



2021 Annual Employee Survey Results

Introduction

Public Law requires Federal agencies to administer an Annual Employee Survey (AES) every year and post the results for public access. This report includes summary ratings for the 16 mandated survey questions from the Federal Employee Viewpoint Survey (FEVS), 22 Office of Personnel Management (OPM) questions repeated from 2020, and 8 NASA specific questions.

2021 Survey Details and Changes from 2020

OPM has administered the FEVS annually since 2010 (and biannually from 2002 to 2008), and typically conducts the survey in late Spring or early Summer. However, due to the COVID-19 pandemic, the 2020 FEVS was delayed from May 2020 to September 2020, and the 2021 FEVS timeframe was set to take place approximately one year later around October to December 2021.

Along with the timeframe adjustments, and in an effort to return to typical Spring/Summer timing for the upcoming 2022 survey, OPM made the decision to limit 2021 survey results to Agency-level and Center-level only. Because of this change, and because NASA draws great value and insights from survey results at all levels of the organization, NASA leadership made the decision to administer the 2021 FEVS internally through the NASA Shared Services Center (NSSC). By doing so, NASA retained the ability to receive and analyze feedback at all organizational levels while also aligning the survey content to meet federal regulations. All NASA civil servants with a start date on or before August 1, 2022 were eligible to participate.

Prior to 2020, the FEVS included 71 core survey items plus additional work/life, demographic, and agency-specific items. Because of the significant work disruptions due to the COVID-19 pandemic, OPM condensed the core survey to 38 core items in 2020, and NASA retained the same 38 core items for the 2021 survey plus 8 NASA specific items.

Core Survey Results Summary

NASA employees received their first email invitation to participate from the NSSC on November 1, 2021 and the survey was closed on the morning of December 6, 2021. Email reminders were sent on a weekly basis to eligible employees who had not yet submitted a response. For 2021, 12,094 employees (68% of the 17,746 eligible workforce) provided responses to the survey, providing a high degree of confidence that results are representative of the workforce. Employee Engagement and Global Satisfaction Indices were rated favorably agency-wide and are shown directly below including the survey items that make up each index. Other questions were also generally positive, but with potential workload concerns, especially for supervisors. Supervisors as a group continued to receive high ratings and NASA had high ratings for questions related to protection from health and safety hazards.

Employee Engagement Index Results

Employee Engagement Index [% Positive*]	86.0%
<i>Supervisors Sub-Index</i>	91.8%
Supervisors in my work unit support employee development. (Item 21)	92.1%
My supervisor listens to what I have to say. (22)	92.7%
My supervisor treats me with respect. (23)	94.5%
I have trust and confidence in my supervisor. (24)	89.1%
Overall, how good a job do you feel is being done by your immediate supervisor? (25)	90.8%
<i>Leaders Lead Sub-Index</i>	79.3%
In my organization, senior leaders generate high levels of motivation and commitment in the workforce. (26)	71.1%
My organization's senior leaders maintain high standards of honesty and integrity. (27)	82.2%
Managers communicate the goals and priorities of the organization. (28)	81.2%
Overall, how good a job do you feel is being done by the manager directly above your immediate superior? (30)	81.8%
I have a high level of respect for my organization's senior leaders. (31)	80.0%
<i>Intrinsic Work Experience Sub-Index</i>	86.8%
I feel encouraged to come up with new and better ways of doing things. (2)	85.6%
My work gives me a feeling of personal accomplishment. (3)	86.2%
I know what is expected of me on the job. (4)	89.0%
My talents are used well in the workplace. (6)	80.2%
I know how my work relates to the agency's goals and priorities. (7)	92.9%

Global Satisfaction Index Results

Global Satisfaction Index [% Positive*]	82.3%
I recommend my organization as a good place to work. (17)	88.3%
Considering everything, how satisfied are you with your job? (36)	84.2%
Considering everything, how satisfied are you with your pay? (37)	73.9%
Considering everything, how satisfied are you with your organization? (38)	82.9%

* '% Positive' represents the percentage of respondents who selected the top two options on a five-point scale (e.g., Agree and Strongly Agree).

Complete survey results can be found in the following appendices.

