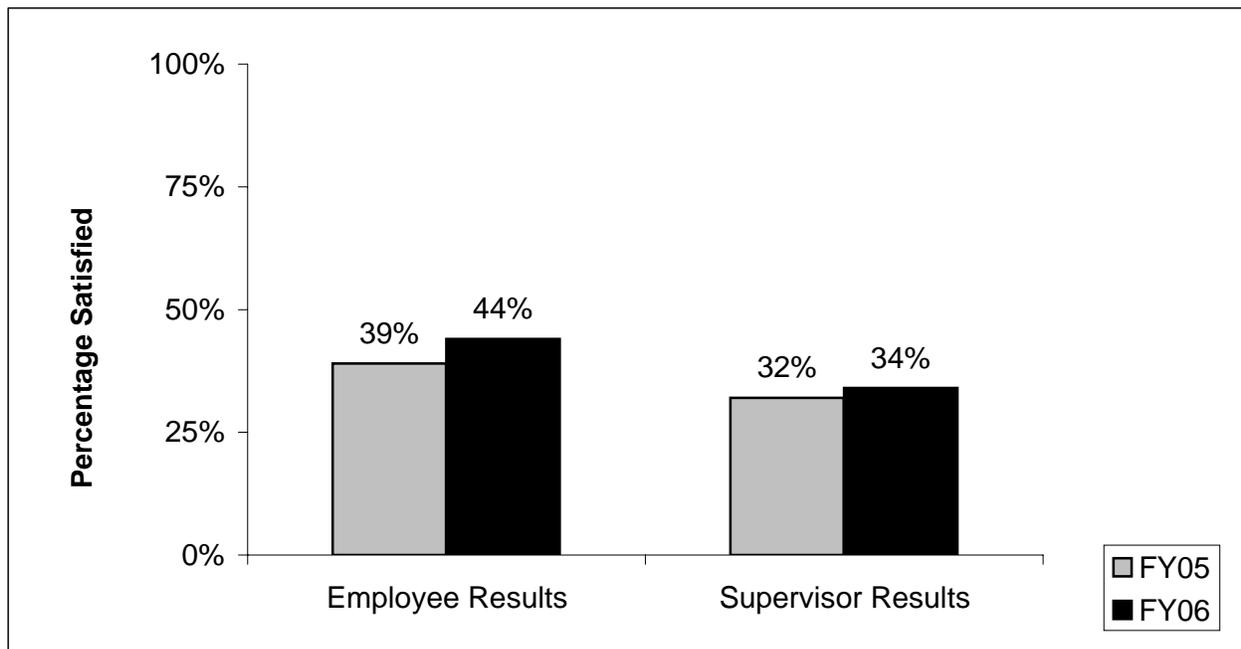


## 2-1. Effectiveness of Civilian Personnel Administration Service - Customer Satisfaction

*Objective: Not Less Than 5% Improvement Over FY05 Baseline*

*Assessment: Employees - Met Supervisors - Met*



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

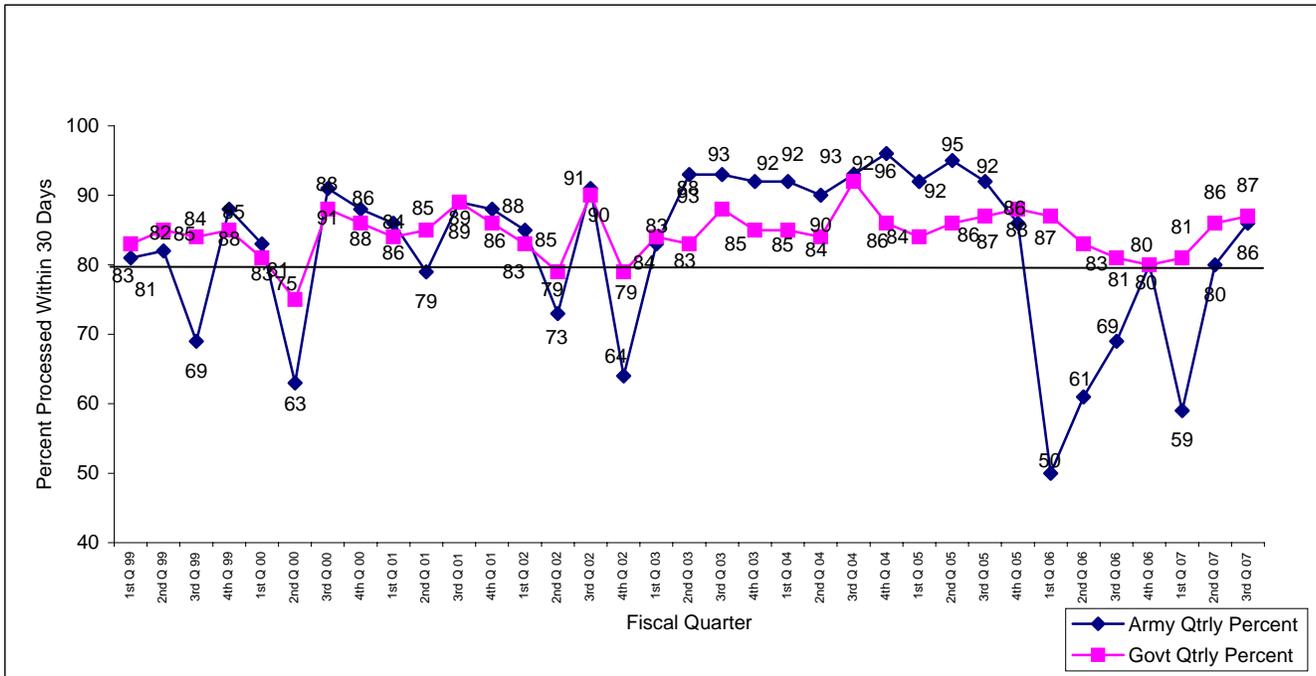
### Analysis:

- 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 44% favorable and showed relative strength on attitudes toward timeliness and quality of personnel services. Employee responses showed weakness on items describing family friendly work life issues and retirement and benefits counseling. Overall supervisor satisfaction was at 34%. Although supervisor customer satisfaction ratings on overall quality and timeliness of personnel services was relatively high (48% and 46% favorability), supervisors marked CHR very low on determining future workforce requirements, developing organizational and position structures, assisting in finding quality applicants, providing advice on assessing employee competencies and skills, and making appropriate placements.
- This indicator was revised in FY05 to match CHR customer satisfaction questions developed by the Office of Personnel Management. The items were also coordinated with the Civilian Human Resources Agency. This year's results are 5 percentage points higher for employees and 2 percentage points higher for supervisors than last year. These results represent a 13% and 6% improvement over the baseline. The employee score is a composite of seven items; the supervisor score is a composite of twenty-seven items. See Appendix, p. A2 for the rating scale, individual survey items, raw scores, region results, and MACOM results.
- These data reflect the latest survey which was conducted in FY06. The next survey is schedule for administration in FY 08.

## 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: Not Met*



Source: OPM "Aging of Separation" report

### Analysis:

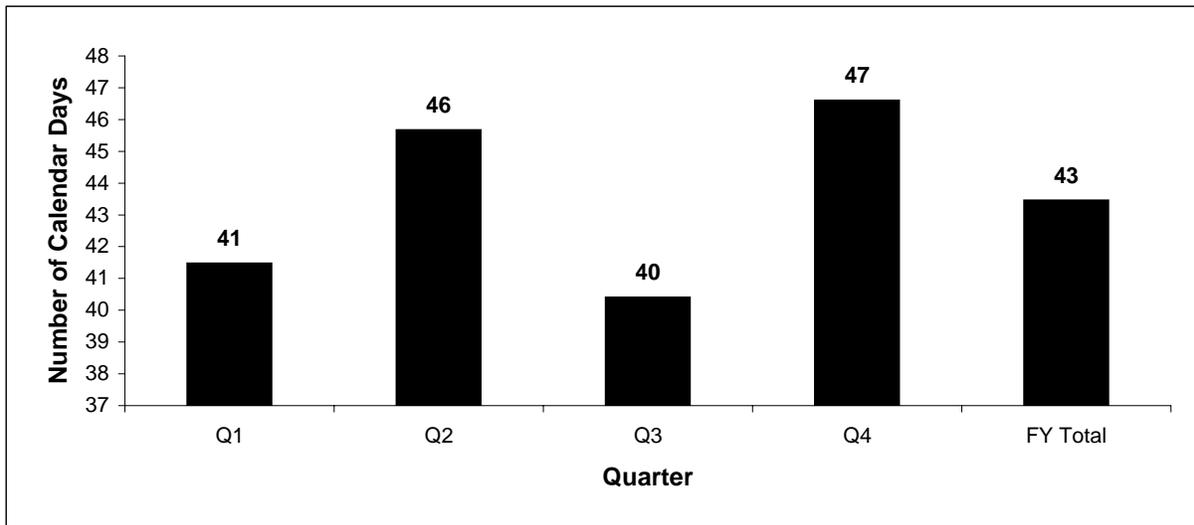
- Army did not meet its goal of 80% due to the increase of applications and their timeliness in the first quarter of the fiscal year, which caused a delay in processing the actions. In addition, there was an increase of Voluntary Early Retirement Authority (VERA) applications. Army met its goal for the remaining quarters.
- 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

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*Objective: 55 Calendar Days*

*Assessment: Met*



Source: CivPro.

### Analysis:

- Army exceeded its objective of 55 calendar days in FY07. Average time to fill decreased by one day from 44 days in FY06 to 43 days in FY07. 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. A3, for region breakout.