	78	8	27	51	14	6	2		73	72	74	73	71	65	5
Employee Accommodation	All SI	81	9	38	43	10	6	3		76	76	77	76	77	70	4
Resources	All SI	78	14	35	43	8	9	5		73	74	75	74	74	65	4
Employee Recognition	All SI	65	15	26	39	20	9	6		59	61	62	62	62	48	3
Organizational Nimbleness and Innovation	All SI	67	15	22	45	19	11	5		59	59	61	59	58	56	7
Diversity	All SI	77	10	38	39	13	7	4		77	76	77	76	76	66	1
Civility	All SI	77	11	36	41	12	7	5		70	70	73	72	73		5
Career Growth	All SI	72	13	30	42	15	9	4		66	69	69	69	69	65	4

Favorable Score = Strongly Agree + Agree; Unfavorable Score = Strongly Disagree + Disagree. Due to rounding, Scores may not match the sum of the figures.

## Job Satisfaction Theme

SEPS Themes	SI Workforce Component	2020 SEPS							# Responses	Historical SEPS Favorable Scores					2019 FEVS (%)	2020 SEPS Favorable Scores Minus 2015-2019 Average (%)
		Favorable Score	Unfavorable Score	Average (%)						2015	2016	2017	2018	2019		
				Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree								
Job Satisfaction Theme Averages	All SI	84	9	41	43	7	6	2		80	80	81	81	80		4
	Federal	84	9	41	43	7	6	3		78	78	81	80	80	67	4
	Trust	86	7	41	45	7	6	1		84	81	82	82	81		4
Overall, I am satisfied with my job.	All SI	85	8	40	45	7	6	2	3,880	79	80	81	81	81		4
	Federal	85	9	40	45	7	6	3	2,434	78	79	82	81	80	69	5
	Trust	87	6	40	47	6	5	1	1,446	83	81	81	83	82		5
My work gives me a feeling of personal accomplishment.	All SI	85	7	43	42	7	5	2	3,864	82	81	82	82	81		3
	Federal	85	7	44	41	7	5	2	2,422	80	79	81	82	81	72	4
	Trust	87	6	43	44	7	5	1	1,442	86	83	83	83	82		4
My job makes good use of my knowledge and abilities.	All SI	82	11	40	42	7	8	3	3,881	78	78	80	78	79		3
	Federal	81	12	39	42	7	8	4	2,435	76	77	78	77	78	61	4
	Trust	84	9	41	43	7	7	2	1,446	83	80	82	81	81		3

Favorable Score = Strongly Agree + Agree; Unfavorable Score = Strongly Disagree + Disagree. Due to rounding, Scores may not match the sum of the figures.

## Unit Satisfaction Theme

SEPS Themes	SI Workforce Component	2020 SEPS							# Responses	Historical SEPS Favorable Scores					2019 FEVS (%)	2020 SEPS Favorable Scores Minus 2015-2019 Average (%)
		Favorable Score	Unfavorable Score	Average (%)												
				Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree								
		2015	2016	2017	2018	2019										
Unit Satisfaction Theme Averages	All SI	84	7	40	43	10	5	2		77	78	79	78	78		5
	Federal	83	8	38	45	10	5	3		75	76	79	77	77	72	6
	Trust	86	6	45	40	9	5	1		80	80	81	82	80		5
Considering everything, I am satisfied with my Unit.	All SI	78	11	32	46	11	8	3	3,865	69	70	73	71	71		7
	Federal	77	12	30	47	11	8	4	2,424	67	67	71	70	70	61	8
	Trust	80	9	36	44	11	7	2	1,441	72	72	76	75	73		7
My Unit successfully accomplishes its mission.	All SI	86	4	40	46	10	3	1	3,837	80	81	82	81	81		5
	Federal	85	5	37	48	10	3	2	2,404	77	79	82	80	80	77	6
	Trust	88	5	47	41	9	4	1	1,433	85	86	84	85	82		4
I would recommend my Unit as a good place to work.	All SI	77	10	34	43	13	7	3	3,868	69	70	72	70	70		7
	Federal	76	11	33	43	13	7	4	2,428	68	68	71	69	70	67	7
	Trust	79	9	37	42	13	7	2	1,440	70	71	74	73	72		7
The overall quality of work done by my immediate work unit is very good.	All SI	93	1	55	38	5	1	0	3,829	90	90	90	91	90		3
	Federal	92	3	52	40	6	2	1	2,402	89	89	89	90	89	84	3
	Trust	95	1	61	34	4	1	0	1,427	92	92	91	93	92		3

Favorable Score = Strongly Agree + Agree; Unfavorable Score = Strongly Disagree + Disagree. Due to rounding, Scores may not match the sum of the figures.

