

**National Transportation Safety Board
2012 Federal Employee Viewpoint Survey Results
All Respondents**

- 1. Interpretation of Results:** The 2012 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, 2011, and 2012 employee surveys identified 6 items that were consistently marked more positive. Two 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 2012 survey compared to 2011 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 2011, 64% of responses were positive; in 2012, 73% of responses were positive.

An analysis of items showing positive responses of less than 50% over the 2007, 2008, 2009, 2010, 2011, and 2012 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 66.4% in 2012, similar to our past performance, but far exceeding the government-wide response rate of 46.1%. 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.

Instrument	Surveys Launched	Responses	Response Rate
2012 Federal Employee Viewpoint Survey	384	255	66.4%
2011 Federal Employee Viewpoint Survey	342	220	64.3%
2010 Federal Employee Viewpoint Survey	351	250	71.2%
2009 Annual Employee Survey	379	248	65.4%
2008 Federal Human Capital Survey	344	226	65.7%
2007 Annual Employee Survey	377	260	69.0%

- 2. How the survey was conducted:** The survey was conducted online from April 4, 2012 to May 16, 2012.
- 3. Description of sample:** 384 full-time and part-time permanent employees of the agency were surveyed.
- 4. Survey items and response choices:** See the tables on the following pages.

2012

Federal Employee Viewpoint Survey Results

EMPLOYEES INFLUENCING CHANGE

NATIONAL TRANSPORTATION SAFETY BOARD
AGENCY RESULTS

UNITED STATES
OFFICE OF PERSONNEL MANAGEMENT



Over
687,000
Federal
Employees'
Opinions

NATIONAL TRANSPORTATION SAFETY BOARD 2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS

		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		77	91	38	36	12	254	NA
	%	65.6	29.3	36.3	15.0	14.4	4.9	100.0	
2. I have enough information to do my job well.	N		65	125	23	29	11	253	NA
	%	75.0	24.7	50.3	9.2	11.3	4.5	100.0	
3. I feel encouraged to come up with new and better ways of doing things.	N		78	80	31	42	23	254	NA
	%	61.7	29.2	32.5	12.1	16.9	9.3	100.0	
*4. My work gives me a feeling of personal accomplishment.	N		113	83	31	15	12	254	NA
	%	76.5	43.5	33.0	12.4	6.2	4.9	100.0	
*5. I like the kind of work I do.	N		130	83	28	4	6	251	NA
	%	84.8	51.0	33.8	11.3	1.5	2.4	100.0	
6. I know what is expected of me on the job.	N		101	91	28	27	8	255	NA
	%	75.4	38.7	36.7	10.8	10.2	3.5	100.0	
7. When needed I am willing to put in the extra effort to get a job done.	N		190	61	2	0	1	254	NA
	%	98.6	73.8	24.9	1.0	0.0	0.3	100.0	
8. I am constantly looking for ways to do my job better.	N		148	91	12	3	1	255	NA
	%	93.4	57.7	35.6	4.9	1.4	0.3	100.0	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N		34	107	45	48	20	254	0
	%	55.1	13.4	41.7	17.3	18.8	8.8	100.0	
*10. My workload is reasonable.	N		41	120	36	32	25	254	1
	%	62.4	15.2	47.1	14.3	13.0	10.3	100.0	
*11. My talents are used well in the workplace.	N		59	94	33	35	26	247	3
	%	61.5	22.8	38.7	13.6	13.8	11.1	100.0	
*12. I know how my work relates to the agency's goals and priorities.	N		113	101	18	10	8	250	1
	%	85.4	44.6	40.8	7.3	3.9	3.4	100.0	
*13. The work I do is important.	N		153	75	19	3	2	252	1
	%	90.9	60.7	30.2	7.3	1.2	0.7	100.0	
*14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N		82	118	29	16	7	252	3
	%	79.5	31.6	48.0	11.4	6.4	2.7	100.0	
*15. My performance appraisal is a fair reflection of my performance.	N		95	90	32	23	15	255	0
	%	71.5	36.4	35.1	12.9	9.2	6.4	100.0	
16. I am held accountable for achieving results.	N		100	115	25	8	3	251	1
	%	85.5	39.3	46.2	9.9	3.2	1.4	100.0	

Survey Administration Period: April 4, 2012 to May 16, 2012
Percentages are weighted to represent the Agency's population.

