



2000 Employee Attitude Survey

Summary of Results for
FAA Overall

Developed by:

**Federal Aviation Administration
Civil Aeromedical Institute
Human Resources Research Division (AAM-500)**

And

Omni Corporation

January 24, 2001

Explanation of Report Content

The Federal Aviation Administration's 2000 Employee Attitude Survey (EAS) was distributed to all full-time, permanent FAA employees (48,740) in September, 2000. Of those, 24,466 useable surveys were returned. This report details survey results.

The following information is included in this report.

Item Wording

The survey item or items under consideration. Appendix B contains a copy of the 2000 survey.

Number of Respondents (n)

The number of people that provided usable (i.e., valid) responses.

Dimension Scores

A single item or a set of related items are used to assess a topical area of interest. In some cases, adequate information can be obtained from a single item. In other cases, when the topic of interest is more complicated, multiple items are used. The scores for the items that measure the same topic are averaged or summed to create what is referred to as a dimension score. Creating dimension scores provides an overall measure of the topic. In addition, combining a set of items into a dimension score improves measurement reliability by reducing the reliance upon a single item. Dimension reliability is assessed using Cronbach's Alpha (α). Alpha is a model of internal consistency, based on the average inter-item correlation that allows you to assess the properties of measurement scales and the items that make them up (component items).

Dimension Response Distributions (%)

A combined response distribution summarizes the percentage of people who selected each response option to answer an item. For the multi-item dimensions, the response distribution frequency is the percent of people who selected each response option summed across each item in the dimension. Response distributions are shown graphically for single-item and multi-item dimensions. Values may not sum to 100 due to rounding.

Item Response Distributions (%)

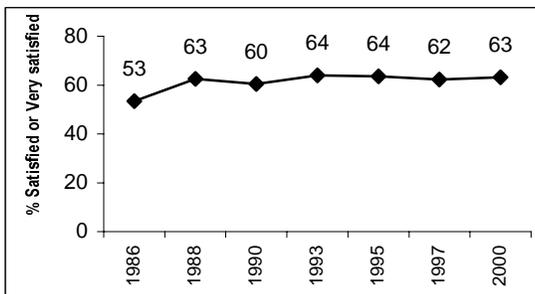
Response distribution frequencies for dimension component items are presented in table format below the dimension and represent the percent of people who selected each response option for that item. Values may not sum to 100 due to rounding.

Trend

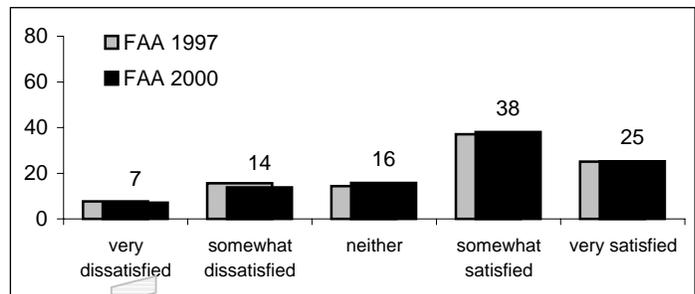
Trend, or historical, information is provided, where available, for multi-item and single-item dimensions that have remained unchanged across survey administrations. Favorable response options are combined and presented in a line graph to the left of the response distribution graph. Favorable responses include Agree and Strongly Agree; Somewhat and Very Satisfied; and Moderate, Considerable, and Great Extent.

Example Items 4, 5, 6, 7, 8; $\alpha = .82$

Trend



Response Distributions (%)



Overall, how satisfied are you with...

	n	very dissatisfied	somewhat dissatisfied	neither	somewhat satisfied	very satisfied
4. your physical working conditions?	24,332	9	16	16	36	23
5. your job - the kind of work you do?	24,327	4	8	11	37	41
6. your workgroup?	24,194	7	14	18	38	24
7. your organization as a place to work?	24,276	12	20	17	33	17
8. your job overall?	24,099	4	11	16	46	22

Explanation of Report Content

Response Options

Response option changes across survey administrations are detailed in Appendix A. The response options used for this survey generally include the following:

Satisfaction scale

- 1 = Very Dissatisfied
- 2 = Dissatisfied
- 3 = Neither Dissatisfied nor Satisfied
- 4 = Satisfied
- 5 = Very Satisfied

Agree scale

- 1 = Strongly Disagree
- 2 = Disagree
- 3 = Neither Disagree nor Agree
- 4 = Agree
- 5 = Strongly Agree

Extent scale

- 1 = Not at all
- 2 = To a Limited Extent
- 3 = To a Moderate Extent
- 4 = To a Considerable Extent
- 5 = To a Great Extent

How To Interpret Results

Response distributions can show where perceptions are negative or positive by looking at the percent of the workforce choosing low (1 and 2) or high (4 and 5) response options. Most items are written so that a response of 4 or 5 is positive. However, some items are negatively worded so that a response of 1 or 2 is positive. When these items are components of a dimension or scale, they are reverse scored so that 4 and 5 are positive for the dimension overall. However, the item results are not reverse scored and reflect actual responses. Negatively worded items are noted in the report.

By using these two data elements, and comparing your scores with those of the comparison organization, you should be able to determine how well your organization or division is doing in each of the areas examined on the survey in relation to the comparison organization.

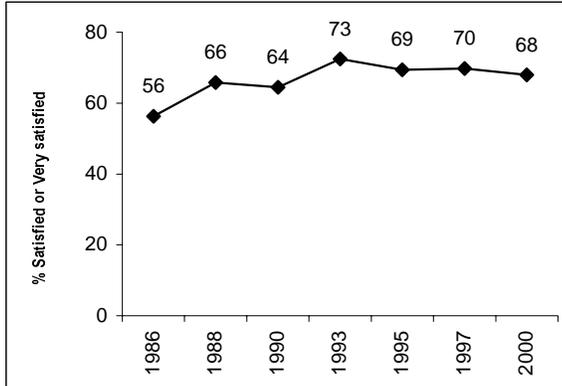
PART I: OUTCOMES

JOB SATISFACTION

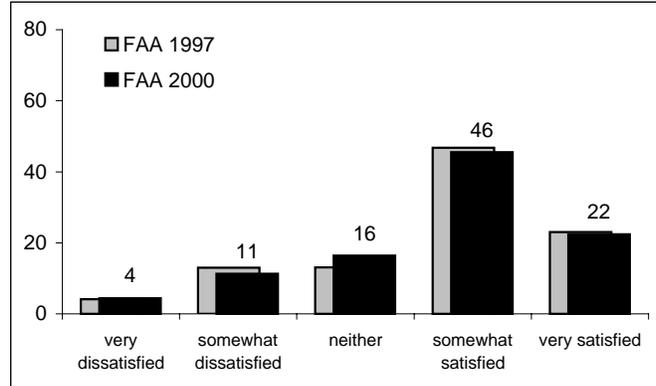
Satisfaction with Job Overall

Item 8

Trend



Response Distributions (%)



n

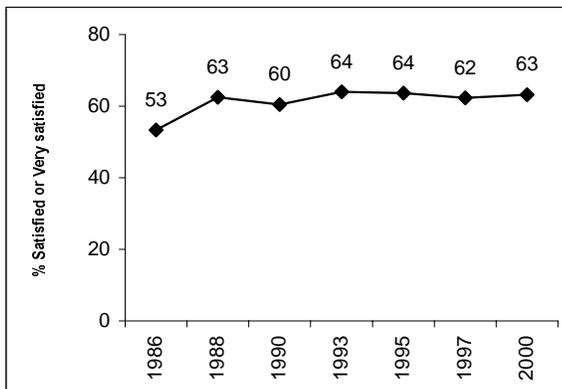
8. Overall, how satisfied are you with your job overall?

24,099

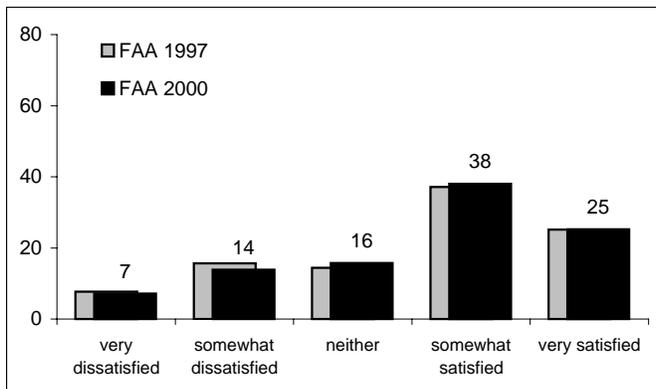
Satisfaction with Quality of Work Life

Items 4, 5, 6, 7, 8; $\alpha = .82$

Trend



Response Distributions (%)



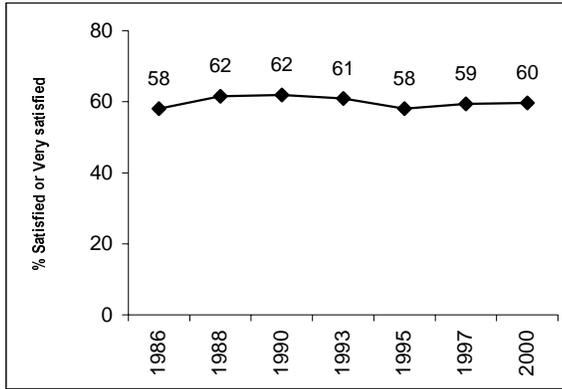
Overall, how satisfied are you with...

- 4. your physical working conditions?
- 5. your job - the kind of work you do?
- 6. your workgroup?
- 7. your organization as a place to work?
- 8. your job overall?

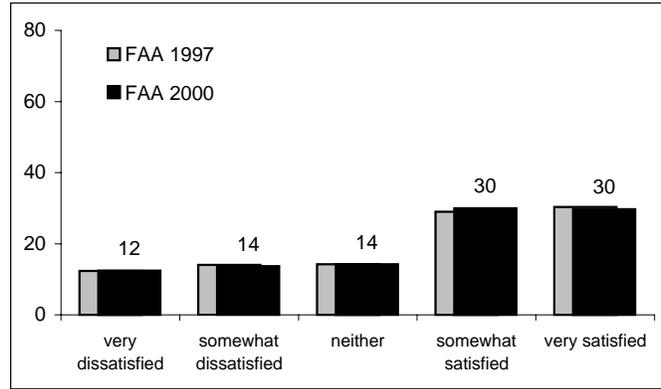
<i>n</i>	very dissatisfied	neither	very satisfied
24,332	9	16	23
24,327	4	8	41
24,194	7	14	24
24,276	12	20	17
24,099	4	11	22

Satisfaction with Supervisor **Item 10**

Trend



Response Distributions (%)



n

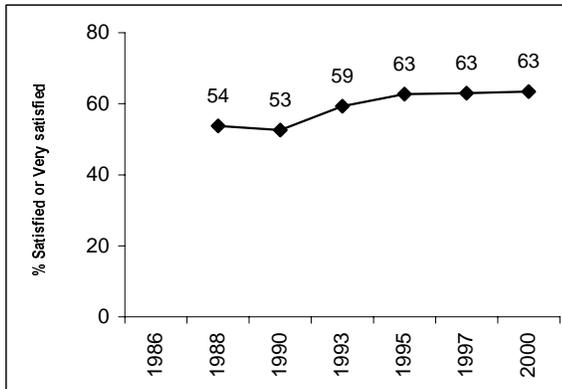
24,233

10. Overall, how satisfied are you with your immediate supervisor?

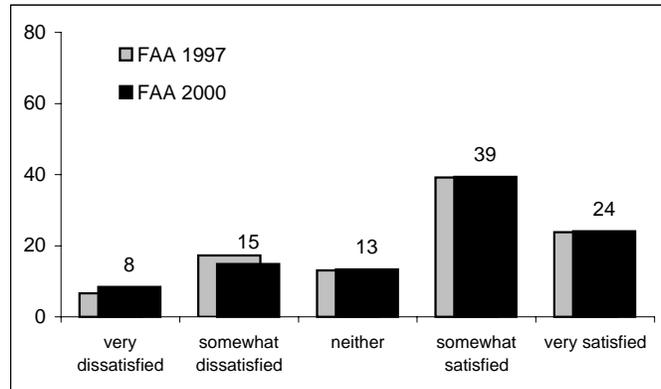
COMPENSATION SATISFACTION

Satisfaction with Compensation **Items 1, 2, 3; $\alpha = .72$**

Trend



Response Distributions (%)



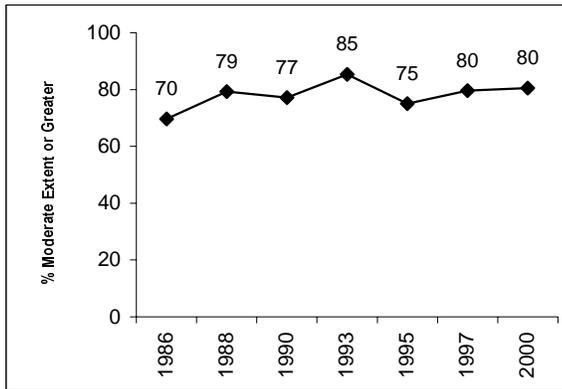
Overall, how satisfied are you with...

1. your pay?
2. your benefits (holiday, leave, insurance)?
3. your retirement system?

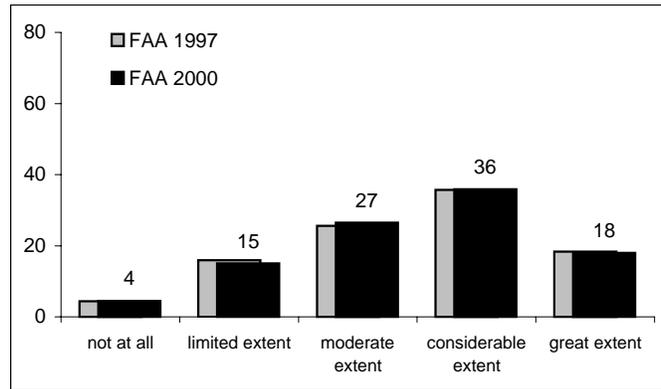
<i>n</i>	<i>very dissatisfied</i>	<i>neither</i>	<i>very satisfied</i>
24,369	14	17	36
24,379	5	14	41
24,303	6	14	41

Equity in Pay and Benefits **Items 111, 112, 113, 114; $\alpha = .82$**

Trend



Response Distributions (%)



Compared to other places, to what extent does the FAA...

- 111. pay well?
- 112. offer good job security?
- 113. have a good retirement plan?
- 114. have other good employee benefits (holiday, leave, insurance)?

