



# Federal Employee Viewpoint Survey Results

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## U.S. Railroad Retirement Board Federal Employee Viewpoint Survey Results, 2024 (Survey Administration Period 5/16/24-6/28/24)

**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 793 employees invited to participate, 542 completed the survey, resulting in a final adjusted response rate of 68.3%, a fourteen percent increase from last year's survey. Seventy-five survey items were identified as strengths (65% positive or higher) while no survey items were identified as a challenge (35% negative or higher). Additionally, of the 90 core items, 55 item responses increased since the last survey while 24 decreased.

The 2024 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. We are pleased to report that the RRB employees scored the RRB positively across all five indices. When compared to the prior year's results, RRB's 2024 results indicate an improvement in FEVS scores across four indices (Employee Engagement, Global Satisfaction, Performance Confidence, and DEIA), and only a minimal decrease of 0.5% in Employee Experience. Notably, the 2024 results show an overwhelming positive outlook on the agency's Performance Confidence index of 90.1%, a 4% increase from the prior year.

**How the survey was conducted:** The survey was conducted online by OPM from May 16<sup>th</sup> to June 28<sup>th</sup>, 2024.

**Description of the employee sample:** All full-time, permanent employees of the agency as of November 30<sup>th</sup>, 2023, received the survey.

**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 793 employees invited to participate, 542 completed the survey, for a response rate of 68.3 percent. Demographics of the survey respondents can be found in the following report.

**Note:** 2024 FEVS contains content that is inconsistent with Executive Order (EO) 14151 *Ending Radical and Wasteful Government DEI Programs and Preferencing* and EO 14168 *Defending Women From Gender Ideology Extremism and Restoring Biological Truth to the Federal Government*.

| Railroad Retirement Board<br>2024 FEVS AES Report                 |  | Agency Information    |
|---|--|-----------------------|
| Field Period  |  | May 16 - Jun 28, 2024 |
| Sample or Census  |  | Census                |
| Number of Surveys Completed                                       |  | 542                   |
| Number of Surveys Administered                                    |  | 793                   |
| Response Rate   |  | 68.3%                 |
| Number of items identified as Strengths (65% positive or higher)  |  | 75                    |
| Number of items identified as Challenges (35% negative or higher) |  | 0                     |
| 2024 Engagement Index   |  | 77%                   |
| Leaders Lead Subindex   |  | 71%                   |
| Supervisors Subindex  |  | 83%                   |
| Intrinsic Work Experience Subindex                                |  | 79%                   |

Note: Number of items identified as strengths and challenges are based on items 1-90, excluding item 16.  
A "—" indicates that there were no responses to the item.

