

2018 FEDERAL EMPLOYEE VIEWPOINT SURVEY

Social Security Administration



This document provides the 2018 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 10, 2018 through June 21, 2018. SSA's participation in the 2018 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 43.0 percent. Of the 61,170 SSA employees whom OPM selected to participate, 26,318 of our employees voluntarily responded to the FEVS. Our response rate exceeded the government-wide rate of 40.6 percent.

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

Survey Results

Our 2018 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 2018 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 2018 FEVS results for SSA.

Social Security Administration 2018 Federal Employee Viewpoint Survey Results

#	Item 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	Item 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.	59.7%	18.9%	40.8%	17.1%	15.8%	7.5%	23.2%	5,111	10,839	4,405	3,982	1,794	26,131	N/A
2	I have enough information to do my job well.	73.3%	20.9%	52.5%	13.2%	10.1%	3.4%	13.5%	5,499	13,781	3,398	2,632	850	26,160	N/A
3	I feel encouraged to come up with new and better ways of doing things.	54.2%	19.5%	34.7%	19.9%	16.6%	9.3%	25.9%	5,343	9,179	5,051	4,219	2,278	26,070	N/A
4	My work gives me a feeling of personal accomplishment.	72.3%	29.7%	42.5%	14.3%	8.3%	5.1%	13.4%	7,873	11,158	3,703	2,179	1,259	26,172	N/A
5	I like the kind of work I do.	80.1%	36.7%	43.5%	12.5%	4.8%	2.6%	7.4%	9,617	11,402	3,227	1,265	653	26,164	N/A
6	I know what is expected of me on the job.	83.4%	34.9%	48.5%	8.7%	5.5%	2.4%	7.9%	9,086	12,749	2,283	1,453	604	26,175	N/A
7	When needed I am willing to put in the extra effort to get a job done.	96.1%	64.0%	32.1%	2.5%	0.7%	0.6%	1.4%	17,006	8,271	622	179	154	26,232	N/A

Survey Administration Period: May 10, 2018 to June 21, 2018

*AES prescribed items (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.

Sample or Census: Census

Number of surveys completed: 26,318

Number of surveys administered: 61,170

Response Rate: 43.0%

Social Security Administration 2018 Federal Employee Viewpoint Survey Results

#	Item 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	Item Response Total** N	Do Not Know/ No Basis to Judge N
8	I am constantly looking for ways to do my job better.	90.7%	51.3%	39.3%	7.7%	1.0%	0.5%	1.6%	13,474	10,333	2,005	279	132	26,223	N/A
9	I have sufficient resources (for example, people, materials, budget) to get my job done.	51.0%	14.9%	36.1%	13.6%	20.2%	15.1%	35.3%	3,731	9,368	3,518	5,459	3,962	26,038	44
10	*My workload is reasonable.	49.4%	12.1%	37.3%	15.0%	19.5%	16.0%	35.5%	3,199	9,948	3,846	5,066	4,000	26,059	67
11	*My talents are used well in the workplace.	55.5%	16.9%	38.6%	18.1%	15.1%	11.3%	26.4%	4,464	10,178	4,561	3,879	2,755	25,837	128
12	*I know how my work relates to the agency's goals.	88.9%	35.8%	53.1%	7.3%	2.2%	1.6%	3.8%	9,487	13,811	1,845	555	399	26,097	51
13	The work I do is important.	93.9%	58.2%	35.7%	4.3%	1.0%	0.8%	1.8%	15,061	9,407	1,190	273	201	26,132	22

Survey Administration Period: May 10, 2018 to June 21, 2018

*AES prescribed items (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.

