

2016 FEDERAL EMPLOYEE VIEWPOINT SURVEY

Social Security Administration



This document provides the 2016 Federal Employee Viewpoint Survey (FEVS) results for the Social Security Administration (SSA). You will find the government-wide FEVS results on the Office of Personnel Management (OPM) website: [Federal Employee Viewpoint Survey](#).

Survey Administration

OPM administered the online survey to SSA employees from May 5, 2016 through June 16, 2016. SSA's participation in the 2016 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. Of the 18,192 SSA employees whom OPM selected to participate, 8,907 of our employees voluntarily responded to the FEVS. SSA achieved a response rate of 49.0 percent. Our response rate exceeded the Government-wide rate of 45.8 percent.

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

Survey Results

Our 2016 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 satisfaction with Alternative Work Schedules.

Our 2016 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, merit-based promotions, meaningful recognition based on various levels of employee performance, and rewarding employee's creativity and innovation had the lowest percentage of positive responses.

The following sections describe agency-level 2016 FEVS results for the Social Security Administration.

Social Security Administration 2016 Federal Employee Viewpoint Survey Results

| Item | Item Text | Percent Positive % | Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied | | | | Percent Negative % | Item Response Total** N | Do Not Know/ No Basis to Judge N |
|------|---|--------------------|--|------------------------|------------------------------|---|--------------------|-------------------------|----------------------------------|
| | | | Strongly Agree/ Very Good/ Very Satisfied | Agree/ Good/ Satisfied | Disagree/ Poor/ Dissatisfied | Strongly Disagree/ Very Poor/ Very Dissatisfied | | | |
| 1 | *I am given a real opportunity to improve my skills in my organization. | 61.50% | 20.25% 2,052 | 41.26% 3,706 | 16.76% 1,372 | 14.89% 1,213 | 6.85% 544 | 21.74% | 8,887 N/A |
| 2 | I have enough information to do my job well. | 74.45% | 21.48% 2,027 | 52.97% 4,616 | 12.08% 1,020 | 10.66% 916 | 2.81% 240 | 13.47% | 8,819 N/A |
| 3 | I feel encouraged to come up with new and better ways of doing things. | 55.33% | 19.70% 1,994 | 35.62% 3,150 | 19.45% 1,561 | 16.44% 1,356 | 8.78% 715 | 25.22% | 8,776 N/A |
| 4 | *My work gives me a feeling of personal accomplishment. | 75.22% | 33.15% 3,004 | 42.07% 3,664 | 13.28% 1,159 | 7.76% 690 | 3.74% 323 | 11.49% | 8,840 N/A |
| 5 | *I like the kind of work I do. | 81.58% | 38.69% 3,466 | 42.89% 3,755 | 11.48% 991 | 4.85% 409 | 2.09% 176 | 6.94% | 8,797 N/A |
| 6 | I know what is expected of me on the job. | 82.42% | 35.60% 3,132 | 46.82% 4,111 | 9.35% 819 | 6.11% 544 | 2.11% 187 | 8.22% | 8,793 N/A |
| 7 | When needed I am willing to put in the extra effort to get a job done. | 96.86% | 66.21% 5,957 | 30.65% 2,619 | 2.17% 179 | 0.44% 35 | 0.54% 49 | 0.97% | 8,839 N/A |
| 8 | I am constantly looking for ways to do my job better. | 91.72% | 53.95% 4,812 | 37.77% 3,318 | 6.87% 603 | 0.99% 82 | 0.42% 40 | 1.41% | 8,855 N/A |

Survey Administration Period: May 5, 2016 to June 16, 2016

Percentages for demographic questions are unweighted.

