

2023 STB FEVS - Interpretation of Results

The Surface Transportation Board (STB) upholds its commitment to public service and prioritizes the well-being of its workforce, while remaining committed to continuous improvement. In 2023, the STB continued to garner strong survey scores overall. The Office of Personnel Management (OPM) assessed 90 survey items across the STB, identifying 75 as "Strengths," characterized by a positive response rate of 65% or higher. Notably, there were no survey items classified as "Challenges" with a negative response rate of 35% or more. Within their respective workgroups, STB employees expressed highly favorable views, exemplified by an impressive 99% positive score on the Performance Confidence Index. This underscores employees' satisfaction with their respective work units' ability to achieve agency goals and deliver work products and services at a high standard.

While maintaining an overall positive trajectory, some modest declines were observed in key indices from 2022 to 2023. The Employee Engagement Index decreased by five points to 79% positive, the Global Satisfaction Index decreased by three points to 71% positive, and scores on the Diversity, Equity, Inclusion, and Accessibility (DEIA) index decreased by three percentage points to 78% positive. Despite these declines, all major survey indices retained a "Strength" characterization, indicating a positive response rate of 65% or more. Significant progress was also evident in individual survey items related to STB employees' personal commitment to their workgroup organizations and satisfaction with the support received from their immediate supervisors.

The STB acknowledges and deeply values its employees for their unwavering commitment, hard work, and adaptability in successfully fulfilling the Board's mission. The Board remains resolute in its commitment to enhancing the work environment and promoting 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	60%	31%	29%	21%	16%	3%	19%	27	27	17	13	2	86	N/A
2	I feel encouraged to come up with new and better ways of doing things.	Agree-disagree	61%	30%	31%	15%	11%	14%	24%	26	28	12	9	10	85	N/A
3	My work gives me a feeling of personal accomplishment.	Agree-disagree	80%	37%	43%	8%	6%	6%	12%	31	37	7	5	4	84	N/A
4	I know what is expected of me on the job.	Agree-disagree	83%	39%	44%	10%	7%	0%	7%	34	39	7	6	0	86	N/A
5	*My workload is reasonable.	Agree-disagree	69%	31%	39%	6%	16%	9%	25%	28	31	5	13	7	84	N/A
6	*My talents are used well in the workplace.	Agree-disagree	71%	33%	38%	8%	9%	12%	21%	28	34	7	8	8	85	N/A
7	*I know how my work relates to the agency's goals.	Agree-disagree	96%	50%	46%	2%	0%	2%	2%	45	38	2	0	1	86	N/A
8	*I can disclose a suspected violation of any law, rule, or regulation without fear of reprisal.	Agree-disagree	84%	56%	28%	8%	3%	5%	8%	45	21	6	2	3	77	9
9	I have enough information to do my job well.	Agree-disagree	81%	28%	53%	9%	7%	3%	10%	24	46	7	6	2	85	N/A
10	I receive the training I need to do my job well.	Agree-disagree	64%	21%	43%	23%	5%	7%	13%	18	38	20	5	5	86	N/A
11	I am held accountable for the quality of work I produce.	Agree-disagree	90%	38%	52%	5%	3%	1%	5%	33	43	4	3	1	84	N/A
12	I have a clear idea of how well I am doing my job.	Agree-disagree	87%	42%	44%	9%	3%	1%	4%	36	37	8	3	1	85	N/A
13	I have the autonomy to decide how I do my job.	Agree-disagree	70%	37%	33%	14%	12%	4%	16%	33	29	12	9	3	86	N/A
14	I can make decisions about my work without getting permission first.	Agree-disagree	70%	28%	42%	9%	16%	5%	21%	24	38	7	13	4	86	N/A
15	*The people I work with cooperate to get the job done.	Agree-disagree	91%	57%	33%	5%	4%	0%	4%	48	30	4	3	0	85	N/A
17	*In my work unit, differences in performance are recognized in a meaningful way.	Agree-disagree	55%	18%	37%	13%	22%	10%	32%	12	24	9	14	6	65	20
18	Employees in my work unit share job knowledge.	Agree-disagree	87%	46%	41%	4%	5%	4%	9%	41	34	3	4	2	84	1
19	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	Agree-disagree	92%	48%	44%	1%	3%	4%	7%	41	37	1	2	3	84	1
20	Employees in my work unit meet the needs of our customers.	Always-never	100%	57%	43%	0%	0%	0%	0%	46	33	0	0	0	79	5