### Institutional Satisfaction Theme

SEPS Themes	SI Workforce Component	2020 SEPS							# Responses	Historical SEPS Favorable Scores					2019 FEVS (%)	2020 SEPS Favorable Scores Minus 2015-2019 Average (%)
		Favorable Score	Unfavorable Score	Average (%)						2015	2016	2017	2018	2019		
				Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree								
Institutional Satisfaction Theme Averages	All SI	83	7	38	45	11	5	2		76	76	79	78	77		5
	Federal	81	7	37	44	11	5	2		77	75	78	77	76	64	4
	Trust	85	5	39	46	11	4	1		79	77	80	82	79		5
Considering everything, I am satisfied with the Smithsonian.	All SI	83	8	35	48	10	6	2	3,878	74	75	78	78	77		7
	Federal	81	8	34	47	10	6	2	2,430	77	74	77	76	76	61	5
	Trust	85	6	35	50	9	5	1	1,448	80	76	80	81	78		6
I would recommend the Smithsonian as a good place to work.	All SI	82	6	41	41	12	4	2	3,865	77	77	79	79	78		4
	Federal	81	6	40	41	12	4	2	2,421	77	76	79	77	77	67	4
	Trust	84	4	42	42	12	3	1	1,444	77	78	81	83	79		5

Favorable Score = Strongly Agree + Agree; Unfavorable Score = Strongly Disagree + Disagree. Due to rounding, Scores may not match the sum of the figures.

## Leadership Theme

SEPS Themes	SI Workforce Component	2020 SEPS							# Responses	Historical SEPS Favorable Scores					2019 FEVS (%)	2020 SEPS Favorable Scores Minus 2015-2019 Average (%)
		Favorable Score	Unfavorable Score	Average (%)												
				Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree								
2015	2016	2017	2018	2019												
<b>Leadership Theme Averages</b>	All SI	76	9	35	42	14	6	3		68	69	70	72	71		7
	Federal	75	10	33	42	15	6	4		66	66	69	70	70	62	7
	Trust	79	8	37	42	13	6	2		71	71	72	74	73		7
<b>My Unit's Director maintains high standards of honesty and integrity.</b>	All SI	78	7	41	37	16	4	3	3,550	72	73	73	74	73		5
	Federal	76	7	38	38	17	4	3	2,224	71	70	72	72	72	56	5
	Trust	81	6	45	36	12	4	2	1,326	77	74	76	78	75		5
<b>I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.</b>	All SI	75	10	32	43	16	6	4	3,547	68	69	72	72	72		4
	Federal	71	12	29	42	18	7	5	2,246	65	65	70	69	68	67	4
	Trust	81	7	37	44	13	5	2	1,301	76	78	76	79	78		4
<b>My Unit's Director generates high levels of motivation and commitment in the workforce.</b>	All SI	70	14	34	36	17	9	5	3,603	60	61	62	61	62		9
	Federal	69	14	33	36	17	9	5	2,251	61	61	62	60	62	45	8
	Trust	69	14	35	34	17	10	4	1,352	58	60	62	62	61		8
<b>Managers in my Unit support collaboration across work units to accomplish work objectives.</b>	All SI	80	8	32	48	12	6	2	3,802	68	69	71	74	73		9
	Federal	78	9	30	48	12	6	3	2,390	67	67	70	72	72	61	8
	Trust	82	7	34	48	11	6	1	1,412	71	72	74	77	75		8
<b>I have a high level of respect for my Unit's Director.</b>	All SI	78	9	40	38	12	6	3	3,629	73	74	75	75	75		4
	Federal	78	9	39	39	13	6	3	2,269	72	72	75	75	75	57	4
	Trust	80	9	44	36	11	6	3	1,360	74	73	76	76	75		5
<b>Arbitrary action and personal favoritism are not tolerated.</b> (FEVS includes "for partisan political purposes." SEPS dropped political purposes in 2013.)	All SI	50	24	15	35	27	15	9	3,675	46	47	48	48	47		3
	Federal	48	25	15	33	27	15	10	2,312	44	44	46	46	45	56	3
	Trust	54	19	15	39	26	13	6	1,363	52	53	52	52	51		2
<b>My Unit's Director reviews and evaluates my Unit's progress toward meeting its goals and objectives.</b>	All SI	71	8	31	40	21	5	3	3,409	68	69	67	66	66		4
	Federal	71	8	30	41	21	5	3	2,145	66	66	66	64	66	64	6
	Trust	73	7	34	39	20	5	2	1,264	71	71	71	70	68		3

Favorable Score = Strongly Agree + Agree; Unfavorable Score = Strongly Disagree + Disagree. Due to rounding, Scores may not match the sum of the figures.

