



## 2016 Federal Employee Viewpoint Survey Results

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### U.S. Railroad Retirement Board Annual Employee Survey Results, 2016 (Survey Administration Period 4/28/16-6/9/16)

**1. Interpretation of Results:** Once again, the responses to the employee survey are positive. Though this year's results are overall favorable, our response rate decreased in 2016 to 38% (compared to a government-wide response rate of 46%). Thirty six survey items were identified as strengths (65% positive or higher) while only two survey items were identified as challenges (35% negative or higher). We are pleased to report that our Engagement Index score met the Office of Personnel Management's (OPM) goal for 2016 (67%) and met or exceeded the governmentwide score in all areas (Overall, Leaders Lead, Supervisors, and Intrinsic Work Experience). Our Global Satisfaction Index score of 67% also exceeded the governmentwide score in all areas (Job Satisfaction, Organization Satisfaction, Pay Satisfaction and Recommend Agency).

Based on OPM's guideline for determining notable results, we scored especially high (greater than 65% favorable—Strongly Agree/Agree) on the majority of the items for questions measuring personal work experiences. Over 91% of the respondents think the work they do is important (question 13) and 88% know how their work relates to the agency's goals and priorities (question 12). Seventy-two percent of respondents feel their work gives them a feeling of personal accomplishment (question 4). Almost 80% of respondents like the kind of work they do (question 5, 77%) and feel they are held accountable for achieving results (question 16, 84%). Additionally, employees continued to feel supported by their supervisor to balance work and other life issues (question 42, 81%).

On the other hand, the lowest scores were on items measuring performance culture and talent management—although these scores still represent only a minority of the employees that responded. For example, only 32% of the employees surveyed felt that pay raises depend on how well employees perform their jobs (question 33) and only 34% of the employees surveyed agree that steps are taken to deal with poor performers who do not improve (question 23). Only 38% percent of respondents feel creativity and innovation are rewarded (question 32). This is an area we intend to concentrate on improving in the upcoming years.

**2. How the survey was conducted:** The survey was conducted online by OPM from April 28, 2016 through June 9, 2016.

**3. Description of the employee sample:** All full-time, permanent employees of the agency as of October 31<sup>st</sup>, 2015 were surveyed.

**4. Survey items, response choices, and number of respondents for each question:** Please refer to the results attached to this report.

**5. Number of employees surveyed, number who responded, and representation of respondents:** Of the 843 employees surveyed, 320 responded, for a 38% response rate. Demographics of the survey respondents can be found beginning on page 10 of the following report.

2016 Federal Employee Viewpoint Survey Items and Results

Item	Item Text	Percent Positive %	Strongly Agree/ Very Good/ Very Satisfied %	Agree/ Good/ Satisfied %	Neither Agree nor Disagree/ Fair/ Neither Satisfied nor Dissatisfied %	Disagree/ Poor/ Dissatisfied %	Strongly Disagree/ Very Poor/ Very Dissatisfied %
1	*I am given a real opportunity to improve my skills in my organization.	65.85%	20.73%	45.12%	16.14%	12.46%	5.55%
2	I have enough information to do my job well.	68.12%	20.79%	47.33%	15.66%	12.24%	3.98%
3	I feel encouraged to come up with new and better ways of doing things.	52.84%	21.03%	31.81%	20.36%	16.64%	10.16%
4	*My work gives me a feeling of personal accomplishment.	71.63%	33.93%	37.70%	13.65%	9.12%	5.60%
5	*I like the kind of work I do.	76.91%	37.79%	39.12%	16.59%	5.08%	1.42%
6	I know what is expected of me on the job.	78.91%	34.92%	43.99%	12.16%	6.45%	2.49%
7	When needed I am willing to put in the extra effort to get a job done.	93.42%	59.80%	33.62%	4.85%	0.85%	0.88%
8	I am constantly looking for ways to do my job better.	86.63%	47.52%	39.11%	10.76%	1.70%	0.91%
9	I have sufficient resources (for example, people, materials, budget) to get my job done.	53.91%	13.91%	40.00%	16.45%	15.75%	13.89%
10	*My workload is reasonable.	56.56%	11.43%	45.13%	15.01%	16.37%	12.06%
11	*My talents are used well in the workplace.	60.48%	17.29%	43.19%	18.75%	11.81%	8.96%
12	*I know how my work relates to the agency's goals and priorities.	88.21%	40.75%	47.46%	7.82%	1.98%	1.99%
13	*The work I do is important.	91.45%	55.10%	36.35%	7.64%	0.91%	0.00%

