## 2017 FEDERAL EMPLOYEE VIEWPOINT SURVEY

## Social Security Administration



This document provides the 2017 Federal Employee Viewpoint Survey (FEVS) results for the Social Security Administration (SSA). Government-wide FEVS results are available on the Office of Personnel Management (OPM) Fed View Website.

## Survey Administration

OPM administered the online survey to SSA employees from May 11, 2017 through June 22, 2017. SSA's participation in the 2017 FEVS fulfills the Federal requirement to administer an Annual Employee Survey (AES). See regulations at 5 CFR Part 250.

## Survey Sample and Response Rate

OPM selected a random sample of full-time and part-time permanent Federal employees to participate in the FEVS. SSA achieved a response rate of 46.3 percent. Of the 18,371 SSA employees whom OPM selected to participate, 8,501 of our employees voluntarily responded to the FEVS. Our response rate exceeded the government-wide rate of 45.5 percent.

Based on our analysis, we determined that SSA's survey respondents are representative of our employee population.

## Survey Results

Our 2017 FEVS results revealed that questions with the highest positive responses cover employees willingness to exert extra effort on the job, knowing the importance of their work, searching for ways to do their jobs better, knowing how their jobs support our agency's goals and priorities, and supervisor communication about performance.

Our 2017 survey results indicate that performance management concerns continue to be a challenge. Questions concerning the linkage between performance and pay raises, dealing with poor performers, meaningful recognition based on various levels of employee performance, merit-based promotions, and recruiting people with the right skills had the lowest percentage of positive responses.

The following sections describe agency-level 2017 FEVS results for SSA.

## Social Security Administration

2017 Federal Employee Viewpoint Survey Results

| Q | Item Text | Percent Positive \% | Strongly <br> Agree/ <br> Very <br> Good/ Very Satisfied \% | Agree/ <br> Good/ <br> Satisfied <br> \% | Neither <br> Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied \% | Disagree/ Poor/ Dissatisfied \% | Strongly <br> Disagree/ <br> Very Poor/ <br> Very <br> Dissatisfied <br> \% | Percent Negative \% | Strongly <br> Agree/ <br> Very <br> Good/ Very Satisfied N | Agree/ <br> Good/ <br> Satisfied <br> N | Neither <br> Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied N | Disagree/ Poor/ Dissatisfied N | Strongly <br> Disagree/ <br> Very Poor/ <br> Very <br> Dissatisfied <br> N | Item <br> Response Total** <br> N | Do <br> Not <br> Know/ <br> No <br> Basis <br> to <br> Judge <br> N |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | *I am given a real opportunity to improve my skills in my organization. | 61.29\% | 19.76\% | 41.54\% | 16.12\% | 15.66\% | 6.93\% | 22.59\% | 1,942 | 3,555 | 1,292 | 1,186 | 507 | 8,482 | N/A |
| 2 | I have enough information to do my job well. | 75.02\% | 21.82\% | 53.19\% | 12.58\% | 9.62\% | 2.79\% | 12.41\% | 1,968 | 4,469 | 1,010 | 784 | 217 | 8,448 | N/A |
| 3 | I feel encouraged to come up with new and better ways of doing things. | 55.77\% | 20.81\% | 34.96\% | 18.88\% | 16.74\% | 8.60\% | 25.35\% | 2,046 | 2,971 | 1,472 | 1,285 | 643 | 8,417 | N/A |
| 4 | My work gives me a feeling of personal accomplishment. | 74.17\% | 30.97\% | 43.19\% | 13.19\% | 7.91\% | 4.74\% | 12.65\% | 2,723 | 3,633 | 1,068 | 654 | 379 | 8,457 | N/A |
| 5 | I like the kind of work Ido. | 81.11\% | 36.93\% | 44.18\% | 11.15\% | 5.04\% | 2.70\% | 7.74\% | 3,219 | 3,693 | 917 | 403 | 197 | 8,429 | N/A |
| 6 | I know what is expected of me on the job. | 84.26\% | 35.18\% | 49.08\% | 8.15\% | 5.47\% | 2.12\% | 7.59\% | 3,030 | 4,046 | 679 | 473 | 181 | 8,409 | N/A |
| 7 | When needed I am willing to put in the extra effort to get a job done. | 96.29\% | 64.33\% | 31.97\% | 2.51\% | 0.69\% | 0.52\% | 1.20\% | 5,611 | 2,564 | 180 | 51 | 39 | 8,445 | N/A |

*Annual Employee Survey (AES) prescribed items as of 2017 (5 CFR Part 250, Subpart C)
** Un-weighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'

## Social Security Administration

2017 Federal Employee Viewpoint Survey Results

| Q | Item Text | Percent Positive \% | Strongly Agree/ Very Good/ Very Satisfied \% | Agree/ <br> Good/ <br> Satisfied <br> \% | Neither <br> Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied \% | Disagree/ Poor/ Dissatisfied \% | Strongly <br> Disagree/ <br> Very Poor/ <br> Very <br> Dissatisfied <br> \% | Percent Negative \% | Strongly Agree/ Very Good/ Very Satisfied N | Agree/ <br> Good/ <br> Satisfied <br> N | Neither <br> Agree nor <br> Disagree/ Fair/ <br> Neither <br> Satisfied nor Dissatisfied N | Disagree/ Poor/ Dissatisfied N | Strongly <br> Disagree/ <br> Very Poor/ Very <br> Dissatisfied N | Item Response Total** N | Do <br> Not <br> Know/ <br> No <br> Basis <br> to <br> Judge <br> N |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 8 | I am constantly looking for ways to do my job better. | 91.08\% | 50.80\% | 40.28\% | 7.54\% | 1.03\% | 0.35\% | 1.38\% | 4,378 | 3,339 | 625 | 92 | 28 | 8,462 | N/A |
| 9 | I have sufficient resources (for example, people, materials, budget) to get my job done. | 53.18\% | 14.47\% | 38.71\% | 13.46\% | 19.51\% | 13.85\% | 33.36\% | 1,219 | 3,272 | 1,130 | 1,727 | 1,107 | 8,455 | 22 |
| 10 | *My workload is reasonable. | 52.83\% | 12.94\% | 39.89\% | 14.29\% | 18.16\% | 14.72\% | 32.88\% | 1,168 | 3,600 | 1,183 | 1,437 | 1,056 | 8,444 | 14 |
| 11 | *My talents are used well in the workplace. | 55.65\% | 16.54\% | 39.11\% | 17.36\% | 15.22\% | 11.77\% | 26.99\% | 1,528 | 3,388 | 1,334 | 1,217 | 876 | 8,343 | 33 |
| 12 | *I know how my work relates to the agency's goals and priorities. | 89.55\% | 35.93\% | 53.62\% | 6.96\% | 2.01\% | 1.48\% | 3.48\% | 3,223 | 4,356 | 553 | 176 | 120 | 8,428 | 9 |
| 13 | The work I do is important. | 94.08\% | 58.05\% | 36.02\% | 4.18\% | 0.98\% | 0.77\% | 1.75\% | 4,761 | 3,048 | 396 | 94 | 78 | 8,377 | 9 |

