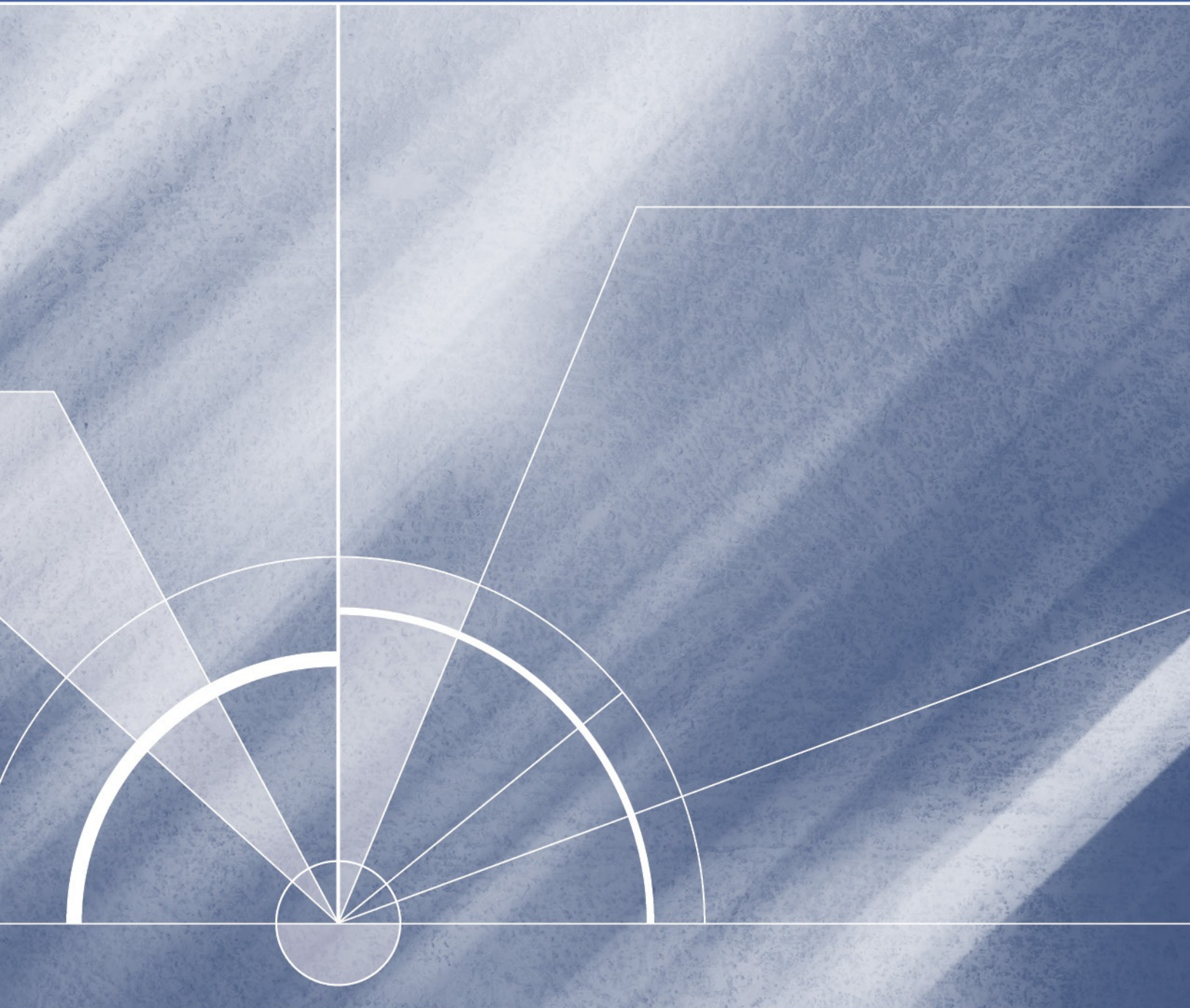


2019

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

3rd Level
Subagency
Comparison
Report

Department of Health and Human Services
OFFICE OF MANAGEMENT SERVICES



Department of Health and Human Services

OFFICE OF MANAGEMENT SERVICES

3rd Level Subagency Comparison Report

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

Response Summary

	Surveys Completed	Response Rate
Department of Health and Human Services	51,703	71.9%
Indian Health Service	8,572	65.8%
OFFICE OF MANAGEMENT SERVICES	43	91.5%
DIV OF MGMT POLICY & INTERNAL CONTROL.	<10	--
DIVISION OF ACQUISITION POLICY	<10	--
DIVISION OF ADMINISTRATION SERVICES	<10	--
DIVISION OF GRANTS OPERATIONS	11	91.7%
DIVISION OF REGULATORY AFFAIRS	<10	--

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.

