

413

United States Secret Service

Parent Agency

out of 459 subcomponent agencies

Department of Homeland Security

Mission: Mission of protection and financial investigations to ensure the safety and security of our protectees, key locations, and events of national significance; protect the integrity of our currency and investigate crimes against the U.S. financial system committed by criminals around the world and in cyberspace.

Website: <http://www.secretservice.gov/>

Scores and Rankings

Overall Engagement and Satisfaction Score

The overall rankings are determined by the Best Places to Work employee engagement and satisfaction scores, calculated by the Partnership for Public Service and Boston Consulting Group.

The index score is not a combined average of an agency's category scores. It is calculated using a proprietary weighted formula that looks at responses to three different questions in the U.S. Office of Personnel Management's Federal Employee Viewpoint Survey. The more the question predicts intent to remain, the higher the weighting.

- I recommend my organization as a good place to work. (Q. 46)
- Considering everything, how satisfied are you with your job? (Q. 70)
- Considering everything, how satisfied are you with your organization? (Q. 72)

	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Engagement and Satisfaction Score	57.7	58.4	59.7	62.1	52.9	44.0	33.0	32.8	33.4	46.4	52.8	60.0
Rank	413 of 459	375 of 432	377 of 432	347 of 411	360 of 420	398 of 415	339 of 339	305 of 305	319 of 320	276 of 315	226 of 300	150 of 291

Subcomponents need to have at least 100 employees and 30 survey responses to be included in the rankings. Using a combination of the Federal Employee Viewpoint Survey and FedScope data, the Partnership determines which agencies and subcomponents meet the 100-person criteria for inclusion. In some cases, the employee count is unavailable from either the FEVS or FedScope. When this occurs, our team makes informed inferences on the likely employee count at a subcomponent using the Office of Personnel Management's average response rate for agencies with 100-999 employees.

At times, a lack of data may result in a subcomponent being included in the rankings that falls short of the 100-person threshold. We do not attempt to recreate the rankings in these situations, but we do document them for further review during future Best Places to Work rankings.

Effective Leadership

Effective Leadership

66.6

391 out of 458 sub agencies

Effective Leadership: Senior Leaders

49.6

403 out of 458 sub agencies

Effective Leadership: Supervisors

80.1

361 out of 458 sub agencies

Diversity, Equity, Inclusion and Accessibility

Diversity, Equity, Inclusion and Accessibility (DEIA)

69.7

382 out of 449 sub agencies

DEIA: Diversity

69.8

371 out of 449 sub agencies

DEIA: Equity

62

398 out of 449 sub agencies

DEIA: Inclusion

74.7

382 out of 449 sub agencies

DEIA: Accessibility

68.8

348 out of 449 sub agencies

Additional Categories

Employee Input

49.8

397 out of 428 sub agencies

Mission Match

72.5

353 out of 428 sub agencies

Pay

57.7

347 out of 450 sub agencies

Work-Life Balance

63.8

393 out of 428 sub agencies

Recognition

46.9

420 out of 449 sub agencies

Professional Development

59.3

400 out of 429 sub agencies

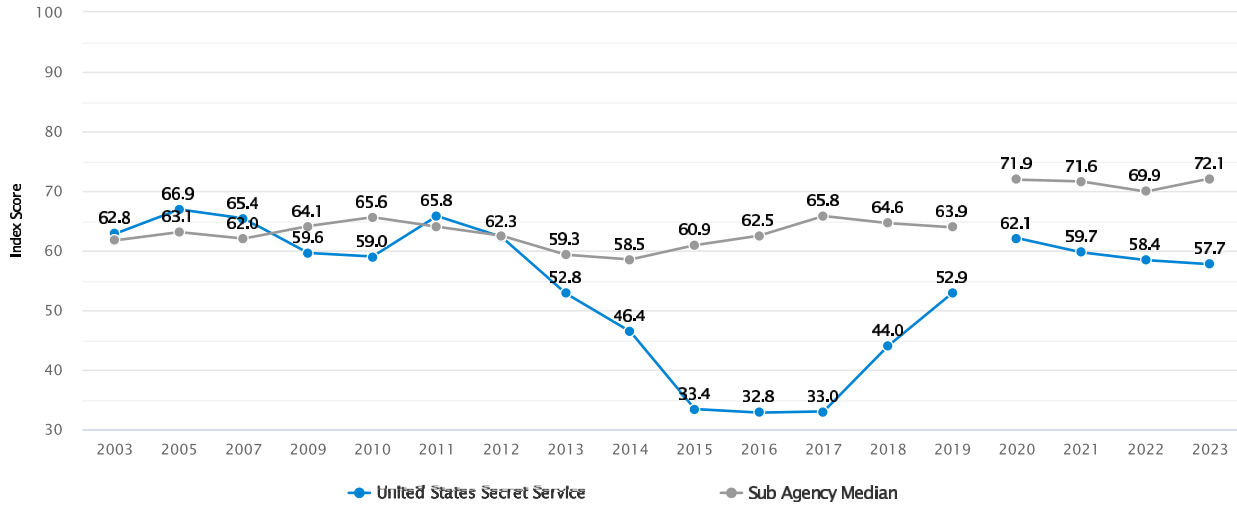
Looking for Historical Data?

