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# 2016 CFPB annual employee survey



Consumer Financial  
Protection Bureau

December 2016

# Introduction

## Interpretation of results

More than 87 percent of the CFPB employee population responded to the fifth annual employee survey conducted by the Consumer Financial Protection Bureau (CFPB) between August 1 and 31, 2016.

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 2016 survey results reveal that the majority of employees identify strongly with the CFPB mission, among other strengths. Of 77 items included in the survey, 50 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 2016 survey results, 3 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 from August 1-31, 2016.

## 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 item<sup>1</sup>. The percentage of respondents for each item and response scale choice<sup>2</sup> is shown in the second table.

## Description of sample

All 1,567 full time equivalent agency employees on board as of July 10, 2016 were surveyed.

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

Of the 1,567 employees surveyed, 1,372 responded, for an 87.6% 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.

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

<sup>2</sup> 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.

# 2016 Annual employee survey results for Consumer Financial Protection Bureau all respondents

SURVEYS SENT: 1567

SURVEYS RETURNED: 1372

RESPONSE RATE: 87.6%

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.	352	729	142	126	16	N/A	1365
2. I feel encouraged to come up with new and better ways of doing things.	455	539	146	171	50	N/A	1361
3. My work gives me a feeling of personal accomplishment.	544	541	159	81	32	N/A	1357
4. I like the kind of work I do.	615	543	127	41	17	N/A	1343
5. I have sufficient resources (for example, people, materials, budget) to get my job done.	238	600	194	231	104	1	1367
6. My workload is reasonable.	235	652	172	208	95	1	1362

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.	556	647	92	44	21	1	1360
8. The work I do is important.	764	466	85	23	11	0	1349

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 creating a workforce experience where everyone feels included, valued and empowered to do their best work?	117	388	412	206	147	97	1270

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.	360	654	186	136	28	N/A	1364
11. I get excited when I think about what I could accomplish at work.	404	566	241	113	34	N/A	1358
12. I am given a real opportunity to improve my skills in my organization.	378	557	232	138	52	N/A	1357
13. I am constantly looking for ways to do my job better.	564	628	117	27	5	N/A	1341
14. Employees have a feeling of personal empowerment with respect to work processes.	186	480	274	261	146	17	1347
15. Supervisors in my work unit support employee development.	447	574	162	95	77	9	1355

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
16. My training needs are assessed.	232	522	300	194	85	20	1333

Item Text	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Total
17. How satisfied are you with the training you receive for your present job?	223	598	332	164	36	1353

**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.	25.8%	53.4%	10.4%	9.2%	1.2%	100%
2. I feel encouraged to come up with new and better ways of doing things.	33.4%	39.6%	10.7%	12.6%	3.7%	100%
3. My work gives me a feeling of personal accomplishment.	40.1%	39.9%	11.7%	6.0%	2.4%	100%
4. I like the kind of work I do.	45.8%	40.4%	9.5%	3.1%	1.3%	100%
5. I have sufficient resources (for example, people, materials, budget) to get my job done.	17.4%	43.9%	14.2%	16.9%	7.6%	100%
6. My workload is reasonable.	17.3%	47.9%	12.6%	15.3%	7.0%	100%
7. I know how my work relates to the agency's goals and priorities.	40.9%	47.6%	6.8%	3.2%	1.5%	100%

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
8. The work I do is important.	56.6%	34.5%	6.3%	1.7%	0.8%	100%

Item Text	Goal Achieved	Substantial Progress	Some Progress	Limited Progress	No Visible Progress	Total
9. What progress has the CFPB made in creating a workforce experience where everyone feels included, valued and empowered to do their best work?	9.2%	30.6%	32.4%	16.2%	11.6%	100%

