

**FY03 Army Civilian Attitude Survey
Results by Language: Italian for LN Positions
Results for Civilian Employees**

Table of Contents

About This Report.....1
Ten Most Favorable/Unfavorable Items7
Composite Summary10
Item Detail16
Supplemental Item Detail39

About This Report

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

About This Employee Report

Survey Background – One of the main goals of Army is to be judged the employer of choice by its civilian employees. For over 25 years, Army has periodically surveyed the morale of its workforce. In 2003 Army introduced its web-based version of the Army Civilian Attitude Survey to the foreign national employees. The survey was available in seven languages: French, German, Italian, Dutch, Japanese, Korean, and English. Over 2,000 foreign national employees and close to 250 supervisors "logged on" and completed the survey. The Internet survey method allowed Army to conduct a census of its entire foreign national, civilian workforce. What follows are the results from this survey.

Employee Survey Content – The Army Civilian Attitude Survey for Employees is composed of a series of core and supplemental items.

Composites – The survey includes a number of scaled items that were grouped in 18 composites. Each composite is made up of multiple items. In the table below are the composite labels, the items (in parentheses) and a brief composite description.

Composite Label	Composite Description
Satisfaction with "Civilian Personnel" Service (q2-q13)	Employees' overall satisfaction with the level of service received from personnel.
Satisfaction with Job (q14-q18)	Employees' satisfaction with their current job.
Satisfaction with Career (q19-q21)	The extent to which employees recommend their career to others.
Satisfaction with First Line Supervisor (q22-q29)	Employees' relationship with their first line supervisor (interaction, competence, support for employee, etc.).
Satisfaction with Management (q30-q34)	Employees' satisfaction with upper-level management (second line supervisor and above).
Satisfaction with Job Placement/Promotion System (q35-q38)	Perceptions of promotion processes (e.g., fairness) and outcomes (e.g., quality of candidates).
Satisfaction with Awards and Recognition (q39-q42)	Extent to which employees feel they are personally recognized and that others are fairly awarded.
Satisfaction with Discipline/Grievances/ EEO Procedures (q43-q46)	Employees' perceptions of how they and others are treated with regard to grievance and disciplinary procedures.
Satisfaction with Work Group (q47-q49)	Employees' assessment of work group on cooperation, effectiveness, and efficiency.
Satisfaction with Training and Development (q50-q52)	Satisfaction with the amount of training employees have received and the level of support they receive for additional training.
Satisfaction with Fairness (q53-q58)	Employees' perceptions that others are treated fairly, regardless of gender or race, and that they can report instances of discrimination without fear of retribution.
Satisfaction with Physical Conditions (q59-q61)	Employees' satisfaction with safety and physical working conditions.
Civilian Workplace Morale (q14-q38)	Composite of satisfaction with job, career, first line supervisor, management (second line supervisor and above), and job placement/promotion system.

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Composite Label	Composite Description
Your Organization (q62-q74)	Employees' assessment of the work environment (e.g., good working relationships, support, communication, empowerment, productivity, resources, etc.).
Performance Culture (q75-q77)	Extent to which employees feel that the culture supports high performance.
Strategic Planning (q78-q80)	Employees' perceptions of communication and effectiveness of planning in their organization.
Customer Satisfaction (q81-q83)	Employees' assessment of customer interactions and their satisfaction with products and services of work group.
Diversity (q84-q85)	Extent to which all civilian employees are valued and work together, regardless of differences (e.g., gender, race, religion).

Supplemental Items – In addition to the core items and their composites, the civilian attitude survey included a series of *supplemental* items that dealt with specific issues:

- Harassment (q86-q88)
- Army Knowledge Online (AKO) (q89-q91)
- Army Civilian Personnel OnLine (CPOL) Applications (q92-q95)
- Family Friendly Flexibilities (q96-q)
- Career/Retirement Plans (q103-q107)
- Feedback on Survey Results (q108-q109)

However, because these supplemental items included both nominal (e.g., yes/no) and scaled (5=Strongly Agree, 4=Agree....) response options, composite scores were not computed.

Results for all items (core and supplemental) can be seen in the item detail section of the report – immediately following the composite summary pages.

Response Rates - Participants were asked to complete their surveys, which were automatically returned electronically to an independent research and consulting firm for processing. Of the approximately 26,559 Army civilian foreign national employees and supervisors who were invited to complete the attitude survey, 2,259 returned surveys for a 9% response rate. The response rate for Total Army allows results to be generalized at a 95% confidence level to ± 2.0 percentage points. This means that if 60% of the survey respondents are satisfied with a particular item, we can be very confident (95% sure) that between 58% and 62% of the civilian employee population hold the same view.

For Army civilian foreign national employees, the results are similar. Of the 23,231 employees who were invited to complete the survey, 2,012 responded for a response rate of 9%. This yields a margin for employees of ± 2.1 percentage points. This means that the data presented in this report are generalizable to the population of Army foreign national civilian employees.

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Item Scoring – To accurately interpret data, it is necessary to understand how items are scored. The multiple-choice (scaled) items asked employees to respond on a scale of 1-5 with 5 being most favorable (Strongly Agree; Very Good) and 1 being least favorable (Strongly Disagree; Very Poor). For these types of items, the five response categories were collapsed into three, as shown below. The percentage of responses in each category (Favorable, Neutral, Unfavorable) are then presented in 3-part bars.

Favorable		Neutral	Unfavorable	
5	4	3	2	1
Strongly Agree Very Good	Agree Good	Neither Agree Nor Disagree Neither Good Nor Poor	Disagree Poor	Strongly Disagree Very Poor

Organization of the Report – Results for each group and sub-group in this report are compared to Army Overall.

Results are presented in the following sections:

- Results Summary:** This section contains overall summary information which includes:
 - ✓ Ten most favorable/ten most unfavorable items: This section displays in rank-order the ten most favorable items and ten most unfavorable items for Total Army and for each subgroup comparison.
 - ✓ Composite summaries: A quick overview of the Composite results for Total Army and for each subgroup comparison. Composites are presented in the same order as they appeared in the survey. Three-part bar graphs display average percentages of favorable, neutral, and unfavorable responses to the composites. The last column indicates the number of individuals in each group [Total Army and for each subgroup comparison] who responded to the items in the composite.

- Item Detail:** This section provides a detailed look at results for each question, including a composite summary at the beginning of each group of items.
 - ✓ For the scaled items (5=Strongly Agree, 4=Agree...), three-part bar graphs again display percentages of favorable, neutral, and unfavorable responses. In addition, the Category Percent column details the percentage of responses in each category, while the next columns display item means, standard deviations, and valid N's (the number of responses to each item).
 - ✓ For the nominal items (e.g., yes/no), the percentage of individuals selecting each response option is displayed by a one-part bar, with the actual number who selected each option listed in the last column.

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Interpreting the Results: Surveys are valuable when data are analyzed, results are communicated to employees, and information is acted upon in the spirit of continuous improvement. The purpose of this section is to provide some general guidelines on interpreting data. The guidelines below are consistent with well-established industry standards for employee opinion survey research.

Begin by getting an overview of the results by reviewing the 10 Most Favorable/10 Most Unfavorable Items. Then use the following steps to thoroughly interpret the survey results.

