Federal Employee Viewpoint Survey Results

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U.S. Railroad Retirement Board
Federal Employee Viewpoint Survey Results, 2023
(Survey Administration Period 5/8/23-7/7/23)

Interpretation of Results: The Federal Employee Viewpoint Survey (FEVS), developed by the Office of Personnel Management (OPM), is a tool that measures employees' perceptions of whether, and to what extent, conditions characterizing successful organizations are present in their agencies. The employee work experience has evolved over the past several years, affecting many across the workforce. Responses to the pandemic have led to rapid changes and new experiences with technology, evolving perspectives on work-life balance, and workplace innovations including expanded work outside of a traditional office. This year's survey included items to assess the employee work experience. Of the 756 employees invited to participate, 410 completed the survey, resulting in a final adjusted response rate of 54.2%, a five percent increase from last year's survey. Sixty-eight survey items were identified as strengths (65% positive or higher) while no survey items were identified as a challenge (35% negative or higher). Additionally, 71 items increased since the last survey while only 5 items decreased.

The 2023 FEVS results are reported across five indices: 1) Employee Engagement, 2) Global Satisfaction, 3) Performance Confidence, 4) Diversity, Equity, Inclusion, and Accessibility (DEIA), and 5) Employee Experience. The Employee Experience Index is new to the 2023 FEVS and measures the extent to which employees are engaged by their work and their organization. This index seeks to understand employees' perceptions relative to their experiences at work in response to their interactions with the organization (i.e., job and organizational attachment). This index gives agencies another tool for assessing whether actions to improve engagement have had the intended effect. We are pleased to report that the RRB exceeded the governmentwide benchmarks in all areas. When compared to the prior year's results, RRB's 2023 results indicate an improvement in FEVS scores across all four historical indices (Employee Engagement, Global Satisfaction, Performance Confidence, and DEIA). Notably, the 2023 results show a substantial increase in the Global Satisfaction Index and the DEIA Index, which both increased by 6% compared to 2022 scores.

How the survey was conducted: The survey was conducted online by OPM from May 8th to July 7th, 2023.

Description of the employee sample: All full-time, permanent employees of the agency as of November 30th, 2022, were surveyed.

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

Number of employees surveyed, number who responded, and representation of respondents: of the 756 employees invited to participate, 410 completed the survey, for a response rate of 54.2 percent. Demographics of the survey respondents can be found in following report.

