



2024 Annual Employee Survey Results

Introduction

Public law requires federal agencies to administer the Annual Employee Survey (AES) every year and post the results for public access. This report includes summary ratings for the 16 federally mandated survey questions plus the additional questions included in this year's NASA Federal Employee Viewpoint Survey (FEVS).

2024 Survey Details and Changes from Prior Years

In 2021, NASA began administering the FEVS internally through the NASA Shared Services Center (NSSC) after many years of utilizing OPM's governmentwide survey administration. By doing so, NASA is able to align FEVS reports with NASA's emerging organizational structure and more quickly analyze, report, and act upon results.

Historically, the FEVS has consisted of approximately 70-90 core survey items, with additional questions for agency-specific topics as well as options for self-reported demographics. This year's survey retained most items from the 2023 survey, removing five questions and adding six new ones that focus on openness in the work unit and NASA's ability to attract talent. Changes were made to the order of some items to better align questions by topic area.

NASA civil servants with a start date on or before Feb. 10, 2024, were eligible to participate in this survey.

Core Survey Results Summary

On May 20, 2024, the NSSC sent NASA employees the first email invitation to participate in the survey. The survey closed June 28. Weekly email reminders were sent to eligible employees who had not yet submitted a response. For 2024, 14,510 employees (80.9% of the 17,942 eligible workforce) responded to the survey, providing a high degree of confidence that results are representative of the workforce.

The Employee Engagement Index (EEI), Global Satisfaction Index (GSI), Performance Confidence Index (PCI), and the Diversity, Equity, Inclusion, and Accessibility (DEIA) Index continue to be rated favorably agencywide. The EEI increased marginally (+0.2 percentage points) while the other three primary indices (GSI, PCI, DEIA) decreased slightly from 2023 (-0.9, -0.3, and -1.0 percentage points respectively). Other questions were also generally positive with 79 out of 86 core items considered "strengths" by governmentwide standards (65%+ positive), but areas for improvement include overall balance, workload, and organizational direction to help maintain success in the future.

Employee Engagement Index Results

Employee Engagement Index [% Positive*]	84.4%
Supervisors Sub-Index	90.6%
My supervisor supports employee development for my work unit. (Item 34)	91.4%
My supervisor listens to what I have to say. (36)	90.7%
My supervisor treats me with respect. (37)	93.7%
I have trust and confidence in my supervisor. (39)	87.6%
Overall, how good a job do you feel is being done by your immediate supervisor? (40)	89.4%
Leaders Lead Sub-Index	75.3%
In my organization, senior leaders generate high levels of motivation and commitment in the workforce. (51)	64.0%
My organization's senior leaders maintain high standards of honesty and integrity. (52)	79.8%
Managers communicate the goals of the organization. (46)	78.1%
Overall, how good a job do you feel is being done by the manager directly above your immediate superior? (50)	79.5%
I have a high level of respect for my organization's senior leaders. (53)	74.9%
Intrinsic Work Experience Sub-Index	87.3%
I feel encouraged to come up with new and better ways of doing things. (2)	85.9%
My work gives me a feeling of personal accomplishment. (3)	86.6%
I know what is expected of me on the job. (4)	89.1%
My talents are used well in the workplace. (5)	82.2%
I know how my work relates to the agency's goals. (6)	92.7%

Global Satisfaction Index Results

Global Satisfaction Index [% Positive*]	78.1%
I recommend my organization as a good place to work. (56)	83.0%
Considering everything, how satisfied are you with your job? (60)	82.3%
Considering everything, how satisfied are you with your pay? (61)	67.8%
Considering everything, how satisfied are you with your organization? (62)	79.4%

* '% Positive' represents the percentage of respondents who selected the top two options on a five-point scale (e.g., Agree and Strongly Agree).

Complete survey results are in the appendices.

