

2015 CFPB annual employee survey



Consumer Financial
Protection Bureau

December 2015

Introduction

Interpretation of results

More than 79 percent of the CFPB employee population responded to the fourth annual employee survey conducted by the Consumer Financial Protection Bureau (CFPB) between July 15, 2015 and August 14, 2015.

Bureau leaders use feedback from tools like the annual employee survey to develop strategies to better serve employee needs. Survey results are shared across the organization to encourage leaders to actively seek and respond to opportunities to improve the employee work experience. CFPB continues to develop as an organization and is actively leveraging employee feedback to inform organizational goals and activity.

The 2015 survey results reveal that the majority of employees identify strongly with the CFPB mission, among other strengths. Of 74 items included in the survey, 52 items were rated favorably (agree/satisfied or strongly agree/very satisfied) by 65% or more of respondent employees; these items are considered strengths. In the 2015 survey results, 2 item, of the 74 items included, were identified as challenges with percent unfavorable (percent of respondents who disagree/strong disagree or are dissatisfied/very dissatisfied) results greater than 35%.

How the survey was conducted

The survey was conducted online from July 15, 2015, to August 14, 2015.

Survey items and response choices

See Tables 1 through 18 on the following pages for information on the number and percentage of survey respondents selecting each response scale choice. Tables are organized into content areas representing perceptions of the following:

- My work experience;
- My work unit;

- My agency;
- My supervisor;
- Leadership;
- Rewards and recognition: Work unit;
- Rewards and recognition: Agency;
- Diversity and inclusion; and
- Overall satisfaction.

In each content area, the number of respondents (frequencies) and percentage of respondents selecting each response scale choice are provided separately. Tables are presented so that the first table shows the frequency or number of respondents who selected each response scale choice. The first table, therefore, also shows the total number of respondents for each item¹. The percentage of respondents for each item and response scale choice² is shown in the second table.

Description of sample

All 1,479 full time equivalent agency employees on board as of July 1, 2015 were surveyed.

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

Of the 1,479 employees surveyed, 1,173 responded, for a 79.3% response rate. Respondents are representative of the population. All demographic variables meet or exceed 77% reporting among survey respondents. Survey respondents represent a large proportion of the total employee population for all comparison demographic items. Demographic information (percent representation) for survey respondents compared to CFPB population statistics is presented in Tables 19 through 22.

¹ Survey respondents were informed that “responses to this survey are voluntary and there is no penalty if you choose not to respond.”

² Some items included an option for survey respondents to select “Do Not Know” or “No Basis to Judge.” These items are noted in Tables 1 to 18. The number of respondents who selected “Do Not Know” or “No Basis to Judge” is not included in calculating percentages.

2015 Annual employee survey results for Consumer Financial Protection Bureau all respondents

SURVEYS SENT: 1479

SURVEYS RETURNED: 1173

RESPONSE RATE: 79.3%

TABLE 1. MY WORK EXPERIENCE—FREQUENCIES

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
1. I have enough information to do my job well.	278	620	156	102	15	NA	1,171
2. I feel encouraged to come up with new and better ways of doing things.	388	441	165	124	52	NA	1,170
3. My work gives me a feeling of personal accomplishment.	476	486	118	65	21	NA	1,166
4. I like the kind of work I do.	539	477	111	26	10	NA	1,163
5. I have sufficient resources (for example, people, materials, budget) to get my job done.	196	476	176	225	93	4	1,166
6. My workload is reasonable.	168	536	179	193	90	3	1,166

