

2020 CFPB Annual Employee Survey Results



Introduction

Summary of survey results

Consumer Financial Protection Bureau (CFPB) leaders use feedback from tools such as the Annual Employee Survey (AES) to develop strategies to promote a more inclusive, effective, and efficient organization. Survey results are shared across the organization to encourage leaders to actively seek and respond to opportunities to improve the employee work experience. Also, the CFPB publishes this AES report on the agency's website as required per guidance in 5 CFR Part 250.

Sixty-five (65) percent of the CFPB employee population responded to the AES administered from October 5 to October 30, 2020.

Of the 77 items included in the survey, 42 items were rated favorably (agree/satisfied or strongly agree/very satisfied) by 65 percent or more of the survey respondents; these items are considered strengths. Five (5) items were rated unfavorably (disagree/dissatisfied or strongly disagree/very dissatisfied) by 35 percent or more of the survey respondents; these items are identified as challenges.

How the survey was conducted

The survey was administered online. Each eligible employee was sent an invitation to participate via an email, which included a unique login link. Survey respondents were informed that responses to this survey are voluntary and there is no penalty if they choose not to respond.

Survey items and response choices

See Table 1 and Table 2 on the following pages for information on the percentage and number (frequencies) of survey respondents selecting each response choice¹.

Description of sample

All 1,454 full-time eligible² employees onboarded before August 2, 2020 were surveyed.

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

² Eligible employees include all CFPB permanent and term employees.

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

Of the 1,454 employees surveyed, 939 responded, for a 64.6% response rate. Demographic comparisons of the survey respondents and the CFPB population is presented in Tables 3 through 6³. The survey respondents are representative of the population (i.e., gender, ethnicity, race, and division) and the demographic groups in Tables 3 through 6 meet or exceed 57% reporting among survey respondents.

³ The number of respondents who provided no response is not included in calculating percentages for the survey response options in Tables 3 through 6.

2020 Annual Employee Survey results for the Consumer Financial Protection Bureau

SURVEYS SENT: 1454 SURVEYS RETURNED: 939 RESPONSE RATE: 64.6%

Table 1: Percentage of survey respondents selecting each response choice

Category ⁴	Item #	Item Text	Percent Favorable	Strongly Agree/Very Satisfied	Agree/Satisfied	Neither	Disagree/Dissatisfied	Strongly Disagree/Very Dissatisfied	Percent Unfavorable
My Work Experience	1	I have enough information to do my job well.	75.7%	25.8%	49.9%	11.1%	10.8%	2.5%	13.3%
My Work Experience	2	I feel encouraged to come up with new and better ways of doing things.	65.5%	31.9%	33.6%	16.4%	11.7%	6.5%	18.2%
My Work Experience	3	My work gives me a feeling of personal accomplishment.	77.2%	37.6%	39.6%	12.7%	6.5%	3.6%	10.1%
My Work Experience	4	I like the kind of work I do.	84.2%	42.0%	42.2%	10.4%	3.9%	1.6%	5.5%

⁴ Adapted from OPM's FEVS Categories.