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
10. I find it easy to stay fully engaged in my work.	26.4%	48.0%	13.6%	10.0%	2.1%	100%
11. I get excited when I think about what I could accomplish at work.	29.8%	41.7%	17.8%	8.3%	2.5%	100%
12. I am given a real opportunity to improve my skills in my organization.	27.9%	41.1%	17.1%	10.2%	3.8%	100%
13. I am constantly looking for ways to do my job better.	42.1%	46.8%	8.7%	2.0%	0.4%	100%
14. Employees have a feeling of personal empowerment with respect to work processes.	13.8%	35.6%	20.3%	19.4%	10.8%	100%
15. Supervisors in my work unit support employee development.	33.0%	42.4%	12.0%	7.0%	5.7%	100%
16. My training needs are assessed.	17.4%	39.2%	22.5%	14.6%	6.4%	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?	16.5%	44.2%	24.5%	12.1%	2.7%	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.	501	604	114	92	26	N/A	1337
19. Employees in my work unit share job knowledge with each other.	546	628	94	59	36	1	1363
20. The people in my work unit look for ways to improve the way we work.	481	622	147	75	30	5	1355
21. My work unit is able to recruit people with the right skills.	331	506	249	145	80	44	1311
22. The skill level in my work unit has improved in the past year.	301	511	296	114	47	87	1269
23. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	339	666	204	89	42	19	1340
24. My talents are used well in the workplace.	310	556	208	150	111	4	1335

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?	721	480	129	13	12	1355

**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.	37.5%	45.2%	8.5%	6.9%	1.9%	100%

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
19. Employees in my work unit share job knowledge with each other.	40.1%	46.1%	6.9%	4.3%	2.6%	100%
20. The people in my work unit look for ways to improve the way we work.	35.5%	45.9%	10.9%	5.5%	2.2%	100%
21. My work unit is able to recruit people with the right skills.	25.3%	38.6%	19.0%	11.1%	6.1%	100%
22. The skill level in my work unit has improved in the past year.	23.7%	40.3%	23.3%	9.0%	3.7%	100%
23. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	25.3%	49.7%	15.2%	6.6%	3.1%	100%
24. My talents are used well in the workplace.	23.2%	41.7%	15.6%	11.2%	8.3%	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?	53.2%	35.4%	9.5%	1.0%	0.9%	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.	294	553	241	143	79	52	1310
27. Employees are protected from health and safety hazards on the job.	479	591	157	32	25	78	1284
28. My organization has prepared employees for potential security threats.	259	558	263	133	54	88	1267
29. I know how to take advantage of the Work/Life programs (e.g., Employee Assistance, Child Care, Elder Care) offered by my agency.	269	570	265	143	42	56	1289

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?	221	526	287	237	90	1361
31. Overall, how satisfied are you with the Work/Life – Telework and Alternative Work Schedule programs offered in your agency?	533	553	168	73	38	1365

**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.	22.4%	42.2%	18.4%	10.9%	6.0%	100%
27. Employees are protected from health and safety hazards on the job.	37.3%	46.0%	12.2%	2.5%	2.0%	100%
28. My organization has prepared employees for potential security threats.	20.4%	44.0%	20.8%	10.5%	4.3%	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.	20.9%	44.2%	20.6%	11.1%	3.3%	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?	16.2%	38.7%	21.1%	17.4%	6.6%	100%
31. Overall, how satisfied are you with the Work/Life – Telework and Alternative Work Schedule programs offered in your agency?	39.1%	40.5%	12.3%	5.4%	2.8%	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.	422	717	127	68	30	3	1364
33. My performance appraisal is a fair reflection of my performance.	381	561	201	88	55	73	1286
34. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	110	259	265	205	205	314	1044
35. In my work unit, differences in performance are recognized in a meaningful way.	114	238	309	272	222	195	1155

	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).	269	455	248	106	112	162	

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
37. Discussions with my supervisor about my performance are worthwhile.	396	579	181	106	74	29	1336
38. I have had worthwhile discussions with my supervisor about my development.	422	537	187	116	80	22	1342
39. My supervisor provides me with opportunities to demonstrate my leadership skills.	471	521	183	99	68	20	1342
40. My supervisor provides me with opportunities to develop my job knowledge or skill.	477	564	165	89	52	13	1347

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.	382	518	233	134	74	20	1341
42. My supervisor supports my need to balance work and other life issues.	705	483	88	38	40	8	1354
43. My supervisor is committed to a workforce representative of all segments of society.	606	418	149	24	38	116	1235
44. In the last six months, my supervisor has talked with me about my performance.	588	624	82	52	17	N/A	1363
45. My supervisor listens to what I have to say.	693	491	108	38	30	N/A	1360
46. My supervisor treats me with respect.	767	467	71	25	29	N/A	1359
47. I have trust and confidence in my supervisor.	662	394	163	73	56	N/A	1348

