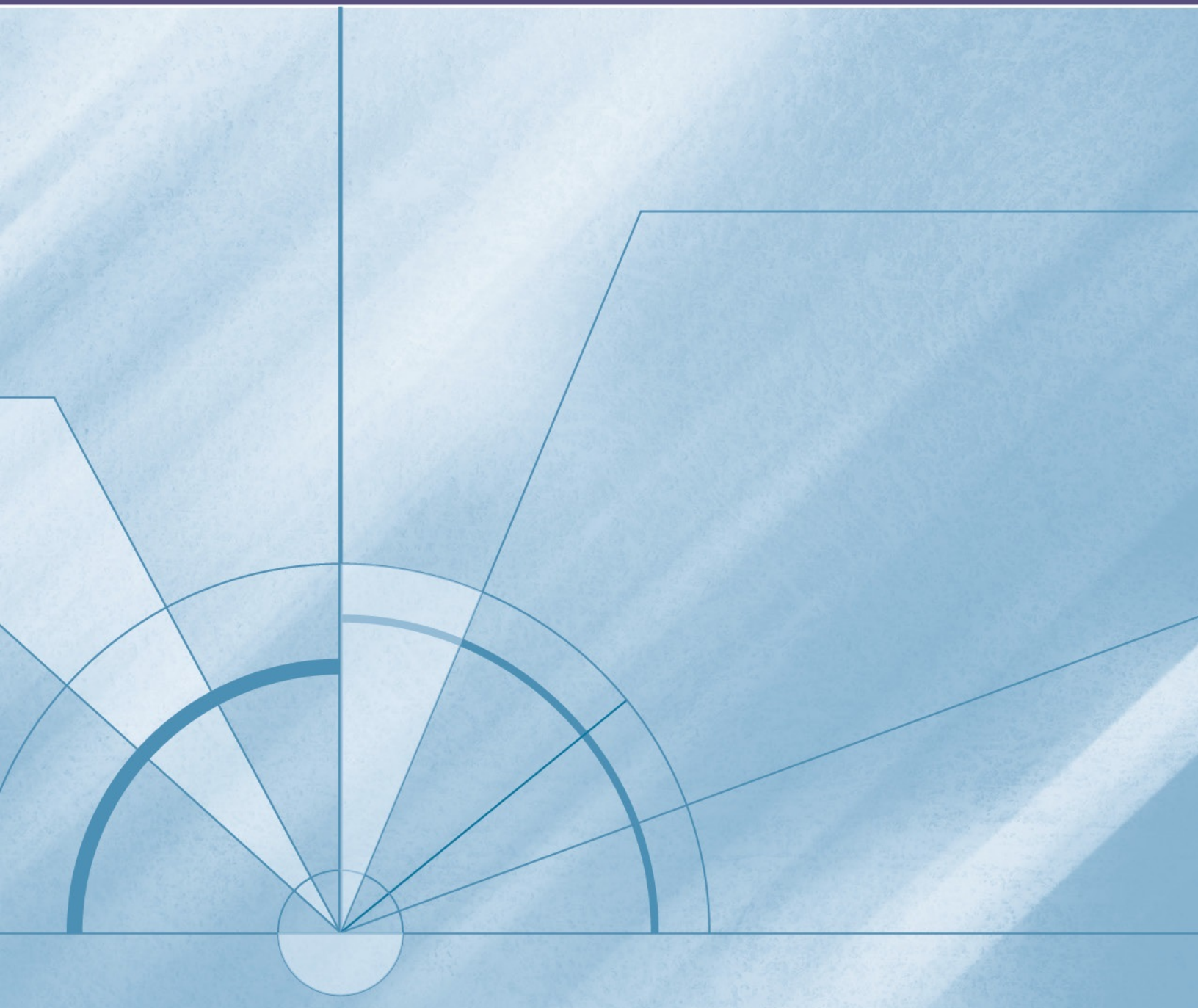


2020

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

2nd Level
Subagency
Report

Department of Health and Human Services
PHOENIX AREA INDIAN HEALTH SERVICE



Department of Health and Human Services
PHOENIX AREA INDIAN HEALTH SERVICE
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%
PHOENIX AREA INDIAN HEALTH SERVICE	1,110	47.5%

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

84.8%	I know how my work relates to the agency's goals. (Q7)
82.3%	I know what is expected of me on the job. (Q4)
73.9%	My work gives me a feeling of personal accomplishment. (Q3)
73.2%	My supervisor treats me with respect. (Q23)
70.7%	My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals. (Q13)
70.5%	The people I work with cooperate to get the job done. (Q9)
69.9%	My supervisor supports my need to balance work and other life issues. (Q19)
69.9%	My supervisor listens to what I have to say. (Q22)
69.1%	My workload is reasonable. (Q5)
67.6%	Considering everything, how satisfied are you with your job? (Q36)

