



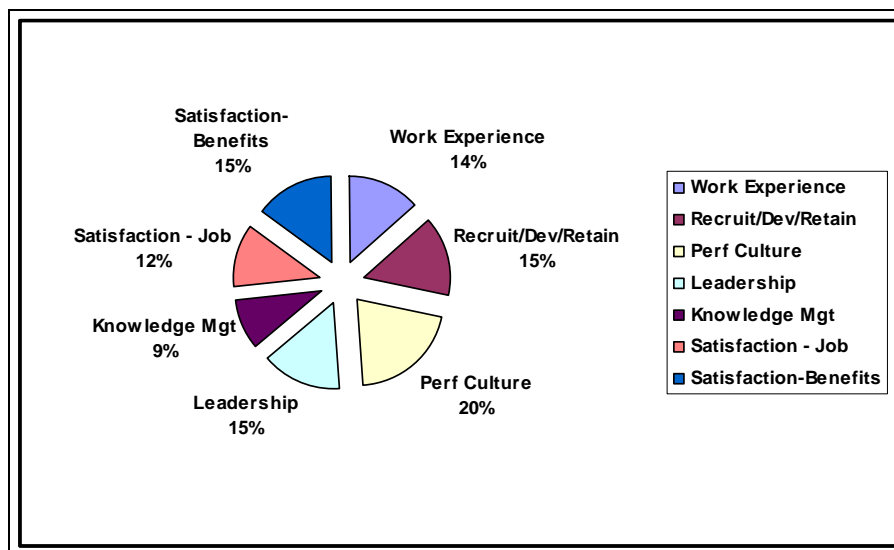
2008 Federal Human Capital Survey NTSB Results

Background

All agencies are accountable for ensuring that the Federal Government has an effective workforce - one that gets things done. To assess the leadership and management practices that contribute to agency performance, Federal agencies are required to conduct an annual survey of its employees. In alternating years, NTSB participates in two Office of Personnel Management (OPM) administered government wide surveys to meet this requirement: The Federal Human Capital Survey (FHCS) and the Annual Employee Survey. The results of these surveys help our senior executive answer the question "What can I do to make my agency work better?" In addition, the Office of Personnel Management (OPM) in its oversight role, reviews the trend report as an indication of the agency's progress in the area of human capital management.

The Survey

For NTSB employees, the 2008 FHCS included 74 questions in seven areas: 1) Personal Work Experiences; 2) Recruitment, Development, & Retention; 3) Performance Culture; 4) Leadership; 5) Learning (Knowledge Management); 6) Job Satisfaction; and 7) Satisfaction with Benefits. A report including the questions and responses from NTSB employees can be found below.



Seventy three (73) of the questions were also included on the 2007 Annual Employee Survey. This provides a basis for comparison and for benchmarking our progress. The 2007 data is used below for a comparison. There were six response categories: Strongly Agree, Agree, Neither Agree or Disagree, Disagree Strongly, Disagree, and no Basis to Judge/Do Not Know. In the discussions that follow, the responses are collapsed into one positive category (Strongly Agree and Agree) and one negative category (Strongly Disagree and Disagree), and a neutral category (Neither Agree or Disagree).

How the survey was conducted?	The survey was conducted online from August 1, 2008 to September 26, 2008.
Description of sample:	344 full-time permanent employees of the agency were surveyed.
Survey items and response choices:	See the tables on the following pages.
Number of employees surveyed and number who responded:	Of the 344 employees surveyed, 226 responded, for a 65.7% response rate.

Response Rate

Since 2004 the response rate of full time permanent employees has exceeded the government-wide rate. In 2008 the government wide response rate was 51% while the NTSB response rate was 65.7%. To view the government wide results see www.fhcs.opm.gov. We commend our employees for their participation in this effort and in our internal surveys on communication and customer service.

Instrument	Survey Pool	Respondents	Response Rate
2008 Federal Human Capital Survey	344	226	65.70%
2007 Annual Employee Survey	377	260	69%
2006 Federal Human Capital Survey	375	235	63%
2004 Federal Human Capital Survey	398	280	70%

