

**National Transportation Safety Board
2013 Federal Employee Viewpoint Survey Results
All Respondents**

1. **Interpretation of Results:** The 2013 results demonstrate that employees are satisfied with their work and understand how it contributes to achieving NTSB’s mission.

The survey included 84 items. Thirty-two items in the survey had positive responses of 65% or more, which is a benchmark set by the Office of Personnel Management (OPM) to identify the strengths in an organization. Highest rated was item 7, “When needed, I am willing to put in the extra effort to get a job done.” (96% marked “Strongly Agree” or “Agree”.)

Eight items in the survey had negative responses of 35% or more (e.g., “Disagree” or “Strongly Disagree”), an indicator of challenges for the organization. The item with the the highest negative response was Question 33, “Pay raises depend on how well employees perform their jobs.” (43% negative response)

Our response rate demonstrates that employees continue to engage in the annual survey process to assess the leadership and management practices that contribute to agency performance and employee satisfaction. 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.

We achieved a response rate of 65.5% in 2013, which is similar to our past performance and far exceeds the government-wide response rate of 48.2%. The trend of our response rate is reflected in the table below.

Instrument	Surveys Launched	Responses	Response Rate
2013 Federal Employee Viewpoint Survey	385	252	65.5%
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%

Our goal is to use employee input to make NTSB a more effective agency and a better place to work. Ongoing initiatives to foster engagement in the workplace should contribute to further progress.

2. **How the survey was conducted:** The survey was conducted online from April 23, 2013 to June 7, 2013.
3. **Description of sample:** 385 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.

**NATIONAL TRANSPORTATION SAFETY BOARD
2013 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		53	100	41	39	18	251	NA
	%	61.48	21.25	40.22	16.27	15.10	7.15	100.00	
2. I have enough information to do my job well.	N		46	132	30	26	14	248	NA
	%	72.41	18.77	53.63	11.70	10.29	5.60	100.00	
3. I feel encouraged to come up with new and better ways of doing things.	N		56	81	38	43	31	249	NA
	%	55.32	22.72	32.60	15.31	17.02	12.36	100.00	
*4. My work gives me a feeling of personal accomplishment.	N		110	90	17	18	14	249	NA
	%	80.45	44.39	36.06	6.59	7.28	5.67	100.00	
*5. I like the kind of work I do.	N		130	94	13	7	4	248	NA
	%	90.36	52.47	37.89	5.08	2.87	1.70	100.00	
6. I know what is expected of me on the job.	N		75	112	24	21	17	249	NA
	%	75.67	30.13	45.54	9.41	8.12	6.80	100.00	
7. When needed I am willing to put in the extra effort to get a job done.	N		177	63	3	4	4	251	NA
	%	95.69	70.38	25.31	1.20	1.45	1.67	100.00	
8. I am constantly looking for ways to do my job better.	N		143	82	19	2	4	250	NA
	%	90.13	57.22	32.91	7.45	0.83	1.60	100.00	
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	N		24	102	32	61	32	251	0
	%	50.41	9.52	40.89	12.44	24.53	12.63	100.00	
*10. My workload is reasonable.	N		25	114	39	42	30	250	0
	%	55.80	10.30	45.50	15.64	16.20	12.36	100.00	
*11. My talents are used well in the workplace.	N		49	99	27	34	36	245	0
	%	60.86	20.31	40.56	10.97	13.81	14.36	100.00	
*12. I know how my work relates to the agency's goals and priorities.	N		97	111	19	11	13	251	0
	%	83.48	39.48	44.00	7.01	4.41	5.10	100.00	
*13. The work I do is important.	N		160	71	7	2	7	247	1
	%	93.44	65.05	28.39	2.80	0.88	2.88	100.00	
*14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N		92	107	20	17	13	249	2
	%	80.46	36.84	43.63	7.74	6.73	5.07	100.00	
*15. My performance appraisal is a fair reflection of my performance.	N		82	99	26	20	23	250	1
	%	72.23	32.18	40.05	10.66	7.77	9.34	100.00	
16. I am held accountable for achieving results.	N		95	115	26	7	7	250	1
	%	84.26	38.29	45.97	10.18	2.64	2.92	100.00	

