

Government Accountability Office

Index Score: 78.9 (Ranked #3 out of varied totals)

To support the Congress in meeting its constitutional responsibilities and to help improve the performance and ensure the accountability of the federal government for the benefit of the American people. GAO provides Congress with timely information that is objective, fact-based, nonpartisan, non-ideological, fair and balanced.

Scores and Rankings by Class

Class	2011 Score	Rank (out of varied totals)
Employee Skills/Mission Match		
Strategic Management		
Teamwork		
Effective Leadership		
Effective Leadership - Empowerment		
Effective Leadership - Fairness		
Effective Leadership - Senior Leaders		
Effective Leadership - Supervisors		
Performance Based Rewards and Advancement		
Training and Development		
Support for Diversity	76.4	1
Pay		
Family Friendly Culture and Benefits		
Work/Life Balance		

Scores by Class	2010	2009	2007	2005	2003
Employee Skills/Mission Match					
Strategic Management					
Teamwork					
Effective Leadership					
Performance Based Rewards and Advancement					
Training and Development					
Support for Diversity					
Pay					
Family Friendly Culture and Benefits					
Work/Life Balance					

Index Scores

Year	Score
2011	78.9
2010	81.6
2009	76.6
2007	72.1
2005	74.6
2003	

Scores and Rankings by Demographic

Demographic	Score	Rank (out of varied totals)
Female	81.6	1
Male	82.2	1
40 and over	82.1	1
Under 40	79.9	2
Asian	85.7	2
Black or African-American	78.5	2
Hispanic or Latino	83.2	1
Multi-racial	70.3	3
White	81.7	1
American Indian or Native American		

Scores by Demographic	2010	2009	2007	2005	2003
Female	85.3				
Male	84.5	78.6			
40 and over	83.9	78.3			
Under 40	83.9	80.7			
Asian	83.4	82.0			
Black or African-American	77.8				
Hispanic or Latino	83.4	78.9			
Multi-racial		77.8			
White	83.3	80.2			
American Indian or Native American		70.7			

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
	3,220	3,358	3,280	3,255	3,205	3,260	3,121	3,153	3,303	3,350

Employees joined (2009): 248

Percentage joined (2009): 7.40%

Average joined (2004-2009): 297

Employees left (2009): 201

Percentage left (2009): 6.00%

Average left (2004-2009): 282

Rookie ratio (percentage of workforce with less than three years of service): 25.00%

More About the Agency

Headquartered in Washington, D.C.

Other Locations: Atlanta, Boston, Chicago, Dallas, Dayton, Denver, Huntsville, Los Angeles, Norfolk, Seattle, San Francisco

<http://www.gao.gov>