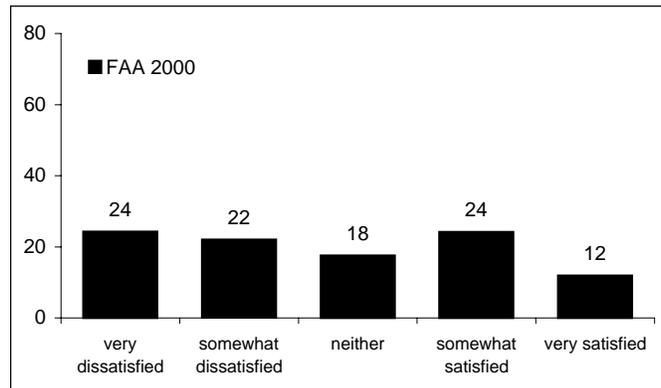
<i>n</i>	<i>not at all</i>	<i>moderate extent</i>	<i>great extent</i>
24,176	8	21	29
24,209	3	9	21
24,142	3	14	30
24,192	4	16	26

Satisfaction with Recognition **Item 11**

Trend



Response Distributions (%)

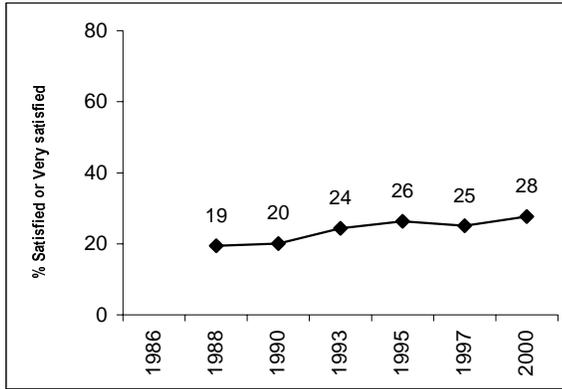


- 11. Overall, how satisfied are you with the recognition you receive for doing a good job?

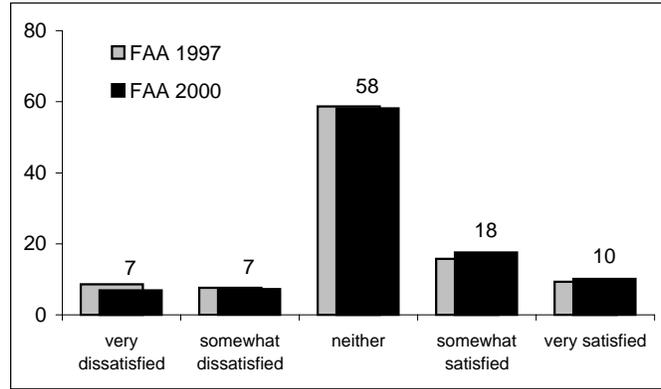
<i>n</i>
24,159

Satisfaction with Employee Assistance Plan (EAP) Item 9

Trend



Response Distributions (%)



n

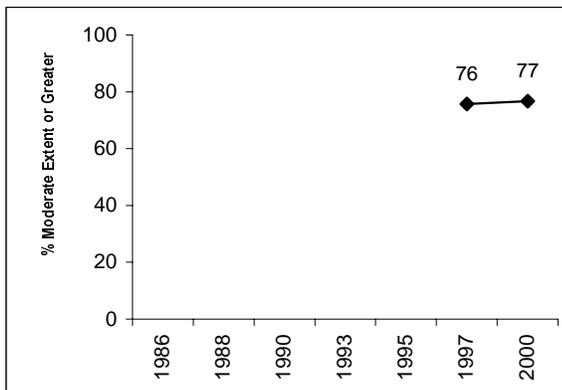
23,732

9. Overall, how satisfied are you with the services available through your Employee Assistance Program?

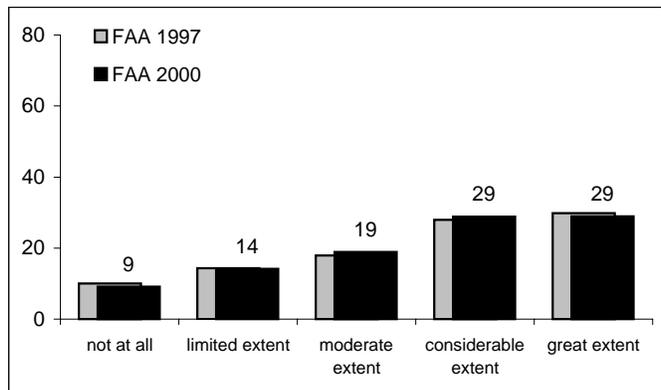
Organizational Commitment

Organizational Commitment Items 104, 105, 106, 107, 108; $\alpha = .89$

Trend



Response Distributions (%)



To what extent...

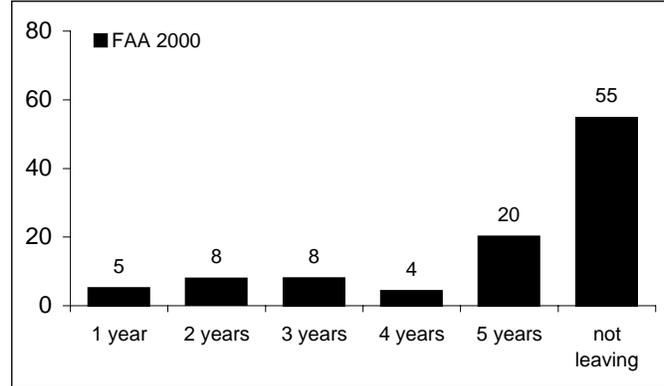
	<i>n</i>	<i>not at all</i>	<i>moderate extent</i>	<i>great extent</i>
104. are you proud to work for the FAA?	23,913	7	16	25
105. are you willing to put in a great deal of effort beyond that normally expected in order to help the FAA succeed?	24,180	5	9	33
106. do you feel loyalty to the FAA?	24,214	9	14	28
107. does the FAA inspire the very best in you?	24,167	20	24	11
108. do you care about the fate of the FAA?	23,929	5	8	47

Intent to Leave FAA **Item 115**

Trend

No Trend Available

Response Distributions (%)



n

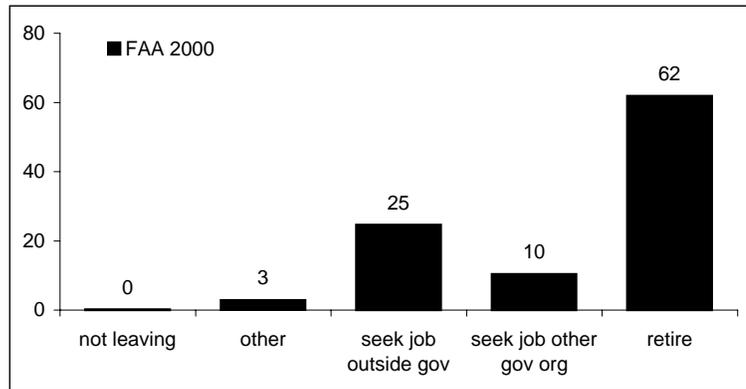
115. It is likely that I will leave the FAA in the next: 24,059

Plans If Leaving FAA within Next 5 Years **Item 116**

No Trend Available

Results include only those respondents indicating that they intend to leave the FAA within the next 5 years.

Response Distributions (%)



n

116. If you are planning to leave the FAA, are you going to: 10,547

Factors Influencing Decision To Leave FAA within Next 5 Years **Item 117**

Results include only those respondents indicating that they intend to leave the FAA within the next 5 years.

117. If you are planning to leave the FAA, please indicate the ONE most important factor that influenced your decision to leave. [Mark only ONE]

	<i>percent</i>		<i>percent</i>		<i>percent</i>
Not planning to leave	1	Level of responsibility	0	Family considerations	2
Voluntary retirement	40	Type of work I do	2	Geographical location	1
Mandatory retirement	3	Importance of program I support	0	Other	4
Health	1	Adequate staff to do the job	3		
Pay	7	Quality of supervisors	2	Total	100
Job benefits	0	Quality of management	10		
Job security	0	Harassment/discrimination	2		
Career/promotion opportunities	10	Organizational changes	2	<i>n</i>	10,503
		Satisfaction with agency	8		

PART II: FOCUS AREAS

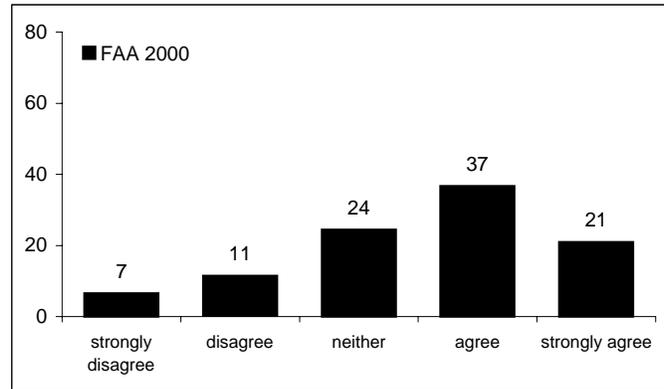
PERFORMANCE MANAGEMENT

Pay for Performance **Items 26, 27; $\alpha = .72$**

Trend

No Trend Available

Response Distributions (%)



- 26. Paying high performing people more leads to improved organizational performance.
- 27. Our pay systems should pay high performers more.

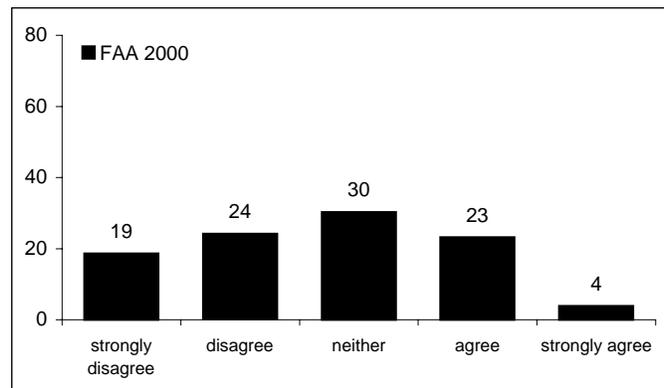
	<i>n</i>	<i>strongly disagree</i>	<i>neither</i>	<i>agree</i>	<i>strongly agree</i>	
26.	24,195	9	15	28	32	17
27.	24,230	4	8	21	42	25

Clarity of Performance Expectations **Items 79, 80, 81; $\alpha = .83$**

Trend

No Trend Available

Response Distributions (%)

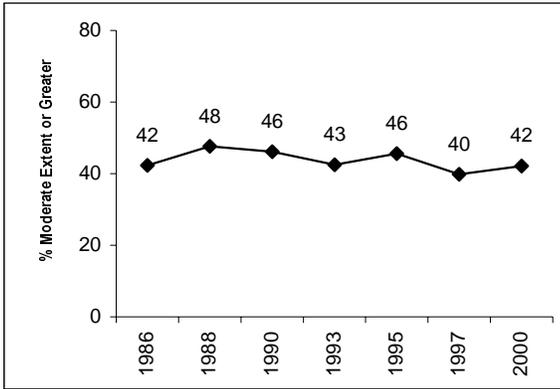


- 79. My most recent formal performance appraisal gave me useful information for improving my performance.
- 80. I am clear about how "good performance" is defined in my organization.
- 81. My organization has clearly communicated the connection between my individual performance goals and my organization's performance goals.

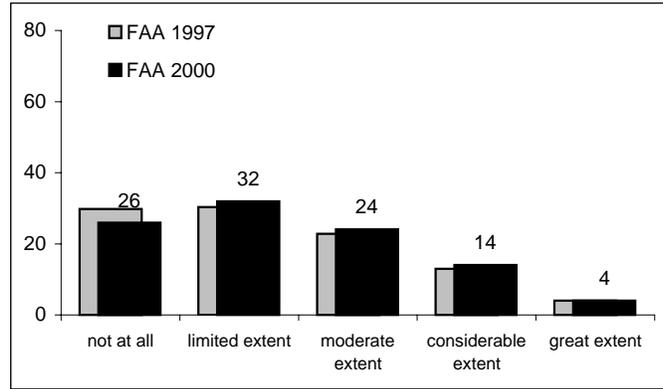
	<i>n</i>	<i>strongly disagree</i>	<i>neither</i>	<i>agree</i>	<i>strongly agree</i>	
79.	23,985	22	23	33	20	3
80.	24,069	17	24	27	28	5
81.	24,095	18	26	31	21	4

Encouraging Hard Work **Item 96**

Trend



Response Distributions (%)



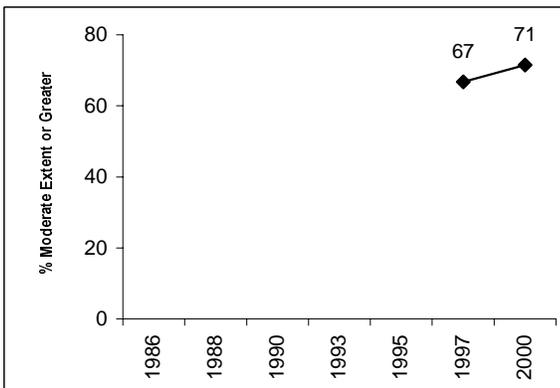
n

24,162

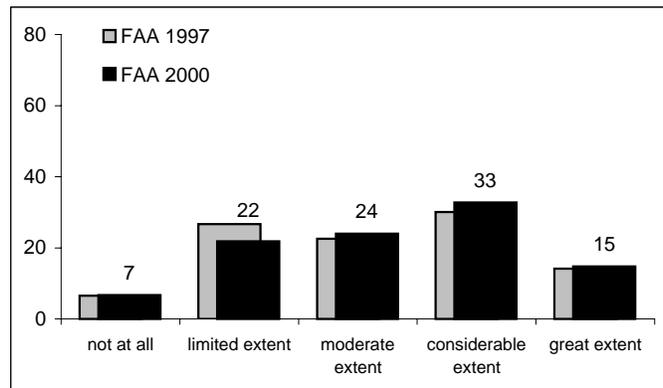
96. To what extent are there things about working in the organization (such as policies, practices, or conditions) that encourage you to work hard?

Resource Availability **Item 109**

Trend



Response Distributions (%)



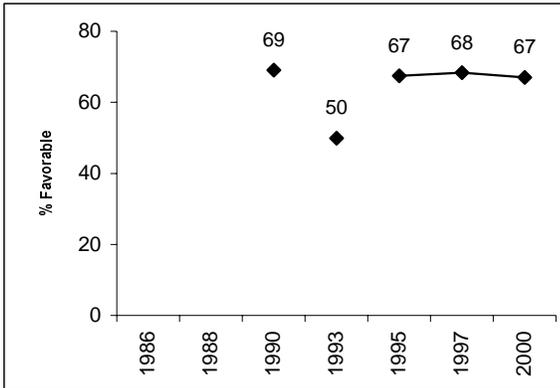
n

24,148

109. To what extent do you have the tools needed to do your job efficiently (computers, test equipment, communication devices, etc.)?

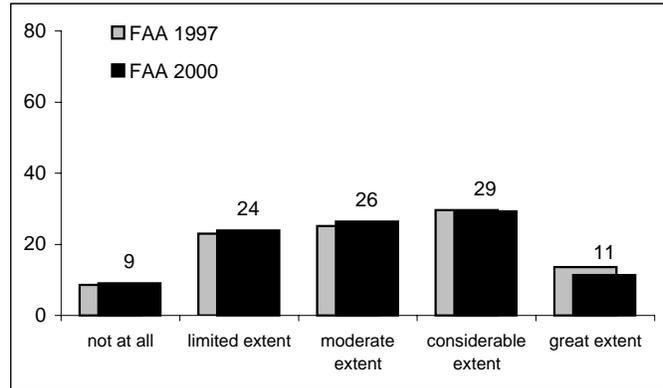
Training Opportunity Availability **Items 97, 98, 99; $\alpha = .70$**

Trend



1993 Agreement response scale; all other years Extent (see Appendix A).

Response Distributions (%)



To what extent have you...

- 97. had an opportunity to participate in FAA-funded training programs?
- 98. been able to apply what you have learned from FAA training to your job?
- 99. received the training you need to perform effectively in your job?

