

CONSUMER FINANCIAL PROTECTION BUREAU | JANUARY 2025

2024 CFPB Annual Employee Survey Results



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1. Introduction

1.1 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. The CFPB also publishes this AES report on the agency's website under 5 C.F.R. Part 250, Subpart C.

The CFPB administered the AES from September 3 to September 27, 2024.

The 2024 AES included 86 core items. Across the survey, 68 items were rated favorably (agree/satisfied/good or strongly agree/very satisfied/very good) by 65 percent or more of the survey respondents; these items are considered strengths. One item was rated unfavorably (disagree/dissatisfied/poor or strongly disagree/very dissatisfied/very poor) by 35 percent or more of the survey respondents; this item is considered a challenge.

1.2 How the survey was conducted

The survey was administered online. Each eligible employee was sent an email invitation to participate, 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.

1.3 Survey items and response choices

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

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.

1.4 Description of sample

All 1,715 eligible employees onboarded on or before June 30, 2024 were surveyed. Eligible employees include all CFPB permanent and term employees whether they are part-time or full-time. Of the 1,715 employees surveyed, 791 responded, for a 46% response rate.

2. 2024 Annual Employee Survey results for the Consumer Financial Protection Bureau

TABLE 1: PERCENTAGE OF SURVEY RESPONDENTS SELECTING EACH RESPONSE CHOICE²

Category ³	Item #	Item Text	Favorable %	Strongly Agree, Very Satisfied, or Very Good %	Agree, Satisfied, or Good %	Neither Agree Nor Disagree, Neither Satisfied Nor Dissatisfied, or Fair %	Disagree, Dissatisfied, or Poor %	Strongly Disagree, Very Dissatisfied, or Very Poor %	Unfavorable %
My Work Experience	1	I have enough information to do my job well.	73.4	29.0	44.3	12.2	11.1	3.4	14.5
My Work Experience	2	I feel encouraged to come up with new and better ways of doing things.	68.4	34.5	33.9	13.1	11.0	7.5	18.5

² Percentages may seem to be off by a decimal point and may not sum to 100 percent due to rounding.

³ Adapted from the Office of Personnel Management's (OPM) Federal Employee Viewpoint Survey (FEVS) categories.

Category ³	Item #	Item Text	Favorable %	Strongly Agree, Very Satisfied, or Very Good %	Agree, Satisfied, or Good %	Neither Agree Nor Disagree, Neither Satisfied Nor Dissatisfied, or Fair %	Disagree, Dissatisfied, or Poor %	Strongly Disagree, Very Dissatisfied, or Very Poor %	Unfavorable %
My Work Experience	3	My work gives me a feeling of personal accomplishment.	78.5	39.6	38.9	10.7	6.7	4.1	10.8
My Work Experience	4	I like the kind of work I do.	86.1	45.9	40.2	8.6	4.1	1.3	5.4
My Work Experience	5	I have sufficient resources (e.g., people, materials, budget) to get my job done.	56.0	20.2	35.8	13.3	20.4	10.3	30.7
My Work Experience	6	My workload is reasonable.*	65.7	21.3	44.4	12.9	13.5	7.9	21.4
My Work Experience	7	I know how my work relates to CFPB's goals.*	82.2	44.2	38.0	9.3	4.7	3.8	8.5
My Work Experience	8	The work I do is important.	87.7	55.9	31.8	8.4	2.9	1.0	3.9
My Work Experience	9	I find it easy to stay fully engaged in my work.	70.8	29.7	41.1	16.6	9.6	2.9	12.5
My Work Experience	10	I get excited when I think about what I could accomplish at work.	70.7	32.2	38.5	18.0	7.6	3.7	11.3