* AES prescribed items

** Unweighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'

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Sample or Census: Sample

Number of surveys completed: 8,907

Number of surveys administered: 18,192

Response Rate: 49.0%

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|------|--|--------------------|---|------------------------------|--|------------------------------------|---|--------------------|----------------------------|--|
| 9 | I have sufficient resources (for example, people, materials, budget) to get my job done. | 53.52% | 14.89% 1,322 | 38.63% 3,496 | 13.61% 1,172 | 20.44% 1,824 | 12.43% 1,050 | 32.87% | 8,864 | 15 |
| 10 | *My workload is reasonable. | 50.82% | 12.35% 1,184 | 38.47% 3,539 | 15.22% 1,307 | 18.69% 1,599 | 15.27% 1,196 | 33.97% | 8,825 | 9 |
| 11 | *My talents are used well in the workplace. | 55.18% | 16.24% 1,562 | 38.94% 3,456 | 17.86% 1,424 | 15.40% 1,249 | 11.56% 933 | 26.96% | 8,624 | 50 |
| 12 | *I know how my work relates to the agency's goals and priorities. | 88.14% | 35.31% 3,281 | 52.83% 4,530 | 7.66% 615 | 2.65% 237 | 1.55% 139 | 4.20% | 8,802 | 18 |
| 13 | *The work I do is important. | 93.90% | 59.81% 5,104 | 34.10% 3,006 | 4.46% 429 | 0.88% 92 | 0.75% 81 | 1.63% | 8,712 | 12 |
| 14 | *Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well. | 64.13% | 24.19% 2,306 | 39.94% 3,617 | 13.78% 1,137 | 14.05% 1,163 | 8.04% 615 | 22.09% | 8,838 | 23 |
| 15 | *My performance appraisal is a fair reflection of my performance. | 61.71% | 22.29% 2,182 | 39.42% 3,484 | 15.86% 1,275 | 12.56% 986 | 9.86% 762 | 22.43% | 8,689 | 164 |
| 16 | I am held accountable for achieving results. | 84.78% | 32.51% 3,006 | 52.27% 4,532 | 10.01% 820 | 3.45% 283 | 1.76% 140 | 5.21% | 8,781 | 38 |

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|------|---|--------------------|---|------------------------------|--|------------------------------------|---|--------------------|----------------------------|--|
| 17 | I can disclose a suspected violation of any law, rule or regulation without fear of reprisal. | 62.68% | 25.72% 2,374 | 36.95% 3,039 | 19.83% 1,586 | 8.29% 695 | 9.20% 755 | 17.49% | 8,449 | 390 |
| 18 | *My training needs are assessed. | 53.41% | 14.28% 1,427 | 39.13% 3,447 | 24.06% 1,980 | 14.89% 1,281 | 7.64% 635 | 22.53% | 8,770 | 87 |
| 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). | 69.46% | 26.13% 2,432 | 43.33% 3,634 | 12.89% 1,050 | 10.87% 908 | 6.78% 560 | 17.65% | 8,584 | 295 |
| 20 | *The people I work with cooperate to get the job done. | 69.81% | 23.12% 2,314 | 46.69% 4,132 | 14.33% 1,169 | 11.57% 941 | 4.29% 333 | 15.86% | 8,889 | N/A |
| 21 | *My work unit is able to recruit people with the right skills. | 40.66% | 8.33% 874 | 32.33% 2,850 | 27.66% 2,183 | 19.06% 1,587 | 12.62% 986 | 31.68% | 8,480 | 397 |
| 22 | *Promotions in my work unit are based on merit. | 35.74% | 9.04% 948 | 26.70% 2,308 | 26.01% 2,056 | 17.97% 1,436 | 20.29% 1,522 | 38.26% | 8,270 | 568 |
| 23 | *In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. | 28.51% | 6.18% 583 | 22.32% 1,865 | 25.69% 2,043 | 22.34% 1,726 | 23.47% 1,737 | 45.81% | 7,954 | 897 |