Item	Item Text	Index	Performance Dimension	Response Type	Percent Positive	Strongly Agree/ Always/ Very Good/ Very Satisfied %	Agree/ Most of the time/ Good/ Satisfied %	Neither Agree nor Disagree/ Sometimes/ Fair/ Neither Satisfied nor Dissatisfied %	Disagree/ Rarely/ Poor/ Dissatisfied %	Strongly Disagree/ Never/ Very Poor/ Very Dissatisfied %	Percent Negative	Strongly Agree/ Always/ Very Good/ Very Satisfied N	Agree/ Most of the time/ Good/ Satisfied N	Neither Agree nor Disagree/ Sometimes/ Fair/ Neither Satisfied nor Dissatisfied N	Disagree/ Rarely/ Poor/ Dissatisfied N	Strongly Disagree/ Never/ Very Poor/ Very Dissatisfied N	Item Response Total** N	Do Not Know/ No Basis to Judge/ There have been no recent hires in my work unit / I do not have any accessibility needs N
1	*I am given a real opportunity to improve my skills in my organization.	N/A	Employee-Focused: Employee Development	Agree-disagree	69%	31%	38%	14%	11%	6%	17%	131	156	53	43	22	405	N/A
2	I feel encouraged to come up with new and better ways of doing things.	Employee Engagement: Intrinsic Work Experience	N/A	Agree-disagree	64%	28%	36%	16%	13%	7%	20%	115	148	59	51	29	402	N/A
3	My work gives me a feeling of personal accomplishment.	Employee Engagement: Intrinsic Work Experience	N/A	Agree-disagree	80%	38%	43%	10%	7%	3%	10%	152	172	38	28	12	402	N/A
4	I know what is expected of me on the job.	N/A	N/A	Agree-disagree	86%	37%	49%	7%	4%	3%	7%	151	197	27	17	11	403	N/A
5	*My workload is reasonable.	N/A	Employee-Focused: Work-Life Support	Agree-disagree	60%	18%	42%	16%	13%	11%	24%	75	169	62	57	44	407	N/A
6	*My talents are used well in the workplace.	Employee Engagement: Intrinsic Work Experience	N/A	Agree-disagree	66%	26%	40%	17%	9%	8%	17%	110	162	65	37	30	404	N/A
7	*I know how my work relates to the agency's goals.	Employee Engagement: Intrinsic Work Experience	N/A	Agree-disagree	89%	47%	42%	7%	3%	1%	4%	191	170	26	12	6	405	N/A
8	*I can disclose a suspected violation of any law, rule, or regulation without fear of reprisal.	N/A	Foundations: Merit Principles	Agree-disagree	74%	42%	32%	14%	4%	8%	12%	164	119	50	18	31	382	27
9	I have enough information to do my job well.	N/A	Foundations: Performance Resources	Agree-disagree	77%	24%	53%	14%	7%	2%	9%	102	215	51	27	9	404	N/A
10	I receive the training I need to do my job well.	N/A	Employee-Focused: Employee Development	Agree-disagree	69%	25%	44%	18%	10%	3%	14%	102	181	69	39	13	404	N/A
11	I am held accountable for the quality of work I produce.	N/A	Goal Oriented: Accountability	Agree-disagree	90%	40%	50%	6%	3%	2%	4%	166	201	22	10	6	405	N/A
12	I have a clear idea of how well I am doing my job.	N/A	Goal Oriented: Performance Feedback	Agree-disagree	79%	29%	50%	13%	5%	3%	8%	121	206	51	21	11	410	N/A
13	I have the autonomy to decide how I do my job.	N/A	Agile: Autonomy	Agree-disagree	71%	27%	44%	17%	8%	4%	13%	113	178	65	33	18	407	N/A
14	I can make decisions about my work without getting permission first.	N/A	Agile: Autonomy	Agree-disagree	63%	19%	44%	20%	12%	5%	17%	82	182	76	47	22	409	N/A
15	*The people I work with cooperate to get the job done.	N/A	Foundations: Cooperation	Agree-disagree	82%	41%	41%	10%	6%	1%	8%	171	167	39	25	5	407	N/A
17	*In my work unit, differences in performance are recognized in a meaningful way.	N/A	Goal Oriented: Recognition	Agree-disagree	46%	18%	29%	28%	18%	8%	26%	64	103	98	62	29	356	53
18	Employees in my work unit share job knowledge.	N/A	Foundations: Cooperation	Agree-disagree	83%	40%	43%	9%	5%	2%	7%	167	176	36	18	10	407	3
19	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N/A	Foundations: Performance Resources	Agree-disagree	81%	33%	48%	12%	5%	2%	8%	140	193	47	19	9	408	2
20	Employees in my work unit meet the needs of our customers.	Performance Confidence	N/A	Always-never	90%	47%	43%	9%	2%	0%	2%	185	164	31	6	0	386	20
21	Employees in my work unit contribute positively to my agency's performance.	Performance Confidence	N/A	Always-never	88%	52%	36%	10%	2%	0%	2%	210	139	37	6	1	393	11
22	Employees in my work unit produce high-quality work.	Performance Confidence	N/A	Always-never	83%	46%	37%	15%	2%	0%	2%	180	144	56	6	0	386	18
23	Employees in my work unit adapt to changing priorities.	Performance Confidence	N/A	Always-never	84%	47%	37%	14%	2%	0%	3%	188	144	52	9	1	394	14
24	New hires in my work unit (i.e. hired in the past year) have the right skills to do their jobs.	N/A	Foundations: Performance Resources	Agree-disagree	64%	18%	46%	24%	8%	4%	12%	58	140	71	24	13	306	98
25	I can influence decisions in my work unit.	N/A	Employee-Focused: Employee Voice	Agree-disagree	65%	24%	41%	21%	10%	3%	13%	103	167	81	41	13	405	N/A
26	I know what my work unit's goals are.	N/A	Goal Oriented: Goal Clarity	Agree-disagree	88%	42%	46%	7%	3%	2%	4%	172	186	29	12	7	406	N/A
27	My work unit commits resources to develop new ideas (e.g., budget, staff, time, expert support).	N/A	Agile: Innovation	Agree-disagree	52%	20%	32%	28%	13%	7%	20%	77	119	99	47	26	368	35
28	My work unit successfully manages disruptions to our work.	N/A	Agile: Resilience	Agree-disagree	77%	30%	47%	15%	5%	3%	8%	120	187	54	20	11	392	14
29	Employees in my work unit consistently look for new ways to improve how they do their work.	N/A	Agile: Innovation	Agree-disagree	66%	23%	42%	23%	7%	4%	11%	90	158	83	25	16	372	27
30	Employees in my work unit incorporate new ideas into their work.	N/A	Agile: Innovation	Agree-disagree	60%	22%	39%	27%	8%	5%	13%	81	147	94	30	17	369	28
31	Employees in my work unit approach change as an opportunity.	N/A	Agile: Resilience	Agree-disagree	59%	23%	36%	27%	11%	3%	14%	84	133	95	38	14	364	30
32	Employees in my work unit consider customer needs a top priority.	N/A	Foundations: Customer Responsiveness	Agree-disagree	85%	45%	40%	10%	4%	1%	5%	173	154	36	14	4	381	19
33	Employees in my work unit consistently look for ways to improve customer service.	N/A	Foundations: Customer Responsiveness	Agree-disagree	70%	30%	39%	24%	5%	2%	7%	115	147	85	16	8	371	29
34	Employees in my work unit support my need to balance my work and personal responsibilities.	N/A	Employee-Focused: Work-Life Support	Agree-disagree	75%	38%	37%	16%	5%	4%	8%	154	149	61	20	14	398	5
35	Employees are recognized for providing high quality products and services.	N/A	Goal Oriented: Recognition	Agree-disagree	59%	22%	37%	18%	13%	10%	23%	85	141	65	45	38	374	24
36	Employees are protected from health and safety hazards on the job.	N/A	Employee-Focused: Employee Welfare	Agree-disagree	78%	39%	39%	13%	4%	4%	9%	151	150	49	18	16	384	14
37	My organization is successful at accomplishing its mission.	N/A	Other	Agree-disagree	82%	31%	51%	13%	3%	1%	4%	122	197	49	14	5	387	10
38	I have a good understanding of my organization's priorities.	N/A	Goal Oriented: Goal Clarity	Agree-disagree	83%	41%	42%	12%	4%	2%	6%	162	170	44	16	7	399	N/A
39	My organization shares results (for example, town halls, email, distribution of reports) from the Federal Employee Viewpoint Survey (FEVS).	N/A	Other	Agree-disagree	68%	30%	38%	16%	8%	8%	15%	105	133	55	26	26	345	48
40	Information is openly shared in my organization.	N/A	Foundations: Communication	Agree-disagree	59%	20%	39%	20%	14%	7%	21%	73	152	74	51	25	375	11
41	The approval process in my organization allows timely delivery of my work.	N/A	Other	Agree-disagree	63%	19%	44%	22%	11%	4%	15%	75	163	81	40	17	376	11
42	My organization effectively adapts to changing government priorities.	N/A	Agile: Resilience	Agree-disagree	72%	26%	46%	20%	4%	4%	8%	97	168	72	15	15	367	22
43	My organization has prepared me for potential physical security threats.	N/A	Employee-Focused: Employee Welfare	Agree-disagree	83%	29%	53%	10%	5%	2%	7%	113	205	40	19	9	386	8
44	My organization has prepared me for potential cybersecurity threats.	N/A	Employee-Focused: Employee Welfare	Agree-disagree	91%	35%	56%	7%	1%	1%	2%	129	213	27	6	2	377	6
45	In my organization, arbitrary action, personal favoritism and/or political coercion are not tolerated.	N/A	Foundations: Merit Principles	Agree-disagree	64%	27%	37%	21%	6%	9%	15%	100	134	72	23	31	360	29
46	*I recommend my organization as a good place to work.	Global Satisfaction	N/A	Agree-disagree	75%	32%	43%	15%	6%	4%	11%	127	170	55	24	18	394	N/A
47	*I believe the results of this survey will be used to make my agency a better place to work.	N/A	Other	Agree-disagree	58%	26%	32%	23%	12%	7%	19%	94	119	83	45	25	366	29
48	Supervisors in my work unit support employee development.	Employee Engagement: Supervisors	N/A	Agree-disagree	81%	44%	37%	12%	4%	3%	8%	170	142	42	15	12	381	7
49	My supervisor supports my need to balance work and other life issues.	N/A	Employee-Focused: Work-Life Support	Agree-disagree	87%	55%	32%	7%	4%	2%	6%	221	123	26	14	8	392	N/A
50	My supervisor listens to what I have to say.	Employee Engagement: Supervisors	N/A	Agree-disagree	84%	48%	36%	9%	3%	4%	6%	194	138	35	10	14	391	N/A
51	My supervisor treats me with respect.	Employee Engagement: Supervisors	N/A	Agree-disagree	85%	55%	30%	9%	4%	2%	6%	219	117	33	14	9	392	N/A
52	I have trust and confidence in my supervisor.	Employee Engagement: Supervisors	N/A	Agree-disagree	79%	50%	28%	10%	5%	6%	12%	201	109	37	21	22	390	N/A
53	My supervisor holds me accountable for achieving results.	N/A	Goal Oriented: Accountability	Agree-disagree	92%	54%	38%	5%	1%	1%	2%	212	146	19	6	3	386	N/A
54	Overall, how good a job do you feel is being done by your immediate supervisor?	Employee Engagement: Supervisors	N/A	Good-poor	81%	52%	30%	10%	6%	3%	9%	204	115	38	23	9	389	N/A
55	My supervisor provides me with constructive suggestions to improve my job performance.	N/A	Goal Oriented: Performance Feedback	Agree-disagree	76%	41%	35%	13%	8%	3%	11%	165	134	51	32	11	393	N/A
56	My supervisor provides me with performance feedback throughout the year.	N/A	Goal Oriented: Performance Feedback	Agree-disagree	81%	45%	36%	10%	5%	5%	10%	177	140	39	18	18	392	1
57	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	Employee Engagement: Leaders Lead	N/A	Agree-disagree	58%	25%	33%	22%	10%	10%	20%	95	124	81	36	38	374	18
58	My organization's senior leaders maintain high standards of honesty and integrity.	Employee Engagement: Leaders Lead	N/A	Agree-disagree	71%	37%	34%	21%	2%	7%	7%	130	121	72	6	24	353	38
59	*Managers communicate the goals of the organization.	Employee Engagement: Leaders Lead	N/A	Agree-disagree	73%	29%	44%	14%	6%	6%	13%	110	170	55	22	25	382	9
60	Managers promote communication among different work units (for example, about projects, goals, needed resources).	N/A	Foundations: Communication	Agree-disagree	66%	28%	38%	17%	9%	8%	17%	105	145	65	31	29	375	15
61	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	Employee Engagement: Leaders Lead	N/A	Good-poor	79%	46%	32%	11%	5%	5%	10%	170	119	39	19	19	366	26
62	I have a high level of respect for my organization's senior leaders.	Employee Engagement: Leaders Lead	N/A	Agree-disagree	73%	37%	36%	17%	5%	5%	10%	141	138	64	22	18	383	10
63	Senior leaders demonstrate support for Work-Life programs.	N/A	Employee-Focused: Work-Life Support	Agree-disagree	77%	38%	39%	12%	4%	6%	10%	134	140	42	14	23	353	36
64	Management encourages innovation.	N/A	Agile: Innovation	Agree-disagree	64%	28%	36%	21%	8%	7%	15%	100	133	72	30	25	360	31
65	Management makes effective changes to address challenges facing our organization.	N/A	Agile: Resilience	Agree-disagree	67%	24%	43%	17%	8%	8%	16%	106	143	61	30	28	368	25
66	Management involves employees in decisions that affect their work.	N/A	Employee-Focused: Employee Voice	Agree-disagree	52%	21%	30%	21%	15%	12%	27%	79	113	76	54	44	366	19
67	*How satisfied are you with your involvement in decisions that affect your work?	N/A	Employee-Focused: Employee Voice	Satisfied-dissatisfied	61%	24%	37%	20%	14%	5%	19%	98	145	77	51	20	391	N/A
68	*How satisfied are you with the information you receive from management on what's going on in your organization?	N/A	Foundations: Communication	Satisfied-dissatisfied	64%	24%	40%	20%	10%	6%	16%	96	157	78	39	21	391	N/A
69	*How satisfied are you with the recognition you receive for doing a good job?	N/A	Goal Oriented: Recognition	Satisfied-dissatisfied	61%	26%	35%	19%	11%	9%	20%	105	139	71	45	32	392	N/A
70	*Considering everything, how satisfied are you with your job?	Global Satisfaction	N/A	Satisfied-dissatisfied	76%	28%	47%	12%	9%	4%	12%	113	185	45	34	14	391	N/A

