Best Places to Work in the Federal Government®

The *Best Places to Work* rankings — the most comprehensive and authoritative rating of employee satisfaction and commitment in the federal government — are produced by the Partnership for Public Service.

2012 Agency Report
Small Business Administration

Mission: To maintain and strengthen the nation's economy by aiding, counseling, assisting and protecting the interests of small businesses, and by helping families and businesses recover from national disasters.

Scores and Rankings

	Score	Rank (out of varied totals)
Index Score	**57.7**	**16**

Category	Score	Rank (out of varied totals)
Effective Leadership	52.5	13
Effective Leadership - Empowerment	45.8	13
Effective Leadership - Fairness	50.2	12
Effective Leadership - Senior Leaders	47.2	13
Effective Leadership - Supervisors	62.5	15
Employee Skills/Mission Match	76.2	10
Pay	61.8	7
Strategic Management	51.3	17
Teamwork	64.0	15
Training and Development	50.4	19
Work/Life Balance	55.7	16
Support for Diversity	53.7	16
Performance Based Rewards and Advancement	42.3	14
Alternative Work and Employee Support Programs		

Demographic	Score	Rank (out of varied totals)
Female	59.2	12
Male	58.9	16
40 and over	60.0	14
Under 40	55.6	16
American Indian or Native American		
Asian	62.5	9
Black or African-American	56.9	14
Hispanic or Latino	59.6	13
Multi-racial	57.8	7
Native Hawaiian or Other Pacific Islander		
White	61.5	13
Employees with Disabilities	53.7	10
Veterans	55.8	15
Senior Executive Service (SES)		

Previous Years

	2011	2010	2009	2007	2005	2003
Index Score	**57.9**	**57.7**	**56.5**	**43.4**	**45.4**	**54.7**

Scores by Category	2011	2010	2009	2007	2005	2003
Effective Leadership	54.2	52.1	50.1	43.1	43.1	48.7
Effective Leadership - Empowerment	48.1	46.6	46.9	41.3	39.9	42.9
Effective Leadership - Fairness	51.8	50.3	45.4	38.9	40.4	47.1
Effective Leadership - Senior Leaders	49.6	44.9	43.4	31.9	31.7	42.1
Effective Leadership - Supervisors	63.2	63.1	60.8	57.3	57.4	59.0
Employee Skills/Mission Match	77.2	75.6	77.4	73.4	75.2	77.4
Pay	65.2	70.2	65.6	62.1		
Strategic Management	54.2	51.5	53.9	46.3	47.8	53.0
Teamwork	65.8	64.1	69.8	68.0	69.1	67.3
Training and Development	51.3	48.8	56.1	46.1	46.0	50.3
Work/Life Balance	57.5	57.9	59.9	52.4	55.3	60.7
Support for Diversity	54.7	53.8	57.7	52.3	52.7	57.6
Performance Based Rewards and Advancement	43.6	43.8	43.2	38.8	36.5	44.6
Alternative Work and Employee Support Programs						

Scores by Demographic	2011	2010	2009	2007	2005	2003
Female	57.8	58.9	56.2			
Male	61.3	58.6	56.8			
40 and over	59.3	58.7	56.4			
Under 40	63.0	59.7	57.7			
American Indian or Native American						
Asian	68.8	73.8	76.1			
Black or African-American	56.4	56.8	53.8			
Hispanic or Latino	64.1	64.1	65.2			
Multi-racial	43.1	43.9	44.5			
Native Hawaiian or Other Pacific Islander						
White	59.8	58.5	56.5			
Employees with Disabilities						
Veterans						
Senior Executive Service (SES)						

Workforce Size and Trends

Number of Employees by Year
2011: 2,289
2010: 2,813
2009: 2,718
2008: 2,664
2007: 2,565
2006: 2,434
2005: 2,553
2004: 2,813
2003: 3,120
2002: 3,217
2001: 3,315

Employees joined (2011): 172
Percentage joined (2011): 7.50%
Average joined (2004-2011): 171
Employees left (2011): 215
Percentage left (2011): 9.40%
Average left (2004-2011): 177
Rookie ratio (percentage of workforce with less than three years of service): 12.50%

More About the Agency

Headquartered in Washington, D.C.
Other Locations: Boston, MA; New York, NY; Philadelphia, PA; Atlanta, GA; Chicago, IL; Fort Worth, TX; Kansas City, MO; Denver, CO; San Francisco, CA and Seattle, WA

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