Sample or Census: Census

Number of surveys completed: 26,318

Number of surveys administered: 61,170

Response Rate: 43.0%

Social Security Administration 2018 Federal Employee Viewpoint Survey Results

#	Item 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	Item Response Total** N	Do Not Know/ No Basis to Judge N
14	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	63.2%	23.8%	39.5%	13.7%	13.9%	9.2%	23.1%	6,370	10,402	3,517	3,556	2,283	26,128	111
15	My performance appraisal is a fair reflection of my performance.	63.1%	22.6%	40.5%	16.0%	11.7%	9.2%	20.9%	6,166	10,586	3,986	2,859	2,186	25,783	392
16	I am held accountable for achieving results.	85.9%	33.1%	52.8%	9.6%	2.6%	1.8%	4.5%	8,861	13,652	2,423	693	458	26,087	89
17	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	63.7%	26.4%	37.3%	18.7%	8.6%	8.9%	17.5%	6,976	9,443	4,596	2,139	2,089	25,243	958

Survey Administration Period: May 10, 2018 to June 21, 2018

*AES prescribed items (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.

Sample or Census: Census
Number of surveys completed: 26,318
Number of surveys administered: 61,170
Response Rate: 43.0%

Social Security Administration 2018 Federal Employee Viewpoint Survey Results

Q	Item 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	Item Response Total** N	Do Not Know/ No Basis to Judge N
18	My training needs are assessed.	52.5%	15.2%	37.3%	24.8%	14.7%	8.0%	22.7%	4,054	9,722	6,355	3,802	1,994	25,927	287
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).	72.6%	28.6%	44.0%	12.6%	8.9%	5.8%	14.8%	7,615	11,168	3,102	2,255	1,423	25,563	672
20	*The people I work with cooperate to get the job done.	68.7%	23.5%	45.1%	14.9%	11.7%	4.7%	16.4%	6,473	11,931	3,704	2,955	1,131	26,194	N/A
21	My work unit is able to recruit people with the right skills.	35.6%	8.1%	27.5%	29.1%	21.1%	14.2%	35.3%	2,042	6,914	7,027	5,399	3,567	24,949	1,251

Survey Administration Period: May 10, 2018 to June 21, 2018

*AES prescribed items (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.

Sample or Census: Census

Number of surveys completed: 26,318

Number of surveys administered: 61,170

Response Rate: 43.0%

Social Security Administration 2018 Federal Employee Viewpoint Survey Results

Q	Item 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	Item Response Total** N	Do Not Know/ No Basis to Judge N
22	Promotions in my work unit are based on merit.	34.6%	9.3%	25.3%	28.3%	18.2%	18.9%	37.2%	2,471	6,484	6,713	4,358	4,392	24,418	1,746
23	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	30.5%	7.2%	23.3%	26.7%	20.5%	22.2%	42.8%	1,807	5,757	6,230	4,901	5,104	23,799	2,373
24	*In my work unit, differences in performance are recognized in a meaningful way.	32.5%	7.6%	24.9%	28.2%	21.7%	17.7%	39.4%	2,012	6,372	6,863	5,344	4,176	24,767	1,417
25	Awards in my work unit depend on how well employees perform their jobs.	42.5%	11.1%	31.4%	24.5%	16.6%	16.4%	33.0%	2,868	7,808	5,820	3,955	3,757	24,208	1,963
26	Employees in my work unit share job knowledge with each other.	79.0%	27.9%	51.2%	11.2%	5.9%	3.9%	9.8%	7,437	13,402	2,798	1,499	949	26,085	112

Survey Administration Period: May 10, 2018 to June 21, 2018

*AES prescribed items (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.

Sample or Census: Census
Number of surveys completed: 26,318
Number of surveys administered: 61,170
Response Rate: 43.0%

Social Security Administration 2018 Federal Employee Viewpoint Survey Results

Q	Item 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	Item Response Total** N	Do Not Know/ No Basis to Judge N
27	The skill level in my work unit has improved in the past year.	55.2%	18.7%	36.5%	28.4%	9.8%	6.6%	16.4%	4,760	9,246	6,992	2,426	1,555	24,979	1,197
28	How would you rate the overall quality of work done by your work unit?	78.7%	33.3%	45.4%	17.4%	2.9%	1.0%	4.0%	9,056	11,831	4,267	706	247	26,107	N/A
29	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	77.3%	26.4%	50.9%	13.2%	7.1%	2.4%	9.5%	6,961	13,208	3,286	1,802	595	25,852	266
30	Employees have a feeling of personal empowerment with respect to work processes.	41.7%	8.7%	33.0%	26.5%	20.2%	11.5%	31.8%	2,235	8,392	6,515	5,054	2,754	24,950	682

Survey Administration Period: May 10, 2018 to June 21, 2018

*AES prescribed items (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.

