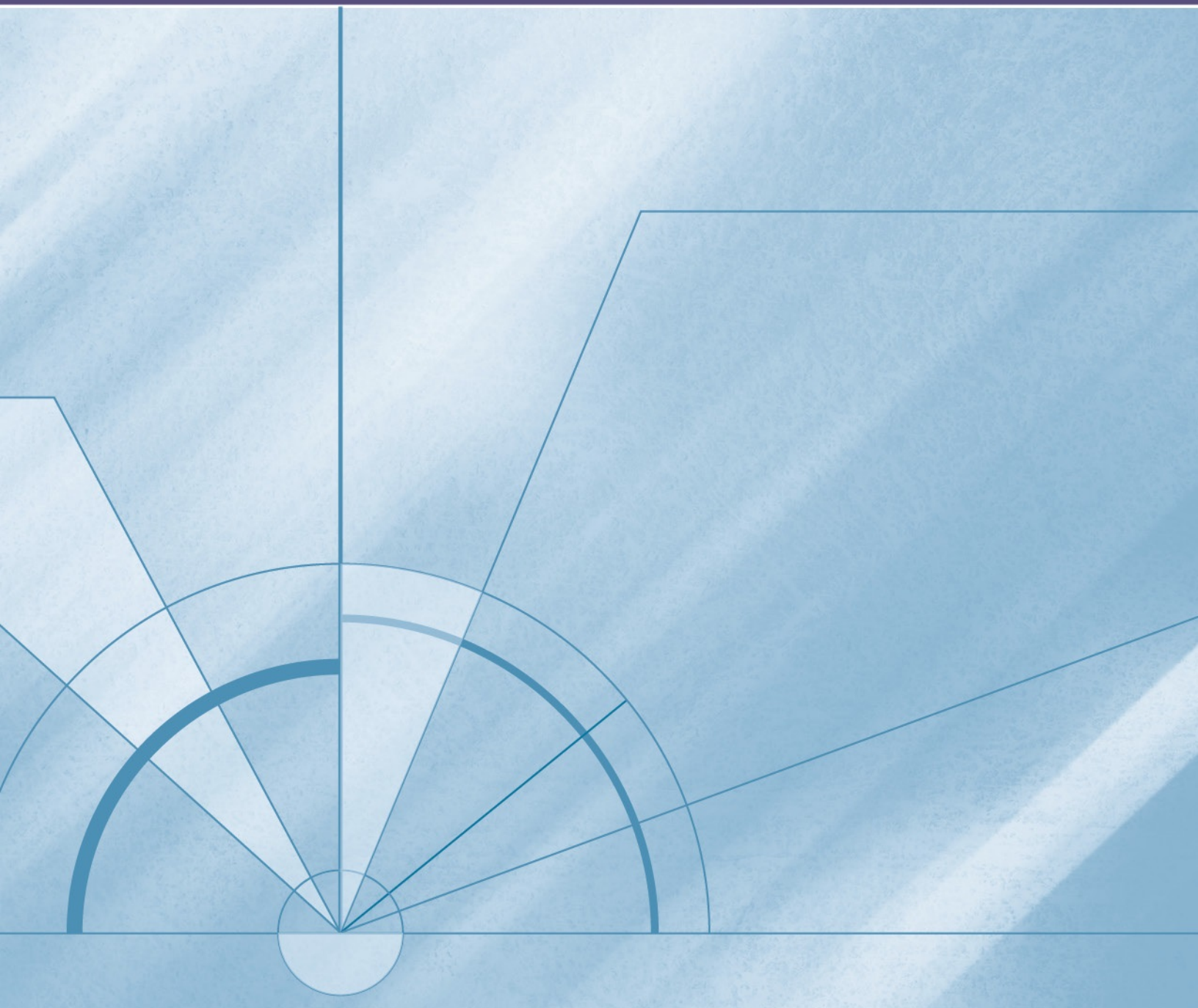


2020

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

2nd Level
Subagency
Report

Department of Health and Human Services
ALBURQUERQUE AREA OFFICE



Department of Health and Human Services
ALBUQUERQUE AREA OFFICE
2nd Level Subagency Report

This 2020 OPM Federal Employee Viewpoint Survey Report provides summary results for the core FEVS, telework, work-life, and demographic items for your subagency, including comparisons to your department or agency.

Response Summary

| Organizations | Surveys Completed | Response Rate |
|-----------------------------------------|-------------------|---------------|
| Governmentwide | 624,800 | 44.3% |
| Department of Health and Human Services | 50,393 | 70.6% |
| Indian Health Service | 7,101 | 54.7% |
| ALBUQUERQUE AREA OFFICE | 668 | 72.4% |

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

These sections provide high level information on how your sub-agency 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)*, *Choose Not to Participate*, *Not Available to me*, or *Unaware of Programs* responses, where applicable, is listed separately.

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 10 and 12 to 38 are included). Use this snapshot as a quick reference or overview of your OPM FEVS results.

