

2024 Smithsonian Employee Perspective Survey (SEPS): Institution-wide Favorable Scores

Employee participation was 70% (up from 67% in 2023).

Highlights

Compared to 2023, **most changes were small but positive.**

- **Overall favorability increased 1%** to an average of 73% across all items.
- Across themes, employees remained:
 - Most favorable about **Unit communication and collaboration** and **Job satisfaction**.
 - Least favorable about **Organizational nimbleness and innovation** and **Employee recognition**.
- **Staff were more favorable on 59** individual items and **less favorable on 7** items.
 - **Staff favorability increased by 3% or more on 10 items**, including:
 - *Their director evaluating meeting unit goals and generating motivation.*
 - *Their unit rewarding employees and recognizing individual performances.*
 - *Grade promotions being based on merit and supervisors taking steps to address poor performers.*
 - *Being involved in decisions that affect their work.*
 - *Arbitrary action and personal favoritism not being tolerated.*
 - *SI improving user friendliness of its administrative processes and leadership promoting communication and collaboration across units.*
 - **Staff favorability did not decrease by 3% or more for any items this year.** Last year two telework items decreased by more than 3%.

Compared to 2019, there were **more increases than decreases**, but **decreases include items used for the Best Places to Work in the Federal Government.**

- **26 items increased 3% or more since 2019**, as staff were more favorable about:
 - SI leaders supporting *implementation of new ideas* and approaches.
 - Multiple items related to *supervisors, performance appraisals, civility, and diversity.*
 - *Aspects of career planning, training, disclosure, cross unit collaboration, and customer service.*
 - While more employees felt that the Smithsonian quickly adapts to changes in its environment compared to 2019, this item has continued on a downward trend since spiking in 2020.
- **6 items decreased 3% or more**, staff were less favorable about:
 - *Satisfaction with the Smithsonian and less likely to recommend SI or their unit as good places to work.*
 - *Their unit accomplishing its mission, and fewer expressed respect for their director.*
 - *Fewer staff feel protected from health and safety hazards on the job.*
- Among those items that moved less than 3% from 2019, notably **more (27) were positive** than negative (7).

Benchmarked against the 2023 Federal Employee Viewpoint Survey (FEVS, OPM's annual federal employee survey), **one item compared unfavorably to other federal agencies:**

- Fewer SI employees felt *their unit rewards employees for going above-and-beyond in meeting customer needs.*

SEPS Theme Favorable Score

Themes	2024	vs 2023	vs 2019	vs FEVS 2023	Historical SEPS Favorable Scores				
					2019	2020	2021	2022	2023
Job Satisfaction	81	+2	+1	+13	80	84	82	79	79
Unit Satisfaction	76	+1	-2	+2	78	83	79	75	75
Institutional Satisfaction	73	+1	-4	+8	77	82	77	72	72
Unit Communication and Collaboration	84	0	+2	+8	82	86	85	83	84
Diversity	79	+1	+4		75	77	78	77	78
Employee Accommodation	79	+1	+2	+6	77	81	80	77	78
Telework	78	+1					81	79	77
Harassment-Free Workplace	77	+1					77	75	76
Civility	75	0	+2		73	77	76	74	75
Resources	74	0	0		74	79	76	73	74
Institutional Communication and Collaboration	74	+1	+3	+7	71	78	76	73	73
Leadership	73	+2	+2	+7	71	76	74	72	71
Career Growth	72	+2	+3		69	72	71	69	70
Employee Recognition	64	+2	+2		62	65	64	62	62
Organizational Nimbleness and Innovation	60	+1	+2		58	66	62	59	59

SEPS Item Favorable Score

Job Satisfaction Theme Items	2024	vs 2023	vs 2019	vs FEVS 2023	Historical SEPS Favorable Scores				
					2019	2020	2021	2022	2023
Theme Averages	81	+2	+1	+13	80	84	82	79	79
My work gives me a feeling of personal accomplishment.	82	+1	0	+9	81	85	83	80	80
My job makes good use of my knowledge and abilities.	81	+2	+2	+17	79	82	81	78	79
Overall, I am satisfied with my job.	80	+1	-1	+12	81	85	82	78	79

Unit Satisfaction Theme Items	2024	vs 2023	vs 2019	vs FEVS 2023	Historical SEPS Favorable Scores				
					2019	2020	2021	2022	2023
Theme Averages	76	+1	-2	+2	78	83	79	75	75
The overall quality of work done by my immediate work unit is very good.	91	0	+1		90	93	92	90	91
My Unit successfully accomplishes its mission.	77	+1	-4	-2	81	86	81	75	76
Considering everything, I am satisfied with my Unit.	69	+2	-2	+7	71	78	73	68	67
I would recommend my Unit as a good place to work.	67	+1	-3	0	70	77	72	66	66