Sample or Census: Census

Number of surveys completed: 26,318

Number of surveys administered: 61,170

Response Rate: 43.0%

Social Security Administration 2018 Federal Employee Viewpoint Survey Results

Q	Item 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	Item Response Total** N	Do Not Know/ No Basis to Judge N
31	Employees are recognized for providing high quality products and services.	50.2%	11.8%	38.4%	20.7%	17.8%	11.3%	29.1%	3,129	9,924	5,058	4,356	2,667	25,134	510
32	Creativity and innovation are rewarded.	36.3%	9.3%	27.0%	29.7%	20.2%	13.8%	34.0%	2,424	6,858	7,149	4,910	3,209	24,550	991
33	Pay raises depend on how well employees perform their jobs.	20.0%	4.9%	15.0%	29.2%	27.4%	23.4%	50.8%	1,176	3,567	6,839	6,591	5,578	23,751	1,828
34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	57.8%	16.7%	41.1%	26.2%	8.4%	7.6%	16.0%	4,201	10,021	6,211	1,889	1,699	24,021	1,612

Survey Administration Period: May 10, 2018 to June 21, 2018

*AES prescribed items (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.

Sample or Census: Census

Number of surveys completed: 26,318

Number of surveys administered: 61,170

Response Rate: 43.0%

Social Security Administration 2018 Federal Employee Viewpoint Survey Results

Q	Item 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	Item Response Total** N	Do Not Know/ No Basis to Judge N
35	Employees are protected from health and safety hazards on the job.	74.0%	23.9%	50.2%	13.7%	7.1%	5.2%	12.3%	6,394	12,769	3,314	1,708	1,172	25,357	308
36	My organization has prepared employees for potential security threats.	81.0%	25.4%	55.6%	11.1%	4.9%	3.0%	7.9%	6,610	14,132	2,753	1,223	707	25,425	171
37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	56.3%	20.8%	35.5%	21.2%	10.7%	11.9%	22.6%	5,347	8,808	5,021	2,558	2,707	24,441	1,181

Survey Administration Period: May 10, 2018 to June 21, 2018

*AES prescribed items (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.

Sample or Census: Census

Number of surveys completed: 26,318

Number of surveys administered: 61,170

Response Rate: 43.0%

Social Security Administration 2018 Federal Employee Viewpoint Survey Results

Q	Item 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	Item Response Total** N	Do Not Know/ No Basis to Judge N
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.	68.3%	26.5%	41.8%	19.4%	5.3%	7.0%	12.3%	6,620	9,961	4,334	1,180	1,523	23,618	1,934
39	My agency is successful at accomplish- ing its mission.	72.4%	20.7%	51.7%	18.6%	5.8%	3.2%	9.0%	5,415	13,166	4,451	1,377	734	25,143	460

Survey Administration Period: May 10, 2018 to June 21, 2018

*AES prescribed items (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.

Sample or Census: Census

Number of surveys completed: 26,318

Number of surveys administered: 61,170

Response Rate: 43.0%

Social Security Administration 2018 Federal Employee Viewpoint Survey Results

Q	Item 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	Item Response Total** N	Do Not Know/ No Basis to Judge N
40	*I recommend my organization as a good place to work.	66.7%	25.0%	41.7%	18.7%	9.4%	5.2%	14.6%	6,602	10,758	4,617	2,375	1,244	25,596	N/A
41	*I believe the results of this survey will be used to make my agency a better place to work.	47.4%	17.6%	29.8%	27.0%	14.3%	11.3%	25.6%	4,112	7,034	6,345	3,401	2,598	23,490	2,113
42	My supervisor supports my need to balance work and other life issues.	76.5%	36.8%	39.8%	11.8%	5.8%	5.9%	11.7%	9,797	10,015	2,795	1,392	1,329	25,328	170
43	My supervisor provides me with opportunities to demonstrate my leadership skills.	63.3%	28.1%	35.3%	18.7%	10.2%	7.8%	18.0%	7,536	8,950	4,517	2,485	1,823	25,311	159

Survey Administration Period: May 10, 2018 to June 21, 2018

*AES prescribed items (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.