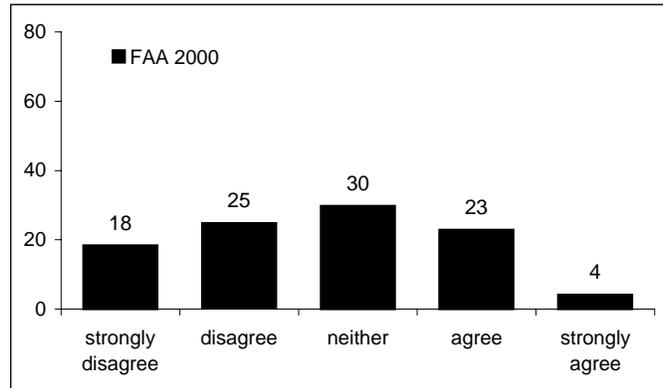
n	not at all	moderate extent	great extent
24,177	13	28	24
24,021	8	21	27
24,065	6	23	28

Nonsupervisory Employees Held Accountable **Items 77, 86; $\alpha = .60$**

Trend



Response Distributions (%)



n	strongly disagree	neither	strongly agree
24,158	24	30	26
24,084	12	20	34

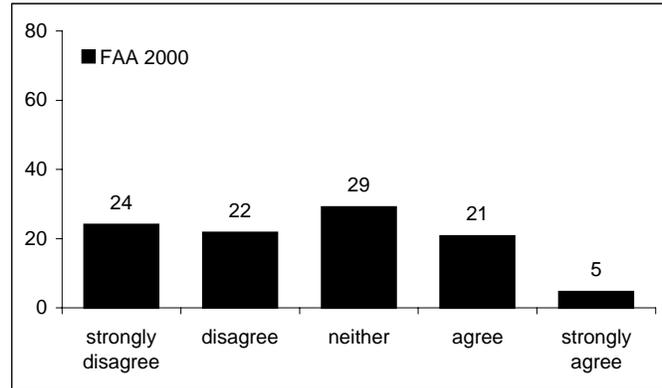
Management Held Accountable

Items 78, 85; $\alpha = .72$

Trend

No Trend Available

Response Distributions (%)



- 78. Corrective actions are taken to deal with supervisors or managers who perform poorly.
- 85. Managers and supervisors in my organization are held accountable for achieving important agency goals.

n	strongly disagree	disagree	neither	agree	strongly agree
24,068	34	27	25	12	2
24,097	14	17	33	29	7

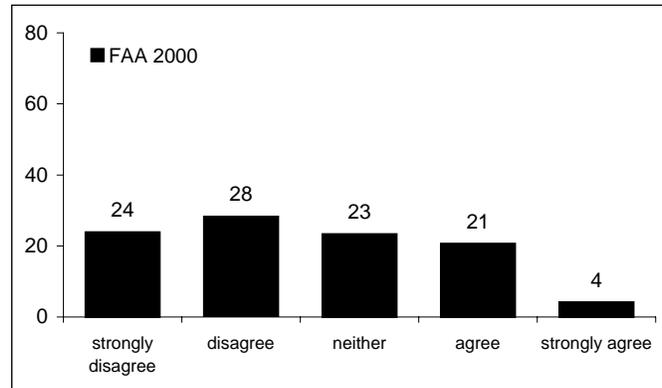
Recognition and Rewards

Items 14, 15, 16, 70; $\alpha = .88$

Trend

No Trend Available

Response Distributions (%)



- 14. It's pretty common to hear "job-well-done" within my organization.
- 15. Promotions in my organization are given to those who are well qualified.
- 16. Recognition and rewards are based on merit.
- 70. People in my organization get the credit they deserve for the work they do.

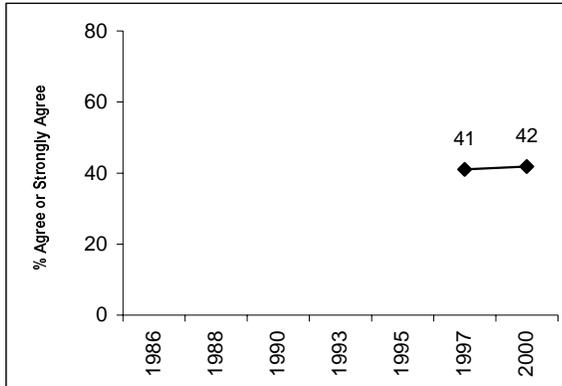
n	strongly disagree	disagree	neither	agree	strongly agree
24,401	21	27	19	26	6
24,355	31	28	24	14	3
24,238	25	27	26	19	3
24,164	18	30	24	23	4

PEOPLE MANAGEMENT

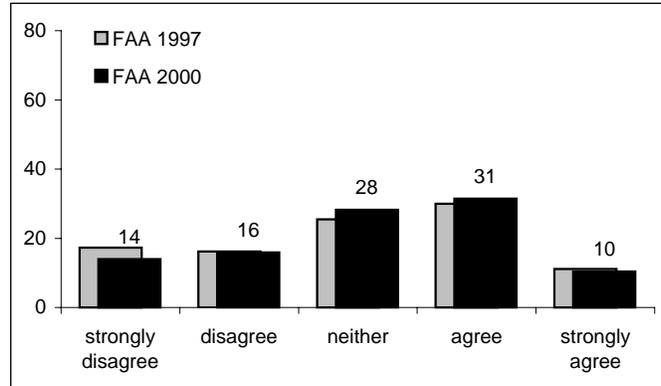
Employees Coached by Supervisors

Items 82, 83, 84; $\alpha = .81$

Trend



Response Distributions (%)



- 82. My supervisor is effective in providing periodic coaching to improve my performance.
- 83. My supervisor takes effective action to counsel or discipline employees whose behavior might be seen as harassing or discriminating.
- 84. I feel free to discuss with my immediate supervisor the problems and difficulties I have in my job without jeopardizing my position or having it "held against" me later.

	<i>n</i>	<i>strongly disagree</i>	<i>neither</i>	<i>strongly agree</i>
82.	24,064	17	22	26
83.	24,024	11	12	30
84.	24,178	13	13	17

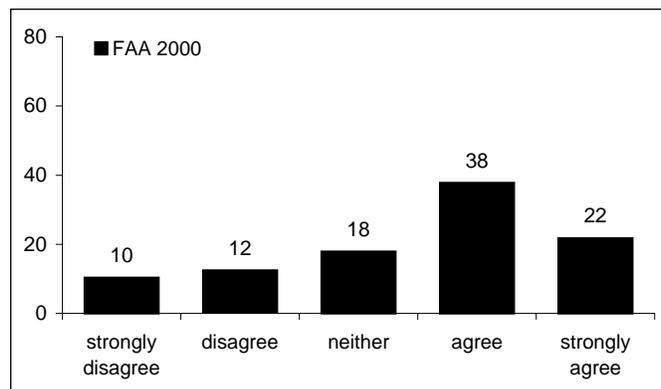
Employee Confidence in Supervisors

Items 62, 63; $\alpha = .88$

Trend



Response Distributions (%)



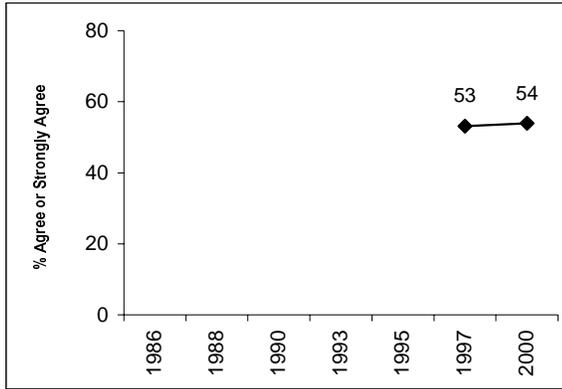
My immediate supervisor...

- 62. possesses the knowledge and skills to be effective.
- 63. is an effective communicator.

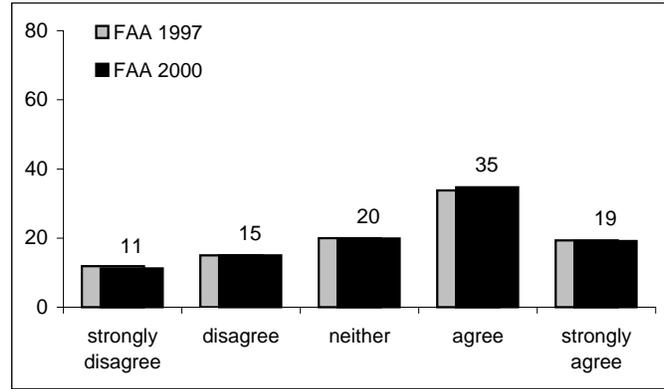
	<i>n</i>	<i>strongly disagree</i>	<i>neither</i>	<i>strongly agree</i>
62.	24,271	9	11	39
63.	24,295	11	14	36

Supervisory Fairness **Items 57, 58, 59, 60, 61; $\alpha = .93$**

Trend



Response Distributions (%)



My immediate supervisor...

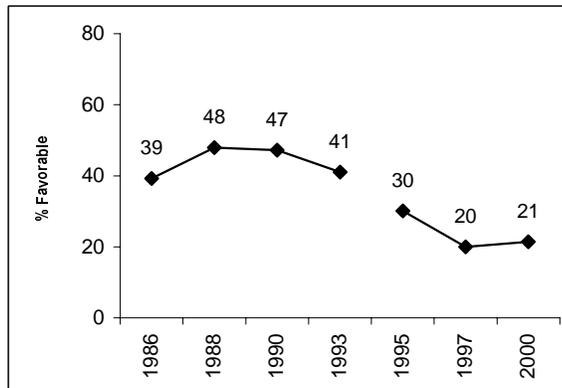
- 57. is fair with subordinates.
- 58. keeps informed about the way subordinates think and feel about things.
- 59. has the respect of subordinates.
- 60. interacts well with subordinates.
- *61. tends to play favorites.

	<i>n</i>	<i>strongly disagree</i>	<i>neither</i>	<i>strongly agree</i>
57.	24,293	10	12	14
58.	24,252	11	17	24
59.	24,268	13	15	19
60.	24,207	10	13	18
*61.	24,212	17	29	24

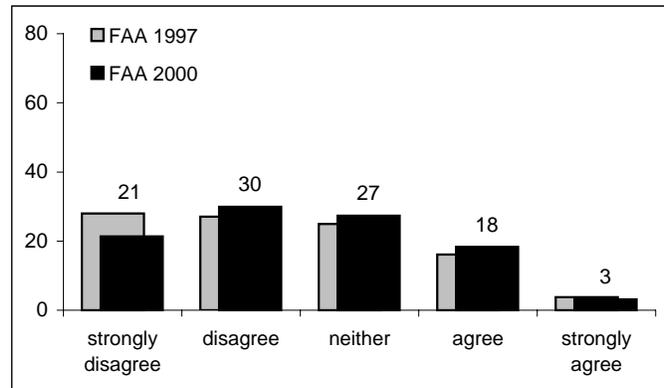
* Items are negatively worded; scores are reversed for calculation of dimension response distribution. Individual item data reflect actual responses.

Management Concern for Employees **Items 64, 65, 66, 67; $\alpha = .89$**

Trend



Response Distributions (%)



1986-1993 Extent response scale; all other years Agreement (see Appendix A).

- 64. The FAA is committed to people concerns.
- 65. Within the past 2 years, I have seen positive change in the emphasis that the FAA places on managing people.
- 66. The FAA takes into account the impact of organizational changes on employees.
- 67. My organization has a real interest in the welfare and satisfaction of those who work here.

	<i>n</i>	<i>strongly disagree</i>	<i>neither</i>	<i>strongly agree</i>
64.	24,228	17	27	28
65.	24,183	22	32	29
66.	24,135	24	34	28
67.	24,158	22	27	24

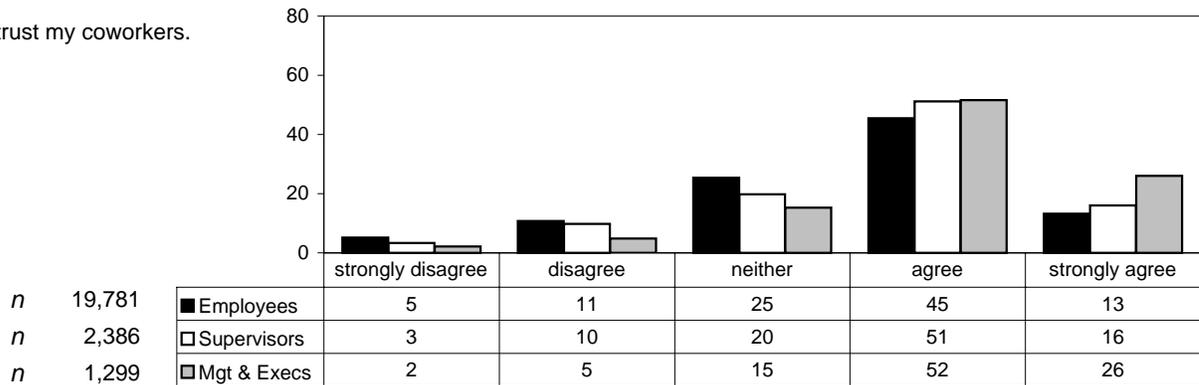
Trust in Coworkers by Job Role

Item 76

No Trend Available

Response Distributions (%)

76. I trust my coworkers.



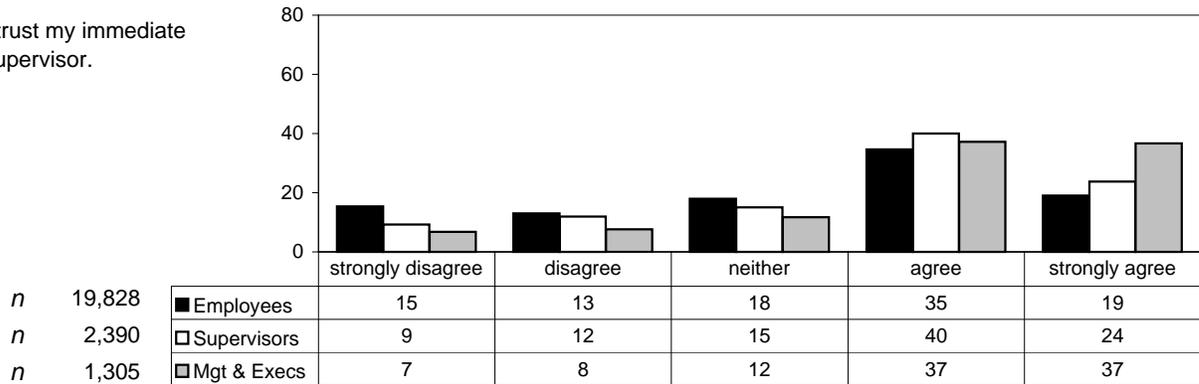
Trust in Supervisor by Job Role

Item 75

No Trend Available

Response Distributions (%)