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|------|--|--------------------|---|------------------------------|--|------------------------------------|---|--------------------|----------------------------|--|
| 24 | *In my work unit, differences in performance are recognized in a meaningful way. | 33.77% | 7.22% 719 | 26.55% 2,295 | 26.55% 2,175 | 21.71% 1,732 | 17.97% 1,385 | 39.68% | 8,306 | 542 |
| 25 | Awards in my work unit depend on how well employees perform their jobs. | 41.83% | 10.80% 1,016 | 31.02% 2,601 | 24.19% 1,914 | 16.94% 1,290 | 17.04% 1,272 | 33.98% | 8,093 | 739 |
| 26 | Employees in my work unit share job knowledge with each other. | 78.95% | 28.46% 2,638 | 50.49% 4,374 | 11.02% 939 | 6.07% 528 | 3.96% 332 | 10.03% | 8,811 | 34 |
| 27 | The skill level in my work unit has improved in the past year. | 55.86% | 18.32% 1,674 | 37.55% 3,160 | 27.40% 2,275 | 10.07% 816 | 6.66% 506 | 16.73% | 8,431 | 423 |
| 28 | How would you rate the overall quality of work done by your work unit? | 79.05% | 32.90% 3,312 | 46.15% 3,939 | 17.12% 1,324 | 2.93% 221 | 0.90% 68 | 3.84% | 8,864 | N/A |
| 29 | *The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals. | 68.11% | 14.04% 1,344 | 54.07% 4,669 | 18.06% 1,427 | 10.56% 835 | 3.27% 258 | 13.83% | 8,533 | 140 |
| 30 | *Employees have a feeling of personal empowerment with respect to work processes. | 43.45% | 9.54% 926 | 33.91% 2,913 | 26.63% 2,152 | 20.19% 1,671 | 9.72% 759 | 29.92% | 8,421 | 227 |

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|------|--|--------------------|---|------------------------------|--|------------------------------------|---|--------------------|----------------------------|--|
| 31 | Employees are recognized for providing high quality products and services. | 50.31% | 12.37% 1,245 | 37.95% 3,328 | 21.35% 1,700 | 17.95% 1,402 | 10.39% 791 | 28.34% | 8,466 | 189 |
| 32 | *Creativity and innovation are rewarded. | 37.43% | 10.08% 1,002 | 27.35% 2,407 | 29.99% 2,354 | 19.71% 1,549 | 12.87% 975 | 32.58% | 8,287 | 337 |
| 33 | *Pay raises depend on how well employees perform their jobs. | 20.02% | 4.91% 444 | 15.11% 1,255 | 27.89% 2,208 | 26.52% 2,132 | 25.56% 1,933 | 52.08% | 7,972 | 633 |
| 34 | Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring). | 63.13% | 19.45% 1,757 | 43.68% 3,603 | 23.20% 1,838 | 6.96% 531 | 6.71% 512 | 13.67% | 8,241 | 432 |
| 35 | *Employees are protected from health and safety hazards on the job. | 74.92% | 24.02% 2,267 | 50.89% 4,327 | 13.28% 1,070 | 7.32% 564 | 4.48% 320 | 11.80% | 8,548 | 117 |
| 36 | *My organization has prepared employees for potential security threats. | 81.54% | 25.43% 2,279 | 56.11% 4,769 | 11.00% 904 | 4.73% 384 | 2.73% 214 | 7.46% | 8,550 | 71 |
| 37 | Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated. | 56.64% | 21.73% 1,916 | 34.90% 2,861 | 20.32% 1,638 | 10.84% 864 | 12.21% 949 | 23.05% | 8,228 | 411 |

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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. | 68.20% | 27.39% | 40.81% | 19.04% | 5.20% | 7.56% | 12.76% | 8,004 | 591 |
| | | | 2,368 | 3,255 | 1,426 | 399 | 556 | | | |
| 39 | My agency is successful at accomplishing its mission. | 72.24% | 20.44% | 51.80% | 19.00% | 5.73% | 3.04% | 8.77% | 8,512 | 148 |
| | | | 1,951 | 4,435 | 1,465 | 438 | 223 | | | |
| 40 | I recommend my organization as a good place to work. | 69.40% | 27.08% | 42.32% | 17.97% | 8.52% | 4.10% | 12.62% | 8,655 | N/A |
| | | | 2,543 | 3,601 | 1,478 | 697 | 336 | | | |
| 41 | I believe the results of this survey will be used to make my agency a better place to work. | 53.42% | 21.01% | 32.41% | 24.59% | 12.78% | 9.21% | 21.98% | 7,939 | 728 |
| | | | 1,725 | 2,599 | 1,897 | 1,007 | 711 | | | |
| 42 | *My supervisor supports my need to balance work and other life issues. | 75.38% | 34.55% | 40.83% | 12.41% | 6.30% | 5.91% | 12.21% | 8,588 | 50 |
| | | | 3,342 | 3,401 | 951 | 475 | 419 | | | |
| 43 | My supervisor provides me with opportunities to demonstrate my leadership skills. | 62.14% | 26.53% | 35.61% | 18.95% | 10.97% | 7.95% | 18.91% | 8,554 | 55 |
| | | | 2,575 | 3,023 | 1,467 | 880 | 609 | | | |

