

# General Services Administration

Index Score: 67.5 (Ranked #8 out of varied totals)

To leverage the buying power of the federal government to acquire best value for taxpayers and federal customers. GSA exercises responsible asset management, delivers superior workplaces, quality acquisition services and expert business solutions, and develops innovative and effective management policies.

## Scores and Rankings by Class

Class	2009 Score	Rank (out of varied totals)
<a href="#">Employee Skills/Mission Match</a>	78.0	19
<a href="#">Strategic Management</a>	61.1	6
<a href="#">Teamwork</a>	73.4	5
<a href="#">Effective Leadership</a>	55.5	4
<a href="#">Effective Leadership - Empowerment</a>	55.0	4
<a href="#">Effective Leadership - Fairness</a>	47.8	7
<a href="#">Effective Leadership - Leaders</a>	51.3	6
<a href="#">Effective Leadership - Supervisors</a>	65.6	6
<a href="#">Performance Based Rewards and Advancement</a>	49.0	6
<a href="#">Training and Development</a>	67.4	3
<a href="#">Support for Diversity</a>	62.7	8
<a href="#">Pay and Benefits</a>	71.3	5
<a href="#">Family Friendly Culture and Benefits</a>	59.8	1
<a href="#">Work/Life Balance</a>	67.0	4

Class	2007 Score	2005 Score	2003 Score
<a href="#">Employee Skills/Mission Match</a>	77.7	79.3	79.1
<a href="#">Strategic Management</a>	60.9	64.3	62.9
<a href="#">Teamwork</a>	74.3	76.9	72.3
<a href="#">Effective Leadership</a>	55.2	57.7	55.2
<a href="#">Performance Based Rewards and Advancement</a>	46.7	52.3	52.0
<a href="#">Training and Development</a>	66.1	68.3	65.0
<a href="#">Support for Diversity</a>	60.7	62.6	61.0
<a href="#">Pay and Benefits</a>	71.2		
<a href="#">Family Friendly Culture and Benefits</a>	52.3		
<a href="#">Work/Life Balance</a>	67.9	71.0	70.6

## Index Scores

Year	Score
2009	67.5
2007	65.7
2005	69.6
2003	65.5

## Scores and Rankings by Demographic

Demographic	Score	Rank (out of varied totals)
<a href="#">Female</a>	67.6	6
<a href="#">Male</a>	67.3	8
<a href="#">40 and over</a>	66.6	7
<a href="#">Under 40</a>	70.4	6
<a href="#">Asian</a>	66.2	16
<a href="#">Black or African-American</a>	67.2	6
<a href="#">Hispanic or Latino</a>	69.4	8
<a href="#">Multi-racial</a>	54.9	16
<a href="#">White</a>	68.7	6

Scores by Demographic	2007 Score	2005 Score	2003 Score
<a href="#">Female</a>			
<a href="#">Male</a>			
<a href="#">40 and over</a>	64.8		
<a href="#">Under 40</a>	69.0		
<a href="#">Asian</a>	75.8		
<a href="#">Black or African-American</a>	68.3		
<a href="#">Hispanic or Latino</a>			
<a href="#">Multi-racial</a>	54.6		
<a href="#">White</a>	64.5		

## Workforce Size and Trends

Number of Employees in:	2001	2002	2003	2004	2005	2006	2007	2008
	13,879	13,857	12,211	12,249	12,312	11,875	11,738	11,742

**Employees joined (2008):** 756

**Percentage joined (2008):** 5.66%

**Average joined (2004-2008):** 795

**Employees left (2008):** 847

**Percentage left (2008):** 9.94%

**Average left (2004-2008):** 956

**Rookie ratio (percentage of workforce with less than three years of service):** 8.80%

## More About the Agency

Headquartered in Washington, D.C.

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

<http://www.gsa.gov>