

2011 Federal Employee Viewpoint Survey

Social Security Administration



This document presents the 2011 Federal Employee Viewpoint Survey results for the Social Security Administration (SSA). The Office of Personnel Management published the government-wide survey results at [2011 Federal Employee Viewpoint Survey](#).

Survey Administration

Regulations require us to administer employee surveys annually (see 5 CFR Part 250). SSA employees took the survey from May 2, 2011 through May 27, 2011. The Office of Personnel Management used email messages to invite employees to take the online survey. Each invitation included a link to the survey website, a unique identification number, and a password to access the survey. Our survey results represent our employee population.

Survey Sample and Response Rate

The Office of Personnel Management selected a stratified random sample of 12,849 full-time permanent SSA employees. We had **7,069** employees or **55** percent answer the survey. The Office of Personnel Management surveyed 540,727 employees government-wide. The Federal government had 266,376 employees or **49** percent answer the survey.

Survey Content

The Federal Employee Viewpoint Survey includes questions to gather employees' opinions in the following categories:

- My Work Experiences
- My Work Unit
- My Agency
- My Supervisor/Team Leader
- My Leadership
- My Satisfaction
- Work/Life Programs

Survey Results

Demographics

GENDER	Population (%)	Respondents (%)
Male	32%	34%
Female	68%	66%

ARE YOU: HISPANIC OR LATINO	Population (%)	Respondents (%)
Yes	14%	10%
No	86%	90%

RACIAL CATEGORY	Population (%)	Respondents (%)
White	51%	66%
Black or African American	29%	25%
Native Hawaiian or other Pacific Islander	<1%	<1%
Asian	5%	5%
American Indian or Alaskan Native	1%	1%
Two or more races (not Hispanic or Latino)	<1%	3%

SUPERVISORY STATUS	Population (%)	Respondents (%)
Non-supervisor	90%	87%
Supervisor	10%	13%

Information on the Survey Results

Our survey results show that our employees continue to have a high degree of job satisfaction and have a favorable perception of our leaders. Our government-wide ranking on the Job Satisfaction Index remained the same, at fourth place. Our government-wide ranking on the Leadership and Knowledge Management Index increased from sixth place in 2010 to fourth place in 2011.

We analyzed the survey results to identify areas where employee rankings were positive and negative. Positive responses are “strongly agree,” “agree,” “very satisfied,” “satisfied,” “very good,” and “good.” Negative responses are “disagree,” “strongly disagree,” “dissatisfied,” or “very dissatisfied,” “poor,” and “very poor.”

Our survey results show strengths (i.e. positive rankings of 65 percent or more) on 44 questions. The top five questions with positive responses are:

- Question **7** - When needed I am willing to put in the extra effort to get a job done.
- Question **13** - The work I do is important.
- Question **8** - I am constantly looking for ways to do my job better.
- Question **12** - I know how my work relates to the agency's goals and priorities.
- Question **16** - I am held accountable for achieving results.

Our survey results show a weakness (i.e. negative rankings of 35 percent or more) on two questions. The top five questions with negative responses are:

- Question **33** - Pay raises depend on how well employees perform their jobs.
- Question **23** - In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.
- Question **22** - Promotions in my work unit are based on merit.
- Question **24** - In my work unit, differences in performance are recognized in a meaningful way.
- Question **67** - How satisfied are you with your opportunity to get a better job in your organization?

Detailed Results

The tables that follow contain our detailed 2011 Federal Employee Viewpoint Survey results. Details on the survey results follow:

- We marked the questions that Federal regulations require us to include in our survey with an asterisk (*).
- We marked the column header titled "Item Response Total" with a double asterisk (**). We used the double asterisk to remind readers that the total for each question does not include responses for "Do Not Know" and "No Basis to Judge," if applicable.
- Our results include the number of employees who responded to each survey question.
- The Office of Personnel Management based percentages for each survey choice on weighted data that did not include "Do Not Know" and "No Basis to Judge" choices. The Office of Personnel Management weighted the data collected from the 2011 survey to produce survey estimates that represent the survey population accurately. The weights for the 2011 Federal Employee Viewpoint Survey take into account the different characteristics of our workforce and account for employees who do not take the survey.