* AES prescribed items

** Unweighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'

Sample or Census: Census
Number of surveys completed: 255
Number of surveys administered: 384
Response Rate: 66.4%

NATIONAL TRANSPORTATION SAFETY BOARD 2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS

		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		84	58	51	11	27	231	21
	%	60.5	35.5	25.0	22.2	5.2	12.2	100.0	
*18. My training needs are assessed.	N		50	87	37	43	34	251	3
	%	53.9	19.3	34.6	14.8	17.1	14.2	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		78	101	35	22	17	253	2
	%	70.3	30.3	40.0	14.0	8.7	7.0	100.0	
*20. The people I work with cooperate to get the job done.	N		87	124	22	14	7	254	NA
	%	82.8	33.8	49.0	9.2	5.2	2.8	100.0	
*21. My work unit is able to recruit people with the right skills.	N		40	96	58	35	20	249	6
	%	53.8	15.4	38.4	23.7	13.5	9.0	100.0	
*22. Promotions in my work unit are based on merit.	N		49	76	46	38	26	235	18
	%	51.6	19.7	32.0	19.8	16.9	11.7	100.0	
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		33	69	65	44	20	231	23
	%	43.2	13.8	29.5	28.4	19.2	9.1	100.0	
*24. In my work unit, differences in performance are recognized in a meaningful way.	N		32	75	69	45	22	243	12
	%	42.4	12.6	29.8	29.5	18.7	9.4	100.0	
25. Awards in my work unit depend on how well employees perform their jobs.	N		44	82	57	40	15	238	17
	%	51.7	17.0	34.7	24.5	17.2	6.7	100.0	
26. Employees in my work unit share job knowledge with each other.	N		84	110	28	24	8	254	1
	%	76.6	31.8	44.8	11.0	9.3	3.0	100.0	
27. The skill level in my work unit has improved in the past year.	N		69	72	70	24	8	243	12
	%	56.7	27.1	29.5	29.0	10.4	3.9	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		152	82	16	1	3	254	NA
	%	91.9	58.9	33.0	6.5	0.3	1.3	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		75	129	30	14	7	255	0
	%	79.5	28.0	51.6	11.7	5.7	3.1	100.0	

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** Unweighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'

**NATIONAL TRANSPORTATION SAFETY BOARD
2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS**

		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		44	96	45	41	22	248	6
	%	55.7	16.9	38.8	18.3	16.4	9.6	100.0	
31. Employees are recognized for providing high quality products and services.	N		58	90	45	31	24	248	5
	%	58.4	22.4	36.0	18.5	12.8	10.3	100.0	
*32. Creativity and innovation are rewarded.	N		43	78	47	48	26	242	9
	%	48.7	16.7	32.0	19.3	20.8	11.2	100.0	
*33. Pay raises depend on how well employees perform their jobs.	N		24	58	69	47	26	224	28
	%	36.3	10.2	26.1	30.9	20.8	12.0	100.0	
34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	N		67	109	39	12	12	239	15
	%	72.6	27.7	44.9	16.4	5.3	5.7	100.0	
*35. Employees are protected from health and safety hazards on the job.	N		80	139	17	8	5	249	6
	%	87.6	31.4	56.2	7.0	3.2	2.2	100.0	
*36. My organization has prepared employees for potential security threats.	N		45	115	51	18	13	242	12
	%	65.7	17.8	47.9	21.6	7.3	5.4	100.0	
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N		50	71	54	35	25	235	17
	%	50.2	20.6	29.6	23.8	15.0	11.0	100.0	
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		75	88	41	9	16	229	25
	%	70.0	32.0	38.0	18.7	4.0	7.3	100.0	
39. My agency is successful at accomplishing its mission.	N		108	116	16	5	6	251	2
	%	88.8	42.1	46.7	6.8	1.9	2.4	100.0	
40. I recommend my organization as a good place to work.	N		88	91	48	16	12	255	NA
	%	69.8	33.7	36.1	18.8	6.4	5.0	100.0	
41. I believe the results of this survey will be used to make my agency a better place to work.	N		48	70	62	34	15	229	26
	%	50.4	20.1	30.3	27.9	14.8	6.9	100.0	
*42. My supervisor supports my need to balance work and other life issues.	N		132	75	22	14	10	253	1
	%	81.1	50.8	30.4	9.1	5.5	4.3	100.0	
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N		99	78	30	24	22	253	0
	%	69.1	38.0	31.1	12.5	9.6	8.9	100.0	
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N		88	86	33	31	15	253	0
	%	67.8	33.4	34.4	13.6	12.5	6.2	100.0	

