

Small Business Administration

Index Score: 56.5 (Ranked #26 out of varied totals)

To maintain and strengthen the nations 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 by Class

Class	2009 Score	Rank (out of varied totals)
Employee Skills/Mission Match	77.4	22
Strategic Management	53.9	23
Teamwork	69.8	20
Effective Leadership	48.9	22
Effective Leadership - Empowerment	46.9	17
Effective Leadership - Fairness	41.5	23
Effective Leadership - Leaders	43.4	20
Effective Leadership - Supervisors	60.8	19
Performance Based Rewards and Advancement	43.2	22
Training and Development	56.1	24
Support for Diversity	57.7	20
Pay and Benefits	70.4	7
Family Friendly Culture and Benefits	45.9	15
Work/Life Balance	59.9	21

Class	2007 Score	2005 Score	2003 Score
Employee Skills/Mission Match	73.4	75.2	77.4
Strategic Management	46.3	47.8	53.0
Teamwork	68.0	69.1	67.3
Effective Leadership	42.3	42.4	48.0
Performance Based Rewards and Advancement	38.8	36.5	44.6
Training and Development	46.1	46.0	50.3
Support for Diversity	52.3	52.7	57.6
Pay and Benefits	67.0		
Family Friendly Culture and Benefits	42.9		
Work/Life Balance	52.4	55.3	60.7

Index Scores

Year	Score
2009	56.5
2007	43.4
2005	45.4
2003	54.7

Scores and Rankings by Demographic

Demographic	Score	Rank (out of varied totals)
Female	56.2	28
Male	56.8	26
40 and over	56.4	25
Under 40	57.7	24
Asian	76.1	3
Black or African-American	53.8	28
Hispanic or Latino	65.2	17
Multi-racial	44.5	28
White	56.5	26

Scores by Demographic	2007 Score	2005 Score	2003 Score
Female			
Male			
40 and over	43.0		
Under 40	45.4		
Asian	52.1		
Black or African-American	47.1		
Hispanic or Latino			
Multi-racial	37.5		
White	41.3		

Workforce Size and Trends

Number of Employees in:	2001	2002	2003	2004	2005	2006	2007	2008
	3,315	3,217	3,120	2,813	2,553	2,434	2,565	2,664

Employees joined (2008): 214

Percentage joined (2008): 5.34%

Average joined (2004-2008): 126

Employees left (2008): 168

Percentage left (2008): 6.90%

Average left (2004-2008): 262

Rookie ratio (percentage of workforce with less than three years of service): 8.90%

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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