

**National Transportation Safety Board
2018 Federal Employee Viewpoint Survey Results
All Respondents**

Interpretation of Results: The 2018 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 78 items. 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-six items had positive responses of 65%. 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	98% marked “Strongly Agree” or “Agree
Q13	The work I do is important.”	96% marked “Strongly Agree” or “Agree
Q8	I am constantly looking for ways to do my job better.”	94% marked “Strongly Agree” or “Agree

No items in the survey received negative responses of 35% or more (e.g., “Disagree” or “Strongly Disagree”), an indicator that the organization is making improvements and reducing the challenges that were identified in prior years.

We achieved a response rate of 73.8% in 2018, similar to 2017’s response rate of 74.2%, and far exceeding the government-wide response rate of 40.6%. 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 of our response rate is reflected in the table below.

Instrument	Surveys Launched	Responses	Response Rate
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%
2014 Federal Employee Viewpoint Survey	385	245	63.6%

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 2018 Engagement Index Score of 74% matched the 2017 score and was 6% higher than in 2016. Efforts to foster greater diversity and inclusion are showing progress, with a New Inclusion Quotient Score of 67%, while the Global Satisfaction Index Score increased to 79%.

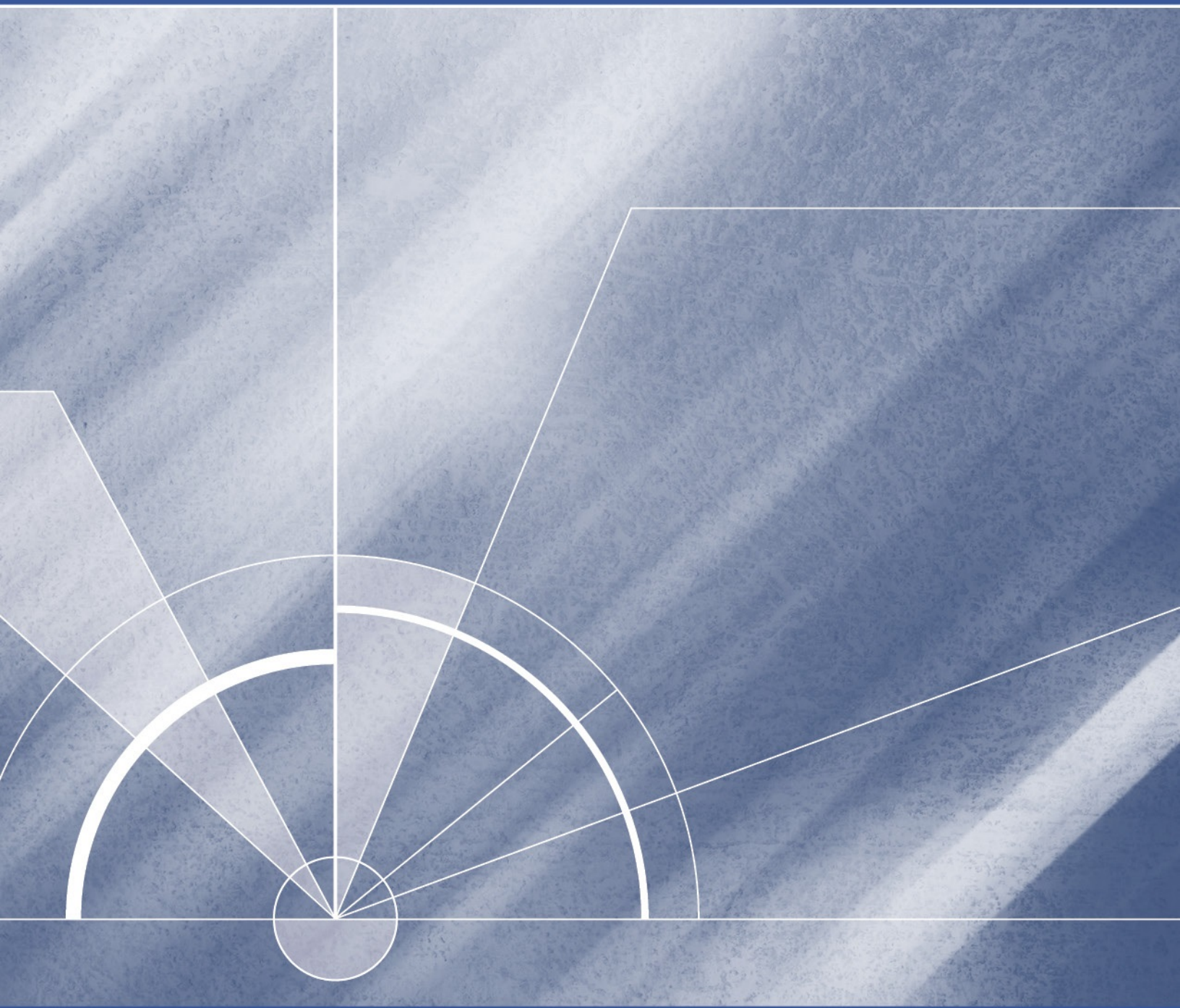
1. **How the survey was conducted:** The survey was conducted online from May 7, 2017, to June 19, 2018.
2. **Description of sample:** 382 full-time and part-time permanent employees of the agency were surveyed.
3. **Survey items and response choices:** See the tables on the following pages.

