



NCUA Media Release

NCUA Ranks among Best Places to Work

Most Improved among Peer Agencies, #1 for Hispanics, #2 for African-Americans; NCUA also Earns High Marks for Leadership, Diversity, Fairness, Empowerment

ALEXANDRIA, Va. (Dec. 13, 2012) – The National Credit Union Administration (NCUA) showed the strongest growth in employee satisfaction among medium-sized federal agencies in the annual [Best Places to Work in the Federal Government](#) rankings released today by the Partnership for Public Service.

“It is very important for NCUA’s employees to have a high level of satisfaction and fulfillment in their work protecting the savings of America’s 94 million credit union members,” said NCUA Board Chairman Debbie Matz. “Employees are our most important asset, and no organization can be fully effective unless its workers are motivated and dedicated to the mission. Making NCUA an employer of choice remains one of my top priorities, and I’m proud of the fact that employee satisfaction has grown significantly over the past three years.”

NCUA ranked first for improvement in employee satisfaction year-over-year amongst 22 federal agencies with 1,000 to 14,999 employees. NCUA made the gains despite government-wide declines. A survey profile of NCUA as a “Notable Mover” is available [here](#).

In 2012, NCUA improved its overall annual ranking to 6th out of 22 medium-sized federal agencies and bettered its scores in nearly every survey category. Last year, NCUA ranked 16th out of 35 small federal agencies.

NCUA performs particularly well in the area of effective leadership, which the Partnership for Public Service describes as a primary factor in employee attitudes toward job satisfaction. NCUA ranked second for employee skills/mission match amongst its peer agencies. The agency’s employees also gave NCUA strong endorsements in areas of diversity, fairness and employee empowerment.

In other findings of the 2012 report, for employee satisfaction and commitment among medium-sized agencies NCUA:

- Ranked 1st among Hispanics.
- Ranked 2nd among African-Americans.
- Ranked 3rd among whites, veterans, men, workers above 40, and workers below 40 years old.
- Ranked 4th among women and Asians.

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In its analysis of survey results, the Partnership for Public Service noted NCUA’s overall score has been steadily increasing for the past few years and is up 10.9 points since 2009, demonstrating “it is possible to improve employee engagement in even the most challenging climates.”

Nearly 700,000 federal workers participated in the U.S. Office of Personnel Management’s Federal Employee Viewpoint survey used by the Partnership for Public Service to compile the Best Places to Work in the Federal Government rankings. Agencies are measured on overall employee satisfaction and in 10 workplace categories, including effective leadership, employee skills/mission match, teamwork and work/life balance.

The Partnership for Public Service is a nonprofit, nonpartisan organization with a mission to “revitalize our federal government by inspiring a new generation to serve and by transforming the way government works.” The Partnership has compiled the annual rankings since 2003. Federal agency rankings for 2012 are available online [here](#).

NCUA is the independent federal agency created by the U.S. Congress to regulate, charter and supervise federal credit unions. With the backing of the full faith and credit of the U.S. Government, NCUA operates and manages the National Credit Union Share Insurance Fund, insuring the deposits of nearly 94 million account holders in all federal credit unions and the overwhelming majority of state-chartered credit unions.

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