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|------|--|--------------------|---|------------------------------|--|------------------------------------|---|--------------------|----------------------------|--|
| 44 | *Discussions with my supervisor about my performance are worthwhile. | 63.20% | 27.04% 2,510 | 36.15% 3,031 | 17.49% 1,401 | 10.84% 870 | 8.48% 667 | 19.32% | 8,479 | 80 |
| 45 | My supervisor is committed to a workforce representative of all segments of society. | 66.27% | 27.80% 2,461 | 38.47% 2,993 | 23.25% 1,738 | 4.97% 359 | 5.52% 386 | 10.48% | 7,937 | 664 |
| 46 | My supervisor provides me with constructive suggestions to improve my job performance. | 62.99% | 25.72% 2,385 | 37.27% 3,141 | 18.93% 1,528 | 10.42% 882 | 7.66% 609 | 18.08% | 8,545 | 51 |
| 47 | *Supervisors in my work unit support employee development. | 64.34% | 26.79% 2,528 | 37.56% 3,175 | 18.26% 1,431 | 9.21% 726 | 8.19% 625 | 17.40% | 8,485 | 135 |
| 48 | My supervisor listens to what I have to say. | 75.41% | 34.86% 3,268 | 40.56% 3,384 | 12.23% 964 | 8.19% 666 | 4.17% 318 | 12.36% | 8,600 | N/A |
| 49 | My supervisor treats me with respect. | 82.44% | 41.86% 3,831 | 40.58% 3,319 | 9.62% 771 | 4.75% 388 | 3.18% 255 | 7.93% | 8,564 | N/A |
| 50 | In the last six months, my supervisor has talked with me about my performance. | 86.38% | 37.43% 3,464 | 48.95% 4,005 | 6.56% 518 | 4.88% 407 | 2.19% 172 | 7.07% | 8,566 | N/A |
| 51 | *I have trust and confidence in my supervisor. | 64.93% | 33.24% 3,091 | 31.69% 2,668 | 17.79% 1,447 | 9.39% 761 | 7.89% 630 | 17.28% | 8,597 | N/A |
| 52 | *Overall, how good a job do you feel is being done by your immediate supervisor? | 70.15% | 37.94% 3,491 | 32.21% 2,692 | 19.19% 1,545 | 6.47% 527 | 4.19% 347 | 10.66% | 8,602 | N/A |