### Leadership Theme (continued)

SEPS Themes	SI Workforce Component	2020 SEPS							# Responses	Historical SEPS Favorable Scores					2019 FEVS (%)	2020 SEPS Favorable Scores Minus 2015-2019 Average (%)
		Favorable Score	Unfavorable Score	Average (%)						2015	2016	2017	2018	2019		
				Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree								
I have trust and confidence in my supervisor.	All SI	81	9	48	33	9	5	4	3,822	74	75	75	77	77		5
	Federal	79	11	45	34	10	6	5	2,399	71	73	75	75	75	72	5
	Trust	85	6	53	32	8	4	2	1,423	80	79	77	80	80		6
Overall, my immediate supervisor is an effective supervisor.	All SI	79	9	44	35	11	5	4	3,813	72	74	74	75	74		5
	Federal	78	10	42	36	12	5	5	2,394	70	72	73	74	73	74	6
	Trust	82	9	48	34	10	6	3	1,419	75	76	74	76	76		7
I am fully satisfied with my opportunity to participate in preparing my annual performance plan.	All SI	83	7	37	46	10	5	2	3,724	79	79	81	81	80		3
	Federal	83	7	38	45	10	5	2	2,361	78	77	81	80	80		4
	Trust	85	6	37	48	9	4	2	1,363	83	82	81	83	80		3
I am held accountable for achieving results.	All SI	92	1	37	55	6	1	0	3,798				90	90		2
	Federal	92	2	36	56	7	1	1	2,386				90	89	83	2
	Trust	95	2	41	54	4	2	0	1,412				91	92		3
I am satisfied with the policies and practices enacted by the Smithsonian's senior leaders and the Board of Regents.	All SI	79	6	25	54	15	4	2	3,791	66	65	70	66	64		13
	Federal	78	6	25	53	15	4	2	2,386	64	64	69	66	66	47	12
	Trust	80	5	24	56	14	4	1	1,405	66	64	72	67	62		14

Favorable Score = Strongly Agree + Agree; Unfavorable Score = Strongly Disagree + Disagree. Due to rounding, Scores may not match the sum of the figures.

**Unit Communication and Collaboration Theme**

SEPS Themes	SI Workforce Component	2020 SEPS							# Responses	Historical SEPS Favorable Scores					2019 FEVS (%)	2020 SEPS Favorable Scores Minus 2015-2019 Average (%)
		Favorable Score	Unfavorable Score	Average (%)						2015	2016	2017	2018	2019		
				Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree								
Unit Communications Theme Averages	All SI	86	6	43	43	8	4	2		80	81	82	82	82		4
	Federal	85	6	41	44	9	4	2		79	80	82	81	82	73	4
	Trust	87	6	46	41	8	4	2		83	83	83	85	83		3
The people in my immediate work unit cooperate to get the job done.	All SI	92	3	49	43	4	2	1	3,834	87	87	89	88	89		4
	Federal	91	3	46	45	5	2	1	2,407	85	86	88	87	88	77	4
	Trust	93	2	54	39	4	2	0	1,427	90	91	90	92	90		3
My Unit's Director communicates my Unit's goals and priorities.	All SI	76	9	35	41	14	6	3	3,605	70	72	73	72	71		5
	Federal	76	9	34	42	15	6	3	2,258	70	70	72	70	71	65	5
	Trust	77	10	38	39	13	7	3	1,347	73	73	74	74	71		4
Employees in my immediate work unit share job knowledge with each other.	All SI	90	4	48	42	6	3	1	3,826	83	85	86	86	87		4
	Federal	88	5	45	43	6	4	1	2,402	83	84	85	84	86	77	3
	Trust	92	4	53	39	5	3	1	1,424	86	89	88	90	89		4
In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels.	All SI	84	7	38	46	9	5	2	3,666	81	81	82	82	82		2
	Federal	84	8	38	46	8	5	3	2,331	80	81	82	82	81	72	3
	Trust	84	6	38	46	10	4	2	1,335	84	81	82	84	84		1

Favorable Score = Strongly Agree + Agree; Unfavorable Score = Strongly Disagree + Disagree. Due to rounding, Scores may not match the sum of the figures.



