

2017 CFPB Annual Employee Survey Results



Consumer Financial
Protection Bureau

December 2017

Introduction

Interpretation of results

More than 77 percent of the CFPB employee population responded to the sixth annual employee survey conducted by the Consumer Financial Protection Bureau (CFPB) between July 17 and August 25, 2017.

Bureau leaders use feedback from tools like the annual employee survey to develop strategies to better meet 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 2017 survey results reveal that the majority of employees identify strongly with CFPB's mission and workforce, among other strengths. Of 78 items included in the survey, 62 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 2017 survey results, 2 items 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 17 – August 25, 2017.

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 1,648 full time equivalent agency employees on board as of June 10, 2017 were surveyed.

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

Of the 1,648 employees surveyed, 1,274 responded, for a 77% 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.

2017 Annual employee survey results for Consumer Financial Protection Bureau all respondents

SURVEYS SENT: 1648

SURVEYS RETURNED: 1274

RESPONSE RATE: 77.3%

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.	403	653	109	82	24	N/A	1,271
2. I feel encouraged to come up with new and better ways of doing things.	481	474	148	115	46	N/A	1,264
3. My work gives me a feeling of personal accomplishment.	566	483	123	67	26	N/A	1,265
4. I like the kind of work I do.	625	466	119	34	13	N/A	1,257
5. I have sufficient resources (for example, people, materials, budget) to get my job done.	284	578	152	187	70	2	1,271

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
6. My workload is reasonable.	281	615	142	155	73	N/A	1266
7. I know how my work relates to the agency's goals.	617	518	87	27	14	N/A	1263
8. The work I do is important.	742	396	86	20	13	1	1257

Item Text	Goal Achieved	Substantial Progress	Some Progress	Limited Progress	No Visible Progress	Do Not Know	Total
9. What progress has the CFPB made in implementing Workforce of the Future norms?	59	346	423	146	101	192	1,075

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
10. I find it easy to stay fully engaged in my work.	364	625	155	103	23	N/A	1,270
11. I get excited when I think about what I could accomplish at work.	418	494	232	102	22	N/A	1,268
12. I am given a real opportunity to improve my skills in my organization.	390	501	195	127	49	N/A	1,262
13. I am constantly looking for ways to do my job better.	546	572	104	26	7	N/A	1,255
14. Employees have a feeling of personal empowerment with respect to work processes.	227	470	241	197	119	13	1254

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
15. Supervisors in my work unit support employee development.	500	494	148	72	53	3	1267
16. My training needs are assessed.	300	488	248	142	62	13	1240

Item Text	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Total
17. How satisfied are you with the training you receive for your present job?	277	517	300	140	31	1265

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.	31.7%	51.4%	8.6%	6.5%	1.9%	100%
2. I feel encouraged to come up with new and better ways of doing things.	38.1%	37.5%	11.7%	9.1%	3.6%	100%
3. My work gives me a feeling of personal accomplishment.	44.7%	38.2%	9.7%	5.3%	2.1%	100%
4. I like the kind of work I do.	49.7%	37.1%	9.5%	2.7%	1.0%	100%
5. I have sufficient resources (for example, people, materials, budget) to get my job done.	22.3%	45.5%	12.0%	14.7%	5.5%	100%
6. My workload is reasonable.	22.2%	48.6%	11.2%	12.2%	5.8%	100%

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
7. I know how my work relates to the agency's goals.	48.9%	41.0%	6.9%	2.1%	1.1%	100%
8. The work I do is important.	59.0%	31.5%	6.8%	1.6%	1.0%	100%

Item Text	Goal Achieved	Substantial Progress	Some Progress	Limited Progress	No Visible Progress	Total
9. What progress has the CFPB made in implementing Workforce of the Future norms?	5.5%	32.2%	39.3%	13.6%	9.4%	100%

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
10. I find it easy to stay fully engaged in my work.	28.7%	49.2%	12.2%	8.1%	1.8%	100%
11. I get excited when I think about what I could accomplish at work.	33.0%	39.0%	18.3%	8.0%	1.7%	100%
12. I am given a real opportunity to improve my skills in my organization.	30.9%	39.7%	15.5%	10.1%	3.9%	100%
13. I am constantly looking for ways to do my job better.	43.5%	45.6%	8.3%	2.1%	0.6%	100%
14. Employees have a feeling of personal empowerment with respect to work processes.	18.1%	37.5%	19.2%	15.7%	9.5%	100%
15. Supervisors in my work unit support employee development.	39.5%	39.0%	11.7%	5.7%	4.2%	100%
16. My training needs are assessed.	24.2%	39.4%	20.0%	11.5%	5.0%	100%