Appendix A – 2024 Survey Items

Item	Item Text	% Positive	% Neutral	% Negative
1	I am given a real opportunity to improve my skills in my organization.	87.7%	7.5%	4.8%
2	I feel encouraged to come up with new and better ways of doing things.	85.9%	8.0%	6.0%
3	My work gives me a feeling of personal accomplishment.	86.6%	8.6%	4.8%
4	I know what is expected of me on the job.	89.1%	6.8%	4.2%
5	My talents are used well in the workplace.	82.2%	9.6%	8.2%
6	I know how my work relates to the agency's goals.	92.7%	5.2%	2.1%
7	I have enough autonomy in my job to be effective.	88.3%	6.7%	5.0%
8	I am able to spend the majority of my workday on activities that I believe are valuable.	78.1%	13.5%	8.5%
9	My workload is reasonable.	63.9%	16.2%	20.0%
10	I am able to find time to focus on important work activities during the workday.	72.6%	15.3%	12.1%
11	I am rarely, or never, exhausted or drained by my work.	34.9%	24.6%	40.5%
12	I can be successful in my current job without getting burnt out.	56.7%	23.0%	20.3%
13	I have a healthy balance between my work life and my personal life.	68.9%	17.5%	13.6%
14	The people I work with cooperate to get the job done.	90.7%	6.1%	3.2%
15	Employees in my work unit share job knowledge.	89.9%	6.5%	3.7%
16	I can easily get help from members of my work unit when needed.	89.5%	7.5%	3.0%
17	My work unit actively builds connections with each other.	81.5%	12.8%	5.7%
18	When there is conflict in my work unit, it is effectively resolved.	71.6%	21.3%	7.1%
19	Employees in my work unit make me feel I belong.	86.4%	9.5%	4.1%
20	Employees in my work unit care about me as a person.	85.8%	11.1%	3.1%
21	I am comfortable expressing opinions that are different from other employees in my work unit.	85.0%	8.9%	6.1%
22	In my work unit, people's differences are respected.	86.6%	9.3%	4.1%
23	I can be myself and be successful within my organization.	84.2%	9.7%	6.0%
24	In my work unit, differences in performance are recognized in a meaningful way.	67.3%	20.7%	12.0%
25	Employees in my organization are recognized when they provide high quality products and services.	80.2%	12.2%	7.6%
26	In my work unit, excellent work is similarly recognized for all employees (e.g., awards, acknowledgements).	74.9%	14.8%	10.3%
27	Considering everything, I feel appreciated by my organization.	80.6%	11.6%	7.8%
28	My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	89.2%	6.7%	4.1%
29	Employees in my work unit meet the needs of our customers.	94.2%	5.2%	0.6%
30	Employees in my work unit contribute positively to my agency's performance.	95.0%	4.5%	0.6%
31	Employees in my work unit produce high-quality work.	94.5%	5.0%	0.6%
32	Employees in my work unit adapt to changing priorities.	89.2%	9.3%	1.5%

Item	Item Text	% Positive	% Neutral	% Negative
33	My organization is successful at accomplishing its mission.	91.7%	6.2%	2.1%
34	My supervisor supports employee development for my work unit.	91.4%	5.6%	3.0%
35	My supervisor supports my need to balance work and other life issues.	92.9%	4.7%	2.4%
36	My supervisor listens to what I have to say.	90.7%	5.8%	3.5%
37	My supervisor treats me with respect.	93.7%	4.0%	2.2%
38	My supervisor provides me with constructive suggestions to improve my job performance.	82.9%	11.9%	5.2%
39	I have trust and confidence in my supervisor.	87.6%	7.5%	4.9%
40	Overall, how good a job do you feel is being done by your immediate supervisor?	89.4%	7.4%	3.2%
41	Leaders in my organization openly share information.	76.7%	13.5%	9.9%
42	The processes used to make decisions in my organization are effective.	61.4%	26.3%	12.3%
43	Leaders in my organization provide a clear sense of direction.	67.2%	20.6%	12.2%
44	I am confident my organization is headed in the right direction.	64.4%	23.7%	11.9%
45	I believe the results of this survey will be used to make my agency a better place to work.	63.4%	21.1%	15.5%
46	Managers communicate the goals of the organization.	78.1%	13.3%	8.6%
47	Managers in my organization promote communication among different work units (for example, about projects, goals, needed resources).	76.0%	15.0%	9.0%
48	Managers in my organization demonstrate they care about employees.	80.9%	11.9%	7.3%
49	Managers in my organization demonstrate they care about the mission.	90.4%	7.0%	2.6%
50	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	79.5%	14.3%	6.2%
51	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	64.0%	21.9%	14.1%
52	My organization's senior leaders maintain high standards of honesty and integrity.	79.8%	13.9%	6.3%
53	I have a high level of respect for my organization's senior leaders.	74.9%	16.6%	8.5%
54	Senior leaders in my organization demonstrate support for work/life programs.	76.1%	16.2%	7.8%
55	Overall, how good a job do you feel is being done by the senior leader directly above your manager?	75.9%	16.7%	7.5%
56	I recommend my organization as a good place to work.	83.0%	11.2%	5.9%
57	How satisfied are you with your involvement in decisions that affect your work?	71.7%	16.9%	11.3%
58	How satisfied are you with the information you receive from management on what's going on in your organization?	71.5%	17.7%	10.9%
59	How satisfied are you with the recognition you receive for doing a good job?	72.9%	16.9%	10.2%
60	Considering everything, how satisfied are you with your job?	82.3%	10.6%	7.1%
61	Considering everything, how satisfied are you with your pay?	67.8%	15.9%	16.3%
62	Considering everything, how satisfied are you with your organization?	79.4%	12.5%	8.2%
63	I am committed to helping my organization accomplish its goals.	98.3%	1.5%	0.2%
64	I often put extra effort into my work to make sure it is the best it can be.	97.3%	2.4%	0.3%