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.

Note: Response rates are not displayed in the Response Summary table when there are fewer than 10 completed surveys. The report tables that follow do not include results for any subagency that had fewer than 10 completed surveys.

My Work Experience

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

	N	Positive	Neutral	Negative
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%
OFFICE OF MANAGEMENT SERVICES	43	64.4%	15.4%	20.2%
DIVISION OF GRANTS OPERATIONS	11	85.0%	8.4%	6.6%

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My Work Experience (continued)

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

	N	Positive	Neutral	Negative
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%
OFFICE OF MANAGEMENT SERVICES	43	68.7%	17.9%	13.4%
DIVISION OF GRANTS OPERATIONS	11	78.4%	15.0%	6.6%

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

	N	Positive	Neutral	Negative
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%
OFFICE OF MANAGEMENT SERVICES	42	58.3%	25.2%	16.5%
DIVISION OF GRANTS OPERATIONS	11	75.9%	24.1%	0.0%

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

	N	Positive	Neutral	Negative
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%
OFFICE OF MANAGEMENT SERVICES	42	76.5%	21.6%	1.9%
DIVISION OF GRANTS OPERATIONS	10	80.9%	19.1%	0.0%

5. I like the kind of work I do.

	N	Positive	Neutral	Negative
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%
OFFICE OF MANAGEMENT SERVICES	43	78.9%	17.9%	3.2%
DIVISION OF GRANTS OPERATIONS	11	89.1%	10.9%	0.0%

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

	N	Positive	Neutral	Negative
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%
OFFICE OF MANAGEMENT SERVICES	43	81.9%	13.4%	4.7%
DIVISION OF GRANTS OPERATIONS	11	86.8%	13.2%	0.0%

Department of Health and Human Services
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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
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%
OFFICE OF MANAGEMENT SERVICES	43	93.5%	6.5%	0.0%
DIVISION OF GRANTS OPERATIONS	11	100.0%	0.0%	0.0%

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

	N	Positive	Neutral	Negative
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%
OFFICE OF MANAGEMENT SERVICES	43	87.4%	12.6%	0.0%
DIVISION OF GRANTS OPERATIONS	11	93.4%	6.6%	0.0%

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

	N	Positive	Neutral	Negative	DNK
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
OFFICE OF MANAGEMENT SERVICES	43	42.8%	21.3%	35.9%	0
DIVISION OF GRANTS OPERATIONS	11	61.7%	23.3%	15.0%	0

10. My workload is reasonable.

	N	Positive	Neutral	Negative	DNK
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
OFFICE OF MANAGEMENT SERVICES	43	45.7%	18.5%	35.8%	0
DIVISION OF GRANTS OPERATIONS	11	78.4%	13.2%	8.4%	0

11. My talents are used well in the workplace.

	N	Positive	Neutral	Negative	DNK
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
OFFICE OF MANAGEMENT SERVICES	41	59.4%	15.5%	25.1%	0
DIVISION OF GRANTS OPERATIONS	11	75.9%	17.5%	6.6%	0

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My Work Experience (continued)

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

	N	Positive	Neutral	Negative	DNK
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
OFFICE OF MANAGEMENT SERVICES	43	90.6%	9.4%	0.0%	0
DIVISION OF GRANTS OPERATIONS	11	93.4%	6.6%	0.0%	0

13. The work I do is important.

	N	Positive	Neutral	Negative	DNK
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
OFFICE OF MANAGEMENT SERVICES	43	92.5%	7.5%	0.0%	0
DIVISION OF GRANTS OPERATIONS	11	100.0%	0.0%	0.0%	0

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
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
OFFICE OF MANAGEMENT SERVICES	43	69.2%	17.3%	13.6%	0
DIVISION OF GRANTS OPERATIONS	11	93.4%	6.6%	0.0%	0

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

	N	Positive	Neutral	Negative	DNK
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
OFFICE OF MANAGEMENT SERVICES	43	77.6%	13.2%	9.2%	0
DIVISION OF GRANTS OPERATIONS	11	89.1%	10.9%	0.0%	0

