

BUREAU OF CONSUMER FINANCIAL PROTECTION | DECEMBER 2018

# 2018 BCFP Annual Employee Survey Results



# Introduction

## Interpretation of results

More than 72 percent of the Bureau of Consumer Financial Protection (BCFP) employee population responded to the seventh annual employee survey conducted between August 6 and August 31, 2018.

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. BCFP continues to develop as an organization and is actively leveraging employee feedback to inform organizational goals and activity.

The 2018 survey results reveal that the majority of employees identify strongly with BCFP's mission and workforce. Of the 77 items included in the survey, 41 items were rated favorably (agree/satisfied or strongly agree/very satisfied) by 65% or more of respondent employees; these items are considered strengths. Eleven (11) 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 6 – August 31, 2018.

## 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 1,540 full time equivalent agency employees on board as of June 10, 2018 were surveyed.

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

Of the 1,540 employees surveyed, 1,117 responded, for a 72.5% response rate. Respondents are representative of the population. All demographic variables meet or exceed 63% 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.

# 2018 Annual employee survey results for Bureau of Consumer Financial Protection

SURVEYS SENT: 1540 SURVEYS RETURNED: 1117 RESPONSE RATE: 72.5%

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.	266	556	139	123	29	0	1113
2. I feel encouraged to come up with new and better ways of doing things.	312	400	182	155	63	0	1112
3. My work gives me a feeling of personal accomplishment.	355	462	152	94	50	0	1113
4. I like the kind of work I do.	453	464	115	53	16	0	1101
5. I have sufficient resources (for example, people, materials, budget) to get my job done.	175	418	158	235	125	2	1111

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
6. My workload is reasonable.	192	526	186	130	78	1	1112
7. I know how my work relates to the agency's goals.	366	481	119	88	48	9	1102
8. The work I do is important.	521	430	111	28	15	8	1105

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.	243	488	168	168	43	0	1110
10. I get excited when I think about what I could accomplish at work.	276	390	243	150	52	0	1111
11. I am given a real opportunity to improve my skills in my organization.	254	431	221	130	74	0	1110
12. I am constantly looking for ways to do my job better.	435	529	104	25	10	0	1103
13. Employees have a feeling of personal empowerment with respect to work processes.	159	322	218	235	157	15	1091
14. Supervisors in my work unit support employee development.	414	459	125	48	64	3	1110
15. My training needs are assessed.	241	429	211	141	71	7	1093

Item Text	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Total
16. How satisfied are you with the training you receive for your present job?	223	441	272	129	39	1104

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.	23.9%	50.0%	12.5%	11.1%	2.6%	100%
2. I feel encouraged to come up with new and better ways of doing things.	28.1%	36.0%	16.4%	13.9%	5.7%	100%
3. My work gives me a feeling of personal accomplishment.	31.9%	41.5%	13.7%	8.5%	4.5%	100%
4. I like the kind of work I do.	41.1%	42.1%	10.5%	4.8%	1.5%	100%
5. I have sufficient resources (for example, people, materials, budget) to get my job done.	15.8%	37.6%	14.2%	21.2%	11.3%	100%
6. My workload is reasonable.	17.3%	47.3%	16.7%	11.7%	7.0%	100%
7. I know how my work relates to the agency's goals.	33.2%	43.7%	10.8%	8.0%	4.4%	100%
8. The work I do is important.	47.2%	38.9%	10.1%	2.5%	1.4%	100%

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
9. I find it easy to stay fully engaged in my work.	21.9%	44.0%	15.1%	15.1%	3.9%	100%
10. I get excited when I think about what I could accomplish at work.	24.8%	35.1%	21.9%	13.5%	4.7%	100%
11. I am given a real opportunity to improve my skills in my organization.	22.9%	38.8%	19.9%	11.7%	6.7%	100%
12. I am constantly looking for ways to do my job better.	39.4%	48.0%	9.4%	2.3%	0.9%	100%
13. Employees have a feeling of personal empowerment with respect to work processes.	14.6%	29.5%	20.0%	21.5%	14.4%	100%
14. Supervisors in my work unit support employee development.	37.3%	41.4%	11.3%	4.3%	5.8%	100%
15. My training needs are assessed.	22.1%	39.3%	19.3%	12.9%	6.5%	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?	20.2%	40.0%	24.6%	11.7%	3.5%	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.	421	473	114	61	30	0	1099
18. Employees in my work unit share job knowledge with each other.	464	454	96	60	37	2	1111
19. The people in my work unit look for ways to improve the way we work.	416	444	138	72	30	8	1100
20. My work unit is able to recruit people with the right skills.	166	227	224	207	226	59	1050
21. The skill level in my work unit has improved in the past year.	207	319	289	155	97	39	1067
22. My work unit has the job-relevant skills necessary to accomplish organizational goals.	301	510	169	83	32	14	1095
23. My talents are used well in the workplace.	234	420	172	151	119	4	1096

