



# News Release

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## **SBA Employees See Significant Agency Improvement; OPM Survey Shows Major Gains From 2006**

**WASHINGTON** – The 2008 Federal Human Capital Survey, conducted last fall, gave the U.S. Small Business Administration the highest overall improvement among agencies in two categories: Leadership and Knowledge Management, and Talent Management. The agency also had the second largest gain in Job Satisfaction, and the sixth largest gain for establishing a Results-Oriented Performance Culture.

The SBA, which rated last among federal agencies in the 2006 “Best Places to Work” survey, has improved significantly, according to survey data released last week by the Office of Personnel Management.

Nearly 80 percent of eligible SBA employees completed the survey – the highest percentage among all federal agencies – further compelling evidence of SBA’s employees’ vastly improved opinion of the agency and their jobs. OPM conducts the survey every two years.

“These impressive results for 2008, taken on top of 2007’s positive findings, strongly indicate that SBA’s Reform Agenda – initiated by former Administrator Steve Preston in summer 2006 – has led to a dramatic turnaround in employee development and agency effectiveness,” said SBA Acting Administrator Sandy K. Baruah.

Two years ago, SBA ranked 30th out of 30 among federal agencies for best places to work, according to a Partnership for Public Service analysis of OPM data. The Partnership for Public Service will analyze the data just released by OPM and issue rankings based on that data in March.

The Reform Agenda, initiated by Preston and advanced by Baruah, focused on providing employees with comprehensive training, improved internal communication, and increased operational transparency, accountability, and performance.

“I’m tremendously gratified by these results,” said HUD Secretary Steve Preston, who served as SBA Administrator from 2006 to 2008. “They demonstrate government can be made to work better, smarter and leaner, and be a more positive environment for employees. Real change is possible in a very short time frame. SBA’s operations are more impactful, they reach underserved markets more effectively, and they provide better service to customers and partners. I’m proud of the SBA staff for their hard work.”

Other survey highlights:

- Employees have a better sense of the agency's goals. Over 80 percent said they know how their work relates to agency goals and priorities. Over 60 percent agreed that managers communicate the organization's goals and priorities.
- Employees felt positive about their personal work experiences. Over 80 percent enjoyed their work and agreed their co-workers cooperated to get the job done. Over 70 percent said their work gives them a feeling of personal accomplishment.
- Employees as a whole were satisfied with their work. Nearly 90 percent said they feel the work they do is important.

“This survey shows the investment SBA has made in employee training, performance management, and reorganization has paid off,” said Baruah. “SBA today is better equipped to help small businesses and to assist disaster survivors. Thanks to the hard work of SBA's leadership and civil servants, the next administration will have a markedly improved agency to meet the needs of America's entrepreneurs.”

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