Highest Percent Positive

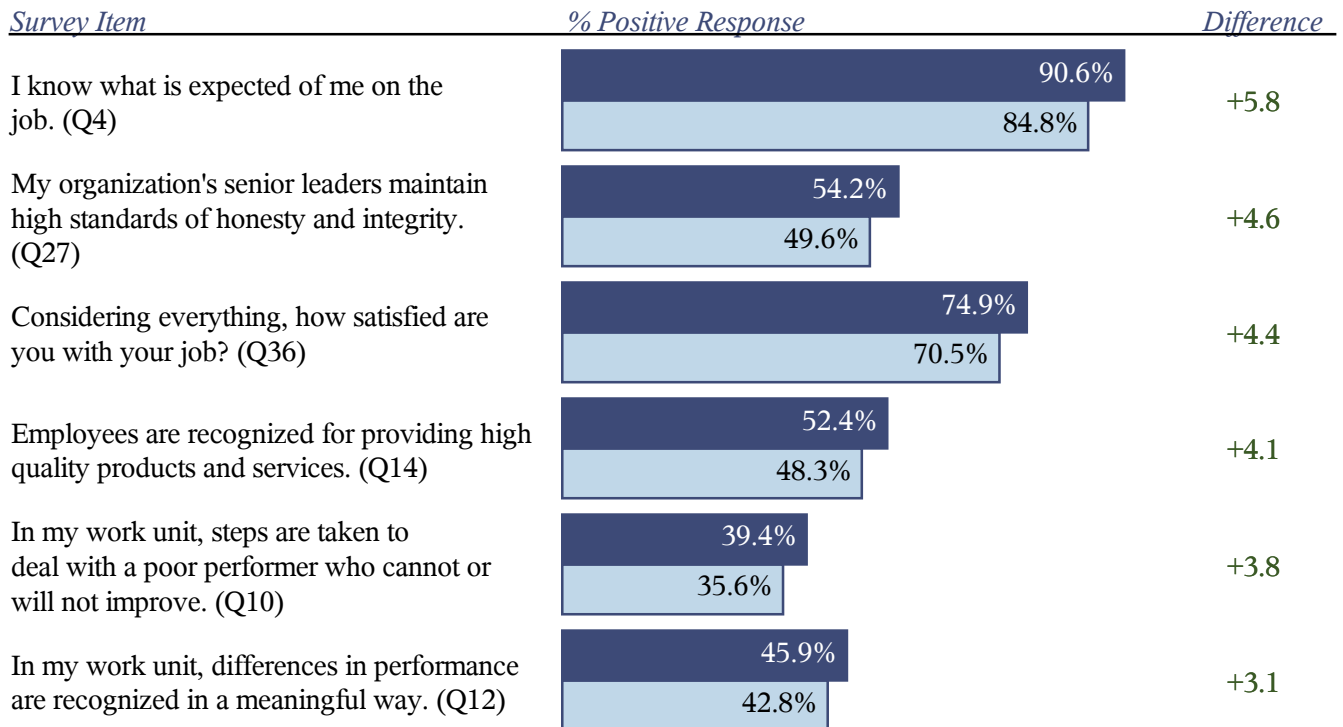
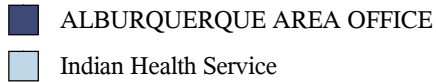
| | |
|-------|------------------------------------------------------------------------------------------------------------|
| 90.6% | I know what is expected of me on the job. (Q4) |
| 86.7% | I know how my work relates to the agency's goals. (Q7) |
| 76.4% | My work gives me a feeling of personal accomplishment. (Q3) |
| 74.9% | Considering everything, how satisfied are you with your job? (Q36) |
| 73.8% | My supervisor treats me with respect. (Q23) |
| 73.0% | My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals. (Q13) |
| 72.2% | Employees are protected from health and safety hazards on the job. (Q15) |
| 71.8% | The people I work with cooperate to get the job done. (Q9) |
| 71.4% | My talents are used well in the workplace. (Q6) |
| 69.4% | My agency is successful at accomplishing its mission. (Q16) |

Highest Percent Negative

| | |
|-------|-------------------------------------------------------------------------------------------------------------------------|
| 33.1% | In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. (Q10) |
| 28.5% | In my organization, senior leaders generate high levels of motivation and commitment in the workforce. (Q26) |
| 28.0% | In my work unit, differences in performance are recognized in a meaningful way. (Q12) |
| 27.6% | How satisfied are you with the recognition you receive for doing a good job? (Q35) |
| 27.3% | Employees are recognized for providing high quality products and services. (Q14) |
| 27.1% | Managers promote communication among different work units (for example, about projects, goals, needed resources). (Q29) |
| 25.7% | How satisfied are you with the information you receive from management on what's going on in your organization? (Q34) |
| 24.2% | I believe the results of this survey will be used to make my agency a better place to work. (Q18) |
| 22.3% | I can disclose a suspected violation of any law, rule or regulation without fear of reprisal. (Q8) |
| 22.0% | Managers communicate the goals of the organization. (Q28) |

Leading Your Comparison Group

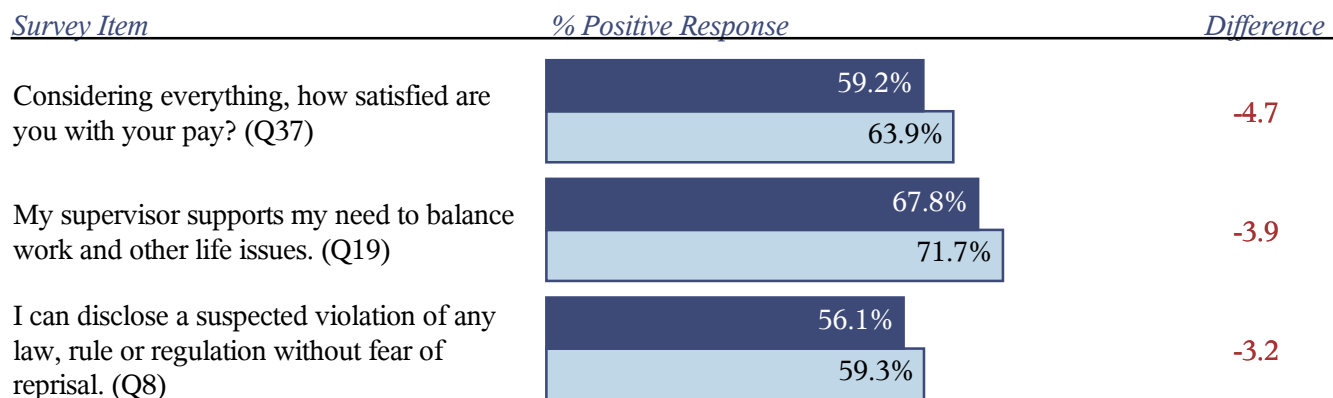
The figure below allows you to see where your subagency results are higher than your comparison group (Indian Health Service) average (only items 1 to 10 and 12 to 38 are included). Only survey items with differences of 3 percentage points or more from your comparison group average are displayed. If 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.



Trailing Your Comparison Group

The figure below allows you to see where your subagency results are lower than your comparison group (Indian Health Service) average (only items 1 to 10 and 12 to 38 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.