1. Using the information in the Results Summary section, classify the Composites using the following criteria:

Strengths: At least 60% favorable response AND less than 20% unfavorable response. These are the issues that are working well for the majority of respondents, and should be maintained and reinforced.

Opportunities for Improvement: 30% or higher unfavorable response OR at least 20% unfavorable and less than 50% favorable response. These are the issues where action is indicated, either because the negative perceptions are large (over one-third of the group) or are large enough to overbalance a relatively small positive group.

Mixed: Mixed Items are items for which additional examination/clarification is needed to determine the best actions to take. A classic Mixed Item is one that doesn't fall neatly into either the Strength or Opportunities for Improvement category, e.g., 57% favorable/ 20% neutral/ 23% unfavorable.

Undecided: If the neutral category is 30% or more, the issue is *undecided*, which may be the result of respondents' unfamiliarity with the issue, concerns about confidentiality, inconsistency, or perceptions of the issue as "average." In certain cases, *undecided* items may also be **Opportunities for Improvement**.

Divided: If the favorable and unfavorable percents are almost equal, or there is almost no neutral (e.g., 55% favorable/ 5% neutral/ 40% unfavorable), the issue is *divided*, which indicates that specific constituencies feel differently. This is less threatening in large groups, but in small groups may indicate that teamwork and morale are in danger. In many cases, *divided* items are also **Opportunities for Improvement**.

2. Review the items within each Composite and classify them using the same criteria you used to classify the Composites.

3. Look for themes within Composites. For each Composite, examine your classification of the items and determine whether all of the strengths or opportunities have anything in common.

4. Look for trends across Composites. Sometimes themes or patterns emerge that cross several survey Composites. Ask yourself:

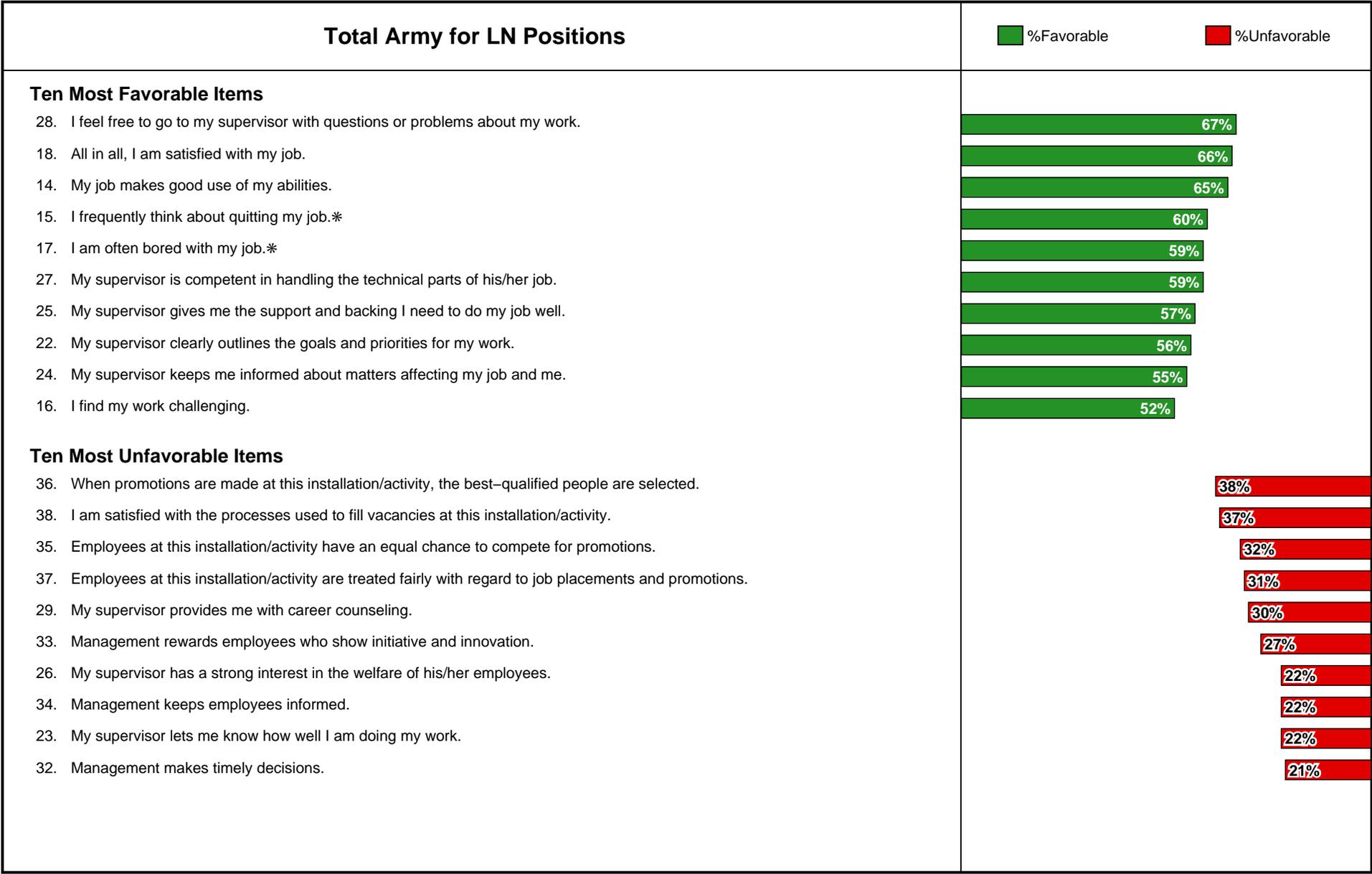
- ✓ Are certain things (for example, a frame of reference like "manager") consistently more favorable or unfavorable?
- ✓ Do you see any contradictory responses (for example, are first-line supervisors rated differently than management)?
- ✓ Are the most favorable (or unfavorable) items from a small number of Composites? If they are from a number of different Composites, is there a common underlying theme?

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

5. **Review supplemental items.** Could scores on any of the scaled supplemental items relate to other survey items or themes that you've already identified? Although many of the supplemental items deal with specific issues (for example, Harassment, OnLine Applications), problems in these areas could impact other areas such as **Satisfaction with Job** or **Satisfaction with Management**.
6. **Dealing with perceptions.** Keep in mind that survey results reflect perceptions, which differ from one person to another. You must deal with the perception, whether or not you agree with or understand its source. Do not expect to understand what everything means. You should get clarification on issues with high neutral responses, contradictory responses, and divided responses by discussing those issues with your immediate group of employees. Many internal and external events, including organizational changes, policy changes, the local economy, and recent news events may have contributed to the results. You should not use these events to rationalize your results, but consider them as potential areas of discussion.
7. **Additional Support.** For more information regarding these results and how you may better utilize the information, please phone Mr. Murray Mack at (703) 325-8684 (DSN 225-8684) or email murray.mack@asamra.hoffman.army.mil.

