

2019 FEDERAL EMPLOYEE VIEWPOINT SURVEY

Social Security Administration



This document provides the 2019 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 21, 2019 through July 2, 2019. SSA's participation in the 2019 FEVS fulfills the Federal requirement to administer an Annual Employee Survey (AES). See regulations at [5 CFR Part 250, Subpart C](#).

Survey Sample and Response Rate

OPM selected full-time and part-time permanent Federal employees to participate in the FEVS. SSA achieved a response rate of 47.1 percent. Of the 59,249 SSA employees whom OPM selected to participate, 27,933 of our employees voluntarily responded to the FEVS. Our response rate exceeded the government-wide rate of 42.6 percent.

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

Survey Results

Our 2019 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 2019 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 rewarding creativity and innovation had the lowest percentage of positive responses.

The following sections describe agency-level 2019 FEVS results for SSA.

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1	*I am given a real opportunity to improve my skills in my organization.	59.7%	19.5%	40.2%	16.8%	16.1%	7.5%	23.6%	5,580	11,294	4,555	4,350	1,946	27,725	N/A
2	I have enough information to do my job well.	72.4%	21.3%	51.1%	13.6%	10.4%	3.6%	14.0%	5,927	14,243	3,726	2,872	969	27,737	N/A
3	I feel encouraged to come up with new and better ways of doing things.	53.9%	19.7%	34.2%	19.1%	17.0%	10.0%	27.0%	5,621	9,539	5,187	4,608	2,658	27,613	N/A
4	My work gives me a feeling of personal accomplishment.	71.8%	30.0%	41.8%	14.1%	8.6%	5.4%	14.0%	8,420	11,682	3,855	2,379	1,436	27,772	N/A
5	I like the kind of work I do.	79.7%	36.5%	43.3%	12.6%	4.8%	2.8%	7.6%	10,130	12,059	3,478	1,329	759	27,755	N/A
6	I know what is expected of me on the job.	82.5%	34.6%	48.0%	9.2%	5.6%	2.7%	8.3%	9,598	13,321	2,538	1,552	724	27,733	N/A
7	When needed I am willing to put in the extra effort to get a job done.	95.7%	63.3%	32.3%	2.9%	0.7%	0.7%	1.4%	17,801	8,865	774	194	175	27,809	N/A

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Sample or Census: Census
 Number of surveys completed: 27,933
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8	I am constantly looking for ways to do my job better.	90.4%	50.4%	40.1%	7.9%	1.1%	0.6%	1.7%	14,108	11,097	2,161	295	162	27,823	N/A
9	I have sufficient resources (for example, people, materials, budget) to get my job done.	53.5%	15.7%	37.8%	14.0%	18.6%	13.9%	32.5%	4,246	10,390	3,825	5,304	3,904	27,669	58
10	*My workload is reasonable.	49.2%	12.4%	36.8%	15.0%	18.7%	17.1%	35.8%	3,449	10,267	4,121	5,211	4,593	27,641	84
11	*My talents are used well in the workplace.	55.1%	16.9%	38.2%	17.5%	15.6%	11.8%	27.4%	4,702	10,647	4,680	4,230	3,095	27,354	148
12	*I know how my work relates to the agency's goals.	88.5%	35.6%	53.0%	7.2%	2.4%	1.9%	4.3%	9,964	14,613	1,954	655	492	27,678	68
13	The work I do is important.	93.7%	57.5%	36.2%	4.3%	1.0%	0.9%	1.9%	15,903	10,051	1,210	296	250	27,710	33

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14	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	62.5%	23.6%	38.9%	14.6%	13.3%	9.5%	22.8%	6,642	10,846	3,990	3,695	2,538	27,711	121
15	My performance appraisal is a fair reflection of my performance.	63.2%	23.3%	39.9%	15.9%	11.6%	9.2%	20.9%	6,584	10,996	4,262	3,093	2,385	27,320	453
16	I am held accountable for achieving results.	86.0%	33.3%	52.7%	9.4%	2.7%	1.9%	4.6%	9,388	14,508	2,547	731	494	27,668	98
17	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	63.4%	26.7%	36.7%	19.7%	8.1%	8.8%	16.9%	7,410	9,845	5,140	2,107	2,244	26,746	1,047