**Institutional Communication and Collaboration Theme**  
2020 SEPS

SEPS Themes	SI Workforce Component	2020 SEPS							# Responses	Historical SEPS Favorable Scores					2019 FEVS (%)	2020 SEPS Favorable Scores Minus 2015-2019 Average (%)
		Favorable Score	Unfavorable Score	Average (%)												
				Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree		2015	2016	2017	2018	2019		
<b>Institutional Communications Theme Averages</b>	All SI	78	8	27	51	14	6	2		73	72	74	73	71		5
	Federal	79	8	28	51	13	6	2		73	72	75	73	73	65	5
	Trust	76	9	27	50	15	7	2		73	71	74	72	68		5
<b>Smithsonian leaders and managers promote communication and collaboration across units in the Smithsonian.</b>	All SI	66	16	19	47	18	12	4	3,823	55	54	57	55	55		11
	Federal	67	15	20	47	17	11	4	2,398	56	53	59	57	57	58	11
	Trust	64	17	17	47	20	14	3	1,425	54	51	55	52	50		12
<b>I know how my work relates to the Smithsonian's goals and priorities.</b>	All SI	90	3	38	52	7	2	1	3,850	89	88	89	87	87		2
	Federal	89	4	38	51	7	3	1	2,410	88	87	88	87	87	85	2
	Trust	91	3	38	53	6	2	1	1,440	91	89	91	89	88		1
<b>I am satisfied that I have received appropriate information, or can access appropriate information, about new policies and procedures of the Smithsonian.</b>	All SI	84	6	29	55	10	4	2	3,839	75	74	77	76	72		9
	Federal	83	6	28	55	10	4	2	2,406	76	74	77	76	74	52	7
	Trust	83	6	29	54	12	5	1	1,433	73	74	77	74	69		10
<b>My Unit can easily collaborate with other Smithsonian units on joint projects.</b>	All SI	66	13	21	45	21	10	3	3,689				61	62		4
	Federal	69	12	23	46	19	9	3	2,346				64	65		5
	Trust	62	15	19	43	23	12	3	1,343				55	56		7
<b>Employees in other units are willing to collaborate with me when I need their expertise.</b>	All SI	83	4	29	54	12	3	1	3,736				80	80		3
	Federal	85	4	29	56	11	3	1	2,366				82	82		3
	Trust	82	5	30	52	13	4	1	1,370				77	78		5

Favorable Score = Strongly Agree + Agree; Unfavorable Score = Strongly Disagree + Disagree. Due to rounding, Scores may not match the sum of the figures.

### Employee Accommodation Theme

SEPS Themes	SI Workforce Component	2020 SEPS							# Responses	Historical SEPS Favorable Scores					2019 FEVS (%)	2020 SEPS Favorable Scores Minus 2015-2019 Average (%)				
		Favorable Score	Unfavorable Score	Average (%)						2015	2016	2017	2018	2019						
				Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree												
Employee Accommodation Theme Averages	All SI	81	9	38	43	10	6	3		76	77	77	78	77		4				
	Federal	80	10	37	43	10	6	4		74	75	77	77	77		70	4			
	Trust	83	8	40	42	10	6	2		80	79	78	79	78			4			
I am satisfied with my involvement in decisions that affect my work.	All SI	74	14	27	47	13	10	4	3,804							71	69		4	
	Federal	73	14	27	46	13	10	4	2,390							70	69		55	3
	Trust	76	13	28	48	11	10	3	1,414							73	70			5
Discussions with my supervisor about my performance are worthwhile.	All SI	80	8	42	38	12	5	3	3,747							76	76		4	
	Federal	79	9	41	38	12	5	4	2,355							76	75		68	4
	Trust	79	7	42	37	13	5	2	1,392							77	78			2
I am satisfied with the availability of Smithsonian wellness programs.	All SI	86	5	36	50	8	3	2	3,772							86	84		1	
	Federal	87	5	38	49	8	3	2	2,370							86	85			1
	Trust	87	5	34	53	8	3	2	1,402							84	81			4
In my Unit, employees are protected from health and safety hazards on the job.	All SI	86	5	41	45	8	3	2	3,811	88	88	87	87	87		-1				
	Federal	85	7	39	46	8	4	3	2,408	87	86	87	85	86		77	-1			
	Trust	91	3	47	44	7	2	1	1,403	91	91	89	90	88			1			
My Unit's management is aware of the areas that can make my job difficult to accomplish.	All SI	70	13	23	47	17	9	4	3,772	63	63	63	64	64		6				
	Federal	69	14	22	47	18	9	5	2,379	62	62	63	64	64			6			
	Trust	72	12	23	49	16	10	2	1,393	64	64	65	65	65			7			

Favorable Score = Strongly Agree + Agree; Unfavorable Score = Strongly Disagree + Disagree. Due to rounding, Scores may not match the sum of the figures.

