

## **Surface Transportation Board 2018 Survey Results**

The STB's 2018 Federal Employee Viewpoint Survey (FEVS) results indicate that the agency has generally stabilized from its steep decline in the FEVS ratings, although there still remains work to do. The 2018 survey demonstrates increased satisfaction with work-life balance. It appears that the implementation of the telework initiative, a focus of the agency's response to prior years' surveys, has been viewed as a positive development by staff. This year, working with consultants from the Office of Personnel Management, the agency has identified additional areas to focus its employee engagement efforts. While the Board's participation rate was lower for 2018 at 74.5%, down from a high of 90% in 2017, the results provide a meaningful reflection of our workforce and a roadmap for continued focus going forward.

Core Survey

			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	Item Response Total**	Do Not Know/ No Basis to Judge
Item	Item Text	Percent Positive	%	%	%	%	%	%	N	N
1	*I am given a real opportunity to improve my skills in my organization.	64.8%	35.4%	29.5%	13.7%	14.2%	7.3%	21.5%	81	N/A
2	I have enough information to do my job well.	68.9%	32.5%	36.4%	14.7%	12.6%	3.7%	16.3%	81	N/A
3	I feel encouraged to come up with new and better ways of doing things.	63.0%	33.6%	29.3%	15.2%	14.6%	7.2%	21.8%	82	N/A
4	My work gives me a feeling of personal accomplishment.	65.5%	38.6%	26.9%	19.9%	10.7%	3.9%	14.6%	82	N/A
5	I like the kind of work I do.	78.9%	45.2%	33.7%	12.3%	4.8%	3.9%	8.8%	81	N/A
6	I know what is expected of me on the job.	83.6%	38.4%	45.3%	10.1%	3.9%	2.5%	6.3%	81	N/A
7	When needed I am willing to put in the extra effort to get a job done.	91.3%	72.7%	18.7%	7.5%	0.0%	1.2%	1.2%	82	N/A
8	I am constantly looking for ways to do my job better.	88.0%	60.0%	28.0%	9.6%	1.2%	1.2%	2.3%	82	N/A
9	I have sufficient resources (for example, people, materials, budget) to get my job done.	56.6%	19.2%	37.3%	14.8%	18.6%	10.0%	28.6%	82	0
10	*My workload is reasonable.	74.5%	28.0%	46.5%	14.1%	5.0%	6.3%	11.3%	81	0

Core Survey

11	*My talents are used well in the workplace.	58.5%	32.4%	26.1%	17.3%	15.3%	8.9%	24.2%	81	1
12	*I know how my work relates to the agency's goals.	83.9%	48.2%	35.7%	11.2%	2.4%	2.5%	4.8%	81	1
13	The work I do is important.	84.6%	47.8%	36.8%	9.0%	2.5%	3.9%	6.4%	81	1
14	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	85.6%	45.7%	39.9%	7.2%	4.9%	2.3%	7.2%	82	0
15	My performance appraisal is a fair reflection of my performance.	83.0%	48.7%	34.3%	9.8%	3.5%	3.7%	7.2%	82	0
16	I am held accountable for achieving results.	86.8%	47.4%	39.4%	7.3%	3.5%	2.4%	5.9%	82	0
17	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	74.3%	38.0%	36.3%	8.8%	7.8%	9.1%	16.8%	78	4
18	My training needs are assessed.	53.0%	26.6%	26.4%	24.3%	10.3%	12.4%	22.7%	81	1
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).	75.1%	48.8%	26.3%	15.2%	4.8%	4.9%	9.7%	81	1
20	*The people I work with cooperate to get the job done.	78.8%	41.9%	36.9%	12.5%	6.3%	2.3%	8.7%	82	N/A
21	My work unit is able to recruit people with the right skills.	64.7%	29.8%	34.9%	15.6%	15.8%	4.0%	19.7%	79	3
22	Promotions in my work unit are based on merit.	56.4%	30.3%	26.1%	18.0%	15.7%	9.9%	25.6%	80	2

Core Survey

23	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	43.9%	18.1%	25.8%	25.8%	15.2%	15.0%	30.2%	74	8
24	*In my work unit, differences in performance are recognized in a meaningful way.	47.1%	19.5%	27.6%	25.1%	11.0%	16.8%	27.8%	80	2
25	Awards in my work unit depend on how well employees perform their jobs.	54.5%	25.4%	29.1%	19.3%	12.4%	13.9%	26.2%	73	9
26	Employees in my work unit share job knowledge with each other.	82.4%	45.4%	36.9%	12.8%	2.4%	2.4%	4.8%	82	0
27	The skill level in my work unit has improved in the past year.	60.1%	29.7%	30.4%	26.2%	8.6%	5.1%	13.7%	81	1
28	How would you rate the overall quality of work done by your work unit?	92.5%	62.5%	30.0%	6.4%	0.0%	1.2%	1.2%	82	N/A
29	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	81.1%	46.7%	34.4%	11.5%	6.2%	1.2%	7.3%	82	0
30	Employees have a feeling of personal empowerment with respect to work processes.	50.8%	20.5%	30.4%	14.6%	23.4%	11.2%	34.6%	82	0
31	Employees are recognized for providing high quality products and services.	56.6%	27.9%	28.6%	17.4%	17.2%	8.8%	26.0%	82	0
32	Creativity and innovation are rewarded.	45.2%	24.4%	20.8%	27.8%	19.7%	7.3%	27.0%	81	1
33	Pay raises depend on how well employees perform their jobs.	37.6%	14.5%	23.0%	20.9%	23.3%	18.2%	41.5%	73	7
34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	56.7%	24.1%	32.7%	21.1%	8.2%	14.0%	22.2%	73	9