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
7. I know how my work relates to the agency's goals and priorities.	482	564	75	29	16	5	1,166
8. The work I do is important.	643	424	67	17	10	1	1,161
9. I find it easy to stay fully engaged in my work.	323	536	181	106	24	NA	1,170
10. I get excited when I think about what I could accomplish at work.	390	461	207	90	21	NA	1,169
11. I am given a real opportunity to improve my skills in my organization.	315	435	213	151	53	NA	1,167
12. I am constantly looking for ways to do my job better.	497	540	103	24	5	9	1,169
13. Employees have a feeling of personal empowerment with respect to work processes.	190	350	274	237	107	17	1,158
14. Supervisors in my work unit support employee development.	400	483	157	75	55	7	1,170
15. My training needs are assessed.	213	424	303	154	66	18	1,160

Item Text	Very Satisfied	Satisfied	Neither	Dis-satisfied	Very Dis-satisfied	Total
16. How satisfied are you with the training you receive for your present job?	202	469	313	127	56	1,167

TABLE 2. MY WORK EXPERIENCE—PERCENTAGES

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
1. I have enough information to do my job well.	23.7%	52.9%	13.3%	8.7%	1.3%	100.0%
2. I feel encouraged to come up with new and better ways of doing things.	33.2%	37.7%	14.1%	10.6%	4.4%	100.0%
3. My work gives me a feeling of personal accomplishment.	40.8%	41.7%	10.1%	5.6%	1.8%	100.0%
4. I like the kind of work I do.	46.3%	41.0%	9.5%	2.2%	0.9%	100.0%
5. I have sufficient resources (for example, people, materials, budget) to get my job done.	16.8%	40.8%	15.1%	19.3%	8.0%	100.0%
6. My workload is reasonable.	14.4%	46.0%	15.4%	16.6%	7.7%	100.0%
7. I know how my work relates to the agency's goals and priorities.	41.3%	48.4%	6.4%	2.5%	1.4%	100.0%
8. The work I do is important.	55.4%	36.5%	5.8%	1.5%	0.9%	100.0%
9. I find it easy to stay fully engaged in my work.	27.6%	45.8%	15.5%	9.1%	2.1%	100.0%
10. I get excited when I think about what I could accomplish at work.	33.4%	39.4%	17.7%	7.7%	1.8%	100.0%
11. I am given a real opportunity to improve my skills in my organization.	27.0%	37.3%	18.3%	12.9%	4.5%	100.0%
12. I am constantly looking for ways to do my job better.	42.5%	46.2%	8.8%	2.1%	0.4%	100.0%
13. Employees have a feeling of personal empowerment with respect to work processes.	16.4%	30.2%	23.7%	20.5%	9.2%	100.0%

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
14. Supervisors in my work unit support employee development.	34.2%	41.3%	13.4%	6.4%	4.7%	100.0%
15. My training needs are assessed.	18.4%	36.6%	26.1%	13.3%	5.7%	100.0%

Item Text	Very Satisfied	Satisfied	Neither	Dis-satisfied	Very Dis-satisfied	Total
16. How satisfied are you with the training you receive for your present job?	17.3%	40.2%	26.8%	10.9%	4.8%	100.0%

TABLE 3. MY WORK UNIT—FREQUENCIES

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
17. The people I work with cooperate to get the job done.	435	529	98	55	15	NA	1,132
18. Employees in my work unit share job knowledge with each other.	508	518	83	37	22	1	1,168
19. The people in my work unit look for ways to improve the way we work.	439	543	118	43	20	4	1,163
20. In my work unit, we take steps to ensure the quality of our work.	489	543	84	34	20	1	1,170
21. My work unit is able to recruit people with the right skills.	293	431	230	112	64	39	1,130
22. The skill level in my work unit has improved in the past year.	307	409	276	73	36	64	1,101
23. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	321	527	181	83	37	12	1,149
24. My talents are used well in the workplace.	268	472	196	127	87	8	1,150

Item Text	Very Good	Good	Fair	Poor	Very Poor	Total
25. How would you rate the overall quality of work done by your work unit?	631	403	103	13	8	1,158