Category ⁴	Item #	Item Text	Percent Favorable	Strongly Agree/Very Satisfied	Agree/Satisfied	Neither	Disagree/Dissatisfied	Strongly Disagree/Very Dissatisfied	Percent Unfavorable
My Work Experience	5	I have sufficient resources (for example, people, materials, budget) to get my job done.	56.8%	18.3%	38.5%	14.4%	17.2%	11.6%	28.8%
My Work Experience	6	My workload is reasonable.*	62.4%	17.7%	44.7%	13.4%	14.3%	9.9%	24.2%
My Work Experience	7	I know how my work relates to the agency's goals.*	83.3%	40.0%	43.3%	8.2%	4.8%	3.8%	8.6%
My Work Experience	8	The work I do is important.	87.9%	52.9%	35.0%	7.7%	2.3%	2.2%	4.5%
My Work Experience	9	I find it easy to stay fully engaged in my work.	70.0%	25.0%	45.0%	15.8%	10.8%	3.3%	14.1%
My Work Experience	10	I get excited when I think about what I could accomplish at work.	66.0%	29.5%	36.5%	20.3%	10.3%	3.5%	13.8%
My Work Experience	11	I am given a real opportunity to improve my skills in my organization.*	63.4%	25.0%	38.4%	18.0%	12.4%	6.2%	18.6%
My Work Experience	12	I am constantly looking for ways to do my job better.	86.2%	40.5%	45.7%	9.9%	2.9%	1.0%	3.9%
My Agency	13	Employees have a feeling of personal empowerment with respect to work processes.	46.2%	16.1%	30.1%	21.3%	18.2%	14.4%	32.6%
My Supervisor	14	Supervisors in my work unit support employee development.	78.9%	39.7%	39.2%	11.2%	4.8%	5.1%	9.9%
My Work Experience	15	My training needs are assessed.	61.7%	21.8%	39.9%	20.7%	10.1%	7.4%	17.5%
My Satisfaction	16	How satisfied are you with the training you receive for your present job?	60.2%	18.8%	41.4%	25.6%	10.0%	4.2%	14.2%
My Work Unit	17	The people I work with cooperate to get the job done.*	84.3%	42.0%	42.3%	9.0%	4.7%	2.1%	6.8%

Category ⁴	Item #	Item Text	Percent Favorable	Strongly Agree/Very Satisfied	Agree/Satisfied	Neither	Disagree/Dissatisfied	Strongly Disagree/Very Dissatisfied	Percent Unfavorable
My Work Unit	18	Employees in my work unit share job knowledge with each other.	85.3%	44.6%	40.7%	7.9%	4.8%	2.0%	6.8%
My Work Unit	19	The people in my work unit look for ways to improve the way we work.	80.1%	38.8%	41.3%	11.1%	6.0%	2.7%	8.7%
My Work Unit	20	My work unit is able to recruit people with the right skills.	60.3%	24.8%	35.5%	22.7%	10.6%	6.5%	17.1%
My Work Unit	21	The skill level in my work unit has improved in the past year.	61.2%	26.8%	34.4%	25.5%	9.0%	4.4%	13.4%
My Work Unit	22	My work unit has the job-relevant skills necessary to accomplish organizational goals.*	78.3%	32.5%	45.8%	12.6%	6.1%	3.0%	9.1%
My Work Experience	23	My talents are used well in the workplace.*	63.5%	22.3%	41.2%	15.1%	12.4%	9.0%	21.4%
My Work Unit	24	How would you rate the overall quality of work done by your work unit?	89.4%	58.2%	31.2%	8.6%	1.4%	0.7%	2.1%
My Work Experience	25	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	59.5%	24.6%	34.9%	28.4%	6.3%	5.7%	12.0%
My Agency	26	Employees are protected from health and safety hazards on the job.	67.1%	30.4%	36.7%	19.4%	7.3%	6.2%	13.5%
My Agency	27	My organization has prepared employees for potential security threats.	64.5%	21.8%	42.7%	22.4%	8.0%	5.1%	13.1%
My Agency	28	I know how to take advantage of the Work/Life programs (e.g., Employee Assistance, Child Care, Elder Care) offered by my agency.	77.2%	24.1%	53.1%	14.7%	6.4%	1.8%	8.2%
My Satisfaction	29	How satisfied are you with your involvement in decisions that affect your work?*	47.4%	14.9%	32.5%	24.1%	18.5%	10.0%	28.5%