| Item | Item Text   | Index  | Performance Dimension                  | Response Type          | Percent Positive | Strongly Agree/<br>Always/<br>Very Good/<br>Very Satisfied % | Agree/<br>Most of the time/<br>Good/<br>Satisfied % | Neither Agree nor Disagree/<br>Sometimes/<br>Fair/<br>Neither Satisfied nor Dissatisfied % | Disagree/<br>Poor/<br>Dissatisfied % | Strongly Disagree/<br>Never/<br>Very Poor/<br>Very Dissatisfied % | Percent Negative | Strongly Agree/<br>Always/<br>Very Good/<br>Very Satisfied N | Agree/<br>Most of the time/<br>Good/<br>Satisfied N | Neither Agree nor Disagree/<br>Sometimes/<br>Fair/<br>Neither Satisfied nor Dissatisfied N | Disagree/<br>Poor/<br>Dissatisfied N | Strongly Disagree/<br>Never/<br>Very Poor/<br>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 the 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         | 74%              | 30%  | 44%   | 15%  | 7%                                   | 4%  | 11%              | 163  | 235   | 81   | 35                                   | 22  | 536                     | 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%              | 30%  | 34%   | 19%  | 11%                                  | 6%  | 17%              | 160  | 186   | 100  | 58                                   | 31  | 535                     | N/A   |
| 3    | My work gives me a feeling of personal accomplishment.  | Employee Engagement: Intrinsic Work Experience | N/A                                    | Agree-disagree         | 81%              | 37%  | 44%   | 11%  | 5%                                   | 3%  | 8%               | 196  | 237   | 57   | 25                                   | 16  | 531                     | N/A   |
| 4    | I know what is expected of me on the job.   | Employee Engagement: Intrinsic Work Experience | N/A                                    | Agree-disagree         | 87%              | 41%  | 46%   | 8%   | 4%                                   | 1%  | 5%               | 219  | 242   | 40   | 22                                   | 7   | 530                     | N/A   |
| 5    | *My workload is reasonable.   | N/A  | Employee-Focused: Work-Life Support    | Agree-disagree         | 55%              | 19%  | 36%   | 20%  | 16%                                  | 9%  | 25%              | 106  | 195   | 101  | 84                                   | 49  | 535                     | N/A   |
| 6    | *My talents are used well in the workplace.   | Employee Engagement: Intrinsic Work Experience | N/A                                    | Agree-disagree         | 69%              | 28%  | 41%   | 18%  | 8%                                   | 5%  | 13%              | 150  | 218   | 93   | 45                                   | 26  | 532                     | N/A   |
| 7    | *I know how my work relates to the agency's goals.  | Employee Engagement: Intrinsic Work Experience | N/A                                    | Agree-disagree         | 91%              | 48%  | 42%   | 6%   | 1%                                   | 2%  | 3%               | 263  | 228   | 30   | 8                                    | 8   | 537                     | 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         | 80%              | 45%  | 35%   | 11%  | 4%                                   | 5%  | 9%               | 232  | 178   | 54   | 18                                   | 27  | 509                     | 28  |
| 9    | I have enough information to do my job well.  | N/A  | Foundations: Performance Resources     | Agree-disagree         | 76%              | 24%  | 52%   | 14%  | 6%                                   | 4%  | 10%              | 133  | 275   | 72   | 38                                   | 19  | 537                     | N/A   |
| 10   | I receive the training I need to do my job well.  | N/A  | Employee-Focused: Employee Development | Agree-disagree         | 71%              | 25%  | 46%   | 15%  | 10%                                  | 4%  | 14%              | 138  | 244   | 80   | 51                                   | 23  | 536                     | N/A   |
| 11   | I am held accountable for the quality of work I produce.  | N/A  | Goal-Oriented: Accountability          | Agree-disagree         | 91%              | 42%  | 49%   | 7%   | 1%                                   | 1%  | 2%               | 229  | 266   | 35   | 6                                    | 3   | 539                     | N/A   |
| 12   | I have a clear idea of how well I am doing my job.  | N/A  | Goal-Oriented: Performance Feedback    | Agree-disagree         | 78%              | 34%  | 44%   | 13%  | 7%                                   | 2%  | 9%               | 185  | 237   | 69   | 35                                   | 12  | 538                     | N/A   |
| 13   | I have the autonomy to decide how I do my job.  | N/A  | Agile: Autonomy                        | Agree-disagree         | 70%              | 27%  | 42%   | 16%  | 9%                                   | 6%  | 15%              | 152  | 226   | 83   | 49                                   | 30  | 540                     | N/A   |
| 14   | I can make decisions about my work without getting permission first.  | N/A  | Agile: Autonomy                        | Agree-disagree         | 64%              | 23%  | 42%   | 22%  | 8%                                   | 6%  | 14%              | 125  | 222   | 116  | 45                                   | 31  | 539                     | N/A   |
| 15   | *The people I work with cooperate to get the job done.  | N/A  | Foundations: Cooperation               | Agree-disagree         | 87%              | 44%  | 42%   | 7%   | 3%                                   | 2%  | 6%               | 244  | 228   | 39   | 17                                   | 13  | 541                     | N/A   |
| 17   | *In my work unit, differences in performance are recognized in a meaningful way.  | N/A  | Goal-Oriented: Recognition             | Agree-disagree         | 49%              | 17%  | 32%   | 27%  | 13%                                  | 11%   | 24%              | 78   | 141   | 124  | 61                                   | 48  | 452                     | 87  |
| 18   | Employees in my work unit share job knowledge.  | N/A  | Foundations: Cooperation               | Agree-disagree         | 86%              | 44%  | 41%   | 8%   | 4%                                   | 2%  | 6%               | 241  | 224   | 40   | 22                                   | 11  | 538                     | 3   |
| 19   | *My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.                                       | N/A  | Foundations: Performance Resources     | Agree-disagree         | 84%              | 38%  | 46%   | 10%  | 3%                                   | 3%  | 6%               | 202  | 247   | 51   | 17                                   | 12  | 529                     | 12  |
| 20   | Employees in my work unit meet the needs of our customers.  | Performance Confidence                         | N/A                                    | Always-never           | 94%              | 48%  | 45%   | 5%   | 1%                                   | 0%  | 1%               | 245  | 229   | 28   | 4                                    | 1   | 507                     | 31  |
| 21   | Employees in my work unit contribute positively to my agency's performance.   | Performance Confidence                         | N/A                                    | Always-never           | 93%              | 57%  | 36%   | 5%   | 1%                                   | 1%  | 2%               | 293  | 180   | 27   | 5                                    | 5   | 510                     | 24  |
| 22   | Employees in my work unit produce high-quality work.  | Performance Confidence                         | N/A                                    | Always-never           | 90%              | 48%  | 42%   | 8%   | 2%                                   | 0%  | 2%               | 245  | 208   | 40   | 8                                    | 1   | 502                     | 36  |
| 23   | Employees in my work unit adapt to changing priorities.   | Performance Confidence                         | N/A                                    | Always-never           | 85%              | 47%  | 38%   | 11%  | 4%                                   | 1%  | 4%               | 239  | 187   | 55   | 16                                   | 4   | 501                     | 35  |
| 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         | 68%              | 24%  | 44%   | 21%  | 6%                                   | 5%  | 11%              | 110  | 199   | 97   | 27                                   | 21  | 454                     | 85  |
| 25   | I can influence decisions in my work unit.  | N/A  | Employee-Focused: Employee Voice       | Agree-disagree         | 66%              | 25%  | 41%   | 23%  | 7%                                   | 4%  | 11%              | 137  | 218   | 123  | 41                                   | 20  | 539                     | N/A   |
| 26   | I know what my work unit's goals are.   | N/A  | Goal-Oriented: Goal Clarity            | Agree-disagree         | 88%              | 42%  | 46%   | 8%   | 3%                                   | 1%  | 4%               | 228  | 251   | 39   | 16                                   | 6   | 540                     | 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         | 55%              | 19%  | 37%   | 24%  | 13%                                  | 8%  | 21%              | 94   | 178   | 115  | 61                                   | 39  | 487                     | 51  |
| 28   | My work unit successfully manages disruptions to our work.  | N/A  | Agile: Resilience                      | Agree-disagree         | 74%              | 28%  | 46%   | 18%  | 4%                                   | 4%  | 8%               | 147  | 238   | 88   | 21                                   | 18  | 512                     | 29  |
| 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%              | 25%  | 41%   | 23%  | 8%                                   | 3%  | 12%              | 127  | 204   | 111  | 40                                   | 15  | 497                     | 38  |
| 30   | Employees in my work unit incorporate new ideas into their work.  | N/A  | Agile: Innovation                      | Agree-disagree         | 67%              | 24%  | 42%   | 21%  | 9%                                   | 4%  | 13%              | 121  | 209   | 103  | 42                                   | 18  | 493                     | 40  |
| 31   | Employees in my work unit approach change as an opportunity.  | N/A  | Agile: Resilience                      | Agree-disagree         | 61%              | 24%  | 37%   | 26%  | 9%                                   | 4%  | 13%              | 116  | 184   | 132  | 41                                   | 17  | 490                     | 37  |
| 32   | Employees in my work unit consider customer needs a top priority.   | N/A  | Foundations: Customer Responsiveness   | Agree-disagree         | 86%              | 47%  | 40%   | 9%   | 3%                                   | 1%  | 5%               | 244  | 203   | 48   | 15                                   | 7   | 517                     | 18  |
| 33   | Employees in my work unit consistently look for ways to improve customer service.   | N/A  | Foundations: Customer Responsiveness   | Agree-disagree         | 71%              | 34%  | 36%   | 23%  | 4%                                   | 2%  | 6%               | 172  | 179   | 115  | 20                                   | 9   | 495                     | 41  |
| 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         | 81%              | 42%  | 39%   | 13%  | 2%                                   | 4%  | 6%               | 220  | 203   | 67   | 11                                   | 18  | 519                     | 16  |
| 35   | Employees are recognized for providing high quality products and services.  | N/A  | Goal-Oriented: Recognition             | Agree-disagree         | 63%              | 21%  | 42%   | 18%  | 13%                                  | 6%  | 19%              | 106  | 211   | 92   | 65                                   | 31  | 505                     | 35  |
| 36   | Employees are protected from health and safety hazards on the job.  | N/A  | Employee-Focused: Employee Welfare     | Agree-disagree         | 83%              | 39%  | 44%   | 11%  | 4%                                   | 2%  | 6%               | 199  | 225   | 56   | 17                                   | 11  | 508                     | 30  |
| 37   | My organization is successful at accomplishing its mission.   | N/A  | Other                                  | Agree-disagree         | 80%              | 32%  | 48%   | 15%  | 5%                                   | 1%  | 6%               | 163  | 250   | 75   | 23                                   | 6   | 517                     | 22  |
| 38   | I have a good understanding of my organization's priorities.  | N/A  | Goal-Oriented: Goal Clarity            | Agree-disagree         | 83%              | 39%  | 44%   | 13%  | 3%                                   | 2%  | 5%               | 208  | 237   | 68   | 17                                   | 8   | 538                     | 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         | 82%              | 40%  | 41%   | 10%  | 5%                                   | 4%  | 9%               | 205  | 217   | 45   | 22                                   | 15  | 504                     | 29  |
| 40   | Information is openly shared in my organization.  | N/A  | Foundations: Communication             | Agree-disagree         | 70%              | 25%  | 45%   | 15%  | 12%                                  | 4%  | 16%              | 126  | 233   | 74   | 60                                   | 17  | 510                     | 13  |
| 41   | The approval process in my organization allows timely delivery of my work.  | N/A  | Other                                  | Agree-disagree         | 65%              | 22%  | 42%   | 23%  | 8%                                   | 4%  | 12%              | 119  | 218   | 118  | 40                                   | 19  | 514                     | 13  |
| 42   | My organization effectively adapts to changing government priorities.   | N/A  | Agile: Resilience                      | Agree-disagree         | 73%              | 26%  | 46%   | 20%  | 5%                                   | 2%  | 7%               | 135  | 231   | 95   | 24                                   | 11  | 496                     | 35  |
| 43   | My organization has prepared me for potential physical security threats.  | N/A  | Employee-Focused: Employee Welfare     | Agree-disagree         | 83%              | 35%  | 48%   | 12%  | 3%                                   | 2%  | 6%               | 184  | 253   | 56   | 17                                   | 11  | 521                     | 11  |
| 44   | My organization has prepared me for potential cybersecurity threats.  | N/A  | Employee-Focused: Employee Welfare     | Agree-disagree         | 88%              | 38%  | 50%   | 9%   | 2%                                   | 1%  | 3%               | 199  | 259   | 44   | 8                                    | 8   | 518                     | 3   |
| 45   | In my organization, arbitrary action, personal favoritism, and/or political coercion are not tolerated.                                     | N/A  | Foundations: Merit Principles          | Agree-disagree         | 65%              | 31%  | 34%   | 18%  | 10%                                  | 7%  | 17%              | 149  | 165   | 90   | 44                                   | 35  | 483                     | 47  |
| 46   | *I recommend my organization as a good place to work.   | Global Satisfaction                            | N/A                                    | Agree-disagree         | 79%              | 35%  | 43%   | 13%  | 4%                                   | 5%  | 9%               | 192  | 234   | 66   | 21                                   | 23  | 536                     | 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         | 61%              | 29%  | 32%   | 23%  | 9%                                   | 6%  | 15%              | 144  | 157   | 112  | 46                                   | 29  | 488                     | 48  |
| 48   | Supervisors in my work unit support employee development.   | Employee Engagement: Supervisors               | N/A                                    | Agree-disagree         | 80%              | 46%  | 35%   | 11%  | 5%                                   | 4%  | 9%               | 242  | 181   | 55   | 24                                   | 21  | 523                     | 3   |
| 49   | My supervisor supports my need to balance work and other life issues.   | Employee Engagement: Supervisors               | N/A                                    | Agree-disagree         | 88%              | 62%  | 26%   | 7%   | 2%                                   | 2%  | 4%               | 329  | 142   | 39   | 13                                   | 10  | 533                     | N/A   |
| 50   | My supervisor listens to what I have to say.  | Employee Engagement: Supervisors               | N/A                                    | Agree-disagree         | 85%              | 56%  | 29%   | 8%   | 5%                                   | 3%  | 7%               | 295  | 157   | 39   | 24                                   | 14  | 529                     | N/A   |
| 51   | My supervisor treats me with respect.   | Employee Engagement: Supervisors               | N/A                                    | Agree-disagree         | 87%              | 60%  | 27%   | 7%   | 3%                                   | 2%  | 5%               | 321  | 147   | 38   | 14                                   | 13  | 533                     | N/A   |
| 52   | I have trust and confidence in my supervisor.   | Employee Engagement: Supervisors               | N/A                                    | Agree-disagree         | 80%              | 55%  | 24%   | 11%  | 4%                                   | 6%  | 10%              | 291  | 134   | 56   | 21                                   | 29  | 531                     | N/A   |
| 53   | My supervisor holds me accountable for achieving results.   | N/A  | Goal-Oriented: Accountability          | Agree-disagree         | 92%              | 57%  | 35%   | 6%   | 2%                                   | 0%  | 2%               | 304  | 184   | 30   | 9                                    | 1   | 528                     | 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%              | 53%  | 28%   | 12%  | 4%                                   | 3%  | 7%               | 289  | 145   | 62   | 20                                   | 17  | 533                     | N/A   |
| 55   | My supervisor provides me with constructive suggestions to improve my job performance.  | N/A  | Goal-Oriented: Performance Feedback    | Agree-disagree         | 77%              | 46%  | 31%   | 15%  | 5%                                   | 2%  | 7%               | 246  | 167   | 79   | 27                                   | 13  | 532                     | N/A   |
| 56   | My supervisor provides me with performance feedback throughout the year.  | N/A  | Goal-Oriented: Performance Feedback    | Agree-disagree         | 84%              | 46%  | 38%   | 9%   | 4%                                   | 3%  | 7%               | 247  | 196   | 45   | 22                                   | 16  | 526                     | 7   |
| 57   | In my organization, senior leaders generate high levels of motivation and commitment in the workforce.                                      | Employee Engagement: Leaders Lead              | N/A                                    | Agree-disagree         | 60%              | 24%  | 36%   | 22%  | 10%                                  | 8%  | 18%              | 124  | 181   | 112  | 52                                   | 36  | 505                     | 25  |
| 58   | My organization's senior leaders maintain high standards of honesty and integrity.  | Employee Engagement: Leaders Lead              | N/A                                    | Agree-disagree         | 71%              | 33%  | 38%   | 20%  | 3%                                   | 6%  | 9%               | 160  | 180   | 93   | 14                                   | 28  | 475                     | 51  |
| 59   | *Managers communicate the goals of the organization.  | Employee Engagement: Leaders Lead              | N/A                                    | Agree-disagree         | 77%              | 30%  | 46%   | 14%  | 5%                                   | 4%  | 9%               | 157  | 239   | 71   | 23                                   | 20  | 510                     | 17  |
| 60   | Managers promote communication among different work units (for example, about projects, goals, needed resources).                           | N/A  | Foundations: Communication             | Agree-disagree         | 67%              | 26%  | 41%   | 18%  | 9%                                   | 5%  | 14%              | 132  | 205   | 87   | 46                                   | 26  | 496                     | 26  |
| 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              | 76%              | 42%  | 34%   | 13%  | 5%                                   | 5%  | 11%              | 207  | 169   | 62   | 26                                   | 26  | 490                     | 40  |
| 62   | I have a high level of respect for my organization's senior leaders.  | Employee Engagement: Leaders Lead              | N/A                                    | Agree-disagree         | 71%              | 35%  | 36%   | 17%  | 8%                                   | 4%  | 12%              | 185  | 188   | 88   | 39                                   | 20  | 520                     | 12  |
| 63   | Senior leaders demonstrate support for Work-Life programs.  | N/A  | Employee-Focused: Work-Life Support    | Agree-disagree         | 74%              | 37%  | 38%   | 16%  | 5%                                   | 4%  | 9%               | 181  | 192   | 77   | 25                                   | 19  | 494                     | 33  |
| 64   | Management encourages innovation.   | N/A  | Agile: Innovation                      | Agree-disagree         | 60%              | 26%  | 35%   | 24%  | 9%                                   | 6%  | 15%              | 133  | 174   | 123  | 46                                   | 31  | 507                     | 22  |
| 65   | Management makes effective changes to address challenges facing our organization.   | N/A  | Agile: Resilience                      | Agree-disagree         | 65%              | 26%  | 39%   | 19%  | 9%                                   | 7%  | 16%              | 132  | 189   | 95   | 46                                   | 32  | 494                     | 32  |
| 66   | Management involves employees in decisions that affect their work.  | N/A  | Employee-Focused: Employee Voice       | Agree-disagree         | 53%              | 22%  | 31%   | 23%  | 14%                                  | 10%   | 24%              | 111  | 155   | 115  | 68                                   | 48  | 497                     | 26  |
| 67   | *How satisfied are you with your involvement in decisions that affect your work?  | N/A  | Employee-Focused: Employee Voice       | Satisfied-dissatisfied | 57%              | 24%  | 33%   | 26%  | 13%                                  | 4%  | 17%              | 131  | 174   | 141  | 65                                   | 20  | 531                     | 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 | 65%              | 26%  | 39%   | 20%  | 12%                                  | 3%  | 15%              | 140  | 210   | 104  | 59                                   | 16  | 529                     | N/A   |
| 69   | *How satisfied are you with the recognition you receive for doing a good job?   | N/A  | Goal-Oriented: Recognition             | Satisfied-dissatisfied | 62%              | 26%  | 36%   | 21%  | 11%                                  | 6%  | 17%              | 137  | 190   | 113  | 58                                   | 32  | 530                     | N/A   |
| 70   | *Considering everything, how satisfied are you with your job?   | Global Satisfaction                            | N/A                                    | Satisfied-dissatisfied | 78%              | 31%  | 47%   | 11%  | 7%                                   | 4%  | 11%              | 167  | 243   | 58   | 39                                   | 20  | 527                     | N/A   |