[^0]
## Social Security Administration

2017 Federal Employee Viewpoint Survey Results

| Q | Item Text | Percent Positive \% | Strongly <br> Agree/ <br> Very <br> Good/ <br> Very <br> Satisfied \% | Agree/ <br> Good/ <br> Satisfied \% | Neither <br> Agree nor <br> Disagree/ Fair/ <br> Neither <br> Satisfied nor Dissatisfied \% | Disagree/ Poor/ Dissatisfied \% | Strongly <br> Disagree/ <br> Very Poor/ Very <br> Dissatisfied \% | Percent <br> Negative <br> \% | Strongly <br> Agree/ <br> Very <br> Good/ <br> Very <br> Satisfied <br> N | Agree/ <br> Good/ <br> Satisfied N | Neither <br> Agree nor Disagree/ Fair/ <br> Neither <br> Satisfied nor Dissatisfied N | Disagree/ Poor/ Dissatisfied N | Strongly <br> Disagree/ Very Poor/ Very Dissatisfied N | Item Response Total** N | Do <br> Not Know/ <br> No <br> Basis to Judge N |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 14 | Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well. | 63.96\% | 24.43\% | 39.53\% | 13.69\% | 13.43\% | 8.92\% | 22.35\% | 2,281 | 3,466 | 1,071 | 1,019 | 603 | 8,440 | 28 |
| 15 | My <br> performance appraisal is a fair reflection of my performance. | 64.47\% | 22.88\% | 41.60\% | 15.44\% | 11.47\% | 8.62\% | 20.08\% | 2,213 | 3,503 | 1,170 | 838 | 609 | 8,333 | 137 |
| 16 | I am held accountable for achieving results. | 85.88\% | 32.43\% | 53.45\% | 9.51\% | 2.74\% | 1.87\% | $4.62 \%$ | 2,949 | 4,353 | 755 | 225 | 128 | 8,410 | 30 |
| 17 | *I can <br> disclose a suspected violation of any law, rule or regulation without fear of reprisal. | 63.85\% | 26.35\% | 37.50\% | 18.40\% | 8.31\% | 9.43\% | 17.75\% | 2,392 | 2,968 | 1,425 | 632 | 691 | 8,108 | 341 |

## Social Security Administration

2017 Federal Employee Viewpoint Survey Results

| Q | Item Text | Percent Positive \% | Strongly Agree/ Very Good/ Very Satisfied \% | Agree/ <br> Good/ <br> Satisfied \% | Neither <br> Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied \% | Disagree/ Poor/ Dissatisfied \% | Strongly <br> Disagree/ <br> Very Poor/ Very <br> Dissatisfied \% | Percent <br> Negative \% | Strongly Agree/ Very Good/ Very Satisfied N | Agree/ Good/ Satisfied N | Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied N | Disagree/ Poor/ Dissatisfied N | Strongly <br> Disagree/ <br> Very Poor/ Very <br> Dissatisfied N | Item <br> Response Total** N | Do <br> Not <br> Know/ <br> No <br> Basis <br> to <br> Judge <br> N |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 18 | My training needs are assessed. | 53.69\% | 15.31\% | 38.38\% | 23.89\% | 14.79\% | 7.63\% | 22.42\% | 1,465 | 3,148 | 1,941 | 1,230 | 583 | 8,367 | 92 |
| 19 | 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). | 72.32\% | 28.20\% | 44.13\% | 12.58\% | 9.28\% | 5.82\% | 15.10\% | 2,546 | 3,558 | 966 | 757 | 434 | 8,261 | 224 |
| 20 | *The people I work with cooperate to get the job done. | 68.52\% | 23.31\% | 45.21\% | 15.32\% | 11.12\% | 5.04\% | 16.16\% | 2,397 | 3,830 | 1,101 | 815 | 336 | 8,479 | N/A |
| 21 | My work unit is able to recruit people with the right skills. | 34.74\% | 7.56\% | 27.18\% | 28.46\% | 22.14\% | 14.66\% | 36.80\% | 741 | 2,320 | 2,160 | 1,783 | 1,104 | 8,108 | 365 |

[^1]
## Social Security Administration

2017 Federal Employee Viewpoint Survey Results

| Q | Item Text | Percent Positive \% | Strongly <br> Agree/ <br> Very <br> Good/ <br> Very <br> Satisfied \% | Agree/ Good/ Satisfied \% | Neither Agree nor Disagree/ Fair/ <br> Neither Satisfied nor Dissatisfied \% | Disagree/ Poor/ Dissatisfied \% | Strongly <br> Disagree/ <br> Very Poor/ Very <br> Dissatisfied \% | Percent <br> Negative \% | Strongly <br> Agree/ <br> Very <br> Good/ <br> Very <br> Satisfied <br> N | Agree/ <br> Good/ Satisfied N | Neither <br> Agree nor <br> Disagree/ Fair/ <br> Neither <br> Satisfied nor Dissatisfied N | Disagree/ Poor/ Dissatisfied N | Strongly <br> Disagree/ <br> Very Poor/ Very <br> Dissatisfied N | Item <br> Response Total** N | Do <br> Not <br> Know/ <br> No <br> Basis <br> to <br> Judge <br> N |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 22 | Promotions in my work unit are based on merit. | 34.45\% | 9.32\% | 25.13\% | 28.19\% | 18.27\% | 19.08\% | 37.36\% | 922 | 2,118 | 2,132 | 1,397 | 1,344 | 7,913 | 520 |
| 23 | In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. | 30.20\% | 6.69\% | 23.51\% | 26.83\% | 20.66\% | 22.31\% | 42.96\% | 633 | 1,891 | 2,065 | 1,554 | 1,514 | 7,657 | 798 |
| 24 | *In my work unit, differences in performance are recognized in a meaningful way. | 32.21\% | 7.06\% | 25.16\% | 28.39\% | 21.78\% | 17.62\% | 39.40\% | 698 | 2,105 | 2,245 | 1,681 | 1,242 | 7,971 | 483 |
| 25 | Awards in my work unit depend on how well employees perform their jobs. | 40.31\% | 10.49\% | 29.82\% | 26.17\% | 16.38\% | 17.14\% | 33.52\% | 956 | 2,452 | 1,981 | 1,227 | 1,165 | 7,781 | 642 |
| 26 | Employees in my work unit share job knowledge with each other. | 78.15\% | 27.84\% | 50.31\% | 11.53\% | 6.01\% | 4.30\% | 10.31\% | 2,559 | 4,163 | 889 | 479 | 322 | 8,412 | 32 |

