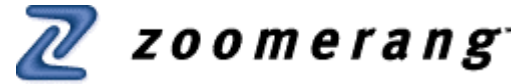


Employee Morale and Service Delivery Survey

Results Overview



Date: 4/24/2008

1. Rate your work experience at SSA within the past year:

Extremely Satisfied		87	6%
Satisfied		352	23%
Neither Satisfied or Dissatisfied		392	26%
Dissatisfied		536	35%
Extremely Satisfied		153	10%
Total		1520	100%









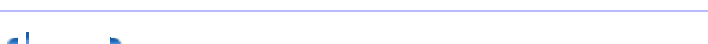
2. Considering the past year, do you think most employees share your feelings about work experience?

Yes		1172	79%
No		320	21%
Total		1492	100%
466 Responses			

3. Please rate your satisfaction with each of the following in the past year.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied
The amount of recognition and acknowledgement you receive from your manager or supervisor for your individual contributions.	110 7%	351 23%	341 23%	457 30%	253 17%
The training and/or refresher training opportunities provided by SSA to help you perform your job.	64 4%	382 25%	455 30%	402 27%	209 14%
The fairness and consistency with which your supervisor administers policy.	129 9%	332 22%	339 22%	394 26%	319 21%
Opportunity to advance my career.	95 6%	283 19%	499 33%	289 19%	337 22%
Overall respect and treatment by supervisor and managers.	170 11%	386 26%	354 24%	331 22%	262 17%

4. Please identify at least three factors that would improve your job performance in the coming year.

Additional Training		630	42%
Additional Adjudication Time		1011	67%
Better Communications with Management		638	42%
Less Communications with Management		71	5%
Fewer meetings		403	27%
More meetings		117	8%
More staff		1137	76%
More leave opportunities		187	12%
Other, please specify		388	26%

5. Overall, how would you rate your job performance in the past year? Your work contribution to SSA and the public were:

Poor		13	1%
Average		264	18%
Excellent		827	55%
Outstanding		401	27%
Total		1505	100%












6. Overall, how would you rate the performance of your co-workers during the past year?

Poor		38	3%
Average		493	33%
Excellent		827	55%
Outstanding		140	9%
Total		1498	100%



7. Overall, how would you rate the performance of your immediate supervisor/manager

Poor		301	20%
Average		669	45%
Excellent		402	27%
Outstanding		129	9%
Total		1501	100%

8. How long have you been working for SSA?












Less than a year		22	1%
1-2 years		42	3%
3-5 years		262	17%
6-10 years		275	18%
11-15 years		126	8%
16-20 years		147	10%
20-25 years		146	10%
26-30 years		196	13%
31-35 years		196	13%
35-40 years		73	5%
More than 40 years		26	2%
Total		1511	100%

9. Would you recommend SSA as an employer to friends or family members?











Yes		811	54%
No		684	46%
Total		1495	100%

428 Responses

10. How many employees (non-management) have left your office in the last 2 years? (This includes employees who have transferred, been promoted to another office, retired or otherwise left your office.)

1		106	7%
2		156	11%
3		208	14%
4		205	14%
5		192	13%
6		148	10%
7		96	7%
8		80	5%
9		41	3%
10		45	3%
More than 10		197	13%
Total		1474	100%

11. How many employees (non management) have been replaced in your office in the last 2 years?

1		437	33%
2		295	22%
3		202	15%
4		141	11%
5		79	6%
6		43	3%
7		18	1%
8		12	1%
9		3	0%
10		13	1%
more than 10		70	5%
Total		1313	100%

12. How many management employees (i.e. District Manager, Asst. District Manager, Field Office Manager, OS, MSS, Administrative Aide, etc...) have left your office in the last 2 years?