**Employee Accommodation Theme (continued)**

SEPS Themes	SI Workforce Component	2020 SEPS							# Responses	Historical SEPS Favorable Scores					2019 FEVS (%)	2020 SEPS Favorable Scores Minus 2015-2019 Average (%)
		Favorable Score	Unfavorable Score	Average (%)												
				Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree		2015	2016	2017	2018	2019		
My immediate supervisor is flexible in how I get my job done.	All SI	91	3	52	39	5	2	1	3,810	85	85	86	86	86		5
	Federal	90	5	50	40	5	3	2	2,394	85	83	85	85	85		5
	Trust	93	3	57	36	4	2	1	1,416	88	88	88	88	88		5
My supervisor supports my need to balance work and other life issues.	All SI	89	4	56	33	6	2	2	3,799	83	83	84	85	86		5
	Federal	88	5	53	35	7	2	3	2,384	81	82	84	84	85	82	5
	Trust	92	3	62	30	5	2	1	1,415	87	86	86	86	87		6
My supervisor provides constructive suggestions to improve my job performance.	All SI	79	10	39	40	12	7	3	3,769	73	75	75	77	76		4
	Federal	78	11	38	40	12	7	4	2,361	71	73	75	76	76	67	4
	Trust	80	8	40	40	12	7	1	1,408	77	76	76	78	76		3
My supervisor listens attentively to what I have to say.	All SI	83	8	46	37	9	5	3	3,815	79	79	79	81	81		3
	Federal	82	9	44	38	8	5	4	2,396	77	77	79	80	79	80	4
	Trust	86	5	50	36	9	3	2	1,419	83	82	81	83	83		4
My workload is reasonable.	All SI	69	18	20	49	12	12	6	3,816	62	63	66	64	64		5
	Federal	70	18	21	49	12	11	7	2,397	59	62	67	63	63	59	7
	Trust	69	19	20	49	12	14	5	1,419	66	64	64	65	66		4

Favorable Score = Strongly Agree + Agree; Unfavorable Score = Strongly Disagree + Disagree. Due to rounding, Scores may not match the sum of the figures.

## Resources Theme

SEPS Themes	SI Workforce Component	2020 SEPS							# Responses	Historical SEPS Favorable Scores					2019 FEVS (%)	2020 SEPS Favorable Scores Minus 2015-2019 Average (%)
		Favorable Score	Unfavorable Score	Average (%)						2015	2016	2017	2018	2019		
				Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree								
<b>Resources Theme Averages</b>	All SI	78	14	35	43	8	9	5		73	74	75	74	74		4
	Federal	78	14	34	44	9	9	5		71	73	75	73	74	65	4
	Trust	81	11	39	42	9	9	3		77	76	76	77	75		4
<b>My immediate work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.</b>	All SI	90	4	47	43	5	3	1	3,819	87	88	89	88	88		2
	Federal	89	5	44	45	6	4	1	2,397	85	87	88	87	88	81	2
	Trust	93	2	53	40	5	2	0	1,422	89	90	90	90	90		3
<b>I have sufficient resources to get my job done.</b>	All SI	66	23	23	43	11	15	8	3,817	59	61	62	61	60		6
	Federal	66	23	23	43	11	14	9	2,398	57	59	61	59	60	49	7
	Trust	68	20	25	43	12	15	5	1,419	64	62	62	64	61		5

Favorable Score = Strongly Agree + Agree; Unfavorable Score = Strongly Disagree + Disagree. Due to rounding, Scores may not match the sum of the figures.

