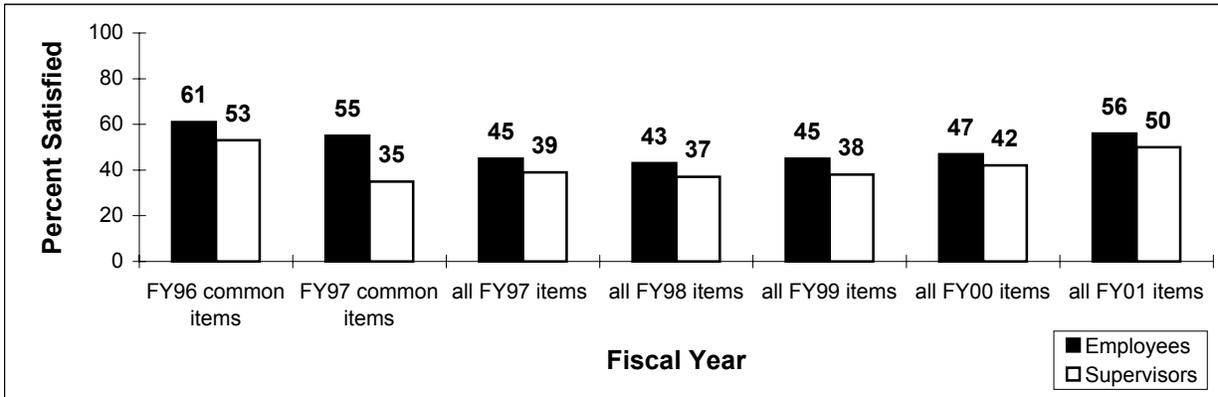


2-1. Effectiveness of Civilian Personnel Administration Service - Customer Satisfaction

Objective: Not Less Than 5% Improvement Over FY00

Assessment: Employees Met; Supervisors Met



Source: Army Civilian Attitude Survey (employee and supervisor versions)

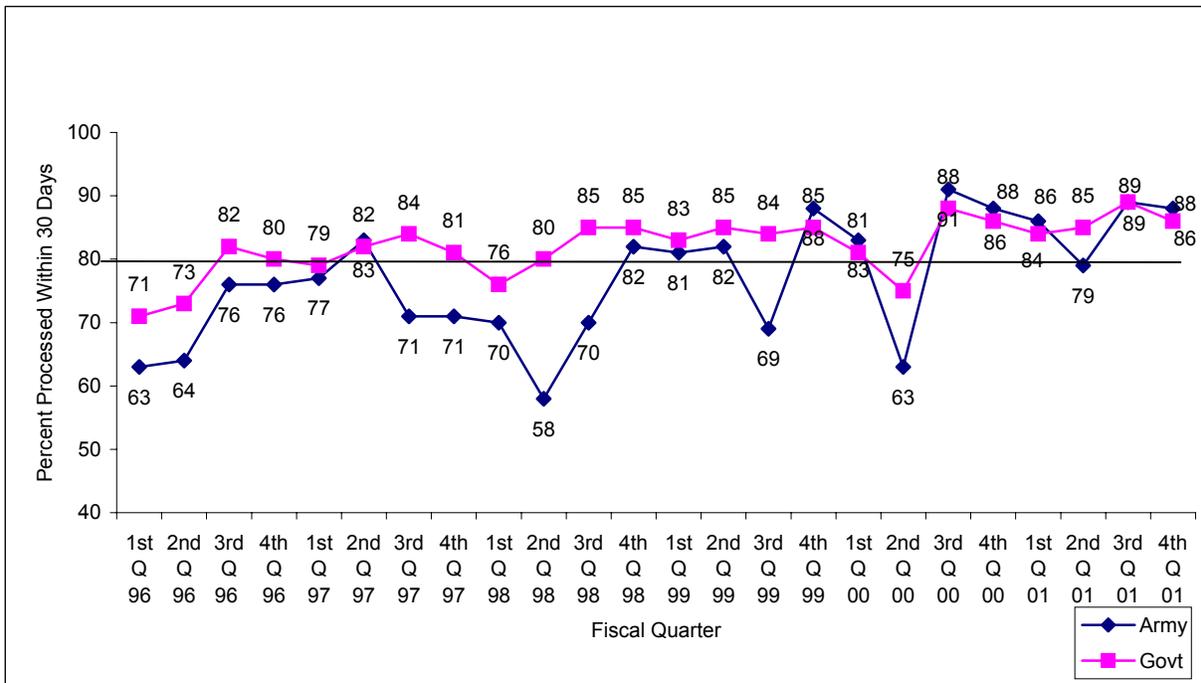
Analysis:

- This indicator measures satisfaction with products and services provided. Satisfaction is defined as the top two ratings in a five-point scale.
- The indicator was revised in FY97. Prior to FY97, the employee score was a composite of three survey items; the supervisor score was a composite of twelve survey items; two items overlapped. Currently, the employee score is a composite of twelve survey items; the supervisor score is a composite of twenty-two survey items; eight items overlap. See Appendix, pp. A3-10, for the rating scale, individual survey items, raw scores, Region results, and MACOM results.
- Direct comparison of FY96 with other FY survey results would be misleading since the composite was substantially changed in FY97. However, a trend was obtained by re-calculating FY96 and FY97 results based on common items. When this was done, the results showed employee customer satisfaction dropped by six points, and supervisor customer satisfaction dropped by eighteen points in FY97. Results did not change much until FY00, when both employee and supervisor results rose, indicating a possible trend change. The change was confirmed in FY01 as both employee and supervisor results rose dramatically by approximately 20% over FY00.
- Overall, employees are more satisfied than supervisors with CPA products and services. Note that employees and supervisors receive different products and services (see Appendix, pp. A3-10).
- Individual item analysis: CPA received highest ratings on courtesy and lowest ratings on planning, reorganizing, classifying, and staffing (for supervisors, recruitment, quality and timeliness of candidates referred; for employees, job and promotion information).
- For FY01 MACOM comparisons, employee customer satisfaction ranged from 62% (TRADOC) to 51% (USAREUR). Supervisor satisfaction ranged from 57% (TRADOC) to 45% (USAREUR).
- For FY01 regional comparisons, employee satisfaction ranged from 60% (North Central and Northeast) to 43% (Korea). Supervisor satisfaction ranged from 55% (North Central) to 35% (National Capital Region).

2-2. Timeliness of Processing Retirement, Refund, and Death Benefits

Objective: OPM Standard is Not Less Than 80% of the Actions Processed Within 30 Days

Assessment: Met



Source: OPM "Aging of Separation" report

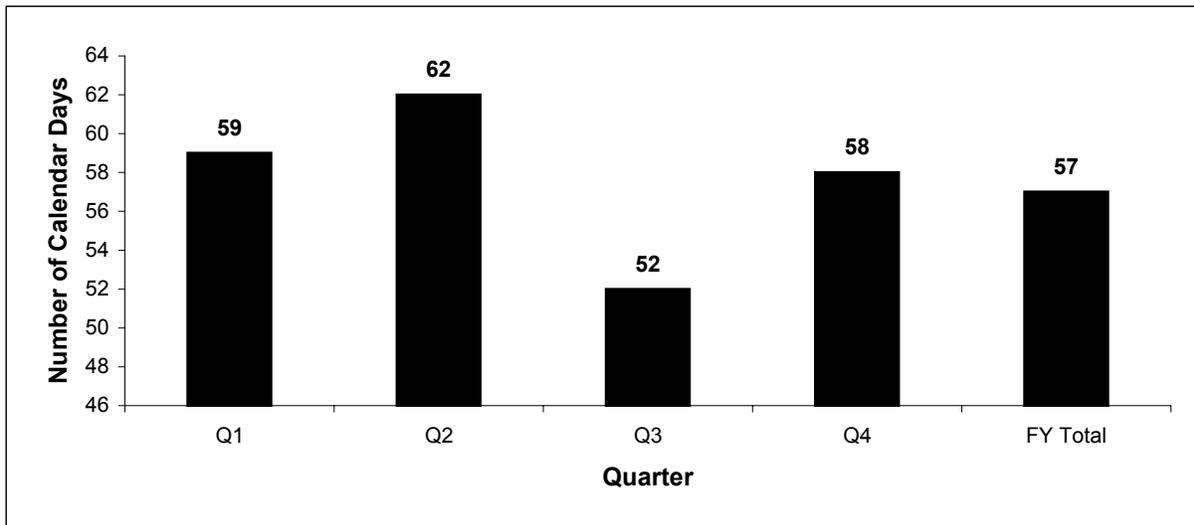
Analysis:

- Army met its objective in FY01. The OPM Congressionally-mandated timeliness standard requires that 80% of all retirement, refund and death claims be received by OPM within 30 days of separation. Army's weighted average (the quarterly percents shown above are weighted by the number of actions per quarter) was 81% for FY01. Army met or exceeded the government-wide average 3 out of 4 quarters for the year. Army achieved its highest rate in the 3rd quarter (89%).
- The above figures are based on the total number of retirement, death and refund claims submitted by Army employees.

2-3. Average Number of Days to Fill Positions

Objective: 60 Calendar Days

Assessment: Met



Source: CivPro

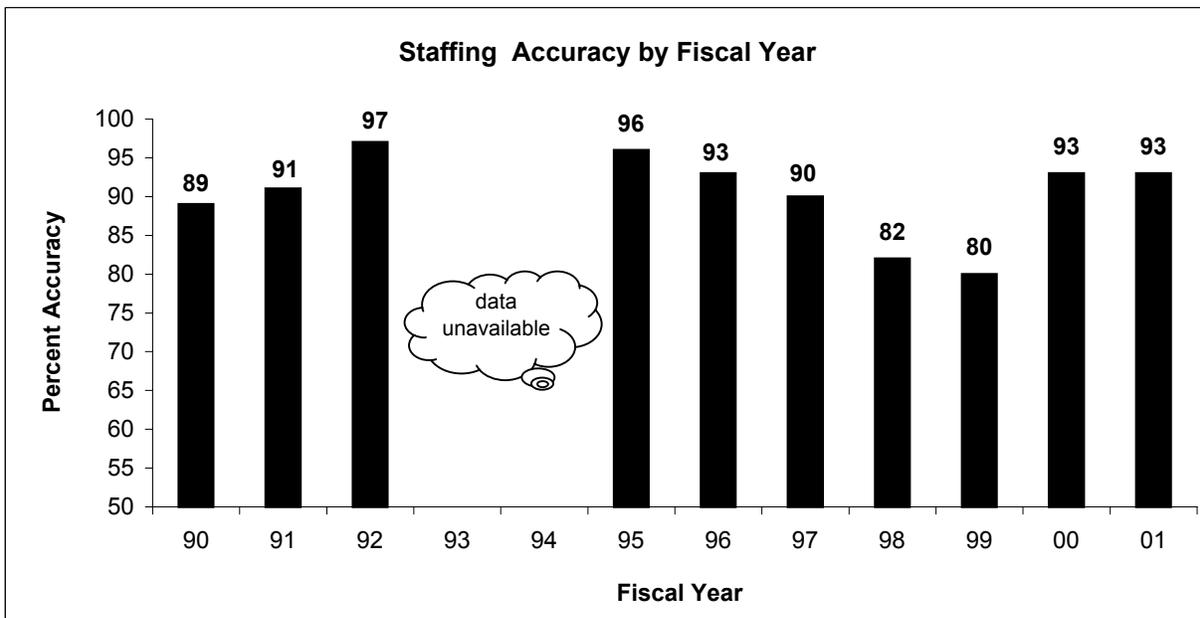
Analysis:

- For FY01 HQDA established an objective of 60 calendar days. The FY Total is not a simple average of the four quarters; it is a weighted average, taking into account the number of vacancies filled in each quarter.
- This indicator tracks fill time from receipt of the Request for Personnel Action (RPA) in the personnel community (CPAC, CPOC, or CPO) until the date the offer is accepted. It includes placements into vacant positions subject to mandatory career referral procedures; includes PPP placements; includes temporary and permanent placements from internal and external sources into true vacancies. It does not include career ladder promotions or reassignment actions that merely represent a change in duties.
- Performance improved for FY01 by an average of 8 days from FY00. The FY01 objective of 60 calendar days was met.
- See Appendix, p. A11, for region breakout.

2-4. Staffing - Regulatory and Procedural Compliance

Objective: Not Less than 90% Accuracy

Assessment: Met



Source: USACPEA survey reports

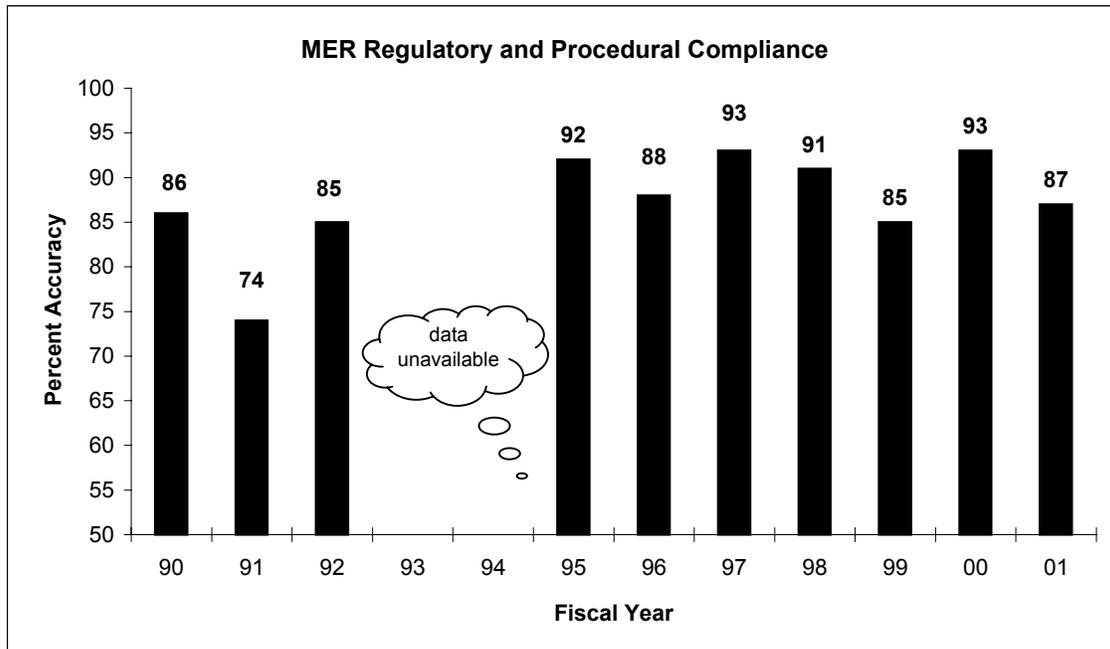
Analysis:

- Army met its objective of 90% accuracy. Note that the number of staffing actions reviewed in FY99 (100 at one region), FY00 (200 at two regions), and FY01 (146 at one region) are smaller than previous years.
- USACPEA attributes the relatively low FY98 and FY99 compliance rates to the loss of experienced personnel and to the limited improvements in operations and practices in the regional Staffing Services Divisions. FY00 and FY01 indicate improvement in operations and practice. USACPEA is providing organizations the opportunity to present additional information, documentation, and/or clarification.
- See pages ii and iii for a discussion of sampling and generalizability of USACPEA results. See Appendix, p. A12 for individual on-site review information.
- Staffing regulatory and procedural compliance is determined by conformance with requirements of law, regulation, and prescribed government-wide standards in the areas of appointments, promotions and internal placements (including reassignments, changes to lower grade, transfers, details and position changes during a period of grade or pay retention).

