

December 7, 2012

2012 CFPB Annual Employee Survey

Introduction

Interpretation of results:

Approximately 74 percent of CFPB employees responded to the first annual employee survey conducted by the Consumer Financial Protection Bureau (CFPB or Bureau) between July 23, 2012 and August 13, 2012. Bureau leaders use feedback from tools like the annual employee survey to develop strategies to better serve employee needs.

The 2012 survey results reveal that the majority of employees identify deeply with the CFPB mission, among other strengths. Of 42 questions included in the survey, employees responded favorably (65 percent or higher) to 19 items.

The CFPB continues to mature as an organization, and is actively incorporating employee feedback throughout the process. Since completing the first annual employee survey, the Bureau has established a performance management policy and completed the first annual performance review process, developed a certification process for training and credentialing examiners, and made progress in establishing an individual development plan tool for CFPB employees.

How the survey was conducted:

The survey was conducted online from July 23 to August 13, 2012.

Description of sample:

All 945 CFPB employees were surveyed.

Survey items and response choices:

See the tables on the following pages.

Number of employees surveyed, number who responded, and representativeness of respondents:

Of the 945 employees surveyed, 698 responded, for a 74% response rate. These respondents are representative of the population except more respondents indicated they were non-supervisors than is in the general population.

**2012 Annual Employee Survey Results for the
Consumer Financial Protection Bureau
All Respondents**

Surveys Sent: 945

Surveys Returned: 698

Response Rate: 74%

PRESCRIBED QUESTIONS: PERSONAL WORK EXPERIENCES

Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree		Total
1. The people I work with cooperate to get the job done.	Frequencies	315	293	45	32	12		697
	Percentages	45.2%	42.0%	6.5%	4.6%	1.7%		100.0%
2. I am given a real opportunity to improve my skills in my organization.	Frequencies	200	270	103	89	35		697
	Percentages	28.7%	38.7%	14.8%	12.8%	5.0%		100.0%
3. My work gives me a feeling of personal accomplishment.	Frequencies	294	265	64	43	31		697
	Percentages	42.2%	38.0%	9.2%	6.2%	4.4%		100.0%
4. I like the kind of work I do.	Frequencies	324	268	50	35	19		696
	Percentages	46.6%	38.5%	7.2%	5.0%	2.7%		100.0%
5. I have trust and confidence in my supervisor.	Frequencies	275	227	90	68	35		695
	Percentages	39.6%	32.7%	12.9%	9.8%	5.0%		100.0%
Item Text		Very Good	Good	Fair	Poor	Very Poor		Total
6. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	Frequencies	291	210	122	37	37		697
	Percentages	41.8%	30.1%	17.5%	5.3%	5.3%		100.0%

PRESCRIBED QUESTIONS: RECRUITMENT, DEVELOPMENT, & RETENTION

Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
7. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	Frequencies	186	301	89	81	30	9	696
	Percentages	27.1%	43.8%	13.0%	11.8%	4.4%		100.0%
8. My work unit is able to recruit people with the right skills.	Frequencies	175	245	120	93	47	16	696
	Percentages	25.7%	36.0%	17.6%	13.7%	6.9%		100.0%
9. I know how my work relates to the agency's goals and priorities.	Frequencies	322	293	31	29	17	2	694
	Percentages	46.5%	42.3%	4.5%	4.2%	2.5%		100.0%
10. The work I do is important.	Frequencies	399	237	31	14	12	2	695
	Percentages	57.6%	34.2%	4.5%	2.0%	1.7%		100.0%
11. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	Frequencies	119	235	127	129	76	11	697
	Percentages	17.3%	34.3%	18.5%	18.8%	11.1%		100.0%
12. Supervisors/team leaders in my work unit support employee development.	Frequencies	188	258	122	67	54	8	697
	Percentages	27.3%	37.4%	17.7%	9.7%	7.8%		100.0%
13. My talents are used well in the workplace.	Frequencies	173	266	88	105	57	8	697
	Percentages	25.1%	38.6%	12.8%	15.2%	8.3%		100.0%
14. My training needs are assessed.	Frequencies	81	186	190	142	78	21	698
	Percentages	12.0%	27.5%	28.1%	21.0%	11.5%		100.0%

PRESCRIBED QUESTIONS: PERFORMANCE CULTURE

Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
15. Promotions in my work unit are based on merit.	Frequencies	66	89	147	72	78	242	694
	Percentages	14.6%	19.7%	32.5%	15.9%	17.3%		100.0%
16. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	Frequencies	53	110	160	76	59	236	694
	Percentages	11.6%	24.0%	34.9%	16.6%	12.9%		100.0%
17. Creativity and innovation are rewarded.	Frequencies	116	204	138	75	66	94	693
	Percentages	19.4%	34.1%	23.0%	12.5%	11.0%		100.0%
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	No Basis to Judge	Total
18. In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (e.g., Fully Successful, Outstanding).	Frequencies	89	172	110	62	42	222	697
	Percentages	18.7%	36.2%	23.2%	13.1%	8.8%		100.0%
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
19. In my work unit, differences in performance are recognized in a meaningful way.	Frequencies	40	127	165	96	63	205	696
	Percentages	8.1%	25.9%	33.6%	19.6%	12.8%		100.0%
20. Pay raises depend on how well employees perform their jobs.	Frequencies	24	60	128	48	55	380	695
	Percentages	7.6%	19.0%	40.6%	15.2%	17.5%		100.0%
21. My performance appraisal is a fair reflection of my performance.	Frequencies	92	171	119	26	33	253	694
	Percentages	20.9%	38.8%	27.0%	5.9%	7.5%		100.0%
22. Discussions with my supervisor/team leader about my performance are worthwhile.	Frequencies	147	242	125	56	50	75	695
	Percentages	23.7%	39.0%	20.2%	9.0%	8.1%		100.0%
23. Managers/supervisors/team leaders work well with employees of different backgrounds.	Frequencies	175	298	81	44	44	53	695
	Percentages	27.3%	46.4%	12.6%	6.9%	6.9%		100.0%
24. My supervisor supports my need to balance work and other life issues.	Frequencies	242	268	74	39	48	23	694
	Percentages	36.1%	39.9%	11.0%	5.8%	7.2%		100.0%