- ALBURQUERQUE AREA OFFICE
- Indian Health Service



My Work Experience

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

| Organizations | N | Positive | Neutral | Negative |
|-----------------------------------------|------------|--------------|--------------|--------------|
| Governmentwide | 619,947 | 69.9% | 15.2% | 14.8% |
| Department of Health and Human Services | 50,112 | 75.8% | 13.3% | 10.9% |
| Indian Health Service | 7,053 | 64.3% | 19.2% | 16.5% |
| ALBURQUERQUE AREA OFFICE | 663 | 63.2% | 21.1% | 15.6% |

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

| Organizations | N | Positive | Neutral | Negative |
|-----------------------------------------|------------|--------------|--------------|--------------|
| Governmentwide | 615,099 | 66.6% | 15.9% | 17.5% |
| Department of Health and Human Services | 49,723 | 72.9% | 14.0% | 13.1% |
| Indian Health Service | 6,994 | 61.1% | 19.8% | 19.1% |
| ALBURQUERQUE AREA OFFICE | 654 | 60.3% | 21.0% | 18.7% |

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

| Organizations | N | Positive | Neutral | Negative |
|-----------------------------------------|------------|--------------|--------------|--------------|
| Governmentwide | 618,334 | 74.6% | 13.7% | 11.7% |
| Department of Health and Human Services | 49,967 | 80.5% | 11.4% | 8.0% |
| Indian Health Service | 7,003 | 74.5% | 14.9% | 10.6% |
| ALBURQUERQUE AREA OFFICE | 658 | 76.4% | 11.6% | 12.0% |

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

| Organizations | N | Positive | Neutral | Negative |
|-----------------------------------------|------------|--------------|-------------|-------------|
| Governmentwide | 621,862 | 83.5% | 9.2% | 7.3% |
| Department of Health and Human Services | 50,138 | 86.0% | 8.1% | 5.9% |
| Indian Health Service | 7,057 | 84.8% | 8.9% | 6.3% |
| ALBURQUERQUE AREA OFFICE | 664 | 90.6% | 5.3% | 4.1% |

5. My workload is reasonable.

| Organizations | N | Positive | Neutral | Negative | DNK (N) |
|-----------------------------------------|------------|--------------|--------------|--------------|----------|
| Governmentwide | 619,493 | 66.7% | 12.7% | 20.6% | 931 |
| Department of Health and Human Services | 50,052 | 67.6% | 12.7% | 19.7% | 60 |
| Indian Health Service | 7,048 | 66.4% | 14.0% | 19.6% | 11 |
| ALBURQUERQUE AREA OFFICE | 667 | 67.9% | 12.8% | 19.3% | 0 |

My Work Experience (continued)

6. My talents are used well in the workplace.

| Organizations | N | Positive | Neutral | Negative | DNK (N) |
|-----------------------------------------|------------|--------------|--------------|--------------|----------|
| Governmentwide | 611,287 | 65.9% | 15.3% | 18.8% | 1,541 |
| Department of Health and Human Services | 49,454 | 70.5% | 14.4% | 15.1% | 89 |
| Indian Health Service | 6,969 | 68.9% | 16.7% | 14.4% | 21 |
| ALBURQUERQUE AREA OFFICE | 651 | 71.4% | 14.7% | 13.9% | 3 |

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

| Organizations | N | Positive | Neutral | Negative | DNK (N) |
|-----------------------------------------|------------|--------------|-------------|-------------|----------|
| Governmentwide | 618,591 | 87.1% | 7.9% | 5.0% | 1,479 |
| Department of Health and Human Services | 49,901 | 89.9% | 6.7% | 3.4% | 102 |
| Indian Health Service | 7,005 | 86.5% | 9.9% | 3.7% | 25 |
| ALBURQUERQUE AREA OFFICE | 656 | 86.7% | 9.8% | 3.5% | 1 |

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

| Organizations | N | Positive | Neutral | Negative | DNK (N) |
|-----------------------------------------|------------|--------------|--------------|--------------|-----------|
| Governmentwide | 604,744 | 68.5% | 16.1% | 15.4% | 18,046 |
| Department of Health and Human Services | 48,101 | 67.7% | 17.8% | 14.5% | 2,074 |
| Indian Health Service | 6,953 | 59.3% | 19.8% | 20.9% | 120 |
| ALBURQUERQUE AREA OFFICE | 654 | 56.1% | 21.5% | 22.3% | 12 |

My Work Unit

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

| Organizations | N | Positive | Neutral | Negative |
|-----------------------------------------|------------|--------------|--------------|--------------|
| Governmentwide | 623,646 | 84.1% | 8.5% | 7.4% |
| Department of Health and Human Services | 50,280 | 86.2% | 7.7% | 6.2% |
| Indian Health Service | 7,090 | 70.8% | 15.3% | 13.9% |
| ALBURQUERQUE AREA OFFICE | 667 | 71.8% | 13.6% | 14.6% |

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

| Organizations | N | Positive | Neutral | Negative | DNK (N) |
|-----------------------------------------|------------|--------------|--------------|--------------|-----------|
| Governmentwide | 540,222 | 42.3% | 27.5% | 30.2% | 83,418 |
| Department of Health and Human Services | 42,095 | 46.8% | 28.8% | 24.4% | 8,163 |
| Indian Health Service | 6,636 | 35.6% | 27.4% | 37.0% | 455 |
| ALBURQUERQUE AREA OFFICE | 625 | 39.4% | 27.6% | 33.1% | 41 |

My Work Unit (continued)

11. In my work unit poor performers usually:

| Organizations | 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 (N) |
|-----------------------------------------|------------|-------------------------------------------|---------------------------------------------------|----------------------------------------|----------------------|---------------------------------|-----------------|
| Governmentwide | 479,951 | 18.6% | 49.3% | 9.3% | 2.0% | 20.8% | 143,690 |
| Department of Health and Human Services | 37,049 | 21.2% | 41.6% | 9.7% | 2.6% | 24.8% | 13,199 |
| Indian Health Service | 5,697 | 19.8% | 57.0% | 5.9% | 2.7% | 14.5% | 1,393 |
| ALBURQUERQUE AREA OFFICE | 543 | 25.5% | 50.7% | 5.6% | 4.1% | 14.1% | 124 |

