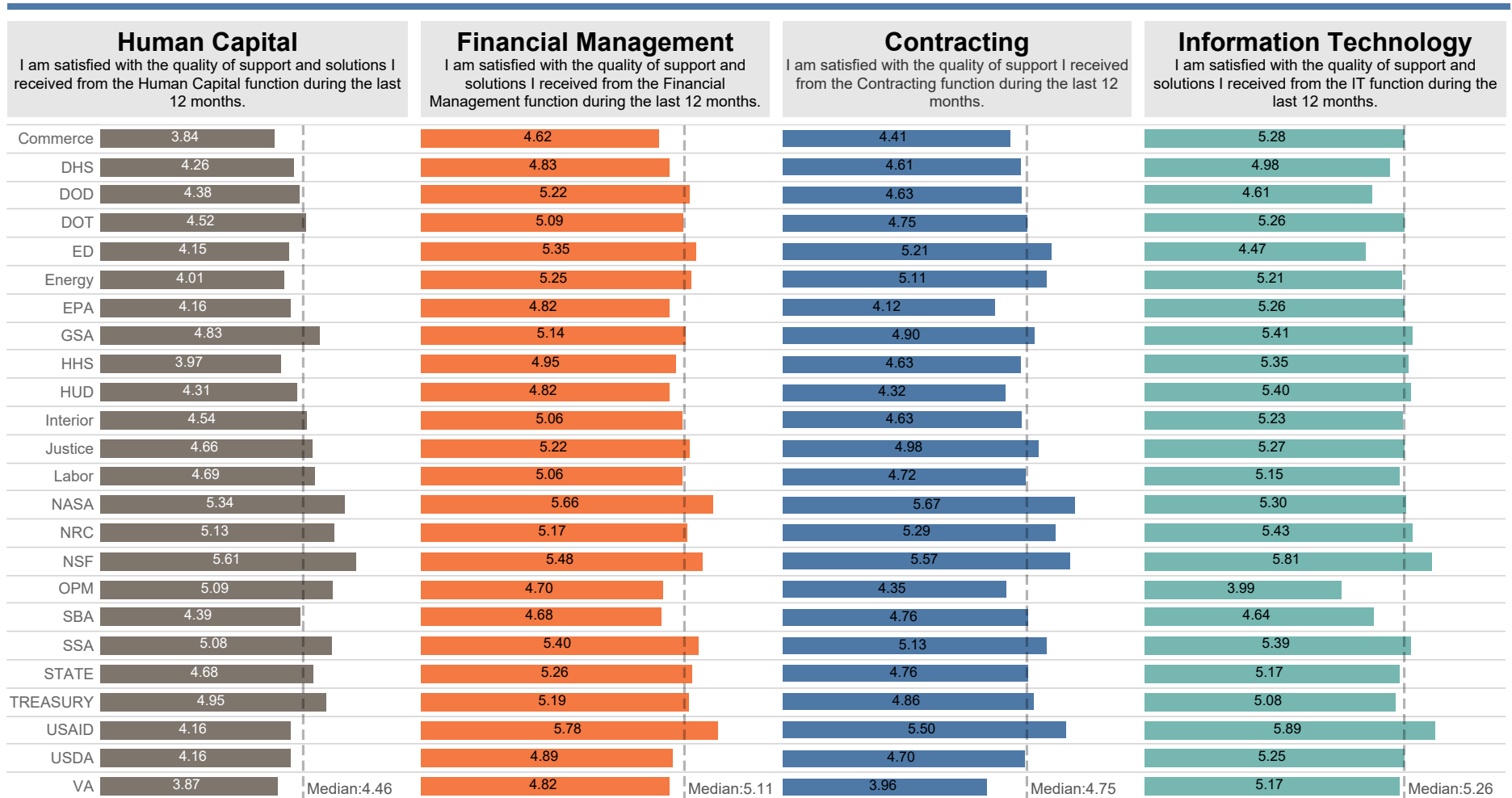


# Customer Satisfaction Scores

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

**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.