

**2007 Annual Employee Survey Results  
National Transportation Safety Board  
All Respondents**

1. **Interpretation of Results:** NTSB employees continue to participate in large numbers in surveys to assess the leadership and management practices that contribute to Agency performance and employee satisfaction. We registered a response rate of over 60% for both surveys.

<b>Instrument</b>	<b>Surveys</b>	<b>Responses</b>	<b>%</b>
2007 Annual Employee Survey	377	260	69%
2006 Federal Human Capital Survey	375	235	63%
2004 Federal Human Capital Survey	398	280	70%

In 2007, we collected demographic data on our participants: 75% of our respondents work in our Headquarters Office and 25% of the respondents work in our Regional Office.

Overall, in 2007 the responses were very favorable in the areas of: personal work experiences, recruitment/development/retention. Strong positive responses were received to the questions that relate to cooperation, personal accomplishment, knowledge and skills of the workforce, relationship of work to agency's goals and priorities, importance of the work and protection from health and safety hazards on the job.

The Agency has taken steps to keep staff well informed of NTSB policy and activities, to encourage communication within the NTSB and make information more accessible. Sixty-two percent of the employees believe that managers are communicating the goals and priorities of the organization and 58% are satisfied with the information that is received about what's going on in the organization. Responses in both areas reflect a positive trend over the responses in 2006.

The contributions of NTSB employees are important and their participation in this process is appreciated. The results will be used to identify and help define future program and policy improvements for the agency. We believe strongly that the responses that we received from our employees are valuable in helping to identify strengths and weaknesses. Through this process we strive to be one of the Best Workplaces in the Federal Government.

2. **How the survey was conducted:** The survey was conducted online from November 20, 2007 to December 21, 2007.
3. **Description of sample:** All 377 full-time permanent employees of the agency were surveyed.
4. **Survey items and response choices:** See the tables on the following pages.
5. **Number of employees surveyed and number who responded:** Of the 377 employees surveyed, 260 responded, for a 69% response rate.

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Surveys Sent: 377

Surveys Returned: 260

Response Rate: 69%

<b>Prescribed Questions: Personal Work Experiences</b>								
<b>Item Text</b>		<b>Strongly Agree</b>	<b>Agree</b>	<b>Neither</b>	<b>Disagree</b>	<b>Strongly Disagree</b>		<b>Total</b>
1. The people I work with cooperate to get the job done.	Frequencies	100	126	17	16	1		260
	Percentages	38.5%	48.5%	6.5%	6.2%	0.4%		100.0%
2. I am given a real opportunity to improve my skills in my organization.	Frequencies	50	106	58	34	11		259
	Percentages	19.3%	40.9%	22.4%	13.1%	4.2%		100.0%
3. My work gives me a feeling of personal accomplishment.	Frequencies	117	101	20	12	9		259
	Percentages	45.2%	39.0%	7.7%	4.6%	3.5%		100.0%
4. I like the kind of work I do.	Frequencies	137	92	18	10	3		260
	Percentages	52.7%	35.4%	6.9%	3.8%	1.2%		100.0%
5. I have trust and confidence in my supervisor.	Frequencies	82	97	36	20	24		259
	Percentages	31.7%	37.5%	13.9%	7.7%	9.3%		100.0%
<b>Item Text</b>		<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Very Poor</b>		<b>Total</b>
6. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	Frequencies	92	83	45	19	20		259
	Percentages	35.5%	32.0%	17.4%	7.3%	7.7%		100.0%

**Prescribed Questions: Recruitment, Development, & Retention**

<b>Item Text</b>		<b>Strongly Agree</b>	<b>Agree</b>	<b>Neither</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Do Not Know</b>	<b>Total</b>
7. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	Frequencies	90	124	26	12	4	3	259
	Percentages	34.7%	47.9%	10.0%	4.6%	1.5%	1.2%	100.0%
8. My work unit is able to recruit people with the right skills.	Frequencies	45	101	56	35	10	13	260
	Percentages	17.3%	38.8%	21.5%	13.5%	3.8%	5.0%	100.0%
9. I know how my work relates to the agency's goals and priorities.	Frequencies	129	94	12	4	7	14	260
	Percentages	49.6%	36.2%	4.6%	1.5%	2.7%	5.4%	100.0%
10. The work I do is important.	Frequencies	170	54	7	4	3	20	258
	Percentages	65.9%	20.9%	2.7%	1.6%	1.2%	7.8%	100.0%
11. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	Frequencies	84	117	20	22	4	10	257
	Percentages	32.7%	45.5%	7.8%	8.6%	1.6%	3.9%	100.0%
12. Supervisors/team leaders in my work unit support employee development.	Frequencies	74	98	43	19	18	8	260
	Percentages	28.5%	37.7%	16.5%	7.3%	6.9%	3.1%	100.0%
13. My talents are used well in the workplace.	Frequencies	76	94	36	23	19	11	259
	Percentages	29.3%	36.3%	13.9%	8.9%	7.3%	4.2%	100.0%
14. My training needs are assessed.	Frequencies	40	86	56	48	21	8	259
	Percentages	15.4%	33.2%	21.6%	18.5%	8.1%	3.1%	100.0%

