

2022 Customer Satisfaction Survey

Welcome to the 2022 Mission-Support Customer Satisfaction Survey!

The objective of this survey is to gather customer feedback on your organization's mission-support services. This annual survey, which has been conducted each year since 2015, is part of a project led by the Office of Management and Budget and the General Services Administration to measure the performance of mission-support services across Executive departments and agencies.

We greatly appreciate your time and insight. There is no substitute for direct customer feedback. If you have any questions or concerns, please email MissionSupportCSS@research.gsa.gov.

Survey Roadmap First, you will be asked to answer a brief set of demographic questions. Next, you will rate your overall interactions with certain mission-support functions. Then, you will rate your interactions with service areas within those functions. In the final section you will answer additional demographic questions. Rest assured that your responses are completely confidential and will be shared only in an aggregate format. Read our [Privacy Notice](#) to learn more. Your responses should reflect your satisfaction with the services provided, whether they are provided by staff members within your organization or by a centralized function within your agency.

Demographic Questions

Select your Agency and Organization (dynamic drop-down for each based on provided agency-bureau structure)

Agency

Organization

Sub-Organization

Please indicate your official supervisory status, as per your position description.

Please note: for the purposes of this survey, a supervisor is defined as someone who officially supervises one or more employees and conducts their official performance reviews.

- ☐ I am a supervisor
- ☐ I am not a supervisor
-

Select your Grade Level or Grade Level Equivalent.

▼ GS-1 ... Other

Contracting Function

Definition: The Contracting function develops and implements plans for procurement of supplies and services. Contracting begins at the point when agency needs are established and includes the description of requirements to satisfy agency needs, solicitation and selection of sources (pre-award activities), award of contracts, contract financing, contract performance, contract administration, and technical and management functions directly related to the process of fulfilling agency needs by contract. For this survey, the Contracting function also includes purchase card management activities.

How frequently have you interacted with the *Contracting* function during the last 12 months?

- ☐ None
- ☐ Occasionally
- ☐ Regularly

Skip To: End of Block If How frequently have you interacted with the Contracting function during the last 12 months? = None

Please select the answer choice that best reflects your opinion of the *Contracting* function within the last 12 months.

	Strongly disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree
I am satisfied with the quality of support and solutions I received.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Contracting function serves as a strategic partner, providing decision support and helping me with activities such as planning and resource allocation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Contracting Function

Start of Block: Financial Management Function

Financial Management Function

Definition: The Financial Management function is responsible for providing operational and maintenance services related to agency strategic planning, policies, procedures, controls, federal cash management, and risk management.

Service area activities, which must comply with federal financial management regulations and statutes, include:

- Managing the agency-wide budget
- Financial accounting and reporting
- Intragovernmental and commercial bill payments and collections
- Audit support
- Risk and internal controls
- Performance management Asset management

How frequently have you interacted with the *Financial Management* function during the last 12 months?

- ☐ None
- ☐ Occasionally
- ☐ Regularly

Skip To: End of Block If How frequently have you interacted with the Financial Management function during the last 12 months? = None

Please select the answer choice that best reflects your opinion of the *Financial Management* function within the last 12 months.

	Strongly disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree
I am satisfied with the quality of support and solutions I received.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Financial Management function serves as a strategic partner, providing decision support and helping me with activities such as planning and resource allocation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Financial Management Function

Start of Block: Human Capital Function

Human Capital Function

Definition: The Human Capital function develops and manages innovative human capital business practices to help supervisors/managers and employees deliver results-focused outcomes that support agency missions and strategic goals. The function's objective is to increase employees' competencies,

job satisfaction, engagement, and overall performance.

Service areas include:

- Planning and implementing strategies and processes for recruiting and hiring
 - Training and development
 - Work-life support
 - Employee and labor relations
 - Performance and recognition management
 - Workforce and succession planning
 - Time and attendance
 - Benefits management
 - Retirement planning and processing
-

How frequently have you interacted with the *Human Capital* function during the last 12 months?

- ☐ None
- ☐ Occasionally
- ☐ Regularly

Skip To: End of Block If How frequently have you interacted with the Human Capital function during the last 12 months? = None

Please select the answer choice that best reflects your opinion of the *Human Capital* function in the last 12 months.

	Strongly disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree
I am satisfied with the quality of support and solutions I received.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the quality of systems I used.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Human Capital function serves as a strategic partner, providing decision support and helping me with activities such as planning and resource allocation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Human Capital Function

Start of Block: IT Function

Information Technology (IT) Function

Definition: The IT function is responsible for implementing strategies that improve the efficiency, reliability, and performance of agency IT systems and business processes in alignment with agency strategic goals.

