



NCUA Media Release

NCUA Ranked among Top Performing Agencies

ALEXANDRIA, Va. (Sept. 23, 2011) – The U.S. Office of Personnel Management (OPM) released the results of the 2011 Employee Viewpoint Survey, giving high marks to the National Credit Union Administration (NCUA) among 37 agencies ranked.

“When I came on as chairman in 2009, one of my top five goals was for NCUA to be recognized as an employer of choice,” said NCUA Board Chairman Debbie Matz. “I have always believed that NCUA employees are extraordinarily talented, dedicated and hardworking. Our employees are the agency’s greatest asset. To be successful as an agency, however, we need to provide every NCUA employee with the tools and training they need to ensure the safety and soundness of the credit union industry. I am pleased to see that this survey shows significant improvements over previous years. We will take these results, continue to improve the workplace environment, and make NCUA as effective and efficient as possible.”

In three of the survey’s four indices, NCUA ranked as one of the “top performing” agencies:

- NCUA ranked fourth in the category “results-oriented performance culture,” up from tenth place in 2010;
- NCUA held its position as sixth in “talent management;”
- Most significantly, NCUA tied for fifth place in “job satisfaction,” up from the eleventh spot in 2010; and
- For “leadership and knowledge management,” the only metric where NCUA did not rank in the top 10, the report noted the agency had significant improvement over last year.

“The fact that most employees recommend NCUA as a good place to work is a testament to management’s efforts to improve communications at all levels,” Chairman Matz added.

The survey also showed that NCUA employees feel their work is important, feel accountable for achieving results, and know how their work relates to their agency's goals and priorities.

NCUA’s results can be viewed [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 more than 91 million account holders in all federal credit unions and the overwhelming majority of state-chartered credit unions.

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The best federal agencies, according to their employees:

In the report, OPM used the survey results to rank the top agencies in four categories: Leadership and Knowledge Management, Results-Oriented Performance Culture, Talent Management and Job Satisfaction. The rankings appear below.

Results-Oriented Performance Culture

1. Nuclear Regulatory Commission
2. Federal Trade Commission
3. National Aeronautics and Space Administration
4. National Credit Union Administration
5. Department of Commerce
5. Pension Benefit Guaranty Corporation
7. Federal Energy Regulatory Commission
7. Office of Personnel Management
9. Department of the Treasury
9. Federal Communications Commission
9. General Services Administration

Talent Management

1. Nuclear Regulatory Commission
2. Federal Trade Commission
2. National Aeronautics and Space Administration
4. Court Services & Offender Supervision Agency
5. Pension Benefit Guaranty Corporation
6. National Credit Union Administration
7. Department of State
7. Federal Energy Regulatory Commission
7. General Services Administration
10. Department of Commerce
10. Department of the Treasury
10. Office of Personnel Management

Job Satisfaction

1. Nuclear Regulatory Commission
2. National Aeronautics and Space Administration
3. Department of State
4. Social Security Administration
5. Federal Trade Commission
5. National Credit Union Administration
5. Office of Personnel Management
8. Court Services & Offender Supervision Agency
8. Department of Justice
8. Department of the Treasury
8. General Services Administration

Leadership and Knowledge Management

1. Nuclear Regulatory Commission
2. Federal Trade Commission
3. National Aeronautics and Space Administration
4. Social Security Administration
5. Federal Energy Regulatory Commission
6. Department of State
6. Federal Communications Commission
6. General Services Administration
9. Department of the Treasury
9. Office of Personnel Management