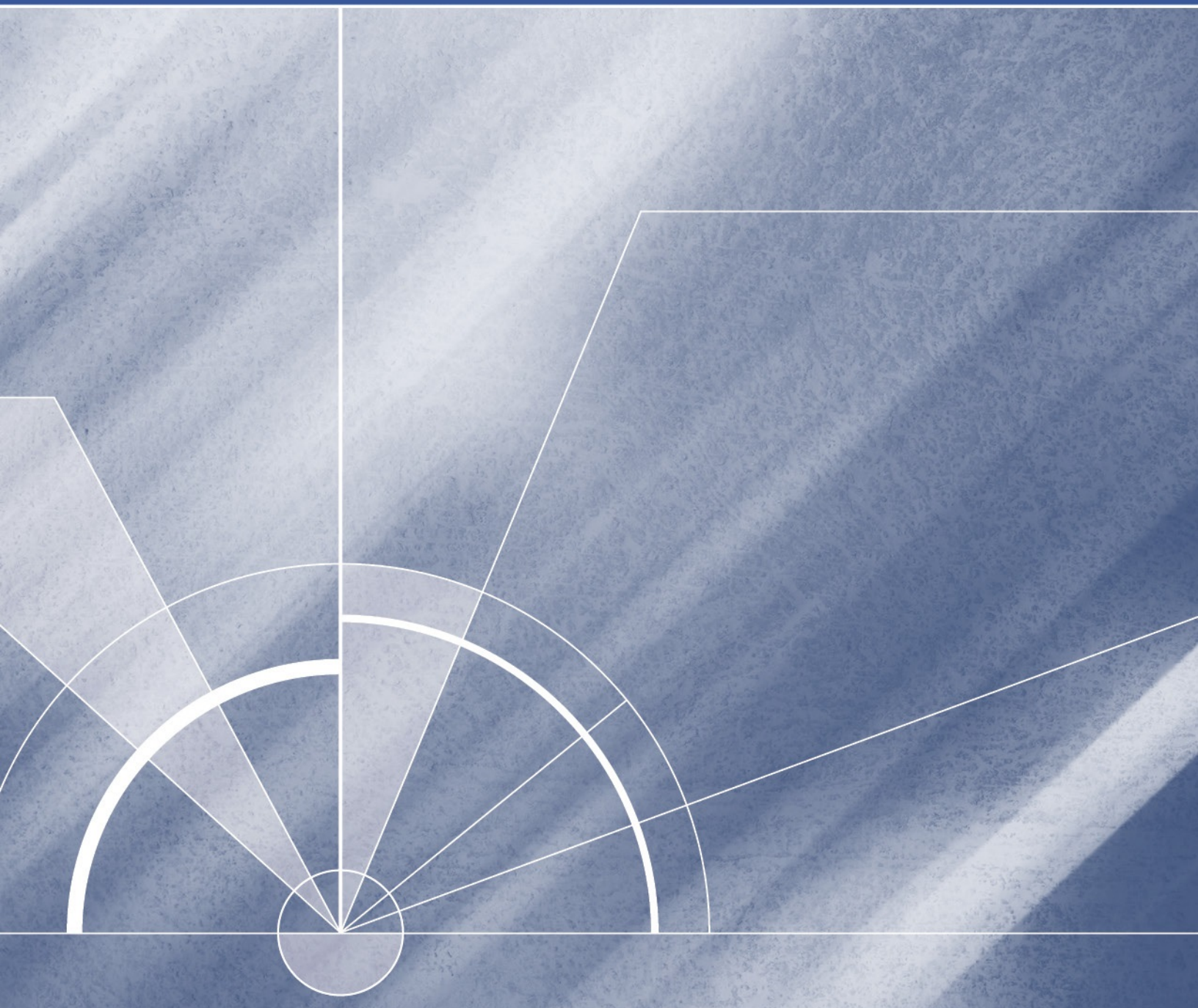


2019

Office of Personnel Management
Federal Employee Viewpoint Survey
Empowering Employees. Inspiring Change.

1st Level
Subagency
Report

Department of Health and Human Services
Indian Health Service



Department of Health and Human Services

Indian Health Service

1st Level Subagency Report

This 2019 OPM Federal Employee Viewpoint Survey Report provides summary results for your subagency, including comparisons to your department or agency.

Response Summary

	Surveys Completed	Response Rate
Governmentwide	615,395	42.6%
Department of Health and Human Services	51,703	71.9%
Indian Health Service	8,572	65.8%

Your Data

A Microsoft® Excel® file containing your results is embedded in this document. To access the workbook, double click on the 'pin' in the upper left corner of this page. Alternatively, you may access the workbook through the vertical navigation pane on the left side of the Adobe® Reader® window by clicking on the image of the paper clip.

Top 10 Positive & Negative Items and Leading & Trailing Your Comparison Group

These sections provide high level information on how your subagency is doing.

Main Report Results

The results include response percentages for each survey item. The definitions for the Positive, Neutral, and Negative response percentages vary in the following ways across the three primary response scales used in the survey:

Positive: *"Strongly Agree and Agree" or "Very Satisfied and Satisfied" or "Very Good and Good"*

Neutral: *"Neither Agree nor Disagree" or "Neither Satisfied nor Dissatisfied" or "Fair"*

Negative: *"Disagree and Strongly Disagree" or "Dissatisfied and Very Dissatisfied" or "Poor and Very Poor"*

Positive, Neutral, and Negative percentages are based on the total number of responses (N) that are in these three categories. The number of *Do Not Know (DNK)*, *No Basis to Judge (NBJ)*, *Choose Not to Participate*, *Not Available to Me*, *Unaware of Programs*, or *No Support Required* responses, where applicable, is listed separately.