Service area activities, which must adhere to government-wide guidelines, include:

- Providing IT support and services
- Communication and collaboration tools
- Hardware and software maintenance
- Establishing policies and procedures to govern the use of IT at an agency
- Ensuring security and integrity of the agency's IT systems, data, and records management

How frequently have you interacted with the *IT* function during the last 12 months?

- ☐ None
- ☐ Occasionally
- ☐ Regularly

Skip To: End of Block If How frequently have you interacted with the IT function during the last 12 months? = None

Please select the answer choice that best reflects your opinion of the *IT* function in the last 12 months.

	Strongly disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree
I am satisfied with the quality of support and solutions I received.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The IT function serves as a strategic partner, providing decision support and helping me with activities such as planning and resource allocation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: IT Function

Start of Block: Contracting Service Area Questions

Display This Question:

If How frequently have you interacted with the Contracting function during the last 12 months? != None

Contracting Service Area Questions Contracting Service Area #1: Pre-Award Activities

Definition: Pre-award Activities are the procurement activities that occur prior to contract award, such as the processes for buyers to produce solicitations, sellers to prepare offers, and engagement of vendors. During the Pre-Award phase, agencies identify potential vendors to satisfy customer requirements, develop schedules and milestones for procurement action, and work with their contracting office on special requirements (e.g., evaluation criteria factors) for the procurement. Vendor engagement involves specific actions by the contracting office that generate interactions between federal agencies and vendors that generally lead to better procurement outcomes. Such activities include conducting market research, issuing requests for information, holding industry days, meeting with vendors, and providing briefings after contract award.

Display This Question:

If How frequently have you interacted with the Contracting function during the last 12 months? != None

How frequently have you engaged with *Pre-Award Activity* services during the last 12 months?

- ☐ None
- ☐ Occasionally
- ☐ Regularly

Skip To: Q11.4 If How frequently have you engaged with Pre-Award Activity services during the last 12 months? = None

Display This Question:

If How frequently have you interacted with the Contracting function during the last 12 months? != None

Please select the answer choice that best reflects your opinion of *Pre-Award Activity* services in the last 12 months.

	Strongly disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree
I am satisfied with the quality of Pre-Award Activity services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pre-Award Activity services are important for helping me accomplish my job responsibilities and objectives.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question:

If How frequently have you interacted with the Contracting function during the last 12 months? != None

Contracting Service Area #2: Contract Administration

Definition: Contract Administration involves procurement activities that occur after contract award. These activities require the contracting office to work with the program office to ensure that the contractor meets the terms of the contract as well as with vendors to execute any modifications to the contract that may become necessary concerning delivery, production, quality, inspection, and other pertinent matters.

Display This Question:

If How frequently have you interacted with the Contracting function during the last 12 months? != None

How frequently have you engaged with *Contract Administration* services during the last 12 months?

- ☐ None
- ☐ Occasionally
- ☐ Regularly

Skip To: Q11.7 If How frequently have you engaged with Contract Administration services during the last 12 months? = None

Display This Question:

If How frequently have you interacted with the Contracting function during the last 12 months? != None

Please select the answer choice that best reflects your opinion of *Contract Administration* services in the last 12 months.

	Strongly disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree
I am satisfied with the quality of Contract Administration services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contract Administration services are important for helping me accomplish my job responsibilities and objectives.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question:

If How frequently have you interacted with the Contracting function during the last 12 months? != None

Contracting Service Area #3: Purchase Card Management

Definition: Purchase Card Management refers to measures taken by an agency to not only provide and monitor employee purchase cards, but also establish and maintain safeguards and internal controls that prevent and address fraudulent, improper, and abusive issues and uses of purchase cards.

Display This Question:

If How frequently have you interacted with the Contracting function during the last 12 months? != None

How frequently have you engaged with *Purchase Card Management* during the last 12 months?

- ☐ None
- ☐ Occasionally
- ☐ Regularly

Skip To: End of Block If How frequently have you engaged with Purchase Card Management during the last 12 months? = None

Display This Question:

If How frequently have you interacted with the Contracting function during the last 12 months? != None

Please select the answer choice that best reflects your opinion of *Purchase Card Management* services in the last 12 months.

	Strongly disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree
I am satisfied with the quality of Purchase Card Management services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Purchase Card Management services are important for helping me accomplish my job responsibilities and objectives.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Contracting Service Area Questions

Start of Block: Human Capital Service Area Questions

Display This Question:

If How frequently have you interacted with the Human Capital function during the last 12 months? != None

Human Capital Service Area Questions Human Capital Service Area #1: Recruiting and Hiring

Definition: Recruiting and Hiring involves establishing procedures for attracting, recruiting, assessing, and selecting high-quality, productive employees with the right skills and competencies, from all segments of society, in accordance with merit system principles. Activities within this service area include: talent acquisition management, candidate sourcing and recruitment, candidate assessment and selection, background investigation and adjudication, and new hire in-processing and on-boarding.