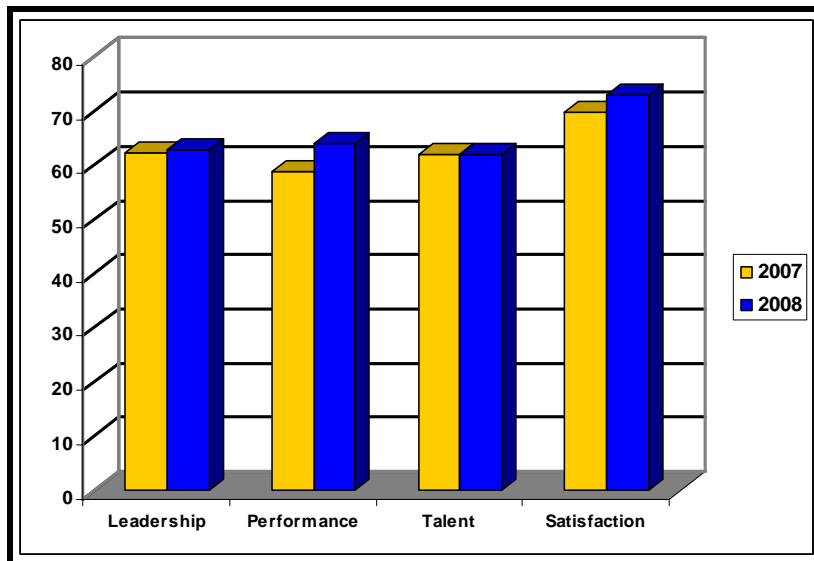
Interpretation of Results

The results of the survey show some progress across the items that were measured. For 60% of the items, the percent of positive responses rated above 60%. The overall average positive response was 63.8%

Ten Highest Positive Reponses		
% Positive	Item	Short Description
95.60	54	Using information technology
93.60	20	My work is important
91.80	69	Paid Vacations
90.70	33	Accountability
90.50	10	Quality of work of the team
89.20	6	Satisfaction with work.
88.90	19	Agency goals and priorities.
88.40	1	Cooperation.
88.00	70	Satisfaction with paid leave for illness.
87.60	42	Protection from health & safety hazards

Trend Analysis

Overall, NTSB employees responded more positively on the 2008 FHCS than they did on previous surveys. For 70% of the items, the percent of positive responses increased.



Leadership

Increases in positive responses were shown in 8 of the 11 questions in this category. Satisfaction with the policies and practices of senior leaders is increasing. More respondents perceive that managers communicate goals and priorities.

Performance

Improvements are evident in this category, with 11 of 15 questions showing increases in positive responses compared to the last survey

Talent

Respondents increasingly agree that supervisors assess their training needs and support their development

Job Satisfaction

Employees report greater overall satisfaction with the organization, their jobs and their pay than in the last survey. Satisfaction with involvement in decision-making increased over 9%, from 44% to 53.3%.

Additional Results

Category	Percent	Item	Short Description
Highest Positive	95.6%	Q. 54	Employees use information technology to do their work.
Lowest Positive	4.2%	Q. 71	Childcare subsidies. (Also the highest I don't have a basis to judge.)
Highest Negative	34.5%	Q. 16	Sufficient resources to get my job done.
Highest Neutral	36.2%	Q. 59	Opportunities to get a better job in your organization. (equal to the positives)

A full copy of the report is below.

Full copy of the report follows on the next page.

**NATIONAL TRANSPORTATION SAFETY BOARD
2008 FEDERAL HUMAN CAPITAL SURVEY RESULTS
(Survey Administration Period 8/1/08 to 9/26/08)**

		N	Strongly	Agree	Neither	Disagree	Strongly	Do Not	Percent	Total
			Agree	Agree	Agree Nor	Disagree	Disagree	Know/ No Basis to Judge		
*1.	The people I work with cooperate to get the job done.	N	89	111	14	8	4	NA	88.4	226
		%	39.6	48.8	6.3	3.4	1.8	NA		100
*2.	I am given a real opportunity to improve my skills in my organization.	N	51	87	45	32	11	NA	59.9	226
		%	22.2	37.7	20.5	14.5	5.1	NA		100
3.	I have enough information to do my job well.	N	50	117	36	19	4	NA	73.6	226
		%	22.0	51.5	16.2	8.4	1.9	NA		100
4.	I feel encouraged to come up with new and better ways of doing things.	N	69	72	42	25	18	NA	61.3	226
		%	29.7	31.6	19.2	11.0	8.4	NA		100
*5.	My work gives me a feeling of personal accomplishment.	N	102	90	18	10	6	NA	84.9	226
		%	45.3	39.6	8.0	4.4	2.7	NA		100
*6.	I like the kind of work I do.	N	122	80	16	4	4	NA	89.2	226
		%	54.0	35.2	7.2	1.8	1.8	NA		100
*7.	I have trust and confidence in my supervisor.	N	70	79	37	22	18	NA	65.2	226
		%	31.2	34.0	16.6	10.0	8.2	NA		100
8.	I recommend my organization as a good place to work.	N	80	93	34	12	7	NA	76.1	226
		%	35.0	41.1	15.4	5.3	3.2	NA		100
			Very Good	Good	Fair	Poor	Very Poor	Do Not Know/ No Basis to Judge	Percent Positive	Total
*9.	Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	N	77	74	46	17	12	NA	65.9	226
		%	33.6	32.3	20.8	7.8	5.5	NA		100
10.	How would you rate the overall quality of work done by your work group?	N	111	94	17	2	2	NA	90.5	226
		%	48.4	42.1	7.7	0.8	1.0	NA		100
			Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Do Not Know/ No Basis to Judge	Percent Positive	Total
*11.	The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N	57	121	30	13	3	2	78.7	226
		%	25.3	53.4	13.4	5.7	1.2	0.9		100
*12.	My supervisor supports my need to balance work and other life	N	105	80	20	11	10	0		226