Category ⁴	Item #	Item Text	Percent Favorable	Strongly Agree/Very Satisfied	Agree/Satisfied	Neither	Disagree/Dissatisfied	Strongly Disagree/Very Dissatisfied	Percent Unfavorable
My Agency	30	Overall, how satisfied are you with the Work/Life – Telework and Alternative Work Schedule programs offered in your agency?	86.2%	46.6%	39.6%	8.7%	3.4%	1.7%	5.1%
My Work Experience	31	I know what is expected of me on the job.	85.8%	34.0%	51.8%	7.0%	4.7%	2.5%	7.2%
My Work Experience	32	My performance appraisal is a fair reflection of my performance.	80.9%	37.1%	43.8%	11.7%	4.2%	3.2%	7.4%
My Work Unit	33	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	33.8%	12.6%	21.2%	29.2%	18.6%	18.4%	37.0%
My Work Unit	34	In my work unit, differences in performance are recognized in a meaningful way.*	37.3%	12.8%	24.5%	25.7%	20.3%	16.8%	37.1%
My Work Experience	35	In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Accomplished Performer, Unacceptable).	77.2%	35.7%	41.5%	16.2%	3.0%	3.5%	6.5%
My Supervisor	36	Discussions with my supervisor about my performance are worthwhile.	78.0%	38.4%	39.6%	13.1%	5.2%	3.7%	8.9%
My Supervisor	37	I have had worthwhile discussions with my supervisor about my development.	77.2%	39.7%	37.5%	13.0%	6.1%	3.7%	9.8%
My Supervisor	38	My supervisor provides me with opportunities to demonstrate my leadership skills.	77.8%	42.2%	35.6%	13.1%	5.1%	4.1%	9.2%
My Supervisor	39	My supervisor provides me with opportunities to develop my job knowledge or skill.	80.7%	43.7%	37.0%	11.8%	4.0%	3.6%	7.6%
My Supervisor	40	My supervisor provides me with constructive suggestions to improve my job performance.	73.5%	36.8%	36.7%	15.7%	6.9%	3.9%	10.8%
My Supervisor	41	My supervisor supports my need to balance work and other life issues.	91.0%	67.2%	23.8%	5.4%	1.9%	1.7%	3.6%

Category ⁴	Item #	Item Text	Percent Favorable	Strongly Agree/Very Satisfied	Agree/Satisfied	Neither	Disagree/Dissatisfied	Strongly Disagree/Very Dissatisfied	Percent Unfavorable
My Supervisor	42	My supervisor is committed to a workforce representative of all segments of society.	88.8%	58.5%	30.3%	8.3%	1.4%	1.5%	2.9%
My Supervisor	43	In the last six months, my supervisor has talked with me about my performance.	89.2%	53.4%	35.8%	6.4%	3.6%	0.8%	4.4%
My Supervisor	44	My supervisor listens to what I have to say.	90.2%	59.8%	30.4%	5.1%	3.4%	1.3%	4.7%
My Supervisor	45	My supervisor treats me with respect.	91.2%	65.8%	25.4%	5.5%	2.1%	1.3%	3.4%
My Supervisor	46	I have trust and confidence in my supervisor.	82.0%	58.7%	23.3%	11.3%	4.6%	2.1%	6.7%
My Supervisor	47	Overall, how good a job do you feel is being done by your immediate supervisor?	85.7%	63.2%	22.5%	9.6%	3.3%	1.4%	4.7%
Leadership	48	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	68.2%	38.4%	29.8%	20.1%	7.2%	4.5%	11.7%
Leadership	49	Managers communicate the goals of the organization.*	70.1%	27.9%	42.2%	12.0%	11.5%	6.5%	18.0%
Leadership	50	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	68.4%	26.8%	41.6%	17.5%	8.6%	5.5%	14.1%
Leadership	51	Managers promote communication among different work units (for example, about projects, goals, needed resources).	63.9%	26.6%	37.3%	15.6%	12.4%	8.3%	20.7%
Leadership	52	Managers support collaboration across work units to accomplish work objectives.	67.7%	28.4%	39.3%	14.9%	9.8%	7.5%	17.3%
My Satisfaction	53	How satisfied are you with the information you receive from management on what's going on in your organization?*	59.3%	22.9%	36.4%	19.2%	14.6%	7.0%	21.6%
Leadership	54	My organization's senior leaders maintain high standards of honesty and integrity.	46.8%	16.8%	30.0%	23.4%	14.1%	15.6%	29.7%
Leadership	55	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	38.2%	13.6%	24.6%	22.2%	19.8%	19.7%	39.5%