Display This Question:

If How frequently have you interacted with the Human Capital function during the last 12 months? != None

How frequently have you interacted with *Recruiting and Hiring* services during the last 12 months?

- ☐ None
- ☐ Occasionally
- ☐ Regularly

Skip To: Q13.4 If How frequently have you interacted with Recruiting and Hiring services during the last 12 months? = None

Display This Question:

If How frequently have you interacted with the Human Capital function during the last 12 months? != None

Please select the answer choice that best reflects your opinion of *Recruiting and Hiring* services in the last 12 months.

	Strongly disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree
I am satisfied with the quality of Recruiting and Hiring services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recruiting and Hiring services are important for helping me accomplish my job responsibilities and objectives.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question:

If How frequently have you interacted with the Human Capital function during the last 12 months? != None

Human Capital Service Area #2: Training and Development

Definition: Training and Development involves working with agency leadership to create and deliver a comprehensive training approach and talent development planning strategy to ensure that agency employees have the right competencies and skills for current and future work assignments. Activities include conducting training needs assessments, designing training programs, administering and delivering training programs, and evaluating the overall effectiveness of the agency's training approach.

Display This Question:

If How frequently have you interacted with the Human Capital function during the last 12 months? != None

How frequently have you interacted with *Training and Development* services during the last 12 months?

- ☐ None
- ☐ Occasionally
- ☐ Regularly

Skip To: Q13.7 If How frequently have you interacted with Training and Development services during the last 12 mont... = None

Display This Question:

If How frequently have you interacted with the Human Capital function during the last 12 months? != None

Please select the answer choice that best reflects your opinion of *Training and Development* services in the last 12 months.

	Strongly disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree
I am satisfied with the quality of Training and Development services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training and Development services are important for helping me accomplish my job responsibilities and objectives.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question:

If How frequently have you interacted with the Human Capital function during the last 12 months? != None

Human Capital Service Area #3: Work-Life Support

Definition: Work-Life Support is intended to create a flexible, supportive environment that engages employees and maximizes organizational performance. This support provides worksite health and wellness, workplace flexibilities, telework, elder and dependent care, and Employee Assistance Programs.

Display This Question:

If How frequently have you interacted with the Human Capital function during the last 12 months? != None

How frequently have you interacted with *Work-Life Support* services during the last 12 months?

- ☐ None
- ☐ Occasionally
- ☐ Regularly

Skip To: Q13.10 If How frequently have you interacted with Work-Life Support services during the last 12 months? = None

Display This Question:

If How frequently have you interacted with the Human Capital function during the last 12 months? != None

Please select the answer choice that best reflects your opinion of *Work-Life Support* services in the last 12 months.

	Strongly disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree
I am satisfied with the quality of Work-Life Support services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work-Life Support services are important for helping me accomplish my job responsibilities and objectives.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question:

If How frequently have you interacted with the Human Capital function during the last 12 months? != None

Human Capital Service Area #4: Employee Relations

Definition: Management of Employee Relations involves the design, development, and implementation of programs to support mission effectiveness through employee accountability.

Display This Question:

If How frequently have you interacted with the Human Capital function during the last 12 months? != None

How frequently have you interacted with *Employee Relations* services during the last 12 months?

- ☐ None
- ☐ Occasionally
- ☐ Regularly

Skip To: Q13.13 If How frequently have you interacted with *Employee Relations* services during the last 12 months? = None

Display This Question:

If How frequently have you interacted with the Human Capital function during the last 12 months? != None

Please select the answer choice that best reflects your opinion of *Employee Relations* services in the last 12 months.

	Strongly disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree
I am satisfied with the quality of <i>Employee Relations</i> services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>Employee Relations</i> services are important for helping me accomplish my job responsibilities and objectives.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question:

If How frequently have you interacted with the Human Capital function during the last 12 months? != None

Human Capital Service Function #5: Labor Relations

Definition: Labor Relations manages the relationship between the agency and the respective management associations and unions.

Display This Question:

If How frequently have you interacted with the Human Capital function during the last 12 months? != None

How frequently have you interacted with *Labor Relations* services during the last 12 months?

- ☐ None
- ☐ Occasionally
- ☐ Regularly

Skip To: Q13.16 If How frequently have you interacted with Labor Relations services during the last 12 months? = None

Display This Question:

If How frequently have you interacted with the Human Capital function during the last 12 months? != None

Please select the answer choice that best reflects your opinion of *Labor Relations* in the last 12 months.