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14	*Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	61.99%	25.51%	36.48%	19.35%	12.51%	6.15%
15	*My performance appraisal is a fair reflection of my performance.	66.62%	25.08%	41.54%	20.34%	7.80%	5.25%
16	I am held accountable for achieving results.	83.52%	31.76%	51.75%	11.60%	3.33%	1.56%
17	I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	64.32%	25.18%	39.14%	22.51%	5.68%	7.50%
18	*My training needs are assessed.	55.48%	16.60%	38.87%	25.63%	11.76%	7.13%
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).	71.82%	31.87%	39.95%	15.39%	8.00%	4.79%
20	*The people I work with cooperate to get the job done.	76.31%	30.17%	46.15%	13.23%	7.80%	2.65%
21	*My work unit is able to recruit people with the right skills.	43.14%	12.47%	30.67%	29.99%	16.07%	10.81%
22	*Promotions in my work unit are based on merit.	44.02%	10.54%	33.48%	27.62%	15.11%	13.26%
23	*In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	34.40%	7.36%	27.04%	30.61%	15.91%	19.08%
24	*In my work unit, differences in performance are recognized in a meaningful way.	36.26%	7.90%	28.37%	34.85%	14.58%	14.30%
25	Awards in my work unit depend on how well employees perform their jobs.	44.00%	11.78%	32.23%	30.72%	13.77%	11.51%
26	Employees in my work unit share job knowledge with each other.	75.83%	29.34%	46.50%	14.27%	5.84%	4.05%

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27	The skill level in my work unit has improved in the past year.	65.08%	20.07%	45.01%	21.55%	9.66%	3.71%
28	How would you rate the overall quality of work done by your work unit?	86.32%	43.89%	42.43%	11.06%	2.37%	0.25%
29	*The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	71.34%	15.42%	55.93%	19.13%	6.31%	3.22%
30	*Employees have a feeling of personal empowerment with respect to work processes.	48.42%	8.67%	39.75%	26.51%	15.41%	9.67%
31	Employees are recognized for providing high quality products and services.	53.28%	13.15%	40.13%	23.35%	16.13%	7.24%
32	*Creativity and innovation are rewarded.	37.99%	9.22%	28.77%	30.84%	20.47%	10.70%
33	*Pay raises depend on how well employees perform their jobs.	31.92%	7.46%	24.45%	30.66%	22.79%	14.63%
34	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	67.50%	18.18%	49.32%	23.11%	6.32%	3.07%
35	*Employees are protected from health and safety hazards on the job.	76.05%	23.23%	52.82%	15.85%	5.86%	2.24%
36	*My organization has prepared employees for potential security threats.	82.18%	30.51%	51.67%	12.19%	4.26%	1.36%
37	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	57.34%	17.82%	39.52%	24.08%	11.08%	7.50%