Survey Question		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge	
*1.	I am given a real opportunity to improve my skills in my organization.	N	N/A	1,731	3,238	1,042	784	260	7,055	N/A
		%	67.1	22.4	44.8	16.3	12.2	4.4	100.0	N/A
2.	I have enough information to do my job well.	N	N/A	1,822	3,866	755	504	107	7,054	N/A
		%	80.5	25.4	55.1	10.8	6.9	1.7	100.0	N/A
3.	I feel encouraged to come up with new and better ways of doing things.	N	N/A	1,745	2,861	1,200	911	336	7,053	N/A
		%	61.4	21.4	40.1	18.9	14.2	5.5	100.0	N/A
*4.	My work gives me a feeling of personal accomplishment.	N	N/A	2,442	3,095	871	437	211	7,056	N/A
		%	79.2	34.8	44.5	11.8	6.1	2.9	100.0	N/A
*5.	I like the kind of work I do.	N	N/A	2,843	3,109	705	275	118	7,050	N/A
		%	84.0	40.2	43.8	10.2	4.0	1.8	100.0	N/A
6.	I know what is expected of me on the job.	N	N/A	2,609	3,370	616	345	109	7,049	N/A
		%	85.9	38.4	47.5	8.1	4.4	1.6	100.0	N/A
7.	When needed I am willing to put in the extra effort to get a job done.	N	N/A	4,972	1,941	101	28	15	7,057	N/A
		%	98.0	68.7	29.3	1.5	0.3	0.2	100.0	N/A
8.	I am constantly looking for ways to do my job better.	N	N/A	3,787	2,725	475	45	16	7,048	N/A
		%	92.4	53.5	39.0	6.8	0.6	0.1	100.0	N/A
9.	I have sufficient resources (for example, people, materials, budget) to get my job done.	N	N/A	1,124	2,893	1,059	1,393	579	7,048	14
		%	58.5	17.9	40.6	14.9	18.2	8.4	100.0	N/A
*10.	My workload is reasonable.	N	N/A	985	3,201	1,055	1,219	579	7,039	16
		%	56.0	14.4	41.6	15.7	18.8	9.5	100.0	N/A
*11.	My talents are used well in the workplace.	N	N/A	1,405	3,060	1,086	904	545	7,000	33
		%	61.9	19.7	42.2	16.5	13.6	7.9	100.0	N/A
*12.	I know how my work relates to the agency's goals and priorities.	N	N/A	2,835	3,558	455	125	59	7,032	15
		%	91.8	39.8	52.0	5.8	1.6	0.8	100.0	N/A
*13.	The work I do is important.	N	N/A	4,054	2,490	357	72	48	7,021	15
		%	95.3	61.9	33.4	3.6	0.7	0.4	100.0	N/A
*14.	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N	N/A	2,040	3,125	852	689	319	7,025	24
		%	69.9	27.9	42.0	13.2	11.1	5.8	100.0	N/A
*15.	My performance appraisal is a fair reflection of my performance.	N	N/A	1,889	3,034	953	692	375	6,943	98
		%	67.5	24.6	42.8	14.7	11.5	6.3	100.0	N/A
16.	I am held accountable for achieving results.	N	N/A	2,566	3,635	598	141	69	7,009	24
		%	88.4	35.5	52.9	8.5	2.1	0.9	100.0	N/A

*Question that regulations require on annual employee surveys.