Institutional Satisfaction Theme Items	2024	vs 2023	vs 2019	vs FEVS 2023	Historical SEPS Favorable Scores				
					2019	2020	2021	2022	2023
Theme Averages	73	+1	-4	+8	77	82	77	72	72
I would recommend the Smithsonian as a good place to work.	72	0	-5	+5	78	82	77	73	72
Considering everything, I am satisfied with the Smithsonian.	73	0	-4	+11	77	82	77	72	72

Unit Communication and Collaboration Theme Items	2024	vs 2023	vs 2019	vs FEVS 2023	Historical SEPS Favorable Scores				
					2019	2020	2021	2022	2023
Theme Averages	84	0	+2	+8	82	86	85	83	84
The people in my immediate work unit cooperate to get the job done.	91	0	+2	+9	89	92	92	90	90
Employees in my immediate work unit share job knowledge with each other.	90	0	+3	+9	87	90	90	88	89
In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Fully successful, Outstanding, etc.).	85	0	+3		82	84	84	84	85
My Unit's Director communicates my Unit's goals and priorities.	72	+3	+1	+6	71	77	73	70	69

Diversity Theme Items	2024	vs 2023	vs 2019	vs FEVS 2023	Historical SEPS Favorable Scores				
					2019	2020	2021	2022	2023
Theme Averages	79	+1	+4		75	77	78	77	78
Differences among individuals (for example, gender, race, national origin, religion, age, cultural background, disability) are respected and valued by employees within my Unit.	83	0	+2		81	82	82	80	83
My supervisor is committed to a workforce representative of all segments of society.	83	+1	+4		79	83	83	80	82
Within the past twelve months, I have heard language, or witnessed behavior, in my workplace that I considered insensitive to my identity (race, ethnicity, national origin, gender, religion, disability, sexual orientation, and/or age).	79	0	+5		74	78	79	79	79
Smithsonian policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	70	+2	+2		68	65	68	68	69

Employee Accommodation Theme Items	2024	vs 2023	vs 2019	vs FEVS 2023	Historical SEPS Favorable Scores				
					2019	2020	2021	2022	2023
Theme Averages	79	+1	+2	+6	77	81	80	77	78
My immediate supervisor is flexible in how I get my job done.	90	0	+4		86	91	91	89	90
My supervisor supports my need to balance work and other life issues.	88	+1	+2	+4	86	89	89	86	87
My supervisor listens attentively to what I have to say.	84	+1	+4	+2	81	84	85	82	83
In my Unit, employees are protected from health and safety hazards on the job.	84	+1	-3	+6	87	87	87	81	82
I am satisfied with the availability of Smithsonian wellness programs (for example, Flu shots, Health risk assessment, SHAPE walk, Employee Assistance Program, and support groups).	82	-1	-2		84	87	85	82	83
Discussions with my supervisor about my performance are worthwhile.	80	+1	+5		76	79	79	77	79
My supervisor provides constructive suggestions to improve my job performance.	79	+1	+3	+7	76	78	77	76	77
I am satisfied with my involvement in decisions that affect my work.	70	+2	+1	+17	69	74	72	69	68
My Unit's management is aware of the areas that can make my job difficult to accomplish.	65	+2	+1		64	70	64	64	63
My workload is reasonable.	64	0	0	+2	64	70	67	63	64

Telework Theme Items	2024	vs 2023	vs 2019	vs FEVS 2023	Historical SEPS Favorable Scores				
					2019	2020	2021	2022	2023
Theme Averages	78	+1					81	79	77
My supervisor effectively manages teleworking employees.	81	-1					83	82	82
The Smithsonian adequately supports effective telework.	79	+2					84	82	77
The implementation of the Smithsonian telework program in my immediate work unit has a positive impact on our workplace culture.	75	+1					76	73	74

* 2021 wording: The Telework program in my immediate work unit has a positive impact on our work culture.

