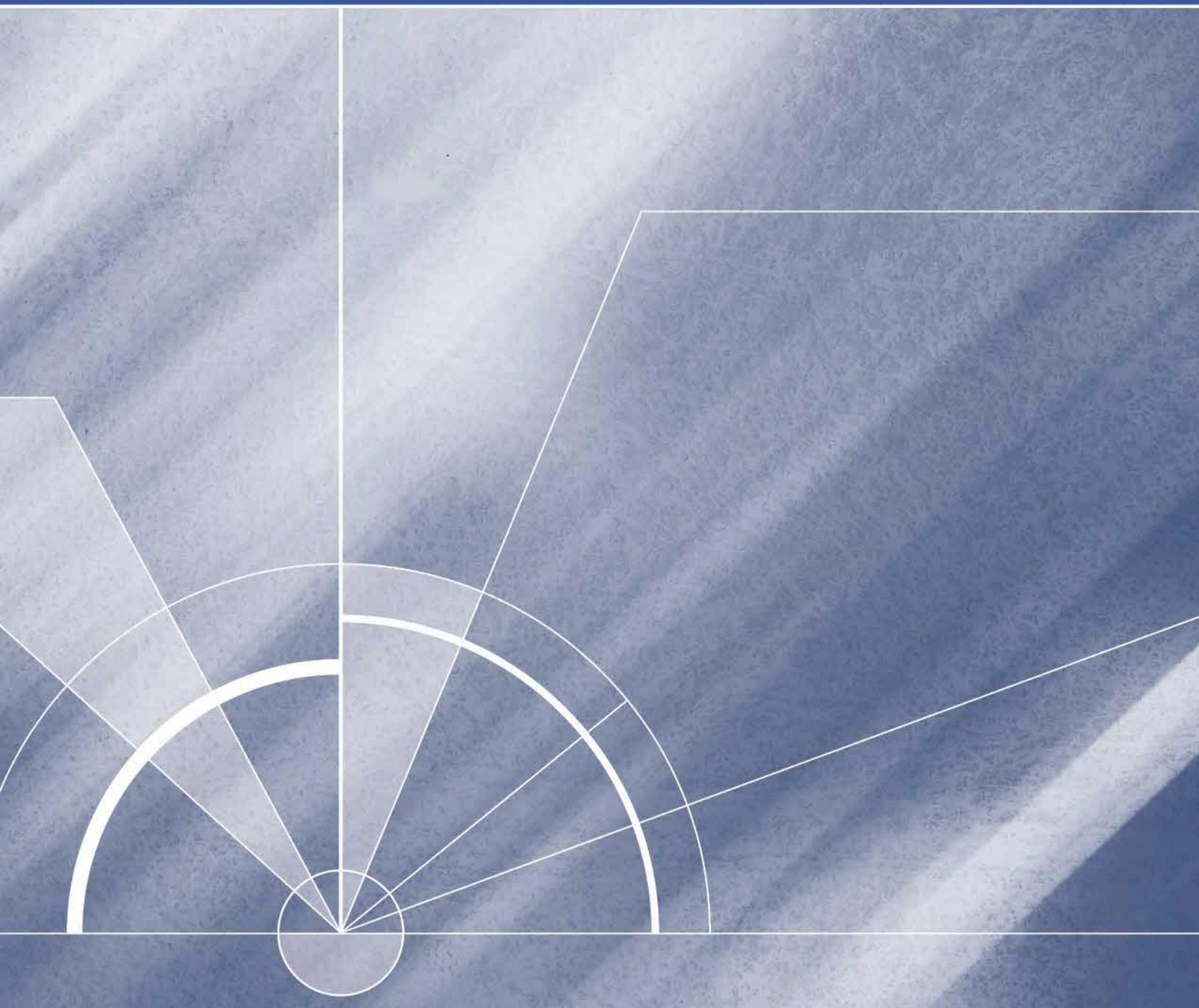


2017

  
**Federal Employee Viewpoint Survey**  
*Empowering Employees. Inspiring Change.*

1st Level  
Subagency  
Report

Department of Homeland Security  
TSA



# Department of Homeland Security

## TSA

### *1st Level Subagency Report*

This 2017 Federal Employee Viewpoint Survey Report provides summary results for your subagency, including comparisons to your department or agency.

#### Response Summary

	Surveys Completed	Response Rate
Governmentwide	486,105	45.5%
Department of Homeland Security	47,414	49.0%
<b>TSA</b>	<b>8,672</b>	<b>38.5%</b>

#### Your Data

An embedded Microsoft® Excel® file containing your results. To access the workbook from Adobe® Reader®, double click on the 'pin' in the upper left corner of this page. Alternatively, you may access the workbook through the vertical navigation pane on the left side of the Adobe® Reader® window by clicking on the image of the paper clip.

#### Top 10 Positive & Negative Items and Leading & Trailing Your Comparison Group.

These sections provide high level information on how your subagency is doing.

#### Main Report Results

The results include response percentages for each survey item. The definitions for the Positive, Neutral, and Negative response percentages vary in the following ways across the three primary response scales used in the survey:

Positive: *"Strongly Agree and Agree" or "Very Satisfied and Satisfied" or "Very Good and Good"*

Neutral: *"Neither Agree nor Disagree" or "Neither Satisfied nor Dissatisfied" or "Fair"*

Negative: *"Disagree and Strongly Disagree" or "Dissatisfied and Very Dissatisfied" or "Poor and Very Poor"*

Positive, Neutral, and Negative percentages are based on the total number of responses (N) that are in these three categories. The number of *Do Not Know (DNK)* or *No Basis to Judge (NBJ)* responses, where applicable, is listed separately.

**Department of Homeland Security**  
**TSA**  
**1st Level Subagency Report**

**Top 10 Positive & Negative Items**

The figures below highlight the top 10 positive and negative results from the survey to help you quickly identify the most positive and most negative aspects of the organizational environment (only items 1 to 71 are included). Use this snapshot as a quick reference or overview of your FEVS results.

***Highest Percent Positive***

- 92.8% When needed I am willing to put in the extra effort to get a job done. (Q.7)
- 90.2% The work I do is important. (Q.13)
- 84.2% I am constantly looking for ways to do my job better. (Q.8)
- 83.0% In the last six months, my supervisor has talked with me about my performance. (Q.50)
- 79.0% I know what is expected of me on the job. (Q.6)
- 78.1% I know how my work relates to the agency's goals and priorities. (Q.12)
- 77.7% My supervisor treats me with respect. (Q.49)
- 75.1% I like the kind of work I do. (Q.5)
- 74.7% How would you rate the overall quality of work done by your work unit? (Q.28)
- 73.8% I am held accountable for achieving results. (Q.16)

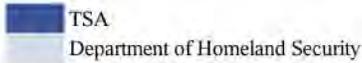
***Highest Percent Negative***

- 55.9% Pay raises depend on how well employees perform their jobs. (Q.33)
- 53.8% Promotions in my work unit are based on merit. (Q.22)
- 49.7% In my organization, senior leaders generate high levels of motivation and commitment in the workforce. (Q.53)
- 48.9% In my work unit, steps are taken to deal with a poor performer who cannot or will not improve. (Q.23)
- 48.0% In my work unit, differences in performance are recognized in a meaningful way. (Q.24)
- 47.8% Creativity and innovation are rewarded. (Q.32)
- 47.8% Considering everything, how satisfied are you with your pay? (Q.70)
- 47.0% How satisfied are you with your opportunity to get a better job in your organization? (Q.67)
- 45.7% Awards in my work unit depend on how well employees perform their jobs. (Q.25)
- 43.4% Employees are recognized for providing high quality products and services. (Q.31)

**Department of Homeland Security**  
**TSA**  
**1st Level Subagency Report**

**Leading Your Comparison Group**

The figure below allows you to see where your subagency results are higher than your comparison group (Department of Homeland Security) average (only items 1 to 71 are included). Only survey items with differences of 3 percentage points or more from your comparison group average are displayed. If your subagency has more than 10 items that are higher than the average, only the 10 items with the greatest differences are shown. An '\*' in % Positive Response represents a percentage less than 10.



<i>Survey Item</i>	<i>% Positive Response</i>	<i>Difference</i>
In the last six months, my supervisor has talked with me about my performance. (Q.50)	<div style="display: flex; justify-content: space-between;"> <div style="width: 60%;"></div> <div style="width: 35%; text-align: right;">83.0%</div> </div> <div style="display: flex; justify-content: space-between;"> <div style="width: 60%;"></div> <div style="width: 35%; text-align: right;">76.5%</div> </div>	+6.5
Pay raises depend on how well employees perform their jobs. (Q.33)	<div style="display: flex; justify-content: space-between;"> <div style="width: 60%;"></div> <div style="width: 35%; text-align: right;">24.8%</div> </div> <div style="display: flex; justify-content: space-between;"> <div style="width: 60%;"></div> <div style="width: 35%; text-align: right;">18.9%</div> </div>	+5.9
My training needs are assessed. (Q.18)	<div style="display: flex; justify-content: space-between;"> <div style="width: 60%;"></div> <div style="width: 35%; text-align: right;">53.1%</div> </div> <div style="display: flex; justify-content: space-between;"> <div style="width: 60%;"></div> <div style="width: 35%; text-align: right;">48.7%</div> </div>	+4.4

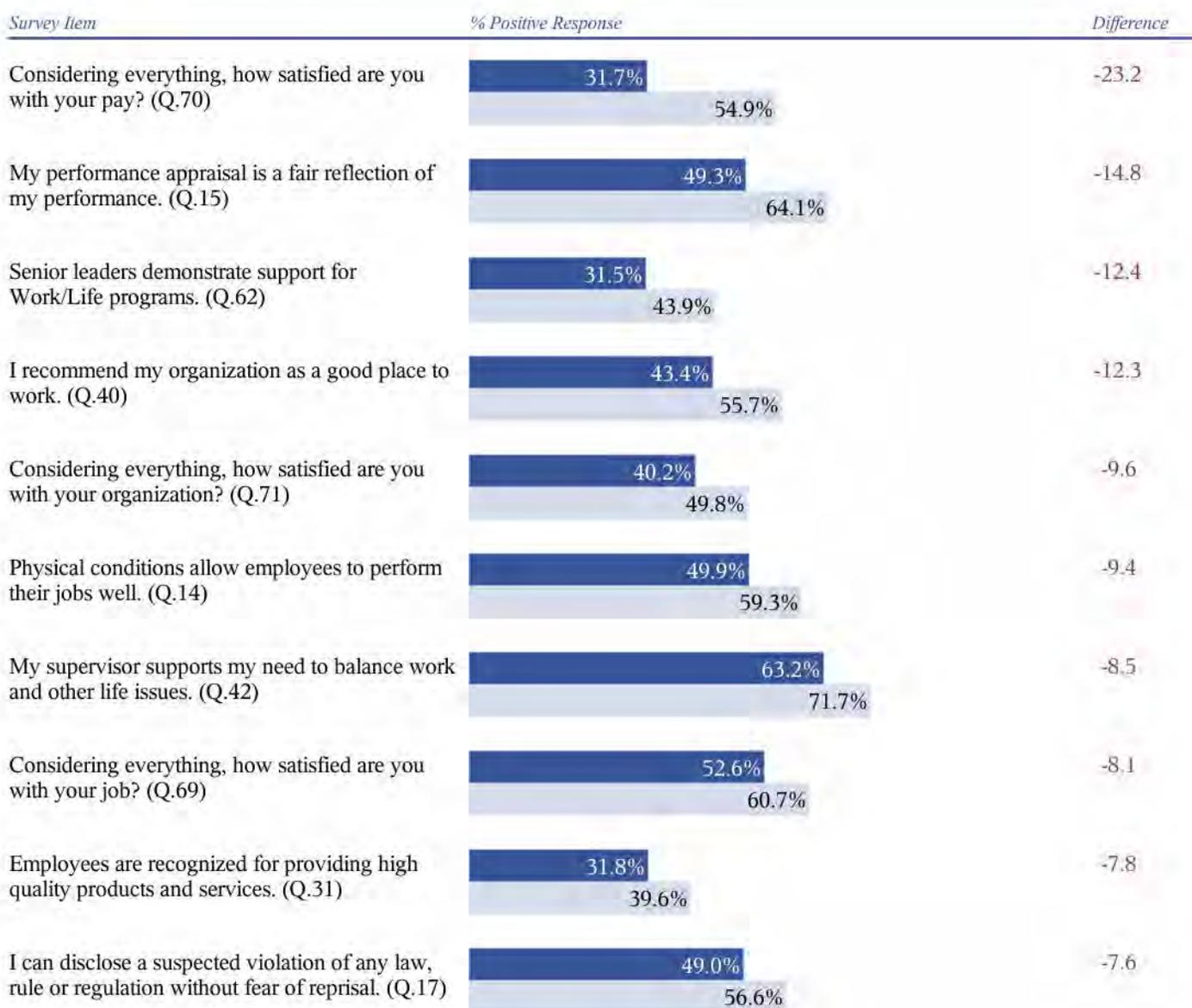
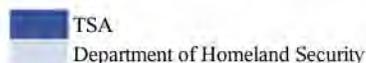
# Department of Homeland Security

## TSA

### 1st Level Subagency Report

#### Trailing Your Comparison Group

The figure below allows you to see where your subagency results are lower than your comparison group (Department of Homeland Security) average (only items 1 to 71 are included). Only survey items with differences of 3 percentage points or more from your comparison group average are displayed. If your subagency has more than 10 items that are lower than the average, only the 10 items with the greatest differences are shown. An '\*' in % Positive Response represents a percentage less than 10.



