

**National Transportation Safety Board
2019 Federal Employee Viewpoint Survey Results
All Respondents**

Interpretation of Results: The 2019 results for the 85-item survey again strongly demonstrate that employees are satisfied with their work and understand how it contributes to achieving the NTSB’s mission. Demographic data showed that respondents were representative of the agency’s workforce across the various indicators, including age, race and ethnicity, tenure, and work location.

The Office of Personnel Management (OPM) identifies a strength as a positive response of 65% or more and a challenge as a negative response of 35% or more. Forty-eight items had positive responses of 65% or more. The highest among them include:

Item	Question	Percent Positive
Q7	When needed, I am willing to put in the extra effort to get a job done	97% marked “Strongly Agree” or “Agree”
Q8	I am constantly looking for ways to do my job better.”	94% marked “Strongly Agree” or “Agree”
Q13	The work I do is important.	93% marked “Strongly Agree” or “Agree”

Two items in the survey received negative responses of 35% or more (e.g., “Disagree” or “Strongly Disagree”), an indicator of challenges for the organization:

Item	Question	Percent Positive
Q33	Pay raises depend on how well employees perform their jobs.	36% marked “Disagree” or “Strongly Disagree”
Q23	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	35% marked “Disagree” or “Strongly Disagree”

We achieved a response rate of 70.0% in 2019, slightly lower than 2018’s response rate of 73.8%, and far exceeding the government-wide response rate of 42.6%. Our response rate demonstrates that employees continue to engage in the annual survey process to assess the leadership and management practices that contribute to agency performance and employee satisfaction. The trend is reflected in the table below.

Instrument	Surveys Launched	Responses	Response Rate
2019 Federal Employee Viewpoint Survey	370	259	70.0%
2018 Federal Employee Viewpoint Survey	382	282	73.8%
2017 Federal Employee Viewpoint Survey	392	291	74.2%
2016 Federal Employee Viewpoint Survey	384	270	70.3%
2015 Federal Employee Viewpoint Survey	384	228	59.4%

Our goal is to use employee input to make the NTSB a more effective agency and a better place to work. Ongoing initiatives to increase engagement resulted in the highest ever Engagement Index Score of 75%. Efforts to foster greater diversity and inclusion and global satisfaction are showing progress, with high scores for both the New Inclusion Quotient Score of 68% and the Global Satisfaction Index Score of 80%.

- How the survey was conducted:** The survey was conducted online from May 23, 2019, to July 5, 2019.
- Description of sample:** 370 full-time and part-time permanent employees of the agency were surveyed.
- Survey items and response choices:** See the tables on the following pages.

