NATIONAL AERONAUTICS AND SPACE ADMINISTRATION

2016 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 2016 Employee Viewpoint Survey (EVS). Following are NASA's 2016 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 11,202 NASA employees (68% of the eligible workforce) responded to this survey - over 1,200 more responses than in 2015 - providing a high degree of confidence in the results for senior leaders and managers. Overall, our Agency's 2016 results are extremely positive, showing improvements in **all 71** standard survey items, with a remarkable 49 of those having increased by a significant margin (at least 1%). These results are a highly encouraging reflection of the continuous effort we all put in to make NASA a great place to work.

However, while these results show widespread improvement overall compared to previous years' already positive results, not everyone's experience is the same. A key focal point of senior leadership this year will be focusing on areas that may be below average and understanding possible issues and how to improve. The connection between employees and their leadership, from their direct supervisor up to the highest levels of the Agency, is critical for maintaining this positive momentum.

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 2015, NASA remained a top-performer in innovation among the Federal Government, and in 2016 once again improved upon its previous score with all index items increasing, as can be seen directly below.

Innovation Index	Percent Positive 2015	Percent Positive 2016	Change
I feel encouraged to come up with new and better ways of doing things (3).	78.6%	80.2%	+1.6%
I am constantly looking for ways to do my job better (8).	93.7%	94.4%	+0.7%
Creativity and innovation are rewarded (32).	66.3%	68.2%	+1.9%

Supervisor-Employee Relationship: NASA ranked 1st on the Effective Leadership Index reported by the Partnership for Public Service in 2014 and 2015 and has increased its high ratings during 2016 on every related survey item:

Supervisory Practices	Percent Positive 2015	Percent Positive 2016	Change
My supervisor supports my need to balance work and other life issues (42).	90.8%	91.2%	+0.3%
My supervisor provides me with opportunities to demonstrate my leadership skills (43).	81.1%	82.3%	+1.2%
Discussions with my supervisor/team leader about my performance are worthwhile (44).	76.3%	77.6%	+1.3%
My supervisor/team leader is committed to a workforce representative of all segments of society (45).	81.1%	82.3%	+1.2%
My supervisor/team leader provides me with constructive suggestions to improve my job performance (46).	73.4%	74.9%	+1.5%
Supervisors/team leaders in my work unit support employee development (47).	83.3%	84.3%	+1.0%
My supervisor/team leader listens to what I have to say (48).	87.2%	87.9%	+0.7%
My supervisor/team leader treats me with respect (49).	90.2%	91.0%	+0.8%
In the past six months, my supervisor/team leader has talked with me about my performance (50).	90.8%	91.3%	+0.5%

I have trust and confidence in my supervisor (51).	79.9%	81.6%	+1.7%
Overall, how good a job do you feel is being done by your immediate supervisor/team leader (52)?	83.2%	83.7%	+0.5%

Agency offices and Centers have begun receiving more detailed survey results and reports (with still more to come over the next few months), 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 2016 EVS was conducted in NASA from May 5 to June 17, 2016. 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 October 31, 2015.

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

Of the 16,509 employees receiving an invitation, 11,202 responded for a response rate of 67.9%. 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 and demographic items are attached below. Items with an asterisk (*) are AES mandated. Items 72-78 utilize different answer choices 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.	83.45%	9.07%	7.48%
2	I have enough information to do my job well.	84.70%	9.06%	6.24%
3	I feel encouraged to come up with new and better ways of doing things.	80.24%	10.82%	8.94%
4	*My work gives me a feeling of personal accomplishment.	83.33%	9.72%	6.95%
5	*I like the kind of work I do.	87.77%	8.25%	3.97%
6	I know what is expected of me on the job.	85.36%	8.91%	5.74%
7	When needed I am willing to put in the extra effort to get a job done.	98.02%	1.31%	0.67%
8	I am constantly looking for ways to do my job better.	94.43%	4.89%	0.68%
9	I have sufficient resources (for example, people, materials, budget) to get my job done.	57.66%	16.16%	26.19%
10	*My workload is reasonable.	66.75%	15.08%	18.18%
11	*My talents are used well in the workplace.	72.78%	12.70%	14.52%
12	*I know how my work relates to the agency's goals and priorities.	89.85%	6.74%	3.41%
13	*The work I do is important.	90.35%	7.06%	2.59%
14	*Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	78.82%	10.84%	10.34%
15	*My performance appraisal is a fair reflection of my performance.	79.73%	12.18%	8.09%

16	I am held accountable for achieving results.	89.52%	7.60%	2.89%
17	I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	79.85%	10.97%	9.18%
18	*My training needs are assessed.	74.49%	15.41%	10.10%
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).	78.41%	11.19%	10.40%
20	*The people I work with cooperate to get the job done.	87.50%	7.75%	4.75%
21	*My work unit is able to recruit people with the right skills.	54.87%	21.44%	23.68%
22	*Promotions in my work unit are based on merit.	55.54%	24.17%	20.29%
23	*In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	44.37%	29.23%	26.41%
24	*In my work unit, differences in performance are recognized in a meaningful way.	51.87%	28.01%	20.11%
25	Awards in my work unit depend on how well employees perform their jobs.	61.35%	22.06%	16.59%
26	Employees in my work unit share job knowledge with each other.	83.93%	9.63%	6.44%
27	The skill level in my work unit has improved in the past year.	64.41%	25.37%	10.22%
28	How would you rate the overall quality of work done by your work unit?	91.92%	6.84%	1.24%
29	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	83.31%	10.35%	6.34%