**Total does not include "Do Not Know" or "No Basis to Judge" Responses.

Survey Question		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge	
17.	I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N	N/A	1,898	2,505	1,388	498	435	6,724	310
		%	63.6	26.5	37.1	21.8	7.7	6.9	100.0	N/A
*18.	My training needs are assessed.	N	N/A	1,087	2,925	1,638	873	421	6,944	80
		%	57.5	15.4	42.1	23.6	12.7	6.2	100.0	N/A
*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).	N	N/A	1,860	2,966	1,001	739	372	6,938	112
		%	69.0	25.6	43.4	14.4	10.8	5.8	100.0	N/A
*20.	The people I work with cooperate to get the job done.	N	N/A	1,792	3,621	919	565	120	7,017	N/A
		%	74.7	23.4	51.2	14.4	9.0	1.9	100.0	N/A
*21.	My work unit is able to recruit people with the right skills.	N	N/A	661	2,380	1,931	1,216	587	6,775	280
		%	44.8	9.3	35.5	30.8	16.6	7.8	100.0	N/A
*22.	Promotions in my work unit are based on merit.	N	N/A	744	2,091	1,838	1,096	871	6,640	399
		%	37.3	8.9	28.4	30.2	17.7	14.8	100.0	N/A
*23.	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N	N/A	459	1,822	1,879	1,377	979	6,516	534
		%	32.1	6.5	25.6	29.9	21.3	16.7	100.0	N/A
*24.	In my work unit, differences in performance are recognized in a meaningful way.	N	N/A	514	2,125	2,025	1,307	752	6,723	328
		%	36.4	6.7	29.7	31.7	19.4	12.5	100.0	N/A
25.	Awards in my work unit depend on how well employees perform their jobs.	N	N/A	770	2,397	1,658	1,011	778	6,614	424
		%	44.6	10.7	33.9	26.4	16.0	13.0	100.0	N/A
26.	Employees in my work unit share job knowledge with each other.	N	N/A	1,940	3,698	753	402	199	6,992	39
		%	80.4	28.0	52.4	11.1	5.6	2.9	100.0	N/A
27.	The skill level in my work unit has improved in the past year.	N	N/A	1,415	2,967	1,650	516	229	6,777	256
		%	64.6	20.8	43.8	24.9	6.9	3.5	100.0	N/A

Survey Question		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total**	Do Not Know/ No Basis to Judge	
28.	How would you rate the overall quality of work done by your work unit?	N	N/A	2,964	3,092	864	84	37	7,041	N/A
		%	84.3	39.2	45.1	13.9	1.3	0.5	100.0	N/A

Survey Question		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge	
*29.	The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N	N/A	1,222	4,017	1,000	463	116	6,818	94
		%	76.2	17.5	58.6	15.4	6.6	1.8	100.0	N/A

*Question that regulations require on annual employee surveys.