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?	593	379	98	19	11	1100

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.	38.3%	43.0%	10.4%	5.6%	2.7%	100%

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
18. Employees in my work unit share job knowledge with each other.	41.8%	40.9%	8.6%	5.4%	3.3%	100%
19. The people in my work unit look for ways to improve the way we work.	37.8%	40.4%	12.6%	6.6%	2.7%	100%
20. My work unit is able to recruit people with the right skills.	15.8%	21.6%	21.3%	19.7%	21.5%	100%
21. The skill level in my work unit has improved in the past year.	19.4%	29.9%	27.1%	14.5%	9.1%	100%
22. My work unit has the job-relevant skills necessary to accomplish organizational goals.	27.5%	46.6%	15.4%	7.6%	2.9%	100%
23. My talents are used well in the workplace.	21.4%	38.3%	15.7%	13.8%	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?	53.9%	34.5%	8.9%	1.7%	1.0%	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.	203	414	204	149	95	45	1065
26. Employees are protected from health and safety hazards on the job.	228	438	208	114	66	56	1054
27. My organization has prepared employees for potential security threats.	154	409	250	158	74	56	1045
28. I know how to take advantage of the Work/Life programs (e.g., Employee Assistance, Child Care, Elder Care) offered by my agency.	221	545	182	80	32	32	1060

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?	138	357	248	249	116	1108
30. Overall, how satisfied are you with the Work/Life – Telework and Alternative Work Schedule programs offered in your agency?	498	436	92	60	25	1111

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.	19.1%	38.9%	19.2%	14.0%	8.9%	100%
26. Employees are protected from health and safety hazards on the job.	21.6%	41.6%	19.7%	10.8%	6.3%	100%
27. My organization has prepared employees for potential security threats.	14.7%	39.1%	23.9%	15.1%	7.1%	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.	20.9%	51.4%	17.2%	7.6%	3.0%	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?	12.5%	32.2%	22.4%	22.5%	10.5%	100%
30. Overall, how satisfied are you with the Work/Life – Telework and Alternative Work Schedule programs offered in your agency?	44.8%	39.2%	8.3%	5.4%	2.3%	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.	356	580	89	59	26	3	1110
32. My performance appraisal is a fair reflection of my performance.	370	510	122	49	42	20	1093
33. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	126	200	259	167	189	170	941
34. In my work unit, differences in performance are recognized in a meaningful way.	122	256	256	206	171	91	1011

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).	313	415	188	63	63	63	1042

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know	Total
36. Discussions with my supervisor about my performance are worthwhile.	408	449	140	58	53	6	1108
37. I have had worthwhile discussions with my supervisor about my development.	410	447	121	77	54	4	1109
38. My supervisor provides me with opportunities to demonstrate my leadership skills.	460	401	132	58	59	1	1110
39. My supervisor provides me with opportunities to develop my job knowledge or skill.	453	447	108	51	50	2	1109

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.	388	426	158	81	57	2	1110
41. My supervisor supports my need to balance work and other life issues.	677	329	64	15	23	3	1108
42. My supervisor is committed to a workforce representative of all segments of society.	580	329	94	17	21	62	1041
43. In the last six months, my supervisor has talked with me about my performance.	572	436	55	29	19	0	1111
44. My supervisor listens to what I have to say.	621	367	72	27	25	0	1112
45. My supervisor treats me with respect.	686	307	70	23	22	0	1108
46. I have trust and confidence in my supervisor.	599	293	117	46	45	0	1100

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?	640	272	120	35	33	1100
48. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	396	400	173	81	48	1098

