

| Personal Work Experiences | Langley Research Center Positive Response | Langley Research Center Positive Response | Center Change in Positive Response % | NASA Change in Positive Response % |
|--|---|---|--------------------------------------|------------------------------------|
| | 2002 | 2004 | | |
| (1) The people I work with cooperate to get the job done. | 88% | 89% | 1 | 4.1 |
| (2) I am given a real opportunity to improve my skills in my organization. | 74% | 73% | -1 | 5.6 |
| (3) I have enough information to do my job well. | 79% | 75% | -4 | -0.5 |
| (4) I feel encouraged to come up with new and better ways of doing things. | 73% | 74% | 1 | 3.2 |
| (5) My job makes good use of my skills and abilities. | 71% | 70% | -1 | 1.5 |
| (6) My work gives me a feeling of personal accomplishment. | 76% | 73% | -3 | -0.7 |
| (7) I like the kind of work I do. | 83% | 82% | -1 | -0.1 |
| (8) I recommend my organization as a good place to work. | 75% | 66% | -9 | -1.2 |
| (9) Overall, how good a job do you feel is being done by your immediate supervisor/team leader? | 72% | 73% | 1 | 3.1 |
| (10) How would you rate the overall quality of work done by your work group? | 89% | 88% | -1 | 2.6 |
| (11) How would you rate your organization as a place to work compared to other organizations? | 68% | 69% | 1 | 3.6 |

| Recruitment, Deployment and Retention | Langley Research Center | Langley Research Center | Center Change in Positive Response % | NASA Change in Positive Response % |
|--|-------------------------|-------------------------|--------------------------------------|------------------------------------|
| | 2002 | 2004 | | |
| (12) The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals. | 76% | 74% | -2 | 2.6 |
| (13) My supervisor supports my need to balance work and family issues. | 83% | 88% | 5 | 3 |
| (14) Supervisors/team leaders in my work unit provide employees with the opportunities to demonstrate their leadership skills. | 68% | 72% | 4 | 3.4 |
| (15) My work unit is able to recruit people with the right skills. | 33% | 38% | 5 | 7.3 |
| (16) The skill level in my work unit has improved in the past year. | 54% | 38% | -16 | -8.1 |
| (17) I have sufficient resources (for example, people, materials, budget) to get my job done. | 49% | 37% | -12 | -5.5 |
| (18) My workload is reasonable. | 68% | 60% | -8 | -6.9 |
| (19) My talents are used well in the workplace. | 66% | 65% | -1 | -2.3 |
| (20) I know how my work relates to the agency's goals and priorities. | 88% | 75% | -13 | -7.6 |
| (21) The work I do is important. | 87% | 84% | -3 | -2.2 |
| (22) Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well. | 75% | 76% | 1 | 2.6 |

| Performance Culture | Langley Research Center | Langley Research Center | Center Change in Positive Response % | NASA Change in Positive Response % |
|---|-------------------------|-------------------------|--------------------------------------|------------------------------------|
| | 2002 | 2004 | | |
| (23) Promotions in my work unit are based on merit. | 49% | 45% | -4 | 0.3 |
| (24) In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. | 26% | 22% | -4 | 1 |
| (25) Products and services in my work unit are improved based on customer/public input. | 70% | 56% | -14 | -9.9 |
| (26) Employees have a feeling of personal empowerment with respect to work processes. | 50% | 51% | 1 | 2 |
| (27) High-performing employees in my work unit are recognized or rewarded on a timely basis. | 56% | 56% | even | 4.8 |
| (28) Employees are rewarded for providing high quality products and services to customers. | 65% | 58% | -7 | -0.1 |
| (29) Creativity and innovation are rewarded. | 63% | 57% | -6 | -0.5 |
| (30) Awards in my work unit depend on how well employees perform their jobs. | 59% | 51% | -8 | -4.2 |
| (31) In my work unit, differences in performance are recognized in a meaningful way. | n/a | 35% | n/a | n/a |
| (32) In my work unit, personnel decisions are based on merit. | n/a | 40% | n/a | n/a |
| (33) My performance appraisal is a fair reflection of my performance. | 77% | 71% | -6 | 2.9 |
| (34) Discussions with my supervisor/team leader about my performance are worthwhile. | 68% | 66% | -2 | 1 |
| (35) I am held accountable for achieving results. | 79% | 74% | -5 | 1.1 |

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| (36) Supervisors/team leaders in my work unit are committed to a workforce representative of all segments of society. | 63% | 61% | -2 | 1.1 |
| (37) Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring). | 74% | 65% | -9 | -1.6 |
| (38) Managers/supervisors/team leaders work well with employees of different backgrounds. | 80% | 74% | -6 | 1.3 |