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Top 10 Positive & Negative Items

The figures below highlight the top 10 positive and negative results from the survey to help you quickly identify the most positive and most negative aspects of the organizational environment (only items 1 to 71 are included). Use this snapshot as a quick reference or overview of your OPM FEVS results.

Highest Percent Positive

96.0%	When needed I am willing to put in the extra effort to get a job done. (Q.7)
95.7%	The work I do is important. (Q.13)
91.9%	I am constantly looking for ways to do my job better. (Q.8)
91.1%	I like the kind of work I do. (Q.5)
87.3%	I know how my work relates to the agency's goals. (Q.12)
86.6%	I know what is expected of me on the job. (Q.6)
82.9%	I am held accountable for achieving results. (Q.16)
78.3%	My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals. (Q.29)
78.0%	How would you rate the overall quality of work done by your work unit? (Q.28)
76.9%	In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels. (Q.19)

Highest Percent Negative

38.3%	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. (Q.23)
31.9%	Pay raises depend on how well employees perform their jobs. (Q.33)
31.3%	In my work unit, differences in performance are recognized in a meaningful way. (Q.24)
30.1%	Creativity and innovation are rewarded. (Q.32)
29.3%	My work unit is able to recruit people with the right skills. (Q.21)
29.2%	I have sufficient resources (for example, people, materials, budget) to get my job done. (Q.9)
27.7%	In my organization, senior leaders generate high levels of motivation and commitment in the workforce. (Q.53)
27.3%	Awards in my work unit depend on how well employees perform their jobs. (Q.25)
26.9%	Employees are recognized for providing high quality products and services. (Q.31)
26.8%	Promotions in my work unit are based on merit. (Q.22)

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Leading Your Comparison Group

The figure below allows you to see where your subagency results are higher than your comparison group (Department of Health and Human Services) average (only items 1 to 71 are included). Only survey items with differences of 3 percentage points or more from your comparison group average are displayed. If your subagency has more than 10 items that are higher than the average, only the 10 items with the greatest differences are shown. An '*' in % Positive Response represents a percentage less than 8.

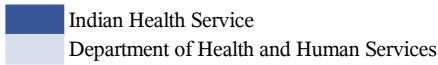


<i>Survey Item</i>	<i>% Positive Response</i>	<i>Difference</i>
I like the kind of work I do. (Q.5)	<div style="display: flex; justify-content: space-between;"> <div style="width: 86.9%; background-color: #d9e1f2; border: 1px solid #000;"></div> <div style="width: 13.1%;"></div> </div>	+4.2
My talents are used well in the workplace. (Q.11)	<div style="display: flex; justify-content: space-between;"> <div style="width: 66.5%; background-color: #d9e1f2; border: 1px solid #000;"></div> <div style="width: 33.5%;"></div> </div>	+4.0
The work I do is important. (Q.13)	<div style="display: flex; justify-content: space-between;"> <div style="width: 92.7%; background-color: #d9e1f2; border: 1px solid #000;"></div> <div style="width: 7.3%;"></div> </div>	+3.0

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Trailing Your Comparison Group

The figure below allows you to see where your subagency results are lower than your comparison group (Department of Health and Human Services) average (only items 1 to 71 are included). Only survey items with differences of 3 percentage points or more from your comparison group average are displayed. If your subagency has more than 10 items that are lower than the average, only the 10 items with the greatest differences are shown. An '*' in % Positive Response represents a percentage less than 8.



Survey Item	% Positive Response		Difference
Senior leaders demonstrate support for Work-Life programs. (Q.62)	49.8%	66.7%	-16.9
Creativity and innovation are rewarded. (Q.32)	37.8%	53.5%	-15.7
The people I work with cooperate to get the job done. (Q.20)	65.2%	80.7%	-15.5
Employees are recognized for providing high quality products and services. (Q.31)	47.6%	62.8%	-15.2
Managers support collaboration across work units to accomplish work objectives. (Q.59)	52.6%	67.5%	-14.9
My agency is successful at accomplishing its mission. (Q.39)	67.4%	82.3%	-14.9
Employees in my work unit share job knowledge with each other. (Q.26)	63.0%	77.8%	-14.8
Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor? (Q.60)	54.3%	68.1%	-13.8
Supervisors in my work unit support employee development. (Q.47)	62.1%	75.4%	-13.3
Managers communicate the goals of the organization. (Q.56)	57.0%	70.0%	-13.0

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My Work Experience

1. I am given a real opportunity to improve my skills in my organization.

	N	Positive	Neutral	Negative
Governmentwide	611,219	67.2%	15.0%	17.8%
Department of Health and Human Services	51,414	73.6%	13.3%	13.2%
Indian Health Service	8,511	66.1%	17.2%	16.7%

2. I have enough information to do my job well.

	N	Positive	Neutral	Negative
Governmentwide	611,571	71.7%	14.2%	14.1%
Department of Health and Human Services	51,398	76.6%	12.4%	10.9%
Indian Health Service	8,503	73.0%	15.8%	11.2%

3. I feel encouraged to come up with new and better ways of doing things.

	N	Positive	Neutral	Negative
Governmentwide	609,335	61.8%	17.2%	21.0%
Department of Health and Human Services	51,277	69.0%	15.5%	15.5%
Indian Health Service	8,469	62.7%	19.9%	17.3%