**Department of Homeland Security**  
**TSA**  
**1st Level Subagency Report**

**My Work Experience**

***1. I am given a real opportunity to improve my skills in my organization.***

	N	Positive	Neutral	Negative
Governmentwide	485,193	64.1%	16.0%	19.9%
Department of Homeland Security	47,329	54.7%	17.7%	27.6%
<b>TSA</b>	<b>8,653</b>	<b>52.2%</b>	<b>19.8%</b>	<b>28.0%</b>

***2. I have enough information to do my job well.***

	N	Positive	Neutral	Negative
Governmentwide	483,786	71.1%	14.4%	14.5%
Department of Homeland Security	47,218	63.9%	16.7%	19.4%
<b>TSA</b>	<b>8,633</b>	<b>65.3%</b>	<b>16.3%</b>	<b>18.4%</b>

***3. I feel encouraged to come up with new and better ways of doing things.***

	N	Positive	Neutral	Negative
Governmentwide	481,568	59.5%	17.7%	22.8%
Department of Homeland Security	46,968	47.2%	19.4%	33.4%
<b>TSA</b>	<b>8,584</b>	<b>41.5%</b>	<b>21.3%</b>	<b>37.2%</b>

***4. My work gives me a feeling of personal accomplishment.***

	N	Positive	Neutral	Negative
Governmentwide	483,323	71.9%	14.4%	13.7%
Department of Homeland Security	47,111	63.2%	17.1%	19.7%
<b>TSA</b>	<b>8,601</b>	<b>57.0%</b>	<b>20.4%</b>	<b>22.6%</b>

***5. I like the kind of work I do.***

	N	Positive	Neutral	Negative
Governmentwide	481,878	83.4%	10.7%	5.8%
Department of Homeland Security	47,040	80.0%	12.9%	7.1%
<b>TSA</b>	<b>8,596</b>	<b>75.1%</b>	<b>17.0%</b>	<b>7.9%</b>

***6. I know what is expected of me on the job.***

	N	Positive	Neutral	Negative
Governmentwide	481,399	80.4%	10.6%	9.0%
Department of Homeland Security	47,008	78.3%	11.0%	10.8%
<b>TSA</b>	<b>8,592</b>	<b>79.0%</b>	<b>10.5%</b>	<b>10.5%</b>

**Department of Homeland Security**  
**TSA**  
**1st Level Subagency Report**

**My Work Experience (continued)**

**7. When needed I am willing to put in the extra effort to get a job done.**

	N	Positive	Neutral	Negative
Governmentwide	483,257	95.8%	2.7%	1.5%
Department of Homeland Security	47,158	94.4%	3.3%	2.3%
<b>TSA</b>	<b>8,620</b>	<b>92.8%</b>	<b>4.2%</b>	<b>2.9%</b>

**8. I am constantly looking for ways to do my job better.**

	N	Positive	Neutral	Negative
Governmentwide	483,445	91.0%	7.3%	1.7%
Department of Homeland Security	47,210	87.5%	9.5%	3.0%
<b>TSA</b>	<b>8,617</b>	<b>84.2%</b>	<b>12.1%</b>	<b>3.7%</b>

**9. I have sufficient resources (for example, people, materials, budget) to get my job done.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	483,755	47.4%	16.1%	36.6%	973
Department of Homeland Security	47,169	39.7%	16.0%	44.3%	115
<b>TSA</b>	<b>8,620</b>	<b>40.2%</b>	<b>18.5%</b>	<b>41.2%</b>	<b>26</b>

**10. My workload is reasonable.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	482,533	58.9%	16.0%	25.0%	776
Department of Homeland Security	47,109	57.4%	16.3%	26.3%	64
<b>TSA</b>	<b>8,609</b>	<b>53.4%</b>	<b>17.6%</b>	<b>29.0%</b>	<b>10</b>

**11. My talents are used well in the workplace.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	475,916	59.7%	16.5%	23.8%	1,928
Department of Homeland Security	46,437	49.7%	18.2%	32.1%	236
<b>TSA</b>	<b>8,452</b>	<b>44.1%</b>	<b>21.3%</b>	<b>34.6%</b>	<b>62</b>

**12. I know how my work relates to the agency's goals and priorities.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	481,130	84.2%	9.5%	6.4%	1,459
Department of Homeland Security	46,905	79.3%	11.1%	9.6%	141
<b>TSA</b>	<b>8,560</b>	<b>78.1%</b>	<b>12.0%</b>	<b>10.0%</b>	<b>26</b>

**Department of Homeland Security**  
**TSA**  
**1st Level Subagency Report**

**My Work Experience (continued)**

**13. The work I do is important.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	479,280	90.7%	6.4%	2.8%	1,120
Department of Homeland Security	46,739	89.4%	6.6%	4.0%	123
<b>TSA</b>	<b>8,535</b>	<b>90.2%</b>	<b>6.3%</b>	<b>3.4%</b>	<b>16</b>

**14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	481,674	66.3%	14.0%	19.7%	2,014
Department of Homeland Security	47,008	59.3%	15.5%	25.2%	187
<b>TSA</b>	<b>8,577</b>	<b>49.9%</b>	<b>17.7%</b>	<b>32.4%</b>	<b>43</b>

**15. My performance appraisal is a fair reflection of my performance.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	477,285	71.3%	14.1%	14.6%	6,699
Department of Homeland Security	46,661	64.1%	15.6%	20.3%	536
<b>TSA</b>	<b>8,502</b>	<b>49.3%</b>	<b>17.3%</b>	<b>33.4%</b>	<b>122</b>

**16. I am held accountable for achieving results.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	480,241	82.7%	11.5%	5.8%	2,029
Department of Homeland Security	46,829	74.3%	15.0%	10.6%	212
<b>TSA</b>	<b>8,540</b>	<b>73.8%</b>	<b>16.6%</b>	<b>9.6%</b>	<b>44</b>

**17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	462,879	64.5%	17.3%	18.2%	19,717
Department of Homeland Security	45,372	56.6%	19.1%	24.2%	1,693
<b>TSA</b>	<b>8,307</b>	<b>49.0%</b>	<b>21.0%</b>	<b>30.0%</b>	<b>271</b>

**18. My training needs are assessed.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	478,928	55.2%	22.4%	22.5%	4,395
Department of Homeland Security	46,703	48.7%	23.0%	28.3%	473
<b>TSA</b>	<b>8,522</b>	<b>53.1%</b>	<b>23.6%</b>	<b>23.3%</b>	<b>89</b>

**Department of Homeland Security**  
**TSA**  
**1st Level Subagency Report**

**My Work Experience** (continued)

**19. In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding).**

	N	Positive	Neutral	Negative	NBJ
Governmentwide	473,585	71.0%	13.4%	15.6%	11,653
Department of Homeland Security	46,198	67.4%	14.8%	17.8%	1,152
<b>TSA</b>	<b>8,575</b>	<b>65.0%</b>	<b>14.5%</b>	<b>20.5%</b>	<b>82</b>

**My Work Unit**

**20. The people I work with cooperate to get the job done.**

	N	Positive	Neutral	Negative
Governmentwide	484,728	74.6%	12.9%	12.5%
Department of Homeland Security	47,295	71.1%	14.2%	14.7%
<b>TSA</b>	<b>8,642</b>	<b>67.9%</b>	<b>16.5%</b>	<b>15.7%</b>

**21. My work unit is able to recruit people with the right skills.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	468,542	42.3%	25.4%	32.3%	16,412
Department of Homeland Security	45,999	35.5%	26.5%	38.0%	1,327
<b>TSA</b>	<b>8,464</b>	<b>30.5%</b>	<b>29.4%</b>	<b>40.1%</b>	<b>183</b>

**22. Promotions in my work unit are based on merit.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	449,801	35.8%	28.4%	35.9%	33,402
Department of Homeland Security	44,815	25.8%	25.3%	48.9%	2,366
<b>TSA</b>	<b>8,339</b>	<b>20.8%</b>	<b>25.4%</b>	<b>53.8%</b>	<b>287</b>

**23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	435,831	30.9%	27.5%	41.5%	47,551
Department of Homeland Security	43,968	25.8%	24.0%	50.3%	3,205
<b>TSA</b>	<b>8,255</b>	<b>26.8%</b>	<b>24.3%</b>	<b>48.9%</b>	<b>374</b>

**24. In my work unit, differences in performance are recognized in a meaningful way.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	454,415	36.1%	28.2%	35.7%	29,143
Department of Homeland Security	45,318	29.3%	25.8%	44.9%	1,872
<b>TSA</b>	<b>8,377</b>	<b>25.3%</b>	<b>26.8%</b>	<b>48.0%</b>	<b>243</b>

**Department of Homeland Security**  
**TSA**  
**1st Level Subagency Report**

**My Work Unit (continued)**

**25. Awards in my work unit depend on how well employees perform their jobs.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	449,570	43.7%	25.0%	31.3%	32,923
Department of Homeland Security	44,742	36.1%	23.2%	40.6%	2,323
<b>TSA</b>	<b>8,334</b>	<b>30.5%</b>	<b>23.8%</b>	<b>45.7%</b>	<b>250</b>

**26. Employees in my work unit share job knowledge with each other.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	481,370	74.5%	13.4%	12.1%	1,941
Department of Homeland Security	47,040	72.4%	14.4%	13.1%	130
<b>TSA</b>	<b>8,590</b>	<b>72.2%</b>	<b>15.9%</b>	<b>12.0%</b>	<b>13</b>

**27. The skill level in my work unit has improved in the past year.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	465,631	56.1%	27.6%	16.3%	18,337
Department of Homeland Security	45,813	50.2%	29.1%	20.7%	1,420
<b>TSA</b>	<b>8,410</b>	<b>46.9%</b>	<b>30.9%</b>	<b>22.2%</b>	<b>211</b>

**28. How would you rate the overall quality of work done by your work unit?**

	N	Positive	Neutral	Negative
Governmentwide	484,120	83.4%	13.4%	3.2%
Department of Homeland Security	47,205	77.3%	17.7%	5.0%
<b>TSA</b>	<b>8,622</b>	<b>74.7%</b>	<b>19.9%</b>	<b>5.4%</b>

**My Agency**

**29. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	469,308	70.9%	16.8%	12.4%	7,233
Department of Homeland Security	45,923	65.2%	18.2%	16.6%	521
<b>TSA</b>	<b>8,398</b>	<b>65.4%</b>	<b>19.2%</b>	<b>15.3%</b>	<b>61</b>

**30. Employees have a feeling of personal empowerment with respect to work processes.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	465,394	47.4%	24.4%	28.2%	10,900
Department of Homeland Security	45,535	37.2%	25.2%	37.6%	881
<b>TSA</b>	<b>8,349</b>	<b>30.4%</b>	<b>26.3%</b>	<b>43.3%</b>	<b>101</b>

**Department of Homeland Security**  
**TSA**  
**1st Level Subagency Report**

**My Agency (continued)**

**31. Employees are recognized for providing high quality products and services.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	465,997	50.8%	22.5%	26.7%	9,657
Department of Homeland Security	45,586	39.6%	23.4%	37.0%	761
<b>TSA</b>	<b>8,341</b>	<b>31.8%</b>	<b>24.8%</b>	<b>43.4%</b>	<b>111</b>

**32. Creativity and innovation are rewarded.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	459,635	40.9%	28.2%	30.9%	15,232
Department of Homeland Security	45,057	31.9%	26.5%	41.5%	1,178
<b>TSA</b>	<b>8,260</b>	<b>25.7%</b>	<b>26.5%</b>	<b>47.8%</b>	<b>161</b>

**33. Pay raises depend on how well employees perform their jobs.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	440,033	24.7%	27.8%	47.5%	34,307
Department of Homeland Security	43,603	18.9%	23.7%	57.4%	2,617
<b>TSA</b>	<b>8,173</b>	<b>24.8%</b>	<b>19.4%</b>	<b>55.9%</b>	<b>250</b>

**34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).**

	N	Positive	Neutral	Negative	DNK
Governmentwide	442,361	58.7%	27.1%	14.2%	33,267
Department of Homeland Security	42,646	51.3%	30.4%	18.2%	3,717
<b>TSA</b>	<b>7,928</b>	<b>48.2%</b>	<b>31.3%</b>	<b>20.5%</b>	<b>506</b>

**35. Employees are protected from health and safety hazards on the job.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	469,234	76.9%	13.0%	10.1%	6,752
Department of Homeland Security	45,722	61.9%	17.8%	20.3%	639
<b>TSA</b>	<b>8,361</b>	<b>54.5%</b>	<b>19.9%</b>	<b>25.5%</b>	<b>71</b>

**36. My organization has prepared employees for potential security threats.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	468,960	78.3%	13.0%	8.7%	5,276
Department of Homeland Security	45,841	68.0%	16.3%	15.6%	364
<b>TSA</b>	<b>8,373</b>	<b>69.3%</b>	<b>16.4%</b>	<b>14.3%</b>	<b>27</b>

**Department of Homeland Security**  
**TSA**  
**1st Level Subagency Report**

**My Agency (continued)**

**37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	448,936	54.9%	21.6%	23.5%	25,809
Department of Homeland Security	44,050	41.4%	23.2%	35.4%	2,237
<b>TSA</b>	<b>8,125</b>	<b>34.7%</b>	<b>24.5%</b>	<b>40.8%</b>	<b>307</b>

**38. Prohibited Personnel Practices (for example, 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	Positive	Neutral	Negative	DNK
Governmentwide	435,144	68.7%	18.2%	13.1%	38,233
Department of Homeland Security	42,228	60.6%	22.3%	17.0%	3,884
<b>TSA</b>	<b>7,700</b>	<b>55.8%</b>	<b>25.4%</b>	<b>18.7%</b>	<b>689</b>

**39. My agency is successful at accomplishing its mission.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	467,844	76.3%	16.3%	7.5%	7,610
Department of Homeland Security	45,793	68.8%	19.5%	11.7%	587
<b>TSA</b>	<b>8,340</b>	<b>68.5%</b>	<b>21.1%</b>	<b>10.3%</b>	<b>90</b>