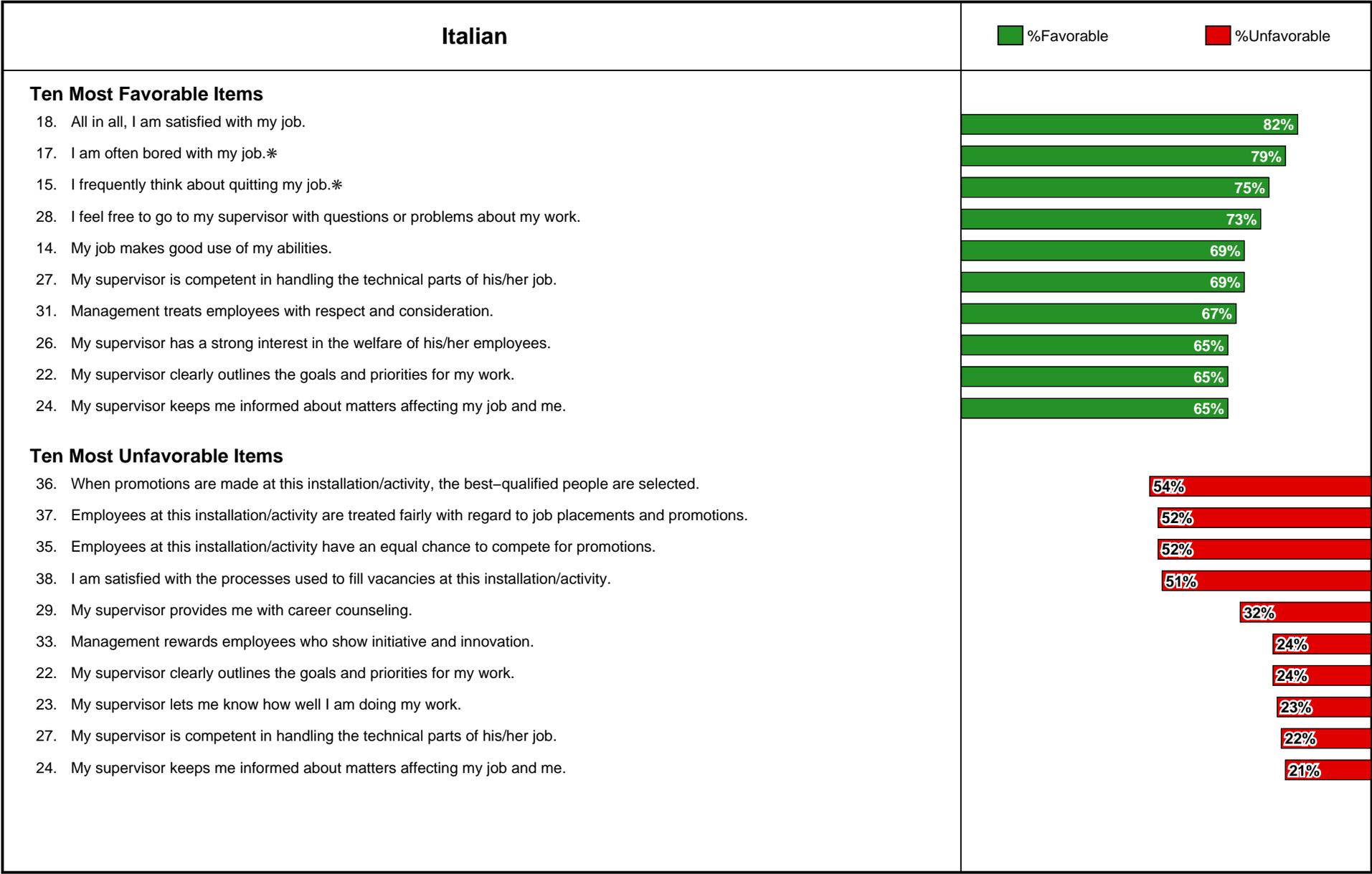
Ten Most Favorable/Unfavorable Items

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**



* Item is phrased in a negative manner.

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**



* Item is phrased in a negative manner.

Composite Summary

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Composite Summary	PERCENT OF RESPONDENTS			Number of Respondents
	 = Favorable	 = Neutral	 = Unfavorable	
Satisfaction with Civilian Personnel Service				
Total Army for LN Positions	45%	37%	18%	1,992
Italian	53%	23%	24%	49
Satisfaction with Job *				
Total Army for LN Positions	60%	26%	14%	1,994
Italian	74%	16%	11%	49
Satisfaction with Career				
Total Army for LN Positions	46%	42%	12%	1,681
Italian	58%	31%	10%	44
Satisfaction with First Line Supervisor				
Total Army for LN Positions	53%	28%	20%	1,932
Italian	63%	15%	22%	48
Satisfaction with Management				
Total Army for LN Positions	44%	35%	21%	1,617
Italian	58%	25%	17%	46

* Composite includes reverse-scored items.

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Composite Summary	PERCENT OF RESPONDENTS			Number of Respondents
	 = Favorable	 = Neutral	 = Unfavorable	
Satisfaction with Job Placement/Promotion System				
Total Army for LN Positions	32%	33%	35%	1,753
Italian	18%	30%	52%	48
Satisfaction with Awards and Recognition				
Total Army for LN Positions	41%	32%	28%	1,790
Italian	41%	24%	35%	49
Satisfaction with Discipline/Grievances/EEO Procedures *				
Total Army for LN Positions	34%	43%	23%	1,671
Italian	43%	32%	25%	47
Satisfaction with Work Group				
Total Army for LN Positions	65%	24%	10%	1,810
Italian	67%	16%	17%	46
Satisfaction with Training and Development				
Total Army for LN Positions	46%	28%	26%	1,785
Italian	47%	24%	29%	49

* Composite includes reverse-scored items.

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Composite Summary	PERCENT OF RESPONDENTS			Number of Respondents
	 = Favorable	 = Neutral	 = Unfavorable	
Satisfaction with Fairness *				
Total Army for LN Positions	45%	39%	16%	1,710
Italian	61%	19%	20%	47
Satisfaction with Physical Conditions				
Total Army for LN Positions	50%	27%	23%	1,825
Italian	52%	22%	26%	49
Civilian Workplace Morale *				
Total Army for LN Positions	49%	31%	20%	2,006
Italian	56%	21%	22%	49

* Composite includes reverse-scored items.

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Composite Summary	PERCENT OF RESPONDENTS			Number of Respondents
	 = Favorable	 = Neutral	 = Unfavorable	
Your Organization *				
Total Army for LN Positions	49%	32%	19%	2,001
Italian	63%	25%	12%	49
Performance Culture				
Total Army for LN Positions	51%	32%	17%	1,830
Italian	61%	18%	20%	45
Strategic Planning *				
Total Army for LN Positions	52%	31%	17%	1,803
Italian	65%	21%	14%	46
Customer Satisfaction				
Total Army for LN Positions	68%	25%	6%	1,745
Italian	83%	13%	4%	47

* Composite includes reverse-scored items.

