

**National Transportation Safety Board
2021 Federal Employee Viewpoint Survey Results
All Respondents**

Interpretation of Results: The 2021 results for the survey again strongly demonstrate that NTSB employees are satisfied with their work and understand how it contributes to achieving the 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. In 2021, to be responsive to changing needs and gain insights about managing during a continued crisis, OPM streamlined the content of the FEVS to focus on 44 core questions and 13 pandemic response questions. The results that are attached reflect the required core questions.

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. Thirty-five items had positive responses of 65% or more. The highest among them include:

Item	Question	Percent Positive
Q15	Employees in my work unit contribute positively to my agency's performance.	92.2% marked “Strongly Agree” or “Agree”
Q14	Employees in my work unit meet the needs of our customers.	91.8% marked “Strongly Agree” or “Agree”
Q16	Employees in my work unit produce high-quality work.	91.3% marked “Strongly Agree” or “Agree”
Q22	My agency is successful at accomplishing its mission.	91.1% marked “Strongly Agree” or “Agree”
Q7	I know how my work relates to the agency's goals.	90.5% marked “Strongly Agree” or “Agree”
Q19	Employees in my work unit achieve our goals.	90.1% marked “Strongly Agree” or “Agree”

OPM identifies a challenge as a negative response (e.g., “Disagree” or “Strongly Disagree”) of 35% or more. No item in the survey received a negative response of 35% or more the organization; however, the lowest percentage of positive responses was received for the following items.

Item	Question	Percent Positive
Q10	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	49.1% marked “Strongly agree” or “Agree” (24.5% of employees neither agree or disagree.)
Q24	I believe the results of this survey will be used to make my agency a better place to work.	55.8% marked “Strongly Agree” or “Agree” (21.6% neither agree or disagree.)

The 2021 OPM FEVS was fielded later in the year while the COVID-19 pandemic was still creating major challenges in the workplace and in lives of many employees. Health and safety concerns continued and telework changes were anticipated. Despite these challenges and changes, survey results continued to show a resilient, responsive NTSB workforce. NTSB employees responded at a rate of 78.1% in 2021, lower than 2020’s response rate of 81.97% and far exceeding the government-wide response rate of 34% and for small agencies 65%. This rate of response demonstrates employee willingness to engage in the process to contribute to agency performance and improve employee satisfaction. The trend is reflected in the table below.

	Surveys Launched	Responses	Response Rate
2021 Federal Employee Viewpoint Survey	371	290	78.1%
2020 Federal Employee Viewpoint Survey	366	300	81.9%
2019 Federal Employee Viewpoint Survey	370	259	70.0%
2018 Federal Employee Viewpoint Survey	382	282	73.8%
2017 Federal Employee Viewpoint Survey	392	291	74.2%

Our goal is to sustain a culture of continuous improvement and appreciation for employee input and to use this data driven evaluation tool to identify ways to make NTSB a more effective agency and a better place to work.

1. **How the survey was conducted:** The survey was conducted online from November 8 to December 3, 2021
2. **Description of sample:** 370 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.