	Strongly disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree
I am satisfied with the quality of Labor Relations services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Labor Relations services are important for helping me accomplish my job responsibilities and objectives.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question:

If How frequently have you interacted with the Human Capital function during the last 12 months? != None

Human Capital Service Function #6: Performance and Recognition Management

Definition: Performance Management is the process by which an agency sets standards and appraisals for its employees that improve organizational effectiveness and help accomplish agency mission and goals. This also includes the Performance Appraisal System Certification for Senior Executive Service (SES), Senior-Level (SL), and Scientific and Professional (ST) employees. Recognition Management involves defining appropriate types of recognition (e.g., cash, non-monetary, honor awards) and analyzing current recognition and reward programs and practices to ensure that they are aligned to organizational, business, and people strategies.

Display This Question:

If How frequently have you interacted with the Human Capital function during the last 12 months? != None

How frequently have you interacted with *Performance and Recognition Management* services during the last 12 months?

- ☐ None
- ☐ Occasionally
- ☐ Regularly

Skip To: Q13.19 If How frequently have you interacted with Performance and Recognition Management services during th... = None

Display This Question:

If How frequently have you interacted with the Human Capital function during the last 12 months? != None

Please select the answer choice that best reflects your opinion of *Performance and Recognition Management* services in the last 12 months.

	Strongly disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree
I am satisfied with the quality of Performance and Recognition Management services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Performance and Recognition Management services are important for helping me accomplish my job responsibilities and objectives.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question:

If How frequently have you interacted with the Human Capital function during the last 12 months? != None

Human Capital Service Function #7: Workforce and Succession Planning

Definition: Workforce and Succession Planning is the process of identifying and addressing the gaps between the workforce of today and the human capital needs of tomorrow to strengthen current and future leadership capacity. Specific outputs of this process will inform the formulation of a budget justification, personnel investigation and vetting forecasting, and the design/implementation and monitoring of agencies' human capital strategies to enable the organization to be agile, resilient, and able to respond to current and future impacts.

Display This Question:

If How frequently have you interacted with the Human Capital function during the last 12 months? != None

How frequently have you interacted with *Workforce and Succession Planning* services during the last 12 months?

- ☐ None
- ☐ Occasionally
- ☐ Regularly

Skip To: Q13.22 If How frequently have you interacted with Workforce and Succession Planning services during the las... = None

Display This Question:

If How frequently have you interacted with the Human Capital function during the last 12 months? != None

Please select the answer choice that best reflects your opinion of *Workforce and Succession Planning* services in the last 12 months.

	Strongly disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree
I am satisfied with the quality of Workforce and Succession Planning services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workforce and Succession Planning services are important for helping me accomplish my job responsibilities and objectives.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question:

If How frequently have you interacted with the Human Capital function during the last 12 months? != None

Human Capital Service Function #8: Time and Attendance Management

Definition: Management of Time and Attendance systems involves the design, development, and implementation of leave and work schedule policies and programs that attract, retain, and meet the work-life needs of employees in accordance with law and regulations. Time and Attendance systems must develop and implement policies in support of agency missions and goals as well as accurate and timely benefits for employees.

Display This Question:

If How frequently have you interacted with the Human Capital function during the last 12 months? != None

How frequently have you interacted with *Time and Attendance Management* services during the last 12 months?

- ☐ None
- ☐ Occasionally
- ☐ Regularly

Skip To: Q13.25 If How frequently have you interacted with Time and Attendance Management services during the last 1... = None

Display This Question:

If How frequently have you interacted with the Human Capital function during the last 12 months? != None

Please select the answer choice that best reflects your opinion of *Time and Attendance Management* services in the last 12 months.

	Strongly disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree
I am satisfied with the quality of Time and Attendance Management services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time and Attendance Management services are important for helping me accomplish my job responsibilities and objectives.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question:

If How frequently have you interacted with the Human Capital function during the last 12 months? != None

Human Capital Service Function #9: Benefits Management

Definition: Benefits Management is a collaborative process of establishing and maintaining a quality and competitive portfolio of insurance and tax-saving benefits for federal employees, retirees, and their families. The portfolio of benefits includes health insurance, life insurance, dental and vision insurance, long-term care insurance, and flexible spending accounts. Management includes administering and negotiating various contracts and oversight of day-to-day program activities, contract performance, customer service, and conducting Open Season. Program quality, competition, and innovation are maintained and improved through a continuous review and development of effective strategies, goals, and policies.

Display This Question:

If How frequently have you interacted with the Human Capital function during the last 12 months? != None

How frequently have you interacted with *Benefits Management* services during the last 12 months?

