

BUREAU OF CONSUMER FINANCIAL PROTECTION | JANUARY 2020

# 2019 BCFP Annual Employee Survey Results



# Introduction

## Interpretation of results

More than 65 percent of the Bureau of Consumer Financial Protection (BCFP) employee population responded to the annual employee survey conducted between August 19 and September 13, 2019.

Bureau leaders use feedback from tools like the annual employee survey 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 2019 survey results reveal that the majority of employees identify strongly with BCFP's mission and workforce. Of the 77 items included in the survey, 46 items were rated favorably (agree/satisfied or strongly agree/very satisfied) by 65% or more of respondent employees; these items are considered strengths. Nine (9) items were identified as challenges with percent unfavorable results (percent of respondents who disagree/strongly disagree or are dissatisfied/very dissatisfied) greater than 35%.

## How the survey was conducted

The survey was conducted online from August 19 – September 13, 2019.

## 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 1,424 full time equivalent agency employees on board as of June 24, 2019 were surveyed.

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

Of the 1,424 employees surveyed, 929 responded, for a 65.2% response rate. Respondents are representative of the population. All demographic variables meet or exceed 56% 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 BCFP 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.

# 2019 Annual employee survey results for Bureau of Consumer Financial Protection

**SURVEYS SENT: 1424 SURVEYS RETURNED: 929 RESPONSE RATE: 65.2%**

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.	227	468	112	88	28	0	923
2. I feel encouraged to come up with new and better ways of doing things.	272	340	135	109	66	0	922
3. My work gives me a feeling of personal accomplishment.	304	388	125	72	36	0	925
4. I like the kind of work I do.	370	396	93	36	20	0	915
5. I have sufficient resources (for example, people, materials, budget) to get my job done.	138	291	133	230	134	0	926

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
6. My workload is reasonable.	155	387	133	152	97	1	924
7. I know how my work relates to the agency's goals.	299	433	103	61	24	3	920
8. The work I do is important.	432	354	100	20	15	4	921

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
9. I find it easy to stay fully engaged in my work.	207	402	158	128	28	0	923
10. I get excited when I think about what I could accomplish at work.	229	372	168	124	31	0	924
11. I am given a real opportunity to improve my skills in my organization.	216	385	153	113	54	0	921
12. I am constantly looking for ways to do my job better.	357	423	104	25	4	0	913
13. Employees have a feeling of personal empowerment with respect to work processes.	111	293	175	198	134	10	911
14. Supervisors in my work unit support employee development.	344	384	100	39	53	4	920
15. My training needs are assessed.	191	356	171	112	72	12	902

Item Text	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Total
16. How satisfied are you with the training you receive for your present job?	182	388	222	85	41	918

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.	24.6%	50.7%	12.1%	9.5%	3.0%	100%
2. I feel encouraged to come up with new and better ways of doing things.	29.5%	36.9%	14.6%	11.8%	7.2%	100%
3. My work gives me a feeling of personal accomplishment.	32.9%	42.0%	13.5%	7.8%	3.9%	100%
4. I like the kind of work I do.	40.4%	43.3%	10.2%	3.9%	2.2%	100%
5. I have sufficient resources (for example, people, materials, budget) to get my job done.	14.9%	31.4%	14.4%	24.8%	14.5%	100%
6. My workload is reasonable.	16.8%	41.9%	14.4%	16.5%	10.5%	100%
7. I know how my work relates to the agency's goals.	32.5%	47.1%	11.2%	6.6%	2.6%	100%
8. The work I do is important.	46.9%	38.4%	10.9%	2.2%	1.6%	100%

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
9. I find it easy to stay fully engaged in my work.	22.4%	43.6%	17.1%	13.9%	3.0%	100%
10. I get excited when I think about what I could accomplish at work.	24.8%	40.3%	18.2%	13.4%	3.4%	100%
11. I am given a real opportunity to improve my skills in my organization.	23.5%	41.8%	16.6%	12.3%	5.9%	100%
12. I am constantly looking for ways to do my job better.	39.1%	46.3%	11.4%	2.7%	0.4%	100%
13. Employees have a feeling of personal empowerment with respect to work processes.	12.2%	32.2%	19.2%	21.7%	14.7%	100%
14. Supervisors in my work unit support employee development.	37.4%	41.7%	10.9%	4.2%	5.8%	100%
15. My training needs are assessed.	21.2%	39.5%	19.0%	12.4%	8.0%	100%