|    |   |                     |     |                        |     |     |     |     |     |    |     |     |     |     |    |    |     |     |
|----|---|---------------------|-----|------------------------|-----|-----|-----|-----|-----|----|-----|-----|-----|-----|----|----|-----|-----|
| 71 | Considering everything, how satisfied are you with your pay?  | Global Satisfaction | N/A | Satisfied-dissatisfied | 59% | 23% | 36% | 17% | 15% | 9% | 24% | 127 | 188 | 85  | 83 | 47 | 530 | N/A |
| 72 | *Considering everything, how satisfied are you with your organization?  | Global Satisfaction | N/A | Satisfied-dissatisfied | 73% | 27% | 46% | 17% | 7%  | 3% | 10% | 148 | 243 | 86  | 35 | 17 | 529 | N/A |
| 73 | My organization's management practices promote diversity (e.g., outreach, recruitment, promotion opportunities).              | DEIA: Diversity     | N/A | Agree-disagree         | 79% | 37% | 42% | 15% | 2%  | 3% | 5%  | 178 | 203 | 72  | 8  | 17 | 478 | 51  |
| 74 | My supervisor demonstrates a commitment to workforce diversity (e.g., recruitment, promotion opportunities, development).     | DEIA: Diversity     | N/A | Agree-disagree         | 80% | 42% | 38% | 15% | 3%  | 2% | 5%  | 198 | 181 | 67  | 11 | 11 | 468 | 62  |
| 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         | 77% | 36% | 41% | 11% | 6%  | 6% | 12% | 182 | 204 | 53  | 31 | 30 | 500 | 25  |
| 76 | My supervisor provides opportunities fairly to all employees in my work unit (e.g., promotions, work assignments).            | DEIA: Equity        | N/A | Agree-disagree         | 78% | 42% | 36% | 12% | 4%  | 6% | 10% | 206 | 180 | 55  | 22 | 29 | 492 | 33  |
| 77 | In my work unit, excellent work is similarly recognized for all employees (e.g., awards, acknowledgements).                   | DEIA: Equity        | N/A | Agree-disagree         | 66% | 34% | 32% | 17% | 10% | 7% | 18% | 164 | 151 | 81  | 48 | 35 | 479 | 46  |
| 78 | Employees in my work unit make me feel I belong.  | DEIA: Inclusion     | N/A | Agree-disagree         | 83% | 40% | 44% | 12% | 3%  | 2% | 5%  | 207 | 221 | 60  | 13 | 10 | 511 | 11  |
| 79 | Employees in my work unit care about me as a person.  | DEIA: Inclusion     | N/A | Agree-disagree         | 81% | 39% | 41% | 14% | 3%  | 2% | 5%  | 198 | 201 | 68  | 16 | 11 | 494 | 22  |
| 80 | I am comfortable expressing opinions that are different from other employees in my work unit.                                 | DEIA: Inclusion     | N/A | Agree-disagree         | 77% | 36% | 41% | 13% | 6%  | 4% | 10% | 190 | 210 | 68  | 27 | 20 | 515 | 8   |
| 81 | In my work unit, people's differences are respected.  | DEIA: Inclusion     | N/A | Agree-disagree         | 81% | 40% | 41% | 14% | 3%  | 2% | 6%  | 198 | 206 | 67  | 15 | 12 | 498 | 24  |
| 82 | I can be successful in my organization being myself.  | DEIA: Inclusion     | N/A | Agree-disagree         | 81% | 39% | 41% | 13% | 4%  | 3% | 7%  | 203 | 212 | 63  | 18 | 15 | 511 | 10  |
| 83 | I can easily make a request of my organization to meet my accessibility needs.  | DEIA: Accessibility | N/A | Agree-disagree         | 77% | 36% | 41% | 14% | 6%  | 2% | 8%  | 129 | 144 | 50  | 21 | 8  | 352 | 178 |
| 84 | My organization responds to my accessibility needs in a timely manner.  | DEIA: Accessibility | N/A | Agree-disagree         | 73% | 35% | 38% | 19% | 5%  | 3% | 8%  | 116 | 125 | 62  | 15 | 10 | 338 | 200 |
| 85 | My organization meets my accessibility needs.   | DEIA: Accessibility | N/A | Agree-disagree         | 76% | 36% | 39% | 17% | 5%  | 2% | 8%  | 121 | 129 | 55  | 18 | 7  | 330 | 197 |
| 86 | My job inspires me.   | Employee Experience | N/A | Agree-disagree         | 66% | 26% | 40% | 21% | 9%  | 4% | 13% | 137 | 211 | 109 | 46 | 20 | 523 | N/A |
| 87 | The work I do gives me a sense of accomplishment.   | Employee Experience | N/A | Agree-disagree         | 81% | 35% | 45% | 12% | 4%  | 3% | 7%  | 189 | 239 | 63  | 22 | 14 | 527 | N/A |
| 88 | I feel a strong personal attachment to my organization.   | Employee Experience | N/A | Agree-disagree         | 66% | 30% | 36% | 22% | 9%  | 4% | 12% | 161 | 186 | 115 | 45 | 18 | 525 | N/A |
| 89 | I identify with the mission of my organization.   | Employee Experience | N/A | Agree-disagree         | 86% | 39% | 47% | 12% | 1%  | 1% | 2%  | 207 | 247 | 62  | 6  | 5  | 527 | N/A |
| 90 | It is important to me that my work contribute to the common good.   | Employee Experience | N/A | Agree-disagree         | 94% | 53% | 42% | 5%  | 1%  | 0% | 1%  | 276 | 218 | 27  | 4  | 0  | 525 | 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.

