

**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	5324	16%
well	10649	32%
Adequately	10649	32%
Poorly	3660	11%
Very Poorly	2662	8%
totals	33277	99%
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	NA	NA
well	NA	NA
Adequately	NA	NA
Poorly	NA	NA
Very Poorly	NA	NA
totals	NA	NA

Supervisor Results	
Count	Percent
1242	14%
2749	31%
2838	32%
1242	14%
887	10%
8868	101%
935	11%
2381	28%
2721	32%
1616	19%
850	10%
8504	100%
1065	13%
2541	31%
2787	34%
1147	14%
656	8%
8196	100%
NA	NA

**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	3056	10%
well	7944	26%
Adequately	10694	35%
Poorly	5500	18%
Very Poorly	3361	11%
totals	30555	100%
f. Develops policy and provides guidance on family friendly quality of work life issues.		
Very Well	2422	9%
well	6997	26%
Adequately	9689	36%
Poorly	4575	17%
Very Poorly	3230	12%
totals	26913	100%
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	3350	11%
well	8528	28%
Adequately	10050	33%
Poorly	4873	16%
Very Poorly	3655	12%
totals	30456	100%

Supervisor Results	
Count	Percent
731	9%
1949	24%
2842	35%
1705	21%
893	11%
8120	100%
639	9%
1774	25%
2625	37%
1277	18%
780	11%
7095	100%
614	8%
1688	22%
2455	32%
1765	23%
1074	14%
7672	99%
908	11%
2311	28%
2806	34%
1403	17%
908	11%
8252	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.		
i. Is customer service focused, e.g., is readily available to me.		
Very Well	3915	12%
well	9135	28%
Adequately	11092	34%
Poorly	4894	15%
Very Poorly	3589	11%
totals	32624	100%
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
1139	13%
2365	27%
2891	33%
1402	16%
964	11%
8761	100%
999	12%
2164	26%
2663	32%
1498	18%
999	12%
8323	100%
695	9%
1777	23%
2704	35%
1622	21%
850	11%
7725	99%
596	8%
1565	21%
2682	36%
1639	22%
969	13%
7450	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
802	10%
2405	30%
3366	42%
1042	13%
561	7%
8015	102%
563.5	7%
1851.5	23%
3300.5	41%
1529.5	19%
805	10%
8050	100%
528	7%
1660	22%
2943	39%
1584	21%
830	11%
7545	100%
404	6%
1213	18%
2358	35%
1752	26%
1011	15%
6737	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.		
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 overall Civilian Human Resources functions, processes, and responsibilities.		
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
446	6%
1338	18%
2602	35%
1933	26%
1041	14%
7434	99%
557	7%
1750	22%
2943	37%
1750	22%
954	12%
7953	100%
950	12%
2137	27%
2770	35%
1266	16%
791	10%
7913	100%
475	7%
1357	20%
2510	37%
1561	23%
950	14%
6785	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.		
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
480	7%
1303	19%
2332	34%
1646	24%
1097	16%
6858	100%
629	8%
1886	24%
2908	37%
1572	20%
943	12%
7860	101%
387	6%
1096	17%
2257	35%
1677	26%
1032	16%
6449	100%
397	6%
1058	16%
2050	31%
1852	28%
1323	20%
6613	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.		
y. Overall, I am satisfied with the timeliness of personnel services I receive.		
Very Well	3844	11%
well	15028	43%
Adequately	9786	28%
Poorly	4194	12%
Very Poorly	2446	7%
totals	34949	101%
z. Overall, I am satisfied with the quality of personnel services I receive.		
Very Well	3499	10%
well	15044	43%
Adequately	9796	28%
Poorly	4548	13%
Very Poorly	2099	6%
totals	34985	100%
Composite - 2-1 Satisfaction with Personnel Services		
Very Well	3950	11%
well	11850	33%
Adequately	11491	32%
Poorly	5027	14%
Very Poorly	3232	9%
totals	35908	99%

Supervisor Results	
Count	Percent
807	9%
3317	37%
2241	25%
1614	18%
896	10%
8964	99%
894	10%
3396	38%
2234	25%
1609	18%
804	9%
8937	100%
822	9%
2283	25%
3105	34%
1826	20%
1096	12%
9132	100%

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

**MACOM Breakout**

MACOM	Employee Results	
	Count	Percent
AMC	8478	46%
FORSCOM	648	42%
MEDCOM	3740	39%
TRADOC	3239	46%
USACE	4037	40%
USAREUR	455	38%
OTHER	15311	45%
<b>TOTAL ARMY</b>	<b>35908</b>	<b>44%</b>

Supervisor Results	
Count	Percent
1285	38%
167	36%
831	28%
840	34%
901	34%
194	29%
4914	35%
<b>9132</b>	<b>34%</b>

**Region Breakout**

REGION	Employee Results	
	Count	Percent
Europe	1176	39%
Korea	262	40%
NC	5806	48%
NE	7507	45%
Pacific	1002	33%
SC	6940	45%
SW	5545	43%
West	5683	41%
<b>TOTAL ARMY</b>	<b>35908</b>	<b>44%</b>

Supervisor Results	
Count	Percent
612	30%
188	30%
1405	34%
1499	34%
360	27%
1556	34%
1269	33%
1406	37%
<b>9132</b>	<b>34%</b>