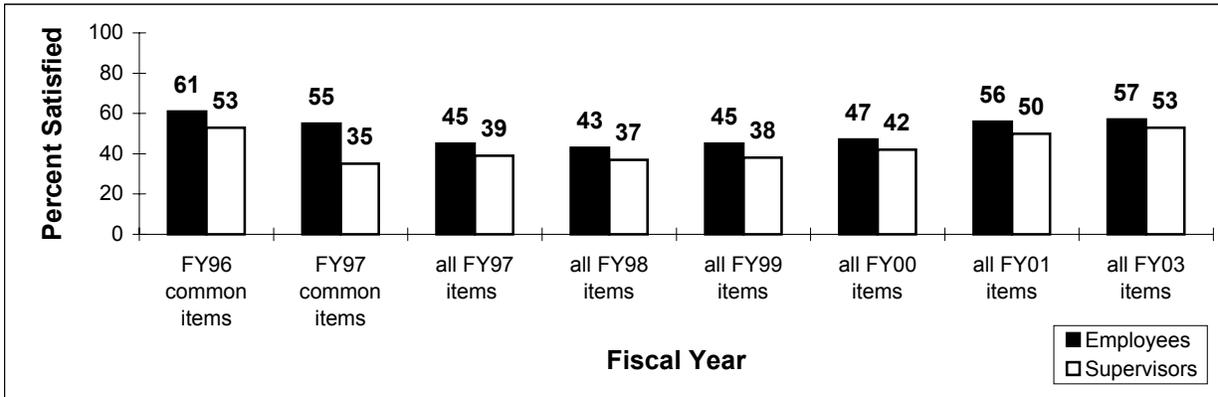


2-1. Effectiveness of Civilian Personnel Administration Service - Customer Satisfaction

Objective: Not Less Than 5% Improvement Over Baseline

Assessment: Employees Met; Supervisors Met



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

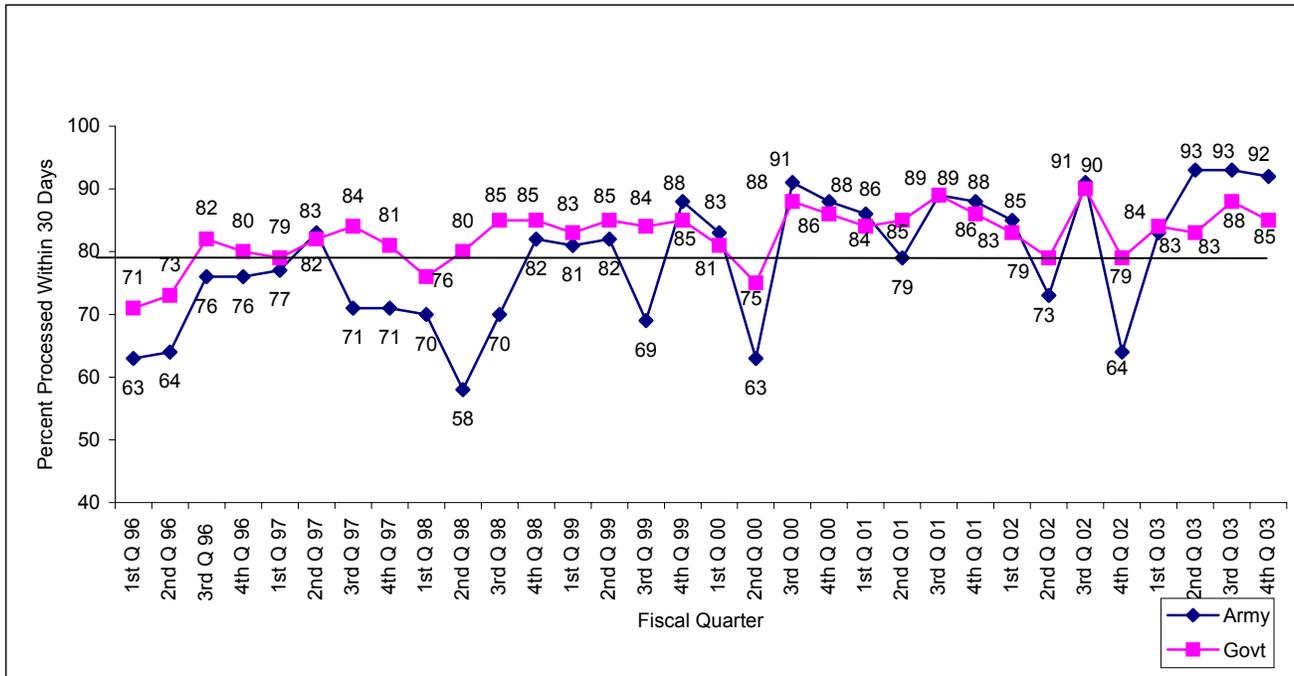
Analysis:

- This indicator measures satisfaction with CHR products and services. 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 over FY00. The trend in improvement continued in FY03 with employee satisfaction at 57% and supervisor satisfaction at 53%.
- The employee and supervisor baselines (average of previous five results) are 47% and 41%, respectively. CHR met the objective for employee and supervisor customer satisfaction.
- 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, RIF, classifying, staffing (for supervisors, recruitment, quality and timeliness of candidates referred; for employees, job and promotion information), training, and benefits and entitlements.
- For FY03 MACOM comparisons, employee satisfaction ranged from 61% (TRADOC) to 51% (USAREUR). Supervisor satisfaction ranged from 56% (TRADOC, USACE) to 46% (USAREUR).
- For FY03 regional comparisons, employee satisfaction ranged from 60% (Southwest) to 47% (Korea, Pacific). Supervisor satisfaction ranged from 57% (South Central) to 42% (Korea).

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

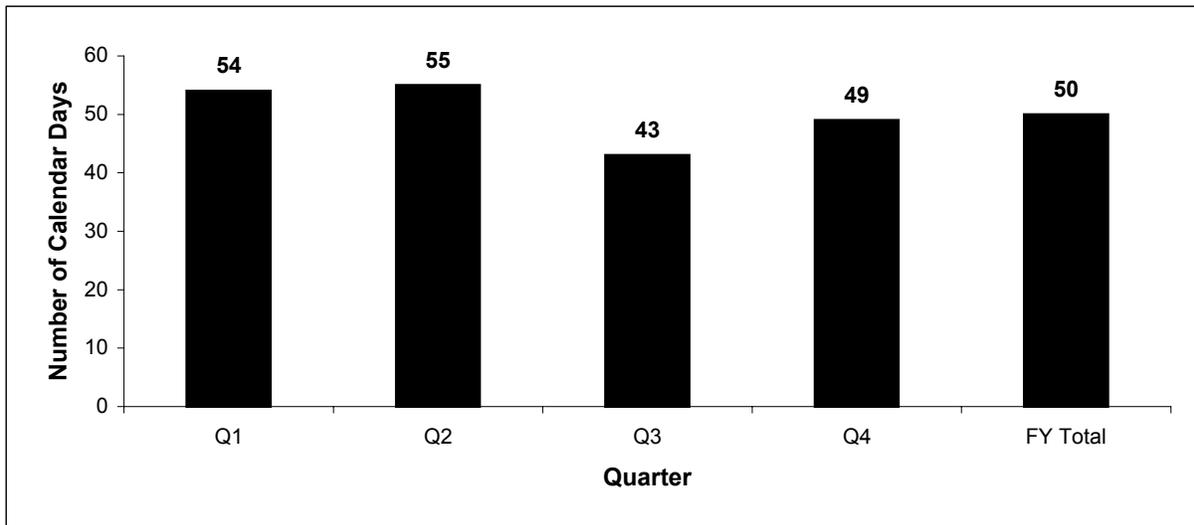
Analysis:

- Army met the government-wide average 4 out of 4 quarters for FY03. 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 91% for FY03 - up from 77% in FY02.
- 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: 55 Calendar Days