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NATIONAL TRANSPORTATION SAFETY BOARD 2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS

		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		92	71	43	8	12	226	27
	%	70.7	39.3	31.4	19.8	3.6	5.9	100.0	
46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N		87	76	51	22	16	252	1
	%	64.3	33.7	30.6	20.1	9.0	6.6	100.0	
*47. Supervisors/team leaders in my work unit support employee development.	N		92	87	35	19	15	248	5
	%	71.1	36.1	35.0	14.7	7.7	6.4	100.0	
48. My supervisor/team leader listens to what I have to say.	N		115	78	27	20	14	254	NA
	%	75.0	44.1	30.9	11.1	7.9	5.9	100.0	
49. My supervisor/team leader treats me with respect.	N		126	78	30	7	13	254	NA
	%	79.8	48.1	31.7	11.8	3.1	5.3	100.0	
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N		114	117	10	8	5	254	NA
	%	90.8	44.0	46.7	3.9	3.1	2.2	100.0	
*51. I have trust and confidence in my supervisor.	N		102	70	36	26	20	254	NA
	%	66.7	38.9	27.8	14.3	10.7	8.3	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		111	71	39	19	12	252	NA
	%	71.3	42.7	28.6	16.4	7.4	5.0	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		42	71	63	48	27	251	1
	%	44.2	15.4	28.8	24.9	19.4	11.5	100.0	
54. My organization's leaders maintain high standards of honesty and integrity.	N		61	90	50	29	19	249	4
	%	59.3	23.3	36.0	20.5	12.4	7.8	100.0	
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N		62	84	55	24	14	239	13
	%	59.7	24.5	35.2	24.1	10.1	6.0	100.0	
*56. Managers communicate the goals and priorities of the organization.	N		45	99	49	37	21	251	0
	%	57.1	17.1	40.1	19.4	14.8	8.7	100.0	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N		46	98	62	22	12	240	13
	%	59.7	18.2	41.5	25.8	9.4	5.0	100.0	

Survey Administration Period: April 4, 2012 to May 16, 2012

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Sample or Census: Census

Number of surveys completed: 255

Number of surveys administered: 384

Response Rate: 66.4%

**NATIONAL TRANSPORTATION SAFETY BOARD
2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS**

		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		46	80	53	46	23	248	4
	%	49.7	18.2	31.6	21.5	19.6	9.2	100.0	
59. Managers support collaboration across work units to accomplish work objectives.	N		51	86	55	40	18	250	3
	%	54.0	19.8	34.3	22.2	16.5	7.2	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		59	73	56	27	27	242	9
	%	53.2	23.1	30.1	23.5	11.6	11.7	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		64	70	51	38	26	249	1
	%	52.7	24.9	27.8	20.9	15.7	10.8	100.0	
62. Senior leaders demonstrate support for Work/Life programs.	N		66	82	49	26	11	234	17
	%	62.4	27.2	35.2	20.9	11.8	4.8	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		49	93	48	45	16	251	NA
	%	55.7	18.5	37.2	19.7	18.2	6.4	100.0	
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N		41	83	70	42	14	250	NA
	%	48.5	15.7	32.8	28.8	16.7	5.9	100.0	
*65. How satisfied are you with the recognition you receive for doing a good job?	N		58	86	49	40	17	250	NA
	%	56.8	22.4	34.5	19.9	16.4	6.9	100.0	
*66. How satisfied are you with the policies and practices of your senior leaders?	N		38	76	65	46	25	250	NA
	%	44.5	14.3	30.2	26.2	19.0	10.3	100.0	
*67. How satisfied are you with your opportunity to get a better job in your organization?	N		36	70	64	50	28	248	NA
	%	42.0	13.8	28.2	26.3	20.3	11.4	100.0	
*68. How satisfied are you with the training you receive for your present job?	N		51	93	45	49	12	250	NA
	%	56.3	19.7	36.6	18.4	19.5	5.8	100.0	

