

**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
895	12%
2952	41%
1115	15%
1440	20%
800	11%
7202	100%
887	12%
2626	36%
1420	20%
1522	21%
743	10%
7198	100%
832	12%
3392	50%
1390	20%
799	12%
375	6%
6788	100%
614	9%
2528	37%
1265	19%
1536	23%
875	13%
6818	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	5924	18%
agree	16999	53%
neither agree nor disagree	6048	19%
disagree	2191	7%
strongly disagree	934	3%
totals	32096	100%
The personnel office keeps people informed about important changes in personnel rules and benefits		
strongly agree	4756	14%
agree	16105	49%
neither agree nor disagree	5933	18%
disagree	4537	14%
strongly disagree	1874	6%
totals	33205	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	4111	13%
agree	12291	38%
neither agree nor disagree	6883	21%
disagree	6365	20%
strongly disagree	2725	8%
totals	32375	100%

Supervisor Results	
Count	Percent
452	7%
2357	34%
2142	31%
1275	19%
612	9%
6838	100%
1823	25%
3737	52%
1011	14%
382	5%
223	3%
7176	100%
1276	18%
3388	47%
1223	17%
910	13%
448	6%
7245	100%
1208	17%
2768	38%
1211	17%
1323	18%
713	10%
7223	100%



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

Question	Employee Results	
	Count	Percent
.. job and promotion information *		
very good	3400	11%
good	11068	36%
fair	8114	27%
poor	5039	17%
very poor	2889	9%
totals	30510	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
NA	NA
642	10%
2210	34%
1768	27%
1187	18%
630	10%
6437	100%
573	10%
1641	30%
1890	34%
908	16%
501	9%
5513	100%
508	12%
1154	28%
1825	44%
395	10%
234	6%
4116	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	3494	12%
good	10445	36%
fair	8033	28%
poor	4494	16%
very poor	2306	8%
totals	28772	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	3373	13%
good	11092	42%
fair	8118	31%
poor	2462	9%
very poor	1317	5%
totals	26362	100%

Supervisor Results	
Count	Percent
455	8%
1382	26%
2058	38%
957	18%
525	10%
5377	100%
893	13%
2600	38%
1518	22%
1137	17%
667	10%
6815	100%
859	13%
2497	39%
1826	29%
778	12%
419	7%
6379	100%
NA	NA

## 2-1 (Cont.) Customer Satisfaction

Question	Employee Results	
	Count	Percent
.. training		
very good	3273	11%
good	10684	37%
fair	8588	30%
poor	4233	15%
very poor	2274	8%
totals	29052	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 of service given by the personnel office is:		
very good	4100	13%
good	14326	45%
fair	8016	25%
poor	3808	12%
very poor	1723	5%
totals	31973	100%

Supervisor Results	
Count	Percent
714	11%
2779	41%
1857	28%
927	14%
437	7%
6714	100%
746	11%
2992	44%
1866	28%
764	11%
402	6%
6770	100%
824	14%
2405	40%
1877	31%
552	9%
333	6%
5991	100%
876	12%
3055	43%
1726	24%
1034	15%
404	6%
7095	100%

Overall, the timeliness of service given by the personnel office is:		
very good	3783	12%
good	13187	41%
fair	8337	26%
poor	4191	13%
very poor	2146	7%
totals	31644	99%

768	11%
2741	39%
1618	23%
1340	19%
637	9%
7104	100%

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

Question	Employee Results	
	Count	Percent
Composite - Customer Satisfaction		
strongly agree/very good	51738	14%
agree/good	159691	43%
neither agree nor disagree/fair	89084	24%
disagree/poor	46711	13%
strongly disagree/very poor	23164	6%
totals	370388	100%

Supervisor Results	
Count	Percent
19650	13%
58068	40%
35009	24%
21718	15%
11278	8%
145723	100%

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

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

**MACOM Breakout**

MACOM	Employee Results	
	Count	Percent
AMC		55%
FORSCOM		57%
MEDCOM		55%
TRADOC		61%
USACE		59%
USAREUR		51%
OTHER		57%
<b>TOTAL ARMY</b>		<b>57%</b>

Supervisor Results	
Count	Percent
	55%
	55%
	49%
	56%
	56%
	46%
	53%
	<b>53%</b>

**Region Breakout**

REGION	Employee Results	
	Count	Percent
Europe		50%
Korea		47%
NC		57%
NE		57%
Pacific		47%
SC		58%
SW		60%
West		56%
<b>TOTAL ARMY</b>		<b>57%</b>

Supervisor Results	
Count	Percent
	47%
	42%
	52%
	55%
	43%
	56%
	57%
	53%
	<b>53%</b>