Item Text	Very Satisfied	Satisfied	Neither	Dis-satisfied	Very Dis-satisfied	Total
17. How satisfied are you with the training you receive for your present job?	21.9%	40.9%	23.7%	11.1%	2.5%	100%

TABLE 3. MY WORK UNIT—FREQUENCIES

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
18. The people I work with cooperate to get the job done.	490	565	107	67	25	N/A	1,254
19. Employees in my work unit share job knowledge with each other.	549	544	95	56	23	2	1,267
20. The people in my work unit look for ways to improve the way we work.	486	552	136	60	19	6	1,253
21. My work unit is able to recruit people with the right skills.	322	490	236	110	64	49	1,222
22. The skill level in my work unit has improved in the past year.	344	441	269	88	43	80	1,185
23. My work unit has the job-relevant skills necessary to accomplish organizational goals.	408	592	161	55	31	15	1,247
24. My talents are used well in the workplace.	331	539	158	131	93	5	1,252

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?	709	418	112	12	6	1257

TABLE 4. MY WORK UNIT—PERCENTAGES

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
18. The people I work with cooperate to get the job done.	39.1%	45.1%	8.5%	5.3%	2.0%	100%

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
19. Employees in my work unit share job knowledge with each other.	43.3%	42.9%	7.5%	4.4%	1.8%	100%
20. The people in my work unit look for ways to improve the way we work.	38.8%	44.1%	10.9%	4.8%	1.5%	100%
21. My work unit is able to recruit people with the right skills.	26.4%	40.1%	19.3%	9.0%	5.2%	100%
22. The skill level in my work unit has improved in the past year.	29.0%	37.2%	22.7%	7.4%	3.6%	100%
23. My work unit has the job-relevant skills necessary to accomplish organizational goals.	32.7%	47.5%	12.9%	4.4%	2.5%	100%
24. My talents are used well in the workplace.	26.4%	43.1%	12.6%	10.5%	7.4%	100%

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?	56.4%	33.3%	8.9%	1.0%	0.5%	100%

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.	344	536	205	105	34	44	1,224
27. Employees are protected from health and safety hazards on the job.	492	547	129	18	12	64	1,198
28. My organization has prepared employees for potential security threats.	272	486	227	139	54	78	1,178
29. I know how to take advantage of the Work/Life programs (e.g., Employee Assistance, Child Care, Elder Care) offered by my agency.	281	587	212	106	36	35	1,222

Item Text	Very Satisfied	Satisfied	Neither	Dis-satisfied	Very Dis-satisfied	Total
30. How satisfied are you with your involvement in decisions that affect your work?	235	532	269	177	57	1,270
31. Overall, how satisfied are you with the Work/Life – Telework and Alternative Work Schedule programs offered in your agency?	586	499	92	62	32	1,271

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.	28.1%	43.8%	16.7%	8.6%	2.8%	100%
27. Employees are protected from health and safety hazards on the job.	41.1%	45.7%	10.8%	1.5%	1.0%	100%
28. My organization has prepared employees for potential security threats.	23.1%	41.3%	19.3%	11.8%	4.6%	100%
29. I know how to take advantage of the Work/Life programs (e.g., Employee Assistance, Child Care, Elder Care) offered by my agency.	23.0%	48.0%	17.3%	8.7%	2.9%	100%

Item Text	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Total
30. How satisfied are you with your involvement in decisions that affect your work?	18.5%	41.9%	21.2%	13.9%	4.5%	100%
31. Overall, how satisfied are you with the Work/Life – Telework and Alternative Work Schedule programs offered in your agency?	46.1%	39.3%	7.2%	4.9%	2.5%	100%

TABLE 7. MY SUPERVISOR—FREQUENCIES

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
32. I know what is expected of me on the job.	453	648	83	53	30	1	1,267
33. My performance appraisal is a fair reflection of my performance.	451	539	135	61	50	28	1,236
34. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	121	253	310	200	164	220	1,048
35. In my work unit, differences in performance are recognized in a meaningful way.	140	290	290	219	181	135	1,120