Item	Item Text	% Positive	% Neutral	% Negative
65	I often help others with their work, even when not required.	96.1%	3.6%	0.3%
66	I look for ways to connect with colleagues and/or the NASA mission beyond what my job requires.	85.7%	11.7%	2.6%
67	Most days I feel motivated to do my work.	86.0%	9.3%	4.6%
68	My organization's management practices promote diversity (e.g., outreach, recruitment, promotion opportunities).	83.2%	11.6%	5.2%
69	My supervisor demonstrates a commitment to workforce diversity (e.g., recruitment, promotion opportunities, development).	86.2%	10.3%	3.5%
70	I have similar access to advancement opportunities (e.g., promotion, career development, training) as others in my work unit.	79.6%	11.1%	9.3%
71	My supervisor provides opportunities fairly to all employees in my work unit (e.g., promotions, work assignments).	83.5%	10.1%	6.3%
72	I am confident I will be able to achieve my career goals at NASA.	79.6%	12.9%	7.6%
73	I can disclose a suspected violation of any law, rule, or regulation without fear of reprisal.	86.8%	7.7%	5.5%
74	Employees in my organization are protected from health and safety hazards on the job.	93.9%	4.1%	2.1%
75	NASA has an effective government ethics program, and I know how to contact a NASA ethics official.	89.6%	7.5%	2.9%
76	NASA leaders take proactive steps to prevent harassment in the workplace (for example, senior leadership messages to the workforce, use of posters and other communication materials, training, dialogues, or similar activities).	85.5%	10.2%	4.3%
77	I can easily make a request of my organization to meet my accessibility needs.	88.6%	8.1%	3.4%
78	My organization responds to my accessibility needs in a timely manner.	82.7%	13.7%	3.5%
79	My organization meets my accessibility needs.	86.3%	10.7%	3.0%
80	Raising tough issues is encouraged in my work unit.	79.3%	14.0%	6.7%
81	New ideas and suggested changes from employees are acted on in my work unit.	78.9%	14.4%	6.7%
82	I feel encouraged to suggest alternate approaches to existing processes and procedures in my work unit.	82.1%	11.3%	6.6%
83	Employees at NASA can raise concerns at work without it affecting their career.	76.1%	14.0%	9.8%
84	Employees at NASA can be open about all aspects of their identity without it affecting their career.	78.3%	14.1%	7.6%
85	NASA effectively attracts talent for the type of work I do.	65.8%	17.6%	16.7%
86	Work arrangements (amount of time on-site/off-site) in my organization match job needs.	80.4%	9.1%	10.5%

Appendix B – 2024 Survey Response Choices, Number of Responses

The number of respondents for each survey question and each response choice.