16. I am held accountable for achieving results.

	N	Positive	Neutral	Negative	DNK
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
OFFICE OF MANAGEMENT SERVICES	41	95.1%	4.9%	0.0%	2
DIVISION OF GRANTS OPERATIONS	11	100.0%	0.0%	0.0%	0

Department of Health and Human Services
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My Work Experience (continued)

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

	N	Positive	Neutral	Negative	DNK
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
OFFICE OF MANAGEMENT SERVICES	43	47.7%	32.4%	19.9%	0
DIVISION OF GRANTS OPERATIONS	11	53.8%	34.6%	11.6%	0

18. My training needs are assessed.

	N	Positive	Neutral	Negative	DNK
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
OFFICE OF MANAGEMENT SERVICES	43	31.8%	36.3%	31.9%	0
DIVISION OF GRANTS OPERATIONS	11	34.6%	43.8%	21.6%	0

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
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
OFFICE OF MANAGEMENT SERVICES	43	71.4%	17.1%	11.5%	0
DIVISION OF GRANTS OPERATIONS	11	82.5%	17.5%	0.0%	0

My Work Unit

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

	N	Positive	Neutral	Negative
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%
OFFICE OF MANAGEMENT SERVICES	43	68.4%	22.5%	9.2%
DIVISION OF GRANTS OPERATIONS	11	70.9%	22.4%	6.6%

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

	N	Positive	Neutral	Negative	DNK
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
OFFICE OF MANAGEMENT SERVICES	41	22.2%	42.8%	35.0%	1
DIVISION OF GRANTS OPERATIONS	10	30.5%	55.0%	14.4%	1

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My Work Unit (continued)

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

	N	Positive	Neutral	Negative	DNK
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
OFFICE OF MANAGEMENT SERVICES	40	32.2%	36.6%	31.2%	2
DIVISION OF GRANTS OPERATIONS	10	19.8%	60.6%	19.5%	1

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
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
OFFICE OF MANAGEMENT SERVICES	42	26.6%	34.8%	38.6%	1
DIVISION OF GRANTS OPERATIONS	10	35.9%	42.4%	21.7%	1

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

	N	Positive	Neutral	Negative	DNK
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
OFFICE OF MANAGEMENT SERVICES	40	35.8%	31.3%	33.0%	3
DIVISION OF GRANTS OPERATIONS	10	57.8%	19.8%	22.5%	1

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

	N	Positive	Neutral	Negative	DNK
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
OFFICE OF MANAGEMENT SERVICES	42	44.7%	31.0%	24.3%	0
DIVISION OF GRANTS OPERATIONS	11	62.6%	24.1%	13.2%	0

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

	N	Positive	Neutral	Negative	DNK
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
OFFICE OF MANAGEMENT SERVICES	43	66.2%	24.1%	9.7%	0
DIVISION OF GRANTS OPERATIONS	11	82.5%	17.5%	0.0%	0

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My Work Unit (continued)

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

	N	Positive	Neutral	Negative	DNK
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
OFFICE OF MANAGEMENT SERVICES	41	46.4%	34.0%	19.6%	1
DIVISION OF GRANTS OPERATIONS	11	46.4%	53.6%	0.0%	0

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

	N	Positive	Neutral	Negative
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%
OFFICE OF MANAGEMENT SERVICES	43	76.8%	20.0%	3.2%
DIVISION OF GRANTS OPERATIONS	11	100.0%	0.0%	0.0%

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

	N	Positive	Neutral	Negative	DNK
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
OFFICE OF MANAGEMENT SERVICES	43	72.8%	15.1%	12.1%	0
DIVISION OF GRANTS OPERATIONS	11	67.1%	24.6%	8.4%	0

My Agency

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

	N	Positive	Neutral	Negative	DNK
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
OFFICE OF MANAGEMENT SERVICES	40	42.8%	31.0%	26.1%	2
DIVISION OF GRANTS OPERATIONS	11	43.2%	50.2%	6.6%	0

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

	N	Positive	Neutral	Negative	DNK
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
OFFICE OF MANAGEMENT SERVICES	41	52.8%	21.9%	25.3%	0
DIVISION OF GRANTS OPERATIONS	11	64.3%	22.4%	13.2%	0

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My Agency (continued)