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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.	70.08%	27.33%	42.74%	21.26%	5.10%	3.56%
39	My agency is successful at accomplishing its mission.	81.50%	27.61%	53.89%	12.91%	4.13%	1.46%
40	I recommend my organization as a good place to work.	71.76%	32.82%	38.94%	18.40%	6.77%	3.07%
41	I believe the results of this survey will be used to make my agency a better place to work.	49.91%	19.54%	30.37%	24.86%	13.98%	11.25%
42	*My supervisor supports my need to balance work and other life issues.	81.13%	43.04%	38.09%	10.93%	5.83%	2.12%
43	My supervisor provides me with opportunities to demonstrate my leadership skills.	63.00%	28.11%	34.89%	19.70%	11.91%	5.39%
44	*Discussions with my supervisor about my performance are worthwhile.	61.98%	29.47%	32.51%	20.77%	10.03%	7.22%
45	My supervisor is committed to a workforce representative of all segments of society.	70.69%	30.99%	39.70%	23.89%	1.31%	4.11%
46	My supervisor provides me with constructive suggestions to improve my job performance.	62.86%	27.21%	35.65%	19.89%	9.27%	7.98%
47	*Supervisors in my work unit support employee development.	65.66%	29.30%	36.36%	17.59%	10.43%	6.32%
48	My supervisor listens to what I have to say.	76.95%	36.86%	40.09%	10.90%	6.45%	5.69%
49	My supervisor treats me with respect.	80.39%	42.98%	37.42%	11.40%	3.68%	4.52%

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50	In the last six months, my supervisor has talked with me about my performance.	81.40%	38.28%	43.12%	6.74%	7.42%	4.44%
51	*I have trust and confidence in my supervisor.	67.86%	36.03%	31.83%	14.30%	11.45%	6.38%
52	*Overall, how good a job do you feel is being done by your immediate supervisor?	69.81%	41.47%	28.34%	17.98%	7.60%	4.61%
53	*In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	45.46%	12.51%	32.95%	30.95%	13.63%	9.96%
54	My organization's senior leaders maintain high standards of honesty and integrity.	58.17%	16.35%	41.82%	28.92%	5.38%	7.52%
55	*Supervisors work well with employees of different backgrounds.	69.26%	24.05%	45.22%	22.30%	3.85%	4.59%
56	*Managers communicate the goals and priorities of the organization.	61.68%	17.24%	44.44%	20.84%	12.96%	4.52%
57	*Managers review and evaluate the organization's progress toward meeting its goals and objectives.	66.00%	16.77%	49.22%	20.98%	8.41%	4.61%
58	Managers promote communication among different work units (for example, about projects, goals, needed resources).	54.51%	15.25%	39.25%	23.52%	14.77%	7.19%
59	Managers support collaboration across work units to accomplish work objectives.	60.63%	15.49%	45.14%	20.95%	11.11%	7.31%
60	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	66.81%	26.69%	40.12%	20.39%	7.44%	5.36%
61	*I have a high level of respect for my organization's senior leaders.	58.96%	25.81%	33.15%	23.66%	11.10%	6.28%

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62	Senior leaders demonstrate support for Work/Life programs.	63.56%	24.73%	38.83%	23.09%	7.73%	5.63%
63	*How satisfied are you with your involvement in decisions that affect your work?	50.58%	15.10%	35.48%	29.67%	15.35%	4.40%
64	*How satisfied are you with the information you receive from management on what's going on in your organization?	53.28%	15.03%	38.25%	25.03%	14.80%	6.89%
65	*How satisfied are you with the recognition you receive for doing a good job?	54.79%	16.46%	38.33%	25.69%	13.16%	6.36%
66	*How satisfied are you with the policies and practices of your senior leaders?	47.80%	11.30%	36.49%	28.93%	15.12%	8.15%
67	*How satisfied are you with your opportunity to get a better job in your organization?	44.19%	11.32%	32.87%	26.93%	17.57%	11.31%
68	*How satisfied are you with the training you receive for your present job?	53.95%	14.62%	39.33%	19.25%	20.23%	6.57%
69	*Considering everything, how satisfied are you with your job?	68.95%	23.71%	45.24%	17.25%	7.24%	6.57%
70	*Considering everything, how satisfied are you with your pay?	58.45%	16.97%	41.48%	19.63%	15.12%	6.80%
71	Considering everything, how satisfied are you with your organization?	69.16%	21.35%	47.82%	17.55%	9.10%	4.19%
79	How satisfied are you with the following Work/Life programs in your agency? Telework	59.15%	26.21%	32.93%	19.31%	9.30%	12.24%
80	How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)	81.81%	37.25%	44.56%	15.82%	0.77%	1.60%

