

# 2012

## Federal Employee Viewpoint Survey Results

EMPLOYEES INFLUENCING CHANGE

DEPARTMENT OF TRANSPORTATION  
AGENCY RESULTS

UNITED STATES  
OFFICE OF PERSONNEL MANAGEMENT

Over  
**687,000**  
Federal  
Employees'  
Opinions



## 1. Interpretation of results:

The 2012 Federal Employee Viewpoint Survey (FEVS) provides an opportunity for Department of Transportation (DOT) employees to contribute to shaping DOT's culture and work environment. By gathering information about how employees regard their work experience at DOT, the Department hopes to design management best practices and work environments that better suit employee needs, while ensuring positive organizational outcomes.

Overall, the Department-wide 2012 FEVS results reveal a continual trend of improvements since 2008. For example, despite a downward trend in Government-wide global satisfaction scores over the last few years, since 2008 DOT-wide global satisfaction scores increased by an average of 12 percentage points. At the same time, however, Department-wide scores in Leadership & Knowledge Management and Results Oriented Performance Culture still trail Government-wide scores slightly. However, the 2012 survey scores revealed that since 2011 DOT is among the most improved agencies in both of these areas. These results illustrate that, notwithstanding improvements in most areas of the survey over time, DOT still has some work to do to increase the favorability in employees' perceptions of the workplace, and particularly in the areas of Leadership & Knowledge Management and Results Oriented Performance Culture. As such, the Department will continue to engage in action planning that will concentrate on discovering the root causes of employees' perceptions in the areas where DOT is lacking and implement strategies to increase favorable perceptions, while maintaining progress in areas of the survey where the Department has performed well historically.

### Strengths

Items that are 65 percent or more positive are considered strengths. The top five areas showing the highest positive responses in 2012 include: *"When needed I am willing to put in the extra effort to get the job done"* (96 percent positive); *"The work I do is important"* (92 percent positive); *"I am constantly looking for ways to do my job better"* (90 percent positive); *"I like the kind of work I do"* (87 percent positive); and *"In the last six months, my supervisor/team leader has talked with me about my performance"* (84 percent positive).

### Challenges

Items that are 35 percent or more negative are considered challenges. The areas with the five highest negative responses in 2012 included: *"Pay raises depend on how well employees perform their jobs"* (59 percent negative); *"In my work unit, steps are taken to deal with a poor performer who cannot or will not improve"* (47 percent negative); *"Promotions in my work unit are based on merit"* (43 percent negative); *"In my work unit, differences in performance are recognized in a meaningful way"* (42 percent negative); and *"Awards in my work unit depend on how well employees perform their jobs"* (37 percent negative). Results on these survey items reflect some of the challenges that still remain at DOT in the Results Oriented Performance Culture index.

### Notable Increases and Decreases

Differences of five percentage points or more are considered notable. Compared to 2011 survey scores, the 2012 survey showed four items with notable increases: *“I recommend my organization as a good place to work”* (68 percent positive, up six percentage points since 2011); *“How satisfied are you with the following Work/Life program: Elder Care?”* (68 percent positive, up six percentage points since 2011); *“How would you rate the overall quality of work done by your work unit?”* (83 percent positive, up five percentage points since 2011); *“Employees have a feeling of personal empowerment with respect to work processes”* (46 percent positive, up five percentage points since 2011). No survey items decreased by five percentage points or more since 2011.

### Human Capital Assessment and Accountability Framework (HCAAF) Rankings

When comparing 2011 and 2012 Human Capital Assessment and Accountability Framework (HCAAF) rankings, DOT showed improvement in all four of the HCAAF indices measured by the FEVS. In 2012, out of the 37 largest agencies, the Office of Personnel Management (OPM) ranked DOT: 27<sup>th</sup> in Leadership & Knowledge Management (up from 30<sup>th</sup> in 2011); 29<sup>th</sup> in Results Oriented Performance Culture (up from 33<sup>rd</sup> in 2011); 20<sup>th</sup> in Talent Management (up from 27<sup>th</sup> in 2011); and 8<sup>th</sup> in Job Satisfaction (up from 15<sup>th</sup> in 2011). Since 2011, DOT was among the most improved agencies in all four indices. In fact, over the period from 2008 to 2012, DOT is the only Federal agency that has been recognized as having top improvement scores in all four HCAAF indices (some other agencies may have been top improvers in one or more indexes, but not all four during the 2008-2012 period).

## **2. How the survey was conducted:**

The survey was conducted online and in paper form from May 21 through July 2, 2012. For online respondents, OPM sent invitations to participate in the survey via e-mail. Emailed surveys included a hyperlink to the survey web site, which was connected to a unique identification number to ensure confidentiality of survey responses. OPM sent paper versions of the survey via post mail to a random sample of non-supervisory Air Traffic Controllers within the Federal Aviation Administration (FAA). All other DOT employees who met the survey inclusion criteria were invited to take the survey via email.

## **3. Description of sample:**

The population of employees sampled for survey participation consisted of full-time and part-time, permanent, non-seasonal employees who were onboard at DOT approximately six months prior to the launch of the survey on May 21, 2012. A total of 41,537 DOT employees were selected for survey participation, including supervisors, managers, and executives. The sample included a census of all employees from all DOT sub-components, excluding the Surface Transportation Board (the Surface Transportation Board was surveyed separately among other small, independent Federal agencies). Within the FAA, however, a representative random sample of non-supervisory Air Traffic Controllers was selected for participation. A census of all other FAA employees who met the survey inclusion criteria was included in the sample. The survey sample was stratified by supervisory status and

organizational membership. Also, supervisor and non-supervisory employees were sampled separately to allow later analyses of differences between these two groups.