Category ³	Item #	Item Text	Favorable %	Strongly Agree, Very Satisfied, or Very Good %	Agree, Satisfied, or Good %	Neither Agree Nor Disagree, Neither Satisfied Nor Dissatisfied, or Fair %	Disagree, Dissatisfied, or Poor %	Strongly Disagree, Very Dissatisfied, or Very Poor %	Unfavorable %
My Work Experience	11	I am given a real opportunity to improve my skills in my organization.*	65.9	32.1	33.7	17.5	10.8	5.8	16.6
My Work Experience	12	I am constantly looking for ways to do my job better.	86.2	45.9	40.3	10.9	1.8	1.1	2.9
My Agency	13	Employees have a feeling of personal empowerment with respect to work processes.	50.3	20.3	30.0	18.1	17.3	14.4	31.7
My Supervisor	14	Supervisors in my work unit support employee development.	81.7	47.0	34.7	9.4	3.8	5.1	8.9
My Work Experience	15	My training needs are assessed.	63.3	28.1	35.2	16.7	12.6	7.4	20.1
My Satisfaction	16	How satisfied are you with the training you receive for your present job?	62.3	26.2	36.1	22.4	11.3	4.0	15.3

Category ³	Item #	Item Text	Favorable %	Strongly Agree, Very Satisfied, or Very Good %	Agree, Satisfied, or Good %	Neither Agree Nor Disagree, Neither Satisfied Nor Dissatisfied, or Fair %	Disagree, Dissatisfied, or Poor %	Strongly Disagree, Very Dissatisfied, or Very Poor %	Unfavorable %
My Work Unit	17	The people I work with cooperate to get the job done.*	83.9	45.8	38.1	9.1	6.0	1.0	7.0
My Work Unit	18	Employees in my work unit share job knowledge with each other.	86.7	47.6	39.1	8.4	3.3	1.7	5.0
My Work Unit	19	The people in my work unit look for ways to improve how we work.	82.5	42.7	39.7	10.5	4.2	2.8	7.0
My Work Unit	20	My work unit is able to recruit people with the right skills.	61.1	28.4	32.7	17.9	12.9	8.1	21.0
My Work Unit	21	The skill level in my work unit has improved in the past year.	61.0	30.0	31.0	25.7	7.9	5.4	13.3
My Work Unit	22	My work unit has the job-relevant skills necessary to accomplish organizational goals.*	78.1	36.1	42.0	13.8	4.9	3.2	8.1

Category ³	Item #	Item Text	Favorable %	Strongly Agree, Very Satisfied, or Very Good %	Agree, Satisfied, or Good %	Neither Agree Nor Disagree, Neither Satisfied Nor Dissatisfied, or Fair %	Disagree, Dissatisfied, or Poor %	Strongly Disagree, Very Dissatisfied, or Very Poor %	Unfavorable %
My Work Experience	23	My talents are used well in the workplace.*	67.3	29.4	37.9	12.8	10.5	9.5	20.0
My Work Unit	24	How would you rate the overall quality of work done by your work unit?	88.1	56.5	31.6	9.7	1.9	0.4	2.3
My Work Experience	25	Physical conditions (e.g., noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	82.7	48.5	34.2	13.8	2.5	1.0	3.5
My Agency	26	Employees are protected from health and safety hazards on the job.	83.8	51.0	32.7	11.8	3.1	1.5	4.6
My Agency	27	My organization has prepared employees for potential security threats.	81.9	40.1	41.8	13.3	3.2	1.6	4.9

Category ³	Item #	Item Text	Favorable %	Strongly Agree, Very Satisfied, or Very Good %	Agree, Satisfied, or Good %	Neither Agree Nor Disagree, Neither Satisfied Nor Dissatisfied, or Fair %	Disagree, Dissatisfied, or Poor %	Strongly Disagree, Very Dissatisfied, or Very Poor %	Unfavorable %
My Agency	28	I know how to take advantage of the Work/Life programs (e.g., Employee Assistance, Child Care, Elder Care) offered by CFPB.	74.0	33.9	40.1	14.4	8.5	3.1	11.6
My Satisfaction	29	How satisfied are you with your involvement in decisions that affect your work?*	50.8	18.3	32.5	19.3	18.9	11.0	29.9
My Agency	30	Overall, how satisfied are you with the following programs offered at CFPB: Remote, Telework, and Hybrid Program and Alternative Work Schedule Program?	90.8	64.9	25.9	3.9	3.5	1.8	5.4
My Work Experience	31	I know what is expected of me on the job.	83.7	42.8	40.9	8.7	5.4	2.3	7.7