- ☐ None
- ☐ Occasionally
- ☐ Regularly

Skip To: Q13.28 If How frequently have you interacted with Benefits Management services during the last 12 months? = None

Display This Question:

If How frequently have you interacted with the Human Capital function during the last 12 months? != None

Please select the answer choice that best reflects your opinion of *Benefits Management* services in the last 12 months.

	Strongly disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree
I am satisfied with the quality of Benefits Management services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Benefits Management services are important for helping me accomplish my job responsibilities and objectives.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question:

If How frequently have you interacted with the Human Capital function during the last 12 months? != None

Human Capital Service Function #10: Retirement Planning and Processing

Definition: Retirement Planning and Processing includes retirement counseling between the HR department and the prospective retiree and retirement application processing (which includes input from the prospective retiree, HR, and payroll).

Display This Question:

If How frequently have you interacted with the Human Capital function during the last 12 months? != None

How frequently have you interacted with *Retirement Planning and Processing* services during the last 12 months?

- ☐ None
- ☐ Occasionally
- ☐ Regularly

Skip To: End of Block If How frequently have you interacted with Retirement Planning and Processing services during the la... = None

Display This Question:

If How frequently have you interacted with the Human Capital function during the last 12 months? != None

Please select the answer choice that best reflects your opinion of *Retirement Planning and Processing* services in the last 12 months.

	Strongly disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree
I am satisfied with the quality of Retirement Planning and Processing services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Retirement Planning and Processing services are important for helping me accomplish my job responsibilities and objectives.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Human Capital Service Area Questions

Start of Block: Financial Management Service Area Questions

Display This Question:

If How frequently have you interacted with the Financial Management function during the last 12 months? != None

Financial Management Service Area Questions Financial Management Service Area #1: Budget Formulation

Definition: Budget Formulation involves preparing budget estimates, projections, and budget justifications based on guidelines provided by Congress and the Office of Management and Budget (OMB); helping agencies forecast the impact of new programs and changes to existing programs on future financial liabilities; monitoring performance against budgetary goals; tracking apportionments and budgetary authority allocations; and setting agency discretionary fee levels.

Display This Question:

If How frequently have you interacted with the Financial Management function during the last 12 months? != None

How frequently have you interacted with *Budget Formulation* services during the last 12 months?

- ☐ None
- ☐ Occasionally
- ☐ Regularly

Skip To: Q12.4 If How frequently have you interacted with Budget Formulation services during the last 12 months? = None

Display This Question:

If How frequently have you interacted with the Financial Management function during the last 12 months? != None

Please select the answer choice that best reflects your opinion of *Budget Formulation* services in the last 12 months.

	Strongly disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree
I am satisfied with the quality of Budget Formulation services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Budget Formulation services are important for helping me accomplish my job responsibilities and objectives.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question:

If How frequently have you interacted with the Financial Management function during the last 12 months? != None

Financial Management Service Area #2: Budget Execution

Definition: Budget Execution involves developing spending plans and obligating funds; monitoring and managing funding resources and ensuring they are allocated appropriately; monitoring and reporting on spending of obligated funds; developing spending projections and alternative spending patterns and plans; and monitoring revenue attainment against estimates.

Display This Question:

If How frequently have you interacted with the Financial Management function during the last 12 months? != None

How frequently have you interacted with *Budget Execution* services during the last 12 months?

- ☐ None
- ☐ Occasionally
- ☐ Regularly

Skip To: Q12.7 If How frequently have you interacted with Budget Execution services during the last 12 months? = None

Display This Question:

If How frequently have you interacted with the Financial Management function during the last 12 months? != None

Please select the answer choice that best reflects your opinion of *Budget Execution* services in the last 12 months.

	Strongly disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree
I am satisfied with the quality of Budget Execution services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Budget Execution services are important for helping me accomplish my job responsibilities and objectives.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question:

If How frequently have you interacted with the Financial Management function during the last 12 months? != None

Financial Management Service Area #3: Financial Management Information and Analysis

Definition: Financial Management Information and Analysis involves analyzing financial and budgetary data to support fact-based decision making by program managers; providing reliable cost information for efficiency assessments and identification of cost savings opportunities; and incorporating agency goals, OMB guidance, and Congressional input into financial plans and analyses. Activities include general ledger management, financial reconciliation, financial/performance reporting, and cost management.

Display This Question:

If How frequently have you interacted with the Financial Management function during the last 12 months? != None

How frequently have you interacted with *Financial Management Information and Analysis* services during the last 12 months?