32. Creativity and innovation are rewarded.

	N	Positive	Neutral	Negative	DNK
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
OFFICE OF MANAGEMENT SERVICES	41	39.2%	26.4%	34.5%	1
DIVISION OF GRANTS OPERATIONS	11	47.9%	34.2%	17.9%	0

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

	N	Positive	Neutral	Negative	DNK
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
OFFICE OF MANAGEMENT SERVICES	38	34.6%	36.6%	28.9%	3
DIVISION OF GRANTS OPERATIONS	9	36.5%	55.2%	8.3%	2

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
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
OFFICE OF MANAGEMENT SERVICES	39	48.6%	34.0%	17.4%	3
DIVISION OF GRANTS OPERATIONS	10	41.1%	51.4%	7.5%	1

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

	N	Positive	Neutral	Negative	DNK
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
OFFICE OF MANAGEMENT SERVICES	42	81.1%	15.1%	3.7%	0
DIVISION OF GRANTS OPERATIONS	11	86.8%	6.6%	6.6%	0

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

	N	Positive	Neutral	Negative	DNK
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
OFFICE OF MANAGEMENT SERVICES	42	81.3%	15.0%	3.7%	0
DIVISION OF GRANTS OPERATIONS	11	93.4%	0.0%	6.6%	0

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My Agency (continued)

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

	N	Positive	Neutral	Negative	DNK
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
OFFICE OF MANAGEMENT SERVICES	39	51.7%	25.0%	23.3%	3
DIVISION OF GRANTS OPERATIONS	11	62.6%	10.9%	26.5%	0

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
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
OFFICE OF MANAGEMENT SERVICES	37	52.7%	25.8%	21.5%	5
DIVISION OF GRANTS OPERATIONS	10	63.3%	21.7%	15.0%	1

39. My agency is successful at accomplishing its mission.

	N	Positive	Neutral	Negative	DNK
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
OFFICE OF MANAGEMENT SERVICES	42	59.0%	22.6%	18.4%	0
DIVISION OF GRANTS OPERATIONS	11	56.2%	28.8%	15.0%	0

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

	N	Positive	Neutral	Negative
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%
OFFICE OF MANAGEMENT SERVICES	42	52.1%	32.9%	15.0%
DIVISION OF GRANTS OPERATIONS	11	44.7%	48.7%	6.6%

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
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
OFFICE OF MANAGEMENT SERVICES	36	46.8%	16.1%	37.0%	5
DIVISION OF GRANTS OPERATIONS	10	37.6%	12.8%	49.6%	1

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My Supervisor

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

	N	Positive	Neutral	Negative	DNK
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
OFFICE OF MANAGEMENT SERVICES	42	77.4%	15.6%	7.0%	0
DIVISION OF GRANTS OPERATIONS	11	100.0%	0.0%	0.0%	0

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

	N	Positive	Neutral	Negative	DNK
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
OFFICE OF MANAGEMENT SERVICES	42	63.8%	20.4%	15.7%	0
DIVISION OF GRANTS OPERATIONS	11	93.4%	6.6%	0.0%	0

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

	N	Positive	Neutral	Negative	DNK
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
OFFICE OF MANAGEMENT SERVICES	42	69.2%	13.3%	17.5%	0
DIVISION OF GRANTS OPERATIONS	11	93.4%	0.0%	6.6%	0

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

	N	Positive	Neutral	Negative	DNK
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
OFFICE OF MANAGEMENT SERVICES	39	62.4%	26.3%	11.3%	3
DIVISION OF GRANTS OPERATIONS	11	78.4%	21.6%	0.0%	0

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

	N	Positive	Neutral	Negative	DNK
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
OFFICE OF MANAGEMENT SERVICES	42	58.2%	22.9%	18.9%	0
DIVISION OF GRANTS OPERATIONS	11	86.8%	13.2%	0.0%	0

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My Supervisor (continued)

47. Supervisors in my work unit support employee development.

	N	Positive	Neutral	Negative	DNK
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
OFFICE OF MANAGEMENT SERVICES	41	55.0%	21.9%	23.1%	1
DIVISION OF GRANTS OPERATIONS	11	78.4%	6.6%	15.0%	0

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

	N	Positive	Neutral	Negative
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%
OFFICE OF MANAGEMENT SERVICES	42	72.1%	16.7%	11.2%
DIVISION OF GRANTS OPERATIONS	11	100.0%	0.0%	0.0%