Survey Administration Period: April 23, 2013 to June 7, 2013

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: 252

Number of surveys administered: 385

Response Rate: 65.5%

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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		59	70	51	25	25	230	19
	%	55.83	25.75	30.08	22.82	10.19	11.15	100.00	
*18. My training needs are assessed.	N		35	76	47	49	44	251	0
	%	44.93	14.32	30.61	18.76	19.12	17.18	100.00	
*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		70	104	27	20	23	244	8
	%	71.36	28.25	43.12	11.14	7.73	9.76	100.00	
*20. The people I work with cooperate to get the job done.	N		87	113	23	18	10	251	NA
	%	79.77	34.58	45.19	9.27	7.00	3.96	100.00	
*21. My work unit is able to recruit people with the right skills.	N		38	77	48	52	30	245	7
	%	47.22	16.01	31.21	19.54	20.90	12.34	100.00	
*22. Promotions in my work unit are based on merit.	N		34	79	52	36	33	234	17
	%	47.95	15.09	32.86	22.19	15.31	14.55	100.00	
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N		20	56	68	53	29	226	25
	%	34.17	9.30	24.88	29.93	22.95	12.95	100.00	
*24. In my work unit, differences in performance are recognized in a meaningful way.	N		24	64	66	53	31	238	13
	%	37.05	10.62	26.43	27.76	22.35	12.85	100.00	
25. Awards in my work unit depend on how well employees perform their jobs.	N		31	80	54	36	33	234	16
	%	47.51	13.29	34.22	22.91	15.47	14.11	100.00	
26. Employees in my work unit share job knowledge with each other.	N		81	116	28	9	17	251	1
	%	78.42	32.52	45.90	11.31	3.65	6.62	100.00	
27. The skill level in my work unit has improved in the past year.	N		54	82	54	29	19	238	13
	%	57.41	23.16	34.25	22.74	12.01	7.83	100.00	
		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		145	79	21	4	3	252	NA
	%	88.82	57.26	31.56	8.46	1.48	1.25	100.00	
		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		70	126	23	18	11	248	3
	%	79.47	28.57	50.90	9.06	7.07	4.39	100.00	

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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		33	83	61	46	25	248	3
	%	47.02	12.87	34.15	24.89	17.95	10.14	100.00	
31. Employees are recognized for providing high quality products and services.	N		40	103	44	34	27	248	1
	%	58.22	16.33	41.89	17.77	13.41	10.60	100.00	
*32. Creativity and innovation are rewarded.	N		27	83	57	43	36	246	5
	%	45.22	11.40	33.83	23.20	17.44	14.13	100.00	
*33. Pay raises depend on how well employees perform their jobs.	N		22	47	60	55	42	226	22
	%	30.96	9.92	21.04	26.28	24.28	18.48	100.00	
34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	N		53	106	46	17	16	238	13
	%	66.71	22.59	44.12	19.25	7.13	6.90	100.00	
*35. Employees are protected from health and safety hazards on the job.	N		65	137	28	10	9	249	2
	%	81.51	26.82	54.69	10.97	4.01	3.52	100.00	
*36. My organization has prepared employees for potential security threats.	N		37	115	54	21	14	241	9
	%	63.44	15.68	47.76	22.40	8.48	5.68	100.00	
37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N		44	74	43	35	36	232	18
	%	51.36	19.22	32.14	18.61	14.72	15.32	100.00	
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		64	85	37	21	19	226	23
	%	66.08	28.45	37.63	16.42	9.22	8.29	100.00	
39. My agency is successful at accomplishing its mission.	N		105	111	21	5	5	247	2
	%	87.64	42.93	44.71	8.32	2.02	2.02	100.00	
40. I recommend my organization as a good place to work.	N		82	86	33	33	16	250	NA
	%	67.25	32.91	34.34	13.20	13.42	6.13	100.00	
41. I believe the results of this survey will be used to make my agency a better place to work.	N		40	56	54	46	34	230	18
	%	42.15	17.70	24.45	23.53	19.66	14.66	100.00	
*42. My supervisor supports my need to balance work and other life issues.	N		113	79	26	10	22	250	0
	%	77.08	45.42	31.66	10.34	3.76	8.82	100.00	
43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	N		93	77	32	23	25	250	0
	%	68.42	37.07	31.35	13.01	8.51	10.07	100.00	
*44. Discussions with my supervisor/team leader about my performance are worthwhile.	N		81	73	36	21	34	245	3
	%	63.15	33.27	29.88	15.09	8.09	13.67	100.00	