Prescribed Questions: Performance Culture								
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
15. Promotions in my work unit are based on merit.	Frequencies	52	73	47	33	29	25	259
	Percentages	20.1%	28.2%	18.1%	12.7%	11.2%	9.7%	100.0%
16. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	Frequencies	17	67	75	32	28	40	259
	Percentages	6.6%	25.9%	29.0%	12.4%	10.8%	15.4%	100.0%
17. Creativity and innovation are rewarded.	Frequencies	37	94	60	32	29	7	259
	Percentages	14.3%	36.3%	23.2%	12.4%	11.2%	2.7%	100.0%
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	No Basis to Judge	Total
18. In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (e.g., Fully Successful, Outstanding).	Frequencies	76	103	36	20	15	10	260
	Percentages	29.2%	39.6%	13.8%	7.7%	5.8%	3.8%	100.0%
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
19. In my work unit, differences in performance are recognized in a meaningful way.	Frequencies	29	84	66	33	19	27	258
	Percentages	11.2%	32.6%	25.6%	12.8%	7.4%	10.5%	100.0%
20. Pay raises depend on how well employees perform their jobs.	Frequencies	21	69	61	56	25	27	259
	Percentages	8.1%	26.6%	23.6%	21.6%	9.7%	10.4%	100.0%
21. My performance appraisal is a fair reflection of my performance.	Frequencies	77	99	31	26	19	7	259
	Percentages	29.7%	38.2%	12.0%	10.0%	7.3%	2.7%	100.0%
22. Discussions with my supervisor/ team leader about my performance are worthwhile.	Frequencies	64	79	69	20	22	6	260
	Percentages	24.6%	30.4%	26.5%	7.7%	8.5%	2.3%	100.0%
23. Managers/supervisors/team leaders work well with employees of different backgrounds.	Frequencies	56	108	44	18	16	18	260
	Percentages	21.5%	41.5%	16.9%	6.9%	6.2%	6.9%	100.0%
24. My supervisor supports my need to balance work and family issues.	Frequencies	127	74	32	15	9	3	260
	Percentages	48.8%	28.5%	12.3%	5.8%	3.5%	1.2%	100.0%

<b>Prescribed Questions: Leadership</b>								
<b>Item Text</b>		<b>Strongly Agree</b>	<b>Agree</b>	<b>Neither</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Do Not Know</b>	<b>Total</b>
25. I have a high level of respect for my organization's senior leaders.	Frequencies	54	89	53	42	19	2	259
	Percentages	20.8%	34.4%	20.5%	16.2%	7.3%	0.8%	100.0%
26. In my organization, leaders generate high levels of motivation and commitment in the workforce.	Frequencies	36	74	69	52	23	5	259
	Percentages	13.9%	28.6%	26.6%	20.1%	8.9%	1.9%	100.0%
27. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	Frequencies	37	117	48	20	13	21	256
	Percentages	14.5%	45.7%	18.8%	7.8%	5.1%	8.2%	100.0%
28. Employees are protected from health and safety hazards on the job.	Frequencies	93	136	14	3	5	8	259
	Percentages	35.9%	52.5%	5.4%	1.2%	1.9%	3.1%	100.0%
29. Employees have a feeling of personal empowerment with respect to work processes.	Frequencies	36	88	66	35	20	14	259
	Percentages	13.9%	34.0%	25.5%	13.5%	7.7%	5.4%	100.0%
30. My workload is reasonable.	Frequencies	40	120	31	41	25	0	257
	Percentages	15.6%	46.7%	12.1%	16.0%	9.7%	0.0%	100.0%
31. Managers communicate the goals and priorities of the organization.	Frequencies	45	115	49	26	23	0	258
	Percentages	17.4%	44.6%	19.0%	10.1%	8.9%	0.0%	100.0%
32. My organization has prepared employees for potential security threats.	Frequencies	55	133	35	15	11	9	258
	Percentages	21.3%	51.6%	13.6%	5.8%	4.3%	3.5%	100.0%

<b>Prescribed Questions: Job Satisfaction</b>								
<b>Item Text</b>		<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neither</b>	<b>Dis-satisfied</b>	<b>Very Dis-satisfied</b>		<b>Total</b>
33. How satisfied are you with the information you receive from management on what's going on in your organization?	Frequencies	37	114	49	42	15		257
	Percentages	14.4%	44.4%	19.1%	16.3%	5.8%		100.0%
34. How satisfied are you with your involvement in decisions that affect your work?	Frequencies	27	86	65	56	23		257
	Percentages	10.5%	33.5%	25.3%	21.8%	8.9%		100.0%
35. How satisfied are you with your opportunity to get a better job in your organization?	Frequencies	27	76	81	42	29		255
	Percentages	10.6%	29.8%	31.8%	16.5%	11.4%		100.0%
36. How satisfied are you with the recognition you receive for doing a good job?	Frequencies	51	94	58	28	23		254
	Percentages	20.1%	37.0%	22.8%	11.0%	9.1%		100.0%
37. How satisfied are you with the policies and practices of your senior leaders?	Frequencies	30	84	67	50	25		256
	Percentages	11.7%	32.8%	26.2%	19.5%	9.8%		100.0%
38. How satisfied are you with the training you receive for your present job?	Frequencies	31	109	65	36	16		257
	Percentages	12.1%	42.4%	25.3%	14.0%	6.2%		100.0%
39. Considering everything, how satisfied are you with your job?	Frequencies	75	119	35	19	9		257
	Percentages	29.2%	46.3%	13.6%	7.4%	3.5%		100.0%
40. Considering everything, how satisfied are you with your pay?	Frequencies	65	114	32	35	10		256
	Percentages	25.4%	44.5%	12.5%	13.7%	3.9%		100.0%

## Demographics

What is your location?	N	%
Headquarters	195	76%
Region	62	24%

  

What is your supervisory responsibility or level?	N	%
Supervisor/Executive	77	30%
Non-supervisor	180	70%