

**National Transportation Safety Board  
2017 Federal Employee Viewpoint Survey Results  
All Respondents**

**Interpretation of Results:** The 2017 results 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 survey included 84 items. Forty-four items 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.” (99% marked “Strongly Agree” or “Agree”). Similarly, employees overwhelmingly agree that their work is important (Q13. “The work I do is important.” (95% 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.” (94% positive response)).

Only one item in the survey received 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.” (35% negative response).

We achieved a response rate of 74.2% in 2017, far exceeding both our past performance and the government-wide response rate of 45.5%. 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.

<b>Instrument</b>	<b>Surveys Launched</b>	<b>Responses</b>	<b>Response Rate</b>
<b>2017 Federal Employee Viewpoint Survey</b>	392	291	74.2%
<b>2016 Federal Employee Viewpoint Survey</b>	384	270	70.3%
<b>2015 Federal Employee Viewpoint Survey</b>	384	228	59.4%
<b>2014 Federal Employee Viewpoint Survey</b>	385	245	63.6%
<b>2013 Federal Employee Viewpoint Survey</b>	385	252	65.5%

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 2017 Engagement Index Score of 74% was 6% higher than in 2016. Efforts to foster greater diversity and inclusion are continuing and should contribute to further progress. Related questions in the 2017 survey showed increases in positive responses when compared to prior years.

- How the survey was conducted:** The survey was conducted online from May 9, 2017, to June 20, 2017.
- Description of sample:** 392 full-time and part-time permanent employees of the agency were surveyed.
- Survey items and response choices:** See the tables on the following pages.

NTSB 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.	74.97%	31.96%	43.01%	10.71%	9.96%	4.37%	14.33%	96	124	30	28	13	291	N/A
Agree -disagree	2	I have enough information to do my job well.	72.97%	22.52%	50.45%	16.06%	7.19%	3.77%	10.97%	67	145	48	21	10	291	N/A
Agree -disagree	3	I feel encouraged to come up with new and better ways of doing things.	68.17%	34.09%	34.09%	13.04%	9.62%	9.17%	18.78%	101	99	36	28	26	290	N/A
Agree -disagree	4	My work gives me a feeling of personal accomplishment.	83.75%	50.14%	33.61%	9.66%	4.16%	2.43%	6.59%	148	94	29	12	7	290	N/A
Agree -disagree	5	I like the kind of work I do.	90.72%	58.78%	31.95%	6.23%	2.12%	0.93%	3.05%	173	90	19	6	3	291	N/A
Agree -disagree	6	I know what is expected of me on the job.	83.52%	45.31%	38.21%	9.76%	4.99%	1.72%	6.71%	129	110	27	14	5	285	N/A
Agree -disagree	7	When needed I am willing to put in the extra effort to get a job done.	98.84%	75.15%	23.69%	0.43%	0.00%	0.72%	0.72%	223	64	1	0	2	290	N/A
Agree -disagree	8	I am constantly looking for ways to do my job better.	94.26%	54.33%	39.93%	5.31%	0.00%	0.43%	0.43%	161	113	15	0	1	290	N/A
Agree -disagree	9	I have sufficient resources (for example, people, materials, budget) to get my job done.	53.89%	13.88%	40.01%	13.93%	17.93%	14.25%	32.18%	40	116	41	53	40	290	0
Agree -disagree	10	*My workload is reasonable.	61.27%	15.75%	45.51%	14.24%	15.92%	8.58%	24.50%	46	132	41	45	25	289	1
Agree -disagree	11	*My talents are used well in the workplace.	67.12%	21.07%	46.05%	14.00%	11.93%	6.95%	18.88%	61	130	40	34	19	284	2
Agree -disagree	12	*I know how my work relates to the agency's goals and priorities.	91.82%	45.85%	45.97%	5.45%	1.61%	1.12%	2.73%	132	131	16	5	3	287	2
Agree -disagree	13	The work I do is important.	94.58%	63.96%	30.62%	3.67%	0.36%	1.39%	1.75%	185	86	11	1	4	287	3
Agree -disagree	14	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	82.63%	44.47%	38.17%	12.81%	3.54%	1.02%	4.56%	131	110	35	11	3	290	1
Agree -disagree	15	My performance appraisal is a fair reflection of my performance.	84.27%	41.86%	42.41%	8.40%	4.02%	3.30%	7.33%	123	121	23	12	10	289	1
Agree -disagree	16	I am held accountable for achieving results.	87.77%	43.88%	43.88%	8.72%	3.22%	0.29%	3.52%	128	124	24	10	1	287	0
Agree -disagree	17	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	68.27%	37.62%	30.65%	15.52%	10.36%	5.85%	16.20%	107	83	42	28	16	276	14