**Total does not include "Do Not Know" or "No Basis to Judge" Responses.

Survey Question		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge	
*30.	Employees have a feeling of personal empowerment with respect to work processes.	N	N/A	757	2,755	1,742	1,099	386	6,739	160
		%	50.4	11.2	39.2	26.6	16.8	6.1	100.0	N/A
31.	Employees are recognized for providing high quality products and services.	N	N/A	1,059	3,167	1,324	877	378	6,805	103
		%	58.3	14.1	44.2	21.0	13.8	6.9	100.0	N/A
*32.	Creativity and innovation are rewarded.	N	N/A	832	2,486	1,861	1,033	480	6,692	191
		%	45.8	11.2	34.6	29.5	16.9	7.9	100.0	N/A
*33.	Pay raises depend on how well employees perform their jobs.	N	N/A	300	1,079	2,122	1,897	1,091	6,489	409
		%	21.5	5.4	16.1	33.1	28.3	17.1	100.0	N/A
34.	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	N	N/A	1,253	2,884	1,657	432	285	6,511	373
		%	62.1	18.9	43.2	26.3	6.9	4.7	100.0	N/A
*35.	Employees are protected from health and safety hazards on the job.	N	N/A	1,853	3,677	808	336	140	6,814	77
		%	76.8	24.9	51.9	13.8	6.7	2.8	100.0	N/A
*36.	My organization has prepared employees for potential security threats.	N	N/A	1,952	3,801	714	240	94	6,801	66
		%	84.4	29.3	55.1	10.3	3.8	1.5	100.0	N/A
37.	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N	N/A	1,366	2,462	1,414	663	656	6,561	324
		%	55.3	18.8	36.5	23.4	10.6	10.7	100.0	N/A
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.	N	N/A	1,841	2,765	1,129	330	343	6,408	465
		%	69.4	25.8	43.6	19.2	5.6	5.8	100.0	N/A
39.	My agency is successful at accomplishing its mission.	N	N/A	2,174	3,631	784	141	69	6,799	84
		%	83.4	29.7	53.6	13.0	2.4	1.2	100.0	N/A
40.	I recommend my organization as a good place to work.	N	N/A	2,393	2,940	1,016	357	185	6,891	N/A
		%	75.9	33.3	42.6	15.7	5.8	2.6	100.0	N/A
41.	I believe the results of this survey will be used to make my agency a better place to work.	N	N/A	1,439	2,389	1,748	562	296	6,434	462
		%	61.4	24.0	37.4	26.1	8.2	4.4	100.0	N/A
*42.	My supervisor supports my need to balance work and other life issues.	N	N/A	2,490	2,909	773	373	251	6,796	43
		%	75.9	32.5	43.5	13.1	6.6	4.4	100.0	N/A
43.	My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N	N/A	2,013	2,725	1,142	571	339	6,790	40
		%	65.7	25.7	40.0	19.5	9.1	5.7	100.0	N/A
*44.	Discussions with my supervisor/team leader about my performance are worthwhile.	N	N/A	1,900	2,678	1,172	631	371	6,752	75
		%	66.4	26.1	40.3	18.2	9.3	6.2	100.0	N/A

*Question that regulations require on annual employee surveys.

**Total does not include "Do Not Know" or "No Basis to Judge" Responses.

Survey Question		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge	
45.	My supervisor/team leader is committed to a workforce representative of all segments of society.	N	N/A	1,816	2,611	1,433	260	233	6,353	462
		%	67.8	26.2	41.5	23.5	4.5	4.2	100.0	N/A
46.	My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N	N/A	1,763	2,801	1,214	662	343	6,783	38
		%	66.5	24.9	41.6	18.3	9.9	5.3	100.0	N/A
*47.	Supervisors/team leaders in my work unit support employee development.	N	N/A	1,928	2,873	1,136	470	331	6,738	80
		%	68.0	26.3	41.7	18.9	7.5	5.6	100.0	N/A
48.	My supervisor/team leader listens to what I have to say.	N	N/A	2,465	2,957	782	444	163	6,811	N/A
		%	76.8	33.0	43.8	13.3	7.1	2.8	100.0	N/A
49.	My supervisor/team leader treats me with respect.	N	N/A	2,916	2,788	637	309	163	6,813	N/A
		%	82.2	39.9	42.4	10.5	4.5	2.7	100.0	N/A
50.	In the last six months, my supervisor/team leader has talked with me about my performance.	N	N/A	2,724	3,279	409	301	112	6,825	N/A
		%	88.1	38.0	50.1	6.3	4.2	1.3	100.0	N/A
*51.	I have trust and confidence in my supervisor.	N	N/A	2,363	2,385	1,109	558	382	6,797	N/A
		%	67.7	32.2	35.5	17.6	8.8	5.9	100.0	N/A

Survey Question		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total**	Do Not Know/ No Basis to Judge	
*52.	Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	N	N/A	2,702	2,321	1,161	367	265	6,816	N/A
		%	72.1	37.8	34.3	18.4	5.2	4.3	100.0	N/A

