

ACSI® Federal Government Study 2025

November 18, 2025



American Customer Satisfaction Index



From Recovery to Resilience: U.S. Federal Government Satisfaction Improves for Fourth Straight Year

Citizen satisfaction with U.S. federal government services continues its upward momentum since rebounding in 2022 as it once again improves to one of the highest levels reported in nearly two decades. According to 2025 results from the American Customer Satisfaction Index (ACSI), satisfaction reaches a 19-year high of 70.4 (out of 100). ACSI results are based on surveys conducted throughout the federal fiscal year ending in September 2025.

In 2025 before its shutdown, the federal government continued to build on the foundation laid in the previous four years. This fourth consecutive year of rising citizen satisfaction, as measured by the ACSI, reflects the dedication of federal employees and the adoption of innovative technologies to improve services. Amid workforce reductions, shifting citizen expectations, and rapid digital transformation, federal agencies continue to demonstrate resilience, adaptability, and an unwavering commitment to excellence in public service.

FEDERAL GOVERNMENT

70.4 ▲ 1.0%

A key contributor to this progress is the strategic deployment of artificial intelligence (AI) across federal agencies. From streamlining passport renewals and accelerating benefits processing to enhancing fraud detection and improving responsiveness through AI-powered chatbots, these technologies are beginning to reshape how citizens interact with government services. While the scale and scope of AI adoption are still in their early stages, the initial results are promising, pointing toward a future where smarter, faster, and more personalized public service becomes the norm.

Key Takeaways

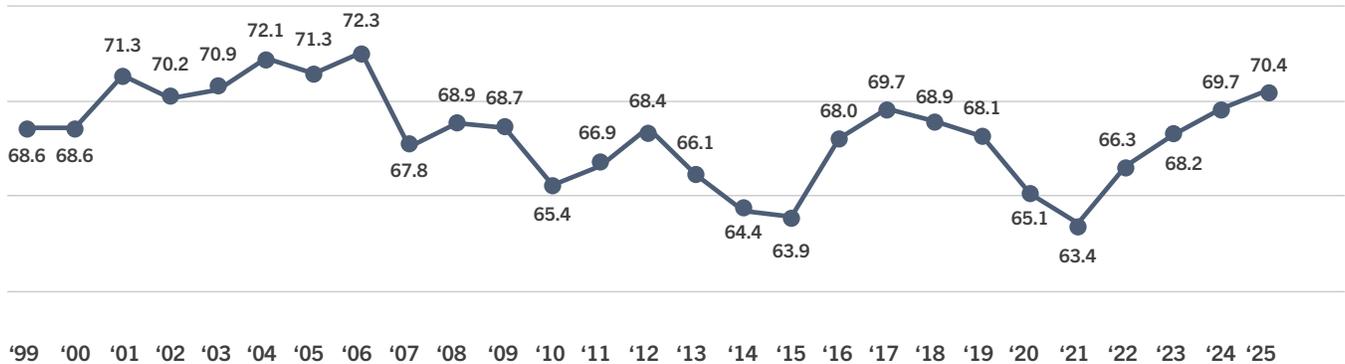
- Citizen satisfaction improves 1.0% to 70.4, hitting its highest level in nearly two decades.
- Among the most far-reaching High Impact Service Providers, the Department of Agriculture leads with the highest ACSI score of 77, an impressive increase of 5% from 2024.
- Although government call centers remain less satisfying than government websites (stable at 72), a notable 5% increase to 65 has helped narrow the gap. This improvement is largely driven by enhanced performance in meeting citizen expectations for their call center experience.
- Citizen complaints continue to rise, reaching 26.8% in 2025. However, agencies are meeting this challenge with improved performance in complaint handling, up 6% to a rating of 70.

Study Findings

Citizen satisfaction with the U.S. federal government has reached an ACSI score of 70.4 this year, approaching the historically high levels seen in the early 2000s. The 2025 study includes assessment of satisfaction results for the designated 38 High Impact Service Providers (HISPs). ACSI reports scores for 15 departments/independent agencies that include 28 of the most recognized and broad-reaching HISPs.

AMERICAN CUSTOMER SATISFACTION INDEX CITIZEN SATISFACTION WITH FEDERAL GOVERNMENT SERVICES 1999-2025

ACSI (0-100 Scale)



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Citizen Satisfaction With High Impact Service Providers

Among the 15 reported departments/independent agencies, the Department of Agriculture earns the highest citizen satisfaction score of 77, which marks a 5% improvement year over year. Within the department, the Farm Service Agency stands out with a remarkable ACSI score of 83. Improvement to the loan origination and servicing experience for farmers and ranchers has been a key focus for the agency through the implementation of a variety of online tools and a simplified loan application.