2018


Federal Employee Viewpoint Survey
Empowering Employees. Inspiring Change.

1st Level
Subagency
Comparison
Report

National Transportation Safety Board



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.	71.3%	36.3%	35.0%	11.6%	12.4%	4.7%	17.1%	103	99	32	35	13	282	N/A
Agree-disagree	2	I have enough information to do my job well.	75.0%	27.2%	47.8%	14.3%	6.5%	4.2%	10.8%	78	133	39	19	12	281	N/A
Agree-disagree	3	I feel encouraged to come up with new and better ways of doing things.	64.0%	33.3%	30.7%	15.0%	13.3%	7.8%	21.0%	93	85	43	36	22	279	N/A
Agree-disagree	4	My work gives me a feeling of personal accomplishment.	86.0%	52.4%	33.6%	7.4%	3.8%	2.9%	6.6%	147	95	20	11	8	281	N/A
Agree-disagree	5	I like the kind of work I do.	92.9%	59.6%	33.4%	4.1%	2.6%	0.3%	3.0%	168	93	11	8	1	281	N/A
Agree-disagree	6	I know what is expected of me on the job.	82.8%	43.8%	39.1%	10.4%	4.4%	2.3%	6.7%	123	111	28	13	7	282	N/A
Agree-disagree	7	When needed I am willing to put in the extra effort to get a job done.	98.3%	78.2%	20.0%	0.7%	0.0%	1.1%	1.1%	221	56	2	0	3	282	N/A
Agree-disagree	8	I am constantly looking for ways to do my job better.	93.5%	55.9%	37.6%	3.5%	2.2%	0.7%	3.0%	158	105	10	6	2	281	N/A
Agree-disagree	9	I have sufficient resources (for example, people, materials, budget) to get my job done.	54.2%	19.0%	35.2%	12.9%	20.6%	12.2%	32.9%	53	99	36	57	34	279	0
Agree-disagree	10	*My workload is reasonable.	55.5%	16.9%	38.6%	16.9%	17.3%	10.3%	27.6%	47	110	46	49	28	280	0
Agree-disagree	11	*My talents are used well in the workplace.	68.0%	30.3%	37.7%	11.9%	11.5%	8.6%	20.1%	83	107	34	31	24	279	0
Agree-disagree	12	*I know how my work relates to the agency's goals.	87.4%	54.9%	32.5%	8.7%	1.5%	2.4%	3.8%	152	94	24	4	7	281	1
Agree-disagree	13	The work I do is important.	95.8%	69.1%	26.7%	3.2%	0.3%	0.7%	1.1%	194	76	9	1	2	282	0
Agree-disagree	14	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	82.8%	50.2%	32.6%	10.4%	4.4%	2.4%	6.8%	142	91	30	12	7	282	0
Agree-disagree	15	My performance appraisal is a fair reflection of my performance.	84.2%	51.5%	32.7%	8.2%	3.3%	4.4%	7.7%	145	93	22	9	12	281	1
Agree-disagree	16	I am held accountable for achieving results.	87.6%	47.4%	40.2%	10.3%	1.0%	1.0%	2.1%	130	114	30	3	3	280	0
Agree-disagree	17	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	65.1%	38.1%	27.1%	21.2%	7.5%	6.2%	13.7%	103	73	55	20	16	267	15
Agree-disagree	18	My training needs are assessed.	57.9%	26.8%	31.1%	19.0%	12.1%	11.0%	23.1%	77	88	52	35	30	282	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).	80.3%	46.6%	33.7%	11.9%	3.8%	3.9%	7.8%	128	96	32	10	11	277	5

