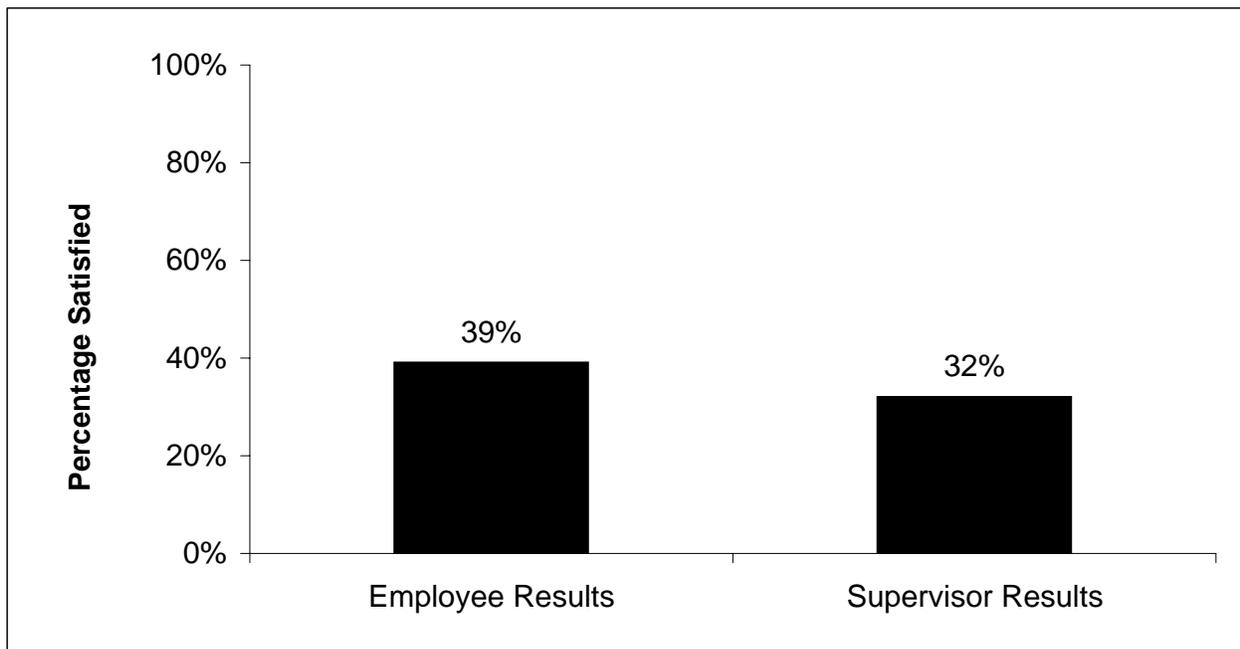


2-1. Effectiveness of Civilian Personnel Administration Service - Customer Satisfaction

Objective: Not Less Than 5% Improvement Over Baseline

Assessment: Not Applicable for FY05



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

Analysis:

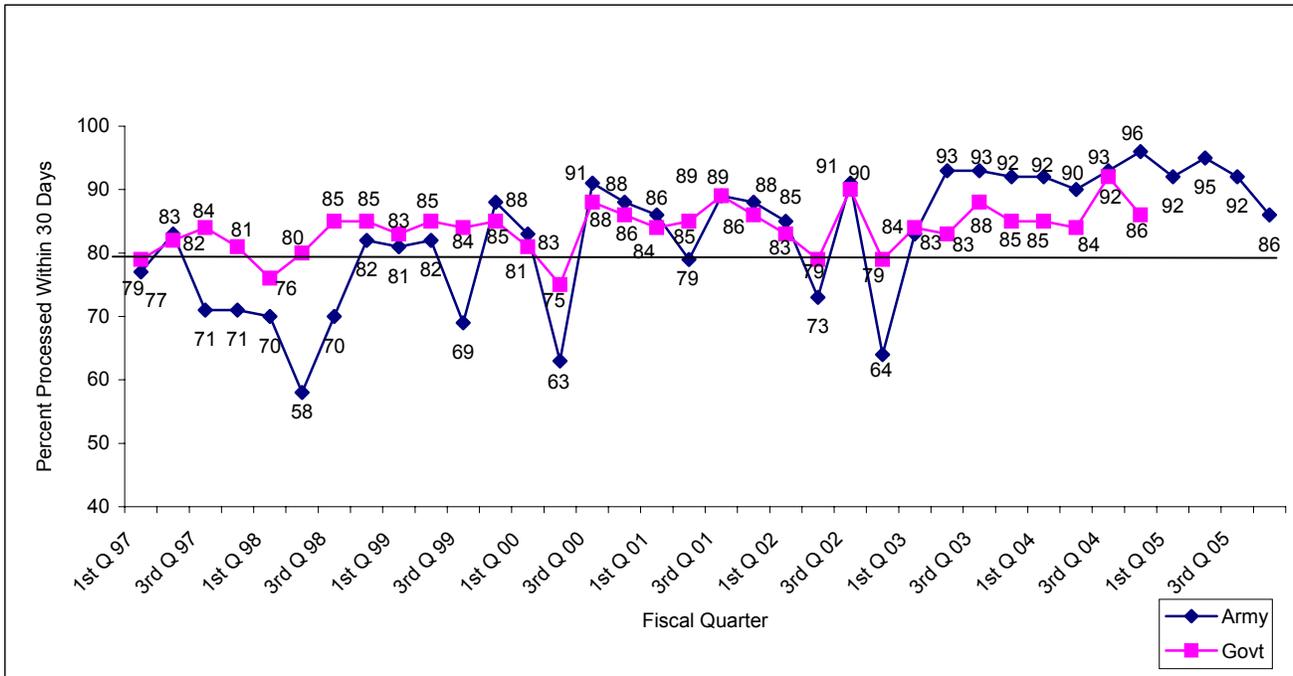
- This indicator measures satisfaction with CHR products and services. Satisfaction is defined as the top two ratings in a five-point scale. Employee results overall were at 39% and showed relative strength on attitudes toward timeliness and quality of personnel services, and timeliness in processing personnel actions. Employee responses showed weakness on items describing career counseling, training, and customer service. Overall supervisor satisfaction was at 32%. Customer service attitudes were very low in terms of helping managers and supervisors plan for future workforce requirements/succession planning, and identify human capital goals and objectives. Customer service results were better in terms of quality/timeliness of personnel services received, processing personnel actions quickly, and being customer focused.

- This indicator was revised in FY05 to match CHR customer satisfaction questions developed by the Office of Personnel Management. Direct comparison of this year's results with previous years would be misleading since the composite was substantially changed. FY05 results will be considered as part of the baseline information prior to NSPS implementation. The employee score is a composite of eight items; the supervisor score is a composite of twenty-six items. See Appendix, pp. A3-10 for the rating scale, individual survey items, raw scores, region results, and MACOM results.

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

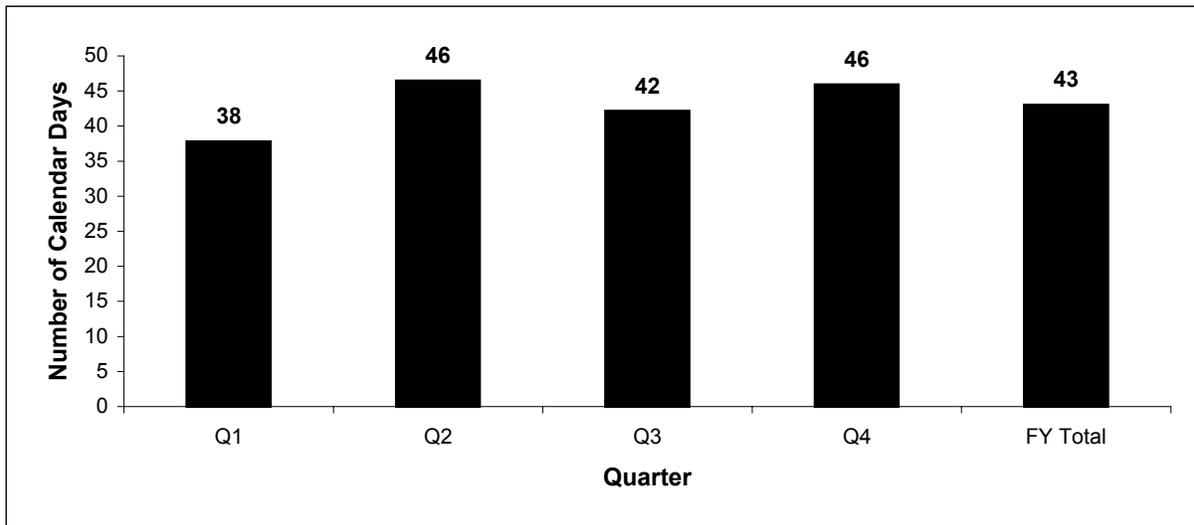
Analysis:

- The OPM Congressionally-mandated timeliness standard requires that 80 percent 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 percent. Army exceeded the government-wide timeliness all four quarters. Fourth quarter FY05 however showed a nine percentage point decrease in overall timeliness compared to the 2nd quarter. The late submission of retirement packets to the Army Benefits Center contributed to this decrease in timeliness. OPM no longer provides government-wide analysis of timeliness.
- 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

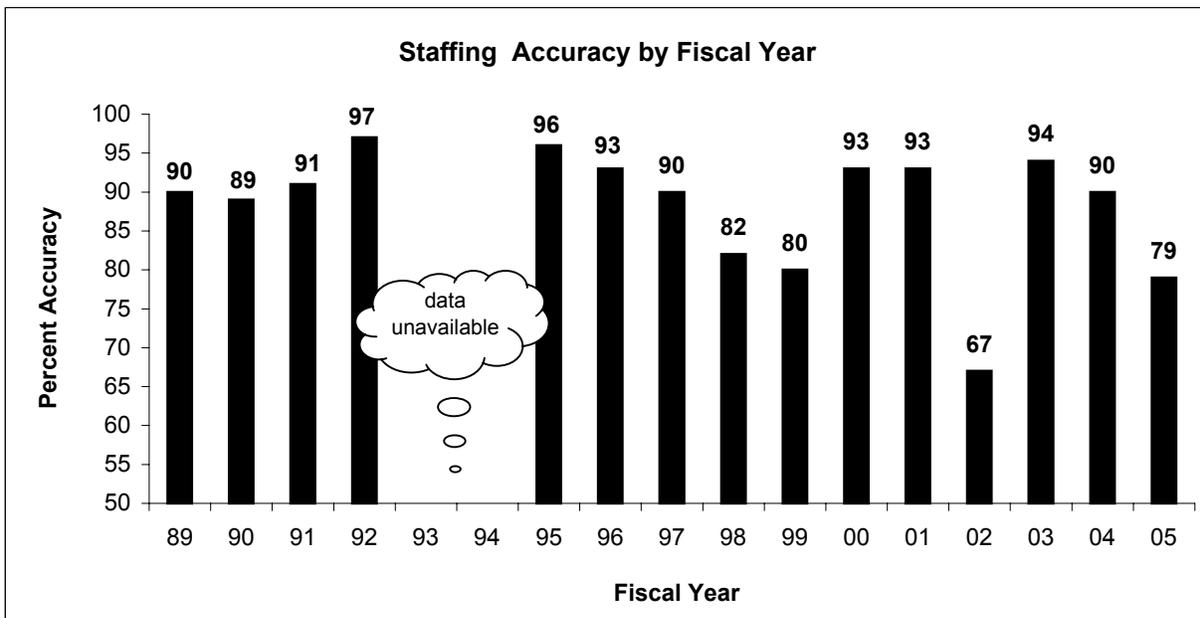
Analysis:

- Army exceeded its objective of 55 calendar days in FY05. Average time to fill increased by two days from 41 days in FY04 to 43 days in FY05. 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 or CPOC) 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: Not Met