Harassment-Free Workplace Theme Items	2024	vs 2023	vs 2019	vs FEVS 2023	Historical SEPS Favorable Scores				
					2019	2020	2021	2022	2023
Theme Averages	77	+1				77	75	76	
If I needed to report an incident of harassment or other concerning behavior in the workplace or a work-related situation, I would know or be able to find out where to go to report.	88	0				84	87	88	
I am aware what actions to take if I experience or witness inappropriate or concerning behaviors on the job.	88	+1				83	87	87	
In the past twelve months, I have experienced or witnessed behavior from colleagues (non supervisors) in my work environment that I would consider harassment.	77	-1						78	78
The Smithsonian is committed to a harassment free work culture.	77	+1				79	75	76	
In the past twelve months, I have experienced or witnessed behavior from supervisor(s) or manager(s) in my unit that I would consider harassment.	76	0						77	77
In my Unit, employees are protected from incidents of harassment, intimidation, discrimination, and threats of workplace violence on the job.	75	0				78	73	75	
I have confidence that my unit's management will respond to reports of harassment with fast and appropriate action.	71	0				70	69	71	
I have confidence that reports of harassment or other concerning behaviors at my unit are reported up to Smithsonian's Office of Human Resources.	70	+1						68	69
Smithsonian employees at all levels promote a safe workplace, free of all kinds of harassment.	67	+2				68	64	65	

Civility Theme Items	2024	vs 2023	vs 2019	vs FEVS 2023	Historical SEPS Favorable Scores				
					2019	2020	2021	2022	2023
Theme Averages	75	0	+2		73	77	76	74	75
My work environment is civil and respectful.	86	-1	+3		84	88	88	86	88
Generally, employees, supervisors, and managers in my Unit are civil, respectful, and courteous in dealing with each other.	80	0	+1		79	84	81	79	80
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.	79	0	+5		73	77	77	77	78
In our work culture, people feel free to raise dissenting opinions without it having a negative impact on their career.	53	+2	-1		55	58	56	53	51

Resources Theme Items	2024	vs 2023	vs 2019	vs FEVS 2023	Historical SEPS Favorable Scores				
					2019	2020	2021	2022	2023
Theme Averages	74	0	0		74	79	76	73	74
My immediate work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	89	-1	0	+9	88	91	90	88	89
I have sufficient resources to get my job done (for example, people, materials, budget, etc.).	60	+1	-1		60	66	61	57	59

Institutional Communication and Collaboration Theme Items	2024	vs 2023	vs 2019	vs FEVS 2023	Historical SEPS Favorable Scores				
					2019	2020	2021	2022	2023
Theme Averages	74	+1	+3	+7	71	78	76	73	73
I know how my work relates to the Smithsonian's goals and priorities.	89	+1	+1	+4	87	90	90	88	88
Employees in other units are willing to collaborate with me when I need their expertise.	82	+1	+1		80	84	82	79	81
I am satisfied that I have received appropriate information, or can access appropriate information, about new policies and procedures of the Smithsonian.	74	0	+2	+19	72	83	80	75	74
My Unit can easily collaborate with other Smithsonian units on joint projects.	66	+2	+5		62	66	67	64	65
Smithsonian leaders and managers promote communication and collaboration across units in the Smithsonian.	59	+3	+4	-1	55	66	60	56	56

Leadership Theme Items	2024	vs 2023	vs 2019	vs FEVS 2023	Historical SEPS Favorable Scores				
					2019	2020	2021	2022	2023
Theme Averages	73	+2	+2	+7	71	76	74	72	71
I am held accountable for achieving results.	90	0	0		90	92	90	89	90
I am fully satisfied with my opportunity to participate in preparing my annual performance plan.	82	+1	+2		80	83	83	81	82
I have trust and confidence in my supervisor.	81	+2	+4	+4	77	81	82	79	79
Overall, my immediate supervisor is an effective supervisor.	80	+2	+6	+2	74	79	79	77	78
I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	78	0	+6	+8	72	74	74	78	78
Managers in my Unit support collaboration across work units to accomplish work objectives.	75	+1	+2		73	79	77	73	74
My Unit's Director maintains high standards of honesty and integrity.	71	+1	-2	+9	73	78	74	72	70
I have a high level of respect for my Unit's Director.	72	+2	-3	+9	75	78	73	72	70
My Unit's Director reviews and evaluates my Unit's progress toward meeting its goals and objectives.	68	+3	+2		66	72	67	65	65
I am satisfied with the policies and practices enacted by the Smithsonian's senior leaders (Secretary, Deputy Secretary, Under Secretaries, and Assistant Secretaries) and the Board of Regents.	64	0	0		64	79	72	65	64
My Unit's Director generates high levels of motivation and commitment in the workforce.	61	+3	-1	+11	62	69	63	60	58
Arbitrary action and personal favoritism are not tolerated.	50	+3	+4		47	49	49	47	47