Performance Dimension: Goal-Oriented: Accountability

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

|   | 2024 | 2024  | 2023 | 2023  | 2022 | 2022  |
|---|------|-------|------|-------|------|-------|
|   | N    | %     | N    | %     | N    | %     |
| Remain in the work unit and improve their performance over time | 113  | 21.3% | 84   | 20.8% | 67   | 18.3% |
| Remain in the work unit and continue to underperform            | 139  | 26.7% | 116  | 28.4% | 113  | 31.9% |
| Leave the work unit - removed or transferred                    | 38   | 7.0%  | 44   | 11.2% | 47   | 12.9% |
| Leave the work unit - quit                                      | 39   | 7.2%  | 31   | 8.0%  | 34   | 9.4%  |
| There are no poor performers in my work unit                    | 140  | 25.7% | 95   | 22.8% | 83   | 21.7% |
| Do Not Know   | 152  | 27.1% | 100  | 24.3% | 95   | 25.3% |

|  |     |     |     |     |     |     |
|--|-----|-----|-----|-----|-----|-----|
| Total (percents will add to more than 100% because respondents could choose more than one response option) | 540 | N/A | 410 | N/A | 372 | N/A |
|--|-----|-----|-----|-----|-----|-----|

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

Source: **Railroad Retirement Board AES Report**, 2024 Federal Employee Viewpoint Survey

