#### **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) <u>Fed View Website</u>.

#### **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 <u>5 CFR Part 250</u>.

### 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.

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Q	ltem Text	Percent Positive %	Strongly Agree/ Very Good/ Very Satisfied %	Agree/ Good/ Satisfied %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Disagree/ Poor/ Dissatisfied %	Strongly Disagree/ Very Poor/ Very Dissatisfied %	Percent 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 Disagree/ Very Poor/ Very Dissatisfied N	ltem Response Total** N	Do Not Know/ No Basis to Judge 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	l like the kind of work l do.	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'

OPM weights the percentages to represent the SSA's population.

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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

Survey Administration Period: May 11, 2017 to June 22, 2017

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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 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 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

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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

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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

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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 job- relevant 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 empower- ment 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

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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

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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

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38	Prohibited Personnel 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 accomplish- ing 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

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40	*I recommend my organization as a good 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	*I 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

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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 representat- ive 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

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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

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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 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

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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 communica- tion 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

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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

\* 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.

Q	ltem Text	Percent Positive %	Strongly Agree/ Very Good/ Very Satisfied %	Agree/ Good/ Satisfied %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Disagree/ Poor/ Dissatisfied %	Strongly Disagree/ Very Poor/ Very Dissatisfied %	Percent 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 Disagree/ Very Poor/ Very Dissatisfied N	ltem Response Total** N	Do Not Know/ No 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

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.

Q	ltem Text	Percent Positive %	Strongly Agree/ Very Good/ Very Satisfied %	Agree/ Good/ Satisfied %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Disagree/ Poor/ Dissatisfied %	Strongly Disagree/ Very Poor/ Very Dissatisfied %	Percent 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 Disagree/ Very Poor/ Very Dissatisfied N	ltem Response Total** N	Do Not Know/ No Basis to Judge 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

Survey Administration Period: May 11, 2017 to June 22, 2017

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OPM weights the percentages to represent the SSA's population.

### Work/Life Program Participation

72.	Have you been notified whether or not you are eligible to telework?	Ν	%
	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.	Ν	%
	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	Ν	%
	Yes	1,214	14.86%
	No	6,062	76.11%
	Not available to me	673	9.03%
	Total	7,949	100.00%

75.	Do you participate in the following Work/Life programs? Health and Wellness Programs	Ν	%
	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	Ν	%
	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	Ν	%
	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	Ν	%
	Yes	177	2.32%
	No	6,941	85.52%
	Not available to me	826	12.17%
	Total	7,944	100.00%

### Work/Life Program Satisfaction

Q	ltem Text	Percent Positive %	Strongly Agree/ Very Good/ Very Satisfied %	Agree/ Good/ Satisfied %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Disagree/ Poor/ Dissatisfied %	Strongly Disagree/ Very Poor/ Very Dissatisfied %	Percent 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 Disagree/ Very Poor/ Very Dissatisfied N	ltem Response Total** N	Do Not Know/ No 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

\*\* 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 programs. OPM weights the percentages to represent the SSA's population.

Q	ltem Text	Percent Positive %	Strongly Agree/ Very Good/ Very Satisfied %	Agree/ Good/ Satisfied %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Disagree/ Poor/ Dissatisfied %	Strongly Disagree/ Very Poor/ Very Dissatisfied %	Percent 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 Disagree/ Very Poor/ Very Dissatisfied N	ltem Response Total** N	Do Not Know/ No Basis to Judge 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.

Q	ltem Text	Percent Positive %	Strongly Agree/ Very Good/ Very Satisfied %	Agree/ Good/ Satisfied %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Disagree/ Poor/ Dissatisfied %	Strongly Disagree/ Very Poor/ Very Dissatisfied %	Percent 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 Disagree/ Very Poor/ Very Dissatisfied N	ltem Response Total** N	Do Not Know/ No Basis to Judge 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.

#### **Demographics**

Where do you work?	Ν	%
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%

*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%

What is your pay category/grade?	N	%
Federal Wage System	11	0.14%
GS 1-6	220	2.78%
GS 7-12	4,671	58.96%
GS 13-15	2,734	34.51%
Senior Executive Service	119	1.50%
Senior Level (SL) or Scientific or Professional (ST)	12	0.15%
Other	155	1.96%
Total	7,922	100.00%
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%

	1,204	13.90%
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%

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

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%	
am planning to retire:	Ν	%	
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%	
elf-Identify as:	Ν	%	
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%	
/hat is your US military service status?	Ν	%	
No Prior Military Service	6,619	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.	Number of surveys administere	Sample or Census: Sample Number of surveys completed: 8,501 Number of surveys administered: 18,371	

Response Rate: 46.3%

Are you an individual with a disability?	Ν	%
Yes	1,091	13.89%
No	6,762	86.11%
Total	7,853	100.00%
What is your age group?	Ν	%
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%