Career Growth Theme Items	2024	vs 2023	vs 2019	vs FEVS 2023	Historical SEPS Favorable Scores				
					2019	2020	2021	2022	2023
Theme Averages	72	+2	+3		69	72	71	69	70
My supervisor supports career development.	81	+2	+4	+3	77	80	80	77	79
My supervisor provides employees with opportunities to demonstrate their leadership skills.	79	+2	+5		75	79	77	76	78
In my Unit, time is made available for education and training activities.	74	+3	+1		73	76	72	71	72
My supervisor regularly evaluates my training needs for my present job.	70	+2	+3		68	69	69	66	68
I am given a real opportunity to improve my skills in my Unit.	69	+2	+2	-1	67	71	70	65	67
I am satisfied with my choices, and the quality, of Smithsonian provided training to improve my performance in my present job.	67	+1	+4		63	68	66	65	66
I have access to adequate career planning and career growth tools and opportunities.	63	+2	+2		61	63	61	60	62

Employee Recognition Theme Items	2024	vs 2023	vs 2019	vs FEVS 2023	Historical SEPS Favorable Scores				
					2019	2020	2021	2022	2023
Theme Averages	64	+2	+2		62	65	64	62	62
My supervisor recognizes and acknowledges my positive work contributions.	85	0	+2		83	87	86	84	85
My performance appraisal is a fair reflection of my performance.	82	0	+4		78	81	81	81	82
My supervisor takes steps to address a poor performer who cannot or will not improve.	65	+3	+4		61	62	64	61	62
Recognition and awards (monetary or non-monetary) in my Unit depend on how well employees perform their jobs.	60	+2	+2		58	61	60	56	58
My Unit rewards employees for going above-and-beyond in meeting customer needs. Customers can include visitors, researchers, funding sources, other employees, etc.	54	+3	0	-7	54	58	54	51	51
In my Unit, positive and negative individual performances are recognized in a meaningful way.	52	+2	0	+7	52	54	54	48	49
Grade promotions in my Unit are based on merit.	51	+3	+2		49	50	49	47	47

Organizational Nimbleness and Innovation Theme Items	2024	vs 2023	vs 2019	vs FEVS 2023	Historical SEPS Favorable Scores				
					2019	2020	2021	2022	2023
Theme Averages	60	+1	+2		58	66	62	59	59
My Unit's employees are responsive to customer needs.	84	0	+3		81	84	82	82	83
My Unit is open to developing and evaluating new ideas.	68	+1	0	+3	67	74	71	66	66
In my Unit, people value new ideas.	66	0	+2		64	70	68	64	66
My Unit can quickly adapt when presented with new opportunities.	61	0	+1		60	68	64	59	61
Smithsonian leaders and managers support implementation of new ideas and approaches.	60	+2	+7		53	63	62	58	58
My Unit's employees have a feeling of personal empowerment with respect to work processes.	56	+3	0		56	62	58	52	53
The Smithsonian continuously improves the user friendliness of its administrative processes.	48	+3	+3		45	52	46	44	45
The Smithsonian quickly adapts to changes in its environment.	40	-2	+3		37	58	50	44	42

Trust in the Annual Employee Survey	2024	vs 2023	vs 2019	vs FEVS 2023	Historical SEPS Favorable Scores				
					2019	2020	2021	2022	2023
I believe the results of this survey will be used to make the Smithsonian a better place to work.	54	+1		+6					53

Workplace Flexibility

Select the answer that best describes your teleworking arrangement.	% selected 2024	vs 2023	vs 2019	vs FEVS 2023	Historical % selected				
					2019	2020	2021	2022	2023
I must be physically onsite to perform my work activities (e.g., security personnel, animal care, visitor services).	21	0		0				22	21
I choose not to telework.	3	0		-1				3	3
Technical issues have prevented me from teleworking (e.g., connectivity, inadequate equipment).	0	0		-1				0	0
I did not receive approval to do so, even though I have the kind of job where I can telework.	1	0		-5				1	1
No manager or supervisor in my Unit has explained teleworking to me.	1	0						1	1
Infrequently—less than one day a week.	14	1		0				11	13
On a regular, recurring basis—at least one day a week.	53	-1		13				54	53
Full time—I have a remote work agreement.	7	0		-7				9	7