Agree-disagree	20	*The people I work with cooperate to get the job done.	85.5%	47.6%	37.9%	7.7%	4.9%	1.9%	6.9%	134	106	21	14	6	281	N/A
Agree-disagree	21	My work unit is able to recruit people with the right skills.	48.7%	16.8%	31.9%	25.8%	15.2%	10.3%	25.5%	48	88	70	40	29	275	7
Agree-disagree	22	Promotions in my work unit are based on merit.	49.3%	18.3%	31.0%	23.1%	13.9%	13.7%	27.6%	48	81	60	36	36	261	20
Agree-disagree	23	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	42.6%	13.8%	28.8%	28.2%	13.3%	15.9%	29.2%	35	70	68	32	39	244	37
Agree-disagree	24	*In my work unit, differences in performance are recognized in a meaningful way.	47.4%	14.4%	33.0%	26.7%	13.7%	12.2%	25.9%	39	85	70	38	33	265	16
Agree-disagree	25	Awards in my work unit depend on how well employees perform their jobs.	57.4%	20.8%	36.6%	24.6%	8.3%	9.7%	18.0%	58	94	66	22	28	268	12
Agree-disagree	26	Employees in my work unit share job knowledge with each other.	81.9%	39.1%	42.8%	10.5%	4.1%	3.5%	7.6%	110	118	29	12	10	279	1
Agree-disagree	27	The skill level in my work unit has improved in the past year.	60.9%	27.5%	33.4%	29.5%	5.7%	3.9%	9.6%	78	90	81	16	11	276	3
Good-poor	28	How would you rate the overall quality of work done by your work unit?	89.7%	63.8%	25.9%	7.8%	2.2%	0.3%	2.5%	178	73	22	6	1	280	N/A
Agree-disagree	29	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	86.0%	49.1%	36.9%	7.8%	3.5%	2.7%	6.2%	138	103	20	10	8	279	1
Agree-disagree	30	Employees have a feeling of personal empowerment with respect to work processes.	59.7%	18.2%	41.5%	19.5%	11.9%	8.9%	20.8%	51	111	55	32	25	274	4
Agree-disagree	31	Employees are recognized for providing high quality products and services.	66.9%	26.6%	40.2%	17.0%	8.9%	7.2%	16.2%	74	110	46	24	21	275	4
Agree-disagree	32	Creativity and innovation are rewarded.	51.3%	20.4%	30.9%	24.0%	14.6%	10.1%	24.6%	55	84	68	38	29	274	4
Agree-disagree	33	Pay raises depend on how well employees perform their jobs.	35.3%	11.3%	23.9%	33.9%	17.3%	13.5%	30.8%	30	60	88	45	36	259	20
Agree-disagree	34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	70.8%	27.5%	43.3%	20.8%	3.4%	5.0%	8.4%	73	113	55	9	13	263	15
Agree-disagree	35	Employees are protected from health and safety hazards on the job.	82.6%	38.0%	44.6%	9.7%	6.1%	1.6%	7.7%	103	123	27	17	4	274	4
Agree-disagree	36	My organization has prepared employees for potential security threats.	63.8%	20.3%	43.4%	21.8%	8.7%	5.7%	14.4%	55	118	59	24	16	272	7
Agree-disagree	37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	64.9%	25.8%	39.2%	17.4%	10.3%	7.3%	17.6%	68	102	46	27	19	262	16
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.	76.8%	34.9%	41.9%	12.9%	6.3%	3.9%	10.3%	90	104	34	15	10	253	26
Agree-disagree	39	My agency is successful at accomplishing its mission.	91.3%	54.3%	37.0%	5.9%	2.1%	0.7%	2.8%	151	102	16	6	2	277	2