#### **4. Number of employees surveyed, number responded, and representativeness of respondents:**

Of the total agency sample of 41,537 employees, 25,892 responded for an overall agency response rate of 62.3 percent. The sample included executives, supervisory, and non-supervisory employees. The respondents were representative of DOT's employee population in both demographics and organization membership. Employees' responses to the questions were weighted to produce survey estimates that accurately represent the survey population as provided in the Central Personnel Data File. Data weighting took into account the variable probabilities of selection across sample domains, nonresponse, and known demographic characteristics of the survey population. Weighting also eliminates over or under representation of a group in the survey results that may be a consequence of the sampling strategy or differential response rates.

#### **5. Survey Items and Response Choices:**

See the following pages.

# DEPARTMENT OF TRANSPORTATION

## 2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS

|  |   | Percent Positive | Strongly Agree | Agree  | Neither Agree nor Disagree | Disagree | Strongly Disagree | Item Response Total** | Do Not Know/ No Basis to Judge |
|--|---|------------------|----------------|--------|----------------------------|----------|-------------------|-----------------------|--------------------------------|
| *1. I am given a real opportunity to improve my skills in my organization.   | N |                  | 5,157          | 11,779 | 4,279                      | 3,411    | 1,209             | 25,835                | NA                             |
|  | % | 64.1             | 18.1           | 45.9   | 17.4                       | 13.6     | 5.0               | 100.0                 |                                |
| 2. I have enough information to do my job well.  | N |                  | 4,577          | 13,995 | 3,870                      | 2,735    | 611               | 25,788                | NA                             |
|  | % | 73.0             | 17.8           | 55.2   | 14.4                       | 10.2     | 2.4               | 100.0                 |                                |
| 3. I feel encouraged to come up with new and better ways of doing things.  | N |                  | 5,358          | 9,779  | 4,982                      | 3,889    | 1,674             | 25,682                | NA                             |
|  | % | 52.3             | 17.4           | 34.9   | 21.0                       | 18.4     | 8.3               | 100.0                 |                                |
| *4. My work gives me a feeling of personal accomplishment.   | N |                  | 7,648          | 11,297 | 3,676                      | 2,158    | 995               | 25,774                | NA                             |
|  | % | 75.7             | 31.9           | 43.8   | 13.1                       | 7.6      | 3.6               | 100.0                 |                                |
| *5. I like the kind of work I do.  | N |                  | 10,796         | 11,111 | 2,470                      | 950      | 352               | 25,679                | NA                             |
|  | % | 87.5             | 48.2           | 39.3   | 8.3                        | 3.0      | 1.2               | 100.0                 |                                |
| 6. I know what is expected of me on the job.   | N |                  | 7,840          | 12,555 | 2,945                      | 1,686    | 618               | 25,644                | NA                             |
|  | % | 81.5             | 33.8           | 47.7   | 10.3                       | 6.1      | 2.1               | 100.0                 |                                |
| 7. When needed I am willing to put in the extra effort to get a job done.  | N |                  | 16,968         | 7,977  | 525                        | 156      | 147               | 25,773                | NA                             |
|  | % | 96.5             | 66.1           | 30.3   | 2.2                        | 0.8      | 0.6               | 100.0                 |                                |
| 8. I am constantly looking for ways to do my job better.   | N |                  | 12,278         | 11,263 | 1,853                      | 285      | 126               | 25,805                | NA                             |
|  | % | 89.9             | 46.5           | 43.4   | 8.3                        | 1.3      | 0.5               | 100.0                 |                                |
| 9. I have sufficient resources (for example, people, materials, budget) to get my job done.  | N |                  | 2,414          | 9,782  | 4,642                      | 6,037    | 2,912             | 25,787                | 52                             |
|  | % | 47.7             | 9.2            | 38.5   | 18.6                       | 22.4     | 11.3              | 100.0                 |                                |
| *10. My workload is reasonable.  | N |                  | 2,847          | 12,990 | 4,160                      | 3,894    | 1,844             | 25,735                | 43                             |
|  | % | 66.0             | 12.2           | 53.7   | 15.8                       | 12.5     | 5.7               | 100.0                 |                                |
| *11. My talents are used well in the workplace.  | N |                  | 4,113          | 11,256 | 4,272                      | 3,532    | 2,120             | 25,293                | 152                            |
|  | % | 61.5             | 15.8           | 45.7   | 17.1                       | 13.7     | 7.7               | 100.0                 |                                |
| *12. I know how my work relates to the agency's goals and priorities.  | N |                  | 7,916          | 13,702 | 2,557                      | 1,016    | 503               | 25,694                | 83                             |
|  | % | 82.0             | 29.0           | 53.0   | 11.1                       | 4.8      | 2.1               | 100.0                 |                                |
| *13. The work I do is important.   | N |                  | 12,860         | 10,427 | 1,669                      | 434      | 251               | 25,641                | 73                             |
|  | % | 92.4             | 55.9           | 36.4   | 5.4                        | 1.5      | 0.7               | 100.0                 |                                |
| *14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well. | N |                  | 6,422          | 12,041 | 3,442                      | 2,596    | 1,233             | 25,734                | 90                             |
|  | % | 67.3             | 22.7           | 44.6   | 14.4                       | 12.0     | 6.2               | 100.0                 |                                |
| *15. My performance appraisal is a fair reflection of my performance.  | N |                  | 5,732          | 11,683 | 4,350                      | 2,161    | 1,496             | 25,422                | 389                            |
|  | % | 66.9             | 21.1           | 45.8   | 17.8                       | 9.4      | 6.0               | 100.0                 |                                |
| 16. I am held accountable for achieving results.   | N |                  | 7,326          | 14,028 | 2,936                      | 919      | 442               | 25,651                | 105                            |
|  | % | 79.4             | 26.9           | 52.5   | 13.5                       | 5.0      | 2.0               | 100.0                 |                                |

Survey Administration Period: May 21, 2012 to July 2, 2012

Percentages are weighted to represent the Agency's population.

