

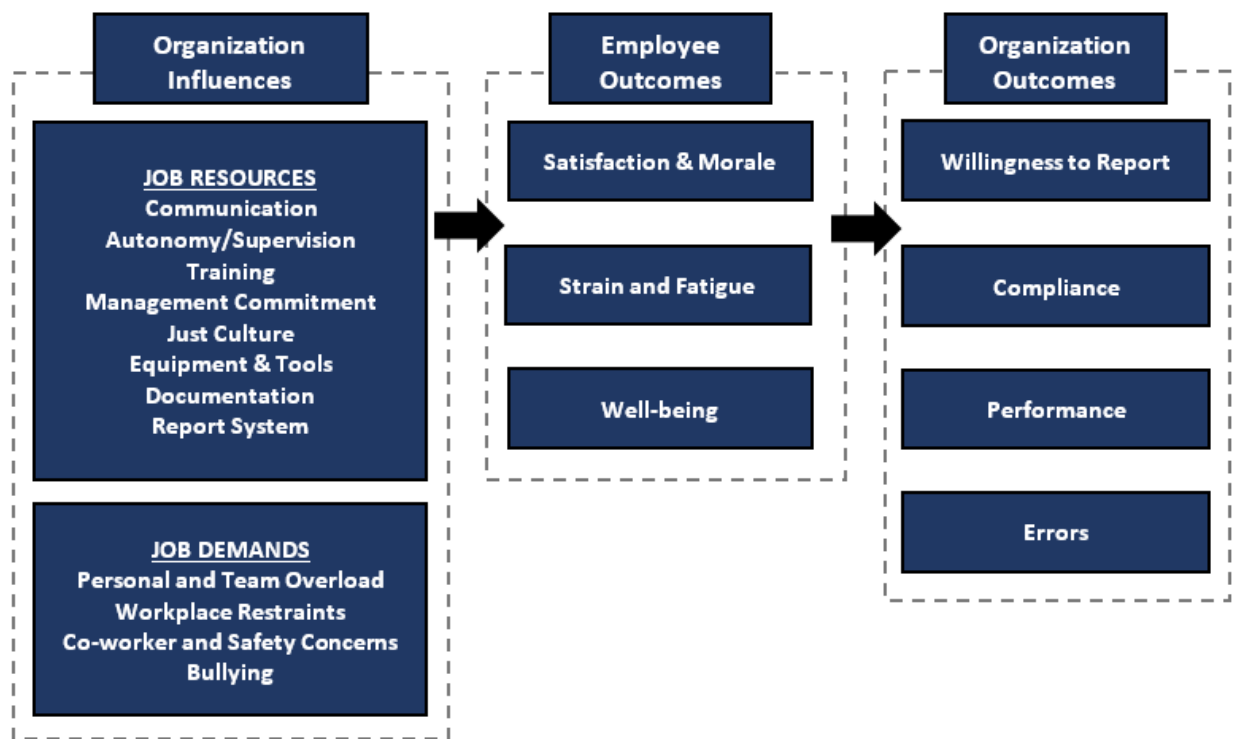
## Executive Summary: Safety Culture Assessment

This is a sample of how the M-SCAIT data can be reported and shared. The data presented here are from the FAA's initial validation testing of the M-SCAIT, representing n = 987 respondents across 5 organizations. This template can be modified to report the survey data from your organization.

### Background and Objectives

Safety culture can be defined as the shared values, actions, and behaviors that demonstrate a commitment to safety. The diagram below depicts a theoretical model of safety culture. According to research, Organization Influences in the form of Job Resources and Job Demands interact to shape safety culture. In turn, safety culture shapes Employee Outcomes and Organization Outcomes. The FAA Maintenance Safety Culture Assessment and Improvement Toolkit (FAA M-SCAIT) is designed to measure an organization's safety culture. Periodic safety culture assessment can help monitor safety culture over time and inform safety promotion efforts.

The M-SCAIT survey was tested with employees across the organization. The purpose of these charts is to present a snapshot of the results from that survey and guide interpretation of the results.



