**Mission-Support Customer Satisfaction Survey**

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)](https://www.performance.gov/PMA/PMA.html), as it provides data to measure progress in the PMA's [Sharing Quality Services](https://www.performance.gov/CAP/CAP_goal_5.html) Cross-Agency Priority (CAP) Goal. The CSS has been very useful in providing metrics for CAP Goal evaluation of agency performance in serving mission and workforce needs. Results from the survey are now public on [performance.gov](http://performance.gov/).

The CSS measures employees’ perception about satisfaction and importance for 24 service areas on a seven-point Likert Scale within the following four support functions (please see <Survey Instrument Name> to see the core statements/questions, definitions, and associated scales):

* **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 and Attendance Management; Benefits Management; Retirement Planning & Processing
* **Information Technology:** IT Support; IT Communications and Collaboration; IT Equipment; Operations and Maintenance (O&M); Development, Modernization, and Enhancement (DM&E)

**Business Partnering Questions**

The four functions of Contracting, Finance, Human Capital, and Information Technology help agencies deliver their missions. For this reason, the following strategic partnering survey questions were used to gauge employees’ perception of strategic partnering performance for these functions:

The <FUNCTION NAME> serves as a strategic partner, providing decision support and helping me with activities such as planning and resource allocation.

**Target Population**

**Primary:** GS-13 through 15 and SES (and equivalents) with supervisory status at the 24 CFO Act Agencies. (This survey population was selected because they are most likely to have an informed opinion about the services provided by the principal administrative support services)

**Secondary:** All employees other than the senior managers defined above. (These employees are only surveyed on their experience with the IT Function and IT commodity services—e.g., Support, Communications and Collaboration, Equipment, please see <Survey Instrument Name> for definitions)

**Frequently Asked Questions**

* **Who takes the survey?**
  + Non-mandatory survey sent to federal employees at 24 CFO Act Agencies. The total number of employees sent is approximately 1.5 million.
* **How is the survey distributed?**
  + Survey distributed as a data call through email and collected through an online survey platform.
* **How often are survey reminders sent?**
  + Survey reminders sent once per week starting 7 days after the initial launch date until the closing of the survey.
* **How do you protect PII?**
  + 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 on functions or services they had interaction with in the previous year.
* **What is the average response rate from year to year?**
  + 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.
* **Are survey responses tracked?**
  + Individual survey responses are tracked so that reminders are not sent once completed.
* **How is the survey organized?**
  + Please see <Survey Instrument Name>, which includes skip logic.
* **How do you manage small sample sizes?**
  + To prevent identification of individual respondents, report average scores with sample sizes of fewer than 10 are not reported.
  + Please note that smaller components with less than 10 staff are impacted by this rule and survey results are not reported.

**Intent and Expected Use of the Information**

* 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. Considerations are being made to weight data in the future.

**Contact**

Please direct questions on the survey or data to: [missionsupportcss@research.gsa.gov](mailto:missionsupportcss@research.gsa.gov).