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Agree -disagree	18	My training needs are assessed.	54.06%	19.53%	34.53%	18.61%	14.84%	12.49%	27.32%	60	99	52	43	34	288	2
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).	79.20%	45.04%	34.17%	10.33%	5.72%	4.75%	10.47%	127	96	29	17	14	283	5
Agree -disagree	20	*The people I work with cooperate to get the job done.	85.57%	37.46%	48.10%	7.41%	5.26%	1.76%	7.02%	111	137	23	15	5	291	N/A
Agree -disagree	21	My work unit is able to recruit people with the right skills.	44.03%	12.40%	31.63%	24.12%	21.79%	10.07%	31.85%	38	88	66	61	28	281	10
Agree -disagree	22	Promotions in my work unit are based on merit.	51.20%	15.17%	36.03%	23.44%	13.11%	12.25%	25.36%	42	94	61	34	32	263	28
Agree -disagree	23	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	38.01%	9.87%	28.14%	28.09%	16.18%	17.72%	33.90%	26	67	69	40	43	245	46
Agree -disagree	24	*In my work unit, differences in performance are recognized in a meaningful way.	40.27%	10.24%	30.03%	29.56%	17.68%	12.49%	30.17%	28	79	79	46	33	265	25
Agree -disagree	25	Awards in my work unit depend on how well employees perform their jobs.	53.85%	16.67%	37.18%	24.45%	12.15%	9.56%	21.70%	46	99	62	33	25	265	23
Agree -disagree	26	Employees in my work unit share job knowledge with each other.	82.13%	35.00%	47.13%	8.18%	6.33%	3.36%	9.69%	104	133	23	17	10	287	3
Agree -disagree	27	The skill level in my work unit has improved in the past year.	55.01%	23.36%	31.65%	32.72%	7.19%	5.08%	12.27%	70	86	91	19	14	280	8
Good -poor	28	How would you rate the overall quality of work done by your work unit?	90.06%	58.10%	31.96%	7.60%	1.90%	0.43%	2.34%	168	93	22	6	1	290	N/A
Agree -disagree	29	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	81.65%	27.70%	53.95%	10.18%	6.67%	1.49%	8.16%	81	152	28	19	4	284	4
Agree -disagree	30	Employees have a feeling of personal empowerment with respect to work processes.	59.79%	18.96%	40.83%	20.10%	14.22%	5.89%	20.11%	56	111	55	41	15	278	9
Agree -disagree	31	Employees are recognized for providing high quality products and services.	64.81%	23.52%	41.29%	19.01%	11.33%	4.86%	16.18%	69	116	52	33	13	283	5
Agree -disagree	32	Creativity and innovation are rewarded.	49.99%	15.89%	34.10%	27.94%	16.27%	5.80%	22.07%	45	93	75	43	15	271	15
Agree -disagree	33	Pay raises depend on how well employees perform their jobs.	33.57%	9.06%	24.51%	31.70%	20.01%	14.72%	34.73%	25	63	81	53	37	259	28
Agree -disagree	34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	64.61%	26.50%	38.11%	24.71%	5.05%	5.63%	10.68%	74	102	67	12	14	269	18
Agree -disagree	35	Employees are protected from health and safety hazards on the job.	83.28%	33.93%	49.34%	9.46%	4.94%	2.32%	7.26%	99	137	27	13	6	282	6

