

Customer Satisfaction Scores (2017-2018)

Function Area Scores among 24 CFO Act Agencies

2018		2017		SATISFACTION RESPONSE KEY											
		1 Strongly Disagree		2 Disagree		3 Somewhat Disagree		4 Neither Agree nor Disagree		5 Somewhat Agree		6 Agree		7 Strongly Agree	
Human Capital				Financial Management				Contracting				Information Technology			
I am satisfied with the quality of support and solutions I received from the Human Capital function during the last 12 months.				I am satisfied with the quality of support and solutions I received from the Financial Management function during the last 12 months.				I am satisfied with the quality of support I received from the Contracting function during the last 12 months.				I am satisfied with the quality of support and solutions I received from the IT function during the last 12 months.			
Agency	% Change		% Change		% Change		% Change		% Change		% Change				
Commerce	12%	4.30	5%	4.83	5%	4.63	3%	5.42							
DHS	7%	4.56	-1%	4.79	0%	4.62	0%	4.97							
DOD	-3%	4.27	-4%	5.02	-2%	4.56	-9%	4.18							
DOT	7%	4.83	0%	5.10	1%	4.81	3%	5.40							
ED	-3%	4.03	-7%	5.00	-7%	4.87	-1%	4.41							
Energy	7%	4.29	-2%	5.17	-4%	4.89	2%	5.29							
EPA	11%	4.60	0%	4.82	-5%	3.91	0%	5.24							
GSA	4%	5.04	2%	5.26	-2%	4.79	3%	5.56							
HHS	13%	4.47	0%	4.93	0%	4.65	0%	5.36							
HUD	0%	4.30	-5%	4.58	-3%	4.17	3%	5.55							
Interior	-6%	4.28	-1%	5.00	-1%	4.60	0%	5.25							
Justice	5%	4.89	2%	5.30	2%	5.08	3%	5.42							
Labor	3%	4.81	-2%	4.98	3%	4.87	3%	5.31							
NASA	0%	5.34	-1%	5.59	-4%	5.44	2%	5.40							
NRC	2%	5.22	2%	5.27	-1%	5.25	1%	5.51							
NSF	-5%	5.35	0%	5.49	-1%	5.54	-1%	5.76							
OPM	-8%	4.67	4%	4.88	-9%	3.94	11%	4.44							
SBA	7%	4.69	8%	5.06	3%	4.89	16%	5.40							
SSA	1%	5.14	-1%	5.35	1%	5.16	0%	5.39							
STATE	-2%	4.60	0%	5.27	0%	4.78	-3%	5.03							
TREASURY	1%	5.01	-1%	5.13	-5%	4.64	-7%	4.74							
USAID	-6%	3.91	-7%	5.36	-10%	4.96	-10%	5.28							
USDA	4%	4.34	-2%	4.79	-3%	4.54	1%	5.28							
VA	4%	4.04	-1%	4.77	2%	4.02	-2%	5.05							
Government-Wide Median															
Gov't-Wide	3%	4.60	-1%	5.04	1%	4.79	1%	5.30							

Customer Satisfaction Survey (CSS): In 2018, GSA surveyed all federal employees at the CFO-Act Agencies to assess their satisfaction with administrative services during the previous 12 months. Collectively, the responses provide a detailed picture of satisfaction for 24 Service Areas across the Contracting, Financial Management, Human Capital, and IT Functions. Please note that for DOD, the survey was only deployed to senior supervisory employees (GS-13 to GS-15 supervisors, SES, and equivalents) and that USAID did not participate in the 2018 CSS but shares results from their own survey.