

Surface Transportation Board 2021 Survey Results

The STB's 2021 Federal Employee Viewpoint Survey results, while operating in the COVID-19 pandemic, reflect progress in a number of items. The STB's Engagement Index score for "Leaders Lead" increased by 6% while the overall employee engagement index increased 1%. The number of items identified as strengths increased from 33 to 40, while the number of challenges remained at 0. Survey respondents indicated that the Board supported their well-being during the COVID-19 pandemic, with senior leaders and supervisors demonstrating commitment to employee safety and health. In addition, the survey indicates that the large majority of employees were well supported during maximum telework and in return to worksite planning. The STB values its employees for their commitment, hard work, and adaptability in successfully carrying out the Board's mission. The Board will continue striving to further promote employee satisfaction and engagement.

| 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 | 71.9% | 43.1% | 28.9% | 15.4% | 6.1% | 6.6% | 12.7% | 27 | 20 | 10 | 4 | 3 | 64 | N/A |
| 2 | I feel encouraged to come up with new and better ways of doing things. | Agree-disagree | 71.0% | 41.4% | 29.5% | 10.2% | 10.0% | 8.8% | 18.8% | 28 | 21 | 5 | 6 | 5 | 65 | N/A |
| 3 | My work gives me a feeling of personal accomplishment. | Agree-disagree | 73.4% | 41.7% | 31.7% | 16.6% | 5.7% | 4.3% | 10.0% | 28 | 21 | 11 | 3 | 2 | 65 | N/A |
| 4 | I know what is expected of me on the job. | Agree-disagree | 84.5% | 52.9% | 31.6% | 7.7% | 1.4% | 6.5% | 7.9% | 35 | 21 | 5 | 1 | 2 | 64 | N/A |
| 5 | *My workload is reasonable. | Agree-disagree | 76.2% | 28.0% | 48.2% | 6.5% | 8.3% | 9.0% | 17.3% | 19 | 30 | 3 | 6 | 6 | 64 | 0 |
| 6 | *My talents are used well in the workplace. | Agree-disagree | 69.2% | 31.7% | 37.5% | 12.2% | 12.1% | 6.5% | 18.6% | 22 | 23 | 9 | 8 | 3 | 65 | 0 |
| 7 | *I know how my work relates to the agency's goals. | Agree-disagree | 89.6% | 45.7% | 43.9% | 9.0% | 1.4% | 0.0% | 1.4% | 30 | 30 | 4 | 1 | 0 | 65 | 0 |
| 8 | *I can disclose a suspected violation of any law, rule or regulation without fear of reprisal. | Agree-disagree | 83.8% | 55.2% | 28.6% | 5.5% | 5.0% | 5.7% | 10.7% | 32 | 19 | 3 | 2 | 2 | 58 | 7 |
| 9 | *The people I work with cooperate to get the job done. | Agree-disagree | 87.3% | 60.6% | 26.7% | 3.4% | 5.0% | 4.3% | 9.4% | 42 | 17 | 2 | 2 | 2 | 65 | N/A |
| 10 | In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. | Agree-disagree | 51.9% | 16.5% | 35.4% | 34.9% | 3.7% | 9.5% | 13.3% | 9 | 15 | 17 | 2 | 3 | 46 | 19 |
| 12 | *In my work unit, differences in performance are recognized in a meaningful way. | Agree-disagree | 68.0% | 24.1% | 43.8% | 15.8% | 8.7% | 7.5% | 16.2% | 14 | 27 | 8 | 5 | 2 | 56 | 9 |
| 13 | *My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals. | Agree-disagree | 85.4% | 49.0% | 36.4% | 6.3% | 6.2% | 2.1% | 8.3% | 32 | 25 | 3 | 3 | 1 | 64 | 1 |
| 14 | Employees in my work unit meet the needs of our customers. | Always-never | 97.0% | 66.7% | 30.3% | 3.0% | 0.0% | 0.0% | 0.0% | 40 | 19 | 2 | 0 | 0 | 61 | 4 |