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Composite Summary	PERCENT OF RESPONDENTS			Number of Respondents						
	■ = Favorable	■ = Neutral	■ = Unfavorable							
Diversity Total Army for LN Positions Italian	<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td style="width:33%; text-align:center;">64%</td> <td style="width:33%; text-align:center;">24%</td> <td style="width:33%; text-align:center;">12%</td> </tr> <tr> <td style="text-align:center;">69%</td> <td style="text-align:center;">18%</td> <td style="text-align:center;">13%</td> </tr> </table>			64%	24%	12%	69%	18%	13%	1,821 47
64%	24%	12%								
69%	18%	13%								

Item Detail

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Valid N				
<p>1. My immediate supervisor is (do not consider team leaders):</p> <p>Total Army for LN Positions</p>	<table border="1"> <tr> <td>Military</td> <td>17%</td> </tr> <tr> <td>Civilian</td> <td>83%</td> </tr> </table>	Military	17%	Civilian	83%	<p>347</p> <p>1,638</p>
Military	17%					
Civilian	83%					
<p>Italian</p>	<table border="1"> <tr> <td>Military</td> <td>23%</td> </tr> <tr> <td>Civilian</td> <td>77%</td> </tr> </table>	Military	23%	Civilian	77%	<p>11</p> <p>37</p>
Military	23%					
Civilian	77%					

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Item Detail	 % Favorable  % Neutral  % Unfavorable			Category Percents					Mean	Std Dev	Valid N
	5	4	3	2	1						
Satisfaction with Civilian Personnel Service											
	Total Army for LN Positions	45%	37%	18%	11	34	37	12	6	3.29	0.79
Italian	53%	23%	24%	14	39	23	14	10	3.31	0.91	49
2. The personnel office treats people courteously.											
	Total Army for LN Positions	54%	32%	14%	16	39	32	9	5	3.52	1.01
Italian	71%	19%	10%	31	40	19	8	2	3.90	1.02	48
3. The personnel office keeps people informed (through automated or manual means) about important changes in personnel rules and benefits.											
	Total Army for LN Positions	55%	26%	20%	12	43	26	13	7	3.41	1.07
Italian	50%	21%	29%	17	33	21	19	10	3.27	1.25	48
4. If my supervisor can't help me with an employment matter, I can get information or help from the personnel office.											
	Total Army for LN Positions	56%	29%	15%	14	42	29	9	6	3.50	1.03
Italian	54%	28%	17%	15	39	28	15	2	3.50	1.01	46

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N				
		5	4	3	2	1							
5. I have no problems finding or getting access to the appropriate personnel office staff member to get the information or service I need.													
Total Army for LN Positions	50%	30%	20%			13	37	30	13	7	3.36	1.09	1,756
Italian	70%	19%	11%			19	51	19	4	6	3.72	1.04	47
6. The staff of the personnel office acts with integrity.													
Total Army for LN Positions	48%	36%	17%			14	34	36	10	7	3.39	1.06	1,695
Italian	44%	26%	30%			14	30	26	14	16	3.12	1.29	43
7. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on processing personnel and pay actions (e.g., promotions, within-grade increases, tax withholding, benefits).													
Total Army for LN Positions	51%	34%	15%			13	38	34	10	5	3.44	1.01	1,858
Italian	58%	21%	21%			13	46	21	8	13	3.38	1.20	48
8. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on discipline, complaints, and performance appraisal.													
Total Army for LN Positions	36%	45%	19%			7	29	45	12	7	3.17	0.97	1,520
Italian	38%	33%	30%			8	30	33	13	18	2.98	1.21	40

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N	
		5	4	3	2	1				
9. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on counseling employees on issues such as benefits (e.g., health, retirement), leave, hours of work, and worker's compensation.	Total Army for LN Positions	42%	41%	17%						
	Italian	60%	16%	23%						
10. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on training.	Total Army for LN Positions	38%	41%	21%						
	Italian	43%	27%	30%						
11. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on job and promotion information.	Total Army for LN Positions	34%	42%	24%						
	Italian	46%	20%	35%						
12. Overall, the quality of service given by the personnel office is:	Total Army for LN Positions	39%	42%	19%						
	Italian	52%	19%	29%						

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
13. Overall, the timeliness of service given by the personnel office is:									
Total Army for LN Positions	 35%  44%  21%	7	29	44	14	6	3.15	0.96	1,812
Italian	 45%  31%  24%	10	35	31	16	8	3.22	1.10	49

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
Satisfaction with Job*									
Total Army for LN Positions	60%	26%	14%						
Italian	74%	16%	11%						
14. My job makes good use of my abilities.									
Total Army for LN Positions	65%	24%	12%						
Italian	69%	20%	10%						
15. I frequently think about quitting my job.*									
Total Army for LN Positions	60%	23%	17%						
Italian	75%	8%	17%						
16. I find my work challenging.									
Total Army for LN Positions	52%	31%	16%						
Italian	63%	33%							
17. I am often bored with my job.*									
Total Army for LN Positions	59%	27%	14%						
Italian	79%	8%	13%						

* Composite includes reverse-scored items.
* Item is phrased in a negative manner.

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
18. All in all, I am satisfied with my job.									
Total Army for LN Positions	 66%  23%  11%	21	45	23	7	4	3.73	0.99	1,976
Italian	 82%  8%  10%	27	55	8	4	6	3.92	1.04	49

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N			
		5	4	3	2	1						
Satisfaction with Career												
	Total Army for LN Positions	46%	42%	12%	12	34	42	7	4	3.42	0.89	1,681
	Italian	58%	31%	10%	14	44	31	6	5	3.56	0.93	44
19. I would recommend that others pursue a career as a civilian with the Federal Government.												
	Total Army for LN Positions	48%	41%	10%	13	35	41	6	4	3.48	0.93	1,591
	Italian	64%	28%	8%	15	49	28	3	5	3.67	0.96	39
20. I would recommend that others pursue a career as a civilian with the Army.												
	Total Army for LN Positions	45%	44%	12%	12	33	44	8	4	3.40	0.94	1,607
	Italian	55%	38%	7%	12	43	38	2	5	3.55	0.92	42
21. I would recommend that others pursue a career as a civilian with this organization.												
	Total Army for LN Positions	45%	41%	14%	11	35	41	8	6	3.37	0.97	1,652
	Italian	57%	27%	16%	16	41	27	11	5	3.52	1.05	44

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N			
		5	4	3	2	1						
Satisfaction with First Line Supervisor	Total Army for LN Positions	53%	28%	20%	17	35	28	11	9	3.41	0.98	1,932
	Italian	63%	15%	22%	30	33	15	11	10	3.60	1.19	48
22. My supervisor clearly outlines the goals and priorities for my work.	Total Army for LN Positions	56%	24%	20%	16	40	24	13	7	3.45	1.12	1,896
	Italian	65%	11%	24%	28	37	11	11	13	3.57	1.36	46
23. My supervisor lets me know how well I am doing my work.	Total Army for LN Positions	49%	29%	22%	14	35	29	13	9	3.32	1.14	1,860
	Italian	56%	21%	23%	23	33	21	15	8	3.48	1.24	48
24. My supervisor keeps me informed about matters affecting my job and me.	Total Army for LN Positions	55%	25%	20%	15	40	25	12	8	3.43	1.11	1,879
	Italian	65%	15%	21%	29	35	15	13	8	3.65	1.26	48
25. My supervisor gives me the support and backing I need to do my job well.	Total Army for LN Positions	57%	25%	18%	19	38	25	10	8	3.50	1.14	1,901
	Italian	63%	17%	21%	29	33	17	8	13	3.58	1.33	48

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
26. My supervisor has a strong interest in the welfare of his/her employees.									
Total Army for LN Positions		16	27	35	12	10	3.27	1.16	1,762
Italian		25	40	19	6	10	3.63	1.23	48
27. My supervisor is competent in handling the technical parts of his/her job.									
Total Army for LN Positions		22	37	25	8	8	3.57	1.15	1,844
Italian		36	33	9	16	7	3.76	1.28	45
28. I feel free to go to my supervisor with questions or problems about my work.									
Total Army for LN Positions		25	41	19	7	7	3.71	1.13	1,895
Italian		40	33	10	6	10	3.85	1.30	48
29. My supervisor provides me with career counseling.									
Total Army for LN Positions		9	23	38	15	14	2.97	1.15	1,686
Italian		30	16	23	18	14	3.30	1.42	44