4. My work gives me a feeling of personal accomplishment.

	N	Positive	Neutral	Negative
Governmentwide	612,601	72.1%	14.5%	13.4%
Department of Health and Human Services	51,504	79.0%	12.0%	9.0%
Indian Health Service	8,528	76.2%	14.1%	9.7%

5. I like the kind of work I do.

	N	Positive	Neutral	Negative
Governmentwide	612,232	82.7%	11.2%	6.1%
Department of Health and Human Services	51,491	86.9%	9.0%	4.2%
Indian Health Service	8,522	91.1%	7.0%	1.9%

6. I know what is expected of me on the job.

	N	Positive	Neutral	Negative
Governmentwide	612,111	80.6%	10.6%	8.8%
Department of Health and Human Services	51,442	83.7%	9.4%	6.9%
Indian Health Service	8,527	86.6%	8.4%	5.1%

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My Work Experience (continued)

7. When needed I am willing to put in the extra effort to get a job done.

	N	Positive	Neutral	Negative
Governmentwide	612,974	95.6%	2.9%	1.6%
Department of Health and Human Services	51,508	97.0%	2.1%	0.9%
Indian Health Service	8,531	96.0%	2.9%	1.1%

8. I am constantly looking for ways to do my job better.

	N	Positive	Neutral	Negative
Governmentwide	613,544	90.9%	7.3%	1.8%
Department of Health and Human Services	51,540	92.8%	6.1%	1.1%
Indian Health Service	8,543	91.9%	7.1%	1.0%

9. I have sufficient resources (for example, people, materials, budget) to get my job done.

	N	Positive	Neutral	Negative	DNK
Governmentwide	608,706	48.9%	15.7%	35.3%	1,283
Department of Health and Human Services	51,195	58.2%	15.2%	26.6%	102
Indian Health Service	8,446	52.4%	18.4%	29.2%	26

10. My workload is reasonable.

	N	Positive	Neutral	Negative	DNK
Governmentwide	609,883	59.2%	15.8%	24.9%	1,025
Department of Health and Human Services	51,270	62.9%	15.1%	22.0%	58
Indian Health Service	8,477	62.7%	17.0%	20.3%	14

11. My talents are used well in the workplace.

	N	Positive	Neutral	Negative	DNK
Governmentwide	605,029	61.1%	16.4%	22.5%	2,511
Department of Health and Human Services	50,945	66.5%	15.3%	18.2%	196
Indian Health Service	8,418	70.5%	15.4%	14.1%	32

12. I know how my work relates to the agency's goals.

	N	Positive	Neutral	Negative	DNK
Governmentwide	610,249	85.1%	9.0%	6.0%	1,793
Department of Health and Human Services	51,296	89.0%	7.2%	3.9%	127
Indian Health Service	8,490	87.3%	9.3%	3.3%	29

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My Work Experience (continued)

13. The work I do is important.

	N	Positive	Neutral	Negative	DNK
Governmentwide	610,355	90.0%	6.8%	3.2%	1,426
Department of Health and Human Services	51,324	92.7%	5.3%	2.0%	93
Indian Health Service	8,502	95.7%	3.4%	0.9%	12

14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.

	N	Positive	Neutral	Negative	DNK
Governmentwide	610,747	66.4%	14.0%	19.5%	2,784
Department of Health and Human Services	51,302	73.5%	12.4%	14.1%	227
Indian Health Service	8,506	67.9%	14.9%	17.2%	30

15. My performance appraisal is a fair reflection of my performance.

	N	Positive	Neutral	Negative	DNK
Governmentwide	605,420	71.2%	13.8%	14.9%	7,312
Department of Health and Human Services	50,971	76.6%	11.7%	11.7%	485
Indian Health Service	8,446	72.6%	12.9%	14.6%	73

16. I am held accountable for achieving results.

	N	Positive	Neutral	Negative	DNK
Governmentwide	609,583	83.1%	11.3%	5.6%	2,493
Department of Health and Human Services	51,215	88.0%	8.8%	3.2%	186
Indian Health Service	8,480	82.9%	12.4%	4.7%	36

17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.

	N	Positive	Neutral	Negative	DNK
Governmentwide	589,502	67.2%	16.6%	16.2%	23,195
Department of Health and Human Services	48,938	68.6%	17.4%	13.9%	2,481
Indian Health Service	8,322	59.6%	20.4%	20.0%	177

18. My training needs are assessed.

	N	Positive	Neutral	Negative	DNK
Governmentwide	607,831	56.5%	22.0%	21.4%	5,336
Department of Health and Human Services	51,030	60.0%	21.3%	18.7%	435
Indian Health Service	8,436	54.9%	24.2%	20.9%	78

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My Work Experience (continued)

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	Positive	Neutral	Negative	NBJ
Governmentwide	601,212	72.0%	12.7%	15.3%	11,466
Department of Health and Human Services	50,648	74.9%	11.8%	13.2%	876
Indian Health Service	8,402	76.9%	11.4%	11.7%	137

My Work Unit

20. The people I work with cooperate to get the job done.

	N	Positive	Neutral	Negative
Governmentwide	611,209	77.3%	12.1%	10.6%
Department of Health and Human Services	51,408	80.7%	10.8%	8.5%
Indian Health Service	8,504	65.2%	18.3%	16.5%

21. My work unit is able to recruit people with the right skills.

	N	Positive	Neutral	Negative	DNK
Governmentwide	587,463	43.9%	25.2%	30.8%	20,037
Department of Health and Human Services	49,681	53.1%	22.8%	24.1%	1,577
Indian Health Service	8,321	43.1%	27.6%	29.3%	169

22. Promotions in my work unit are based on merit.

	N	Positive	Neutral	Negative	DNK
Governmentwide	568,300	39.2%	27.7%	33.1%	38,099
Department of Health and Human Services	47,319	48.5%	26.6%	24.9%	3,856
Indian Health Service	8,002	41.5%	31.7%	26.8%	470

23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.

