

# NATIONAL AERONAUTICS AND SPACE ADMINISTRATION

## 2012 Annual Employee Survey Results

Public Law requires Federal agencies to administer an Annual Employee Survey (AES) every year and post the results for public access. NASA expands upon these requirements by posting results on the additional survey questions included in the 2012 Employee Viewpoint Survey (EVS). Following are NASA’s 2012 results and analysis based on a review of all AES and EVS items.

### 1. Interpretation and action on the results

NASA continuously uses survey results to gauge the attitudes and impressions of employees in key areas of their work experience that drive satisfaction, commitment and ultimately boost morale, productivity and our capacity for mission success. This year, 9,296 NASA employees (54% of the workforce) responded to this survey, providing a high degree of confidence in the results for senior leaders and managers.

Overall, our results identify numerous strengths, improving significantly on 30 of the first 72 items in the attached report while slipping on only 2 items. Moreover, we are leading in many of the items being surveyed across the Government. This steady progress is good news, and we also want to continue moving forward in those areas that our employees see as relevant in their work, organizations and programs to achieve our mission effectively and successfully.

Following are highlights of our recent progress in two areas that help drive organizational and program success: fostering innovation in the workplace culture and investing in the employee-supervisor relationship to achieve our mission more effectively and successfully. Results are presented as the percent of positive responses (those responding with ‘strongly agree’ or ‘agree’). A plus or minus 1 percentage point change is considered statistically significant.

Climate for Innovation: NASA uses an innovation index based on selected EVS items as an indicator of the overall health and progress of its human capital management. In 2011, NASA scored the highest across the Federal Government on this Index, and during 2012, the Agency improved in most of the working conditions that drive innovation, especially by involving employees in decisions that affect their work, encouraging and rewarding innovation, and providing employees with opportunities to demonstrate leadership skills.<sup>1</sup>

<i>Climate for Innovation</i>	Percent Positive 2011	Percent Positive 2012	Change	
I feel encouraged to come up with new and better ways of doing things.	74.3	76.5	2.2	Up
Creativity and innovation are rewarded.	61.3	62.9	1.6	Up
I am constantly looking for ways to do my job better.	92.6	93.4	0.8	Same
I am given a real opportunity to improve my skills in my organization.	80.4	80.3	-0.1	Same

Employees have a feeling of personal empowerment with respect to work processes.	62.4	62.1	-0.3	Same
Employees are recognized for providing high quality products and services.	70.4	71.0	0.6	Same
My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	78.0	79.6	1.6	Up
My supervisor/team leader treats me with respect.	87.8	88.4	0.6	Same
How satisfied are you with your involvement in decisions that affect your work?	64.7	67.0	2.3	Up

Supervisor-Employee Relationship: In 2011, NASA ranked 3rd on a Supervisory Effectiveness Index reported by the Partnership for Public Service and has significantly increased during 2012, especially in supervisors holding performance discussions with employees and providing constructive suggestions to perform even better.

<i>Supervisory Practices</i>	Percent Positive 2011	Percent Positive 2012	Change	
My supervisor/team leader is committed to a workforce representative of all segments of society	76.8	78.0	1.2	Up
My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	78.0	79.6	1.6	Up
In the past six months, my supervisor/team leader has talked with me about my performance	83.4	87.8	4.4	Up
Discussions with my supervisor/team leader about my performance are worthwhile.	71.6	73.1	1.5	Up
My supervisor/team leader provides me with constructive suggestions to improve my job performance	68.4	70.5	2.1	Up
Supervisors/team leaders in my work unit support employee development.	80.7	80.8	0.1	Same
Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	79.0	80.1	1.1	Up
My supervisor supports my need to balance work and other life issues.	88.6	89.4	0.8	Same
My supervisor/team leader listens to what I have to say.	84.8	85.5	0.7	Same
My supervisor/team leader treats me with respect.	87.8	88.4	0.6	Same
I have trust and confidence in my supervisor.	76.7	77.4	0.7	Same

Looking forward, Agency offices and Centers will be receiving detailed survey reports on their organizations so that they can discuss their individual results, pinpoint areas of success, and raise any issues that need attention by their management and human resources staff.

## 2. How the survey was conducted

The 2012 EVS was conducted in NASA from May 5 to June 29, 2012. An invitation to participate in the survey

was sent via e-mail to all Agency employees. The invitation included a link to the survey web site and a unique identification number and password to access the survey. The required AES questions were interspersed with other questions in the EVS.

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

The employees selected for survey participation included all full-time and part-time permanent employees who were employed by the Agency as of September 30, 2011.

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

Of the 17,114 employees receiving an invitation, 9,296 responded for a response rate of 54.3%. This response rate provided survey results having a margin of error of plus or minus 1%.

The responses to all questions were weighted according to the number of respondents compared to the actual population proportions across selected demographics (that is, gender, race, supervisory status, age, and agency size) as provided in the Office of Personnel Management's Central Personnel Data File. Weighting ensures that the responses of the survey participants more accurately reflect the viewpoints of all the employees across the organization.

### **5. Responses**

Results by each response choice for all survey questions and demographic items are attached.

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<sup>i</sup> Partnership for Public Service, *SNAPSHOT/What Drives Innovation in the Federal Government*, August, 2011.