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My Work Experience	32	My performance appraisal is a fair reflection of my performance.	84.8	45.7	39.1	9.3	3.3	2.6	5.9
My Work Unit	33	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	46.9	21.2	25.7	22.7	13.9	16.5	30.5
My Work Unit	34	In my work unit, differences in performance are recognized in a meaningful way.*	49.9	21.2	28.7	23.6	14.1	12.3	26.4
My Work Experience	35	In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (e.g., Accomplished	83.5	45.5	38.0	12.6	1.7	2.2	3.9

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Performer, Unacceptable).									
My Supervisor	36	Discussions with my supervisor about my performance are worthwhile.	82.4	48.1	34.3	8.3	4.6	4.6	9.2
My Supervisor	37	I have had worthwhile discussions with my supervisor about my development.	79.4	47.5	31.9	10.1	5.9	4.7	10.6
My Supervisor	38	My supervisor provides me with opportunities to demonstrate my leadership skills.	80.8	51.0	29.8	9.3	5.5	4.5	10.0
My Supervisor	39	My supervisor provides me with opportunities to develop my job knowledge or skill.	81.4	49.8	31.6	11.2	3.3	4.1	7.4
My Supervisor	40	My supervisor provides me with constructive	78.8	46.8	32.0	11.7	4.5	5.0	9.5

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		suggestions to improve my job performance.							
My Supervisor	41	My supervisor supports my need to balance work and other life issues.	92.3	70.3	22.0	3.6	1.8	2.3	4.1
My Supervisor	42	In the last six months, my supervisor has talked with me about my performance.	88.8	55.6	33.2	5.4	3.8	2.0	5.8
My Supervisor	43	My supervisor listens to what I have to say.	90.3	64.9	25.4	4.6	2.9	2.2	5.1
My Supervisor	44	My supervisor treats me with respect.	91.3	69.2	22.1	5.1	1.8	1.9	3.7
My Supervisor	45	I have trust and confidence in my supervisor.	85.2	62.5	22.6	6.9	4.2	3.8	8.0
My Supervisor	46	Overall, how good a job do you feel is being done by your	86.3	65.6	20.7	7.8	3.2	2.8	6.0

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		immediate supervisor?							
Leadership	47	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	72.0	37.0	35.0	15.5	7.2	5.4	12.6
Leadership	48	Managers communicate the goals of the organization.*	70.2	29.4	40.8	14.7	9.2	5.9	15.1
Leadership	49	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	69.3	30.4	38.9	15.6	8.7	6.5	15.2
Leadership	50	Managers promote communication among different work units (e.g., about projects,	68.4	30.6	37.8	14.1	10.9	6.5	17.4

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		goals, needed resources).							
My Satisfaction	51	How satisfied are you with the information you receive from management on what's going on in your organization?*	57.0	23.7	33.2	19.7	16.5	6.9	23.4
Leadership	52	My organization's senior leaders maintain high standards of honesty and integrity.	59.2	26.1	33.1	16.8	12.1	12.0	24.1
Leadership	53	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	44.2	20.6	23.6	18.2	19.0	18.6	37.6
Leadership	54	I have a high level of respect for my	52.4	24.9	27.5	19.8	12.8	15.0	27.8

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		organization's senior leaders.							
My Satisfaction	55	How satisfied are you with the policies and practices of your senior leaders?	46.5	18.8	27.7	20.0	20.7	12.8	33.5
My Work Unit	56	Promotions in my work unit are based on merit.	56.5	23.0	33.5	21.5	8.9	13.1	22.0
My Work Unit	57	Awards in my work unit depend on how well employees perform their jobs.	65.0	24.4	40.6	19.0	7.5	8.4	15.9
My Agency	58	Employees are recognized for providing high quality products and services.	70.1	26.5	43.6	13.9	10.3	5.7	16.0
My Agency	59	Creativity and innovation are rewarded.	58.3	24.1	34.2	21.1	12.2	8.4	20.6
My Agency	60	I understand how pay raises are	67.1	27.0	40.1	15.9	9.2	7.8	17.0

