

2020 FEDERAL EMPLOYEE VIEWPOINT SURVEY

Social Security Administration



This document provides the 2020 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 September 22, 2020 through November 3, 2020. SSA's participation in the 2020 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 49.6 percent. Of the 57,751 SSA employees whom OPM selected to participate, 28,651 of our employees voluntarily responded to the FEVS. Our response rate exceeded the government-wide rate of 44.3 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. In 2020, that pattern changed as questions related to agency goal's and mission also received highly positive responses.

Strengths: Our 2020 FEVS results revealed that questions with the highest positive responses cover employees' knowing how their jobs support our agency's goals and priorities, knowing what is expected on the job, having positive relationships with their supervisor, agency mission accomplishment, and believing their work unit possesses the knowledge and skills necessary to accomplish agency goals.

Opportunities: Our 2020 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, use of survey results, and involvement in decisions that affect employees work had the lowest percentage of positive responses.

The following sections describe agency-level 2020 FEVS results for SSA.

Social Security Administration 2020 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 N
1	*I am given a real opportunity to improve my skills in my organization.	59.1%	18.7%	40.4%	19.3%	14.7%	6.9%	21.6%	5,393	11,601	5,406	4,109	1,883	28,392	N/A
2	I feel encouraged to come up with new and better ways of doing things.	55.4%	19.0%	36.3%	19.9%	15.9%	8.8%	24.8%	5,484	10,319	5,504	4,455	2,405	28,167	N/A
3	My work gives me a feeling of personal accomplishment.	73.0%	29.5%	43.5%	14.0%	8.2%	4.8%	13.0%	8,390	12,387	3,905	2,302	1,293	28,277	N/A
4	I know what is expected of me on the job.	84.4%	35.3%	49.1%	8.5%	4.6%	2.5%	7.1%	10,052	14,024	2,389	1,343	679	28,487	N/A
5	*My workload is reasonable.	53.6%	12.4%	41.2%	14.6%	17.1%	14.8%	31.8%	3,484	11,667	4,083	4,952	4,177	28,363	65
6	*My talents are used well in the workplace.	56.1%	16.3%	39.8%	18.5%	14.8%	10.6%	25.4%	4,589	11,268	5,111	4,109	2,883	27,960	89
7	*I know how my work relates to the agency's goals.	89.0%	34.6%	54.4%	7.0%	2.2%	1.8%	3.9%	9,878	15,453	1,945	603	484	28,363	53

Survey Administration Period: September 22 to November 3, 2020

*AES prescribed items as of 2017 (5 CFR Part 250, Subpart C).

**Un-weighted count of responses excluding 'Do Not Know.'

OPM weights the percentages to represent SSA's population.

Respondents asked to share their work experiences since the last OPM FEVS administration (June 2019).

Sample or Census: Census

Number of surveys completed: 28,651

Number of surveys administered: 57,751

Response Rate: 49.6%

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8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	63.7%	25.9%	37.9%	19.8%	8.3%	8.2%	16.5%	7,339	10,559	5,347	2,278	2,180	27,703	856
9	*The people I work with cooperate to get the job done.	77.4%	31.2%	46.2%	11.6%	7.9%	3.0%	10.9%	9,025	13,232	3,225	2,273	829	28,584	N/A
10	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	37.2%	10.1%	27.1%	27.9%	17.9%	17.0%	34.9%	2,542	6,782	6,796	4,491	4,132	24,743	3,824
12	*In my work unit, differences in performance are recognized in a meaningful way.	42.1%	10.3%	31.8%	26.3%	19.9%	11.7%	31.6%	2,704	8,489	6,852	5,250	3,003	26,298	2,301
13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	77.9%	24.5%	53.4%	12.5%	6.8%	2.8%	9.6%	6,924	15,122	3,446	1,912	763	28,167	436

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14	Employees are recognized for providing high quality products and services.	58.0%	16.0%	42.0%	17.9%	15.0%	9.1%	24.1%	4,565	11,911	4,938	4,201	2,477	28,092	425
15	Employees are protected from health and safety hazards on the job.	72.9%	28.4%	44.5%	14.0%	7.8%	5.2%	13.0%	8,226	12,550	3,827	2,155	1,399	28,157	374
16	My agency is successful at accomplishing its mission.	78.0%	24.2%	53.7%	15.5%	4.2%	2.4%	6.6%	6,853	15,143	4,222	1,164	630	28,012	508
17	*I recommend my organization as a good place to work.	65.4%	23.6%	41.7%	18.9%	10.1%	5.6%	15.7%	6,829	12,022	5,316	2,891	1,546	28,604	N/A
18	*I believe the results of this survey will be used to make my agency a better place to work.	45.0%	15.8%	29.2%	27.6%	15.2%	12.3%	27.4%	4,114	7,739	7,290	4,064	3,169	26,376	2,243
19	My supervisor supports my need to balance work and other life issues.	77.6%	39.3%	38.3%	11.2%	5.7%	5.6%	11.2%	11,309	10,865	3,096	1,602	1,501	28,373	187