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
Satisfaction with Management									
Total Army for LN Positions		11	33	35	13	8	3.25	0.95	1,617
Italian		16	42	25	10	6	3.51	0.90	46
30. Management is competent.									
Total Army for LN Positions		12	35	35	11	7	3.33	1.06	1,534
Italian		13	41	33	11	2	3.52	0.94	46
31. Management treats employees with respect and consideration.									
Total Army for LN Positions		14	36	32	11	7	3.38	1.08	1,575
Italian		17	50	17	11	4	3.65	1.04	46
32. Management makes timely decisions.									
Total Army for LN Positions		10	29	40	14	7	3.19	1.03	1,526
Italian		11	38	38	7	7	3.40	1.01	45
33. Management rewards employees who show initiative and innovation.									
Total Army for LN Positions		10	29	34	16	11	3.10	1.13	1,493
Italian		22	35	20	11	13	3.41	1.31	46

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
34. Management keeps employees informed.									
Total Army for LN Positions	 44%  34%  22%	10	35	34	14	8	3.24	1.07	1,570
Italian	 63%  20%  17%	17	46	20	13	4	3.59	1.07	46

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Item Detail				Category Percents					Mean	Std Dev	Valid N
	5	4	3	2	1						
Satisfaction with Job Placement/Promotion System											
Total Army for LN Positions				6	26	33	19	16	2.88	1.02	1,753
Italian				4	14	30	19	34	2.37	1.10	48
35. Employees at this installation/activity have an equal chance to compete for promotions.											
Total Army for LN Positions				8	31	28	17	15	2.99	1.19	1,690
Italian				4	19	25	19	33	2.42	1.25	48
36. When promotions are made at this installation/activity, the best-qualified people are selected.											
Total Army for LN Positions				5	22	35	20	18	2.77	1.13	1,627
Italian				4	8	33	21	33	2.29	1.15	48
37. Employees at this installation/activity are treated fairly with regard to job placements and promotions.											
Total Army for LN Positions				6	28	34	17	15	2.95	1.13	1,657
Italian				4	13	30	17	35	2.35	1.22	46

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
38. I am satisfied with the processes used to fill vacancies at this installation/activity.									
Total Army for LN Positions	  	5	24	34	21	16	2.79	1.12	1,642
Italian	  	2	17	30	17	34	2.36	1.19	47

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Item Detail	 % Favorable  % Neutral  % Unfavorable			Category Percents					Mean	Std Dev	Valid N
	5	4	3	2	1						
Satisfaction with Awards and Recognition											
Total Army for LN Positions	41%	32%	28%	9	31	32	16	12	3.10	1.03	1,790
Italian	41%	24%	35%	12	29	24	14	21	2.95	1.17	49
39. When I do a good job, it is recognized.											
Total Army for LN Positions	47%	29%	24%	12	35	29	14	11	3.24	1.15	1,750
Italian	53%	24%	22%	18	35	24	8	14	3.35	1.28	49
40. When awards are given in my workgroup, they go to the people who earned them.											
Total Army for LN Positions	38%	34%	27%	8	30	34	16	11	3.08	1.11	1,659
Italian	43%	24%	33%	11	33	24	17	15	3.07	1.25	46
41. Employees at this installation/activity are treated fairly with regard to awards.											
Total Army for LN Positions	39%	33%	28%	8	31	33	16	12	3.06	1.12	1,660
Italian	22%	26%	52%	7	15	26	17	35	2.41	1.29	46
42. If I perform my job especially well, I will receive an award.											
Total Army for LN Positions	38%	31%	31%	10	28	31	18	14	3.02	1.18	1,668
Italian	44%	21%	35%	12	33	21	14	21	3.00	1.35	43

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
Satisfaction with Discipline/Grievances-/EEO Procedures*									
Total Army for LN Positions		7	27	43	14	8	3.10	0.86	1,671
Italian		10	33	32	11	14	3.15	0.90	47
43. If I filed a grievance, it would be held against me.*									
Total Army for LN Positions		7	17	45	21	10	2.89	1.02	1,422
Italian		12	35	41	3	9	3.38	1.04	34
44. Top management at this installation/activity actively supports the Equal Employment Opportunity Program.									
Total Army for LN Positions		8	29	47	10	6	3.22	0.95	1,405
Italian		12	38	26	14	10	3.29	1.15	42
45. Employees at this installation/activity are treated fairly with regard to discipline.									
Total Army for LN Positions		8	32	40	12	8	3.19	1.03	1,484
Italian		9	27	36	13	16	3.00	1.19	45

* Composite includes reverse-scored items.
* Item is phrased in a negative manner.

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
46. Employees at this installation/activity are treated fairly with regard to grievances and appeals.									
Total Army for LN Positions	  	6	30	41	14	9	3.10	1.02	1,445
Italian	  	7	34	27	12	20	2.98	1.25	41

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
Satisfaction with Work Group									
Total Army for LN Positions		21	45	24	7	4	3.72	0.90	1,810
Italian		25	41	16	10	7	3.69	1.07	46
47. The people I work with do a good job.									
Total Army for LN Positions		22	47	23	5	3	3.82	0.92	1,790
Italian		28	41	17	9	4	3.80	1.09	46
48. My work group is well run.									
Total Army for LN Positions		19	43	26	8	5	3.63	1.02	1,783
Italian		23	41	14	11	11	3.52	1.28	44
49. People in my work group work well together.									
Total Army for LN Positions		21	44	23	8	4	3.71	1.01	1,787
Italian		24	42	18	11	4	3.71	1.10	45

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

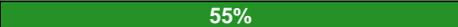
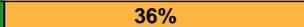
Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N		
		5	4	3	2	1					
Satisfaction with Training and Development											
Total Army for LN Positions	46%	28%	26%	12	34	28	15	11	3.19	1.03	1,785
Italian	47%	24%	29%	14	33	24	16	13	3.21	1.06	49
50. My supervisor and I discuss my training and development needs at least once a year.											
Total Army for LN Positions	39%	27%	34%	11	29	27	19	15	3.02	1.22	1,699
Italian	47%	18%	36%	11	36	18	18	18	3.04	1.31	45
51. I receive the training I need to perform my job properly (e.g., on-the-job training, classroom instruction, conferences, workshops).											
Total Army for LN Positions	48%	27%	24%	12	37	27	14	10	3.26	1.14	1,761
Italian	51%	27%	22%	16	35	27	10	12	3.33	1.23	49
52. Management supports continued training and development.											
Total Army for LN Positions	49%	30%	21%	13	36	30	12	9	3.32	1.12	1,663
Italian	43%	28%	28%	15	28	28	20	9	3.22	1.19	46

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
Satisfaction with Fairness*									
Total Army for LN Positions		15	29	39	11	5	3.39	0.79	1,710
Italian		22	39	19	11	8	3.47	0.92	47
53. Managers/supervisors deal effectively with reports of prejudice and discrimination.									
Total Army for LN Positions		7	34	37	12	9	3.18	1.05	1,463
Italian		8	44	23	10	15	3.18	1.21	39
54. If I complained of discrimination, it would be held against me.*									
Total Army for LN Positions		11	23	43	17	7	3.14	1.04	1,360
Italian		13	53	18	11	5	3.58	1.03	38
55. Non-minority employees often get preferential treatment over minority employees.*									
Total Army for LN Positions		17	25	43	11	4	3.40	1.03	1,217
Italian		22	41	16	13	9	3.53	1.24	32
56. Minority employees often get preferential treatment over non-minority employees.*									
Total Army for LN Positions		17	27	45	8	3	3.48	0.95	1,214
Italian		19	41	25	9	6	3.56	1.11	32

* Composite includes reverse-scored items.
* Item is phrased in a negative manner.