#	Question	Category	N/A	Scale														
71	Considering everything, how satisfied are you with your pay?	Global Satisfaction	N/A	Satisfied-dissatisfied	62%	23%	40%	15%	16%	7%	23%	91	155	55	61	27	389	N/A
72	*Considering everything, how satisfied are you with your organization?	Global Satisfaction	N/A	Satisfied-dissatisfied	70%	29%	41%	19%	8%	3%	11%	113	164	70	29	14	390	N/A
73	My organization's management practices promote diversity (e.g., outreach, recruitment, promotion opportunities).	DEIA: Diversity	N/A	Agree-disagree	74%	39%	35%	16%	4%	5%	10%	136	127	56	16	18	353	37
74	My supervisor demonstrates a commitment to workforce diversity (e.g., recruitment, promotion opportunities, development).	DEIA: Diversity	N/A	Agree-disagree	75%	41%	34%	18%	3%	3%	6%	147	123	62	12	11	355	36
75	I have similar access to advancement opportunities (e.g., promotion, career development, training) as others in my work unit.	DEIA: Equity	N/A	Agree-disagree	74%	36%	38%	13%	7%	7%	14%	136	143	44	25	26	374	18
76	My supervisor provides opportunities fairly to all employees in my work unit (e.g., promotions, work assignments).	DEIA: Equity	N/A	Agree-disagree	74%	40%	34%	15%	6%	5%	11%	146	126	52	22	15	361	29
77	In my work unit, excellent work is similarly recognized for all employees (e.g., awards, acknowledgements).	DEIA: Equity	N/A	Agree-disagree	64%	33%	31%	17%	10%	9%	19%	122	111	60	34	32	359	30
78	Employees in my work unit make me feel I belong.	DEIA: Inclusion	N/A	Agree-disagree	85%	41%	44%	11%	2%	2%	4%	153	163	40	6	8	370	18
79	Employees in my work unit care about me as a person.	DEIA: Inclusion	N/A	Agree-disagree	82%	41%	41%	14%	2%	2%	4%	150	146	50	8	6	360	26
80	I am comfortable expressing opinions that are different from other employees in my work unit.	DEIA: Inclusion	N/A	Agree-disagree	79%	37%	41%	13%	5%	4%	9%	141	157	45	17	15	375	13
81	In my work unit, people's differences are respected.	DEIA: Inclusion	N/A	Agree-disagree	84%	41%	43%	13%	1%	2%	3%	151	159	44	4	8	366	23
82	I can be successful in my organization being myself.	DEIA: Inclusion	N/A	Agree-disagree	80%	39%	41%	13%	3%	4%	7%	149	157	45	9	16	376	11
83	I can easily make a request of my organization to meet my accessibility needs.	DEIA: Accessibility	N/A	Agree-disagree	84%	39%	45%	12%	3%	2%	4%	100	110	30	7	4	251	55
84	My organization responds to my accessibility needs in a timely manner.	DEIA: Accessibility	N/A	Agree-disagree	77%	38%	38%	17%	4%	3%	6%	89	87	39	8	6	229	71
85	My organization meets my accessibility needs.	DEIA: Accessibility	N/A	Agree-disagree	83%	39%	44%	13%	1%	2%	4%	91	100	30	3	6	230	67
86	My job inspires me.	Employee Experience	N/A	Agree-disagree	68%	25%	43%	20%	9%	3%	12%	98	166	76	36	12	388	N/A
87	The work I do gives me a sense of accomplishment.	Employee Experience	N/A	Agree-disagree	81%	37%	44%	13%	5%	2%	7%	145	167	49	17	7	385	N/A
88	I feel a strong personal attachment to my organization.	Employee Experience	N/A	Agree-disagree	68%	33%	35%	19%	8%	5%	14%	130	135	70	31	21	387	N/A
89	I identify with the mission of my organization.	Employee Experience	N/A	Agree-disagree	86%	40%	46%	12%	1%	1%	2%	154	177	46	4	6	387	N/A
90	It is important to me that my work contribute to the common good.	Employee Experience	N/A	Agree-disagree	93%	53%	40%	6%	0%	0%	1%	208	156	23	1	2	390	N/A