Survey Question		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge	
*53.	In my organization, leaders generate high levels of motivation and commitment in the workforce.	N	N/A	1,000	2,670	1,590	946	470	6,676	64
		%	54.0	14.9	39.2	24.4	14.2	7.4	100.0	N/A
54.	My organization's leaders maintain high standards of honesty and integrity.	N	N/A	1,512	2,787	1,322	551	384	6,556	172
		%	63.9	21.5	42.4	21.0	9.0	6.2	100.0	N/A
*55.	Managers/supervisors/team leaders work well with employees of different backgrounds.	N	N/A	1,550	3,165	1,167	389	292	6,563	167
		%	70.0	22.5	47.5	18.4	6.4	5.2	100.0	N/A
*56.	Managers communicate the goals and priorities of the organization.	N	N/A	1,714	3,589	789	382	205	6,679	37
		%	81.2	26.8	54.4	11.1	4.7	3.0	100.0	N/A
*57.	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N	N/A	1,638	3,432	958	288	148	6,464	238
		%	80.8	26.7	54.1	13.5	3.6	2.2	100.0	N/A

*Question that regulations require on annual employee surveys.

**Total does not include "Do Not Know" or "No Basis to Judge" Responses.

Survey Question		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge	
58.	Managers promote communication among different work units (for example, about projects, goals, needed resources).	N	N/A	1,403	2,940	1,180	684	366	6,573	136
		%	65.6	20.8	44.8	18.0	10.5	5.8	100.0	N/A
59.	Managers support collaboration across work units to accomplish work objectives.	N	N/A	1,494	3,023	1,144	567	339	6,567	126
		%	67.5	22.0	45.6	18.3	8.7	5.5	100.0	N/A

Survey Question		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total**	Do Not Know/ No Basis to Judge	
60.	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor/team leader?	N	N/A	1,921	2,478	1,408	384	354	6,545	166
		%	66.3	28.5	37.8	22.4	5.7	5.6	100.0	N/A

Survey Question		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge	
*61.	I have a high level of respect for my organization's senior leaders.	N	N/A	1,855	2,587	1,314	533	364	6,653	72
		%	66.6	28.3	38.3	20.3	7.3	5.8	100.0	N/A
62.	Senior leaders demonstrate support for Work/Life programs.	N	N/A	1,459	2,455	1,566	425	284	6,189	521
		%	61.9	23.7	38.2	26.0	7.1	5.0	100.0	N/A

Survey Question		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total**	Do Not Know/ No Basis to Judge	
*63.	How satisfied are you with your involvement in decisions that affect your work?	N	N/A	1,049	2,817	1,542	1,013	254	6,675	N/A
		%	55.3	14.1	41.2	24.5	16.1	4.1	100.0	N/A
*64.	How satisfied are you with the information you receive from management on what's going on in your organization?	N	N/A	1,113	3,037	1,360	910	261	6,681	N/A
		%	62.0	15.8	46.1	20.6	13.2	4.2	100.0	N/A
*65.	How satisfied are you with the recognition you receive for doing a good job?	N	N/A	1,227	2,671	1,380	1,004	395	6,677	N/A
		%	55.3	16.6	38.7	21.9	15.8	6.9	100.0	N/A
*66.	How satisfied are you with the policies and practices of your senior leaders?	N	N/A	943	2,705	1,755	912	338	6,653	N/A
		%	53.6	13.2	40.3	27.5	13.6	5.3	100.0	N/A
*67.	How satisfied are you with your opportunity to get a better job in your organization?	N	N/A	960	2,162	1,699	1,139	709	6,669	N/A
		%	45.5	13.4	32.1	24.9	17.9	11.8	100.0	N/A
*68.	How satisfied are you with the training you receive for your present job?	N	N/A	1,108	2,974	1,450	830	304	6,666	N/A
		%	59.6	15.5	44.1	22.1	13.4	4.9	100.0	N/A

*Question that regulations require on annual employee surveys.

