

## Executive Summary

The FY01 *Annual Evaluation* assesses the effectiveness of Army's civilian personnel system -- from the morale, quality and representation of the work force to the effectiveness of personnelists and managers. Where possible, performance was measured against objectives. For some indicators, where objectives were not available, we compared Army performance against DOD and Government-wide data. Whenever possible, we used historical data for perspective. Key findings are reported below.

### Cost/Efficiency

- Streamlining efforts reduced the number of operating-level personnelists. The number of administrative support and staff-level personnelists increased. (pages 1-4)
- Although overall civilian strength (military function) declined, it was 4741 employees above target. (page 5)
- As measured by the Civilian Productivity Reporting System (CivPro), productivity per serviced employee and productivity per personnelist have remained constant over the past six years. (pages 6-7)

### CPA Effectiveness

- Customer satisfaction: Ratings improved dramatically this fiscal year, up approximately 20% over last year. (page 8)
- Timeliness of benefits processing: Average processing time continued to improve, allowing Army to meet OPM's standard for the third year in a row. (page 9)
- Timeliness of filling jobs: Average fill-time continued to improve, dropping from 65 to 57 days. Two years ago, average fill-time was 73 days. (page 10)
- Regulatory and procedural compliance: Army met the staffing objective, but not the objective for management-employee relations.
- Data quality: Objectives were met for two of the three measures. The measure that failed missed meeting the objective by two percentage points. (pages 13-15)
- CPAC workforce effectiveness: CPACs met the objective for all three measures: customer satisfaction, CPAC time, and total time to fill measures. Management, on average, held lists nearly 14 days. (page 16)

### Management Effectiveness

- Grade and assignment accuracy: Grade accuracy improved and is above the 90% objective for the second year in a row. Assignment accuracy, however, is lower than the 90% objective for the second year in a row. (pages 17-18)

- Regulatory and procedural compliance of TAPES: Although management did much better in this area than last year, Army did not meet its objective. (page 19)
- Labor-management relations: Army continues to do well in avoiding Unfair Labor Practice complaints. As for arbitration decisions, half favored management, the other half were either split/mitigated, or favored the union. (pages 20-21)
- Classification appeals: The number of appeals continues to decrease dramatically. Only one appeal was overturned. (page 22)
- Controlling Federal Employees Compensation Act claims and costs: FY01 DOL chargeback costs increased by 2 million over FY00. The rate of long term injury claims increased from FY00 by three percent. (pages 23-24)
- Estimating ACTEDS intern needs and executing allocated resources: A number of MACOMs and career programs continue to pull Army's performance down. (page 25)
- Identifying emergency essential employees: Army met the 90% objective for the second year in a row. (page 26)

### **Work Force Morale**

- Attitude surveys show that supervisors have higher morale than do employees. Both groups are satisfied with their jobs, careers, co-workers, training and development opportunities, supervisors, and management. Both groups are relatively dissatisfied with awards and recognition, and promotion systems. The percentage of employees and supervisors reporting problems with their pay declined. Although morale improved across all dimensions, and in some areas rather dramatically, Army needs to review these results to see whether these effects are due to improved conditions, the new web-based survey technology, or the impact of the September 11, 2001 attack on America. (pages 27-37, 40)
- The number of formal grievances is the lowest in ten years. (pages 38-39)
- The percentage of final findings of discrimination went up in FY01 by three percent. This rise may be due to the fact that the authority of administrative judges was increased from recommending to rendering decisions. (page 41)

### **Work Force Quality**

- The education level of civilian Army employees has been reasonably constant since FY92. Army's education level was similar to that of DOD but was lower than that of the Federal Government. Army's education level for professional series was nearly identical to that of DOD and that of the Federal Government. The education level of centrally funded interns, prior to FY01, was generally higher than local interns or functional trainees. In FY01, the percentage for local interns with bachelor's degrees rose to 93.2 percent. (pages 42-45)
- The rate of incentive awards has been reasonably constant since FY96. Army's incentive award rate was higher than the Federal Government rate, but lower than the DOD rate. (page 46)

- The rate of disciplinary and adverse actions has been reasonably constant since FY93. Army's rate of disciplinary and adverse actions is lower than the rates in DOD and the Federal Government. (page 47)

### **Work Force Representation**

- Army's percentage of minority employees was approximately the same as last year's. The percentage has increased slightly since FY92. It was approximately the same as the DOD percentage but lower than that of the Federal Government. (pages 48-50)
- Army's percentage of female employees was the same as last year's. The percentage has decreased since FY92. It was about the same as the DOD percentage but lower than that of the Federal Government. (page 51)
- Army's percentage of disabled employees was slightly lower than last year's. The percentage has slowly declined since FY92, but within 1one percent. It was lower than the DOD percentage but higher than that of the Federal Government. (page 52)
- Army's percentage of female intern new was lower than its percentage of female functional trainee new hires. FY01 showed an increase in this trend. (page 53)
- Army's percentage of minority DA interns and functional trainee new hires decreased in FY01. The percentage of Hispanic local interns went down by close to nine percent. (page 54)
- Army's percentage of FY01 female new hires was the same as FY00. (page 55)
- Army's percentage of FY01 minority new hires was the same as FY00. (page 56)