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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)	92.14%	35.91%	56.23%	7.86%	0.00%	0.00%
82	How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	64.52%	19.15%	45.36%	25.48%	7.37%	2.64%
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)	55.53%	6.69%	48.85%	26.86%	0.00%	17.60%
84	How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	62.87%	22.37%	40.50%	37.13%	0.00%	0.00%

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<b>72. Have you been notified whether or not you are eligible to telework?</b>	<b>N</b>	<b>%</b>
Yes, I was notified that I was eligible to telework.	126	36.91%
Yes, I was notified that I was not eligible to telework.	88	30.11%
No, I was not notified of my telework eligibility.	79	27.50%
Not sure if I was notified of my telework eligibility.	17	5.48%
<b>Total</b>	<b>310</b>	<b>100.00%</b>

<b>73. Please select the response below that BEST describes your current teleworking situation.</b>	<b>N</b>	<b>%</b>
I telework 3 or more days per week.	6	2.13%
I telework 1 or 2 days per week.	62	17.89%
I telework, but no more than 1 or 2 days per month.	6	1.61%
I telework very infrequently.	25	7.33%
I do not telework because I have to be physically present on the job.	61	21.37%
I do not telework because I have technical issues.	17	6.31%
I do not telework because I did not receive approval to do so.	87	30.92%
I do not telework because I choose not to telework.	43	12.43%
<b>Total</b>	<b>307</b>	<b>100.00%</b>

<b>74. Do you participate in the following Work/Life programs? Alternative Work Schedules</b>	<b>N</b>	<b>%</b>
Yes	107	34.40%
No	99	30.35%
Not available to me	99	35.25%
<b>Total</b>	<b>305</b>	<b>100.00%</b>

<b>75. Do you participate in the following Work/Life programs? Health and Wellness Programs</b>	<b>N</b>	<b>%</b>
Yes	141	43.44%
No	143	45.70%
Not available to me	26	10.87%
<b>Total</b>	<b>310</b>	<b>100.00%</b>

<b>76. Do you participate in the following Work/Life programs? Employee Assistance Program</b>	<b>N</b>	<b>%</b>
Yes	53	17.13%

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No	244	78.87%
Not available to me	10	4.00%
Total	307	100.00%

<b>77. Do you participate in the following Work/Life programs? Child Care Programs</b>	<b>N</b>	<b>%</b>
Yes	11	3.69%
No	228	73.46%
Not available to me	70	22.85%
Total	309	100.00%

<b>78. Do you participate in the following Work/Life programs? Elder Care Programs</b>	<b>N</b>	<b>%</b>
Yes	26	7.48%
No	215	70.04%
Not available to me	66	22.48%
Total	307	100.00%

Percentages are weighted to represent the Agency's population.

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<b><i>Where do you work?</i></b>	<b>N</b>	<b>%</b>
Headquarters	234	76.22%
Field	73	23.78%
<b>Total</b>	<b>307</b>	<b>100.00%</b>

  

<b><i>*What is your supervisory status?</i></b>	<b>N</b>	<b>%</b>
Non-Supervisor	209	68.08%
Team Leader	34	11.07%
Supervisor	40	13.03%
Manager	14	4.56%
Senior Leader	10	3.26%
<b>Total</b>	<b>307</b>	<b>100.00%</b>

  

<b><i>*Are you:</i></b>	<b>N</b>	<b>%</b>
Male	130	42.62%
Female	175	57.38%
<b>Total</b>	<b>305</b>	<b>100.00%</b>

  

<b><i>*Are you Hispanic or Latino?</i></b>	<b>N</b>	<b>%</b>
Yes	20	6.60%
No	283	93.40%
<b>Total</b>	<b>303</b>	<b>100.00%</b>

  