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

** Unweighted count of responses excluding "Do Not Know", "No Basis to Judge", "There have been no recent hires in my work unit", or "I do not have any accessibility needs.

Percentages are weighted to represent the Agency's population.

For confidentiality purposes, a "–" indicates that there are fewer than 4 responses to Questions 83, 84, or 85 and results are therefore suppressed.

Source: **Railroad Retirement Board AES Report,** 2023 OPM Federal Employee Viewpoint Survey

Performance Dimension: Goal Oriented: Accountability

16. In my work unit poor performers usually (select all that apply):

	2023 N	2023 %	2022 N	2022 %
Remain in the work unit and improve their performance over time	84	20.8%	67	18.3%
Remain in the work unit and continue to underperform	116	28.4%	113	31.9%
Leave the work unit - removed or transferred	44	11.2%	47	12.9%
Leave the work unit - quit	31	8.0%	34	9.4%
There are no poor performers in my work unit	95	22.8%	83	21.7%
Do Not Know	100	24.3%	95	25.3%
Total (percents will add to more than 100% because respondents could choose more than one response option)	410	N/A	372	N/A

Percentages are weighted to represent the Agency's population.
A "–ᵃ" indicates that there are no trending results available for the year.

Source: **Railroad Retirement Board AES Report,** 2023 OPM Federal Employee Viewpoint Survey