## Employee Recognition Theme

SEPS Themes	SI Workforce Component	2020 SEPS							# Responses	Historical SEPS Favorable Scores					2019 FEVS (%)	2020 SEPS Favorable Scores Minus 2015-2019 Average (%)
		Favorable Score	Unfavorable Score	Average (%)						2015	2016	2017	2018	2019		
				Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree								
Employee Recognition Theme Averages	All SI	65	15	26	39	20	9	6		59	61	62	62	62		3
	Federal	64	15	25	39	20	9	6		57	59	62	61	61	48	4
	Trust	66	14	26	40	20	9	5		64	64	64	65	64		2
My Unit rewards employees for going above-and-beyond in meeting customer needs.	All SI	57	21	19	38	22	14	7	3,556				55	54		3
	Federal	58	20	20	38	21	13	7	2,256				55	55	54	3
	Trust	56	21	18	38	23	15	6	1,300				55	53		2
In my Unit, positive and negative individual performances are recognized in a meaningful way.	All SI	54	20	14	40	26	13	7	3,623	45	47	50	52	52		5
	Federal	52	20	13	39	27	12	8	2,288	43	46	50	51	51	39	4
	Trust	56	20	14	42	24	15	5	1,335	48	49	49	54	53		5
Grade promotions in my Unit are based on merit.	All SI	51	21	16	35	29	11	10	3,388	39	44	43	49	49		6
	Federal	49	21	15	34	29	11	10	2,163	37	41	41	47	47	39	6
	Trust	53	19	18	35	28	11	8	1,225	44	47	48	53	53		4
Recognition and awards (monetary or non-monetary) in my Unit depend on how well employees perform their jobs.	All SI	61	16	20	41	23	9	7	3,497	54	57	59	59	58		4
	Federal	60	17	20	40	23	9	8	2,243	53	55	58	58	57	48	4
	Trust	63	15	20	43	23	9	6	1,254	57	61	61	62	60		3
My supervisor takes steps to address a poor performer who cannot or will not improve.	All SI	62	13	25	37	25	8	5	3,208	59	60	61	61	61		2
	Federal	64	13	26	38	23	8	5	2,085	58	59	61	62	62	34	4
	Trust	61	12	24	37	27	8	4	1,123	61	58	60	61	61		1
My performance appraisal is a fair reflection of my performance.	All SI	81	8	35	46	11	5	3	3,640	77	77	79	79	78		3
	Federal	80	9	35	45	11	6	3	2,314	75	74	79	77	76	71	4
	Trust	82	6	35	47	10	4	2	1,326	85	83	81	83	81		-1
My supervisor recognizes and acknowledges my positive work contributions. (FEVS: How satisfied are you with the recognition you receive for doing a good job.)	All SI	87	7	50	37	7	4	3	3,816	81	81	82	82	83		5
	Federal	86	7	48	38	7	4	3	2,398	79	79	81	81	81	53	6
	Trust	90	5	53	37	5	3	2	1,418	87	85	84	86	86		4

Favorable Score = Strongly Agree + Agree; Unfavorable Score = Strongly Disagree + Disagree. Due to rounding, Scores may not match the sum of the figures.

**Organizational Nimbleness and Innovation Theme**  
2020 SEPS

SEPS Themes	SI Workforce Component	Average (%)							# Responses	Historical SEPS Favorable Scores					2019 FEVS (%)	2020 SEPS Favorable Scores Minus 2015-2019 Average (%)
		Favorable Score	Unfavorable Score	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree		2015	2016	2017	2018	2019		
Organizational Nimbleness and Innovation Theme Averages	All SI	67	15	22	45	19	11	5		59	59	61	59	58		7
	Federal	67	14	22	45	19	10	4		59	57	60	59	59	56	8
	Trust	66	16	23	43	19	12	4		62	61	61	58	56		6
In my Unit, people value new ideas.	All SI	71	13	28	43	17	9	4	3,838	64	65	65	65	64		7
	Federal	68	13	26	42	18	9	4	2,409	62	62	63	63	62		6
	Trust	74	11	30	44	15	9	2	1,429	69	70	67	70	66		6
My Unit is open to developing and evaluating new ideas.	All SI	74	11	27	47	15	8	3	3,817				66	67		7
	Federal	73	11	25	48	15	8	3	2,397				64	65	62	8
	Trust	77	9	30	47	15	7	2	1,420				71	71		6
The Smithsonian continuously improves the user friendliness of its administrative processes.	All SI	52	22	12	40	26	16	6	3,746				45	45		7
	Federal	55	19	13	42	26	14	5	2,351				49	49		6
	Trust	45	28	10	35	27	20	8	1,395				36	37		8
The Smithsonian quickly adapts to changes in its environment.	All SI	58	22	16	42	20	16	6	3,803				38	37		20
	Federal	60	19	17	43	20	14	5	2,387				43	41		18
	Trust	54	27	14	40	20	20	7	1,416				28	28		26
Smithsonian leaders and managers support implementation of new ideas and approaches.	All SI	63	14	17	46	23	10	4	3,797	54	54	57	54	53		9
	Federal	63	14	18	45	23	10	4	2,383	55	53	57	55	55		8
	Trust	63	15	16	47	23	12	3	1,414	54	52	56	54	50		10
My Unit's employees are responsive to customer needs.	All SI	84	5	33	51	12	3	2	3,716				81	81		3
	Federal	84	5	32	52	12	3	2	2,349				81	82		3
	Trust	84	5	35	49	12	3	2	1,367				81	80		3
My Unit can quickly adapt when presented with new opportunities.	All SI	68	16	24	44	16	11	5	3,785				62	60		7
	Federal	68	15	23	45	16	10	5	2,382				62	60		7
	Trust	66	17	25	41	17	13	4	1,403				61	59		6
My Unit's employees have a feeling of personal empowerment with respect to work processes.	All SI	62	17	19	43	21	11	6	3,699				56	56		6
	Federal	61	16	18	43	22	10	6	2,326				56	56	50	5
	Trust	63	16	20	43	21	12	4	1,373				58	55		6