Core Survey

35	Employees are protected from health and safety hazards on the job.	92.0%	52.0%	40.0%	5.2%	1.3%	1.5%	2.8%	79	3
36	My organization has prepared employees for potential security threats.	78.9%	38.8%	40.1%	14.6%	3.8%	2.7%	6.4%	81	1
37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	57.2%	29.9%	27.3%	20.5%	6.4%	15.8%	22.3%	77	5
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.	75.4%	41.6%	33.7%	15.0%	1.4%	8.3%	9.7%	75	7
39	My agency is successful at accomplishing its mission.	75.1%	39.7%	35.3%	15.3%	7.0%	2.6%	9.6%	82	0
40	*I recommend my organization as a good place to work.	67.4%	35.7%	31.7%	19.9%	7.5%	5.2%	12.7%	82	N/A
41	*I believe the results of this survey will be used to make my agency a better place to work.	59.1%	36.0%	23.1%	16.7%	17.5%	6.8%	24.2%	79	3
42	My supervisor supports my need to balance work and other life issues.	89.9%	65.5%	24.4%	3.8%	1.4%	4.9%	6.3%	82	0
43	My supervisor provides me with opportunities to demonstrate my leadership skills.	61.4%	36.1%	25.3%	26.0%	6.5%	6.1%	12.5%	82	0
44	Discussions with my supervisor about my performance are worthwhile.	62.9%	40.5%	22.4%	21.8%	8.8%	6.5%	15.3%	81	1

Core Survey

45	My supervisor is committed to a workforce representative of all segments of society.	72.1%	43.5%	28.5%	19.9%	1.3%	6.8%	8.0%	77	5
46	My supervisor provides me with constructive suggestions to improve my job performance.	66.8%	41.2%	25.6%	15.7%	8.7%	8.8%	17.5%	82	0
47	Supervisors in my work unit support employee development.	71.4%	44.1%	27.4%	17.3%	6.2%	5.1%	11.3%	81	1
48	My supervisor listens to what I have to say.	83.8%	52.1%	31.7%	7.2%	2.6%	6.3%	9.0%	82	N/A
49	My supervisor treats me with respect.	86.6%	58.3%	28.3%	3.6%	6.2%	3.7%	9.8%	82	N/A
50	In the last six months, my supervisor has talked with me about my performance.	87.8%	59.9%	28.0%	4.9%	3.7%	3.6%	7.3%	82	N/A
51	I have trust and confidence in my supervisor.	75.3%	43.6%	31.7%	8.3%	6.1%	10.2%	16.4%	82	N/A
52	Overall, how good a job do you feel is being done by your immediate supervisor?	75.2%	47.0%	28.1%	13.7%	8.5%	2.6%	11.1%	82	N/A
53	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	50.9%	26.3%	24.7%	12.2%	18.2%	18.7%	36.9%	82	0
54	My organization's senior leaders maintain high standards of honesty and integrity.	64.7%	37.1%	27.5%	14.6%	10.1%	10.6%	20.8%	78	4
55	Supervisors work well with employees of different backgrounds.	71.4%	40.3%	31.1%	17.6%	4.0%	6.9%	11.0%	75	5
56	*Managers communicate the goals of the organization.	58.1%	30.7%	27.4%	20.8%	7.5%	13.6%	21.1%	82	0

Core Survey

57	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	53.9%	33.4%	20.4%	25.6%	6.2%	14.4%	20.5%	79	3
58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	59.3%	32.0%	27.3%	17.3%	12.3%	11.2%	23.4%	82	0
59	Managers support collaboration across work units to accomplish work objectives.	62.8%	34.3%	28.5%	18.7%	9.8%	8.7%	18.5%	82	0
60	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	66.2%	41.1%	25.1%	15.7%	11.6%	6.5%	18.1%	79	1
61	I have a high level of respect for my organization's senior leaders.	54.4%	39.6%	14.9%	14.9%	21.9%	8.7%	30.6%	82	0
62	Senior leaders demonstrate support for Work/Life programs.	74.9%	39.9%	35.0%	11.6%	8.5%	4.9%	13.4%	80	2
63	*How satisfied are you with your involvement in decisions that affect your work?	61.6%	29.7%	32.0%	14.7%	17.4%	6.3%	23.7%	82	N/A
64	*How satisfied are you with the information you receive from management on what's going on in your organization?	53.1%	29.8%	23.3%	21.8%	17.7%	7.4%	25.1%	82	N/A
65	*How satisfied are you with the recognition you receive for doing a good job?	55.6%	32.4%	23.3%	27.1%	8.7%	8.6%	17.3%	82	N/A
66	How satisfied are you with the policies and practices of your senior leaders?	50.4%	28.8%	21.7%	19.7%	20.9%	9.0%	29.8%	81	N/A