Item	Item Text	Index	Performance Dimension	2020 Percent Positive	2021 Percent Positive	2022 Percent Positive	2023 Percent Positive	Difference 2023-2020	Difference 2023-2021	Difference 2023-2022	Sort for Largest Differences 2023-2020	Sort for Largest Differences 2023-2021	Sort for Largest Differences 2023-2022
1	*I am given a real opportunity to improve my skills in my organization.	N/A	Employee-Focused: Employee Development	64%	63%	66%	69%	5%	6%	3%	20	13	45
2	I feel encouraged to come up with new and better ways of doing things.	Employee Engagement: Intrinsic Work Experience	N/A	56%	59%	64%	64%	8%	5%	0%	5	15	77
3	My work gives me a feeling of personal accomplishment.	Employee Engagement: Intrinsic Work Experience	N/A	73%	71%	78%	80%	7%	9%	2%	10	5	55
4	I know what is expected of me on the job.	Employee Engagement: Intrinsic Work Experience	N/A	84%	83%	86%	86%	2%	3%	0%	31	25	75
5	*My workload is reasonable.	N/A	Employee-Focused: Work-Life Support	54%	55%	57%	60%	6%	5%	3%	17	17	54
6	*My talents are used well in the workplace.	Employee Engagement: Intrinsic Work Experience	N/A	59%	61%	61%	66%	7%	5%	5%	13	18	30
7	*I know how my work relates to the agency's goals.	Employee Engagement: Intrinsic Work Experience	N/A	92%	88%	90%	89%	-3%	1%	-1%	37	31	80
8	*I can disclose a suspected violation of any law, rule, or regulation without fear of reprisal.	N/A	Foundations: Merit Principles	67%	70%	72%	74%	7%	4%	2%	9	19	61
9	I have enough information to do my job well.	N/A	Foundations: Performance Resources	–[a]	–[a]	77%	77%	–[a]	–[a]	0%	–[a]	–[a]	78
10	I receive the training I need to do my job well.	N/A	Employee-Focused: Employee Development	–[a]	–[a]	68%	69%	–[a]	–[a]	1%	–[a]	–[a]	68
11	I am held accountable for the quality of work I produce.	N/A	Goal Oriented: Accountability	–[a]	–[a]	91%	90%	–[a]	–[a]	-1%	–[a]	–[a]	81
12	I have a clear idea of how well I am doing my job.	N/A	Goal Oriented: Performance Feedback	–[a]	–[a]	77%	79%	–[a]	–[a]	2%	–[a]	–[a]	57
15	*The people I work with cooperate to get the job done.	N/A	Foundations: Cooperation	78%	84%	80%	82%	4%	-2%	2%	25	38	58
17	*In my work unit, differences in performance are recognized in a meaningful way.	N/A	Goal Oriented: Recognition	49%	45%	46%	46%	-3%	1%	0%	38	28	73
18	Employees in my work unit share job knowledge.	N/A	Foundations: Cooperation	–[a]	–[a]	83%	83%	–[a]	–[a]	0%	–[a]	–[a]	76
19	*My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N/A	Foundations: Performance Resources	78%	77%	81%	81%	3%	4%	0%	29	22	79
20	Employees in my work unit meet the needs of our customers.	Performance Confidence	N/A	84%	88%	89%	90%	6%	2%	1%	14	27	71
21	Employees in my work unit contribute positively to my agency's performance.	Performance Confidence	N/A	88%	88%	87%	88%	0%	0%	1%	34	34	62
22	Employees in my work unit produce high-quality work.	Performance Confidence	N/A	87%	87%	84%	83%	-4%	-4%	-1%	39	39	82
23	Employees in my work unit adapt to changing priorities.	Performance Confidence	N/A	85%	83%	83%	84%	-1%	1%	1%	36	30	63
24	New hires in my work unit (i.e. hired in the past year) have the right skills to do their jobs.	N/A	Foundations: Performance Resources	–[a]	–[a]	56%	64%	–[a]	–[a]	8%	–[a]	–[a]	12
25	I can influence decisions in my work unit.	N/A	Employee-Focused: Employee Voice	–[a]	–[a]	60%	65%	–[a]	–[a]	5%	–[a]	–[a]	26
26	I know what my work unit's goals are.	N/A	Goal Oriented: Goal Clarity	–[a]	–[a]	85%	88%	–[a]	–[a]	3%	–[a]	–[a]	52
27	My work unit commits resources to develop new ideas (e.g., budget, staff, time, expert support).	N/A	Agile: Innovation	–[a]	–[a]	51%	52%	–[a]	–[a]	1%	–[a]	–[a]	64
28	My work unit successfully manages disruptions to our work.	N/A	Agile: Resilience	–[a]	–[a]	74%	77%	–[a]	–[a]	3%	–[a]	–[a]	49
29	Employees in my work unit consistently look for new ways to improve how they do their work.	N/A	Agile: Innovation	–[a]	–[a]	61%	66%	–[a]	–[a]	5%	–[a]	–[a]	32
30	Employees in my work unit incorporate new ideas into their work.	N/A	Agile: Innovation	–[a]	–[a]	60%	60%	–[a]	–[a]	0%	–[a]	–[a]	72
31	Employees in my work unit approach change as an opportunity.	N/A	Agile: Resilience	–[a]	–[a]	58%	59%	–[a]	–[a]	1%	–[a]	–[a]	70
32	Employees in my work unit consider customer needs a top priority.	N/A	Foundations: Customer Responsiveness	–[a]	–[a]	84%	85%	–[a]	–[a]	1%	–[a]	–[a]	67
33	Employees in my work unit consistently look for ways to improve customer service.	N/A	Foundations: Customer Responsiveness	–[a]	–[a]	69%	70%	–[a]	–[a]	1%	–[a]	–[a]	69
34	Employees in my work unit support my need to balance my work and personal responsibilities.	N/A	Employee-Focused: Work-Life Support	–[a]	–[a]	73%	75%	–[a]	–[a]	2%	–[a]	–[a]	60
35	Employees are recognized for providing high quality products and services.	N/A	Goal Oriented: Recognition	56%	59%	56%	59%	3%	0%	3%	28	35	51
36	Employees are protected from health and safety hazards on the job.	N/A	Employee-Focused: Employee Welfare	71%	76%	73%	78%	7%	2%	5%	11	26	33
37	My organization is successful at accomplishing its mission.	N/A	Other	78%	81%	78%	82%	4%	1%	4%	22	29	37
38	I have a good understanding of my organization's priorities.	N/A	Goal Oriented: Goal Clarity	–[a]	–[a]	82%	83%	–[a]	–[a]	1%	–[a]	–[a]	65
42	My organization effectively adapts to changing government priorities.	N/A	Agile: Resilience	–[a]	–[a]	71%	72%	–[a]	–[a]	1%	–[a]	–[a]	66
43	My organization has prepared me for potential physical security threats.	N/A	Employee-Focused: Employee Welfare	–[a]	–[a]	74%	83%	–[a]	–[a]	9%	–[a]	–[a]	7
44	My organization has prepared me for potential cybersecurity threats.	N/A	Employee-Focused: Employee Welfare	–[a]	–[a]	86%	91%	–[a]	–[a]	5%	–[a]	–[a]	35
45	In my organization, arbitrary action, personal favoritism and/or political coercion are not tolerated.	N/A	Foundations: Merit Principles	–[a]	–[a]	57%	64%	–[a]	–[a]	7%	–[a]	–[a]	16
46	*I recommend my organization as a good place to work.	Global Satisfaction	N/A	69%	69%	68%	75%	6%	6%	7%	19	14	21
47	*I believe the results of this survey will be used to make my agency a better place to work.	N/A	Other	44%	44%	46%	58%	14%	14%	12%	1	1	2
48	Supervisors in my work unit support employee development.	Employee Engagement: Supervisors	N/A	75%	77%	77%	81%	6%	4%	4%	16	23	40
49	My supervisor supports my need to balance work and other life issues.	N/A	Employee-Focused: Work-Life Support	83%	87%	87%	87%	4%	0%	0%	23	33	74
50	My supervisor listens to what I have to say.	Employee Engagement: Supervisors	N/A	76%	84%	80%	84%	8%	0%	4%	4	32	42
51	My supervisor treats me with respect.	Employee Engagement: Supervisors	N/A	83%	86%	87%	85%	2%	-1%	-2%	32	36	84
52	I have trust and confidence in my supervisor.	Employee Engagement: Supervisors	N/A	72%	75%	73%	79%	7%	4%	6%	12	24	25
53	My supervisor holds me accountable for achieving results.	N/A	Goal Oriented: Accountability	–[a]	–[a]	86%	92%	–[a]	–[a]	6%	–[a]	–[a]	23
54	Overall, how good a job do you feel is being done by your immediate supervisor?	Employee Engagement: Supervisors	N/A	73%	77%	78%	81%	8%	4%	3%	6	20	48
55	My supervisor provides me with constructive suggestions to improve my job performance.	N/A	Goal Oriented: Performance Feedback	–[a]	–[a]	69%	76%	–[a]	–[a]	7%	–[a]	–[a]	20
56	My supervisor provides me with performance feedback throughout the year.	N/A	Goal Oriented: Performance Feedback	–[a]	–[a]	75%	81%	–[a]	–[a]	6%	–[a]	–[a]	24
57	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	Employee Engagement: Leaders Lead	N/A	53%	51%	53%	58%	5%	7%	5%	21	11	27
58	My organization's senior leaders maintain high standards of honesty and integrity.	Employee Engagement: Leaders Lead	N/A	67%	67%	67%	71%	4%	4%	4%	24	21	39
59	*Managers communicate the goals of the organization.	Employee Engagement: Leaders Lead	N/A	70%	66%	74%	73%	3%	7%	-1%	30	10	83
60	Managers promote communication among different work units (for example, about projects, goals, needed resources).	N/A	Foundations: Communication	55%	57%	58%	66%	11%	9%	8%	2	6	11
61	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	Employee Engagement: Leaders Lead	N/A	71%	72%	74%	79%	8%	7%	5%	8	12	36
62	I have a high level of respect for my organization's senior leaders.	Employee Engagement: Leaders Lead	N/A	65%	62%	65%	73%	8%	11%	8%	7	2	14
63	Senior leaders demonstrate support for Work-Life programs.	N/A	Employee-Focused: Work-Life Support	67%	67%	68%	77%	10%	10%	9%	3	3	5
64	Management encourages innovation.	N/A	Agile: Innovation	–[a]	–[a]	54%	64%	–[a]	–[a]	10%	–[a]	–[a]	4
65	Management makes effective changes to address challenges facing our organization.	N/A	Agile: Resilience	–[a]	–[a]	57%	67%	–[a]	–[a]	10%	–[a]	–[a]	3
66	Management involves employees in decisions that affect their work.	N/A	Employee-Focused: Employee Voice	–[a]	–[a]	46%	52%	–[a]	–[a]	6%	–[a]	–[a]	22
67	*How satisfied are you with your involvement in decisions that affect your work?	N/A	Employee-Focused: Employee Voice	55%	53%	52%	61%	6%	8%	9%	15	8	6
68	*How satisfied are you with the information you receive from management on what's going on in your organization?	N/A	Foundations: Communication	61%	54%	56%	64%	3%	10%	8%	27	4	10
69	*How satisfied are you with the recognition you receive for doing a good job?	N/A	Goal Oriented: Recognition	59%	53%	58%	61%	2%	8%	3%	33	9	46
70	*Considering everything, how satisfied are you with your job?	Global Satisfaction	N/A	70%	67%	69%	76%	6%	9%	7%	18	7	18
71	Considering everything, how satisfied are you with your pay?	Global Satisfaction	N/A	63%	64%	59%	62%	-1%	-2%	3%	35	37	47
72	*Considering everything, how satisfied are you with your organization?	Global Satisfaction	N/A	66%	65%	65%	70%	4%	5%	5%	26	16	28
73	My organization's management practices promote diversity (e.g., outreach, recruitment, promotion opportunities).	DEIA: Diversity	N/A	–[a]	–[a]	69%	74%	–[a]	–[a]	5%	–[a]	–[a]	31
74	My supervisor demonstrates a commitment to workforce diversity (e.g., recruitment, promotion opportunities, development).	DEIA: Diversity	N/A	–[a]	–[a]	71%	75%	–[a]	–[a]	4%	–[a]	–[a]	43
75	I have similar access to advancement opportunities (e.g., promotion, career development, training) as others in my work unit.	DEIA: Equity	N/A	–[a]	–[a]	66%	74%	–[a]	–[a]	8%	–[a]	–[a]	13
76	My supervisor provides opportunities fairly to all employees in my work unit (e.g., promotions, work assignments).	DEIA: Equity	N/A	–[a]	–[a]	70%	74%	–[a]	–[a]	4%	–[a]	–[a]	38
77	In my work unit, excellent work is similarly recognized for all employees (e.g., awards, acknowledgements).	DEIA: Equity	N/A	–[a]	–[a]	60%	64%	–[a]	–[a]	4%	–[a]	–[a]	41
78	Employees in my work unit make me feel I belong.	DEIA: Inclusion	N/A	–[a]	–[a]	83%	85%	–[a]	–[a]	2%	–[a]	–[a]	56