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|------|---|--------------------|---|------------------------------|--|------------------------------------|---|--------------------|----------------------------|--|
| 53 | *In my organization, senior leaders generate high levels of motivation and commitment in the workforce. | 43.44% | 12.93% 1,222 | 30.50% 2,584 | 25.05% 1,990 | 18.09% 1,470 | 13.42% 1,046 | 31.51% | 8,312 | 216 |
| 54 | My organization's senior leaders maintain high standards of honesty and integrity. | 53.84% | 18.08% 1,612 | 35.76% 2,838 | 25.70% 1,946 | 10.09% 775 | 10.36% 760 | 20.45% | 7,931 | 582 |
| 55 | *Supervisors work well with employees of different backgrounds. | 67.45% | 21.34% 1,904 | 46.11% 3,723 | 19.87% 1,520 | 6.66% 515 | 6.03% 436 | 12.68% | 8,098 | 377 |
| 56 | *Managers communicate the goals and priorities of the organization. | 74.35% | 22.07% 1,969 | 52.28% 4,328 | 14.22% 1,165 | 6.30% 537 | 5.13% 415 | 11.44% | 8,414 | 70 |
| 57 | *Managers review and evaluate the organization's progress toward meeting its goals and objectives. | 72.64% | 21.90% 1,899 | 50.75% 4,024 | 17.76% 1,375 | 5.26% 435 | 4.34% 335 | 9.60% | 8,068 | 379 |
| 58 | Managers promote communication among different work units (for example, about projects, goals, needed resources). | 58.08% | 18.05% 1,624 | 40.02% 3,267 | 19.75% 1,564 | 12.24% 1,013 | 9.93% 762 | 22.17% | 8,230 | 259 |
| 59 | Managers support collaboration across work units to accomplish work objectives. | 60.53% | 18.96% 1,712 | 41.57% 3,401 | 19.94% 1,563 | 10.78% 870 | 8.75% 666 | 19.53% | 8,212 | 281 |

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|------|--|--------------------|---|------------------------------|--|------------------------------------|---|--------------------|----------------------------|--|
| 60 | Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor? | 61.22% | 26.44% 2,351 | 34.78% 2,771 | 23.37% 1,757 | 8.03% 599 | 7.38% 547 | 15.41% | 8,025 | 470 |
| 61 | *I have a high level of respect for my organization's senior leaders. | 57.83% | 23.24% 2,078 | 34.59% 2,834 | 23.12% 1,884 | 10.78% 902 | 8.26% 670 | 19.05% | 8,368 | 127 |
| 62 | Senior leaders demonstrate support for Work/Life programs. | 57.24% | 21.52% 1,938 | 35.72% 2,843 | 26.91% 1,958 | 9.01% 630 | 6.84% 470 | 15.85% | 7,839 | 661 |
| 63 | *How satisfied are you with your involvement in decisions that affect your work? | 48.43% | 12.99% 1,270 | 35.43% 3,051 | 23.35% 1,879 | 21.72% 1,715 | 6.50% 524 | 28.22% | 8,439 | N/A |
| 64 | *How satisfied are you with the information you receive from management on what's going on in your organization? | 52.74% | 13.81% 1,324 | 38.93% 3,264 | 22.27% 1,762 | 17.75% 1,476 | 7.25% 577 | 25.00% | 8,403 | N/A |
| 65 | *How satisfied are you with the recognition you receive for doing a good job? | 50.14% | 15.39% 1,490 | 34.76% 3,018 | 21.84% 1,725 | 17.81% 1,404 | 10.21% 769 | 28.01% | 8,406 | N/A |
| 66 | *How satisfied are you with the policies and practices of your senior leaders? | 45.32% | 11.65% 1,112 | 33.68% 2,900 | 28.51% 2,297 | 17.68% 1,424 | 8.49% 673 | 26.16% | 8,406 | N/A |
| 67 | *How satisfied are you with your opportunity to get a better job in your organization? | 39.13% | 12.04% 1,147 | 27.09% 2,324 | 23.78% 2,006 | 20.19% 1,646 | 16.90% 1,289 | 37.09% | 8,412 | N/A |

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|------|--|--------------------|---|------------------------------|--|------------------------------------|---|--------------------|----------------------------|--|
| 68 | *How satisfied are you with the training you receive for your present job? | 54.86% | 14.31% 1,377 | 40.55% 3,451 | 21.74% 1,739 | 16.39% 1,294 | 7.01% 542 | 23.39% | 8,403 | N/A |
| 69 | *Considering everything, how satisfied are you with your job? | 68.26% | 22.82% 2,088 | 45.44% 3,797 | 15.77% 1,258 | 10.93% 882 | 5.04% 389 | 15.98% | 8,414 | N/A |
| 70 | *Considering everything, how satisfied are you with your pay? | 62.23% | 19.33% 1,844 | 42.90% 3,684 | 15.81% 1,256 | 14.77% 1,126 | 7.19% 506 | 21.96% | 8,416 | N/A |
| 71 | Considering everything, how satisfied are you with your organization? | 62.79% | 18.51% 1,718 | 44.27% 3,740 | 19.21% 1,525 | 12.32% 997 | 5.69% 443 | 18.00% | 8,423 | N/A |

Survey Administration Period: May 5, 2016 to June 16, 2016

Percentages for demographic questions are unweighted.