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
57. Male employees often get preferential treatment over female employees.*									
Total Army for LN Positions	55%  36%  10% 	22	33	36	7	2	3.65	0.97	1,493
Italian	63%  12%  26% 	33	30	12	16	9	3.60	1.35	43
58. Female employees often get preferential treatment over male employees.*									
Total Army for LN Positions	50%  35%  15% 	18	32	35	10	5	3.48	1.06	1,497
Italian	63%  23%  14% 	33	30	23	9	5	3.77	1.15	43

* Item is phrased in a negative manner.

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N				
		5	4	3	2	1							
Satisfaction with Physical Conditions													
Total Army for LN Positions	50%	27%	23%			10	40	27	14	9	3.28	0.92	1,825
Italian	52%	22%	26%			19	33	22	14	12	3.34	1.03	49
59. At this installation/activity, physical conditions (e.g., noise level, temperature, lighting, cleanliness) allow employees to perform their jobs well.													
Total Army for LN Positions	54%	23%	23%			13	41	23	14	9	3.35	1.14	1,779
Italian	56%	25%	19%			23	33	25	13	6	3.54	1.17	48
60. Programs that encourage good health practices are supported here (e.g., fitness centers, health education programs).													
Total Army for LN Positions	43%	29%	28%			9	34	29	17	12	3.11	1.15	1,714
Italian	53%	14%	33%			21	33	14	19	14	3.28	1.37	43
61. Employees are protected from health and safety hazards on the job.													
Total Army for LN Positions	53%	30%	17%			10	44	30	11	6	3.40	1.00	1,759
Italian	47%	26%	28%			13	34	26	13	15	3.17	1.26	47

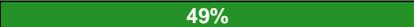
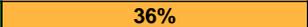
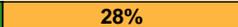
Supplemental Item Detail

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Item Detail	 % Favorable  % Neutral  % Unfavorable			Category Percents					Mean	Std Dev	Valid N				
	5	4	3	2	1										
Your Organization*															
Total Army for LN Positions	49%			32%		19%		10	39	32	13	6	3.34	0.67	2,001
Italian	63%			25%		12%		15	48	25	10	3	3.63	0.56	49
62. There is a good working relationship between civilian and military personnel.															
Total Army for LN Positions	62%			27%		11%		15	47	27	8	3	3.64	0.93	1,797
Italian	89%			9%		2%		28	62	9	2	0	4.15	0.66	47
63. There is a good working relationship between civilian/military personnel and contractors.															
Total Army for LN Positions	55%			35%		9%		10	46	35	6	3	3.53	0.86	1,597
Italian	74%			21%		5%		8	67	21	5	0	3.77	0.67	39
64. Civilians are made to feel that they are an important part of the Army team.															
Total Army for LN Positions	65%			27%		9%		17	48	27	6	3	3.70	0.90	1,868
Italian	66%			26%		9%		15	51	26	6	2	3.70	0.88	47
65. Civilian supervisors are concerned about civilian employee job satisfaction.															
Total Army for LN Positions	50%			34%		15%		11	40	34	10	5	3.40	0.99	1,739
Italian	51%			41%		7%		7	44	41	5	2	3.49	0.81	41

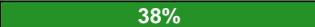
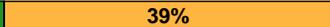
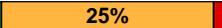
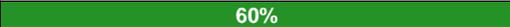
* Composite includes reverse-scored items.

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

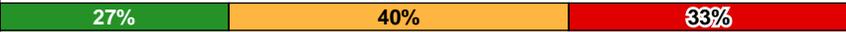
Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
66. Military supervisors are concerned about civilian employee job satisfaction.									
Total Army for LN Positions	49%  36%  15% 	10	39	36	10	5	3.38	0.97	1,558
Italian	65%  30%  5%	18	48	30	3	3	3.75	0.87	40
67. I am satisfied with the amount of involvement I have in decisions that affect my work.									
Total Army for LN Positions	49%  35%  16% 	9	40	35	11	5	3.37	0.97	1,849
Italian	64%  19%  17% 	13	51	19	13	4	3.55	1.02	47
68. My work productivity is reduced by unnecessary rules and regulations.*									
Total Army for LN Positions	33%  39%  28% 	8	25	39	21	7	3.06	1.02	1,782
Italian	53%  28%  19% 	9	44	28	14	5	3.40	1.00	43
69. There is good communication between work groups/work units in my organization.									
Total Army for LN Positions	50%  30%  20% 	9	41	30	14	6	3.33	1.02	1,898
Italian	47%  33%  21% 	16	30	33	16	5	3.37	1.09	43
70. I feel my job is secure.									
Total Army for LN Positions	41%  28%  30% 	8	33	28	18	12	3.07	1.16	1,887
Italian	62%  23%  15% 	11	51	23	13	2	3.55	0.93	47

* Item is phrased in a negative manner.

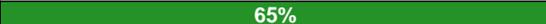
**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
71. My organization encourages creative solutions and new practices/ways of doing business.									
Total Army for LN Positions	38%  39%  24% 	7	30	39	17	7	3.14	1.01	1,801
Italian	56%  24%  20% 	2	53	24	16	4	3.33	0.93	45
72. The amount of work I am expected to do is reasonable.									
Total Army for LN Positions	54%  30%  16% 	9	46	30	12	5	3.42	0.96	1,932
Italian	67%  24%  8% 	14	53	24	6	2	3.71	0.87	49
73. I have sufficient resources (e.g., people, equipment and materials, budget) to get my job done.									
Total Army for LN Positions	44%  25%  31% 	8	36	25	20	11	3.09	1.15	1,896
Italian	61%  15%  24% 	17	43	15	22	2	3.52	1.09	46
74. Compared to other organizations, how would you rate your organization as a place to work?									
Total Army for LN Positions	48%  36%  16% 	15	32	36	12	4	3.43	1.02	1,786
Italian	60%  31%  8% 	35	25	31	4	4	3.83	1.10	48

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
Performance Culture									
Total Army for LN Positions	51% 	10	40	32	11	6	3.40	0.77	1,830
Italian	61% 	11	50	18	14	7	3.49	0.65	45
75. Corrective actions are taken when employees do not meet performance standards.									
Total Army for LN Positions	27% 	3	24	40	20	13	2.85	1.03	1,495
Italian	30% 	3	27	24	32	14	2.73	1.10	37
76. My performance appraisal is a fair reflection of my performance.									
Total Army for LN Positions	45% 	8	37	40	10	6	3.31	0.96	1,547
Italian	63% 	13	50	20	10	8	3.50	1.09	40
77. I know what is expected of me on the job.									
Total Army for LN Positions	76% 	19	57	19	3	2	3.88	0.81	1,771
Italian	87% 	18	69	11	2	0	4.02	0.62	45

