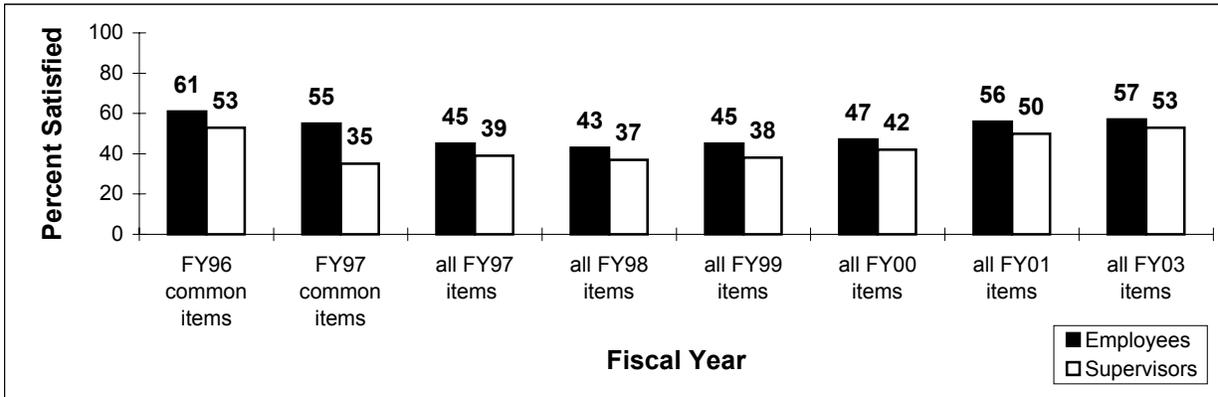


2-1. Effectiveness of Civilian Personnel Administration Service - Customer Satisfaction

Objective: Not Less Than 5% Improvement Over Baseline

Assessment: Employees Met; Supervisors Met



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

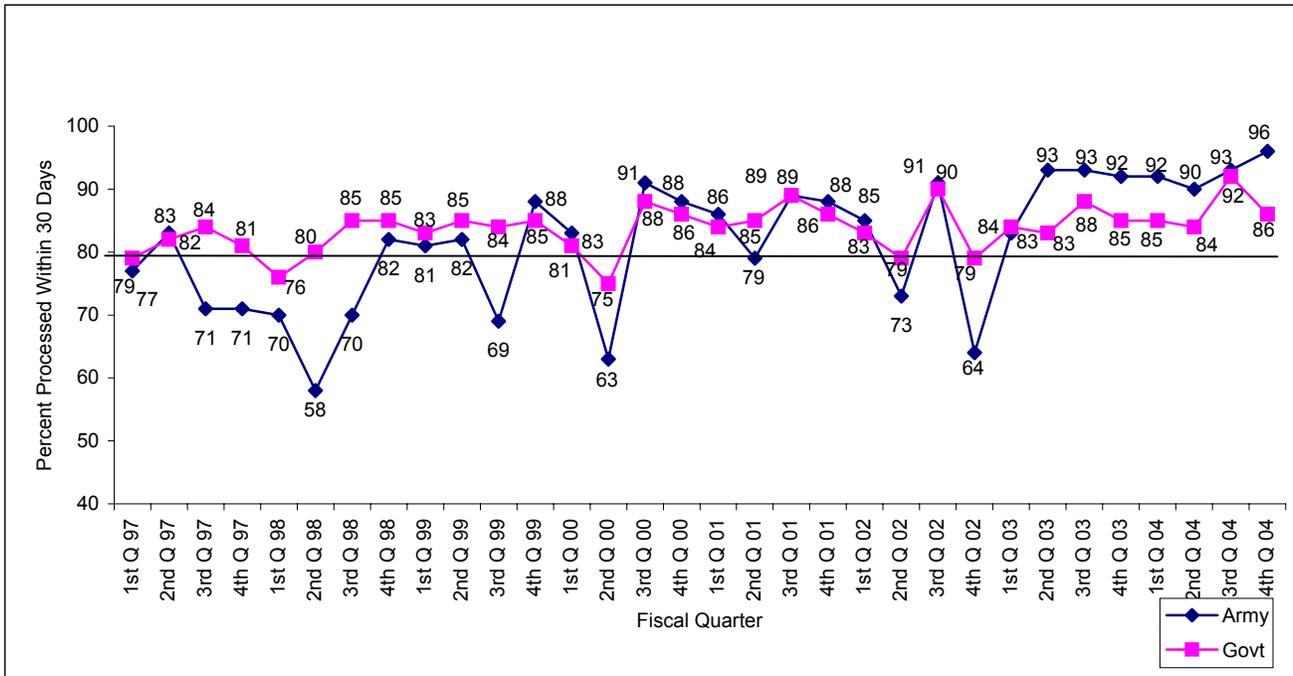
Analysis:

- 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

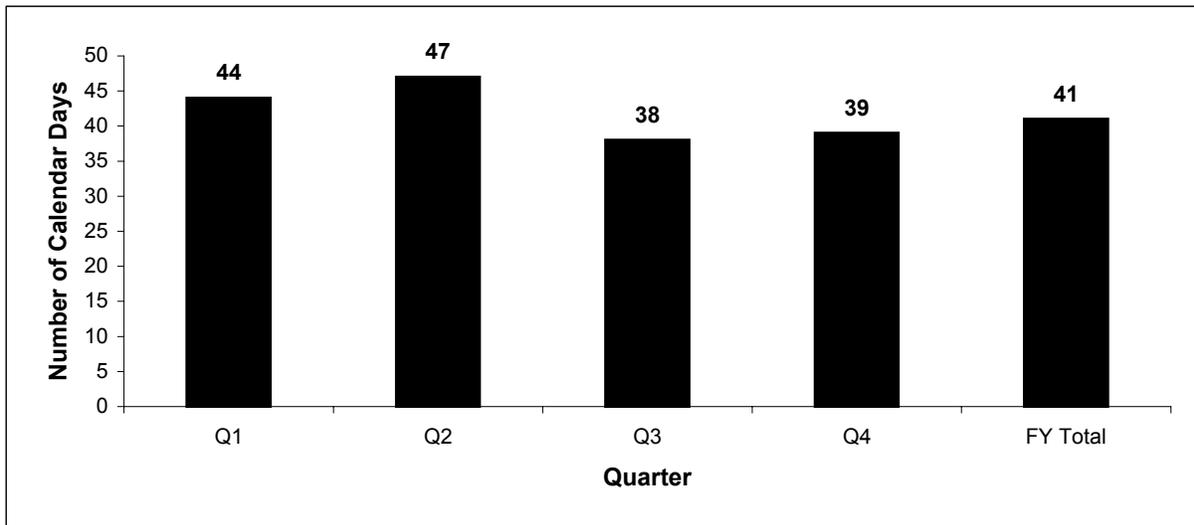
Analysis:

- 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 93%. Army exceeded the government-wide average all four quarters. Army achieved the highest percentage in the 4th quarter (96%).
- 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

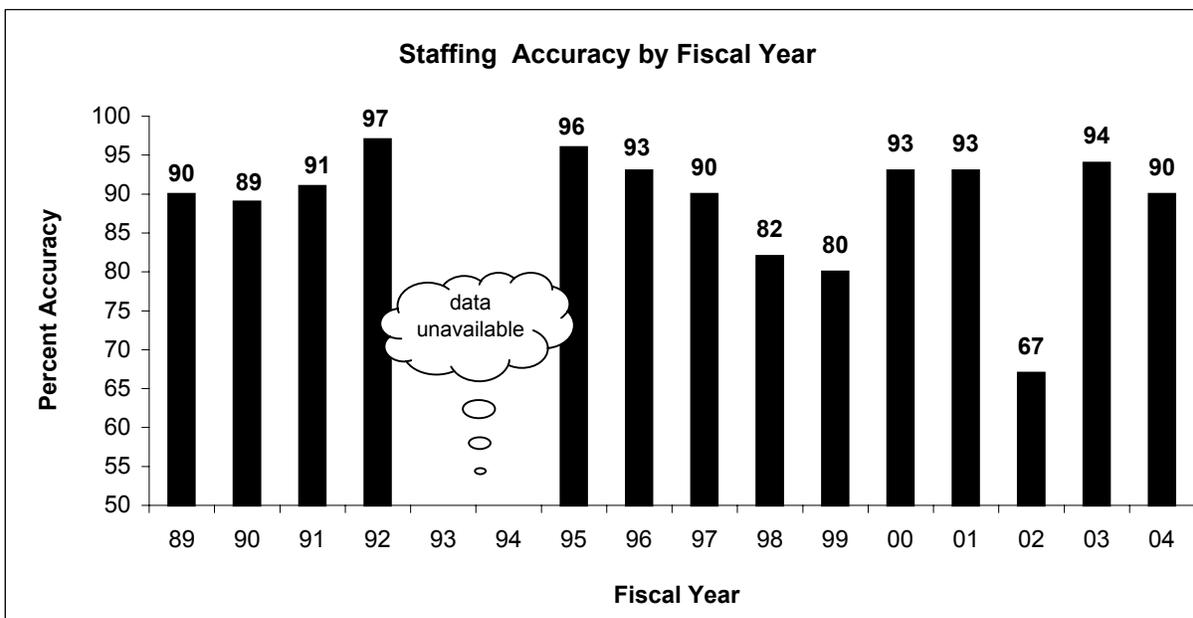
Analysis:

- Army exceeded its objective of 55 calendar days in FY04. Average time to fill decreased by nine days from 50 days in FY03 to 41 days in FY04. 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: CPEA survey reports

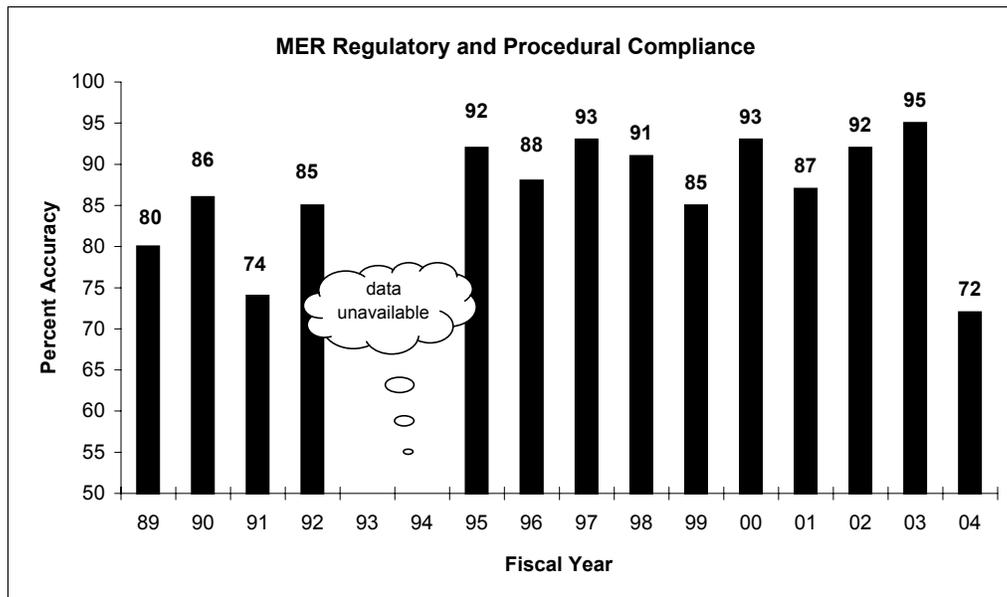
Analysis:

- Army met its objective of 90% accuracy. Audits of 210 placement and promotion actions resulted in a 90 percent compliance rate. A review of these actions indicated that errors consisted primarily of missing documentation of qualification determinations. The regulatory violations consisted of actions approved after the effective date, actions lacking required remarks, pay incorrectly set, not-to-exceed dates incorrectly set on TERM appointments, incorrect appointing authorities used, actions that did not include second appointing authorities, and four PPP reconstructs.
- Note that the number of staffing actions reviewed in FY03 (110 and 100 in both regions) is similar in size to samples from FY99 forward. Earlier years were larger.
- **This assessment was conducted at nine CPACs in two regions in FY04 and is not representative of Army-wide performance. See pages ii and iii for a discussion of sampling and generalizability of CPEA 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: CPEA survey reports

