Employee Satisfaction Project

Our project analyzing the 2021 Federal Employee Viewpoint survey shows that:

- Employees **report high levels of satisfaction** in essentially all aspects of the survey, which may be connected with the fact that federal employees enjoy benefits that are not universally shared with people in other industries.
- There is **no significant difference** in the results if employees are separated by different **demographics** (sex, age group, military status, etc.), **except** when they are divided by their **intention to leave** within the next year.
- Since one of the biggest problems employers face is employee retention, the classifier we constructed using a random forests model helps them **identify** a few **key questions** to focus on to anticipate the intention to leave.
- Among these questions we naturally find that their satisfaction levels with their job and organization are key predictors, but perhaps less obviously relevant questions are whether they feel their **talents are used well** in the workplace and if their work provides them with a **feeling of personal accomplishment**. This suggests that when employees have a baseline of benefits and some level of job security, they consider it as really important not simply doing a job, but doing a **rewarding job**. Employers and employees should then work together on regular checks to evaluate and align with their goals the job they are doing.
- On another direction, bearing in mind the large number of agencies and questions in the survey, our **project** also **facilitates** –to anyone interested in specific subpopulations or survey aspects – **the exploration** of many of the comparisons that one can make to find (with a few clicks):
  - differences in how any two specific agencies set side by side across all the survey questions and whether there is enough (statistical) evidence to believe the answers are different as groups, and
  - what the distribution of the answers to any given question looks like across all the agencies.