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|----|--|----------------|-------|-------|-------|-------|-------|-------|-------|----|----|----|---|---|----|-----|
| 15 | Employees in my work unit contribute positively to my agency's performance. | Always-never | 98.6% | 76.5% | 22.1% | 1.4% | 0.0% | 0.0% | 0.0% | 49 | 14 | 1 | 0 | 0 | 64 | 1 |
| 16 | Employees in my work unit produce high-quality work. | Always-never | 98.5% | 71.7% | 26.9% | 1.5% | 0.0% | 0.0% | 0.0% | 44 | 18 | 1 | 0 | 0 | 63 | 1 |
| 17 | Employees in my work unit adapt to changing priorities. | Always-never | 90.0% | 60.5% | 29.5% | 10.0% | 0.0% | 0.0% | 0.0% | 39 | 19 | 6 | 0 | 0 | 64 | 1 |
| 18 | Employees in my work unit successfully collaborate. | Always-never | 85.4% | 57.1% | 28.3% | 11.3% | 0.0% | 3.2% | 3.2% | 39 | 18 | 6 | 0 | 1 | 64 | 1 |
| 19 | Employees in my work unit achieve our goals. | Always-never | 93.4% | 56.0% | 37.4% | 3.4% | 3.2% | 0.0% | 3.2% | 36 | 25 | 2 | 1 | 0 | 64 | 1 |
| 20 | Employees are recognized for providing high quality products and services. | Agree-disagree | 77.9% | 45.8% | 32.1% | 5.2% | 11.0% | 5.9% | 16.9% | 30 | 22 | 3 | 7 | 3 | 65 | 0 |
| 21 | Employees are protected from health and safety hazards on the job. | Agree-disagree | 91.2% | 74.7% | 16.5% | 8.8% | 0.0% | 0.0% | 0.0% | 48 | 11 | 5 | 0 | 0 | 64 | 1 |
| 22 | My agency is successful at accomplishing its mission. | Agree-disagree | 91.4% | 49.3% | 42.1% | 7.3% | 1.2% | 0.0% | 1.2% | 33 | 27 | 4 | 1 | 0 | 65 | 0 |
| 23 | *I recommend my organization as a good place to work. | Agree-disagree | 79.4% | 51.3% | 28.1% | 8.9% | 8.4% | 3.2% | 11.6% | 34 | 19 | 6 | 5 | 1 | 65 | N/A |
| 24 | *I believe the results of this survey will be used to make my agency a better place to work. | Agree-disagree | 57.7% | 37.4% | 20.2% | 22.3% | 15.0% | 5.0% | 20.0% | 21 | 13 | 13 | 9 | 2 | 58 | 7 |
| 25 | My supervisor supports my need to balance work and other life issues. | Agree-disagree | 91.3% | 74.4% | 16.9% | 2.9% | 5.8% | 0.0% | 5.8% | 48 | 11 | 2 | 3 | 0 | 64 | 0 |
| 26 | My supervisor is committed to a workforce representative of all segments of society. | Agree-disagree | 88.9% | 68.9% | 20.0% | 4.2% | 3.4% | 3.4% | 6.9% | 43 | 12 | 3 | 1 | 1 | 60 | 5 |
| 27 | Supervisors in my work unit support employee development. | Agree-disagree | 86.8% | 59.6% | 27.2% | 4.1% | 5.9% | 3.2% | 9.1% | 39 | 18 | 3 | 3 | 1 | 64 | 1 |
| 28 | My supervisor listens to what I have to say. | Agree-disagree | 86.3% | 66.5% | 19.7% | 7.4% | 0.0% | 6.4% | 6.4% | 45 | 13 | 5 | 0 | 2 | 65 | N/A |
| 29 | My supervisor treats me with respect. | Agree-disagree | 93.9% | 76.0% | 18.0% | 1.2% | 1.6% | 3.2% | 4.8% | 50 | 12 | 1 | 1 | 1 | 65 | N/A |
| 30 | I have trust and confidence in my supervisor. | Agree-disagree | 86.4% | 65.8% | 20.5% | 5.7% | 4.7% | 3.2% | 7.9% | 44 | 14 | 3 | 3 | 1 | 65 | N/A |
| 31 | Overall, how good a job do you feel is being done by your immediate supervisor? | Good-poor | 90.7% | 62.0% | 28.7% | 4.5% | 1.6% | 3.2% | 4.8% | 42 | 18 | 3 | 1 | 1 | 65 | N/A |
| 32 | In my organization, senior leaders generate high levels of motivation and commitment in the workforce. | Agree-disagree | 67.1% | 38.0% | 29.2% | 14.9% | 6.3% | 11.7% | 18.0% | 24 | 21 | 9 | 4 | 6 | 64 | 0 |