|      |   |  |  | 2021 Percent Positive | 2022 Percent Positive | 2023 Percent Positive | 2024 Percent Positive | Difference 2024-2021 | Difference 2024-2022 | Difference 2024-2023 | Sort for Largest Differences 2024-2021 | Sort for Largest Differences 2024-2022 | Sort for Largest Differences 2024-2023 |
|------|---|--|--|-----------------------|-----------------------|-----------------------|-----------------------|----------------------|----------------------|----------------------|--|--|--|
| Item | Item Text   | Index  | Performance Dimension                  |                       |                       |                       |                       |                      |                      |                      |  |  |  |
| 1    | *I am given a real opportunity to improve my skills in my organization.   | N/A  | Employee-Focused: Employee Development | 63%                   | 66%                   | 69%                   | 74%                   | 11%                  | 8%                   | 5%                   | 3                                      | 16                                     | 10                                     |
| 2    | I feel encouraged to come up with new and better ways of doing things.  | Employee Engagement: Intrinsic Work Experience | N/A                                    | 59%                   | 64%                   | 64%                   | 64%                   | 5%                   | 0%                   | 0%                   | 19                                     | 80                                     | 56                                     |
| 3    | My work gives me a feeling of personal accomplishment.  | Employee Engagement: Intrinsic Work Experience | N/A                                    | 71%                   | 78%                   | 80%                   | 81%                   | 10%                  | 3%                   | 1%                   | 8                                      | 52                                     | 48                                     |
| 4    | I know what is expected of me on the job.   | Employee Engagement: Intrinsic Work Experience | N/A                                    | 83%                   | 86%                   | 86%                   | 87%                   | 4%                   | 1%                   | 1%                   | 24                                     | 75                                     | 47                                     |
| 5    | *My workload is reasonable.   | N/A  | Employee-Focused: Work-Life Support    | 55%                   | 57%                   | 60%                   | 55%                   | 0%                   | -2%                  | -5%                  | 37                                     | 84                                     | 87                                     |
| 6    | *My talents are used well in the workplace.   | Employee Engagement: Intrinsic Work Experience | N/A                                    | 61%                   | 61%                   | 66%                   | 69%                   | 8%                   | 8%                   | 3%                   | 14                                     | 15                                     | 21                                     |
| 7    | *I know how my work relates to the agency's goals.  | Employee Engagement: Intrinsic Work Experience | N/A                                    | 88%                   | 90%                   | 89%                   | 91%                   | 3%                   | 1%                   | 2%                   | 32                                     | 72                                     | 31                                     |
| 8    | *I can disclose a suspected violation of any law, rule, or regulation without fear of reprisal.   | N/A  | Foundations: Merit Principles          | 70%                   | 72%                   | 74%                   | 80%                   | 10%                  | 8%                   | 6%                   | 6                                      | 20                                     | 5                                      |
| 9    | I have enough information to do my job well.  | N/A  | Foundations: Performance Resources     | — <sup>nt</sup>       | 77%                   | 77%                   | 76%                   | — <sup>nt</sup>      | -1%                  | -1%                  | — <sup>nt</sup>                        | 83                                     | 67                                     |
| 10   | I receive the training I need to do my job well.  | N/A  | Employee-Focused: Employee Development | — <sup>nt</sup>       | 68%                   | 69%                   | 71%                   | — <sup>nt</sup>      | 3%                   | 2%                   | — <sup>nt</sup>                        | 53                                     | 28                                     |
| 11   | I am held accountable for the quality of work I produce.  | N/A  | Goal-Oriented: Accountability          | — <sup>nt</sup>       | 91%                   | 90%                   | 91%                   | — <sup>nt</sup>      | 0%                   | 1%                   | — <sup>nt</sup>                        | 79                                     | 41                                     |
| 12   | I have a clear idea of how well I am doing my job.  | N/A  | Goal-Oriented: Performance Feedback    | — <sup>nt</sup>       | 77%                   | 79%                   | 78%                   | — <sup>nt</sup>      | 1%                   | -1%                  | — <sup>nt</sup>                        | 73                                     | 68                                     |
| 13   | I have the autonomy to decide how I do my job.  | N/A  | Agile: Autonomy                        | — <sup>nt</sup>       | — <sup>nt</sup>       | 71%                   | 70%                   | — <sup>nt</sup>      | — <sup>nt</sup>      | -1%                  | — <sup>nt</sup>                        | — <sup>nt</sup>                        | 70                                     |
| 14   | I can make decisions about my work without getting permission first.  | N/A  | Agile: Autonomy                        | — <sup>nt</sup>       | — <sup>nt</sup>       | 63%                   | 64%                   | — <sup>nt</sup>      | — <sup>nt</sup>      | 1%                   | — <sup>nt</sup>                        | — <sup>nt</sup>                        | 36                                     |
| 15   | *The people I work with cooperate to get the job done.  | N/A  | Foundations: Cooperation               | 84%                   | 80%                   | 82%                   | 87%                   | 3%                   | 7%                   | 5%                   | 30                                     | 25                                     | 11                                     |
| 17   | *In my work unit, differences in performance are recognized in a meaningful way.  | N/A  | Goal-Oriented: Recognition             | 45%                   | 46%                   | 46%                   | 49%                   | 4%                   | 3%                   | 3%                   | 28                                     | 59                                     | 26                                     |
| 18   | Employees in my work unit share job knowledge.  | N/A  | Foundations: Cooperation               | — <sup>nt</sup>       | 83%                   | 83%                   | 86%                   | — <sup>nt</sup>      | 3%                   | 3%                   | — <sup>nt</sup>                        | 62                                     | 27                                     |
| 19   | *My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.                                       | N/A  | Foundations: Performance Resources     | 77%                   | 81%                   | 81%                   | 84%                   | 7%                   | 3%                   | 3%                   | 17                                     | 61                                     | 24                                     |
| 20   | Employees in my work unit meet the needs of our customers.  | Performance Confidence                         | N/A                                    | 88%                   | 89%                   | 90%                   | 94%                   | 6%                   | 5%                   | 4%                   | 18                                     | 44                                     | 16                                     |
| 21   | Employees in my work unit contribute positively to my agency's performance.   | Performance Confidence                         | N/A                                    | 88%                   | 87%                   | 88%                   | 93%                   | 5%                   | 6%                   | 5%                   | 21                                     | 32                                     | 12                                     |
| 22   | Employees in my work unit produce high-quality work.  | Performance Confidence                         | N/A                                    | 87%                   | 84%                   | 83%                   | 90%                   | 3%                   | 6%                   | 7%                   | 31                                     | 35                                     | 3                                      |
| 23   | Employees in my work unit adapt to changing priorities.   | Performance Confidence                         | N/A                                    | 83%                   | 83%                   | 84%                   | 85%                   | 2%                   | 2%                   | 1%                   | 33                                     | 66                                     | 52                                     |
| 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     | — <sup>nt</sup>       | 56%                   | 64%                   | 68%                   | — <sup>nt</sup>      | 12%                  | 4%                   | — <sup>nt</sup>                        | 2                                      | 18                                     |
| 25   | I can influence decisions in my work unit.  | N/A  | Employee-Focused: Employee Voice       | — <sup>nt</sup>       | 60%                   | 65%                   | 66%                   | — <sup>nt</sup>      | 6%                   | 1%                   | — <sup>nt</sup>                        | 29                                     | 53                                     |
| 26   | I know what my work unit's goals are.   | N/A  | Goal-Oriented: Goal Clarity            | — <sup>nt</sup>       | 85%                   | 88%                   | 88%                   | — <sup>nt</sup>      | 3%                   | 0%                   | — <sup>nt</sup>                        | 57                                     | 62                                     |
| 27   | My work unit commits resources to develop new ideas (e.g., budget, staff, time, expert support).  | N/A  | Agile: Innovation                      | — <sup>nt</sup>       | 51%                   | 52%                   | 55%                   | — <sup>nt</sup>      | 4%                   | 3%                   | — <sup>nt</sup>                        | 45                                     | 20                                     |
| 28   | My work unit successfully manages disruptions to our work.  | N/A  | Agile: Resilience                      | — <sup>nt</sup>       | 74%                   | 77%                   | 74%                   | — <sup>nt</sup>      | 0%                   | -3%                  | — <sup>nt</sup>                        | 81                                     | 82                                     |
| 29   | Employees in my work unit consistently look for new ways to improve how they do their work.   | N/A  | Agile: Innovation                      | — <sup>nt</sup>       | 61%                   | 66%                   | 66%                   | — <sup>nt</sup>      | 5%                   | 0%                   | — <sup>nt</sup>                        | 39                                     | 60                                     |
| 30   | Employees in my work unit incorporate new ideas into their work.  | N/A  | Agile: Innovation                      | — <sup>nt</sup>       | 60%                   | 60%                   | 67%                   | — <sup>nt</sup>      | 7%                   | 7%                   | — <sup>nt</sup>                        | 26                                     | 4                                      |
| 31   | Employees in my work unit approach change as an opportunity.  | N/A  | Agile: Resilience                      | — <sup>nt</sup>       | 58%                   | 59%                   | 61%                   | — <sup>nt</sup>      | 3%                   | 2%                   | — <sup>nt</sup>                        | 60                                     | 30                                     |
| 32   | Employees in my work unit consider customer needs a top priority.   | N/A  | Foundations: Customer Responsiveness   | — <sup>nt</sup>       | 84%                   | 85%                   | 86%                   | — <sup>nt</sup>      | 2%                   | 1%                   | — <sup>nt</sup>                        | 63                                     | 40                                     |
| 33   | Employees in my work unit consistently look for ways to improve customer service.   | N/A  | Foundations: Customer Responsiveness   | — <sup>nt</sup>       | 69%                   | 70%                   | 71%                   | — <sup>nt</sup>      | 2%                   | 1%                   | — <sup>nt</sup>                        | 70                                     | 50                                     |
| 34   | Employees in my work unit support my need to balance my work and personal responsibilities.   | N/A  | Employee-Focused: Work-Life Support    | — <sup>nt</sup>       | 73%                   | 75%                   | 81%                   | — <sup>nt</sup>      | 8%                   | 6%                   | — <sup>nt</sup>                        | 21                                     | 6                                      |
| 35   | Employees are recognized for providing high quality products and services.  | N/A  | Goal-Oriented: Recognition             | 59%                   | 56%                   | 59%                   | 63%                   | 4%                   | 7%                   | 4%                   | 25                                     | 22                                     | 13                                     |
| 36   | Employees are protected from health and safety hazards on the job.  | N/A  | Employee-Focused: Employee Welfare     | 76%                   | 73%                   | 78%                   | 83%                   | 7%                   | 10%                  | 5%                   | 16                                     | 6                                      | 9                                      |
| 37   | My organization is successful at accomplishing its mission.   | N/A  | Other                                  | 81%                   | 78%                   | 82%                   | 80%                   | -1%                  | 2%                   | -2%                  | 38                                     | 67                                     | 77                                     |
| 38   | I have a good understanding of my organization's priorities.  | N/A  | Goal-Oriented: Goal Clarity            | — <sup>nt</sup>       | 82%                   | 83%                   | 83%                   | — <sup>nt</sup>      | 1%                   | 0%                   | — <sup>nt</sup>                        | 74                                     | 61                                     |
| 39   | My organization shares results (for example, town halls, email, distribution of reports) from the Federal Employee Viewpoint Survey (FEVS). | N/A  | Other                                  | — <sup>nt</sup>       | — <sup>nt</sup>       | 68%                   | 82%                   | — <sup>nt</sup>      | — <sup>nt</sup>      | 14%                  | — <sup>nt</sup>                        | — <sup>nt</sup>                        | 1                                      |
| 40   | Information is openly shared in my organization.  | N/A  | Foundations: Communication             | — <sup>nt</sup>       | — <sup>nt</sup>       | 59%                   | 70%                   | — <sup>nt</sup>      | — <sup>nt</sup>      | 11%                  | — <sup>nt</sup>                        | — <sup>nt</sup>                        | 2                                      |
| 41   | The approval process in my organization allows timely delivery of my work.  | N/A  | Other                                  | — <sup>nt</sup>       | — <sup>nt</sup>       | 63%                   | 65%                   | — <sup>nt</sup>      | — <sup>nt</sup>      | 2%                   | — <sup>nt</sup>                        | — <sup>nt</sup>                        | 34                                     |
| 42   | My organization effectively adapts to changing government priorities.   | N/A  | Agile: Resilience                      | — <sup>nt</sup>       | 71%                   | 72%                   | 73%                   | — <sup>nt</sup>      | 2%                   | 1%                   | — <sup>nt</sup>                        | 64                                     | 45                                     |
| 43   | My organization has prepared me for potential physical security threats.  | N/A  | Employee-Focused: Employee Welfare     | — <sup>nt</sup>       | 74%                   | 83%                   | 83%                   | — <sup>nt</sup>      | 9%                   | 0%                   | — <sup>nt</sup>                        | 12                                     | 65                                     |
| 44   | My organization has prepared me for potential cybersecurity threats.  | N/A  | Employee-Focused: Employee Welfare     | — <sup>nt</sup>       | 86%                   | 91%                   | 88%                   | — <sup>nt</sup>      | 2%                   | -3%                  | — <sup>nt</sup>                        | 71                                     | 81                                     |
| 45   | In my organization, arbitrary action, personal favoritism and/or political coercion are not tolerated.                                      | N/A  | Foundations: Merit Principles          | — <sup>nt</sup>       | 57%                   | 64%                   | 65%                   | — <sup>nt</sup>      | 8%                   | 1%                   | — <sup>nt</sup>                        | 18                                     | 43                                     |
| 46   | *I recommend my organization as a good place to work.   | Global Satisfaction                            | Foundations                            | 69%                   | 68%                   | 75%                   | 79%                   | 10%                  | 11%                  | 4%                   | 9                                      | 4                                      | 14                                     |
| 47   | *I believe the results of this survey will be used to make my agency a better place to work.  | N/A  | Other                                  | 44%                   | 46%                   | 58%                   | 61%                   | 17%                  | 15%                  | 3%                   | 1                                      | 1                                      | 22                                     |
| 48   | Supervisors in my work unit support employee development.   | Employee Engagement: Supervisors               | N/A                                    | 77%                   | 77%                   | 81%                   | 80%                   | 3%                   | 3%                   | -1%                  | 29                                     | 50                                     | 66                                     |
| 49   | My supervisor supports my need to balance work and other life issues.   | N/A  | Employee-Focused: Work-Life Support    | 87%                   | 87%                   | 87%                   | 88%                   | 1%                   | 1%                   | 1%                   | 36                                     | 76                                     | 51                                     |
| 50   | My supervisor listens to what I have to say.  | Employee Engagement: Supervisors               | N/A                                    | 84%                   | 80%                   | 84%                   | 85%                   | 1%                   | 5%                   | 1%                   | 35                                     | 42                                     | 49                                     |
| 51   | My supervisor treats me with respect.   | Employee Engagement: Supervisors               | N/A                                    | 86%                   | 87%                   | 85%                   | 87%                   | 1%                   | 0%                   | 2%                   | 34                                     | 82                                     | 29                                     |
| 52   | I have trust and confidence in my supervisor.   | Employee Engagement: Supervisors               | N/A                                    | 75%                   | 73%                   | 79%                   | 80%                   | 5%                   | 7%                   | 1%                   | 20                                     | 27                                     | 42                                     |
| 53   | My supervisor holds me accountable for achieving results.   | N/A  | Goal-Oriented: Accountability          | — <sup>nt</sup>       | 86%                   | 92%                   | 92%                   | — <sup>nt</sup>      | 6%                   | 0%                   | — <sup>nt</sup>                        | 34                                     | 64                                     |
| 54   | Overall, how good a job do you feel is being done by your immediate supervisor?   | Employee Engagement: Supervisors               | N/A                                    | 77%                   | 78%                   | 81%                   | 81%                   | 4%                   | 3%                   | 0%                   | 26                                     | 51                                     | 58                                     |
| 55   | My supervisor provides me with constructive suggestions to improve my job performance.  | N/A  | Goal-Oriented: Performance Feedback    | — <sup>nt</sup>       | 69%                   | 76%                   | 77%                   | — <sup>nt</sup>      | 8%                   | 1%                   | — <sup>nt</sup>                        | 17                                     | 38                                     |
| 56   | My supervisor provides me with performance feedback throughout the year.  | N/A  | Goal-Oriented: Performance Feedback    | — <sup>nt</sup>       | 75%                   | 81%                   | 84%                   | — <sup>nt</sup>      | 9%                   | 3%                   | — <sup>nt</sup>                        | 11                                     | 23                                     |
| 57   | In my organization, senior leaders generate high levels of motivation and commitment in the workforce.                                      | Employee Engagement: Leaders Lead              | N/A                                    | 51%                   | 53%                   | 58%                   | 60%                   | 9%                   | 7%                   | 2%                   | 11                                     | 24                                     | 35                                     |
| 58   | My organization's senior leaders maintain high standards of honesty and integrity.  | Employee Engagement: Leaders Lead              | N/A                                    | 67%                   | 67%                   | 71%                   | 71%                   | 4%                   | 4%                   | 0%                   | 27                                     | 46                                     | 59                                     |
| 59   | *Managers communicate the goals of the organization.  | Employee Engagement: Leaders Lead              | N/A                                    | 66%                   | 74%                   | 73%                   | 77%                   | 11%                  | 3%                   | 4%                   | 4                                      | 58                                     | 15                                     |
| 60   | Managers promote communication among different work units (for example, about projects, goals, needed resources).                           | N/A  | Foundations: Communication             | 57%                   | 58%                   | 66%                   | 67%                   | 10%                  | 9%                   | 1%                   | 7                                      | 7                                      | 37                                     |
| 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                                    | 72%                   | 74%                   | 79%                   | 76%                   | 4%                   | 2%                   | -3%                  | 22                                     | 65                                     | 78                                     |
| 62   | I have a high level of respect for my organization's senior leaders.  | Employee Engagement: Leaders Lead              | N/A                                    | 62%                   | 65%                   | 73%                   | 71%                   | 9%                   | 6%                   | -2%                  | 10                                     | 33                                     | 71                                     |
| 63   | Senior leaders demonstrate support for Work-Life programs.  | N/A  | Employee-Focused: Work-Life Support    | 67%                   | 68%                   | 77%                   | 74%                   | 7%                   | 6%                   | -3%                  | 15                                     | 28                                     | 79                                     |
| 64   | Management encourages innovation.   | N/A  | Agile: Innovation                      | — <sup>nt</sup>       | 54%                   | 64%                   | 60%                   | — <sup>nt</sup>      | 6%                   | -4%                  | — <sup>nt</sup>                        | 31                                     | 85                                     |
| 65   | Management makes effective changes to address challenges facing our organization.   | N/A  | Agile: Resilience                      | — <sup>nt</sup>       | 57%                   | 67%                   | 65%                   | — <sup>nt</sup>      | 8%                   | -2%                  | — <sup>nt</sup>                        | 19                                     | 73                                     |
| 66   | Management involves employees in decisions that affect their work.  | N/A  | Employee-Focused: Employee Voice       | — <sup>nt</sup>       | 46%                   | 52%                   | 53%                   | — <sup>nt</sup>      | 7%                   | 1%                   | — <sup>nt</sup>                        | 23                                     | 46                                     |
| 67   | *How satisfied are you with your involvement in decisions that affect your work?  | N/A  | Employee-Focused: Employee Voice       | 53%                   | 52%                   | 61%                   | 57%                   | 4%                   | 5%                   | -4%                  | 23                                     | 41                                     | 86                                     |
| 68   | *How satisfied are you with the information you receive from management on what's going on in your organization?                            | N/A  | Foundations: Communication             | 54%                   | 56%                   | 64%                   | 65%                   | 11%                  | 9%                   | 1%                   | 2                                      | 8                                      | 39                                     |
| 69   | *How satisfied are you with the recognition you receive for doing a good job?   | N/A  | Goal-Oriented: Recognition             | 53%                   | 58%                   | 61%                   | 62%                   | 9%                   | 4%                   | 1%                   | 12                                     | 47                                     | 54                                     |
| 70   | *Considering everything, how satisfied are you with your job?   | Global Satisfaction                            | N/A                                    | 67%                   | 69%                   | 76%                   | 78%                   | 11%                  | 9%                   | 2%                   | 5                                      | 10                                     | 32                                     |
| 71   | Considering everything, how satisfied are you with your pay?  | Global Satisfaction                            | N/A                                    | 64%                   | 59%                   | 62%                   | 59%                   | -5%                  | 0%                   | -3%                  | 39                                     | 78                                     | 80                                     |
| 72   | *Considering everything, how satisfied are you with your organization?  | Global Satisfaction                            | N/A                                    | 65%                   | 65%                   | 70%                   | 73%                   | 8%                   | 8%                   | 3%                   | 13                                     | 13                                     | 19                                     |
| 73   | My organization's management practices promote diversity (e.g., outreach, recruitment, promotion opportunities).                            | DEIA: Diversity                                | N/A                                    | — <sup>nt</sup>       | 69%                   | 74%                   | 79%                   | — <sup>nt</sup>      | 10%                  | 5%                   | — <sup>nt</sup>                        | 5                                      | 8                                      |