<b><i>*Please select the racial category or categories with which you most closely identify.</i></b>	<b>N</b>	<b>%</b>
American Indian or Alaska Native	0	0.00%
Asian	6	2.06%
Black or African American	97	33.33%
Native Hawaiian or Other Pacific Islander	1	0.34%
White	173	59.45%
Two or more races	14	4.81%
<b>Total</b>	<b>291</b>	<b>100.00%</b>

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<b><i>What is the highest degree or level of education you have completed?</i></b>	<b>N</b>	<b>%</b>
Less than High School	0	0.00%
High School Diploma/GED or equivalent	15	4.93%
Trade or Technical Certificate	13	4.28%
Some College (no degree)	43	14.14%
Associate's Degree (e.g., AA, AS)	22	7.24%
Bachelor's Degree (e.g., BA, BS)	147	48.36%
Master's Degree (e.g., MA, MS, MBA)	52	17.11%
Doctoral/Professional Degree (e.g., Ph.D., MD, JD)	12	3.95%
<b>Total</b>	<b>304</b>	<b>100.00%</b>

<b><i>What is your pay category/grade?</i></b>	<b>N</b>	<b>%</b>
Federal Wage System	0	0.00%
GS 1-6	16	5.26%
GS 7-12	194	63.82%
GS 13-15	87	28.62%
Senior Executive Service	6	1.97%
Senior Level (SL) or Scientific or Professional (ST)	0	0.00%
Other	1	0.33%
<b>Total</b>	<b>304</b>	<b>100.00%</b>

<b><i>How long have you been with the Federal Government (excluding military service)?</i></b>	<b>N</b>	<b>%</b>
Less than 1 year	5	1.65%
1 to 3 years	24	7.92%
4 to 5 years	19	6.27%
6 to 10 years	67	22.11%
11 to 14 years	9	2.97%
15 to 20 years	22	7.26%
More than 20 years	157	51.82%
<b>Total</b>	<b>303</b>	<b>100.00%</b>

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<b><i>How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?</i></b>	<b>N</b>	<b>%</b>
Less than 1 year	13	4.28%
1 to 3 years	46	15.13%
4 to 5 years	28	9.21%
6 to 10 years	50	16.45%
11 to 20 years	29	9.54%
More than 20 years	138	45.39%
<b>Total</b>	<b>304</b>	<b>100.00%</b>

<b><i>Are you considering leaving your organization within the next year, and if so, why?</i></b>	<b>N</b>	<b>%</b>
No	223	73.11%
Yes, to retire	27	8.85%
Yes, to take another job within the Federal Government	39	12.79%
Yes, to take another job outside the Federal Government	8	2.62%
Yes, other	8	2.62%
<b>Total</b>	<b>305</b>	<b>100.00%</b>

<b><i>I am planning to retire:</i></b>	<b>N</b>	<b>%</b>
Within one year	14	4.61%
Between one and three years	49	16.12%
Between three and five years	44	14.47%
Five or more years	197	64.80%
<b>Total</b>	<b>304</b>	<b>100.00%</b>

<b><i>Self-Identify as:</i></b>	<b>N</b>	<b>%</b>
Heterosexual or Straight	261	87.29%
Gay, Lesbian, Bisexual, or Transgender	4	1.34%
I prefer not to say	34	11.37%
<b>Total</b>	<b>299</b>	<b>100.00%</b>

<b><i>What is your US military service status?</i></b>	<b>N</b>	<b>%</b>
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No Prior Military Service	239	78.10%
Currently in National Guard or Reserves	5	1.63%
Retired	16	5.23%
Separated or Discharged	46	15.03%
<b>Total</b>	<b>306</b>	<b>100.00%</b>

<b><i>Are you an individual with a disability?</i></b>	<b>N</b>	<b>%</b>
Yes	48	15.79%
No	256	84.21%
<b>Total</b>	<b>304</b>	<b>100.00%</b>

<b><i>What is your age group?</i></b>	<b>N</b>	<b>%</b>
25 and under	1	0.31%
26-29	6	1.88%
30-39	42	13.13%
40-49	64	20.00%
50-59	134	41.88%
60 or older	73	22.81%
<b>Total</b>	<b>320</b>	<b>100.00%</b>

unweighted.