TABLE 4. MY WORK UNIT—PERCENTAGES

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
17. The people I work with cooperate to get the job done.	38.4%	46.7%	8.7%	4.9%	1.3%	100.0%
18. Employees in my work unit share job knowledge with each other.	43.5%	44.3%	7.1%	3.2%	1.9%	100.0%
19. The people in my work unit look for ways to improve the way we work.	37.7%	46.7%	10.1%	3.7%	1.7%	100.0%
20. In my work unit, we take steps to ensure the quality of our work.	41.8%	46.4%	7.2%	2.9%	1.7%	100.0%
21. My work unit is able to recruit people with the right skills.	25.9%	38.1%	20.4%	9.9%	5.7%	100.0%
22. The skill level in my work unit has improved in the past year.	27.9%	37.1%	25.1%	6.6%	3.3%	100.0%
23. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	27.9%	45.9%	15.8%	7.2%	3.2%	100.0%
24. My talents are used well in the workplace.	23.3%	41.0%	17.0%	11.0%	7.6%	100.0%

Item Text	Very Good	Good	Fair	Poor	Very Poor	Total
25. How would you rate the overall quality of work done by your work unit?	54.5%	34.8%	8.9%	1.1%	0.7%	100.0%

TABLE 5. MY AGENCY—FREQUENCIES

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
26. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	283	472	172	138	69	32	1,134
27. Employees are protected from health and safety hazards on the job.	421	493	144	46	20	42	1,124
28. My organization has prepared employees for potential security threats.	262	462	219	120	48	48	1,111

Item Text	Very Satisfied	Satisfied	Neither	Dis-satisfied	Very Dis-satisfied	Total
29. Overall, how satisfied are you with the Work/Life – Telework and Alternative Work Schedule programs offered in your agency?	472	449	135	87	26	1,169
30. Overall, how satisfied are you with the Work/Life – Employee Assistance, Child and Elder Care programs offered in your agency?	238	288	564	33	27	1,150

TABLE 6. MY AGENCY—PERCENTAGES

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
26. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	25.0%	41.6%	15.2%	12.2%	6.1%	100.0%
27. Employees are protected from health and safety hazards on the job.	37.5%	43.9%	12.8%	4.1%	1.8%	100.0%
28. My organization has prepared employees for potential security threats.	23.6%	41.6%	19.7%	10.8%	4.3%	100.0%

Item Text	Very Satisfied	Satisfied	Neither	Dis-satisfied	Very Dis-satisfied	Total
29. Overall, how satisfied are you with the Work/Life – Telework and Alternative Work Schedule programs offered in your agency?	40.4%	38.4%	11.5%	7.4%	2.2%	100.0%
30. Overall, how satisfied are you with the Work/Life – Employee Assistance, Child and Elder Care programs offered in your agency?	20.7%	25.0%	49.0%	2.9%	2.3%	100.0%

TABLE 7. MY SUPERVISOR—FREQUENCIES

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
31. I know what is expected of me on the job.	330	620	106	81	29	3	1,166
32. My performance appraisal is a fair reflection of my performance.	294	444	184	90	68	79	1,080
33. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	94	224	298	187	149	214	952
34. In my work unit, differences in performance are recognized in a meaningful way.	96	191	293	248	197	133	1,025

	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	No Basis to Judge	Total
35. In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding).	206	344	247	104	104	158	1,005

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
36. Discussions with my supervisor about my performance are worthwhile.	350	507	141	92	58	21	1,148
37. My supervisor provides me with opportunities to demonstrate my leadership skills.	414	464	142	88	51	11	1,159
38. My supervisor provides me with constructive suggestions to improve my job performance.	331	468	189	114	52	13	1,154
39. My supervisor supports my need to balance work and other life issues.	569	432	92	36	26	12	1,155

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
40. My supervisor is committed to a workforce representative of all segments of society.	483	410	137	21	27	81	1,078
41. In the last six months, my supervisor has talked with me about my performance.	496	570	53	42	10	NA	1,171
42. My supervisor listens to what I have to say.	586	448	70	39	26	NA	1,169
43. My supervisor treats me with respect.	664	406	47	27	26	NA	1,170
44. I have trust and confidence in my supervisor.	580	359	123	56	44	NA	1,162