Item Text	Very Satisfied	Satisfied	Neither	Dis-satisfied	Very Dis-satisfied	Total
16. How satisfied are you with the training you receive for your present job?	19.8%	42.3%	24.2%	9.3%	4.5%	100%

TABLE 3. MY WORK UNIT—FREQUENCIES

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
17. The people I work with cooperate to get the job done.	319	404	103	57	25	0	908
18. Employees in my work unit share job knowledge with each other.	366	395	75	53	29	0	918
19. The people in my work unit look for ways to improve the way we work.	334	387	101	65	27	2	914
20. My work unit is able to recruit people with the right skills.	139	236	211	163	128	41	877
21. The skill level in my work unit has improved in the past year.	168	265	223	155	80	26	891
22. My work unit has the job-relevant skills necessary to accomplish organizational goals.	228	394	149	96	40	12	907
23. My talents are used well in the workplace.	192	355	142	127	100	1	916

Item Text	Very Good	Good	Fair	Poor	Very Poor	Total
24. How would you rate the overall quality of work done by your work unit?	485	301	96	19	8	909

TABLE 4. MY WORK UNIT—PERCENTAGES

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
17. The people I work with cooperate to get the job done.	35.1%	44.5%	11.3%	6.3%	2.8%	100%

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
18. Employees in my work unit share job knowledge with each other.	39.9%	43.0%	8.2%	5.8%	3.2%	100%
19. The people in my work unit look for ways to improve the way we work.	36.5%	42.3%	11.1%	7.1%	3.0%	100%
20. My work unit is able to recruit people with the right skills.	15.9%	26.9%	24.1%	18.6%	14.6%	100%
21. The skill level in my work unit has improved in the past year.	18.9%	29.7%	25.0%	17.4%	9.0%	100%
22. My work unit has the job-relevant skills necessary to accomplish organizational goals.	25.1%	43.4%	16.4%	10.6%	4.4%	100%
23. My talents are used well in the workplace.	21.0%	38.8%	15.5%	13.9%	10.9%	100%

Item Text	Very Good	Good	Fair	Poor	Very Poor	Total
24. How would you rate the overall quality of work done by your work unit?	53.4%	33.1%	10.6%	2.1%	0.9%	100%

TABLE 5. MY AGENCY—FREQUENCIES

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
25. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	202	389	144	108	51	31	894
26. Employees are protected from health and safety hazards on the job.	226	415	137	60	32	51	870
27. My organization has prepared employees for potential security threats.	152	375	192	110	45	44	874
28. I know how to take advantage of the Work/Life programs (e.g., Employee Assistance, Child Care, Elder Care) offered by my agency.	197	453	139	87	19	16	895

Item Text	Very Satisfied	Satisfied	Neither	Dis-satisfied	Very Dis-satisfied	Total
29. How satisfied are you with your involvement in decisions that affect your work?	105	318	199	204	95	921
30. Overall, how satisfied are you with the Work/Life – Telework and Alternative Work Schedule programs offered in your agency?	381	377	98	47	20	923

TABLE 6. MY AGENCY—PERCENTAGES

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
25. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	22.6%	43.5%	16.1%	12.1%	5.7%	100%
26. Employees are protected from health and safety hazards on the job.	26.0%	47.7%	15.8%	6.9%	3.7%	100%
27. My organization has prepared employees for potential security threats.	17.4%	42.9%	22.0%	12.6%	5.2%	100%
28. I know how to take advantage of the Work/Life programs (e.g., Employee Assistance, Child Care, Elder Care) offered by my agency.	22.0%	50.6%	15.5%	9.7%	2.1%	100%

Item Text	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Total
29. How satisfied are you with your involvement in decisions that affect your work?	11.4%	34.5%	21.6%	22.2%	10.3%	100%
30. Overall, how satisfied are you with the Work/Life – Telework and Alternative Work Schedule programs offered in your agency?	41.3%	40.9%	10.6%	5.1%	2.2%	100%