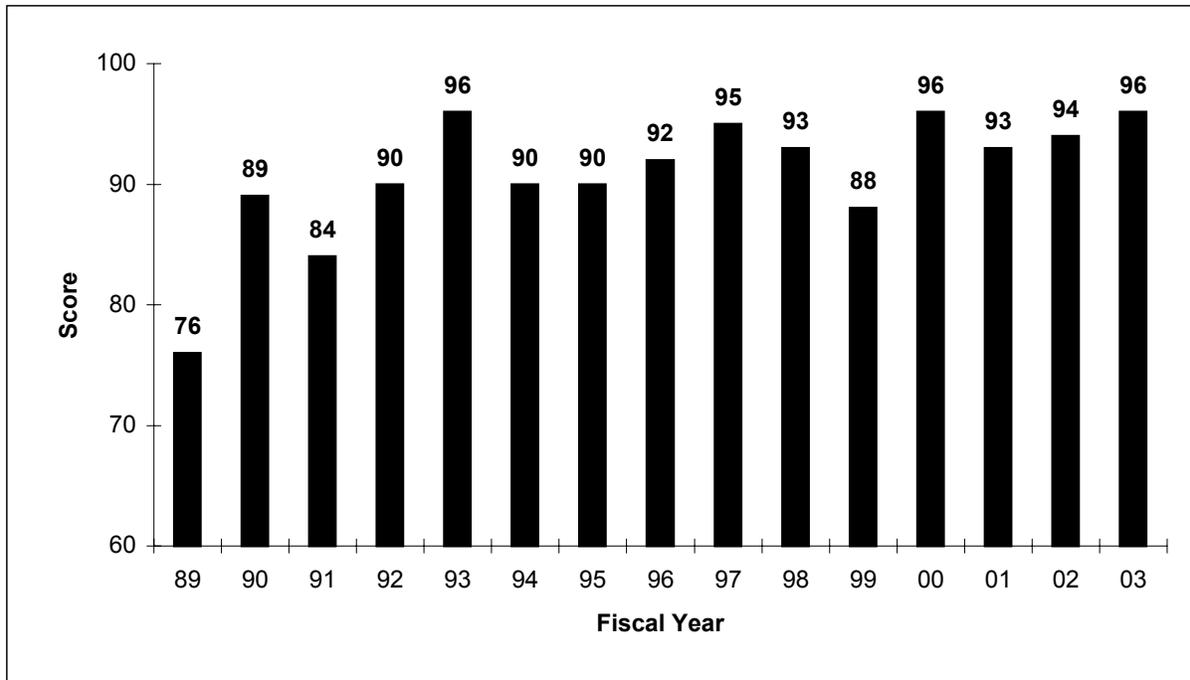
Analysis:

- Army did not meet its objective of 90% accuracy. In FY04, CPEA audited 606 actions at nine CPACs. CPEA found 173 errors for an overall compliance rate of 72%. Only three CPACs had compliance rates above 90% for both incentive awards and disciplinary/adverse actions.
- CPEA audited 305 awards and found 133 errors for a compliance rate of 56%. This is substantially lower than the Army objective. The errors made by management consisted of a lack of documentation supporting the award, failure to document the tangible or intangible benefit to the agency of the act relied on to support the award, or insufficient justification to support the type of award approved.
- Compliance was at 87% in the area of disciplinary/adverse actions. CPEA audited 301 disciplinary actions and found 40 errors. This is a substantial reduction in compliance as compared historically and may be the result of the loss of MER experience in the field as well as procedural violations. Disciplinary and adverse actions are generally detailed, progressive, and supportable.
- **This assessment was conducted at nine CPACs in two regions for FY04 and is not representative of Army-wide performance. See pages ii and iii for a discussion of sampling and generalizability of CPEA 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