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** Unweighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'

**NATIONAL TRANSPORTATION SAFETY BOARD
2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS**

		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		83	98	29	28	11	249	NA
	%	72.1	32.6	39.5	11.6	11.8	4.6	100.0	
*70. Considering everything, how satisfied are you with your pay?	N		64	108	32	30	16	250	NA
	%	68.6	25.7	42.9	13.2	11.9	6.3	100.0	
71. Considering everything, how satisfied are you with your organization?	N		67	103	32	34	14	250	NA
	%	67.5	25.6	41.9	12.8	14.0	5.6	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	%
Yes	233	93.7
No	12	4.5
Not sure	4	1.7
Total	249	100.0

73. Please select the response below that BEST describes your current teleworking situation:

	N	%
I telework 3 or more days per week.	44	18.5
I telework 1 or 2 days per week.	59	24.6
I telework, but no more than 1 or 2 days per month.	24	9.0
I telework very infrequently, on an unscheduled or short-term basis.	62	23.4
I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).	10	4.0
I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.	2	0.7
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.	21	8.9
I do not telework because I choose not to telework.	28	10.9
Total	250	100.0

NATIONAL TRANSPORTATION SAFETY BOARD 2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS

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

	N	%
Yes	136	56.0
No	102	39.7
Not available to me	12	4.3
Total	250	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	%
Yes	59	24.3
No	170	67.6
Not available to me	19	8.1
Total	248	100.0

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

	N	%
Yes	42	17.5
No	203	80.6
Not available to me	4	1.9
Total	249	100.0

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

	N	%
Yes	2	0.7
No	196	79.4
Not available to me	49	19.9
Total	247	100.0

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

	N	%
Yes	4	1.5
No	198	79.7
Not available to me	47	18.9
Total	249	100.0

**NATIONAL TRANSPORTATION SAFETY BOARD
2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS**

		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 %	78.7	82 45.5	59 33.2	23 12.3	9 4.8	8 4.3	181 100.0	6
80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	N %	93.1	86 64.3	39 28.9	5 3.6	0 0.0	4 3.3	134 100.0	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 %	80.9	24 43.0	20 37.9	9 17.5	1 1.6	0 0.0	54 100.0	7
82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	N %	76.7	14 34.7	16 42.0	7 17.0	3 6.3	0 0.0	40 100.0	2
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 %	0.0	0 0.0	0 0.0	1 100.0	0 0.0	0 0.0	1 100.0	4
84. How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	N %	64.0	2 64.0	0 0.0	1 36.0	0 0.0	0 0.0	3 100.0	2

Survey Administration Period: April 4, 2012 to May 16, 2012

The work/life satisfaction results only include employees who indicated that they participated in the program.

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Sample or Census: Census

Number of surveys completed: 255

Number of surveys administered: 384

Response Rate: 66.4%

NATIONAL TRANSPORTATION SAFETY BOARD

As we strive for continuous improvement, feedback from the Federal Employee Viewpoint Survey (FEVS) continues to be critical in identifying our agency's strengths and challenges. Collectively, our voices provide a strong foundation with which change can and will occur.

This report highlights what employees have identified as our agency's areas of strengths and challenges, along with areas of progress and opportunities for improvement. Our 2012 results are compared with our 2011 results and the 2012 Governmentwide results. Your input allows our leaders to work towards a common goal of building a better workplace.

RESPONSE RATES: National Transportation Safety Board **66%** Governmentwide **46%**

