

## 2-1 Customer Satisfaction

Question	Employee Results	
	Count	Percent
The personnel office keeps me informed about the status of personnel actions *		
strongly agree	NA	NA
agree	NA	NA
neither agree nor disagree	NA	NA
disagree	NA	NA
strongly disagree	NA	NA
totals	NA	NA
The staff who provide personnel services have a good understanding of my work unit's operation and mission *		
strongly agree	NA	NA
agree	NA	NA
neither agree nor disagree	NA	NA
disagree	NA	NA
strongly disagree	NA	NA
totals	NA	NA
The personnel office refers a reasonable number of candidates for vacancies*		
strongly agree	NA	NA
agree	NA	NA
neither agree nor disagree	NA	NA
disagree	NA	NA
strongly disagree	NA	NA
totals	NA	NA
The personnel office refers candidates for vacancies in a reasonable amount of time *		
strongly agree	NA	NA
agree	NA	NA
neither agree nor disagree	NA	NA
disagree	NA	NA
strongly disagree	NA	NA
totals	NA	NA

Supervisor Results	
Count	Percent
170	7%
898	35%
434	17%
581	23%
462	18%
2545	100%
195	8%
750	29%
506	20%
636	25%
456	18%
2543	100%
181	8%
997	42%
509	21%
390	16%
288	12%
2365	99%
119	5%
738	31%
468	20%
544	23%
518	22%
2387	100%

**2-1 (Cont.)  
Customer Satisfaction**

Question	Employee Results	
	Count	Percent
The personnel office refers high quality candidates for vacancies *		
strongly agree	NA	NA
agree	NA	NA
neither agree nor disagree	NA	NA
disagree	NA	NA
strongly disagree	NA	NA
totals	NA	NA
The personnel office treats people courteously		
strongly agree	351	13%
agree	1373	50%
neither agree nor disagree	580	21%
disagree	255	9%
strongly disagree	161	6%
totals	2720	100%
The personnel office keeps people informed about important changes in personnel rules and benefits		
strongly agree	264	9%
agree	1167	41%
neither agree nor disagree	553	20%
disagree	514	18%
strongly disagree	329	12%
totals	2827	100%
I have no problems finding or getting access to the appropriate personnel office staff member to get the information or service I need		
strongly agree	252	9%
agree	985	35%
neither agree nor disagree	586	21%
disagree	582	21%
strongly disagree	376	14%
totals	2781	100%

Supervisor Results	
Count	Percent
94	4%
660	28%
704	29%
532	22%
397	17%
2387	100%
459	18%
1286	51%
449	18%
196	8%
136	5%
2526	100%
278	11%
1079	42%
510	20%
421	16%
283	11%
2571	100%
279	11%
869	34%
452	18%
520	20%
459	18%
2579	100%

**2-1 (Cont.)  
Customer Satisfaction**

Question	Employee Results	
	Count	Percent
The staff of the personnel office acts with integrity		
strongly agree	276	10%
agree	1066	40%
neither agree nor disagree	778	30%
disagree	275	10%
strongly disagree	242	9%
totals	2637	100%
If my supervisor can't help me with an employment matter, I can get information or help from the personnel office *		
strongly agree	267	10%
agree	1237	45%
neither agree nor disagree	608	22%
disagree	360	13%
strongly disagree	276	10%
totals	2748	100%
Rate the overall quality and timeliness of service on:		
.. processing personnel and pay actions (e.g., promotions, within-grade increases, tax withholding, benefits)		
very good	389	14%
good	1000	37%
fair	693	26%
poor	308	11%
very poor	297	11%
totals	2687	100%
.. recruitment *		
very good	NA	NA
good	NA	NA
fair	NA	NA
poor	NA	NA
very poor	NA	NA
totals	NA	NA

Supervisor Results	
Count	Percent
383	15%
1122	45%
662	26%
198	8%
136	5%
2501	100%
NA	NA
2539	100%
115	5%
602	26%
730	32%
474	21%
386	17%
2307	100%

**2-1 (Cont.)  
Customer Satisfaction**

Question	Employee Results	
	Count	Percent
.. job and promotion information *		
very good	170	6%
good	716	27%
fair	824	31%
poor	488	19%
very poor	419	16%
totals	2617	100%
.. job classification *		
very good	NA	NA
good	NA	NA
fair	NA	NA
poor	NA	NA
very poor	NA	NA
totals	NA	NA
.. advising on reorganizations *		
very good	NA	NA
good	NA	NA
fair	NA	NA
poor	NA	NA
very poor	NA	NA
totals	NA	NA
.. handling reduction-in-force *		
very good	NA	NA
good	NA	NA
fair	NA	NA
poor	NA	NA
very poor	NA	NA
totals	NA	NA