2-5. Management Employee Relations - Regulatory and Procedural Compliance

Objective: Not Less than 90% Accuracy

Assessment: Not Met



Source: USACPEA survey reports

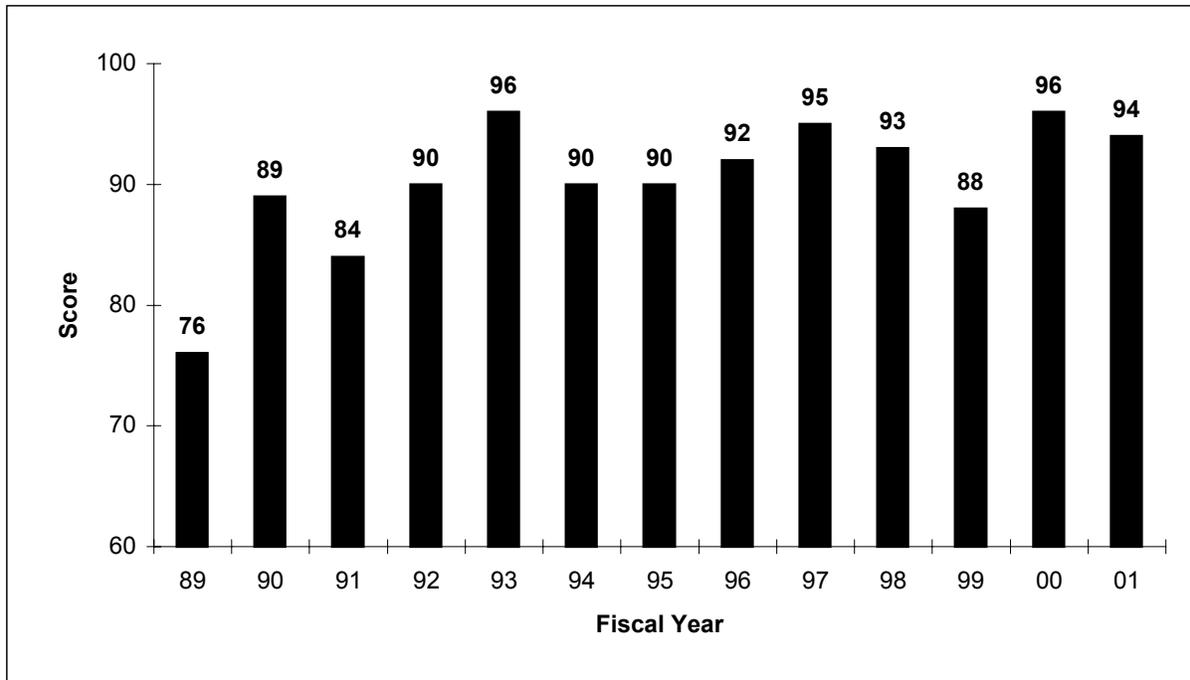
Analysis:

- Army did not meet its objective of 90% accuracy. In FY01, USACPEA audited 387 actions at eleven CPACs for an overall compliance rate of 87%. Five of the eleven CPACs had 90% or better compliance.
- Compliance fell below the 90% level in the area of incentive awards. USACPEA audited 246 awards and found 40 errors for a compliance rate of 84%. The most common errors were failure to properly document tangible/intangible benefit determinations for award amounts and inappropriate award approvals with lack of justification.
- Compliance was at 91% in the area of disciplinary/adverse actions. USACPEA audited 141 actions and found 12 errors. The most common deficiencies were failure to inform employees of their appeal rights, not including mandatory language in letters of reprimand, and not maintaining copies of employee's replies.
- See pages ii and iii for a discussion of sampling and generalizability of USACPEA results. See Appendix, p. A13, for individual on-site review information.
- Management-Employee Relations regulatory and procedural compliance is determined by conformance with requirements of law, regulation, and prescribed Government-wide standards in the areas of awards (quality-step increases, on-the-spot, special act/service, and performance) and adverse/disciplinary actions (removals for cause, conduct-related involuntary reductions in grade or pay, performance-based actions, suspensions, reprimands, and denial of within-grade increases).

2-6. HQ ACPERS Data Quality - OPM's CPDF Data Quality Composite

Objective: Score of at Least 96 (OPM Standard)

Assessment: Not Met



Source: U.S. Office of Personnel Management (OPM) Report

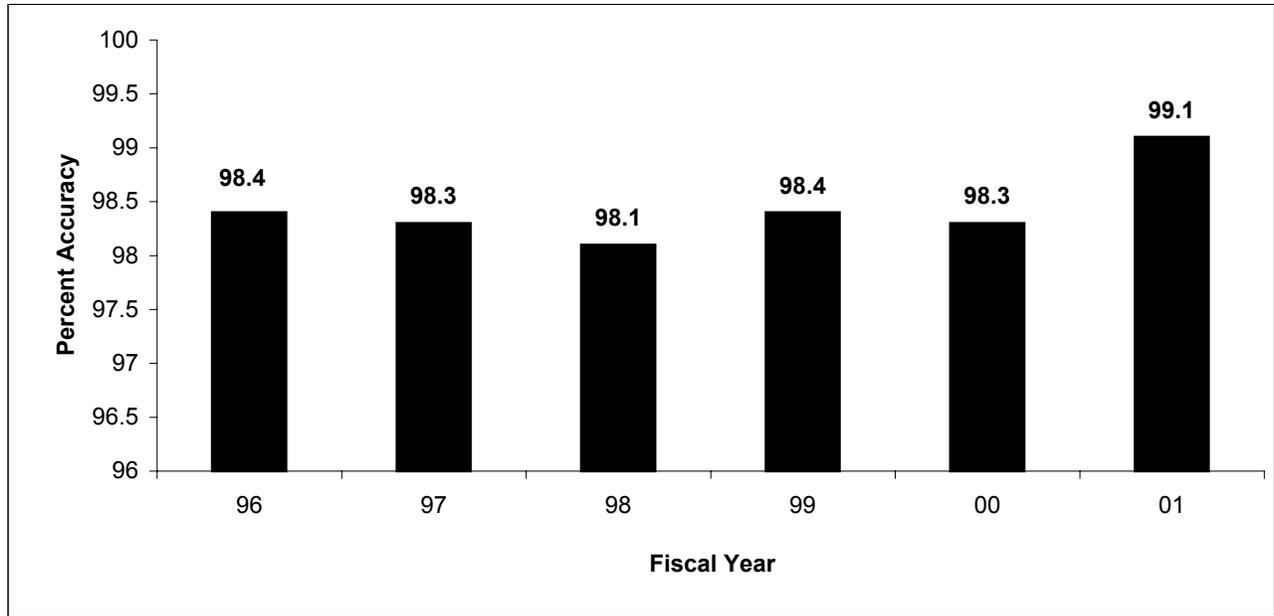
Analysis:

- Army did not meet OPM's quality composite standard for FY01.
- The score displayed is a composite of seven items: (1) days to submit, (2) percent of records with valid data in the most used fields, (3) number of data elements valid on 99% of records, (4) percent of records without errors (status file), (5) percent CPDF record count compared to SF113A count, (6) percent of records timely, (7) percent of records without errors (dynamics file). See Appendix, p. A14, for OPM standards and Army performance on the individual items.
- OPM reports accuracy for quarterly periods. Fiscal year data presented above are averages of data for four quarters. The FY01 score represents only the first two quarters; third and fourth quarter data were not available at the time of publication. The *FY00 Annual Evaluation* contained data on only the first two quarters of FY00. Updating that with data from the last two quarters, the FY00 score raised from 95 to 96, which met the objective in FY00.