Sample or Census: Census

Number of surveys completed: 26,318

Number of surveys administered: 61,170

Response Rate: 43.0%

Social Security Administration 2018 Federal Employee Viewpoint Survey Results

Q	Item 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	Item Response Total** N	Do Not Know/ No Basis to Judge N
44	Discussions with my supervisor about my performance are worthwhile.	65.4%	29.1%	36.3%	16.9%	9.5%	8.3%	17.8%	7,639	9,174	4,127	2,354	1,968	25,262	176
45	My supervisor is committed to a workforce representative of all segments of society.	66.3%	30.0%	36.3%	23.4%	4.6%	5.6%	10.2%	7,390	8,561	5,315	999	1,206	23,471	1,984
46	My supervisor provides me with constructive suggestions to improve my job performance.	65.9%	27.7%	38.2%	17.7%	9.2%	7.1%	16.3%	7,284	9,669	4,403	2,319	1,694	25,369	104
47	Supervisors in my work unit support employee development.	64.4%	28.0%	36.3%	18.2%	9.2%	8.2%	17.4%	7,335	9,222	4,385	2,211	1,882	25,035	442

Survey Administration Period: May 10, 2018 to June 21, 2018

*AES prescribed items (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.

Sample or Census: Census

Number of surveys completed: 26,318

Number of surveys administered: 61,170

Response Rate: 43.0%

Social Security Administration 2018 Federal Employee Viewpoint Survey Results

Q	Item 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	Item Response Total** N	Do Not Know/ No Basis to Judge N
48	My supervisor listens to what I have to say.	77.4%	37.3%	40.1%	11.0%	7.2%	4.4%	11.6%	9,856	10,074	2,654	1,771	1,035	25,390	N/A
49	My supervisor treats me with respect.	83.7%	44.5%	39.3%	8.9%	4.0%	3.4%	7.4%	11,652	9,784	2,151	972	821	25,380	N/A
50	In the last six months, my supervisor has talked with me about my performance.	88.5%	39.8%	48.7%	6.1%	3.4%	2.0%	5.4%	10,482	12,077	1,468	861	502	25,390	N/A
51	I have trust and confidence in my supervisor.	66.8%	35.4%	31.4%	16.8%	8.8%	7.6%	16.5%	9,369	7,956	4,071	2,186	1,801	25,383	N/A
52	Overall, how good a job do you feel is being done by your immediate supervisor?	71.0%	39.9%	31.2%	18.3%	6.1%	4.6%	10.7%	10,457	7,877	4,489	1,481	1,086	25,390	N/A

Survey Administration Period: May 10, 2018 to June 21, 2018

*AES prescribed items (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.

Sample or Census: Census

Number of surveys completed: 26,318

Number of surveys administered: 61,170

Response Rate: 43.0%

Social Security Administration 2018 Federal Employee Viewpoint Survey Results

Q	Item 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	Item Response Total** N	Do Not Know/ No Basis to Judge N
53	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	40.5%	11.8%	28.7%	26.9%	17.6%	14.9%	32.5%	2,927	6,989	6,451	4,278	3,463	24,108	1,044
54	My organization's senior leaders maintain high standards of honesty and integrity.	52.8%	17.3%	35.5%	27.8%	8.9%	10.5%	19.4%	4,097	8,196	6,265	1,990	2,295	22,843	2,305
55	Supervisors work well with employees of different backgrounds.	69.1%	22.7%	46.5%	18.4%	6.4%	6.1%	12.5%	5,709	11,367	4,229	1,432	1,319	24,056	984
56	*Managers communicate the goals of the organization.	75.1%	22.4%	52.7%	14.2%	5.8%	4.9%	10.7%	5,667	13,097	3,470	1,450	1,156	24,840	234

Survey Administration Period: May 10, 2018 to June 21, 2018

*AES prescribed items (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.

