



PARTNERSHIP FOR PUBLIC SERVICE

The Best Places to Work

IN THE FEDERAL GOVERNMENT® 2016 RANKINGS



LOOKING AT AGENCIES BY MISSION

The federal government faces many critical challenges, from protecting national security, public health and the environment to rebuilding the nation's infrastructure, managing immigration and ensuring energy independence.

The level of engagement by federal employees—their satisfaction with their jobs and workplaces, and their commitment to the mission of their agencies—can be important factors in how well they perform and whether agencies can effectively accomplish their goals and effectively serve the public interest.

For a second year in a row, the Partnership for Public Service and Deloitte expanded on the traditional Best Places to Work rankings of large, mid-size, small and agency subcomponents by placing a select group of agencies into five mission areas: public health, law enforcement and border protection, national security, energy and environment, and infrastructure.

The purpose of ranking by mission area is to examine agencies that have similar responsibilities and employ workers with comparable occupations to see if there are commonalities or discrepancies in employee engagement. The data will allow leaders to compare their organizations to other agencies in their field, see where they are excelling or falling short, and gain insights about how they can better meet the needs of their workers and ultimately the American public.

The 2016 data show wide disparities among agencies within each mission area. The Coast Guard, for example,

tops the law enforcement and border protection category with a Best Places to Work employee engagement score of 71.1 out of 100, while the Secret Service is at the bottom with a score of 32.8. Among energy and environment agencies, there is a 32.1-point gap between the top-scoring Environment and Natural Resources Division at the Department of Justice and the last agency in this category, the National Park Service. In fact, in no instance is the gap between the top and bottom-ranked agency in a mission area smaller than 21 points.

Last year, we grouped 75 organizations into six mission areas: public health, law enforcement, national security, energy and environment, financial regulation and oversight. This year, we made some changes, grouping 69 organizations into five mission areas that not only represent critical challenges faced by the country, but reflect some of the priorities of the Trump administration and the 115th Congress.

Each of the five mission groups was reviewed by independent experts. Each agency belongs to only one group on the list. Inclusion in one of the mission groups is dependent on the agency's participation in the overall Best Places to Work rankings.

LAW ENFORCEMENT AND BORDER PROTECTION

The federal law enforcement and border protection agencies in this category enforce the federal criminal laws and prosecute offenders, investigate terrorist threats, operate prisons, guard our borders and manage the immigration system. The employees at these agencies include lawyers, special agents, corrections officers, airport security personnel, investigators, intelligence analysts and information technology specialists.



Rank	Agency	2016
1	United States Coast Guard (DHS)	71.1
2	Citizenship and Immigration Services (DHS)	70.7
3	U.S. Marshals Service (DOJ)	69.4
4	Federal Bureau of Investigation (DOJ) (tie)	68.7
4	Drug Enforcement Administration (DOJ) (tie)	68.7
4	Federal Law Enforcement Training Center (DHS) (tie)	68.7
7	Criminal Division (DOJ)	66.8
8	Bureau of Alcohol Tobacco Firearms and Explosives (DOJ)	62.7
9	Federal Bureau of Prisons (DOJ)	60.1
10	Executive Office for Immigration Review (DOJ)	57.1
11	Financial Crimes Enforcement Network (Treasury)	48.2
12	Customs and Border Protection (DHS)	46.8
13	Immigration and Customs Enforcement (DHS)	45.2
14	Transportation Security Administration (DHS)	35.5
15	United States Secret Service (DHS)	32.8

PUBLIC HEALTH

Protecting and maintaining the health of the American people are goals shared by all of the agencies in this category. These agencies conduct medical research, administer health care benefits, provide direct patient care, ensure food, drug and medical device safety, and control and prevent the spread of disease. Many employees are in medical, hospital, dental, science and public health occupations.