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21	Employees in my work unit contribute positively to my agency's performance.	Always-never	100%	75%	25%	0%	0%	0%	0%	59	20	0	0	0	79	5
22	Employees in my work unit produce high-quality work.	Always-never	100%	71%	29%	0%	0%	0%	0%	58	22	0	0	0	80	5
23	Employees in my work unit adapt to changing priorities.	Always-never	97%	56%	41%	3%	0%	0%	0%	45	31	2	0	0	78	6
24	New hires in my work unit (i.e. hired in the past year) have the right skills to do their jobs.	Agree-disagree	89%	41%	48%	8%	2%	1%	3%	30	37	5	1	1	74	11
25	I can influence decisions in my work unit.	Agree-disagree	76%	46%	30%	13%	6%	5%	10%	40	27	10	5	3	85	N/A
26	I know what my work unit's goals are.	Agree-disagree	91%	45%	46%	5%	1%	3%	4%	39	39	4	1	2	85	N/A
27	My work unit commits resources to develop new ideas (e.g., budget, staff, time, expert support).	Agree-disagree	68%	30%	38%	15%	10%	6%	17%	24	31	12	8	4	79	6
28	My work unit successfully manages disruptions to our work.	Agree-disagree	86%	39%	48%	8%	6%	0%	6%	32	39	6	4	0	81	4
29	Employees in my work unit consistently look for new ways to improve how they do their work.	Agree-disagree	75%	33%	42%	18%	6%	1%	7%	25	34	13	4	1	77	7
30	Employees in my work unit incorporate new ideas into their work.	Agree-disagree	70%	32%	39%	22%	6%	1%	8%	24	29	16	4	1	74	9
31	Employees in my work unit approach change as an opportunity.	Agree-disagree	66%	28%	38%	27%	6%	1%	7%	21	29	20	4	1	75	8
32	Employees in my work unit consider customer needs a top priority.	Agree-disagree	93%	46%	47%	4%	3%	0%	3%	36	36	4	2	0	78	5
33	Employees in my work unit consistently look for ways to improve customer service.	Agree-disagree	75%	38%	37%	21%	3%	0%	3%	29	29	16	2	0	76	7
34	Employees in my work unit support my need to balance my work and personal responsibilities.	Agree-disagree	94%	62%	32%	2%	2%	2%	4%	52	26	2	2	1	83	0
35	Employees are recognized for providing high quality products and services.	Agree-disagree	76%	25%	52%	11%	2%	10%	12%	21	43	9	2	7	82	1
36	Employees are protected from health and safety hazards on the job.	Agree-disagree	93%	62%	32%	3%	0%	4%	4%	52	24	3	0	2	81	3
37	My organization is successful at accomplishing its mission.	Agree-disagree	87%	36%	50%	5%	5%	3%	9%	29	41	4	4	2	80	3
38	I have a good understanding of my organization's priorities.	Agree-disagree	80%	30%	49%	10%	4%	6%	10%	26	42	8	4	4	84	N/A
39	My organization shares results (for example, town halls, email, distribution of reports) from the Federal Employee Viewpoint Survey (FEVS).	Agree-disagree	93%	50%	43%	3%	2%	2%	4%	41	34	3	1	1	80	3

