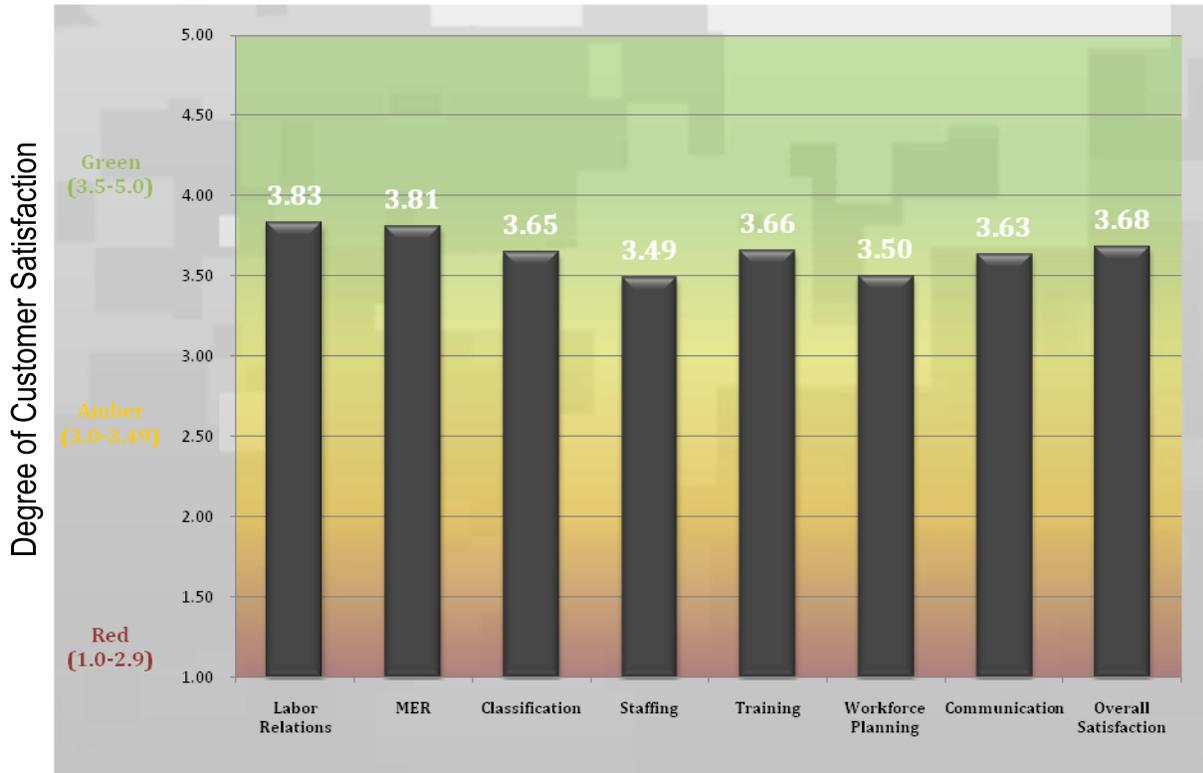




2-1 EFFECTIVENESS OF HR SERVICES

CUSTOMER SATISFACTION

Objective: None Established



SOURCE: 2009 SUPERVISORY ASSESSMENT OF CPAC PERFORMANCE (APPROPRIATED FUND DATA ONLY)

ANALYSIS

The US Army Civilian Personnel Evaluation Agency developed a survey to capture supervisory satisfaction with the timeliness and quality of Human Resource services in seven major functional areas. Supervisors are asked on an annual basis to rate the quality of services using a scale that ranges from very satisfied (5) to very dissatisfied (1). Perceptions improved throughout the Army regarding satisfaction and quality of services in all functional areas. Note that only staffing fell below green by one hundredth of a point.