issues.	%	46.7	34.8	8.9	4.9	4.6	0.0	81.6	100
13. Supervisors/team leaders in my work unit provide employees with the opportunities to demonstrate their leadership skills.	N	56	93	36	22	16	3		226
	%	24.6	40.7	16.3	9.8	7.3	1.3	65.3	100
*14. My work unit is able to recruit people with the right skills.	N	27	91	52	38	13	5		226
	%	12.1	39.7	23.2	17.0	5.9	2.1	51.7	100
* AES prescribed items.		Percentages are weighted to be representative of the Agency's population.							
Sample or Population: Population		Surveys Completed: 226							
Number in Population: 344		Page 1		Response Rate: 65.7%					
		Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Do Not Know/ No Basis to Judge	Percent Positive	Total
15. The skill level in my work unit has improved in the past year.	N	40	74	72	20	14	6		226
	%	17.5	32.2	32.5	8.9	6.4	2.5	49.7	100
16. I have sufficient resources (for example, people, materials, budget) to get my job done.	N	22	88	38	54	24	0		226
	%	9.9	38.9	16.7	23.9	10.6	0.0	48.8	100
*17. My workload is reasonable.	N	26	99	42	40	18	1		226
	%	11.7	43.6	18.7	17.8	7.8	0.4	55.3	100
*18. My talents are used well in the workplace.	N	44	100	34	26	20	2		226
	%	19.3	44.1	15.0	11.4	9.3	0.9	63.4	100
*19. I know how my work relates to the agency's goals and priorities.	N	90	112	12	7	5	0		226
	%	39.9	49.0	5.6	3.2	2.3	0.0	88.9	100
*20. The work I do is important.	N	139	72	10	2	2	1		226
	%	61.7	31.9	4.3	0.9	0.8	0.4	93.6	100
*21. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N	85	101	17	17	4	2		226
	%	38.0	44.1	7.7	7.4	1.8	0.9	82.2	100
*22. Promotions in my work unit are based on merit.	N	45	68	41	41	25	6		226
	%	19.7	29.0	18.6	18.6	11.5	2.6	48.8	100
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N	18	70	54	40	20	24		226
	%	7.5	30.6	24.5	17.6	8.9	10.9	38.0	100
*24. Employees have a feeling of personal empowerment with respect to work processes.	N	27	87	56	35	15	6		226
	%	11.4	38.4	25.1	15.6	6.9	2.7	49.7	100
25. Employees are rewarded for providing high quality products and services to customers.	N	52	98	34	23	17	2		226
	%	22.4	43.4	15.4	10.1	7.9	0.8	65.8	100
*26. Creativity and innovation are rewarded.	N	42	74	56	27	21	6		226
	%	18.1	32.6	25.1	11.8	9.7	2.6	50.7	100
*27. Pay raises depend on how well employees perform their jobs.	N	30	70	56	34	25	11		226
	%	13.4	30.3	25.2	15.3	11.1	4.7	43.7	100

28.	Awards in my work unit depend on how well employees perform their jobs.	N	43	86	43	27	22	5		226
		%	19.0	37.2	19.8	12.1	9.7	2.2	56.2	100
*29.	In my work unit, differences in performance are recognized in a meaningful way.	N	25	66	63	34	23	15		226
		%	10.9	28.8	27.9	15.3	10.2	6.9	39.7	100
*30.	My performance appraisal is a fair reflection of my performance.	N	69	95	28	18	14	2		226
		%	30.4	42.3	12.5	7.7	6.4	0.8	72.7	100
*31.	Discussions with my supervisor/team leader about my performance are worthwhile.	N	53	71	60	22	17	3		226
		%	23.5	31.6	26.2	9.9	7.6	1.3	55.1	100

* AES prescribed items.