Workplace Flexibility Items	2024	vs 2023	vs 2019	vs FEVS 2023	Historical SEPS Favorable Scores					
					2019	2020	2021	2022	2023	
I am satisfied with telework programs in my Unit.	75	+5						77	70	
<i>Among those who Telework</i>										
I am satisfied with telework programs in my Unit.	82	+5						84	77	

Workplace Flexibility (continued)

Select the answer that best describes your Alternative Working Schedule (AWS) situation.	% selected				Historical % selected				
	2024	vs 2023	vs 2019	vs FEVS 2023	2019	2020	2021	2022	2023
I do not work an AWS because AWS is not possible with my job.	15	1						21	14
I do not work an AWS because I choose not to.	40	0						40	40
I do not work an AWS because I am not allowed to, although I believe the nature of my duties would support AWS.	6	0						5	6
No manager or supervisor in my Unit has explained AWS to me.	14	-1						10	14
I work an AWS.	25	0						24	25

Workplace Flexibility Items	2024				Historical SEPS Favorable Scores				
		vs 2023	vs 2019	vs FEVS 2023	2019	2020	2021	2022	2023
I am satisfied with the Alternative Work Schedules (AWS) programs in my Unit.	72	+2						71	71
<i>Among those who work an AWS</i>									
I am satisfied with the Alternative Work Schedules (AWS) programs in my Unit.	93	0						93	92

SEPS One Smithsonian Index Score

One Smithsonian index rose slightly in 2024 to 6.37

All SI Average		2024	2023	2022	2021	2020	2019
		6.37	6.24	6.24	6.59	6.89	6.04
Score Distribution	score	%	%	%	%	%	%
	10	21	20	19	22	25	19
	9	11	9	10	11	13	8
	8	11	11	11	11	11	10
	7	10	10	11	11	11	10
	6	10	10	10	10	10	10
	5	9	10	9	9	8	9
	4	9	9	9	8	7	10
	3	7	8	8	7	5	9
	2	6	6	6	5	5	7
	1	4	5	4	3	3	5
0	3	3	3	2	2	3	

One Smithsonian Index Score: Respondent scores are calculated as the count of “favorable” (strongly agree or agree) answers to the 10 SEPS questions below:

Leadership

- I am satisfied with the policies and practices enacted by the Smithsonian's senior leaders and the Board of Regents.

Institutional Communications

- Smithsonian leaders and managers promote communication and collaboration across units in the Smithsonian.
- I know how my work relates to the Smithsonian's goals and priorities.
- I am satisfied that I have received appropriate information, or can access appropriate information, about new policies and

- My Unit can easily collaborate with other Smithsonian units on joint projects.
- Employees in other units are willing to collaborate with me when I need their expertise.

Organizational Nimbleness and Innovation

- The Smithsonian continuously improves the user friendliness of its administrative processes.
- The Smithsonian quickly adapts to changes in its environment.
- Smithsonian leaders and managers support implementation of new ideas and approaches.

Diversity

- Smithsonian policies and programs promote diversity in the workplace.

About SEPS

Survey Overview

The 2024 Smithsonian Employee Perspective Survey (SEPS) was sent to 6,256 employees. Of them, 4,378 answered at least 25 percent of the core questions for a cooperation rate of 70 percent. These responses were weighted to ensure survey results accurately represent the survey population.

Report Organization

Theme Favorable Scores: The first table presents the aggregate mean favorable scores for the fifteen themes—three related to employee satisfaction and twelve related to working experiences and conditions.

Item Favorable Scores: The next 15 tables display the results for each individual item, grouped by theme. Results are shown for All Smithsonian Employees. In each table, the items are sorted by the 2024 score in descending order.

One Smithsonian Index: This index measures trust and connectedness among Smithsonian employees. Respondent scores are calculated as the count of “favorable” (strongly agree or agree) answers to 10 correlated trust and connectedness questions on the SEPS. The “One Smithsonian” score is the average count of favorable answers across all respondents.

Reporting Metrics

Favorable Score: The percentage of respondents answering an item favorably—generally the sum of the Strongly Agree and Agree (for a few items the scale was reversed and disagreement to the statement is favorable).

vs 2023: The change in favorable score since last year.

vs 2019: The change in favorable score compared to 2019.

vs FEVS 2023: The difference between the 2024 favorable score and favorable scores for comparable items in the 2023 Federal Employee Viewpoint Survey (FEVS) to benchmark. For some SEPS items, there was no comparable FEVS item.

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

Color key. The average favorable score was 73. Scores higher than the average are shaded in blue, those lower than the average are shaded in pink. Additionally, favorable scores of 80 percent and above and 65 percent and below are bolded.