## Social Security Administration

2017 Federal Employee Viewpoint Survey Results

| Q | Item Text | Percent Positive \% | Strongly Agree/ Very Good/ Very Satisfied \% | Agree/ Good/ Satisfied \% | Neither <br> Agree nor <br> Disagree/ Fair/ <br> Neither Satisfied nor Dissatisfied \% | Disagree/ Poor/ Dissatisfied \% | Strongly <br> Disagree/ <br> Very Poor/ Very <br> Dissatisfied \% | Percent Negative \% | Strongly Agree/ Very Good/ Very Satisfied N | Agree/ <br> Good/ <br> Satisfied <br> N | Neither <br> Agree nor <br> Disagree/ <br> Fair/ <br> Neither <br> Satisfied nor <br> Dissatisfied N | Disagree/ Poor/ Dissatisfied N | Strongly <br> Disagree/ <br> Very Poor/ Very <br> Dissatisfied <br> N | Item <br> Response Total** <br> N | Do <br> Not <br> Know/ <br> No <br> Basis to Judge N |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 27 | The skill level in my work unit has improved in the past year. | 56.44\% | 18.60\% | 37.84\% | 27.67\% | 9.38\% | 6.51\% | 15.89\% | 1,650 | 3,103 | 2,150 | 715 | 460 | 8,078 | 383 |
| 28 | How would you rate the overall quality of work done by your work unit? | 79.46\% | 34.66\% | 44.80\% | 17.07\% | 2.30\% | 1.18\% | 3.48\% | 3,436 | 3,574 | 1,194 | 170 | 81 | 8,455 | N/A |
| 29 | *The workforce has the jobrelevant knowledge and skills necessary to accomplish organizational goals. | 68.61\% | 14.71\% | 53.90\% | 17.37\% | 10.43\% | 3.59\% | 14.02\% | 1,368 | 4,418 | 1,313 | 782 | 253 | 8,134 | 127 |
| 30 | Employees have a feeling of personal empowerment with respect to work processes. | 42.74\% | 9.22\% | 33.52\% | 26.62\% | 20.64\% | 10.01\% | 30.64\% | 901 | 2,812 | 2,036 | 1,557 | 741 | 8,047 | 218 |

## Social Security Administration

2017 Federal Employee Viewpoint Survey Results

| Q | Item Text | Percent Positive \% | Strongly Agree/ Very Good/ Very Satisfied \% | Agree/ Good/ Satisfied \% | Neither <br> Agree nor <br> Disagree/ Fair/ Neither Satisfied nor Dissatisfied \% | Disagree/ Poor/ Dissatisfied \% | Strongly <br> Disagree/ <br> Very Poor/ <br> Very <br> Dissatisfied <br> \% | Percent Negative \% | Strongly <br> Agree/ <br> Very <br> Good/ <br> Very <br> Satisfied | Agree/ <br> Good/ <br> Satisfied <br> N | Neither <br> Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied N | Disagree/ Poor/ Dissatisfied N | Strongly <br> Disagree/ <br> Very Poor/ <br> Very <br> Dissatisfied <br> N | Item <br> Response Total** N | Do <br> Not Know/ No Basis to Judge N |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 31 | Employees are recognized for providing high quality products and services. | 49.92\% | 12.64\% | 37.28\% | 22.26\% | 17.44\% | 10.38\% | 27.82\% | 1,214 | 3,173 | 1,696 | 1,288 | 737 | 8,108 | 151 |
| 32 | Creativity and innovation are rewarded. | 36.73\% | 9.96\% | 26.77\% | 30.54\% | 19.98\% | 12.75\% | 32.73\% | 976 | 2,292 | 2,317 | 1,492 | 893 | 7,970 | 274 |
| 33 | Pay raises depend on how well employees perform their jobs. | 19.43\% | 4.52\% | 14.92\% | 28.02\% | 28.46\% | 24.09\% | 52.54\% | 417 | 1,161 | 2,200 | 2,143 | 1,750 | 7,671 | 563 |
| 34 | Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring). | 60.51\% | 18.23\% | 42.28\% | 25.10\% | 7.82\% | 6.56\% | 14.38\% | 1,606 | 3,327 | 1,875 | 547 | 443 | 7,798 | 451 |

[^2]
## Social Security Administration

2017 Federal Employee Viewpoint Survey Results

| Q | Item Text | Percent Positive \% | Strongly <br> Agree/ <br> Very <br> Good/ <br> Very <br> Satisfied <br> \% | Agree/ <br> Good/ <br> Satisfied \% | Neither <br> Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied \% | Disagree/ Poor/ Dissatisfied \% | Strongly <br> Disagree/ <br> Very Poor/ Very <br> Dissatisfied \% | Percent <br> Negative \% | Strongly Agree/ Very Good/ Very Satisfied N | Agree/ <br> Good/ <br> Satisfied <br> N | Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied N | Disagree/ Poor/ Dissatisfied N | Strongly <br> Disagree/ <br> Very Poor/ <br> Very <br> Dissatisfied <br> N | Item Response Total** N | Do <br> Not Know/ <br> No <br> Basis to Judge N |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 35 | Employees are protected from health and safety hazards on the job. | 75.45\% | 24.73\% | 50.72\% | 12.66\% | 6.75\% | 5.13\% | 11.89\% | 2,268 | 4,171 | 944 | 476 | 323 | 8,182 | 80 |
| 36 | My organization has prepared employees for potential security threats. | 83.02\% | 26.58\% | 56.44\% | 10.41\% | 3.86\% | 2.71\% | 6.57\% | 2,317 | 4,576 | 805 | 291 | 182 | 8,171 | 46 |
| 37 | Arbitrary action, personal favoritism, and coercion for partisan political purposes are not tolerated. | 56.25\% | 20.14\% | 36.12\% | 20.62\% | 10.51\% | 12.61\% | 23.12\% | 1,801 | 2,832 | 1,531 | 804 | 869 | 7,837 | 393 |

[^3]
## Social Security Administration

2017 Federal Employee Viewpoint Survey Results

| Q | Item Text | Percent Positive \% | Strongly Agree/ Very Good/ Very Satisfied \% | Agree/ Good/ Satisfied \% | Neither <br> Agree nor <br> Disagree/ <br> Fair/ <br> Neither <br> Satisfied <br> nor <br> Dissatisfied \% | Disagree/ Poor/ Dissatisfied \% | Strongly <br> Disagree/ <br> Very Poor/ Very <br> Dissatisfied \% | Percent Negative \% | Strongly Agree/ Very Good/ Very Satisfied N | Agree/ <br> Good/ <br> Satisfied <br> N | Neither <br> Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied N | Disagree/ Poor/ Dissatisfied N | Strongly <br> Disagree/ <br> Very Poor/ Very <br> Dissatisfied N | Item <br> Response Total** N | Do <br> Not Know/ No Basis to Judge N |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 38 | Prohibited <br> Personnel <br> Practices (for example, illegally discriminating for or against any employee/ applicant, obstructing a person's right to compete for employment, knowingly violating veterans' preference requirements) are not tolerated. | 68.88\% | 26.90\% | 41.97\% | 18.29\% | 5.51\% | 7.32\% | 12.83\% | 2,309 | 3,137 | 1,270 | 380 | 486 | 7,582 | 630 |
| 39 | My agency is successful at accomplishing its mission. | 73.48\% | 20.91\% | 52.57\% | 18.32\% | 5.12\% | 3.08\% | 8.20\% | 1,957 | 4,281 | 1,305 | 364 | 197 | 8,104 | 138 |

[^4] OPM weights the percentages to represent the SSA's population.