**40. I recommend my organization as a good place to work.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	475,463	66.3%	19.4%	14.3%	
Department of Homeland Security	46,313	55.7%	21.8%	22.4%	
<b>TSA</b>	<b>8,409</b>	<b>43.4%</b>	<b>26.2%</b>	<b>30.4%</b>	

**41. I believe the results of this survey will be used to make my agency a better place to work.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	440,039	41.8%	27.0%	31.2%	36,315
Department of Homeland Security	43,017	39.0%	23.3%	37.7%	3,330
<b>TSA</b>	<b>7,824</b>	<b>34.1%</b>	<b>24.5%</b>	<b>41.4%</b>	<b>600</b>

**My Supervisor**

**42. My supervisor supports my need to balance work and other life issues.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	472,921	79.9%	10.0%	10.1%	2,324
Department of Homeland Security	46,008	71.7%	12.7%	15.6%	218
<b>TSA</b>	<b>8,353</b>	<b>63.2%</b>	<b>17.1%</b>	<b>19.7%</b>	<b>53</b>

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**My Supervisor** (continued)

**43. My supervisor provides me with opportunities to demonstrate my leadership skills.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	472,151	67.5%	16.5%	16.0%	2,221
Department of Homeland Security	45,944	62.7%	18.3%	19.0%	195
<b>TSA</b>	<b>8,345</b>	<b>63.3%</b>	<b>18.4%</b>	<b>18.3%</b>	<b>27</b>

**44. Discussions with my supervisor about my performance are worthwhile.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	468,047	65.5%	17.4%	17.1%	4,670
Department of Homeland Security	45,537	60.8%	19.1%	20.1%	412
<b>TSA</b>	<b>8,304</b>	<b>59.3%</b>	<b>19.6%</b>	<b>21.2%</b>	<b>34</b>

**45. My supervisor is committed to a workforce representative of all segments of society.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	438,339	69.6%	20.7%	9.8%	34,846
Department of Homeland Security	42,546	63.4%	24.5%	12.1%	3,500
<b>TSA</b>	<b>7,833</b>	<b>60.3%</b>	<b>26.7%</b>	<b>13.1%</b>	<b>523</b>

**46. My supervisor provides me with constructive suggestions to improve my job performance.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	470,605	64.3%	18.5%	17.2%	2,367
Department of Homeland Security	45,822	61.1%	19.3%	19.6%	200
<b>TSA</b>	<b>8,333</b>	<b>61.8%</b>	<b>18.7%</b>	<b>19.6%</b>	<b>18</b>

**47. Supervisors in my work unit support employee development.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	467,336	67.7%	16.9%	15.4%	6,537
Department of Homeland Security	45,548	60.2%	19.6%	20.2%	546
<b>TSA</b>	<b>8,297</b>	<b>57.8%</b>	<b>21.1%</b>	<b>21.1%</b>	<b>71</b>

**48. My supervisor listens to what I have to say.**

	N	Positive	Neutral	Negative
Governmentwide	474,257	77.6%	11.4%	11.1%
Department of Homeland Security	46,106	74.2%	12.7%	13.2%
<b>TSA</b>	<b>8,379</b>	<b>72.5%</b>	<b>13.8%</b>	<b>13.7%</b>

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**My Supervisor** (continued)

**49. My supervisor treats me with respect.**

	N	Positive	Neutral	Negative
Governmentwide	472,973	82.5%	9.3%	8.2%
Department of Homeland Security	45,988	80.2%	10.6%	9.1%
<b>TSA</b>	<b>8,352</b>	<b>77.7%</b>	<b>12.3%</b>	<b>10.0%</b>

**50. In the last six months, my supervisor has talked with me about my performance.**

	N	Positive	Neutral	Negative
Governmentwide	472,997	79.4%	9.3%	11.3%
Department of Homeland Security	46,003	76.5%	10.7%	12.7%
<b>TSA</b>	<b>8,343</b>	<b>83.0%</b>	<b>8.1%</b>	<b>8.9%</b>

**51. I have trust and confidence in my supervisor.**

	N	Positive	Neutral	Negative
Governmentwide	473,365	69.4%	15.3%	15.4%
Department of Homeland Security	46,026	66.0%	17.0%	17.0%
<b>TSA</b>	<b>8,356</b>	<b>63.9%</b>	<b>18.4%</b>	<b>17.7%</b>

**52. Overall, how good a job do you feel is being done by your immediate supervisor?**

	N	Positive	Neutral	Negative
Governmentwide	473,735	71.9%	16.8%	11.3%
Department of Homeland Security	46,061	68.9%	18.6%	12.5%
<b>TSA</b>	<b>8,371</b>	<b>66.7%</b>	<b>20.5%</b>	<b>12.8%</b>

**Leadership**

**53. In my organization, senior leaders generate high levels of motivation and commitment in the workforce.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	458,664	43.1%	24.5%	32.3%	12,542
Department of Homeland Security	44,882	33.3%	22.1%	44.6%	941
<b>TSA</b>	<b>8,172</b>	<b>27.8%</b>	<b>22.5%</b>	<b>49.7%</b>	<b>154</b>

**54. My organization's senior leaders maintain high standards of honesty and integrity.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	438,606	54.4%	24.1%	21.5%	31,681
Department of Homeland Security	43,026	44.2%	24.5%	31.3%	2,725
<b>TSA</b>	<b>7,869</b>	<b>38.5%</b>	<b>25.5%</b>	<b>36.1%</b>	<b>437</b>

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**Leadership** (continued)

**55. Supervisors work well with employees of different backgrounds.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	445,624	68.5%	19.4%	12.1%	22,578
Department of Homeland Security	43,812	63.6%	21.1%	15.3%	1,693
<b>TSA</b>	<b>8,073</b>	<b>60.5%</b>	<b>22.8%</b>	<b>16.7%</b>	<b>190</b>

**56. Managers communicate the goals and priorities of the organization.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	461,098	62.4%	19.4%	18.2%	7,338
Department of Homeland Security	44,989	51.7%	20.4%	27.9%	573
<b>TSA</b>	<b>8,148</b>	<b>46.6%</b>	<b>21.8%</b>	<b>31.6%</b>	<b>128</b>

**57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	437,863	62.5%	22.4%	15.1%	30,108
Department of Homeland Security	42,346	50.2%	25.1%	24.7%	3,197
<b>TSA</b>	<b>7,644</b>	<b>44.5%</b>	<b>27.7%</b>	<b>27.8%</b>	<b>627</b>

**58. Managers promote communication among different work units (for example, about projects, goals, needed resources).**

	N	Positive	Neutral	Negative	DNK
Governmentwide	452,145	55.3%	21.4%	23.2%	16,506
Department of Homeland Security	44,167	43.9%	22.5%	33.5%	1,444
<b>TSA</b>	<b>7,958</b>	<b>39.6%</b>	<b>24.6%</b>	<b>35.9%</b>	<b>317</b>

**59. Managers support collaboration across work units to accomplish work objectives.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	452,092	58.6%	21.4%	19.9%	17,020
Department of Homeland Security	44,126	47.4%	22.9%	29.7%	1,480
<b>TSA</b>	<b>7,921</b>	<b>41.8%</b>	<b>25.6%</b>	<b>32.6%</b>	<b>348</b>

**60. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?**

	N	Positive	Neutral	Negative	DNK
Governmentwide	442,275	60.2%	22.5%	17.4%	27,324
Department of Homeland Security	43,687	51.3%	24.7%	24.0%	1,978
<b>TSA</b>	<b>7,957</b>	<b>45.1%</b>	<b>27.3%</b>	<b>27.5%</b>	<b>336</b>

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**Leadership** (continued)

**61. I have a high level of respect for my organization's senior leaders.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	460,935	55.6%	23.4%	21.0%	8,657
Department of Homeland Security	45,001	46.2%	23.8%	30.0%	665
<b>TSA</b>	<b>8,171</b>	<b>39.7%</b>	<b>26.0%</b>	<b>34.3%</b>	<b>123</b>

**62. Senior leaders demonstrate support for Work/Life programs.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	425,880	56.8%	25.3%	17.9%	43,909
Department of Homeland Security	41,826	43.9%	26.4%	29.7%	3,850
<b>TSA</b>	<b>7,509</b>	<b>31.5%</b>	<b>29.3%</b>	<b>39.1%</b>	<b>788</b>

**My Satisfaction**

**63. How satisfied are you with your involvement in decisions that affect your work?**

	N	Positive	Neutral	Negative
Governmentwide	468,305	52.7%	22.3%	24.9%
Department of Homeland Security	45,481	43.5%	24.4%	32.1%
<b>TSA</b>	<b>8,245</b>	<b>37.6%</b>	<b>27.9%</b>	<b>34.5%</b>

**64. How satisfied are you with the information you receive from management on what's going on in your organization?**

	N	Positive	Neutral	Negative
Governmentwide	467,501	50.3%	23.0%	26.8%
Department of Homeland Security	45,387	40.6%	23.8%	35.6%
<b>TSA</b>	<b>8,240</b>	<b>36.1%</b>	<b>26.4%</b>	<b>37.5%</b>

**65. How satisfied are you with the recognition you receive for doing a good job?**

	N	Positive	Neutral	Negative
Governmentwide	466,707	50.1%	23.5%	26.4%
Department of Homeland Security	45,367	42.0%	24.0%	33.9%
<b>TSA</b>	<b>8,231</b>	<b>34.9%</b>	<b>24.7%</b>	<b>40.5%</b>

**66. How satisfied are you with the policies and practices of your senior leaders?**

	N	Positive	Neutral	Negative
Governmentwide	466,287	44.9%	29.5%	25.6%
Department of Homeland Security	45,311	35.7%	28.3%	36.0%
<b>TSA</b>	<b>8,211</b>	<b>29.7%</b>	<b>28.6%</b>	<b>41.8%</b>

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**My Satisfaction** (continued)

**67. How satisfied are you with your opportunity to get a better job in your organization?**

	N	Positive	Neutral	Negative
Governmentwide	466,843	37.1%	27.7%	35.3%
Department of Homeland Security	45,354	32.2%	26.0%	41.7%
<b>TSA</b>	<b>8,229</b>	<b>27.6%</b>	<b>25.4%</b>	<b>47.0%</b>

**68. How satisfied are you with the training you receive for your present job?**

	N	Positive	Neutral	Negative
Governmentwide	466,512	54.5%	22.8%	22.7%
Department of Homeland Security	45,346	49.1%	22.3%	28.5%
<b>TSA</b>	<b>8,216</b>	<b>51.8%</b>	<b>23.4%</b>	<b>24.8%</b>

**69. Considering everything, how satisfied are you with your job?**

	N	Positive	Neutral	Negative
Governmentwide	466,948	68.1%	16.7%	15.2%
Department of Homeland Security	45,343	60.7%	19.0%	20.3%
<b>TSA</b>	<b>8,226</b>	<b>52.6%</b>	<b>22.4%</b>	<b>25.0%</b>

**70. Considering everything, how satisfied are you with your pay?**

	N	Positive	Neutral	Negative
Governmentwide	467,270	60.6%	16.7%	22.7%
Department of Homeland Security	45,381	54.9%	16.1%	29.1%
<b>TSA</b>	<b>8,229</b>	<b>31.7%</b>	<b>20.5%</b>	<b>47.8%</b>

**71. Considering everything, how satisfied are you with your organization?**

	N	Positive	Neutral	Negative
Governmentwide	467,295	59.9%	20.7%	19.4%
Department of Homeland Security	45,411	49.8%	21.9%	28.3%
<b>TSA</b>	<b>8,227</b>	<b>40.2%</b>	<b>25.0%</b>	<b>34.8%</b>

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**Work/Life**

**72. Have you been notified whether or not you are eligible to telework?**

	N	Notified eligible	Notified not eligible	Not notified	Not sure notified
Governmentwide	465,495	42.6%	21.9%	26.7%	8.7%
Department of Homeland Security	45,177	27.3%	24.0%	36.6%	12.1%
<b>TSA</b>	<b>8,175</b>	<b>11.8%</b>	<b>23.9%</b>	<b>49.9%</b>	<b>14.4%</b>

**73. Please select the response below that BEST describes your current teleworking situation.**

	N	Telework			
		3+ Days Per Week	1-2 Days Per Week	No More Than 1-2 Days Per Month	Infrequently
Governmentwide	463,482	6.5%	13.2%	4.7%	11.7%
Department of Homeland Security	45,100	4.1%	9.1%	3.1%	6.7%
<b>TSA</b>	<b>8,132</b>	<b>1.0%</b>	<b>3.3%</b>	<b>1.6%</b>	<b>4.6%</b>

(continued)

**73. Please select the response below that BEST describes your current teleworking situation. (continued)**

	N	Do Not Telework			
		Must Be Physically Present	Technical Issues	Not Allowed To Telework	Choose Not To Telework
Governmentwide	463,482	30.1%	3.8%	17.9%	12.2%
Department of Homeland Security	45,100	56.1%	1.5%	11.1%	8.4%
<b>TSA</b>	<b>8,132</b>	<b>68.9%</b>	<b>1.1%</b>	<b>13.2%</b>	<b>6.3%</b>

**74. Do you participate in the following Work/Life programs? Alternative Work Schedules (AWS)**

	N	Yes	No	Not Available To Me
Governmentwide	465,405	33.7%	47.0%	19.3%
Department of Homeland Security	45,206	27.8%	41.2%	31.0%
<b>TSA</b>	<b>8,192</b>	<b>14.4%</b>	<b>46.4%</b>	<b>39.1%</b>