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18	My training needs are assessed.	53.8%	15.8%	38.0%	23.9%	14.2%	8.2%	22.3%	4,455	10,498	6,509	3,874	2,181	27,517	311
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).	73.9%	29.7%	44.1%	12.3%	8.2%	5.7%	13.9%	8,177	11,865	3,232	2,200	1,495	26,969	793
20	*The people I work with cooperate to get the job done.	69.2%	24.4%	44.8%	15.2%	11.1%	4.6%	15.6%	6,981	12,497	4,045	2,986	1,190	27,699	N/A
21	My work unit is able to recruit people with the right skills.	38.2%	9.0%	29.2%	28.2%	19.8%	13.7%	33.5%	2,369	7,682	7,238	5,266	3,616	26,171	1,317

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22	Promotions in my work unit are based on merit.	35.9%	9.7%	26.2%	27.5%	17.6%	18.9%	36.5%	2,651	6,963	6,962	4,480	4,651	25,707	1,732
23	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	31.7%	8.0%	23.7%	27.1%	19.9%	21.4%	41.2%	2,099	6,118	6,674	4,976	5,201	25,068	2,387
24	*In my work unit, differences in performance are recognized in a meaningful way.	35.1%	8.7%	26.4%	27.2%	20.6%	17.1%	37.7%	2,354	7,037	6,976	5,317	4,304	25,988	1,475
25	Awards in my work unit depend on how well employees perform their jobs.	45.8%	12.7%	33.2%	22.8%	15.4%	16.0%	31.4%	3,369	8,699	5,761	3,907	3,950	25,686	1,793
26	Employees in my work unit share job knowledge with each other.	79.0%	28.3%	50.7%	11.4%	5.6%	4.0%	9.6%	7,884	13,920	3,011	1,502	1,049	27,366	128

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27	The skill level in my work unit has improved in the past year.	56.5%	19.0%	37.5%	27.6%	9.2%	6.6%	15.9%	5,076	9,907	7,142	2,407	1,657	26,189	1,267
28	How would you rate the overall quality of work done by your work unit?	78.8%	33.8%	45.0%	17.2%	3.0%	1.0%	4.0%	9,439	12,405	4,546	769	251	27,410	N/A
29	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	77.7%	26.9%	50.8%	13.3%	6.6%	2.4%	9.1%	7,355	13,860	3,506	1,786	628	27,135	284
30	Employees have a feeling of personal empowerment with respect to work processes.	41.6%	9.3%	32.3%	26.4%	20.0%	12.0%	32.0%	2,499	8,561	6,874	5,286	3,051	26,271	682

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31	Employees are recognized for providing high quality products and services.	51.6%	13.0%	38.7%	20.5%	16.4%	11.5%	27.9%	3,553	10,400	5,296	4,264	2,914	26,427	497
32	Creativity and innovation are rewarded.	37.8%	10.2%	27.7%	28.6%	19.7%	13.9%	33.6%	2,735	7,311	7,297	5,048	3,483	25,874	943
33	Pay raises depend on how well employees perform their jobs.	22.3%	5.8%	16.5%	29.5%	25.6%	22.5%	48.2%	1,437	4,125	7,309	6,495	5,673	25,039	1,816
34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	57.5%	17.0%	40.5%	26.8%	7.8%	7.8%	15.7%	4,424	10,273	6,662	1,917	1,838	25,114	1,804

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35	Employees are protected from health and safety hazards on the job.	73.3%	23.7%	49.6%	13.9%	7.4%	5.4%	12.8%	6,616	13,185	3,568	1,882	1,330	26,581	362
36	My organization has prepared employees for potential security threats.	81.2%	25.8%	55.4%	11.0%	4.8%	3.0%	7.8%	7,036	14,740	2,854	1,250	759	26,639	217
37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	55.8%	20.2%	35.5%	20.9%	11.2%	12.2%	23.3%	5,445	9,182	5,186	2,815	2,956	25,584	1,325

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38	Prohibited Personnel Practices (for example, illegally discriminating for or against any employee/ap plicant, obstructing a person's right to compete for employment, knowingly violating veterans' preference requirements) are not tolerated.	67.4%	26.3%	41.1%	19.9%	5.5%	7.1%	12.7%	6,846	10,253	4,732	1,319	1,638	24,788	2,074
39	My agency is successful at accomplishin g its mission.	73.4%	21.1%	52.3%	18.4%	5.2%	3.0%	8.2%	5,719	13,883	4,687	1,341	743	26,373	553

