

NATIONAL AERONAUTICS AND SPACE ADMINISTRATION

2017 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 extending the sample size and posting results on additional survey questions included in the 2017 Employee Viewpoint Survey (EVS). Following are NASA's 2017 results and analysis of 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 and commitment and ultimately boost morale, productivity and our capacity for mission success.

This year 11,814 NASA employees (71% of the eligible workforce) responded to this survey providing a high degree of confidence in the results for senior leaders and managers. Overall, our Agency's 2017 results are extremely positive, with 97% of survey items showing improvement over 2016. These results are highly encouraging and a clear indicator of the effects our continuous efforts have on making NASA a great place to work.

However, while these results show widespread improvement once again, not everyone's experience is the best it could be. Leadership is determined to dig deeper into the Agency results and continue to concentrate their efforts on improving across all levels of the Agency, with specific focus on our three primary engagement levers of Employee Involvement, Leadership Excellence, and Superior Communications. These three levers are critical for workforce engagement, and excellence in each is foundational to a fully engaged workforce.

A sample of survey results are presented below listed with the percent of favorable responses on a five point scale (those responding with 'strongly agree' or 'agree' or their equivalent). A plus-or-minus 1 percentage point change is considered statistically significant.

Climate for Innovation: NASA uses an innovation index created by OPM, which measures the extent to which an individual employee feels encouraged and motivated to improve personal performance and deliver superior results. In 2016, NASA remained a top-performer in innovation among the Federal Government, and in 2017 once again improved upon its previous score with all index items increasing, as can be seen directly below.

<i>Innovation Index</i>	Percent Positive 2016	Percent Positive 2017	Change
I feel encouraged to come up with new and better ways of doing things (3).	80.2%	82.1%	+1.9%
I am constantly looking for ways to do my job better (8).	94.4%	95.1%	+0.7%
Creativity and innovation are rewarded (32).	68.2%	70.7%	+2.5%

Supervisor-Employee Relationship: NASA ranked 1st on the Effective Leadership Index reported by the Partnership for Public Service in 2015 and 2016 among large agencies and has increased its high ratings during 2017 on every related survey item focused on supervisory practices:

<i>Supervisory Practices</i>	Percent Positive 2016	Percent Positive 2017	Change
My supervisor supports my need to balance work and other life issues (42).	91.2%	92.6%	+1.4%
My supervisor provides me with opportunities to demonstrate my leadership skills (43).	82.3%	84.1%	+1.8%
Discussions with my supervisor/team leader about my performance are worthwhile (44).	77.6%	80.0%	+2.4%
My supervisor/team leader is committed to a workforce representative of all segments of society (45).	82.3%	84.2%	+1.9%
My supervisor/team leader provides me with constructive suggestions to improve my job performance (46).	74.9%	77.3%	+2.4%
Supervisors/team leaders in my work unit support employee development (47).	84.3%	86.4%	+2.1%
My supervisor/team leader listens to what I have to say (48).	87.9%	89.6%	+1.7%
My supervisor/team leader treats me with respect (49).	91.0%	91.9%	+0.9%

<i>Supervisory Practices (cont.)</i>	Percent Positive 2016	Percent Positive 2017	Change
In the past six months, my supervisor/team leader has talked with me about my performance (50).	91.3%	93.3%	+2.0%
I have trust and confidence in my supervisor (51).	81.6%	84.0%	+2.4%
Overall, how good a job do you feel is being done by your immediate supervisor/team leader (52)?	83.7%	85.9%	+2.2%

Agency offices and Centers have begun receiving more detailed survey results and reports, allowing them to 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 2017 EVS was conducted in NASA from May 11 to June 22, 2017. An invitation to participate in the survey was sent via e-mail to all eligible 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 FEVS.

3. Description of sample

The employees selected for survey participation included all non-political, full- and part-time permanent civil servants who were employed by the Agency as of October 31, 2016.

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

Of the 16,599 employees receiving an invitation, 11,814 responded for a response rate of 71.2%. 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 eliminates over- or under-representation of a group in the survey results that may be a consequence of the differential in response rates.

5. Responses

Results for all survey questions are attached below. Items with an asterisk (*) are AES mandated. Items 72-78 utilize different answer choices than the standard five point scale (grouped below by positive, neutral, and negative) and are listed separately.

