

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

		Strongly Agree		Neither Agree Nor Disagree		Strongly Disagree		Do Not Know/ No Basis to Judge	Percent Positive	Total
		Agree	Disagree	Disagree	Disagree	Disagree	Disagree			
*1. The people I work with cooperate to get the job done.	N	49	39	2	1	1	NA		92	
	%	53.0	42.7	1.8	1.2	1.3	NA	95.7	100	
*2. I am given a real opportunity to improve my skills in my organization.	N	37	34	12	6	3	NA		92	
	%	39.5	37.7	12.4	6.8	3.6	NA	77.2	100	
3. I have enough information to do my job well.	N	41	40	5	5	1	NA		92	
	%	44.4	43.8	5.4	5.2	1.3	NA	88.1	100	
4. I feel encouraged to come up with new and better ways of doing things.	N	32	35	12	4	9	NA		92	
	%	33.7	39.3	12.3	4.8	9.8	NA	73.0	100	
*5. My work gives me a feeling of personal accomplishment.	N	39	33	13	2	5	NA		92	
	%	41.2	37.4	13.6	2.0	5.9	NA	78.6	100	
*6. I like the kind of work I do.	N	41	38	9	2	2	NA		92	
	%	42.9	43.3	9.3	2.3	2.1	NA	86.3	100	
*7. I have trust and confidence in my supervisor.	N	40	35	11	4	2	NA		92	
	%	42.7	39.3	11.3	4.4	2.2	NA	82.0	100	
8. I recommend my organization as a good place to work.	N	37	39	8	4	4	NA		92	
	%	39.2	43.9	8.3	4.4	4.3	NA	83.1	100	
							Do Not Know/ No Basis to Judge	Percent Positive	Total	
		Very Good	Good	Fair	Poor	Very Poor				
*9. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	N	43	36	10	2	1	NA		92	
	%	46.5	39.3	10.9	2.0	1.3	NA	85.8	100	
10. How would you rate the overall quality of work done by your work group?	N	53	32	6	1	0	NA		92	
	%	57.5	35.1	6.1	1.3	0.0	NA	92.6	100	
							Do Not Know/ No Basis to Judge	Percent Positive	Total	
		Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree				
*11. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N	35	45	10	2	0	0		92	
	%	37.9	49.2	10.6	2.4	0.0	0.0	87.1	100	
*12. My supervisor supports my need to balance work and other life issues.	N	58	28	3	0	2	1		92	
	%	63.0	30.6	2.9	0.0	2.3	1.2	93.5	100	
13. Supervisors/team leaders in my work unit provide employees with the opportunities to demonstrate their leadership skills.	N	29	37	11	9	5	1		92	
	%	30.4	41.4	11.6	9.8	5.6	1.2	71.8	100	
*14. My work unit is able to recruit people with the right skills.	N	36	35	14	3	1	3		92	
	%	38.2	39.1	14.9	3.2	1.0	3.5	77.3	100	

\* AES prescribed items.

Percentages are weighted to be representative of the Agency's population.

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		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	31	33	21	2	3	2		92
	%	33.7	36.0	22.5	2.4	3.3	2.2	69.6	100
16. I have sufficient resources (for example, people, materials, budget) to get my job done.	N	34	39	9	8	2	0		92
	%	37.0	42.4	9.7	8.5	2.4	0.0	79.4	100
*17. My workload is reasonable.	N	32	46	9	3	2	0		92
	%	35.1	49.8	9.4	3.4	2.3	0.0	84.9	100
*18. My talents are used well in the workplace.	N	33	30	16	6	7	0		92
	%	34.8	33.4	17.4	6.5	7.9	0.0	68.2	100
*19. I know how my work relates to the agency's goals and priorities.	N	41	36	13	1	1	0		92
	%	43.3	40.5	13.8	1.1	1.3	0.0	83.8	100
*20. The work I do is important.	N	41	38	11	1	0	1		92
	%	43.9	41.9	11.7	1.2	0.0	1.3	85.9	100
*21. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N	43	38	6	3	2	0		92
	%	46.6	42.0	5.8	3.5	2.1	0.0	88.5	100
*22. Promotions in my work unit are based on merit.	N	19	32	20	11	6	4		92
	%	20.3	34.7	21.5	12.1	7.0	4.4	55.0	100
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N	11	29	28	10	7	7		92
	%	12.2	30.3	31.2	10.6	7.8	7.8	42.6	100
*24. Employees have a feeling of personal empowerment with respect to work processes.	N	18	36	22	10	5	1		92
	%	18.6	40.1	24.0	10.7	5.5	1.0	58.8	100
25. Employees are rewarded for providing high quality products and services to customers.	N	29	35	14	11	2	1		92
	%	30.9	38.9	14.8	11.9	2.3	1.2	69.8	100
*26. Creativity and innovation are rewarded.	N	24	29	18	11	6	4		92
	%	25.7	32.1	19.2	11.8	6.7	4.4	57.9	100
*27. Pay raises depend on how well employees perform their jobs.	N	13	36	23	11	3	6		92
	%	13.7	39.4	25.2	11.8	3.4	6.5	53.1	100
28. Awards in my work unit depend on how well employees perform their jobs.	N	24	33	16	10	3	6		92
	%	26.0	36.0	17.3	11.0	3.4	6.4	62.0	100
*29. In my work unit, differences in performance are recognized in a meaningful way.	N	13	32	26	11	3	7		92
	%	13.8	34.7	28.7	11.9	3.4	7.5	48.5	100
*30. My performance appraisal is a fair reflection of my performance.	N	36	38	9	3	4	2		92
	%	38.7	42.6	9.1	3.1	4.4	2.0	81.3	100
*31. Discussions with my supervisor/team leader about my performance are worthwhile.	N	32	38	12	7	2	1		92
	%	34.4	41.8	12.8	7.4	2.4	1.3	76.1	100