Favorable Score = Strongly Agree + Agree; Unfavorable Score = Strongly Disagree + Disagree. Due to rounding, Scores may not match the sum of the figures.

## Diversity Theme

SEPS Themes	SI Workforce Component	2020 SEPS							# Responses	Historical SEPS Favorable Scores					2019 FEVS (%)	2020 SEPS Favorable Scores Minus 2015-2019 Average (%)
		Favorable Score	Unfavorable Score	Average (%)						2015	2016	2017	2018	2019		
				Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree								
<b>Diversity Theme Averages</b>	All SI	77	10	38	39	13	7	4		77	76	77	76	76		1
	Federal	76	11	36	40	13	7	5		75	73	76	75	75	66	2
	Trust	79	9	41	38	12	6	3		80	80	79	79	77		0
<b>Smithsonian policies and programs promote diversity in the workplace.</b>	All SI	65	15	22	43	20	10	5	3,764	73	72	71	69	68		-6
	Federal	67	14	23	44	18	9	5	2,369	73	71	72	71	71	59	-4
	Trust	62	17	20	42	22	12	5	1,395	73	70	67	66	64		-6
<b>Differences among individuals are respected and valued by employees within my Unit.</b>	All SI	82	7	40	42	11	4	3	3,832	81	82	82	81	81		1
	Federal	81	8	38	43	11	4	4	2,406	79	79	80	80	80		2
	Trust	84	6	43	41	10	4	2	1,426	84	85	86	84	83		0
<b>My supervisor is committed to a workforce representative of all segments of society.</b>	All SI	83	5	43	40	12	3	2	3,611	77	77	78	78	79		5
	Federal	82	6	41	41	13	3	3	2,271	75	74	77	77	77	72	6
	Trust	85	4	46	39	10	3	1	1,340	81	81	79	82	82		4
<i>For the next item, the scale is reversed; disagreement to the statement is favorable.</i>	SI Workforce Component	Favorable Score	Unfavorable Score	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree	# Responses	2015	2016	2017	2018	2019	2019 FEVS (%)	2020 Minus 2015-2019 Average (%)
<b>Within the past twelve months, I have heard language, or witnessed behavior, in my workplace that I considered insensitive to my identity.</b>	All SI	78	13	47	31	9	9	4	3,625	75	76	77	75	74		2
	Federal	75	16	43	32	9	10	6	2,266	72	70	74	71	72		3
	Trust	85	8	54	31	7	6	2	1,359	83	85	83	84	80		2

Favorable Score = Strongly Agree + Agree; Unfavorable Score = Strongly Disagree + Disagree. Due to rounding, Scores may not match the sum of the figures.