75. I trust my immediate supervisor.



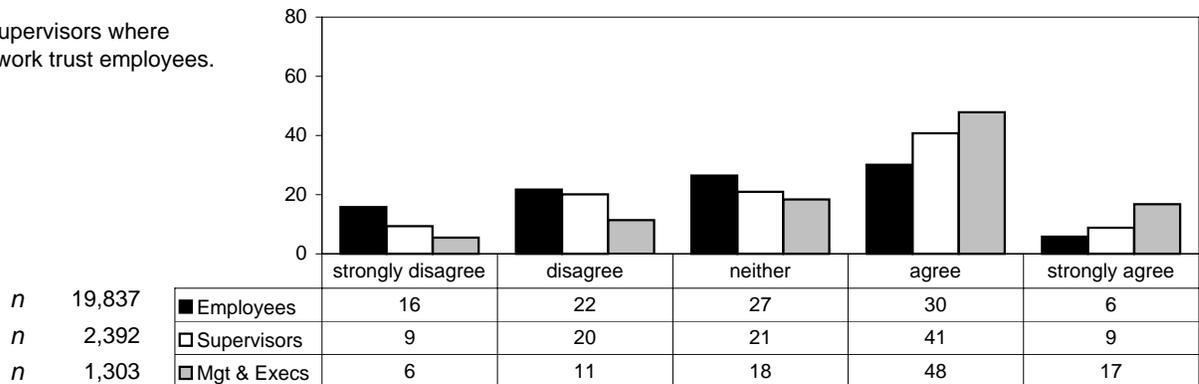
Supervisors Trust Employees by Job Role

Item 73

No Trend Available

Response Distributions (%)

73. Supervisors where I work trust employees.

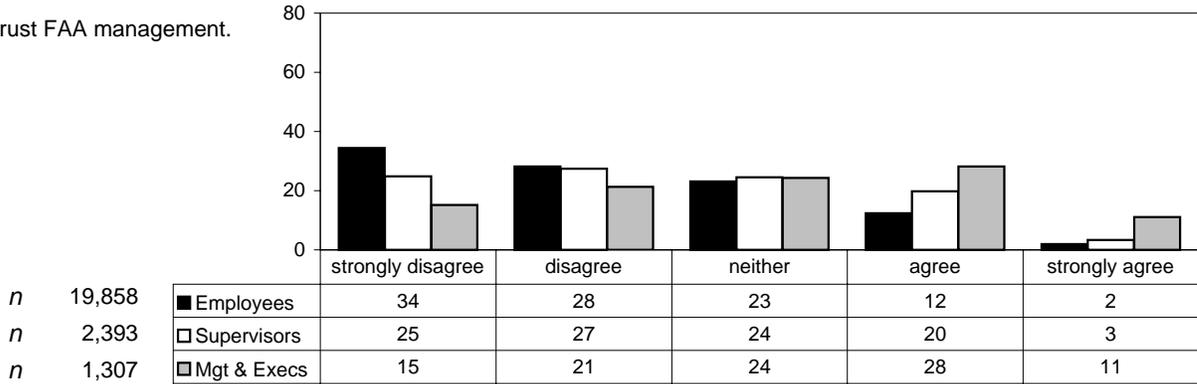


Trust in FAA Management by Job Role **Item 74**

No Trend Available

Response Distributions (%)

74. I trust FAA management.



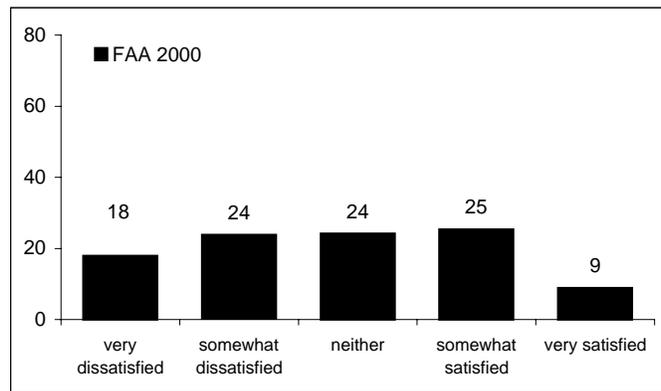
COMMUNICATION

Satisfaction with Communications **Items 12, 13; $\alpha = .81$**

Trend

Response Distributions (%)

No Trend Available



Overall, how satisfied are you with...

- 12. the quality of information you receive about FAA general information, such as plans, policies, programs, and activities?
- 13. how well your immediate supervisors and managers keep you informed about plans, policies, programs, and activities?

	<i>n</i>	<i>very dissatisfied</i>	<i>neither</i>	<i>very satisfied</i>
12.	24,342	17	24	7
13.	24,387	19	23	11

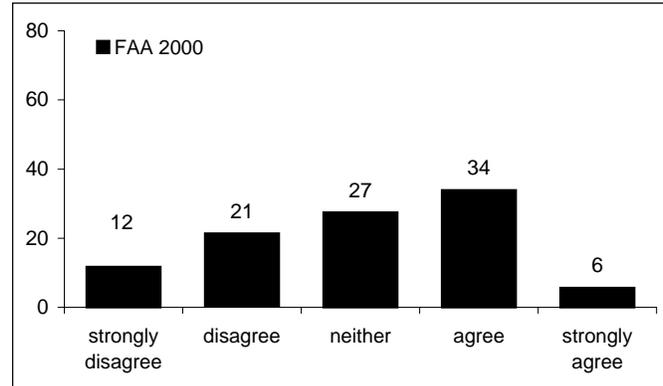
Adequacy of Job-Related Communication

Items 29, 87, 88, 89; $\alpha = .86$

Trend

No Trend Available

Response Distributions (%)



- 29. In my organization, we are encouraged to share information to get the job done.
- 87. Policies affecting my work are communicated adequately.
- 88. Guidance on procedures for doing my work are communicated adequately.
- 89. Management in my organization ensures that the information I need to do my job is readily available.

<i>n</i>	<i>strongly disagree</i>	<i>neither</i>	<i>strongly agree</i>
24313	9	15	10
24064	12	24	4
23897	12	24	4
24093	13	23	5

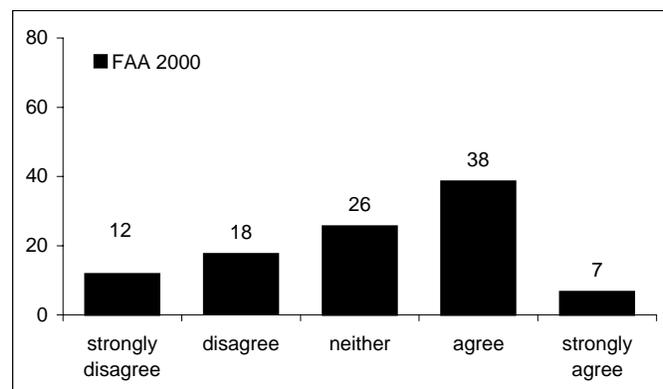
Adequacy of Compensation-Related Communication

Items 90, 91, 92; $\alpha = .85$

Trend

No Trend Available

Response Distributions (%)



Information about...

- 90. my pay is communicated adequately.
- 91. my benefits is communicated adequately.
- 92. employment opportunities is communicated adequately.

<i>n</i>	<i>strongly disagree</i>	<i>neither</i>	<i>strongly agree</i>
24,166	12	16	8
24,155	9	15	7
24,165	14	22	5

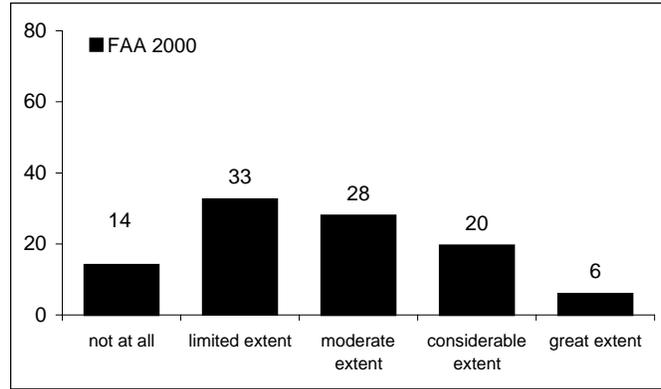
Extent FAA-Wide Policy Changes are Communicated

Items 100, 110; $\alpha = .67$

Trend

No Trend Available

Response Distributions (%)



To what extent...

- 100. do you receive sufficient information from the FAA to understand how major innovations and changes might affect you?
- 110. has the FAA kept you informed about the compensation system changes?

	<i>n</i>	<i>not at all</i>	<i>moderate extent</i>	<i>great extent</i>		
100. do you receive sufficient information from the FAA to understand how major innovations and changes might affect you?	24,177	16	38	29	14	3
110. has the FAA kept you informed about the compensation system changes?	24,131	12	27	27	25	9

Organizational Change

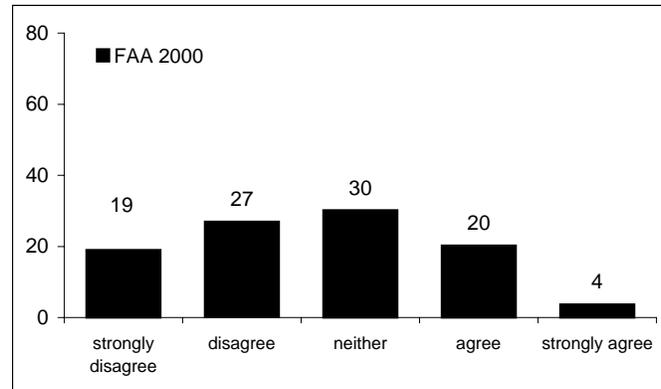
Optimism

Items 68, 71, 72; $\alpha = .76$

Trend

No Trend Available

Response Distributions (%)

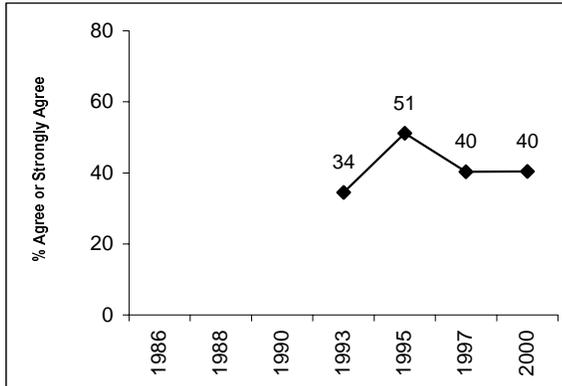


- 68. Personal initiative counts for a lot in my organization.
- 71. When we try to make changes in my organization, things seem to get better.
- 72. It is easy to be hopeful about the future of the FAA.

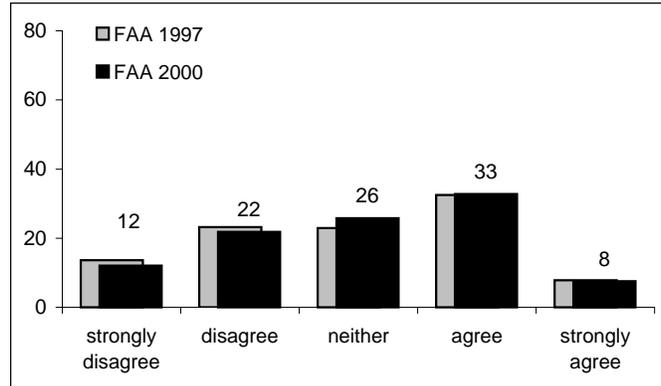
	<i>n</i>	<i>strongly disagree</i>	<i>neither</i>	<i>strongly agree</i>		
68. Personal initiative counts for a lot in my organization.	24,142	17	25	25	27	6
71. When we try to make changes in my organization, things seem to get better.	24,117	13	26	40	19	2
72. It is easy to be hopeful about the future of the FAA.	24,169	27	30	26	15	3

Employee Empowerment **Items 17, 18, 19, 20; $\alpha = .78$**

Trend



Response Distributions (%)



- *17. I am required to get approval for decisions that I think I should be able to make myself.
- 18. Decisions in my organization are made at those levels where the most adequate and accurate information is available.
- 19. I am able to contribute to decision-making that affects my job.
- 20. I have the authority to make decisions required by my day-to-day work problems.

n	strongly disagree	neither	strongly agree
24,282	7	30	10
24,301	20	28	3
24,318	13	22	7
24,308	6	20	13

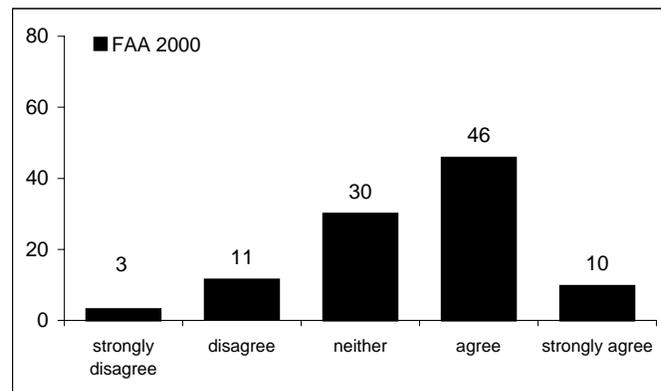
* Items are negatively worded; scores are reversed for calculation of dimension response distribution. Individual item data reflect actual responses.

Suggesting Improvements **Item 69**

Trend



Response Distributions (%)



69. I frequently make suggestions for improvements.

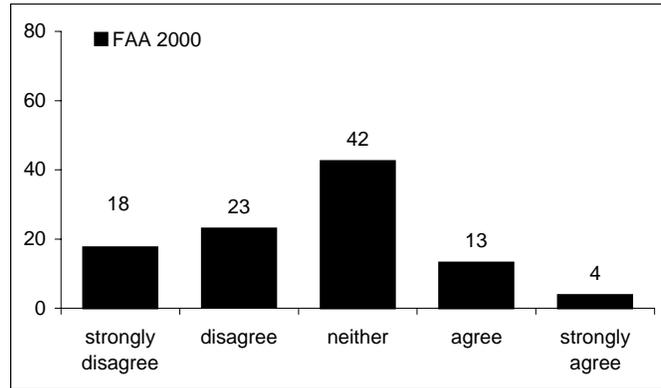
n
24,128

Priority of Reinvention **Item 28**

Trend

No Trend Available

Response Distributions (%)



n

24,207

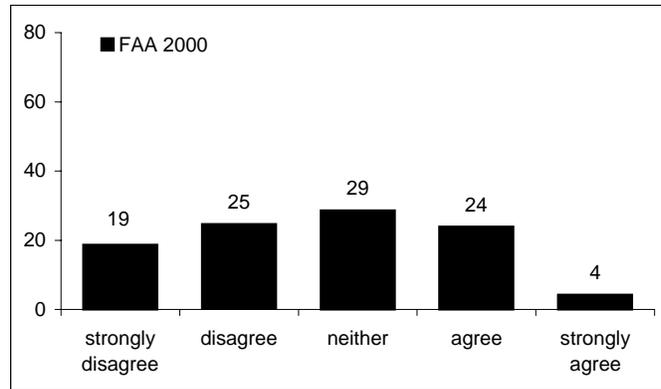
28. My organization has made reinvention a priority.

Identifying Lessons Learned **Item 30**

Trend

No Trend Available

Response Distributions (%)



n

24,264

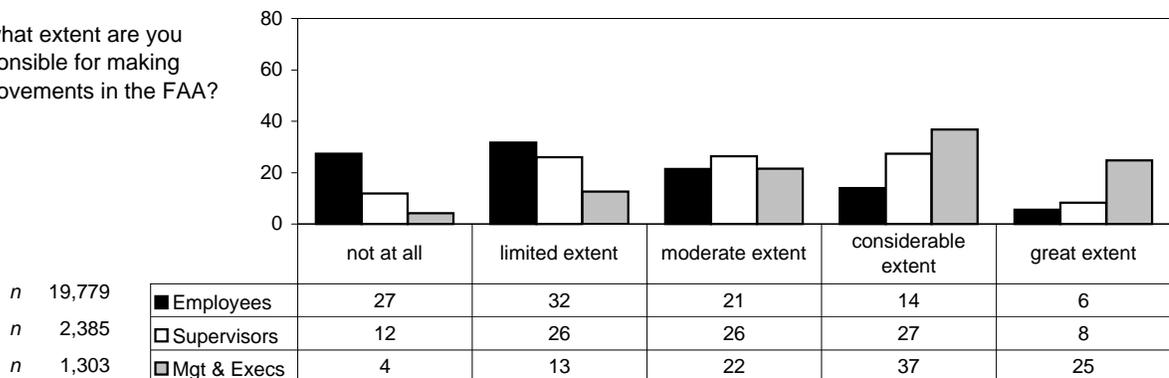
30. My organization is good at identifying lessons learned.