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			Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Do Not Know/ No Basis to Judge	Percent Positive	Total
*32.	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).	N	68	93	37	16	7	5		226
		%	30.2	40.6	16.6	7.2	3.2	2.2	70.8	100
33.	I am held accountable for achieving results.	N	77	128	15	2	4	0		226
		%	33.7	57.0	6.6	0.8	1.9	0.0	90.7	100
34.	Supervisors/team leaders in my work unit are committed to a workforce representative of all segments of society.	N	46	86	53	9	10	22		226
		%	19.7	37.6	24.3	3.9	4.6	9.8	57.3	100
35.	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	N	38	91	52	12	9	24		226
		%	16.0	39.9	23.6	5.3	4.1	11.0	55.9	100
*36.	Managers/supervisors/team leaders work well with employees of different backgrounds.	N	54	97	40	11	10	14		226
		%	23.6	42.7	17.8	4.9	4.6	6.4	66.4	100
*37.	I have a high level of respect for my organization's senior leaders.	N	43	80	48	31	22	2		226
		%	18.9	35.1	21.3	14.0	9.8	0.8	54.0	100
*38.	In my organization, leaders generate high levels of motivation and commitment in the workforce.	N	30	61	77	31	22	5		226
		%	13.0	26.8	34.4	13.4	10.2	2.2	39.7	100
39.	My organization's leaders maintain high standards of honesty and integrity.	N	40	75	54	24	20	13		226
		%	17.1	33.4	23.9	10.8	8.9	5.9	50.5	100
*40.	Managers communicate the goals and priorities of the organization.	N	40	118	41	16	11	0		226
		%	17.2	51.9	18.5	7.2	5.3	0.0	69.0	100
*41.	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N	38	111	40	13	9	15		226
		%	16.2	49.2	17.8	5.6	4.4	6.7	65.4	100
*42.	Employees are protected from health and safety hazards on the	N	74	124	16	7	3	2		226

	job.	%	32.8	54.8	7.2	2.9	1.4	0.9	87.6	100
*43.	My organization has prepared employees for potential security threats.	N	45	133	27	8	2	11		226
		%	20.2	58.2	11.9	3.6	1.0	5.2	78.4	100
44.	Complaints, disputes or grievances are resolved fairly in my work unit.	N	28	68	53	15	14	48		226
		%	12.0	29.5	23.8	6.6	6.5	21.7	41.5	100
45.	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N	36	75	37	29	19	30		226
		%	15.7	33.1	16.3	13.1	8.5	13.3	48.8	100
46.	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.	N	51	90	34	10	9	32		226
		%	21.8	40.0	15.0	4.6	4.1	14.5	61.8	100
47.	I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N	42	79	35	26	14	30		226
		%	18.0	35.1	15.5	11.5	6.4	13.6	53.1	100

* AES prescribed items.

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			Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Do Not Know/ No Basis to Judge	Percent Positive	Total
48.	Supervisors/team leaders provide employees with constructive suggestions to improve their job performance.	N	30	103	47	26	16	4		226
		%	13.0	45.0	21.2	11.7	7.4	1.7	58.0	100
*49.	Supervisors/team leaders in my work unit support employee development.	N	46	110	28	28	13	1		226
		%	20.0	48.2	12.7	12.6	6.0	0.5	68.2	100
50.	Employees have electronic access to learning and training programs readily available at their desk.	N	54	128	28	8	4	4		226
		%	23.0	57.1	12.6	3.5	2.0	1.9	80.1	100
*51.	My training needs are assessed.	N	29	94	53	37	13	0		226
		%	12.7	41.0	24.0	16.3	6.1	0.0	53.6	100
52.	Managers promote communication among different work units (for example, about projects, goals, needed resources).	N	34	98	45	29	17	3		226
		%	14.7	42.5	20.5	13.2	7.7	1.4	57.2	100
53.	Employees in my work unit share job knowledge with each other.	N	61	124	17	14	9	1		226
		%	27.2	54.5	7.7	6.0	4.2	0.4	81.7	100
54.	Employees use information technology (for example, intranet, shared networks) to perform work.	N	111	105	6	0	3	1		226
		%	48.6	47.0	2.5	0.0	1.4	0.5	95.6	100
			Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Strongly Dissatisfied	Do Not Know/ No Basis to Judge	Percent Positive	Total
*55.	How satisfied are you with your involvement in decisions that	N	41	81	47	43	14	NA		226