- ☐ None
- ☐ Occasionally
- ☐ Regularly

Skip To: Q12.10 If How frequently have you interacted with Financial Management Information and Analysis services du... = None

Display This Question:

If How frequently have you interacted with the Financial Management function during the last 12 months? != None

Please select the answer choice that best reflects your opinion of *Financial Management Information and Analysis* services in the last 12 months.

	Strongly disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree
I am satisfied with the quality of Financial Management Information and Analysis services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial Management Information and Analysis services are important for helping me accomplish my job responsibilities and objectives.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question:

If How frequently have you interacted with the Financial Management function during the last 12 months? != None

Financial Management Service Area #4: Bill Payments

Definition: Bill Payments are transfers of money at both the intragovernmental and commercial level. This involves all activities included in payable management, payee set-up and maintenance, and obligation management. It also includes payment processing, disbursement, confirmation and issue resolution, and reporting.

Display This Question:

If How frequently have you interacted with the Financial Management function during the last 12 months? != None

How frequently have you interacted with *Bill Payment* services during the last 12 months?

- ☐ None
- ☐ Occasionally
- ☐ Regularly

Skip To: Q12.13 If How frequently have you interacted with Bill Payment services during the last 12 months? = None

Display This Question:

If How frequently have you interacted with the Financial Management function during the last 12 months? != None

Please select the answer choice that best reflects your opinion of *Bill Payment* services in the last 12 months.

	Strongly disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree
I am satisfied with the quality of Bill Payment services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bill Payment services are important for helping me accomplish my job responsibilities and objectives.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question:

If How frequently have you interacted with the Financial Management function during the last 12 months? != None

Financial Management Service Area #5: Bill Collections

Definition: Bill Collections involve the activities included in both receivable and reimbursable management. Receivable management concerns public set-up and maintenance, billing invoicing, receipt processing, monitoring and maintenance, and collection reporting. Because receivable management involves public debt, delinquent debt management activities (collection, write-off, close-out, and reporting) also apply to this category. Reimbursable management concerns intragovernmental set-up and maintenance, invoicing, receipt processing, reconciliation, closeout, and reporting.

Display This Question:

If How frequently have you interacted with the Financial Management function during the last 12 months? != None

How frequently have you interacted with *Bill Collection* services during the last 12 months?

- ☐ None
- ☐ Occasionally
- ☐ Regularly

Skip To: Q12.16 If How frequently have you interacted with Bill Collection services during the last 12 months? = None

Display This Question:

If How frequently have you interacted with the Financial Management function during the last 12 months? != None

Please select the answer choice that best reflects your opinion of *Bill Collection* services in the last 12 months.

	Strongly disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree
I am satisfied with the quality of Bill Collection services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bill Collection services are important for helping me accomplish my job responsibilities and objectives.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question:

If How frequently have you interacted with the Financial Management function during the last 12 months? != None

Financial Management Service Area #6: Financial Risk Management

Definition: Financial Risk Management involves providing support and solutions for enterprise financial risks, including clear assessment criteria and risk management standards; quantifying the impact of risks (e.g., estimating the cost of potential risks); developing and implementing mitigation strategies; and integrating risk management into existing agency financial management processes.

Display This Question:

If How frequently have you interacted with the Financial Management function during the last 12 months? != None

How frequently have you interacted with *Financial Risk Management* services during the last 12 months?

- ☐ None
- ☐ Occasionally
- ☐ Regularly

Skip To: End of Block If How frequently have you interacted with Financial Risk Management services during the last 12 mon... = None

Display This Question:

If How frequently have you interacted with the Financial Management function during the last 12 months? != None

Please select the answer choice that best reflects your opinion of *Financial Risk Management* services in the last 12 months.

	Strongly disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree
I am satisfied with the quality of Financial Risk Management services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial Risk Management services are important for helping me accomplish my job responsibilities and objectives.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Financial Management Service Area Questions

Start of Block: IT Service Area questions

Display This Question:

If How frequently have you interacted with the IT function during the last 12 months? None IS NOT selected

IT Management Service Area Questions IT Service Area #1: IT Support

Definition: IT Support diagnoses and responds to end-user device and software support needs over the phone, in-person, or online. This includes resolving issues with accessing or using the features and functionality of your organization's IT hardware, software, and applications. Services also include IT Help Desk (managing and resolving tickets); support for employee on-boarding, departure, and re-assignments; and responsiveness to feedback, deskside support, and equipment repair.

Display This Question:

If How frequently have you interacted with the IT function during the last 12 months? None IS NOT selected

How frequently have you interacted with *IT Support* services during the last 12 months?