Appendix A – 2021 Core Survey Items

Item	Item Text	% Positive	% Neutral	% Negative
1	*I am given a real opportunity to improve my skills in my organization.	87.5%	7.5%	5.0%
2	I feel encouraged to come up with new and better ways of doing things.	85.6%	8.4%	5.9%
3	My work gives me a feeling of personal accomplishment.	86.2%	8.6%	5.2%
4	I know what is expected of me on the job.	89.0%	6.7%	4.3%
5	*My workload is reasonable.	68.0%	13.0%	19.0%
6	*My talents are used well in the workplace.	80.2%	10.5%	9.4%
7	*I know how my work relates to the agency's goals.	92.9%	4.7%	2.3%
8	*I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	85.4%	8.9%	5.7%
9	*The people I work with cooperate to get the job done.	92.7%	4.5%	2.8%
10	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	53.7%	29.2%	17.1%
12	*In my work unit, differences in performance are recognized in a meaningful way.	69.0%	19.9%	11.0%
13	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	90.1%	6.4%	3.6%
14	Employees are recognized for providing high quality products and services.	84.5%	9.6%	5.8%
15	Employees are protected from health and safety hazards on the job.	94.0%	4.1%	1.9%
16	My agency is successful at accomplishing its mission.	90.7%	6.6%	2.7%
17	*I recommend my organization as a good place to work.	88.3%	7.3%	4.4%
18	*I believe the results of this survey will be used to make my agency a better place to work.	66.6%	21.2%	12.2%
19	My supervisor supports my need to balance work and other life issues.	93.8%	3.9%	2.3%
20	My supervisor is committed to a workforce representative of all segments of society.	91.7%	6.4%	2.0%
21	Supervisors in my work unit support employee development.	92.1%	5.3%	2.6%
22	My supervisor listens to what I have to say.	92.7%	4.4%	2.9%
23	My supervisor treats me with respect.	94.5%	3.3%	2.2%
24	I have trust and confidence in my supervisor.	89.1%	6.5%	4.4%
25	Overall, how good a job do you feel is being done by your immediate supervisor?	90.8%	6.5%	2.8%
26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	71.1%	17.6%	11.3%
27	My organization's senior leaders maintain high standards of honesty and integrity.	82.2%	11.9%	5.9%
28	*Managers communicate the goals of the organization.	81.2%	11.9%	6.9%

29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	78.4%	13.6%	8.1%
30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	81.8%	12.8%	5.4%
31	I have a high level of respect for my organization's senior leaders.	80.0%	13.3%	6.7%
32	Senior leaders demonstrate support for Work-Life programs.	85.3%	10.1%	4.6%
33	*How satisfied are you with your involvement in decisions that affect your work?	76.0%	14.5%	9.6%
34	*How satisfied are you with the information you receive from management on what's going on in your organization?	78.3%	13.3%	8.4%
35	*How satisfied are you with the recognition you receive for doing a good job?	78.1%	13.5%	8.4%
36	*Considering everything, how satisfied are you with your job?	84.2%	9.3%	6.5%
37	Considering everything, how satisfied are you with your pay?	73.9%	13.9%	12.2%
38	*Considering everything, how satisfied are you with your organization?	82.9%	10.5%	6.7%

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

Note: Item 11 reported separately due to unique response options.

11. In my work unit poor performers usually:	% of Responses
Remain in the work unit and improve their performance over time	21.4%
Remain in the work unit and continue to underperform	35.8%
Leave the work unit - removed or transferred	12.4%
Leave the work unit - quit	1.4%
There are no poor performers in my work unit	29.0%

Appendix B – 2021 NASA Specific Items

Item	Item Text	% Positive	% Neutral	% Negative
39	NASA has an effective government ethics program and I know how to contact a NASA ethics official.	90.4%	6.9%	2.7%
40	NASA leaders take proactive steps to prevent harassment in the workplace (for example, senior leadership messages to the workforce, use of posters and other communication materials, training, dialogues, or similar activities).	87.7%	8.6%	3.7%
42	Others in my work unit treat me as a valued member of the team.	92.9%	5.1%	2.0%
43	My work unit values the unique differences people bring to the workforce.	89.5%	7.9%	2.7%
44	Members of my work unit are receptive to differing viewpoints.	87.9%	8.2%	3.9%
45	I can be myself and be successful within my organization.	86.4%	8.1%	5.5%
46	My organization has an effective process for meeting accessibility needs (e.g., reasonable accommodations)	89.0%	8.2%	2.8%

Note: Item 41 allowed multiple selections for respondents to select all that apply. As such, percentages do not sum to 100%.

41. My agency has proactive programs in place to:	% of Responses
Recruit diverse candidates	61.8%
Develop a pipeline of diverse leaders	46.7%
Provide targeted development opportunities for diverse employees	47.2%
Provide formal and informal mentoring opportunities for all employees	66.1%
Address workplace conflict in a timely and effective manner when it rises	49.1%
None of the above	3.5%

Appendix C – 2021 Survey Response Choices, Number of Responses

The number of respondents for each survey question and each response choice.

