

Employee Engagement: IRS Percentile Ranking Among Large Federal Agencies

The U.S. Office of Personnel Management conducts an annual survey of federal employees to obtain feedback on a wide range of workplace issues. Using 11 questions from that survey, the IRS has developed an index that measures employee engagement and uses the index to compare itself to other large Federal agencies with 20,000 or more civilian employees. Studies have shown that engaged workers are more productive and lead to higher customer satisfaction, compared to a disengaged workforce. The target value is for the IRS to once again be in the top quartile among the large federal agencies by the year 2017 based on the employee engagement index.