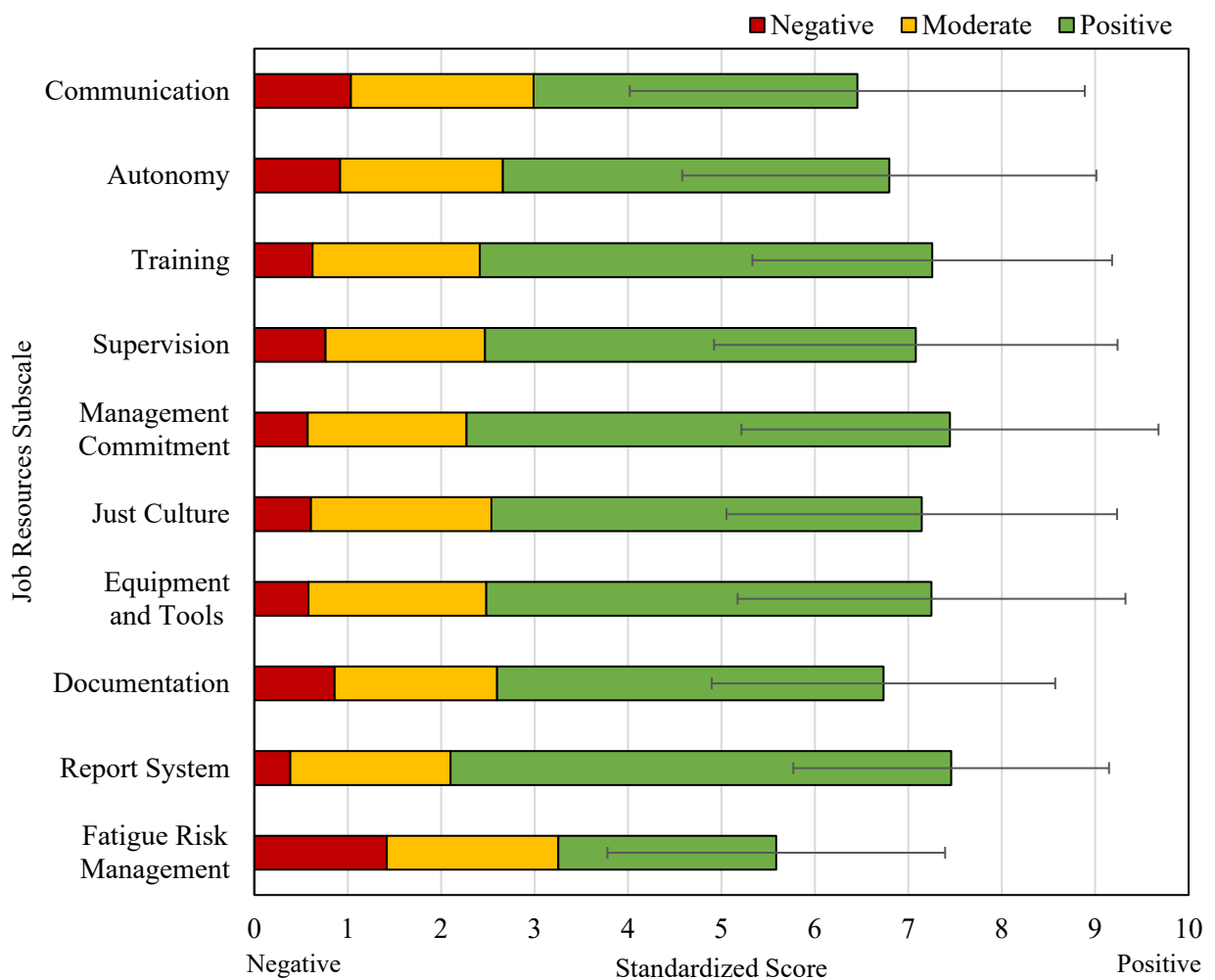
### Understanding the Survey Data

The FAA M-SCAIT survey is closely adapted from safety culture assessment tools used in industrial settings successfully for over 20 years. The survey asked multiple questions about each of the major safety culture dimensions. Survey respondents indicated how much they agree with, or how frequently they experience, each item. Survey items were answered using the scales below unless otherwise noted:

- Agreement: Strongly disagree (0); Disagree (1); Slightly disagree (2); Slightly agree (3); Agree (4); Strongly agree (5)
- Frequency: Never (0); Rarely (1); Sometimes (2); Frequently (3); Most of the time (4); All of the time (5)

There is one bar graph for each major dimension of safety culture: Job Resources, Job Demands, Employee Outcomes, and Organization Outcomes. The average scores across respondents are standardized from 0 to 10. The standardized average scores of sub-dimensions (e.g., Communication is a sub-dimension of Job Resources) are shown on the right side of each bar, and each bar also displays the distribution of responses. **Higher averages and higher percentages of positive scores reflect a more positive safety culture.**