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	No Basis to Judge	Total
36. 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).	333	477	202	78	75	102	1165

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
37. Discussions with my supervisor about my performance are worthwhile.	460	505	145	97	57	4	1,264
38. I have had worthwhile discussions with my supervisor about my development.	481	491	133	108	55	0	1,268
39. My supervisor provides me with opportunities to demonstrate my leadership skills.	538	436	127	104	56	2	1,261
40. My supervisor provides me with opportunities to develop my job knowledge or skill.	534	491	122	69	49	0	1,265

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
41. My supervisor provides me with constructive suggestions to improve my job performance.	455	478	174	101	56	2	1,264
42. My supervisor supports my need to balance work and other life issues.	741	419	52	21	29	2	1,262
43. My supervisor is committed to a workforce representative of all segments of society.	659	361	116	18	26	74	1,180
44. In the last six months, my supervisor has talked with me about my performance.	677	509	44	27	11	N/A	1,268
45. My supervisor listens to what I have to say.	739	386	68	51	22	N/A	1,266
46. My supervisor treats me with respect.	811	350	51	35	19	N/A	1,266
47. I have trust and confidence in my supervisor.	704	327	119	52	47	N/A	1,249

Item Text	Very Good	Good	Fair	Poor	Very Poor	Total
48. Overall, how good a job do you feel is being done by your immediate supervisor?	763	295	131	46	29	1,264
49. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	491	435	211	67	45	1,249

TABLE 8. MY SUPERVISOR—PERCENTAGES

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
32. I know what is expected of me on the job.	35.8%	51.1%	6.6%	4.2%	2.4%	100%
33. My performance appraisal is a fair reflection of my performance.	36.5%	43.6%	10.9%	4.9%	4.0%	100%
34. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	11.5%	24.1%	29.6%	19.1%	15.6%	100%
35. In my work unit, differences in performance are recognized in a meaningful way.	12.5%	25.9%	25.9%	19.6%	16.2%	100%

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
36. 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).	28.6%	40.9%	17.3%	6.7%	6.4%	100%

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
37. Discussions with my supervisor about my performance are worthwhile.	36.4%	40.0%	11.5%	7.7%	4.5%	100%
38. I have had worthwhile discussions with my supervisor about my development.	37.9%	38.7%	10.5%	8.5%	4.3%	100%
39. My supervisor provides me with opportunities to demonstrate my leadership skills.	42.7%	34.6%	10.1%	8.2%	4.4%	100%
40. My supervisor provides me with opportunities to develop my job knowledge or skill.	42.2%	38.8%	9.6%	5.5%	3.9%	100%

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
41. My supervisor provides me with constructive suggestions to improve my job performance.	36.0%	37.8%	13.8%	8.0%	4.4%	100%
42. My supervisor supports my need to balance work and other life issues.	58.7%	33.2%	4.1%	1.7%	2.3%	100%
43. My supervisor is committed to a workforce representative of all segments of society.	55.8%	30.6%	9.8%	1.5%	2.2%	100%
44. In the last six months, my supervisor has talked with me about my performance.	53.4%	40.1%	3.5%	2.1%	0.9%	100%
45. My supervisor listens to what I have to say.	58.4%	30.5%	5.4%	4.0%	1.7%	100%
46. My supervisor treats me with respect.	64.1%	27.6%	4.0%	2.8%	1.5%	100%
47. I have trust and confidence in my supervisor.	56.4%	26.2%	9.5%	4.2%	3.8%	100%

Item Text	Very Good	Good	Fair	Poor	Very Poor	Total
48. Overall, how good a job do you feel is being done by your immediate supervisor?	60.4%	23.3%	10.4%	3.6%	2.3%	100%
49. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	39.3%	34.8%	16.9%	5.4%	3.6%	100%

TABLE 9. LEADERSHIP—FREQUENCIES

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
50. Managers communicate the goals of the organization.	385	572	141	111	39	19	1,248
51. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	361	510	176	103	36	76	1,186
52. Managers promote communication among different work units (for example, about projects, goals, needed resources).	355	496	188	132	61	31	1,232
53. Managers support collaboration across work units to accomplish work objectives.	376	526	178	93	49	30	1,222
54. How satisfied are you with the information you receive from management on what's going on in your organization?	344	495	229	144	52	N/A	1,264
55. My organization's senior leaders maintain high standards of honesty and integrity.	518	414	156	60	54	66	1,202
56. In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	413	428	210	118	73	30	1,242
57. I have a high level of respect for my organization's senior leaders.	488	438	186	82	57	17	1,251