\* AES prescribed items

\*\* Unweighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'

Sample or Census: Census

Number of surveys completed: 25,892

Number of surveys administered: 41,537

Response Rate: 62.3%

# DEPARTMENT OF TRANSPORTATION

## 2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS

|   |   | Percent Positive | Strongly Agree | Agree  | Neither Agree nor Disagree | Disagree | Strongly Disagree | Item Response Total** | Do Not Know/ No Basis to Judge |
|---|---|------------------|----------------|--------|----------------------------|----------|-------------------|-----------------------|--------------------------------|
| 17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.   | N |                  | 6,210          | 9,826  | 4,501                      | 2,065    | 2,070             | 24,672                | 1,077                          |
|   | % | 62.7             | 22.8           | 39.9   | 18.6                       | 10.0     | 8.7               | 100.0                 |                                |
| *18. My training needs are assessed.  | N |                  | 3,492          | 10,442 | 5,833                      | 3,734    | 2,022             | 25,523                | 258                            |
|   | % | 54.0             | 12.7           | 41.3   | 24.0                       | 14.4     | 7.6               | 100.0                 |                                |
| *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). | N |                  | 5,017          | 10,375 | 4,679                      | 3,051    | 1,896             | 25,018                | 809                            |
|   | % | 60.1             | 19.0           | 41.1   | 19.1                       | 13.2     | 7.6               | 100.0                 |                                |
| *20. The people I work with cooperate to get the job done.  | N |                  | 7,082          | 12,785 | 3,337                      | 1,946    | 641               | 25,791                | NA                             |
|   | % | 76.6             | 25.8           | 50.8   | 13.1                       | 7.7      | 2.7               | 100.0                 |                                |
| *21. My work unit is able to recruit people with the right skills.  | N |                  | 2,097          | 8,912  | 6,553                      | 4,998    | 2,373             | 24,933                | 896                            |
|   | % | 38.6             | 7.1            | 31.6   | 27.4                       | 22.5     | 11.5              | 100.0                 |                                |
| *22. Promotions in my work unit are based on merit.   | N |                  | 1,994          | 6,705  | 6,964                      | 4,539    | 4,071             | 24,273                | 1,478                          |
|   | % | 29.4             | 6.2            | 23.2   | 27.2                       | 21.0     | 22.3              | 100.0                 |                                |
| *23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.   | N |                  | 1,353          | 5,693  | 6,888                      | 5,225    | 4,596             | 23,755                | 2,006                          |
|   | % | 26.2             | 4.4            | 21.8   | 26.9                       | 23.8     | 23.1              | 100.0                 |                                |
| *24. In my work unit, differences in performance are recognized in a meaningful way.  | N |                  | 1,646          | 7,124  | 7,182                      | 5,224    | 3,389             | 24,565                | 1,232                          |
|   | % | 30.0             | 5.5            | 24.5   | 27.9                       | 24.9     | 17.3              | 100.0                 |                                |
| 25. Awards in my work unit depend on how well employees perform their jobs.   | N |                  | 2,384          | 8,328  | 6,184                      | 4,079    | 3,480             | 24,455                | 1,325                          |
|   | % | 37.4             | 7.9            | 29.6   | 25.6                       | 19.1     | 17.9              | 100.0                 |                                |
| 26. Employees in my work unit share job knowledge with each other.  | N |                  | 5,771          | 13,426 | 3,570                      | 1,856    | 1,063             | 25,686                | 105                            |
|   | % | 76.8             | 21.9           | 55.0   | 13.1                       | 6.5      | 3.5               | 100.0                 |                                |
| 27. The skill level in my work unit has improved in the past year.  | N |                  | 3,715          | 10,032 | 7,236                      | 2,582    | 1,467             | 25,032                | 758                            |
|   | % | 49.5             | 13.5           | 35.9   | 29.1                       | 13.1     | 8.3               | 100.0                 |                                |
|   |   | Percent Positive | Very Good      | Good   | Fair                       | Poor     | Very Poor         | Item Response Total   | Do Not Know/ No Basis to Judge |
| 28. How would you rate the overall quality of work done by your work unit?  | N |                  | 11,314         | 10,707 | 3,114                      | 481      | 153               | 25,769                | NA                             |
|   | % | 83.0             | 39.0           | 44.0   | 14.0                       | 2.4      | 0.5               | 100.0                 |                                |
|   |   | Percent Positive | Strongly Agree | Agree  | Neither Agree nor Disagree | Disagree | Strongly Disagree | Item Response Total** | Do Not Know/ No Basis to Judge |
| *29. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.  | N |                  | 3,960          | 14,818 | 3,956                      | 1,910    | 543               | 25,187                | 321                            |
|   | % | 72.8             | 14.8           | 58.0   | 16.6                       | 8.3      | 2.3               | 100.0                 |                                |

Survey Administration Period: May 21, 2012 to July 2, 2012

Percentages are weighted to represent the Agency's population.