Item	Item Text	Strongly Agree / Very Satisfied / Very Good / Always / Yes	Agree / Satisfied / Good / Most of the Time	Neither Agree nor Disagree / Neither Satisfied nor Dissatisfied / Fair / Sometimes	Disagree / Dissatisfied / Poor / Rarely	Strongly Disagree / Very Dissatisfied / Very Poor / Never / No	Total Number of Rated Responses	Do Not Know / No Basis to Judge / No Accessibility Needs
1	I am given a real opportunity to improve my skills in my organization.	7,055	5,647	1,079	530	171	14,482	N/A
2	I feel encouraged to come up with new and better ways of doing things.	7,239	5,196	1,161	633	239	14,468	N/A
3	My work gives me a feeling of personal accomplishment.	7,028	5,481	1,242	525	175	14,451	N/A
4	I know what is expected of me on the job.	6,637	6,260	983	446	156	14,482	N/A
5	My talents are used well in the workplace.	5,705	6,194	1,390	875	312	14,476	N/A
6	I know how my work relates to the agency's goals.	8,060	5,357	750	230	79	14,476	N/A
7	I have enough autonomy in my job to be effective.	7,435	5,333	973	507	213	14,461	N/A
8	I am able to spend the majority of my workday on activities that I believe are valuable.	4,714	6,596	1,953	954	273	14,490	N/A
9	My workload is reasonable.	2,788	6,459	2,340	2,044	846	14,477	N/A
10	I am able to find time to focus on important work activities during the workday.	3,481	7,027	2,209	1,462	292	14,471	N/A
11	I am rarely, or never, exhausted or drained by my work.	1,226	3,816	3,556	4,198	1,649	14,445	N/A
12	I can be successful in my current job without getting burnt out.	2,244	5,951	3,324	2,156	772	14,447	N/A
13	I have a healthy balance between my work life and my personal life.	3,599	6,370	2,532	1,458	515	14,474	N/A
14	The people I work with cooperate to get the job done.	7,408	5,736	885	339	117	14,485	N/A
15	Employees in my work unit share job knowledge.	7,338	5,628	934	381	149	14,430	46
16	I can easily get help from members of my work unit when needed.	7,527	5,419	1,079	334	99	14,458	N/A
17	My work unit actively builds connections with each other.	5,889	5,895	1,845	644	178	14,451	N/A
18	When there is conflict in my work unit, it is effectively resolved.	4,256	6,085	3,077	719	305	14,442	N/A
19	Employees in my work unit make me feel I belong.	6,695	5,729	1,361	394	198	14,377	94
20	Employees in my work unit care about me as a person.	6,528	5,667	1,582	296	148	14,221	236

Item	Item Text	Strongly Agree / Very Satisfied / Very Good / Always / Yes	Agree / Satisfied / Good / Most of the Time	Neither Agree nor Disagree / Neither Satisfied nor Dissatisfied / Fair / Sometimes	Disagree / Dissatisfied / Poor / Rarely	Strongly Disagree / Very Dissatisfied / Very Poor / Never / No	Total Number of Rated Responses	Do Not Know / No Basis to Judge / No Accessibility Needs
21	I am comfortable expressing opinions that are different from other employees in my work unit.	5,928	6,281	1,281	560	313	14,363	109
22	In my work unit, people's differences are respected.	6,163	6,180	1,328	385	203	14,259	191
23	I can be myself and be successful within my organization.	6,214	5,908	1,402	555	311	14,390	82
24	In my work unit, differences in performance are recognized in a meaningful way.	3,236	5,777	2,768	1,076	537	13,394	1,060
25	Employees in my organization are recognized when they provide high quality products and services.	4,904	6,424	1,721	719	351	14,119	318
26	In my work unit, excellent work is similarly recognized for all employees (e.g., awards, acknowledgements).	4,521	5,764	2,037	955	462	13,739	677
27	Considering everything, I feel appreciated by my organization.	5,684	5,950	1,678	731	397	14,440	N/A
28	My work unit has the job-relevant knowledge and skills necessary to accomplish organizational goals.	6,398	6,372	953	448	144	14,315	94
29	Employees in my work unit meet the needs of our customers.	6,647	6,445	717	75	10	13,894	498
30	Employees in my work unit contribute positively to my agency's performance.	8,584	4,765	630	68	12	14,059	324
31	Employees in my work unit produce high-quality work.	7,692	5,576	697	67	15	14,047	326
32	Employees in my work unit adapt to changing priorities.	7,021	5,440	1,295	182	29	13,967	411
33	My organization is successful at accomplishing its mission.	7,575	5,411	870	210	91	14,157	247
34	My supervisor supports employee development for my work unit.	8,870	4,192	797	244	189	14,292	101
35	My supervisor supports my need to balance work and other life issues.	9,773	3,584	679	201	139	14,376	N/A
36	My supervisor listens to what I have to say.	9,270	3,749	832	300	202	14,353	N/A
37	My supervisor treats me with respect.	10,344	3,123	581	181	140	14,369	N/A
38	My supervisor provides me with constructive suggestions to improve my job performance.	7,306	4,609	1,711	513	236	14,375	N/A
39	I have trust and confidence in my supervisor.	8,633	3,956	1,083	408	295	14,375	N/A