2021 Federal Employee Viewpoint Survey Results

Item	Item Text	Response Type	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
1	*I am given a real opportunity to improve my skills in my organization.	Agree-disagree	76.5%	37.7%	38.8%	13.6%	7.6%	2.4%	10.0%	108	115	37	22	7	289	N/A
2	I feel encouraged to come up with new and better ways of doing things.	Agree-disagree	65.4%	36.2%	29.2%	14.5%	14.6%	5.4%	20.1%	101	87	43	42	15	288	N/A
3	My work gives me a feeling of personal accomplishment.	Agree-disagree	84.5%	46.6%	37.9%	8.5%	3.0%	4.1%	7.0%	133	110	25	9	12	289	N/A
4	I know what is expected of me on the job.	Agree-disagree	86.8%	46.8%	40.0%	5.8%	4.9%	2.5%	7.4%	133	116	17	15	7	288	N/A
5	*My workload is reasonable.	Agree-disagree	58.9%	18.5%	40.4%	12.5%	13.6%	15.1%	28.7%	54	114	37	40	44	289	0
6	*My talents are used well in the workplace.	Agree-disagree	67.5%	25.6%	41.9%	11.9%	13.5%	7.1%	20.6%	74	117	35	37	21	284	0
7	*I know how my work relates to the agency's goals.	Agree-disagree	90.5%	49.8%	40.7%	6.7%	1.0%	1.7%	2.8%	143	117	19	3	5	287	1
8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	Agree-disagree	73.2%	43.1%	30.1%	15.2%	6.3%	5.4%	11.6%	118	81	42	18	15	274	15
9	*The people I work with cooperate to get the job done.	Agree-disagree	89.0%	50.6%	38.4%	4.4%	5.0%	1.7%	6.6%	146	111	13	15	5	290	N/A
10	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	Agree-disagree	49.1%	21.0%	28.1%	24.5%	12.8%	13.6%	26.4%	48	65	56	30	33	232	56
12	*In my work unit, differences in performance are recognized in a meaningful way.	Agree-disagree	57.6%	16.6%	40.9%	21.3%	13.8%	7.4%	21.1%	44	105	55	36	19	259	30
13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	Agree-disagree	85.1%	46.6%	38.5%	9.2%	3.4%	2.3%	5.7%	133	111	27	10	7	288	2
14	Employees in my work unit meet the needs of our customers.	Always-never	91.8%	47.1%	44.6%	6.9%	0.3%	1.0%	1.3%	132	127	20	1	3	283	7
15	Employees in my work unit contribute positively to my agency's performance.	Always-never	92.2%	58.8%	33.4%	6.8%	0.0%	1.0%	1.0%	164	93	20	0	3	280	4
16	Employees in my work unit produce high-quality work.	Always-never	91.3%	52.6%	38.7%	7.0%	1.0%	0.7%	1.7%	149	109	21	3	2	284	4
17	Employees in my work unit adapt to changing priorities.	Always-never	86.5%	51.2%	35.3%	11.1%	1.4%	1.0%	2.4%	145	101	33	4	3	286	3
18	Employees in my work unit successfully collaborate.	Always-never	82.5%	50.1%	32.3%	11.5%	4.7%	1.3%	6.0%	145	94	33	13	4	289	1
19	Employees in my work unit achieve our goals.	Always-never	90.1%	50.0%	40.1%	7.7%	1.5%	0.7%	2.2%	142	114	23	4	2	285	4
20	Employees are recognized for providing high quality products and services.	Agree-disagree	69.5%	31.2%	38.3%	14.8%	10.1%	5.6%	15.7%	90	110	43	28	16	287	3