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20	My supervisor is committed to a workforce representative of all segments of society.	72.3%	35.3%	37.1%	18.9%	4.3%	4.5%	8.8%	9,607	9,945	4,948	1,094	1,140	26,734	1,821
21	Supervisors in my work unit support employee development.	68.3%	31.7%	36.6%	16.8%	8.1%	6.9%	14.9%	9,057	10,360	4,602	2,234	1,826	28,079	456
22	My supervisor listens to what I have to say.	77.8%	39.3%	38.6%	11.0%	7.0%	4.1%	11.1%	11,345	10,975	3,090	1,988	1,117	28,515	N/A
23	My supervisor treats me with respect.	84.0%	46.3%	37.7%	8.6%	4.2%	3.2%	7.4%	13,318	10,700	2,436	1,182	890	28,526	N/A
24	I have trust and confidence in my supervisor.	68.9%	37.9%	31.1%	15.8%	8.5%	6.7%	15.3%	10,945	8,875	4,403	2,430	1,845	28,498	N/A
25	Overall, how good a job do you feel is being done by your immediate supervisor?	73.4%	42.6%	30.8%	17.4%	5.6%	3.6%	9.2%	12,275	8,888	4,868	1,551	1,003	28,585	N/A
26	In my organization, senior leaders generate high levels of motivation and	42.7%	12.5%	30.2%	25.6%	17.3%	14.4%	31.7%	3,461	8,360	7,015	4,827	3,861	27,524	823

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	commitment in the workforce.														
27	My organization's senior leaders maintain high standards of honesty and integrity.	54.1%	18.2%	35.9%	26.4%	9.3%	10.2%	19.5%	4,853	9,480	6,873	2,439	2,583	26,228	1,957
28	*Managers communicate the goals of the organization.	76.1%	23.2%	52.9%	13.3%	5.7%	4.9%	10.6%	6,602	14,893	3,668	1,581	1,317	28,061	164
29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	60.6%	19.5%	41.1%	18.5%	11.8%	9.2%	20.9%	5,525	11,501	5,086	3,269	2,489	27,870	514
30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	64.8%	29.3%	35.5%	20.9%	7.7%	6.5%	14.2%	7,890	9,544	5,490	2,028	1,677	26,629	1,627

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31	I have a high level of respect for my organization's senior leaders.	57.1%	22.3%	34.8%	23.7%	10.5%	8.8%	19.2%	6,179	9,639	6,539	2,940	2,366	27,663	570
32	Senior leaders demonstrate support for Work-Life programs.	52.2%	18.7%	33.6%	27.7%	10.6%	9.4%	20.0%	4,908	8,762	7,102	2,725	2,336	25,833	2,381
33	*How satisfied are you with your involvement in decisions that affect your work?	45.4%	11.7%	33.6%	26.4%	20.4%	7.8%	28.2%	3,319	9,499	7,291	5,718	2,115	27,942	N/A
34	*How satisfied are you with the information you receive from management on what's going on in your organization?	54.7%	14.3%	40.4%	21.7%	16.6%	7.0%	23.6%	4,038	11,317	5,987	4,619	1,888	27,849	N/A
35	*How satisfied are you with the recognition you receive for doing a good job?	53.2%	16.3%	36.9%	21.6%	16.2%	9.0%	25.2%	4,594	10,335	5,978	4,467	2,442	27,816	N/A

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36	*Considering everything, how satisfied are you with your job?	66.6%	21.1%	45.5%	16.8%	11.4%	5.3%	16.6%	5,870	12,741	4,609	3,168	1,423	27,811	N/A
37	Considering everything, how satisfied are you with your pay?	67.0%	20.8%	46.3%	15.6%	12.4%	5.0%	17.4%	5,983	13,082	4,234	3,335	1,298	27,932	N/A
38	*Considering everything, how satisfied are you with your organization?	62.1%	17.0%	45.1%	19.8%	12.4%	5.8%	18.2%	4,785	12,722	5,501	3,446	1,553	28,007	N/A

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Demographics

What is your supervisory status?	%
Senior Leader	0.8%
Manager	7.1%
Supervisor	8.0%
Team Leader	9.0%
Non-Supervisor	75.1%
Total	100.0%

Are you:	%
Male	34.0%
Female	66.0%
Total	100.0%

Are you of Hispanic, Latino, or Spanish origin?	%
Yes	17.0%
No	83.0%
Total	100.0%

Please select the racial category or categories with which you most closely identify.	%
White	64.1%
Black or African American	23.4%
All other races	12.5%
Total	100.0%

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Percentages for demographic questions are un-weighted.

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Agency Subcomponent	%
Deputy Commissioner for Analytics, Review, and Oversight	4.0%
Deputy Commissioner for Budget, Finance, and Management	1.4%
Deputy Commissioner for Communications	0.3%
Deputy Commissioner for Hearings Operations	12.0%
Deputy Commissioner for Human Resources	0.8%
Deputy Commissioner for Legislation and Congressional Affairs	0.1%
Deputy Commissioner for Operations	73.1%
Deputy Commissioner for Retirement and Disability Policy	1.3%
Deputy Commissioner for Systems	4.3%
Office of the Chief Actuary	0.1%
Office of the Commissioner	0.0%
Office of the General Counsel	1.4%
Office of the Inspector General	1.0%
Total	100.0%