49. My supervisor treats me with respect.

	N	Positive	Neutral	Negative
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%
OFFICE OF MANAGEMENT SERVICES	42	77.7%	11.1%	11.2%
DIVISION OF GRANTS OPERATIONS	11	100.0%	0.0%	0.0%

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

	N	Positive	Neutral	Negative
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%
OFFICE OF MANAGEMENT SERVICES	42	70.8%	19.9%	9.4%
DIVISION OF GRANTS OPERATIONS	11	89.9%	10.1%	0.0%

51. I have trust and confidence in my supervisor.

	N	Positive	Neutral	Negative
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%
OFFICE OF MANAGEMENT SERVICES	42	63.6%	19.7%	16.7%
DIVISION OF GRANTS OPERATIONS	11	86.8%	13.2%	0.0%

Department of Health and Human Services

OFFICE OF MANAGEMENT SERVICES

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My Supervisor (continued)

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

	N	Positive	Neutral	Negative
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%
OFFICE OF MANAGEMENT SERVICES	41	75.3%	9.5%	15.1%
DIVISION OF GRANTS OPERATIONS	11	93.4%	6.6%	0.0%

Leadership

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

	N	Positive	Neutral	Negative	DNK
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
OFFICE OF MANAGEMENT SERVICES	40	39.7%	33.3%	27.1%	2
DIVISION OF GRANTS OPERATIONS	11	51.3%	33.8%	15.0%	0

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

	N	Positive	Neutral	Negative	DNK
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
OFFICE OF MANAGEMENT SERVICES	40	42.0%	36.7%	21.3%	2
DIVISION OF GRANTS OPERATIONS	11	52.5%	40.9%	6.6%	0

55. Supervisors work well with employees of different backgrounds.

	N	Positive	Neutral	Negative	DNK
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
OFFICE OF MANAGEMENT SERVICES	40	52.0%	27.2%	20.9%	2
DIVISION OF GRANTS OPERATIONS	10	73.7%	19.1%	7.2%	1

56. Managers communicate the goals of the organization.

	N	Positive	Neutral	Negative	DNK
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
OFFICE OF MANAGEMENT SERVICES	42	56.9%	21.8%	21.4%	0
DIVISION OF GRANTS OPERATIONS	11	53.0%	40.4%	6.6%	0

Department of Health and Human Services
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Leadership (continued)

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

	N	Positive	Neutral	Negative	DNK
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
OFFICE OF MANAGEMENT SERVICES	39	49.7%	25.6%	24.7%	3
DIVISION OF GRANTS OPERATIONS	10	59.9%	32.6%	7.5%	1

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

	N	Positive	Neutral	Negative	DNK
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
OFFICE OF MANAGEMENT SERVICES	41	32.1%	31.9%	36.0%	1
DIVISION OF GRANTS OPERATIONS	11	42.9%	38.9%	18.2%	0

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

	N	Positive	Neutral	Negative	DNK
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
OFFICE OF MANAGEMENT SERVICES	40	39.0%	32.3%	28.6%	2
DIVISION OF GRANTS OPERATIONS	11	64.3%	17.5%	18.2%	0

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
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
OFFICE OF MANAGEMENT SERVICES	36	42.6%	34.2%	23.2%	6
DIVISION OF GRANTS OPERATIONS	9	81.8%	18.2%	0.0%	2

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

	N	Positive	Neutral	Negative	DNK
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
OFFICE OF MANAGEMENT SERVICES	40	66.3%	14.3%	19.4%	2
DIVISION OF GRANTS OPERATIONS	10	92.6%	0.0%	7.4%	1

Department of Health and Human Services
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Leadership (continued)

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

	N	Positive	Neutral	Negative	DNK
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
OFFICE OF MANAGEMENT SERVICES	37	54.6%	27.1%	18.3%	5
DIVISION OF GRANTS OPERATIONS	9	68.3%	23.1%	8.5%	2

My Satisfaction

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

	N	Positive	Neutral	Negative
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%
OFFICE OF MANAGEMENT SERVICES	42	50.1%	25.4%	24.5%
DIVISION OF GRANTS OPERATIONS	11	75.9%	24.1%	0.0%

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

	N	Positive	Neutral	Negative
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%
OFFICE OF MANAGEMENT SERVICES	41	39.7%	32.7%	27.6%
DIVISION OF GRANTS OPERATIONS	11	43.0%	57.0%	0.0%

