

Federal Labor Relations Authority

Index Score: 76.3 (Ranked #7 out of varied totals)

To resolve complaints of unfair federal labor practices, to determine the appropriateness of units for Labor organization representation, to adjudicate exceptions to arbitrator's awards and to adjudicate legal issues relating to duty, bargain and resolve impasses during negotiations.

Scores and Rankings by Class

Class	2011 Score	Rank (out of varied totals)
Employee Skills/Mission Match	85.0	4
Strategic Management	69.8	6
Teamwork	82.4	2
Effective Leadership	71.4	3
Effective Leadership - Empowerment	62.5	6
Effective Leadership - Fairness	60.0	7
Effective Leadership - Senior Leaders	76.3	3
Effective Leadership - Supervisors	76.8	3
Performance Based Rewards and Advancement	60.1	5
Training and Development	63.0	10
Support for Diversity	63.6	10
Pay	68.0	8
Family Friendly Culture and Benefits	49.1	6
Work/Life Balance	70.2	7

Scores by Class	2010	2009	2007	2005	2003
Employee Skills/Mission Match	80.9	62.6	60.9	74.0	
Strategic Management	63.4	35.9	33.8	57.7	
Teamwork	74.9	60.5	58.9	66.1	
Effective Leadership	64.7	29.7	25.4	41.0	
Performance Based Rewards and Advancement	54.9	28.7	30.4	47.9	
Training and Development	62.8	35.0	29.3	56.2	
Support for Diversity	54.9	41.2	41.9	50.7	
Pay	77.3	54.7	55.4		
Family Friendly Culture and Benefits	46.1				
Work/Life Balance	63.0	48.4	48.9	69.3	

Index Scores

Year	Score
2011	76.3
2010	68.3
2009	19.5
2007	18.1
2005	41.4
2003	

Scores and Rankings by Demographic

Demographic	Score	Rank (out of varied totals)
Female		
Male		
40 and over		
Under 40		
Asian		
Black or African-American		
Hispanic or Latino		
Multi-racial		
White		
American Indian or Native American		

Scores by Demographic	2010	2009	2007	2005	2003
Female					
Male					
40 and over					
Under 40					
Asian					
Black or African-American					
Hispanic or Latino					
Multi-racial					
White					
American Indian or Native American					

Staff/Manager Alignment

Score: 0

[Less Aligned / More Satisfied:](#)

Agencies in this group have *Best Places* Index scores that exceed government-wide norms, but less-than-normal alignment between staff and managers on key workforce issues. Despite good scores on the *Best Places* index, agencies in this group should therefore examine the areas of high disconnect between staff and managers.

Workforce Size and Trends

Number of Employees in:	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
	187	185	186	171	145	129	120	112	114	125

Employees joined (2009): 23

Percentage joined (2009): 18.40%

Average joined (2004-2009): 11

Employees left (2009): 13

Percentage left (2009): 10.40%

Average left (2004-2009): 14

Rookie ratio (percentage of workforce with less than three years of service): 13.60%

More About the Agency

Headquartered in Washington, D.C.

Other Locations: Seven regional offices

<http://www.fra.gov/>