

Customer Satisfaction Scores

Function Area Scores among 24 CFO Act Agencies

SATISFACTION RESPONSE KEY

1 Strongly Disagree 2 Disagree 3 Somewhat Disagree 4 Neutral 5 Somewhat Agree 6 Agree 7 Strongly Agree

Human Capital

I am satisfied with the quality of support and solutions I received from the Human Capital function during the last 12 months.

Financial Management

I am satisfied with the quality of support and solutions I received from the Financial Management function during the last 12 months.

Contracting

I am satisfied with the quality of support I received from the Contracting function during the last 12 months.

Information Technology

I am satisfied with the quality of support and solutions I received from the IT function during the last 12 months.

	Human Capital	Financial Management	Contracting	Information Technology
Commerce	3.84	4.62	4.41	5.28
DHS	4.26	4.83	4.61	4.98
DOD	4.38	5.22	4.63	4.61
DOT	4.52	5.09	4.75	5.26
ED	4.15	5.35	5.21	4.47
Energy	4.01	5.25	5.11	5.21
EPA	4.16	4.82	4.12	5.26
GSA	4.83	5.14	4.90	5.41
HHS	3.97	4.95	4.63	5.35
HUD	4.31	4.82	4.32	5.40
Interior	4.54	5.06	4.63	5.23
Justice	4.66	5.22	4.98	5.27
Labor	4.69	5.06	4.72	5.15
NASA	5.34	5.66	5.67	5.30
NRC	5.13	5.17	5.29	5.43
NSF	5.61	5.48	5.57	5.81
OPM	5.09	4.70	4.35	3.99
SBA	4.39	4.68	4.76	4.64
SSA	5.08	5.40	5.13	5.39
STATE	4.68	5.26	4.76	5.17
TREASURY	4.95	5.19	4.86	5.08
USAID	4.16	5.78	5.50	5.89
USDA	4.16	4.89	4.70	5.25
VA	3.87	4.82	3.96	5.17
	Median:4.46	Median:5.11	Median:4.75	Median:5.26

Customer Satisfaction Survey (CSS): In early 2017, GSA surveyed all senior supervisory employees (GS-13 to GS-15 supervisors, SES and equivalents) at 23 of the 24 CFO Act agencies, asking about their satisfaction with mission-support services across the previous 12 months. Collectively, the 43,000+ responses provide a detailed picture of satisfaction with 18 service areas within Contracting, Financial Management, Human Capital, and IT services. An additional 250,000+ responses were gathered from non-supervisory employees on their satisfaction with IT services. Please note that at DOD, the survey was deployed only to senior supervisory employees. Also note: USAID conducted their survey separately and results were incorporated into CSS results where applicable.