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		determined at CFPB.							
My Satisfaction	61	How satisfied are you with the recognition you receive for doing a good job?*	66.3	25.4	40.9	18.4	9.4	5.8	15.2
My Satisfaction	62	How satisfied are you with your opportunity to get a better job in your organization?	41.6	16.0	25.6	26.6	16.0	15.8	31.8
Leadership	63	Supervisors work well with employees of different backgrounds.	83.9	45.7	38.2	8.0	5.6	2.4	8.0
My Work Experience	64	I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.*	79.5	45.8	33.7	10.5	4.8	5.3	10.1
My Agency	65	Policies and programs promote fair treatment of	73.4	40.8	32.6	12.5	7.0	7.0	14.2

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		employees in all aspects of employee management (e.g., distribution of work, developmental opportunities, rewards and recognition).							
My Agency	66	Policies and programs promote diversity in the workplace (e.g., recruiting minorities and women, training in awareness of diversity issues, mentoring).	80.7	41.7	39.0	12.2	3.7	3.4	7.1
My Agency	67	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	72.8	39.3	33.5	13.0	7.6	6.6	14.2

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My Agency	68	Prohibited Personnel Practices (e.g., 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.	79.6	45.6	34.0	10.2	4.7	5.5	10.2
My Satisfaction	69	Considering everything, how satisfied are you with your <i>job</i> ?*	75.3	31.9	43.4	11.7	8.9	4.2	13.1
My Satisfaction	70	Considering everything, how satisfied are you with your <i>pay</i> ?	79.0	36.4	42.6	11.2	4.8	5.1	9.9
My Satisfaction	71	Considering everything, how	66.7	27.7	39.0	16.1	10.7	6.6	17.3

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		satisfied are you with your organization?*							
My Agency	72	I recommend my organization as a good place to work.*	69.4	34.2	35.2	16.9	6.5	7.1	13.6
My Agency	73	I believe the results of this survey will be used to make CFPB a better place to work.*	46.9	22.1	24.8	21.6	14.1	17.3	31.4
My Agency	74	My organization's management practices promote diversity (e.g., outreach, recruitment, promotion opportunities).	76.4	36.8	39.6	13.1	6.6	3.9	10.5
My Supervisor	75	My supervisor demonstrates a commitment to workforce diversity (e.g., recruitment,	84.1	49.8	34.3	10.4	2.7	2.8	5.5

Category ³	Item #	Item Text	Favorable %	Strongly Agree, Very Satisfied, or Very Good %	Agree, Satisfied, or Good %	Neither Agree Nor Disagree, Neither Satisfied Nor Dissatisfied, or Fair %	Disagree, Dissatisfied, or Poor %	Strongly Disagree, Very Dissatisfied, or Very Poor %	Unfavorable %
		promotion opportunities, development).							
My Agency	76	I have similar access to advancement opportunities (e.g., promotion, career development, training) as others in my work unit (regardless of gender, race, national origin, religion, age, cultural background, disability, or sexual orientation).	74.8	39.8	35.0	9.7	8.0	7.5	15.6
My Supervisor	77	My supervisor provides opportunities fairly to all employees in my work unit (e.g.,	80.9	47.7	33.2	9.7	4.2	5.1	9.3

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		promotions, work assignments).							
My Work Unit	78	In my work unit, excellent work is similarly recognized for all employees (e.g., awards, acknowledgements).	75.8	41.3	34.5	12.5	5.3	6.4	11.7
My Work Unit	79	Employees in my work unit make me feel I belong.	83.6	45.1	38.5	10.3	3.7	2.3	6.0
My Work Unit	80	Employees in my work unit care about me as a person.	82.7	45.1	37.6	11.9	3.6	1.7	5.3
My Work Unit	81	I am comfortable expressing opinions that are different from other employees in my work unit.	78.8	42.0	36.8	9.6	8.1	3.5	11.6
My Work Unit	82	In my work unit, people's differences (e.g., gender, race, national origin,	88.8	52.2	36.6	6.9	3.0	1.3	4.3