\* AES prescribed items

\*\* Unweighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'

Sample or Census: Census

Number of surveys completed: 25,892

Number of surveys administered: 41,537

Response Rate: 62.3%

# DEPARTMENT OF TRANSPORTATION

## 2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS

|  |   | Percent Positive | Strongly Agree | Agree  | Neither Agree nor Disagree | Disagree | Strongly Disagree | Item Response Total** | Do Not Know/ No Basis to Judge |
|--|---|------------------|----------------|--------|----------------------------|----------|-------------------|-----------------------|--------------------------------|
| *30. Employees have a feeling of personal empowerment with respect to work processes.  | N |                  | 2,469          | 9,769  | 6,489                      | 4,483    | 1,751             | 24,961                | 524                            |
|  | % | 46.0             | 8.5            | 37.5   | 26.5                       | 19.7     | 7.7               | 100.0                 |                                |
| 31. Employees are recognized for providing high quality products and services.   | N |                  | 2,961          | 9,889  | 6,069                      | 4,157    | 1,986             | 25,062                | 417                            |
|  | % | 43.5             | 9.8            | 33.7   | 24.6                       | 21.4     | 10.6              | 100.0                 |                                |
| *32. Creativity and innovation are rewarded.   | N |                  | 2,379          | 7,677  | 7,395                      | 4,764    | 2,545             | 24,760                | 666                            |
|  | % | 33.4             | 7.4            | 26.0   | 29.9                       | 23.5     | 13.1              | 100.0                 |                                |
| *33. Pay raises depend on how well employees perform their jobs.   | N |                  | 1,104          | 4,151  | 6,449                      | 6,243    | 6,018             | 23,965                | 1,450                          |
|  | % | 17.4             | 3.5            | 13.9   | 24.0                       | 27.8     | 30.8              | 100.0                 |                                |
| 34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).   | N |                  | 3,661          | 9,697  | 6,951                      | 1,756    | 1,448             | 23,513                | 1,929                          |
|  | % | 52.9             | 14.0           | 38.9   | 31.5                       | 8.2      | 7.3               | 100.0                 |                                |
| *35. Employees are protected from health and safety hazards on the job.  | N |                  | 6,216          | 14,325 | 3,004                      | 1,079    | 564               | 25,188                | 284                            |
|  | % | 76.1             | 21.2           | 54.9   | 14.0                       | 6.9      | 3.0               | 100.0                 |                                |
| *36. My organization has prepared employees for potential security threats.  | N |                  | 5,192          | 14,539 | 3,601                      | 1,286    | 537               | 25,155                | 278                            |
|  | % | 75.8             | 18.9           | 56.9   | 15.7                       | 6.0      | 2.5               | 100.0                 |                                |
| 37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.  | N |                  | 4,324          | 9,218  | 5,406                      | 2,679    | 2,488             | 24,115                | 1,293                          |
|  | % | 52.5             | 15.2           | 37.4   | 23.7                       | 12.8     | 10.9              | 100.0                 |                                |
| 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. | N |                  | 5,977          | 10,437 | 4,255                      | 1,312    | 1,334             | 23,315                | 2,065                          |
|  | % | 68.7             | 23.2           | 45.6   | 19.3                       | 6.0      | 5.9               | 100.0                 |                                |
| 39. My agency is successful at accomplishing its mission.  | N |                  | 6,142          | 14,032 | 3,617                      | 837      | 415               | 25,043                | 353                            |
|  | % | 77.5             | 21.8           | 55.7   | 16.3                       | 4.2      | 1.9               | 100.0                 |                                |
| 40. I recommend my organization as a good place to work.   | N |                  | 6,560          | 11,252 | 4,588                      | 2,010    | 1,012             | 25,422                | NA                             |
|  | % | 68.3             | 23.1           | 45.2   | 18.8                       | 8.4      | 4.5               | 100.0                 |                                |
| 41. I believe the results of this survey will be used to make my agency a better place to work.  | N |                  | 3,346          | 7,422  | 6,687                      | 3,623    | 2,482             | 23,560                | 1,870                          |
|  | % | 40.9             | 11.8           | 29.1   | 28.1                       | 17.5     | 13.5              | 100.0                 |                                |
| *42. My supervisor supports my need to balance work and other life issues.   | N |                  | 9,772          | 10,694 | 2,559                      | 1,214    | 974               | 25,213                | 156                            |
|  | % | 78.4             | 34.8           | 43.6   | 11.1                       | 6.4      | 4.1               | 100.0                 |                                |
| 43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.  | N |                  | 7,247          | 10,019 | 4,296                      | 2,196    | 1,473             | 25,231                | 110                            |
|  | % | 63.6             | 24.8           | 38.8   | 20.0                       | 10.4     | 6.0               | 100.0                 |                                |
| *44. Discussions with my supervisor/team leader about my performance are worthwhile.   | N |                  | 6,518          | 9,710  | 4,582                      | 2,539    | 1,725             | 25,074                | 211                            |
|  | % | 62.4             | 23.4           | 39.0   | 19.2                       | 11.8     | 6.7               | 100.0                 |                                |

Survey Administration Period: May 21, 2012 to July 2, 2012

Percentages are weighted to represent the Agency's population.

\* AES prescribed items

\*\* Unweighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'