TABLE 7. MY SUPERVISOR—FREQUENCIES

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
31. I know what is expected of me on the job.	314	459	77	51	19	3	920
32. My performance appraisal is a fair reflection of my performance.	312	380	111	58	35	27	896
33. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	85	189	188	147	182	130	791
34. In my work unit, differences in performance are recognized in a meaningful way.	105	209	185	170	168	81	837

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	No Basis to Judge	Total
35. In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding).	262	319	150	59	52	75	842

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
36. Discussions with my supervisor about my performance are worthwhile.	333	359	116	58	51	4	917
37. I have had worthwhile discussions with my supervisor about my development.	341	342	113	74	51	5	921
38. My supervisor provides me with opportunities to demonstrate my leadership skills.	356	345	107	58	54	3	920
39. My supervisor provides me with opportunities to develop my job knowledge or skill.	360	367	106	48	43	0	924

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
40. My supervisor provides me with constructive suggestions to improve my job performance.	312	343	139	73	51	4	918
41. My supervisor supports my need to balance work and other life issues.	564	269	46	19	24	2	922
42. My supervisor is committed to a workforce representative of all segments of society.	499	249	65	21	19	63	853
43. In the last six months, my supervisor has talked with me about my performance.	439	385	55	30	11	0	920
44. My supervisor listens to what I have to say.	513	300	59	28	26	0	926
45. My supervisor treats me with respect.	563	265	44	22	26	0	920
46. I have trust and confidence in my supervisor.	488	257	87	44	46	0	922

Item Text	Very Good	Good	Fair	Poor	Very Poor	Total
47. Overall, how good a job do you feel is being done by your immediate supervisor?	527	224	105	31	26	913
48. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	308	336	155	65	49	913

TABLE 8. MY SUPERVISOR—PERCENTAGES

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
31. I know what is expected of me on the job.	34.1%	49.9%	8.4%	5.5%	2.1%	100%
32. My performance appraisal is a fair reflection of my performance.	34.8%	42.4%	12.4%	6.5%	3.9%	100%
33. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	10.8%	23.9%	23.8%	18.6%	23.0%	100%
34. In my work unit, differences in performance are recognized in a meaningful way.	12.5%	25.0%	22.1%	20.3%	20.1%	100%

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
35. In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding).	31.1%	37.9%	17.8%	7.0%	6.2%	100%

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
36. Discussions with my supervisor about my performance are worthwhile.	36.3%	39.2%	12.7%	6.3%	5.6%	100%
37. I have had worthwhile discussions with my supervisor about my development.	37.0%	37.1%	12.3%	8.0%	5.5%	100%
38. My supervisor provides me with opportunities to demonstrate my leadership skills.	38.7%	37.5%	11.6%	6.3%	5.9%	100%
39. My supervisor provides me with opportunities to develop my job knowledge or skill.	39.0%	39.7%	11.5%	5.2%	4.7%	100%

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
40. My supervisor provides me with constructive suggestions to improve my job performance.	34.0%	37.4%	15.1%	8.0%	5.6%	100%
41. My supervisor supports my need to balance work and other life issues.	61.2%	29.2%	5.0%	2.1%	2.6%	100%
42. My supervisor is committed to a workforce representative of all segments of society.	58.5%	29.2%	7.6%	2.5%	2.2%	100%
43. In the last six months, my supervisor has talked with me about my performance.	47.7%	41.9%	6.0%	3.3%	1.2%	100%
44. My supervisor listens to what I have to say.	55.4%	32.4%	6.4%	3.0%	2.8%	100%
45. My supervisor treats me with respect.	61.2%	28.8%	4.8%	2.4%	2.8%	100%
46. I have trust and confidence in my supervisor.	52.9%	27.9%	9.4%	4.8%	5.0%	100%

Item Text	Very Good	Good	Fair	Poor	Very Poor	Total
47. Overall, how good a job do you feel is being done by your immediate supervisor?	57.7%	24.5%	11.5%	3.4%	2.9%	100%
48. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	33.7%	36.8%	17.0%	7.1%	5.4%	100%