#	Question	Category												
79	Employees in my work unit care about me as a person.	DEIA: Inclusion	N/A	—[a]	—[a]	79%	82%	—[a]	—[a]	3%	—[a]	—[a]	53
80	I am comfortable expressing opinions that are different from other employees in my work unit.	DEIA: Inclusion	N/A	—[a]	—[a]	74%	79%	—[a]	—[a]	5%	—[a]	—[a]	34
81	In my work unit, people's differences are respected.	DEIA: Inclusion	N/A	—[a]	—[a]	77%	84%	—[a]	—[a]	7%	—[a]	—[a]	15
82	I can be successful in my organization being myself.	DEIA: Inclusion	N/A	—[a]	—[a]	75%	80%	—[a]	—[a]	5%	—[a]	—[a]	29
83	I can easily make a request of my organization to meet my accessibility needs.	DEIA: Accessibility	N/A	—[a]	—[a]	75%	84%	—[a]	—[a]	9%	—[a]	—[a]	8
84	My organization responds to my accessibility needs in a timely manner.	DEIA: Accessibility	N/A	—[a]	—[a]	68%	77%	—[a]	—[a]	9%	—[a]	—[a]	9
85	My organization meets my accessibility needs.	DEIA: Accessibility	N/A	—[a]	—[a]	71%	83%	—[a]	—[a]	12%	—[a]	—[a]	1
86	My job inspires me.	Employee Experience	N/A	—[a]	—[a]	61%	68%	—[a]	—[a]	7%	—[a]	—[a]	19
87	The work I do gives me a sense of accomplishment.	Employee Experience	N/A	—[a]	—[a]	78%	81%	—[a]	—[a]	3%	—[a]	—[a]	50
88	I feel a strong personal attachment to my organization.	Employee Experience	N/A	—[a]	—[a]	61%	68%	—[a]	—[a]	7%	—[a]	—[a]	17
89	I identify with the mission of my organization.	Employee Experience	N/A	—[a]	—[a]	82%	86%	—[a]	—[a]	4%	—[a]	—[a]	44
90	It is important to me that my work contribute to the common good.	Employee Experience	N/A	—[a]	—[a]	91%	93%	—[a]	—[a]	2%	—[a]	—[a]	59