Item	Item Text	Percent Positive	Percent Neutral	Percent Negative
1	*I am given a real opportunity to improve my skills in my organization.	85.3%	8.1%	6.6%
2	I have enough information to do my job well.	85.6%	8.3%	6.2%
3	I feel encouraged to come up with new and better ways of doing things.	82.1%	9.8%	8.1%
4	*My work gives me a feeling of personal accomplishment.	84.8%	8.8%	6.4%
5	*I like the kind of work I do.	88.3%	8.0%	3.7%
6	I know what is expected of me on the job.	86.9%	7.6%	5.5%
7	When needed I am willing to put in the extra effort to get a job done.	98.2%	1.2%	0.5%
8	I am constantly looking for ways to do my job better.	95.1%	4.3%	0.6%
9	I have sufficient resources (for example, people, materials, budget) to get my job done.	60.1%	15.6%	24.3%
10	*My workload is reasonable.	68.4%	15.2%	16.4%
11	*My talents are used well in the workplace.	74.8%	11.5%	13.8%
12	*I know how my work relates to the agency's goals and priorities.	91.4%	5.7%	2.9%
13	*The work I do is important.	91.3%	6.3%	2.4%
14	*Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	78.8%	11.0%	10.1%
15	*My performance appraisal is a fair reflection of my performance.	82.2%	10.2%	7.6%

Item	Item Text	Percent Positive	Percent Neutral	Percent Negative
16	I am held accountable for achieving results.	90.7%	6.8%	2.5%
17	I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	81.8%	10.4%	7.9%
18	*My training needs are assessed.	78.2%	13.9%	7.9%
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).	80.5%	10.5%	9.1%
20	*The people I work with cooperate to get the job done.	88.6%	7.1%	4.4%
21	*My work unit is able to recruit people with the right skills.	56.6%	21.1%	22.3%
22	*Promotions in my work unit are based on merit.	57.2%	24.3%	18.5%
23	*In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	46.3%	29.2%	24.6%
24	*In my work unit, differences in performance are recognized in a meaningful way.	54.0%	26.9%	19.1%
25	Awards in my work unit depend on how well employees perform their jobs.	63.3%	21.4%	15.3%
26	Employees in my work unit share job knowledge with each other.	84.7%	9.3%	6.1%
27	The skill level in my work unit has improved in the past year.	67.4%	24.0%	8.6%
28	How would you rate the overall quality of work done by your work unit?	93.0%	5.7%	1.2%

Item	Item Text	Percent Positive	Percent Neutral	Percent Negative
29	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	85.1%	9.5%	5.4%
30	*Employees have a feeling of personal empowerment with respect to work processes.	71.6%	16.6%	11.8%
31	Employees are recognized for providing high quality products and services.	76.6%	14.2%	9.2%
32	*Creativity and innovation are rewarded.	70.7%	18.7%	10.6%
33	*Pay raises depend on how well employees perform their jobs.	37.8%	30.6%	31.6%
34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	79.4%	15.0%	5.7%
35	*Employees are protected from health and safety hazards on the job.	93.6%	4.5%	1.9%
36	*My organization has prepared employees for potential security threats.	87.7%	8.8%	3.5%
37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	75.6%	14.4%	10.1%
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.	85.6%	9.3%	5.2%

Item	Item Text	Percent Positive	Percent Neutral	Percent Negative
39	My agency is successful at accomplishing its mission.	88.1%	8.8%	3.2%
40	I recommend my organization as a good place to work.	86.9%	8.2%	4.9%
41	I believe the results of this survey will be used to make my agency a better place to work.	64.4%	21.1%	14.4%
42	*My supervisor supports my need to balance work and other life issues.	92.6%	4.3%	3.1%
43	My supervisor provides me with opportunities to demonstrate my leadership skills.	84.1%	9.2%	6.8%
44	*Discussions with my supervisor about my performance are worthwhile.	80.0%	11.5%	8.5%
45	My supervisor is committed to a workforce representative of all segments of society.	84.2%	12.3%	3.5%
46	My supervisor provides me with constructive suggestions to improve my job performance.	77.3%	14.1%	8.6%
47	*Supervisors in my work unit support employee development.	86.4%	8.5%	5.0%
48	My supervisor listens to what I have to say.	89.6%	5.7%	4.7%
49	My supervisor treats me with respect.	91.9%	4.6%	3.5%
50	In the last six months, my supervisor has talked with me about my performance.	93.3%	3.8%	2.9%
51	*I have trust and confidence in my supervisor.	84.0%	8.7%	7.3%
52	*Overall, how good a job do you feel is being done by your immediate supervisor?	85.9%	9.5%	4.5%