1		569	48%
2		353	30%
3		141	12%
4		73	6%
5		25	2%
6		11	1%
7		4	0%
8		4	0%
9		0	0%
10		0	0%
more than 10		3	0%
Total		1183	100%

13. How many management positions have been replaced in your office in the last 2 years?










1		555	48%
2		364	32%
3		113	10%
4		64	6%
5		28	2%
6		11	1%
7		3	0%
8		5	0%
9		0	0%
10		0	0%
More than 10		7	1%
Total		1150	100%

14.











What is the ratio of employees to management in your office? (Divide the number of employees by the number of management personnel.)

Unknown		129	9%
1 management position to every 11-15 employees		218	15%
1 management position to every 9-10 employees		237	16%
1 management position to every 8 employees		175	12%
1 management position to every 7 employees		202	14%
1 management position to every 6 employees		159	11%
1 management position to every 5 employees		185	12%
1 management position to every 1-4 employees		133	9%
Other, please specify		53	4%
Total		1491	100%


15. Front End Interviewing- On average, how long does the public wait to see a frontline employee (first contact)?

less than 5 minutes		108	8%
6-10 minutes		198	14%
11-15 minutes		211	15%
15-20 minutes		221	16%
20-30 minutes		207	15%
30-45 minutes		204	15%
45-60 minutes		108	8%
1 hour or more		97	7%
2 hours or more		33	2%
3 hours or more		4	0%
4 hours or more		1	0%
Total		1392	100%



16. On average, how long does the public wait to see a primary interviewer to resolve the issue which resulted in the visit?

less than 5 minutes		93	7%
6-10 minutes		182	13%
11-15 minutes		169	12%
15-20 minutes		202	14%
20-30 minutes		226	16%
30-45 minutes		218	16%
45-60 minutes		120	9%
1 hour or more		137	10%
2 hours or more		32	2%
3 hours or more		15	1%
4 hours or more		7	0%
Total		1401	100%

17. On average, how much adjudication time do you have to work cases, listings, assignments and/or backlogs in a work week?





1-4 hours		680	50%
4-8 hours		416	31%
8-12 hours		133	10%
12-16 hours		64	5%
16-20 hours		29	2%
more than 20 hours		35	3%
Total		1357	100%

18. Do you feel that you have enough time to devote to a quality work product? (i.e. accuracy, complete and proper explanation of rights and responsibilities to clients, investigation of any/all inaccuracies, etc?)






Yes		271	18%
No		1204	82%
Total		1475	100%

493 Responses



19. In your office, do you believe the emphasis on work is to achieve-

quality		34	2%
quantity		893	59%
both, quality and quantity		539	36%
neither, quality or quantity		42	3%
Total		1508	100%

20. With regards to backlogs, which statement reflects the reality of your office?

There are no backlogs in our office.		99	7%
Backlogs are minimal (could be worked off in 1-2 weeks)		304	21%
Backlogs are significant (could be worked off in 3-6 weeks)		542	38%
Backlogs are substantial (could be worked off in 2-6 months)		351	24%
Backlogs are extreme (it would take more than 6 months to work off)		144	10%
Total		1440	100%

21. Are the phone lines in your office placed on hold or otherwise not answered while the office is open to the public?

Yes		397	27%
No		1060	73%
Total		1457	100%

22. If yes to the above question, how often are the phones placed on hold or not answered?

1-2 days a month, for part of the day		89	21%
1-2 days a month, all day		7	2%
3-5 days a month, for part of the day		26	6%
3-5 days a month, all day		6	1%
6-10 days a month, for part of the day		23	5%
6-10 days a month, all day		5	1%
11-15 days a month, for part of the day		16	4%
11-15 days a month, all day		6	1%
every day, for part of the day		159	37%
every day, all day		94	22%
Total		431	100%

23. Regarding the hours your office is open to the public, which best describes your office in the last year-

Our office hours have remained the same		1338	92%
Our office hours have been reduced		28	2%
Our office hours have been increased		48	3%
Other, please specify		45	3%
Total		1459	100%