Personal Responsibility for Improvements in the FAA **Item 101**

No Trend Available

101. To what extent are you responsible for making improvements in the FAA?

Response Distributions (%)



n 19,779

n 2,385

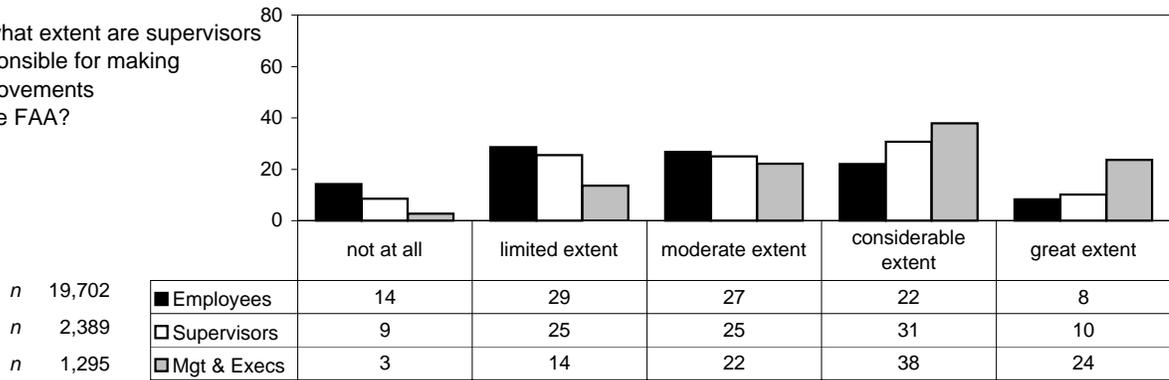
n 1,303

Supervisor Responsibility for Improvements in the FAA **Item 102**

No Trend Available

Response Distributions (%)

102. To what extent are supervisors responsible for making improvements in the FAA?

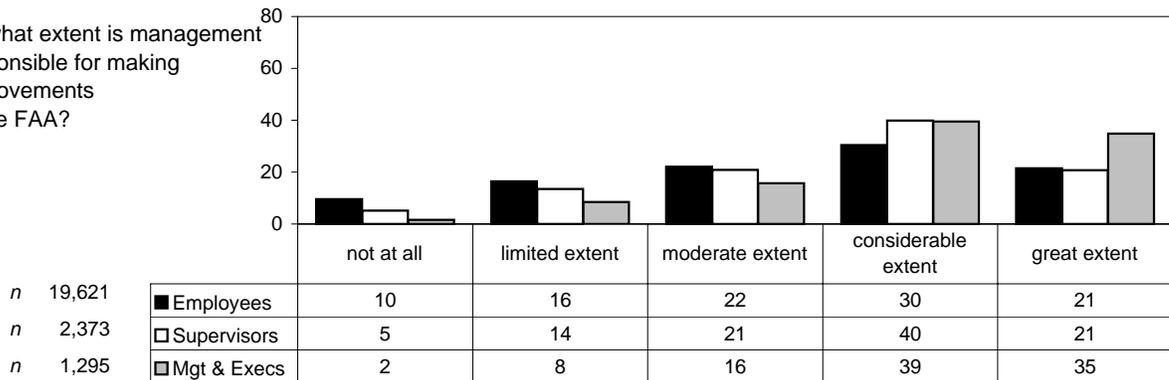


Management Responsibility for Improvements in the FAA **Item 103**

No Trend Available

Response Distributions (%)

103. To what extent is management responsible for making improvements in the FAA?

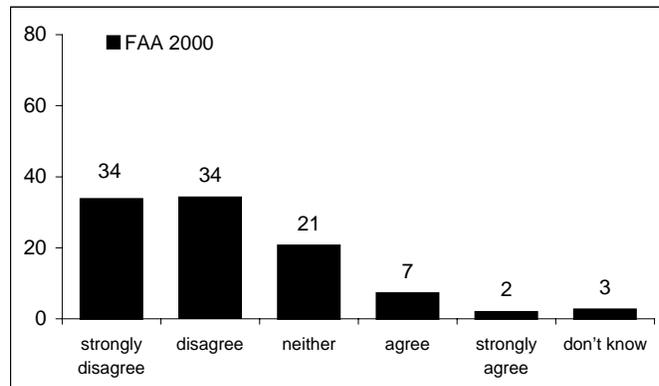


Personnel Reform Success **Items 118, 119, 120; $\alpha = .90$**

Results include only supervisors, managers, and executives.

Trend

Response Distributions (%)



Items listed on the next page.

Personnel Reform Success (continued). Results include only supervisors, managers, and executives.

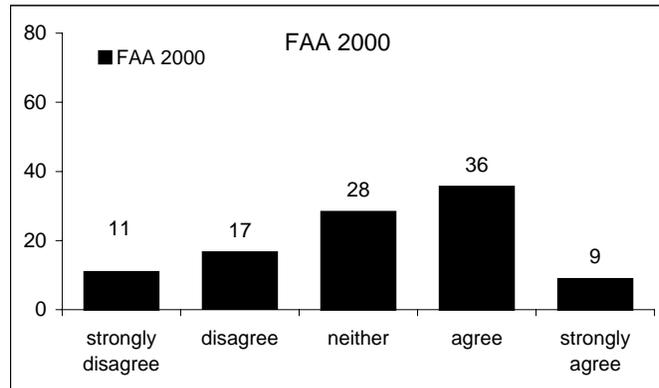
	<i>n</i>	<i>strongly disagree</i>	<i>neither</i>	<i>strongly agree</i>	<i>don't know</i>		
118. Personnel reform has been successful in eliminating excessive bureaucracy.	3493	36	35	18	7	2	3
119. On the whole, personnel reform is helping my organization accomplish its mission.	3491	32	34	22	7	2	3
120. Overall, personnel reform has improved my ability to meet my supervisory/management responsibilities.	3487	33	33	22	7	2	2

Customer Support **Items 21, 22; α = .79**

Trend

No Trend Available

Response Distributions (%)



In my organization...

	<i>n</i>	<i>strongly disagree</i>	<i>neither</i>	<i>strongly agree</i>		
21. there are service goals aimed at meeting customer expectations.	24,280	9	15	27	39	9
22. managers show commitment to customer support through their actions.	24,224	13	18	29	32	8

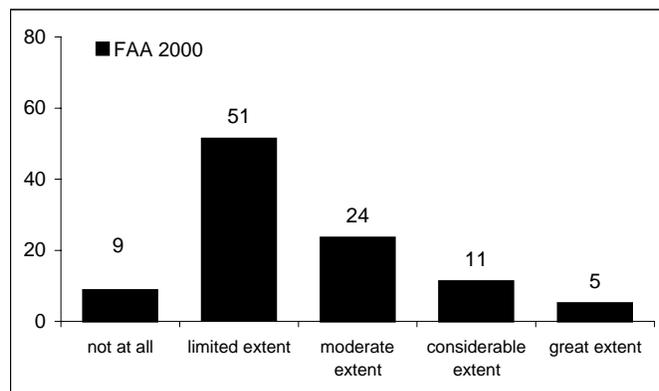
CONFLICT MANAGEMENT

Extent Work-Related Conflict Experienced **Item 95**

Trend

No Trend Available

Response Distributions (%)



n

95. To what extent do you experience work-related conflicts or disagreements?	24,262
---	--------

Reasons for Work-Related Conflict **Item 93**

93. When I have work-related conflicts or disagreements, the primary reasons are: [Mark no more than TWO.]

	<i>n</i>		<i>n</i>
NA - not applicable	3,804	task assignment	2,321
personality	6,581	professional disagreements	6,292
performance standards	1,882	knowledge, skills, and abilities	4,005
work procedures	5,799	other	2,358
establishment of priorities	4,480		

Numbers (n) sum to greater than sample size due to multiple responses.

Person(s) with Whom Work-Related Conflict Occurs **Items 94**

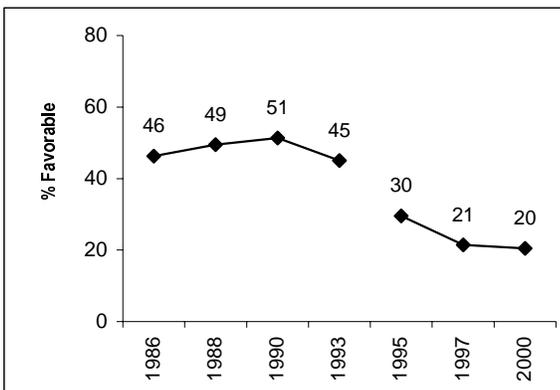
94. When I have work-related conflicts or disagreements, they are primarily with: [Mark no more than TWO.]

	<i>n</i>		<i>n</i>
NA - not applicable	3,999	upper-level management	7,138
coworker(s)	9,336	subordinate(s)	2,069
team lead	736	contractor	990
supervisor	6,686	other	1,977

Numbers (n) sum to greater than sample size due to multiple responses.

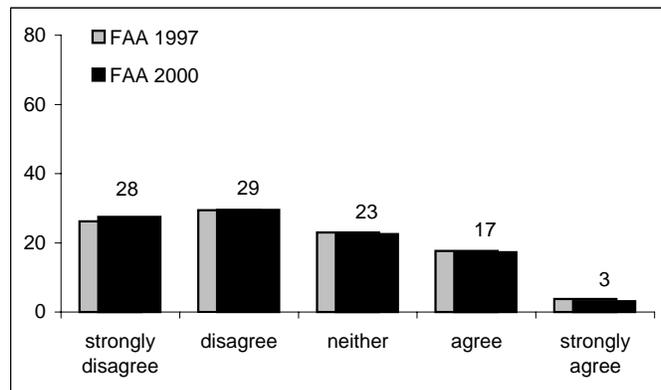
Conflict Addressed **Item 31**

Trend



1986-1993 Extent response scale; all other years Agreement (see Appendix A).

Response Distributions (%)



n

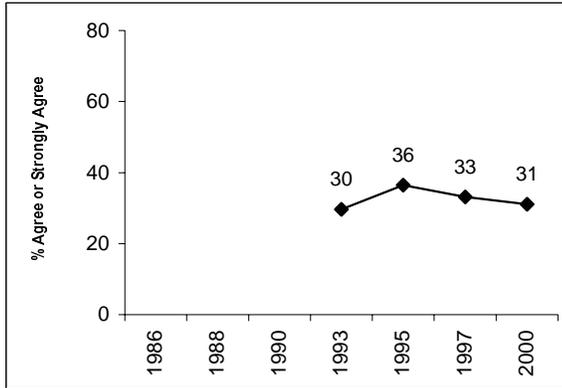
31. Conflicts and differences in my organization are brought out and managed, rather than avoided or worked around.

24,369

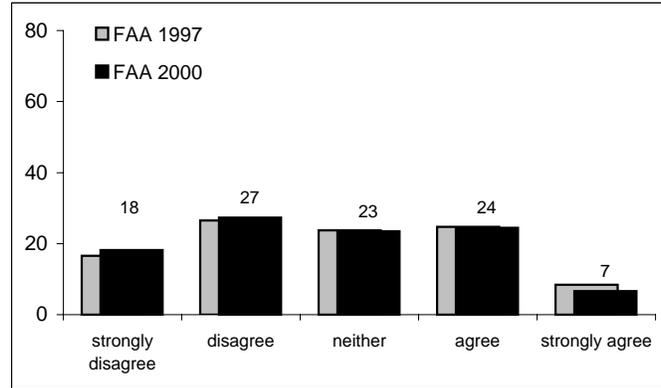
Positive Communication Climate

Items 23, 24, 25; $\alpha = .77$

Trend



Response Distributions (%)



- *23. Some employees may be hesitant to speak up for fear of retaliation.
- *24. It is generally safer to say that you agree with management even when you don't really agree.
- 25. We are encouraged to express our concerns openly.

	<i>n</i>	<i>strongly disagree</i>	<i>neither</i>	<i>strongly agree</i>
23	24,237	7	18	21
24	24,309	7	23	24
25	24,293	14	22	26

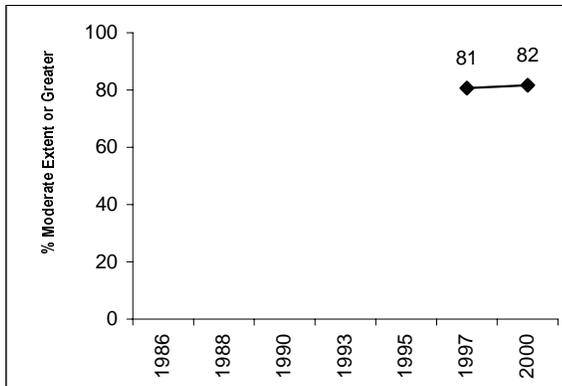
* Items are negatively worded; scores are reversed for calculation of dimension response distribution. Individual item data reflect actual responses.

MODEL WORK ENVIRONMENT

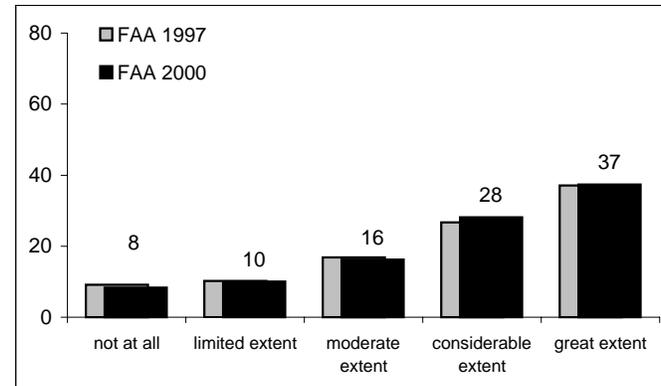
Personal Support for Model Work Environment

Items 32, 40, 41, 42, 43; $\alpha = .84$

Trend



Response Distributions (%)



To what extent do you support FAA goals or principles related to...

- 32. Model Work Environment? [Maintaining a productive and hospitable place to work.]
- 40. Affirmative Employment? [Remedying underrepresentation due to past discrimination.]
- 41. Equal Employment Opportunity? [Protecting employees and applicants against discrimination.]

	<i>n</i>	<i>not at all</i>	<i>moderate extent</i>	<i>great extent</i>
32	24,165	3	9	19
40	23,992	25	19	21
41	24,107	7	10	16

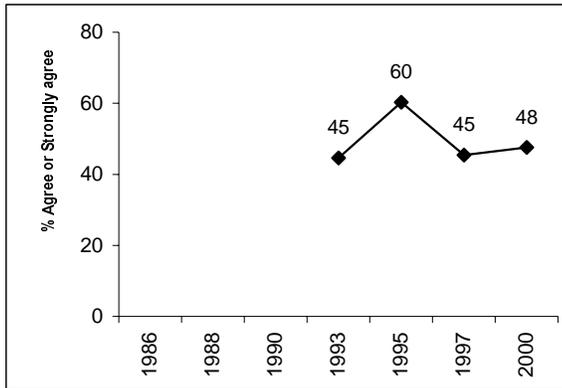
Items continued on next page.