* AES prescribed items as of 2017 (5 CFR Part 250, Subpart C)
Percentages are weighted to represent the Agency's population.
Only items 1-12, 15, 17-38, 42-90 that carried over from the 2022 OPM FEVS are included on this tab.
A "–ᵃ" indicates that there are no trending results available for the year.

For confidentiality purposes, a "–ᶜ" indicates that there are fewer than 4 responses to Questions 83, 84, or 85 and results are therefore suppressed.
The "Sort for Largest Differences" columns are based on the rounded differences shown in the Difference columns, then sorted by differences based on unrounded percentages (not shown), and then by item order.

Telework/Remote Work

91 . Please select the response that BEST describes your current teleworking schedule.

	2023 N	2023 %	2022 N	2022 %	2021 N	2021 %
I telework every work day (i.e., remote work agreement)	65	17.6%	N/A	N/A	159	60.3%
I have an approved remote work agreement (I am not expected to perform work at an agency worksite)	N/A	N/A	23	7.0%	N/A	N/A
I telework 3 or 4 days per week	158	41.1%	N/A	N/A	47	18.7%
I telework 3 or more days per week	N/A	N/A	171	46.5%	N/A	N/A
I telework 1 or 2 days per week	109	27.9%	117	34.7%	26	11.1%
I telework, but only about 1 or 2 days per month	10	2.4%	6	1.9%	7	2.6%
I telework very infrequently, on an unscheduled or short-term basis	12	2.6%	5	1.4%	7	2.3%
I do not telework because I have to be physically present on the job (e.g., law enforcement officers, TSA agent, border patrol agent, security personnel)	8	1.8%	8	1.9%	4	1.5%
I do not telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking	0	0.0%	1	0.3%	0	0.0%
I do not telework because I did not receive approval to do so, even though I have the kind of job where I can telework	8	2.0%	8	2.5%	3	1.0%
I do not telework because I choose not to telework	19	4.7%	13	3.8%	6	2.5%
Total	389	100.0%	352	100.0%	259	100.0%

Only those who answered "I telework every work day" in 2023 or "I have an approved remote work agreement" in 2022 to the previous question received Question 91a.

91a. What is your current remote work status?

	2023 N	2023 %	2022 N	2022 %
I do not have an approved remote work agreement	9	15.3%	N/A	N/A
I have an approved remote work agreement and live **outside** the local commuting area (more than 50 miles away)	13	20.7%	8	33.7%
I have an approved remote work agreement and live **inside** the local commuting area (less than 50 miles away)	38	57.7%	15	66.3%
I do not know	4	6.4%	N/A	N/A
Total	64	100.0%	23	100.0%

Percentages are weighted to represent the Agency's population.

"–ᵃ" indicates that there are no trending results available for the year.

"–ᵈ" indicates that there were no responses to this item.
In 2023, the response options for Q91 and Q91a were slightly different than in previous years. To facilitate trending, all possible response options are shown and an N/A is shown when the response option is not relevant for that given year.

Source: **Railroad Retirement Board AES Report**, 2023 OPM Federal Employee Viewpoint Survey

Employment Demographics

Where do you work?

	%
Headquarters	60.9%
Field	29.0%
Full-time telework (e.g., home office, telecenter)	10.0%
Total	100.0%

What is your supervisory status?

	%
Senior Leader	4.4%
Manager	10.6%
Supervisor	14.0%
Team Leader	11.2%
Non-Supervisor	59.7%
Total	100.0%

What is your pay category/grade?

	%
Federal Wage System (for example, WB, WD, WG, WL, WM, WS, WY)	0.0%
GS 1-6	4.2%
GS 7-12	61.0%
GS 13-15	31.4%
Senior Executive Service	2.1%
Senior Level (SL) or Scientific or Professional (ST)	0.0%
Other	1.3%
Total	100.0%

What is your US military service status?