Item	Item Text	Strongly Agree / Very Satisfied / Very Good	Agree / Satisfied / Good	Neither Agree nor Disagree / Neither Satisfied nor Dissatisfied / Fair	Disagree / Dissatisfied / Poor	Strongly Disagree / Very Dissatisfied / Very Poor	N	Do Not Know
1	I am given a real opportunity to improve my skills in my organization.	5812	4726	907	432	165	12042	N/A
2	I feel encouraged to come up with new and better ways of doing things.	5966	4316	1011	491	222	12006	N/A
3	My work gives me a feeling of personal accomplishment.	5793	4548	1035	419	203	11998	N/A
4	I know what is expected of me on the job.	5490	5178	801	372	145	11986	N/A
5	My workload is reasonable.	2555	5599	1560	1490	786	11990	16
6	My talents are used well in the workplace.	4144	5501	1258	788	333	12024	19
7	I know how my work relates to the agency's goals.	6384	4746	569	197	88	11984	22
8	I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	6223	3839	1047	361	306	11776	252
9	The people I work with cooperate to get the job done.	6612	4414	537	256	76	11895	N/A
10	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	1723	3426	2795	1100	539	9583	2504
12	In my work unit, differences in performance are recognized in a meaningful way.	2567	4994	2179	889	323	10952	1019
13	My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	5348	5414	763	329	96	11950	76

14	Employees are recognized for providing high quality products and services.	4451	5541	1134	489	205	11820	133
15	Employees are protected from health and safety hazards on the job.	7099	4071	483	127	100	11880	120
16	My agency is successful at accomplishing its mission.	5874	4965	786	234	87	11946	60
17	I recommend my organization as a good place to work.	6651	3798	867	342	177	11835	N/A
18	I believe the results of this survey will be used to make my agency a better place to work.	3303	4205	2394	888	482	11272	732
19	My supervisor supports my need to balance work and other life issues.	8171	2999	462	170	110	11912	42
20	My supervisor is committed to a workforce representative of all segments of society.	7297	3206	731	137	87	11458	506
21	Supervisors in my work unit support employee development.	7556	3398	633	189	114	11890	66
22	My supervisor listens to what I have to say.	7903	3159	527	228	115	11932	N/A
23	My supervisor treats me with respect.	8637	2650	399	165	94	11945	N/A
24	I have trust and confidence in my supervisor.	7714	2922	775	319	207	11937	N/A
25	Overall, how good a job do you feel is being done by your immediate supervisor?	8056	2732	768	215	113	11884	N/A
26	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	3543	4815	2076	885	444	11763	148
27	My organization's senior leaders maintain high standards of honesty and integrity.	4869	4541	1363	377	301	11451	465
28	Managers communicate the	4280	5333	1408	592	221	11834	65

	goals of the organization.							
29	Managers promote communication among different work units (for example, about projects, goals, needed resources).	4080	5081	1585	651	292	11689	205
30	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	5063	4159	1437	358	250	11267	587
31	I have a high level of respect for my organization's senior leaders.	5337	3997	1558	467	313	11672	208
32	Senior leaders demonstrate support for Work/Life programs.	5745	3938	1144	305	218	11350	527
33	How satisfied are you with your involvement in decisions that affect your work?	4008	4982	1712	861	273	11836	N/A
34	How satisfied are you with the information you receive from management on what's going on in your organization?	4191	5087	1578	755	234	11845	N/A
35	How satisfied are you with the recognition you receive for doing a good job?	4616	4631	1604	685	311	11847	N/A
36	Considering everything, how satisfied are you with your job?	5190	4795	1100	580	188	11853	N/A
37	Considering everything, how satisfied are you with your pay?	3830	4924	1646	1043	406	11849	N/A
38	Considering everything, how satisfied are you with your organization?	4883	4937	1239	552	234	11845	N/A
Agency-Specific Items (Non-Core)								
39	NASA has an effective government ethics program and I know how to contact a NASA ethics official	5588	4686	782	205	100	11361	300

40	NASA leaders take proactive steps to prevent harassment in the workplace (for example, senior leadership messages to the workforce, use of posters and other communication materials, training, dialogues, or similar activities)	5452	4621	986	267	160	11486	355
42	Others in my work unit treat me as a valued member of the team	6481	4442	595	161	74	11753	53
43	My work unit values the unique differences people bring to the workforce	5795	4611	920	218	88	11632	175
44	Members of my work unit are receptive to differing viewpoints	5235	5057	964	326	126	11708	84
45	I can be myself and be successful within my organization	5733	4420	951	411	230	11745	45
46	My organization has an effective process for meeting accessibility needs (e.g., reasonable accommodations)	4979	4036	830	153	127	10125	1663

11. In my work unit poor performers usually:

of Responses

Remain in the work unit and improve their performance over time	1803
Remain in the work unit and continue to underperform	3023
Leave the work unit - removed or transferred	1050
Leave the work unit - quit	116
There are no poor performers in my work unit	2442
Do not know	3638

41. My agency has proactive programs in place to:

**# of Responses
(multiple selections possible)**

Recruit diverse candidates	7290
Develop a pipeline of diverse leaders	5509
Provide targeted development opportunities for diverse employees	5561
Provide formal and informal mentoring opportunities for all employees	7787
Address workplace conflict in a timely and effective manner when it rises	5783
None of the above	412
Do not know	2231