Sample or Census: Census

Number of surveys completed: 25,892

Number of surveys administered: 41,537

Response Rate: 62.3%

# DEPARTMENT OF TRANSPORTATION

## 2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS

|  |   | Percent Positive | Strongly Agree | Agree  | Neither Agree nor Disagree | Disagree | Strongly Disagree | Item Response Total** | Do Not Know/ No Basis to Judge |
|--|---|------------------|----------------|--------|----------------------------|----------|-------------------|-----------------------|--------------------------------|
| 45. My supervisor/team leader is committed to a workforce representative of all segments of society.   | N |                  | 6,382          | 9,327  | 5,338                      | 1,027    | 991               | 23,065                | 2,217                          |
|  | % | 65.1             | 24.6           | 40.5   | 24.9                       | 5.5      | 4.4               | 100.0                 |                                |
| 46. My supervisor/team leader provides me with constructive suggestions to improve my job performance. | N |                  | 5,939          | 9,987  | 5,148                      | 2,499    | 1,602             | 25,175                | 131                            |
|  | % | 61.0             | 21.1           | 39.9   | 21.4                       | 11.2     | 6.4               | 100.0                 |                                |
| *47. Supervisors/team leaders in my work unit support employee development.                            | N |                  | 6,709          | 10,523 | 4,304                      | 1,989    | 1,523             | 25,048                | 245                            |
|  | % | 65.7             | 23.5           | 42.3   | 18.7                       | 9.1      | 6.4               | 100.0                 |                                |
| 48. My supervisor/team leader listens to what I have to say.   | N |                  | 8,950          | 10,806 | 2,953                      | 1,750    | 825               | 25,284                | NA                             |
|  | % | 76.4             | 32.2           | 44.2   | 12.5                       | 7.4      | 3.7               | 100.0                 |                                |
| 49. My supervisor/team leader treats me with respect.  | N |                  | 10,474         | 10,319 | 2,447                      | 1,198    | 811               | 25,249                | NA                             |
|  | % | 82.8             | 39.3           | 43.5   | 9.5                        | 4.5      | 3.2               | 100.0                 |                                |
| 50. In the last six months, my supervisor/team leader has talked with me about my performance.         | N |                  | 8,950          | 12,202 | 2,075                      | 1,466    | 556               | 25,249                | NA                             |
|  | % | 83.8             | 33.7           | 50.1   | 8.2                        | 5.9      | 2.1               | 100.0                 |                                |
| *51. I have trust and confidence in my supervisor.   | N |                  | 8,817          | 8,547  | 4,078                      | 2,089    | 1,700             | 25,231                | NA                             |
|  | % | 67.1             | 32.2           | 34.9   | 16.7                       | 9.2      | 7.1               | 100.0                 |                                |
|  |   | Percent Positive | Very Good      | Good   | Fair                       | Poor     | Very Poor         | Item Response Total   | Do Not Know/ No Basis to Judge |
| *52. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?       | N |                  | 9,909          | 8,099  | 4,433                      | 1,611    | 1,170             | 25,222                | NA                             |
|  | % | 69.6             | 36.7           | 32.9   | 19.1                       | 6.7      | 4.6               | 100.0                 |                                |
|  |   | Percent Positive | Strongly Agree | Agree  | Neither Agree nor Disagree | Disagree | Strongly Disagree | Item Response Total** | Do Not Know/ No Basis to Judge |
| *53. In my organization, leaders generate high levels of motivation and commitment in the workforce.   | N |                  | 2,625          | 8,430  | 6,665                      | 4,692    | 2,444             | 24,856                | 220                            |
|  | % | 38.2             | 8.3            | 29.9   | 27.2                       | 22.6     | 12.0              | 100.0                 |                                |
| 54. My organization's leaders maintain high standards of honesty and integrity.                        | N |                  | 4,181          | 9,420  | 5,647                      | 2,894    | 2,293             | 24,435                | 621                            |
|  | % | 48.0             | 13.4           | 34.7   | 24.4                       | 15.6     | 12.0              | 100.0                 |                                |
| *55. Managers/supervisors/team leaders work well with employees of different backgrounds.              | N |                  | 4,430          | 11,430 | 5,169                      | 1,772    | 1,249             | 24,050                | 970                            |
|  | % | 61.9             | 15.7           | 46.2   | 23.7                       | 8.6      | 5.9               | 100.0                 |                                |
| *56. Managers communicate the goals and priorities of the organization.                                | N |                  | 4,198          | 12,021 | 4,761                      | 2,476    | 1,403             | 24,859                | 157                            |
|  | % | 60.4             | 13.9           | 46.5   | 20.6                       | 12.4     | 6.6               | 100.0                 |                                |
| *57. Managers review and evaluate the organization's progress toward meeting its goals and objectives. | N |                  | 4,179          | 11,493 | 5,178                      | 1,869    | 1,084             | 23,803                | 1,175                          |
|  | % | 59.3             | 14.5           | 44.8   | 25.3                       | 9.9      | 5.4               | 100.0                 |                                |

Survey Administration Period: May 21, 2012 to July 2, 2012

Percentages are weighted to represent the Agency's population.

\* AES prescribed items

\*\* Unweighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'