	%
No Prior Military Service	77.7%
Currently in National Guard or Reserves	0.5%
Retired	5.8%
Separated or Discharged	16.0%
Total	100.0%

Are you:

	%
The spouse of a current active duty service member of the U.S. Armed Forces	0.3%
The spouse of a service member who retired or separated from active duty in the U.S. Armed Forces with a disability rating of 100 percent	1.0%
The widow(er) of a service member killed while on active duty in the U.S. Armed Forces	0.0%
None of the categories listed	98.7%
Total	100.0%

If the response to the previous question on if you are a military spouse was "None of the categories listed," this item was skipped.
Have you been hired under the Military Spouse Non-Competitive Hiring Authority?

	%
Yes	0.0%
No	100.0%
Total	100.0%

How long have you been with the Federal Government (excluding military service)?

	%
Less than 1 year	1.6%
1 to 3 years	6.2%
4 to 5 years	6.2%
6 to 10 years	17.1%
11 to 14 years	17.9%
15 to 20 years	13.2%
More than 20 years	37.8%
Total	100.0%

How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?

	%
Less than 1 year	2.6%
1 to 3 years	13.9%
4 to 5 years	9.2%
6 to 10 years	20.7%
11 to 14 years	14.4%
15 to 20 years	8.7%
More than 20 years	30.4%
Total	100.0%

Are you considering leaving your organization within the next year, and if so, why?

	%
No	71.6%
Yes, to retire	11.6%
Yes, to take another job within the Federal Government	11.8%
Yes, to take another job outside the Federal Government	1.1%
Yes, other	3.9%
Total	100.0%

If the response to the previous question on your intent to leave was "No," this item was skipped.
Has your work unit's telework or remote work options influenced your intent to leave?

	%
Yes	35.5%
No	64.5%
Total	100.0%

I am planning to retire:

	%
Less than 1 year	4.7%
1 year	5.2%
2 years	8.1%
3 years	7.6%
4 years	2.1%
5 years	8.1%
More than 5 years	64.0%
Total	100.0%

Personal Demographics

Are you of Hispanic, Latino, or Spanish origin?

	%
Yes	10.2%
No	89.8%

Total	100.0%

Please select the racial category or categories with which you most closely identify.

	%
White	58.7%
Black or African American	32.6%
All other races	8.7%
Total	100.0%

What is your age group?

	%
29 years and under	2.2%
30-39 years old	15.1%
40-49 years old	24.7%
50-59 years old	36.2%
60 years or older	21.9%
Total	100.0%

What is the highest degree or level of education you have completed?

	%
Less than High School/ High School Diploma/ GED	4.8%
Certification/ Some College/ Associate's Degree	19.0%
Bachelor's Degree	48.8%
Advanced Degrees (Post Bachelor's Degree)	27.3%
Total	100.0%

Are you an individual with a disability?

	%
Yes	18.1%
No	81.9%
Total	100.0%

Are you:

	%
Male	42.7%
Female	57.3%
Total	100.0%

Are you transgender?

	%
Yes	0.0%
No	100.0%
Total	100.0%

Which one of the following best represents how you think of yourself?

	%
Lesbian or gay	_[c]
Straight, that is not lesbian or gay	_[c]
Bisexual	_[c]
I use a different term	_[c]
Total	_[c]

Percentages for demographic questions are unweighted.

The first two response options "Lesbian or gay" and "Straight, that is not lesbian or gay" for the sexual orientation item were re-worded and re-ordered from the 2022 survey.

Note: For confidentiality purposes, a "–[c]" indicates that there are either fewer than 4 responses to a single personal demographic category or fewer than 4 responses in multiple personal demographic categories, and results are therefore suppressed.

A "–^d" indicates that there were no responses to this item.

No suppression was applied to Employment Demographics.

Agency Specific Item

I currently participate in RRB's telework program.

	N	%
Yes, on a regular basis (e.g. every Monday)	296	76.9%
Yes, on an intermittent basis (I occasionally telework)	57	13.5%
No, I am not eligible to telework	16	4.1%
No, I am eligible but choose not to telework	22	5.4%
Total	391	100.0%

It is my opinion that RRB employees that telework are more engaged, effective and/or productive in the performance of their work.

	N	%
I agree	274	90.3%
I disagree	32	9.7%
N/A, I have no opinion on this	83	—[b]
Total	389	100.0%

Note: A "—[b]" indicates "N/A, I have no opinion on this" responses are not included in percentage calculations.

It is my opinion that RRB employees that telework have better morale, happiness, and/or a more positive work attitude.

	N	%
I agree	314	96.1%
I disagree	13	3.9%
N/A, I have no opinion on this	64	—[b]
Total	391	100.0%

Note: A "—[b]" indicates "N/A, I have no opinion on this" responses are not included in percentage calculations.

It is my opinion that RRB employees that telework have a better ability to balance work-life demands (e.g. family care needs).

	N	%
I agree	352	98.1%
I disagree	7	1.9%
N/A, I have no opinion on this	32	—[b]
Total	391	100.0%

Note: A "—[b]" indicates "N/A, I have no opinion on this" responses are not included in percentage calculations.

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

	N	%
Yes	195	75.2%
No	67	24.8%
N/A, I have no opinion on this	127	—[b]
Total	389	100.0%

Note: A "—[b]" indicates "N/A, I have no opinion on this" responses are not included in percentage calculations.

When answering the survey questions about your "senior leaders," who were you primarily thinking of?

	N	%
Agency Heads (Chairman, Labor Member and Management Member)	80	20.2%
Executive Committee (Office/Bureau Directors such as the Director of Administration)	132	34.5%
Office/Bureau Division Directors	127	34.2%
Network Managers (for Field Service employees only)	42	11.1%
Total	381	100.0%

When answering the survey questions about your "organization," which organization were you primarily thinking of?

	N	%
The Office/Bureau (e.g. Office of Programs)	265	69.9%
The division or network (e.g. Disability Benefits Division or Network 1)	63	16.8%
The section/unit (e.g. Training and Development section)	13	3.5%
The field office (Nashville field office)	38	9.9%
Total	379	100.0%

For all tables on this worksheet:

Percentages are weighted to represent the Agency's population.

Source: **Railroad Retirement Board AES Report**, 2023 OPM Federal Employee Viewpoint Survey