

**2-1  
Customer Satisfaction**

Question	Employee Results	
	Count	Percent
Please indicate how well Personnel Services is doing in supporting your ability to accomplish mission critical work.		
a. Process my personnel actions (e.g., pay, promotions, benefits) accurately and quickly.		
Very Well	5811	17%
well	11281	33%
Adequately	10939	32%
Poorly	3419	10%
Very Poorly	2735	8%
totals	34185	100%
b. Refers candidates for vacancies in a reasonable amount of time.		
Very Well	NA	NA
well	NA	NA
Adequately	NA	NA
Poorly	NA	NA
Very Poorly	NA	NA
totals	NA	NA
c. Orients new employees to the organization.		
Very Well	NA	NA
well	NA	NA
Adequately	NA	NA
Poorly	NA	NA
Very Poorly	NA	NA
totals	NA	NA
d. Provides career counseling to employees		
Very Well	1958	7%
well	4755	17%
Adequately	7831	28%
Poorly	7552	27%
Very Poorly	5873	21%
totals	27969	100%

Supervisor Results	
Count	Percent
1086	15%
2026	28%
2243	31%
1086	15%
724	10%
7237	99%
780	11%
1915	27%
2128	30%
1347	19%
851	12%
7092	99%
767	11%
1812	26%
2369	34%
1394	20%
697	10%
6969	101%
397	6%
1126	17%
1920	29%
1920	29%
1192	18%
6621	99%

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

Question	Employee Results	
	Count	Percent
Please indicate how well Personnel Services is doing in supporting your ability to accomplish mission critical work.		
e. Finds sources for all types of training.		
Very Well	2377	8%
well	6538	22%
Adequately	9510	32%
Poorly	6538	22%
Very Poorly	4755	16%
totals	29718	100%
f. Develops policy and provides guidance on family friendly quality of work life issues.		
Very Well	1891	7%
well	5944	22%
Adequately	9726	36%
Poorly	5133	19%
Very Poorly	4053	15%
totals	27018	99%
g. Provides advice on compensation/pay options to attract and retain employees.		
Very Well	NA	NA
well	NA	NA
Adequately	NA	NA
Poorly	NA	NA
Very Poorly	NA	NA
totals	NA	NA
h. Provides counseling and information on retirement and benefits.		
Very Well	3002	10%
well	8106	27%
Adequately	10208	34%
Poorly	4804	16%
Very Poorly	3903	13%
totals	30024	100%

Supervisor Results	
Count	Percent
475	7%
1426	21%
2309	34%
1630	24%
951	14%
6791	100%
438	7%
1314	21%
2315	37%
1314	21%
813	13%
6257	99%
453	7%
1295	20%
1943	30%
1684	26%
1101	17%
6476	100%
693	10%
1801	26%
2286	33%
1247	18%
831	12%
6927	99%

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

Question	Employee Results	
	Count	Percent
Please indicate how well Personnel Services is doing in supporting your ability to accomplish mission critical work.		
i. Is customer service focused, e.g., is readily available to me.		
Very Well	3550	11%
well	8391	26%
Adequately	10973	34%
Poorly	5487	17%
Very Poorly	4196	13%
totals	32274	101%
j. Keeps me informed of the status of personnel action requests (e.g., filling vacancies, establishing positions).		
Very Well	NA	NA
well	NA	NA
Adequately	NA	NA
Poorly	NA	NA
Very Poorly	NA	NA
totals	NA	NA
k. Provides advice for identifying recruitment sources and issues.		
Very Well	NA	NA
well	NA	NA
Adequately	NA	NA
Poorly	NA	NA
Very Poorly	NA	NA
totals	NA	NA
l. Assists me in finding quality applicants by tapping identified recruitment sources.		
Very Well	NA	NA
well	NA	NA
Adequately	NA	NA
Poorly	NA	NA
Very Poorly	NA	NA
totals	NA	NA

Supervisor Results	
Count	Percent
1036	14%
1924	26%
2368	32%
1258	17%
888	12%
7401	101%
842	12%
1755	25%
2106	30%
1404	20%
913	13%
7020	100%
655	10%
1442	22%
2228	34%
1376	21%
852	13%
6553	100%
504	8%
1259	20%
2140	34%
1511	24%
881	14%
6295	100%

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

Question	Employee Results	
	Count	Percent
Please indicate how well Personnel Services is doing in supporting your ability to accomplish mission critical work.		
m. Refers a reasonable number of candidates for vacancies.		
Very Well	NA	NA
well	NA	NA
Adequately	NA	NA
Poorly	NA	NA
Very Poorly	NA	NA
totals	NA	NA
n. Refers high quality candidates.		
Very Well	NA	NA
well	NA	NA
Adequately	NA	NA
Poorly	NA	NA
Very Poorly	NA	NA
totals	NA	NA
o. Provides advice on assessing employees' competencies/skills and making appropriate placements.		
Very Well	NA	NA
well	NA	NA
Adequately	NA	NA
Poorly	NA	NA
Very Poorly	NA	NA
totals	NA	NA
p. Provides advice on succession planning.		
Very Well	NA	NA
well	NA	NA
Adequately	NA	NA
Poorly	NA	NA
Very Poorly	NA	NA
totals	NA	NA