	affect your work?	%	18.2	35.1	21.0	19.1	6.5	NA	53.3	100
*56.	How satisfied are you with the information you receive from management on what's going on in your organization?	N	33	89	50	41	13	NA		226
		%	14.0	39.2	22.4	18.2	6.1	NA	53.3	100
*57.	How satisfied are you with the recognition you receive for doing a good job?	N	58	87	36	28	17	NA		226
		%	25.4	38.4	16.2	12.2	7.9	NA	63.8	100
*58.	How satisfied are you with the policies and practices of your senior leaders?	N	34	75	61	38	18	NA		226
		%	14.8	33.5	26.7	16.9	8.1	NA	48.3	100
*59.	How satisfied are you with your opportunity to get a better job in your organization?	N	30	55	81	37	23	NA		226
		%	13.0	23.8	36.2	16.7	10.3	NA	36.8	100
*60.	How satisfied are you with the training you receive for your present job?	N	25	100	49	34	18	NA		226
		%	10.7	44.0	21.5	15.4	8.4	NA	54.7	100
*61.	Considering everything, how satisfied are you with your job?	N	64	118	25	15	4	NA		226
		%	28.1	52.4	11.0	6.5	1.9	NA	80.5	100
*62.	Considering everything, how satisfied are you with your pay?	N	70	92	31	24	9	NA		226
		%	30.8	40.6	13.9	10.8	4.0	NA	71.4	100
63.	Considering everything, how satisfied are you with your organization?	N	54	111	29	24	8	NA		226
		%	23.6	49.1	12.8	10.8	3.7	NA	72.7	100

* AES prescribed items.

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			Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Strongly Dissatisfied	Do Not Know/ No Basis to Judge	Percent Positive	Total
64.	How satisfied are you with retirement benefits?	N	53	104	31	17	6	15		226
		%	23.2	45.9	13.6	7.9	2.7	6.7	69.1	100
65.	How satisfied are you with health insurance benefits?	N	46	122	29	15	5	9		226
		%	20.2	53.9	12.8	6.5	2.3	4.2	74.1	100
66.	How satisfied are you with life insurance benefits?	N	38	106	39	11	5	27		226
		%	16.8	47.2	16.9	4.7	2.2	12.2	64.0	100
67.	How satisfied are you with long term care insurance benefits?	N	16	49	63	13	8	77		226
		%	7.1	22.0	27.6	5.6	3.6	34.1	29.0	100
68.	How satisfied are you with the flexible spending account (FSA) program?	N	35	73	46	7	1	64		226
		%	15.5	32.6	20.0	3.1	0.5	28.4	48.0	100
69.	How satisfied are you with paid vacation time?	N	100	108	12	3	3	NA		226
		%	44.0	47.8	5.5	1.3	1.4	NA	91.8	100
70.	How satisfied are you with paid leave for illness (for example,	N	102	97	18	6	3	NA		226

	personal), including family care situations (for example, childbirth/adoption or eldercare)?	%	45.0	42.9	8.1	2.6	1.3	NA	88.0	100
71.	How satisfied are you with child care subsidies?	N	6	4	39	8	5	164		226
		%	2.6	1.6	17.0	3.7	2.4	72.8	4.2	100
72.	How satisfied are you with work/life programs (for example, health and wellness, employee assistance, eldercare, and support groups)?	N	24	56	36	9	3	98		226
		%	10.6	24.9	15.7	3.9	1.4	43.6	35.5	100
73.	How satisfied are you with telework/telecommuting?	N	66	55	39	17	6	43		226
		%	29.8	24.4	16.9	7.4	2.6	19.0	54.2	100
74.	How satisfied are you with alternative work schedules?	N	95	81	21	6	4	19		226
		%	42.9	35.7	9.0	2.6	1.7	8.1	78.5	100

* AES prescribed items.

**NATIONAL TRANSPORTATION SAFETY BOARD
2008 FEDERAL HUMAN CAPITAL SURVEY RESULTS
(Survey Administration Period 8/1/08 to 9/26/08)**

			Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Do Not Know/ No Basis to Judge	Percent Positive	Total
*1.	The people I work with cooperate to get the job done.	N	89	111	14	8	4	NA	88.4	226
		%	39.6	48.8	6.3	3.4	1.8	NA		
*2.	I am given a real opportunity to improve my skills in my organization.	N	51	87	45	32	11	NA	59.9	226
		%	22.2	37.7	20.5	14.5	5.1	NA		
3.	I have enough information to do my job well.	N	50	117	36	19	4	NA	73.6	100
		%	22.0	51.5	16.2	8.4	1.9	NA		
4.	I feel encouraged to come up with new and better ways of doing things.	N	69	72	42	25	18	NA	61.3	226
		%	29.7	31.6	19.2	11.0	8.4	NA		
*5.	My work gives me a feeling of personal accomplishment.	N	102	90	18	10	6	NA	84.9	100
		%	45.3	39.6	8.0	4.4	2.7	NA		
*6.	I like the kind of work I do.	N	122	80	16	4	4	NA	89.2	226
		%	54.0	35.2	7.2	1.8	1.8	NA		
*7.	I have trust and confidence in my supervisor.	N	70	79	37	22	18	NA	65.2	100
		%	31.2	34.0	16.6	10.0	8.2	NA		
8.	I recommend my organization as a good place to work.	N	80	93	34	12	7	NA	76.1	226
		%	35.0	41.1	15.4	5.3	3.2	NA		
			Very Good	Good	Fair	Poor	Very Poor	Do Not Know/ No Basis to Judge	Percent Positive	Total
*9.	Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	N	77	74	46	17	12	NA	65.9	226
		%	33.6	32.3	20.8	7.8	5.5	NA		
10.	How would you rate the overall quality of work done by your work group?	N	111	94	17	2	2	NA	90.5	226
		%	48.4	42.1	7.7	0.8	1.0	NA		
			Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Do Not Know/ No Basis to Judge	Percent Positive	Total
*11.	The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N	57	121	30	13	3	2	78.7	100
		%	25.3	53.4	13.4	5.7	1.2	0.9		
*12.	My supervisor supports my need to balance work and other life issues.	N	105	80	20	11	10	0	81.6	226
		%	46.7	34.8	8.9	4.9	4.6	0.0		

13.	Supervisors/team leaders in my work unit provide employees with the opportunities to demonstrate their leadership skills.	N	56	93	36	22	16	3		226
		%	24.6	40.7	16.3	9.8	7.3	1.3	65.3	100
*14.	My work unit is able to recruit people with the right skills.	N	27	91	52	38	13	5		226
		%	12.1	39.7	23.2	17.0	5.9	2.1	51.7	100
* AES prescribed items.		Percentages are weighted to be representative of the Agency's population.								
Sample or Population: Population		Surveys Completed: 226								
Number in Population: 344		Response Rate: 65.7%								
		Page 1								
			Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Do Not Know/ No Basis to Judge	Percent Positive	Total
15.	The skill level in my work unit has improved in the past year.	N	40	74	72	20	14	6		226
		%	17.5	32.2	32.5	8.9	6.4	2.5	49.7	100
16.	I have sufficient resources (for example, people, materials, budget) to get my job done.	N	22	88	38	54	24	0		226
		%	9.9	38.9	16.7	23.9	10.6	0.0	48.8	100
*17.	My workload is reasonable.	N	26	99	42	40	18	1		226
		%	11.7	43.6	18.7	17.8	7.8	0.4	55.3	100
*18.	My talents are used well in the workplace.	N	44	100	34	26	20	2		226
		%	19.3	44.1	15.0	11.4	9.3	0.9	63.4	100
*19.	I know how my work relates to the agency's goals and priorities.	N	90	112	12	7	5	0		226
		%	39.9	49.0	5.6	3.2	2.3	0.0	88.9	100
*20.	The work I do is important.	N	139	72	10	2	2	1		226
		%	61.7	31.9	4.3	0.9	0.8	0.4	93.6	100
*21.	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N	85	101	17	17	4	2		226
		%	38.0	44.1	7.7	7.4	1.8	0.9	82.2	100
*22.	Promotions in my work unit are based on merit.	N	45	68	41	41	25	6		226
		%	19.7	29.0	18.6	18.6	11.5	2.6	48.8	100
*23.	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N	18	70	54	40	20	24		226
		%	7.5	30.6	24.5	17.6	8.9	10.9	38.0	100
*24.	Employees have a feeling of personal empowerment with respect to work processes.	N	27	87	56	35	15	6		226
		%	11.4	38.4	25.1	15.6	6.9	2.7	49.7	100
25.	Employees are rewarded for providing high quality products and services to customers.	N	52	98	34	23	17	2		226
		%	22.4	43.4	15.4	10.1	7.9	0.8	65.8	100
*26.	Creativity and innovation are rewarded.	N	42	74	56	27	21	6		226
		%	18.1	32.6	25.1	11.8	9.7	2.6	50.7	100
*27.	Pay raises depend on how well employees perform their jobs.	N	30	70	56	34	25	11		226
		%	13.4	30.3	25.2	15.3	11.1	4.7	43.7	100
28.	Awards in my work unit depend on how well employees perform their jobs.	N	43	86	43	27	22	5		226
		%	19.0	37.2	19.8	12.1	9.7	2.2	56.2	100

