

NASA Safety Culture Survey, Round 6

PURPOSE:

This survey provides basic feedback to your Center on the safety culture with the goal of preventing incidents from occurring.

FOR IMMEDIATE SAFETY CONCERNS:

1. Please contact your supervisor or Center Safety Representative.
2. Or, go to the NASA Safety Center web page, where you can select your home center for more specific information.

SURVEY INSTRUCTION:

1. Please read the short description of each component of safety culture (Reporting, Just, Flexible, Learning, and Engaged), then select the responses that most accurately match your perceptions.
2. Comment blocks are available for each question (600 characters max. for each)
3. When you are done, click the Submit button. A "Thanks You" note will let you know you have successfully completed the survey.
4. An individual must be free to respond without fear of reprisal, whether the fear is real or perceived. Without this, the data gathered may be inaccurate and of minimal use.

- Data analysis will not include individual scores or identify individuals.
- We welcome comments, and will keep them word for word (inappropriate language may be modified or removed.)

Paperwork Reduction Act Statement:

This information collection meets the requirements of 44 U.S.C 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. The OMB control number for this information collection is 2700-0153 and it expires on 7/31/2024. We estimate that it will take about 8 minutes to read the instructions, gather the facts, and answer the questions. You may send comments on our time estimate above to Tracy.G.Dillinger@nasa.gov. Send only comments relating to our time estimate to this address.

Your AFFILIATION

[select one]

- Civil Service (CS)
- Contractor
- Military (DoD)
- Tenant

Your DEPARTMENT/DIRECTORATE

[select one]

- NMO

Your ORGANIZATION

[select one]

- NMO Director's Office
- Contract Management Section
- Institutional Management Section

Your OCCUPATION

[select one]

- Administrative clerical
- Administrative management
- Aircrew
- Contracts/Procurement/Finance
- Education
- Engineering
- Human Resources
- Institutional services support
- Legal
- Medical
- Public Affairs
- Scientist
- Student (also intern and grantee)
- Technical management
- Technical specialist (Technician, Quality, Reliability, Range, Safety)
- I choose not to answer

Your LEVEL

[select one]

- Individual
- Team Leader
- Manager/Supervisor
- Executive Leadership (Program Mgrs., SES's, etc.)
- I choose not to answer

YEARS at your Center

[select one]

- 0-5
- 6-10
- 11-15
- 16-19
- 20-25
- 26+
- I choose not to answer

Since the COVID-19 outbreak, where do you primarily work?

[select one]

- Home office
- NASA/Center office or site
- A mix of both home and NASA office/site

Reporting Culture: We report our concerns. In a Reporting Culture, everyone is encouraged to report safety concerns. An atmosphere of trust exists between leadership and employees, with employees knowing that important information will be heard and acted upon appropriately. No one should ever be afraid to speak up; it could save a life.

1. Please rate your Immediate work area with respect to its Reporting Culture.

[select one]

- Very Dissatisfied
- Dissatisfied
- Slightly Dissatisfied
- Slightly Satisfied
- Satisfied
- Very Satisfied
- Don't Know

Comments:

2. I know how to report safety concerns.

[select one]

- Strongly Disagree
- Disagree
- Slightly Disagree
- Slightly Agree
- Agree
- Strongly Agree
- Don't Know

Comments:

3. People are encouraged to report safety concerns.

[select one]

- Strongly Disagree
- Disagree
- Slightly Disagree
- Slightly Agree
- Agree
- Strongly Agree
- Don't Know

Comments:

4. Reported safety concerns are addressed at my Center.

[select one]

- Strongly Disagree
- Disagree
- Slightly Disagree
- Slightly Agree
- Agree
- Strongly Agree
- Don't Know

Comments:

Just Culture: We treat each other fairly. A Culture that is Just balances the need for action when warranted, with rewards when earned. People clearly understand acceptable and unacceptable behaviors. There's a sense of fairness in how business is conducted for everyone. In a Just Culture, those in authority do not "shoot the messenger" for bringing up safety concerns.

5. Please rate you Immediate work area with respect to its Just Culture.

[select one]

- Very Dissatisfied
- Dissatisfied
- Slightly Dissatisfied
- Slightly Satisfied
- Satisfied
- Very Satisfied
- Don't Know

Comments:

6. I am comfortable discussing unsafe conditions without fear of reprisal.

[select one]

- Strongly Disagree
- Disagree
- Slightly Disagree
- Slightly Agree
- Agree
- Strongly Agree
- Don't Know

Comments:

7. People are recognized for their contributions to safety.

[select one]

- Strongly Disagree
- Disagree
- Slightly Disagree
- Slightly Agree
- Agree
- Strongly Agree

- Don't Know

Comments:

8. Appropriate action is taken when safety rules are not followed.

[select one]

- Strongly Disagree
- Disagree
- Slightly Disagree
- Slightly Agree
- Agree
- Strongly Agree
- Don't Know

Comments:

Flexible Culture: We change to meet new demands. A Flexible Culture is one that builds in resilience from the beginning. It enables an organization to adapt to unforeseen developments and make changes based on incoming trend information. It also allows an organization to push past obstacles when something new or different happens. A lack of flexibility has the potential to introduce degraded communications and processes with respect to safety. In a Flexible Culture, operations aren't disrupted by additional demands, but continue to operate in a steady state to successfully complete the mission.