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Agree -disagree	36	My organization has prepared employees for potential security threats.	61.97%	17.90%	44.07%	24.86%	10.37%	2.80%	13.17%	50	121	68	29	7	275	11
Agree -disagree	37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	60.52%	23.13%	37.39%	22.23%	8.05%	9.20%	17.25%	65	98	57	21	24	265	23
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.	73.05%	33.72%	39.33%	15.86%	4.19%	6.90%	11.09%	87	100	38	11	16	252	33
Agree -disagree	39	My agency is successful at accomplishing its mission.	92.21%	49.00%	43.21%	5.55%	1.43%	0.81%	2.24%	142	122	15	4	2	285	2
Agree -disagree	40	*I recommend my organization as a good place to work.	80.77%	41.30%	39.47%	11.19%	6.49%	1.54%	8.04%	122	112	30	19	4	287	N/A
Agree -disagree	41	*I believe the results of this survey will be used to make my agency a better place to work.	50.31%	26.40%	23.91%	24.62%	15.72%	9.35%	25.07%	74	65	66	40	26	271	18
Agree -disagree	42	My supervisor supports my need to balance work and other life issues.	87.56%	55.91%	31.65%	7.79%	2.20%	2.46%	4.65%	164	89	21	7	7	288	0
Agree -disagree	43	My supervisor provides me with opportunities to demonstrate my leadership skills.	72.58%	43.44%	29.13%	13.83%	9.60%	4.00%	13.60%	127	81	39	28	11	286	1
Agree -disagree	44	Discussions with my supervisor about my performance are worthwhile.	72.73%	39.70%	33.03%	14.24%	7.98%	5.06%	13.04%	115	94	39	23	14	285	0
Agree -disagree	45	My supervisor is committed to a workforce representative of all segments of society.	77.10%	47.34%	29.76%	18.19%	2.69%	2.02%	4.71%	127	79	49	7	5	267	21
Agree -disagree	46	My supervisor provides me with constructive suggestions to improve my job performance.	73.76%	37.67%	36.09%	14.18%	7.88%	4.18%	12.06%	109	102	40	22	12	285	1
Agree -disagree	47	Supervisors in my work unit support employee development.	78.45%	41.60%	36.85%	10.23%	6.91%	4.41%	11.32%	122	103	28	20	12	285	2
Agree -disagree	48	My supervisor listens to what I have to say.	83.22%	53.30%	29.92%	9.58%	5.42%	1.79%	7.21%	155	84	28	15	5	287	N/A
Agree -disagree	49	My supervisor treats me with respect.	87.98%	58.33%	29.65%	6.23%	3.40%	2.38%	5.78%	170	84	17	10	7	288	N/A
Agree -disagree	50	In the last six months, my supervisor has talked with me about my performance.	88.14%	54.72%	33.42%	6.71%	3.37%	1.78%	5.16%	158	93	19	10	5	285	N/A
Agree -disagree	51	I have trust and confidence in my supervisor.	75.73%	49.18%	26.55%	11.14%	7.89%	5.23%	13.13%	142	77	32	22	15	288	N/A
Good -poor	52	Overall, how good a job do you feel is being done by your immediate supervisor?	77.19%	49.69%	27.50%	14.94%	4.32%	3.55%	7.87%	144	79	43	13	10	289	N/A