*29.	In my work unit, differences in performance are recognized in a meaningful way.	N	25	66	63	34	23	15		226
		%	10.9	28.8	27.9	15.3	10.2	6.9	39.7	100
*30.	My performance appraisal is a fair reflection of my performance.	N	69	95	28	18	14	2		226
		%	30.4	42.3	12.5	7.7	6.4	0.8	72.7	100
*31.	Discussions with my supervisor/team leader about my performance are worthwhile.	N	53	71	60	22	17	3		226
		%	23.5	31.6	26.2	9.9	7.6	1.3	55.1	100

* AES prescribed items.

			Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Do Not Know/ No Basis to Judge	Percent Positive	Total
*32.	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).	N	68	93	37	16	7	5		226
		%	30.2	40.6	16.6	7.2	3.2	2.2	70.8	100
33.	I am held accountable for achieving results.	N	77	128	15	2	4	0		226
		%	33.7	57.0	6.6	0.8	1.9	0.0	90.7	100
34.	Supervisors/team leaders in my work unit are committed to a workforce representative of all segments of society.	N	46	86	53	9	10	22		226
		%	19.7	37.6	24.3	3.9	4.6	9.8	57.3	100
35.	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	N	38	91	52	12	9	24		226
		%	16.0	39.9	23.6	5.3	4.1	11.0	55.9	100
*36.	Managers/supervisors/team leaders work well with employees of different backgrounds.	N	54	97	40	11	10	14		226
		%	23.6	42.7	17.8	4.9	4.6	6.4	66.4	100
*37.	I have a high level of respect for my organization's senior leaders.	N	43	80	48	31	22	2		226
		%	18.9	35.1	21.3	14.0	9.8	0.8	54.0	100
*38.	In my organization, leaders generate high levels of motivation and commitment in the workforce.	N	30	61	77	31	22	5		226
		%	13.0	26.8	34.4	13.4	10.2	2.2	39.7	100
39.	My organization's leaders maintain high standards of honesty and integrity.	N	40	75	54	24	20	13		226
		%	17.1	33.4	23.9	10.8	8.9	5.9	50.5	100
*40.	Managers communicate the goals and priorities of the organization.	N	40	118	41	16	11	0		226
		%	17.2	51.9	18.5	7.2	5.3	0.0	69.0	100
*41.	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N	38	111	40	13	9	15		226
		%	16.2	49.2	17.8	5.6	4.4	6.7	65.4	100
*42.	Employees are protected from health and safety hazards on the job.	N	74	124	16	7	3	2		226
		%	32.8	54.8	7.2	2.9	1.4	0.9	87.6	100
*43.	My organization has prepared employees for potential security threats.	N	45	133	27	8	2	11		226
		%	20.2	58.2	11.9	3.6	1.0	5.2	78.4	100

44.	Complaints, disputes or grievances are resolved fairly in my work unit.	N	28	68	53	15	14	48	41.5	226
		%	12.0	29.5	23.8	6.6	6.5	21.7		100
45.	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N	36	75	37	29	19	30	48.8	226
		%	15.7	33.1	16.3	13.1	8.5	13.3		100
46.	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.	N	51	90	34	10	9	32	61.8	226
		%	21.8	40.0	15.0	4.6	4.1	14.5		100
47.	I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N	42	79	35	26	14	30	53.1	226
		%	18.0	35.1	15.5	11.5	6.4	13.6		100

* AES prescribed items.