	N	Positive	Neutral	Negative	DNK
Governmentwide	548,546	33.7%	28.1%	38.2%	58,203
Department of Health and Human Services	44,892	39.5%	29.8%	30.7%	6,297
Indian Health Service	8,088	32.6%	29.1%	38.3%	398

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My Work Unit (continued)

24. In my work unit, differences in performance are recognized in a meaningful way.

	N	Positive	Neutral	Negative	DNK
Governmentwide	571,950	39.2%	28.0%	32.8%	35,377
Department of Health and Human Services	47,626	46.4%	27.5%	26.1%	3,626
Indian Health Service	8,213	38.7%	29.9%	31.3%	284

25. Awards in my work unit depend on how well employees perform their jobs.

	N	Positive	Neutral	Negative	DNK
Governmentwide	568,785	47.8%	24.3%	28.0%	38,317
Department of Health and Human Services	47,713	55.5%	23.2%	21.2%	3,468
Indian Health Service	8,162	46.6%	26.1%	27.3%	326

26. Employees in my work unit share job knowledge with each other.

	N	Positive	Neutral	Negative	DNK
Governmentwide	605,075	76.9%	12.4%	10.6%	2,503
Department of Health and Human Services	50,988	77.8%	12.3%	10.0%	255
Indian Health Service	8,451	63.0%	19.6%	17.4%	43

27. The skill level in my work unit has improved in the past year.

	N	Positive	Neutral	Negative	DNK
Governmentwide	584,115	57.6%	27.0%	15.4%	22,586
Department of Health and Human Services	49,215	63.4%	24.9%	11.6%	1,979
Indian Health Service	8,339	60.4%	25.7%	13.9%	137

28. How would you rate the overall quality of work done by your work unit?

	N	Positive	Neutral	Negative
Governmentwide	606,946	84.0%	12.9%	3.1%
Department of Health and Human Services	51,283	88.0%	9.9%	2.1%
Indian Health Service	8,502	78.0%	17.7%	4.3%

29. My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.

	N	Positive	Neutral	Negative	DNK
Governmentwide	602,007	80.6%	11.9%	7.5%	5,196
Department of Health and Human Services	50,876	85.0%	9.7%	5.4%	429
Indian Health Service	8,433	78.3%	14.8%	6.9%	70

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My Agency

30. Employees have a feeling of personal empowerment with respect to work processes.

	N	Positive	Neutral	Negative	DNK
Governmentwide	585,857	49.8%	23.7%	26.4%	12,699
Department of Health and Human Services	49,564	56.7%	22.5%	20.9%	1,310
Indian Health Service	8,254	48.4%	29.0%	22.6%	155

31. Employees are recognized for providing high quality products and services.

	N	Positive	Neutral	Negative	DNK
Governmentwide	587,391	54.4%	21.2%	24.5%	11,018
Department of Health and Human Services	49,921	62.8%	19.2%	18.0%	971
Indian Health Service	8,286	47.6%	25.5%	26.9%	132

32. Creativity and innovation are rewarded.

	N	Positive	Neutral	Negative	DNK
Governmentwide	577,843	44.3%	27.4%	28.2%	17,984
Department of Health and Human Services	49,111	53.5%	25.4%	21.1%	1,616
Indian Health Service	8,154	37.8%	32.2%	30.1%	230

33. Pay raises depend on how well employees perform their jobs.

	N	Positive	Neutral	Negative	DNK
Governmentwide	557,080	27.8%	28.7%	43.5%	40,868
Department of Health and Human Services	46,208	38.6%	30.1%	31.3%	4,617
Indian Health Service	7,915	37.4%	30.7%	31.9%	493

34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).

	N	Positive	Neutral	Negative	DNK
Governmentwide	553,893	58.7%	27.2%	14.2%	44,578
Department of Health and Human Services	47,279	63.2%	24.3%	12.4%	3,599
Indian Health Service	7,982	51.0%	32.7%	16.3%	436

35. Employees are protected from health and safety hazards on the job.

	N	Positive	Neutral	Negative	DNK
Governmentwide	590,760	76.7%	13.0%	10.4%	8,514
Department of Health and Human Services	49,902	83.1%	11.1%	5.8%	1,055
Indian Health Service	8,354	76.5%	14.3%	9.2%	75

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My Agency (continued)

36. My organization has prepared employees for potential security threats.

	N	Positive	Neutral	Negative	DNK
Governmentwide	591,468	79.9%	12.2%	7.9%	5,683
Department of Health and Human Services	50,045	81.3%	12.4%	6.4%	757
Indian Health Service	8,322	74.3%	15.9%	9.8%	70

37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.

