

**National Transportation Safety Board
2016 Federal Employee Viewpoint Survey Results
All Respondents**

Interpretation of Results: The 2016 results again strongly demonstrate that employees are satisfied with their work and understand how it contributes to achieving 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 survey included 84 items. Thirty-seven items in the survey had positive responses of 65% or more, a benchmark set by the Office of Personnel Management (OPM) to identify the strengths in an organization. Highest rated was item 7, “When needed, I am willing to put in the extra effort to get a job done.” (96% marked “Strongly Agree” or “Agree”). Similarly, employees overwhelmingly agree that their work is important (Q13. “The work I do is important.” (93% positive response)), and they are constantly looking for ways to do their jobs better (Q8. “I am constantly looking for ways to do my job better.” (93% positive response)).

Two items in the survey had negative responses of 35% or more (e.g., “Disagree” or “Strongly Disagree”), an indicator of challenges for the organization: Q33. “Pay raises depend on how well employees perform their jobs.” (41% negative response); and Q23. “In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.” (37% negative response).

We achieved a response rate of 70.3% in 2016, far exceeding both our past performance and the government-wide response rate of 45.8%. 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 of our response rate is reflected in the table below.

Instrument	Surveys Launched	Responses	Response Rate
2016 Federal Employee Viewpoint Survey	384	270	70.3%
2015 Federal Employee Viewpoint Survey	384	228	59.4%
2014 Federal Employee Viewpoint Survey	385	245	63.6%
2013 Federal Employee Viewpoint Survey	385	252	65.5%
2012 Federal Employee Viewpoint Survey	384	255	66.4%

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 in the workplace are showing results as the 2016 Engagement Index Score of 68% was 2% higher than in 2015. Efforts to foster greater diversity and inclusion are continuing and should contribute to further progress. Related questions in the 2016 survey show increases in positive responses when compared to prior years.

- How the survey was conducted:** The survey was conducted online from May 3, 2016 to June 14, 2016.
- Description of sample:** 384 full-time and part-time permanent employees of the agency were surveyed.
- Survey items and response choices:** See the tables on the following pages.

Core Survey

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.	74.55%	28.00%	46.55%	13.28%	10.15%	2.02%	12.16%	76	126	34	28	6	270	N/A
Agree -disagree	2	I have enough information to do my job well.	71.93%	23.14%	48.79%	15.64%	8.47%	3.96%	12.43%	62	130	41	23	12	268	N/A
Agree -disagree	3	I feel encouraged to come up with new and better ways of doing things.	62.45%	26.65%	35.79%	13.99%	16.68%	6.88%	23.56%	71	95	36	46	18	266	N/A
Agree -disagree	4	*My work gives me a feeling of personal accomplishment.	80.99%	47.93%	33.06%	9.82%	7.23%	1.96%	9.19%	128	91	25	19	6	269	N/A
Agree -disagree	5	*I like the kind of work I do.	90.96%	57.22%	33.74%	6.13%	1.94%	0.97%	2.91%	151	88	16	5	3	263	N/A
Agree -disagree	6	I know what is expected of me on the job.	80.46%	40.36%	40.10%	8.77%	7.93%	2.85%	10.77%	108	105	22	22	8	265	N/A
Agree -disagree	7	When needed I am willing to put in the extra effort to get a job done.	96.44%	77.64%	18.80%	1.50%	1.29%	0.77%	2.06%	210	49	4	3	2	268	N/A
Agree -disagree	8	I am constantly looking for ways to do my job better.	93.03%	56.90%	36.13%	4.70%	1.10%	1.17%	2.27%	154	96	13	3	3	269	N/A
Agree -disagree	9	I have sufficient resources (for example, people, materials, budget) to get my job done.	56.59%	14.68%	41.91%	14.58%	20.31%	8.51%	28.82%	39	113	39	55	23	269	0
Agree -disagree	10	*My workload is reasonable.	61.05%	17.30%	43.75%	14.74%	15.89%	8.32%	24.21%	46	117	40	41	23	267	0
Agree -disagree	11	*My talents are used well in the workplace.	62.35%	20.57%	41.78%	16.76%	13.51%	7.38%	20.89%	54	112	43	35	20	264	2
Agree -disagree	12	*I know how my work relates to the agency's goals and priorities.	88.81%	50.74%	38.07%	5.79%	3.32%	2.08%	5.40%	135	103	17	9	6	270	0
Agree -disagree	13	*The work I do is important.	93.22%	60.83%	32.40%	4.08%	2.06%	0.64%	2.70%	161	87	11	6	2	267	0
Agree -disagree	14	*Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	83.11%	48.45%	34.66%	9.36%	4.85%	2.68%	7.52%	129	93	24	12	7	265	1
Agree -disagree	15	*My performance appraisal is a fair reflection of my performance.	80.09%	44.31%	35.79%	10.84%	5.47%	3.60%	9.06%	118	97	27	13	10	265	2
Agree -disagree	16	I am held accountable for achieving results.	85.39%	40.68%	44.71%	11.14%	1.51%	1.96%	3.47%	106	121	29	4	6	266	0
Agree -disagree	17	I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	59.07%	28.07%	31.00%	19.45%	11.82%	9.66%	21.48%	70	77	48	27	23	245	22