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			Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Do Not Know/ No Basis to Judge	Percent Positive	Total
48.	Supervisors/team leaders provide employees with constructive suggestions to improve their job performance.	N	30	103	47	26	16	4	58.0	226
		%	13.0	45.0	21.2	11.7	7.4	1.7		100
*49.	Supervisors/team leaders in my work unit support employee development.	N	46	110	28	28	13	1	68.2	226
		%	20.0	48.2	12.7	12.6	6.0	0.5		100
50.	Employees have electronic access to learning and training programs readily available at their desk.	N	54	128	28	8	4	4	80.1	226
		%	23.0	57.1	12.6	3.5	2.0	1.9		100
*51.	My training needs are assessed.	N	29	94	53	37	13	0	53.6	226
		%	12.7	41.0	24.0	16.3	6.1	0.0		100
52.	Managers promote communication among different work units (for example, about projects, goals, needed resources).	N	34	98	45	29	17	3	57.2	226
		%	14.7	42.5	20.5	13.2	7.7	1.4		100
53.	Employees in my work unit share job knowledge with each other.	N	61	124	17	14	9	1	81.7	226
		%	27.2	54.5	7.7	6.0	4.2	0.4		100
54.	Employees use information technology (for example, intranet, shared networks) to perform work.	N	111	105	6	0	3	1	95.6	226
		%	48.6	47.0	2.5	0.0	1.4	0.5		100
			Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Strongly Dissatisfied	Do Not Know/ No Basis to Judge	Percent Positive	Total
*55.	How satisfied are you with your involvement in decisions that affect your work?	N	41	81	47	43	14	NA	53.3	226
		%	18.2	35.1	21.0	19.1	6.5	NA		100
*56.	How satisfied are you with the information you receive from management on what's going on in your organization?	N	33	89	50	41	13	NA	53.3	226
		%	14.0	39.2	22.4	18.2	6.1	NA		100
*57.	How satisfied are you with the recognition you receive for doing	N	58	87	36	28	17	NA		226

	a good job?	%	25.4	38.4	16.2	12.2	7.9	NA	63.8	100
*58.	How satisfied are you with the policies and practices of your senior leaders?	N	34	75	61	38	18	NA		226
		%	14.8	33.5	26.7	16.9	8.1	NA	48.3	100
*59.	How satisfied are you with your opportunity to get a better job in your organization?	N	30	55	81	37	23	NA		226
		%	13.0	23.8	36.2	16.7	10.3	NA	36.8	100
*60.	How satisfied are you with the training you receive for your present job?	N	25	100	49	34	18	NA		226
		%	10.7	44.0	21.5	15.4	8.4	NA	54.7	100
*61.	Considering everything, how satisfied are you with your job?	N	64	118	25	15	4	NA		226
		%	28.1	52.4	11.0	6.5	1.9	NA	80.5	100
*62.	Considering everything, how satisfied are you with your pay?	N	70	92	31	24	9	NA		226
		%	30.8	40.6	13.9	10.8	4.0	NA	71.4	100
63.	Considering everything, how satisfied are you with your organization?	N	54	111	29	24	8	NA		226
		%	23.6	49.1	12.8	10.8	3.7	NA	72.7	100

* AES prescribed items.

			Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Strongly Dissatisfied	Do Not Know/ No Basis to Judge	Percent Positive	Total
64.	How satisfied are you with retirement benefits?	N	53	104	31	17	6	15		226
		%	23.2	45.9	13.6	7.9	2.7	6.7	69.1	100
65.	How satisfied are you with health insurance benefits?	N	46	122	29	15	5	9		226
		%	20.2	53.9	12.8	6.5	2.3	4.2	74.1	100
66.	How satisfied are you with life insurance benefits?	N	38	106	39	11	5	27		226
		%	16.8	47.2	16.9	4.7	2.2	12.2	64.0	100
67.	How satisfied are you with long term care insurance benefits?	N	16	49	63	13	8	77		226
		%	7.1	22.0	27.6	5.6	3.6	34.1	29.0	100
68.	How satisfied are you with the flexible spending account (FSA) program?	N	35	73	46	7	1	64		226
		%	15.5	32.6	20.0	3.1	0.5	28.4	48.0	100
69.	How satisfied are you with paid vacation time?	N	100	108	12	3	3	NA		226
		%	44.0	47.8	5.5	1.3	1.4	NA	91.8	100
70.	How satisfied are you with paid leave for illness (for example, personal), including family care situations (for example, childbirth/adoption or eldercare)?	N	102	97	18	6	3	NA		226
		%	45.0	42.9	8.1	2.6	1.3	NA	88.0	100
71.	How satisfied are you with child care subsidies?	N	6	4	39	8	5	164		226
		%	2.6	1.6	17.0	3.7	2.4	72.8	4.2	100
72.	How satisfied are you with work/life programs (for example, health and wellness, employee assistance, eldercare, and support groups)?	N	24	56	36	9	3	98		226
		%	10.6	24.9	15.7	3.9	1.4	43.6	35.5	100

73. How satisfied are you with telework/telecommuting?	N	66	55	39	17	6	43	54.2	226
	%	29.8	24.4	16.9	7.4	2.6	19.0		100
74. How satisfied are you with alternative work schedules?	N	95	81	21	6	4	19	78.5	226
	%	42.9	35.7	9.0	2.6	1.7	8.1		100

* AES prescribed items.