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40	*I recommend my organization as a good place to work.	64.9%	23.9%	41.0%	19.3%	10.1%	5.7%	15.8%	6,602	11,048	5,064	2,685	1,471	26,870	N/A
41	*I believe the results of this survey will be used to make my agency a better place to work.	46.8%	17.8%	29.0%	26.0%	14.7%	12.5%	27.2%	4,416	7,210	6,437	3,696	3,049	24,808	2,080
42	My supervisor supports my need to balance work and other life issues.	75.7%	36.3%	39.4%	11.6%	6.3%	6.4%	12.7%	9,993	10,413	2,976	1,612	1,596	26,590	176
43	My supervisor provides me with opportunities to demonstrate my leadership skills.	63.3%	28.3%	35.0%	18.7%	9.9%	8.0%	18.0%	7,787	9,326	4,823	2,586	2,008	26,530	214

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44	Discussions with my supervisor about my performance are worthwhile.	65.3%	29.3%	36.0%	16.9%	9.3%	8.5%	17.8%	7,973	9,565	4,372	2,443	2,141	26,494	217
45	My supervisor is committed to a workforce representative of all segments of society.	66.8%	30.0%	36.7%	23.0%	4.4%	5.8%	10.2%	7,703	9,123	5,535	1,043	1,325	24,729	1,991
46	My supervisor provides me with constructive suggestions to improve my job performance.	66.1%	28.1%	38.0%	17.4%	9.3%	7.2%	16.4%	7,666	10,107	4,563	2,449	1,820	26,605	144
47	Supervisors in my work unit support employee development.	64.9%	28.5%	36.4%	18.1%	8.7%	8.4%	17.1%	7,736	9,633	4,575	2,211	2,069	26,224	516

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48	My supervisor listens to what I have to say.	76.6%	37.2%	39.5%	11.4%	7.4%	4.5%	11.9%	10,192	10,435	2,953	1,916	1,150	26,646	N/A
49	My supervisor treats me with respect.	83.3%	44.0%	39.3%	9.1%	4.2%	3.4%	7.6%	11,984	10,337	2,335	1,109	871	26,636	N/A
50	In the last six months, my supervisor has talked with me about my performance.	87.3%	39.1%	48.2%	6.8%	3.8%	2.0%	5.9%	10,696	12,662	1,762	992	526	26,638	N/A
51	I have trust and confidence in my supervisor.	66.8%	35.6%	31.2%	16.6%	8.9%	7.7%	16.7%	9,758	8,318	4,275	2,325	1,960	26,636	N/A
52	Overall, how good a job do you feel is being done by your immediate supervisor?	70.9%	40.2%	30.6%	18.4%	6.1%	4.6%	10.7%	10,964	8,149	4,766	1,568	1,176	26,623	N/A

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53	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	40.7%	12.2%	28.5%	25.4%	17.8%	16.1%	33.9%	3,141	7,275	6,414	4,514	3,981	25,325	1,011
54	My organization's senior leaders maintain high standards of honesty and integrity.	52.3%	17.6%	34.8%	27.2%	9.3%	11.2%	20.5%	4,321	8,424	6,449	2,191	2,578	23,963	2,322
55	Supervisors work well with employees of different backgrounds.	68.3%	22.9%	45.4%	19.2%	6.4%	6.0%	12.5%	5,949	11,519	4,626	1,519	1,407	25,020	1,138
56	*Managers communicate the goals of the organization.	74.6%	22.7%	51.9%	14.1%	6.0%	5.3%	11.3%	6,050	13,456	3,600	1,538	1,307	25,951	277

Survey Administration Period: May 21 through July 2, 2019

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Sample or Census: Census

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Response Rate: 47.1%

Social Security Administration 2019 Federal Employee Viewpoint Survey Results

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57	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	74.3%	23.3%	51.1%	16.1%	4.9%	4.6%	9.5%	5,972	12,830	3,946	1,209	1,102	25,059	1,210
58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	59.1%	19.4%	39.7%	18.9%	12.2%	9.8%	22.0%	5,108	10,194	4,719	3,068	2,402	25,491	817
59	Managers support collaboration across work units to accomplish work objectives.	60.8%	20.3%	40.5%	19.4%	10.8%	9.0%	19.8%	5,292	10,363	4,773	2,691	2,190	25,309	895