Response Type	Item	Item Text	Percent Positive %	Strongly Agree/ Very Good/ Very Satisfied %	Agree/ Good/ Satisfied %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Disagree/ Poor/ Dissatisfied %	Strongly Disagree/ Very Poor/ Very Dissatisfied %	Percent Negative %	Strongly Agree/ Very Good/ Very Satisfied N	Agree/ Good/ Satisfied N	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied N	Disagree/ Poor/ Dissatisfied N	Strongly Disagree/ Very Poor/ Very Dissatisfied N	Item Response Total** N	Do Not Know/ No Basis to Judge N
Agree-disagree	1	*I am given a real opportunity to improve my skills in my organization.	74.4%	34.0%	40.4%	13.2%	9.2%	3.2%	12.4%	92	102	33	23	8	258	N/A
Agree-disagree	2	I have enough information to do my job well.	78.8%	32.0%	46.8%	10.2%	8.3%	2.8%	11.1%	84	121	22	22	8	257	N/A
Agree-disagree	3	I feel encouraged to come up with new and better ways of doing things.	65.3%	33.4%	32.0%	14.1%	15.1%	5.5%	20.6%	89	82	37	38	12	258	N/A
Agree-disagree	4	My work gives me a feeling of personal accomplishment.	84.3%	57.0%	27.3%	8.7%	4.3%	2.6%	6.9%	151	71	21	10	5	258	N/A
Agree-disagree	5	I like the kind of work I do.	88.7%	64.6%	24.0%	8.5%	1.6%	1.2%	2.9%	170	61	19	4	3	257	N/A
Agree-disagree	6	I know what is expected of me on the job.	86.5%	49.9%	36.6%	5.3%	4.6%	3.6%	8.2%	132	93	13	12	8	258	N/A
Agree-disagree	7	When needed I am willing to put in the extra effort to get a job done.	96.9%	80.2%	16.7%	1.5%	0.8%	0.8%	1.6%	206	44	4	2	2	258	N/A
Agree-disagree	8	I am constantly looking for ways to do my job better.	93.7%	63.2%	30.5%	4.6%	0.9%	0.8%	1.7%	166	76	12	2	2	258	N/A
Agree-disagree	9	I have sufficient resources (for example, people, materials, budget) to get my job done.	58.2%	20.9%	37.4%	11.9%	16.6%	13.3%	29.9%	52	98	32	40	35	257	0
Agree-disagree	10	*My workload is reasonable.	56.8%	19.2%	37.6%	13.8%	19.0%	10.4%	29.4%	50	101	34	47	26	258	0
Agree-disagree	11	*My talents are used well in the workplace.	68.4%	27.9%	40.5%	13.6%	11.8%	6.2%	18.0%	73	100	36	31	15	255	0
Agree-disagree	12	*I know how my work relates to the agency's goals.	90.2%	57.3%	32.9%	5.4%	2.2%	2.2%	4.4%	148	83	14	6	4	255	0
Agree-disagree	13	The work I do is important.	93.4%	68.6%	24.8%	4.5%	0.8%	1.4%	2.1%	181	61	12	2	2	258	0
Agree-disagree	14	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	85.7%	49.7%	36.0%	8.0%	3.1%	3.1%	6.3%	130	90	20	7	9	256	2
Agree-disagree	15	My performance appraisal is a fair reflection of my performance.	85.9%	49.7%	36.1%	7.9%	2.9%	3.3%	6.2%	131	94	18	8	8	259	0
Agree-disagree	16	I am held accountable for achieving results.	91.3%	48.4%	42.8%	6.6%	1.7%	0.4%	2.1%	126	111	16	4	1	258	0

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Agree-disagree	17	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	72.4%	44.8%	27.6%	11.6%	10.0%	6.1%	16.1%	109	70	26	23	12	240	19
Agree-disagree	18	My training needs are assessed.	56.2%	24.8%	31.4%	19.6%	14.5%	9.7%	24.2%	66	83	50	36	23	258	0
Agree-disagree	19	In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding).	82.5%	47.0%	35.5%	7.7%	6.1%	3.7%	9.8%	120	89	19	15	9	252	6
Agree-disagree	20	*The people I work with cooperate to get the job done.	87.4%	50.2%	37.2%	5.4%	4.7%	2.6%	7.2%	132	96	13	10	7	258	N/A
Agree-disagree	21	My work unit is able to recruit people with the right skills.	48.3%	17.7%	30.5%	19.2%	24.0%	8.6%	32.6%	45	80	46	56	18	245	9
Agree-disagree	22	Promotions in my work unit are based on merit.	51.0%	18.3%	32.7%	19.3%	11.8%	18.0%	29.8%	46	80	47	27	38	238	18
Agree-disagree	23	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	39.8%	13.8%	26.0%	25.3%	18.6%	16.4%	34.9%	32	60	56	37	34	219	34
Agree-disagree	24	*In my work unit, differences in performance are recognized in a meaningful way.	52.1%	17.6%	34.5%	19.6%	17.1%	11.3%	28.4%	42	84	47	38	23	234	21
Agree-disagree	25	Awards in my work unit depend on how well employees perform their jobs.	58.9%	22.5%	36.4%	21.2%	9.7%	10.3%	19.9%	55	86	51	22	21	235	19
Agree-disagree	26	Employees in my work unit share job knowledge with each other.	83.0%	37.0%	46.0%	9.0%	2.9%	5.1%	8.0%	99	117	21	8	11	256	0
Agree-disagree	27	The skill level in my work unit has improved in the past year.	62.5%	27.9%	34.6%	26.7%	7.2%	3.6%	10.7%	74	85	63	18	9	249	5
Good-poor	28	How would you rate the overall quality of work done by your work unit?	90.2%	66.0%	24.2%	6.9%	2.1%	0.8%	2.9%	173	59	16	6	2	256	N/A
Agree-disagree	29	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	86.9%	50.3%	36.5%	7.2%	4.0%	1.9%	5.9%	134	89	16	11	5	255	1
Agree-disagree	30	Employees have a feeling of personal empowerment with respect to work processes.	58.7%	21.7%	37.1%	17.1%	14.8%	9.4%	24.1%	55	90	43	35	22	245	9

