



BEST PLACES TO WORK IN THE FEDERAL GOVERNMENT®

2011 AGENCY REPORT

Small Business Administration

	2011 Score	2010 Score	% Change	2011 Rank	# Out of
Best Places to Work Index	57.9	57.7	0.3	28	33

CATEGORY SCORES AND RANKINGS	2011 Score	2010 Score	% Change	2011 Rank	# Out of
Employee Skills/Mission Match	77.2	75.6	2.1	21	30
Strategic Management	54.2	51.5	5.3	23	30
Teamwork	65.8	64.1	2.5	12	30
Effective Leadership	54.2	52.1	4.1	16	30
Empowerment	48.1	46.6	3.1	14	30
Fairness	51.8	50.3	3.1	19	30
Leaders	49.6	44.9	10.6	14	30
Supervisors	63.2	63.1	0.2	18	30
Performance Based Rewards and Advancement	43.6	43.8	-0.5	24	30
Training and Development	51.3	48.8	5.3	28	30
Support for Diversity	54.7	53.8	1.7	25	31
Family Friendly Culture and Benefits	36.3	36.8	-1.4	16	30
Pay	65.2	70.2	-7.1	8	30
Work/Life Balance	57.5	57.9	-0.8	22	30

DEMOGRAPHIC SCORES AND RANKINGS	2011 Score	2010 Score	% Change	2011 Rank	# Out of
Female	57.8	58.9	-1.8	28	30
Male	61.3	58.6	4.6	25	30
40 and Over	59.3	58.7	0.9	26	30
Under 40	63.0	59.7	5.5	24	30
American Indian or Native American	---	---	---	---	19
Asian	68.8	73.8	-6.7	19	30
Black or African-American	56.4	56.8	-0.6	29	30
Hispanic or Latino	64.1	64.1	0.1	19	30
Multi-racial	43.1	43.9	-1.9	29	30
White	59.8	58.5	2.1	27	30

	2011 Score	2010 Score
Staff/Manager Alignment	-14 Less Aligned / Less Satisfied	26 More Aligned / Less Satisfied

More Aligned / More Satisfied

Agencies in this group have *Best Places to Work* index scores that exceed government-wide norms, as well as greater-than-normal alignment between staff and managers on key workforce issues.

Less Aligned / More Satisfied

Agencies in this group have *Best Places to Work* index scores that exceed government-wide norms, but less-than-normal alignment between staff and managers on key workforce issues.

More Aligned / Less Satisfied

Agencies in this group have *Best Places to Work* index scores that fall short of government-wide norms, but greater-than-normal alignment between managers and staff on key workforce issues.

Less Aligned / Less Satisfied

Agencies in this group have *Best Places to Work* index scores that fall short of government-wide norms, as well as less-than-normal alignment between staff and managers on key workforce issues.