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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		86	67	47	11	16	227	23
	%	68.18	38.08	30.10	20.23	4.52	7.08	100.00	
46. My supervisor/team leader provides me with constructive suggestions to improve my job performance.	N		74	80	37	29	28	248	0
	%	62.70	30.16	32.54	15.01	11.09	11.20	100.00	
*47. Supervisors/team leaders in my work unit support employee development.	N		89	77	39	19	24	248	1
	%	67.55	36.05	31.49	15.52	7.26	9.67	100.00	
48. My supervisor/team leader listens to what I have to say.	N		110	75	20	21	21	247	NA
	%	75.61	44.91	30.70	7.74	8.27	8.38	100.00	
49. My supervisor/team leader treats me with respect.	N		121	72	18	21	16	248	NA
	%	78.24	48.97	29.27	6.88	8.38	6.49	100.00	
50. In the last six months, my supervisor/team leader has talked with me about my performance.	N		97	116	10	14	11	248	NA
	%	86.27	39.04	47.24	3.83	5.37	4.53	100.00	
*51. I have trust and confidence in my supervisor.	N		97	67	29	25	30	248	NA
	%	66.65	38.93	27.72	11.34	10.18	11.84	100.00	
		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		109	63	36	18	22	248	NA
	%	70.07	44.07	26.00	14.12	7.21	8.60	100.00	
		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		26	67	55	52	43	243	3
	%	38.61	11.06	27.55	22.82	20.98	17.58	100.00	
54. My organization's leaders maintain high standards of honesty and integrity.	N		47	75	54	39	25	240	7
	%	51.16	19.74	31.42	22.40	15.83	10.61	100.00	
*55. Managers/supervisors/team leaders work well with employees of different backgrounds.	N		48	96	47	28	14	233	14
	%	62.04	20.34	41.70	19.93	11.92	6.11	100.00	
*56. Managers communicate the goals and priorities of the organization.	N		40	96	41	35	30	242	3
	%	56.62	16.83	39.79	17.07	14.09	12.23	100.00	
*57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N		33	93	49	28	24	227	17
	%	55.95	14.42	41.53	21.53	11.73	10.79	100.00	

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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		28	73	63	37	38	239	6
	%	42.53	11.61	30.91	26.65	15.16	15.66	100.00	
59. Managers support collaboration across work units to accomplish work objectives.	N		40	90	54	31	23	238	8
	%	54.73	16.72	38.01	22.80	12.70	9.77	100.00	
		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		51	68	47	35	37	238	8
	%	50.19	21.02	29.18	20.00	14.33	15.48	100.00	
		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		42	80	39	40	45	246	0
	%	50.14	16.96	33.18	15.79	15.74	18.33	100.00	
62. Senior leaders demonstrate support for Work/Life programs.	N		42	88	48	22	31	231	15
	%	56.92	18.31	38.61	20.44	9.27	13.37	100.00	
		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		45	85	36	55	25	246	NA
	%	52.78	18.42	34.36	15.20	22.07	9.96	100.00	
*64. How satisfied are you with the information you receive from management on what's going on in your organization?	N		38	62	57	63	26	246	NA
	%	41.40	15.43	25.96	22.69	25.47	10.45	100.00	
*65. How satisfied are you with the recognition you receive for doing a good job?	N		47	86	45	37	30	245	NA
	%	54.67	19.68	34.99	17.97	15.00	12.36	100.00	
*66. How satisfied are you with the policies and practices of your senior leaders?	N		29	70	48	61	36	244	NA
	%	40.83	12.08	28.75	20.15	24.31	14.71	100.00	
*67. How satisfied are you with your opportunity to get a better job in your organization?	N		24	67	76	44	36	247	NA
	%	37.18	10.04	27.14	30.27	17.95	14.59	100.00	
*68. How satisfied are you with the training you receive for your present job?	N		32	90	58	38	28	246	NA
	%	50.36	13.23	37.13	23.44	15.10	11.09	100.00	

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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		70	94	31	28	22	245	NA
	%	66.90	28.68	38.21	12.41	11.75	8.95	100.00	
*70. Considering everything, how satisfied are you with your pay?	N		53	109	36	31	17	246	NA
	%	65.52	21.20	44.33	14.53	12.96	6.99	100.00	
71. Considering everything, how satisfied are you with your organization?	N		57	91	36	41	20	245	NA
	%	60.58	23.33	37.25	14.89	16.40	8.12	100.00	

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	227	92.75
No	12	4.94
Not sure	6	2.31
Total	245	100.00

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

	N	%
I telework 3 or more days per week.	57	22.12
I telework 1 or 2 days per week.	68	27.79
I telework, but no more than 1 or 2 days per month.	18	7.28
I telework very infrequently, on an unscheduled or short-term basis.	56	22.76
I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).	8	3.26
I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.	1	0.53
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.	13	5.20
I do not telework because I choose not to telework.	26	11.06
Total	247	100.00

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NATIONAL TRANSPORTATION SAFETY BOARD 2013 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS

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

	N	%
Yes	136	55.53
No	93	38.13
Not available to me	16	6.35
Total	245	100.00

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

	N	%
Yes	55	22.47
No	169	69.15
Not available to me	21	8.38
Total	245	100.00

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

	N	%
Yes	45	18.82
No	196	80.80
Not available to me	1	0.38
Total	242	100.00

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

	N	%
Yes	4	1.87
No	194	78.75
Not available to me	48	19.38
Total	246	100.00

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

	N	%
Yes	3	1.18
No	194	79.57
Not available to me	47	19.25
Total	244	100.00

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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 %	77.32	88 45.62	61 31.71	17 9.14	16 8.47	10 5.07	192 100.00	4
80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	N %	91.14	81 59.47	42 31.67	6 4.47	3 2.17	3 2.21	135 100.00	1
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 %	80.04	13 23.70	28 56.33	7 12.18	4 7.78	0 0.00	52 100.00	4
82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	N %	85.27	18 40.29	20 44.98	4 8.39	2 3.93	1 2.41	45 100.00	3
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 %	76.38	1 25.56	1 50.81	0 0.00	0 0.00	1 23.62	3 100.00	1
84. How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	N %	0.00	0 0.00	0 0.00	1 100.00	0 0.00	0 0.00	1 100.00	3

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

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85. Where do you work?	N	%
Headquarters	188	77.05
Field	56	22.95
Total	244	100.00

*86. What is your supervisory status?	N	%
Non-Supervisor	171	69.80
Team Leader	20	8.16
Supervisor	25	10.20
Manager	12	4.90
Executive	17	6.94
Total	245	100.00

*87. Are you:	N	%
Male	144	59.50
Female	98	40.50
Total	242	100.00

*88. Are you Hispanic or Latino?	N	%
Yes	11	4.58
No	229	95.42
Total	240	100.00

*89. Please select the racial category or categories with which you most closely identify.	N	%
American Indian or Alaska Native	1	0.43
Asian	7	3.03
Black or African American	24	10.39
Native Hawaiian or Other Pacific Islander	0	0.00
White	189	81.82
Two or more races	10	4.33
Total	231	100.00

Survey Administration Period: April 23, 2013 to June 7, 2013
Percentages are weighted to represent the Agency's population.
* AES prescribed items

Sample or Census: Census
Number of surveys completed: 252
Number of surveys administered: 385
Response Rate: 65.5%

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90. What is your age group?

	N	%
25 and under	3	1.29
26-29	5	2.16
30-39	36	15.52
40-49	71	30.60
50-59	82	35.34
60 or older	35	15.09
Total	232	100.00

91. What is your pay category/grade?

	N	%
Federal Wage System	0	0.00
GS 1-6	0	0.00
GS 7-12	32	13.39
GS 13-15	191	79.92
Senior Executive Service	11	4.60
Senior Level (SL) or Scientific or Professional (ST)	2	0.84
Other	3	1.26
Total	239	100.00

92. How long have you been with the Federal Government (excluding military service)?

	N	%
Less than 1 year	4	1.65
1 to 3 years	18	7.44
4 to 5 years	23	9.50
6 to 10 years	48	19.83
11 to 14 years	36	14.88
15 to 20 years	37	15.29
More than 20 years	76	31.40
Total	242	100.00

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93. How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?

	N	%
Less than 1 year	13	5.44
1 to 3 years	42	17.57
4 to 5 years	22	9.21
6 to 10 years	49	20.50
11 to 20 years	72	30.13
More than 20 years	41	17.15
Total	239	100.00

94. Are you considering leaving your organization within the next year, and if so, why?

	N	%
No	165	69.33
Yes, to retire	14	5.88
Yes, to take another job within the Federal Government	40	16.81
Yes, to take another job outside the Federal Government	9	3.78
Yes, other	10	4.20
Total	238	100.00

95. I am planning to retire:

	N	%
Within one year	8	3.40
Between one and three years	24	10.21
Between three and five years	22	9.36
Five or more years	181	77.02
Total	235	100.00

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96. Self-Identify as:	N	%
Heterosexual or Straight	176	80.00
Gay, Lesbian, Bisexual, or Transgender	9	4.09
I prefer not to say	35	15.91
Total	220	100.00

97. Have you ever served on Active Duty in the US Armed Forces (Air Force, Army, Coast Guard, Marine Corps or Navy)?	N	%
Yes	52	21.67
No	188	78.33
Total	240	100.00

98. Are you an individual with a disability?	N	%
Yes	11	4.56
No	230	95.44
Total	241	100.00