

2021 FEDERAL EMPLOYEE VIEWPOINT SURVEY

Social Security Administration



This document provides the 2021 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 November 8 through December 10, 2021. SSA's participation in the 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 a sample of full-time and part-time permanent Federal employees to participate in the FEVS. SSA achieved a response rate of 41.4 percent. Of the 27,922 SSA employees whom OPM selected to participate, 11,546 of our employees voluntarily responded to the FEVS. Our response rate exceeded the government-wide rate of 33.8 percent.

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

Survey Results

Despite the challenges of COVID-19, our employees demonstrated a tremendous amount of resilience. Traditionally questions regarding individual employee effort or contributions are amongst our highest scoring items.

Strengths: Our 2021 FEVS results revealed that questions with the highest positive responses reveal employees know how their jobs support our agency's goals, know what is expected on the job, supervisors treat employees with respect, and employees believe their teams are meeting customer needs and contributing positively to the agency's performance.

Opportunities: Our 2021 survey results indicate that performance management concerns continue to be a challenge. Questions concerning poor performers, meaningful recognition based on various levels of employee performance, view of senior leaders, involvement in decisions that affect employees work, and belief survey results are used to better the agency had the lowest percentage of positive responses.

The following sections provide agency-level 2021 FEVS results for SSA.

Social Security Administration 2021 Federal Employee Viewpoint Survey Results

#	Item Text	Response Type	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.	Agree-disagree	58.8%	20.0%	38.8%	18.5%	14.6%	8.0%	22.7%	2,502	4,579	1,997	1,587	825	11,490	N/A
2	I feel encouraged to come up with new and better ways of doing things.	Agree-disagree	54.8%	20.5%	34.2%	18.9%	16.4%	9.9%	26.3%	2,592	3,980	2,010	1,730	1,024	11,336	N/A
3	My work gives me a feeling of personal accomplishment.	Agree-disagree	70.0%	29.0%	41.1%	14.9%	8.6%	6.5%	15.0%	3,408	4,763	1,618	945	680	11,414	N/A
4	I know what is expected of me on the job.	Agree-disagree	83.4%	36.0%	47.4%	8.6%	5.1%	3.0%	8.0%	4,232	5,393	947	599	320	11,491	N/A
5	*My workload is reasonable.	Agree-disagree	47.6%	12.8%	34.8%	13.7%	18.5%	20.3%	38.7%	1,609	4,315	1,500	2,011	2,016	11,451	36
6	*My talents are used well in the workplace.	Agree-disagree	55.5%	17.2%	38.3%	18.3%	14.9%	11.3%	26.1%	2,083	4,456	1,913	1,605	1,142	11,199	45
7	*I know how my work relates to the agency's goals.	Agree-disagree	88.5%	35.4%	53.1%	7.1%	2.5%	1.9%	4.4%	4,197	5,944	736	288	226	11,391	33
8	*I can disclose a suspected violation of any law, rule or	Agree-disagree	66.4%	29.5%	36.9%	18.9%	6.7%	8.0%	14.7%	3,466	4,126	1,984	728	812	11,116	377

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	regulation without fear of reprisal.															
9	*The people I work with cooperate to get the job done.	Agree-disagree	77.3%	34.1%	43.2%	11.6%	7.8%	3.3%	11.1%	4,447	4,850	1,160	745	307	11,509	N/A
10	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	Agree-disagree	37.6%	11.9%	25.7%	27.9%	16.7%	17.9%	34.6%	1,229	2,596	2,631	1,557	1,502	9,515	2,011
12	*In my work unit, differences in performance are recognized in a meaningful way.	Agree-disagree	43.9%	11.4%	32.5%	24.9%	18.7%	12.5%	31.3%	1,315	3,532	2,525	1,868	1,160	10,400	1,106
13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	Agree-disagree	77.2%	25.7%	51.5%	12.4%	7.3%	3.1%	10.4%	3,224	5,814	1,255	741	310	11,344	166
14	Employees in my work unit meet the needs of our customers.	Always-never	82.5%	31.9%	50.6%	15.1%	2.0%	0.4%	2.4%	3,877	5,431	1,324	179	38	10,849	652
15	Employees in my work unit contribute positively to my agency's performance.	Always-never	82.3%	38.7%	43.6%	14.8%	2.4%	0.4%	2.9%	4,626	4,604	1,319	219	41	10,809	535