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

| Organizations | N | Positive | Neutral | Negative | DNK (N) |
|-----------------------------------------|------------|--------------|--------------|--------------|-----------|
| Governmentwide | 574,692 | 50.9% | 25.0% | 24.1% | 48,809 |
| Department of Health and Human Services | 45,977 | 57.1% | 23.3% | 19.6% | 4,281 |
| Indian Health Service | 6,810 | 42.8% | 27.8% | 29.4% | 277 |
| ALBURQUERQUE AREA OFFICE | 642 | 45.9% | 26.1% | 28.0% | 25 |

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

| Organizations | N | Positive | Neutral | Negative | DNK (N) |
|-----------------------------------------|------------|--------------|--------------|-------------|----------|
| Governmentwide | 618,137 | 81.9% | 10.5% | 7.6% | 5,585 |
| Department of Health and Human Services | 49,869 | 85.0% | 9.1% | 5.9% | 414 |
| Indian Health Service | 7,025 | 73.9% | 16.8% | 9.4% | 60 |
| ALBURQUERQUE AREA OFFICE | 660 | 73.0% | 18.0% | 9.0% | 8 |

My Agency

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

| Organizations | N | Positive | Neutral | Negative | DNK (N) |
|-----------------------------------------|------------|--------------|--------------|--------------|----------|
| Governmentwide | 614,057 | 64.3% | 17.0% | 18.8% | 7,882 |
| Department of Health and Human Services | 49,602 | 70.7% | 15.0% | 14.3% | 579 |
| Indian Health Service | 6,996 | 48.3% | 24.0% | 27.7% | 70 |
| ALBURQUERQUE AREA OFFICE | 664 | 52.4% | 20.3% | 27.3% | 4 |

My Agency (continued)

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

| Organizations | N | Positive | Neutral | Negative | DNK (N) |
|-----------------------------------------|------------|--------------|--------------|--------------|----------|
| Governmentwide | 615,590 | 77.3% | 11.3% | 11.4% | 6,144 |
| Department of Health and Human Services | 49,331 | 84.3% | 9.4% | 6.3% | 795 |
| Indian Health Service | 7,031 | 71.1% | 15.2% | 13.7% | 35 |
| ALBURQUERQUE AREA OFFICE | 660 | 72.2% | 12.6% | 15.2% | 2 |

16. My agency is successful at accomplishing its mission.

| Organizations | N | Positive | Neutral | Negative | DNK (N) |
|-----------------------------------------|------------|--------------|--------------|-------------|----------|
| Governmentwide | 614,969 | 81.4% | 12.5% | 6.1% | 7,377 |
| Department of Health and Human Services | 49,679 | 82.8% | 11.8% | 5.5% | 527 |
| Indian Health Service | 7,008 | 67.9% | 22.4% | 9.7% | 63 |
| ALBURQUERQUE AREA OFFICE | 665 | 69.4% | 20.8% | 9.8% | 3 |

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

| Organizations | N | Positive | Neutral | Negative |
|-----------------------------------------|------------|--------------|--------------|--------------|
| Governmentwide | 623,730 | 70.7% | 17.2% | 12.1% |
| Department of Health and Human Services | 50,290 | 77.2% | 14.4% | 8.4% |
| Indian Health Service | 7,092 | 64.9% | 22.7% | 12.4% |
| ALBURQUERQUE AREA OFFICE | 665 | 65.8% | 21.7% | 12.5% |

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

| Organizations | N | Positive | Neutral | Negative | DNK (N) |
|-----------------------------------------|------------|--------------|--------------|--------------|-----------|
| Governmentwide | 580,828 | 42.9% | 28.2% | 28.8% | 43,177 |
| Department of Health and Human Services | 47,203 | 56.9% | 24.4% | 18.7% | 3,099 |
| Indian Health Service | 6,644 | 47.1% | 27.9% | 25.0% | 445 |
| ALBURQUERQUE AREA OFFICE | 631 | 49.8% | 25.9% | 24.2% | 35 |

My Supervisor

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

| Organizations | N | Positive | Neutral | Negative | DNK (N) |
|-----------------------------------------|------------|--------------|--------------|--------------|----------|
| Governmentwide | 620,352 | 84.8% | 8.1% | 7.1% | 3,002 |
| Department of Health and Human Services | 50,065 | 86.5% | 7.1% | 6.4% | 214 |
| Indian Health Service | 7,047 | 71.7% | 13.9% | 14.4% | 37 |
| ALBURQUERQUE AREA OFFICE | 665 | 67.8% | 15.9% | 16.3% | 3 |

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

| Organizations | N | Positive | Neutral | Negative | DNK (N) |
|-----------------------------------------|------------|--------------|--------------|--------------|-----------|
| Governmentwide | 590,535 | 78.9% | 14.7% | 6.4% | 32,108 |
| Department of Health and Human Services | 47,884 | 81.3% | 12.6% | 6.1% | 2,300 |
| Indian Health Service | 6,820 | 65.6% | 21.3% | 13.1% | 246 |
| ALBURQUERQUE AREA OFFICE | 646 | 63.3% | 23.2% | 13.5% | 18 |

21. Supervisors in my work unit support employee development.

| Organizations | N | Positive | Neutral | Negative | DNK (N) |
|-----------------------------------------|------------|--------------|--------------|--------------|----------|
| Governmentwide | 616,623 | 77.8% | 12.5% | 9.7% | 6,265 |
| Department of Health and Human Services | 49,785 | 80.9% | 10.8% | 8.3% | 437 |
| Indian Health Service | 7,011 | 64.6% | 18.9% | 16.5% | 68 |
| ALBURQUERQUE AREA OFFICE | 662 | 62.5% | 21.4% | 16.2% | 4 |

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

| Organizations | N | Positive | Neutral | Negative |
|-----------------------------------------|------------|--------------|--------------|--------------|
| Governmentwide | 621,769 | 82.7% | 9.1% | 8.1% |
| Department of Health and Human Services | 50,108 | 83.9% | 8.7% | 7.4% |
| Indian Health Service | 7,057 | 70.4% | 15.7% | 14.0% |
| ALBURQUERQUE AREA OFFICE | 665 | 68.2% | 17.4% | 14.4% |

My Supervisor (continued)