Sample or Census: Census

Number of surveys completed: 25,892

Number of surveys administered: 41,537

Response Rate: 62.3%



# DEPARTMENT OF TRANSPORTATION

## 2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS

|  |   | Percent Positive | Strongly Agree | Agree     | Neither Agree nor Disagree         | Disagree     | Strongly Disagree | Item Response Total** | Do Not Know/ No Basis to Judge |
|--|---|------------------|----------------|-----------|------------------------------------|--------------|-------------------|-----------------------|--------------------------------|
| 58. Managers promote communication among different work units (for example, about projects, goals, needed resources).      | N |                  | 3,827          | 10,341    | 5,163                              | 3,170        | 1,913             | 24,414                | 582                            |
|  | % | 51.4             | 12.8           | 38.6      | 23.5                               | 16.1         | 9.0               | 100.0                 |                                |
| 59. Managers support collaboration across work units to accomplish work objectives.  | N |                  | 4,292          | 11,002    | 4,941                              | 2,477        | 1,706             | 24,418                | 577                            |
|  | % | 57.0             | 14.7           | 42.4      | 22.7                               | 12.0         | 8.3               | 100.0                 |                                |
|  |   | Percent Positive | Very Good      | Good      | Fair                               | Poor         | Very Poor         | Item Response Total** | Do Not Know/ No Basis to Judge |
| 60. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor/team leader? | N |                  | 5,857          | 8,524     | 5,526                              | 2,130        | 1,793             | 23,830                | 1,174                          |
|  | % | 55.0             | 21.1           | 33.8      | 25.3                               | 10.7         | 9.0               | 100.0                 |                                |
|  |   | Percent Positive | Strongly Agree | Agree     | Neither Agree nor Disagree         | Disagree     | Strongly Disagree | Item Response Total** | Do Not Know/ No Basis to Judge |
| *61. I have a high level of respect for my organization's senior leaders.  | N |                  | 4,656          | 8,447     | 5,926                              | 3,370        | 2,332             | 24,731                | 284                            |
|  | % | 47.5             | 15.9           | 31.6      | 24.4                               | 16.3         | 11.8              | 100.0                 |                                |
| 62. Senior leaders demonstrate support for Work/Life programs.   | N |                  | 4,012          | 8,436     | 6,316                              | 2,170        | 1,473             | 22,407                | 2,581                          |
|  | % | 47.9             | 15.1           | 32.8      | 30.5                               | 12.3         | 9.3               | 100.0                 |                                |
|  |   | Percent Positive | Very Satisfied | Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied | Very Dissatisfied | Item Response Total   | Do Not Know/ No Basis to Judge |
| *63. How satisfied are you with your involvement in decisions that affect your work?                                       | N |                  | 3,742          | 10,089    | 5,702                              | 4,087        | 1,278             | 24,898                | NA                             |
|  | % | 50.7             | 13.0           | 37.7      | 24.3                               | 19.1         | 5.8               | 100.0                 |                                |
| *64. How satisfied are you with the information you receive from management on what's going on in your organization?       | N |                  | 3,316          | 9,903     | 5,848                              | 4,324        | 1,472             | 24,863                | NA                             |
|  | % | 47.5             | 11.2           | 36.3      | 25.5                               | 20.2         | 6.8               | 100.0                 |                                |
| *65. How satisfied are you with the recognition you receive for doing a good job?  | N |                  | 3,676          | 9,005     | 5,965                              | 4,216        | 1,976             | 24,838                | NA                             |
|  | % | 45.8             | 12.8           | 33.0      | 25.1                               | 19.6         | 9.6               | 100.0                 |                                |
| *66. How satisfied are you with the policies and practices of your senior leaders?   | N |                  | 2,534          | 8,266     | 7,353                              | 4,635        | 2,008             | 24,796                | NA                             |
|  | % | 39.0             | 8.1            | 30.9      | 30.1                               | 22.0         | 9.0               | 100.0                 |                                |
| *67. How satisfied are you with your opportunity to get a better job in your organization?                                 | N |                  | 2,541          | 7,026     | 7,113                              | 4,939        | 3,190             | 24,809                | NA                             |
|  | % | 36.4             | 8.7            | 27.7      | 30.6                               | 20.0         | 13.0              | 100.0                 |                                |
| *68. How satisfied are you with the training you receive for your present job?   | N |                  | 3,471          | 10,303    | 5,736                              | 3,682        | 1,615             | 24,807                | NA                             |
|  | % | 56.2             | 13.1           | 43.1      | 23.4                               | 14.4         | 6.0               | 100.0                 |                                |

Survey Administration Period: May 21, 2012 to July 2, 2012

Percentages are weighted to represent the Agency's population.

\* AES prescribed items

\*\* Unweighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'

Sample or Census: Census

Number of surveys completed: 25,892

Number of surveys administered: 41,537

Response Rate: 62.3%

# DEPARTMENT OF TRANSPORTATION

## 2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS

|   |   | Percent Positive | Very Satisfied | Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied | Very Dissatisfied | Item Response Total | Do Not Know/ No Basis to Judge |
|---|---|------------------|----------------|-----------|------------------------------------|--------------|-------------------|---------------------|--------------------------------|
| *69. Considering everything, how satisfied are you with your job?         | N |                  | 6,120          | 11,694    | 3,931                              | 2,182        | 891               | 24,818              | NA                             |
|   | % | 73.3             | 24.8           | 48.5      | 15.3                               | 8.0          | 3.4               | 100.0               |                                |
| *70. Considering everything, how satisfied are you with your pay?         | N |                  | 4,848          | 10,447    | 4,110                              | 3,702        | 1,739             | 24,846              | NA                             |
|   | % | 65.7             | 22.5           | 43.2      | 14.9                               | 13.1         | 6.2               | 100.0               |                                |
| 71. Considering everything, how satisfied are you with your organization? | N |                  | 4,121          | 10,978    | 5,274                              | 3,152        | 1,290             | 24,815              | NA                             |
|   | % | 57.4             | 13.9           | 43.5      | 22.5                               | 14.4         | 5.8               | 100.0               |                                |

72. Have you been notified that you are eligible to telework? Telework means working at a location other than your normal work site during your regular work hours (excludes travel).

|          | N      | %     |
|----------|--------|-------|
| Yes      | 17,467 | 51.6  |
| No       | 6,576  | 44.7  |
| Not sure | 763    | 3.6   |
| Total    | 24,806 | 100.0 |

73. Please select the response below that BEST describes your current teleworking situation:

|  | N      | %     |
|--|--------|-------|
| I telework 3 or more days per week.  | 745    | 2.1   |
| I telework 1 or 2 days per week.   | 3,072  | 8.7   |
| I telework, but no more than 1 or 2 days per month.  | 2,724  | 7.7   |
| I telework very infrequently, on an unscheduled or short-term basis.   | 4,851  | 13.7  |
| I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel). | 5,222  | 38.9  |
| I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.           | 1,025  | 5.1   |
| I do not telework because I did not receive approval to do so, even though I have the kind of job where I can telework.                  | 3,279  | 11.8  |
| I do not telework because I choose not to telework.  | 3,712  | 12.0  |
| Total  | 24,630 | 100.0 |