Category ³	Item #	Item Text	Favorable %	Strongly Agree, Very Satisfied, or Very Good %	Agree, Satisfied, or Good %	Neither Agree Nor Disagree, Neither Satisfied Nor Dissatisfied, or Fair %	Disagree, Dissatisfied, or Poor %	Strongly Disagree, Very Dissatisfied, or Very Poor %	Unfavorable %
Employees feel their race, ethnicity, gender, gender identity, gender expression, religion, age, cultural background, disability, sexual orientation) are respected.									
My Work Experience	83	I can be successful in my organization being myself.	78.9	43.3	35.6	11.6	5.6	3.9	9.5
My Work Experience	84	I can easily make a request of my organization to meet my accessibility needs.	80.8	44.9	35.9	11.3	4.9	3.0	7.9
My Work Experience	85	My organization responds to my accessibility needs in a timely manner.	78.3	43.0	35.3	13.2	5.7	2.7	8.4
My Work Experience	86	My organization meets my accessibility needs.	77.0	43.5	33.5	14.9	5.1	2.9	8.0

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

TABLE 2: NUMBER OF SURVEY RESPONDENTS SELECTING EACH RESPONSE CHOICE

Category ⁴	Item #	Item Text	Strongly Agree, Very Satisfied, or Very Good #	Agree, Satisfied, or Good #	Neither Agree Nor Disagree, Neither Satisfied Nor Dissatisfied, or Fair #	Disagree, Dissatisfied, or Poor #	Strongly Disagree, Very Dissatisfied, or Very Poor #	Do Not Know/No Basis to Judge ⁵	Total
My Work Experience	1	I have enough information to do my job well.	228	349	96	87	27	N/A	787
My Work Experience	2	I feel encouraged to come up with new and better ways of doing things.	272	267	103	87	59	N/A	788
My Work Experience	3	My work gives me a feeling of personal accomplishment.	312	306	84	53	32	N/A	787

⁴ Adapted from the Office of Personnel Management's (OPM) Federal Employee Viewpoint Survey (FEVS) categories.

⁵ This was an option for some of the survey items. N/A indicates this option was not applicable for an item.

Category ⁴	Item #	Item Text	Strongly Agree, Very Satisfied, or Very Good #	Agree, Satisfied, or Good #	Neither Agree Nor Disagree, Neither Satisfied Nor Dissatisfied, or Fair #	Disagree, Dissatisfied, or Poor #	Strongly Disagree, Very Dissatisfied, or Very Poor #	Do Not Know/No Basis to Judge ⁵	Total
My Work Experience	4	I like the kind of work I do.	361	316	68	32	10	N/A	787
My Work Experience	5	I have sufficient resources (e.g., people, materials, budget) to get my job done.	159	282	105	161	81	1	788
My Work Experience	6	My workload is reasonable.*	168	350	102	106	62	0	788
My Work Experience	7	I know how my work relates to CFPB's goals.*	347	298	73	37	30	3	785
My Work Experience	8	The work I do is important.	438	249	66	23	8	3	784
My Work Experience	9	I find it easy to stay fully engaged in my work.	234	324	131	76	23	N/A	788
My Work Experience	10	I get excited when I think about what I could accomplish at work.	254	303	142	60	29	N/A	788
My Work Experience	11	I am given a real opportunity to	253	265	138	85	46	N/A	787

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		improve my skills in my organization.*							
My Work Experience	12	I am constantly looking for ways to do my job better.	362	318	86	14	9	N/A	789
My Agency	13	Employees have a feeling of personal empowerment with respect to work processes.	156	231	139	133	111	16	770
My Supervisor	14	Supervisors in my work unit support employee development.	370	273	74	30	40	1	787
My Work Experience	15	My training needs are assessed.	219	274	130	98	58	8	779
My Satisfaction	16	How satisfied are you with the training you receive for your present job?	204	281	174	88	31	N/A	778
My Work Unit	17	The people I work with cooperate to get the job done.*	361	300	72	47	8	N/A	788