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

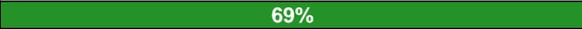
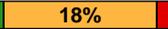
Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
Strategic Planning*									
Total Army for LN Positions	52%  31%  17% 	11	41	31	12	4	3.43	0.73	1,803
Italian	65%  21%  14%	14	51	21	8	6	3.61	0.77	46
78. Managers communicate the organization's strategic mission, vision, and priorities.									
Total Army for LN Positions	47%  33%  19% 	8	39	33	13	7	3.29	1.01	1,670
Italian	66%  18%  16%	7	59	18	9	7	3.50	1.00	44
79. Productivity in my work group/work unit is hurt by a lack of planning.*									
Total Army for LN Positions	37%  36%  26% 	10	28	36	21	5	3.15	1.04	1,639
Italian	50%  31%  19% 	17	33	31	12	7	3.40	1.13	42
80. I know how my work relates to my organization's mission and goals.									
Total Army for LN Positions	71%  25%  5%	16	55	25	3	2	3.81	0.79	1,754
Italian	78%  16%  7%	18	60	16	2	4	3.84	0.90	45

* Composite includes reverse-scored items.
* Item is phrased in a negative manner.

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
Customer Satisfaction									
Total Army for LN Positions		22	46	25	5	2	3.83	0.69	1,745
Italian		23	60	13	2	2	4.01	0.51	47
81. I clearly understand who my customer(s) is/are.									
Total Army for LN Positions		35	49	13	2	1	4.17	0.76	1,732
Italian		43	55	2	0	0	4.40	0.54	47
82. Products and services in my work group/work unit are improved based on customer input.									
Total Army for LN Positions		13	43	34	8	3	3.55	0.92	1,597
Italian		7	62	19	5	7	3.57	0.97	42
83. Customers are satisfied with the products and services my work group/work unit provides.									
Total Army for LN Positions		17	47	30	5	1	3.73	0.84	1,573
Italian		18	64	18	0	0	4.00	0.61	44

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N		
		5	4	3	2	1					
Diversity											
Total Army for LN Positions	64% 	24% 	12% 	21	43	24	7	5	3.69	0.89	1,821
Italian	69% 	18% 	13% 	18	52	18	8	5	3.66	0.90	47
84. Managers/supervisors/team leaders work well with employees of different backgrounds.											
Total Army for LN Positions	57% 	28% 	14% 	14	44	28	8	6	3.51	1.03	1,736
Italian	64% 	26% 	10% 	10	54	26	5	5	3.59	0.94	39
85. Discrimination (on the basis of gender, race, national origin, religion, age, cultural background, disability, or sexual orientation) is not tolerated here.											
Total Army for LN Positions	71% 	20% 	9% 	28	43	20	6	3	3.87	0.99	1,766
Italian	74% 	11% 	15% 	24	50	11	11	4	3.78	1.07	46

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Valid N
Harassment		
86. During the last 12 months, have you been harassed (e.g., on the basis of your gender, race, national origin, religion, age, cultural background, disability, sexual orientation) while working for the Army?		
Total Army for LN Positions		
Yes	10%	207
No	90%	1,786
Italian		
Yes	6%	3
No	94%	46
87. If you were harassed, did you report the incident?		
Total Army for LN Positions		
Yes	24%	141
No	76%	446
Italian		
Yes	71%	5
No	29%	2
88. If you reported the incident, was any action taken? (e.g., management spoke with the offending person)		
Total Army for LN Positions		
Yes	17%	75
No	25%	113
Don't Know	58%	256
Italian		
Yes	43%	3
No	14%	1
Don't Know	43%	3

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Valid N
Army Knowledge Online (AKO)		
89. How frequently do you access Army Knowledge Online (AKO)?		
Total Army for LN Positions		
Once a month or less often	19%	372
2–3 times a month	6%	123
1–2 times a week	6%	117
3–4 times a week	3%	57
Almost every day	6%	114
Does not apply – I do not access AKO	60%	1,174
Italian		
Once a month or less often	9%	4
2–3 times a month	6%	3
1–2 times a week	6%	3
3–4 times a week	0%	0
Almost every day	13%	6
Does not apply – I do not access AKO	66%	31
90. How easy or difficult is it for you to navigate the AKO web site?		
Total Army for LN Positions		
Very difficult	1%	16
Difficult	5%	58
Neither easy nor difficult	26%	289
Easy	19%	213
Very easy	6%	69
Not sure – I do not use AKO very often	43%	484
Italian		
Very difficult	0%	0
Difficult	0%	0
Neither easy nor difficult	11%	2
Easy	61%	11
Very easy	11%	2
Not sure – I do not use AKO very often	17%	3

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Valid N																					
91. Have you arranged to have your AKO emails forwarded? Total Army for LN Positions No No, I did not know I could do that Yes, to my home or personal email address Yes, to my work site email address Italian No No, I did not know I could do that Yes, to my home or personal email address Yes, to my work site email address	<p>The chart displays the following data points:</p> <table border="1"> <thead> <tr> <th>Language</th> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td rowspan="4">Total Army for LN Positions</td> <td>No</td> <td>39%</td> </tr> <tr> <td>No, I did not know I could do that</td> <td>24%</td> </tr> <tr> <td>Yes, to my home or personal email address</td> <td>0%</td> </tr> <tr> <td>Yes, to my work site email address</td> <td>37%</td> </tr> <tr> <td rowspan="4">Italian</td> <td>No</td> <td>25%</td> </tr> <tr> <td>No, I did not know I could do that</td> <td>35%</td> </tr> <tr> <td>Yes, to my home or personal email address</td> <td>0%</td> </tr> <tr> <td>Yes, to my work site email address</td> <td>40%</td> </tr> </tbody> </table>	Language	Response	Percentage	Total Army for LN Positions	No	39%	No, I did not know I could do that	24%	Yes, to my home or personal email address	0%	Yes, to my work site email address	37%	Italian	No	25%	No, I did not know I could do that	35%	Yes, to my home or personal email address	0%	Yes, to my work site email address	40%	<p align="right">427 268 4 407 5 7 0 8</p>
Language	Response	Percentage																					
Total Army for LN Positions	No	39%																					
	No, I did not know I could do that	24%																					
	Yes, to my home or personal email address	0%																					
	Yes, to my work site email address	37%																					
Italian	No	25%																					
	No, I did not know I could do that	35%																					
	Yes, to my home or personal email address	0%																					
	Yes, to my work site email address	40%																					

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N		
		5	4	3	2	1					
Army Civilian Personnel OnLine (CPOL) Applications											
92. I find the information in PERMISS (Personnel Management and Information Support System) section of CPOL useful.											
Total Army for LN Positions	48%	44%	8%	11	37	44	5	3	3.47	0.87	1,010
Italian	96%			22	74	0	4	0	4.13	0.63	23
93. The Vacancy Announcement section of CPOL is useful.											
Total Army for LN Positions	60%	32%	7%	16	45	32	4	3	3.66	0.89	1,170
Italian	90%	10%		29	61	10	0	0	4.19	0.60	31
94. The Resume Builder tool is easy to use.											
Total Army for LN Positions	33%	55%	11%	6	27	55	8	4	3.23	0.82	759
Italian	54%	23%	23%	8	46	23	15	8	3.31	1.11	13
95. It is easy to apply for jobs being filled through RESUMIX.											
Total Army for LN Positions	28%	57%	15%	5	23	57	10	5	3.13	0.83	765
Italian	54%	23%	23%	8	46	23	15	8	3.31	1.11	13