|    |   |                     |     |                 |     |     |     |                 |     |     |                 |    |    |
|----|---|---------------------|-----|-----------------|-----|-----|-----|-----------------|-----|-----|-----------------|----|----|
| 74 | My supervisor demonstrates a commitment to workforce diversity (e.g., recruitment, promotion opportunities, development).     | DEIA: Diversity     | N/A | — <sup>nt</sup> | 71% | 75% | 80% | — <sup>nt</sup> | 9%  | 5%  | — <sup>nt</sup> | 9  | 7  |
| 75 | I have similar access to advancement opportunities (e.g., promotion, career development, training) as others in my work unit. | DEIA: Equity        | N/A | — <sup>nt</sup> | 66% | 74% | 77% | — <sup>nt</sup> | 11% | 3%  | — <sup>nt</sup> | 3  | 25 |
| 76 | My supervisor provides opportunities fairly to all employees in my work unit (e.g., promotions, work assignments).            | DEIA: Equity        | N/A | — <sup>nt</sup> | 70% | 74% | 78% | — <sup>nt</sup> | 8%  | 4%  | — <sup>nt</sup> | 14 | 17 |
| 77 | In my work unit, excellent work is similarly recognized for all employees (e.g., awards, acknowledgements).                   | DEIA: Equity        | N/A | — <sup>nt</sup> | 60% | 64% | 66% | — <sup>nt</sup> | 6%  | 2%  | — <sup>nt</sup> | 30 | 33 |
| 78 | Employees in my work unit make me feel I belong.  | DEIA: Inclusion     | N/A | — <sup>nt</sup> | 83% | 85% | 83% | — <sup>nt</sup> | 0%  | -2% | — <sup>nt</sup> | 77 | 76 |
| 79 | Employees in my work unit care about me as a person.  | DEIA: Inclusion     | N/A | — <sup>nt</sup> | 79% | 82% | 81% | — <sup>nt</sup> | 2%  | -1% | — <sup>nt</sup> | 69 | 69 |
| 80 | I am comfortable expressing opinions that are different from other employees in my work unit.                                 | DEIA: Inclusion     | N/A | — <sup>nt</sup> | 74% | 79% | 77% | — <sup>nt</sup> | 3%  | -2% | — <sup>nt</sup> | 56 | 72 |
| 81 | In my work unit, people's differences are respected.  | DEIA: Inclusion     | N/A | — <sup>nt</sup> | 77% | 84% | 81% | — <sup>nt</sup> | 4%  | -3% | — <sup>nt</sup> | 48 | 83 |
| 82 | I can be successful in my organization being myself.  | DEIA: Inclusion     | N/A | — <sup>nt</sup> | 75% | 80% | 81% | — <sup>nt</sup> | 6%  | 1%  | — <sup>nt</sup> | 36 | 55 |
| 83 | I can easily make a request of my organization to meet my accessibility needs.  | DEIA: Accessibility | N/A | — <sup>nt</sup> | 75% | 84% | 77% | — <sup>nt</sup> | 2%  | -7% | — <sup>nt</sup> | 68 | 88 |
| 84 | My organization responds to my accessibility needs in a timely manner.  | DEIA: Accessibility | N/A | — <sup>nt</sup> | 68% | 77% | 73% | — <sup>nt</sup> | 5%  | -4% | — <sup>nt</sup> | 43 | 84 |
| 85 | My organization meets my accessibility needs.   | DEIA: Accessibility | N/A | — <sup>nt</sup> | 71% | 83% | 76% | — <sup>nt</sup> | 5%  | -7% | — <sup>nt</sup> | 38 | 89 |
| 86 | My job inspires me.   | Employee Experience | N/A | — <sup>nt</sup> | 61% | 68% | 66% | — <sup>nt</sup> | 5%  | -2% | — <sup>nt</sup> | 40 | 74 |
| 87 | The work I do gives me a sense of accomplishment.   | Employee Experience | N/A | — <sup>nt</sup> | 78% | 81% | 81% | — <sup>nt</sup> | 3%  | 0%  | — <sup>nt</sup> | 55 | 63 |
| 88 | I feel a strong personal attachment to my organization.   | Employee Experience | N/A | — <sup>nt</sup> | 61% | 68% | 66% | — <sup>nt</sup> | 5%  | -2% | — <sup>nt</sup> | 37 | 75 |
| 89 | I identify with the mission of my organization.   | Employee Experience | N/A | — <sup>nt</sup> | 82% | 86% | 86% | — <sup>nt</sup> | 4%  | 0%  | — <sup>nt</sup> | 49 | 57 |
| 90 | It is important to me that my work contribute to the common good.   | Employee Experience | N/A | — <sup>nt</sup> | 91% | 93% | 94% | — <sup>nt</sup> | 3%  | 1%  | — <sup>nt</sup> | 54 | 44 |

