

# Federal Aviation Administration Department of Transportation Aviation Mechanic Satisfaction Survey 2012

## Questionnaire Notes:

- Survey to be administered via email
- Section headers and question numbers will not appear to interviewees
- All questions will have a 'Don't Know/Not Applicable' response option.

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## Survey Introduction

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Thank you for agreeing to participate in this survey, which will take approximately 10 minutes to complete. CFI Group, an independent research and consulting firm, is conducting this study. Your responses will remain strictly confidential and anonymous. CFI Group will aggregate your responses with others before reporting the data to the FAA Department of Transportation.

This customer satisfaction survey is for the Aviation Safety organization within the Federal Aviation Administration (FAA). The Aviation Safety organization is responsible for several areas:

- Developing rules and regulations for the National Airspace System;
- The certification, production approval, and continued airworthiness of aircraft;
- The certification and surveillance of pilots, mechanics, designees and other aviation personnel, including medical exams and licenses; and
- The certification and surveillance of all U.S. civil aviation operational and maintenance organizations, such as air carriers, schools, repair stations, and others.

Other FAA organizations such as the Air Traffic Organization will conduct separate surveys to address their responsibilities. The primary service of the Air Traffic Organization is to move air traffic safely and efficiently.

**Please Note: This survey is not about air traffic services the FAA provides, such as air traffic control or Flight Service Stations.**

**When answering the survey, please provide answers that relate to the Aviation Safety organization responsibilities listed above.**

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## Introduction Questions

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QA. Are you currently a certificated mechanic working in the aviation industry?

- 1 Yes {CONTINUE}
- 2 No {TERMINATE}
- 3 Don't know {TERMINATE}
- 4 Refused {TERMINATE}

QB. In the last 12 months, how many hours of work did you perform as a mechanic? (Select only one)

- 1 None
- 2 100 hours or fewer
- 3 101- 750 hours
- 4 751- 1500 hours
- 5 More than 1501 hours
- 6 Don't know
- 7 Refused

*{IF QB = 2-7, ASK Q1-17; OTHERWISE GO TO END}*

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### Federal Aviation Administration

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Q1. Now, please consider your experience with Flight Standards Service, airman certification and surveillance. How well does your local Flight Standards District Office (FSDO) or Certificate Management Office (CMO) ensure the safety of aircraft? On a 10-point scale, where "1" is "Poor" and "10" is "Excellent," please rate FSDO or CMO performance in ensuring the safety of aircraft.

Q2. How knowledgeable are the FAA Inspector personnel? On a 10-point scale, where "1" is "Not at all Knowledgeable" and "10" is "Very Knowledgeable," please rate the FAA Inspector personnel.

Q3. How helpful are the FAA Inspector personnel? On a 10-point scale, where "1" is "Not at all Helpful" and "10" is "Very Helpful," please rate the helpfulness of FAA Inspector personnel.

Q4. How responsive are the FAA Inspector personnel? On a 10-point scale, where "1" is "Not at all Responsive" and "10" is "Very Responsive," please rate FAA Inspector personnel responsiveness.

Q5. "How often do you interact with the FSDO or CMO?" On a 10-point scale, where "1" is "Not at all" and "10" is "Very much," please rate your interaction.

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### Certification

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Now, please consider the certification of mechanics.

Q6. How accurately did the results of the mechanic certification testing process reflect your skills and knowledge? On a 10-point scale, where "1" means "Not at all Accurate" and "10" means "Very Accurate," please rate the accuracy of the results of tests used to evaluate mechanics during certification.

Q7. Consider the person who administered the practical exam that was required to obtain your mechanic certificate. How competent, in terms of being knowledgeable and familiar with the subjects tested, was the person who gave your exam? On a 10-point scale, where "1" means "Not at all Competent" and "10" means "Very Competent," please rate the competence of the person who administered your practical exam.

Q8. "How long have you held certification?"