PRESCRIBED QUESTIONS: LEADERSHIP

Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
25. I have a high level of respect for my organization's senior leaders.	Frequencies	280	253	71	44	46	4	698
	Percentages	40.3%	36.5%	10.2%	6.3%	6.6%		100.0%
26. In my organization, leaders generate high levels of motivation and commitment in the workforce.	Frequencies	209	246	97	81	55	9	697
	Percentages	30.4%	35.8%	14.1%	11.8%	8.0%		100.0%
27. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	Frequencies	168	289	88	49	35	69	698
	Percentages	26.7%	45.9%	14.0%	7.8%	5.6%		100.0%
28. Employees are protected from health and safety hazards on the job.	Frequencies	193	281	94	44	21	61	694
	Percentages	30.5%	44.4%	14.8%	7.0%	3.3%		100.0%
29. Employees have a feeling of personal empowerment with respect to work processes.	Frequencies	125	241	133	113	66	20	698
	Percentages	18.4%	35.5%	19.6%	16.7%	9.7%		100.0%
30. My workload is reasonable.	Frequencies	101	292	90	119	87	8	697
	Percentages	14.7%	42.4%	13.1%	17.3%	12.6%		100.0%
31. Managers communicate the goals and priorities of the organization.	Frequencies	178	291	77	88	52	6	692
	Percentages	25.9%	42.4%	11.2%	12.8%	7.6%		100.0%
32. My organization has prepared employees for potential security threats.	Frequencies	85	178	162	121	58	92	696
	Percentages	14.1%	29.5%	26.8%	20.0%	9.6%		100.0%

PRESCRIBED QUESTIONS: JOB SATISFACTION

Item Text		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Total
33. How satisfied are you with the information you receive from management on what's going on in your organization?	Frequencies	164	281	99	110	42	696
	Percentages	23.6%	40.4%	14.2%	15.8%	6.0%	100.0%
34. How satisfied are you with your involvement in decisions that affect your work?	Frequencies	121	229	138	143	66	697
	Percentages	17.4%	32.9%	19.8%	20.5%	9.5%	100.0%
35. How satisfied are you with your opportunity to get a better job in your organization?	Frequencies	87	179	227	112	92	697
	Percentages	12.5%	25.7%	32.6%	16.1%	13.2%	100.0%
36. How satisfied are you with the recognition you receive for doing a good job?	Frequencies	143	241	149	100	64	697
	Percentages	20.5%	34.6%	21.4%	14.3%	9.2%	100.0%
37. How satisfied are you with the policies and practices of your senior leaders?	Frequencies	120	250	139	118	69	696
	Percentages	17.2%	35.9%	20.0%	17.0%	9.9%	100.0%
38. How satisfied are you with the training you receive for your present job?	Frequencies	72	197	216	135	74	694
	Percentages	10.4%	28.4%	31.1%	19.5%	10.7%	100.0%
39. Considering everything, how satisfied are you with your job?	Frequencies	191	283	89	88	43	694
	Percentages	27.5%	40.8%	12.8%	12.7%	6.2%	100.0%
40. Considering everything, how satisfied are you with your pay?	Frequencies	142	271	100	122	61	696
	Percentages	20.4%	38.9%	14.4%	17.5%	8.8%	100.0%
41. Considering everything, how satisfied are you with your organization?	Frequencies	190	280	106	75	41	692
	Percentages	27.5%	40.5%	15.3%	10.8%	5.9%	100.0%
Item Text		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
42. I recommend my organization as a good place to work.	Frequencies	250	222	109	64	48	693
	Percentages	36.1%	32.0%	15.7%	9.2%	6.9%	100.0%

DEMOGRAPHICS

Where are you duty stationed?	N	%
Headquarters	452	70%
Southeast Region	67	10%
Northeast Region	41	6%
Midwest Region	30	5%
Western Region	57	9%

What is your supervisory status?	N	%
Non-Supervisor	459	70%
Team Leader	81	12%
Supervisor	76	12%
Manager	19	3%
Executive	24	4%

Gender?	N	%
Male	343	53%
Female	302	47%

Are you Hispanic or Latino?	N	%
Yes	28	4%
No	601	96%

Please select the racial category or categories with which you most closely identify.	N	%
White	429	73%
Black or African American	91	16%
Native Hawaiian or Pacific Islander	0	0%
Asian	42	7%
American Indian or Alaska Native	6	1%
Two or more races	17	3%