\* AES prescribed items as of 2017 (5 CFR Part 250, Subpart C)  
Percentages are weighted to represent the Agency's population.  
A "—" indicates that there are no trending results available for the year.

For confidentiality purposes, a "—" 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.

|   | 2024 | 2024   | 2023 | 2023   |
|---|------|--------|------|--------|
|   | N    | %      | N    | %      |
| I telework every work day (i.e., remote work agreement)   | 113  | 20.6%  | 65   | 17.6%  |
| I telework 3 or 4 days per week   | 208  | 38.8%  | 158  | 41.1%  |
| I telework 1 or 2 days per week   | 139  | 28.2%  | 109  | 27.9%  |
| I telework, but only about 1 or 2 days per month  | 7    | 1.2%   | 10   | 2.4%   |
| I telework very infrequently, on an unscheduled or short-term basis   | 19   | 3.8%   | 12   | 2.6%   |
| 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) | 10   | 1.7%   | 8    | 1.8%   |
| I do not telework because of technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking                                 | 0    | 0.0%   | 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                                    | 14   | 2.7%   | 8    | 2.0%   |
| I do not telework because I choose not to telework  | 14   | 3.0%   | 19   | 4.7%   |
| Total   | 524  | 100.0% | 389  | 100.0% |

Only those who answered “I telework every work day (i.e., remote work agreement)” to the previous question received Question 91a.

91a. What is your current remote work status?

|   | 2024 | 2024   | 2023 | 2023   |
|---|------|--------|------|--------|
|   | N    | %      | N    | %      |
| I do not have an approved remote work agreement   | 3    | 2.4%   | 9    | 15.3%  |
| I have an approved remote work agreement and live <b>outside</b> the local commuting area (more than 50 miles away) | 35   | 32.9%  | 13   | 20.7%  |
| I have an approved remote work agreement and live <b>inside</b> the local commuting area (less than 50 miles away)  | 69   | 60.7%  | 38   | 57.7%  |
| I do not know   | 5    | 4.0%   | 4    | 6.4%   |
| Total   | 112  | 100.0% | 64   | 100.0% |

Percentages are weighted to represent the Agency's population.  
“<sup>nt</sup>” indicates that there are no trending results available for the year.  
“<sup>nr</sup>” indicates that there were no responses to this item.



Employment Demographics

| Where do you work?                                 |        |
|--|--------|
|  | %      |
| Headquarters                                       | 57.7%  |
| Field  | 27.4%  |
| Full-time telework (e.g., home office, telecenter) | 14.9%  |
| Total  | 100.0% |

| What is your supervisory status? |        |
|----------------------------------|--------|
|                                  | %      |
| Senior Leader                    | 2.9%   |
| Manager                          | 7.4%   |
| Supervisor                       | 13.6%  |
| Team Leader                      | 10.3%  |
| Non-Supervisor                   | 65.8%  |
| 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  | 8.3%   |
| GS 7-12   | 63.8%  |
| GS 13-15  | 26.4%  |
| Senior Executive Service                                      | 1.0%   |
| Senior Level (SL) or Scientific or Professional (ST)          | 0.0%   |
| Other   | 0.6%   |
| Total   | 100.0% |

| What is your US military service status? |        |
|--|--------|
|  | %      |
| No Prior Military Service                | 79.5%  |
| Currently in National Guard or Reserves  | 0.6%   |
| Retired                                  | 4.9%   |
| Separated or Discharged                  | 15.0%  |
| Total                                    | 100.0% |

| Are you the spouse...   |       |
|---|-------|
|   | %     |
| of a current active-duty service member of the U.S. Armed Forces (to include active national guard and reserve duty).                             | 1.2%  |
| of a Veteran of the U.S. Armed Forces and married to them before or during their active service.  | 3.2%  |
| of a Veteran who retired or separated from active duty in the U.S. Armed Forces with a disability rating of 100 percent.                          | 2.4%  |
| who is also the primary caregiver for a Veteran of the U.S. Armed Forces undergoing medical treatment or therapy for a serious injury or illness. | 0.6%  |
| of a service member who died (i.e., widow or widower) as a result of their service to the U.S. Armed Forces.                                      | 0.2%  |
| None of the spouse categories listed.   | 93.8% |
| Total (percents will add to more than 100% because respondents could choose more than one response option)  | N/A   |