Core Survey

Agree -disagree	18	*My training needs are assessed.	53.39%	15.51%	37.89%	24.61%	11.19%	10.81%	22.00%	43	101	68	28	27	267	1
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).	81.18%	39.68%	41.50%	7.11%	5.89%	5.82%	11.71%	105	109	19	15	16	264	6
Agree -disagree	20	*The people I work with cooperate to get the job done.	85.57%	37.71%	47.86%	5.35%	6.61%	2.47%	9.08%	101	128	15	18	7	269	N/A
Agree -disagree	21	*My work unit is able to recruit people with the right skills.	51.16%	14.76%	36.40%	22.24%	17.84%	8.76%	26.59%	39	99	56	48	24	266	3
Agree -disagree	22	*Promotions in my work unit are based on merit.	47.10%	12.91%	34.19%	26.55%	16.35%	9.99%	26.35%	32	83	67	39	24	245	22
Agree -disagree	23	*In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	33.94%	9.84%	24.10%	29.06%	21.01%	15.99%	37.01%	22	56	70	51	38	237	31
Agree -disagree	24	*In my work unit, differences in performance are recognized in a meaningful way.	37.22%	12.34%	24.88%	30.58%	20.48%	11.72%	32.20%	29	60	76	50	29	244	23
Agree -disagree	25	Awards in my work unit depend on how well employees perform their jobs.	50.84%	13.51%	37.33%	22.69%	16.26%	10.22%	26.47%	32	93	56	38	26	245	23
Agree -disagree	26	Employees in my work unit share job knowledge with each other.	78.93%	34.43%	44.50%	7.78%	8.87%	4.41%	13.28%	92	119	22	23	12	268	2
Agree -disagree	27	The skill level in my work unit has improved in the past year.	57.92%	21.75%	36.17%	26.31%	10.45%	5.33%	15.78%	57	99	68	27	15	266	4
Good -poor	28	How would you rate the overall quality of work done by your work unit?	88.94%	51.55%	37.39%	8.35%	1.77%	0.94%	2.71%	138	101	22	5	3	269	N/A
Agree -disagree	29	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	83.10%	29.36%	53.74%	9.26%	4.37%	3.27%	7.64%	79	144	23	12	9	267	2
Agree -disagree	30	*Employees have a feeling of personal empowerment with respect to work processes.	53.81%	16.44%	37.37%	22.24%	15.51%	8.44%	23.95%	42	99	56	40	22	259	9
Agree -disagree	31	Employees are recognized for providing high quality products and services.	60.54%	18.32%	42.22%	17.97%	13.59%	7.90%	21.49%	48	110	46	36	19	259	5
Agree -disagree	32	*Creativity and innovation are rewarded.	46.36%	14.81%	31.54%	23.57%	17.95%	12.13%	30.08%	38	83	61	45	31	258	10
Agree -disagree	33	*Pay raises depend on how well employees perform their jobs.	28.96%	6.82%	22.14%	30.08%	25.95%	15.01%	40.96%	16	54	74	63	36	243	24
Agree -disagree	34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	67.73%	24.10%	43.63%	21.93%	5.32%	5.02%	10.34%	62	113	56	12	11	254	14
Agree -disagree	35	*Employees are protected from health and safety hazards on the job.	85.11%	27.81%	57.30%	6.11%	5.84%	2.94%	8.78%	77	150	16	14	8	265	3