Item Text	Very Satisfied	Satisfied	Neither	Dis-satisfied	Very Dis-satisfied	Total
58. How satisfied are you with the policies and practices of your senior leaders?	377	459	249	122	57	1264

TABLE 10. LEADERSHIP—PERCENTAGES

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
50. Managers communicate the goals of the organization.	30.8%	45.8%	11.3%	8.9%	3.1%	100%
51. Managers review and evaluate the organization's progress toward meeting its goals and objectives	30.4%	43.0%	14.8%	8.7%	3.0%	100%
52. Managers promote communication among different work units (for example, about projects, goals, needed resources).	28.8%	40.3%	15.3%	10.7%	5.0%	100%
53. Managers support collaboration across work units to accomplish work objectives.	30.8%	43.0%	14.6%	7.6%	4.0%	100%
54. How satisfied are you with the information you receive from management on what's going on in your organization?	27.2%	39.2%	18.1%	11.4%	4.1%	100%
55. My organization's senior leaders maintain high standards of honesty and integrity	43.1%	34.4%	13.0%	5.0%	4.5%	100%
56. In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	33.3%	34.5%	16.9%	9.5%	5.9%	100%
57. I have a high level of respect for my organization's senior leaders.	39.0%	35.0%	14.9%	6.6%	4.6%	100%

Item Text	Very Satisfied	Satisfied	Neither	Dis-satisfied	Very Dis-satisfied	Total
58. How satisfied are you with the policies and practices of your senior leaders?	29.8%	36.3%	19.7%	9.7%	4.5%	100%

TABLE 11. REWARDS AND RECOGNITION: WORK UNIT—FREQUENCIES

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
59. Promotions in my work unit are based on merit.	206	318	247	172	145	183	1,088
60. Awards in my work unit depend on how well employees perform their jobs.	218	382	232	133	118	180	1,083

TABLE 12. REWARDS AND RECOGNITION: WORK UNIT—PERCENTAGES

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
59. Promotions in my work unit are based on merit.	18.9%	29.2%	22.7%	15.8%	13.3%	100%
60. Awards in my work unit depend on how well employees perform their jobs.	20.1%	35.3%	21.4%	12.3%	10.9%	100%

TABLE 13. REWARDS AND RECOGNITION: AGENCY—FREQUENCIES

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
61. Employees are recognized for providing high quality products and services.	243	508	214	116	104	83	1,185
62. Creativity and innovation are rewarded.	226	436	271	126	108	98	1,167
63. Pay raises depend on how well employees perform their jobs.	99	159	277	245	292	192	1,072

Item Text	Very Satisfied	Satisfied	Neither	Dis-satisfied	Very Dis-satisfied	Total
64. How satisfied are you with the recognition you receive for doing a good job?	252	518	271	152	77	1,270
65. How satisfied are you with your opportunity to get a better job in your organization?	179	339	368	245	133	1,264

TABLE 14. REWARDS AND RECOGNITION: AGENCY—PERCENTAGES

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
61. Employees are recognized for providing high quality products and services.	20.5%	42.9%	18.1%	9.8%	20.5%	100%
62. Creativity and innovation are rewarded.	19.4%	37.4%	23.2%	10.8%	19.4%	100%
63. Pay raises depend on how well employees perform their jobs.	9.2%	14.8%	25.8%	22.9%	9.2%	100%

Item Text	Very Satisfied	Satisfied	Neither	Dis-satisfied	Very Dis-satisfied	Total
64. How satisfied are you with the recognition you receive for doing a good job?	19.8%	40.8%	21.3%	12.0%	6.1%	100%
65. How satisfied are you with your opportunity to get a better job in your organization?	14.2%	26.8%	29.1%	19.4%	10.5%	100%