Support for Model Work Environment (continued).

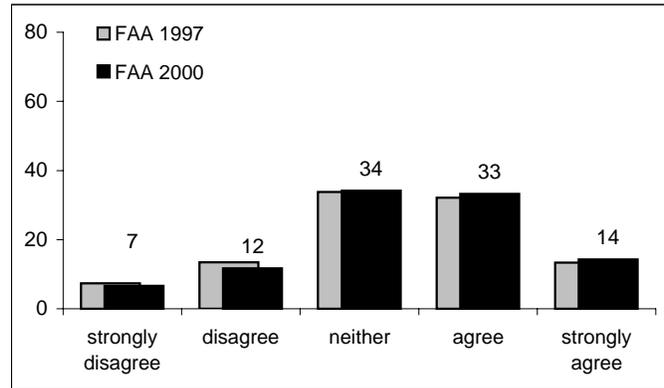
	<i>n</i>	<i>not at all</i>	<i>moderate extent</i>	<i>great extent</i>		
42. Prevention of Sexual Harassment? [Zero tolerance for sexually motivated, unwelcome acts that interfere with work performance.]	24,139	3	6	12	30	49
43. Non-Discrimination? [Zero tolerance for discrimination based on political affiliation, race, color, religion, national origin, gender, sexual orientation, marital status, age, disability, or parental status.]	24,135	4	7	13	28	48

Notify Supervisor of Offensive Behavior **Item 53**

Trend



Response Distributions (%)



n

24,008

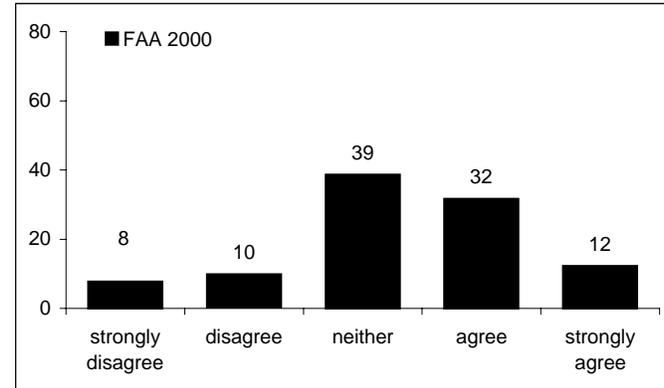
53. I bring it to the attention of my supervisor when I feel that conversations or actions in the workplace are offensive, harassing, or discriminating.

Use of Mediation **Item 48**

Trend



Response Distributions (%)



n

23,804

48. When allegations or complaints about discrimination or harassment are raised where I work, management is likely to try mediation to resolve the issue.

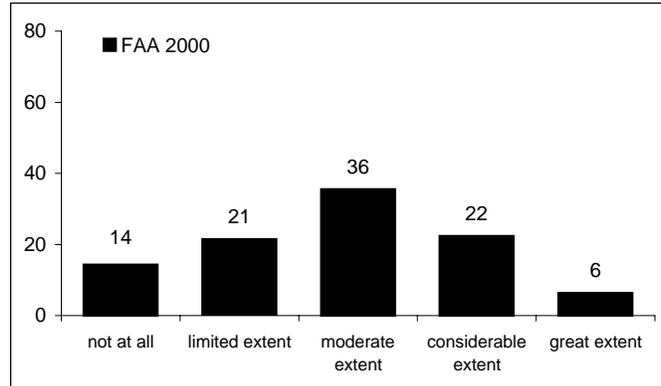
Extent Mediation Used Effectively

Item 39

Trend

No Trend Available

Response Distributions (%)



n

23,252

39. To what extent do you believe the FAA uses mediation as an effective method to resolve issues related to allegations of discrimination or harassment?

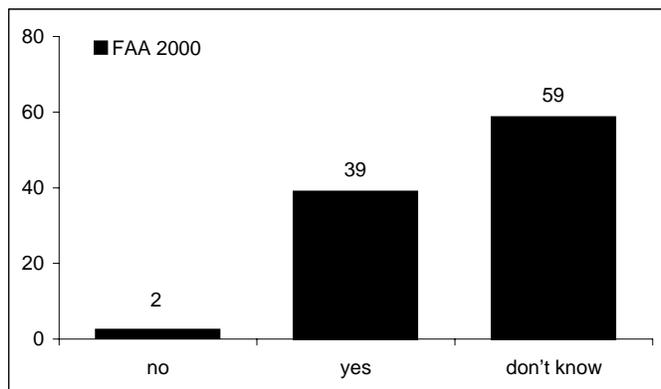
Accountability Board Knowledge

Item 56

Trend

No Trend Available

Response Distributions (%)



n

24,044

56. If I share information about an incident of harassment with a management official, that information must be reported to the Accountability Board, even if I ask that it not be reported.

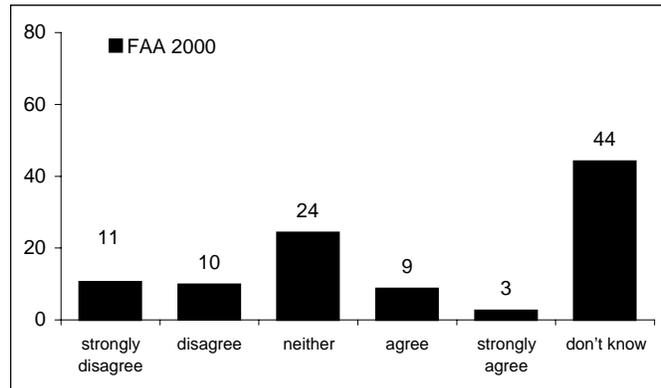
Accountability Board (AB) Effectiveness

Items 54, 55; $\alpha = .93$

Trend

No Trend Available

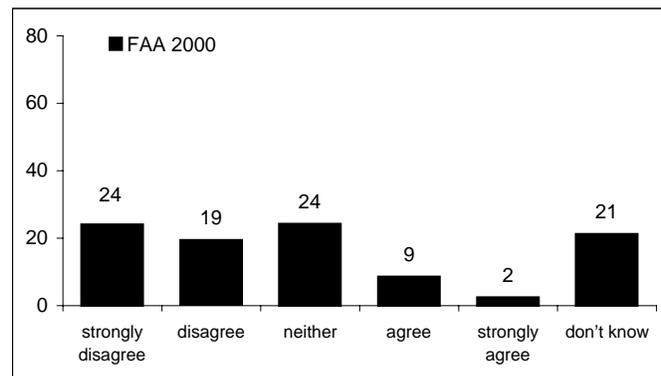
Response Distributions (%)



- 54. The Accountability Board process has helped to create a more positive work environment in my workplace.
- 55. The Accountability Board process has been effective in achieving its goals.

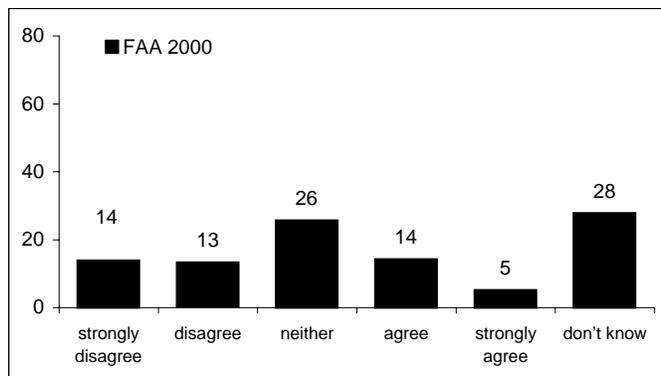
	<i>n</i>	<i>strongly disagree</i>	<i>neither</i>	<i>agree</i>	<i>strongly agree</i>	<i>don't know</i>	
54.	24,227	11	11	24	9	3	42
55.	24,215	10	8	25	8	2	46

Graph shows results of AB Effectiveness dimension for respondents indicating "No" for item 56, "If I share information... that information must be reported to the Accountability Board, even if I ask that it not be reported."



Those indicating "No" for item 56.

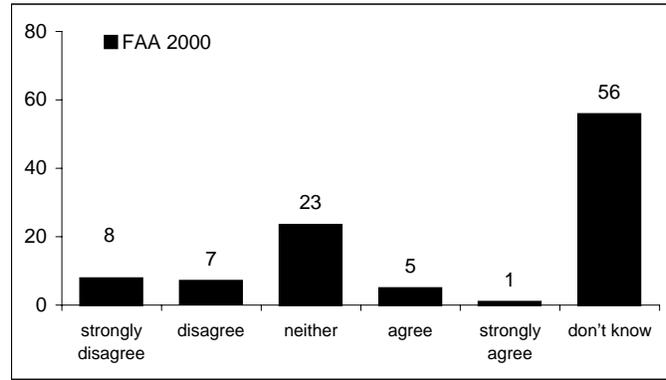
Graph shows results of AB Effectiveness dimension for respondents indicating "Yes" for item 56.



Those indicating "Yes" for item 56.

Accountability Board Effectiveness (continued).

Graph shows results of AB Effectiveness dimension for respondents indicating "Don't know" for item 56.

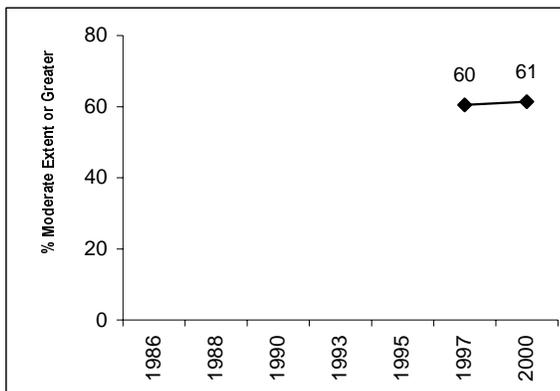


Those indicating "Don't know" for item 56.

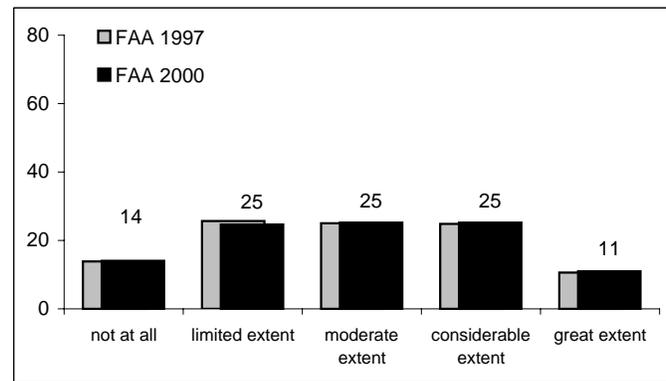
Model Work Environment Success

Items 33, 34, 35, 36, 37, 38; $\alpha = .88$

Trend



Response Distributions (%)



To what extent has the FAA done a good job creating...

	<i>n</i>	<i>not at all</i>	<i>moderate extent</i>	<i>great extent</i>		
33. a productive and hospitable place to work?	24,223	14	26	29	25	6
34. an environment where all employees have the opportunity to broaden their knowledge of the FAA (e.g., town hall meetings, attending briefings)?	24,224	18	30	27	20	5
35. an environment where all employees have the opportunity to participate in developmental activities (e.g., details, training, task forces, special assignments)?	24,217	20	33	25	18	5
36. an environment where all employees get the chance to fully contribute to meeting their organization's mission?	24,156	16	31	30	19	4
37. an environment where discrimination is not tolerated?	24,122	11	16	21	33	19
38. an environment where sexual harassment is not tolerated?	24,151	6	12	19	37	27

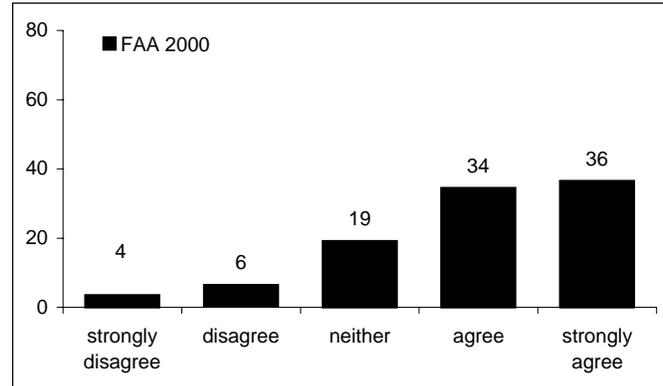
Eliminating Hostile Work Environment

Items 47, 49, 50, 51, 52; $\alpha = .77$

Trend



Response Distributions (%)



	n	strongly disagree	neither	strongly agree
47. Complaints about discrimination and harassment are taken seriously by management where I work.	24,187	7	8	31
*49. Sexual harassment is a problem in my workplace.	23,924	47	30	2
*50. Jokes about women, people of color, etc. are common in my workplace.	24,169	35	34	4
*51. To be a "part of the crowd" in my workplace, I have to go along with jokes about people of color, women, etc.	24,174	49	31	2
52. People in my workplace believe that even if an employee has a disability, that employee can still get the job done.	24,082	3	5	20

* Items are negatively worded; scores are reversed for calculation of dimension response distribution. Individual item data reflect actual responses.

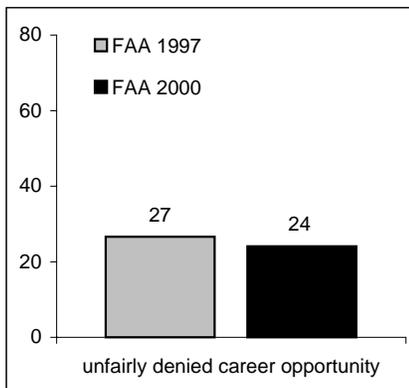
Denied Career Opportunity

Item 44

Results include only those respondents indicating "Yes, I have been unfairly denied a career opportunity..."

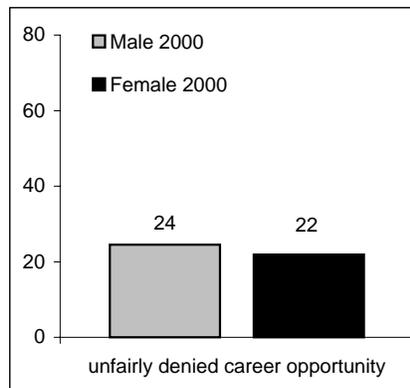
Response Distribution (%)

Overall Trend



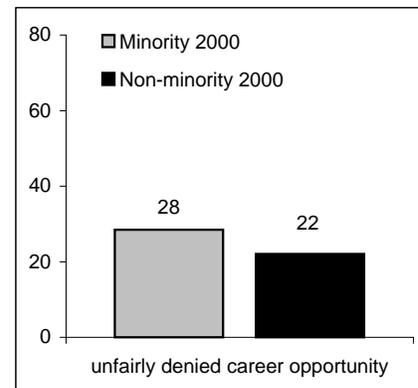
n 5,738

Gender



n 5,399

Minority Status



n 4,997

44. In the past 12 months, have you been unfairly denied a career opportunity because of factors not related to job performance?

Basis for Being Unfairly Denied a Career Opportunity **Item 44**

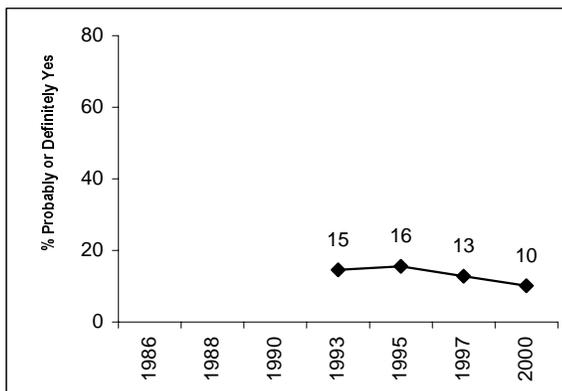
Results include only those respondents indicating "Yes, I have been unfairly denied a career opportunity based on: [Mark all that apply.]"