23. My supervisor treats me with respect.

| Organizations | N | Positive | Neutral | Negative |
|-----------------------------------------|------------|--------------|--------------|--------------|
| Governmentwide | 621,647 | 86.5% | 7.6% | 5.9% |
| Department of Health and Human Services | 50,095 | 86.5% | 7.6% | 5.9% |
| Indian Health Service | 7,062 | 74.4% | 14.7% | 11.0% |
| ALBURQUERQUE AREA OFFICE | 662 | 73.8% | 15.6% | 10.6% |

24. I have trust and confidence in my supervisor.

| Organizations | N | Positive | Neutral | Negative |
|-----------------------------------------|------------|--------------|--------------|--------------|
| Governmentwide | 621,453 | 76.0% | 12.6% | 11.3% |
| Department of Health and Human Services | 50,055 | 78.0% | 11.9% | 10.1% |
| Indian Health Service | 7,056 | 64.1% | 18.3% | 17.6% |
| ALBURQUERQUE AREA OFFICE | 665 | 63.3% | 19.0% | 17.7% |

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

| Organizations | N | Positive | Neutral | Negative |
|-----------------------------------------|------------|--------------|--------------|--------------|
| Governmentwide | 623,361 | 78.1% | 14.0% | 7.8% |
| Department of Health and Human Services | 50,237 | 80.5% | 12.5% | 7.0% |
| Indian Health Service | 7,089 | 64.9% | 20.2% | 14.8% |
| ALBURQUERQUE AREA OFFICE | 665 | 63.5% | 21.9% | 14.5% |

Leadership

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

| Organizations | N | Positive | Neutral | Negative | DNK (N) |
|-----------------------------------------|------------|--------------|--------------|--------------|----------|
| Governmentwide | 610,089 | 50.7% | 23.6% | 25.7% | 10,495 |
| Department of Health and Human Services | 49,369 | 59.7% | 21.3% | 19.1% | 763 |
| Indian Health Service | 6,960 | 44.4% | 27.5% | 28.1% | 99 |
| ALBURQUERQUE AREA OFFICE | 657 | 47.0% | 24.4% | 28.5% | 9 |

Leadership (continued)

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

| Organizations | N | Positive | Neutral | Negative | DNK (N) |
|-----------------------------------------|------------|--------------|--------------|--------------|-----------|
| Governmentwide | 589,211 | 61.0% | 21.5% | 17.5% | 28,542 |
| Department of Health and Human Services | 47,938 | 65.2% | 20.2% | 14.6% | 1,988 |
| Indian Health Service | 6,819 | 49.6% | 28.2% | 22.3% | 218 |
| ALBURQUERQUE AREA OFFICE | 643 | 54.2% | 25.2% | 20.6% | 19 |

28. Managers communicate the goals of the organization.

| Organizations | N | Positive | Neutral | Negative | DNK (N) |
|-----------------------------------------|------------|--------------|--------------|--------------|----------|
| Governmentwide | 613,083 | 67.6% | 17.3% | 15.1% | 5,087 |
| Department of Health and Human Services | 49,536 | 72.9% | 15.5% | 11.6% | 405 |
| Indian Health Service | 6,925 | 53.6% | 24.1% | 22.2% | 92 |
| ALBURQUERQUE AREA OFFICE | 652 | 53.2% | 24.9% | 22.0% | 9 |

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

| Organizations | N | Positive | Neutral | Negative | DNK (N) |
|-----------------------------------------|------------|--------------|--------------|--------------|-----------|
| Governmentwide | 608,353 | 60.1% | 19.8% | 20.1% | 11,890 |
| Department of Health and Human Services | 49,156 | 66.0% | 18.0% | 16.1% | 904 |
| Indian Health Service | 6,932 | 47.2% | 25.5% | 27.3% | 115 |
| ALBURQUERQUE AREA OFFICE | 648 | 48.2% | 24.7% | 27.1% | 14 |

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

| Organizations | N | Positive | Neutral | Negative | DNK (N) |
|-----------------------------------------|------------|--------------|--------------|--------------|-----------|
| Governmentwide | 584,531 | 66.8% | 20.0% | 13.2% | 34,681 |
| Department of Health and Human Services | 47,547 | 71.7% | 18.0% | 10.2% | 2,522 |
| Indian Health Service | 6,597 | 53.6% | 27.2% | 19.2% | 450 |
| ALBURQUERQUE AREA OFFICE | 620 | 54.7% | 29.0% | 16.3% | 45 |

Leadership (continued)

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

| Organizations | N | Positive | Neutral | Negative | DNK (N) |
|-----------------------------------------|------------|--------------|--------------|--------------|-----------|
| Governmentwide | 610,973 | 61.8% | 21.2% | 17.0% | 8,107 |
| Department of Health and Human Services | 49,475 | 68.2% | 18.6% | 13.1% | 582 |
| Indian Health Service | 6,898 | 57.5% | 24.9% | 17.6% | 145 |
| ALBURQUERQUE AREA OFFICE | 653 | 58.2% | 24.1% | 17.7% | 12 |

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

| Organizations | N | Positive | Neutral | Negative | DNK (N) |
|-----------------------------------------|------------|--------------|--------------|--------------|-----------|
| Governmentwide | 574,976 | 64.2% | 22.0% | 13.8% | 43,872 |
| Department of Health and Human Services | 47,236 | 72.8% | 17.8% | 9.4% | 2,809 |
| Indian Health Service | 6,300 | 47.6% | 33.3% | 19.1% | 735 |
| ALBURQUERQUE AREA OFFICE | 592 | 47.2% | 31.5% | 21.4% | 70 |

My Satisfaction

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

| Organizations | N | Positive | Neutral | Negative |
|-----------------------------------------|------------|--------------|--------------|--------------|
| Governmentwide | 615,320 | 57.9% | 21.8% | 20.2% |
| Department of Health and Human Services | 49,876 | 63.1% | 20.5% | 16.4% |
| Indian Health Service | 7,004 | 52.5% | 27.3% | 20.3% |
| ALBURQUERQUE AREA OFFICE | 663 | 52.1% | 27.8% | 20.2% |