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

	N	Positive	Neutral	Negative
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%
OFFICE OF MANAGEMENT SERVICES	42	40.8%	28.3%	30.9%
DIVISION OF GRANTS OPERATIONS	11	57.5%	29.3%	13.2%

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

	N	Positive	Neutral	Negative
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%
OFFICE OF MANAGEMENT SERVICES	42	39.9%	41.6%	18.5%
DIVISION OF GRANTS OPERATIONS	11	56.0%	37.4%	6.6%

Department of Health and Human Services

OFFICE OF MANAGEMENT SERVICES

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My Satisfaction (continued)

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

	N	Positive	Neutral	Negative
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%
OFFICE OF MANAGEMENT SERVICES	42	20.9%	52.3%	26.7%
DIVISION OF GRANTS OPERATIONS	11	17.9%	63.9%	18.2%

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

	N	Positive	Neutral	Negative
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%
OFFICE OF MANAGEMENT SERVICES	42	36.9%	44.1%	19.0%
DIVISION OF GRANTS OPERATIONS	11	45.9%	47.5%	6.6%

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

	N	Positive	Neutral	Negative
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%
OFFICE OF MANAGEMENT SERVICES	42	60.7%	18.2%	21.1%
DIVISION OF GRANTS OPERATIONS	11	89.1%	10.9%	0.0%

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

	N	Positive	Neutral	Negative
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%
OFFICE OF MANAGEMENT SERVICES	42	46.4%	29.0%	24.5%
DIVISION OF GRANTS OPERATIONS	11	46.6%	45.0%	8.4%

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

	N	Positive	Neutral	Negative
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%
OFFICE OF MANAGEMENT SERVICES	42	52.7%	26.2%	21.1%
DIVISION OF GRANTS OPERATIONS	11	82.5%	17.5%	0.0%

Department of Health and Human Services

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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
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
OFFICE OF MANAGEMENT SERVICES	31	14.7%	65.7%	8.4%	0.0%	11.2%	11
DIVISION OF GRANTS OPERATIONS	7	11.5%	74.0%	0.0%	0.0%	14.5%	4

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
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%
OFFICE OF MANAGEMENT SERVICES	42	14.8%	44.7%	12.2%	25.0%	3.3%
DIVISION OF GRANTS OPERATIONS	11	52.4%	39.3%	0.0%	8.4%	0.0%

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
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%
OFFICE OF MANAGEMENT SERVICES	42	23.6%	10.8%	24.0%	13.6%	28.0%
DIVISION OF GRANTS OPERATIONS	11	28.8%	10.1%	13.2%	32.9%	15.0%

Department of Health and Human Services

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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
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%
OFFICE OF MANAGEMENT SERVICES	32	32.5%	76.8%	31.4%	71.1%	83.2%
DIVISION OF GRANTS OPERATIONS	8	14.1%	85.9%	21.0%	65.5%	81.4%

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
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%
OFFICE OF MANAGEMENT SERVICES	32	46.4%	62.0%	67.7%	32.2%	20.3%
DIVISION OF GRANTS OPERATIONS	8	35.2%	76.6%	58.6%	37.3%	11.7%

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
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%
OFFICE OF MANAGEMENT SERVICES	42	1.9%	9.8%	18.2%	70.1%
DIVISION OF GRANTS OPERATIONS	11	0.0%	0.0%	6.6%	93.4%

Department of Health and Human Services

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Partial Government Shutdown (continued)

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
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
OFFICE OF MANAGEMENT SERVICES	42	20.1%	41.4%	28.0%	5.1%	5.3%	0
DIVISION OF GRANTS OPERATIONS	11	21.4%	68.6%	10.1%	0.0%	0.0%	0

Work-Life

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

	Telework					
	N	Very Infrequently	Only 1-2 Days Per Month	1-2 Days Per Week	3-4 Days Per Week	Every Work Day
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%
OFFICE OF MANAGEMENT SERVICES	42	17.4%	6.1%	33.5%	16.3%	5.6%
DIVISION OF GRANTS OPERATIONS	11	19.9%	0.0%	17.5%	51.3%	0.0%

(continued)

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

	Do Not Telework				
	N	Must Be Physically Present	Technical Issues	Not Approved To Telework	Choose Not To Telework
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%
OFFICE OF MANAGEMENT SERVICES	42	2.9%	0.0%	2.9%	15.3%
DIVISION OF GRANTS OPERATIONS	11	0.0%	0.0%	0.0%	11.3%