* AES prescribed items

** Unweighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'

Percent Positive scores are the sum of two favorable responses (i.e. Strongly Agree/Agree).

Percent Negative scores are the sum of two unfavorable responses (i.e. Strongly Disagree/Disagree).

Sample or Census: Sample

Number of surveys completed: 8,907

Number of surveys administered: 18,192

Response Rate: 49.0%

Social Security Administration

2016 Federal Employee Viewpoint Survey Results

Work/Life Satisfaction

| 72. Have you been notified whether or not you are eligible to telework? | N | % |
|---|--------------|----------------|
| Yes, I was notified that I was eligible to telework. | 4,481 | 41.86% |
| Yes, I was notified that I was not eligible to telework. | 1,471 | 19.60% |
| No, I was not notified of my telework eligibility. | 2,073 | 32.46% |
| Not sure if I was notified of my telework eligibility. | 394 | 6.08% |
| Total | 8,419 | 100.00% |

| 73. Please select the response below that BEST describes your current teleworking situation. | N | % |
|--|--------------|----------------|
| I telework 3 or more days per week. | 1,163 | 9.37% |
| I telework 1 or 2 days per week. | 1,832 | 15.69% |
| I telework, but no more than 1 or 2 days per month. | 324 | 4.02% |
| I telework very infrequently. | 223 | 1.68% |
| I do not telework because I have to be physically present on the job. | 522 | 7.11% |
| I do not telework because I have technical issues. | 203 | 3.02% |
| I do not telework because I did not receive approval to do so. | 2,891 | 44.00% |
| I do not telework because I choose not to telework. | 1,134 | 15.11% |
| Total | 8,292 | 100.00% |

| 74. Do you participate in the following Work/Life programs? Alternative Work Schedules | N | % |
|--|--------------|----------------|
| Yes | 1,336 | 15.90% |
| No | 6,231 | 73.76% |
| Not available to me | 807 | 10.34% |
| Total | 8,374 | 100.00% |

Social Security Administration 2016 Federal Employee Viewpoint Survey Results

| 75. Do you participate in the following Work/Life programs? Health and Wellness Programs | N | % |
|--|-------|---------|
| Yes | 1,758 | 20.40% |
| No | 5,991 | 71.25% |
| Not available to me | 584 | 8.35% |
| Total | 8,333 | 100.00% |

| 76. Do you participate in the following Work/Life programs? Employee Assistance Program | N | % |
|---|-------|---------|
| Yes | 1,379 | 18.27% |
| No | 6,738 | 79.10% |
| Not available to me | 178 | 2.64% |
| Total | 8,295 | 100.00% |

| 77. Do you participate in the following Work/Life programs? Child Care Programs | N | % |
|---|-------|---------|
| Yes | 270 | 2.99% |
| No | 6,969 | 81.94% |
| Not available to me | 1,111 | 15.06% |
| Total | 8,350 | 100.00% |

| 78. Do you participate in the following Work/Life programs? Elder Care Programs | N | % |
|---|-------|---------|
| Yes | 201 | 2.38% |
| No | 7,275 | 85.32% |
| Not available to me | 916 | 12.30% |
| Total | 8,392 | 100.00% |