	N	Positive	Neutral	Negative	DNK
Governmentwide	566,071	56.2%	21.2%	22.5%	32,457
Department of Health and Human Services	47,499	61.5%	20.3%	18.2%	3,378
Indian Health Service	8,155	48.6%	24.6%	26.8%	264

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	Positive	Neutral	Negative	DNK
Governmentwide	548,380	70.3%	17.5%	12.1%	48,839
Department of Health and Human Services	46,084	72.6%	16.9%	10.5%	4,705
Indian Health Service	7,906	59.9%	24.2%	16.0%	487

39. My agency is successful at accomplishing its mission.

	N	Positive	Neutral	Negative	DNK
Governmentwide	589,036	77.3%	15.2%	7.4%	9,565
Department of Health and Human Services	50,065	82.3%	13.1%	4.6%	820
Indian Health Service	8,272	67.4%	23.3%	9.3%	138

40. I recommend my organization as a good place to work.

	N	Positive	Neutral	Negative	DNK
Governmentwide	598,080	66.8%	18.8%	14.4%	
Department of Health and Human Services	50,914	75.8%	15.0%	9.2%	
Indian Health Service	8,415	66.8%	22.1%	11.1%	

41. I believe the results of this survey will be used to make my agency a better place to work.

	N	Positive	Neutral	Negative	DNK
Governmentwide	556,743	41.3%	26.9%	31.7%	41,714
Department of Health and Human Services	47,835	55.9%	24.1%	20.0%	3,111
Indian Health Service	7,838	52.5%	25.9%	21.6%	585

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My Supervisor

42. My supervisor supports my need to balance work and other life issues.

	N	Positive	Neutral	Negative	DNK
Governmentwide	593,388	82.1%	9.0%	8.9%	2,930
Department of Health and Human Services	50,652	84.5%	8.1%	7.4%	192
Indian Health Service	8,357	72.1%	13.8%	14.1%	45

43. My supervisor provides me with opportunities to demonstrate my leadership skills.

	N	Positive	Neutral	Negative	DNK
Governmentwide	592,721	70.9%	15.1%	14.0%	3,093
Department of Health and Human Services	50,557	74.7%	13.2%	12.1%	206
Indian Health Service	8,357	64.5%	19.2%	16.3%	35

44. Discussions with my supervisor about my performance are worthwhile.

	N	Positive	Neutral	Negative	DNK
Governmentwide	589,625	68.1%	16.2%	15.7%	5,679
Department of Health and Human Services	50,348	72.1%	14.8%	13.1%	421
Indian Health Service	8,300	63.5%	19.3%	17.2%	89

45. My supervisor is committed to a workforce representative of all segments of society.

	N	Positive	Neutral	Negative	DNK
Governmentwide	552,306	71.9%	19.5%	8.6%	43,178
Department of Health and Human Services	47,304	76.0%	16.4%	7.5%	3,435
Indian Health Service	7,990	63.2%	22.9%	13.9%	401

46. My supervisor provides me with constructive suggestions to improve my job performance.

	N	Positive	Neutral	Negative	DNK
Governmentwide	592,663	67.1%	17.3%	15.6%	3,241
Department of Health and Human Services	50,553	70.9%	15.7%	13.4%	227
Indian Health Service	8,355	62.2%	20.0%	17.7%	42

47. Supervisors in my work unit support employee development.

	N	Positive	Neutral	Negative	DNK
Governmentwide	587,801	71.0%	15.6%	13.4%	8,065
Department of Health and Human Services	50,103	75.4%	13.7%	10.9%	691
Indian Health Service	8,275	62.1%	20.1%	17.8%	112

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My Supervisor (continued)

48. My supervisor listens to what I have to say.

	N	Positive	Neutral	Negative
Governmentwide	594,429	79.6%	10.5%	9.9%
Department of Health and Human Services	50,699	81.5%	9.9%	8.6%
Indian Health Service	8,384	70.0%	16.3%	13.7%

49. My supervisor treats me with respect.

	N	Positive	Neutral	Negative
Governmentwide	594,280	84.3%	8.5%	7.1%
Department of Health and Human Services	50,694	84.8%	8.4%	6.8%
Indian Health Service	8,385	74.7%	14.8%	10.5%

50. In the last six months, my supervisor has talked with me about my performance.

	N	Positive	Neutral	Negative
Governmentwide	594,433	82.0%	8.6%	9.4%
Department of Health and Human Services	50,686	82.7%	9.0%	8.2%
Indian Health Service	8,387	70.9%	15.6%	13.5%

51. I have trust and confidence in my supervisor.

	N	Positive	Neutral	Negative
Governmentwide	594,262	72.0%	14.2%	13.8%
Department of Health and Human Services	50,658	74.6%	13.2%	12.1%
Indian Health Service	8,388	63.8%	18.3%	17.9%

52. Overall, how good a job do you feel is being done by your immediate supervisor?

	N	Positive	Neutral	Negative
Governmentwide	594,144	74.1%	15.8%	10.1%
Department of Health and Human Services	50,686	77.1%	14.2%	8.7%
Indian Health Service	8,394	64.7%	20.5%	14.9%

Leadership

53. In my organization, senior leaders generate high levels of motivation and commitment in the workforce.

	N	Positive	Neutral	Negative	DNK
Governmentwide	576,889	45.0%	24.0%	31.1%	13,376
Department of Health and Human Services	49,300	54.8%	23.1%	22.2%	1,184
Indian Health Service	8,144	44.7%	27.5%	27.7%	195

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Leadership (continued)

54. My organization's senior leaders maintain high standards of honesty and integrity.

	N	Positive	Neutral	Negative	DNK
Governmentwide	553,779	56.1%	23.1%	20.8%	36,043
Department of Health and Human Services	47,480	62.9%	22.0%	15.1%	2,961
Indian Health Service	8,012	50.4%	28.2%	21.3%	328

55. Supervisors work well with employees of different backgrounds.

	N	Positive	Neutral	Negative	DNK
Governmentwide	558,822	70.2%	18.6%	11.2%	28,605
Department of Health and Human Services	47,861	72.6%	17.4%	10.0%	2,441
Indian Health Service	8,014	59.9%	24.8%	15.3%	291

56. Managers communicate the goals of the organization.

	N	Positive	Neutral	Negative	DNK
Governmentwide	580,748	64.6%	18.6%	16.8%	7,863
Department of Health and Human Services	49,577	70.0%	17.2%	12.7%	771
Indian Health Service	8,139	57.0%	24.7%	18.2%	180

57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.