## Social Security Administration

2017 Federal Employee Viewpoint Survey Results

| Q | Item Text | Percent Positive \% | Strongly Agree/ Very Good/ Very Satisfied \% | Agree/ Good/ Satisfied \% | Neither <br> Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied \% | Disagree/ Poor/ Dissatisfied \% | Strongly <br> Disagree/ <br> Very Poor/ Very Dissatisfied \% | Percent Negative \% | Strongly Agree/ Very Good/ Very Satisfied N | Agree/ <br> Good/ <br> Satisfied <br> N | Neither <br> Agree nor <br> Disagree/ <br> Fair/ <br> Neither <br> Satisfied <br> nor <br> Dissatisfied <br> N | Disagree/ Poor/ Dissatisfied N | Strongly <br> Disagree/ <br> Very Poor/ <br> Very <br> Dissatisfied <br> N | Item <br> Response Total** N | Do <br> Not Know/ No Basis to Judge N |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 40 | * <br> recommend <br> my <br> organization <br> as a good <br> place to work. | 69.26\% | 26.30\% | 42.96\% | 17.50\% | 8.70\% | 4.53\% | 13.23\% | 2,423 | 3,502 | 1,322 | 672 | 314 | 8,233 | N/A |
| 41 | *। believe the results of this survey will be used to make my agency a better place to work. | 50.07\% | 19.86\% | 30.21\% | 26.84\% | 12.86\% | 10.23\% | 23.09\% | 1,569 | 2,346 | 1,978 | 965 | 717 | 7,575 | 685 |
| 42 | My supervisor supports my need to balance work and other life issues. | 75.89\% | 37.13\% | 38.76\% | 11.75\% | 6.94\% | 5.42\% | 12.36\% | 3,476 | 3,063 | 833 | 448 | 359 | 8,179 | 48 |
| 43 | My supervisor provides me with opportunities to demonstrate my leadership skills. | 63.15\% | 28.44\% | 34.72\% | 18.05\% | 11.17\% | 7.63\% | 18.79\% | 2,680 | 2,821 | 1,321 | 816 | 540 | 8,178 | 40 |

## Social Security Administration

2017 Federal Employee Viewpoint Survey Results

| Q | Item Text | Percent Positive \% | Strongly Agree/ Very Good/ Very Satisfied \% | Agree/ <br> Good/ <br> Satisfied <br> \% | Neither <br> Agree nor <br> Disagree/ <br> Fair/ <br> Neither <br> Satisfied <br> nor <br> Dissatisfied \% | Disagree/ Poor/ Dissatisfied \% | Strongly <br> Disagree/ <br> Very Poor/ Very <br> Dissatisfied \% | Percent Negative \% | Strongly Agree/ Very Good/ Very Satisfied N | Agree/ <br> Good/ <br> Satisfied <br> N | Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied N | Disagree/ Poor/ Dissatisfied N | Strongly <br> Disagree/ <br> Very Poor/ Very <br> Dissatisfied <br> N | Item Response Total** N | Do <br> Not <br> Know/ <br> No <br> Basis <br> to <br> Judge <br> N |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 44 | Discussions with my supervisor about my performance are worthwhile. | 64.71\% | 28.76\% | 35.96\% | 16.33\% | 10.71\% | 8.24\% | 18.95\% | 2,608 | 2,883 | 1,237 | 802 | 602 | 8,132 | 58 |
| 45 | My supervisor is committed to a workforce representative of all segments of society. | 66.66\% | 29.87\% | 36.79\% | 23.00\% | 4.86\% | 5.48\% | 10.35\% | 2,540 | 2,741 | 1,613 | 316 | 351 | 7,561 | 625 |
| 46 | My supervisor provides me with constructive suggestions to improve my job performance. | 64.36\% | 27.21\% | 37.15\% | 18.50\% | 9.73\% | 7.41\% | 17.14\% | 2,441 | 3,007 | 1,401 | 776 | 544 | 8,169 | 20 |
| 47 | Supervisors in my work unit support employee development. | 64.33\% | 28.03\% | 36.30\% | 17.97\% | 9.55\% | 8.15\% | 17.70\% | 2,566 | 2,932 | 1,314 | 696 | 572 | 8,080 | 121 |

## Social Security Administration

2017 Federal Employee Viewpoint Survey Results

| Q | Item Text | Percent Positive \% | Strongly <br> Agree/ <br> Very <br> Good/ <br> Very <br> Satisfied <br> \% | Agree/ <br> Good/ <br> Satisfied <br> \% | Neither <br> Agree nor <br> Disagree/ Fair/ Neither Satisfied nor Dissatisfied \% | Disagree/ Poor/ Dissatisfied \% | Strongly <br> Disagree/ <br> Very Poor/ Very <br> Dissatisfied \% | Percent Negative \% | Strongly Agree/ Very Good/ Very Satisfied N | Agree/ Good/ Satisfied N | Neither <br> Agree nor <br> Disagree/ Fair/ Neither Satisfied nor Dissatisfied N | Disagree/ Poor/ Dissatisfied N | Strongly <br> Disagree/ <br> Very Poor/ Very <br> Dissatisfied <br> N | Item <br> Response Total** N | Do <br> Not <br> Know/ <br> No <br> Basis <br> to <br> Judge <br> N |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 48 | My supervisor listens to what I have to say. | 76.13\% | 37.30\% | 38.82\% | 11.45\% | 8.03\% | 4.39\% | 12.42\% | 3,409 | 3,032 | 850 | 605 | 313 | 8,209 | N/A |
| 49 | My supervisor treats me with respect. | 83.24\% | 43.63\% | 39.61\% | 8.57\% | 4.87\% | 3.33\% | 8.19\% | 3,929 | 3,023 | 636 | 349 | 254 | 8,191 | N/A |
| 50 | In the last six months, my supervisor has talked with me about my performance. | 87.96\% | 39.41\% | 48.55\% | 6.08\% | 3.99\% | 1.97\% | 5.96\% | 3,507 | 3,762 | 447 | 321 | 151 | 8,188 | N/A |
| 51 | I have trust and confidence in my supervisor. | 65.73\% | 35.15\% | 30.58\% | 17.10\% | 9.39\% | 7.78\% | 17.17\% | 3,216 | 2,431 | 1,282 | 711 | 567 | 8,207 | N/A |
| 52 | Overall, how good a job do you feel is being done by your immediate supervisor? | 70.05\% | 39.86\% | 30.19\% | 18.90\% | 6.55\% | 4.50\% | 11.05\% | 3,562 | 2,387 | 1,438 | 479 | 335 | 8,201 | N/A |