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16	Employees in my work unit produce high-quality work.	Always-never	76.0%	32.9%	43.1%	19.6%	3.8%	0.6%	4.4%	4,031	4,621	1,808	324	54	10,838	616
17	Employees in my work unit adapt to changing priorities.	Always-never	78.8%	40.1%	38.7%	16.4%	4.1%	0.7%	4.8%	4,765	4,204	1,551	347	65	10,932	503
18	Employees in my work unit successfully collaborate.	Always-never	71.7%	35.0%	36.7%	20.0%	6.7%	1.6%	8.3%	4,269	4,064	1,950	619	150	11,052	426
19	Employees in my work unit achieve our goals.	Always-never	81.3%	34.5%	46.8%	15.6%	2.6%	0.5%	3.1%	4,172	5,047	1,439	231	52	10,941	543
20	Employees are recognized for providing high quality products and services.	Agree-disagree	58.0%	19.3%	38.7%	17.3%	15.1%	9.6%	24.7%	2,349	4,434	1,813	1,569	968	11,133	307
21	Employees are protected from health and safety hazards on the job.	Agree-disagree	71.8%	33.1%	38.7%	15.9%	6.5%	5.8%	12.3%	4,009	4,256	1,568	624	533	10,990	458
22	My agency is successful at accomplishing its mission.	Agree-disagree	74.9%	25.3%	49.6%	16.6%	5.6%	2.8%	8.5%	3,149	5,530	1,628	553	293	11,153	298
23	*I recommend my organization as a good place to work.	Agree-disagree	61.3%	23.6%	37.8%	19.7%	11.7%	7.2%	19.0%	2,917	4,382	2,065	1,282	788	11,434	N/A

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24	*I believe the results of this survey will be used to make my agency a better place to work.	Agree-disagree	44.8%	17.2%	27.6%	26.8%	14.7%	13.7%	28.4%	1,857	3,018	2,734	1,552	1,364	10,525	921
25	My supervisor supports my need to balance work and other life issues.	Agree-disagree	78.1%	43.7%	34.5%	10.6%	5.6%	5.7%	11.3%	5,529	3,710	1,044	525	520	11,328	77
26	My supervisor is committed to a workforce representative of all segments of society.	Agree-disagree	74.3%	41.1%	33.2%	17.6%	3.8%	4.3%	8.1%	4,745	3,377	1,660	329	380	10,491	886
27	Supervisors in my work unit support employee development.	Agree-disagree	70.3%	36.6%	33.8%	15.3%	7.6%	6.8%	14.4%	4,502	3,752	1,547	748	625	11,174	223
28	My supervisor listens to what I have to say.	Agree-disagree	79.5%	45.1%	34.3%	9.8%	6.5%	4.3%	10.8%	5,535	3,723	990	627	414	11,289	N/A
29	My supervisor treats me with respect.	Agree-disagree	85.2%	51.4%	33.7%	8.0%	3.7%	3.2%	6.9%	6,231	3,547	795	368	326	11,267	N/A
30	I have trust and confidence in my supervisor.	Agree-disagree	71.4%	43.4%	27.9%	14.2%	8.0%	6.4%	14.5%	5,289	3,092	1,475	794	624	11,274	N/A
31	Overall, how good a job do you feel is being done by your immediate supervisor?	Good-poor	75.2%	46.1%	29.1%	16.4%	4.9%	3.5%	8.4%	5,644	3,200	1,684	480	344	11,352	N/A

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32	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	Agree-disagree	42.5%	14.1%	28.4%	25.1%	17.8%	14.5%	32.3%	1,681	3,201	2,620	1,847	1,544	10,893	372
33	My organization's senior leaders maintain high standards of honesty and integrity.	Agree-disagree	55.0%	20.7%	34.4%	26.6%	8.5%	9.8%	18.4%	2,336	3,584	2,533	829	1,005	10,287	910
34	*Managers communicate the goals of the organization.	Agree-disagree	75.9%	25.2%	50.7%	13.7%	5.4%	5.0%	10.4%	2,874	5,521	1,489	636	582	11,102	112
35	Managers promote communication among different work units (for example, about projects, goals, needed resources).	Agree-disagree	60.4%	21.4%	39.0%	19.4%	11.2%	9.0%	20.2%	2,462	4,296	2,016	1,208	951	10,933	312
36	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	Good-poor	65.7%	31.9%	33.8%	19.9%	7.6%	6.8%	14.4%	3,518	3,572	1,961	718	636	10,405	800

