



U.S. Department  
of Veterans Affairs

# News Release

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FOR IMMEDIATE RELEASE  
Feb. 11, 2021

## Satisfied VA workforce resonates with Veterans' positive experience

### *Department ranks among the top employers in the nation*

**WASHINGTON** — The Department of Veterans Affairs (VA) has made strides in recent years to improve the work environment, ensuring the department is not only a place where Veterans want to receive care and services, but also a place where employees want to work.

The business magazine Forbes announced VA has been chosen as one of America's Best Large Employers of 2021.

"These results are echoed in the way VA staff provide care and service to our Veterans," said VA Chief Human Capital Officer Tracey Therit. "Being recognized among America's best large employers is about the impact our employees have on our Veterans because of the improvements VA has made to the employee work experience — ultimately resulting in better care and service for our Veterans, their families, survivors and caregivers."

In 2019, VA was ranked 6th amongst large federal agencies on its [best places to work score](#), a metric computed by the independent Partnership for Public Service, reflecting a nearly 6% improvement in 2020. During the last four years, VA's score has increased more than 11%.

This progress translates into enhanced services for the nation's Veterans. For example, when VA employees have a sense of being respected for the expertise they bring to the job, that has a direct impact on their engagement with Veterans. The following Veteran satisfaction statistics were derived from an internal management study by VA's National Center for Organization Development research team based on a recent all-employee survey:

- 9 out of 10 Veterans report they feel respected by VA.
- 8 out of 10 Veterans who are inpatients feel heard and recommend VA.
- Veterans receive care almost half a day sooner at VA facilities when interfacing with satisfied employees.

America's Best Employers for 2021 were selected based on an independent survey of 50,000 employees in 25 different industries working for companies with at least 1,000 people employed in their U.S. locations, which asked open-ended questions regarding his/her employer. The evaluation was based on both direct and indirect recommendations.

The list of recognized employers and rankings can be found at [Forbes](#).

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