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Agree-disagree	31	Employees are recognized for providing high quality products and services.	62.6%	23.9%	38.7%	20.4%	9.5%	7.6%	17.0%	63	97	48	24	17	249	5
Agree-disagree	32	Creativity and innovation are rewarded.	57.3%	18.4%	38.9%	21.5%	11.4%	9.8%	21.3%	48	94	49	28	21	240	10
Agree-disagree	33	Pay raises depend on how well employees perform their jobs.	40.7%	11.4%	29.3%	23.2%	19.3%	16.9%	36.1%	30	71	54	43	36	234	21
Agree-disagree	34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	69.3%	26.8%	42.5%	21.6%	4.5%	4.6%	9.1%	67	102	50	11	9	239	16
Agree-disagree	35	Employees are protected from health and safety hazards on the job.	86.5%	38.6%	47.9%	6.6%	4.0%	2.9%	6.9%	100	117	16	10	8	251	4
Agree-disagree	36	My organization has prepared employees for potential security threats.	71.7%	27.9%	43.8%	17.7%	5.2%	5.4%	10.7%	70	111	42	13	14	250	5
Agree-disagree	37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	62.8%	30.7%	32.1%	19.7%	10.9%	6.6%	17.5%	74	81	47	24	14	240	15
Agree-disagree	38	Prohibited Personnel Practices (for example, illegally discriminating for or against any employee/applicant, obstructing a person's right to compete for employment, knowingly violating veterans' preference requirements) are not tolerated.	76.4%	39.8%	36.6%	15.4%	4.5%	3.7%	8.2%	93	85	34	9	7	228	27
Agree-disagree	39	My agency is successful at accomplishing its mission.	91.2%	50.2%	41.0%	5.4%	2.3%	1.2%	3.5%	133	99	13	6	3	254	2
Agree-disagree	40	*I recommend my organization as a good place to work.	79.7%	49.4%	30.3%	13.4%	4.9%	2.0%	6.9%	131	75	31	13	5	255	N/A
Agree-disagree	41	*I believe the results of this survey will be used to make my agency a better place to work.	53.5%	30.3%	23.1%	21.3%	16.0%	9.2%	25.2%	78	56	51	38	21	244	10
Agree-disagree	42	My supervisor supports my need to balance work and other life issues.	85.3%	58.7%	26.5%	9.6%	2.7%	2.4%	5.2%	153	64	23	5	7	252	1

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Agree-disagree	43	My supervisor provides me with opportunities to demonstrate my leadership skills.	77.2%	46.1%	31.1%	12.8%	5.5%	4.5%	10.0%	121	78	29	14	11	253	1
Agree-disagree	44	Discussions with my supervisor about my performance are worthwhile.	73.8%	41.0%	32.8%	15.0%	7.3%	3.9%	11.2%	109	81	35	18	10	253	1
Agree-disagree	45	My supervisor is committed to a workforce representative of all segments of society.	78.8%	51.0%	27.8%	16.3%	2.6%	2.3%	4.9%	121	61	38	6	4	230	24
Agree-disagree	46	My supervisor provides me with constructive suggestions to improve my job performance.	74.6%	39.4%	35.1%	13.9%	6.8%	4.7%	11.5%	104	89	32	17	12	254	0
Agree-disagree	47	Supervisors in my work unit support employee development.	78.2%	47.4%	30.8%	12.1%	6.6%	3.1%	9.7%	124	75	29	15	8	251	2
Agree-disagree	48	My supervisor listens to what I have to say.	83.9%	54.2%	29.8%	8.6%	4.9%	2.6%	7.5%	141	73	21	11	7	253	N/A
Agree-disagree	49	My supervisor treats me with respect.	89.1%	60.9%	28.2%	3.3%	5.3%	2.3%	7.6%	159	70	9	10	6	254	N/A
Agree-disagree	50	In the last six months, my supervisor has talked with me about my performance.	87.9%	57.0%	31.0%	4.8%	3.6%	3.6%	7.3%	149	76	11	9	9	254	N/A
Agree-disagree	51	I have trust and confidence in my supervisor.	77.3%	49.3%	28.0%	11.7%	6.3%	4.6%	11.0%	129	71	27	14	12	253	N/A
Good-poor	52	Overall, how good a job do you feel is being done by your immediate supervisor?	75.9%	54.3%	21.6%	14.3%	6.5%	3.3%	9.8%	140	57	33	14	8	252	N/A
Agree-disagree	53	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	57.1%	26.4%	30.7%	15.5%	15.8%	11.6%	27.3%	66	76	39	37	29	247	3
Agree-disagree	54	My organization's senior leaders maintain high standards of honesty and integrity.	64.6%	32.5%	32.0%	19.1%	7.8%	8.6%	16.3%	79	77	46	17	21	240	9
Agree-disagree	55	Supervisors work well with employees of different backgrounds.	75.3%	37.6%	37.7%	16.4%	6.0%	2.4%	8.4%	92	87	37	15	6	237	13
Agree-disagree	56	*Managers communicate the goals of the organization.	62.2%	29.7%	32.5%	18.7%	12.9%	6.2%	19.0%	71	81	44	31	14	241	6