Department of Health and Human Services

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Work-Life (continued)

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
OFFICE OF MANAGEMENT SERVICES	38	65.6%	21.2%	13.2%	3	1	0
DIVISION OF GRANTS OPERATIONS	10	83.1%	16.9%	0.0%	1	0	0

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%
OFFICE OF MANAGEMENT SERVICES	42	53.3%	37.2%	7.5%	3.0%	1.9%	39.2%
DIVISION OF GRANTS OPERATIONS	11	48.9%	6.6%	0.0%	0.0%	0.0%	51.1%

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
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
OFFICE OF MANAGEMENT SERVICES	36	67.9%	32.1%	0.0%	4	1	1
DIVISION OF GRANTS OPERATIONS	8	76.8%	23.2%	0.0%	3	0	0

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
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
OFFICE OF MANAGEMENT SERVICES	32	72.3%	27.7%	0.0%	7	0	3
DIVISION OF GRANTS OPERATIONS	5	58.4%	41.6%	0.0%	5	0	1

Department of Health and Human Services

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Work-Life (continued)

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
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
OFFICE OF MANAGEMENT SERVICES	17	45.7%	54.3%	0.0%	18	0	6
DIVISION OF GRANTS OPERATIONS	3	39.2%	60.8%	0.0%	6	0	2

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
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
OFFICE OF MANAGEMENT SERVICES	16	13.1%	80.6%	6.3%	16	0	10
DIVISION OF GRANTS OPERATIONS	3	0.0%	100.0%	0.0%	7	0	1

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
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
OFFICE OF MANAGEMENT SERVICES	14	5.7%	87.0%	7.2%	13	0	15
DIVISION OF GRANTS OPERATIONS	3	0.0%	100.0%	0.0%	6	0	2

Department of Health and Human Services
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My Employment Demographics

Where do you work?

	%
Headquarters	100.0%
Field	0.0%

What is your supervisory status?

	%
Senior Leader	2.4%
Manager	2.4%
Supervisor	7.3%
Team Leader	17.1%
Non-Supervisor	70.7%

What is your pay category/grade?

	%
Federal Wage System	0.0%
GS 1-6	0.0%
GS 7-12	24.4%
GS 13-15	73.2%
Senior Executive Service	2.4%
Senior Level (SL) or Scientific or Professional (ST)	0.0%
Other	0.0%

What is your US military service status?

	%
No Prior Military Service	70.7%
Currently in National Guard or Reserves	0.0%
Retired	7.3%
Separated or Discharged	22.0%

Note: Percentages for demographic questions are unweighted.

Department of Health and Human Services
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My Employment Demographics (continued)

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

	%
Less than 1 year	0.0%
1 to 3 years	2.5%
4 to 5 years	7.5%
6 to 10 years	25.0%
11 to 14 years	7.5%
15 to 20 years	22.5%
More than 20 years	35.0%

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

	%
Less than 1 year	0.0%
1 to 3 years	17.5%
4 to 5 years	17.5%
6 to 10 years	25.0%
11 to 14 years	5.0%
15 to 20 years	20.0%
More than 20 years	15.0%

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

	%
No	62.5%
Yes, to retire	5.0%
Yes, to take another job within the Federal Government	25.0%
Yes, to take another job outside the Federal Government	0.0%
Yes, other	7.5%

I am planning to retire:

	%
Within one year	0.0%
Between one and three years	10.3%
Between three and five years	15.4%
Five or more years	74.4%

Note: Percentages for demographic questions are unweighted.

Department of Health and Human Services
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My Personal Demographics

Are you of Hispanic, Latino, or Spanish origin?

	%
Yes	--
No	--

Note: All results are suppressed when any single demographic category has fewer than 4 responses.

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

	%
White	10.5%
Black or African American	31.6%
All other races	57.9%

What is your age group?

	%
29 years and under	--
30-39 years old	--
40-49 years old	--
50-59 years old	--
60 years or older	--

Note: All results are suppressed when any single demographic category has fewer than 4 responses.

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

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

Note: All results are suppressed when any single demographic category has fewer than 4 responses.

Are you an individual with a disability?

	%
Yes	12.5%
No	87.5%

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.

Department of Health and Human Services
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My Personal Demographics (continued)

Are you:

	%
Male	46.2%
Female	53.8%

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.