| 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   | 16.1%    |
| No  | 83.9%    |
| Total   | 100.0%   |
| <b>Are you the child, parent, or next of kin (excluding spouse)...</b>  |          |
|   | <b>%</b> |
| of a Veteran who retired or separated from active duty in the U.S. Armed Forces with a disability rating of 100 percent.                          | 4.6%     |
| who is also the primary caregiver for a Veteran of the U.S. Armed Forces undergoing medical treatment or therapy for a serious injury or illness. | 0.6%     |
| of a service member who died as a result of their service to the U.S. Armed Forces.   | 0.2%     |
| None of the child, parent, or next of kin categories listed.  | 95.0%    |
| Total (percents will add to more than 100% because respondents could choose more than one response option)  | N/A      |
| <b>How long have you been with the Federal Government (excluding military service)?</b>   |          |
|   | <b>%</b> |
| Less than 1 year  | 6.8%     |
| 1 to 3 years  | 11.3%    |
| 4 to 5 years  | 6.4%     |
| 6 to 10 years   | 18.1%    |
| 11 to 14 years  | 13.1%    |
| 15 to 20 years  | 13.6%    |
| More than 20 years  | 30.6%    |
| Total   | 100.0%   |
| <b>How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?</b>                     |          |
|   | <b>%</b> |
| Less than 1 year  | 13.5%    |
| 1 to 3 years  | 17.8%    |
| 4 to 5 years  | 8.0%     |
| 6 to 10 years   | 18.2%    |
| 11 to 14 years  | 11.5%    |
| 15 to 20 years  | 6.8%     |
| More than 20 years  | 24.1%    |
| Total   | 100.0%   |
| <b>Are you considering leaving your organization within the next year, and if so, why?</b>  |          |
|   | <b>%</b> |
| No  | 73.4%    |
| Yes, to retire  | 9.3%     |
| Yes, to take another job within the Federal Government  | 14.5%    |
| Yes, to take another job outside the Federal Government   | 0.8%     |
| Yes, other  | 1.9%     |
| Total   | 100.0%   |
| <b>If the response to the previous question on your intent to leave was "No," this item was skipped.</b>  |          |
| <b>Has your work unit's telework or remote work options influenced your intent to leave?</b>  |          |
|   | <b>%</b> |
| Yes   | 32.6%    |
| No  | 67.4%    |
| Total   | 100.0%   |
| <b>I am planning to retire:</b>   |          |
|   | <b>%</b> |
| Less than 1 year  | 5.3%     |

|                   |        |
|-------------------|--------|
| 1 year            | 3.1%   |
| 2 years           | 5.3%   |
| 3 years           | 6.1%   |
| 4 years           | 3.5%   |
| 5 years           | 5.5%   |
| More than 5 years | 71.1%  |
| Total             | 100.0% |

Personal Demographics

|   |        |
|---|--------|
| Are you of Hispanic, Latino, or Spanish origin? |        |
|   | %      |
| Yes   | 11.0%  |
| No  | 89.0%  |
| Total   | 100.0% |

|   |        |
|---|--------|
| Please select the racial category or categories with which you most closely identify. |        |
|   | %      |
| White   | 54.0%  |
| Black or African American   | 38.9%  |
| All other races   | 7.1%   |
| Total   | 100.0% |

|                         |        |
|-------------------------|--------|
| What is your age group? |        |
|                         | %      |
| 29 years and under      | 6.9%   |
| 30-39 years old         | 17.1%  |
| 40-49 years old         | 27.1%  |
| 50-59 years old         | 29.0%  |
| 60 years or older       | 19.8%  |
| Total                   | 100.0% |

|  |        |
|--|--------|
| What is the highest degree or level of education you have completed? |        |
|  | %      |
| Less than High School/ High School Diploma/ GED                      | 4.0%   |
| Certification/ Some College/ Associate's Degree                      | 20.2%  |
| Bachelor's Degree  | 48.5%  |
| Advanced Degrees (Post Bachelor's Degree)                            | 27.3%  |
| Total  | 100.0% |

|  |        |
|--|--------|
| Are you an individual with a disability? |        |
|  | %      |
| Yes                                      | 20.8%  |
| No                                       | 79.2%  |
| Total                                    | 100.0% |

|                        |                |
|------------------------|----------------|
| What is your gender?   |                |
|                        | %              |
| Male                   | 41.4%          |
| Female                 | 57.4%          |
| Non-binary             | — <sup>s</sup> |
| I use a different term | — <sup>s</sup> |
| Total                  | 100.0%         |

|                      |   |
|----------------------|---|
| Are you transgender? |   |
|                      | % |

|       |                |
|-------|----------------|
| Yes   | — <sup>s</sup> |
| No    | — <sup>s</sup> |
| Total | — <sup>s</sup> |

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

|                                       |          |
|---------------------------------------|----------|
|                                       | <b>%</b> |
| Lesbian or gay                        | 2.9%     |
| Straight, that is, not lesbian or gay | 92.9%    |
| Bisexual                              | 1.9%     |
| I use a different term                | 2.3%     |
| Total                                 | 100.0%   |

Percentages for demographic questions are unweighted.

Note: For confidentiality purposes, a "—<sup>s</sup>" 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 "—<sup>nr</sup>" indicates that there were no responses to this item.

No suppression was applied to Employment Demographics.

Source: **Railroad Retirement Board AES Report**, 2024 Federal Employee Viewpoint Survey

Generic Item

1. I currently participate in RRB's telework or remote work program.

|   | N   | %      |
|---|-----|--------|
| Yes, on a regular basis (e.g. every Monday)             | 431 | 81.4%  |
| Yes, on an intermittent basis (I occasionally telework) | 50  | 10.1%  |
| No, I am not eligible to telework                       | 29  | 5.4%   |
| No, I am eligible but choose not to telework            | 15  | 3.2%   |
| Total   | 525 | 100.0% |

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

|                                | N   | %               |
|--------------------------------|-----|-----------------|
| I agree                        | 412 | 93.7%           |
| I disagree                     | 26  | 6.3%            |
| N/A, I have no opinion on this | 90  | — <sup>ex</sup> |
| Total                          | 528 | 100.0%          |

Note: A "—<sup>ex</sup>" indicates "N/A, I have no opinion on this" responses are not included in percentage calculations.

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

|                                | N   | %               |
|--------------------------------|-----|-----------------|
| I agree                        | 445 | 97.4%           |
| I disagree                     | 12  | 2.6%            |
| N/A, I have no opinion on this | 68  | — <sup>ex</sup> |
| Total                          | 525 | 100.0%          |

Note: A "—<sup>ex</sup>" indicates "N/A, I have no opinion on this" responses are not included in percentage calculations.

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

|                                | N   | %               |
|--------------------------------|-----|-----------------|
| I agree                        | 482 | 98.9%           |
| I disagree                     | 5   | 1.1%            |
| N/A, I have no opinion on this | 41  | — <sup>ex</sup> |
| Total                          | 528 | 100.0%          |

Note: A "—<sup>ex</sup>" indicates "N/A, I have no opinion on this" responses are not included in percentage calculations.

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

|                                | N   | %               |
|--------------------------------|-----|-----------------|
| Yes                            | 275 | 76.3%           |
| No                             | 81  | 23.7%           |
| N/A, I have no opinion on this | 172 | — <sup>ex</sup> |
| Total                          | 528 | 100.0%          |

Note: A "—<sup>ex</sup>" indicates "N/A, I have no opinion on this" responses are not included in percentage calculations.

6. When answering the survey questions about your “senior leaders,” who were you primarily thinking of?

|                                  | N   | %      |
|----------------------------------|-----|--------|
| Agency Heads                     | 105 | 19.8%  |
| Executive Committee              | 194 | 37.0%  |
| Office/Bureau Division Directors | 171 | 34.0%  |
| Network Managers                 | 45  | 9.2%   |
| Total                            | 515 | 100.0% |

7. When answering the survey questions about your “organization,” which organization were you primarily thinking of?

|  | N   | %      |
|--|-----|--------|
| The Office/Bureau (e.g. Office of Programs)                              | 348 | 67.2%  |
| The division or network (e.g. Disability Benefits Division or Network 1) | 89  | 16.7%  |
| The section/unit (e.g. Training and Development section)                 | 38  | 7.6%   |
| The field office (Nashville field office)                                | 40  | 8.4%   |
| Total  | 515 | 100.0% |

8. I am comfortable providing feedback to my leaders, even if it is in opposition.

|                            | N   | %      |
|----------------------------|-----|--------|
| Strongly Agree             | 151 | 28.6%  |
| Agree                      | 226 | 43.3%  |
| Neither Agree nor Disagree | 85  | 16.2%  |
| Disagree                   | 38  | 7.3%   |
| Strongly Disagree          | 24  | 4.5%   |
| Total                      | 524 | 100.0% |

9. Leaders (i.e., immediate supervisor, second level supervisor, and SES members) seek to understand employees' concerns and differing perspectives.

|                            | N   | %     |
|----------------------------|-----|-------|
| Strongly Agree             | 132 | 25.0% |
| Agree                      | 235 | 44.8% |
| Neither Agree nor Disagree | 94  | 17.9% |

|                   |     |        |
|-------------------|-----|--------|
| Disagree          | 42  | 8.3%   |
| Strongly Disagree | 20  | 3.9%   |
| Total             | 523 | 100.0% |

**For all tables on this worksheet:**  
Percentages are weighted to represent the Agency’s population.  
Source: **Railroad Retirement Board AES Report**, 2024 Federal Employee  
Viewpoint Survey