**TABLE 9. LEADERSHIP—FREQUENCIES**

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
49. Managers communicate the goals of the organization.	213	412	131	100	53	12	909
50. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	213	362	149	83	54	57	861
51. Managers promote communication among different work units (for example, about projects, goals, needed resources).	204	351	156	103	73	31	887
52. Managers support collaboration across work units to accomplish work objectives.	229	362	151	72	70	25	884
53. How satisfied are you with the information you receive from management on what's going on in your organization?	180	350	188	138	63	0	919
54. My organization's senior leaders maintain high standards of honesty and integrity.	107	224	232	128	148	83	839
55. In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	82	179	226	197	206	31	890
56. I have a high level of respect for my organization's senior leaders.	94	210	259	154	182	17	899

Item Text	Very Satisfied	Satisfied	Neither	Dis-satisfied	Very Dis-satisfied	Total
57. How satisfied are you with the policies and practices of your senior leaders?	70	208	279	221	139	917

TABLE 10. LEADERSHIP—PERCENTAGES

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
49. Managers communicate the goals of the organization.	23.4%	45.3%	14.4%	11.0%	5.8%	100%
50. Managers review and evaluate the organization's progress toward meeting its goals and objectives	24.7%	42.0%	17.3%	9.6%	6.3%	100%
51. Managers promote communication among different work units (for example, about projects, goals, needed resources).	23.0%	39.6%	17.6%	11.6%	8.2%	100%
52. Managers support collaboration across work units to accomplish work objectives.	25.9%	41.0%	17.1%	8.1%	7.9%	100%
53. How satisfied are you with the information you receive from management on what's going on in your organization?	19.6%	38.1%	20.5%	15.0%	6.9%	100%
54. My organization's senior leaders maintain high standards of honesty and integrity	12.8%	26.7%	27.7%	15.3%	17.6%	100%
55. In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	9.2%	20.1%	25.4%	22.1%	23.2%	100%
56. I have a high level of respect for my organization's senior leaders.	10.5%	23.4%	28.8%	17.1%	20.2%	100%

Item Text	Very Satisfied	Satisfied	Neither	Dis-satisfied	Very Dis-satisfied	Total
57. How satisfied are you with the policies and practices of your senior leaders?	7.6%	22.7%	30.4%	24.1%	15.2%	100%

TABLE 11. REWARDS AND RECOGNITION: WORK UNIT—FREQUENCIES

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
58. Promotions in my work unit are based on merit.	105	248	178	121	158	112	810
59. Awards in my work unit depend on how well employees perform their jobs.	133	327	161	97	118	81	836

TABLE 12. REWARDS AND RECOGNITION: WORK UNIT—PERCENTAGES

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
58. Promotions in my work unit are based on merit.	13.0%	30.6%	22.0%	14.9%	19.5%	100%
59. Awards in my work unit depend on how well employees perform their jobs.	15.9%	39.1%	19.3%	11.6%	14.1%	100%

TABLE 13. REWARDS AND RECOGNITION: AGENCY—FREQUENCIES

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
60. Employees are recognized for providing high quality products and services.	146	368	163	98	93	55	868
61. Creativity and innovation are rewarded.	142	300	187	127	108	59	864
62. Pay raises depend on how well employees perform their jobs.	62	103	188	172	309	84	834

Item Text	Very Satisfied	Satisfied	Neither	Dis-satisfied	Very Dis-satisfied	Total
63. How satisfied are you with the recognition you receive for doing a good job?	152	384	197	119	71	923
64. How satisfied are you with your opportunity to get a better job in your organization?	93	196	248	204	180	921

TABLE 14. REWARDS AND RECOGNITION: AGENCY—PERCENTAGES

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
60. Employees are recognized for providing high quality products and services.	16.8%	42.4%	18.8%	11.3%	10.7%	100%
61. Creativity and innovation are rewarded.	16.4%	34.7%	21.6%	14.7%	12.5%	100%
62. Pay raises depend on how well employees perform their jobs.	7.4%	12.4%	22.5%	20.6%	37.1%	100%

Item Text	Very Satisfied	Satisfied	Neither	Dis-satisfied	Very Dis-satisfied	Total
63. How satisfied are you with the recognition you receive for doing a good job?	16.5%	41.6%	21.3%	12.9%	7.7%	100%
64. How satisfied are you with your opportunity to get a better job in your organization?	10.1%	21.3%	26.9%	22.2%	19.5%	100%

