2023 AVS Safety Culture Survey

The purpose of this survey is for AVS to engage its workforce in assessing a factors that contribute to a positive safety culture. Your participation will allow us to identify concerns and highlight areas of opportunity where we can best focus our safety culture efforts.

The Civil Aerospace Medical Institute (CAMI) Aerospace Human Factors Research Division (AAM-500) is administering this survey on behalf of AVS with the assistance of a third-party contractor, Cherokee Nation 3S. **To ensure confidentiality of all responses, results will be provided to AVS in aggregate form only.** No one at the FAA will have access to your individual responses.

Participation in the survey is completely voluntary. Voluntary participants shall be afforded sufficient duty time to complete the survey.

If you agree to participate in this survey, please click Next to begin.

- For **survey support**, call (405) 954-1594 Monday through Friday, 9:00 a.m. to 5:00 p.m. Central or send an email to SurveySupport@faa.gov
- For **questions regarding the survey content and purpose,** contact Dr. Kylie Key (Kylie.N.Key@faa.gov or 405-954-6839).
- For questions regarding your rights as a participant, contact the CAMI Institutional Review Board at 405-954-1003.

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Please use these definitions when completing the survey:

- **AVS.** Organization administering the survey.
- **Leaders.** Includes supervisors and managers, up to and including Senior Managers who manage a S/O or AVS.
- **Individuals.** Includes all individuals with whom you work closely.

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Please indicate your level of agreement with the following statements:

Communication

Item	Strongly Disagree	Disagree	Slightly disagree	Slightly agree	Agree	Strongly Agree	NA / Don't Know
Information is effectively communicated across teams.	○	○	○	○	○	○	○
An effective communication flow exists up, down, and across the chain of command (or equivalent).	○	○	○	○	○	○	○
AVS communicates transparently with oversight, audit, regulatory organizations, and the public.	○	○	○	○	○	○	○
The overriding priority of safety is communicated clearly by leaders.	○	○	○	○	○	○	○
Leaders adequately communicate the reasons for decisions.	○	○	○	○	○	○	○
When decisions are made that are contrary to professional recommendations, leaders communicate effectively why the decision was made.	○	○	○	○	○	○	○

Individual Responsibility

Item	Strongly Disagree	Disagree	Slightly disagree	Slightly agree	Agree	Strongly Agree	NA / Don't Know
Individuals adhere to established standards.	○	○	○	○	○	○	○
Safety is a responsibility shared throughout AVS's structure.	○	○	○	○	○	○	○
Commitment to safety is evident in the behaviors and work practices of individuals.	○	○	○	○	○	○	○
Individuals work together effectively within and across work units to achieve goals.	○	○	○	○	○	○	○

Questioning Attitude

Item	Strongly Disagree	Disagree	Slightly disagree	Slightly agree	Agree	Strongly Agree	NA / Don't Know
Individuals understand the unique risks associated with aviation, including advanced technology.	○	○	○	○	○	○	○
Individuals strive to avoid complacency.	○	○	○	○	○	○	○
Individuals feel free to stop work when uncertain.	○	○	○	○	○	○	○
Individuals feel free to ask questions about any issue.	○	○	○	○	○	○	○
It is acceptable to challenge the way things are done.	○	○	○	○	○	○	○

Leader Responsibility

Item	Strongly Disagree	Disagree	Slightly disagree	Slightly agree	Agree	Strongly Agree	NA / Don't Know
Leaders' strategic plans reflect safety as the overriding priority.	○	○	○	○	○	○	○
Leaders place safety before production.	○	○	○	○	○	○	○
Leaders regularly demonstrate their commitment to safety.	○	○	○	○	○	○	○
Leaders demonstrate they value safety by "walking the talk".	○	○	○	○	○	○	○
Leaders encourage employees to participate in resolving issues which affect safety.	○	○	○	○	○	○	○
Individuals are involved in contributing to the design, implementation, and measurement of safety related changes.	○	○	○	○	○	○	○
Individuals have sufficient resources (e.g., people, materials, budget) to get the job done safely.	○	○	○	○	○	○	○