	N	Positive	Neutral	Negative	DNK
Governmentwide	553,057	63.9%	21.6%	14.5%	36,249
Department of Health and Human Services	47,761	69.4%	19.5%	11.1%	2,644
Indian Health Service	7,939	57.2%	26.8%	16.0%	390

58. Managers promote communication among different work units (for example, about projects, goals, needed resources).

	N	Positive	Neutral	Negative	DNK
Governmentwide	570,161	57.7%	20.5%	21.8%	19,711
Department of Health and Human Services	48,966	63.5%	19.3%	17.2%	1,477
Indian Health Service	8,084	50.6%	26.6%	22.8%	250

59. Managers support collaboration across work units to accomplish work objectives.

	N	Positive	Neutral	Negative	DNK
Governmentwide	566,154	61.3%	20.3%	18.4%	20,010
Department of Health and Human Services	48,792	67.5%	18.3%	14.3%	1,439
Indian Health Service	7,979	52.6%	26.9%	20.5%	283

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Leadership (continued)

60. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?

	N	Positive	Neutral	Negative	DNK
Governmentwide	557,336	62.5%	21.4%	16.1%	31,586
Department of Health and Human Services	47,853	68.1%	19.6%	12.2%	2,589
Indian Health Service	7,770	54.3%	26.7%	19.0%	565

61. I have a high level of respect for my organization's senior leaders.

	N	Positive	Neutral	Negative	DNK
Governmentwide	579,632	57.2%	22.6%	20.2%	8,840
Department of Health and Human Services	49,636	66.2%	20.1%	13.7%	754
Indian Health Service	8,149	57.7%	25.6%	16.7%	175

62. Senior leaders demonstrate support for Work-Life programs.

	N	Positive	Neutral	Negative	DNK
Governmentwide	541,505	58.8%	24.0%	17.2%	46,639
Department of Health and Human Services	46,786	66.7%	20.8%	12.5%	3,596
Indian Health Service	7,609	49.8%	31.4%	18.8%	707

My Satisfaction

63. How satisfied are you with your involvement in decisions that affect your work?

	N	Positive	Neutral	Negative
Governmentwide	585,087	54.8%	21.9%	23.3%
Department of Health and Human Services	50,229	60.7%	20.4%	18.8%
Indian Health Service	8,296	56.2%	24.7%	19.1%

64. How satisfied are you with the information you receive from management on what's going on in your organization?

	N	Positive	Neutral	Negative
Governmentwide	584,983	52.3%	22.4%	25.3%
Department of Health and Human Services	50,254	58.7%	21.6%	19.7%
Indian Health Service	8,297	49.8%	27.6%	22.6%

65. How satisfied are you with the recognition you receive for doing a good job?

	N	Positive	Neutral	Negative
Governmentwide	584,700	53.4%	22.5%	24.1%
Department of Health and Human Services	50,279	60.6%	20.7%	18.7%
Indian Health Service	8,304	48.5%	25.8%	25.7%

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My Satisfaction (continued)

66. How satisfied are you with the policies and practices of your senior leaders?

	N	Positive	Neutral	Negative
Governmentwide	584,390	46.8%	28.4%	24.8%
Department of Health and Human Services	50,164	54.4%	27.5%	18.1%
Indian Health Service	8,291	47.6%	32.0%	20.3%

67. How satisfied are you with your opportunity to get a better job in your organization?

	N	Positive	Neutral	Negative
Governmentwide	584,169	40.7%	27.0%	32.3%
Department of Health and Human Services	50,169	45.1%	28.5%	26.4%
Indian Health Service	8,289	44.2%	32.2%	23.6%

68. How satisfied are you with the training you receive for your present job?

	N	Positive	Neutral	Negative
Governmentwide	584,592	56.7%	22.3%	21.1%
Department of Health and Human Services	50,198	63.3%	21.8%	15.0%
Indian Health Service	8,302	54.5%	25.4%	20.1%

69. Considering everything, how satisfied are you with your job?

	N	Positive	Neutral	Negative
Governmentwide	584,624	68.6%	16.5%	14.9%
Department of Health and Human Services	50,225	74.3%	14.9%	10.7%
Indian Health Service	8,306	71.4%	18.0%	10.5%

70. Considering everything, how satisfied are you with your pay?

	N	Positive	Neutral	Negative
Governmentwide	584,219	63.3%	16.2%	20.5%
Department of Health and Human Services	50,189	66.3%	16.1%	17.5%
Indian Health Service	8,282	60.6%	19.0%	20.4%

71. Considering everything, how satisfied are you with your organization?

	N	Positive	Neutral	Negative
Governmentwide	581,919	61.0%	20.1%	18.9%
Department of Health and Human Services	50,031	70.3%	17.8%	11.9%
Indian Health Service	8,228	60.3%	24.9%	14.8%

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Performance

72. Currently, in my work unit poor performers usually:

	N	Remain In Work Unit And Improve Over Time	Remain In Work Unit And Continue To Under-perform	Leave Work Unit - Removed or Transferred	Leave Work Unit - Quit	No Poor Performers In Work Unit	Do Not Know
Governmentwide	461,560	17.1%	55.5%	8.1%	2.1%	17.1%	123,151
Department of Health and Human Services	37,857	20.1%	48.0%	9.1%	2.6%	20.2%	12,400
Indian Health Service	6,729	19.2%	58.5%	6.3%	3.0%	13.0%	1,584

Partial Government Shutdown

73. Which of the following best describes the impact of the partial government shutdown (December 22, 2018 - January 25, 2019) on your working/pay status?