Item	Item Text	Strongly Agree / Very Satisfied / Very Good / Always / Yes	Agree / Satisfied / Good / Most of the Time	Neither Agree nor Disagree / Neither Satisfied nor Dissatisfied / Fair / Sometimes	Disagree / Dissatisfied / Poor / Rarely	Strongly Disagree / Very Dissatisfied / Very Poor / Never / No	Total Number of Rated Responses	Do Not Know / No Basis to Judge / No Accessibility Needs
40	Overall, how good a job do you feel is being done by your immediate supervisor?	9,587	3,255	1,064	278	189	14,373	N/A
41	Leaders in my organization openly share information.	4,347	6,423	1,893	938	445	14,046	284
42	The processes used to make decisions in my organization are effective.	2,942	5,815	3,744	1,312	447	14,260	N/A
43	Leaders in my organization provide a clear sense of direction.	3,535	6,056	2,943	1,232	502	14,268	N/A
44	I am confident my organization is headed in the right direction.	3,611	5,563	3,381	1,147	554	14,256	N/A
45	I believe the results of this survey will be used to make my agency a better place to work.	3,599	4,991	2,862	1,197	897	13,546	772
46	Managers communicate the goals of the organization.	4,487	6,516	1,876	862	356	14,097	179
47	Managers in my organization promote communication among different work units (for example, about projects, goals, needed resources).	4,557	6,000	2,088	864	380	13,889	377
48	Managers in my organization demonstrate they care about employees.	5,629	5,723	1,666	629	393	14,040	220
49	Managers in my organization demonstrate they care about the mission.	7,007	5,687	985	202	168	14,049	224
50	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	5,909	4,993	1,959	512	333	13,706	580
51	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	3,647	5,240	3,033	1,254	710	13,884	365
52	My organization's senior leaders maintain high standards of honesty and integrity.	5,296	5,336	1,856	441	398	13,327	906
53	I have a high level of respect for my organization's senior leaders.	5,149	5,319	2,324	719	469	13,980	244
54	Senior leaders in my organization demonstrate support for work/life programs.	4,791	5,427	2,170	628	412	13,428	807
55	Overall, how good a job do you feel is being done by the senior leader directly above your manager?	5,023	5,148	2,235	587	416	13,409	826
56	I recommend my organization as a good place to work.	6,947	4,867	1,592	562	270	14,238	N/A