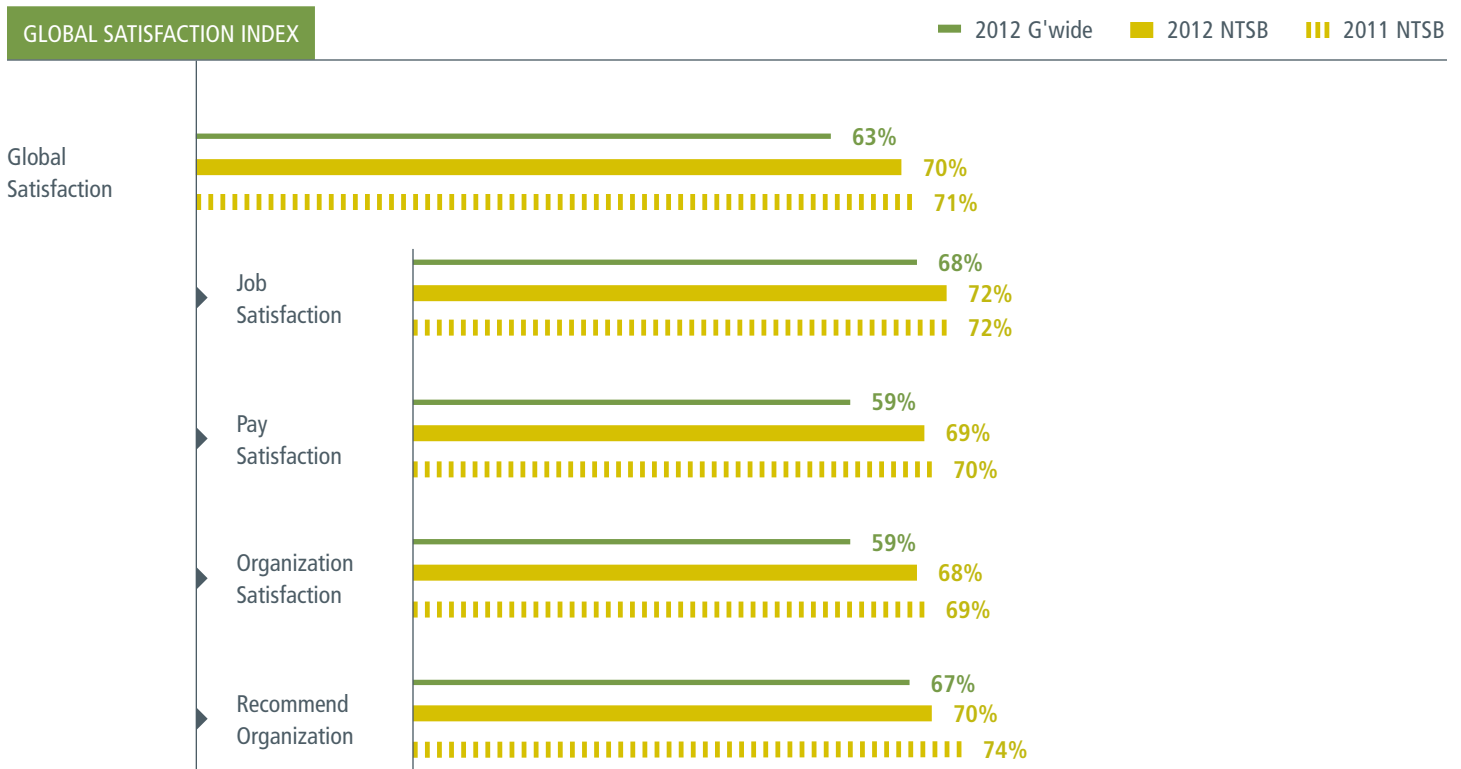
Our agency's 5 highest percent positive ratings (strengths) and 5 highest percent negative ratings (challenges).

STRENGTHS		NTSB	G'wide	CHALLENGES		NTSB	G'wide
When needed I am willing to put in the extra effort to get a job done. (Q. 7)	99	96	Pay raises depend on how well employees perform their jobs. (Q. 33)	33	50		
I am constantly looking for ways to do my job better. (Q. 8)	93	91	Creativity and innovation are rewarded. (Q. 32)	32	32		
How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS) (Q. 80)	93	89	How satisfied are you with your opportunity to get a better job in your organization? (Q. 67)	32	35		
How would you rate the overall quality of work done by your work unit? (Q. 28)	92	83	My training needs are assessed. (Q. 18)	31	24		
The work I do is important. (Q. 13)	91	91	In my organization, leaders generate high levels of motivation and commitment in the workforce. (Q. 53)	31	31		

