

**National Transportation Safety Board  
2011 Federal Employee Viewpoint Survey Results  
All Respondents**

- 1. Interpretation of Results:** The 2011 results demonstrate that employees are satisfied with their work and understand how it contributes to achieving NTSB's mission.

An analysis of items showing positive responses of greater than 80% over the 2007, 2008, 2009, 2010, and 2011 employee surveys identified 7 items that were consistently marked more positive. Three of these items relate to job satisfaction; three relate to performance culture; and one relates to leadership.

The largest increase in positive responses on the 2011 survey compared to 2010 was for the item regarding policies and programs that promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring) (Q34). In 2010, 52% of responses were positive; in 2011, 64% of responses were positive.

An analysis of items showing positive responses of less than 50% over the 2007, 2008, 2009, 2010, and 2011 employee surveys identified 5 items that were consistently marked less positive. Three of these items relate to performance culture; one relates to leadership; and one relates to job satisfaction.

Employees continue to engage in the annual survey process to assess the leadership and management practices that contribute to agency performance and employee satisfaction. We achieved a response rate of 64.3% in 2011, slightly less than our past performance, but far exceeding the government-wide response rate of 49%. Our goal is to use employee input to make NTSB a more effective agency and better place to work. Ongoing initiatives to increase employee development opportunities and to foster engagement in the workplace should contribute to further progress. 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>2011 Federal Employee Viewpoint Survey</b>	342	220	64.3%
<b>2010 Federal Employee Viewpoint Survey</b>	351	250	71.2%
<b>2009 Annual Employee Survey</b>	379	248	65.4%
<b>2008 Federal Human Capital Survey</b>	344	226	65.7%
<b>2007 Annual Employee Survey</b>	377	260	69.0%

- 2. How the survey was conducted:** The survey was conducted online from April 4, 2011 to May 15, 2011.
- 3. Description of sample:** 342 full-time permanent employees of the agency were surveyed.
- 4. Survey items and response choices:** See the tables on the following pages.

# 2011 Federal Employee Viewpoint Survey

## Empowering Employees

*inspiring change*

National Transportation Safety Board  
AGENCY RESULTS

UNITED STATES OFFICE OF PERSONNEL MANAGEMENT



**NATIONAL TRANSPORTATION SAFETY BOARD**  
**2011 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS**  
(Survey Administration Period April 4, 2011 to May 15, 2011)

		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*1. I am given a real opportunity to improve my skills in my organization.	N	67.2	57	94	24	29	15	219	NA
	%		25.4	41.7	11.1	13.2	8.5	100.0	
2. I have enough information to do my job well.	N	71.3	48	110	31	24	7	220	NA
	%		21.2	50.1	13.3	11.5	3.8	100.0	
3. I feel encouraged to come up with new and better ways of doing things.	N	63.1	59	81	29	35	15	219	NA
	%		25.9	37.2	12.1	17.0	7.8	100.0	
*4. My work gives me a feeling of personal accomplishment.	N	80.6	97	81	21	16	4	219	NA
	%		45.1	35.5	9.7	7.0	2.7	100.0	
*5. I like the kind of work I do.	N	89.3	112	83	15	8	2	220	NA
	%		52.3	37.0	6.5	3.1	1.0	100.0	
6. I know what is expected of me on the job.	N	77.9	77	96	24	15	8	220	NA
	%		34.6	43.2	10.8	7.1	4.2	100.0	
7. When needed I am willing to put in the extra effort to get a job done.	N	95.3	159	50	8	1	1	219	NA
	%		72.3	23.1	3.7	0.6	0.4	100.0	
8. I am constantly looking for ways to do my job better.	N	90.8	115	84	16	4	1	220	NA
	%		52.1	38.7	6.3	1.9	1.0	100.0	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N	51.2	32	82	33	52	20	219	1
	%		14.4	36.8	14.8	23.8	10.1	100.0	
*10. My workload is reasonable.	N	63.3	36	103	31	34	14	218	1
	%		16.6	46.7	14.4	14.9	7.4	100.0	
*11. My talents are used well in the workplace.	N	61.8	46	89	26	31	24	216	2
	%		20.7	41.1	11.3	14.5	12.4	100.0	
*12. I know how my work relates to the agency's goals and priorities.	N	88.7	91	104	13	7	3	218	2
	%		41.9	46.8	6.5	3.2	1.6	100.0	
*13. The work I do is important.	N	91.9	132	68	13	3	3	219	1
	%		61.9	30.0	5.8	1.1	1.2	100.0	
*14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N	83.8	83	96	18	13	5	215	3
	%		40.0	43.8	8.0	5.5	2.6	100.0	
*15. My performance appraisal is a fair reflection of my performance.	N	76.1	75	94	17	16	14	216	3
	%		34.8	41.3	8.6	8.4	6.9	100.0	
16. I am held accountable for achieving results.	N	87.9	92	98	19	4	3	216	3
	%		42.9	45.0	8.9	1.9	1.3	100.0	

\*AES prescribed items

\*\* Sum of responses excluding DNK/NBJ

Sample or Census: Census

Number of Employees Selected: 342

Percentages are weighted to represent the Agency's population.