	<i>n</i>		<i>n</i>
national origin	277	disability	188
race	1,019	sexual orientation	141
color	599	religion	137
gender	1,288	political affiliation	106
age	1,099	union affiliation	828
marital status	151	who you know ("buddy system")	3,485
parental status	102	other characteristics	2,067

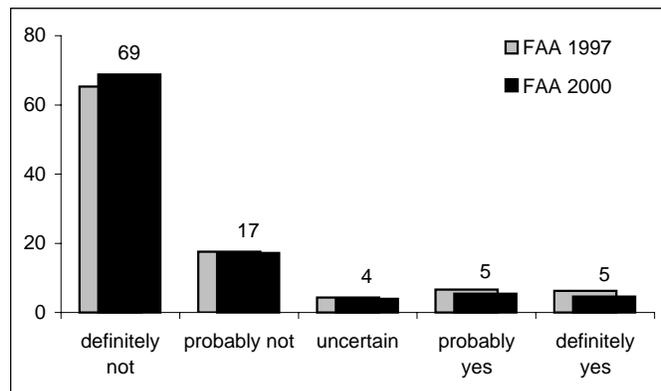
Numbers (n) sum to greater than sample size due to multiple responses.

Sexually Harassed in Last 12 Months **Item 45**

Trend



Response Distributions (%)

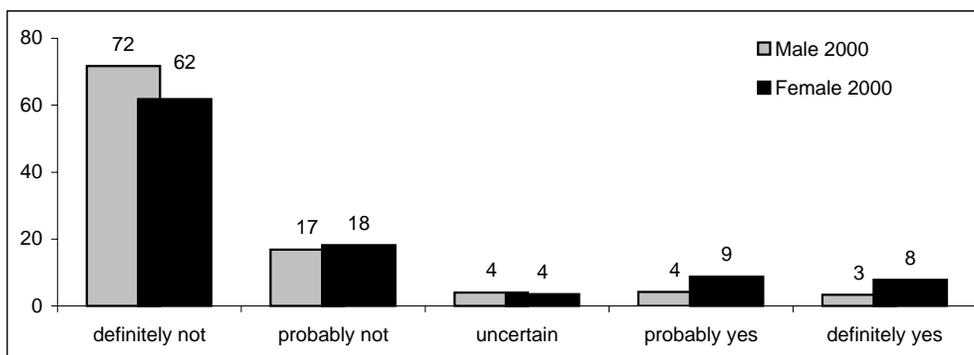


SEXUAL HARASSMENT consists of "words or actions of a clear or potentially SEXUALLY MOTIVATED NATURE that: (1) are unwelcome to the recipient, (2) are directly or by implication linked to employment decisions, (3) form the basis of employment decisions, or (4) create an offensive work environment which intimidates or otherwise interferes with the performance of employees."

n

45. According to the description above, have you experienced sexual harassment in your workplace in the past 12 months? 24,212

Sexually Harassed by Gender



n 23,064

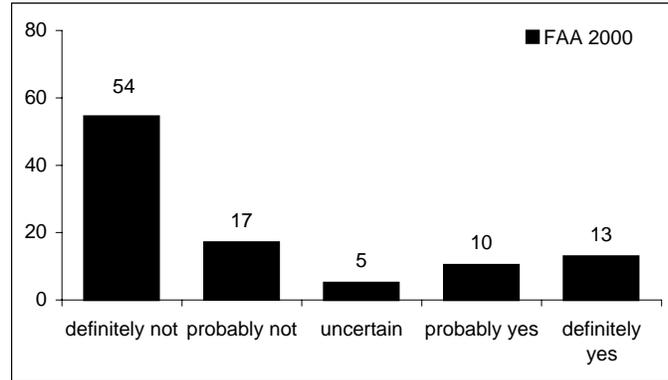
Harassed on Basis of Protected Characteristics

Item 46

Trend



Response Distributions (%)



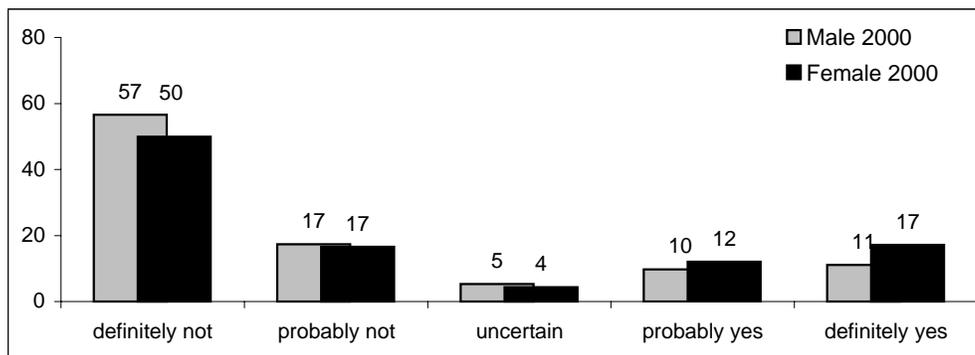
HARASSMENT may consist of incidents of verbal, written, graphic, or physical harassment and other misconduct that create or may create an intimidating, hostile, or offensive work environment based on race, color, religion, gender, sexual orientation, national origin, age, or disability.

n

46. According to the description above, have you experienced harassment in your workplace in the past 12 months?

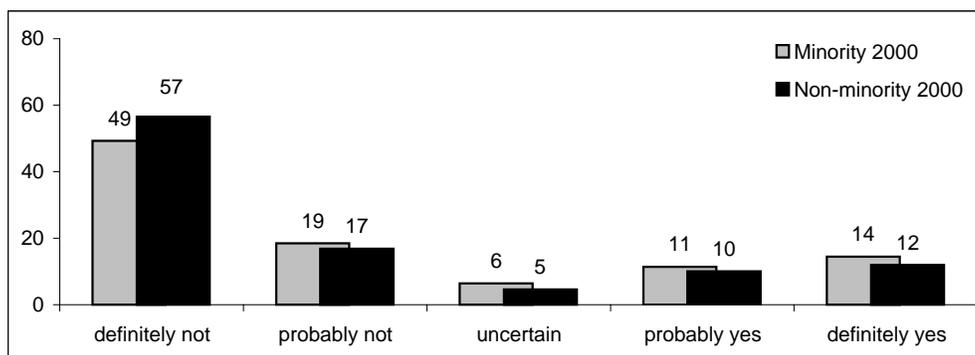
24,176

Harassed by Gender



n 23,029

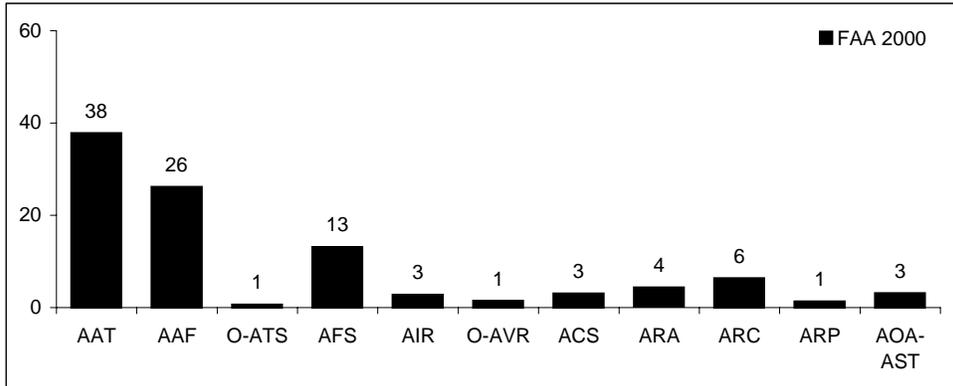
Harassed by Minority Status



n 21,832

PART III: RESPONDENT DEMOGRAPHICS

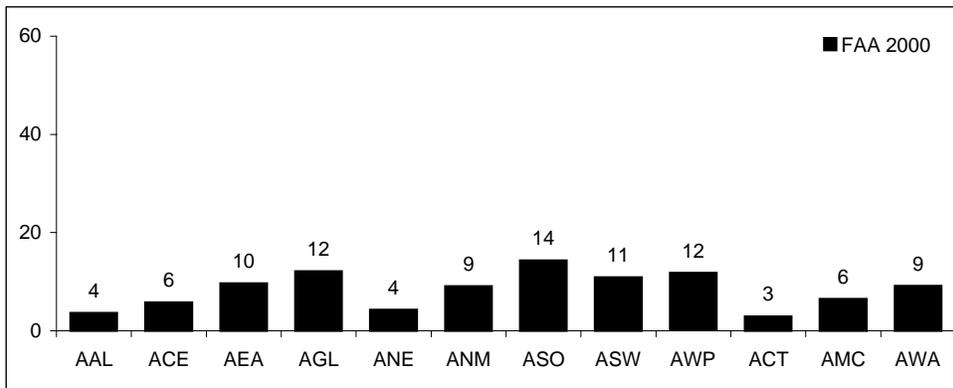
Line-of-Business/Major Workforce



n 24,466

Region

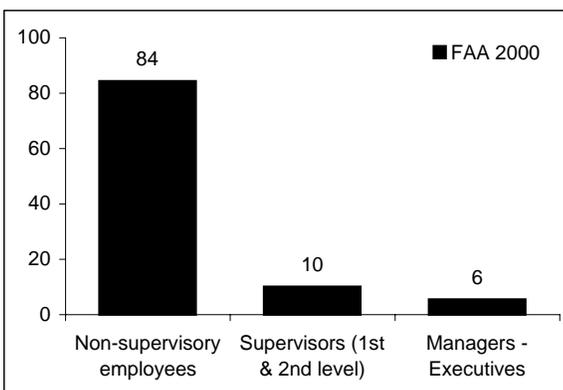
Item 122



n 23,787

Job Role

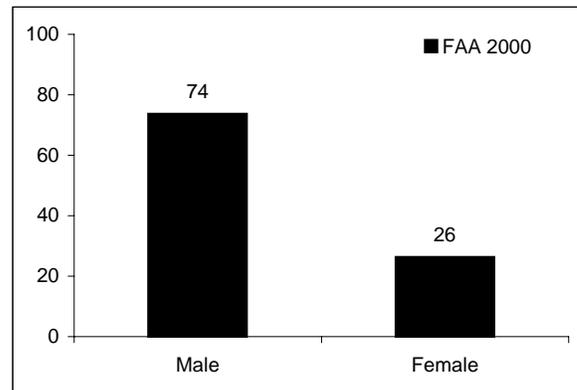
Item 121



n 23,758

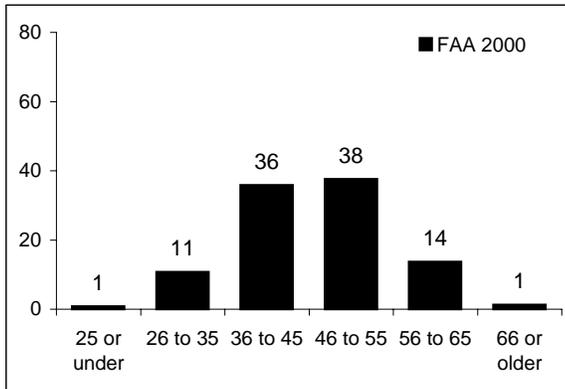
Gender

Item 123



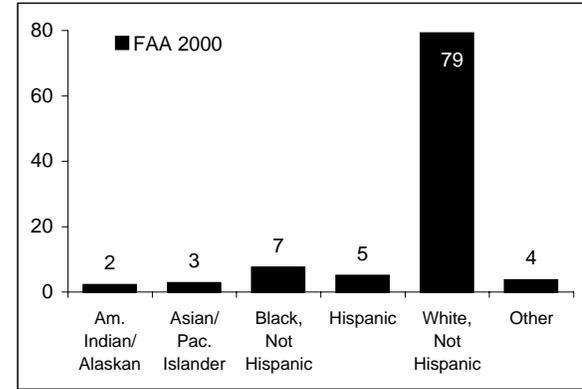
n 23,252

Age **Item 124**



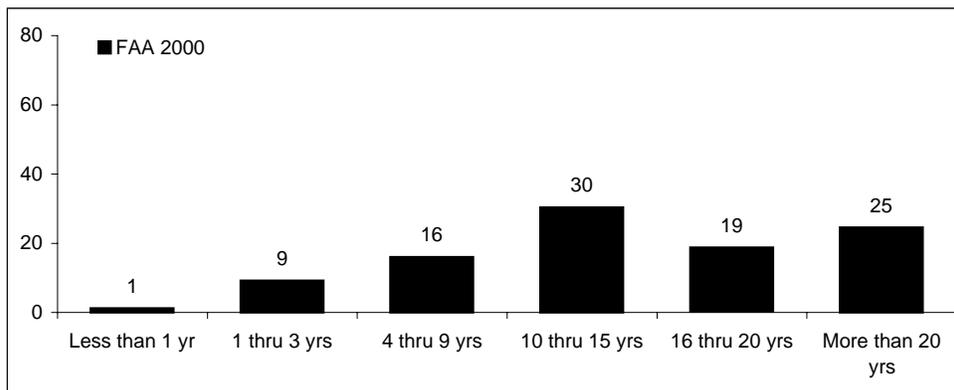
n 23,170

Ethnicity **Item 125**



n 22,864

FAA Tenure **Item 127**



n 23,265

Appendix A
Summary of Response Option Changes

<i>Page</i>	<i>Dimension</i>	<i>Items</i>	<i>History of Response Option Changes</i>
8	Training Opportunity Availability	97-99	1993 only used Agreement response options. Other years used Extent.
11	Management Concern for Employees	64-67	1986-1993 Extent response options. Changed in 1995 to Agreement response options. In 1995 only, middle Agreement scale option was 'unsure'; 1997 and 2000 used 'neither disagree nor agree'.
20	Conflict Addressed	31	1986-1993 Extent response options. Changed in 1995 to Agreement response options. In 1995 only, middle Agreement scale option was 'unsure'; 1997 and 2000 used 'neither disagree nor agree'.
21	Positive Communication Climate	23-25	In 1995 only, middle Agreement scale option was 'unsure'; all other years used 'neither disagree nor agree'.
22	Notify Supervisor of Offensive Behavior	53	In 1993 only, included 'don't know/not applicable' option. In 1995 only, middle Agreement scale option was 'unsure'; 1993, 1997, and 2000 used 'neither disagree nor agree'.
26	Eliminating a Hostile Work Environment	47, 49-51	In 1995 only, middle Agreement scale option was 'unsure'; all other years used 'neither disagree nor agree'.