Assessment: Met



Source: CivPro

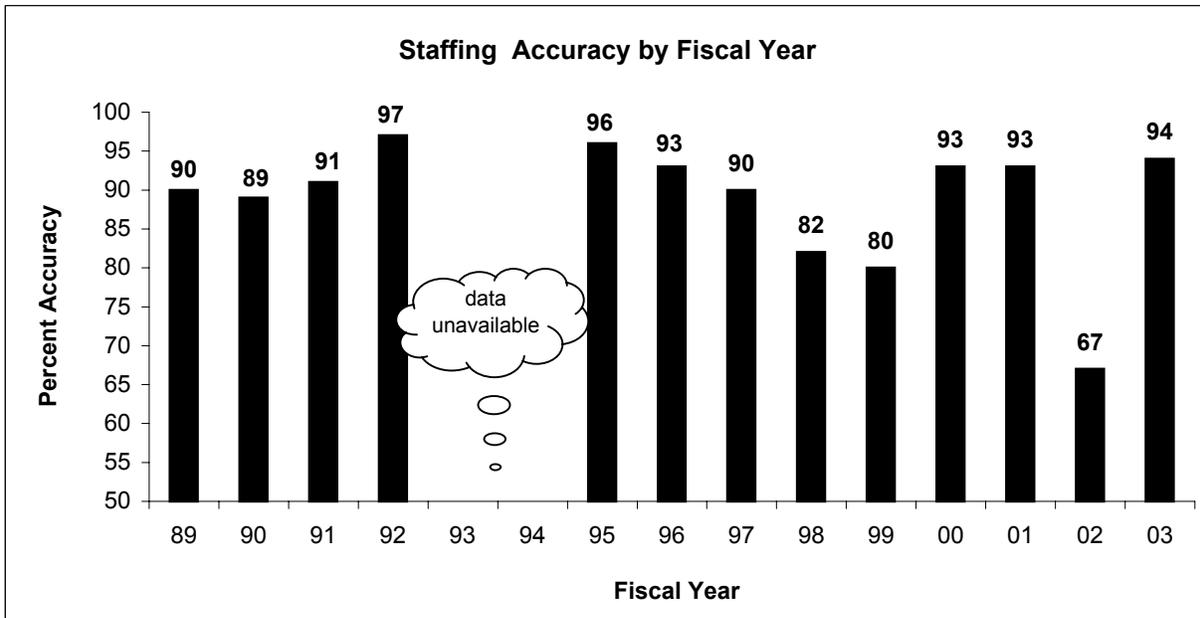
Analysis:

- Army met its objective of 55 calendar days in FY03. Average time to fill decreased by eight days from 58 days in FY02 to 50 days in FY03. The average time to fill 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.
- 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

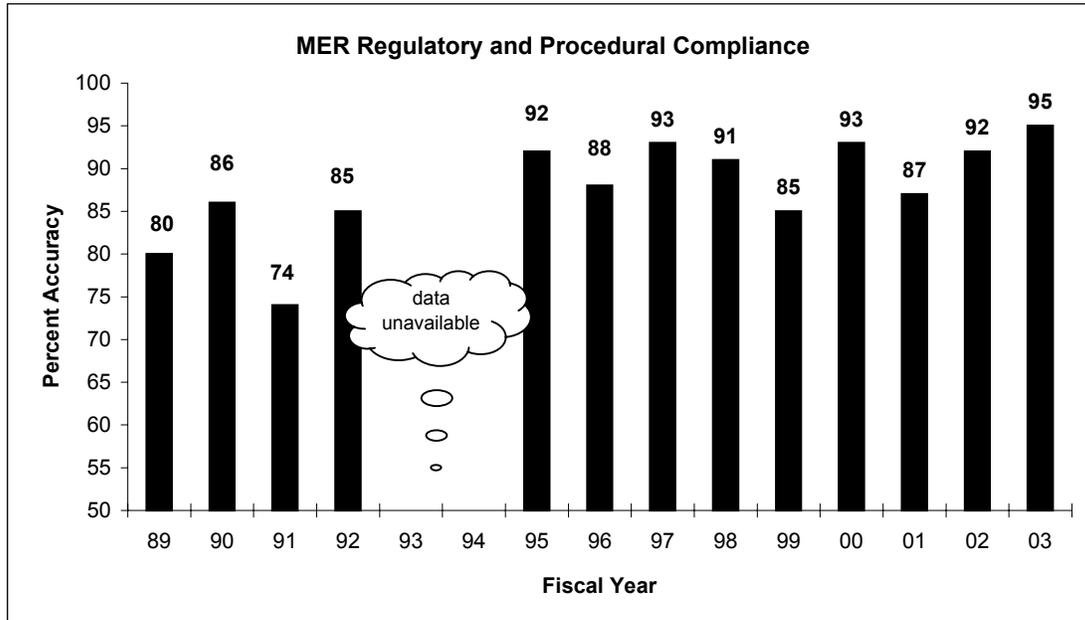
Analysis:

- Army met its objective of 90% accuracy. Audits of 120 placement and promotion actions resulted in a 94 percent compliance rate. This compliance rate is better than Army's objective of not less than 90 percent. A review of these actions indicated that errors consisted primarily of missing documentation of qualification determinations. The regulatory violations consisted of no advance written notice of the terms and conditions of a temporary promotion and promotion of an employee that did not meet the time after competitive appointment provisions.
- Note that the number of staffing actions reviewed in FY03 (120 in one region) is similar in size to samples from FY99 forward. Earlier years were larger.
- **This assessment was conducted at one region in FY03 and is not representative of Army-wide performance. 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: Met



Source: USACPEA survey reports

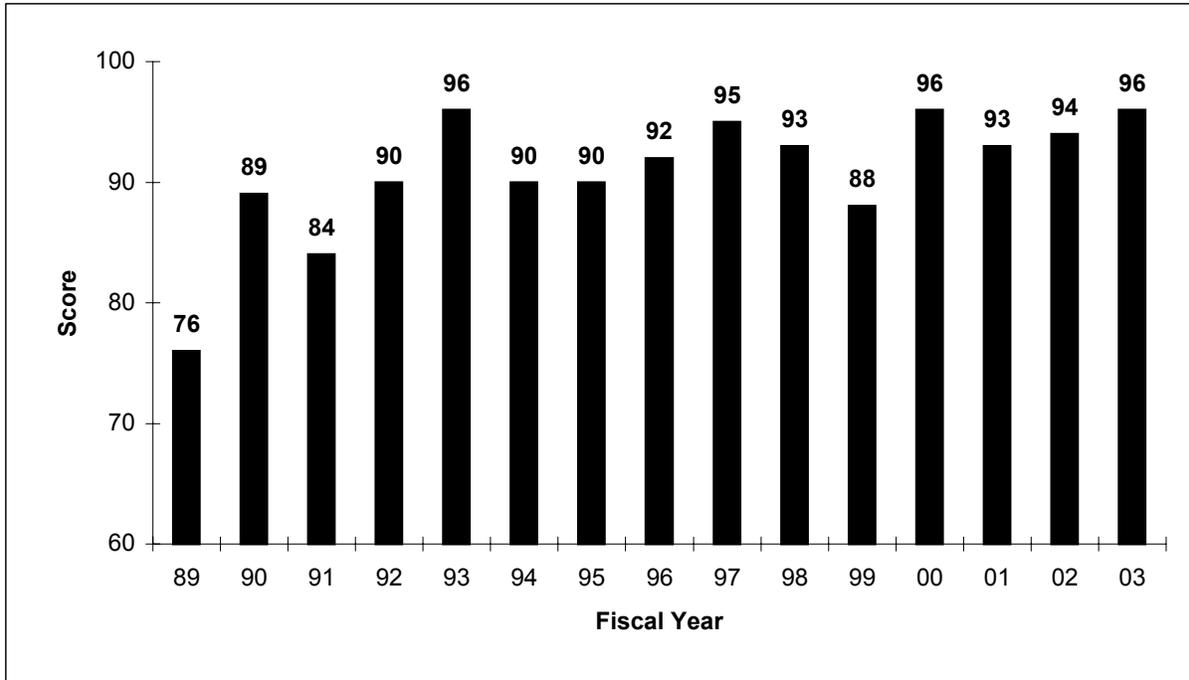
Analysis:

- Army met its objective of 90% accuracy. In FY03, USACPEA audited 162 actions at four CPACs for an overall compliance rate of 95%. All of the CPACs had 90% or better compliance.
- Compliance was at the 92% level in the area of incentive awards. USACPEA audited 92 awards and found seven errors. Each of the errors involved a lack of justification as part of the supporting documentation required to process the awards.
- Compliance was at 99% in the area of disciplinary/adverse actions. USACPEA audited 70 disciplinary actions and found one error. This compliance rate was better than Army's objective of not less than 90 percent and indicates that most actions were sufficiently detailed, progressive and supportable.
- **This assessment was conducted at four CPACs in one region for FY03 and is not representative of Army-wide performance. 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: Met