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?	728	356	185	44	38	1351
49. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	484	488	245	76	61	1354

**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.	30.9%	52.6%	9.3%	5.0%	2.2%	100%
33. My performance appraisal is a fair reflection of my performance.	29.6%	43.6%	15.6%	6.8%	4.3%	100%
34. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	10.5%	24.8%	25.4%	19.6%	19.6%	100%
35. In my work unit, differences in performance are recognized in a meaningful way.	9.9%	20.6%	26.8%	23.6%	19.2%	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).	22.6%	38.2%	20.8%	8.9%	9.4%	100%

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
37. Discussions with my supervisor about my performance are worthwhile.	29.6%	43.3%	13.6%	7.9%	5.5%	100%
38. I have had worthwhile discussions with my supervisor about my development.	31.5%	40.0%	13.9%	8.6%	6.0%	100%
39. My supervisor provides me with opportunities to demonstrate my leadership skills.	35.1%	38.8%	13.6%	7.4%	5.1%	100%
40. My supervisor provides me with opportunities to develop my job knowledge or skill.	35.4%	41.9%	12.3%	6.6%	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.	28.5%	38.6%	17.4%	10.0%	5.5%	100%
42. My supervisor supports my need to balance work and other life issues.	52.1%	35.7%	6.5%	2.8%	3.0%	100%
43. My supervisor is committed to a workforce representative of all segments of society.	49.1%	33.8%	12.1%	1.9%	3.1%	100%
44. In the last six months, my supervisor has talked with me about my performance.	43.1%	45.8%	6.0%	3.8%	1.3%	100%
45. My supervisor listens to what I have to say.	51.0%	36.1%	7.9%	2.8%	2.2%	100%
46. My supervisor treats me with respect.	56.4%	34.4%	5.2%	1.8%	2.1%	100%
47. I have trust and confidence in my supervisor.	49.1%	29.2%	12.1%	5.4%	4.2%	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?	53.9%	26.4%	13.7%	3.3%	2.8%	100%
49. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	35.8%	36.0%	18.1%	5.6%	4.5%	100%

**TABLE 9. LEADERSHIP—FREQUENCIES**

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
50. Managers communicate the goals and priorities of the organization.	352	663	164	113	54	17	1346
51. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	330	587	189	107	52	94	1265
52. Managers promote communication among different work units (for example, about projects, goals, needed resources).	318	560	203	155	75	48	1311
53. Managers support collaboration across work units to accomplish work objectives.	342	574	195	125	63	43	1299
54. How satisfied are you with the information you receive from management on what's going on in your organization?	311	548	262	174	66	N/A	1361
55. My organization's senior leaders maintain high standards of honesty and integrity.	435	456	210	88	80	97	1269
56. In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	341	445	296	124	113	44	1319
57. I have a high level of respect for my organization's senior leaders.	424	452	273	101	84	19	1334

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?	309	495	318	162	67	1351

**TABLE 10. LEADERSHIP—PERCENTAGES**

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
50. Managers communicate the goals and priorities of the organization.	26.2%	49.3%	12.2%	8.4%	4.0%	100%
51. Managers review and evaluate the organization's progress toward meeting its goals and objectives	26.1%	46.4%	14.9%	8.5%	4.1%	100%
52. Managers promote communication among different work units (for example, about projects, goals, needed resources).	24.3%	42.7%	15.5%	11.8%	5.7%	100%
53. Managers support collaboration across work units to accomplish work objectives.	26.3%	44.2%	15.0%	9.6%	4.9%	100%
54. How satisfied are you with the information you receive from management on what's going on in your organization?	22.9%	40.3%	19.3%	12.8%	4.9%	100%
55. My organization's senior leaders maintain high standards of honesty and integrity	34.3%	35.9%	16.6%	6.9%	6.3%	100%
56. In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	25.9%	33.7%	22.4%	9.4%	8.6%	100%
57. I have a high level of respect for my organization's senior leaders.	31.8%	33.9%	20.5%	7.6%	6.3%	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?	22.9%	36.6%	23.5%	12.0%	5.0%	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.	179	313	252	180	189	251	1113
60. Awards in my work unit depend on how well employees perform their jobs.	153	241	294	137	165	364	990