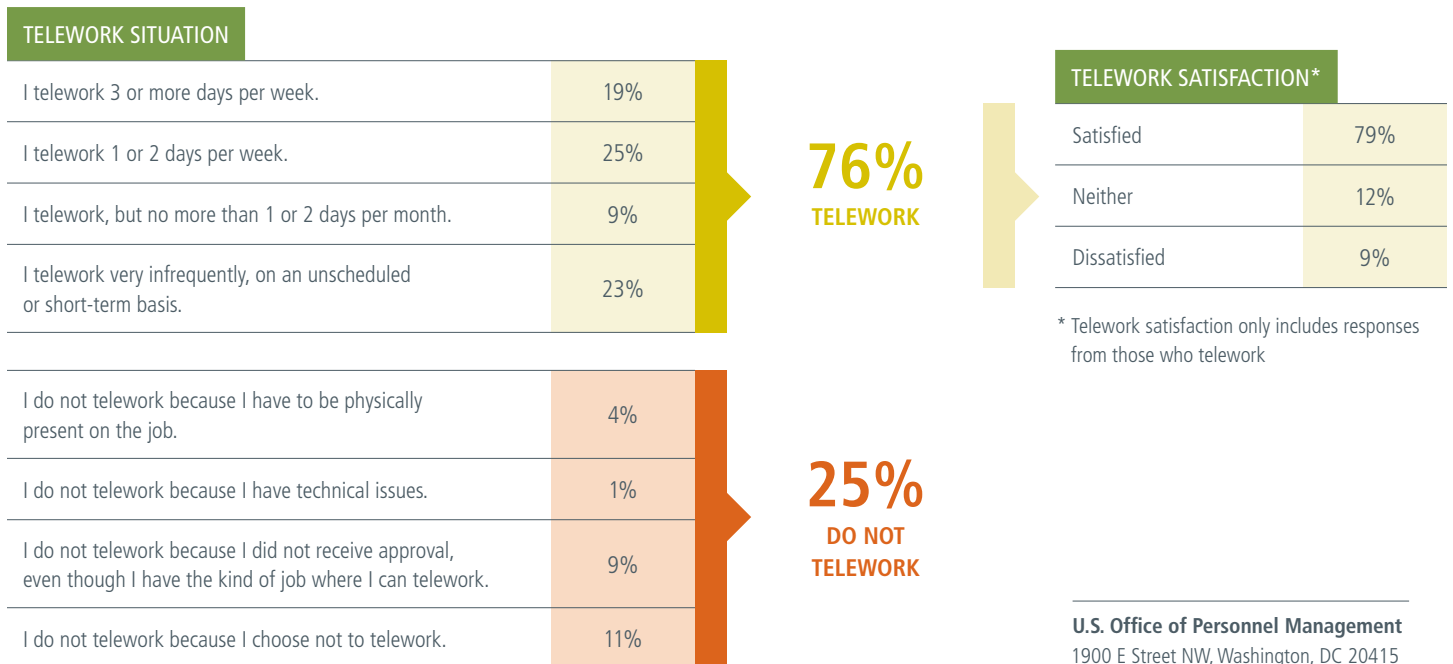
Below are the survey items that had the greatest changes in percent positive ratings for our agency since the 2011 survey administration.

INCREASES			2011	2012	Diff.	DECREASES			2011	2012	Diff.
Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring). (Q. 34)	64	73	+9	Managers support collaboration across work units to accomplish work objectives. (Q. 59)	62	54	-8				
How would you rate the overall quality of work done by your work unit? (Q. 28)	86	92	+6	My organization has prepared employees for potential security threats. (Q. 36)	73	66	-7				
How satisfied are you with the training you receive for your present job? (Q. 68)	51	56	+5	I have a high level of respect for my organization's senior leaders. (Q. 61)	60	53	-7				
Supervisors/team leaders in my work unit support employee development. (Q. 47)	66	71	+5	In my organization, leaders generate high levels of motivation and commitment in the workforce. (Q. 53)	51	44	-7				
My supervisor/team leader listens to what I have to say. (Q. 48)	70	75	+5	How satisfied are you with the information you receive from management on what's going on in your organization? (Q. 64)	56	49	-7				

The Global Satisfaction Index provides a more comprehensive indicator of employees' overall work satisfaction. Global satisfaction is a combination of employees' satisfaction with their job, their pay, and their organization, plus their willingness to recommend their organization as a good place to work.



Since the Telework Enhancement Act of 2010, more Federal employees than ever are teleworking. How is our agency doing?



* Telework satisfaction only includes responses from those who telework

Note: The sum of percentages may not add to 100 due to rounding

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