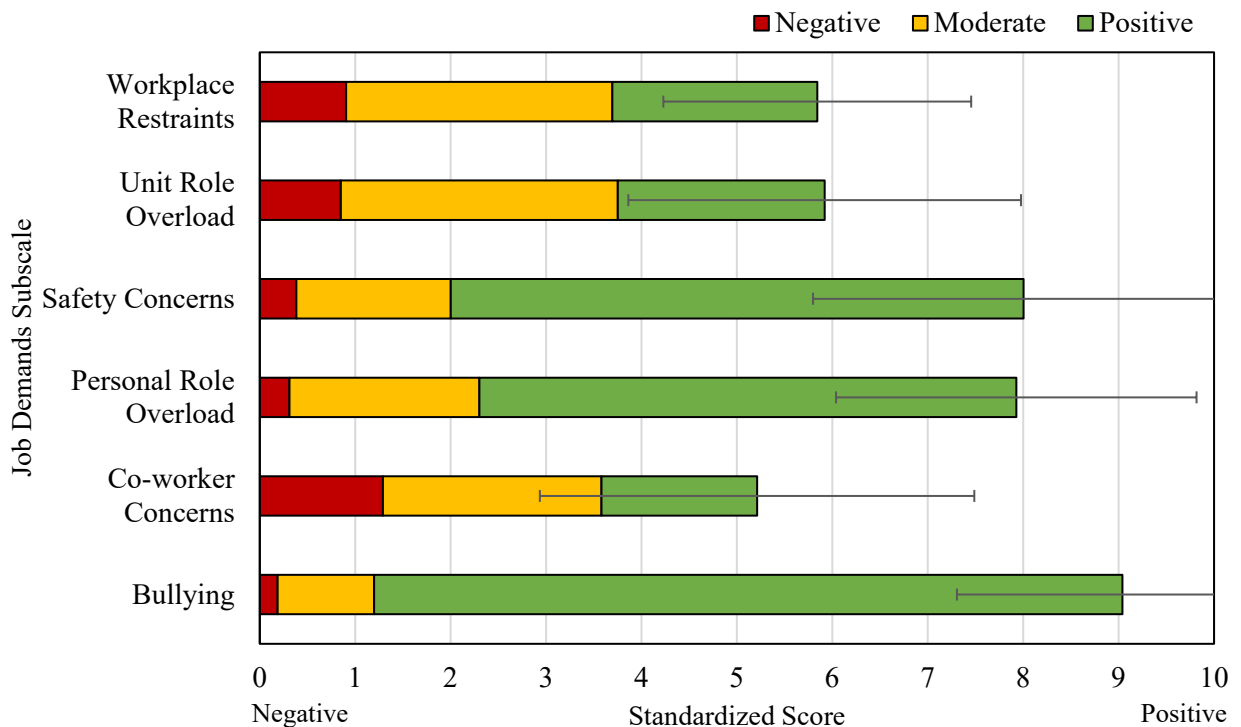
### Job Resources



- Communication assesses how well employees communicate across the organization.
- Autonomy assesses the degree to which employees believe they have freedom to make their own work-related decisions and are trusted to do their job.
- Training assesses whether employees receive enough work-related training at appropriate intervals.