Item Text	Very Good	Good	Fair	Poor	Very Poor	Total
45. Overall, how good a job do you feel is being done by your immediate supervisor?	623	324	152	39	29	1,167
46. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	450	397	197	63	51	1,158

TABLE 8. MY SUPERVISOR—PERCENTAGES

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
31. I know what is expected of me on the job.	28.3%	53.2%	9.1%	6.9%	2.5%	100.0%
32. My performance appraisal is a fair reflection of my performance.	27.2%	41.1%	17.0%	8.3%	6.3%	100.0%
33. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	9.9%	23.5%	31.3%	19.6%	15.7%	100.0%
34. In my work unit, differences in performance are recognized in a meaningful way.	9.4%	18.6%	28.6%	24.2%	19.2%	100.0%

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
35. In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding).	20.5%	34.2%	24.6%	10.3%	10.3%	100.0%

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
36. Discussions with my supervisor about my performance are worthwhile.	30.5%	44.2%	12.3%	8.0%	5.1%	100.0%
37. My supervisor provides me with opportunities to demonstrate my leadership skills.	35.7%	40.0%	12.3%	7.6%	4.4%	100.0%
38. My supervisor provides me with constructive suggestions to improve my job performance.	28.7%	40.6%	16.4%	9.9%	4.5%	100.0%
39. My supervisor supports my need to balance work and other life issues.	49.3%	37.4%	8.0%	3.1%	2.3%	100.0%

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
40. My supervisor is committed to a workforce representative of all segments of society.	44.8%	38.0%	12.7%	1.9%	2.5%	100.0%
41. In the last six months, my supervisor has talked with me about my performance.	42.4%	48.7%	4.5%	3.6%	0.9%	100.0%
42. My supervisor listens to what I have to say.	50.1%	38.3%	6.0%	3.3%	2.2%	100.0%
43. My supervisor treats me with respect.	56.8%	34.7%	4.0%	2.3%	2.2%	100.0%
44. I have trust and confidence in my supervisor.	49.9%	30.9%	10.6%	4.8%	3.8%	100.0%

Item Text	Very Good	Good	Fair	Poor	Very Poor	Total
45. Overall, how good a job do you feel is being done by your immediate supervisor?	53.4%	27.8%	13.0%	3.3%	2.5%	100.0%
46. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	38.9%	34.3%	17.0%	5.4%	4.4%	100.0%

TABLE 9. LEADERSHIP—FREQUENCIES

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
47. In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	224	395	274	146	106	21	1,145
48. My organization's senior leaders maintain high standards of honesty and integrity.	318	405	204	99	83	56	1,109
49. Managers communicate the goals and priorities of the organization.	289	531	181	94	63	5	1,158
50. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	250	497	227	68	45	73	1,087
51. Managers promote communication among different work units (for example, about projects, goals, needed resources).	223	463	240	131	78	31	1,135
52. Managers support collaboration across work units to accomplish work objectives.	237	509	215	106	61	30	1,128
53. I have a high level of respect for my organization's senior leaders.	317	424	215	97	95	10	1,148

Item Text	Very Satisfied	Satisfied	Neither	Dis-satisfied	Very Dis-satisfied	Total
54. How satisfied are you with your involvement in decisions that affect your work?	224	417	264	186	79	1,170
55. How satisfied are you with the information you receive from management on what's going on in your organization?	226	461	255	151	72	1,165
56. How satisfied are you with the policies and practices of your senior leaders?	197	411	322	143	90	1,163