Engagement and Satisfaction Scores and category scores for all years are available at the link below.

[Get the Data !\[\]\(c507f772dba2b921f86777f01218e570_img.jpg\)](#)

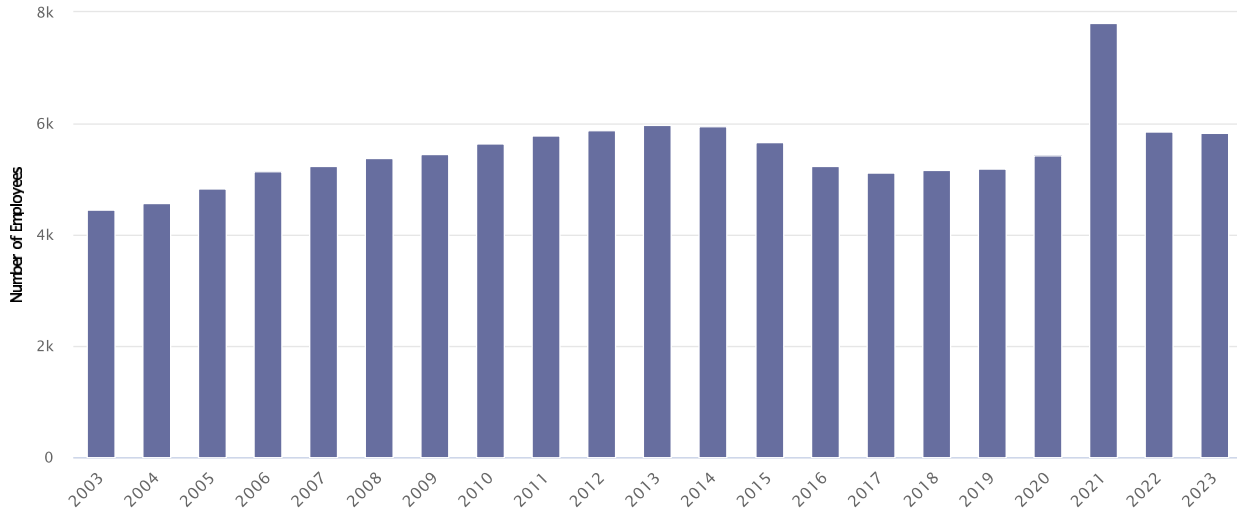
Trend Graphs

Engagement and Satisfaction Score Trend

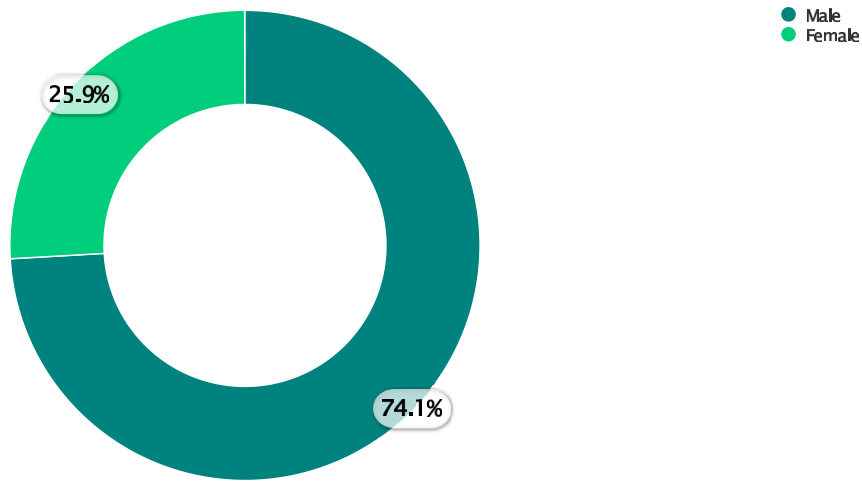


Workforce Size and Demographics

Workforce Size



Sex Demographics



Race/Ethnicity Demographics



- White
- Black/African American
- Hispanic/Latino
- Asian
- More Than One Race
- Native Hawaiian or Pacific Islander
- American Indian or Alaska Native
- Unspecified

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