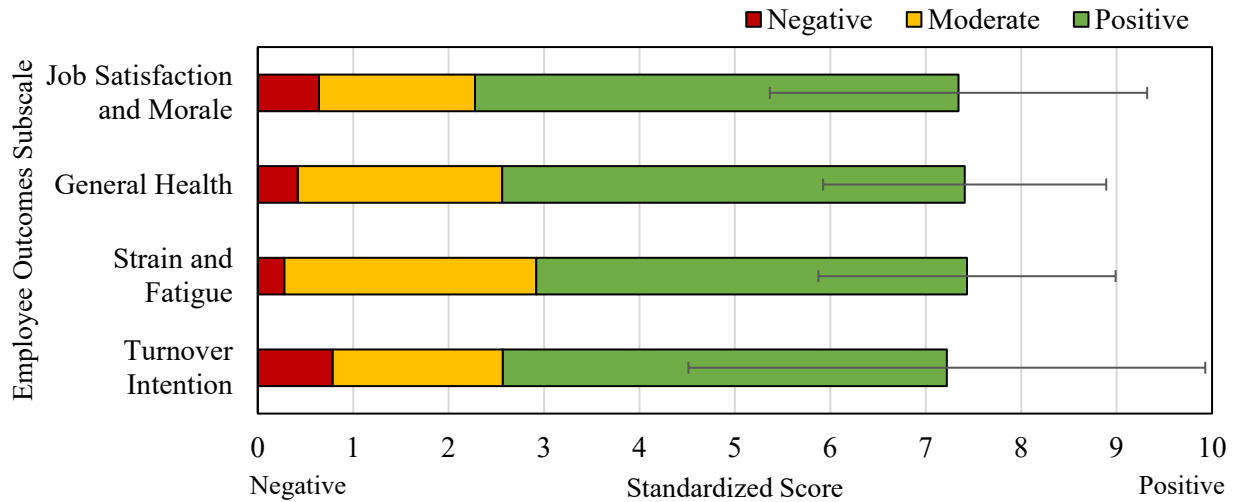
- Supervision assesses the relationship employees have with their supervisors.
- Management Commitment assesses employee perceptions of management commitment to ensuring workplace safety.
- Just Culture assesses whether employees feel that they can report mistakes and that workplace mistakes will be treated fairly.
- Equipment and Tools, Documentation, and Report System assess the adequacy, availability, and ease of use.
- Fatigue Risk Management assesses how the organization assesses and manages fatigue risk.

## Job Demands



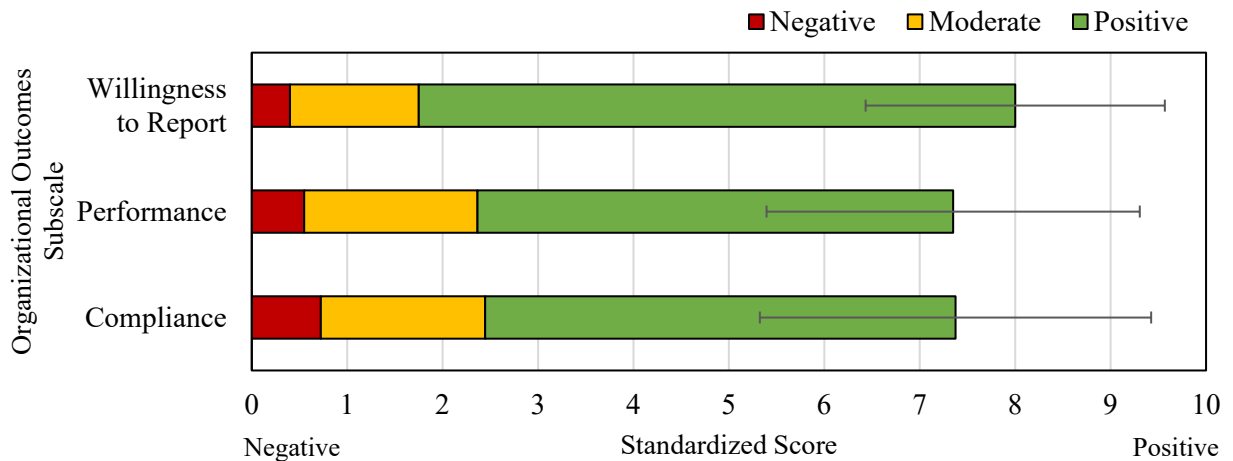
- Workplace Restraints assesses common challenges with job assignments (e.g., interruptions, conflicting assignments, paperwork).
- Unit Role Overload assesses the degree to which employees feel they are overtasked at a team level.
- Safety Concerns assesses common challenges of maintaining safety (e.g., production or time pressure).
- Personal Role Overload assesses the degree to which employees feel they are overtasked at an individual level.
- Co-worker Concerns assesses challenges with management of performance (e.g., allocation of work tasks).
- Bullying assesses whether employees are experiencing a persistent, unreasonable form of harassment at work.

## Employee Outcomes



- *Job Satisfaction and Morale* assesses whether employees are satisfied with their workplace and whether the morale in the workplace is good.
- *General Health* assesses aspects of employees' recent general health and well-being.
- *Strain and Fatigue* assesses strain and fatigue experienced by employees.

## Organizational Outcomes



- *Willingness to Report* assesses the extent to which an employee is willing to report their own mistakes, and whether reporting of mistakes is encouraged by oneself, management, and fellow employees.
- *Performance* assesses individual and team-level performance on the job.
- *Compliance* assesses the extent to which employees are willing to take safety risks at work and whether there is compliance with policies/procedures.