TABLE 10. LEADERSHIP—PERCENTAGES

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
47. In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	19.6%	34.5%	23.9%	12.8%	9.3%	100.0%
48. My organization's senior leaders maintain high standards of honesty and integrity.	28.7%	36.5%	18.4%	8.9%	7.5%	100.0%
49. Managers communicate the goals and priorities of the organization.	25.0%	45.9%	15.6%	8.1%	5.4%	100.0%
50. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	23.0%	45.7%	20.9%	6.3%	4.1%	100.0%
51. Managers promote communication among different work units (for example, about projects, goals, needed resources).	19.6%	40.8%	21.1%	11.5%	6.9%	100.0%
52. Managers support collaboration across work units to accomplish work objectives.	21.0%	45.1%	19.1%	9.4%	5.4%	100.0%
53. I have a high level of respect for my organization's senior leaders.	27.6%	36.9%	18.7%	8.4%	8.3%	100.0%

Item Text	Very Satisfied	Satisfied	Neither	Dis-satisfied	Very Dis-satisfied	Total
54. How satisfied are you with your involvement in decisions that affect your work?	19.1%	35.6%	22.6%	15.9%	6.8%	100.0%
55. How satisfied are you with the information you receive from management on what's going on in your organization?	19.4%	39.6%	21.9%	13.0%	6.2%	100.0%
56. How satisfied are you with the policies and practices of your senior leaders?	16.9%	35.3%	27.7%	12.3%	7.7%	100.0%

TABLE 11. REWARDS AND RECOGNITION: WORK UNIT—FREQUENCIES

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
57. Promotions in my work unit are based on merit.	151	257	239	144	174	201	965
58. Awards in my work unit depend on how well employees perform their jobs.	104	186	302	135	155	275	882

TABLE 12. REWARDS AND RECOGNITION: WORK UNIT—PERCENTAGES

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
57. Promotions in my work unit are based on merit.	15.6%	26.6%	24.8%	14.9%	18.0%	100.0%
58. Awards in my work unit depend on how well employees perform their jobs.	11.8%	21.1%	34.2%	15.3%	17.6%	100.0%

TABLE 13. REWARDS AND RECOGNITION: AGENCY—FREQUENCIES

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
59. Employees are recognized for providing high quality products and services.	178	391	226	155	134	84	1,084
60. Creativity and innovation are rewarded.	177	333	274	146	130	100	1,060
61. Pay raises depend on how well employees perform their jobs.	67	152	279	195	259	211	952

Item Text	Very Satisfied	Satisfied	Neither	Dis-satisfied	Very Dis-satisfied	Total
62. How satisfied are you with the recognition you receive for doing a good job?	208	416	286	186	72	1,168
63. How satisfied are you with your opportunity to get a better job in your organization?	151	275	357	233	146	1,162

TABLE 14. REWARDS AND RECOGNITION: AGENCY—PERCENTAGES

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
59. Employees are recognized for providing high quality products and services.	16.4%	36.1%	20.8%	14.3%	12.4%	100.0%
60. Creativity and innovation are rewarded.	16.7%	31.4%	25.8%	13.8%	12.3%	100.0%
61. Pay raises depend on how well employees perform their jobs.	7.0%	16.0%	29.3%	20.5%	27.2%	100.0%

Item Text	Very Satisfied	Satisfied	Neither	Dis-satisfied	Very Dis-satisfied	Total
62. How satisfied are you with the recognition you receive for doing a good job?	17.8%	35.6%	24.5%	15.9%	6.2%	100.0%
63. How satisfied are you with your opportunity to get a better job in your organization?	13.0%	23.7%	30.7%	20.1%	12.6%	100.0%