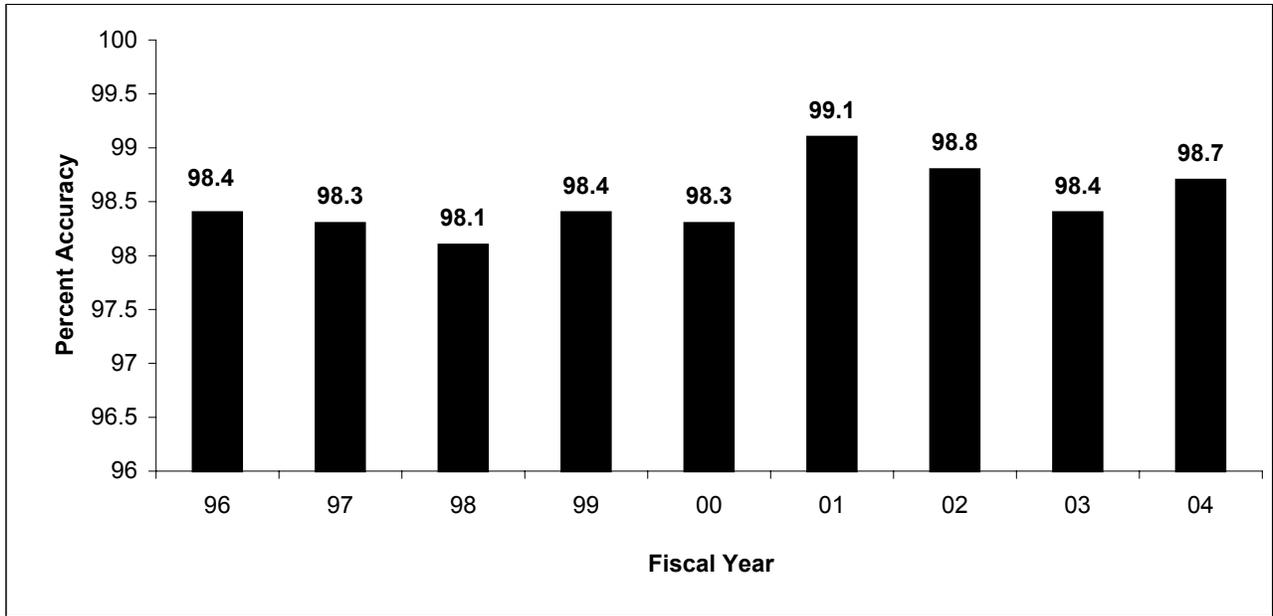
Source: U.S. Office of Personnel Management (OPM) Report

Analysis:

- Army met OPM's quality composite standard for FY03. OPM has changed their updating of this agency composite from two times a year to annually. Results will be available in March - April 2005 for FY04.
- 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.

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 FY04.
- The Quality Control Report is reviewed by staff at CHRA and G1. It is currently not distributed to the field. It has been more effective during the redesign of HQ ACPERS and the centralization of Modern to screen these reports in order to work specific data problems. 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 Name	80	80	100%
Social Security Number	80	80	100%
Employee Tenure	80	80	100%
Appointment Type	80	80	100%
Retirement System	80	80	100%
Federal Employee Retirement System Coverage	80	80	100%
Veterans Preference	80	79	99%
Performance Rating Level	80	68	85%
Performance Rating Date	80	68	85%
Service Computation Date (SCD) - Leave	80	80	100%
Position Description Number and Sequence Number	80	79	99%
FLSA Code	80	80	100%
Bargaining Unit Status	80	80	100%
Pay Plan	80	80	100%
Pay Grade	80	80	100%
Pay Step	80	80	100%
Base Salary	80	79	99%
Locality Adjustment	80	79	99%
Adjusted Basic Pay	80	79	99%
Pay Rate Determinant	80	80	100%
Within Grade Increase Due Date	80	79	99%
Key/Emergency Essential Position	80	80	100%
Supervisory Level	80	80	100%
Career Program	80	80	100%
Education Level	80	74	93%
TOTAL	2,000	1,964	98%

Source: CPEA survey reports

Analysis:

- Army met its objective of 97% accuracy. CPEA reviewed 25 data elements in 80 randomly selected Official Personnel Files against the data in the Defense Civilian Personnel Data System (DCPDS). Of the elements reviewed, 1964 were correct resulting in a 98 percent accuracy rate. The errors consisted of incorrect performance rating level and date, education level, veteran's preference, WIGI due date, PD number, and salary.
- Data accuracy is defined as the "value" in the official personnel folder (OPF) being the same as that in the 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).