Item	Item Text	Strongly Agree / Very Satisfied / Very Good / Always / Yes	Agree / Satisfied / Good / Most of the Time	Neither Agree nor Disagree / Neither Satisfied nor Dissatisfied / Fair / Sometimes	Disagree / Dissatisfied / Poor / Rarely	Strongly Disagree / Very Dissatisfied / Very Poor / Never / No	Total Number of Rated Responses	Do Not Know / No Basis to Judge / No Accessibility Needs
57	How satisfied are you with your involvement in decisions that affect your work?	4,282	5,940	2,412	1,219	397	14,250	N/A
58	How satisfied are you with the information you receive from management on what's going on in your organization?	4,186	5,985	2,512	1,165	383	14,231	N/A
59	How satisfied are you with the recognition you receive for doing a good job?	4,770	5,598	2,403	1,006	450	14,227	N/A
60	Considering everything, how satisfied are you with your job?	5,663	6,035	1,512	769	243	14,222	N/A
61	Considering everything, how satisfied are you with your pay?	3,664	5,978	2,265	1,613	706	14,226	N/A
62	Considering everything, how satisfied are you with your organization?	5,008	6,312	1,781	853	311	14,265	N/A
63	I am committed to helping my organization accomplish its goals.	10,358	3,647	220	15	5	14,245	N/A
64	I often put extra effort into my work to make sure it is the best it can be.	10,261	3,599	337	39	6	14,242	N/A
65	I often help others with their work, even when not required.	9,211	4,455	513	39	3	14,221	N/A
66	I look for ways to connect with colleagues and/or the NASA mission beyond what my job requires.	6,801	5,391	1,669	332	34	14,227	N/A
67	Most days I feel motivated to do my work.	5,773	6,489	1,328	529	132	14,251	N/A
68	My organization's management practices promote diversity (e.g., outreach, recruitment, promotion opportunities).	5,872	5,188	1,546	433	254	13,293	879
69	My supervisor demonstrates a commitment to workforce diversity (e.g., recruitment, promotion opportunities, development).	6,799	4,708	1,371	291	178	13,347	820
70	I have similar access to advancement opportunities (e.g., promotion, career development, training) as others in my work unit.	5,987	4,926	1,528	733	538	13,712	468
71	My supervisor provides opportunities fairly to all employees in my work unit (e.g., promotions, work assignments).	6,382	4,689	1,344	507	331	13,253	918

Item	Item Text	Strongly Agree / Very Satisfied / Very Good / Always / Yes	Agree / Satisfied / Good / Most of the Time	Neither Agree nor Disagree / Neither Satisfied nor Dissatisfied / Fair / Sometimes	Disagree / Dissatisfied / Poor / Rarely	Strongly Disagree / Very Dissatisfied / Very Poor / Never / No	Total Number of Rated Responses	Do Not Know / No Basis to Judge / No Accessibility Needs
72	I am confident I will be able to achieve my career goals at NASA.	5,880	5,138	1,781	689	361	13,849	348
73	I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	7,198	4,653	1,045	430	324	13,650	571
74	Employees in my organization are protected from health and safety hazards on the job.	8,284	4,830	568	190	97	13,969	234
75	NASA has an effective government ethics program, and I know how to contact a NASA ethics official.	6,867	5,452	1,033	268	128	13,748	451
76	NASA leaders take proactive steps to prevent harassment in the workplace (for example, senior leadership messages to the workforce, use of posters and other communication materials, training, dialogues, or similar activities).	6,244	5,393	1,385	372	215	13,609	591
77	I can easily make a request of my organization to meet my accessibility needs.	3,813	2,565	582	165	76	7,201	6,996
78	My organization responds to my accessibility needs in a timely manner.	3,070	2,144	866	138	85	6,303	7,864
79	My organization meets my accessibility needs.	3,304	2,246	688	133	58	6,429	7,758
80	Raising tough issues is encouraged in my work unit.	5,386	5,556	1,937	610	314	13,803	376
81	New ideas and suggested changes from employees are acted on in my work unit.	4,719	6,017	1,965	601	305	13,607	559
82	I feel encouraged to suggest alternate approaches to existing processes and procedures in my work unit.	5,865	5,622	1,585	617	311	14,000	152
83	Employees at NASA can raise concerns at work without it affecting their career.	4,691	5,275	1,837	808	480	13,091	1,063
84	Employees at NASA can be open about all aspects of their identity without it affecting their career.	4,940	4,638	1,725	592	341	12,236	1,907
85	NASA effectively attracts talent for the type of work I do.	3,354	5,607	2,391	1,614	661	13,627	558
86	Work arrangements (amount of time on-site/off-site) in my organization match job needs.	5,671	5,632	1,276	887	587	14,053	145