Rank	Agency	2016
1	Centers for Disease Control and Prevention (HHS)	72.9
2	Centers for Medicare and Medicaid Services (HHS) (tie)	70.4
2	Food and Drug Administration (HHS) (tie)	70.4
4	National Institutes of Health (HHS)	70.0
5	Health Resources and Services Administration (HHS)	68.1
6	Food Safety and Inspection Service (USDA)	68.0
7	Agency for Healthcare Research and Quality (HHS)	65.9
8	Uniformed Services University of the Health Sciences (DOD)	60.4
9	U.S. Army Medical Command (Army)	57.1
10	Veterans Health Administration (VA)	56.7
11	Naval Medical Command (Navy)	55.3
12	Indian Health Service (HHS)	55.0
13	Defense Health Agency (DOD)	49.5
14	Substance Abuse and Mental Health Services Administration (HHS)	41.1

INFRASTRUCTURE

Access to modern transportation, communication and power-generation systems are essential to economic growth and a high quality of life. The agencies in this category are responsible for ensuring that the nation has a safe, reliable, and modernized infrastructure that includes roads, bridges, water and sewage systems, tunnels, rail lines, waterways, flood control projects, power grids, dams and telecommunications systems. Employees at these agencies include engineers, electricians, safety inspectors, transportation planners, architectural and civil drafters, conservation scientists, hydrologists, logisticians and lawyers.



Rank	Agency	2016
1	Federal Highway Administration (DOT)	77.9
2	Office of Energy Projects (FERC)	77.0
3	National Institute of Standards and Technology (Commerce)	72.1
4	Maritime Administration (DOT)	69.5
5	Bonneville Power Administration (DOE)	68.4
6	Federal Railroad Administration (DOT)	67.3
7	U.S. Army Corps of Engineers (Army)	67.0
8	Office of the Secretary (DOT)	65.8
9	Bureau of Reclamation (Interior)	64.0
10	National Telecommunications and Information Administration (Commerce)	62.5
11	Federal Aviation Administration (DOT)	62.2
12	Federal Communications Commission	61.5
13	Office of the Secretary (DOE)	59.2
14	Bureau of Indian Affairs (Interior)	59.1
15	Federal Transit Administration (DOT)	57.4
16	Office of Community Planning and Development (HUD)	56.4
17	Bureau of Land Management (Interior)	55.8
18	National Protection and Programs Directorate (DHS)	46.1

NATIONAL SECURITY

Ensuring the security of our nation is perhaps the most critical role of the federal government. Keeping the country safe and secure from foreign threats requires a multifaceted approach involving our armed forces, the intelligence community as well as the Department of Homeland Security and the Department of State. This category only includes organizations at the department-wide level.



Rank	Agency	2016
1	Intelligence Community	67.0
2	Department of State	66.8
3	Department of the Navy	60.7
4	Office of the Secretary of Defense, Joint Staff, Defense Agencies, and Department of Defense Field Activities	59.8
5	Department of the Air Force	59.3
6	Department of the Army	57.8
7	Department of Homeland Security	45.8

ENERGY AND ENVIRONMENT

The agencies in this category are devoted to natural resource conservation and management, environmental stewardship, and safe and reliable energy production. Many employees within this group are in physical and life sciences, engineering and natural resource management occupations.



Rank	Agency	2016
1	Environment and Natural Resources Division (DOJ)	85.9
2	Federal Energy Regulatory Commission	79.0
3	Nuclear Regulatory Commission	70.2
4	U.S. Geological Survey (Interior)	70.1
5	U.S. Fish and Wildlife Service (Interior)	68.0
6	Bureau of Ocean Energy Management (Interior)	67.6
7	Environmental Protection Agency	64.4
8	National Oceanic and Atmospheric Administration (Commerce)	63.9
9	Pipeline and Hazardous Materials Safety Administration (DOT)	63.6
10	Department of Energy	63.4
11	Bureau of Safety and Environmental Enforcement (Interior)	62.1
12	Natural Resources Conservation Service (USDA)	62.0
13	Forest Service (USDA)	57.6
14	Office of Surface Mining, Reclamation, and Enforcement (Interior)	55.8
15	National Park Service (Interior)	53.8

LOOKING FOR MORE INFORMATION?

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