### Civility Theme

SEPS Themes	SI Workforce Component	2020 SEPS							# Responses	Historical SEPS Favorable Scores					2019 FEVS (%)	2020 SEPS Favorable Scores Minus 2015-2019 Average (%)
		Favorable Score	Unfavorable Score	Average (%)						2015	2016	2017	2018	2019		
				Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree								
<b>Civility Theme Averages</b>	All SI	77	11	36	41	12	7	5		70	70	73	72	73		5
	Federal	76	12	34	41	13	7	5		68	68	71	72	71		5
	Trust	80	9	40	40	11	7	3		74	74	76	76	75		5
<b>Generally, employees, supervisors, and managers in my Unit are civil, respectful, and courteous in dealing with each other.</b>	All SI	84	8	37	47	8	5	3	3,877	75	75	79	78	79		7
	Federal	82	9	34	48	9	6	3	2,433	73	72	77	76	77		7
	Trust	88	5	43	45	7	4	1	1,444	79	80	82	82	82		7
<b>In our work culture, people feel free to raise dissenting opinions without it having a negative impact on their career.</b>	All SI	59	20	20	39	21	12	8	3,753	53	53	55	55	55		5
	Federal	57	21	19	38	22	12	9	2,364	51	50	53	53	53		5
	Trust	62	18	21	41	20	13	5	1,389	55	57	58	58	57		5
<b>I feel that I can bring up issues of incivility and disrespect to my supervisor or superiors with the expectation that those issues will be addressed.</b>	All SI	77	11	41	36	11	6	5	3,700	71	71	73	73	73		5
	Federal	76	12	40	36	12	6	6	2,327	70	69	72	72	72		5
	Trust	79	10	43	36	10	6	4	1,373	75	74	75	76	76		4
<b>My work environment is civil and respectful.</b>	All SI	88	5	47	41	7	3	2	3,835	81	82	85	83	84		5
	Federal	87	6	44	43	7	3	3	2,406	78	80	83	82	82		6
	Trust	91	3	53	38	6	3	0	1,429	85	86	87	87	86		5

Favorable Score = Strongly Agree + Agree; Unfavorable Score = Strongly Disagree + Disagree. Due to rounding, Scores may not match the sum of the figures.



### Career Growth Theme

SEPS Themes	SI Workforce Component	2020 SEPS							# Responses	Historical SEPS Favorable Scores					2019 FEVS (%)	2020 SEPS Favorable Scores Minus 2015-2019 Average (%)
		Favorable Score	Unfavorable Score	Average (%)												
				Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree								
<b>Career Growth Theme Averages</b>	All SI	72	13	30	42	15	9	4		66	69	69	71	69		4
	Federal	73	12	30	43	14	8	4		65	69	71	71	70	65	4
	Trust	70	13	29	41	17	10	3		71	70	67	71	67		1
<b>In my Unit, time is made available for education and training activities.</b>	All SI	77	12	31	46	12	8	4	3,833	70	73	73	74	73		4
	Federal	78	11	32	46	12	7	4	2,408	69	72	73	74	75		5
	Trust	74	13	28	46	13	10	3	1,425	77	76	72	74	70		0
<b>My supervisor regularly evaluates my training needs for my present job.</b>	All SI	69	15	31	38	15	11	4	3,670	65	66	67	67	68		2
	Federal	70	16	31	39	14	11	5	2,314	64	66	68	68	68	57	3
	Trust	66	16	30	36	17	13	3	1,356	68	68	64	66	66		-1
<b>My supervisor provides employees with opportunities to demonstrate their leadership skills.</b>	All SI	79	9	39	40	12	6	3	3,734	71	73	73	74	75		6
	Federal	78	10	38	40	12	6	4	2,347	69	72	73	73	74	71	6
	Trust	80	8	40	40	12	6	2	1,387	76	75	73	76	76		5
<b>My supervisor supports career development.</b>	All SI	80	8	42	38	12	5	3	3,743	73	75	75	77	77		5
	Federal	80	9	42	38	12	5	4	2,351	70	74	76	76	77	71	5
	Trust	81	7	42	39	13	5	2	1,392	79	79	76	79	77		3
<b>I have access to adequate career planning and career growth tools and opportunities.</b>	All SI	63	18	21	42	20	12	6	3,662	57	60	62	62	61		3
	Federal	66	15	22	44	18	10	5	2,317	57	61	64	63	64		4
	Trust	56	21	18	38	23	15	6	1,345	60	58	57	59	55		-2
<b>I am given a real opportunity to improve my skills in my Unit.</b>	All SI	71	14	25	46	16	9	5	3,794				67	67		4
	Federal	72	13	26	46	15	8	5	2,385				66	67	67	5
	Trust	70	12	25	45	17	9	3	1,409				69	67		2
<b>I am satisfied with my choices, and the quality, of Smithsonian provided training to improve my performance in my present job.</b>	All SI	68	14	21	47	18	10	4	3,702	62	65	67	65	63		4
	Federal	70	13	22	48	17	9	4	2,338	61	66	69	67	66	57	4
	Trust	64	16	19	45	21	12	4	1,364	65	63	62	62	58		2

Favorable Score = Strongly Agree + Agree; Unfavorable Score = Strongly Disagree + Disagree. Due to rounding, Scores may not match the sum of the figures.