

# SURFACE TRANSPORTATION BOARD

## About this report

Part of delivering a world-class Federal workforce is acknowledging that our employees are our greatest asset. It is for this reason that we focus on employee perceptions regarding critical areas of their work lives: areas which drive employee satisfaction, commitment, and ultimately retention in the workforce.

This report highlights your agency's areas of strengths and challenges, identifies areas of progress and opportunities for improvement. Your agency's 2011 results are compared with both the 2011 Governmentwide results and your agency's 2010 survey results. These results allow agency leaders and employees to reflect on past accomplishments while setting priorities for the future.

## WHO RESPONDED

STB 70% response rate    GOVERNMENTWIDE 49% response rate

## STRENGTHS AND CHALLENGES

 STRENGTHS     CHALLENGES     GOVERNMENTWIDE

Your agency's 5 highest % positive and % negative ratings, including the 2011 Governmentwide percentage for comparison.

7. When needed I am willing to put in the extra effort to get a job done.	 98%	 97%
39. My agency is successful at accomplishing its mission.	 96%	 79%
16. I am held accountable for achieving results.	 95%	 84%
42. My supervisor supports my need to balance work and other life issues.	 95%	 77%
28. How would you rate the overall quality of work done by your work unit?	 95%	 82%

9. I have sufficient resources (for example, people, materials, budget) to get my job done.	 17%	 34%
67. How satisfied are you with your opportunity to get a better job in your organization?	 16%	 32%
18. My training needs are assessed.	 13%	 22%
83. How satisfied are you with the following Work/Life programs in your agency? Child Care Programs (for example, daycare, parenting classes, parenting support groups)	 12%	 11%
68. How satisfied are you with the training you receive for your present job?	 11%	 22%

## INCREASES AND DECREASES

 INCREASE     DECREASE

Up to 5 items with positive ratings that increased or decreased at least 5 percentage points from 2010 to 2011.

	2010	2011	Diff.
84. How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)	13%	29%	 +16
53. In my organization, leaders generate high levels of motivation and commitment in the workforce.	73%	88%	 +15
32. Creativity and innovation are rewarded.	69%	82%	 +13
25. Awards in my work unit depend on how well employees perform their jobs.	63%	74%	 +11
30. Employees have a feeling of personal empowerment with respect to work processes.	73%	84%	 +11

	2010	2011	Diff.
21. My work unit is able to recruit people with the right skills.	87%	76%	 -11
9. I have sufficient resources (for example, people, materials, budget) to get my job done.	77%	67%	 -10
82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)	55%	48%	 -7
70. Considering everything, how satisfied are you with your pay?	81%	76%	 -5

## HUMAN CAPITAL ASSESSMENT AND ACCOUNTABILITY FRAMEWORK (HCAAF)

The HCAAF indices provide consistent metrics for measuring progress toward HCAAF objectives. Here are your agency results compared with the Governmentwide results.

 STB  
 GOVERNMENTWIDE

### LEADERSHIP & KNOWLEDGE MANAGEMENT



### RESULTS-ORIENTED PERFORMANCE CULTURE



### TALENT MANAGEMENT

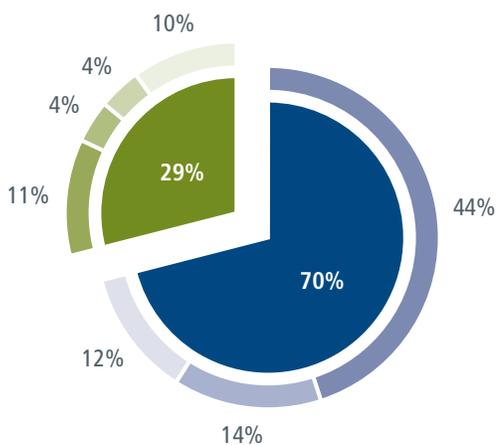


### JOB SATISFACTION



## TELEWORK

### STB



### TELEWORK

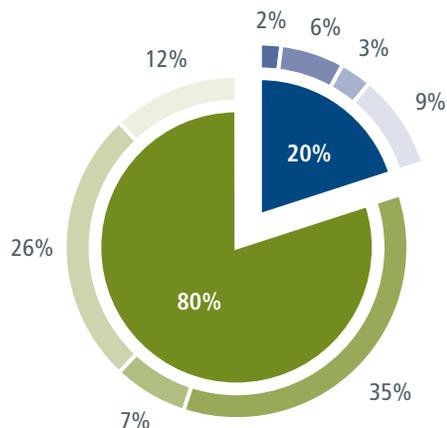
-  I telework 3 or more days per week.
-  I telework 1 or 2 days per week.
-  I telework, but no more than 1 or 2 days per month.
-  I telework very infrequently, on an unscheduled or short-term basis.

### DO NOT TELEWORK

-  I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).
-  I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.
-  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.
-  I do not telework because I choose not to telework.

Note: The sum of percentages may not add to 100 due to rounding.

### GOVERNMENTWIDE



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