Core Survey

Agree -disagree	36	*My organization has prepared employees for potential security threats.	59.29%	12.02%	47.27%	21.99%	13.78%	4.94%	18.72%	31	124	58	34	12	259	10
Agree -disagree	37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	53.63%	19.03%	34.60%	23.85%	9.64%	12.88%	22.52%	48	86	59	23	31	247	22
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.	71.14%	26.70%	44.45%	17.51%	4.15%	7.20%	11.35%	64	104	38	9	16	231	35
Agree -disagree	39	My agency is successful at accomplishing its mission.	92.20%	43.95%	48.26%	5.81%	1.11%	0.87%	1.98%	119	129	16	3	2	269	0
Agree -disagree	40	I recommend my organization as a good place to work.	78.36%	36.96%	41.41%	11.29%	7.85%	2.49%	10.35%	100	111	29	21	6	267	N/A
Agree -disagree	41	I believe the results of this survey will be used to make my agency a better place to work.	44.61%	18.99%	25.62%	25.53%	15.60%	14.26%	29.86%	49	67	66	40	35	257	12
Agree -disagree	42	*My supervisor supports my need to balance work and other life issues.	84.86%	53.11%	31.75%	7.90%	4.08%	3.16%	7.25%	143	86	22	10	8	269	0
Agree -disagree	43	My supervisor provides me with opportunities to demonstrate my leadership skills.	72.95%	38.37%	34.57%	13.89%	7.18%	5.98%	13.16%	102	93	37	20	16	268	0
Agree -disagree	44	*Discussions with my supervisor about my performance are worthwhile.	68.34%	32.76%	35.58%	18.55%	7.46%	5.65%	13.11%	86	94	49	19	15	263	3
Agree -disagree	45	My supervisor is committed to a workforce representative of all segments of society.	72.61%	37.39%	35.22%	21.93%	2.06%	3.40%	5.46%	92	86	52	5	8	243	22
Agree -disagree	46	My supervisor provides me with constructive suggestions to improve my job performance.	66.77%	32.35%	34.43%	19.33%	8.49%	5.40%	13.90%	86	94	50	22	15	267	1
Agree -disagree	47	*Supervisors in my work unit support employee development.	77.07%	35.41%	41.65%	11.46%	7.18%	4.30%	11.48%	94	111	30	18	12	265	3
Agree -disagree	48	My supervisor listens to what I have to say.	80.20%	44.49%	35.72%	11.15%	5.50%	3.15%	8.65%	119	97	29	14	9	268	N/A
Agree -disagree	49	My supervisor treats me with respect.	84.83%	50.37%	34.47%	9.46%	3.19%	2.52%	5.71%	136	92	25	8	7	268	N/A
Agree -disagree	50	In the last six months, my supervisor has talked with me about my performance.	88.48%	46.65%	41.84%	6.43%	2.11%	2.98%	5.08%	125	111	17	5	8	266	N/A
Agree -disagree	51	*I have trust and confidence in my supervisor.	67.62%	41.15%	26.48%	19.26%	6.87%	6.24%	13.11%	111	72	51	18	16	268	N/A
Good -poor	52	*Overall, how good a job do you feel is being done by your immediate supervisor?	75.84%	41.47%	34.37%	14.57%	5.10%	4.50%	9.60%	112	92	39	13	13	269	N/A