AMERICAN CUSTOMER SATISFACTION INDEX FEDERAL GOVERNMENT AGENCIES

ACSI (0-100 Scale)

| DEPARTMENT/ INDEPENDENT AGENCY | HIGH IMPACT SERVICE PROVIDERS /ACTIVITIES INCLUDED | 2024 ACSI | 2025 ACSI | % CHANGE |
|--|--|--------------|--------------|-------------|
| Department of Agriculture | | 73 | 77 | 5% |
| | Farm Service Agency Food and Nutrition Service Forest Service Natural Resources Conservation Service Recreation.gov* Rural Development | | | |
| Department of State | | 71 | 75 | 6% |
| | Passport Services | | | |
| Small Business Administration | | NA | 74 | NA |
| | Small Business Administration | | | |
| Department of Homeland Security | | 74 | 73 | -1% |
| | Citizenship and Immigration Services Customs and Border Protection Federal Emergency Management Agency Transportation Security Administration | | | |
| Department of Defense | | NA | 72 | NA |
| | Federal Background Checks | | | |
| General Services Administration | | NA | 72 | NA |
| | General Services Administration | | | |
| Department of Commerce | | 73 | 71 | -3% |
| | Census Bureau International Trade Administration** National Weather Service Patent and Trademark Office | | | |
| Department of Housing and Urban Development | | NA | 71 | NA |
| | Department of Housing and Urban Development | | | |

NA=Not Available

*Measured as Cross-Agency Coordination in 2024.

**Included in 2025 only.

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AMERICAN CUSTOMER SATISFACTION INDEX
FEDERAL GOVERNMENT AGENCIES (CONTINUED)

ACSI (0-100 Scale)

| DEPARTMENT/ INDEPENDENT AGENCY | HIGH IMPACT SERVICE PROVIDERS/ ACTIVITIES INCLUDED | 2024 ACSI | 2025 ACSI | % CHANGE |
|--|--|--------------|--------------|-------------|
| Department of Veterans Affairs | | 70 | 71 | 1% |
| | Veterans Benefits Administration Veterans Health Administration | | | |
| Office of Personnel Management | | 76 | 71 | -7% |
| | Retirement Services USAJOBS** | | | |
| Department of Education | | 68 | 70 | 3% |
| | Federal Student Aid | | | |
| Department of Health and Human Services | | 69 | 70 | 1% |
| | Administration for Children and Families** Centers for Medicare and Medicaid Services Food and Drug Administration Indian Health Service** | | | |
| Social Security Administration | | 71 | 70 | -1% |
| | Social Security Administration | | | |
| Department of Labor | | 64 | 68 | 6% |
| | Employee Benefits Security Administration Employment and Training Administration Occupational Safety and Health Administration Office of Workers' Compensation Programs | | | |
| Department of the Treasury | | 61 | 63 | 3% |
| | Community Development Financial Institutions Fund** Internal Revenue Service | | | |

NA=Not Available

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The Department of State posts the second-highest ACSI score of 75, a 6% improvement from last year. This score represents ratings of citizens interfacing with the Bureau of Consular Affairs to apply for U.S. passports or access international travel information. Among their improvement efforts, Passport Services launched a full digital renewal-from-home system in September of 2024 that was adopted by more than 1.5 million citizens in 2025. In addition to reducing the burden of printing forms, mailing checks, and scheduling in-person appointments, this new system has dramatically shortened processing time from six-to-nine weeks to four-to-six weeks for regular renewals and from three-to-five weeks to two-to-three weeks for expedited renewals. According to Passportwaitingtime.com, a crowdsourcing website that tracks processing times, actual wait times in October 2025 were 15 days for a regular renewal and 13 days for an expedited renewal.

Rounding off the top three, the Small Business Administration (SBA) receives an ACSI score of 74. Among the technology solutions fueling this above-average performance is SBA's One Platform Expansion. This comprehensive digital platform is designed to modernize and streamline the loan origination and service process for SBA loans. It has reduced loan processing times for non-complex loans under \$500K from 10 days to 4 days. Leveraging technology has also served the Department of Labor well, producing a substantial 6% improvement in satisfaction to 68. Initiatives such as utilizing AI for unemployment processes are being piloted in states to help manage claims backlogs and streamline adjudication.

While the Department of the Treasury continues to rank lowest in citizen satisfaction, its score rises 3% to 63 in 2025. As the IRS expands its use of technology to simplify the taxpayer experience, overall satisfaction is expected to remain modest relative to other agencies due to the inherent challenges of its tax collection role.

