Mission-Support Customer Satisfaction Survey

About

The Mission-Support Customer Satisfaction Survey (CSS) is an annual survey led by the Office of Management and Budget (OMB) and managed by the General Services Administration (GSA). The CSS began in 2015 and is a critical piece of the President's Management Agenda (PMA) as it provides metrics and data for the evaluation of agency performance in serving mission and workforce needs. In particular, the CSS has informed the strategic direction of the Sharing Quality Services Cross Agency Priority (CAP) goal.

Questions

The CSS asks federal employees to rate how satisfied they are with mission-support functions and services, how important specific mission-support services are to achieving mission outcomes, and whether a function serves as an effective strategic partner. Employees are asked to rate their perception of satisfaction, importance, and strategic partnership for 24 service areas on a seven-point Likert Scale within the following four support functions (functions are in bold):

Contracting: Pre-Award Activities; Contract Administration; Purchase Card Management
Finance: Budget Formulation; Budget Execution; Financial Management Information & Analysis; Bill Payments; Bill Collections; Financial Risk Management
Human Capital: Recruiting & Hiring; Training & Development; Work/Life Support; Employee Relations; Labor Relations; Performance & Recognition Management; Workforce Planning & Succession; Time & Attendance Management; Benefits Management; Retirement Planning & Processing
Information Technology: IT Support; IT Communications & Collaboration; IT Equipment; Operations & Maintenance (O&M); Development, Modernization & Enhancement (DM&E)

Please see the Public Data file to find the core survey statements/questions, definitions, and associated scales.

Target Population

GS-13 through 15 and SES (and equivalents) with supervisory status at the 24 CFO Act Agencies are asked to answer all questions for functions and services. The rationale for this is that this population is most likely to interact with a majority of the administrative support services.

All other employees are surveyed only on their experience with the IT Function and IT commodity services (e.g., Support, Communications and Collaboration, Equipment).

Frequently Asked Questions

Who takes the survey?
The CSS is an annual, non-mandatory survey typically sent in early spring to all federal civilian employees at the 24 CFO Act Agencies.

How is the survey distributed?
The survey is distributed through email and responses are collected through an online survey platform. Each email sent contains a unique link to take the survey. Email contacts are obtained through the Office of Personnel Management's (OPM) Enterprise Human Resources Integration-Statistical Data Mart (EHRI-SDM). The EHRI-SDM is an information system that supports statistical analyses of federal personnel management programs. Agencies submit data from their personnel systems to the EHRI-SDM.

How often are survey reminders sent?
Survey reminders are sent once per week to those who have not yet taken the survey starting 7 days after the initial launch date until the closing of the survey. The survey is typically open for 6 to 8 weeks.

Are survey responses tracked?
Individual survey responses are tracked for completeness so that reminders are sent only to those who have not yet taken the survey.

How do you protect PII?
This is a confidential survey. To prevent identification of individual respondents, average satisfaction scores are excluded where the number of responses is less than 10. Once the survey is closed, all personal identifiable information (PII) is stripped from the data to protect privacy.

How long does it take to complete the survey?
On average, the survey took 6-14 minutes to complete based on the number of modules completed and degree of interaction with services in the previous year.

Are there any limitations on completing the survey?
Survey participants only answered questions related to functions or services they had interaction with in the previous year.

Are partial responses included in analysis of the data?

Acceptable partial responses are included in data analysis. A respondent must answer at least 6 questions for a response to be considered an acceptable partial response.

What is the average response rate from year to year?
The response rate from year to year is approximately 20%.

Are federal employees required to take the survey?
Survey participants are allowed to opt out or choose not to take the survey.

How is the survey organized?
Please see the Survey Questions document, which includes skip logic.

Is the survey 508 compliant?
Yes, the survey is 508 compliant.

Intent and Expected Use of the Information

The CSS data is used by the Federal Government for three primary reasons:

● To provide a significant measure for quality of service provided, so that agencies can evaluate functional performance on quality as well as cost.
● To allow agencies to compare their performance to other agencies at the agency and bureau level.
● To assess overall agency performance (on customer service) for the Sharing Quality Services Cross-Agency Priority Goal (https://www.performance.gov/CAP/CAP_goal_5.html) by comparing across agencies for each functional area.

A Note on Data Presentation

Raw, aggregated data is currently available for public use in the Public Data file.

Contact

Please direct questions on the survey or data to: missionsupportcss@research.gsa.gov.