[^5]
## Social Security Administration

2017 Federal Employee Viewpoint Survey Results

| Q | Item Text | Percent Positive \% | Strongly Agree/ Very Good/ Very Satisfied \% | Agree/ <br> Good/ <br> Satisfied <br> \% | Neither <br> Agree nor <br> Disagree/ <br> Fair/ <br> Neither <br> Satisfied <br> nor <br> Dissatisfied \% | Disagree/ Poor/ Dissatisfied \% | Strongly <br> Disagree/ <br> Very Poor/ Very <br> Dissatisfied \% | Percent Negative \% | Strongly Agree/ Very Good/ Very Satisfied N | Agree/ <br> Good/ <br> Satisfied <br> N | Neither <br> Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied N | Disagree/ Poor/ Dissatisfied N | Strongly <br> Disagree/ <br> Very Poor/ Very <br> Dissatisfied N | Item <br> Response Total** N | Do <br> Not <br> Know/ <br> No <br> Basis <br> to <br> Judge <br> N |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 53 | In my organization, senior leaders generate high levels of motivation and commitment in the workforce. | 42.01\% | 12.29\% | 29.72\% | 26.36\% | 17.58\% | 14.05\% | 31.63\% | 1,132 | 2,407 | 1,937 | 1,343 | 978 | 7,797 | 326 |
| 54 | My <br> organization's senior leaders maintain high standards of honesty and integrity. | 54.10\% | 16.82\% | 37.28\% | 27.54\% | 8.77\% | 9.59\% | 18.36\% | 1,493 | 2,776 | 1,849 | 631 | 635 | 7,384 | 713 |
| 55 | Supervisors work well with employees of different backgrounds. | 69.06\% | 21.91\% | 47.15\% | 18.41\% | 6.93\% | 5.59\% | 12.52\% | 1,932 | 3,659 | 1,327 | 477 | 360 | 7,755 | 308 |
| 56 | *Managers communicate the goals and priorities of the organization. | 74.32\% | 22.14\% | 52.17\% | 14.55\% | 6.17\% | 4.97\% | 11.13\% | 1,943 | 4,092 | 1,108 | 511 | 353 | 8,007 | 69 |

[^6]
## Social Security Administration

2017 Federal Employee Viewpoint Survey Results

| Q | Item Text | Percent Positive \% | Strongly Agree/ Very Good/ Very Satisfied \% | Agree/ Good/ Satisfied \% | Neither <br> Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied \% | Disagree/ Poor/ Dissatisfied \% | Strongly <br> Disagree/ <br> Very Poor/ <br> Very <br> Dissatisfied \% | Percent Negative \% | Strongly Agree/ Very Good/ Very Satisfied N | Agree/ <br> Good/ <br> Satisfied <br> N | Neither <br> Agree nor <br> Disagree/ <br> Fair/ <br> Neither <br> Satisfied <br> nor <br> Dissatisfied <br> N | Disagree/ Poor/ Dissatisfied N | Strongly <br> Disagree/ <br> Very Poor/ <br> Very <br> Dissatisfied <br> N | Item Response Total** N | Do <br> Not Know/ No Basis to Judge N |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 57 | Managers review and evaluate the organization's progress toward meeting its goals and objectives. | 73.75\% | 22.58\% | 51.18\% | 17.19\% | 5.16\% | 3.89\% | 9.05\% | 1,899 | 3,874 | 1,247 | 391 | 269 | 7,680 | 392 |
| 58 | Managers promote communication among different work units (for example, about projects, goals, needed resources). | 59.03\% | 19.07\% | 39.96\% | 19.64\% | 11.89\% | 9.44\% | 21.33\% | 1,657 | 3,128 | 1,448 | 924 | 655 | 7,812 | 259 |
| 59 | Managers support collaboration across work units to accomplish work objectives. | 61.95\% | 20.02\% | 41.93\% | 19.70\% | 10.07\% | 8.27\% | 18.35\% | 1,743 | 3,268 | 1,451 | 755 | 576 | 7,793 | 280 |

[^7]
## Social Security Administration

2017 Federal Employee Viewpoint Survey Results

| Q | Item Text | Percent Positive \% | Strongly <br> Agree/ <br> Very <br> Good/ <br> Very <br> Satisfied <br> \% | Agree/ <br> Good/ <br> Satisfied <br> \% | Neither <br> Agree nor <br> Disagree/ Fair/ Neither Satisfied nor Dissatisfied \% | Disagree/ Poor/ Dissatisfied \% | Strongly <br> Disagree/ <br> Very Poor/ Very <br> Dissatisfied \% | Percent <br> Negative <br> \% | Strongly Agree/ Very Good/ Very Satisfied N | Agree/ <br> Good/ <br> Satisfied <br> N | Neither <br> Agree nor <br> Disagree/ Fair/ Neither Satisfied nor Dissatisfied N | Disagree/ Poor/ Dissatisfied N | Strongly <br> Disagree/ <br> Very Poor/ Very <br> Dissatisfied <br> N | Item <br> Response Total** N | Do <br> Not Know/ No Basis to Judge N |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 60 | Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor? | 62.13\% | 27.67\% | 34.46\% | 22.15\% | 7.93\% | 7.80\% | 15.73\% | 2,356 | 2,621 | 1,552 | 564 | 521 | 7,614 | 462 |
| 61 | I have a high level of respect for my organization's senior leaders. | 57.48\% | 22.21\% | 35.27\% | 23.68\% | 10.40\% | 8.45\% | 18.85\% | 1,912 | 2,765 | 1,803 | 799 | 601 | 7,880 | 195 |
| 62 | Senior leaders demonstrate support for Work/Life programs. | 56.52\% | 21.08\% | 35.45\% | 27.39\% | 8.61\% | 7.48\% | 16.09\% | 1,808 | 2,702 | 1,800 | 559 | 443 | 7,312 | 763 |
| 63 | *How satisfied are you with your involvement in decisions that affect your work? | 48.14\% | 12.88\% | 35.25\% | 24.59\% | 20.19\% | 7.08\% | 27.27\% | 1,229 | 2,926 | 1,849 | 1,511 | 506 | 8,021 | N/A |

