

Appendix G – Global Satisfaction Index Trends

	2008	2010	2011	2012	2013
National Aeronautics and Space Administration	72	77	75	74	74
Nuclear Regulatory Commission	80	83	80	75	72
Federal Communications Commission	58	71	69	67	71
Federal Energy Regulatory Commission	71	73	70	68	70
Department of State	67	74	74	72	69
Office of Personnel Management	65	70	71	69	69
Federal Trade Commission	69	75	72	70	68
Department of Commerce	66	71	71	69	68
Railroad Retirement Board	67	72	68	68	68
Department of Justice	68	73	72	68	66
General Services Administration	67	74	73	71	65
Social Security Administration	68	74	73	69	65
Department of Transportation	54	63	63	66	63
Department of Health and Human Services	63	67	65	65	63
National Science Foundation	76	75	69	63	62
National Credit Union Administration	62	68	69	71	61
Court Services and Offender Supervision Agency	66	73	70	67	61
Environmental Protection Agency	69	72	70	69	60
Department of the Interior	62	67	65	64	60
Department of Energy	64	67	63	62	60
U.S. Agency for International Development	67	65	63	62	60
Department of Education	59	62	62	60	60
Small Business Administration	59	62	61	60	60
Securities and Exchange Commission	67	66	61	59	60
Department of the Treasury	63	70	70	66	59
Equal Employment Opportunity Commission	59	62	64	64	59
Governmentwide	63	67	66	63	59
Department of Veterans Affairs	64	65	64	59	59
Department of Defense	63	67	66	64	58
Pension Benefit Guaranty Corporation	63	71	67	63	58
National Labor Relations Board	58	64	65	59	58
Department of Labor	64	66	63	61	57
Department of Agriculture	61	65	64	60	57
Office of Management and Budget	77	69	60	71	56
Broadcasting Board of Governors	48	55	57	53	54
Department of Homeland Security	57	62	61	56	51
Department of Housing and Urban Development	61	62	60	59	49
National Archives and Records Administration	56	58	55	50	49

The **GLOBAL SATISFACTION INDEX** is made up of items:

- 40. I recommend my organization as a good place to work.
- 69. Considering everything, how satisfied are you with your job?
- 70. Considering everything, how satisfied are you with your pay?
- 71. Considering everything, how satisfied are you with your organization?

Source: 2013 Federal Employee Viewpoint Survey, available at http://www.fedview.opm.gov/2013files/2013_Governmentwide_Management_Report.PDF