Scores are interpreted as: unfavorable (2.9 or LOWER), neutral (3.0 - 3.49), and favorable (3.5 to 5.0)

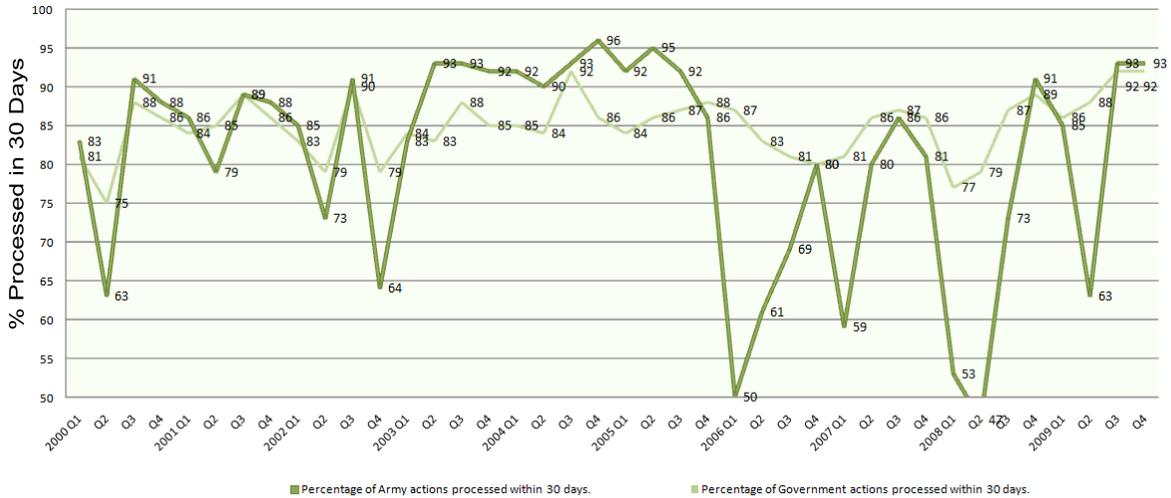


2-2 TIMELINESS

PROCESSING RETIREMENT, REFUND, AND DEATH BENEFITS

Objective: OPM standard is at least 80% of actions processed within 30 days

Assessment: Met



SOURCE: OPM AGING OF SEPARATIONS REPORT

ANALYSIS

- Army met its goal of 80% of actions being processed within 30 days of submission. Over the past year, Army has significantly improved its process and now exceeds the OPM standard.

The figures above are based on the total number of retirement, death, and refund claims submitted by Army employees.

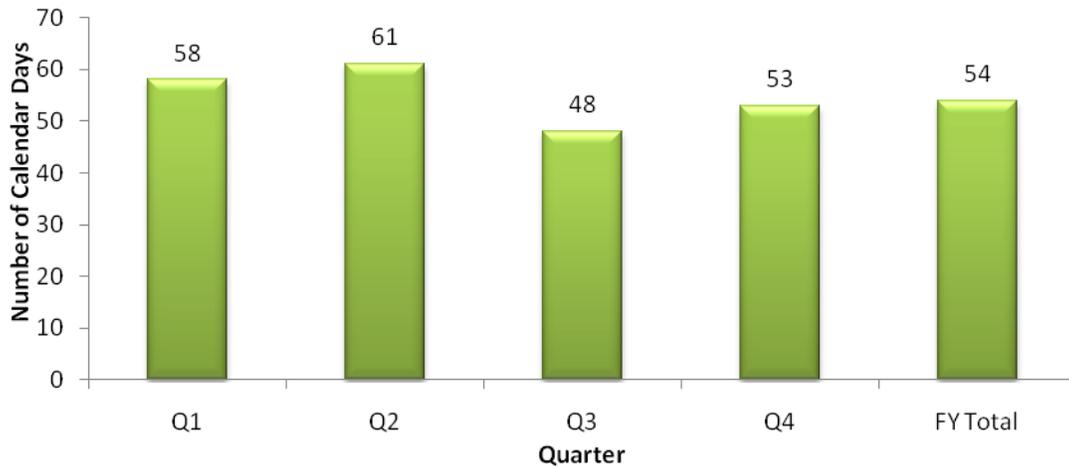


2-3 TIMELINESS

AVERAGE NUMBER OF DAYS TO FILL A POSITION

Objective: 55 calendar days

Assessment: Met



SOURCE: CIVILIAN PRODUCTIVITY SYSTEM

ANALYSIS

- Army met its objective of 55 calendar days in FY09. Average time to fill increased by one day from 53 days in FY08 to 54 days in FY09. 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. A2, for region breakout.