## Social Security Administration

2017 Federal Employee Viewpoint Survey Results

| Q | Item Text | Percent Positive \% | Strongly <br> Agree/ <br> Very <br> Good/ <br> Very <br> Satisfied <br> \% | Agree/ Good/ Satisfied \% | Neither <br> Agree nor <br> Disagree/ <br> Fair/ <br> Neither <br> Satisfied <br> nor <br> Dissatisfied \% | Disagree/ Poor/ Dissatisfied \% | Strongly <br> Disagree/ <br> Very Poor/ Very <br> Dissatisfied \% | Percent Negative \% | Strongly Agree/ Very Good/ Very Satisfied N | Agree/ <br> Good/ <br> Satisfied <br> N | Neither <br> Agree nor <br> Disagree/ <br> Fair/ <br> Neither <br> Satisfied <br> nor <br> Dissatisfied <br> N | Disagree/ Poor/ Dissatisfied N | Strongly <br> Disagree/ <br> Very Poor/ Very <br> Dissatisfied <br> N | Item Response Total** N | Do <br> Not <br> Know/ <br> No <br> Basis to Judge N |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 64 | *How satisfied are you with the information you receive from management on what's going on in your organization? | 53.85\% | 13.68\% | 40.18\% | 22.05\% | 17.10\% | 7.00\% | 24.10\% | 1,277 | 3,215 | 1,672 | 1,320 | 517 | 8,001 | N/A |
| 65 | *How satisfied are you with the recognition you receive for doing a good job? | 50.71\% | 14.65\% | 36.06\% | 22.39\% | 18.04\% | 8.86\% | 26.91\% | 1,377 | 2,980 | 1,672 | 1,318 | 652 | 7,999 | N/A |
| 66 | How satisfied are you with the policies and practices of your senior leaders? | 44.24\% | 11.39\% | 32.85\% | 31.41\% | 15.96\% | 8.39\% | 24.35\% | 1,072 | 2,753 | 2,368 | 1,205 | 591 | 7,989 | N/A |
| 67 | How satisfied are you with your opportunity to get a better job in your organization? | 36.79\% | 10.74\% | 26.04\% | 24.84\% | 20.76\% | 17.62\% | 38.37\% | 999 | 2,102 | 2,037 | 1,593 | 1,258 | 7,989 | N/A |

## Social Security Administration

2017 Federal Employee Viewpoint Survey Results

| Q | Item Text | Percent Positive \% | Strongly Agree/ Very Good/ Very Satisfied \% | Agree/ <br> Good/ <br> Satisfied <br> \% | Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied \% | Disagree/ Poor/ Dissatisfied \% | Strongly <br> Disagree/ <br> Very Poor/ <br> Very <br> Dissatisfied <br> \% | Percent Negative \% | Strongly Agree/ Very Good/ Very Satisfied N | Agree/ <br> Good/ <br> Satisfied <br> N | Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied N | Disagree/ Poor/ Dissatisfied N | Strongly <br> Disagree/ <br> Very Poor/ <br> Very <br> Dissatisfied <br> N | Item <br> Response Total** N | Do <br> Not <br> Know/ <br> No <br> Basis <br> to <br> Judge <br> N |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 68 | How satisfied are you with the training you receive for your present job? | 54.96\% | 13.42\% | 41.54\% | 22.21\% | 15.58\% | 7.26\% | 22.84\% | 1,231 | 3,349 | 1,743 | 1,170 | 504 | 7,997 | N/A |
| 69 | *Considering everything, how satisfied are you with your job? | 68.67\% | 22.27\% | 46.41\% | 15.60\% | 10.57\% | 5.15\% | 15.72\% | 1,979 | 3,730 | 1,149 | 783 | 348 | 7,989 | N/A |
| 70 | Considering everything, how satisfied are you with your pay? | 65.77\% | 21.25\% | 44.52\% | 14.36\% | 13.74\% | 6.13\% | 19.87\% | 1,916 | 3,612 | 1,068 | 993 | 412 | 8,001 | N/A |
| 71 | *Considering everything, how satisfied are you with your organization? | 64.17\% | 18.74\% | 45.43\% | 18.19\% | 12.14\% | 5.50\% | 17.64\% | 1,687 | 3,661 | 1,377 | 887 | 386 | 7,998 | N/A |

## Social Security Administration 2017 Federal Employee Viewpoint Survey Results

## Work/Life Program Participation

| 72. | Have you been notified whether or not you are eligible to telework? | N | \% |
| :---: | :---: | :---: | :---: |
|  | Yes, I was notified that I was eligible to telework. | 5,464 | 58.35\% |
|  | Yes, I was notified that I was not eligible to telework. | 1,129 | 17.47\% |
|  | No, I was not notified of my telework eligibility. | 1,123 | 20.26\% |
|  | Not sure if I was notified of my telework eligibility. | 237 | 3.93\% |
|  | Total | 7,953 | 100.00\% |
| 73. | Please select the response below that BEST describes your current teleworking situation. | N | \% |
|  | I telework 3 or more days per week. | 1,296 | 10.34\% |
|  | I telework 1 or 2 days per week. | 2,813 | 30.56\% |
|  | I telework, but no more than 1 or 2 days per month. | 193 | 2.28\% |
|  | I telework very infrequently. | 199 | 1.65\% |
|  | I do not telework because I have to be physically present on the job. | 338 | 4.66\% |
|  | I do not telework because I have technical issues. | 131 | 2.23\% |
|  | I do not telework because I did not receive approval to do so. | 1,828 | 32.20\% |
|  | I do not telework because I choose not to telework. | 1,094 | 16.08\% |
|  | Total | 7,892 | 100.00\% |
| 74. | Do you participate in the following Work/Life programs? Alternative Work Schedules | N | \% |
|  | Yes | 1,214 | 14.86\% |
|  | No | 6,062 | 76.11\% |
|  | Not available to me | 673 | 9.03\% |
|  | Total | 7,949 | 100.00\% |

## Social Security Administration 2017 Federal Employee Viewpoint Survey Results

| 75. | Do you participate in the following Work/Life programs? Health and Wellness Programs | N | \% |
| :---: | :---: | :---: | :---: |
|  | Yes | 1,605 | 19.82\% |
|  | No | 5,852 | 72.20\% |
|  | Not available to me | 493 | 7.98\% |
|  | Total | 7,950 | 100.00\% |
| 76. | Do you participate in the following Work/Life programs? Employee Assistance Program | N | \% |
|  | Yes | 1,305 | 18.77\% |
|  | No | 6,467 | 79.18\% |
|  | Not available to me | 132 | 2.05\% |
|  | Total | 7,904 | 100.00\% |
| 77. | Do you participate in the following Work/Life programs? Child Care Programs | N | \% |
|  | Yes | 227 | 2.84\% |
|  | No | 6,732 | 82.61\% |
|  | Not available to me | 964 | 14.55\% |
|  | Total | 7,923 | 100.00\% |
| 78. | Do you participate in the following Work/Life programs? Elder Care Programs | N | \% |
|  | Yes | 177 | 2.32\% |
|  | No | 6,941 | 85.52\% |
|  | Not available to me | 826 | 12.17\% |
|  | Total | 7,944 | 100.00\% |