Category ⁴	Item #	Item Text	Strongly Agree, Very Satisfied, or Very Good #	Agree, Satisfied, or Good #	Neither Agree Nor Disagree, Neither Satisfied Nor Dissatisfied, or Fair #	Disagree, Dissatisfied, or Poor #	Strongly Disagree, Very Dissatisfied, or Very Poor #	Do Not Know/No Basis to Judge ⁵	Total
My Work Unit	18	Employees in my work unit share job knowledge with each other.	374	307	66	26	13	3	786
My Work Unit	19	The people in my work unit look for ways to improve how we work.	333	309	82	33	22	10	779
My Work Unit	20	My work unit is able to recruit people with the right skills.	214	246	135	97	61	36	753
My Work Unit	21	The skill level in my work unit has improved in the past year.	224	231	192	59	40	42	746
My Work Unit	22	My work unit has the job-relevant skills necessary to accomplish organizational goals.*	278	324	106	38	25	16	771
My Work Experience	23	My talents are used well in the workplace.*	230	297	100	82	74	3	783

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My Work Unit	24	How would you rate the overall quality of work done by your work unit?	444	248	76	15	3	N/A	786
My Work Experience	25	Physical conditions (e.g., noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	331	233	94	17	7	107	682
My Agency	26	Employees are protected from health and safety hazards on the job.	347	223	80	21	10	107	681
My Agency	27	My organization has prepared employees for potential security threats.	296	309	98	24	12	49	739
My Agency	28	I know how to take advantage of the Work/Life programs (e.g., Employee	262	310	111	66	24	17	773

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		Assistance, Child Care, Elder Care) offered by CFPB.							
My Satisfaction	29	How satisfied are you with your involvement in decisions that affect your work?*	144	256	152	149	87	N/A	788
My Agency	30	Overall, how satisfied are you with the following programs offered at CFPB: Remote, Telework, and Hybrid Program and Alternative Work Schedule Program?	512	204	31	28	14	N/A	789
My Work Experience	31	I know what is expected of me on the job.	336	321	68	42	18	2	785
My Work Experience	32	My performance appraisal is a fair reflection of my performance.	349	299	71	25	20	26	764

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My Work Unit	33	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	134	162	143	88	104	157	631
My Work Unit	34	In my work unit, differences in performance are recognized in a meaningful way.*	150	203	167	100	87	82	707
My Work Experience	35	In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (e.g., Accomplished Performer, Unacceptable).	328	274	91	12	16	67	721
My Supervisor	36	Discussions with my supervisor about my	376	268	65	36	36	7	781

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		performance are worthwhile.							
My Supervisor	37	I have had worthwhile discussions with my supervisor about my development.	373	251	79	46	37	3	786
My Supervisor	38	My supervisor provides me with opportunities to demonstrate my leadership skills.	401	234	73	43	35	3	786
My Supervisor	39	My supervisor provides me with opportunities to develop my job knowledge or skill.	392	249	88	26	32	2	787
My Supervisor	40	My supervisor provides me with constructive suggestions to improve my job performance.	367	251	92	35	39	3	784

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My Supervisor	41	My supervisor supports my need to balance work and other life issues.	552	173	28	14	18	3	785
My Supervisor	42	In the last six months, my supervisor has talked with me about my performance.	439	262	43	30	16	N/A	790
My Supervisor	43	My supervisor listens to what I have to say.	513	201	36	23	17	N/A	790
My Supervisor	44	My supervisor treats me with respect.	546	174	40	14	15	N/A	789
My Supervisor	45	I have trust and confidence in my supervisor.	491	178	54	33	30	N/A	786
My Supervisor	46	Overall, how good a job do you feel is being done by your immediate supervisor?	516	163	61	25	22	N/A	787
Leadership	47	Overall, how good a job do you feel is	289	273	121	56	42	N/A	781

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		being done by the manager directly above your immediate supervisor?							
Leadership	48	Managers communicate the goals of the organization.*	228	316	114	71	46	13	775
Leadership	49	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	224	287	115	64	48	50	738
Leadership	50	Managers promote communication among different work units (e.g., about projects, goals, needed resources).	234	289	108	83	50	24	764
My Satisfaction	51	How satisfied are you with the	185	260	154	129	54	N/A	782

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		information you receive from management on what's going on in your organization?*							
Leadership	52	My organization's senior leaders maintain high standards of honesty and integrity.	190	241	122	88	87	57	728
Leadership	53	In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	158	181	140	146	143	17	768
Leadership	54	I have a high level of respect for my organization's senior leaders.	192	212	153	99	116	13	772
My Satisfaction	55	How satisfied are you with the policies	147	216	156	162	100	N/A	781

