

Executive Summary

The FY05 *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. For other indicators, where new items were included, baseline information was reported and will be used to establish future objectives. Whenever possible, we used historical data for perspective. Key findings are reported below.

Cost/Efficiency

- Servicing ratios greatly improved, meeting the Department of Defense (DoD) objectives for the first time (pages 1-4).
- Overall civilian strength (military function) increased and was 3,537 employees above target (page 5).
- Civilian personnel productivity per operating personnelist and per serviced customer each improved by 7% (pages 6-7).

CPA Effectiveness

- Customer satisfaction: new customer satisfaction items were developed with the 2005 administration of the Army Civilian Attitude Survey. FY05 results are part of the National Security Personnel System (NSPS) baseline information. Employee satisfaction with civilian personnel service was at 39%. Supervisor satisfaction was at 32%. (page 8).
- Timeliness of benefits processing: average processing time met the objective in each of the four quarters in FY05. Army exceeded the OPM standard by a wide margin (page 9).
- Timeliness of filling jobs: average fill-time met the objective of 55 calendar days. At the end of FY05, average timeliness was 43 days. Five years ago, average fill-time was 73 days (page 10).
- Regulatory and procedural compliance: Army fell far short on both staffing and management-employee relations objectives. This is the first time since FY99 that both indicators failed to meet 90% accuracy (page 11-12)*.
- Data quality: Army met the DCPDS data quality objective. Army is in the process of developing a new HQ ACPERS Quality Control Report (pages 13-14).

Management Effectiveness

- Grade and assignment accuracy: both grade and assignment accuracy fell below the 90% accuracy objective. Assignment accuracy is lower for the sixth year in a row (pages 15-16).*

- Regulatory and procedural compliance of performance appraisals: management still lags in this area, missing the objective for the sixth year in a row (page 17).*
- Labor-management relations: Army continues to do well in arbitration decisions: 70% favored management, 20% were either split/mitigated, and 9% favored the union. As for Unfair Labor Practices, the FLRA issued complaints in 12% of the charges (pages 18-19).
- Classification appeals: the number of appeals continues their long-term declining trend. Declines are at very low levels. All of the appeals were sustained (page 20).
- Controlling Federal Employees Compensation Act claims and costs: FY05 DOL chargeback costs decreased by 2.6 million from FY04. Long-term injury claim rates also decreased substantially in FY05 (page 22).
- Estimating ACTEDS intern needs and executing allocated resources: Army executed 100% of its allocated ACTEDS intern dollars and workyears (page 23).
- Identifying emergency essential employees: Army exceeded the 90% objective with nearly 95% signed agreements for those emergency essential employees in emergency essential positions (page 24).

Work Force Morale

- Morale: New morale items and composites were developed in conjunction with the National Security Personnel System program evaluation. The overall assessment for FY05 was mixed. Supervisor attitudes showed strength on all composites except for slight weakness in fairness and overall satisfaction. Employee attitudes showed weakness on performance culture, fairness and overall satisfaction. Employees showed relative strength on satisfaction with leadership and management and training and development. FY05 results are considered baseline, prior to NSPS implementation. (page 25).
- Formal grievances (administrative and negotiated procedures): The number of formal grievances continues to be at multi-year lows (pages 26-27).
- Percent DA final findings of discrimination: The FY05 percentage continues to drop and is now at 2.8%, half of what it was three years ago. Most complaints are resolved locally (page 28).

Work Force Quality

- Education level: The percent of DA interns with a college degree has dropped by ten percentage points – from 81% in FY03 to 71% this year. The percent of local interns with college degrees in FY05 was 77%. The local intern percent varies widely from year to year. The education level of civilian Army professional, technical, administrative, and clerical employees has been reasonably constant since FY92. Army's education levels were similar to DOD but lower than the Federal Government. Army's education level for professional series was nearly identical to DOD and the Federal Government (pages 30-32).

- The rate of incentive awards is higher than the Federal Government and lower than DOD (page 33).
- Army's rate of disciplinary and adverse actions continues to be lower than DOD or Federal Government rates (page 34). Within Army, the rate of disciplinary and adverse actions is lower for minority than for non-minority employees (page 35).

Work Force Representation

- Army's percentage of minority employees stayed the same as last year's. The percentage has increased slightly since FY93. It was higher than the DOD percentage but lower than the Federal Government (pages 36-38).
- Army's percentage of female employees was slightly lower than last year's. The percentage is 2 percentage points lower than in FY93. It was about the same as the DOD percentage and about six percentage points lower than that of the Federal Government (page 39).
- Army's percentage of employees with disabilities increased by 1.3 percentage points and is still within one percentage point of where it was in FY93. It is higher than both the DOD and Federal Government percents (page 40).
- Army's percentage of female intern new hires continued to be higher than local interns (page 41).
- The percentage of Army DA intern minority new hires is higher than local intern minority new hires across each race/national origin minority group (page 42).
- Army's percentage of female new hires was the same as last year; however, it is eight percentage points lower than in FY99 (page 43).
- Army's is hiring minority employees at a rate that is 4.5 percentage points higher than their overall representation in the workforce (page 44).

*Findings based on USCPEA site visits do not represent total Army performance.