Core Survey

Agree -disagree	53	*In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	43.53%	12.16%	31.37%	22.40%	15.82%	18.24%	34.07%	34	84	60	42	47	267	2
Agree -disagree	54	My organization's senior leaders maintain high standards of honesty and integrity.	54.93%	20.19%	34.74%	24.51%	8.32%	12.25%	20.56%	53	87	60	21	29	250	18
Agree -disagree	55	*Supervisors work well with employees of different backgrounds.	62.70%	21.57%	41.13%	23.40%	5.35%	8.55%	13.91%	56	103	58	14	20	251	15
Agree -disagree	56	*Managers communicate the goals and priorities of the organization.	58.90%	16.11%	42.79%	19.49%	11.64%	9.97%	21.61%	44	113	52	30	26	265	4
Agree -disagree	57	*Managers review and evaluate the organization's progress toward meeting its goals and objectives.	58.51%	14.90%	43.61%	23.96%	10.43%	7.10%	17.53%	37	108	59	26	17	247	21
Agree -disagree	58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	52.63%	15.49%	37.13%	19.52%	15.70%	12.16%	27.86%	41	98	52	40	32	263	5
Agree -disagree	59	Managers support collaboration across work units to accomplish work objectives.	56.53%	17.38%	39.15%	24.77%	9.18%	9.52%	18.70%	46	102	65	23	25	261	7
Good -poor	60	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	54.65%	23.52%	31.13%	23.28%	10.70%	11.37%	22.07%	62	83	59	27	29	260	8
Agree -disagree	61	*I have a high level of respect for my organization's senior leaders.	50.81%	17.67%	33.14%	24.86%	13.58%	10.75%	24.34%	49	91	64	36	28	268	1
Agree -disagree	62	Senior leaders demonstrate support for Work/Life programs.	66.20%	26.44%	39.77%	17.80%	11.40%	4.59%	16.00%	67	103	43	28	12	253	16
Satisfied -dissatisfied	63	*How satisfied are you with your involvement in decisions that affect your work?	57.37%	15.20%	42.17%	20.03%	17.88%	4.72%	22.60%	41	114	53	48	13	269	N/A
Satisfied -dissatisfied	64	*How satisfied are you with the information you receive from management on what's going on in your organization?	47.99%	13.15%	34.85%	23.10%	19.71%	9.20%	28.91%	35	95	60	54	24	268	N/A
Satisfied -dissatisfied	65	*How satisfied are you with the recognition you receive for doing a good job?	57.72%	17.83%	39.89%	21.49%	13.84%	6.94%	20.78%	48	108	57	37	18	268	N/A
Satisfied -dissatisfied	66	*How satisfied are you with the policies and practices of your senior leaders?	44.19%	12.46%	31.73%	27.17%	19.83%	8.81%	28.64%	33	88	70	54	23	268	N/A
Satisfied -dissatisfied	67	*How satisfied are you with your opportunity to get a better job in your organization?	36.80%	9.62%	27.19%	33.03%	16.89%	13.28%	30.16%	25	75	88	46	34	268	N/A
Satisfied -dissatisfied	68	*How satisfied are you with the training you receive for your present job?	58.78%	20.54%	38.24%	20.99%	12.24%	8.00%	20.24%	56	104	56	31	21	268	N/A

Core Survey

Satisfied -dissatisfied	69	*Considering everything, how satisfied are you with your job?	75.59%	27.96%	47.63%	12.18%	10.09%	2.15%	12.23%	76	128	32	27	6	269	N/A
Satisfied -dissatisfied	70	*Considering everything, how satisfied are you with your pay?	72.70%	26.00%	46.70%	10.61%	10.32%	6.37%	16.69%	68	127	29	28	17	269	N/A
Satisfied -dissatisfied	71	Considering everything, how satisfied are you with your organization?	68.56%	23.98%	44.59%	16.80%	11.38%	3.25%	14.64%	65	122	43	30	9	269	N/A
Satisfied -dissatisfied	79	How satisfied are you with the following Work/Life programs in your agency? Telework	76.68%	46.25%	30.43%	12.80%	7.56%	2.96%	10.52%	112	72	29	17	7	237	2
Satisfied -dissatisfied	80	How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	96.79%	66.22%	30.57%	2.02%	1.19%	0.00%	1.19%	96	44	3	2	0	145	2
Satisfied -dissatisfied	81	How satisfied are you with the following Work/Life programs in your agency? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)	71.78%	25.56%	46.22%	21.28%	5.67%	1.28%	6.95%	16	32	14	4	1	67	3
Satisfied -dissatisfied	82	How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	78.49%	28.45%	50.04%	16.02%	2.06%	3.43%	5.49%	15	27	8	1	2	53	6
Satisfied -dissatisfied	83	How satisfied are you with the following Work/Life programs in your agency? Child Care Programs (for example, daycare, parenting classes, parenting support groups)	100.00%	73.60%	26.40%	0.00%	0.00%	0.00%	0.00%	2	1	0	0	0	3	2
Satisfied -dissatisfied	84	How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	100.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	2	0	0	0	0	2	1

* AES prescribed items

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

Percentages are weighted to represent the Agency's population.