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60	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	62.1%	27.4%	34.7%	21.9%	7.9%	8.2%	16.0%	6,951	8,688	5,305	1,908	1,929	24,781	1,456
61	I have a high level of respect for my organization's senior leaders.	56.0%	22.8%	33.2%	24.2%	10.4%	9.3%	19.8%	5,866	8,495	6,134	2,685	2,324	25,504	664
62	Senior leaders demonstrate support for Work-Life programs.	52.2%	19.8%	32.3%	28.1%	10.2%	9.5%	19.7%	4,820	7,777	6,551	2,386	2,147	23,681	2,431
63	*How satisfied are you with your involvement in decisions that affect your work?	46.6%	12.8%	33.8%	24.6%	20.4%	8.4%	28.8%	3,457	8,905	6,275	5,248	2,110	25,995	N/A

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64	*How satisfied are you with the information you receive from management on what's going on in your organization?	52.7%	14.4%	38.3%	22.6%	17.0%	7.7%	24.7%	3,848	10,053	5,744	4,376	1,947	25,968	N/A
65	*How satisfied are you with the recognition you receive for doing a good job?	52.5%	16.8%	35.7%	21.3%	16.6%	9.6%	26.2%	4,504	9,362	5,447	4,234	2,409	25,956	N/A
66	How satisfied are you with the policies and practices of your senior leaders?	43.1%	11.9%	31.2%	31.1%	16.2%	9.5%	25.7%	3,158	8,176	7,997	4,167	2,404	25,902	N/A
67	How satisfied are you with your opportunity to get a better job in your organization?	38.2%	11.6%	26.6%	25.3%	19.8%	16.7%	36.5%	3,103	7,002	6,542	5,087	4,190	25,924	N/A

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68	How satisfied are you with the training you receive for your present job?	54.6%	14.2%	40.4%	22.1%	15.7%	7.6%	23.3%	3,785	10,549	5,664	4,017	1,916	25,931	N/A
69	*Considering everything, how satisfied are you with your job?	66.5%	21.2%	45.3%	16.5%	11.2%	5.7%	17.0%	5,609	11,799	4,209	2,888	1,442	25,947	N/A
70	Considering everything, how satisfied are you with your pay?	65.3%	20.4%	44.9%	15.9%	12.9%	5.9%	18.8%	5,466	11,756	4,014	3,248	1,452	25,936	N/A
71	*Considering everything, how satisfied are you with your organization?	61.2%	17.4%	43.8%	19.7%	12.5%	6.7%	19.1%	4,591	11,429	4,999	3,194	1,672	25,885	N/A

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Social Security Administration 2019 Federal Employee Viewpoint Survey Results

Demographics

<i>What is your supervisory status?</i>	%
Non-Supervisor	73.4%
Team Leader	9.8%
Supervisor	8.5%
Manager	7.4%
Senior Leader	0.8%
Total	100.0%

<i>Are you:</i>	%
Male	35.7%
Female	64.3%
Total	100.0%

<i>Are you of Hispanic, Latino, or Spanish origin?</i>	%
Yes	16.0%
No	84.0%
Total	100.0%

Social Security Administration 2019 Federal Employee Viewpoint Survey Results

<i>Please select the racial category with which you most closely identify.</i>	%
Black or African American	22.5%
White	65.3%
All other races	12.2%
Total	100.0%

<i>What is your agency subcomponent?</i>	%
Deputy Commissioner for Analytics, Review, and Oversight	3.8%
Deputy Commissioner for Budget, Finance, & Management	1.4%
Deputy Commissioner for Communications	0.4%
Deputy Commissioner for Hearing Operations	14.0%
Deputy Commissioner for Human Resources	1.0%
Deputy Commissioner for Legislation & Congressional Affairs	0.2%
Deputy Commissioner for Operations	69.5%
Deputy Commissioner for Retirement & Disability Policy	1.4%
Deputy Commissioner for Systems	5.8%
Office of the Chief Actuary	0.2%
Office of the Commissioner	0.1%
Office of the General Counsel	1.4%
Office of the Inspector General	0.8%
Total	100.0%