

# Best Places to Work in the Federal Government®

## 2023 Fact Sheet

The Best Places to Work in the Federal Government® rankings and accompanying workplace data, produced by the Partnership for Public Service and Boston Consulting Group, offer the most comprehensive assessment of employee engagement and satisfaction across the federal workforce.

The 2023 Best Places to Work in the Federal Government® index score is 65.7 out of 100, representing a 2.3-point increase from 2022 in how our nation's civil servants view their agencies and jobs.

The data includes survey responses from more than 1 million federal employees at 532 federal agencies and their subcomponents, the highest totals in the history of the Best Places to Work rankings.

The 2023 government-wide employee engagement and satisfaction score represents the first increase since 2020, when the federal workforce and the country began dealing with the upheaval caused by the COVID-19 pandemic.

While uncertainties remain, some sense of normalcy and stability began to develop in 2023, with many workers adjusting to the new realities and agencies continuing combinations of in-office, hybrid and full-time telework. Our 2023 data shows that 53.7% of employees maintain a hybrid work schedule, 14.3% telework full time and 31.9% go to their workplace each day. This is almost identical to what occurred in 2022.

The government-wide score increase may also reflect the Biden administration's deliberate focus on employee engagement and satisfaction, and may have been influenced by a flurry of important laws enacted by Congress over the past several years, including the Build Back Better Act, the American Rescue Plan, the Bipartisan Infrastructure Law, and the CHIPS and Science Act, among others.

Coupled with the administration's attention to the employee experience, these laws require increased commitment by the workforce at agencies across the federal enterprise to implement a wide range of major new policies and programs designed to help individuals, companies and the economy.

For the 12th year in a row, NASA holds the number one Best Places to Work ranking among large federal agencies, posting a 2023 engagement and satisfaction score of 82.5 out of 100. In the midsize category, the Government Accountability Office is in first place with a score of 87.2, while the top-ranked small agency is the National Indian Gaming Commission with a score of 93.6.



The Social Security Administration remains in last place among 17 large agencies, falling 1.8 points for a score of 52.1. In the midsize agency category, the Court Services and Offender Supervision Agency is in last place among 26 agencies with a score of 57.7, while the Export-Import Bank is last among 30 small agencies with a score of 40.6, a drop of 14.4 points.



The Department of Homeland Security is the most improved large agency, increasing its Best Places to Work score to 60.8 out of 100, an increase of 5.9 points. In the midsize category, the Federal Trade Commission has improved the most, jumping 8.1 points from 67.3 to 75.4, while the Consumer Product Safety Commission's score has jumped 9.8 points to 73.0, the biggest increase in the small agency category.



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## Additional Key Facts

- Of the 73 agencies included in the rankings, 49 have registered increases or held steady in their 2023 Best Places to Work scores. Among the 459 subcomponents, 303 have improved or held steady. The data shows that employee engagement and satisfaction scores are highest at midsize agencies, followed by small and then large agencies.
- Those who telework full time have the highest Best Places to Work score, 74.6 out of 100, followed by those who work at headquarters, 69.2, and those who work in field offices, 61.7.
- On other work-related issues, employees score 73.3 out of 100 on the connection to their agency's mission; 71.6 on diversity, equity, inclusion and accessibility; 70.1 on work-life balance; 66.8 on professional development; 57.4 on pay; 56.3 on employee input; and 53.9 on recognition.
- On leadership, supervisors score 80.2 out of 100, an increase of 0.5 points from 2022, while senior leaders score considerably lower at 57.3, reflecting an increase of 2 points from the previous year.
- Federal employees over 60-years-old have the highest Best Places to work score of 73.4, while employees between 30 and 39 have the lowest Best Places to Work score—62.3—of any age group. The score for those under 30 is 64.2.

Over the years, we have learned that good leaders not only focus on policy but place an emphasis on creating workplace conditions that foster improved government effectiveness. Leaders should take targeted actions that respond to workforce needs, ensuring that employees are motivated and that their concerns are both heard and addressed so that agencies can successfully achieve their missions and serve the public good.

*Most of the data used to develop the Best Places to Work rankings was collected by the Office of Personnel Management through its Federal Employee Viewpoint Survey. A complete list of the rankings and accompanying data is available at [bestplacestowork.org](https://bestplacestowork.org).*