Source: CPEA survey reports

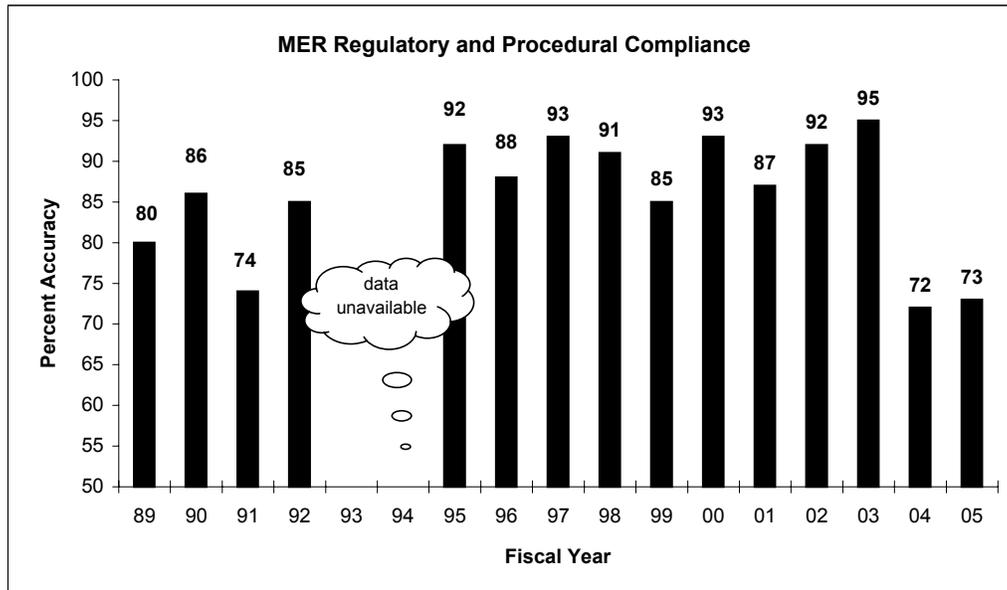
Analysis:

- Army did not meet its objective of 90 percent. Audits of 150 placement and promotion actions resulted in a 79 percent compliance rate. The violations included actions approved after the effective date; improper clearing or failure to document the clearing of PPP, RPL and ICTAP; improper use of non-competitive promotion/appointment authority, incorrect appointing authority; and incorrect or missing required remarks. The team also noted that many files lacked a clear audit trail and additional information had to be requested to determine regulatory compliance.
- Note that the number of staffing actions reviewed in FY05 (150 actions) is similar in size to samples from FY99 forward. Earlier years were larger.
- This assessment was conducted at two CPOCs in two regions in FY05 and is not representative of Army-wide performance. See Introduction, page ii 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

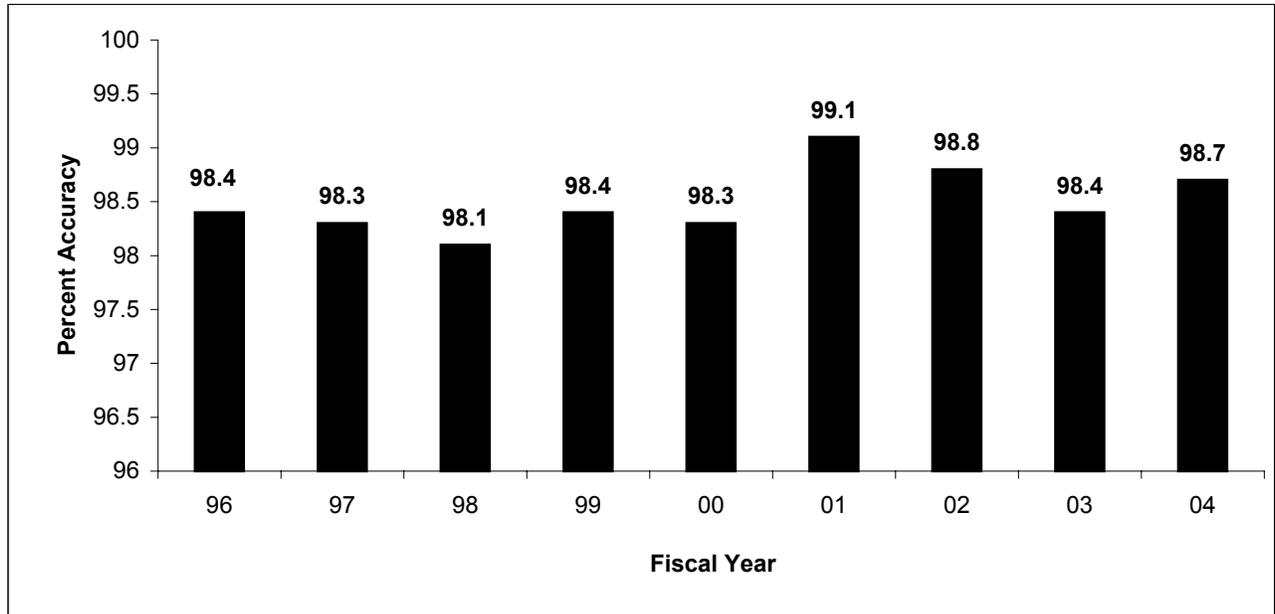
Analysis:

- Army did not meet its objective of 90% accuracy. In FY05, CPEA audited 186 actions at five CPACs. CPEA found 51 errors for an overall compliance rate of 73%. None of the CPACs had compliance rates above 90% for both incentive awards and disciplinary/adverse actions.
- During on-site visits to the five CPACs, CPEA audited 67 disciplinary actions and found nine errors for a compliance rate of 87 percent, less than the Army goal of 90 percent. The most common errors identified involved insufficient or missing documentation in the case file, proposal/decision letters that failed to notify employees of all of their rights, and failure of management to initiate a Denial of Within Grade Increase to employees who received a less than fully successful performance rating. These findings support statistical data that indicates management is not addressing performance related issues.
- CPEA audited 120 incentive awards and found 42 errors for a compliance rate of 65 percent, well below the Army objective of not less than 90 percent. The most common errors involved missing Incentive Awards Nomination Forms and the lack of sufficient justification to support the award authorized. These are procedural errors that do not reflect on the validity of the award.
- This assessment was conducted at five CPACs in two regions for FY05 and is not representative of Army-wide performance. See Introduction, page ii 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 - HQ ACPERS Quality Control Report

Objective: At least 98% Accuracy

Assessment: In Development



Source: HQ ACPERS Quality Control Report (PCN:ZMA-56A) produced by HQDA (DAPE-CP-PSS)

Analysis:

- Army's objective of 98 percent accuracy for FY05 will be assessed in FY06. The proponent for this performance indicator will develop a new report once the redesigned HQ ACPERS is in production. FY05 data is unavailable.
- Once the redesigned HQ ACPERS is in production a new Quality Control Report will be available. It is currently not distributed to the field.

2-7. DCPDS Data Quality

Objective: Not Less than 97% Accuracy

Assessment: Met

| Item Reviewed | # Items Reviewed | # Items Accurate | % Accuracy |
|---|------------------|------------------|------------|
| Employee Name | 70 | 70 | 100% |
| Social Security Number | 70 | 70 | 100% |
| Employee Tenure | 70 | 70 | 100% |
| Appointment Type | 70 | 70 | 100% |
| Retirement System | 70 | 70 | 100% |
| Veterans Preference | 70 | 69 | 99% |
| Performance Rating Level | 70 | 65 | 93% |
| Performance Rating Date | 70 | 50 | 71% |
| Service Computation Date (SCD) - Leave | 70 | 70 | 100% |
| Position Description Number and Sequence Number | 70 | 69 | 99% |
| FLSA Code | 70 | 70 | 100% |
| Bargaining Unit Status | 70 | 70 | 100% |
| Pay Plan | 70 | 70 | 100% |
| Pay Grade | 70 | 70 | 100% |
| Pay Step | 70 | 70 | 100% |
| Base Salary | 70 | 70 | 100% |
| Locality Adjustment | 70 | 70 | 100% |
| Adjusted Basic Pay | 70 | 70 | 100% |
| Pay Rate Determinant | 70 | 70 | 100% |
| Within Grade Increase Due Date | 70 | 69 | 99% |
| Key/Emergency Essential Position | 70 | 67 | 96% |
| Reserve Category | 70 | 70 | 100% |
| Supervisory Level | 70 | 70 | 100% |
| Career Program | 70 | 70 | 100% |
| Education Level | 70 | 67 | 96% |
| TOTAL | 1,750 | 1,716 | 98% |

Source: CPEA survey reports

Analysis:

- Army exceeded its objective of 97 percent accuracy. CPEA reviewed 25 data elements in 70 randomly selected Official Personnel Files at the CPOCs against the data contained in the Defense Civilian Personnel Data System. Of the 1,750 elements reviewed, 1,716 were correct resulting in a 98 percent accuracy rate. The errors consisted of incorrect performance rating level and date, education level, key/emergency-essential position, veteran's preference, WIGI due date, and PD number.
- 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).