TABLE 15. DIVERSITY AND INCLUSION—FREQUENCIES

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
64. Supervisors work well with employees of different backgrounds.	350	493	156	65	46	60	1,110
65. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	385	374	116	72	78	136	1,025
66. Differences among individuals (for example, gender, race, national origin, religion, age, cultural background, disability, sexual orientation) are respected and valued.	403	471	137	75	49	32	1,135
67. Advancement opportunities are available for qualified individuals, regardless of gender, race, national origin, religion, age, cultural background, disability, or sexual orientation.	375	342	147	95	88	117	1,047
68. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	381	414	156	78	64	71	1,093
69. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	320	314	169	116	105	140	1,024
70. Prohibited Personnel Practices (for example, illegally discriminating for or against any employee/applicant, obstructing a person's right to compete for employment, knowingly violating veterans' preference requirements) are not tolerated.	397	351	140	65	62	153	1,015

TABLE 16. DIVERSITY AND INCLUSION—PERCENTAGES

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
64. Supervisors work well with employees of different backgrounds.	31.5%	44.4%	14.1%	5.9%	4.1%	100.0%
65. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	37.6%	36.5%	11.3%	7.0%	7.6%	100.0%
66. Differences among individuals (for example, gender, race, national origin, religion, age, cultural background, disability, sexual orientation) are respected and valued.	35.5%	41.5%	12.1%	6.6%	4.3%	100.0%
67. Advancement opportunities are available for qualified individuals, regardless of gender, race, national origin, religion, age, cultural background, disability, or sexual orientation.	35.8%	32.7%	14.0%	9.1%	8.4%	100.0%
68. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	34.9%	37.9%	14.3%	7.1%	5.9%	100.0%
69. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	31.3%	30.7%	16.5%	11.3%	10.3%	100.0%
70. Prohibited Personnel Practices (for example, illegally discriminating for or against any employee/applicant, obstructing a person's right to compete for employment, knowingly violating veterans' preference requirements) are not tolerated.	39.1%	34.6%	13.8%	6.4%	6.1%	100.0%

TABLE 17. OVERALL SATISFACTION—FREQUENCIES

Item Text	Very Satisfied	Satisfied	Neither	Dis-satisfied	Very Dis-satisfied	Total
71. Considering everything, how satisfied are you with your job?	383	497	163	91	36	1,170
72. Considering everything, how satisfied are you with your pay?	306	474	155	174	58	1,167
73. Considering everything, how satisfied are you with your organization?	320	498	191	105	43	1,157

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
74. I recommend my organization as a good place to work.	411	423	186	100	47	1,167

TABLE 18. OVERALL SATISFACTION—PERCENTAGES

Item Text	Very Satisfied	Satisfied	Neither	Dis-satisfied	Very Dis-satisfied	Total
71. Considering everything, how satisfied are you with your job?	32.7%	42.5%	13.9%	7.8%	3.1%	100.0%
72. Considering everything, how satisfied are you with your pay?	26.2%	40.6%	13.3%	14.9%	5.0%	100.0%
73. Considering everything, how satisfied are you with your organization?	27.7%	43.0%	16.5%	9.1%	3.7%	100.0%

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
74. I recommend my organization as a good place to work.	35.2%	36.2%	15.9%	8.6%	4.0%	100.0%

Demographics

TABLE 19. GENDER

	Gender	Population	Respondents
	Male	53%	54%
	Female	47%	46%

TABLE 20. ETHNICITY

	Are you Hispanic or Latino?	Population	Respondents
	Yes	6%	7%
	No	94%	93%

TABLE 21. RACIAL CATEGORY

Please select the racial category or categories with which you most closely identify:	Population	Respondents
White	69%	69%
Black or African American	19%	18%
Asian	9%	7%
Other ³	3%	5%

TABLE 22. DIVISION

Division	Population	Respondents
Office of the Director	2%	3%
Operations	29%	28%
Consumer Education and Engagement	4%	5%
Research, Markets, and Regulations	10%	11%
Supervision, Enforcement, Fair Lending, and Equal Opportunity	47%	44%
External Affairs	3%	3%
Legal Division	4%	5%
Other, Not Reported	1%	1%

³ Other racial category includes Native Hawaiian or other Pacific Islander, American Indian or Alaska Native, and two or more races.