

Executive Summary

The FY07 *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 remained high in FY07, exceeding the DoD objectives (pages 1-3).
- Overall civilian strength (military function) increased but was still below the target by 2,784 employees. It was not met due to deployed technicians and reduced hiring pending Base Realignment and Closure (BRAC) initiatives (page 4).
- Civilian personnel productivity per operating personnelist increased by 4% and per serviced customer increased by 3% (pages 5-6).

CPA Effectiveness

- Customer satisfaction: new customer satisfaction items were developed with the 2005 administration of the Army Civilian Attitude Survey and serve as the baseline. The most recent survey was conducted in FY06. Although both employee and supervisor satisfaction with civilian personnel service results improved somewhat over FY05 in terms of overall quality and timeliness of advice and assistance, overall favorability is still quite low, mirroring the pattern of results typically found following major organizational interventions like regionalization, BRAC, and National Security Personnel System (NSPS) (page 7).
- Timeliness of benefits processing: average processing time did not meet the objective in the first quarter of FY07 due to the increase of applications at the end of the calendar year (page 8).
- Timeliness of filling jobs: average fill-time exceeded the objective of 55 calendar days. At the end of FY07 average timeliness was 43 days. Seven years ago, average fill-time was 73 days (page 9).

Management Effectiveness

- Labor-management relations: Army continues to do well in arbitration decisions: 59% favored management, 30% were either split/mitigated, and 11% favored the union. As for Unfair Labor Practices, the FLRA issued complaints in 6% of the charges (pages 10-11).
- Classification appeals: Army met the 90% objective – 92% were sustained. There were twelve appeals adjudicated in FY07 (page 12).

- Controlling Federal Employees Compensation Act claims and costs: FY07 DOL chargeback costs decreased by 3.4 million and long-term injury claim rates continued to decrease (pages 13-14).
- Estimating ACTEDS intern needs and executing allocated resources: Army executed 100% of its allocated ACTEDS intern dollars and workyears (page 15).
- Identifying emergency essential employees: Army did not meet the 90% objective. Only 86.4% of emergency essential employees in emergency essential positions signed agreements (page 16).

Work Force Morale

- Morale: New morale items and composites were developed in conjunction with the National Security Personnel System program evaluation in FY05. The survey was not conducted in FY07. The overall assessment for FY06 showed mixed results on how employees and supervisors rated leadership and management, performance culture, training and development, fairness, and overall satisfaction. Results for supervisors were higher than results for employees. Satisfaction with leadership and management was rated highest by both employees and supervisors (page 17).
- Formal grievances (administrative and negotiated procedures): In FY07 the number of formal grievances under administrative procedures decreased slightly. The number under negotiated procedures increased slightly. Both were within the past multi-year range (pages 18-19).
- EEO Complaints: The FY07 percent DA final findings of discrimination decreased from 3.5% in FY06 to 3.4%. The percent findings are still lower than FY01 - 04. Most complaints are resolved locally (page 20).

Work Force Quality

- Education level: The percent of DA interns with a college degree has been dropping since FY02 from 85.3% to 74.9% this year. A drop of 10.4 percentage points. The percent of local interns with college degrees in FY07 was 70.2%. Army wide education levels in HQACPERs for technical and clerical occupational categories were notably higher in FY07. Review of data edits introduced in FY07 by OPM is underway to further assess these changes. Unedited, HQDA Business Objects Regional Report data was used for this year's evaluation (pages 22-24).
- The Army rate of incentive awards was higher than the Federal Government and lower than DOD in FY06. FY07 was lower than both (page 25).
- Army's rate of disciplinary and adverse actions continues to be lower than DOD or Federal Government rates (page 26).

Work Force Representation

- Army's percentage of minority employees remained close to last year's with an increase in Blacks and Asian/Pacific Islanders. This change may be due to conversion to ERI for RNO. It will be reexamined as the data matures. The overall minority percentage has increased since FY97. It was higher than the DOD percentage but slightly lower than the Federal Government (pages 27-29).
- Army's percentage of female employees was 1 percentage point higher than last year. The percentage is 1.5 percentage points lower than in FY97. It was slightly higher than the DOD percentage and 5.8 percentage points lower than that of the Federal Government (page 30).
- Army's percentage of employees with disabilities decreased by .7 percentage points and is still within 1 percentage point of where it was in FY97. It is higher than both the DOD and Federal Government percents (page 31).
- Army's percentage of female intern new hires was lower than local interns in FY07 (page 32).
- The percentage of Army DA intern minority new hires is higher than local interns for Black, Hispanic and American Indian/Alaskan Native. The percentage of local interns is higher than DA interns for Asian American/Pacific Islander. This change may be due to conversion to ERI for RNO. It will be reexamined as the data matures (page 33).
- Army's percentage of female new hires is the same as last year; however, it is 2 percentage points lower than in FY00 (page 34).
- Army's hiring of Black and Hispanic minority employees decreased by 1 percentage point from last year (page 35).