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

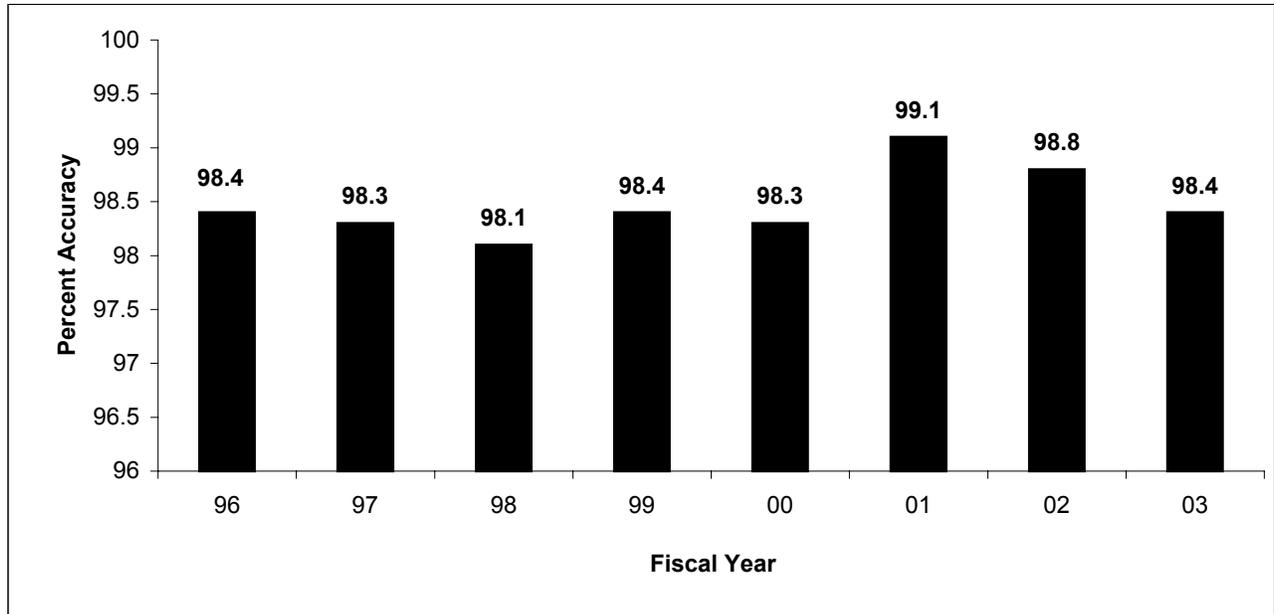
Analysis:

- Army met OPM's quality composite standard for FY03.
- 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 FY03 score represents only the first two quarters; third and fourth quarter data were not available at the time of publication. The *FY02 Annual Evaluation* contained data on only the first two quarters of FY02. Updating that with data from the last two quarters, the FY02 score remained at 94.

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 (DAPE-CP-PSS)

Analysis:

- Army met its objective of 98% accuracy for FY03.
- The Quality Control Report covers appropriated fund, U.S. citizens only. The report is reviewed by staff at CPOCMA and G1. It is currently not distributed to the field. It has been effective during the redesign of HQ ACPERS and the centralization of Modern to screen these reports in order to work specific data problems. 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. Once the redesigned HQ ACPERS is in production a new Quality Control Report will be available.
- 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 Tenure	25	25	100%
Appointment Type	25	25	100%
Retirement System	25	25	100%
Federal Employee Retirement System Coverage	25	25	100%
Veterans Preference	25	25	100%
Performance Rating Level	25	25	100%
Service Computation Date (SCD) - Leave	25	25	100%
Pay Plan	25	25	100%
Pay Grade	25	25	100%
Pay Step	25	25	100%
Pay Rate Determinant	25	25	100%
Within Grade Increase Due Date	25	24	96%
TOTAL	300	299	99%

Source: USACPEA survey reports

Analysis:

- Army met its objective of 97% accuracy. All but one of the 12 individual data elements met the objective. USACPEA noted the single error was the next effective date for a within grade increase that was corrected while the review team was onsite.
- 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).