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		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N		66	69	40	13	19	207	13
	%	63.1	31.5	31.5	19.6	7.2	10.1	100.0	
*18. My training needs are assessed.	N		41	69	43	34	24	211	5
	%	51.2	19.6	31.6	19.8	17.1	11.9	100.0	
*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).	N		68	94	26	16	14	218	2
	%	72.6	31.0	41.6	12.2	8.3	6.9	100.0	
*20. The people I work with cooperate to get the job done.	N		67	105	28	14	3	217	NA
	%	78.1	31.1	46.9	12.8	7.1	2.1	100.0	
*21. My work unit is able to recruit people with the right skills.	N		35	78	44	30	21	208	11
	%	53.0	16.3	36.7	21.0	14.6	11.4	100.0	
*22. Promotions in my work unit are based on merit.	N		42	69	41	28	26	206	13
	%	51.3	19.1	32.2	19.5	14.8	14.4	100.0	
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		28	60	60	28	20	196	24
	%	42.8	13.4	29.4	31.5	14.2	11.5	100.0	
*24. In my work unit, differences in performance are recognized in a meaningful way.	N		39	58	48	35	24	204	14
	%	45.1	18.4	26.7	24.0	18.0	13.0	100.0	
25. Awards in my work unit depend on how well employees perform their jobs.	N		48	75	39	26	19	207	13
	%	57.5	23.2	34.2	19.5	12.9	10.1	100.0	
26. Employees in my work unit share job knowledge with each other.	N		62	105	24	18	8	217	2
	%	76.4	29.3	47.1	11.2	7.9	4.5	100.0	
27. The skill level in my work unit has improved in the past year.	N		50	73	49	22	15	209	10
	%	57.6	23.3	34.3	23.5	10.5	8.3	100.0	
		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total**	Do Not Know/ No Basis to Judge
28. How would you rate the overall quality of work done by your work unit?	N		108	85	19	6	2	220	NA
	%	86.5	49.4	37.1	9.3	2.9	1.4	100.0	
		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*29. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N		55	113	34	11	2	215	2
	%	77.0	25.2	51.8	16.2	5.3	1.4	100.0	

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		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*30. Employees have a feeling of personal empowerment with respect to work processes.	N %	55.3	41 18.8	77 36.5	49 22.2	33 15.8	12 6.8	212 100.0	5
31. Employees are recognized for providing high quality products and services.	N %	65.2	53 24.6	87 40.5	38 18.5	19 9.4	13 7.0	210 100.0	6
*32. Creativity and innovation are rewarded.	N %	50.7	40 17.9	71 32.8	49 22.1	34 17.4	18 9.9	212 100.0	3
*33. Pay raises depend on how well employees perform their jobs.	N %	39.8	28 12.8	56 27.0	63 30.9	35 17.3	22 12.1	204 100.0	12
34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	N %	63.8	48 22.4	87 41.4	42 19.9	16 8.2	14 8.0	207 100.0	9
*35. Employees are protected from health and safety hazards on the job.	N %	85.6	64 30.5	122 55.1	21 10.0	5 2.8	2 1.6	214 100.0	3
*36. My organization has prepared employees for potential security threats.	N %	73.4	43 20.8	112 52.5	39 18.7	13 6.5	2 1.4	209 100.0	5
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N %	56.1	53 25.7	65 30.5	44 21.4	20 9.4	25 13.1	207 100.0	10
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.	N %	71.7	56 27.8	89 43.9	31 16.4	9 4.3	13 7.6	198 100.0	16
39. My agency is successful at accomplishing its mission.	N %	91.9	103 47.5	97 44.4	11 5.4	1 0.4	3 2.3	215 100.0	2
40. I recommend my organization as a good place to work.	N %	74.3	94 43.7	69 30.6	37 16.8	9 4.5	7 4.4	216 100.0	NA
41. I believe the results of this survey will be used to make my agency a better place to work.	N %	55.6	40 21.0	68 34.6	47 24.5	27 13.9	9 6.0	191 100.0	26
*42. My supervisor supports my need to balance work and other life issues.	N %	81.0	99 45.3	78 35.7	17 7.6	14 6.8	8 4.6	216 100.0	0
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N %	65.1	79 37.0	64 28.1	29 13.1	27 13.4	16 8.4	215 100.0	1
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N %	63.6	66 31.3	73 32.3	34 15.8	23 11.3	18 9.3	214 100.0	1