**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.	16.1%	28.1%	22.6%	16.2%	17.0%	100%
60. Awards in my work unit depend on how well employees perform their jobs.	15.5%	24.3%	29.7%	13.8%	16.7%	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.	162	449	273	177	143	160	1204
62. Creativity and innovation are rewarded.	165	374	323	187	140	166	1189
63. Pay raises depend on how well employees perform their jobs.	71	172	274	243	342	258	1102

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?	205	490	355	224	92	1366
65. How satisfied are you with your opportunity to get a better job in your organization?	178	323	421	265	174	1361

**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.	13.5%	37.3%	22.7%	14.7%	11.9%	100%
62. Creativity and innovation are rewarded.	13.9%	31.5%	27.2%	15.7%	11.8%	100%
63. Pay raises depend on how well employees perform their jobs.	6.4%	15.6%	24.9%	22.1%	31.0%	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?	15.0%	35.9%	26.0%	16.4%	6.7%	100%
65. How satisfied are you with your opportunity to get a better job in your organization?	13.1%	23.7%	30.9%	19.5%	12.8%	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.	434	538	174	68	61	89	1275
67. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	455	435	152	85	80	155	1207
68. Differences among individuals (for example, gender, race, national origin, religion, age, cultural background, disability, sexual orientation) are respected and valued.	485	490	190	65	63	65	1293
69. Advancement opportunities are available for qualified individuals, regardless of gender, race, national origin, religion, age, cultural background, disability, or sexual orientation.	418	373	204	113	115	136	1223
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).	423	444	191	116	103	86	1277
71. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	439	484	185	71	69	107	1248
72. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	367	350	210	127	145	166	1199
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.	456	412	176	51	77	189	1172

**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.	34.0%	42.2%	13.7%	5.3%	4.8%	100%
67. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	37.7%	36.0%	12.6%	7.0%	6.6%	100%
68. Differences among individuals (for example, gender, race, national origin, religion, age, cultural background, disability, sexual orientation) are respected and valued.	37.5%	37.9%	14.7%	5.0%	4.9%	100%
69. Advancement opportunities are available for qualified individuals, regardless of gender, race, national origin, religion, age, cultural background, disability, or sexual orientation.	34.2%	30.5%	16.7%	9.2%	9.4%	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).	33.1%	34.8%	15.0%	9.1%	8.1%	100%
71. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	35.2%	38.8%	14.8%	5.7%	5.5%	100%
72. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	30.6%	29.2%	17.5%	10.6%	12.1%	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.	38.9%	35.2%	15.0%	4.4%	6.6%	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?	425	588	194	119	39	1365
75. Considering everything, how satisfied are you with your pay?	351	499	193	214	103	1360
76. Considering everything, how satisfied are you with your organization?	392	578	221	117	45	1353

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
77. I recommend my organization as a good place to work.	494	500	222	96	48	1360

**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?	31.1%	43.1%	14.2%	8.7%	2.9%	100%
75. Considering everything, how satisfied are you with your pay?	25.8%	36.7%	14.2%	15.7%	7.6%	100%
76. Considering everything, how satisfied are you with your organization?	29.0%	42.7%	16.3%	8.7%	3.3%	100%

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
77. I recommend my organization as a good place to work.	36.3%	36.8%	16.3%	7.1%	3.5%	100%

# Demographics

TABLE 19. GENDER

	Gender	Population	Respondents
	Male	52%	53%
	Female	48%	46%
	Transgender/Other	-	1%

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	68%	68%
Black or African American	20%	18%
Asian	9%	7%
Other <sup>3</sup>	3%	7%

**TABLE 22. DIVISION**

Division	Population	Respondents
Office of the Director	2%	2%
Operations	29%	28%
Consumer Education and Engagement	5%	5%
Research, Markets, and Regulations	10%	11%
Supervision, Enforcement, Fair Lending, and Equal Opportunity	46%	46%
External Affairs	3%	3%
Legal Division	5%	5%
Other, Not Reported	1%	1%

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