TABLE 15. DIVERSITY AND INCLUSION—FREQUENCIES

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
66. Supervisors work well with employees of different backgrounds.	448	528	137	48	34	76	1,195
67. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	492	420	121	51	51	126	1,135
68. Differences among individuals (for example, gender, race, national origin, religion, age, cultural background, disability, sexual orientation) are respected and valued.	500	489	147	48	37	40	1,221
69. Advancement opportunities are available for qualified individuals, regardless of gender, race, national origin, religion, age, cultural background, disability, or sexual orientation.	444	385	176	72	79	108	1,156
70. Policies and programs promote fair treatment of employees in all aspects of employee management (for example, distribution of work, developmental opportunities, rewards and recognition).	441	453	157	82	76	54	1,209
71. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	461	467	153	49	46	85	1,176
72. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	409	398	149	87	108	114	1,151
73. 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.	500	409	134	28	51	143	1,122

TABLE 16. DIVERSITY AND INCLUSION—PERCENTAGES

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
66. Supervisors work well with employees of different backgrounds.	37.5%	44.2%	11.5%	4.0%	2.8%	100%
67. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	43.3%	37.0%	10.7%	4.5%	4.5%	100%
68. Differences among individuals (for example, gender, race, national origin, religion, age, cultural background, disability, sexual orientation) are respected and valued.	41.0%	40.0%	12.0%	3.9%	3.0%	100%
69. Advancement opportunities are available for qualified individuals, regardless of gender, race, national origin, religion, age, cultural background, disability, or sexual orientation.	38.4%	33.3%	15.2%	6.2%	6.8%	100%
70. Policies and programs promote fair treatment of employees in all aspects of employee management (for example, distribution of work, developmental opportunities, rewards and recognition).	36.5%	37.5%	13.0%	6.8%	6.3%	100%
71. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	39.2%	39.7%	13.0%	4.2%	3.9%	100%
72. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	35.5%	34.6%	12.9%	7.6%	9.4%	100%
73. 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.	44.6%	36.5%	11.9%	2.5%	4.5%	100%

TABLE 17. OVERALL SATISFACTION—FREQUENCIES

Item Text	Very Satisfied	Satisfied	Neither	Dis-satisfied	Very Dis-satisfied	Total
74. Considering everything, how satisfied are you with your job?	447	550	160	86	27	1,270
75. Considering everything, how satisfied are you with your pay?	324	520	155	171	92	1,262
76. Considering everything, how satisfied are you with your organization?	397	573	175	82	29	1,256

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
77. I recommend my organization as a good place to work.	484	492	198	62	32	1,268
78. I believe the results of this survey will be used to make my agency a better place to work.	386	433	237	126	84	1,266

TABLE 18. OVERALL SATISFACTION—PERCENTAGES

Item Text	Very Satisfied	Satisfied	Neither	Dis-satisfied	Very Dis-satisfied	Total
74. Considering everything, how satisfied are you with your job?	35.2%	43.3%	12.6%	6.8%	2.1%	100%
75. Considering everything, how satisfied are you with your pay?	25.7%	41.2%	12.3%	13.5%	7.3%	100%
76. Considering everything, how satisfied are you with your organization?	31.6%	45.6%	13.9%	6.5%	2.3%	100%

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
77. I recommend my organization as a good place to work.	38.2%	38.8%	15.6%	4.9%	2.5%	100%
78. I believe the results of this survey will be used to make my agency a better place to work.	30.5%	34.2%	18.7%	10.0%	6.6%	100%

Demographics

TABLE 19. GENDER

	Gender	Population	Respondents
	Male	51%	47%
	Female	49%	41%
	Transgender/Other	-	0%
	Not Reported	-	16%

TABLE 20. ETHNICITY

	Are you Hispanic or Latino?	Population	Respondents
	Yes	6%	7%
	No	94%	93%
	Not Reported	-	9%

TABLE 21. RACIAL CATEGORY

Please select the racial category or categories with which you most closely identify:	Population	Respondents
White	61%	69%
Black or African American	20%	19%
Asian	9%	7%
Other ³	3%	4%
Not Reported	6%	15%

TABLE 22. DIVISION

Division	Population	Respondents
Office of the Director	2%	2%
Operations	28%	27%
Consumer Education and Engagement	5%	5%
Research, Markets, and Regulations	10%	12%
Supervision, Enforcement, Fair Lending, and Equal Opportunity	46%	45%
External Affairs	3%	3%
Legal Division	5%	5%
Other, Not Reported	2%	2%

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