Sample or Census: Census

Number of surveys completed: 26,318

Number of surveys administered: 61,170

Response Rate: 43.0%

Social Security Administration 2018 Federal Employee Viewpoint Survey Results

Q	Item 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	Item Response Total** N	Do Not Know/ No Basis to Judge N
57	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	74.1%	22.6%	51.5%	16.9%	4.7%	4.3%	8.9%	5,548	12,360	3,971	1,131	956	23,966	1,170
58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	59.4%	19.0%	40.5%	19.1%	12.0%	9.4%	21.4%	4,777	10,008	4,529	2,890	2,173	24,377	785
59	Managers support collaboration across work units to accomplish work objectives.	61.0%	19.9%	41.1%	19.8%	10.3%	8.9%	19.2%	5,010	10,104	4,636	2,448	2,027	24,225	833

Survey Administration Period: May 10, 2018 to June 21, 2018

*AES prescribed items (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.

Sample or Census: Census

Number of surveys completed: 26,318

Number of surveys administered: 61,170

Response Rate: 43.0%

Social Security Administration 2018 Federal Employee Viewpoint Survey Results

Q	Item 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	Item Response Total** N	Do 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?	61.8%	27.4%	34.5%	22.1%	8.1%	7.9%	16.0%	6,682	8,281	5,131	1,865	1,744	23,703	1,352
61	I have a high level of respect for my organization's senior leaders.	56.6%	22.9%	33.7%	24.9%	10.1%	8.4%	18.6%	5,629	8,246	6,048	2,514	1,976	24,413	620
62	Senior leaders demonstrate support for Work/Life programs.	53.2%	19.8%	33.4%	29.6%	9.3%	7.9%	17.2%	4,645	7,727	6,527	2,048	1,644	22,591	2,421
63	*How satisfied are you with your involvement in decisions that affect your work?	47.3%	12.6%	34.7%	24.5%	20.7%	7.5%	28.2%	3,323	8,800	5,910	5,095	1,789	24,917	N/A

Survey Administration Period: May 10, 2018 to June 21, 2018

*AES prescribed items (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.

Sample or Census: Census

Number of surveys completed: 26,318

Number of surveys administered: 61,170

Response Rate: 43.0%

Social Security Administration 2018 Federal Employee Viewpoint Survey Results

Q	Item 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	Item 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?	52.8%	13.9%	38.9%	23.1%	17.0%	7.1%	24.1%	3,607	9,796	5,592	4,208	1,711	24,914	N/A
65	*How satisfied are you with the recognition you receive for doing a good job?	50.8%	15.2%	35.6%	21.9%	17.8%	9.5%	27.3%	3,957	8,991	5,371	4,348	2,222	24,889	N/A
66	How satisfied are you with the policies and practices of your senior leaders?	43.3%	11.4%	31.9%	32.0%	16.1%	8.6%	24.7%	2,922	8,061	7,856	3,974	2,060	24,873	N/A
67	How satisfied are you with your opportunity to get a better job in your organization?	37.2%	10.9%	26.3%	25.3%	20.4%	17.0%	37.5%	2,809	6,691	6,302	5,020	4,047	24,869	N/A

Survey Administration Period: May 10, 2018 to June 21, 2018

*AES prescribed items (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.

Sample or Census: Census

Number of surveys completed: 26,318

Number of surveys administered: 61,170

Response Rate: 43.0%

Social Security Administration 2018 Federal Employee Viewpoint Survey Results

Q	Item 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	Item 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?	54.2%	13.7%	40.5%	22.6%	15.9%	7.4%	23.2%	3,509	10,168	5,586	3,893	1,746	24,902	N/A
69	*Considering everything, how satisfied are you with your job?	67.7%	21.4%	46.3%	16.4%	10.6%	5.2%	15.9%	5,456	11,611	3,968	2,612	1,236	24,883	N/A
70	Considering everything, how satisfied are you with your pay?	64.9%	20.0%	44.9%	15.4%	13.5%	6.2%	19.7%	5,238	11,346	3,665	3,222	1,413	24,884	N/A
71	*Considering everything, how satisfied are you with your organization?	62.1%	17.4%	44.7%	19.8%	12.0%	6.0%	18.1%	4,451	11,213	4,810	2,947	1,407	24,828	N/A

Survey Administration Period: May 10, 2018 to June 21, 2018

*AES prescribed items (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.