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

| Organizations | N | Positive | Neutral | Negative |
|-----------------------------------------|------------|--------------|--------------|--------------|
| Governmentwide | 613,053 | 57.8% | 20.6% | 21.6% |
| Department of Health and Human Services | 49,702 | 64.3% | 19.4% | 16.3% |
| Indian Health Service | 6,978 | 47.3% | 27.3% | 25.5% |
| ALBURQUERQUE AREA OFFICE | 658 | 48.4% | 25.9% | 25.7% |

My Satisfaction (continued)

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

| Organizations | N | Positive | Neutral | Negative |
|-----------------------------------------|------------|--------------|--------------|--------------|
| Governmentwide | 612,519 | 58.7% | 21.0% | 20.2% |
| Department of Health and Human Services | 49,713 | 64.3% | 19.5% | 16.1% |
| Indian Health Service | 6,971 | 45.0% | 28.1% | 26.9% |
| ALBURQUERQUE AREA OFFICE | 658 | 46.2% | 26.2% | 27.6% |

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

| Organizations | N | Positive | Neutral | Negative |
|-----------------------------------------|------------|--------------|--------------|--------------|
| Governmentwide | 611,647 | 71.6% | 15.4% | 13.0% |
| Department of Health and Human Services | 49,653 | 76.6% | 13.9% | 9.5% |
| Indian Health Service | 6,962 | 70.5% | 18.5% | 11.0% |
| ALBURQUERQUE AREA OFFICE | 655 | 74.9% | 14.4% | 10.6% |

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

| Organizations | N | Positive | Neutral | Negative |
|-----------------------------------------|------------|--------------|--------------|--------------|
| Governmentwide | 614,373 | 67.0% | 15.0% | 18.0% |
| Department of Health and Human Services | 49,813 | 69.8% | 15.1% | 15.1% |
| Indian Health Service | 6,968 | 63.9% | 18.5% | 17.6% |
| ALBURQUERQUE AREA OFFICE | 659 | 59.2% | 20.3% | 20.5% |

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

| Organizations | N | Positive | Neutral | Negative |
|-----------------------------------------|------------|--------------|--------------|--------------|
| Governmentwide | 615,661 | 65.6% | 18.9% | 15.5% |
| Department of Health and Human Services | 49,886 | 72.6% | 16.7% | 10.7% |
| Indian Health Service | 7,008 | 60.4% | 24.9% | 14.7% |
| ALBURQUERQUE AREA OFFICE | 663 | 60.4% | 24.7% | 14.9% |

Telework

40A. Please select the response that BEST describes your teleworking schedule (1) BEFORE the COVID-19 pandemic.

| Organizations | N | Telework | | | | Very Infrequently |
|-----------------------------------------|------------|----------------|-------------------|-------------------|-------------------------|-------------------|
| | | Every Work Day | 3-4 Days Per Week | 1-2 Days Per Week | Only 1-2 Days Per Month | |
| Governmentwide | 606,230 | 3.2% | 5.3% | 15.5% | 5.0% | 12.8% |
| Department of Health and Human Services | 49,449 | 4.8% | 8.8% | 37.4% | 5.7% | 11.6% |
| Indian Health Service | 6,817 | 3.2% | 1.2% | 2.5% | 0.5% | 3.1% |
| ALBURQUERQUE AREA OFFICE | 651 | 2.4% | 0.6% | 0.6% | 0.3% | 1.3% |

40A. Please select the response that BEST describes your teleworking schedule (1) BEFORE the COVID-19 pandemic. (continued)

| Organizations | N | Do Not Telework | | | |
|-----------------------------------------|------------|----------------------------|------------------|--------------------------|------------------------|
| | | Must Be Physically Present | Technical Issues | Not Approved to Telework | Choose Not to Telework |
| Governmentwide | 606,230 | 23.7% | 3.4% | 19.1% | 11.8% |
| Department of Health and Human Services | 49,449 | 13.1% | 1.7% | 7.6% | 9.3% |
| Indian Health Service | 6,817 | 48.8% | 5.8% | 22.0% | 12.9% |
| ALBURQUERQUE AREA OFFICE | 651 | 55.3% | 7.8% | 19.0% | 12.8% |

40B. Please select the response that BEST describes your teleworking schedule (2) DURING the PEAK of the pandemic.

| Organizations | N | Telework | | | | Very Infrequently |
|-----------------------------------------|------------|----------------|-------------------|-------------------|-------------------------|-------------------|
| | | Every Work Day | 3-4 Days Per Week | 1-2 Days Per Week | Only 1-2 Days Per Month | |
| Governmentwide | 608,111 | 59.0% | 9.5% | 5.2% | 1.0% | 3.3% |
| Department of Health and Human Services | 49,362 | 75.3% | 4.8% | 2.5% | 0.5% | 1.7% |
| Indian Health Service | 6,855 | 18.3% | 4.8% | 3.3% | 1.0% | 4.0% |
| ALBURQUERQUE AREA OFFICE | 652 | 10.6% | 4.1% | 3.6% | 0.8% | 4.8% |

40B. Please select the response that BEST describes your teleworking schedule (2) DURING the PEAK of the pandemic. (continued)

| Organizations | N | Do Not Telework | | | |
|-----------------------------------------|------------|----------------------------|------------------|--------------------------|------------------------|
| | | Must Be Physically Present | Technical Issues | Not Approved to Telework | Choose Not to Telework |
| Governmentwide | 608,111 | 16.0% | 1.6% | 2.2% | 2.2% |
| Department of Health and Human Services | 49,362 | 9.7% | 1.3% | 2.2% | 2.0% |
| Indian Health Service | 6,855 | 43.6% | 5.9% | 10.6% | 8.6% |
| ALBURQUERQUE AREA OFFICE | 652 | 49.5% | 8.5% | 8.8% | 9.4% |

Telework (continued)

40C. Please select the response that BEST describes your teleworking schedule (3) AS OF the date you responded to this survey.

| Organizations | N | Telework | | | | |
|-----------------------------------------|------------|----------------|-------------------|-------------------|-------------------------|-------------------|
| | | Every Work Day | 3-4 Days Per Week | 1-2 Days Per Week | Only 1-2 Days Per Month | Very Infrequently |
| Governmentwide | 604,562 | 47.3% | 11.6% | 8.0% | 1.7% | 3.9% |
| Department of Health and Human Services | 49,303 | 69.8% | 7.3% | 4.1% | 0.8% | 1.8% |
| Indian Health Service | 6,783 | 15.6% | 4.4% | 3.4% | 1.0% | 3.3% |
| ALBUQUERQUE AREA OFFICE | 652 | 9.3% | 4.2% | 3.2% | 1.7% | 3.7% |