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21	Employees are protected from health and safety hazards on the job.	Agree-disagree	89.0%	53.1%	35.8%	7.5%	1.7%	1.8%	3.5%	152	100	21	5	5	283	7
22	My agency is successful at accomplishing its mission.	Agree-disagree	91.1%	53.6%	37.5%	6.5%	1.4%	1.0%	2.4%	156	105	19	4	3	287	3
23	*I recommend my organization as a good place to work.	Agree-disagree	81.9%	42.3%	39.6%	12.5%	3.2%	2.4%	5.6%	122	113	37	10	7	289	N/A
24	*I believe the results of this survey will be used to make my agency a better place to work.	Agree-disagree	55.8%	25.9%	29.9%	21.6%	13.8%	8.8%	22.6%	72	83	60	40	24	279	11
25	My supervisor supports my need to balance work and other life issues.	Agree-disagree	85.7%	64.9%	20.9%	5.3%	5.3%	3.7%	9.0%	187	60	15	16	11	289	1
26	My supervisor is committed to a workforce representative of all segments of society.	Agree-disagree	83.9%	58.9%	24.9%	10.6%	2.2%	3.3%	5.6%	157	67	29	6	9	268	21
27	Supervisors in my work unit support employee development.	Agree-disagree	81.5%	55.9%	25.6%	8.2%	4.8%	5.5%	10.3%	160	75	24	14	16	289	0
28	My supervisor listens to what I have to say.	Agree-disagree	84.0%	57.4%	26.5%	5.0%	5.4%	5.7%	11.0%	166	76	15	16	16	289	N/A
29	My supervisor treats me with respect.	Agree-disagree	86.6%	65.9%	20.8%	4.8%	4.1%	4.5%	8.6%	190	59	15	12	13	289	N/A
30	I have trust and confidence in my supervisor.	Agree-disagree	77.9%	56.1%	21.8%	8.4%	5.0%	8.8%	13.8%	162	62	26	15	25	290	N/A
31	Overall, how good a job do you feel is being done by your immediate supervisor?	Good-poor	80.7%	57.7%	23.1%	7.6%	5.2%	6.5%	11.7%	166	65	23	15	19	288	N/A
32	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	Agree-disagree	57.3%	19.8%	37.5%	19.6%	15.9%	7.1%	23.0%	57	106	54	46	21	284	5
33	My organization's senior leaders maintain high standards of honesty and integrity.	Agree-disagree	71.3%	33.0%	38.3%	18.1%	6.1%	4.5%	10.6%	93	105	49	17	13	277	11
34	*Managers communicate the goals of the organization.	Agree-disagree	71.5%	29.6%	41.9%	13.0%	10.9%	4.6%	15.6%	86	116	35	32	13	282	4
35	Managers promote communication among different work units (for example, about projects, goals, needed resources).	Agree-disagree	62.3%	24.1%	38.2%	16.7%	14.7%	6.3%	21.0%	70	106	46	42	18	282	6
36	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	Good-poor	68.5%	37.1%	31.4%	19.2%	6.8%	5.5%	12.3%	106	86	53	21	16	282	8
37	I have a high level of respect for my organization's senior leaders.	Agree-disagree	71.0%	32.3%	38.7%	17.0%	7.6%	4.4%	12.0%	95	107	49	23	13	287	3

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38	Senior leaders demonstrate support for Work-Life programs.	Agree-disagree	77.2%	38.3%	38.9%	13.5%	5.2%	4.1%	9.3%	105	105	37	14	12	273	16
39	*How satisfied are you with your involvement in decisions that affect your work?	Satisfied-dissatisfied	60.6%	23.1%	37.5%	17.7%	15.0%	6.6%	21.6%	66	109	52	44	19	290	N/A
40	*How satisfied are you with the information you receive from management on what's going on in your organization?	Satisfied-dissatisfied	64.3%	25.7%	38.6%	13.7%	16.5%	5.5%	22.0%	72	112	40	48	16	288	N/A
41	*How satisfied are you with the recognition you receive for doing a good job?	Satisfied-dissatisfied	65.9%	27.4%	38.5%	16.4%	10.3%	7.4%	17.7%	79	109	50	30	21	289	N/A
42	*Considering everything, how satisfied are you with your job?	Satisfied-dissatisfied	74.7%	33.2%	41.5%	12.2%	10.0%	3.1%	13.1%	95	121	35	30	9	290	N/A
43	Considering everything, how satisfied are you with your pay?	Satisfied-dissatisfied	72.6%	27.9%	44.7%	12.8%	8.0%	6.6%	14.6%	80	128	38	24	20	290	N/A
44	*Considering everything, how satisfied are you with your organization?	Satisfied-dissatisfied	74.1%	30.0%	44.1%	16.8%	5.6%	3.6%	9.2%	87	126	48	18	10	289	N/A

* AES prescribed items as of 2017 (5 CFR Part 250, Subpart C)

** Unweighted count of responses excluding "Do Not Know" or "No Basis to Judge"

Percentages are weighted to represent the Agency's population.

Source: **National Transportation Safety Board AES Report**, 2021 OPM Federal Employee Viewpoint Survey