Survey Administration Period: May 21, 2012 to July 2, 2012  
Percentages are weighted to represent the Agency's population.  
\* AES prescribed items

Sample or Census: Census  
Number of surveys completed: 25,892  
Number of surveys administered: 41,537  
Response Rate: 62.3%

# DEPARTMENT OF TRANSPORTATION

## 2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS

74. Do you participate in the following Work/Life programs? Alternative Work Schedules (AWS)

|                            | N      | %     |
|----------------------------|--------|-------|
| <b>Yes</b>                 | 14,660 | 51.5  |
| <b>No</b>                  | 7,729  | 34.8  |
| <b>Not available to me</b> | 2,341  | 13.7  |
| <b>Total</b>               | 24,730 | 100.0 |

75. Do you participate in the following Work/Life programs? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)

|                            | N      | %     |
|----------------------------|--------|-------|
| <b>Yes</b>                 | 5,176  | 18.7  |
| <b>No</b>                  | 15,481 | 62.3  |
| <b>Not available to me</b> | 4,048  | 18.9  |
| <b>Total</b>               | 24,705 | 100.0 |

76. Do you participate in the following Work/Life programs? Employee Assistance Program (EAP)

|                            | N      | %     |
|----------------------------|--------|-------|
| <b>Yes</b>                 | 3,643  | 13.8  |
| <b>No</b>                  | 20,229 | 82.8  |
| <b>Not available to me</b> | 735    | 3.4   |
| <b>Total</b>               | 24,607 | 100.0 |

77. Do you participate in the following Work/Life programs? Child Care Programs (for example, daycare, parenting classes, parenting support groups)

|                            | N      | %     |
|----------------------------|--------|-------|
| <b>Yes</b>                 | 740    | 3.0   |
| <b>No</b>                  | 20,032 | 77.2  |
| <b>Not available to me</b> | 3,939  | 19.8  |
| <b>Total</b>               | 24,711 | 100.0 |

78. Do you participate in the following Work/Life programs? Elder Care Programs (for example, support groups, speakers)

|                            | N      | %     |
|----------------------------|--------|-------|
| <b>Yes</b>                 | 626    | 2.0   |
| <b>No</b>                  | 20,322 | 79.0  |
| <b>Not available to me</b> | 3,737  | 19.0  |
| <b>Total</b>               | 24,685 | 100.0 |

# DEPARTMENT OF TRANSPORTATION

## 2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS

|  |   | Percent Positive | Very Satisfied | Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied | Very Dissatisfied | Item Response Total** | Do Not Know/ No Basis to Judge |
|--|---|------------------|----------------|-----------|------------------------------------|--------------|-------------------|-----------------------|--------------------------------|
| 79. How satisfied are you with the following Work/Life programs in your agency? Telework   | N |                  | 3,742          | 4,633     | 1,646                              | 864          | 352               | 11,237                | 371                            |
|  | % | 74.4             | 33.2           | 41.2      | 14.4                               | 7.8          | 3.4               | 100.0                 |                                |
| 80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)   | N |                  | 6,847          | 6,332     | 820                                | 376          | 130               | 14,505                | 159                            |
|  | % | 88.4             | 43.2           | 45.1      | 7.4                                | 3.2          | 1.1               | 100.0                 |                                |
| 81. How satisfied are you with the following Work/Life programs in your agency? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs) | N |                  | 1,418          | 2,478     | 799                                | 145          | 43                | 4,883                 | 425                            |
|  | % | 74.4             | 25.1           | 49.3      | 20.5                               | 4.0          | 1.2               | 100.0                 |                                |
| 82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)  | N |                  | 973            | 1,764     | 602                                | 68           | 28                | 3,435                 | 439                            |
|  | % | 78.3             | 29.4           | 48.9      | 18.2                               | 2.6          | 0.9               | 100.0                 |                                |
| 83. How satisfied are you with the following Work/Life programs in your agency? Child Care Programs (for example, daycare, parenting classes, parenting support groups)        | N |                  | 203            | 246       | 159                                | 15           | 7                 | 630                   | 265                            |
|  | % | 75.8             | 33.9           | 42.0      | 21.3                               | 2.0          | 0.9               | 100.0                 |                                |
| 84. How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)                                    | N |                  | 140            | 239       | 169                                | 4            | 5                 | 557                   | 247                            |
|  | % | 67.5             | 25.4           | 42.1      | 31.1                               | 0.6          | 0.9               | 100.0                 |                                |

Survey Administration Period: May 21, 2012 to July 2, 2012

The work/life satisfaction results only include employees who indicated that they participated in the program.

Percentages are weighted to represent the Agency's population.

\*\* Unweighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'