\*AES prescribed items

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\*\* Sum of responses excluding DNK/NBJ

Sample or Census: Census

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		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
45. My supervisor/team leader is committed to a workforce representative of all segments of society.	N	65.8	65	71	45	12	8	201	12
	%		31.5	34.3	23.1	6.4	4.7	100.0	
46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N	62.1	58	77	42	20	18	215	0
	%		27.9	34.2	19.6	9.1	9.2	100.0	
*47. Supervisors/team leaders in my work unit support employee development.	N	65.5	68	74	37	13	20	212	3
	%		32.4	33.1	17.2	6.6	10.6	100.0	
48. My supervisor/team leader listens to what I have to say.	N	69.7	79	76	33	17	11	216	NA
	%		36.3	33.4	16.8	7.2	6.3	100.0	
49. My supervisor/team leader treats me with respect.	N	76.1	91	76	28	10	10	215	NA
	%		41.8	34.3	14.0	4.6	5.3	100.0	
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N	86.7	87	100	9	9	7	212	NA
	%		41.6	45.1	4.8	4.3	4.2	100.0	
*51. I have trust and confidence in my supervisor.	N	64.6	76	66	35	17	21	215	NA
	%		35.6	29.0	15.9	7.9	11.6	100.0	
		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total**	Do Not Know/ No Basis to Judge
*52. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	N	67.4	86	61	42	11	14	214	NA
	%		40.6	26.8	19.1	5.9	7.6	100.0	
		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*53. In my organization, leaders generate high levels of motivation and commitment in the workforce.	N	51.3	36	73	51	33	17	210	2
	%		16.7	34.6	23.4	14.8	10.4	100.0	
54. My organization's leaders maintain high standards of honesty and integrity.	N	63.5	53	81	37	20	14	205	6
	%		24.9	38.6	18.5	9.5	8.5	100.0	
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N	61.8	45	82	45	18	11	201	10
	%		22.5	39.3	22.6	8.9	6.7	100.0	
*56. Managers communicate the goals and priorities of the organization.	N	64.2	45	92	37	24	14	212	1
	%		21.0	43.2	16.5	11.6	7.8	100.0	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N	65.8	44	88	40	16	10	198	15
	%		22.0	43.8	19.8	8.0	6.5	100.0	

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		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
58. Managers promote communication among different work units (for example, about projects, goals, needed resources).	N		40	78	40	34	15	207	2
	%	56.0	18.8	37.2	19.2	16.1	8.7	100.0	
59. Managers support collaboration across work units to accomplish work objectives.	N		49	79	45	22	10	205	4
	%	62.0	22.5	39.5	21.1	10.2	6.7	100.0	
		Percent Positive	Very Good	Good	Fair	Poor	Very Poor	Item Response Total**	Do Not Know/ No Basis to Judge
60. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor/team leader?	N		55	69	47	20	14	205	7
	%	58.6	25.8	32.8	22.0	11.0	8.5	100.0	
		Percent Positive	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Item Response Total**	Do Not Know/ No Basis to Judge
*61. I have a high level of respect for my organization's senior leaders.	N		50	82	40	26	15	213	1
	%	60.3	22.4	37.9	18.4	12.7	8.6	100.0	
62. Senior leaders demonstrate support for Work/Life programs.	N		56	86	37	16	13	208	6
	%	67.4	26.0	41.4	16.8	7.7	8.0	100.0	
		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total**	Do Not Know/ No Basis to Judge
*63. How satisfied are you with your involvement in decisions that affect your work?	N		44	78	42	40	8	212	NA
	%	56.9	20.0	36.9	19.7	18.6	4.9	100.0	
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N		43	77	49	30	13	212	NA
	%	55.6	19.7	35.9	22.9	13.8	7.7	100.0	
*65. How satisfied are you with the recognition you receive for doing a good job?	N		59	73	34	33	13	212	NA
	%	61.3	27.7	33.6	16.3	14.8	7.6	100.0	
*66. How satisfied are you with the policies and practices of your senior leaders?	N		41	64	53	39	14	211	NA
	%	48.2	18.6	29.7	25.2	18.3	8.2	100.0	
*67. How satisfied are you with your opportunity to get a better job in your organization?	N		42	51	59	32	28	212	NA
	%	44.0	20.0	24.0	27.6	13.9	14.6	100.0	
*68. How satisfied are you with the training you receive for your present job?	N		41	71	40	40	19	211	NA
	%	50.6	18.6	32.0	19.2	19.9	10.2	100.0	