- ☐ None (1)
- ☐ Occasionally (2)
- ☐ Regularly (3)

Skip To: Q5.4 If How frequently have you interacted with IT Support services during the last 12 months? = None

Display This Question:

If How frequently have you interacted with the IT function during the last 12 months? None IS NOT selected

Please select the answer choice that best reflects your opinion of *IT Support* services in the last 12 months.

	Strongly disagree (1)	Disagree (2)	Somewhat disagree (3)	Neither agree nor disagree (4)	Somewhat agree (5)	Agree (6)	Strongly agree (7)
I am satisfied with the quality of IT Support services. (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IT Support services are important for helping me accomplish my job responsibilities and objectives. (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question:

If How frequently have you interacted with the IT function during the last 12 months? != None IS NOT selected

IT Service Area #2: IT Communications and Collaboration

Definition: IT Communications and Collaboration provides users the ability to access, store, edit, deliver, and receive information. This includes email, calendars, video conferencing, instant messaging, desktop sharing, online communities, secure file transfers, knowledge management, and productivity/office suite.

Display This Question:

If How frequently have you interacted with the IT function during the last 12 months? != None IS NOT selected

How frequently have you interacted with *IT Communications and Collaboration* services during the last 12 months?

- ☐ None (1)
- ☐ Occasionally (2)
- ☐ Regularly (3)

Skip To: Q5.7 If How frequently have you interacted with IT Communications and Collaboration services during the l... = None

Display This Question:

If How frequently have you interacted with the IT function during the last 12 months? != None IS NOT selected

Please select the answer choice that best reflects your opinion of *IT Communications and Collaboration* services in the last 12 months.

	Strongly disagree (1)	Disagree (2)	Somewhat disagree (3)	Neither agree nor disagree (4)	Somewhat agree (5)	Agree (6)	Strongly agree (7)
I am satisfied with the quality of IT Communications and Collaboration services. (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IT Communications and Collaboration services are important for helping me accomplish my job responsibilities and objectives. (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question:

If How frequently have you interacted with the IT function during the last 12 months? != None IS NOT selected

IT Service Area #3: IT Equipment

Definition: IT Equipment includes hardware and operating systems, such as desktops, laptops, mobile phones, printers, scanners, and network printers.

Display This Question:

If How frequently have you interacted with the IT function during the last 12 months? != None IS NOT selected

How frequently have you interacted with *IT Equipment* services during the last 12 months?

- ☐ None (1)
- ☐ Occasionally (2)
- ☐ Regularly (3)

Skip To: End of Block If How frequently have you interacted with IT Equipment services during the last 12 months? = None

Display This Question:

If How frequently have you interacted with the IT function during the last 12 months? != None IS NOT selected

Please select the answer choice that best reflects your opinion of *IT Equipment* services in the last 12 months.

	Strongly disagree (1)	Disagree (2)	Somewhat disagree (3)	Neither agree nor disagree (4)	Somewhat agree (5)	Agree (6)	Strongly agree (7)
I am satisfied with the quality of IT Equipment services. (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IT Equipment services are important for helping me accomplish my job responsibilities and objectives. (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question:

If How frequently have you interacted with the IT function during the last 12 months? != None

IT Service Area #4: Development, Modernization, and Enhancement (DM&E)

Definition: Development, Modernization, and Enhancement (DM&E) involves projects and activities that lead to new IT capabilities, as well as projects and activities that change or modify existing IT solutions to substantially improve capability or performance, implement legislative or regulatory requirements, or meet an agency leadership request. This service area includes the continuous enhancement of applications, data services, and network.

Display This Question:

If How frequently have you interacted with the IT function during the last 12 months? != None

How frequently have you interacted with *DM&E* services during the last 12 months?

- ☐ None
- ☐ Occasionally
- ☐ Regularly

Skip To: Q14.4 If How frequently have you interacted with DM&E services during the last 12 months? = None

Display This Question:

If How frequently have you interacted with the IT function during the last 12 months? != None

Please select the answer choice that best reflects your opinion of *Development, Modernization, and Enhancement (DM&E)* services in the last 12 months.

	Strongly disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree
I am satisfied with the quality of IT DM&E services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
DM&E is important for helping me accomplish my job responsibilities and objectives.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question:

If How frequently have you interacted with the IT function during the last 12 months? != None

IT Service Area #5: Operations and Maintenance (O&M)

Definition: Operations and Maintenance (O&M) involves operating and maintaining IT services at an appropriate and predictable level of performance that meets the needs of users within the agency. This involves communications related to ongoing maintenance, updates, and outages. This also includes projects and activities needed to sustain IT services such as computer resources, connectivity, network, storage, application services, data services, and operations.

Display This Question:

If How frequently have you interacted with the IT function during the last 12 months? != None

How frequently have you interacted with O&M services during the last 12 months?