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.	32.1%	52.3%	8.0%	5.3%	2.3%	100%
32. My performance appraisal is a fair reflection of my performance.	33.9%	46.7%	11.2%	4.5%	3.8%	100%
33. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	13.4%	21.3%	27.5%	17.8%	20.1%	100%
34. In my work unit, differences in performance are recognized in a meaningful way.	12.1%	25.3%	25.3%	20.4%	16.9%	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).	30.0%	39.8%	18.0%	6.1%	6.1%	100%

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
36. Discussions with my supervisor about my performance are worthwhile.	36.8%	40.5%	12.6%	5.2%	4.8%	100%
37. I have had worthwhile discussions with my supervisor about my development.	37.0%	40.3%	10.9%	6.9%	4.9%	100%
38. My supervisor provides me with opportunities to demonstrate my leadership skills.	41.4%	36.1%	11.9%	5.2%	5.3%	100%
39. My supervisor provides me with opportunities to develop my job knowledge or skill.	40.9%	40.3%	9.7%	4.6%	4.5%	100%

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
40. My supervisor provides me with constructive suggestions to improve my job performance.	35.0%	38.4%	14.2%	7.3%	5.1%	100%
41. My supervisor supports my need to balance work and other life issues.	61.1%	29.7%	5.8%	1.4%	2.1%	100%
42. My supervisor is committed to a workforce representative of all segments of society.	55.7%	31.6%	9.0%	1.6%	2.0%	100%
43. In the last six months, my supervisor has talked with me about my performance.	51.5%	39.2%	5.0%	2.6%	1.7%	100%
44. My supervisor listens to what I have to say.	55.9%	33.0%	6.5%	2.4%	2.3%	100%
45. My supervisor treats me with respect.	61.9%	27.7%	6.3%	2.1%	2.0%	100%
46. I have trust and confidence in my supervisor.	54.5%	26.6%	10.6%	4.2%	4.1%	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?	58.2%	24.7%	10.9%	3.2%	3.0%	100%
48. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?	36.1%	36.4%	15.8%	7.4%	4.4%	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.	273	463	188	121	57	6	1102
50. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	276	413	204	97	42	73	1032
51. Managers promote communication among different work units (for example, about projects, goals, needed resources).	277	408	185	126	79	34	1075
52. Managers support collaboration across work units to accomplish work objectives.	288	428	192	89	71	31	1068
53. How satisfied are you with the information you receive from management on what's going on in your organization?	224	367	224	195	96	0	1106
54. My organization's senior leaders maintain high standards of honesty and integrity.	137	198	273	169	244	90	1021
55. In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	117	151	224	243	341	35	1076
56. I have a high level of respect for my organization's senior leaders.	130	186	279	203	282	28	1080

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?	106	166	298	303	232	1105

TABLE 10. LEADERSHIP—PERCENTAGES

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
49. Managers communicate the goals of the organization.	24.8%	42.0%	17.1%	11.0%	5.2%	100%
50. Managers review and evaluate the organization's progress toward meeting its goals and objectives	26.7%	40.0%	19.8%	9.4%	4.1%	100%
51. Managers promote communication among different work units (for example, about projects, goals, needed resources).	25.8%	38.0%	17.2%	11.7%	7.4%	100%
52. Managers support collaboration across work units to accomplish work objectives.	27.0%	40.1%	18.0%	8.3%	6.7%	100%
53. How satisfied are you with the information you receive from management on what's going on in your organization?	20.3%	33.2%	20.3%	17.6%	8.7%	100%
54. My organization's senior leaders maintain high standards of honesty and integrity	13.4%	19.4%	26.7%	16.6%	23.9%	100%
55. In my organization, senior leaders generate high levels of motivation and commitment in the workforce.	10.9%	14.0%	20.8%	22.6%	31.7%	100%
56. I have a high level of respect for my organization's senior leaders.	12.0%	17.2%	25.8%	18.8%	26.1%	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?	9.6%	15.0%	27.0%	27.4%	21.0%	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.	152	266	253	151	174	116	996
59. Awards in my work unit depend on how well employees perform their jobs.	189	365	207	120	132	95	1013

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.	15.3%	26.7%	25.4%	15.2%	17.5%	100%
59. Awards in my work unit depend on how well employees perform their jobs.	18.7%	36.0%	20.4%	11.9%	13.0%	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.	189	431	216	114	102	59	1052
61. Creativity and innovation are rewarded.	175	323	279	155	106	71	1038
62. Pay raises depend on how well employees perform their jobs.	74	128	264	199	318	122	983

