

Surface Transportation Board 2022 Survey Results

In 2021, the Surface Transportation Board (STB or Board) was recognized as one of the Best Places to Work in the Federal Government - ranked number 5 out of 29 small agencies. The STB takes honor in serving the public values its employees, continuing to take pride in its accomplishments and remaining committed to ongoing improvements.

The STB's 2022 Federal Employee Viewpoint Survey results reflect progress in a number of items. The STB's overall employee engagement index increased 4%, as well as Leaders Lead by 5%. The number of challenges remain at 0 (where responses were 35% negative or higher). Survey respondents indicated that the Board, with senior leaders and supervisors, demonstrated commitment to employee safety and health, supporting their well-being during the COVID-19 pandemic, their transition to the worksite, as well as supporting and providing workplace flexibilities. Work units continued to collaborate and meet their goals. The STB values its employees for their commitment, hard work, and adaptability in successfully carrying out the Board's mission. The Board continues to serve as a model federal agency and will continue striving to further promote employee satisfaction and engagement.

Item	Item Text	Response Type	Percent Positive	Strongly Agree/ Always/ Very Good/ Very Satisfied %	Agree/ Most of the time/ Good/ Satisfied %	Neither Agree nor Disagree/ Sometimes/ Fair/ Neither Satisfied nor Dissatisfied %	Disagree/ Rarely/ Poor/ Dissatisfied %	Strongly Disagree/ Never/ Very Poor/ Very Dissatisfied %	Percent Negative	Strongly Agree/ Always/ Very Good/ Very Satisfied N	Agree/ Most of the time/ Good/ Satisfied N	Neither Agree nor Disagree/ Sometimes/ Fair/ Neither Satisfied nor Dissatisfied N	Disagree/ Rarely/ Poor/ Dissatisfied N	Strongly Disagree/ Never/ Very Poor/ Very Dissatisfied N	Item Response Total* N	Do Not Know/ No Basis to Judge/ There have been no recent hires in my work unit/ I do not have any accessibility needs N
1	*I am given a real opportunity to improve my skills in my organization.	Agree-disagree	72.6%	46.6%	25.9%	12.6%	7.7%	7.2%	14.9%	34	19	9	6	5	73	N/A
2	I feel encouraged to come up with new and better ways of doing things.	Agree-disagree	78.5%	42.9%	35.6%	4.2%	10.6%	6.7%	17.3%	32	26	3	8	5	74	N/A
3	My work gives me a feeling of personal accomplishment.	Agree-disagree	75.2%	42.1%	33.1%	9.2%	9.7%	5.9%	15.6%	31	24	7	7	4	73	N/A
4	I know what is expected of me on the job.	Agree-disagree	92.2%	54.3%	37.1%	2.6%	2.8%	3.7%	6.1%	39	28	2	2	3	73	N/A
5	*My workload is reasonable.	Agree-disagree	69.3%	37.9%	31.4%	7.9%	10.5%	12.4%	22.9%	28	25	5	7	9	74	N/A
6	*My talents are used well in the workplace.	Agree-disagree	71.0%	39.9%	31.1%	10.2%	12.7%	6.1%	18.8%	29	23	8	9	4	73	N/A
7	*I know how my work relates to the agency's goals.	Agree-disagree	95.6%	57.2%	38.4%	1.2%	3.2%	0.0%	3.2%	42	28	1	3	0	74	N/A
8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	Agree-disagree	82.8%	56.2%	26.6%	10.3%	2.9%	3.9%	6.9%	40	18	7	2	2	69	5
9	I have enough information to do my job well.	Agree-disagree	82.3%	37.1%	45.2%	9.2%	7.3%	1.2%	8.5%	27	34	7	5	1	74	N/A
10	I receive the training I need to do my job well.	Agree-disagree	69.5%	27.0%	42.5%	20.7%	8.0%	1.8%	18.8%	32	16	6	1	1	74	N/A