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**Work/Life (continued)**

**75. Do you participate in the following Work/Life programs? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)**

	N	Yes	No	Not Available To Me
Governmentwide	464,589	26.4%	61.9%	11.7%
Department of Homeland Security	45,144	27.4%	57.6%	15.0%
<b>TSA</b>	<b>8,170</b>	<b>15.9%</b>	<b>63.1%</b>	<b>21.0%</b>

**76. Do you participate in the following Work/Life programs? Employee Assistance Program (EAP)**

	N	Yes	No	Not Available To Me
Governmentwide	462,760	13.4%	81.5%	5.1%
Department of Homeland Security	44,962	17.9%	78.1%	3.9%
<b>TSA</b>	<b>8,144</b>	<b>15.4%</b>	<b>77.2%</b>	<b>7.3%</b>

**77. Do you participate in the following Work/Life programs? Child Care Programs (for example, daycare, parenting classes, parenting support groups)**

	N	Yes	No	Not Available To Me
Governmentwide	464,201	3.4%	79.8%	16.8%
Department of Homeland Security	45,139	2.1%	73.3%	24.6%
<b>TSA</b>	<b>8,170</b>	<b>1.8%</b>	<b>71.5%</b>	<b>26.6%</b>

**78. Do you participate in the following Work/Life programs? Elder Care Programs (for example, support groups, speakers)**

	N	Yes	No	Not Available To Me
Governmentwide	464,386	2.2%	81.1%	16.7%
Department of Homeland Security	45,064	1.8%	74.9%	23.3%
<b>TSA</b>	<b>8,141</b>	<b>1.7%</b>	<b>72.5%</b>	<b>25.8%</b>

**79. How satisfied are you with the following Work/Life programs in your agency? Telework**

	N	Positive	Neutral	Negative	NBJ
Governmentwide	236,481	80.8%	10.9%	8.3%	6,455
Department of Homeland Security	16,362	76.1%	12.2%	11.7%	477
<b>TSA</b>	<b>1,728</b>	<b>62.4%</b>	<b>20.0%</b>	<b>17.6%</b>	<b>124</b>

*\*The results for this item only include employees who indicated that they participated in this program.*

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**Work/Life (continued)**

**80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)**

	N	Positive	Neutral	Negative	NBJ
Governmentwide	172,594	90.3%	6.7%	3.0%	3,366
Department of Homeland Security	15,280	87.2%	8.1%	4.7%	268
<b>TSA</b>	<b>1,546</b>	<b>76.1%</b>	<b>15.5%</b>	<b>8.4%</b>	<b>66</b>

\*The results for this item only include employees who indicated that they participated in this program.

**81. How satisfied are you with the following Work/Life programs in your agency? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)**

	N	Positive	Neutral	Negative	NBJ
Governmentwide	119,164	81.3%	15.1%	3.7%	7,694
Department of Homeland Security	12,239	77.0%	17.5%	5.5%	835
<b>TSA</b>	<b>1,381</b>	<b>63.9%</b>	<b>27.6%</b>	<b>8.5%</b>	<b>175</b>

\*The results for this item only include employees who indicated that they participated in this program.

**82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)**

	N	Positive	Neutral	Negative	NBJ
Governmentwide	60,783	77.6%	18.3%	4.2%	7,854
Department of Homeland Security	7,047	75.1%	19.8%	5.0%	885
<b>TSA</b>	<b>1,056</b>	<b>67.3%</b>	<b>27.7%</b>	<b>5.1%</b>	<b>181</b>

\*The results for this item only include employees who indicated that they participated in this program.

**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)**

	N	Positive	Neutral	Negative	NBJ
Governmentwide	12,057	73.0%	22.2%	4.7%	4,915
Department of Homeland Security	725	61.6%	31.7%	6.7%	421
<b>TSA</b>	<b>111</b>	<b>52.6%</b>	<b>40.7%</b>	<b>6.7%</b>	<b>90</b>

\*The results for this item only include employees who indicated that they participated in this program.

**84. How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)**

	N	Positive	Neutral	Negative	NBJ
Governmentwide	8,738	67.9%	29.3%	2.7%	4,560
Department of Homeland Security	670	60.1%	35.2%	4.7%	434
<b>TSA</b>	<b>125</b>	<b>46.9%</b>	<b>47.9%</b>	<b>5.3%</b>	<b>98</b>

\*The results for this item only include employees who indicated that they participated in this program.

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**Demographic Questions**

***Where do you work?***

	N	%
Headquarters	1,667	20.5%
Field	6,478	79.5%

***What is your supervisory status?***

	N	%
Non-Supervisor	4,707	57.7%
Team Leader	1,460	17.9%
Supervisor	1,337	16.4%
Manager	536	6.6%
Senior Leader	121	1.5%

***Are you:***

	N	%
Male	4,832	59.9%
Female	3,232	40.1%

***Are you Hispanic or Latino?***

	N	%
Yes	899	11.3%
No	7,079	88.7%

***Race***

	N	%
American Indian or Alaska Native	94	1.2%
Asian	324	4.2%
Black or African American	1,057	13.7%
Native Hawaiian or Other Pacific Islander	147	1.9%
White	5,717	74.1%
Two or more races	381	4.9%

Note: Percentages for demographic questions are unweighted.

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**Demographic Questions** (continued)

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

	N	%
Less than High School	4	0.0%
High School Diploma/GED or equivalent	706	8.7%
Trade or Technical Certificate	283	3.5%
Some College (no degree)	2,395	29.6%
Associate's Degree (e.g., AA, AS)	1,010	12.5%
Bachelor's Degree (e.g., BA, BS)	2,482	30.7%
Master's Degree (e.g., MA, MS, MBA)	1,031	12.8%
Doctoral/Professional Degree (e.g., Ph.D., MD, JD)	172	2.1%

***What is your pay category/grade?***

	N	%
Federal Wage System	741	9.2%
GS 1-6	307	3.8%
GS 7-12	930	11.5%
GS 13-15	1,415	17.5%
Senior Executive Service	71	0.9%
Senior Level (SL) or Scientific or Professional (ST)	28	0.3%
Other	4,581	56.7%

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

	N	%
Less than 1 year	245	3.0%
1 to 3 years	834	10.2%
4 to 5 years	646	7.9%
6 to 10 years	2,140	26.2%
11 to 14 years	2,340	28.7%
15 to 20 years	1,406	17.2%
More than 20 years	547	6.7%

Note: Percentages for demographic questions are unweighted.

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**Demographic Questions** (continued)

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

	N	%
Less than 1 year	315	3.9%
1 to 3 years	1,056	13.0%
4 to 5 years	748	9.2%
6 to 10 years	2,193	27.0%
11 to 20 years	3,812	46.9%
More than 20 years	11	0.1%

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

	N	%
No	4,782	58.9%
Yes, to retire	348	4.3%
Yes, to take another job within the Federal Government	1,922	23.7%
Yes, to take another job outside the Federal Government	394	4.9%
Yes, other	670	8.3%

***I am planning to retire:***

	N	%
Within one year	223	2.8%
Between one and three years	633	7.8%
Between three and five years	933	11.5%
Five or more years	6,292	77.9%

***Self-Identify as:***

	N	%
Heterosexual or Straight	6,358	82.1%
Gay, Lesbian, Bisexual, or Transgender	296	3.8%
I prefer not to say	1,093	14.1%

***What is your US military service status?***

	N	%
No Prior Military Service	5,641	70.0%
Currently in National Guard or Reserves	100	1.2%
Retired	807	10.0%
Separated or Discharged	1,506	18.7%

Note: Percentages for demographic questions are unweighted.

**Department of Homeland Security**  
**TSA**  
***1st Level Subagency Report***

**Demographic Questions** (continued)

***Are you an individual with a disability?***

	N	%
Yes	796	9.9%
No	7,252	90.1%

***What is your age group?***

	N	%
25 and under	207	2.4%
26-29	411	4.7%
30-39	1,815	20.9%
40-49	2,260	26.1%
50-59	2,796	32.2%
60 or older	1,183	13.6%

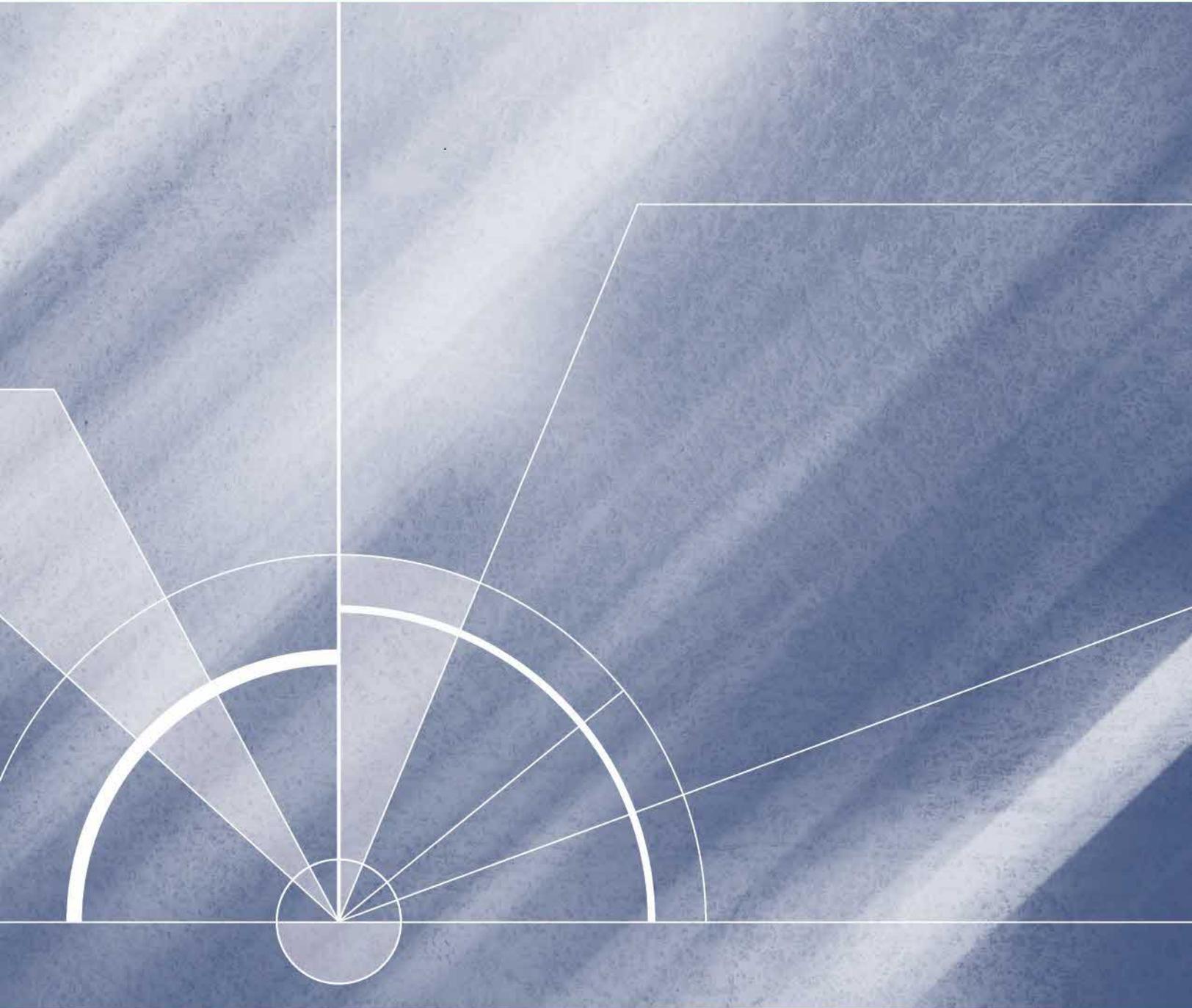
Note: Percentages for demographic questions are unweighted.

2017

  
**Federal Employee Viewpoint Survey**  
*Empowering Employees. Inspiring Change.*

2nd Level  
Subagency  
Comparison  
Report

Department of Homeland Security  
TSA



**Department of Homeland Security**  
**TSA**  
**2nd Level Subagency Comparison Report**

This 2017 Federal Employee Viewpoint Survey Report provides summary results for your subagencies, including comparisons to your department or agency.

**Response Summary**

	Surveys Completed	Response Rate
Governmentwide	486,105	45.5%
Department of Homeland Security	47,414	49.0%
<b>TSA</b>	<b>8,672</b>	<b>38.5%</b>
HQ Overall	2,022	56.3%
OLE/FAMS OVERALL	689	37.8%
AIRPORTS OVERALL	5,961	34.8%

**Your Data**

An embedded Microsoft® Excel® file containing your results. To access the workbook from Adobe® Reader®, double click on the 'pin' in the upper left corner of this page. Alternatively, you may access the workbook through the vertical navigation pane on the left side of the Adobe® Reader® window by clicking on the image of the paper clip.

**Main Report Results**

The results include response percentages for each survey item. The definitions for the Positive, Neutral, and Negative response percentages vary in the following ways across the three primary response scales used in the survey:

Positive: *"Strongly Agree and Agree"* or *"Very Satisfied and Satisfied"* or *"Very Good and Good"*

Neutral: *"Neither Agree nor Disagree"* or *"Neither Satisfied nor Dissatisfied"* or *"Fair"*

Negative: *"Disagree and Strongly Disagree"* or *"Dissatisfied and Very Dissatisfied"* or *"Poor and Very Poor"*

Positive, Neutral, and Negative percentages are based on the total number of responses (N) that are in these three categories. The number of *Do Not Know (DNK)* or *No Basis to Judge (NBJ)* responses, where applicable, is listed separately.

*Note:* Response rates are not displayed in the Response Summary table when there are fewer than 10 completed surveys. The report tables that follow do not include results for any subagency that had fewer than 10 completed surveys.