30	*Employees have a feeling of personal empowerment with respect to work processes.	68.89%	17.88%	13.22%
31	Employees are recognized for providing high quality products and services.	74.07%	15.78%	10.15%
32	*Creativity and innovation are rewarded.	68.21%	19.62%	12.17%
33	*Pay raises depend on how well employees perform their jobs.	35.41%	30.35%	34.25%
34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	78.69%	15.25%	6.06%
35	*Employees are protected from health and safety hazards on the job.	93.66%	4.58%	1.76%
36	*My organization has prepared employees for potential security threats.	85.80%	10.14%	4.06%
37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	73.98%	14.63%	11.39%
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.	83.68%	10.03%	6.29%
39	My agency is successful at accomplishing its mission.	86.44%	9.59%	3.97%
40	I recommend my organization as a good place to work.	85.08%	9.38%	5.54%
41	I believe the results of this survey will be used to make my agency a better place to work.	61.93%	21.93%	16.14%

42	*My supervisor supports my need to balance work and other life issues.	91.24%	5.07%	3.69%
43	My supervisor provides me with opportunities to demonstrate my leadership skills.	82.27%	10.10%	7.63%
44	*Discussions with my supervisor about my performance are worthwhile.	77.59%	12.35%	10.07%
45	My supervisor is committed to a workforce representative of all segments of society.	82.27%	13.60%	4.13%
46	My supervisor provides me with constructive suggestions to improve my job performance.	74.89%	14.93%	10.18%
47	*Supervisors in my work unit support employee development.	84.33%	9.32%	6.35%
48	My supervisor listens to what I have to say.	87.86%	6.61%	5.53%
49	My supervisor treats me with respect.	91.00%	4.98%	4.02%
50	In the last six months, my supervisor has talked with me about my performance.	91.25%	4.71%	4.04%
51	*I have trust and confidence in my supervisor.	81.64%	10.18%	8.18%
52	*Overall, how good a job do you feel is being done by your immediate supervisor?	83.66%	11.01%	5.34%
53	*In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	60.99%	20.85%	18.15%
54	My organization's senior leaders maintain high standards of honesty and integrity.	73.50%	16.18%	10.32%
55	*Supervisors work well with employees of different backgrounds.	81.68%	12.40%	5.92%

56	*Managers communicate the goals and priorities of the organization.	74.68%	14.99%	10.32%
57	*Managers review and evaluate the organization's progress toward meeting its goals and objectives.	74.60%	16.93%	8.47%
58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	71.79%	16.05%	12.17%
59	Managers support collaboration across work units to accomplish work objectives.	76.28%	14.48%	9.24%
60	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	74.44%	16.84%	8.72%
61	*I have a high level of respect for my organization's senior leaders.	70.99%	17.33%	11.68%
62	Senior leaders demonstrate support for Work/Life programs.	81.18%	13.42%	5.40%
63	*How satisfied are you with your involvement in decisions that affect your work?	70.98%	15.94%	13.08%
64	*How satisfied are you with the information you receive from management on what's going on in your organization?	70.64%	16.61%	12.75%
65	*How satisfied are you with the recognition you receive for doing a good job?	66.64%	18.19%	15.17%
66	*How satisfied are you with the policies and practices of your senior leaders?	62.41%	23.30%	14.28%
67	*How satisfied are you with your opportunity to get a better job in your organization?	53.67%	25.30%	21.04%

68	*How satisfied are you with the training you receive for your present job?	71.92%	18.04%	10.04%
69	*Considering everything, how satisfied are you with your job?	80.08%	11.67%	8.24%
70	*Considering everything, how satisfied are you with your pay?	71.92%	13.96%	14.12%
71	Considering everything, how satisfied are you with your organization?	75.50%	14.17%	10.33%
79	How satisfied are you with the following Work/Life programs in your agency? Telework	87.87%	7.96%	4.17%
80	How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	94.30%	4.70%	0.99%
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)	92.35%	6.40%	1.24%
82	How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	89.61%	8.79%	1.60%
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)	87.81%	11.13%	1.07%
84	How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	78.52%	20.19%	1.30%

72. Have you been notified whether or not you are eligible to telework?	%
Yes, I was notified that I was eligible to telework.	86.71%
Yes, I was notified that I was not eligible to telework.	4.41%
No, I was not notified of my telework eligibility.	3.62%
Not sure if I was notified of my telework eligibility.	5.26%
Total	100.00%

73. Please select the response below that BEST describes your current teleworking situation.	%
I telework 3 or more days per week.	2.39%
I telework 1 or 2 days per week.	15.65%
I telework, but no more than 1 or 2 days per month.	19.76%
I telework very infrequently.	40.32%
I do not telework because I have to be physically present on the job.	3.97%
I do not telework because I have technical issues.	1.55%
I do not telework because I did not receive approval to do so.	3.63%
I do not telework because I choose not to telework.	12.71%
Total	100.00%

74. Do you participate in the following Work/Life programs? Alternative Work Schedules	%
Yes	31.95%
No	63.67%
Not available to me	4.38%
Total	100.00%

75. Do you participate in the following Work/Life programs? Health and Wellness Programs	%
Yes	49.29%
No	49.65%
Not available to me	1.07%
Total	100.00%

76. Do you participate in the following Work/Life programs? Employee Assistance Program	%
Yes	14.72%
No	84.66%
Not available to me	0.62%
Total	100.00%

77. Do you participate in the following Work/Life programs? Child Care Programs	%
Yes	5.81%
No	89.82%
Not available to me	4.37%
Total	100.00%

78. Do you participate in the following Work/Life programs? Elder Care Programs	%
Yes	3.49%
No	91.20%
Not available to me	5.31%
Total	100.00%