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Agree -disagree	53	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	51.12%	16.49%	34.63%	22.68%	15.70%	10.50%	26.20%	48	98	64	43	29	282	6
Agree -disagree	54	My organization's senior leaders maintain high standards of honesty and integrity.	61.96%	27.69%	34.27%	22.11%	8.79%	7.14%	15.93%	77	94	58	24	19	272	15
Agree -disagree	55	Supervisors work well with employees of different backgrounds.	75.61%	30.33%	45.27%	15.90%	4.26%	4.23%	8.50%	83	120	40	12	11	266	16
Agree -disagree	56	*Managers communicate the goals and priorities of the organization.	64.10%	19.89%	44.21%	18.59%	9.13%	8.18%	17.31%	58	125	51	26	23	283	5
Agree -disagree	57	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	65.14%	21.48%	43.66%	22.18%	7.01%	5.67%	12.68%	55	113	55	18	14	255	30
Agree -disagree	58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	59.25%	20.35%	38.90%	20.71%	10.35%	9.69%	20.03%	58	107	55	29	27	276	12
Agree -disagree	59	Managers support collaboration across work units to accomplish work objectives.	60.70%	23.40%	37.30%	22.92%	8.93%	7.45%	16.38%	67	102	61	24	21	275	12
Good -poor	60	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	68.42%	31.35%	37.07%	19.17%	6.09%	6.33%	12.42%	89	104	54	17	18	282	5
Agree -disagree	61	I have a high level of respect for my organization's senior leaders.	62.12%	25.54%	36.58%	23.01%	8.32%	6.55%	14.87%	74	105	63	24	18	284	3
Agree -disagree	62	Senior leaders demonstrate support for Work/Life programs.	69.28%	31.68%	37.59%	21.45%	4.97%	4.31%	9.28%	87	102	55	13	12	269	20
Satisfied -dissatisfied	63	*How satisfied are you with your involvement in decisions that affect your work?	61.56%	21.15%	40.42%	21.19%	9.92%	7.33%	17.24%	62	118	60	28	20	288	N/A
Satisfied -dissatisfied	64	*How satisfied are you with the information you receive from management on what's going on in your organization?	57.07%	17.64%	39.42%	20.87%	14.42%	7.64%	22.07%	52	115	58	42	21	288	N/A
Satisfied -dissatisfied	65	*How satisfied are you with the recognition you receive for doing a good job?	58.26%	24.79%	33.47%	24.80%	11.35%	5.59%	16.94%	71	96	70	32	15	284	N/A
Satisfied -dissatisfied	66	How satisfied are you with the policies and practices of your senior leaders?	52.69%	17.34%	35.35%	27.32%	12.26%	7.72%	19.98%	51	102	76	36	21	286	N/A
Satisfied -dissatisfied	67	How satisfied are you with your opportunity to get a better job in your organization?	44.09%	13.79%	30.30%	32.03%	11.01%	12.87%	23.88%	41	85	91	30	36	283	N/A
Satisfied -dissatisfied	68	How satisfied are you with the training you receive for your present job?	56.89%	21.06%	35.83%	19.42%	15.12%	8.57%	23.69%	61	103	56	41	24	285	N/A

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Satisfied -dissatisfied	69	*Considering everything, how satisfied are you with your job?	78.84%	34.62%	44.22%	12.79%	4.63%	3.73%	8.37%	101	126	37	13	11	288	N/A
Satisfied -dissatisfied	70	Considering everything, how satisfied are you with your pay?	74.65%	28.30%	46.35%	10.49%	8.30%	6.56%	14.86%	83	134	29	22	19	287	N/A
Satisfied -dissatisfied	71	*Considering everything, how satisfied are you with your organization?	75.96%	31.53%	44.43%	14.01%	6.71%	3.32%	10.03%	94	125	39	20	9	287	N/A
Satisfied -dissatisfied	79	How satisfied are you with the following Work/Life programs in your agency? Telework	81.76%	56.44%	25.33%	7.62%	7.13%	3.49%	10.62%	149	64	19	18	8	258	3
Satisfied -dissatisfied	80	How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	94.41%	66.65%	27.75%	4.23%	0.00%	1.36%	1.36%	115	46	7	0	2	170	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)	90.43%	42.84%	47.59%	4.27%	5.30%	0.00%	5.30%	30	33	3	3	0	69	4
Satisfied -dissatisfied	82	How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	73.75%	38.47%	35.28%	20.21%	3.79%	2.24%	6.03%	22	19	10	2	1	54	4
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%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1	0	0	0	0	1	3
Satisfied -dissatisfied	84	How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	61.64%	28.41%	33.23%	38.36%	0.00%	0.00%	0.00%	1	1	1	0	0	3	1

\* 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.