Social Security Administration 2016 Federal Employee Viewpoint Survey Results

| Item | Item Text | Percent Positive % | Neither Satisfied nor Dissatisfied | | | | | Percent Negative % | Item Response Total** N | Do Not Know/ No Basis to Judge N |
|------|--|--------------------|------------------------------------|-----------|--------------|--------------|-------------------|--------------------|-------------------------|----------------------------------|
| | | | Very Satisfied | Satisfied | Dissatisfied | Dissatisfied | Very Dissatisfied | | | |
| 79 | How satisfied are you with the following Work/Life programs in your agency? Telework | 85.39% | 49.64% | 35.75% | 7.73% | 4.57% | 2.31% | 6.88% | 3,550 | 144 |
| | | | 1,900 | 1,223 | 219 | 147 | 61 | | | |
| 80 | How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS) | 87.00% | 50.02% | 36.99% | 10.67% | 1.51% | 0.82% | 2.33% | 1,302 | 80 |
| | | | 709 | 447 | 118 | 19 | 9 | | | |
| 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) | 77.31% | 24.55% | 52.75% | 19.22% | 2.51% | 0.96% | 3.47% | 1,687 | 167 |
| | | | 483 | 875 | 281 | 35 | 13 | | | |
| 82 | How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP) | 80.46% | 30.87% | 49.60% | 13.90% | 4.08% | 1.55% | 5.64% | 1,369 | 146 |
| | | | 451 | 654 | 187 | 57 | 20 | | | |
| 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) | 71.92% | 34.50% | 37.42% | 24.43% | 3.52% | 0.12% | 3.64% | 249 | 111 |
| | | | 95 | 92 | 54 | 7 | 1 | | | |
| 84 | How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers) | 69.74% | 36.62% | 33.12% | 27.09% | 2.77% | 0.40% | 3.16% | 173 | 78 |
| | | | 68 | 53 | 47 | 4 | 1 | | | |

Note: The work/life satisfaction results only include employees who indicated that they participated in the program.

Survey Administration Period: May 5, 2016 to June 16, 2016

Percentages for demographic questions are unweighted.

* AES prescribed items

** Unweighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'

Percent Positive scores are the sum of two favorable responses (i.e. Strongly Agree/Agree).

Percent Negative scores are the sum of two unfavorable responses (i.e. Strongly Disagree/Disagree).

Sample or Census: Sample

Number of surveys completed: 8,907

Number of surveys administered: 18,192

Response Rate: 49.0%

Social Security Administration 2016 Federal Employee Viewpoint Survey Results

Demographics

| Where do you work? | N | % |
|---------------------------|--------------|----------------|
| Headquarters | 2,662 | 32.01% |
| Field | 5,655 | 67.99% |
| Total | 8,317 | 100.00% |

| *What is your supervisory status? | N | % |
|--|--------------|----------------|
| Non-Supervisor | 6,187 | 74.08% |
| Team Leader | 810 | 9.70% |
| Supervisor | 648 | 7.76% |
| Manager | 558 | 6.68% |
| Senior Leader | 149 | 1.78% |
| Total | 8,352 | 100.00% |

| *Are you: | N | % |
|------------------|--------------|----------------|
| Male | 2,888 | 34.72% |
| Female | 5,431 | 65.28% |
| Total | 8,319 | 100.00% |

| *Are you Hispanic or Latino? | N | % |
|-------------------------------------|--------------|----------------|
| Yes | 1,106 | 13.43% |
| No | 7,131 | 86.57% |
| Total | 8,237 | 100.00% |

Social Security Administration 2016 Federal Employee Viewpoint Survey Results

****Please select the racial category or categories with which you most closely identify.***

| | N | % |
|---|--------------|----------------|
| American Indian or Alaska Native | 94 | 1.19% |
| Asian | 439 | 5.56% |
| Black or African American | 1,844 | 23.36% |
| Native Hawaiian or Other Pacific Islander | 39 | 0.49% |
| White | 5,171 | 65.51% |
| Two or more races | 307 | 3.89% |
| Total | 7,894 | 100.00% |

What is the highest degree or level of education you have completed?

| | | |
|--|--------------|----------------|
| Less than High School | 5 | 0.06% |
| High School Diploma/GED or equivalent | 410 | 4.92% |
| Trade or Technical Certificate | 121 | 1.45% |
| Some College (no degree) | 1,153 | 13.83% |
| Associate's Degree (e.g., AA, AS) | 561 | 6.73% |
| Bachelor's Degree (e.g., BA, BS) | 3,650 | 43.78% |
| Master's Degree (e.g., MA, MS, MBA) | 1,372 | 16.45% |
| Doctoral/Professional Degree (e.g., Ph.D., MD, JD) | 1,066 | 12.78% |
| Total | 8,338 | 100.00% |