**Total does not include "Do Not Know" or "No Basis to Judge" Responses.

Survey Question		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total	Do Not Know/ No Basis to Judge	
*69.	Considering everything, how satisfied are you with your job?	N	N/A	1,828	3,179	943	496	208	6,654	N/A
		%	74.4	26.3	48.1	14.6	7.6	3.4	100.0	N/A
*70.	Considering everything, how satisfied are you with your pay?	N	N/A	1,667	3,165	883	712	232	6,659	N/A
		%	69.1	22.2	46.9	14.8	12.3	3.9	100.0	N/A
71.	Considering everything, how satisfied are you with your organization?	N	N/A	1,611	3,264	1,054	525	205	6,659	N/A
		%	72.3	23.1	49.2	16.6	7.9	3.3	100.0	N/A

Survey Question		Response Choices		N	%
72.	Have you been notified that you are eligible to telework? Telework means working at a location other than your normal work site during your regular work hours (excludes travel).	Yes		1,413	13.8
		No		4,919	81.0
		Not sure		327	5.2
		Total		6,659	100.0
73.	Please select the response below that BEST describes your current teleworking situation:	I telework 3 or more days per week.		56	1.4
		I telework 1 or 2 days per week.		453	4.2
		I telework, but no more than 1 or 2 days per month.		81	0.9
		I telework very infrequently, on an unscheduled or short-term basis.		175	2.2
		I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).		1,598	28.4
		I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.		654	12.6
		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.		2,282	38.4
		I do not telework because I choose not to telework.		878	11.9
Total		6,177	100.0		

Survey Question		Response Choices		N	%
74.	Do you participate in the following Work/Life programs? Alternative Work Schedules (AWS)	Yes		1,214	19.1
		No		4,720	70.1
		Not available to me		723	10.8
		Total		6,657	100.0
75.	Do you participate in the following Work/Life programs? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)	Yes		1,814	25.4
		No		4,415	65.8
		Not available to me		420	8.8
		Total		6,649	100.0

*Question that regulations require on annual employee surveys.

**Total does not include "Do Not Know" or "No Basis to Judge" Responses.

Survey Question		Response Choices	N	%
76.	Do you participate in the following Work/Life programs? Employee Assistance Program (EAP)	Yes	1,054	17.7
		No	5,430	78.8
		Not available to me	160	3.4
		Total	6,644	100.0
77.	Do you participate in the following Work/Life programs? Child Care Programs (for example, daycare, parenting classes, parenting support groups)	Yes	191	2.5
		No	5,624	80.8
		Not available to me	824	16.7
		Total	6,639	100.0
78.	Do you participate in the following Work/Life programs? Elder Care Programs (for example, support groups, speakers)	Yes	159	2.2
		No	5,688	82.1
		Not available to me	790	15.7
		Total	6,637	100.0

Survey Question		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total**	Do Not Know/ No Basis to Judge	
79.	How satisfied are you with the following Work/Life programs in your agency? Telework	N	N/A	331	567	1,229	472	439	3,038	3,583
		%	22.8	8.3	14.5	48.2	14.1	14.8	100.0	N/A
80.	How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	N	N/A	924	1,490	1,401	182	83	4,080	2,496
		%	55.5	21.0	34.4	38.0	4.3	2.2	100.0	N/A
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)	N	N/A	580	1,704	1,499	140	72	3,995	2,615
		%	51.9	12.3	39.6	41.5	3.9	2.7	100.0	N/A
82.	How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	N	N/A	510	1,298	1,537	88	36	3,469	3,143
		%	50.1	13.8	36.4	45.9	2.8	1.1	100.0	N/A
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)	N	N/A	168	476	1,430	78	69	2,221	4,380
		%	23.1	5.9	17.2	68.9	3.7	4.3	100.0	N/A
84.	How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	N	N/A	123	410	1,494	54	38	2,119	4,480
		%	21.0	4.7	16.3	73.8	2.7	2.5	100.0	N/A

*Question that regulations require on annual employee surveys.

**Total does not include "Do Not Know" or "No Basis to Judge" Responses.