**My Work Experience**

**1. I am given a real opportunity to improve my skills in my organization.**

	N	Positive	Neutral	Negative
Governmentwide	485,193	64.1%	16.0%	19.9%
Department of Homeland Security	47,329	54.7%	17.7%	27.6%
<b>TSA</b>	<b>8,653</b>	<b>52.2%</b>	<b>19.8%</b>	<b>28.0%</b>
HQ Overall	2,019	65.9%	13.5%	20.6%
OLE/FAMS OVERALL	689	35.8%	20.4%	43.8%
AIRPORTS OVERALL	5,945	52.3%	20.4%	27.4%

**Department of Homeland Security**  
**TSA**  
**2nd Level Subagency Comparison Report**

**My Work Experience** (continued)

**2. I have enough information to do my job well.**

	N	Positive	Neutral	Negative
Governmentwide	483,786	71.1%	14.4%	14.5%
Department of Homeland Security	47,218	63.9%	16.7%	19.4%
<b>TSA</b>	<b>8,633</b>	<b>65.3%</b>	<b>16.3%</b>	<b>18.4%</b>
HQ Overall	2,013	68.2%	14.2%	17.6%
OLE/FAMS OVERALL	688	52.4%	17.0%	30.5%
AIRPORTS OVERALL	5,932	66.2%	16.5%	17.3%

**3. I feel encouraged to come up with new and better ways of doing things.**

	N	Positive	Neutral	Negative
Governmentwide	481,568	59.5%	17.7%	22.8%
Department of Homeland Security	46,968	47.2%	19.4%	33.4%
<b>TSA</b>	<b>8,584</b>	<b>41.5%</b>	<b>21.3%</b>	<b>37.2%</b>
HQ Overall	2,004	61.7%	14.0%	24.2%
OLE/FAMS OVERALL	686	26.5%	18.4%	55.1%
AIRPORTS OVERALL	5,894	40.8%	22.4%	36.8%

**4. My work gives me a feeling of personal accomplishment.**

	N	Positive	Neutral	Negative
Governmentwide	483,323	71.9%	14.4%	13.7%
Department of Homeland Security	47,111	63.2%	17.1%	19.7%
<b>TSA</b>	<b>8,601</b>	<b>57.0%</b>	<b>20.4%</b>	<b>22.6%</b>
HQ Overall	2,006	70.5%	13.9%	15.7%
OLE/FAMS OVERALL	683	52.2%	17.4%	30.4%
AIRPORTS OVERALL	5,912	56.0%	21.3%	22.7%

**5. I like the kind of work I do.**

	N	Positive	Neutral	Negative
Governmentwide	481,878	83.4%	10.7%	5.8%
Department of Homeland Security	47,040	80.0%	12.9%	7.1%
<b>TSA</b>	<b>8,596</b>	<b>75.1%</b>	<b>17.0%</b>	<b>7.9%</b>
HQ Overall	2,007	80.9%	11.7%	7.4%
OLE/FAMS OVERALL	679	79.8%	12.8%	7.4%
AIRPORTS OVERALL	5,910	74.1%	18.0%	8.0%

**Department of Homeland Security**  
**TSA**  
**2nd Level Subagency Comparison Report**

**My Work Experience** (continued)

**6. I know what is expected of me on the job.**

	N	Positive	Neutral	Negative
Governmentwide	481,399	80.4%	10.6%	9.0%
Department of Homeland Security	47,008	78.3%	11.0%	10.8%
<b>TSA</b>	<b>8,592</b>	<b>79.0%</b>	<b>10.5%</b>	<b>10.5%</b>
HQ Overall	2,005	74.9%	11.0%	14.1%
OLE/FAMS OVERALL	684	77.6%	8.9%	13.5%
AIRPORTS OVERALL	5,903	79.6%	10.6%	9.8%

**7. When needed I am willing to put in the extra effort to get a job done.**

	N	Positive	Neutral	Negative
Governmentwide	483,257	95.8%	2.7%	1.5%
Department of Homeland Security	47,158	94.4%	3.3%	2.3%
<b>TSA</b>	<b>8,620</b>	<b>92.8%</b>	<b>4.2%</b>	<b>2.9%</b>
HQ Overall	2,014	95.6%	2.6%	1.8%
OLE/FAMS OVERALL	687	92.4%	3.3%	4.4%
AIRPORTS OVERALL	5,919	92.6%	4.5%	2.9%

**8. I am constantly looking for ways to do my job better.**

	N	Positive	Neutral	Negative
Governmentwide	483,445	91.0%	7.3%	1.7%
Department of Homeland Security	47,210	87.5%	9.5%	3.0%
<b>TSA</b>	<b>8,617</b>	<b>84.2%</b>	<b>12.1%</b>	<b>3.7%</b>
HQ Overall	2,005	91.0%	6.9%	2.0%
OLE/FAMS OVERALL	686	80.3%	13.6%	6.1%
AIRPORTS OVERALL	5,926	83.8%	12.5%	3.7%

**9. I have sufficient resources (for example, people, materials, budget) to get my job done.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	483,755	47.4%	16.1%	36.6%	973
Department of Homeland Security	47,169	39.7%	16.0%	44.3%	115
<b>TSA</b>	<b>8,620</b>	<b>40.2%</b>	<b>18.5%</b>	<b>41.2%</b>	<b>26</b>
HQ Overall	2,015	48.2%	13.2%	38.6%	2
OLE/FAMS OVERALL	683	41.8%	16.8%	41.4%	6
AIRPORTS OVERALL	5,922	39.3%	19.2%	41.5%	18

**Department of Homeland Security**  
**TSA**  
**2nd Level Subagency Comparison Report**

**My Work Experience** (continued)

**10. My workload is reasonable.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	482,533	58.9%	16.0%	25.0%	776
Department of Homeland Security	47,109	57.4%	16.3%	26.3%	64
<b>TSA</b>	<b>8,609</b>	<b>53.4%</b>	<b>17.6%</b>	<b>29.0%</b>	<b>10</b>
HQ Overall	2,007	59.8%	14.4%	25.7%	1
OLE/FAMS OVERALL	686	49.6%	14.6%	35.8%	1
AIRPORTS OVERALL	5,916	53.1%	18.2%	28.7%	8

**11. My talents are used well in the workplace.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	475,916	59.7%	16.5%	23.8%	1,928
Department of Homeland Security	46,437	49.7%	18.2%	32.1%	236
<b>TSA</b>	<b>8,452</b>	<b>44.1%</b>	<b>21.3%</b>	<b>34.6%</b>	<b>62</b>
HQ Overall	1,985	55.6%	15.5%	28.9%	9
OLE/FAMS OVERALL	673	32.2%	18.4%	49.4%	9
AIRPORTS OVERALL	5,794	43.9%	22.2%	33.8%	44

**12. I know how my work relates to the agency's goals and priorities.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	481,130	84.2%	9.5%	6.4%	1,459
Department of Homeland Security	46,905	79.3%	11.1%	9.6%	141
<b>TSA</b>	<b>8,560</b>	<b>78.1%</b>	<b>12.0%</b>	<b>10.0%</b>	<b>26</b>
HQ Overall	2,004	82.6%	9.4%	8.0%	5
OLE/FAMS OVERALL	680	64.7%	17.6%	17.7%	4
AIRPORTS OVERALL	5,876	78.8%	11.7%	9.4%	17

**13. The work I do is important.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	479,280	90.7%	6.4%	2.8%	1,120
Department of Homeland Security	46,739	89.4%	6.6%	4.0%	123
<b>TSA</b>	<b>8,535</b>	<b>90.2%</b>	<b>6.3%</b>	<b>3.4%</b>	<b>16</b>
HQ Overall	1,996	86.7%	7.8%	5.5%	2
OLE/FAMS OVERALL	684	86.2%	8.2%	5.6%	1
AIRPORTS OVERALL	5,855	91.0%	6.0%	3.0%	13

**Department of Homeland Security**  
**TSA**  
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**My Work Experience (continued)**

**14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	481,674	66.3%	14.0%	19.7%	2,014
Department of Homeland Security	47,008	59.3%	15.5%	25.2%	187
<b>TSA</b>	<b>8,577</b>	<b>49.9%</b>	<b>17.7%</b>	<b>32.4%</b>	<b>43</b>
HQ Overall	2,007	71.0%	13.3%	15.7%	5
OLE/FAMS OVERALL	677	43.6%	27.0%	29.4%	8
AIRPORTS OVERALL	5,893	48.3%	17.3%	34.4%	30

**15. My performance appraisal is a fair reflection of my performance.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	477,285	71.3%	14.1%	14.6%	6,699
Department of Homeland Security	46,661	64.1%	15.6%	20.3%	536
<b>TSA</b>	<b>8,502</b>	<b>49.3%</b>	<b>17.3%</b>	<b>33.4%</b>	<b>122</b>
HQ Overall	1,981	68.8%	14.4%	16.8%	31
OLE/FAMS OVERALL	677	48.7%	16.3%	35.0%	12
AIRPORTS OVERALL	5,844	47.3%	17.7%	34.9%	79

**16. I am held accountable for achieving results.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	480,241	82.7%	11.5%	5.8%	2,029
Department of Homeland Security	46,829	74.3%	15.0%	10.6%	212
<b>TSA</b>	<b>8,540</b>	<b>73.8%</b>	<b>16.6%</b>	<b>9.6%</b>	<b>44</b>
HQ Overall	1,991	83.5%	9.4%	7.0%	8
OLE/FAMS OVERALL	684	62.1%	21.3%	16.6%	3
AIRPORTS OVERALL	5,865	73.9%	16.9%	9.2%	33

**17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	462,879	64.5%	17.3%	18.2%	19,717
Department of Homeland Security	45,372	56.6%	19.1%	24.2%	1,693
<b>TSA</b>	<b>8,307</b>	<b>49.0%</b>	<b>21.0%</b>	<b>30.0%</b>	<b>271</b>
HQ Overall	1,894	58.4%	17.9%	23.6%	109
OLE/FAMS OVERALL	656	36.2%	22.4%	41.4%	27
AIRPORTS OVERALL	5,757	49.2%	21.2%	29.6%	135

**Department of Homeland Security**  
**TSA**  
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**My Work Experience** (continued)

**18. My training needs are assessed.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	478,928	55.2%	22.4%	22.5%	4,395
Department of Homeland Security	46,703	48.7%	23.0%	28.3%	473
<b>TSA</b>	<b>8,522</b>	<b>53.1%</b>	<b>23.6%</b>	<b>23.3%</b>	<b>89</b>
HQ Overall	1,992	51.7%	21.7%	26.6%	17
OLE/FAMS OVERALL	678	47.4%	21.8%	30.8%	9
AIRPORTS OVERALL	5,852	53.7%	24.0%	22.3%	63

**19. In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding).**

	N	Positive	Neutral	Negative	NBJ
Governmentwide	473,585	71.0%	13.4%	15.6%	11,653
Department of Homeland Security	46,198	67.4%	14.8%	17.8%	1,152
<b>TSA</b>	<b>8,575</b>	<b>65.0%</b>	<b>14.5%</b>	<b>20.5%</b>	<b>82</b>
HQ Overall	1,991	71.5%	12.2%	16.3%	29
OLE/FAMS OVERALL	683	55.8%	12.9%	31.3%	6
AIRPORTS OVERALL	5,901	65.2%	14.8%	20.0%	47

**My Work Unit**

**20. The people I work with cooperate to get the job done.**

	N	Positive	Neutral	Negative
Governmentwide	484,728	74.6%	12.9%	12.5%
Department of Homeland Security	47,295	71.1%	14.2%	14.7%
<b>TSA</b>	<b>8,642</b>	<b>67.9%</b>	<b>16.5%</b>	<b>15.7%</b>
HQ Overall	2,015	76.7%	10.3%	12.9%
OLE/FAMS OVERALL	688	75.6%	13.2%	11.2%
AIRPORTS OVERALL	5,939	66.2%	17.4%	16.4%

**21. My work unit is able to recruit people with the right skills.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	468,542	42.3%	25.4%	32.3%	16,412
Department of Homeland Security	45,999	35.5%	26.5%	38.0%	1,327
<b>TSA</b>	<b>8,464</b>	<b>30.5%</b>	<b>29.4%</b>	<b>40.1%</b>	<b>183</b>
HQ Overall	1,974	44.3%	22.6%	33.1%	44
OLE/FAMS OVERALL	665	22.5%	25.7%	51.8%	23
AIRPORTS OVERALL	5,825	29.8%	30.4%	39.8%	116

**Department of Homeland Security**  
**TSA**  
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**My Work Unit (continued)**

**22. Promotions in my work unit are based on merit.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	449,801	35.8%	28.4%	35.9%	33,402
Department of Homeland Security	44,815	25.8%	25.3%	48.9%	2,366
<b>TSA</b>	<b>8,339</b>	<b>20.8%</b>	<b>25.4%</b>	<b>53.8%</b>	<b>287</b>
HQ Overall	1,879	35.7%	25.6%	38.7%	134
OLE/FAMS OVERALL	662	13.0%	19.4%	67.6%	25
AIRPORTS OVERALL	5,798	20.0%	25.9%	54.1%	128

**23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	435,831	30.9%	27.5%	41.5%	47,551
Department of Homeland Security	43,968	25.8%	24.0%	50.3%	3,205
<b>TSA</b>	<b>8,255</b>	<b>26.8%</b>	<b>24.3%</b>	<b>48.9%</b>	<b>374</b>
HQ Overall	1,804	31.3%	25.8%	42.8%	209
OLE/FAMS OVERALL	650	18.5%	18.2%	63.3%	37
AIRPORTS OVERALL	5,801	27.2%	24.7%	48.2%	128

**24. In my work unit, differences in performance are recognized in a meaningful way.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	454,415	36.1%	28.2%	35.7%	29,143
Department of Homeland Security	45,318	29.3%	25.8%	44.9%	1,872
<b>TSA</b>	<b>8,377</b>	<b>25.3%</b>	<b>26.8%</b>	<b>48.0%</b>	<b>243</b>
HQ Overall	1,877	38.3%	24.2%	37.6%	134
OLE/FAMS OVERALL	665	18.1%	23.4%	58.5%	24
AIRPORTS OVERALL	5,835	24.6%	27.3%	48.0%	85