The federal government is the nation's largest single employer and the Office of Personnel Management (OPM) manages its human resources and personnel policies, impacting millions of federal employees and their families and helping workers effectively serve the public. In 2024, OPM had the highest satisfaction score among reported departments/agencies but now experiences a 7% ACSI decline to 71. Several factors likely contribute to this drop, including persistent IT system challenges and the discontinuation of key employee feedback tools that helped federal agencies with workforce management, performance evaluation, and employee engagement.

This decline is especially concerning as the federal government faces mounting difficulties in recruiting staff for critical technology roles, including cybersecurity and AI specialists. As citizen expectations continue to rise alongside technological advancements, improvements in public satisfaction may be at risk if agencies are unable to attract and retain the talent needed to sustain progress.

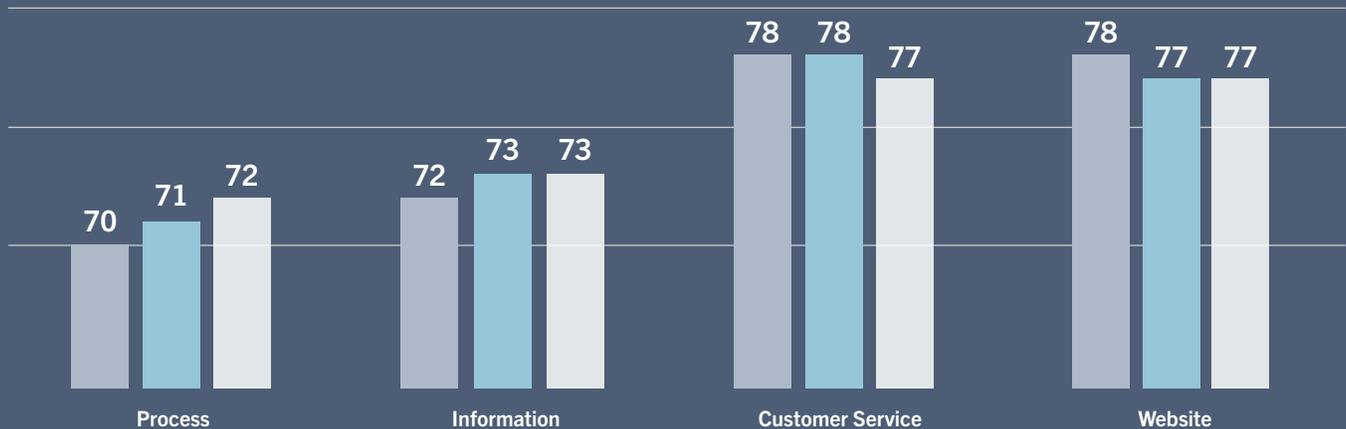
Citizen Satisfaction Drivers

Each year, the ACSI federal government study examines four primary drivers of citizen satisfaction, attributes of citizen-perceived quality that reflect the most relevant performance areas of government programs and services. In 2025, citizens report improvement in the efficiency and ease of government processes (up from 71 in 2024 to 72). Perceptions of the information available from the federal government (73) and websites (77) are both unchanged year over year. Customer service slips 1% to 77 but remains one of the highest-scoring drivers, along with websites.

AMERICAN CUSTOMER SATISFACTION INDEX FEDERAL GOVERNMENT Citizen Satisfaction Drivers

ACSI (0-100 Scale)

2023 2024 2025



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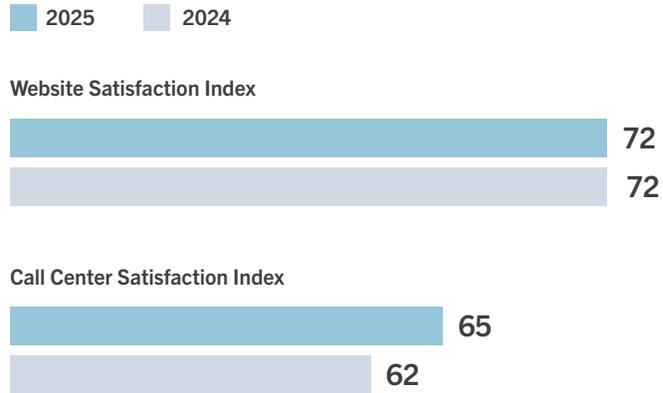
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Citizen Satisfaction With Call Centers and Websites

The federal government call center satisfaction index improves 5% to 65 year over year. Technology advancements including callback systems, AI-powered virtual agents, and voicebots are working together to make calling the federal government an easier and more satisfying experience. The website satisfaction index is stable at 72.