Category ⁴	Item #	Item Text	Percent Favorable	Strongly Agree/Very Satisfied	Agree/Satisfied	Neither	Disagree/Dissatisfied	Strongly Disagree/Very Dissatisfied	Percent Unfavorable
Leadership	56	I have a high level of respect for my organization's senior leaders.	41.4%	16.0%	25.4%	24.9%	15.2%	18.5%	33.7%
My Satisfaction	57	How satisfied are you with the policies and practices of your senior leaders?	37.5%	12.2%	25.3%	28.2%	20.7%	13.5%	34.2%
My Work Unit	58	Promotions in my work unit are based on merit.	44.6%	15.4%	29.2%	21.1%	15.4%	19.0%	34.4%
My Work Unit	59	Awards in my work unit depend on how well employees perform their jobs.	55.0%	17.8%	37.2%	19.8%	11.5%	13.7%	25.2%
My Agency	60	Employees are recognized for providing high quality products and services.	59.7%	17.9%	41.8%	17.8%	11.5%	11.1%	22.6%
My Agency	61	Creativity and innovation are rewarded.	47.4%	15.9%	31.5%	25.1%	15.5%	12.0%	27.5%
My Agency	62	Pay raises depend on how well employees perform their jobs.	18.2%	6.2%	12.0%	22.3%	23.3%	36.2%	59.5%
My Satisfaction	63	How satisfied are you with the recognition you receive for doing a good job?*	56.3%	17.3%	39.0%	22.2%	14.6%	7.0%	21.6%
My Satisfaction	64	How satisfied are you with your opportunity to get a better job in your organization?	31.8%	10.8%	21.0%	31.1%	19.9%	17.2%	37.1%
Leadership	65	Supervisors work well with employees of different backgrounds.	76.9%	33.6%	43.3%	11.8%	6.7%	4.6%	11.3%
My Work Experience	66	I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.*	72.2%	35.4%	36.8%	12.6%	7.0%	8.2%	15.2%
My Agency	67	Differences among individuals (for example, gender, race, national origin, religion, age, cultural background, disability, sexual orientation) are respected and valued.	71.5%	35.3%	36.2%	15.2%	7.3%	5.9%	13.2%
My Agency	68	Advancement opportunities are available for qualified individuals, regardless of gender, race, national origin,	57.1%	27.6%	29.5%	18.9%	11.7%	12.3%	24.0%

Category ⁴	Item #	Item Text	Percent Favorable	Strongly Agree/Very Satisfied	Agree/Satisfied	Neither	Disagree/Dissatisfied	Strongly Disagree/Very Dissatisfied	Percent Unfavorable
		religion, age, cultural background, disability, or sexual orientation.							
My Agency	69	Policies and programs promote fair treatment of employees in all aspects of employee management (for example, distribution of work, developmental opportunities, rewards and recognition).	62.5%	28.2%	34.3%	17.5%	10.4%	9.6%	20.0%
My Agency	70	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	64.5%	29.7%	34.8%	17.5%	9.8%	8.3%	18.1%
My Agency	71	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	55.1%	27.3%	27.8%	19.3%	11.4%	14.2%	25.6%
My Agency	72	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.	69.1%	34.7%	34.4%	17.4%	5.3%	8.2%	13.5%
My Satisfaction	73	Considering everything, how satisfied are you with your job?*	71.7%	27.3%	44.4%	14.4%	9.7%	4.2%	13.9%
My Satisfaction	74	Considering everything, how satisfied are you with your pay?*	51.2%	17.6%	33.6%	18.6%	18.7%	11.6%	30.3%
My Satisfaction	75	Considering everything, how satisfied are you with your organization?*	57.5%	18.6%	38.9%	23.4%	12.8%	6.3%	19.1%
My Agency	76	I recommend my organization as a good place to work.*	63.4%	25.6%	37.8%	22.1%	9.6%	4.9%	14.5%
My Agency	77	I believe the results of this survey will be used to make my agency a better place to work.*	43.3%	16.2%	27.1%	25.4%	17.0%	14.4%	31.4%

*The 16 prescribed questions that all agencies must administer each year in the annual employee survey.