# Social Security Administration <br> 2017 Federal Employee Viewpoint Survey Results 

Work/Life Program Satisfaction

| Q | Item Text | Percent Positive \% | Strongly <br> Agree/ <br> Very <br> Good/ <br> Very <br> Satisfied \% | Agree/ <br> Good/ <br> Satisfied \% | Neither <br> Agree nor Disagree/ Fair/ <br> Neither Satisfied nor Dissatisfied \% | Disagree/ Poor/ Dissatisfied \% | Strongly <br> Disagree/ <br> Very Poor/ Very <br> Dissatisfied \% | Percent <br> Negative \% | Strongly <br> Agree/ <br> Very <br> Good/ <br> Very <br> Satisfied <br> N | Agree/ <br> Good/ <br> Satisfied N | Neither <br> Agree nor Disagree/ Fair/ <br> Neither Satisfied nor Dissatisfied N | Disagree/ Poor/ Dissatisfied N | Strongly <br> Disagree/ <br> Very Poor/ Very Dissatisfied N | Item Response Total** N | Do <br> Not Know/ <br> No <br> Basis to Judge N |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 79 | How satisfied are you with the following Work/Life programs in your agency? Telework | 88.90\% | 52.02\% | 36.87\% | 6.08\% | 3.86\% | 1.17\% | 5.03\% | 2,446 | 1,584 | 236 | 160 | 48 | 4,474 | 125 |
| 80 | How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS) | 89.06\% | 51.71\% | 37.35\% | 7.79\% | 2.06\% | 1.09\% | 3.15\% | 647 | 423 | 68 | 21 | 7 | 1,166 | 82 |

## Social Security Administration

2017 Federal Employee Viewpoint Survey Results

| Q | Item Text | Percent Positive \% | Strongly Agree/ Very Good/ Very Satisfied \% | Agree/ <br> Good/ <br> Satisfied <br> \% | Neither <br> Agree nor <br> Disagree/ <br> Fair/ <br> Neither <br> Satisfied <br> nor <br> Dissatisfied \% | Disagree/ Poor/ Dissatisfied \% | Strongly <br> Disagree/ <br> Very Poor/ Very <br> Dissatisfied \% | Percent Negative \% | Strongly Agree/ Very Good/ Very Satisfied N | Agree/ <br> Good/ <br> Satisfied <br> N | Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied N | Disagree/ Poor/ Dissatisfied N | Strongly <br> Disagree/ <br> Very Poor/ Very <br> Dissatisfied <br> N | Item Response Total** N | Do <br> Not <br> Know/ <br> No <br> Basis <br> to <br> Judge <br> N |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 81 | How satisfied are you with the following Work/Life programs in your agency? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs) | 77.65\% | 25.25\% | 52.40\% | 19.40\% | 2.12\% | 0.83\% | 2.95\% | 452 | 801 | 253 | 27 | 8 | 1,541 | 102 |
| 82 | How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP) | 81.16\% | 33.15\% | 48.02\% | 13.60\% | 3.82\% | 1.42\% | 5.24\% | 458 | 612 | 167 | 46 | 13 | 1,296 | 97 |

** Un-weighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'
Only responders who indicated that they participate in the Work/Life programs are able to rate their satisfaction with the program.
OPM weights the percentages to represent the SSA's population.

## Social Security Administration

2017 Federal Employee Viewpoint Survey Results

| Q | Item Text | Percent Positive \% | Strongly Agree/ Very Good/ Very Satisfied \% | Agree/ <br> Good/ <br> Satisfied <br> \% | Neither <br> Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied \% | Disagree/ Poor/ Dissatisfied \% | Strongly <br> Disagree/ <br> Very Poor/ <br> Very <br> Dissatisfied <br> \% | Percent <br> Negative <br> \% | Strongly Agree/ Very Good/ Very Satisfied N | Agree/ <br> Good/ <br> Satisfied <br> N | Neither <br> Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied N | Disagree/ Poor/ Dissatisfied N | Strongly <br> Disagree/ <br> Very Poor/ <br> Very <br> Dissatisfied <br> N | Item Response Total** N | Do <br> Not <br> Know/ <br> No <br> Basis <br> to <br> Judge <br> N |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 83 | How satisfied are you with the following Work/Life programs in your agency? Child Care Programs (for example, daycare, parenting classes, parenting support groups) | 69.94\% | 29.66\% | 40.27\% | 27.24\% | 1.26\% | 1.57\% | 2.83\% | 76 | 88 | 54 | 5 | 2 | 225 | 79 |
| 84 | How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers) | 75.57\% | 36.16\% | 39.41\% | 21.63\% | 1.07\% | 1.73\% | 2.80\% | 68 | 69 | 31 | 2 | 2 | 172 | 65 |

** Un-weighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'
Only responders who indicated that they participate in the Work/Life programs are able to rate their satisfaction with the program.
OPM weights the percentages to represent the SSA's population.

## Social Security Administration 2017 Federal Employee Viewpoint Survey Results

## Demographics

| Where do you work? | N | \% |
| :---: | :---: | :---: |
| Headquarters | 2,648 | 33.59\% |
| Field | 5,236 | 66.41\% |
| Total | 7,884 | 100.00\% |
| *What is your supervisory status? | N | \% |
| Non-Supervisor | 5,842 | 73.69\% |
| Team Leader | 798 | 10.07\% |
| Supervisor | 625 | 7.88\% |
| Manager | 527 | 6.65\% |
| Senior Leader | 136 | 1.72\% |
| Total | 7,928 | 100.00\% |
| *Are you: | N | \% |
| Male | 2,883 | 36.65\% |
| Female | 4,984 | 63.35\% |
| Total | 7,867 | 100.00\% |
| *Are you Hispanic or Latino? | N | \% |
| Yes | 996 | 12.79\% |
| No | 6,790 | 87.21\% |
| Total | 7,786 | 100.00\% |