Highest Percent Negative

41.4%	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. (Q10)
31.7%	In my work unit, differences in performance are recognized in a meaningful way. (Q12)
31.5%	In my organization, senior leaders generate high levels of motivation and commitment in the workforce. (Q26)
30.6%	Managers promote communication among different work units (for example, about projects, goals, needed resources). (Q29)
28.8%	Employees are recognized for providing high quality products and services. (Q14)
28.6%	How satisfied are you with the information you receive from management on what's going on in your organization? (Q34)
27.8%	How satisfied are you with the recognition you receive for doing a good job? (Q35)
27.6%	I believe the results of this survey will be used to make my agency a better place to work. (Q18)
25.7%	Managers communicate the goals of the organization. (Q28)
25.2%	My organization's senior leaders maintain high standards of honesty and integrity. (Q27)

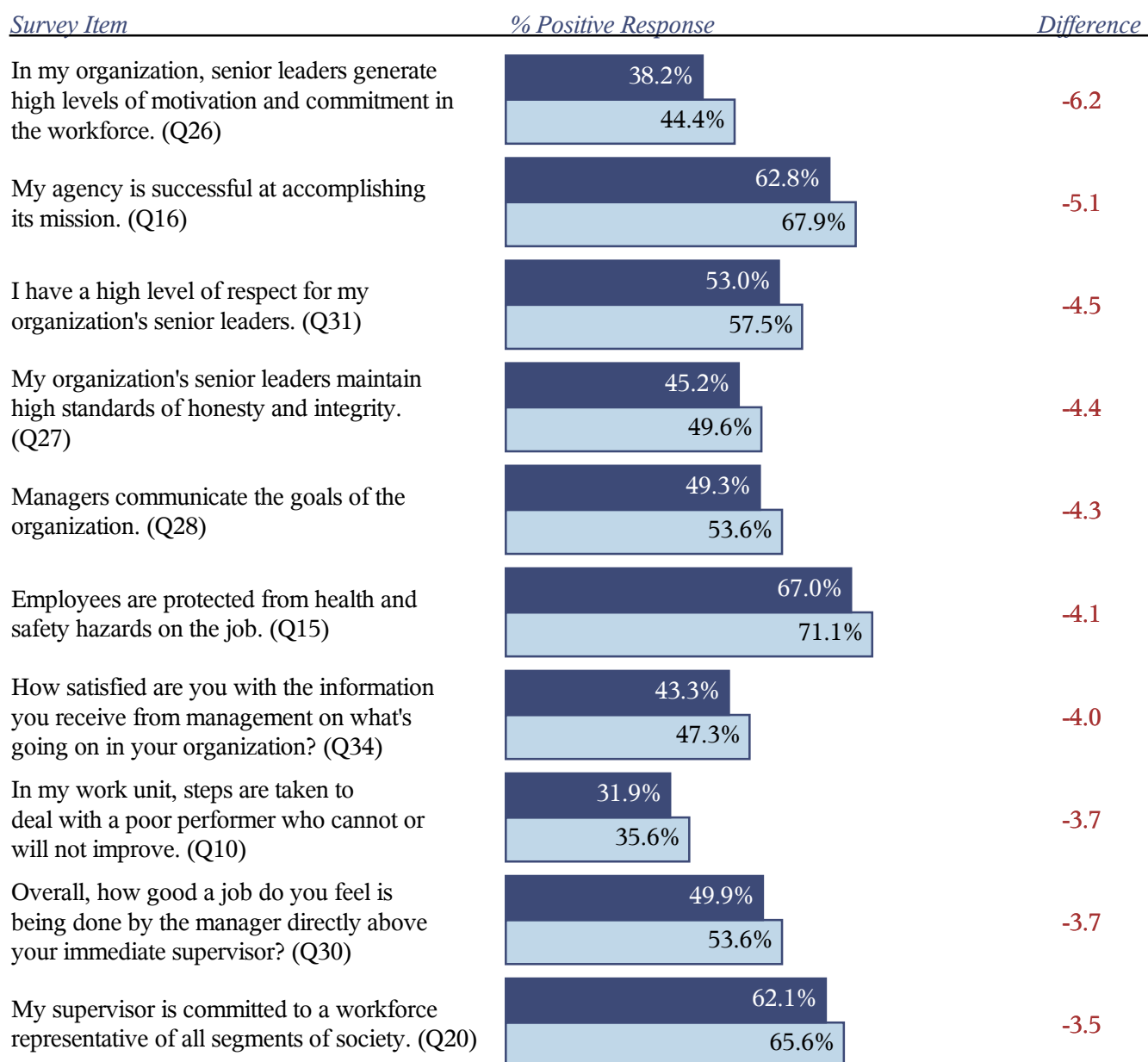
Leading Your Comparison Group

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.