Core Survey

67	How satisfied are you with your opportunity to get a better job in your organization?	34.4%	22.3%	12.1%	27.8%	21.5%	16.2%	37.7%	82	N/A
68	How satisfied are you with the training you receive for your present job?	48.8%	25.2%	23.7%	25.4%	14.6%	11.1%	25.8%	82	N/A
69	*Considering everything, how satisfied are you with your job?	62.9%	30.5%	32.5%	15.7%	17.5%	3.8%	21.3%	82	N/A
70	Considering everything, how satisfied are you with your pay?	63.2%	27.7%	35.5%	19.7%	13.5%	3.5%	17.1%	82	N/A
71	*Considering everything, how satisfied are you with your organization?	61.6%	29.3%	32.3%	17.2%	14.8%	6.3%	21.2%	82	N/A

<b>72. Please select the response below that BEST describes your</b>		<b>N</b>	<b>%</b>
I telework very infrequently, on an unscheduled or short-		7	8.9%
I telework, but only about 1 or 2 days per month		9	10.6%
I telework 1 or 2 days per week		58	70.2%
I telework 3 or 4 days per week		0	0.0%
I telework every work day		0	0.0%
I do not telework because I have to be physically present on		3	3.7%
I do not telework because of technical issues that prevent		0	0.0%
I do not telework because I did not receive approval to do so,		1	1.3%
I do not telework because I choose not to telework		4	5.2%
<b>Total</b>		<b>82</b>	<b>100.0%</b>

<b>73. How satisfied are you with the following Work/Life programs</b>		<b>N</b>	<b>Satisfactio</b>	<b>All Response</b>
Very		37	47.9%	45.1%
Satisfied		30	39.8%	36.6%
Neither		7	9.6%	8.5%
Dissatisfie		2	2.7%	2.4%
Very		0	0.0%	0.0%
<b>Item Response Total</b>		<b>76</b>	<b>100.0%</b>	<b>92.7%</b>
I choose		3	--	3.7%
These		2	--	2.4%
I am		1	--	1.2%
<b>Total</b>		<b>82</b>	<b>100.0%</b>	<b>100.0%</b>



## Core Survey

<b>74. How satisfied are you with the following Work/Life programs</b>		<b>N</b>	<b>Satisfactio</b>	<b>All Response</b>
	Very	21	49.6%	25.6%
	Satisfied	15	38.2%	18.3%
	Neither	5	12.2%	6.1%
	Dissatisfie	0	0.0%	0.0%
	Very	0	0.0%	0.0%
Item Response Total		41	100.0%	50.0%
	I choose	32	--	39.0%
	These	7	--	8.5%
	I am	2	--	2.4%
Total		82	100.0%	100.0%

<b>75. How satisfied are you with the following Work/Life programs</b>		<b>N</b>	<b>Satisfactio</b>	<b>All Response</b>
	Very	17	26.5%	21.0%
	Satisfied	25	39.7%	30.9%
	Neither	17	25.9%	21.0%
	Dissatisfie	4	6.3%	4.9%
	Very	1	1.6%	1.2%
Item Response Total		64	100.0%	79.0%
	I choose	11	--	13.6%
	These	4	--	4.9%
	I am	2	--	2.5%
Total		81	100.0%	100.0%

<b>76. How satisfied are you with the following Work/Life programs</b>		<b>N</b>	<b>Satisfactio</b>	<b>All Response</b>
	Very	12	27.7%	14.6%
	Satisfied	13	31.6%	15.9%
	Neither	12	27.4%	14.6%
	Dissatisfie	4	8.7%	4.9%
	Very	2	4.6%	2.4%
Item Response Total		43	100.0%	52.4%
	I choose	31	--	37.8%
	These	2	--	2.4%
	I am	6	--	7.3%
Total		82	100.0%	100.0%

<b>77. How satisfied are you with the following Work/Life programs</b>		<b>N</b>	<b>Satisfactio</b>	<b>All Response</b>
	Very	5	18.6%	6.1%
	Satisfied	8	30.7%	9.8%
	Neither	13	50.7%	15.9%
	Dissatisfie	0	0.0%	0.0%
	Very	0	0.0%	0.0%
Item Response Total		26	100.0%	31.7%
	I choose	25	--	30.5%
	These	13	--	15.9%

Core Survey

	I am	18	--	22.0%
Total		82	100.0%	100.0%

<b>78. How satisfied are you with the following Work/Life programs</b>		<b>N</b>	<b>Satisfactio</b>	<b>All Response</b>
	Very	3	14.6%	3.7%
	Satisfied	3	15.8%	3.7%
	Neither	14	69.6%	17.1%
	Dissatisfie	0	0.0%	0.0%
	Very	0	0.0%	0.0%
Item Response Total		20	100.0%	24.4%
	I choose	27	--	32.9%
	These	11	--	13.4%
	I am	24	--	29.3%
Total		82	100.0%	100.0%