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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	32	38	11	4	3	4		92
	%	34.5	41.6	11.8	4.2	3.5	4.4	76.1	100
33. I am held accountable for achieving results.	N	40	39	10	2	0	1		92
	%	43.7	42.8	10.4	2.1	0.0	1.0	86.5	100
34. Supervisors/team leaders in my work unit are committed to a workforce representative of all segments of society.	N	25	34	17	4	3	9		92
	%	26.9	38.0	17.8	3.9	3.4	9.9	65.0	100
35. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	N	27	31	19	3	6	6		92
	%	29.1	34.1	20.6	2.9	6.9	6.5	63.2	100
*36. Managers/supervisors/team leaders work well with employees of different backgrounds.	N	33	43	9	3	1	3		92
	%	35.9	47.0	9.1	3.3	1.3	3.3	82.9	100
*37. I have a high level of respect for my organization's senior leaders.	N	28	42	13	6	3	0		92
	%	29.8	46.3	14.1	6.9	2.9	0.0	76.1	100
*38. In my organization, leaders generate high levels of motivation and commitment in the workforce.	N	21	41	20	5	5	0		92
	%	22.0	45.7	21.1	5.7	5.5	0.0	67.7	100
39. My organization's leaders maintain high standards of honesty and integrity.	N	34	34	16	3	1	4		92
	%	36.2	38.3	16.9	3.0	1.0	4.5	74.5	100
*40. Managers communicate the goals and priorities of the organization.	N	18	47	15	10	2	0		92
	%	18.7	52.3	15.7	10.9	2.3	0.0	71.0	100
*41. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N	17	40	14	8	1	12		92
	%	18.0	43.8	15.0	8.5	1.0	13.6	61.9	100
*42. Employees are protected from health and safety hazards on the job.	N	40	40	7	0	2	3		92
	%	42.4	44.5	7.2	0.0	2.5	3.4	86.9	100
*43. My organization has prepared employees for potential security threats.	N	31	50	9	1	1	0		92
	%	33.2	54.5	10.0	1.0	1.3	0.0	87.7	100
44. Complaints, disputes or grievances are resolved fairly in my work unit.	N	17	25	22	2	5	21		92
	%	17.5	27.2	24.1	2.2	5.5	23.6	44.6	100
45. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N	27	35	21	3	3	3		92
	%	28.7	38.0	23.1	3.3	3.4	3.4	66.8	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	35	30	13	2	3	9		92
	%	36.9	33.0	14.7	2.2	3.1	10.1	69.9	100
47. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N	24	30	20	6	3	9		92
	%	25.4	32.1	22.5	6.7	3.4	9.8	57.5	100