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?	211	425	260	139	72	1107
64. How satisfied are you with your opportunity to get a better job in your organization?	112	220	298	237	240	1107

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.	18.0%	41.0%	20.5%	10.8%	9.7%	100%
61. Creativity and innovation are rewarded.	16.9%	31.1%	26.9%	14.9%	10.2%	100%
62. Pay raises depend on how well employees perform their jobs.	7.5%	13.0%	26.9%	20.2%	32.4%	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?	19.1%	38.4%	23.5%	12.6%	6.5%	100%
64. How satisfied are you with your opportunity to get a better job in your organization?	10.1%	19.9%	26.9%	21.4%	21.7%	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.	388	448	133	46	43	54	1058
66. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	385	388	115	55	72	95	1015
67. Differences among individuals (for example, gender, race, national origin, religion, age, cultural background, disability, sexual orientation) are respected and valued.	399	433	137	54	46	37	1069
68. Advancement opportunities are available for qualified individuals, regardless of gender, race, national origin, religion, age, cultural background, disability, or sexual orientation.	313	327	174	95	125	75	1034
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).	335	398	168	79	86	41	1066
70. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	331	412	175	52	57	76	1027
71. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	297	296	190	98	125	102	1006
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.	367	360	151	38	65	129	981

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.	36.7%	42.3%	12.6%	4.4%	4.1%	100%
66. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	37.9%	38.2%	11.3%	5.4%	7.1%	100%
67. Differences among individuals (for example, gender, race, national origin, religion, age, cultural background, disability, sexual orientation) are respected and valued.	37.3%	40.5%	12.8%	5.1%	4.3%	100%
68. Advancement opportunities are available for qualified individuals, regardless of gender, race, national origin, religion, age, cultural background, disability, or sexual orientation.	30.3%	31.6%	16.8%	9.2%	12.1%	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).	31.4%	37.3%	15.8%	7.4%	8.1%	100%
70. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	32.2%	40.1%	17.0%	5.1%	5.6%	100%
71. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	29.5%	29.4%	18.9%	9.7%	12.4%	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.	37.4%	36.7%	15.4%	3.9%	6.6%	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?	242	481	207	139	44	1113
74. Considering everything, how satisfied are you with your pay?	248	445	183	148	89	1113
75. Considering everything, how satisfied are you with your organization?	145	379	300	195	85	1104

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
76. I recommend my organization as a good place to work.	193	324	324	177	89	1107
77. I believe the results of this survey will be used to make my agency a better place to work.	146	257	309	209	188	1109

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?	21.7%	43.2%	18.6%	12.5%	4.0%	100%
74. Considering everything, how satisfied are you with your pay?	22.3%	40.0%	16.4%	13.3%	8.0%	100%
75. Considering everything, how satisfied are you with your organization?	13.1%	34.3%	27.2%	17.7%	7.7%	100%

Item Text	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
76. I recommend my organization as a good place to work.	17.4%	29.3%	29.3%	16.0%	8.0%	100%
77. I believe the results of this survey will be used to make my agency a better place to work.	13.2%	23.2%	27.9%	18.9%	17.0%	100%

# Demographics

TABLE 19. GENDER

	Gender	Population	Respondents
	Male	51%	43%
	Female	49%	36%
	Transgender/Other	-	0%
	Prefer not to say	-	20%
	Not Reported	-	4%

TABLE 20. ETHNICITY

	Are you Hispanic or Latino?	Population	Respondents
	Yes	6%	7%
	No	94%	93%
	Not Reported	-	10%

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	61%	56%
	Black or African American	21%	14%
	Asian	8%	5%
	Other <sup>3</sup>	3%	3%
	Not Reported	7%	11%

TABLE 22. DIVISION

	<b>Division</b>	<b>Population</b>	<b>Respondents</b>
Office of the Director		2%	2%
Operations		19%	20%
Consumer Education and Engagement		14%	15%
Research, Markets, and Regulations		10%	10%
Supervision, Enforcement, Fair Lending, and Equal Opportunity		46%	45%
External Affairs		3%	2%
Legal Division		5%	5%
Other, Not Reported		1%	2%

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