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40	Information is openly shared in my organization.	Agree-disagree	63%	21%	41%	20%	13%	4%	18%	17	34	16	10	3	80	2
41	The approval process in my organization allows timely delivery of my work.	Agree-disagree	61%	17%	44%	19%	12%	7%	19%	14	37	15	9	5	80	2
42	My organization effectively adapts to changing government priorities.	Agree-disagree	78%	27%	51%	17%	3%	2%	5%	21	39	12	2	1	75	5
43	My organization has prepared me for potential physical security threats.	Agree-disagree	68%	34%	34%	17%	10%	5%	15%	29	28	14	8	3	82	1
44	My organization has prepared me for potential cybersecurity threats.	Agree-disagree	94%	47%	47%	5%	1%	0%	1%	39	38	3	1	0	81	1
45	In my organization, arbitrary action, personal favoritism and/or political coercion are not tolerated.	Agree-disagree	70%	32%	38%	16%	9%	5%	14%	27	30	13	7	3	80	3
46	*I recommend my organization as a good place to work.	Agree-disagree	70%	39%	31%	19%	7%	5%	12%	34	26	14	6	3	83	N/A
47	*I believe the results of this survey will be used to make my agency a better place to work.	Agree-disagree	57%	25%	32%	14%	13%	16%	29%	20	25	11	9	11	76	7
48	Supervisors in my work unit support employee development.	Agree-disagree	86%	49%	37%	11%	2%	2%	4%	40	30	8	2	1	81	1
49	My supervisor supports my need to balance work and other life issues.	Agree-disagree	97%	77%	20%	0%	1%	2%	3%	64	16	0	1	1	82	N/A
50	My supervisor listens to what I have to say.	Agree-disagree	92%	69%	23%	4%	1%	3%	4%	58	18	3	1	2	82	N/A
51	My supervisor treats me with respect.	Agree-disagree	93%	74%	19%	5%	0%	3%	3%	61	15	4	0	2	82	N/A
52	I have trust and confidence in my supervisor.	Agree-disagree	94%	69%	25%	2%	3%	2%	4%	56	19	2	2	1	80	N/A
53	My supervisor holds me accountable for achieving results.	Agree-disagree	93%	66%	27%	7%	0%	0%	0%	54	22	5	0	0	81	N/A
54	Overall, how good a job do you feel is being done by your immediate supervisor?	Good-poor	90%	66%	24%	6%	2%	2%	4%	55	18	5	2	1	81	N/A
55	My supervisor provides me with constructive suggestions to improve my job performance.	Agree-disagree	85%	57%	28%	12%	1%	2%	3%	47	23	9	1	1	81	N/A
56	My supervisor provides me with performance feedback throughout the year.	Agree-disagree	90%	52%	37%	10%	0%	0%	0%	42	31	7	0	0	80	1
57	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	Agree-disagree	60%	25%	35%	15%	12%	14%	26%	21	30	12	9	11	83	0
58	My organization's senior leaders maintain high standards of honesty and integrity.	Agree-disagree	76%	41%	35%	13%	5%	6%	11%	34	28	10	4	4	80	2

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59	*Managers communicate the goals of the organization.	Agree-disagree	67%	31%	36%	16%	12%	5%	17%	26	29	13	10	3	81	2
60	Managers promote communication among different work units (for example, about projects, goals, needed resources).	Agree-disagree	63%	31%	32%	12%	18%	7%	25%	26	26	9	14	5	80	3
61	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	Good-poor	73%	50%	24%	12%	7%	7%	15%	39	18	9	6	5	77	4
62	I have a high level of respect for my organization's senior leaders.	Agree-disagree	69%	35%	34%	14%	7%	10%	17%	29	28	11	6	7	81	1
63	Senior leaders demonstrate support for Work-Life programs.	Agree-disagree	82%	50%	32%	11%	4%	3%	7%	39	22	9	3	2	75	7
64	Management encourages innovation.	Agree-disagree	57%	30%	27%	19%	12%	12%	24%	25	22	15	9	8	79	3
65	Management makes effective changes to address challenges facing our organization.	Agree-disagree	58%	33%	25%	16%	16%	10%	26%	27	20	12	12	7	78	4
66	Management involves employees in decisions that affect their work.	Agree-disagree	62%	29%	33%	16%	13%	9%	22%	24	26	13	10	6	79	3
67	*How satisfied are you with your involvement in decisions that affect your work?	Satisfied-dissatisfied	66%	29%	37%	16%	13%	5%	18%	24	31	13	10	3	81	N/A
68	*How satisfied are you with the information you receive from management on what's going on in your organization?	Satisfied-dissatisfied	64%	27%	37%	15%	16%	6%	22%	22	30	12	13	4	81	N/A
69	*How satisfied are you with the recognition you receive for doing a good job?	Satisfied-dissatisfied	73%	33%	40%	8%	10%	10%	19%	27	33	6	8	7	81	N/A
70	*Considering everything, how satisfied are you with your job?	Satisfied-dissatisfied	74%	36%	38%	12%	9%	5%	14%	31	30	9	8	3	81	N/A
71	Considering everything, how satisfied are you with your pay?	Satisfied-dissatisfied	69%	28%	42%	11%	11%	9%	20%	23	34	9	9	6	81	N/A
72	*Considering everything, how satisfied are you with your organization?	Satisfied-dissatisfied	69%	36%	33%	11%	16%	4%	20%	31	27	8	12	3	81	N/A
73	My organization's management practices promote diversity (e.g., outreach, recruitment, promotion opportunities).	Agree-disagree	74%	42%	32%	12%	8%	6%	14%	30	21	8	6	3	68	10
74	My supervisor demonstrates a commitment to workforce diversity (e.g., recruitment, promotion opportunities, development).	Agree-disagree	82%	48%	34%	14%	2%	2%	4%	34	23	9	2	1	69	10
75	I have similar access to advancement opportunities (e.g., promotion, career development, training) as others in my work unit.	Agree-disagree	68%	43%	25%	14%	8%	9%	17%	34	19	11	6	6	76	4
76	My supervisor provides opportunities fairly to all employees in my work unit (e.g., promotions, work assignments).	Agree-disagree	79%	48%	32%	12%	4%	4%	8%	36	23	9	3	3	74	6
77	In my work unit, excellent work is similarly recognized for all employees (e.g., awards, acknowledgements).	Agree-disagree	72%	38%	34%	18%	4%	7%	11%	28	25	12	3	4	72	8