Leaders are visibly present in work environments (including virtual environments) and maintain awareness of work progress.	○	○	○	○	○	○	○
Individuals are recognized for safety conscious behaviors.	○	○	○	○	○	○	○
Individuals are held to the same standards of ethical behavior.	○	○	○	○	○	○	○
Changes to the organization, systems, and procedures are properly assessed for safety risk.	○	○	○	○	○	○	○
Roles and responsibilities are clearly defined by leaders.	○	○	○	○	○	○	○

Decision Making

Item	**Strongly Disagree**	**Disagree**	**Slightly disagree**	**Slightly agree**	**Agree**	**Strongly Agree**	**NA / Don't Know**
Individuals' decisions reflect safety as the overriding priority.	○	○	○	○	○	○	○
Final decision makers prioritize safety over competing demands (e.g., politics, industry pressure).	○	○	○	○	○	○	○
Individuals take a conservative approach to decision-making, where safety is prioritized over competing demands.	○	○	○	○	○	○	○
Authority and responsibility for decisions is specific and well defined.	○	○	○	○	○	○	○
Individuals understand the decision making responsibility of their job roles.	○	○	○	○	○	○	○
AVS's risk based decision making process allows individuals to be flexible under unforeseen situations.	○	○	○	○	○	○	○

Respectful Work Environment

Item	Strongly Disagree	Disagree	Slightly disagree	Slightly agree	Agree	Strongly Agree	NA / Don't Know
Individuals are treated with respect in AVS, regardless of their job.	○	○	○	○	○	○	○
AVS would support individuals if they had a safety concern.	○	○	○	○	○	○	○
Individuals are encouraged to ask questions, voice concerns, and provide suggestions.	○	○	○	○	○	○	○
Differing opinions are solicited and respected.	○	○	○	○	○	○	○
In my work unit, individuals are encouraged to report safety concerns to the safety reporting program.	○	○	○	○	○	○	○
There is a high level of trust among work units.	○	○	○	○	○	○	○
Openness and honesty are fostered throughout AVS.	○	○	○	○	○	○	○
Conflicts are resolved in a timely manner.	○	○	○	○	○	○	○
Our work facilities are conducive to the safe performance of our duties.	○	○	○	○	○	○	○

Continuous Learning

Item	Strongly Disagree	Disagree	Slightly disagree	Slightly agree	Agree	Strongly Agree	NA / Don't Know
Safety-related events or discussions are viewed as an opportunity to learn and make improvements.	○	○	○	○	○	○	○
There is a genuine focus on continuous improvement.	○	○	○	○	○	○	○
AVS uses information from past experiences to improve safety.	○	○	○	○	○	○	○
AVS openly shares lessons learned.	○	○	○	○	○	○	○
The results of this survey will be used to make AVS a better place to work.	○	○	○	○	○	○	○

AVS provides effective training.	○	○	○	○	○	○	○
Safety decision makers maintain the knowledge, skills, qualifications, and recency of experience necessary to make appropriate safety-related decisions.	○	○	○	○	○	○	○
AVS encourages knowledge transfer across employees (e.g., through mentorship, on the job training).	○	○	○	○	○	○	○
AVS ensures that leadership skills are developed systematically.	○	○	○	○	○	○	○
AVS adopts safety practices that have been used effectively in other industries.	○	○	○	○	○	○	○