TABLE 15. DIVERSITY AND INCLUSION—FREQUENCIES

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
65. Supervisors work well with employees of different backgrounds.	295	379	107	45	41	55	867
66. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	284	314	103	68	63	87	832
67. Differences among individuals (for example, gender, race, national origin, religion, age, cultural background, disability, sexual orientation) are respected and valued.	280	336	137	72	59	36	884
68. Advancement opportunities are available for qualified individuals, regardless of gender, race, national origin, religion, age, cultural background, disability, or sexual orientation.	239	270	138	97	92	85	836
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).	247	322	137	80	79	55	865
70. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	253	315	159	70	58	65	855
71. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	212	236	155	97	119	101	819
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.	266	287	149	32	72	115	806

TABLE 16. DIVERSITY AND INCLUSION—PERCENTAGES

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
65. Supervisors work well with employees of different backgrounds.	34.0%	43.7%	12.3%	5.2%	4.7%	100%
66. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	34.1%	37.7%	12.4%	8.2%	7.6%	100%
67. Differences among individuals (for example, gender, race, national origin, religion, age, cultural background, disability, sexual orientation) are respected and valued.	31.7%	38.0%	15.5%	8.1%	6.7%	100%
68. Advancement opportunities are available for qualified individuals, regardless of gender, race, national origin, religion, age, cultural background, disability, or sexual orientation.	28.6%	32.3%	16.5%	11.6%	11.0%	100%
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).	28.6%	37.2%	15.8%	9.3%	9.1%	100%
70. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	29.6%	36.8%	18.6%	8.2%	6.8%	100%
71. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	25.9%	28.8%	18.9%	11.8%	14.5%	100%
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.	33.0%	35.6%	18.5%	4.0%	8.9%	100%

TABLE 17. OVERALL SATISFACTION—FREQUENCIES

Item Text	Very Satisfied	Satisfied	Neither	Dis-satisfied	Very Dis-satisfied	Total
73. Considering everything, how satisfied are you with your job?	191	433	154	106	39	923
74. Considering everything, how satisfied are you with your pay?	167	362	141	164	88	922
75. Considering everything, how satisfied are you with your organization?	119	364	225	153	58	919

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
76. I recommend my organization as a good place to work.	169	373	211	109	58	920
77. I believe the results of this survey will be used to make my agency a better place to work.	127	250	225	179	141	922

TABLE 18. OVERALL SATISFACTION—PERCENTAGES

Item Text	Very Satisfied	Satisfied	Neither	Dis-satisfied	Very Dis-satisfied	Total
73. Considering everything, how satisfied are you with your job?	20.7%	46.9%	16.7%	11.5%	4.2%	100%
74. Considering everything, how satisfied are you with your pay?	18.1%	39.3%	15.3%	17.8%	9.5%	100%
75. Considering everything, how satisfied are you with your organization?	13.0%	39.6%	24.5%	16.7%	6.3%	100%

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
76. I recommend my organization as a good place to work.	18.4%	40.5%	22.9%	11.9%	6.3%	100%
77. I believe the results of this survey will be used to make my agency a better place to work.	13.8%	27.1%	24.4%	19.4%	15.3%	100%

# Demographics

TABLE 19. GENDER

	Gender	Population	Respondents
	Male	50%	42%
	Female	50%	40%
	Transgender/Other	-	0%
	Prefer not to say	-	18%
	Not Reported	-	6%

TABLE 20. ETHNICITY

	Are you Hispanic or Latino?	Population	Respondents
	Yes	7%	5%
	No	93%	95%
	Not Reported	-	13%

TABLE 21. RACIAL CATEGORY

<b>Please select the racial category or categories with which you most closely identify:</b>		<b>Population</b>	<b>Respondents</b>
	White	59%	63%
	Black or African American	22%	17%
	Asian	8%	5%
	Other <sup>3</sup>	3%	4%
	I prefer to self-describe	-	11%
	Not Reported	7%	15%

TABLE 22. DIVISION

	<b>Division</b>	<b>Population</b>	<b>Respondents</b>
Office of the Director		4%	4%
Operations		19%	18%
Consumer Education and Engagement		14%	17%
Research, Markets, and Regulations		10%	11%
Supervision, Enforcement, Fair Lending, and Equal Opportunity		44%	42%
External Affairs		2%	2%
Legal Division		5%	5%
Other, Not Reported		2%	2%

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