**25. Awards in my work unit depend on how well employees perform their jobs.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	449,570	43.7%	25.0%	31.3%	32,923
Department of Homeland Security	44,742	36.1%	23.2%	40.6%	2,323
<b>TSA</b>	<b>8,334</b>	<b>30.5%</b>	<b>23.8%</b>	<b>45.7%</b>	<b>250</b>
HQ Overall	1,880	44.2%	22.1%	33.6%	125
OLE/FAMS OVERALL	658	23.0%	20.4%	56.5%	27
AIRPORTS OVERALL	5,796	29.9%	24.2%	45.9%	98

**Department of Homeland Security**  
**TSA**  
**2nd Level Subagency Comparison Report**

**My Work Unit (continued)**

**26. Employees in my work unit share job knowledge with each other.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	481,370	74.5%	13.4%	12.1%	1,941
Department of Homeland Security	47,040	72.4%	14.4%	13.1%	130
<b>TSA</b>	<b>8,590</b>	<b>72.2%</b>	<b>15.9%</b>	<b>12.0%</b>	<b>13</b>
HQ Overall	2,003	75.4%	12.1%	12.5%	3
OLE/FAMS OVERALL	683	66.7%	16.0%	17.3%	3
AIRPORTS OVERALL	5,904	72.3%	16.3%	11.4%	7

**27. The skill level in my work unit has improved in the past year.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	465,631	56.1%	27.6%	16.3%	18,337
Department of Homeland Security	45,813	50.2%	29.1%	20.7%	1,420
<b>TSA</b>	<b>8,410</b>	<b>46.9%</b>	<b>30.9%</b>	<b>22.2%</b>	<b>211</b>
HQ Overall	1,938	57.0%	26.4%	16.6%	75
OLE/FAMS OVERALL	664	29.6%	34.7%	35.6%	23
AIRPORTS OVERALL	5,808	47.4%	31.0%	21.5%	113

**28. How would you rate the overall quality of work done by your work unit?**

	N	Positive	Neutral	Negative
Governmentwide	484,120	83.4%	13.4%	3.2%
Department of Homeland Security	47,205	77.3%	17.7%	5.0%
<b>TSA</b>	<b>8,622</b>	<b>74.7%</b>	<b>19.9%</b>	<b>5.4%</b>
HQ Overall	2,011	84.4%	11.9%	3.7%
OLE/FAMS OVERALL	689	76.8%	16.8%	6.4%
AIRPORTS OVERALL	5,922	73.5%	21.0%	5.5%

**My Agency**

**29. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	469,308	70.9%	16.8%	12.4%	7,233
Department of Homeland Security	45,923	65.2%	18.2%	16.6%	521
<b>TSA</b>	<b>8,398</b>	<b>65.4%</b>	<b>19.2%</b>	<b>15.3%</b>	<b>61</b>
HQ Overall	1,947	67.4%	17.2%	15.4%	31
OLE/FAMS OVERALL	665	58.6%	21.1%	20.2%	5
AIRPORTS OVERALL	5,786	65.9%	19.3%	14.9%	25

**Department of Homeland Security**  
**TSA**  
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My Agency (continued)

**30. Employees have a feeling of personal empowerment with respect to work processes.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	465,394	47.4%	24.4%	28.2%	10,900
Department of Homeland Security	45,535	37.2%	25.2%	37.6%	881
<b>TSA</b>	<b>8,349</b>	<b>30.4%</b>	<b>26.3%</b>	<b>43.3%</b>	<b>101</b>
HQ Overall	1,935	43.4%	24.8%	31.9%	38
OLE/FAMS OVERALL	665	22.8%	18.3%	58.9%	6
AIRPORTS OVERALL	5,749	29.7%	27.2%	43.0%	57

**31. Employees are recognized for providing high quality products and services.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	465,997	50.8%	22.5%	26.7%	9,657
Department of Homeland Security	45,586	39.6%	23.4%	37.0%	761
<b>TSA</b>	<b>8,341</b>	<b>31.8%</b>	<b>24.8%</b>	<b>43.4%</b>	<b>111</b>
HQ Overall	1,929	51.7%	19.3%	29.0%	46
OLE/FAMS OVERALL	661	23.9%	22.5%	53.5%	11
AIRPORTS OVERALL	5,751	30.4%	25.6%	43.9%	54

**32. Creativity and innovation are rewarded.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	459,635	40.9%	28.2%	30.9%	15,232
Department of Homeland Security	45,057	31.9%	26.5%	41.5%	1,178
<b>TSA</b>	<b>8,260</b>	<b>25.7%</b>	<b>26.5%</b>	<b>47.8%</b>	<b>161</b>
HQ Overall	1,920	43.3%	24.4%	32.4%	52
OLE/FAMS OVERALL	658	17.5%	21.7%	60.8%	14
AIRPORTS OVERALL	5,682	24.7%	27.1%	48.2%	95

**33. Pay raises depend on how well employees perform their jobs.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	440,033	24.7%	27.8%	47.5%	34,307
Department of Homeland Security	43,603	18.9%	23.7%	57.4%	2,617
<b>TSA</b>	<b>8,173</b>	<b>24.8%</b>	<b>19.4%</b>	<b>55.9%</b>	<b>250</b>
HQ Overall	1,831	35.0%	22.7%	42.3%	135
OLE/FAMS OVERALL	652	21.7%	16.0%	62.3%	21
AIRPORTS OVERALL	5,690	24.0%	19.3%	56.6%	94

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**My Agency** (continued)

**34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).**

	N	Positive	Neutral	Negative	DNK
Governmentwide	442,361	58.7%	27.1%	14.2%	33,267
Department of Homeland Security	42,646	51.3%	30.4%	18.2%	3,717
<b>TSA</b>	<b>7,928</b>	<b>48.2%</b>	<b>31.3%</b>	<b>20.5%</b>	<b>506</b>
HQ Overall	1,830	60.5%	24.7%	14.8%	140
OLE/FAMS OVERALL	633	48.5%	30.7%	20.8%	39
AIRPORTS OVERALL	5,465	46.8%	32.1%	21.1%	327

**35. Employees are protected from health and safety hazards on the job.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	469,234	76.9%	13.0%	10.1%	6,752
Department of Homeland Security	45,722	61.9%	17.8%	20.3%	639
<b>TSA</b>	<b>8,361</b>	<b>54.5%</b>	<b>19.9%</b>	<b>25.5%</b>	<b>71</b>
HQ Overall	1,934	78.9%	13.8%	7.3%	40
OLE/FAMS OVERALL	665	35.4%	18.3%	46.4%	7
AIRPORTS OVERALL	5,762	53.8%	20.7%	25.5%	24

**36. My organization has prepared employees for potential security threats.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	468,960	78.3%	13.0%	8.7%	5,276
Department of Homeland Security	45,841	68.0%	16.3%	15.6%	364
<b>TSA</b>	<b>8,373</b>	<b>69.3%</b>	<b>16.4%</b>	<b>14.3%</b>	<b>27</b>
HQ Overall	1,953	81.6%	11.0%	7.4%	13
OLE/FAMS OVERALL	667	59.4%	15.2%	25.4%	3
AIRPORTS OVERALL	5,753	68.9%	17.1%	13.9%	11

**37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	448,936	54.9%	21.6%	23.5%	25,809
Department of Homeland Security	44,050	41.4%	23.2%	35.4%	2,237
<b>TSA</b>	<b>8,125</b>	<b>34.7%</b>	<b>24.5%</b>	<b>40.8%</b>	<b>307</b>
HQ Overall	1,845	46.7%	22.9%	30.4%	123
OLE/FAMS OVERALL	637	27.9%	24.1%	48.1%	33
AIRPORTS OVERALL	5,643	34.1%	24.7%	41.2%	151

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**My Agency** (continued)

**38. Prohibited Personnel Practices (for example, 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	Positive	Neutral	Negative	DNK
Governmentwide	435,144	68.7%	18.2%	13.1%	38,233
Department of Homeland Security	42,228	60.6%	22.3%	17.0%	3,884
<b>TSA</b>	<b>7,700</b>	<b>55.8%</b>	<b>25.4%</b>	<b>18.7%</b>	<b>689</b>
HQ Overall	1,790	63.9%	19.7%	16.3%	175
OLE/FAMS OVERALL	625	47.2%	24.7%	28.0%	46
AIRPORTS OVERALL	5,285	55.8%	26.1%	18.1%	468

**39. My agency is successful at accomplishing its mission.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	467,844	76.3%	16.3%	7.5%	7,610
Department of Homeland Security	45,793	68.8%	19.5%	11.7%	587
<b>TSA</b>	<b>8,340</b>	<b>68.5%</b>	<b>21.1%</b>	<b>10.3%</b>	<b>90</b>
HQ Overall	1,949	77.2%	14.4%	8.4%	24
OLE/FAMS OVERALL	664	61.0%	22.6%	16.4%	9
AIRPORTS OVERALL	5,727	68.3%	21.7%	9.9%	57

**40. I recommend my organization as a good place to work.**

	N	Positive	Neutral	Negative
Governmentwide	475,463	66.3%	19.4%	14.3%
Department of Homeland Security	46,313	55.7%	21.8%	22.4%
<b>TSA</b>	<b>8,409</b>	<b>43.4%</b>	<b>26.2%</b>	<b>30.4%</b>
HQ Overall	1,973	52.2%	22.4%	25.4%
OLE/FAMS OVERALL	672	35.2%	22.2%	42.6%
AIRPORTS OVERALL	5,764	43.3%	27.0%	29.7%

**41. I believe the results of this survey will be used to make my agency a better place to work.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	440,039	41.8%	27.0%	31.2%	36,315
Department of Homeland Security	43,017	39.0%	23.3%	37.7%	3,330
<b>TSA</b>	<b>7,824</b>	<b>34.1%</b>	<b>24.5%</b>	<b>41.4%</b>	<b>600</b>
HQ Overall	1,838	38.4%	23.4%	38.2%	142
OLE/FAMS OVERALL	624	19.7%	17.7%	62.6%	46
AIRPORTS OVERALL	5,362	35.0%	25.3%	39.7%	412

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**My Supervisor**

**42. My supervisor supports my need to balance work and other life issues.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	472,921	79.9%	10.0%	10.1%	2,324
Department of Homeland Security	46,008	71.7%	12.7%	15.6%	218
<b>TSA</b>	<b>8,353</b>	<b>63.2%</b>	<b>17.1%</b>	<b>19.7%</b>	<b>53</b>
HQ Overall	1,974	83.5%	7.2%	9.3%	6
OLE/FAMS OVERALL	668	67.5%	10.8%	21.6%	2
AIRPORTS OVERALL	5,711	60.6%	18.8%	20.6%	45

**43. My supervisor provides me with opportunities to demonstrate my leadership skills.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	472,151	67.5%	16.5%	16.0%	2,221
Department of Homeland Security	45,944	62.7%	18.3%	19.0%	195
<b>TSA</b>	<b>8,345</b>	<b>63.3%</b>	<b>18.4%</b>	<b>18.3%</b>	<b>27</b>
HQ Overall	1,969	68.5%	14.0%	17.5%	6
OLE/FAMS OVERALL	663	56.5%	20.6%	22.9%	3
AIRPORTS OVERALL	5,713	63.4%	18.6%	18.0%	18

**44. Discussions with my supervisor about my performance are worthwhile.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	468,047	65.5%	17.4%	17.1%	4,670
Department of Homeland Security	45,537	60.8%	19.1%	20.1%	412
<b>TSA</b>	<b>8,304</b>	<b>59.3%</b>	<b>19.6%</b>	<b>21.2%</b>	<b>34</b>
HQ Overall	1,963	66.6%	13.3%	20.1%	7
OLE/FAMS OVERALL	665	54.8%	20.4%	24.8%	3
AIRPORTS OVERALL	5,676	58.9%	20.2%	21.0%	24

**45. My supervisor is committed to a workforce representative of all segments of society.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	438,339	69.6%	20.7%	9.8%	34,846
Department of Homeland Security	42,546	63.4%	24.5%	12.1%	3,500
<b>TSA</b>	<b>7,833</b>	<b>60.3%</b>	<b>26.7%</b>	<b>13.1%</b>	<b>523</b>
HQ Overall	1,832	73.2%	17.1%	9.7%	138
OLE/FAMS OVERALL	619	60.0%	25.0%	15.0%	48
AIRPORTS OVERALL	5,382	59.0%	27.8%	13.2%	337

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**My Supervisor** (continued)

**46. My supervisor provides me with constructive suggestions to improve my job performance.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	470,605	64.3%	18.5%	17.2%	2,367
Department of Homeland Security	45,822	61.1%	19.3%	19.6%	200
<b>TSA</b>	<b>8,333</b>	<b>61.8%</b>	<b>18.7%</b>	<b>19.6%</b>	<b>18</b>
HQ Overall	1,968	66.6%	15.4%	18.0%	7
OLE/FAMS OVERALL	663	54.6%	19.6%	25.8%	1
AIRPORTS OVERALL	5,702	61.9%	18.9%	19.1%	10

**47. Supervisors in my work unit support employee development.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	467,336	67.7%	16.9%	15.4%	6,537
Department of Homeland Security	45,548	60.2%	19.6%	20.2%	546
<b>TSA</b>	<b>8,297</b>	<b>57.8%</b>	<b>21.1%</b>	<b>21.1%</b>	<b>71</b>
HQ Overall	1,958	70.1%	14.9%	15.0%	17
OLE/FAMS OVERALL	659	47.2%	22.6%	30.2%	9
AIRPORTS OVERALL	5,680	57.5%	21.6%	20.9%	45