Table 2: Number of survey respondents selecting each response choice

Category ⁵	Item #	Item Text	Strongly Agree/Very Satisfied	Agree/Satisfied	Neither	Disagree/Dissatisfied	Strongly Disagree/Very Dissatisfied	Do Not Know	Total
My Work Experience	1	I have enough information to do my job well.	242	468	104	101	23		938
My Work Experience	2	I feel encouraged to come up with new and better ways of doing things.	299	314	153	109	61		936
My Work Experience	3	My work gives me a feeling of personal accomplishment.	353	372	119	61	34		939
My Work Experience	4	I like the kind of work I do.	391	393	97	36	15		932
My Work Experience	5	I have sufficient resources (for example, people, materials, budget) to get my job done.	172	361	135	161	109	0	938
My Work Experience	6	My workload is reasonable.*	166	418	125	134	93	1	936
My Work Experience	7	I know how my work relates to the agency's goals.*	373	404	76	45	35	2	933
My Work Experience	8	The work I do is important.	492	326	72	21	20	3	931
My Work Experience	9	I find it easy to stay fully engaged in my work.	234	421	148	101	31		935
My Work Experience	10	I get excited when I think about what I could accomplish at work.	276	342	190	96	33		937

⁵ Adapted from OPM's FEVS Categories.

Category ⁵	Item #	Item Text	Strongly Agree/Very Satisfied	Agree/Satisfied	Neither	Disagree/Dissatisfied	Strongly Disagree/Very Dissatisfied	Do Not Know	Total
My Work Experience	11	I am given a real opportunity to improve my skills in my organization.*	233	358	168	116	58		933
My Work Experience	12	I am constantly looking for ways to do my job better.	377	425	92	27	9		930
My Agency	13	Employees have a feeling of personal empowerment with respect to work processes.	149	278	197	168	133	10	925
My Supervisor	14	Supervisors in my work unit support employee development.	370	366	104	45	48	4	933
My Work Experience	15	My training needs are assessed.	200	366	190	93	68	13	917
My Satisfaction	16	How satisfied are you with the training you receive for your present job?	174	384	237	93	39		927
My Work Unit	17	The people I work with cooperate to get the job done.*	386	389	83	43	19		920
My Work Unit	18	Employees in my work unit share job knowledge with each other.	417	381	74	45	19	0	936
My Work Unit	19	The people in my work unit look for ways to improve the way we work.	360	383	103	56	25	8	927
My Work Unit	20	My work unit is able to recruit people with the right skills.	224	321	205	96	59	30	905
My Work Unit	21	The skill level in my work unit has improved in the past year.	239	307	228	80	39	40	893
My Work Unit	22	My work unit has the job-relevant skills necessary to accomplish organizational goals.*	302	426	117	57	28	5	930
My Work Experience	23	My talents are used well in the workplace.*	207	382	140	115	83	1	927
My Work Unit	24	How would you rate the overall quality of work done by your work unit?	537	288	79	13	6		923