Item	Item Text	Percent Positive	Percent Neutral	Percent Negative
53	*In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	63.5%	20.5%	16.0%
54	My organization's senior leaders maintain high standards of honesty and integrity.	76.4%	15.2%	8.4%
55	*Supervisors work well with employees of different backgrounds.	84.7%	10.6%	4.7%
56	*Managers communicate the goals and priorities of the organization.	77.1%	14.0%	8.9%
57	*Managers review and evaluate the organization's progress toward meeting its goals and objectives.	76.5%	15.9%	7.6%
58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	74.1%	15.4%	10.5%
59	Managers support collaboration across work units to accomplish work objectives.	78.0%	13.8%	8.2%
60	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	76.8%	15.9%	7.4%
61	*I have a high level of respect for my organization's senior leaders.	73.8%	16.6%	9.7%
62	Senior leaders demonstrate support for Work/Life programs.	82.6%	12.8%	4.6%
63	*How satisfied are you with your involvement in decisions that affect your work?	73.2%	14.6%	12.2%
64	*How satisfied are you with the information you receive from management on what's going on in your organization?	73.1%	15.5%	11.4%

Item	Item Text	Percent Positive	Percent Neutral	Percent Negative
65	*How satisfied are you with the recognition you receive for doing a good job?	69.8%	16.8%	13.4%
66	*How satisfied are you with the policies and practices of your senior leaders?	65.9%	22.1%	12.0%
67	*How satisfied are you with your opportunity to get a better job in your organization?	54.9%	25.0%	20.2%
68	*How satisfied are you with the training you receive for your present job?	74.2%	17.2%	8.7%
69	*Considering everything, how satisfied are you with your job?	82.3%	10.7%	7.1%
70	*Considering everything, how satisfied are you with your pay?	73.1%	13.4%	13.5%
71	Considering everything, how satisfied are you with your organization?	78.3%	12.6%	9.1%
79	How satisfied are you with the following Work/Life programs in your agency? Telework	89.1%	7.2%	3.7%
80	How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	95.4%	3.8%	0.8%
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)	92.3%	6.3%	1.4%

Item	Item Text	Percent Positive	Percent Neutral	Percent Negative
82	How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	89.4%	9.0%	1.6%
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)	87.8%	10.3%	2.0%
84	How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	80.7%	17.3%	2.1%

72. Have you been notified whether or not you are eligible to telework?	%
Yes, I was notified that I was eligible to telework.	87.4%
Yes, I was notified that I was not eligible to telework.	4.3%
No, I was not notified of my telework eligibility.	3.5%
Not sure if I was notified of my telework eligibility.	4.8%
Total	100.0%

73. Please select the response below that BEST describes your current teleworking situation.	%
I telework 3 or more days per week.	2.6%
I telework 1 or 2 days per week.	17.8%
I telework, but no more than 1 or 2 days per month.	20.5%
I telework very infrequently.	38.3%
I do not telework because I have to be physically present on the job.	4.0%
I do not telework because I have technical issues.	1.5%
I do not telework because I did not receive approval to do so.	3.4%
I do not telework because I choose not to telework.	11.9%
Total	100.0%

74. Do you participate in the following Work/Life programs? Alternative Work Schedules	%
Yes	31.2%
No	64.9%
Not available to me	4.0%
Total	100.0%

75. Do you participate in the following Work/Life programs? Health and Wellness Programs

	%
Yes	48.8%
No	50.2%
Not available to me	1.0%
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Total	100.0%

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

	%
Yes	14.8%
No	84.5%
Not available to me	0.7%
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Total	100.0%

77. Do you participate in the following Work/Life programs? Child Care Programs

	%
Yes	5.4%
No	90.3%
Not available to me	4.3%
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Total	100.0%

78. Do you participate in the following Work/Life programs? Elder Care Programs

	%
Yes	4.0%
No	91.6%
Not available to me	4.4%
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Total	100.0%