- 1 Less than one year
- 2 1 – 3 years
- 3 4 – 10 years
- 4 More than 10 years
- 5 Don't know
- 6 Refused

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### Policies, Standards, Regulations

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Now, please consider what the FAA does to promote the safety of aviation.

Q9. Are FAA policies, standards, and regulations clear and understandable? Using a 10-point scale on which "1" means "Not at all Clear and Understandable" and "10" means "Very Clear and Understandable," how clear and understandable are policies, standards, and regulations?

Q10. How many of the FAA's Flight Standard District Offices (FSDO) did you interact with during the past year?

1. None – Did not interact with FSDOs during the past year (Skip to Q11)
2. One (Ask Q10a then go to Q11)
3. Two or more times (Ask Q10a and Q10b then go to Q11)

10a. Using a scale from 1 to 10, where 1 is Poor and 10 is Excellent, please rate the degree to which: policies, standards and regulations are effectively communicated to you at the Flight Standards District Office.

10b. Using a scale from 1 to 10, where 1 is Poor and 10 is Excellent, please rate the degree to which policies, standards and regulations are applied consistently across Flight Standards District Offices.

Q11. How consistently do Inspectors enforce policies, standards, and regulations?

Using a 10-point scale on which "1" means "Not at all Enforced" and "10" means "Always Enforced," please rate the enforcement of policies, standards, and regulations across the Flight Standards District Offices.

Q12. How well do the FAA standards established for the regulation of mechanics contribute to aviation safety? Using a 10-point scale on which "1" means "Not at all Well" and "10" means "Very Well," how well do FAA standards regulating mechanics contribute to aviation safety?

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## ACSI Benchmarks

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Now, consider your overall satisfaction with the FAA. Satisfaction includes many things, so please reflect on all your experiences to date with the Federal Aviation Administration.

Q13. First, please consider all your experiences to date with the Federal Aviation Administration. Using a 10-point scale on which "1" means "Very Dissatisfied" and "10" means "Very Satisfied," how satisfied are you with the FAA?

Q14. Considering all your expectations, to what extent has the FAA fallen short of or exceeded your expectations? Using a 10-point scale on which "1" means "Falls Short of Expectations" and "10" means "Exceeds Expectations," to what extent has the FAA fallen short of or exceeded your expectations?

Q15. Forget about the FAA for a moment. Now, imagine an ideal agency promoting the safety of aviation. How well do you think the FAA compares to that ideal agency? Please use a 10-point scale on which "1" means "Not Very Close to Ideal" and "10" means "Very Close to Ideal."

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## Outcome Measures

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Now, please think about any communication you may have had with the FAA over the past year regarding complaints about your experience.

Q16. Have you complained to the FAA within the past year?

- 1 Yes
- 2 No
- 3 Don't know
- 4 Refused

*{IF Q16 = 1 ASK Q16a-b; OTHERWISE GO TO Q17}*

Q16a. How well was your most recent complaint handled? On a 10-point scale, where "1" means "Handled Very Poorly" and "10" means "Handled Very Well," how would you rate the handling of your complaint?

Q16b. How difficult or easy was it to make your most recent complaint? Using a 10-point scale on which "1" means "Very Difficult" and "10" means "Very Easy," how easy was it to make a complaint?

Q17. How confident are you that the Federal Aviation Administration will do a good job in the future of promoting the safety of civil aviation? Using a 10-point scale on which "1" means "Not at all Confident" and "10" means "Very Confident," how sure are you that the FAA will do a good job in the future of promoting the safety of civil aviation?

Q18. Does your experience with the FAA lead you to believe that aviation mechanics will be willing to comply with FAA rules and regulations in the future? Using a 10-point scale on which "1" means "Not at all Willing to Comply" and "10" means "Very Willing to Comply," how willing do you think aviation mechanics will be to comply with the FAA rules and regulations in the future?

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Conclusion

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Q19. What specific things can the FAA do to increase your satisfaction with the services it provides?

*Thank you for your time. The FAA Department of Transportation sincerely appreciates your input. Please click on the "Finish" button below to submit your answers.*