11	I am held accountable for the quality of work I produce.	Agree-disagree	95.5%	45.3%	50.1%	1.1%	3.4%	0.0%	3.4%	33	37	1	3	0	74	N/A
12	Continually changing work priorities make it hard for me to produce high quality work. (Note: This item is negatively worded, so percent positive scores include "Strongly Disagree" or "Disagree" responses and percent negative scores include "Strongly Agree" or "Agree" responses. Percent positive scores mean that continually changing work priorities do not make it hard for employees to produce high quality work.)	Agree-disagree, negatively worded	55.5%	14.7%	14.5%	15.2%	36.4%	19.2%	29.2%	10	10	12	26	14	72	2
13	I have a clear idea of how well I am doing my job.	Agree-disagree	87.8%	45.0%	42.8%	9.8%	2.4%	0.0%	2.4%	32	33	7	2	0	74	N/A
14	*The people I work with cooperate to get the job done.	Agree-disagree	89.6%	53.7%	35.9%	6.2%	2.4%	1.8%	4.2%	41	26	4	2	1	74	N/A
15	*In my work unit, differences in performance are recognized in a meaningful way.	Agree-disagree	50.8%	17.2%	33.7%	31.8%	10.3%	7.0%	17.4%	10	19	18	6	4	57	17
16	Employees in my work unit share job knowledge.	Agree-disagree	89.0%	55.1%	34.0%	2.9%	6.3%	1.8%	8.1%	41	26	2	4	1	74	0
18	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	Agree-disagree	85.9%	51.2%	34.7%	4.4%	5.4%	4.2%	9.6%	38	26	3	4	3	74	0
19	Employees in my work unit meet the needs of our customers.	Always-never	98.7%	55.3%	43.4%	1.3%	0.0%	0.0%	0.0%	36	29	1	0	0	66	6
20	Employees in my work unit contribute positively to my agency's performance.	Always-never	96.8%	59.0%	37.9%	3.2%	0.0%	0.0%	0.0%	43	27	3	0	0	73	1
21	Employees in my work unit produce high-quality work.	Always-never	96.2%	55.1%	41.1%	3.8%	0.0%	0.0%	0.0%	40	31	2	0	0	73	1
22	Employees in my work unit adapt to changing priorities.	Always-never	93.0%	61.3%	32.2%	5.3%	1.4%	0.0%	1.4%	39	33	3	0	0	73	2
23	New hires in my work unit (i.e. hired in the past year) have the right skills to do their jobs.	Agree-disagree	77.9%	45.2%	32.6%	20.7%	0.0%	1.4%	1.4%	29	20	14	0	1	64	10
24	I can influence decisions in my work unit.	Agree-disagree	78.5%	43.1%	35.4%	15.1%	6.4%	0.0%	6.4%	31	27	10	5	0	73	N/A
25	I know what my work unit's goals are.	Agree-disagree	86.2%	50.5%	35.6%	11.7%	2.2%	0.0%	2.2%	36	28	8	2	0	74	N/A
26	My work unit commits resources to develop new ideas (e.g., budget, staff, time, expert support).	Agree-disagree	59.7%	30.9%	28.8%	21.3%	13.5%	5.5%	18.9%	21	20	13	10	3	67	6
27	My work unit consistently manages disruptions to our work.	Agree-disagree	84.6%	55.5%	29.1%	9.2%	4.3%	1.9%	9.2%	28	33	4	5	1	71	4
28	Employees in my work unit consistently look for new ways to improve how they do their work.	Agree-disagree	72.7%	24.6%	48.0%	22.2%	3.1%	2.1%	2.1%	32	14	7	2	1	65	8
29	Employees in my work unit incorporate new ideas into their work.	Agree-disagree	66.2%	27.8%	38.4%	27.1%	1.4%	5.2%	6.6%	18	26	17	1	3	65	8
30	Employees in my work unit approach change as an opportunity.	Agree-disagree	56.3%	23.3%	33.0%	35.6%	4.6%	3.5%	8.1%	14	22	22	3	2	63	9
31	Employees in my work unit consider customer needs a top priority.	Agree-disagree	92.3%	42.1%	50.2%	5.0%	0.0%	2.0%	2.0%	29	34	4	0	1	68	4
32	Employees in my work unit consistently look for ways to improve customer service.	Agree-disagree	78.1%	36.7%	41.4%	19.8%	0.0%	2.1%	2.1%	23	26	12	0	1	62	9