Supervisor Results	
Count	Percent
678	10%
1899	28%
2781	41%
882	13%
543	8%
6783	100%
478.24	7%
1503.04	22%
2801.12	41%
1298.08	19%
751.52	11%
6832	100%
446	7%
1276	20%
2296	36%
1531	24%
829	13%
6378	100%
339	6%
903	16%
1862	33%
1580	28%
1016	18%
5642	101%

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

Question	Employee Results	
	Count	Percent
Please indicate how well Personnel Services is doing in supporting your ability to accomplish mission critical work.		
q. Provides advice on how to enhance employee productivity and assessing employee performance.		
Very Well	NA	NA
well	NA	NA
Adequately	NA	NA
Poorly	NA	NA
Very Poorly	NA	NA
totals	NA	NA
r. Provides training in supervisory/managerial skills.		
Very Well	NA	NA
well	NA	NA
Adequately	NA	NA
Poorly	NA	NA
Very Poorly	NA	NA
totals	NA	NA
s. Provides advice on dealing with "problem" employees.		
Very Well	NA	NA
well	NA	NA
Adequately	NA	NA
Poorly	NA	NA
Very Poorly	NA	NA
totals	NA	NA
t. Provides workforce data/reports for decision making.		
Very Well	NA	NA
well	NA	NA
Adequately	NA	NA
Poorly	NA	NA
Very Poorly	NA	NA
totals	NA	NA

Supervisor Results	
Count	Percent
379	6%
1073	17%
2146	34%
1767	28%
1010	16%
6312	101%
631	9%
1754	25%
2595	37%
1333	19%
701	10%
7014	100%
818	12%
1773	26%
2387	35%
1228	18%
682	10%
6820	101%
345	6%
1093	19%
1955	34%
1438	25%
863	15%
5751	99%

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

Question	Employee Results	
	Count	Percent
Please indicate how well Personnel Services is doing in supporting your ability to accomplish mission critical work.		
u. Provides advice on effective organization/position structure (including duties and grades/pay bands), as well as how to develop a business case for resourcing new organizational structures.		
Very Well	NA	NA
well	NA	NA
Adequately	NA	NA
Poorly	NA	NA
Very Poorly	NA	NA
totals	NA	NA
v. Provides advice on recognizing employees and granting awards to them.		
Very Well	NA	NA
well	NA	NA
Adequately	NA	NA
Poorly	NA	NA
Very Poorly	NA	NA
totals	NA	NA
w. Assists in identifying human capital goals and objectives for strategic plans and/or annual performance/budget plans.		
Very Well	NA	NA
well	NA	NA
Adequately	NA	NA
Poorly	NA	NA
Very Poorly	NA	NA
totals	NA	NA
x. Provides advice on how to determine your future workforce requirements, including establishing an effective staffing/hiring strategy to carry you into the future.		
Very Well	NA	NA
well	NA	NA
Adequately	NA	NA
Poorly	NA	NA
Very Poorly	NA	NA
totals	NA	NA

Supervisor Results	
Count	Percent
344	6%
974	17%
1891	33%
1490	26%
1031	18%
5729	100%
528	8%
1451	22%
2441	37%
1385	21%
858	13%
6597	101%
268	5%
858	16%
1770	33%
1502	28%
966	18%
5364	100%
278	5%
835	15%
1615	29%
1671	30%
1169	21%
5569	100%

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

Question	Employee Results	
	Count	Percent
Please indicate how well Personnel Services is doing in supporting your ability to accomplish mission critical work.		
y. Overall, I am satisfied with the timeliness of personnel services I receive.		
Very Well	3145	9%
well	14326	41%
Adequately	10133	29%
Poorly	4542	13%
Very Poorly	2795	8%
totals	34942	100%
z. Overall, I am satisfied with the quality of personnel services I receive.		
Very Well	3147	9%
well	14336	41%
Adequately	10140	29%
Poorly	4895	14%
Very Poorly	2797	8%
totals	34967	101%
Composite - 2-1 Satisfaction with Personnel Services		
Very Well	3604	10%
well	10452	29%
Adequately	11533	32%
Poorly	6127	17%
Very Poorly	4325	12%
totals	36040	100%

Supervisor Results	
Count	Percent
682	9%
2727	36%
1742	23%
1515	20%
909	12%
7576	100%
755	10%
2717	36%
1812	24%
1434	19%
830	11%
7548	100%
697	9%
1781	23%
2555	33%
1703	22%
1006	13%
7742	100%

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

**MACOM Breakout**

MACOM	Employee Results	
	Count	Percent
AMC	8235	39%
FORSCOM	540	36%
MEDCOM	3736	34%
TRADOC	3241	43%
USACE	6975	37%
USAREUR	438	38%
OTHER	12875	41%
<b>TOTAL ARMY</b>	<b>36040</b>	<b>39%</b>

Supervisor Results	
Count	Percent
1071	32%
136	30%
730	27%
671	32%
1171	31%
202	29%
3761	33%
<b>7742</b>	<b>32%</b>

**Region Breakout**

REGION	Employee Results	
	Count	Percent
Europe	1362	36%
Korea	247	34%
NC	4904	41%
NE	7108	40%
Pacific	899	31%
SC	6295	39%
SW	7580	40%
West	5900	36%
<b>TOTAL ARMY</b>	<b>36040</b>	<b>39%</b>

Supervisor Results	
Count	Percent
645	28%
222	40%
1033	31%
1239	31%
292	21%
1278	34%
1325	32%
1094	30%
<b>7742</b>	<b>32%</b>