Sample or Census: Census

Number of surveys completed: 26,318

Number of surveys administered: 61,170

Response Rate: 43.0%

Social Security Administration

2018 Federal Employee Viewpoint Survey Results

Work/Life Program Participation

72. Please select the response below that BEST describes your current teleworking schedule.	N	%
I telework very infrequently, on an unscheduled or short-term basis	474	1.6%
I telework, but only about 1 or 2 days per month	671	2.5%
I telework 1 or 2 days per week	8,783	33.3%
I telework 3 or 4 days per week	2,411	9.5%
I telework every work day	100	0.4%
I do not telework because I have to be physically present on the job	1,271	5.6%
I do not telework because of technical issues that prevent me from teleworking	662	2.9%
I do not telework because I did not receive approval to do so, even though I have the kind of job where I can telework	6,740	29.0%
I do not telework because I choose not to telework	3,524	15.1%
Total	24,636	100.0%

73. How satisfied are you with the following Work/Life programs in your agency? Telework	N	Satisfaction %
Very Satisfied	6,759	43.0%
Satisfied	4,996	31.6%
Neither Satisfied nor Dissatisfied	2,122	14.6%
Dissatisfied	967	6.2%
Very Dissatisfied	668	4.6%
Item Response Total	15,512	100.0%
I choose not to participate in these programs	2,054	--
These programs are not available to me	6,606	--
I am unaware of these programs	245	--
Total	24,417	100.0%

Social Security Administration 2018 Federal Employee Viewpoint Survey Results

74. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules	N	Satisfaction %
Very Satisfied	6,251	37.8%
Satisfied	6,348	38.8%
Neither Satisfied nor Dissatisfied	3,058	19.3%
Dissatisfied	448	2.7%
Very Dissatisfied	229	1.5%
Item Response Total	16,334	100.0%
I choose not to participate in these programs	5,896	--
These programs are not available to me	1,827	--
I am unaware of these programs	420	--
Total	24,477	100.0%

75. How satisfied are you with the following Work/Life programs in your agency? Health and Wellness Programs	N	Satisfaction %
Very Satisfied	4,398	22.3%
Satisfied	8,170	43.0%
Neither Satisfied nor Dissatisfied	4,534	25.0%
Dissatisfied	1,194	6.7%
Very Dissatisfied	525	3.1%
Item Response Total	18,821	100.0%
I choose not to participate in these programs	2,378	--
These programs are not available to me	2,478	--
I am unaware of these programs	1,062	--
Total	24,739	100.0%

Social Security Administration 2018 Federal Employee Viewpoint Survey Results

76. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program	N	Satisfaction %
Very Satisfied	3,587	20.2%
Satisfied	6,682	38.6%
Neither Satisfied nor Dissatisfied	5,996	35.3%
Dissatisfied	615	3.7%
Very Dissatisfied	356	2.2%
Item Response Total	17,236	100.0%
I choose not to participate in these programs	6,014	--
These programs are not available to me	376	--
I am unaware of these programs	1,154	--
Total	24,780	100.0%

77. How satisfied are you with the following Work/Life programs in your agency? Child Care Programs	N	Satisfaction %
Very Satisfied	1,706	14.8%
Satisfied	2,880	25.8%
Neither Satisfied nor Dissatisfied	5,555	51.2%
Dissatisfied	508	4.7%
Very Dissatisfied	354	3.5%
Item Response Total	11,003	100.0%
I choose not to participate in these programs	7,664	--
These programs are not available to me	3,794	--
I am unaware of these programs	2,329	--
Total	24,790	100.0%

Social Security Administration 2018 Federal Employee Viewpoint Survey Results

78. How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs	N	Satisfaction %
Very Satisfied	1,268	12.2%
Satisfied	2,080	20.5%
Neither Satisfied nor Dissatisfied	6,047	60.5%
Dissatisfied	398	4.2%
Very Dissatisfied	229	2.5%
Item Response Total	10,022	100.0%
I choose not to participate in these programs	8,133	--
These programs are not available to me	2,979	--
I am unaware of these programs	3,626	--
Total	24,760	100.0%