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37	I have a high level of respect for my organization's senior leaders.	Agree-disagree	57.3%	24.3%	33.0%	23.7%	10.0%	9.0%	19.0%	2,757	3,637	2,477	1,084	999	10,954	248
38	Senior leaders demonstrate support for Work-Life programs.	Agree-disagree	53.7%	21.6%	32.1%	26.4%	10.7%	9.2%	19.9%	2,581	3,490	2,440	951	810	10,272	927
39	*How satisfied are you with your involvement in decisions that affect your work?	Satisfied-dissatisfied	44.7%	13.6%	31.1%	25.4%	21.4%	8.6%	29.9%	1,663	3,612	2,663	2,263	910	11,111	N/A
40	*How satisfied are you with the information you receive from management on what's going on in your organization?	Satisfied-dissatisfied	54.1%	15.7%	38.4%	21.2%	17.0%	7.7%	24.7%	1,876	4,298	2,218	1,812	831	11,035	N/A
41	*How satisfied are you with the recognition you receive for doing a good job?	Satisfied-dissatisfied	54.6%	18.9%	35.7%	19.2%	16.6%	9.6%	26.2%	2,238	4,072	2,092	1,685	966	11,053	N/A
42	*Considering everything, how satisfied are you with your job?	Satisfied-dissatisfied	61.6%	21.1%	40.4%	18.2%	13.3%	6.9%	20.2%	2,517	4,563	1,883	1,353	702	11,018	N/A
43	Considering everything, how satisfied are you with your pay?	Satisfied-dissatisfied	60.8%	19.6%	41.2%	16.9%	15.1%	7.2%	22.3%	2,484	4,680	1,703	1,525	693	11,085	N/A

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44	*Considering everything, how satisfied are you with your organization?	Satisfied-dissatisfied	57.4%	16.7%	40.7%	20.8%	14.0%	7.7%	21.7%	2,047	4,646	2,159	1,462	801	11,115	N/A

Survey Administration Period: November 8 through December 10, 2021
 *AES prescribed items as of 2017 (5 CFR Part 250, Subpart C).

** Unweighted count of responses excluding "Do Not Know" or "No Basis to Judge."
 OPM weights the percentages to represent SSA's population.
 Respondents asked to share their work experiences since the last OPM FEVS administration (November 2020).

Sample or Census: Sample
 Number of surveys completed: 11,546
 Number of surveys administered: 27,922
 Response Rate: 41.4%

Social Security Administration 2020 Federal Employee Viewpoint Survey Results

Demographics

<i>What is your supervisory status?</i>	
Response Option	%
Senior Leader	1.3%
Manager	9.6%
Supervisor	10.5%
Team Leader	9.4%
Non-Supervisor	69.2%
Total	100.0%

<i>Are you:</i>	
Response Option	%
Male	36.8%
Female	63.2%
Total	100.0%

<i>Are you of Hispanic, Latino, or Spanish origin?</i>	
Response Option	%
Yes	13.2%
No	86.8%
Total	100.0%

<i>Please select the racial category or categories with which you most closely identify.</i>	
Response Option	%
White	65.9%
Black or African American	22.2%
All other races	11.9%
Total	100.0%

Survey Administration Period: November 8 through December 10, 2021
Percentages for demographic questions are un-weighted.

Sample or Census: Sample
Number of surveys completed: 11,546
Number of surveys administered: 27,922
Response Rate: 41.4%

Social Security Administration 2020 Federal Employee Viewpoint Survey Results

Agency Subcomponent	%
Deputy Commissioner for Analytics, Review, & Oversight	8.4%
Deputy Commissioner for Budget, Finance, & Management	3.0%
Deputy Commissioner for Communications	0.6%
Deputy Commissioner for Hearings Operations	14.4%
Deputy Commissioner for Human Resources	1.7%
Deputy Commissioner for Legislation & Congressional Affairs	0.2%
Deputy Commissioner for Operations	52.4%
Deputy Commissioner for Retirement & Disability Policy	2.7%
Deputy Commissioner for Systems	10.6%
Office of the Chief Actuary	0.2%
Office of the Commissioner	0.1%
Office of the General Counsel	2.9%
Office of the Inspector General	2.8%
Total	100.0%

Survey Administration Period: November 8 through December 10, 2021
Percentages for demographic questions are un-weighted.

Sample or Census: Sample
Number of surveys completed: 11,546
Number of surveys administered: 27,922
Response Rate: 41.4%