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		Agree	Disagree	Disagree	Disagree	Disagree	Disagree			
48. Supervisors/team leaders provide employees with constructive suggestions to improve their job performance.	N	16	54	12	8	2	0		92	
	%	16.6	59.7	12.9	8.5	2.3	0.0	76.3	100	
*49. Supervisors/team leaders in my work unit support employee development.	N	32	43	10	4	3	0		92	
	%	34.1	47.9	10.0	4.3	3.6	0.0	82.1	100	
50. Employees have electronic access to learning and training programs readily available at their desk.	N	22	35	14	12	3	6		92	
	%	23.1	39.6	14.6	13.0	3.3	6.3	62.7	100	
*51. My training needs are assessed.	N	24	32	20	7	5	4		92	
	%	25.4	35.6	21.9	7.3	5.6	4.1	61.0	100	
52. Managers promote communication among different work units (for example, about projects, goals, needed resources).	N	20	43	10	15	2	2		92	
	%	21.1	47.2	10.4	16.7	2.3	2.3	68.4	100	
53. Employees in my work unit share job knowledge with each other.	N	37	41	8	5	1	0		92	
	%	39.6	44.8	9.0	5.6	1.0	0.0	84.4	100	
54. Employees use information technology (for example, intranet, shared networks) to perform work.	N	38	46	5	3	0	0		92	
	%	40.0	51.0	5.5	3.5	0.0	0.0	91.0	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	32	34	15	7	4	NA		92	
	%	33.6	38.1	16.3	7.5	4.6	NA	71.7	100	
*56. How satisfied are you with the information you receive from management on what's going on in your organization?	N	22	36	21	7	6	NA		92	
	%	23.4	39.6	22.3	8.0	6.6	NA	63.0	100	
*57. How satisfied are you with the recognition you receive for doing a good job?	N	34	37	12	5	4	NA		92	
	%	36.2	40.8	12.8	5.6	4.6	NA	77.0	100	
*58. How satisfied are you with the policies and practices of your senior leaders?	N	23	37	19	11	2	NA		92	
	%	24.6	40.1	20.9	12.1	2.3	NA	64.7	100	
*59. How satisfied are you with your opportunity to get a better job in your organization?	N	13	26	30	16	7	NA		92	
	%	13.8	28.3	31.6	17.8	8.5	NA	42.2	100	
*60. How satisfied are you with the training you receive for your present job?	N	26	43	15	6	2	NA		92	
	%	27.5	47.7	16.1	6.4	2.3	NA	75.2	100	
*61. Considering everything, how satisfied are you with your job?	N	37	38	10	3	4	NA		92	
	%	39.8	41.8	10.7	2.9	4.7	NA	81.7	100	
*62. Considering everything, how satisfied are you with your pay?	N	34	35	13	6	4	NA		92	
	%	36.5	38.9	13.6	6.3	4.7	NA	75.5	100	
63. Considering everything, how satisfied are you with your organization?	N	33	38	16	2	3	NA		92	
	%	35.4	42.4	16.7	1.9	3.6	NA	77.8	100	

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		Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Strongly Dissatisfied	Do Not Know/No Basis to Judge	Percent Positive	Total
64. How satisfied are you with retirement benefits?	N	24	43	14	3	7		92
	%	26.4	46.7	14.6	3.4	0.9	73.1	100
65. How satisfied are you with health insurance benefits?	N	33	44	12	1	2		92
	%	36.5	47.7	12.8	0.9	0.0	84.2	100
66. How satisfied are you with life insurance benefits?	N	16	39	20	4	13		92
	%	17.8	42.9	21.5	4.2	0.0	60.7	100
67. How satisfied are you with long term care insurance benefits?	N	5	24	29	3	30		92
	%	5.0	26.5	30.9	3.5	1.1	31.5	100
68. How satisfied are you with the flexible spending account (FSA) program?	N	20	33	19	4	16		92
	%	22.2	36.1	19.7	4.4	0.0	58.4	100
69. How satisfied are you with paid vacation time?	N	40	38	12	1	NA		92
	%	43.7	41.4	12.7	0.9	1.3	85.1	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	35	45	10	2	0		92
	%	39.3	48.4	10.4	2.0	0.0	87.7	100
71. How satisfied are you with child care subsidies?	N	4	6	19	2	61		92
	%	4.4	6.4	20.9	2.3	0.0	10.8	100
72. How satisfied are you with work/life programs (for example, health and wellness, employee assistance, eldercare, and support groups)?	N	10	14	21	1	46		92
	%	10.8	15.4	22.6	1.0	0.0	26.2	100
73. How satisfied are you with telework/telecommuting?	N	23	33	14	6	12		92
	%	24.8	35.9	14.6	6.6	4.3	60.8	100
74. How satisfied are you with alternative work schedules?	N	6	12	18	4	42		92
	%	6.7	13.1	20.1	4.5	10.5	19.8	100

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