There are no items in this category

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.



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%
PHOENIX AREA INDIAN HEALTH SERVICE	1,091	63.6%	16.6%	19.8%

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%
PHOENIX AREA INDIAN HEALTH SERVICE	1,098	59.4%	19.1%	21.6%

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%
PHOENIX AREA INDIAN HEALTH SERVICE	1,088	73.9%	14.2%	11.8%

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%
PHOENIX AREA INDIAN HEALTH SERVICE	1,096	82.3%	10.1%	7.6%

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
PHOENIX AREA INDIAN HEALTH SERVICE	1,095	69.1%	13.5%	17.4%	2

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
PHOENIX AREA INDIAN HEALTH SERVICE	1,086	65.8%	18.6%	15.6%	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
PHOENIX AREA INDIAN HEALTH SERVICE	1,089	84.8%	9.9%	5.3%	5

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
PHOENIX AREA INDIAN HEALTH SERVICE	1,086	56.6%	19.6%	23.7%	19

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%
PHOENIX AREA INDIAN HEALTH SERVICE	1,108	70.5%	15.3%	14.2%

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
PHOENIX AREA INDIAN HEALTH SERVICE	1,037	31.9%	26.6%	41.4%	72

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
PHOENIX AREA INDIAN HEALTH SERVICE	918	18.7%	62.2%	4.5%	1.9%	12.8%	189

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
PHOENIX AREA INDIAN HEALTH SERVICE	1,065	40.1%	28.2%	31.7%	44

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
PHOENIX AREA INDIAN HEALTH SERVICE	1,101	70.7%	17.9%	11.4%	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
PHOENIX AREA INDIAN HEALTH SERVICE	1,089	46.8%	24.4%	28.8%	11

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
PHOENIX AREA INDIAN HEALTH SERVICE	1,100	67.0%	15.8%	17.2%	6

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
PHOENIX AREA INDIAN HEALTH SERVICE	1,092	62.8%	22.8%	14.3%	11

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%
PHOENIX AREA INDIAN HEALTH SERVICE	1,110	62.0%	24.8%	13.1%

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
PHOENIX AREA INDIAN HEALTH SERVICE	1,021	44.0%	28.4%	27.6%	87

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
PHOENIX AREA INDIAN HEALTH SERVICE	1,096	69.9%	13.9%	16.2%	8

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
PHOENIX AREA INDIAN HEALTH SERVICE	1,066	62.1%	22.0%	15.9%	42

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
PHOENIX AREA INDIAN HEALTH SERVICE	1,089	64.0%	18.8%	17.2%	13

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%
PHOENIX AREA INDIAN HEALTH SERVICE	1,101	69.9%	15.2%	15.0%

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%
PHOENIX AREA INDIAN HEALTH SERVICE	1,105	73.2%	14.5%	12.3%

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%
PHOENIX AREA INDIAN HEALTH SERVICE	1,102	62.7%	17.4%	19.9%

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%
PHOENIX AREA INDIAN HEALTH SERVICE	1,108	63.8%	18.8%	17.4%

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
PHOENIX AREA INDIAN HEALTH SERVICE	1,083	38.2%	30.3%	31.5%	17

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
PHOENIX AREA INDIAN HEALTH SERVICE	1,062	45.2%	29.6%	25.2%	39

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
PHOENIX AREA INDIAN HEALTH SERVICE	1,078	49.3%	25.0%	25.7%	13

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
PHOENIX AREA INDIAN HEALTH SERVICE	1,086	44.9%	24.5%	30.6%	17

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
PHOENIX AREA INDIAN HEALTH SERVICE	1,020	49.9%	27.1%	23.0%	80

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
PHOENIX AREA INDIAN HEALTH SERVICE	1,070	53.0%	25.6%	21.4%	29

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
PHOENIX AREA INDIAN HEALTH SERVICE	986	45.0%	33.2%	21.9%	112

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%
PHOENIX AREA INDIAN HEALTH SERVICE	1,089	51.2%	25.5%	23.4%

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%
PHOENIX AREA INDIAN HEALTH SERVICE	1,093	43.3%	28.0%	28.6%

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%
PHOENIX AREA INDIAN HEALTH SERVICE	1,085	43.0%	29.2%	27.8%

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%
PHOENIX AREA INDIAN HEALTH SERVICE	1,085	67.6%	20.7%	11.7%

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%
PHOENIX AREA INDIAN HEALTH SERVICE	1,086	63.0%	19.3%	17.6%

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%
PHOENIX AREA INDIAN HEALTH SERVICE	1,090	57.2%	25.9%	16.9%

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%
PHOENIX AREA INDIAN HEALTH SERVICE	1,046	2.2%	0.7%	2.5%	0.7%	4.7%