40C. Please select the response that BEST describes your teleworking schedule (3) AS OF the date you responded to this survey. (continued)

| Organizations | N | Do Not Telework | | | |
|-----------------------------------------|------------|----------------------------|------------------|--------------------------|------------------------|
| | | Must Be Physically Present | Technical Issues | Not Approved to Telework | Choose Not to Telework |
| Governmentwide | 604,562 | 18.3% | 1.7% | 3.9% | 3.5% |
| Department of Health and Human Services | 49,303 | 10.3% | 1.3% | 2.2% | 2.4% |
| Indian Health Service | 6,783 | 45.5% | 5.7% | 11.0% | 10.0% |
| ALBUQUERQUE AREA OFFICE | 652 | 51.2% | 8.2% | 8.1% | 10.4% |

Work-Life

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

| Organizations | N | Positive | Neutral | Negative | Choose Not to Participate (N) | Not Available to Me (N) | Unaware of Program (N) |
|-----------------------------------------|------------|--------------|--------------|--------------|-------------------------------|-------------------------|------------------------|
| Governmentwide | 512,728 | 78.4% | 11.5% | 10.1% | 9,996 | 70,318 | 5,155 |
| Department of Health and Human Services | 44,721 | 87.7% | 7.1% | 5.2% | 678 | 3,281 | 319 |
| Indian Health Service | 3,309 | 60.8% | 25.6% | 13.6% | 396 | 2,764 | 267 |
| ALBUQUERQUE AREA OFFICE | 288 | 55.2% | 32.6% | 12.3% | 41 | 290 | 39 |

59. 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)

| Organizations | N | Alternative Work Schedules | Health and Wellness Programs | Employee Assistance Program - EAP | Child Care Programs | Elder Care Programs | None Listed |
|-----------------------------------------|------------|----------------------------|------------------------------|-----------------------------------|---------------------|---------------------|--------------|
| Governmentwide | 594,723 | 48.8% | 18.9% | 5.6% | 2.8% | 0.5% | 41.6% |
| Department of Health and Human Services | 48,694 | 40.9% | 30.4% | 7.1% | 3.5% | 1.2% | 40.3% |
| Indian Health Service | 6,700 | 26.8% | 29.5% | 5.3% | 0.8% | 0.5% | 52.0% |
| ALBUQUERQUE AREA OFFICE | 651 | 20.1% | 21.7% | 4.2% | 1.1% | 0.6% | 61.5% |

Work-Life (continued)

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

| Organizations | N | Positive | Neutral | Negative | Choose Not to Participate (N) | Not Available to Me (N) | Unaware of Programs (N) |
|-----------------------------------------|------------|--------------|--------------|--------------|-------------------------------|-------------------------|-------------------------|
| Governmentwide | 420,768 | 82.5% | 12.1% | 5.4% | 92,389 | 67,807 | 14,558 |
| Department of Health and Human Services | 30,784 | 83.8% | 12.1% | 4.1% | 11,534 | 5,095 | 1,326 |
| Indian Health Service | 3,562 | 63.6% | 25.6% | 10.8% | 608 | 2,066 | 468 |
| ALBUQUERQUE AREA OFFICE | 308 | 55.9% | 31.0% | 13.2% | 47 | 244 | 54 |

61. 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)

| Organizations | N | Positive | Neutral | Negative | Choose Not to Participate (N) | Not Available to Me (N) | Unaware of Programs (N) |
|-----------------------------------------|------------|--------------|--------------|-------------|-------------------------------|-------------------------|-------------------------|
| Governmentwide | 366,652 | 63.8% | 27.1% | 9.1% | 125,421 | 54,613 | 44,877 |
| Department of Health and Human Services | 35,765 | 80.4% | 16.1% | 3.4% | 9,437 | 1,684 | 1,539 |
| Indian Health Service | 5,399 | 68.3% | 25.0% | 6.7% | 399 | 500 | 359 |
| ALBUQUERQUE AREA OFFICE | 509 | 63.1% | 30.4% | 6.4% | 26 | 65 | 48 |

62. 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, education services)

| Organizations | N | Positive | Neutral | Negative | Choose Not to Participate (N) | Not Available to Me (N) | Unaware of Programs (N) |
|-----------------------------------------|------------|--------------|--------------|-------------|-------------------------------|-------------------------|-------------------------|
| Governmentwide | 270,883 | 51.1% | 42.7% | 6.3% | 266,695 | 13,796 | 42,632 |
| Department of Health and Human Services | 21,027 | 58.5% | 36.6% | 4.9% | 23,962 | 711 | 2,846 |
| Indian Health Service | 3,645 | 45.2% | 47.7% | 7.1% | 2,004 | 346 | 708 |
| ALBUQUERQUE AREA OFFICE | 343 | 39.9% | 53.6% | 6.5% | 159 | 52 | 101 |

63. 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)

| Organizations | N | Positive | Neutral | Negative | Choose Not to Participate (N) | Not Available to Me (N) | Unaware of Programs (N) |
|-----------------------------------------|------------|--------------|--------------|--------------|-------------------------------|-------------------------|-------------------------|
| Governmentwide | 174,140 | 36.9% | 55.6% | 7.5% | 300,375 | 55,448 | 63,609 |
| Department of Health and Human Services | 13,821 | 46.2% | 47.8% | 5.9% | 27,328 | 3,402 | 3,934 |
| Indian Health Service | 2,057 | 28.1% | 61.8% | 10.1% | 1,813 | 1,430 | 1,396 |
| ALBUQUERQUE AREA OFFICE | 190 | 20.6% | 68.4% | 11.0% | 147 | 153 | 162 |

Work-Life (continued)