33	Employees in my work unit support my need to balance my work and personal responsibilities.	Agree-disagree	90.8%	53.3%	37.5%	5.5%	2.5%	1.2%	3.7%	38	26	4	2	1	71	0
34	Employees in my work unit are typically under too much pressure to meet work goals. (Note: This item is negatively worded, so percent positive scores include "Strongly Disagree" or "Disagree" responses and percent negative scores include "Strongly Agree" or "Agree" responses. Percent positive scores mean employees are typically not pressured to meet work goals.)	Agree-disagree, negatively worded	62.7%	9.1%	18.5%	9.7%	41.4%	21.3%	27.6%	6	13	7	30	15	73	2
35	Employees are recognized for providing high quality products and services.	Agree-disagree	72.7%	41.8%	27.0%	14.8%	4.8%	7.8%	12.8%	23	31	9	4	6	73	0
36	Employees are protected from health and safety hazards on the job.	Agree-disagree	86.7%	59.8%	27.0%	9.1%	1.2%	3.0%	4.2%	39	19	7	4	2	73	0
37	My organization is successful at accomplishing its mission.	Agree-disagree	87.8%	51.6%	36.2%	7.0%	5.2%	0.0%	5.2%	37	26	5	4	0	72	1
38	I have a good understanding of my organization's priorities.	Agree-disagree	81.9%	46.2%	35.7%	14.2%	2.7%	1.2%	3.9%	33	27	5	2	1	73	N/A
39	My organization effectively adapts to changing government priorities.	Agree-disagree	78.4%	42.5%	35.9%	13.8%	4.2%	3.2%	7.8%	29	25	10	3	2	69	3
40	My organization has prepared me for potential physical security threats.	Agree-disagree	68.5%	27.0%	41.5%	17.5%	11.2%	2.9%	14.0%	19	30	12	8	2	71	2
41	My organization has prepared me for potential cybersecurity threats.	Agree-disagree	92.4%	38.5%	45.7%	9.3%	1.4%	0.0%	1.4%	39	32	3	2	2	73	0
42	In my organization, arbitrary action, personal favoritism and/or political coercion are not tolerated.	Agree-disagree	75.4%	40.4%	35.0%	15.8%	3.9%	4.9%	8.8%	27	23	10	3	3	66	7
43	*I recommend my organization as a good place to work.	Agree-disagree	78.8%	44.2%	34.6%	7.6%	9.5%	4.1%	13.6%	32	26	5	3	3	73	N/A
44	*I believe the results of this survey will be used to make my agency a better place to work.	Agree-disagree	59.1%	26.0%	33.1%	17.3%	18.8%	4.8%	23.6%	16	23	11	12	3	65	8
45	My supervisor is committed to a workforce representative of all segments of society.	Agree-disagree	89.5%	69.4%	20.1%	8.5%	2.0%	0.0%	2.0%	47	14	5	1	0	67	5
46	Supervisors in my work unit support employee development.	Agree-disagree	84.6%	55.5%	29.1%	9.2%	4.3%	1.9%	6.2%	40	12	6	3	1	72	1
47	My supervisor supports my need to balance work and other life issues.	Agree-disagree	94.3%	77.9%	16.5%	4.4%	2.2%	0.0%	2.2%	56	12	2	2	0	72	N/A
48	My supervisor listens to what I have to say.	Agree-disagree	90.0%	67.9%	22.1%	5.3%	4.7%	0.0%	4.7%	50	17	3	3	0	73	N/A
49	My supervisor treats me with respect.	Agree-disagree	91.0%	76.9%	14.0%	7.1%	1.9%	0.0%	1.9%	56	11	5	1	0	73	N/A
50	I have trust and confidence in my supervisor.	Agree-disagree	91.1%	72.6%	18.5%	4.2%	4.7%	0.0%	4.7%	53	14	3	3	0	73	N/A
51	My supervisor holds me accountable for achieving results.	Agree-disagree	95.6%	67.4%	28.2%	4.4%	0.0%	0.0%	0.0%	49	21	3	0	0	73	N/A
52	Overall, how good a job do you feel is being done by your immediate supervisor?	Good-poor	88.2%	73.1%	15.0%	8.8%	3.1%	0.0%	3.1%	53	12	6	2	0	73	N/A
53	My supervisor provides me with constructive suggestions to improve my job performance.	Agree-disagree	86.0%	49.8%	36.2%	11.2%	2.8%	0.0%	2.8%	36	27	8	2	0	73	N/A
54	My supervisor provides me with performance feedback throughout the year.	Agree-disagree	88.6%	50.6%	38.0%	8.8%	2.7%	0.0%	2.7%	37	28	6	2	0	73	0