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		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total	Do Not Know/ No Basis to Judge
*69. Considering everything, how satisfied are you with your job?	N		66	88	28	23	6	211	NA
	%	72.1	31.8	40.4	13.1	11.2	3.6	100.0	
*70. Considering everything, how satisfied are you with your pay?	N		59	90	26	24	12	211	NA
	%	70.1	28.7	41.4	12.3	11.2	6.3	100.0	
71. Considering everything, how satisfied are you with your organization?	N		65	84	37	20	6	212	NA
	%	69.0	30.4	38.6	17.1	10.4	3.5	100.0	

72. Have you been notified that you are eligible to telework? Telework means working at a location other than your normal work site during your regular work hours (excludes travel).		N	%
	<b>Yes</b>	178	85.2
	<b>No</b>	25	11.2
	<b>Not sure</b>	7	3.5
	<b>Total</b>	210	100.0

73. Please select the response below that BEST describes your current teleworking situation:		N	%
	<b>I telework 3 or more days per week.</b>	50	27.7
	<b>I telework 1 or 2 days per week.</b>	46	22.1
	<b>I telework, but no more than 1 or 2 days per month.</b>	12	5.6
	<b>I telework very infrequently, on an unscheduled or short-term basis.</b>	49	20.1
	<b>I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).</b>	6	2.6
	<b>I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.</b>	6	2.6
	<b>I do not telework because I did not receive approval to do so, even though I have the kind of job where I can telework.</b>	10	5.5
	<b>I do not telework because I choose not to telework.</b>	30	13.8
	<b>Total</b>	209	100.0



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74. Do you participate in the following Work/Life programs?  
Alternative Work Schedules (AWS)

	N	%
<b>Yes</b>	126	60.6
<b>No</b>	80	36.4
<b>Not available to me</b>	6	3.0
<b>Total</b>	212	100.0

75. Do you participate in the following Work/Life programs? Health  
and Wellness Programs (for example, exercise, medical screening,  
quit smoking programs)

	N	%
<b>Yes</b>	53	25.8
<b>No</b>	136	62.9
<b>Not available to me</b>	23	11.3
<b>Total</b>	212	100.0

76. Do you participate in the following Work/Life programs?  
Employee Assistance Program (EAP)

	N	%
<b>Yes</b>	43	22.3
<b>No</b>	166	76.7
<b>Not available to me</b>	2	1.0
<b>Total</b>	211	100.0

77. Do you participate in the following Work/Life programs? Child  
Care Programs (for example, daycare, parenting classes, parenting  
support groups)

	N	%
<b>Yes</b>	2	1.1
<b>No</b>	176	83.7
<b>Not available to me</b>	33	15.2
<b>Total</b>	211	100.0

78. Do you participate in the following Work/Life programs? Elder  
Care Programs (for example, support groups, speakers)

	N	%
<b>Yes</b>	3	1.5
<b>No</b>	174	81.7
<b>Not available to me</b>	35	16.8
<b>Total</b>	212	100.0

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		Percent Positive	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Item Response Total**	Do Not Know/ No Basis to Judge
79. How satisfied are you with the following Work/Life programs in your agency? Telework	N	80.8	88	65	27	10	2	192	20
	%		48.1	32.7	13.2	4.4	1.6	100.0	
80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	N	87.3	92	62	18	3	1	176	35
	%		53.8	33.5	10.2	1.3	1.2	100.0	
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)	N	64.1	23	58	33	9	4	127	84
	%		19.7	44.3	25.3	6.4	4.3	100.0	
82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	N	63.4	25	50	41	2	2	120	92
	%		22.1	41.3	32.5	1.1	2.9	100.0	
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)	N	24.1	7	8	39	7	3	64	147
	%		12.4	11.7	60.7	9.1	6.1	100.0	
84. How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	N	26.3	8	9	39	6	3	65	147
	%		13.4	12.9	59.8	7.9	6.0	100.0	

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Response Rate: 64.3%



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