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

| Organizations | N | Positive | Neutral | Negative | Choose Not to Participate (N) | Not Available to Me (N) | Unaware of Programs (N) |
|-----------------------------------------|------------|--------------|--------------|-------------|-------------------------------|-------------------------|-------------------------|
| Governmentwide | 140,850 | 28.5% | 66.2% | 5.3% | 298,503 | 49,768 | 101,189 |
| Department of Health and Human Services | 11,116 | 38.8% | 57.2% | 4.0% | 27,995 | 2,909 | 6,319 |
| Indian Health Service | 1,956 | 26.6% | 64.6% | 8.8% | 1,761 | 1,290 | 1,659 |
| ALBUQUERQUE AREA OFFICE | 191 | 19.2% | 73.3% | 7.6% | 137 | 140 | 184 |

My Employment Demographics

Where do you work?

| Response | % |
|----------------------------------------------------|-------|
| Headquarters | 5.0% |
| Field | 88.0% |
| Full-time telework (e.g., home office, telecenter) | 6.9% |

What is your supervisory status?

| Response | % |
|----------------|-------|
| Senior Leader | 2.2% |
| Manager | 4.2% |
| Supervisor | 12.9% |
| Team Leader | 10.4% |
| Non-Supervisor | 70.3% |

What is your pay category/grade?

| Response | % |
|------------------------------------------------------|-------|
| Federal Wage System | 6.4% |
| GS 1-6 | 33.7% |
| GS 7-12 | 41.8% |
| GS 13-15 | 10.2% |
| Senior Executive Service | 0.0% |
| Senior Level (SL) or Scientific or Professional (ST) | 0.2% |
| Other | 7.8% |

What is your US military service status?

| Response | % |
|-----------------------------------------|-------|
| No Prior Military Service | 91.0% |
| Currently in National Guard or Reserves | 0.3% |
| Retired | 1.4% |
| Separated or Discharged | 7.3% |

Note: Percentages for demographic questions are unweighted.

My Employment Demographics (continued)

Are you:

| Response | % |
|-------------------------------------------------------------------------------------------------------------------------------------------|-------|
| The spouse of a current active duty service member of the U.S. Armed Forces | 0.6% |
| The spouse of a service member who retired or separated from active duty in the U.S. Armed Forces with a disability rating of 100 percent | 0.6% |
| The widow(er) of a service member killed while on active duty in the U.S. Armed Forces | 0.0% |
| None of the categories listed | 98.8% |

Have you been hired under the Military Spouse Non-Competitive Hiring Authority?

| Response | % |
|----------|-------|
| Yes | 12.5% |
| No | 87.5% |

Note: If the response to the previous question on if you are a military spouse was "None of the categories listed," this item was skipped.

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

| Response | % |
|--------------------|-------|
| Less than 1 year | 0.8% |
| 1 to 3 years | 14.5% |
| 4 to 5 years | 10.0% |
| 6 to 10 years | 19.5% |
| 11 to 14 years | 10.8% |
| 15 to 20 years | 16.2% |
| More than 20 years | 28.2% |

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

| Response | % |
|--------------------|-------|
| Less than 1 year | 2.2% |
| 1 to 3 years | 19.3% |
| 4 to 5 years | 12.6% |
| 6 to 10 years | 18.1% |
| 11 to 14 years | 10.5% |
| 15 to 20 years | 14.1% |
| More than 20 years | 23.2% |

Note: Percentages for demographic questions are unweighted.

My Employment Demographics (continued)

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

| Response | Before the COVID-19 pandemic % | Today % |
|---------------------------------------------------------|--------------------------------|---------|
| No | 77.8% | 70.7% |
| Yes, to retire | 8.4% | 8.5% |
| Yes, to take another job within the Federal Government | 9.7% | 13.1% |
| Yes, to take another job outside the Federal Government | 1.7% | 2.6% |
| Yes, other | 2.3% | 5.1% |

Has your intention to leave your organization within the next year changed because of the COVID-19 pandemic?

| Response | % |
|----------|-------|
| Yes | 37.8% |
| No | 62.2% |

Note: If the response to your considering leaving your organization did not differ between "Before the COVID-19 Pandemic" and "Today," this item was skipped.

I am planning to retire:

| Response | Before the COVID-19 pandemic % | Today % |
|-------------------|--------------------------------|---------|
| Less than 1 year | 2.9% | 4.4% |
| 1 year | 4.5% | 5.1% |
| 2 years | 8.0% | 7.7% |
| 3 years | 4.6% | 3.5% |
| 4 years | 2.9% | 2.4% |
| 5 years | 8.0% | 7.1% |
| More than 5 years | 69.2% | 69.9% |

Has your retirement plan changed because of the COVID-19 pandemic?

| Response | % |
|----------|-------|
| Yes | 28.3% |
| No | 71.7% |

Note: If the response to your retirement plans did not differ between "Before the COVID-19 Pandemic" and "Today," this item was skipped.

Note: Percentages for demographic questions are unweighted.

My Personal Demographics

Are you of Hispanic, Latino, or Spanish origin?

| Response | % |
|----------|-------|
| Yes | 6.7% |
| No | 93.3% |

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

| Response | % |
|---------------------------|-------|
| White | 17.3% |
| Black or African American | 1.3% |
| All other races | 81.5% |

What is your age group?

| Response | % |
|--------------------|-------|
| 29 years and under | 5.2% |
| 30-39 years old | 19.5% |
| 40-49 years old | 25.6% |
| 50-59 years old | 28.1% |
| 60 years or older | 21.7% |

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

| Response | % |
|-------------------------------------------------|-------|
| Less than High School/ High School Diploma/ GED | 10.2% |
| Certification/ Some College/ Associate's Degree | 47.8% |
| Bachelor's Degree | 17.0% |
| Advanced Degrees (Post Bachelor's Degree) | 25.0% |

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.

My Personal Demographics (continued)

Are you an individual with a disability?

| Response | % |
|----------|-------|
| Yes | 5.3% |
| No | 94.7% |

Are you:

| Response | % |
|----------|-------|
| Male | 27.9% |
| Female | 72.1% |

Are you transgender?

| Response | % |
|----------|-------|
| Yes | 0.6% |
| No | 99.4% |

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

| Response | % |
|--------------------------------------|-------|
| Straight, that is not gay or lesbian | 94.1% |
| Gay or Lesbian | 2.6% |
| Bisexual | 1.4% |
| Something else | 1.9% |

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.