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|----|---|------------------------|-------|-------|-------|-------|-------|-------|-------|----|----|----|----|---|----|-----|
| 33 | My organization's senior leaders maintain high standards of honesty and integrity. | Agree-disagree | 81.4% | 51.1% | 30.3% | 13.2% | 2.0% | 3.4% | 5.4% | 31 | 20 | 9 | 1 | 1 | 62 | 2 |
| 34 | *Managers communicate the goals of the organization. | Agree-disagree | 71.5% | 39.6% | 31.9% | 20.8% | 1.2% | 6.5% | 7.7% | 24 | 23 | 14 | 1 | 2 | 64 | 0 |
| 35 | Managers promote communication among different work units (for example, about projects, goals, needed resources). | Agree-disagree | 69.1% | 44.0% | 25.1% | 13.3% | 7.1% | 10.6% | 17.7% | 26 | 17 | 8 | 5 | 5 | 61 | 3 |
| 36 | Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor? | Good-poor | 82.0% | 49.9% | 32.1% | 12.1% | 2.4% | 3.4% | 5.8% | 30 | 21 | 7 | 2 | 1 | 61 | 3 |
| 37 | I have a high level of respect for my organization's senior leaders. | Agree-disagree | 72.9% | 44.7% | 28.2% | 18.9% | 3.7% | 4.5% | 8.2% | 28 | 21 | 10 | 3 | 2 | 64 | 0 |
| 38 | Senior leaders demonstrate support for Work-Life programs. | Agree-disagree | 88.0% | 54.7% | 33.3% | 9.4% | 2.5% | 0.0% | 2.5% | 36 | 20 | 4 | 2 | 0 | 62 | 2 |
| 39 | *How satisfied are you with your involvement in decisions that affect your work? | Satisfied-dissatisfied | 76.1% | 45.3% | 30.8% | 10.9% | 9.7% | 3.2% | 12.9% | 28 | 21 | 8 | 6 | 1 | 64 | N/A |
| 40 | *How satisfied are you with the information you receive from management on what's going on in your organization? | Satisfied-dissatisfied | 64.9% | 39.8% | 25.0% | 17.1% | 14.8% | 3.2% | 18.0% | 26 | 17 | 10 | 10 | 1 | 64 | N/A |
| 41 | *How satisfied are you with the recognition you receive for doing a good job? | Satisfied-dissatisfied | 76.4% | 42.0% | 34.4% | 10.1% | 6.0% | 7.5% | 13.5% | 27 | 23 | 6 | 4 | 4 | 64 | N/A |
| 42 | *Considering everything, how satisfied are you with your job? | Satisfied-dissatisfied | 78.6% | 41.0% | 37.6% | 10.4% | 3.7% | 7.4% | 11.1% | 26 | 25 | 6 | 3 | 4 | 64 | N/A |
| 43 | Considering everything, how satisfied are you with your pay? | Satisfied-dissatisfied | 74.6% | 41.4% | 33.1% | 14.2% | 2.6% | 8.7% | 11.2% | 25 | 24 | 8 | 2 | 5 | 64 | N/A |
| 44 | *Considering everything, how satisfied are you with your organization? | Satisfied-dissatisfied | 79.4% | 38.2% | 41.3% | 5.7% | 8.7% | 6.2% | 14.9% | 24 | 27 | 4 | 5 | 3 | 63 | 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: **Surface Transportation Board AES Report**, 2021 OPM Federal Employee Viewpoint Survey