**48. My supervisor listens to what I have to say.**

	N	Positive	Neutral	Negative
Governmentwide	474,257	77.6%	11.4%	11.1%
Department of Homeland Security	46,106	74.2%	12.7%	13.2%
<b>TSA</b>	<b>8,379</b>	<b>72.5%</b>	<b>13.8%</b>	<b>13.7%</b>
HQ Overall	1,975	77.9%	10.7%	11.4%
OLE/FAMS OVERALL	668	75.2%	10.4%	14.4%
AIRPORTS OVERALL	5,736	71.7%	14.5%	13.9%

**49. My supervisor treats me with respect.**

	N	Positive	Neutral	Negative
Governmentwide	472,973	82.5%	9.3%	8.2%
Department of Homeland Security	45,988	80.2%	10.6%	9.1%
<b>TSA</b>	<b>8,352</b>	<b>77.7%</b>	<b>12.3%</b>	<b>10.0%</b>
HQ Overall	1,967	83.1%	8.2%	8.7%
OLE/FAMS OVERALL	665	80.1%	8.4%	11.4%
AIRPORTS OVERALL	5,720	76.9%	13.1%	10.0%

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**My Supervisor** (continued)

**50. In the last six months, my supervisor has talked with me about my performance.**

	N	Positive	Neutral	Negative
Governmentwide	472,997	79.4%	9.3%	11.3%
Department of Homeland Security	46,003	76.5%	10.7%	12.7%
<b>TSA</b>	<b>8,343</b>	<b>83.0%</b>	<b>8.1%</b>	<b>8.9%</b>
HQ Overall	1,966	85.6%	7.0%	7.4%
OLE/FAMS OVERALL	664	79.0%	6.8%	14.2%
AIRPORTS OVERALL	5,713	83.1%	8.3%	8.5%

**51. I have trust and confidence in my supervisor.**

	N	Positive	Neutral	Negative
Governmentwide	473,365	69.4%	15.3%	15.4%
Department of Homeland Security	46,026	66.0%	17.0%	17.0%
<b>TSA</b>	<b>8,356</b>	<b>63.9%</b>	<b>18.4%</b>	<b>17.7%</b>
HQ Overall	1,968	70.4%	14.3%	15.3%
OLE/FAMS OVERALL	669	65.0%	15.2%	19.8%
AIRPORTS OVERALL	5,719	63.2%	19.1%	17.7%

**52. Overall, how good a job do you feel is being done by your immediate supervisor?**

	N	Positive	Neutral	Negative
Governmentwide	473,735	71.9%	16.8%	11.3%
Department of Homeland Security	46,061	68.9%	18.6%	12.5%
<b>TSA</b>	<b>8,371</b>	<b>66.7%</b>	<b>20.5%</b>	<b>12.8%</b>
HQ Overall	1,976	73.0%	15.0%	12.1%
OLE/FAMS OVERALL	669	69.8%	17.7%	12.6%
AIRPORTS OVERALL	5,726	65.8%	21.3%	12.9%

**Leadership**

**53. In my organization, senior leaders generate high levels of motivation and commitment in the workforce.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	458,664	43.1%	24.5%	32.3%	12,542
Department of Homeland Security	44,882	33.3%	22.1%	44.6%	941
<b>TSA</b>	<b>8,172</b>	<b>27.8%</b>	<b>22.5%</b>	<b>49.7%</b>	<b>154</b>
HQ Overall	1,940	40.2%	23.1%	36.7%	27
OLE/FAMS OVERALL	654	15.2%	15.8%	69.0%	8
AIRPORTS OVERALL	5,578	27.7%	23.1%	49.3%	119

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**Leadership** (continued)

**54. My organization's senior leaders maintain high standards of honesty and integrity.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	438,606	54.4%	24.1%	21.5%	31,681
Department of Homeland Security	43,026	44.2%	24.5%	31.3%	2,725
<b>TSA</b>	<b>7,869</b>	<b>38.5%</b>	<b>25.5%</b>	<b>36.1%</b>	<b>437</b>
HQ Overall	1,858	50.1%	23.1%	26.8%	105
OLE/FAMS OVERALL	637	21.6%	19.0%	59.4%	24
AIRPORTS OVERALL	5,374	38.8%	26.4%	34.8%	308

**55. Supervisors work well with employees of different backgrounds.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	445,624	68.5%	19.4%	12.1%	22,578
Department of Homeland Security	43,812	63.6%	21.1%	15.3%	1,693
<b>TSA</b>	<b>8,073</b>	<b>60.5%</b>	<b>22.8%</b>	<b>16.7%</b>	<b>190</b>
HQ Overall	1,896	67.3%	19.2%	13.5%	61
OLE/FAMS OVERALL	624	47.6%	27.3%	25.2%	34
AIRPORTS OVERALL	5,553	61.0%	22.7%	16.3%	95

**56. Managers communicate the goals and priorities of the organization.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	461,098	62.4%	19.4%	18.2%	7,338
Department of Homeland Security	44,989	51.7%	20.4%	27.9%	573
<b>TSA</b>	<b>8,148</b>	<b>46.6%</b>	<b>21.8%</b>	<b>31.6%</b>	<b>128</b>
HQ Overall	1,933	59.5%	17.3%	23.2%	23
OLE/FAMS OVERALL	650	37.4%	20.4%	42.2%	10
AIRPORTS OVERALL	5,565	46.1%	22.5%	31.5%	95

**57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	437,863	62.5%	22.4%	15.1%	30,108
Department of Homeland Security	42,346	50.2%	25.1%	24.7%	3,197
<b>TSA</b>	<b>7,644</b>	<b>44.5%</b>	<b>27.7%</b>	<b>27.8%</b>	<b>627</b>
HQ Overall	1,837	58.4%	21.8%	19.7%	114
OLE/FAMS OVERALL	596	32.5%	27.0%	40.5%	63
AIRPORTS OVERALL	5,211	44.1%	28.4%	27.5%	450

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**Leadership** (continued)

**58. Managers promote communication among different work units (for example, about projects, goals, needed resources).**

	N	Positive	Neutral	Negative	DNK
Governmentwide	452,145	55.3%	21.4%	23.2%	16,506
Department of Homeland Security	44,167	43.9%	22.5%	33.5%	1,444
<b>TSA</b>	<b>7,958</b>	<b>39.6%</b>	<b>24.6%</b>	<b>35.9%</b>	<b>317</b>
HQ Overall	1,911	54.3%	18.8%	26.9%	42
OLE/FAMS OVERALL	623	28.6%	22.3%	49.0%	35
AIRPORTS OVERALL	5,424	38.9%	25.4%	35.6%	240

**59. Managers support collaboration across work units to accomplish work objectives.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	452,092	58.6%	21.4%	19.9%	17,020
Department of Homeland Security	44,126	47.4%	22.9%	29.7%	1,480
<b>TSA</b>	<b>7,921</b>	<b>41.8%</b>	<b>25.6%</b>	<b>32.6%</b>	<b>348</b>
HQ Overall	1,909	57.1%	17.8%	25.1%	46
OLE/FAMS OVERALL	614	29.7%	27.2%	43.0%	44
AIRPORTS OVERALL	5,398	41.2%	26.3%	32.5%	258

**60. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?**

	N	Positive	Neutral	Negative	DNK
Governmentwide	442,275	60.2%	22.5%	17.4%	27,324
Department of Homeland Security	43,687	51.3%	24.7%	24.0%	1,978
<b>TSA</b>	<b>7,957</b>	<b>45.1%</b>	<b>27.3%</b>	<b>27.5%</b>	<b>336</b>
HQ Overall	1,897	57.9%	20.7%	21.4%	63
OLE/FAMS OVERALL	636	36.0%	23.3%	40.8%	20
AIRPORTS OVERALL	5,424	44.6%	28.4%	27.0%	253

**61. I have a high level of respect for my organization's senior leaders.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	460,935	55.6%	23.4%	21.0%	8,657
Department of Homeland Security	45,001	46.2%	23.8%	30.0%	665
<b>TSA</b>	<b>8,171</b>	<b>39.7%</b>	<b>26.0%</b>	<b>34.3%</b>	<b>123</b>
HQ Overall	1,932	52.0%	22.3%	25.7%	26
OLE/FAMS OVERALL	655	26.0%	18.2%	55.7%	3
AIRPORTS OVERALL	5,584	39.7%	27.1%	33.2%	94

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**Leadership** (continued)

**62. Senior leaders demonstrate support for Work/Life programs.**

	N	Positive	Neutral	Negative	DNK
Governmentwide	425,880	56.8%	25.3%	17.9%	43,909
Department of Homeland Security	41,826	43.9%	26.4%	29.7%	3,850
<b>TSA</b>	<b>7,509</b>	<b>31.5%</b>	<b>29.3%</b>	<b>39.1%</b>	<b>788</b>
HQ Overall	1,832	54.2%	24.2%	21.6%	129
OLE/FAMS OVERALL	630	20.2%	17.6%	62.3%	28
AIRPORTS OVERALL	5,047	30.1%	31.1%	38.8%	631

**My Satisfaction**

**63. How satisfied are you with your involvement in decisions that affect your work?**

	N	Positive	Neutral	Negative
Governmentwide	468,305	52.7%	22.3%	24.9%
Department of Homeland Security	45,481	43.5%	24.4%	32.1%
<b>TSA</b>	<b>8,245</b>	<b>37.6%</b>	<b>27.9%</b>	<b>34.5%</b>
HQ Overall	1,959	50.8%	20.6%	28.5%
OLE/FAMS OVERALL	652	24.6%	21.8%	53.5%
AIRPORTS OVERALL	5,634	37.4%	29.2%	33.4%

**64. How satisfied are you with the information you receive from management on what's going on in your organization?**

	N	Positive	Neutral	Negative
Governmentwide	467,501	50.3%	23.0%	26.8%
Department of Homeland Security	45,387	40.6%	23.8%	35.6%
<b>TSA</b>	<b>8,240</b>	<b>36.1%</b>	<b>26.4%</b>	<b>37.5%</b>
HQ Overall	1,955	49.5%	19.6%	30.9%
OLE/FAMS OVERALL	653	25.4%	20.0%	54.6%
AIRPORTS OVERALL	5,632	35.7%	27.7%	36.6%

**65. How satisfied are you with the recognition you receive for doing a good job?**

	N	Positive	Neutral	Negative
Governmentwide	466,707	50.1%	23.5%	26.4%
Department of Homeland Security	45,367	42.0%	24.0%	33.9%
<b>TSA</b>	<b>8,231</b>	<b>34.9%</b>	<b>24.7%</b>	<b>40.5%</b>
HQ Overall	1,953	50.9%	19.8%	29.3%
OLE/FAMS OVERALL	653	31.8%	26.1%	42.0%
AIRPORTS OVERALL	5,625	33.4%	25.1%	41.6%

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**My Satisfaction** (continued)

**66. How satisfied are you with the policies and practices of your senior leaders?**

	N	Positive	Neutral	Negative
Governmentwide	466,287	44.9%	29.5%	25.6%
Department of Homeland Security	45,311	35.7%	28.3%	36.0%
<b>TSA</b>	<b>8,211</b>	<b>29.7%</b>	<b>28.6%</b>	<b>41.8%</b>
HQ Overall	1,941	41.7%	27.1%	31.2%
OLE/FAMS OVERALL	650	17.1%	22.1%	60.7%
AIRPORTS OVERALL	5,620	29.6%	29.3%	41.1%

**67. How satisfied are you with your opportunity to get a better job in your organization?**

	N	Positive	Neutral	Negative
Governmentwide	466,843	37.1%	27.7%	35.3%
Department of Homeland Security	45,354	32.2%	26.0%	41.7%
<b>TSA</b>	<b>8,229</b>	<b>27.6%</b>	<b>25.4%</b>	<b>47.0%</b>
HQ Overall	1,955	36.8%	25.6%	37.7%
OLE/FAMS OVERALL	651	19.2%	17.7%	63.1%
AIRPORTS OVERALL	5,623	27.4%	26.1%	46.5%

**68. How satisfied are you with the training you receive for your present job?**

	N	Positive	Neutral	Negative
Governmentwide	466,512	54.5%	22.8%	22.7%
Department of Homeland Security	45,346	49.1%	22.3%	28.5%
<b>TSA</b>	<b>8,216</b>	<b>51.8%</b>	<b>23.4%</b>	<b>24.8%</b>
HQ Overall	1,947	54.0%	21.8%	24.2%
OLE/FAMS OVERALL	650	53.9%	19.9%	26.2%
AIRPORTS OVERALL	5,619	51.4%	23.8%	24.8%

**69. Considering everything, how satisfied are you with your job?**

	N	Positive	Neutral	Negative
Governmentwide	466,948	68.1%	16.7%	15.2%
Department of Homeland Security	45,343	60.7%	19.0%	20.3%
<b>TSA</b>	<b>8,226</b>	<b>52.6%</b>	<b>22.4%</b>	<b>25.0%</b>
HQ Overall	1,947	62.8%	17.0%	20.2%
OLE/FAMS OVERALL	653	49.4%	21.2%	29.4%
AIRPORTS OVERALL	5,626	51.7%	23.2%	25.1%

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**My Satisfaction** (continued)

**70. Considering everything, how satisfied are you with your pay?**

	N	Positive	Neutral	Negative
Governmentwide	467,270	60.6%	16.7%	22.7%
Department of Homeland Security	45,381	54.9%	16.1%	29.1%
<b>TSA</b>	<b>8,229</b>	<b>31.7%</b>	<b>20.5%</b>	<b>47.8%</b>
HQ Overall	1,951	52.1%	18.5%	29.4%
OLE/FAMS OVERALL	652	45.3%	18.8%	35.9%
AIRPORTS OVERALL	5,626	28.2%	20.9%	51.0%