## Social Security Administration <br> 2017 Federal Employee Viewpoint Survey Results

| *Please select the racial category or categories with which you most closely identify. | N | \% |
| :---: | :---: | :---: |
| American Indian or Alaska Native | 91 | 1.22\% |
| Asian | 416 | 5.58\% |
| Black or African American | 1,604 | 21.50\% |
| Native Hawaiian or Other Pacific Islander | 28 | 0.38\% |
| White | 4,994 | 66.93\% |
| Two or more races | 328 | 4.40\% |
| Total | 7,461 | 100.00\% |
| What is the highest degree or level of education you have completed? | N | \% |
| Less than High School | 4 | 0.05\% |
| High School Diploma/GED or equivalent | 341 | 4.31\% |
| Trade or Technical Certificate | 101 | 1.28\% |
| Some College (no degree) | 999 | 12.63\% |
| Associate's Degree (e.g., AA, AS) | 533 | 6.74\% |
| Bachelor's Degree (e.g., BA, BS) | 3,389 | 42.86\% |
| Master's Degree (e.g., MA, MS, MBA) | 1,416 | 17.91\% |
| Doctoral/Professional Degree (e.g., Ph.D., MD, JD) | 1,124 | 14.22\% |
| Total | 7,907 | 100.00\% |

## Social Security Administration 2017 Federal Employee Viewpoint Survey Results

| What is your pay category/grade? | $\mathbf{N}$ |
| :--- | ---: | ---: |
| Federal Wage System | $\mathbf{N}$ |
| GS 1-6 | $\mathbf{N}$ |
| GS 7-12 | $2.14 \%$ |
| GS 13-15 | $2.78 \%$ |
| Senior Executive Service | $58.96 \%$ |
| Senior Level (SL) or Scientific or Professional (ST) | 2,734 |
| Other | $34.51 \%$ |
| Total | $1.50 \%$ |


| How long have you been with the Federal Government (excluding military service)? | N | \% |
| :---: | :---: | :---: |
| Less than 1 year | 67 | 0.85\% |
| 1 to 3 years | 962 | 12.14\% |
| 4 to 5 years | 272 | 3.43\% |
| 6 to 10 years | 2,045 | 25.81\% |
| 11 to 14 years | 1,226 | 15.47\% |
| 15 to 20 years | 1,058 | 13.35\% |
| More than 20 years | 2,294 | 28.95\% |
| Total | 7,924 | 100.00\% |
| How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)? | N | \% |
| Less than 1 year | 93 | 1.18\% |
| 1 to 3 years | 1,254 | 15.90\% |
| 4 to 5 years | 271 | 3.44\% |
| 6 to 10 years | 2,105 | 26.68\% |
| 11 to 20 years | 2,265 | 28.71\% |
| More than 20 years | 1,901 | 24.10\% |
| Total | 7,889 | 100.00\% |

[^8]Sample or Census: Sample
Number of surveys completed: 8,501 Number of surveys administered: 18,371 Response Rate: 46.3\%

## Social Security Administration 2017 Federal Employee Viewpoint Survey Results

| Are you considering leaving your organization within the next year, and if so, why? | N | \% |
| :--- | ---: | ---: |
| No | 5,900 | $74.76 \%$ |
| Yes, to retire | 485 | $6.15 \%$ |
| Yes, to take another job within the Federal Government | 979 | $12.40 \%$ |
| Yes, to take another job outside the Federal Government | 271 | $3.43 \%$ |
| Yes, other | 257 | $3.26 \%$ |
| Total | 7,892 | $100.00 \%$ |
| Iam planning to retire: | $\mathbf{N}$ | $\%$ |
| Within one year | 262 | $3.35 \%$ |
| Between one and three years | 712 | $9.09 \%$ |
| Between three and five years | 656 | $8.38 \%$ |
| Five or more years | 6,199 | $79.18 \%$ |
| Total | 7,829 | $100.00 \%$ |
| Self-ldentify as: | $\mathbf{N}$ | $\%$ |
| Heterosexual or Straight | 6,422 | $84.63 \%$ |
| Gay, Lesbian, Bisexual, or Transgender | 290 | $3.82 \%$ |
| I prefer not to say | 876 | $11.54 \%$ |
| Total | 7,588 | $100.00 \%$ |
| What is your US military service status? | $\mathbf{N}$ | $\%, 619$ |
| No Prior Military Service | $84.50 \%$ |  |
| Currently in National Guard or Reserves | 63 | $0.80 \%$ |
| Retired | 306 | $3.91 \%$ |
| Separated or Discharged | 845 | $10.79 \%$ |
| Total | 7,833 | $100.00 \%$ |

Survey Administration Period: May 11, 2017 to June 22, 2017
Percentages for demographic questions are un-weighted.

Sample or Census: Sample
Number of surveys completed: 8,501 Number of surveys administered: 18,371 Response Rate: 46.3\%

## Social Security Administration <br> 2017 Federal Employee Viewpoint Survey Results

| Are you an individual with a disability? | N | \% |
| :---: | :---: | :---: |
| Yes | 1,091 | 13.89\% |
| No | 6,762 | 86.11\% |
| Total | 7,853 | 100.00\% |
| What is your age group? | N | \% |
| 25 and under | 40 | 0.47\% |
| 26-29 | 221 | 2.60\% |
| 30-39 | 2,298 | 27.03\% |
| 40-49 | 2,387 | 28.08\% |
| 50-59 | 2,356 | 27.71\% |
| 60 or older | 1,199 | 14.10\% |
| Total | 8,501 | 100.00\% |


[^0]:    Survey Administration Period: May 11, 2017 to June 22, 2017
    AES prescribed items as of 2017 (5 CFR Part 250, Subpart C)
    ** Un-weighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'
    OPM weights the percentages to represent the SSA's population.

[^1]:    Survey Administration Period: May 11, 2017 to June 22, 2017

    * AES prescribed items as of 2017 (5 CFR Part 250, Subpart C)
    ** Un-weighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'
    OPM weights the percentages to represent the SSA's population.

[^2]:    Survey Administration Period: May 11, 2017 to June 22, 2017
    ** Un-weighted count of responses excluding 'Do Not Know' and 'No Basis to Judge' OPM weights the percentages to represent the SSA's population.

[^3]:    Survey Administration Period: May 11, 2017 to June 22, 2017
    ** Un-weighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'
    OPM weights the percentages to represent the SSA's population.

[^4]:    Survey Administration Period: May 11, 2017 to June 22, 2017
    ** Un-weighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'

[^5]:    Survey Administration Period: May 11, 2017 to June 22, 2017
    ** Un-weighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'
    OPM weights the percentages to represent the SSA's population.

[^6]:    Survey Administration Period: May 11, 2017 to June 22, 2017
    ** Un-weighted count of responses excluding 'Do Not Know' and 'No Basis to Judge' OPM weights the percentages to represent the SSA's population.

[^7]:    Survey Administration Period: May 11, 2017 to June 22, 2017
    ** Un-weighted count of responses excluding 'Do Not Know' and 'No Basis to Judge' OPM weights the percentages to represent the SSA's population.

[^8]:    Survey Administration Period: May 11, 2017 to June 22, 2017
    Percentages for demographic questions are un-weighted.