Social Security Administration

2018 Federal Employee Viewpoint Survey Results

Demographics

Where do you work?	%
Headquarters	29.5%
Field	70.5%
Total	100.0%

What is your supervisory status?	%
Non-Supervisor	74.3%
Team Leader	9.4%
Supervisor	8.5%
Manager	7.0%
Senior Leader	0.8%
Total	100.0%

Are you:	%
Male	35.9%
Female	64.1%
Total	100.0%

Are you Hispanic or Latino?	%
Yes	14.3%
No	85.7%
Total	100.0%

Social Security Administration 2018 Federal Employee Viewpoint Survey Results

<i>Please select the racial category or categories with which you most closely identify.</i>	%
American Indian or Alaska Native	1.2%
Asian	5.5%
Black or African American	22.8%
Native Hawaiian or Other Pacific Islander	0.5%
White	65.8%
Two or more races	4.2%
Total	100.0%

<i>What is the highest degree or level of education you have completed?</i>	%
Less than High School	0.1%
High School Diploma/GED or equivalent	5.0%
Trade or Technical Certificate	1.8%
Some College (no degree)	13.8%
Associate's Degree (e.g., AA, AS)	7.3%
Bachelor's Degree (e.g., BA, BS)	44.9%
Master's Degree (e.g., MA, MS, MBA)	16.6%
Doctoral/Professional Degree (e.g., Ph.D., MD, JD)	10.5%
Total	100.0%

Social Security Administration 2018 Federal Employee Viewpoint Survey Results

What is your pay category/grade?	%
Federal Wage System	0.2%
GS 1-6	3.8%
GS 7-12	67.0%
GS 13-15	26.4%
Senior Executive Service	0.6%
Senior Level (SL) or Scientific or Professional (ST)	0.2%
Other	1.8%
Total	100.0%

How long have you been with the Federal Government (excluding military service)?	%
Less than 1 year	2.3%
1 to 3 years	8.8%
4 to 5 years	6.9%
6 to 10 years	25.0%
11 to 14 years	15.4%
15 to 20 years	15.4%
More than 20 years	26.2%
Total	100.0%

How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?	%
Less than 1 year	3.3%
1 to 3 years	11.1%
4 to 5 years	7.8%
6 to 10 years	25.1%
11 to 20 years	29.8%
More than 20 years	23.0%
Total	100.0%

Survey Administration Period: May 10, 2018 to June 21, 2018
Percentages for demographic questions are un-weighted.

Sample or Census: Census
Number of surveys completed: 26,318
Number of surveys administered: 61,170
Response Rate: 43.0%

Social Security Administration 2018 Federal Employee Viewpoint Survey Results

<i>Are you considering leaving your organization within the next year, and if so, why?</i>	%
No	73.0%
Yes, to retire	6.3%
Yes, to take another job within the Federal Government	13.3%
Yes, to take another job outside the Federal Government	3.4%
Yes, other	4.0%
Total	100.0%

<i>I am planning to retire:</i>	%
Within one year	3.4%
Between one and three years	9.0%
Between three and five years	8.9%
Five or more years	78.7%
Total	100.0%

<i>Are you transgender?</i>	%
Yes	0.2%
No	99.8%
Total	100.0%

<i>Which one of the following do you consider yourself to be?</i>	%
Straight, that is not gay or lesbian	94.5%
Gay or Lesbian	2.7%
Bisexual	1.2%
Something else	1.6%
Total	100.0%

Social Security Administration 2018 Federal Employee Viewpoint Survey Results

<i>What is your US military service status?</i>	%
No Prior Military Service	82.8%
Currently in National Guard or Reserves	0.9%
Retired	4.5%
Separated or Discharged	11.8%
Total	100.0%

<i>Are you an individual with a disability?</i>	%
Yes	15.9%
No	84.1%
Total	100.0%

<i>What is your age group?</i>	%
25 and under	0.5%
26-29 years old	2.3%
30-39 years old	27.0%
40-49 years old	29.2%
50-59 years old	27.3%
60 years or older	13.6%
Total	100.0%