9. Please rate your **Immediate work area** with respect to its Flexibility Culture.

[select one]

- Very Dissatisfied
- Dissatisfied
- Slightly Dissatisfied
- Slightly Satisfied
- Satisfied
- Very Satisfied
- Don't Know

Comments:

10. My Center uses information from past experiences to improve safety.

[select one]

- Strongly Disagree
- Disagree
- Slightly Disagree
- Slightly Agree
- Agree
- Strongly Agree
- Don't Know

Comments:

11. People in our organization manage change well.

[select one]

- Strongly Disagree
- Disagree
- Slightly Disagree
- Slightly Agree
- Agree
- Strongly Agree
- Don't Know

Comments:

12. Processes change to improve safety at my Center.

[select one]

- Strongly Disagree
- Disagree
- Slightly Disagree
- Slightly Agree
- Agree
- Strongly Agree
- Don't Know

Comments:

Learning Culture: We learn from our successes and mistakes. In a Learning Culture, employees collect, assess and share information, both formally and informally. That includes continuing education programs such as SATERN and the Safety and Mission Assurance Technical Excellence Program, as well as resources on the NASA Engineering Network and NASA Safety Center websites. It is important for employees to learn from their experiences and apply that knowledge to their jobs.

13. Please rate your Immediate work area with respect to its Learning Culture.

[select one]

- Very Dissatisfied
- Dissatisfied
- Slightly Dissatisfied
- Slightly Satisfied
- Satisfied
- Very Satisfied
- Don't Know

Comments:

14. We learn from our successes and our failures.

[select one]

- Strongly Disagree
- Disagree
- Slightly Disagree

- Slightly Agree
- Agree
- Strongly Agree
- Don't Know

Comments:

15. People at my Center actively share safety information from past experiences.

[select one]

- Strongly Disagree
- Disagree
- Slightly Disagree
- Slightly Agree
- Agree
- Strongly Agree
- Don't Know

Comments:

16. Employees in my work area share knowledge with each other.

[select one]

- Strongly Disagree
- Disagree
- Slightly Disagree
- Slightly Agree
- Agree
- Strongly Agree
- Don't Know

Comments:

Engaged Culture: Everyone does their part. An Engaged Culture ties together the other four cultures. Regardless of status or occupation, all NASA employees actively participate in safely accomplishing the agency's mission. The key is having engaged leaders and employees who demonstrate they value safety and get involved.

17. Please rate your Immediate work area with respect to its Engaged Culture.

[select one]

- Very Dissatisfied
- Dissatisfied
- Slightly Dissatisfied
- Slightly Satisfied
- Satisfied
- Very Satisfied
- Don't Know

Comments:

18. I share responsibility for improving safety at my Center.

[select one]

- Strongly Disagree
- Disagree
- Slightly Disagree
- Slightly Agree
- Agree
- Strongly Agree
- Don't Know

Comments:

19. Supervisors share responsibility for improving safety at my Center.

[select one]

- Strongly Disagree
- Disagree
- Slightly Disagree
- Slightly Agree
- Agree
- Strongly Agree
- Don't Know

Comments:

20. Leaders demonstrate they value safety by "walking the talk."

[select one]

- Strongly Disagree
- Disagree
- Slightly Disagree
- Slightly Agree
- Agree
- Strongly Agree
- Don't Know

Comments:

21. I have not been pressured to cut corners or compromise safety.

[select one]

- Strongly Disagree
- Disagree
- Slightly Disagree
- Slightly Agree
- Agree
- Strongly Agree
- Don't Know

Comments:

22. I have sufficient resources (e.g. people, materials, budget) to get my job done safely. [select one]

- Strongly Disagree
- Disagree
- Slightly Disagree
- Slightly Agree
- Agree
- Strongly Agree
- Don't Know

Comments:

NMO-Specific Survey Items

23. What actions can the NMO, your organization, or you take to improve safety, health, and work-life balance and reduce the chances of an accident?

[select one]

- No Response
- My Response Is
[comment box]

24. How does the parking situation at JPL affect your daily activities?

[select one]

- No Response
- My Response Is
[comment box]

25. Is there anything else you would like to share with the NMO Director regarding Safety Culture?

[select one]

- No Response
- My Response Is
[comment box]