Page 8

Sample or Census: Census

Number of surveys completed: 25,892

Number of surveys administered: 41,537

Response Rate: 62.3%

# DEPARTMENT OF TRANSPORTATION

## 2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS

|  |   |               |              |
|--|---|---------------|--------------|
| 85. Where do you work?   |   | <b>N</b>      | <b>%</b>     |
|  | Headquarters                              | 6,508         | 26.4         |
|  | Field                                     | 18,113        | 73.6         |
|  | <b>Total</b>                              | <b>24,621</b> | <b>100.0</b> |
| *86. What is your supervisory status?  |   | <b>N</b>      | <b>%</b>     |
|  | Non-Supervisor                            | 16,759        | 67.9         |
|  | Team Leader                               | 2,811         | 11.4         |
|  | Supervisor                                | 3,088         | 12.5         |
|  | Manager                                   | 1,686         | 6.8          |
|  | Executive                                 | 344           | 1.4          |
|  | <b>Total</b>                              | <b>24,688</b> | <b>100.0</b> |
| *87. Are you:  |   | <b>N</b>      | <b>%</b>     |
|  | Male                                      | 16,711        | 68.5         |
|  | Female                                    | 7,698         | 31.5         |
|  | <b>Total</b>                              | <b>24,409</b> | <b>100.0</b> |
| *88. Are you Hispanic or Latino?   |   | <b>N</b>      | <b>%</b>     |
|  | Yes                                       | 1,837         | 7.6          |
|  | No  | 22,302        | 92.4         |
|  | <b>Total</b>                              | <b>24,139</b> | <b>100.0</b> |
| *89. Please select the racial category or categories with which you most closely identify. |   | <b>N</b>      | <b>%</b>     |
|  | American Indian or Alaska Native          | 304           | 1.3          |
|  | Asian                                     | 1,030         | 4.4          |
|  | Black or African American                 | 2,992         | 12.8         |
|  | Native Hawaiian or Other Pacific Islander | 142           | 0.6          |
|  | White                                     | 18,165        | 77.5         |
|  | Two or more races                         | 791           | 3.4          |
|  | <b>Total</b>                              | <b>23,424</b> | <b>100.0</b> |

# DEPARTMENT OF TRANSPORTATION

## 2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS

90. What is your age group?

|              | N             | %            |
|--------------|---------------|--------------|
| 25 and under | 186           | 0.8          |
| 26-29        | 704           | 2.9          |
| 30-39        | 3,071         | 12.7         |
| 40-49        | 7,236         | 29.9         |
| 50-59        | 9,364         | 38.7         |
| 60 or older  | 3,662         | 15.1         |
| <b>Total</b> | <b>24,223</b> | <b>100.0</b> |

91. What is your pay category/grade?

|  | N             | %            |
|--|---------------|--------------|
| Federal Wage System                                  | 1,214         | 5.0          |
| GS 1-6   | 385           | 1.6          |
| GS 7-12  | 4,900         | 20.0         |
| GS 13-15   | 11,164        | 45.7         |
| Senior Executive Service                             | 304           | 1.2          |
| Senior Level (SL) or Scientific or Professional (ST) | 80            | 0.3          |
| Other  | 6,394         | 26.2         |
| <b>Total</b>   | <b>24,441</b> | <b>100.0</b> |

92. How long have you been with the Federal Government (excluding military service)?

|                    | N             | %            |
|--------------------|---------------|--------------|
| Less than 1 year   | 345           | 1.4          |
| 1 to 3 years       | 2,718         | 11.1         |
| 4 to 5 years       | 2,375         | 9.7          |
| 6 to 10 years      | 3,696         | 15.1         |
| 11 to 14 years     | 2,918         | 11.9         |
| 15 to 20 years     | 2,717         | 11.1         |
| More than 20 years | 9,777         | 39.8         |
| <b>Total</b>       | <b>24,546</b> | <b>100.0</b> |

# DEPARTMENT OF TRANSPORTATION

## 2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS

93. How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?

|                           | N      | %     |
|---------------------------|--------|-------|
| <b>Less than 1 year</b>   | 511    | 2.1   |
| <b>1 to 3 years</b>       | 3,579  | 14.6  |
| <b>4 to 5 years</b>       | 2,861  | 11.7  |
| <b>6 to 10 years</b>      | 4,076  | 16.6  |
| <b>11 to 20 years</b>     | 6,137  | 25.1  |
| <b>More than 20 years</b> | 7,329  | 29.9  |
| <b>Total</b>              | 24,493 | 100.0 |

94. Are you considering leaving your organization within the next year, and if so, why?

|  | N      | %     |
|--|--------|-------|
| <b>No</b>  | 17,879 | 73.0  |
| <b>Yes, to retire</b>  | 1,715  | 7.0   |
| <b>Yes, to take another job within the Federal Government</b>  | 3,272  | 13.4  |
| <b>Yes, to take another job outside the Federal Government</b> | 779    | 3.2   |
| <b>Yes, other</b>  | 863    | 3.5   |
| <b>Total</b>   | 24,508 | 100.0 |

95. I am planning to retire:

|                                     | N      | %     |
|-------------------------------------|--------|-------|
| <b>Within one year</b>              | 1,061  | 4.4   |
| <b>Between one and three years</b>  | 2,646  | 10.9  |
| <b>Between three and five years</b> | 2,774  | 11.4  |
| <b>Five or more years</b>           | 17,820 | 73.3  |
| <b>Total</b>                        | 24,301 | 100.0 |

## DEPARTMENT OF TRANSPORTATION 2012 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS

---

96. Self-Identify as:

|  | N      | %     |
|--|--------|-------|
| Heterosexual or Straight               | 20,090 | 86.6  |
| Gay, Lesbian, Bisexual, or Transgender | 453    | 2.0   |
| I prefer not to say                    | 2,661  | 11.5  |
| Total                                  | 23,204 | 100.0 |

97. Have you ever served on Active Duty in the US Armed Forces (Air Force, Army, Coast Guard, Marine Corps or Navy)?

|       | N      | %     |
|-------|--------|-------|
| Yes   | 9,183  | 37.6  |
| No    | 15,259 | 62.4  |
| Total | 24,442 | 100.0 |

98. Are you an individual with a disability?

|       | N      | %     |
|-------|--------|-------|
| Yes   | 2,741  | 11.3  |
| No    | 21,609 | 88.7  |
| Total | 24,350 | 100.0 |





United States  
Office of Personnel Management  
Planning and Policy Analysis

1900 E Street, NW  
Washington, DC 20415

[www.FedView.opm.gov](http://www.FedView.opm.gov)