Agree-disagree	40	*I recommend my organization as a good place to work.	82.7%	46.8%	35.9%	11.4%	3.3%	2.7%	6.0%	131	99	31	9	8	278	N/A
Agree-disagree	41	*I believe the results of this survey will be used to make my agency a better place to work.	60.8%	25.5%	35.3%	21.4%	10.1%	7.7%	17.8%	70	92	58	27	21	268	11
Agree-disagree	42	My supervisor supports my need to balance work and other life issues.	87.9%	64.4%	23.5%	4.9%	4.7%	2.5%	7.2%	181	64	13	13	7	278	1
Agree-disagree	43	My supervisor provides me with opportunities to demonstrate my leadership skills.	78.1%	51.4%	26.8%	10.1%	6.2%	5.5%	11.8%	144	75	27	17	16	279	0
Agree-disagree	44	Discussions with my supervisor about my performance are worthwhile.	77.0%	46.1%	30.8%	13.3%	4.2%	5.5%	9.8%	128	86	36	12	16	278	0
Agree-disagree	45	My supervisor is committed to a workforce representative of all segments of society.	79.9%	51.7%	28.2%	15.8%	1.5%	2.9%	4.4%	137	75	40	4	8	264	15
Agree-disagree	46	My supervisor provides me with constructive suggestions to improve my job performance.	76.1%	44.2%	31.8%	13.6%	5.2%	5.1%	10.3%	123	89	37	14	15	278	0
Agree-disagree	47	Supervisors in my work unit support employee development.	79.1%	50.9%	28.2%	9.3%	7.0%	4.6%	11.6%	140	80	25	19	13	277	2
Agree-disagree	48	My supervisor listens to what I have to say.	85.2%	57.1%	28.1%	8.2%	4.6%	2.1%	6.6%	160	78	22	13	6	279	N/A
Agree-disagree	49	My supervisor treats me with respect.	89.1%	66.4%	22.7%	4.9%	3.3%	2.6%	6.0%	186	62	13	9	8	278	N/A
Agree-disagree	50	In the last six months, my supervisor has talked with me about my performance.	89.8%	60.3%	29.5%	5.6%	2.5%	2.1%	4.6%	170	80	16	7	6	279	N/A
Agree-disagree	51	I have trust and confidence in my supervisor.	79.4%	55.2%	24.2%	9.3%	6.5%	4.8%	11.3%	154	67	25	18	14	278	N/A
Good-poor	52	Overall, how good a job do you feel is being done by your immediate supervisor?	81.2%	58.9%	22.4%	11.2%	5.8%	1.7%	7.5%	163	63	30	17	5	278	N/A
Agree-disagree	53	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	54.3%	18.5%	35.7%	21.0%	14.2%	10.5%	24.7%	52	97	57	40	30	276	1
Agree-disagree	54	My organization's senior leaders maintain high standards of honesty and integrity.	66.1%	30.9%	35.2%	20.3%	7.2%	6.4%	13.6%	82	94	52	20	18	266	11
Agree-disagree	55	Supervisors work well with employees of different backgrounds.	74.6%	34.8%	39.9%	15.9%	5.7%	3.8%	9.5%	93	101	41	15	10	260	18
Agree-disagree	56	*Managers communicate the goals of the organization.	62.4%	25.6%	36.8%	20.6%	11.2%	5.9%	17.0%	70	99	57	30	16	272	4
Agree-disagree	57	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	62.5%	25.1%	37.4%	22.8%	9.6%	5.1%	14.7%	66	98	58	25	14	261	16
Agree-disagree	58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	53.7%	23.4%	30.3%	22.0%	15.8%	8.5%	24.3%	65	82	60	45	23	275	3
Agree-disagree	59	Managers support collaboration across work units to accomplish work objectives.	60.5%	25.6%	34.9%	23.3%	10.2%	5.9%	16.2%	70	94	61	29	17	271	6

Good-poor	60	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	65.2%	36.9%	28.3%	21.5%	6.1%	7.2%	13.3%	101	76	59	18	20	274	4
Agree-disagree	61	I have a high level of respect for my organization's senior leaders.	64.3%	31.4%	33.0%	20.8%	8.7%	6.2%	14.9%	88	89	57	25	18	277	0
Agree-disagree	62	Senior leaders demonstrate support for Work/Life programs.	71.8%	35.7%	36.0%	17.8%	5.8%	4.7%	10.5%	98	95	49	15	13	270	7
Satisfied-dissatisfied	63	*How satisfied are you with your involvement in decisions that affect your work?	67.0%	21.1%	45.9%	12.4%	14.2%	6.4%	20.6%	59	126	35	39	19	278	N/A
Satisfied-dissatisfied	64	*How satisfied are you with the information you receive from management on what's going on in your organization?	56.0%	21.8%	34.3%	21.8%	13.7%	8.5%	22.2%	60	94	62	37	24	277	N/A
Satisfied-dissatisfied	65	*How satisfied are you with the recognition you receive for doing a good job?	68.8%	27.0%	41.7%	16.4%	7.6%	7.3%	14.9%	76	113	46	20	21	276	N/A
Satisfied-dissatisfied	66	How satisfied are you with the policies and practices of your senior leaders?	52.8%	22.0%	30.8%	27.7%	12.7%	6.8%	19.6%	61	86	74	36	20	277	N/A
Satisfied-dissatisfied	67	How satisfied are you with your opportunity to get a better job in your organization?	42.8%	16.3%	26.5%	35.6%	10.2%	11.4%	21.6%	45	74	96	29	32	276	N/A
Satisfied-dissatisfied	68	How satisfied are you with the training you receive for your present job?	62.0%	29.6%	32.4%	17.8%	12.4%	7.8%	20.2%	82	89	51	34	21	277	N/A
Satisfied-dissatisfied	69	*Considering everything, how satisfied are you with your job?	78.1%	38.3%	39.7%	14.5%	5.4%	2.1%	7.4%	108	108	39	16	6	277	N/A
Satisfied-dissatisfied	70	Considering everything, how satisfied are you with your pay?	78.0%	33.1%	44.8%	10.7%	8.1%	3.2%	11.3%	92	123	30	22	9	276	N/A
Satisfied-dissatisfied	71	*Considering everything, how satisfied are you with your organization?	77.2%	36.6%	40.6%	12.6%	7.8%	2.4%	10.2%	103	110	34	22	7	276	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.