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78	Employees in my work unit make me feel I belong.	Agree-disagree	90%	41%	49%	8%	2%	0%	2%	33	37	7	1	0	78	1
79	Employees in my work unit care about me as a person.	Agree-disagree	91%	46%	46%	6%	3%	0%	3%	37	35	5	2	0	79	0
80	I am comfortable expressing opinions that are different from other employees in my work unit.	Agree-disagree	85%	47%	39%	10%	5%	0%	5%	36	30	7	4	0	77	2
81	In my work unit, people's differences are respected.	Agree-disagree	91%	48%	43%	5%	2%	2%	4%	38	32	4	1	2	77	2
82	I can be successful in my organization being myself.	Agree-disagree	80%	47%	34%	14%	3%	3%	6%	38	25	12	2	2	79	0
83	I can easily make a request of my organization to meet my accessibility needs.	Agree-disagree	76%	55%	20%	12%	3%	9%	12%	24	8	5	1	3	41	18
84	My organization responds to my accessibility needs in a timely manner.	Agree-disagree	71%	49%	21%	18%	6%	6%	12%	20	8	6	2	2	38	20
85	My organization meets my accessibility needs.	Agree-disagree	78%	49%	29%	16%	0%	6%	6%	21	11	6	0	2	40	17
86	My job inspires me.	Agree-disagree	55%	22%	33%	20%	17%	8%	25%	16	26	18	13	6	79	N/A
87	The work I do gives me a sense of accomplishment.	Agree-disagree	74%	31%	43%	13%	8%	5%	13%	24	34	11	7	3	79	N/A
88	I feel a strong personal attachment to my organization.	Agree-disagree	75%	37%	38%	15%	8%	3%	10%	28	30	12	6	2	78	N/A
89	I identify with the mission of my organization.	Agree-disagree	80%	35%	45%	15%	3%	2%	5%	27	35	13	3	1	79	N/A
90	It is important to me that my work contribute to the common good.	Agree-disagree	94%	54%	41%	6%	0%	0%	0%	43	31	5	0	0	79	N/A

* AES prescribed items as of 2017 (5 CFR Part 250, Subpart C)

** Unweighted count of responses excluding "Do Not Know", "No Basis to Judge", "There have been no recent hires in my work unit", or "I do not have any accessibility needs."

Percentages are weighted to represent the Agency's population.

For confidentiality purposes, a "^c" indicates that there are fewer than 4 responses to Questions 83, 84, or 85 and results are therefore suppressed.

Source: **Surface Transportation Board AES Report**, 2023 OPM Federal Employee Viewpoint Survey