**71. Considering everything, how satisfied are you with your organization?**

	N	Positive	Neutral	Negative
Governmentwide	467,295	59.9%	20.7%	19.4%
Department of Homeland Security	45,411	49.8%	21.9%	28.3%
<b>TSA</b>	<b>8,227</b>	<b>40.2%</b>	<b>25.0%</b>	<b>34.8%</b>
HQ Overall	1,954	53.7%	19.8%	26.5%
OLE/FAMS OVERALL	651	31.7%	16.8%	51.5%
AIRPORTS OVERALL	5,622	39.5%	26.4%	34.1%

**Work/Life**

**72. Have you been notified whether or not you are eligible to telework?**

	N	Notified eligible	Notified not eligible	Not notified	Not sure notified
Governmentwide	465,495	42.6%	21.9%	26.7%	8.7%
Department of Homeland Security	45,177	27.3%	24.0%	36.6%	12.1%
<b>TSA</b>	<b>8,175</b>	<b>11.8%</b>	<b>23.9%</b>	<b>49.9%</b>	<b>14.4%</b>
HQ Overall	1,947	78.0%	14.7%	4.5%	2.7%
OLE/FAMS OVERALL	652	9.9%	46.9%	36.1%	7.1%
AIRPORTS OVERALL	5,576	4.6%	22.7%	56.2%	16.4%

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**Work/Life (continued)**

**73. Please select the response below that BEST describes your current teleworking situation.**

	Telework				
	N	3+ Days Per Week	1-2 Days Per Week	No More Than 1-2 Days Per Month	Infrequently
Governmentwide	463,482	6.5%	13.2%	4.7%	11.7%
Department of Homeland Security	45,100	4.1%	9.1%	3.1%	6.7%
<b>TSA</b>	<b>8,132</b>	<b>1.0%</b>	<b>3.3%</b>	<b>1.6%</b>	<b>4.6%</b>
HQ Overall	1,952	7.7%	27.6%	10.3%	27.7%
OLE/FAMS OVERALL	648	1.0%	3.8%	1.1%	2.2%
AIRPORTS OVERALL	5,532	0.3%	0.6%	0.6%	2.3%

(continued)

**73. Please select the response below that BEST describes your current teleworking situation. (continued)**

	Do Not Telework				
	N	Must Be Physically Present	Technical Issues	Not Allowed To Telework	Choose Not To Telework
Governmentwide	463,482	30.1%	3.8%	17.9%	12.2%
Department of Homeland Security	45,100	56.1%	1.5%	11.1%	8.4%
<b>TSA</b>	<b>8,132</b>	<b>68.9%</b>	<b>1.1%</b>	<b>13.2%</b>	<b>6.3%</b>
HQ Overall	1,952	11.2%	0.9%	7.1%	7.5%
OLE/FAMS OVERALL	648	76.4%	1.5%	12.2%	1.9%
AIRPORTS OVERALL	5,532	74.7%	1.0%	14.0%	6.6%

**74. Do you participate in the following Work/Life programs? Alternative Work Schedules (AWS)**

	Alternative Work Schedules (AWS)			
	N	Yes	No	Not Available To Me
Governmentwide	465,405	33.7%	47.0%	19.3%
Department of Homeland Security	45,206	27.8%	41.2%	31.0%
<b>TSA</b>	<b>8,192</b>	<b>14.4%</b>	<b>46.4%</b>	<b>39.1%</b>
HQ Overall	1,948	39.6%	45.3%	15.1%
OLE/FAMS OVERALL	649	11.5%	30.8%	57.7%
AIRPORTS OVERALL	5,595	11.9%	48.1%	40.0%

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**Work/Life (continued)**

**75. Do you participate in the following Work/Life programs? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)**

	N	Yes	No	Not Available To Me
Governmentwide	464,589	26.4%	61.9%	11.7%
Department of Homeland Security	45,144	27.4%	57.6%	15.0%
<b>TSA</b>	<b>8,170</b>	<b>15.9%</b>	<b>63.1%</b>	<b>21.0%</b>
HQ Overall	1,948	24.8%	65.2%	10.0%
OLE/FAMS OVERALL	649	46.0%	38.0%	16.0%
AIRPORTS OVERALL	5,573	12.1%	65.2%	22.7%

**76. Do you participate in the following Work/Life programs? Employee Assistance Program (EAP)**

	N	Yes	No	Not Available To Me
Governmentwide	462,760	13.4%	81.5%	5.1%
Department of Homeland Security	44,962	17.9%	78.1%	3.9%
<b>TSA</b>	<b>8,144</b>	<b>15.4%</b>	<b>77.2%</b>	<b>7.3%</b>
HQ Overall	1,939	12.1%	85.4%	2.5%
OLE/FAMS OVERALL	643	18.2%	75.8%	6.0%
AIRPORTS OVERALL	5,562	15.5%	76.5%	8.0%

**77. Do you participate in the following Work/Life programs? Child Care Programs (for example, daycare, parenting classes, parenting support groups)**

	N	Yes	No	Not Available To Me
Governmentwide	464,201	3.4%	79.8%	16.8%
Department of Homeland Security	45,139	2.1%	73.3%	24.6%
<b>TSA</b>	<b>8,170</b>	<b>1.8%</b>	<b>71.5%</b>	<b>26.6%</b>
HQ Overall	1,938	2.0%	79.9%	18.1%
OLE/FAMS OVERALL	651	2.2%	56.8%	41.0%
AIRPORTS OVERALL	5,581	1.8%	72.0%	26.2%

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**Work/Life (continued)**

**78. Do you participate in the following Work/Life programs? Elder Care Programs (for example, support groups, speakers)**

	N	Yes	No	Not Available To Me
Governmentwide	464,386	2.2%	81.1%	16.7%
Department of Homeland Security	45,064	1.8%	74.9%	23.3%
<b>TSA</b>	<b>8,141</b>	<b>1.7%</b>	<b>72.5%</b>	<b>25.8%</b>
HQ Overall	1,933	1.8%	83.0%	15.2%
OLE/FAMS OVERALL	649	2.4%	57.4%	40.2%
AIRPORTS OVERALL	5,559	1.6%	72.8%	25.6%

**79. How satisfied are you with the following Work/Life programs in your agency? Telework**

	N	Positive	Neutral	Negative	NBJ
Governmentwide	236,481	80.8%	10.9%	8.3%	6,455
Department of Homeland Security	16,362	76.1%	12.2%	11.7%	477
<b>TSA</b>	<b>1,728</b>	<b>62.4%</b>	<b>20.0%</b>	<b>17.6%</b>	<b>124</b>
HQ Overall	1,441	68.8%	12.7%	18.5%	31
OLE/FAMS OVERALL	101	71.3%	9.0%	19.7%	3
AIRPORTS OVERALL	186	47.2%	37.5%	15.3%	90

\*The results for this item only include employees who indicated that they participated in this program.

**80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)**

	N	Positive	Neutral	Negative	NBJ
Governmentwide	172,594	90.3%	6.7%	3.0%	3,366
Department of Homeland Security	15,280	87.2%	8.1%	4.7%	268
<b>TSA</b>	<b>1,546</b>	<b>76.1%</b>	<b>15.5%</b>	<b>8.4%</b>	<b>66</b>
HQ Overall	766	91.7%	5.5%	2.9%	9
OLE/FAMS OVERALL	94	73.2%	19.9%	6.8%	5
AIRPORTS OVERALL	686	70.6%	18.9%	10.6%	52

\*The results for this item only include employees who indicated that they participated in this program.

**81. How satisfied are you with the following Work/Life programs in your agency? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)**

	N	Positive	Neutral	Negative	NBJ
Governmentwide	119,164	81.3%	15.1%	3.7%	7,694
Department of Homeland Security	12,239	77.0%	17.5%	5.5%	835
<b>TSA</b>	<b>1,381</b>	<b>63.9%</b>	<b>27.6%</b>	<b>8.5%</b>	<b>175</b>
HQ Overall	485	85.0%	14.0%	1.0%	28
OLE/FAMS OVERALL	282	55.3%	25.1%	19.5%	18
AIRPORTS OVERALL	614	62.1%	31.9%	6.0%	129

\*The results for this item only include employees who indicated that they participated in this program.

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**Work/Life (continued)**

**82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)**

	N	Positive	Neutral	Negative	NBJ
Governmentwide	60,783	77.6%	18.3%	4.2%	7,854
Department of Homeland Security	7,047	75.1%	19.8%	5.0%	885
<b>TSA</b>	<b>1,056</b>	<b>67.3%</b>	<b>27.7%</b>	<b>5.1%</b>	<b>181</b>
HQ Overall	209	78.9%	19.4%	1.7%	37
OLE/FAMS OVERALL	97	58.3%	26.5%	15.2%	19
AIRPORTS OVERALL	750	67.2%	28.5%	4.3%	125

*\*The results for this item only include employees who indicated that they participated in this program.*

**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)**

	N	Positive	Neutral	Negative	NBJ
Governmentwide	12,057	73.0%	22.2%	4.7%	4,915
Department of Homeland Security	725	61.6%	31.7%	6.7%	421
<b>TSA</b>	<b>111</b>	<b>52.6%</b>	<b>40.7%</b>	<b>6.7%</b>	<b>90</b>
HQ Overall	22	79.7%	20.3%	0.0%	30
OLE/FAMS OVERALL	11	52.9%	44.1%	3.0%	4
AIRPORTS OVERALL	78	50.4%	42.0%	7.6%	56

*\*The results for this item only include employees who indicated that they participated in this program.*

**84. How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)**

	N	Positive	Neutral	Negative	NBJ
Governmentwide	8,738	67.9%	29.3%	2.7%	4,560
Department of Homeland Security	670	60.1%	35.2%	4.7%	434
<b>TSA</b>	<b>125</b>	<b>46.9%</b>	<b>47.9%</b>	<b>5.3%</b>	<b>98</b>
HQ Overall	31	54.3%	41.8%	3.9%	26
OLE/FAMS OVERALL	12	46.1%	41.7%	12.2%	5
AIRPORTS OVERALL	82	46.1%	49.4%	4.6%	67

*\*The results for this item only include employees who indicated that they participated in this program.*

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**Demographic Questions**

***Where do you work?***

	N	%
Headquarters	1,667	20.5%
Field	6,478	79.5%

***What is your supervisory status?***

	N	%
Non-Supervisor	4,707	57.7%
Team Leader	1,460	17.9%
Supervisor	1,337	16.4%
Manager	536	6.6%
Senior Leader	121	1.5%

***Are you:***

	N	%
Male	4,832	59.9%
Female	3,232	40.1%

***Are you Hispanic or Latino?***

	N	%
Yes	899	11.3%
No	7,079	88.7%

***Race***

	N	%
American Indian or Alaska Native	94	1.2%
Asian	324	4.2%
Black or African American	1,057	13.7%
Native Hawaiian or Other Pacific Islander	147	1.9%
White	5,717	74.1%
Two or more races	381	4.9%

Note: Percentages for demographic questions are unweighted.

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**Demographic Questions** (continued)

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

	N	%
Less than High School	4	0.0%
High School Diploma/GED or equivalent	706	8.7%
Trade or Technical Certificate	283	3.5%
Some College (no degree)	2,395	29.6%
Associate's Degree (e.g., AA, AS)	1,010	12.5%
Bachelor's Degree (e.g., BA, BS)	2,482	30.7%
Master's Degree (e.g., MA, MS, MBA)	1,031	12.8%
Doctoral/Professional Degree (e.g., Ph.D., MD, JD)	172	2.1%

***What is your pay category/grade?***

	N	%
Federal Wage System	741	9.2%
GS 1-6	307	3.8%
GS 7-12	930	11.5%
GS 13-15	1,415	17.5%
Senior Executive Service	71	0.9%
Senior Level (SL) or Scientific or Professional (ST)	28	0.3%
Other	4,581	56.7%

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

	N	%
Less than 1 year	245	3.0%
1 to 3 years	834	10.2%
4 to 5 years	646	7.9%
6 to 10 years	2,140	26.2%
11 to 14 years	2,340	28.7%
15 to 20 years	1,406	17.2%
More than 20 years	547	6.7%

Note: Percentages for demographic questions are unweighted.

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**Demographic Questions** (continued)

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

	N	%
Less than 1 year	315	3.9%
1 to 3 years	1,056	13.0%
4 to 5 years	748	9.2%
6 to 10 years	2,193	27.0%
11 to 20 years	3,812	46.9%
More than 20 years	11	0.1%

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

	N	%
No	4,782	58.9%
Yes, to retire	348	4.3%
Yes, to take another job within the Federal Government	1,922	23.7%
Yes, to take another job outside the Federal Government	394	4.9%
Yes, other	670	8.3%

***I am planning to retire:***

	N	%
Within one year	223	2.8%
Between one and three years	633	7.8%
Between three and five years	933	11.5%
Five or more years	6,292	77.9%

***Self-Identify as:***

	N	%
Heterosexual or Straight	6,358	82.1%
Gay, Lesbian, Bisexual, or Transgender	296	3.8%
I prefer not to say	1,093	14.1%

***What is your US military service status?***

	N	%
No Prior Military Service	5,641	70.0%
Currently in National Guard or Reserves	100	1.2%
Retired	807	10.0%
Separated or Discharged	1,506	18.7%

Note: Percentages for demographic questions are unweighted.

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**Demographic Questions** (continued)

***Are you an individual with a disability?***

	N	%
Yes	796	9.9%
No	7,252	90.1%

***What is your age group?***

	N	%
25 and under	207	2.4%
26-29	411	4.7%
30-39	1,815	20.9%
40-49	2,260	26.1%
50-59	2,796	32.2%
60 or older	1,183	13.6%

Note: Percentages for demographic questions are unweighted.