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Agree-disagree	57	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	64.2%	29.8%	34.4%	23.3%	8.9%	3.6%	12.5%	67	80	52	20	8	227	22
Agree-disagree	58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	58.4%	27.7%	30.7%	17.4%	16.8%	7.4%	24.2%	67	76	40	42	17	242	8
Agree-disagree	59	Managers support collaboration across work units to accomplish work objectives.	65.2%	28.5%	36.6%	15.9%	12.8%	6.1%	19.0%	70	88	38	31	15	242	6
Good-poor	60	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	71.5%	40.5%	31.0%	16.2%	4.4%	8.0%	12.4%	96	75	40	10	20	241	8
Agree-disagree	61	I have a high level of respect for my organization's senior leaders.	65.0%	34.5%	30.5%	18.3%	8.5%	8.1%	16.7%	89	75	42	22	20	248	0
Agree-disagree	62	Senior leaders demonstrate support for Work-Life programs.	69.0%	37.2%	31.8%	17.8%	7.2%	6.1%	13.3%	91	76	40	17	15	239	10
Satisfied-dissatisfied	63	*How satisfied are you with your involvement in decisions that affect your work?	60.8%	29.4%	31.4%	19.1%	14.8%	5.2%	20.1%	72	79	46	36	13	246	N/A
Satisfied-dissatisfied	64	*How satisfied are you with the information you receive from management on what's going on in your organization?	61.1%	28.0%	33.1%	16.1%	16.7%	6.1%	22.8%	69	84	39	41	15	248	N/A
Satisfied-dissatisfied	65	*How satisfied are you with the recognition you receive for doing a good job?	66.9%	29.2%	37.7%	18.7%	9.2%	5.2%	14.4%	74	94	45	22	12	247	N/A
Satisfied-dissatisfied	66	How satisfied are you with the policies and practices of your senior leaders?	56.1%	23.9%	32.2%	21.5%	17.2%	5.3%	22.5%	60	80	53	40	13	246	N/A
Satisfied-dissatisfied	67	How satisfied are you with your opportunity to get a better job in your organization?	46.9%	22.7%	24.2%	31.3%	12.1%	9.8%	21.8%	57	58	78	28	25	246	N/A
Satisfied-dissatisfied	68	How satisfied are you with the training you receive for your present job?	65.8%	27.7%	38.1%	15.9%	12.8%	5.6%	18.4%	70	94	38	31	14	247	N/A

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Satisfied-dissatisfied	69	*Considering everything, how satisfied are you with your job?	81.7%	38.9%	42.7%	8.3%	6.9%	3.2%	10.1%	97	107	19	17	8	248	N/A
Satisfied-dissatisfied	70	Considering everything, how satisfied are you with your pay?	80.5%	35.3%	45.2%	6.3%	8.9%	4.3%	13.2%	89	112	16	20	9	246	N/A
Satisfied-dissatisfied	71	*Considering everything, how satisfied are you with your organization?	77.2%	39.0%	38.2%	11.5%	8.0%	3.3%	11.3%	99	92	28	18	8	245	N/A

* AES prescribed items as of 2017 (5 CFR Part 250, Subpart C)

** Unweighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'

The Dashboard only includes items 1-71.

Percentages are weighted to represent the Agency's population.