Social Security Administration 2016 Federal Employee Viewpoint Survey Results

| <i>What is your pay category/grade?</i> | N | % |
|--|--------------|----------------|
| Federal Wage System | 14 | 0.17% |
| GS 1-6 | 371 | 4.44% |
| GS 7-12 | 4,988 | 59.69% |
| GS 13-15 | 2,676 | 32.02% |
| Senior Executive Service | 113 | 1.35% |
| Senior Level (SL) or Scientific or Professional (ST) | 13 | 0.16% |
| Other | 181 | 2.17% |
| Total | 8,356 | 100.00% |

| <i>How long have you been with the Federal Government (excluding military service)?</i> | N | % |
|--|--------------|----------------|
| Less than 1 year | 204 | 2.44% |
| 1 to 3 years | 789 | 9.44% |
| 4 to 5 years | 410 | 4.90% |
| 6 to 10 years | 2,129 | 25.46% |
| 11 to 14 years | 1,409 | 16.85% |
| 15 to 20 years | 1,045 | 12.50% |
| More than 20 years | 2,376 | 28.41% |
| Total | 8,362 | 100.00% |

| <i>How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?</i> | N | % |
|--|--------------|----------------|
| Less than 1 year | 285 | 3.42% |
| 1 to 3 years | 995 | 11.95% |
| 4 to 5 years | 445 | 5.35% |
| 6 to 10 years | 2,232 | 26.81% |
| 11 to 20 years | 2,418 | 29.05% |
| More than 20 years | 1,950 | 23.42% |
| Total | 8,325 | 100.00% |

Social Security Administration 2016 Federal Employee Viewpoint Survey Results

| <i>Are you considering leaving your organization within the next year, and if so, why?</i> | N | % |
|---|--------------|----------------|
| No | 6,133 | 73.65% |
| Yes, to retire | 479 | 5.75% |
| Yes, to take another job within the Federal Government | 1,150 | 13.81% |
| Yes, to take another job outside the Federal Government | 240 | 2.88% |
| Yes, other | 325 | 3.90% |
| Total | 8,327 | 100.00% |

| <i>I am planning to retire:</i> | N | % |
|--|--------------|----------------|
| Within one year | 272 | 3.30% |
| Between one and three years | 701 | 8.50% |
| Between three and five years | 716 | 8.68% |
| Five or more years | 6,562 | 79.53% |
| Total | 8,251 | 100.00% |

| <i>Self-Identify as:</i> | N | % |
|--|--------------|----------------|
| Heterosexual or Straight | 6,909 | 85.78% |
| Gay, Lesbian, Bisexual, or Transgender | 285 | 3.54% |
| I prefer not to say | 860 | 10.68% |
| Total | 8,054 | 100.00% |

| <i>What is your US military service status?</i> | N | % |
|--|--------------|----------------|
| No Prior Military Service | 6,993 | 84.52% |
| Currently in National Guard or Reserves | 73 | 0.88% |
| Retired | 311 | 3.76% |
| Separated or Discharged | 897 | 10.84% |
| Total | 8,274 | 100.00% |

Social Security Administration 2016 Federal Employee Viewpoint Survey Results

| <i>Are you an individual with a disability?</i> | N | % |
|---|-------|---------|
| Yes | 1,145 | 13.80% |
| No | 7,150 | 86.20% |
| Total | 8,295 | 100.00% |

| <i>What is your age group?</i> | N | % |
|--------------------------------|-------|---------|
| 25 and under | 55 | 0.62% |
| 26-29 | 298 | 3.35% |
| 30-39 | 2,489 | 27.94% |
| 40-49 | 2,517 | 28.26% |
| 50-59 | 2,341 | 26.28% |
| 60 or older | 1,207 | 13.55% |
| Total | 8,907 | 100.00% |