Category ⁵	Item #	Item Text	Strongly Agree/Very Satisfied	Agree/Satisfied	Neither	Disagree/Dissatisfied	Strongly Disagree/Very Dissatisfied	Do Not Know	Total
My Work Experience	25	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	206	292	237	53	48	98	836
My Agency	26	Employees are protected from health and safety hazards on the job.	259	313	165	62	53	83	852
My Agency	27	My organization has prepared employees for potential security threats.	187	367	192	69	44	69	859
My Agency	28	I know how to take advantage of the Work/Life programs (e.g., Employee Assistance, Child Care, Elder Care) offered by my agency.	216	476	132	57	16	26	897
My Satisfaction	29	How satisfied are you with your involvement in decisions that affect your work?*	139	303	225	172	93		932
My Agency	30	Overall, how satisfied are you with the Work/Life – Telework and Alternative Work Schedule programs offered in your agency?	436	371	81	32	16		936
My Work Experience	31	I know what is expected of me on the job.	319	485	66	44	23	1	937
My Work Experience	32	My performance appraisal is a fair reflection of my performance.	333	393	105	38	29	35	898
My Work Unit	33	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	97	164	226	144	142	166	773
My Work Unit	34	In my work unit, differences in performance are recognized in a meaningful way.*	106	203	213	168	139	101	829
My Work Experience	35	In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Accomplished Performer, Unacceptable).	306	356	139	26	30	72	857

Category ⁵	Item #	Item Text	Strongly Agree/Very Satisfied	Agree/Satisfied	Neither	Disagree/Dissatisfied	Strongly Disagree/Very Dissatisfied	Do Not Know	Total
My Supervisor	36	Discussions with my supervisor about my performance are worthwhile.	356	367	121	48	34	10	926
My Supervisor	37	I have had worthwhile discussions with my supervisor about my development.	369	348	121	57	34	8	929
My Supervisor	38	My supervisor provides me with opportunities to demonstrate my leadership skills.	392	331	122	47	38	7	930
My Supervisor	39	My supervisor provides me with opportunities to develop my job knowledge or skill.	406	344	110	37	33	5	930
My Supervisor	40	My supervisor provides me with constructive suggestions to improve my job performance.	343	342	146	64	36	6	931
My Supervisor	41	My supervisor supports my need to balance work and other life issues.	627	222	50	18	16	4	933
My Supervisor	42	My supervisor is committed to a workforce representative of all segments of society.	515	267	73	12	13	50	880
My Supervisor	43	In the last six months, my supervisor has talked with me about my performance.	500	335	60	34	7		936
My Supervisor	44	My supervisor listens to what I have to say.	560	285	48	32	12		937
My Supervisor	45	My supervisor treats me with respect.	615	237	51	20	12		935
My Supervisor	46	I have trust and confidence in my supervisor.	548	217	105	43	20		933
My Supervisor	47	Overall, how good a job do you feel is being done by your immediate supervisor?	584	208	89	30	13		924
Leadership	48	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	357	277	187	67	42		930
Leadership	49	Managers communicate the goals of the organization.*	258	390	111	106	60	12	925

Category ⁵	Item #	Item Text	Strongly Agree/Very Satisfied	Agree/Satisfied	Neither	Disagree/Dissatisfied	Strongly Disagree/Very Dissatisfied	Do Not Know	Total
Leadership	50	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	234	363	153	75	48	58	873
Leadership	51	Managers promote communication among different work units (for example, about projects, goals, needed resources).	241	338	141	112	75	27	907
Leadership	52	Managers support collaboration across work units to accomplish work objectives.	257	356	135	89	68	27	905
My Satisfaction	53	How satisfied are you with the information you receive from management on what's going on in your organization?*	214	340	179	136	65		934
Leadership	54	My organization's senior leaders maintain high standards of honesty and integrity.	148	264	206	124	137	57	879
Leadership	55	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	124	225	203	181	180	22	913
Leadership	56	I have a high level of respect for my organization's senior leaders.	148	235	230	141	171	10	925
My Satisfaction	57	How satisfied are you with the policies and practices of your senior leaders?	114	236	263	193	126		932
My Work Unit	58	Promotions in my work unit are based on merit.	124	236	170	124	153	127	807
My Work Unit	59	Awards in my work unit depend on how well employees perform their jobs.	148	310	165	96	114	98	833
My Agency	60	Employees are recognized for providing high quality products and services.	155	362	154	100	96	69	867
My Agency	61	Creativity and innovation are rewarded.	138	273	218	134	104	67	867
My Agency	62	Pay raises depend on how well employees perform their jobs.	51	99	185	193	300	104	828