2-7. HQ ACPERS Data Quality - HQ ACPERS Quality Control Report

Objective: At least 98% Accuracy

Assessment: Met



Source: HQ ACPERS Quality Control Report (PCN:ZMA-56A) produced by HQDA (SFCP-PSS)

Analysis:

- Army met its objective of 98% accuracy for FY01.
- The Quality Control Report covers appropriated fund, U.S. citizens only. It is provided to the field (based on personnel office identifier) on a quarterly basis. Although summary data are presented here, the report identifies individual errors to the field. The report has two limitations -- it covers a subset of Defense Civilian Personnel Data System data fields and checks for field completion and a specified range of values only. Data errors not covered in this report are known to exist.
- The report has been in production for years. Unfortunately, copies of the pre-FY96 reports were not retained.

2-8. DCPDS Data Quality

Objective: Not Less than 97% Accuracy

Assessment: Met

Item Reviewed	# Items Reviewed	# Items Accurate	% Accuracy
Employee Name	75	74	99%
Social Security Number	75	74	99%
Employee Tenure	75	75	100%
Appointment Type	75	75	100%
Retirement System	75	73	97%
Federal Employee Retirement System Coverage	75	73	97%
Veterans Preference	75	71	95%
Performance Rating Level	75	72	96%
Performance Rating Date	75	66	88%
Service Computation Date (SCD) - Leave	75	71	95%
Position Description No. & Shred	75	75	100%
Pay Plan	75	75	100%
Pay Grade	75	75	100%
Pay Step	75	75	100%
Base Salary	75	75	100%
Locality Adjustment	75	75	100%
Pay Basis	75	75	100%
Pay Rate Determinant	75	75	100%
Within Grade Increase Due Date	75	73	97%
Product Distribution Flag	75	75	100%
Payroll Interface Flag	75	75	100%
Key/Emergency Essential Employee	75	75	100%
Key/Emergency Essential Position	75	75	100%
Supervisory Level	75	75	100%
TOTAL	1,800	1,772	98%

Source: USACPEA survey reports

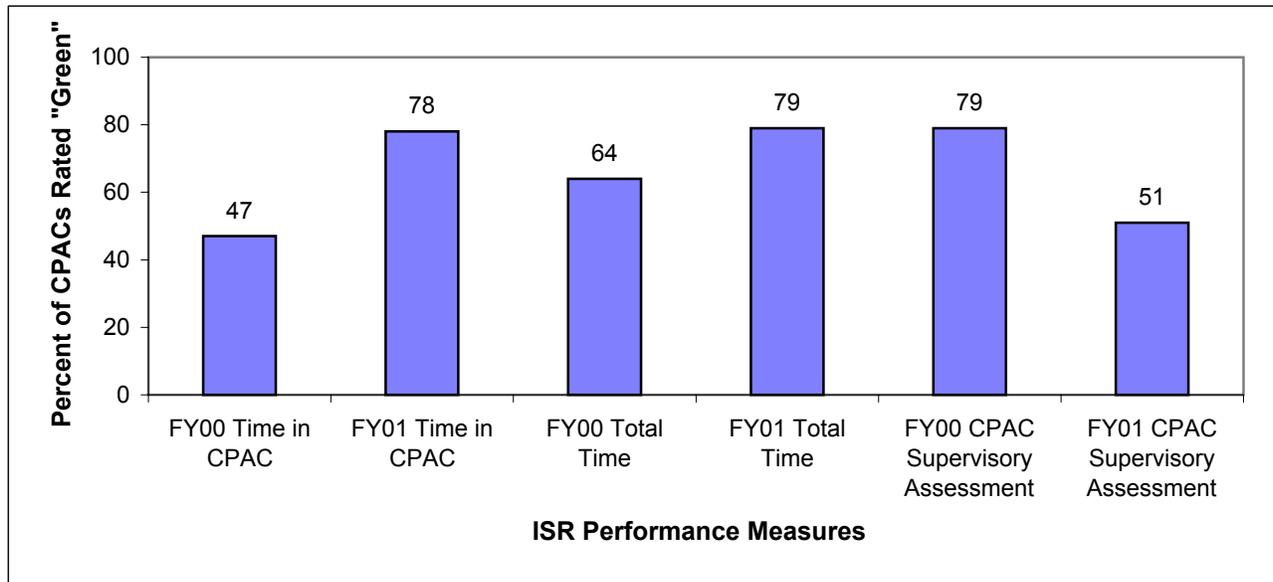
Analysis:

- The objective was met - data accuracy averaged over 98%. As shown above, all but four of the 24 individual data elements met the objective. Note that the FY01 sample represents only the Southeast CPOC.
- Data accuracy is defined as the "value" in the official personnel folder (OPF) being the same as that in the Defense Civilian Personnel Data System (DCPDS). No historical data are presented because the methodology has changed (i.e., earlier reviews were against HQ ACPERS data and some of the items reviewed have changed).
- USACPEA attributes the errors to lack of initial audits when OPFs were brought into the CPOC during regionalization. While current procedures cause an audit of an OPF upon arrival, the OPFs brought into the CPOC during regionalization were not audited due to the volume involved.

2-9. CPAC Workforce Effectiveness (Installation Status Report Performance Measures)

Objective: See "Green" Standards Below (in Bold)

Assessment: Met for CPAC Time, Total Time, and CPAC Assessment



Source: HQDA (SAMR-CP-PL)

Analysis:

- The Installation Status Report, developed by the Assistant Chief of Staff for Installation Management, is a tool for viewing the readiness of Army installation infrastructure, environment, and services. CPAC performance is reported to ACSIM as part of the report. Results are compared to "red-green-amber" performance standards.
- CPAC performance measures and standards for FY00 are (1) time in CPAC to process recruit/fill actions (**green** = 7 calendar days or less, amber = 8 to 12 calendar days, red = 13 calendar days or more), (2) total time to fill (from receipt of action in CPOC/CPAC to date job offer accepted) (**green** = 71 calendar days or less, amber = 72 to 80 calendar days, red = 81 calendar days or more), and (3) supervisor assessment of CPAC performance (**green** = 3.25 rating or higher, amber = 2.00 to 3.24, red = 1.00 to 1.99). The second performance measure, total time to fill, is shown in the Installation Status Report but not counted because it covers the total fill process, not just the CPAC part.
- Overall FY01 Army results: average time in CPAC for a recruit/fill action = 7.34 days (amber); average total time for the recruit/fill action = 57.37 days (green); average supervisor CPAC assessment (customer satisfaction) = 3.27 (green). This compares to FY00 results as follows: CPAC time = 11.14 days, total time = 65 days, and CPAC assessment = 3.44.
- A substantial portion of the total time to fill jobs belongs to management. They held referral lists an average of 13.67 out of the 57.37 days.
- The FY01 CPAC assessment results were taken from the FY01 Army Civilian Attitude Survey. As such it is not a pure measure of supervisory CPAC attitudes because (1) the items did not distinguish between the CPAC and the CPOC, and (2) military supervisors did not participate. It is very likely that the FY01 results underestimate true supervisor CPAC customer service perceptions.
- See Appendix, p. A15, for MACOM results.