	N	No Impact On Working/Pay Status	No Work And No Pay Until After Shutdown	Worked Some But No Pay Until After Shutdown	Worked Entire Shutdown But No Pay Until After	Other
Governmentwide	583,875	53.7%	18.2%	6.7%	17.3%	4.1%
Department of Health and Human Services	50,202	68.2%	10.8%	4.6%	8.5%	7.8%
Indian Health Service	8,295	43.9%	5.4%	4.5%	27.2%	19.0%

74. How was your everyday work impacted during (if you worked) or after the partial government shutdown?

	N	No Impact	Slightly Negative Impact	Moderately Negative Impact	Very Negative Impact	Extremely Negative Impact
Governmentwide	576,262	44.9%	16.0%	16.7%	12.1%	10.3%
Department of Health and Human Services	49,757	43.9%	21.1%	17.7%	10.4%	6.9%
Indian Health Service	8,273	28.7%	21.9%	22.1%	15.4%	11.9%

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Partial Government Shutdown (continued)

75. In what ways did the partial government shutdown negatively affect your work? (Check all that apply)

	N	Unmanage-able Workload	Missed Deadlines	Unrecover-able Loss of Work	Reduced Customer Service	Delayed Work
Governmentwide	324,309	29.6%	45.8%	20.7%	47.9%	66.7%
Department of Health and Human Services	27,319	20.8%	37.1%	15.1%	40.6%	63.2%
Indian Health Service	5,793	19.6%	32.2%	13.0%	40.2%	44.4%

If the response to item 74 was "It had no impact", item 75 was skipped.

(continued)

75. In what ways did the partial government shutdown negatively affect your work? (Check all that apply) (continued)

	N	Reduced Work Quality	Cutback Of Critical Work	Time Lost Restarting Work	Unmet Statutory Requirements	Other
Governmentwide	324,309	31.9%	25.4%	42.0%	12.4%	27.3%
Department of Health and Human Services	27,319	23.2%	22.6%	35.6%	9.4%	29.3%
Indian Health Service	5,793	32.2%	22.6%	23.5%	11.1%	40.0%

If the response to item 74 was "It had no impact", item 75 was skipped.

76. Are you looking for another job because of the partial government shutdown?

	N	Looking Specifically Because Of Shutdown	Looking But Shutdown Is Only One Of The Reasons	Looking But Shutdown Had No Influence	Not Looking Currently
Governmentwide	579,912	1.5%	8.0%	19.8%	70.7%
Department of Health and Human Services	49,832	1.3%	5.8%	16.7%	76.2%
Indian Health Service	8,272	1.9%	7.0%	13.7%	77.4%

77. My agency provided the support (e.g., communication, assistance, guidance) I needed during the partial government shutdown.

	N	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Support Required
Governmentwide	464,251	23.9%	40.3%	22.0%	7.7%	6.1%	117,730
Department of Health and Human Services	39,221	29.9%	44.2%	18.0%	5.0%	3.0%	10,820
Indian Health Service	7,985	27.9%	43.9%	18.9%	5.4%	3.9%	294

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Work-Life

78. Please select the response below that BEST describes your current teleworking schedule.

	N	Very Infrequently	Telework			
			Only 1-2 Days Per Month	1-2 Days Per Week	3-4 Days Per Week	Every Work Day
Governmentwide	579,351	14.5%	5.9%	15.9%	5.2%	2.0%
Department of Health and Human Services	49,931	13.2%	6.9%	37.5%	8.5%	3.4%
Indian Health Service	8,119	3.7%	1.0%	2.6%	1.2%	3.7%

(continued)

78. Please select the response below that BEST describes your current teleworking schedule. (continued)

	N	Must Be Physically Present	Do Not Telework		
			Technical Issues	Not Approved To Telework	Choose Not To Telework
Governmentwide	579,351	27.0%	3.5%	13.5%	12.5%
Department of Health and Human Services	49,931	13.4%	1.7%	5.8%	9.5%
Indian Health Service	8,119	45.4%	4.6%	16.5%	21.4%

79. How satisfied are you with the Telework program in your agency?

	N	Positive	Neutral	Negative	Choose Not to Participate	Not Available to Me	Unaware of Programs
Department of Health and Human Services	39,985	77.2%	13.3%	9.5%	1,843	6,392	1,839
Indian Health Service	2,275	38.1%	41.4%	20.5%	326	3,942	1,673

80. Which of the following Work-Life programs have you participated in or used at your agency within the last 12 months? (Mark all that apply):

	N	Alternative Work Schedules	Health and Wellness Programs	Employee Assistance Program - EAP	Child Care Programs	Elder Care Programs	None Listed
Department of Health and Human Services	49,733	38.4%	38.5%	7.1%	4.0%	0.9%	36.8%
Indian Health Service	8,190	26.8%	35.7%	6.1%	0.9%	0.5%	46.2%

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Work-Life (continued)

81. How satisfied are you with the following Work-Life programs in your agency? Alternative Work Schedules (for example, compressed work schedule, flexible work schedule)

	N	Positive	Neutral	Negative	Choose Not to Participate	Not Available to Me	Unaware of Programs
Governmentwide	410,019	77.9%	15.2%	6.9%	71,628	75,146	22,071
Department of Health and Human Services	32,415	78.0%	16.6%	5.3%	8,982	6,189	2,159
Indian Health Service	4,747	61.3%	27.9%	10.7%	458	2,111	889