\* AES prescribed items

## Agency-Specific Questions

**1. I am aware that my agency has a Labor-Management Council and I am aware of their mission.**

	# of Respondents					Percent				
	2016	2015	2014	2013	2012	2016	2015	2014	2013	2012
Yes	205	318	353	376	360	66.3%	68.7%	68.8%	64.9%	63.4%
No	105	146	158	199	205	33.7%	31.3%	31.2%	35.1%	36.6%
Total	310	464	511	575	565	100.0%	100.0%	100.0%	100.0%	100.0%

**2. I believe there is a need for a Labor Management Council at the agency.**

	# of Respondents					Percent				
	2016	2015	2014	2013	2012	2016	2015	2014	2013	2012
Yes	253	363	420	453	446	84.5%	81.4%	83.5%	80.8%	81.7%
No	48	85	84	106	98	15.5%	18.6%	16.5%	19.2%	18.3%
Total	301	448	504	559	544	100.0%	100.0%	100.0%	100.0%	100.0%

**3. In my opinion, there is a climate of cooperation between labor and management and they work together to solve problems.**

	# of Respondents					Percent				
	2016	2015	2014	2013	2012	2016	2015	2014	2013	2012
Yes	100	160	172	205	189	33.2%	35.6%	33.6%	36.1%	34.2%

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No	43	69	72	74	73	13.7%	15.8%	13.8%	13.0%	13.5%
Sometimes	159	220	265	284	289	53.0%	48.6%	52.6%	50.9%	52.3%
Total	302	449	509	563	551	100.0%	100.0%	100.0%	100.0%	100.0%

**4. In my work unit, within the last six months, union representatives and management have met to discuss workplace matters.**

	# of Respondents					Percent				
	2016	2015	2014	2013	2012	2016	2015	2014	2013	2012
Yes	61	92	91	116	123	42.0%	43.6%	36.5%	40.0%	43.2%
No	79	113	155	169	158	58.0%	56.4%	63.5%	60.0%	56.8%
I Don't Know	163	256	267	290	281	--	--	--	--	--
Total	303	461	513	575	562	100.0%	100.0%	100.0%	100.0%	100.0%

Note: "I Don't Know" responses are not included in percentage calculations.

**5. Within the last six months, I have met with my union representative to discuss an issue involving management.**

	# of Respondents					Percent				
	2016	2015	2014	2013	2012	2016	2015	2014	2013	2012
Yes	30	38	57	54	43	16.7%	12.6%	15.0%	12.8%	9.8%
No	169	284	339	356	376	83.3%	87.4%	85.0%	87.2%	90.2%
Not Applicable	107	137	117	170	140	--	--	--	--	--
Total	306	459	513	580	559	100.0%	100.0%	100.0%	100.0%	100.0%

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Note: "Not Applicable" responses are not included in percentage calculations.

**6. Within the last six months, the union has filed a grievance on my behalf.**

	# of Respondents					Percent				
	2016	2015	2014	2013	2012	2016	2015	2014	2013	2012
Yes	9	10	11	14	12	3.4%	2.6%	2.4%	2.3%	2.1%
No	296	448	500	565	546	96.6%	97.4%	97.6%	97.7%	97.9%
Total	305	458	511	579	558	100.0%	100.0%	100.0%	100.0%	100.0%

**7. The RRB provides enough retirement and financial planning to prepare employees for retirement.**

	# of Respondents					Percent				
	2016	2015	2014	2013	2012	2016	2015	2014	2013	2012
Yes	189	289	359	370	386	59.5%	64.3%	70.5%	64.9%	69.3%
No	113	160	146	200	168	40.5%	35.7%	29.5%	35.1%	30.7%
Total	302	449	505	570	554	100.0%	100.0%	100.0%	100.0%	100.0%

For all tables on this worksheet:

Percentages are weighted to represent the Agency's population.

Source: Federal Employee Viewpoint Survey