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and practices of your senior leaders?									
My Work Unit	56	Promotions in my work unit are based on merit.	153	223	143	59	87	122	665
My Work Unit	57	Awards in my work unit depend on how well employees perform their jobs.	172	286	134	53	59	81	704
My Agency	58	Employees are recognized for providing high quality products and services.	196	322	103	76	42	48	739
My Agency	59	Creativity and innovation are rewarded.	176	249	154	89	61	57	729
My Agency	60	I understand how pay raises are determined at CFPB.	205	305	121	70	59	28	760
My Satisfaction	61	How satisfied are you with the recognition you	200	322	145	74	46	N/A	787

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		receive for doing a good job?*							
My Satisfaction	62	How satisfied are you with your opportunity to get a better job in your organization?	126	201	209	126	124	N/A	786
Leadership	63	Supervisors work well with employees of different backgrounds.	341	285	60	42	18	43	746
My Work Experience	64	I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.*	336	247	77	35	39	55	734
My Agency	65	Policies and programs promote fair treatment of employees in all aspects of employee management (e.g., distribution of work, developmental	307	245	94	53	53	36	752

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		opportunities, rewards and recognition).							
My Agency	66	Policies and programs promote diversity in the workplace (e.g., recruiting minorities and women, training in awareness of diversity issues, mentoring).	304	284	89	27	25	61	729
My Agency	67	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	280	239	93	54	47	77	713
My Agency	68	Prohibited Personnel Practices (e.g., illegally discriminating for or against any employee/applicant,	322	240	72	33	39	84	706

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		obstructing a person's right to compete for employment, knowingly violating veterans' preference requirements) are not tolerated.							
My Satisfaction	69	Considering everything, how satisfied are you with your <i>job</i> ?*	252	343	92	70	33	N/A	790
My Satisfaction	70	Considering everything, how satisfied are you with your <i>pay</i> ?*	287	336	88	38	40	N/A	789
My Satisfaction	71	Considering everything, how satisfied are you with your <i>organization</i> ?*	218	307	127	84	52	N/A	788
My Agency	72	I recommend my organization as a good place to work.*	269	277	133	51	56	N/A	786

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My Agency	73	I believe the results of this survey will be used to make CFPB a better place to work.*	174	195	170	111	136	N/A	786
My Agency	74	My organization's management practices promote diversity (e.g., outreach, recruitment, promotion opportunities).	262	282	93	47	28	73	712
My Supervisor	75	My supervisor demonstrates a commitment to workforce diversity (e.g., recruitment, promotion opportunities, development).	369	254	77	20	21	46	741
My Agency	76	I have similar access to advancement	295	260	72	59	56	44	742

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		opportunities (e.g., promotion, career development, training) as others in my work unit (regardless of gender, race, national origin, religion, age, cultural background, disability, or sexual orientation).							
My Supervisor	77	My supervisor provides opportunities fairly to all employees in my work unit (e.g., promotions, work assignments).	353	246	72	31	38	47	740
My Work Unit	78	In my work unit, excellent work is similarly recognized for all employees	298	249	90	38	46	63	721

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(e.g., awards, acknowledgements).									
My Work Unit	79	Employees in my work unit make me feel I belong.	350	299	80	29	18	11	776
My Work Unit	80	Employees in my work unit care about me as a person.	348	290	92	28	13	16	771
My Work Unit	81	I am comfortable expressing opinions that are different from other employees in my work unit.	327	286	75	63	27	10	778
My Work Unit	82	In my work unit, people's differences (e.g., gender, race, national origin, religion, age, cultural background, disability, sexual orientation) are respected.	400	281	53	23	10	20	767

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My Work Experience	83	I can be successful in my organization being myself.	335	275	90	43	30	13	773
My Work Experience	84	I can easily make a request of my organization to meet my accessibility needs.	194	155	49	21	13	356**	432
My Work Experience	85	My organization responds to my accessibility needs in a timely manner.	173	142	53	23	11	385**	402
My Work Experience	86	My organization meets my accessibility needs.	178	137	61	21	12	378**	409

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

**In the 3 Accessibility items, this frequency includes response options for “No Basis to Judge” and “I do not have any accessibility needs.”