- ☐ None
- ☐ Occasionally
- ☐ Regularly

Skip To: End of Block If How frequently have you interacted with O&M services during the last 12 months? = None

Display This Question:

If How frequently have you interacted with the IT function during the last 12 months? != None

Please select the answer choice that best reflects your opinion with *IT Operations and Maintenance (O&M)* services in the last 12 months.

	Strongly disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree
I am satisfied with the quality of O&M services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
O&M services are important for helping me accomplish my job responsibilities and objectives.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: IT Service Area questions

Start of Block: Security, Suitability, and Credentialing (SSC) Process

Security, Suitability, and Credentialing (SSC) Process

Definition: The Security, Suitability and Credentialing (SSC) process in your agency is responsible for vetting civilian, military, and contractor employees to enable clearance, hiring, and credentialing decisions. The SSC function involves the end-to-end process beginning with determining whether an individual needs vetting, completing the appropriate questionnaire, initiating a background investigation, making a final decision, and ensuring that individuals continue to meet eligibility standards.

How frequently have you interacted with the *Security, Suitability, and Credentialing Process* during the last 12 months?

- ☐ None
- ☐ Occasionally
- ☐ Regularly

Skip To: End of Block If How frequently have you interacted with the Security, Suitability, and Credentialing Process duri... = None

Please select the answer choice that best reflects your opinion.

	Strongly disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree
I'm satisfied that the vetting process used to determine whether individuals are suitable for government service produces government employees who can be trusted.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I'm confident that suitability, security clearance, and credentialing processes effectively protect against potential insider threats and workplace violence.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I trust that the data systems used to vet personnel successfully protect sensitive personal information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I understand my duty to report behaviors and incidents, that may be relevant to national security or the security of my workplace, and I know who to report them to within my agency.

☐ ☐ ☐ ☐ ☐ ☐ ☐

End of Block: Security, Suitability, and Credentialing (SSC) Process

Start of Block: Recruiting and Hiring - Supplemental Questions

End of Block: Recruiting and Hiring - Supplemental Questions

Demographic Questions

Where do you work?

☐ Headquarters

☐ Other



Please enter your Agency Worksite Zip Code _____

Note: Agency worksite is defined as the regular worksite for your position of record; the physical address or place where you would work if not teleworking.

How many years have you worked for the Federal Government?

▼ <1 ... 60+

Display This Question:

If How many years have you worked for the Federal Government? = <1

Since you have worked for the Federal Government for less than 1 year, please specify the numbers of months you have worked for the Federal Government below.

▼ <1 ... 11

Display This Question:

If How many years have you worked for the Federal Government? != <1

How many years have you worked for your current Agency?

▼ <1 ... 60+

Display This Question:

If How many years have you worked for your current Agency? = <1

Since you have worked for your Agency for less than 1 year, please specify the number of months you have worked for your current agency below.

▼ <1 ... 11

Please select your age.

▼ 16 ... 100

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

- ☐ Less than High School
- ☐ High School Diploma, GED, or Equivalent
- ☐ Trade/Technical Certificate
- ☐ Some College (no degree)
- ☐ Associate's Degree
- ☐ Bachelor's Degree
- ☐ Master's Degree
- ☐ Doctoral/Professional Degree

Are you considering leaving your organization within the next year?

- ☐ No
- ☐ Yes - to retire
- ☐ Yes - to take another job within the Federal Government
- ☐ Yes - to take another job outside of the Federal Government
- ☐ Yes - Other

On average, how many days per month do you telework?

▼ 0 ... 31

What is your military service status?

- ☐ Military Service
 - ☐ No Prior Military Service
 - ☐ I prefer not to answer
-

Please select the racial category or categories with which you most closely identify. (Mark all that apply)

- ☐ American Indian or Alaska Native
 - ☐ Asian
 - ☐ Black or African American
 - ☐ Native Hawaiian or Other Pacific Islander
 - ☐ White
 - ☐ I prefer not to say
-

Are you of Hispanic, Latino, or of Spanish origin?

- ☐ Yes
 - ☐ No
 - ☐ I prefer not to say
-

Are you an individual with a disability? OPM defines a disability as a “physical or mental impairment which substantially limits one or more major life activities; the record of such impairment; or the perception of such impairment by others.”

- ☐ Yes
 - ☐ No
 - ☐ I prefer not to say
-

Are you: (Mark all that apply)

- ☐ Female
 - ☐ Male
 - ☐ Transgender, non-binary, or another gender
-

What is your sexual orientation?

- ☐ Straight/Heterosexual
- ☐ Gay or Lesbian
- ☐ Bisexual
- ☐ Queer
- ☐ I use another term
- ☐ I prefer not to say