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%
PHOENIX AREA INDIAN HEALTH SERVICE	1,046	53.9%	4.8%	20.3%	10.2%

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%
PHOENIX AREA INDIAN HEALTH SERVICE	1,061	17.7%	2.2%	1.5%	0.6%	2.4%

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%
PHOENIX AREA INDIAN HEALTH SERVICE	1,061	52.5%	4.6%	11.6%	6.9%

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				Very Infrequently
		Every Work Day	3-4 Days Per Week	1-2 Days Per Week	Only 1-2 Days Per Month	
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%
PHOENIX AREA INDIAN HEALTH SERVICE	1,037	17.3%	2.8%	1.7%	0.8%	2.4%

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%
PHOENIX AREA INDIAN HEALTH SERVICE	1,037	51.6%	4.9%	11.4%	7.2%

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
PHOENIX AREA INDIAN HEALTH SERVICE	396	63.1%	24.2%	12.8%	47	545	43

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%
PHOENIX AREA INDIAN HEALTH SERVICE	1,022	25.1%	29.8%	6.6%	1.2%	0.5%	52.9%

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
PHOENIX AREA INDIAN HEALTH SERVICE	510	67.1%	22.2%	10.7%	90	347	72

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
PHOENIX AREA INDIAN HEALTH SERVICE	826	66.3%	25.6%	8.2%	70	61	59

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
PHOENIX AREA INDIAN HEALTH SERVICE	574	46.6%	45.3%	8.1%	322	32	96

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
PHOENIX AREA INDIAN HEALTH SERVICE	299	29.8%	59.7%	10.5%	299	189	236

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
PHOENIX AREA INDIAN HEALTH SERVICE	276	26.7%	63.6%	9.7%	288	169	283

My Employment Demographics

Where do you work?

Response	%
Headquarters	6.0%
Field	83.5%
Full-time telework (e.g., home office, telecenter)	10.4%

What is your supervisory status?

Response	%
Senior Leader	2.2%
Manager	6.2%
Supervisor	16.0%
Team Leader	9.4%
Non-Supervisor	66.2%

What is your pay category/grade?

Response	%
Federal Wage System	4.0%
GS 1-6	21.0%
GS 7-12	50.2%
GS 13-15	17.2%
Senior Executive Service	0.1%
Senior Level (SL) or Scientific or Professional (ST)	0.4%
Other	7.0%

What is your US military service status?

Response	%
No Prior Military Service	87.4%
Currently in National Guard or Reserves	0.9%
Retired	2.2%
Separated or Discharged	9.5%

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	1.0%
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	2.0%
The widow(er) of a service member killed while on active duty in the U.S. Armed Forces	0.1%
None of the categories listed	96.9%

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

Response	%
Yes	3.3%
No	96.7%

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	0.6%
1 to 3 years	17.1%
4 to 5 years	10.1%
6 to 10 years	18.2%
11 to 14 years	14.1%
15 to 20 years	18.4%
More than 20 years	21.5%

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

Response	%
Less than 1 year	1.7%
1 to 3 years	22.4%
4 to 5 years	12.8%
6 to 10 years	17.0%
11 to 14 years	13.9%
15 to 20 years	15.0%
More than 20 years	17.4%

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	77.1%	68.8%
Yes, to retire	6.8%	5.7%
Yes, to take another job within the Federal Government	11.4%	15.8%
Yes, to take another job outside the Federal Government	1.6%	4.6%
Yes, other	3.1%	5.2%

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

Response	%
Yes	29.0%
No	71.0%

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	2.4%	3.1%
1 year	3.1%	2.8%
2 years	5.1%	5.5%
3 years	5.7%	5.8%
4 years	4.7%	3.5%
5 years	5.3%	6.1%
More than 5 years	73.7%	73.2%

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

Response	%
Yes	29.1%
No	70.9%

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	7.5%
No	92.5%

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

Response	%
White	28.5%
Black or African American	1.6%
All other races	69.9%

What is your age group?

Response	%
29 years and under	3.3%
30-39 years old	19.2%
40-49 years old	27.0%
50-59 years old	31.1%
60 years or older	19.5%

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

Response	%
Less than High School/ High School Diploma/ GED	6.5%
Certification/ Some College/ Associate's Degree	40.7%
Bachelor's Degree	19.3%
Advanced Degrees (Post Bachelor's Degree)	33.5%

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.

My Personal Demographics (continued)

Are you an individual with a disability?

Response	%
Yes	7.1%
No	92.9%

Are you:

Response	%
Male	27.9%
Female	72.1%

Are you transgender?

Response	%
Yes	--
No	--

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

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

Response	%
Straight, that is not gay or lesbian	94.6%
Gay or Lesbian	2.7%
Bisexual	0.9%
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.