82. How satisfied are you with the following Work-Life programs in your agency? Health and Wellness Programs (for example, onsite exercise, flu vaccination, medical screening, CPR training, health and wellness fair)

	N	Positive	Neutral	Negative	Choose Not to Participate	Not Available to Me	Unaware of Programs
Governmentwide	387,606	65.8%	26.8%	7.4%	98,937	44,796	45,335
Department of Health and Human Services	38,580	78.6%	18.0%	3.4%	7,136	1,832	2,065
Indian Health Service	6,549	68.1%	25.5%	6.4%	424	627	604

83. How satisfied are you with the following Work-Life programs in your agency? Employee Assistance Program - EAP (for example, short-term counseling, referral services, legal services, information services)

	N	Positive	Neutral	Negative	Choose Not to Participate	Not Available to Me	Unaware of Programs
Governmentwide	282,014	45.4%	49.0%	5.7%	221,222	15,633	56,971
Department of Health and Human Services	22,813	49.8%	45.5%	4.7%	20,453	1,113	5,014
Indian Health Service	4,577	40.7%	53.0%	6.3%	1,938	475	1,181

84. How satisfied are you with the following Work-Life programs in your agency? Child Care Programs (for example, child care center, parenting classes and support groups, back-up care, subsidy, flexible spending account)

	N	Positive	Neutral	Negative	Choose Not to Participate	Not Available to Me	Unaware of Programs
Governmentwide	190,221	31.2%	62.6%	6.2%	248,558	65,987	70,671
Department of Health and Human Services	16,347	38.2%	55.9%	5.9%	23,300	4,668	5,045
Indian Health Service	2,800	23.3%	68.4%	8.3%	1,613	1,866	1,899

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Work-Life (continued)

85. How satisfied are you with the following Work-Life programs in your agency? Elder Care Programs (for example, elder/adult care, support groups, resources)

	N	Positive	Neutral	Negative	Choose Not to Participate	Not Available to Me	Unaware of Programs
Governmentwide	158,590	21.6%	74.1%	4.3%	244,230	59,125	111,402
Department of Health and Human Services	13,352	28.6%	67.7%	3.7%	23,530	4,053	8,285
Indian Health Service	2,709	23.0%	69.8%	7.2%	1,517	1,753	2,173

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My Employment Demographics

Where do you work?

	%
Headquarters	9.7%
Field	90.3%

What is your supervisory status?

	%
Senior Leader	1.7%
Manager	5.1%
Supervisor	14.8%
Team Leader	11.7%
Non-Supervisor	66.6%

What is your pay category/grade?

	%
Federal Wage System	4.8%
GS 1-6	28.2%
GS 7-12	47.9%
GS 13-15	12.5%
Senior Executive Service	0.3%
Senior Level (SL) or Scientific or Professional (ST)	0.1%
Other	6.1%

What is your US military service status?

	%
No Prior Military Service	87.6%
Currently in National Guard or Reserves	1.1%
Retired	1.7%
Separated or Discharged	9.6%

Note: Percentages for demographic questions are unweighted.

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My Employment Demographics (continued)

How long have you been with the Federal Government (excluding military service)?

	%
Less than 1 year	2.8%
1 to 3 years	15.7%
4 to 5 years	9.6%
6 to 10 years	18.9%
11 to 14 years	13.4%
15 to 20 years	16.0%
More than 20 years	23.7%

How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?

	%
Less than 1 year	4.8%
1 to 3 years	20.4%
4 to 5 years	11.1%
6 to 10 years	18.6%
11 to 14 years	12.3%
15 to 20 years	13.7%
More than 20 years	19.1%

Are you considering leaving your organization within the next year, and if so, why?

	%
No	69.0%
Yes, to retire	5.8%
Yes, to take another job within the Federal Government	13.4%
Yes, to take another job outside the Federal Government	4.7%
Yes, other	7.2%

I am planning to retire:

	%
Within one year	3.4%
Between one and three years	9.5%
Between three and five years	9.3%
Five or more years	77.7%

Note: Percentages for demographic questions are unweighted.

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My Personal Demographics

Are you of Hispanic, Latino, or Spanish origin?

	%
Yes	5.0%
No	95.0%

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

	%
White	21.7%
Black or African American	1.9%
All other races	76.4%

What is your age group?

	%
29 years and under	5.7%
30-39 years old	20.1%
40-49 years old	27.3%
50-59 years old	30.0%
60 years or older	17.0%

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

	%
Less than High School/ High School Diploma/ GED	8.5%
Certification/ Some College/ Associate's Degree	45.6%
Bachelor's Degree	20.5%
Advanced Degrees (Post Bachelor's Degree)	25.4%

Are you an individual with a disability?

	%
Yes	6.8%
No	93.2%

Note: Percentages for demographic questions are unweighted. For confidentiality reasons, percentages for the 'My Personal Demographics' questions may be suppressed. Any suppressed percentages are noted.

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My Personal Demographics (continued)

Are you:

	%
Male	28.4%
Female	71.6%

Are you transgender?

	%
Yes	0.3%
No	99.7%

Which one of the following do you consider yourself to be?

	%
Straight, that is not gay or lesbian	94.5%
Gay or Lesbian	2.2%
Bisexual	1.5%
Something else	1.8%

Note: Percentages for demographic questions are unweighted. For confidentiality reasons, percentages for the 'My Personal Demographics' questions may be suppressed. Any suppressed percentages are noted.