Problem Identification and Resolution

Item	**Strongly Disagree**	**Disagree**	**Slightly disagree**	**Slightly agree**	**Agree**	**Strongly Agree**	**NA / Don't Know**
AVS places a high value on self-reporting of safety issues.	○	○	○	○	○	○	○
Reported safety issues are investigated thoroughly.	○	○	○	○	○	○	○
Safety issues are investigated in a timely manner.	○	○	○	○	○	○	○
Existing safety reporting programs and systems adequately capture safety concerns.	○	○	○	○	○	○	○
Safety issues are investigated to find underlying causes, rather than to place blame.	○	○	○	○	○	○	○
Reported safety issues are resolved appropriately.	○	○	○	○	○	○	○
The effectiveness of corrective actions is assessed.	○	○	○	○	○	○	○
Appropriate action is taken when safety concerns are reported.	○	○	○	○	○	○	○
Lessons learned are shared with individuals.	○	○	○	○	○	○	○
AVS analyzes safety issues to identify possible patterns, trends, and causal factors.	○	○	○	○	○	○	○

Raising Concerns

Item	Strongly Disagree	Disagree	Slightly disagree	Slightly agree	Agree	Strongly Agree	NA / Don't Know
Individuals can report safety issues without fear of negative consequences.	○	○	○	○	○	○	○
In my work unit, employees do not face negative consequences for reporting safety concerns/incidents.	○	○	○	○	○	○	○
In my work unit, employees who report safety concerns to the safety reporting program are treated in a just and fair manner.	○	○	○	○	○	○	○
I am aware of existing safety reporting programs and systems and when to use them.	○	○	○	○	○	○	○
I feel comfortable reporting a safety concern/incident to the safety reporting program.	○	○	○	○	○	○	○
I feel comfortable reporting a safety concern/incident to my manager.	○	○	○	○	○	○	○
Individuals receive timely feedback on how their safety concerns are being addressed.	○	○	○	○	○	○	○

Work Planning

Item	Strongly Disagree	Disagree	Slightly disagree	Slightly agree	Agree	Strongly Agree	NA / Don't Know
There is a systematic approach for managing work activities such that safety is emphasized.	○	○	○	○	○	○	○
Work is planned and conducted such that safety margins are preserved.	○	○	○	○	○	○	○
It is easy to identify where documentation (e.g., policies, procedures) has been revised.	○	○	○	○	○	○	○
Documentation (e.g., policies, procedures) reflects safety as the overriding priority.	○	○	○	○	○	○	○

Demographics

In which Service or Office do you work?

- Office of the Associate Administrator for Aviation Safety (AVS-1, AVS-2, AVS-3)
- Office of Accident Investigation & Prevention (AVP)
- Office of Aerospace Medicine (AAM)
- Air Traffic Safety Oversight Service (AOV)
- Aircraft Certification Service (AIR)
- Flight Standards Service (FS)
- Office of Quality, Integration & Executive Services (AQS)
- Office of Rulemaking (ARM); UAS Integration Office (AUS)

What is your level?

- Non-Manager
- Front-Line Manager
- Middle Manager
- Senior Manager

How long have you worked for AVS?

- Less than 1 year
- 1 year to less than 3 years
- 3 years to less than 5 years
- 5 years to less than 10 years
- 10 years to less than 20 years
- 20 years or more

Open-ended Feedback

Please share any final thoughts about the safety culture in your work environment.

[[open ended text response]]

Survey Usability

Item	Strongly Disagree	Disagree	Slightly disagree	Slightly agree	Agree	Strongly Agree	NA / Don't Know
The time required to complete this survey is appropriate for the value of the data collected.	○	○	○	○	○	○	○
The survey contains important items to assess an organization's safety culture.	○	○	○	○	○	○	○
The survey is user-friendly.	○	○	○	○	○	○	○
I would recommend this survey for future use.	○	○	○	○	○	○	○
The survey results will be used to identify areas in need of improvement.	○	○	○	○	○	○	○
Managers will make meaningful improvements based on the survey results.	○	○	○	○	○	○	○
I thought there was too much inconsistency in the survey.	○	○	○	○	○	○	○
I found the survey unnecessarily complex.	○	○	○	○	○	○	○