Category ⁵	Item #	Item Text	Strongly Agree/Very Satisfied	Agree/Satisfied	Neither	Disagree/Dissatisfied	Strongly Disagree/Very Dissatisfied	Do Not Know	Total
My Satisfaction	63	How satisfied are you with the recognition you receive for doing a good job?*	162	364	207	136	65		934
My Satisfaction	64	How satisfied are you with your opportunity to get a better job in your organization?	101	196	290	186	161		934
Leadership	65	Supervisors work well with employees of different backgrounds.	292	377	103	58	40	62	870
My Work Experience	66	I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.*	300	312	107	59	69	87	847
My Agency	67	Differences among individuals (for example, gender, race, national origin, religion, age, cultural background, disability, sexual orientation) are respected and valued.	313	321	135	65	52	46	886
My Agency	68	Advancement opportunities are available for qualified individuals, regardless of gender, race, national origin, religion, age, cultural background, disability, or sexual orientation.	234	250	160	99	104	87	847
My Agency	69	Policies and programs promote fair treatment of employees in all aspects of employee management (for example, distribution of work, developmental opportunities, rewards and recognition).	246	299	153	91	84	61	873
My Agency	70	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	258	303	152	85	72	63	870
My Agency	71	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	223	227	158	93	116	118	817
My Agency	72	Prohibited Personnel Practices (for example, illegally discriminating for or against any employee/applicant, obstructing a person's right to compete for employment,	280	277	140	43	66	130	806

Category ⁵	Item #	Item Text	Strongly Agree/Very Satisfied	Agree/Satisfied	Neither	Disagree/Dissatisfied	Strongly Disagree/Very Do Not Know	Total
		knowingly violating veterans' preference requirements) are not tolerated.						
My Satisfaction	73	Considering everything, how satisfied are you with your job?*	256	416	135	91	39	937
My Satisfaction	74	Considering everything, how satisfied are you with your pay?	165	315	174	175	109	938
My Satisfaction	75	Considering everything, how satisfied are you with your organization?*	172	361	217	119	58	927
My Agency	76	I recommend my organization as a good place to work.*	240	354	207	90	46	937
My Agency	77	I believe the results of this survey will be used to make my agency a better place to work.*	152	254	238	159	135	938

*The 16 prescribed questions that all agencies must administer each year in the annual employee survey.

Demographics

TABLE 3. GENDER

	Gender	Population	Respondents
	Male	50%	42%
	Female	50%	41%
	Non-binary/third gender	-	<1%
	I prefer to self-describe	-	<1%
	I prefer not to say	-	17%
	Not Reported	-	4%

TABLE 4. ETHNICITY

	Are you Hispanic or Latino?	Population	Respondents
	Yes	7%	6%
	No	93%	94%
	Not Reported	-	12%

TABLE 5. RACIAL CATEGORY

Please select the racial category or categories with which you most closely identify:	Population	Respondents
American Indian or Alaska Native	1%	1%
Asian	9%	7%
Black or African American	23%	19%
Native Hawaiian or other Pacific Islander	<1%	<1%
White	63%	61%
I prefer to self-describe	-	10%
Two or more races	3%	3%
Not Reported	1%	13%

TABLE 6. DIVISION

	Division	Population	Respondents
Office of the Director		5%	4%
Operations		20%	23%
Consumer Education and Engagement		13%	13%
Research, Markets, and Regulations		10%	10%
Supervision, Enforcement, Fair Lending, and Equal Opportunity		43%	42%
External Affairs		2%	1%
Legal Division		5%	5%
Other Programs		2%	1%

	Division	Population	Respondents
Not Reported		-	2%