AMERICAN CUSTOMER SATISFACTION INDEX FEDERAL GOVERNMENT Call Centers and Websites

ACSI (0-100 Scale)



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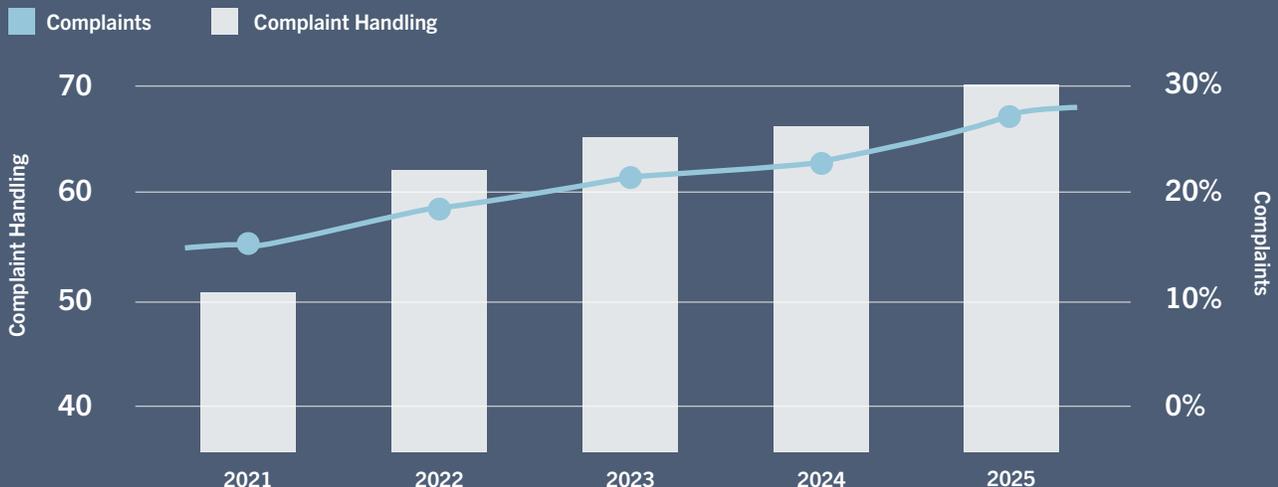
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Federal Government Complaint Handling

Complaints filed by citizens with the federal government continue to rise, from 15.3% in 2021 to 26.8% in 2025. Despite the rising rate of complaints, the federal government has made significant progress in enhancing service delivery. Citizens now rate their complaint handling experience 19 points higher in 2025 compared to 2021 (70 versus 51). While opportunities for improvement remain, steady and meaningful advancements over the past five years reflect a commendable commitment to better serving the public.

AMERICAN CUSTOMER SATISFACTION INDEX FEDERAL GOVERNMENT Complaints and Complaint Handling

ACSI (0-100 Scale)



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Methodology

The *ACSI Federal Government Study 2025* is based on 6,914 completed surveys. Respondents were chosen at random and contacted via email throughout the federal fiscal year ending in September 2025, prior to the federal government shutdown. Respondents are asked to evaluate their recent experiences with federal government services.

The survey data is used as inputs to ACSI's cause-and-effect econometric model, which estimates citizen satisfaction as the result of the survey-measured inputs of expectations and perceptions of the quality of government services. The ACSI model, in turn, links citizen satisfaction with the survey-measured outcomes of complaints and citizen trust in government. ACSI results are released throughout the year, with all measures reported on a scale of 0 to 100. ACSI government clients receive confidential agency and best-in-class data on all modeled variables.

About the ACSI

The American Customer Satisfaction Index (ACSI®) is a national economic indicator and a leading provider of customer analytics products that help organizations build lasting customer relationships and prove ROI on experience investments. ACSI's AI-enhanced platform delivers intuitive dashboards and cause-and-effect analytics that pinpoint the quality drivers most predictive of customer allegiance, retention, price tolerance, and financial performance. ACSI data has been shown to correlate strongly with key micro and macroeconomic indicators, including consumer spending, GDP growth, earnings, and stock returns.

Founded in 1994 at the University of Michigan's Ross School of Business, the ACSI measures customer satisfaction with more than 400 companies in over 40 industries, including federal government services, based on approximately 200,000 annual interviews.

Contact Information

If you are interested in scores for the HISPs not provided in this study, please contact sales@theacsi.org.

For more information regarding this study, visit www.theacsi.org or contact:

ACSI LLC | 4750 Venture Drive | Suite 400 | Ann Arbor, MI 48108
Phone: (734) 913-0788 | Email: info@theacsi.org

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