Appendix B

2000 Employee Attitude Survey

2000 Employee Attitude Survey

Instructions: Most response options range from low to high in agreement, satisfaction, or extent. Indicate your response by darkening the bubble corresponding to your answer. Darken the bubble completely. If you change your response, please make sure your final choice is clear. If the response options do not provide a perfect fit for your unique situation, **use your best judgment.**

	Very dissatisfied	Somewhat dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Very satisfied
Overall, how satisfied are you with:					
1. your pay? -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. your benefits (holiday, leave, insurance)? -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. your retirement system? -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. your physical working conditions? -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. your job - the kind of work you do? -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. your workgroup? -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. your organization as a place to work? -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. your job overall? -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. the services available through your Employee Assistance Program? -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. your immediate supervisor? -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. the recognition you receive for doing a good job? -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. the quality of information you receive about FAA general information, such as plans, policies, programs, and activities? -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. how well your immediate supervisors and managers keep you informed about plans, policies, programs, and activities? -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
Please indicate your level of agreement.					
14. It's pretty common to hear "job-well-done" within my organization. -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Promotions in my organization are given to those who are well qualified. -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. Recognition and rewards are based on merit. -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. I am required to get approval for decisions that I think I should be able to make myself. -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. Decisions in my organization are made at those levels where the most adequate and accurate information is available. -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. I am able to contribute to decision-making that affects my job. -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. I have the authority to make decisions required by my day-to-day work problems. -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. In my organization, there are service goals aimed at meeting customer expectations. -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. In my organization, managers show commitment to customer support through their actions. -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. Some employees may be hesitant to speak up for fear of retaliation. -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. It is generally safer to say that you agree with management even when you don't really agree. -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. We are encouraged to express our concerns openly. -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. Paying high performing people more leads to improved organizational performance. -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. Our pay systems should pay high performers more. -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28. My organization has made reinvention a priority. -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29. In my organization, we are encouraged to share information to get the job done. -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30. My organization is good at identifying lessons learned. -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. Conflicts and differences in my organization are brought out and managed, rather than avoided or worked around. -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



2000 Employee Attitude Survey

To a great extent
To a considerable extent
To a moderate extent
To a limited extent
Not at all

To what extent ...

- 32. do you support FAA goals or principles related to Model Work Environment? *[Maintaining a productive and hospitable place to work.]* -----
- 33. has the FAA done a good job creating a productive and hospitable place to work?-----
- 34. has the FAA done a good job creating an environment where all employees have the opportunity to broaden their knowledge of the FAA (e.g., town hall meetings, attending briefings)?-----
- 35. has the FAA done a good job creating an environment where all employees have the opportunity to participate in developmental activities (e.g., details, training, task forces, special assignments)? -----
- 36. has the FAA done a good job creating an environment where all employees get the chance to fully contribute to meeting their organization's mission? -----
- 37. has the FAA done a good job creating an environment where discrimination is not tolerated?--
- 38. has the FAA done a good job creating an environment where sexual harassment is not tolerated?-----
- 39. do you believe the FAA uses mediation as an effective method to resolve issues related to allegations of discrimination or harassment? -----
- 40. do you support FAA goals or principles related to Affirmative Employment? *[Remedying under-representation due to past discrimination.]*-----
- 41. do you support FAA goals or principles related to Equal Employment Opportunity? *[Protecting employees and applicants against discrimination.]*-----
- 42. do you support FAA goals or principles related to Prevention of Sexual Harassment? *[Zero tolerance for sexually motivated, unwelcome acts that interfere with work performance.]*-----
- 43. do you support FAA goals or principles related to Non-Discrimination? *[Zero tolerance for discrimination based on political affiliation, race, color, religion, national origin, gender, sexual orientation, marital status, age, disability, or parental status.]*-----

44. In the past 12 months, have you been unfairly denied a career opportunity because of factors not related to job performance?

- NO, I have not been unfairly denied a career opportunity.
- YES, I have been unfairly denied a career opportunity based on: [Mark all that apply.]

- | | | | |
|---------------------------------------|---------------------------------------|---|---|
| <input type="radio"/> national origin | <input type="radio"/> age | <input type="radio"/> sexual orientation | <input type="radio"/> who you know ("buddy system") |
| <input type="radio"/> race | <input type="radio"/> marital status | <input type="radio"/> religion | <input type="radio"/> other characteristics not related to job performance (specify:) |
| <input type="radio"/> color | <input type="radio"/> parental status | <input type="radio"/> political affiliation | _____ |
| <input type="radio"/> gender | <input type="radio"/> disability | <input type="radio"/> union affiliation | _____ |

SEXUAL HARASSMENT consists of "words or actions of a clear or potentially SEXUALLY MOTIVATED NATURE that: (1) are unwelcome to the recipient, (2) are directly or by implication linked to employment decisions, (3) form the basis of employment decisions, or (4) create an offensive work environment which intimidates or otherwise interferes with the performance of employees."

45. According to the description above, have you experienced sexual harassment in your workplace in the past 12 months?

- Definitely not Probably not Uncertain Probably yes Definitely yes



2000 Employee Attitude Survey

HARASSMENT may consist of incidents of verbal, written, graphic, or physical harassment and other misconduct that create or may create an intimidating, hostile, or offensive work environment based on race, color, religion, gender, sexual orientation, national origin, age, or disability.

46. According to the description above, have you experienced harassment in your workplace in the past 12 months?

- Definitely not
 Probably not
 Uncertain
 Probably yes
 Definitely yes

Please indicate your level of agreement.

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
47. Complaints about discrimination and harassment are taken seriously by management where I work. -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
48. When allegations or complaints about discrimination or harassment are raised where I work, management is likely to try mediation to resolve the issue. -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
49. Sexual harassment is a problem in my workplace. -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
50. Jokes about women, people of color, etc. are common in my workplace. -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
51. To be a "part of the crowd" in my workplace, I have to go along with jokes about people of color, women, etc. -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
52. People in my workplace believe that even if an employee has a disability, that employee can still get the job done. -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
53. I bring it to the attention of my supervisor when I feel that conversations or actions in the workplace are offensive, harassing, or discriminating. -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
54. The Accountability Board process has helped to create a more positive work environment in my workplace.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
55. The Accountability Board process has been effective in achieving its goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
56. If I share information about an incident of harassment with a management official, that information must be reported to the Accountability Board, even if I ask that it not be reported.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
	No	Yes	Don't know		
	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
57. My immediate supervisor is fair with subordinates. -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
58. My immediate supervisor keeps informed about the way subordinates think and feel about things. -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
59. My immediate supervisor has the respect of subordinates. -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
60. My immediate supervisor interacts well with subordinates. -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
61. My immediate supervisor tends to play favorites. -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
62. My immediate supervisor possesses the knowledge and skills to be effective. -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
63. My immediate supervisor is an effective communicator. -----	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



2000 Employee Attitude Survey

Strongly agree
Agree
Neither disagree nor agree
Disagree
Strongly disagree

Please indicate your level of agreement.

- | | | | | | |
|---|---|---|---|---|---|
| | ○ | ○ | ○ | ○ | ○ |
| 64. The FAA is committed to people concerns. ----- | | | | | |
| 65. Within the past 2 years, I have seen positive change in the emphasis that the FAA places on managing people. ----- | | | | | |
| 66. The FAA takes into account the impact of organizational changes on employees. ----- | | | | | |
| 67. My organization has a real interest in the welfare and satisfaction of those who work here. --- | | | | | |
| 68. Personal initiative counts for a lot in my organization. ----- | | | | | |
| 69. I frequently make suggestions for improvements. ----- | | | | | |
| 70. People in my organization get the credit they deserve for the work they do. ----- | | | | | |
| 71. When we try to make changes in my organization, things seem to get better. ----- | | | | | |
| 72. It is easy to be hopeful about the future of the FAA. ----- | | | | | |
| 73. Supervisors where I work trust employees. ----- | | | | | |
| 74. I trust FAA management. ----- | | | | | |
| 75. I trust my immediate supervisor. ----- | | | | | |
| 76. I trust my coworkers. ----- | | | | | |
| 77. Corrective actions are taken to deal with nonsupervisory employees who perform poorly.----- | | | | | |
| 78. Corrective actions are taken to deal with supervisors or managers who perform poorly. ----- | | | | | |
| 79. My most recent formal performance appraisal gave me useful information for improving my performance. ----- | | | | | |
| 80. I am clear about how "good performance" is defined in my organization. ----- | | | | | |
| 81. My organization has clearly communicated the connection between my individual performance goals and my organization's performance goals. ----- | | | | | |
| 82. My supervisor is effective in providing periodic coaching to improve my performance.----- | | | | | |
| 83. My supervisor takes effective action to counsel or discipline employees whose behavior might be seen as harassing or discriminating. ----- | | | | | |
| 84. I feel free to discuss with my immediate supervisor the problems and difficulties I have in my job without jeopardizing my position or having it "held against" me later. ----- | | | | | |
| 85. Managers and supervisors in my organization are held accountable for achieving important agency goals.----- | | | | | |
| 86. Nonsupervisory employees in my organization are held accountable for achieving important agency goals.----- | | | | | |
| 87. Policies affecting my work are communicated adequately. ----- | | | | | |
| 88. Guidance on procedures for doing my work are communicated adequately.----- | | | | | |
| 89. Management in my organization ensures that the information I need to do my job is readily available. ----- | | | | | |
| 90. Information about my pay is communicated adequately. ----- | | | | | |
| 91. Information about my benefits is communicated adequately. ----- | | | | | |
| 92. Information about employment opportunities is communicated adequately.----- | | | | | |

93. When I have work-related conflicts or disagreements, the primary reasons are: [Mark no more than **TWO**.]

- | | | |
|---|---|--|
| <input type="radio"/> NA - not applicable | <input type="radio"/> work procedures | <input type="radio"/> professional disagreements |
| <input type="radio"/> personality | <input type="radio"/> establishment of priorities | <input type="radio"/> knowledge, skills, and abilities |
| <input type="radio"/> performance standards | <input type="radio"/> task assignment | <input type="radio"/> other (specify: _____) |

94. When I have work-related conflicts or disagreements, they are primarily with: [Mark no more than **TWO**.]

- | | | |
|---|--|--|
| <input type="radio"/> NA - not applicable | <input type="radio"/> supervisor | <input type="radio"/> contractor |
| <input type="radio"/> coworker(s) | <input type="radio"/> upper-level management | <input type="radio"/> other (specify: _____) |
| <input type="radio"/> team lead | <input type="radio"/> subordinate(s) | |



2000 Employee Attitude Survey

To a great extent
 To a considerable extent
 To a moderate extent
 To a limited extent
 Not at all

To what extent ...

- | | | | | | |
|--|--|-----------------------|-----------------------|-----------------------|-----------------------|
| | | | | | |
| 95. do you experience work-related conflicts or disagreements? ----- | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 96. are there things about working in the organization (such as policies, practices, or conditions) that encourage you to work hard? ----- | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 97. have you had an opportunity to participate in FAA-funded training programs? ----- | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 98. have you been able to apply what you have learned from FAA training to your job?----- | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 99. have you received the training you need to perform effectively in your job? ----- | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 100. do you receive sufficient information from the FAA to understand how major innovations and changes might affect you? ----- | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 101. are you responsible for making improvements in the FAA? ----- | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 102. are supervisors responsible for making improvements in the FAA? ----- | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 103. is management responsible for making improvements in the FAA? ----- | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 104. are you proud to work for the FAA?----- | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 105. are you willing to put in a great deal of effort beyond that normally expected in order to help the FAA succeed?----- | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 106. do you feel loyalty to the FAA?----- | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 107. does the FAA inspire the very best in you? ----- | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 108. do you care about the fate of the FAA?----- | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 109. do you have the tools needed to do your job efficiently (computers, test equipment, communication devices, etc.)?----- | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 110. has the FAA kept you informed about the compensation system changes? ----- | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 111. Compared to other places, to what extent does the FAA pay well? ----- | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 112. Compared to other places, to what extent does the FAA offer good job security? ----- | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 113. Compared to other places, to what extent does the FAA have a good retirement plan? ----- | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 114. Compared to other places, to what extent does the FAA have other good employee benefits (holiday, leave, insurance)?----- | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | | | | | |
| 115. It is likely that I will leave the FAA in the next: | 116. If you are planning to leave the FAA, are you going to: | | | | |
| <input type="radio"/> 1 year | <input type="radio"/> Retire | | | | |
| <input type="radio"/> 2 years | <input type="radio"/> Seek employment in another government organization | | | | |
| <input type="radio"/> 3 years | <input type="radio"/> Seek employment outside the government | | | | |
| <input type="radio"/> 4 years | <input type="radio"/> Not planning to leave the FAA | | | | |
| <input type="radio"/> 5 years | <input type="radio"/> Other (specify:) | | | | |
| <input type="radio"/> Not planning to leave the FAA | _____ | | | | |
| | | | | | |
| 117. If you are planning to leave the FAA, please indicate the ONE most important factor that influenced your decision to leave. [Mark only ONE] | | | | | |
| <input type="radio"/> Not planning to leave the FAA | <input type="radio"/> Importance of program I support | | | | |
| <input type="radio"/> Voluntary retirement | <input type="radio"/> Adequate staff to do the job | | | | |
| <input type="radio"/> Mandatory retirement rules | <input type="radio"/> Quality of supervisors | | | | |
| <input type="radio"/> Health | <input type="radio"/> Quality of management | | | | |
| <input type="radio"/> Pay | <input type="radio"/> Harassment/discrimination | | | | |
| <input type="radio"/> Job benefits | <input type="radio"/> Organizational changes | | | | |
| <input type="radio"/> Job security | <input type="radio"/> Satisfaction with agency | | | | |
| <input type="radio"/> Career/promotional opportunities | <input type="radio"/> Family considerations | | | | |
| <input type="radio"/> Level of responsibility | <input type="radio"/> Geographical location | | | | |
| <input type="radio"/> Type of work I do | <input type="radio"/> Other (specify:) | | | | |



2000 Employee Attitude Survey

Supervisors and Managers

If you are not a supervisor or manager, please skip the following three items and go on to the Demographics section (item 121).

Don't Know
 Strongly agree
 Agree
 Neither disagree nor agree
 Disagree
 Strongly disagree

118. Personnel reform has been successful in eliminating excessive bureaucracy. -----
119. On the whole, personnel reform is helping my organization accomplish its mission. -----
120. Overall, personnel reform has improved my ability to meet my supervisory/management responsibilities. -----

Demographics

121. Please select the category that is most representative of your job role.
- Non supervisor
 - Non supervisory team leader
 - First-level supervisor
 - Second-level supervisor
 - Manager
 - Executive
122. To which region or center are you assigned?
- Alaskan (AAL)
 - Central (ACE)
 - Eastern (AEA)
 - Great Lakes (AGL)
 - New England (ANE)
 - Northwest Mountain (ANM)
 - Southern (ASO)
 - Southwest (ASW)
 - Western-Pacific (AWP)
 - William J. Hughes Technical Center (ACT)
 - Mike Monroney Aeronautical Center (AMC)
 - Washington Headquarters
123. Are you:
- Male
 - Female
124. How old are you?
- 25 or under
 - 26 to 35
 - 36 to 45
 - 46 to 55
 - 56 to 65
 - 66 or older
125. Are you:
- American Indian or Alaskan Native
 - Asian or Pacific Islander
 - Black, not of Hispanic origin
 - Hispanic
 - White, not of Hispanic origin
 - Other (specify:) _____
126. Educational level:
- No high school diploma
 - High school diploma
 - Some technical or trade school
 - Some college
 - Bachelor's degree
 - Some graduate work
 - Graduate degree
127. How many years have you worked for the FAA?
- Less than 1 year
 - 1 through 3 years
 - 4 through 9 years
 - 10 through 15 years
 - 16 through 20 years
 - More than 20 years
128. How many years have you worked in your present job (even though your pay or grade may have changed)?
- Less than 1 year
 - 1 through 3 years
 - 4 through 9 years
 - 10 through 15 years
 - 16 through 20 years
 - More than 20 years