| Leadership | Langley Research Center | Langley Research Center | Center Change in Positive Response % | NASA Change in Positive Response % |
|---|-------------------------|-------------------------|--------------------------------------|------------------------------------|
| | 2002 | 2004 | | |
| (39) I have a high level of respect for my organization's senior leaders. | n/a | 48% | n/a | n/a |
| (40) In my organization, leaders generate high levels of motivation and commitment in the workforce. | 42% | 38% | -4 | -0.7 |
| (41) My organization's leaders maintain high standards of honesty and integrity. | 61% | 54% | -7 | -2.1 |
| (42) Managers communicate the goals and priorities of the organization. | n/a | 59% | n/a | n/a |
| (43) Managers review and evaluate the organization's progress toward meeting its goals and objectives. | 71% | 53% | -18 | -14 |
| (44) Employees are protected from health and safety hazards on the job. | n/a | 94% | n/a | n/a |
| (45) My organization has prepared employees for potential security threats. | n/a | 66% | n/a | n/a |
| (46) Complaints, disputes or grievances are resolved fairly in my work unit. | 56% | 47% | -9 | -6.1 |
| (47) Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated. | 57% | 59% | 2 | 3.8 |
| (48) Prohibited Personnel Practices (for expl., illegally discriminating for or against any employee/applicant, obstructing a person's right to compete for employment, knowingly violating veterans' preference requirements) are not tolerated. | n/a | 71% | n/a | n/a |
| (49) I can disclose a suspected violation of any law, rule or regulation without fear of reprisal. | 71% | 60% | -11 | -1.9 |

| Learning (Knowledge Management) | Langley Research Center | Langley Research Center | Center Change in Positive Response % | NASA Change in Positive Response % |
|--|-------------------------|-------------------------|--------------------------------------|------------------------------------|
| | 2002 | 2004 | | |
| (50) Supervisors/team leaders provide employees with constructive suggestions to improve their job performance. | n/a | 61% | n/a | n/a |
| (51) Supervisors/team leaders in my work unit support employee development. | 73% | 75% | 2 | 8.5 |
| (52) Employees have electronic access to learning and training programs readily available at their desk. | 85% | 80% | -5 | 3.2 |
| (53) My training needs are assessed. | 57% | 49% | -8 | 1.9 |
| (54) I receive the training I need to perform my job. | 74% | 64% | -10 | -2.1 |
| (55) Managers promote communication among different work units (for example, about projects, goals, needed resources). | 60% | 57% | -3 | 2.5 |
| (56) Employees in my work unit share job knowledge with each other. | 78% | 76% | -2 | 1.5 |
| (57) Employees use information technology (for example, intranet, shared networks) to perform work. | n/a | 91% | n/a | n/a |
| (58) Employees use information technology (for example, intranet, shared networks) to gather and share knowledge. | n/a | 89% | n/a | n/a |

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| Job Satisfaction | Langley Research Center | Langley Research Center | Center Change in Positive Response % | NASA Change in Positive Response % |
|--|-------------------------|-------------------------|--------------------------------------|------------------------------------|
| | 2002 | 2004 | | |
| (59) How satisfied are you with your involvement in decisions that affect your work? | 63% | 58% | -5 | -2.4 |
| (60) How satisfied are you with the information you receive from management on what's going on in your organization? | 54% | 49% | -5 | -2.3 |
| (61) How satisfied are you with the recognition you receive for doing a good job? | 62% | 63% | 1 | 4 |
| (62) How satisfied are you with the policies and practices of your senior leaders? | n/a | 36% | n/a | n/a |
| (63) How satisfied are you with your opportunity to get a better job in your organization? | 47% | 40% | -7 | 2.4 |
| (64) How satisfied are you with the training you receive for your present job? | 67% | 62% | -5 | 1 |
| (65) Considering everything, how satisfied are you with your job? | 75% | 69% | -6 | -2.9 |
| (66) Considering everything, how satisfied are you with your pay? | 69% | 71% | 2 | 0.4 |
| (67) Considering everything, how satisfied are you with your organization? | 61% | 56% | -5 | -1 |

| Satisfaction With Benefits | Langley Research Center | Langley Research Center | Center Change in Positive Response % | NASA Change in Positive Response % |
|---|-------------------------|-------------------------|--------------------------------------|------------------------------------|
| | 2002 | 2004 | | |
| (68) How satisfied are you with retirement benefits? | 80% | 77% | -3 | same |
| (69) How satisfied are you with health insurance benefits? | 64% | 72% | 8 | 11 |
| (70) How satisfied are you with life insurance benefits? | 63% | 67% | 4 | 5.9 |
| (71) How satisfied are you with long term care insurance benefits? | 26% | 36% | 10 | 13 |
| (72) How satisfied are you with the flexible spending account (FSA) program? | n/a | 35% | n/a | n/a |
| (73) How satisfied are you with paid vacation time? | 93% | 94% | 1 | -0 |
| (74) How satisfied are you with paid leave for illness (for expl., personal), including family care situations (for expl, childbirth/adoption or elder care)? | n/a | 93% | n/a | n/a |
| (75) How satisfied are you with child care subsidies? | 12% | 17% | 5 | 5.5 |
| (76) How satisfied are you with work/life programs (for example, health and wellness, employee assistance, elder care, and support groups)? | n/a | 45% | n/a | n/a |
| (77) How satisfied are you with telework/telecommuting? | 34% | 38% | 4 | 3.5 |
| (78) How satisfied are you with alternative work schedules? | 85% | 78% | -9 | -4.5 |