Supervisor Results	
Count	Percent
NA	NA
111	5%
549	25%
737	33%
471	21%
343	16%
2211	100%
88	5%
428	24%
589	33%
368	20%
324	18%
1797	100%
101	8%
387	29%
464	35%
186	14%
190	14%
1328	100%

**2-1 (Cont.)  
Customer Satisfaction**

Question	Employee Results	
	Count	Percent
.. planning and projecting human resource needs *		
very good	NA	NA
good	NA	NA
fair	NA	NA
poor	NA	NA
very poor	NA	NA
totals	NA	NA
.. counseling employees on issues such as benefits (e.g., health, retirement), leave, hours of work, and worker's compensation		
very good	218	9%
good	720	29%
fair	740	30%
poor	393	16%
very poor	386	16%
totals	2457	100%
.. discipline, complaints, and performance management *		
very good	NA	NA
good	NA	NA
fair	NA	NA
poor	NA	NA
very poor	NA	NA
totals	NA	NA
.. discipline, complaints, and performance appraisal *		
very good	192	9%
good	754	34%
fair	734	33%
poor	280	13%
very poor	248	11%
totals	2208	100%

Supervisor Results	
Count	Percent
65	4%
337	20%
543	32%
396	23%
348	21%
1689	100%
226	9%
708	30%
689	29%
410	17%
349	15%
2382	100%
200	9%
650	30%
720	33%
337	15%
276	13%
2183	100%
NA	NA

**2-1 (Cont.)  
Customer Satisfaction**

Question	Employee Results	
	Count	Percent
.. training		
very good	189	8%
good	713	29%
fair	780	32%
poor	411	17%
very poor	371	15%
totals	2464	100%
.. awards *		
very good	NA	NA
good	NA	NA
fair	NA	NA
poor	NA	NA
very poor	NA	NA
totals	NA	NA
.. labor relations *		
very good	NA	NA
good	NA	NA
fair	NA	NA
poor	NA	NA
very poor	NA	NA
totals	NA	NA
Overall, the quality and timeliness of service given by the personnel office is:		
very good	204	8%
good	872	32%
fair	935	35%
poor	414	15%
very poor	278	10%
totals	2703	100%

Supervisor Results	
Count	Percent
156	7%
763	32%
797	34%
392	17%
265	11%
2373	100%
182	8%
798	34%
806	34%
317	13%
262	11%
2365	100%
196	10%
630	32%
668	34%
297	15%
202	10%
1993	100%
155	6%
743	29%
874	35%
468	18%
293	12%
2533	100%

**2-1 (Cont.)  
Customer Satisfaction**

Question	Employee Results	
	Count	Percent
Composite - Customer Satisfaction		
strongly agree/very good	2772	10%
agree/good	10603	37%
neither agree nor disagree/fair	7811	27%
disagree/poor	4280	15%
strongly disagree/very poor	3383	12%
totals	28849	100%

Supervisor Results	
Count	Percent
4092	9%
15938	33%
12968	27%
8440	18%
6666	14%
48104	100%

\* Item not included in both supervisor or employee survey.

**2-1 (Cont.)  
Customer Satisfaction**

**MACOM Breakout**

MACOM	Employee Results	
	Count	Percent
AMC	2063	46%
FORSCOM	1549	48%
MEDCOM	1693	44%
TRADOC	1611	54%
USACE	2171	46%
USAREUR	1027	40%
OTHER	3240	45%
<b>TOTAL ARMY</b>	<b>13375</b>	<b>47%</b>

Supervisor Results	
Count	Percent
2982	45%
2170	41%
2183	39%
2695	49%
3002	41%
1575	38%
5395	39%
<b>20030</b>	<b>42%</b>

**Region Breakout**

REGION	Employee Results	
	Count	Percent
Europe	1087	40%
Korea	843	36%
NC	1397	55%
NCR	1140	41%
NE	1388	50%
Pacific	1189	42%
SC	1569	50%
SE	1731	50%
SW	1818	47%
West	1178	50%
<b>TOTAL ARMY</b>	<b>13375</b>	<b>47%</b>

Supervisor Results	
Count	Percent
1734	38%
1032	32%
2256	45%
1507	32%
2442	48%
1619	38%
2542	44%
2246	43%
2802	46%
1804	44%
<b>20030</b>	<b>42%</b>