55	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	Agree-disagree	72.3%	39.6%	32.7%	13.3%	3.6%	10.8%	14.4%	28	23	8	3	8	70	3
56	My organization's senior leaders maintain high standards of honesty and integrity.	Agree-disagree	87.8%	52.3%	35.5%	5.3%	3.7%	3.3%	7.0%	38	25	4	3	2	72	0
57	*Managers communicate the goals of the organization.	Agree-disagree	77.2%	39.3%	37.9%	11.4%	5.6%	5.8%	11.4%	29	27	8	4	4	72	0
58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	Agree-disagree	75.4%	40.3%	35.0%	15.0%	4.0%	5.7%	9.7%	28	25	8	4	0	70	2
59	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	Good-poor	87.3%	52.3%	25.0%	4.5%	2.5%	5.7%	8.2%	36	24	3	2	4	71	2
60	I have a high level of respect for my organization's senior leaders.	Agree-disagree	77.7%	50.3%	32.9%	10.8%	7.1%	4.4%	11.5%	37	20	7	3	2	73	0
61	Senior leaders demonstrate support for Work-Life programs.	Agree-disagree	85.1%	56.7%	28.4%	11.2%	1.4%	2.3%	3.7%	40	20	7	1	2	70	3
62	Management encourages innovation.	Agree-disagree	71.9%	38.6%	33.3%	16.8%	3.7%	7.6%	11.2%	27	24	11	3	5	70	3
63	Management makes effective changes to address challenges facing our organization.	Agree-disagree	70.5%	36.0%	34.6%	13.8%	9.7%	6.0%	15.6%	25	24	9	7	4	69	4
64	Management involves employees in decisions that affect their work.	Agree-disagree	71.3%	40.2%	31.1%	13.5%	8.0%	7.1%	15.1%	29	22	9	6	5	71	2
65	*How satisfied are you with your involvement in decisions that affect your work?	Satisfied-dissatisfied	66.3%	35.9%	30.5%	18.1%	11.1%	4.5%	15.6%	26	23	13	8	3	73	N/A
66	*How satisfied are you with the information you receive from management on what's going on in your organization?	Satisfied-dissatisfied	70.0%	35.0%	35.0%	14.8%	12.1%	3.2%	15.2%	25	26	10	9	4	72	N/A
67	*How satisfied are you with the recognition you receive for doing a good job?	Satisfied-dissatisfied	75.4%	41.7%	33.7%	13.1%	4.6%	6.9%	11.5%	30	25	9	4	5	73	N/A
68	*Considering everything, how satisfied are you with your job?	Satisfied-dissatisfied	73.3%	37.9%	35.3%	11.7%	11.0%	4.0%	15.0%	28	26	8	8	3	73	N/A
69	Considering everything, how satisfied are you with your pay?	Satisfied-dissatisfied	67.9%	30.4%	37.5%	15.4%	9.8%	6.9%	16.7%	21	28	11	7	5	72	N/A
70	*Considering everything, how satisfied are you with your organization?	Satisfied-dissatisfied	74.7%	37.6%	37.1%	10.6%	11.9%	2.8%	14.8%	28	27	7	9	2	73	N/A
71	My organization's management practices promote diversity (e.g., outreach, recruitment, promotion opportunities).	Agree-disagree	76.8%	46.3%	30.5%	13.9%	4.2%	5.1%	9.3%	30	19	8	3	3	63	9
72	My supervisor demonstrates a commitment to workforce diversity (e.g., recruitment, promotion opportunities, development).	Agree-disagree	79.9%	61.7%	18.2%	18.1%	0.0%	2.1%	2.1%	41	12	11	0	1	65	8
73	I have similar access to advancement opportunities (e.g., promotion, career development, training) as others in my work unit.	Agree-disagree	73.3%	43.8%	29.5%	7.1%	8.5%	11.1%	19.6%	30	21	5	6	8	70	2
74	My supervisor provides opportunities fairly to all employees in my work unit (e.g., promotions, work assignments).	Agree-disagree	80.4%	48.7%	31.7%	10.7%	4.0%	4.8%	8.9%	33	22	7	3	3	68	5
75	In my work unit, excellent work is similarly recognized for all employees (e.g., awards, acknowledgements).	Agree-disagree	81.5%	46.2%	35.3%											