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
Family Friendly Flexibilities (Importance)									
96a. How important is telework/telecommuting to you?									
Total Army for LN Positions		38	9	17	25	11	3.37	1.46	1,915
Italian		40	2	28	28	2	3.49	1.33	43
97a. How important are alternative work schedules to you?									
Total Army for LN Positions		33	13	21	24	9	3.36	1.38	1,927
Italian		27	16	29	24	4	3.37	1.24	49
98a. How important are child care subsidies to you?									
Total Army for LN Positions		33	30	18	12	6	3.73	1.21	1,925
Italian		14	29	39	8	10	3.29	1.14	49
99a. How important are employee assistance programs to you?									
Total Army for LN Positions		13	24	27	27	9	3.07	1.18	1,883
Italian		4	38	40	9	9	3.21	0.98	47
100a. How important are health and wellness programs to you?									
Total Army for LN Positions		4	35	32	22	6	3.10	0.99	1,924
Italian		4	49	35	8	4	3.41	0.86	49

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
101a. How important are support groups to you?									
Total Army for LN Positions		16	15	22	34	13	2.88	1.28	1,841
Italian		11	22	43	20	4	3.15	1.01	46
102a. How important are elder care programs to you?									
Total Army for LN Positions		13	27	27	25	9	3.11	1.17	1,855
Italian		4	54	33	6	2	3.52	0.77	48

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Valid N
Family Friendly Flexibilities (Availability)		
96b. Is telework/telecommuting available to you?		
Total Army for LN Positions		
Yes	16%	300
No	49%	949
Don't Know	35%	672
Italian		
Yes	8%	4
No	63%	30
Don't Know	29%	14
97b. Are alternative work schedules available to you?		
Total Army for LN Positions		
Yes	32%	613
No	48%	916
Don't Know	20%	384
Italian		
Yes	24%	12
No	55%	27
Don't Know	20%	10
98b. Are child care subsidies available to you?		
Total Army for LN Positions		
Yes	11%	216
No	59%	1,125
Don't Know	30%	563
Italian		
Yes	17%	8
No	62%	29
Don't Know	21%	10

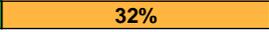
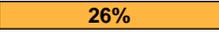
**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Valid N
99b. Are employee assistance programs available to you? Total Army for LN Positions		209 780 906
Italian		5 22 20
100b. Are health and wellness programs available to you? Total Army for LN Positions		664 676 565
Italian		9 20 20
101b. Are support groups available to you? Total Army for LN Positions		186 665 998
Italian		3 20 25

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Valid N
102b. Are elder care programs available to you? Total Army for LN Positions	<p>A horizontal bar chart with green bars. The y-axis lists responses: Yes, No, and Don't Know. The x-axis represents the percentage of employees. The bars are labeled with their respective percentages: 4% for Yes, 49% for No, and 47% for Don't Know.</p>	75 910 888
Italian	<p>A horizontal bar chart with green bars. The y-axis lists responses: Yes, No, and Don't Know. The x-axis represents the percentage of employees. The bars are labeled with their respective percentages: 8% for Yes, 48% for No, and 44% for Don't Know.</p>	4 23 21

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
Career/Retirement Plans 103. I am willing to relocate geographically for a promotion.									
Total Army for LN Positions	  	13	24	32	18	13	3.05	1.21	1,690
Italian	  	7	28	26	13	26	2.76	1.30	46

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Valid N															
104. Select the response that best matches your career plans: Total Army for LN Positions I intend to look for other employment outside of the Army. I intend to look for other employment within the Army. I intend to stay in my current organization. Italian I intend to look for other employment outside of the Army. I intend to look for other employment within the Army. I intend to stay in my current organization.	<p>Detailed description: This horizontal bar chart displays the percentage of employees selecting each career plan response. For 'Total Army for LN Positions', 4% look for other employment outside, 21% look for other employment within, and 74% stay in their current organization. For 'Italian' employees, 2% look for other employment outside, 17% look for other employment within, and 81% stay in their current organization.</p> <table border="1"> <thead> <tr> <th>Response</th> <th>Total Army (%)</th> <th>Italian (%)</th> </tr> </thead> <tbody> <tr> <td>I intend to look for other employment outside of the Army.</td> <td>4%</td> <td>2%</td> </tr> <tr> <td>I intend to look for other employment within the Army.</td> <td>21%</td> <td>17%</td> </tr> <tr> <td>I intend to stay in my current organization.</td> <td>74%</td> <td>81%</td> </tr> </tbody> </table>	Response	Total Army (%)	Italian (%)	I intend to look for other employment outside of the Army.	4%	2%	I intend to look for other employment within the Army.	21%	17%	I intend to stay in my current organization.	74%	81%	88 418 1,468 1 8 39			
Response	Total Army (%)	Italian (%)															
I intend to look for other employment outside of the Army.	4%	2%															
I intend to look for other employment within the Army.	21%	17%															
I intend to stay in my current organization.	74%	81%															
105. How long do you expect to continue working for your organization? Total Army for LN Positions More than 5 years 4–5 years 1–3 years Less than 1 year Italian More than 5 years 4–5 years 1–3 years Less than 1 year	<p>Detailed description: This horizontal bar chart displays the percentage of employees selecting each expected duration of service response. For 'Total Army for LN Positions', 71% expect to work more than 5 years, 9% expect 4-5 years, 16% expect 1-3 years, and 4% expect less than 1 year. For 'Italian' employees, 71% expect to work more than 5 years, 6% expect 4-5 years, 16% expect 1-3 years, and 6% expect less than 1 year.</p> <table border="1"> <thead> <tr> <th>Response</th> <th>Total Army (%)</th> <th>Italian (%)</th> </tr> </thead> <tbody> <tr> <td>More than 5 years</td> <td>71%</td> <td>71%</td> </tr> <tr> <td>4–5 years</td> <td>9%</td> <td>6%</td> </tr> <tr> <td>1–3 years</td> <td>16%</td> <td>16%</td> </tr> <tr> <td>Less than 1 year</td> <td>4%</td> <td>6%</td> </tr> </tbody> </table>	Response	Total Army (%)	Italian (%)	More than 5 years	71%	71%	4–5 years	9%	6%	1–3 years	16%	16%	Less than 1 year	4%	6%	1,404 168 319 77 35 3 8 3
Response	Total Army (%)	Italian (%)															
More than 5 years	71%	71%															
4–5 years	9%	6%															
1–3 years	16%	16%															
Less than 1 year	4%	6%															

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Valid N
106. Select the response that best matches your retirement plans: Total Army for LN Positions I plan to leave before retirement. 4% I am undecided about staying beyond my retirement eligibility date. 31% I plan to stay beyond my retirement eligibility date. 21% I would take an early out, if offered. 18% I plan to retire as soon as eligible. 26% Italian I plan to leave before retirement. 0% I am undecided about staying beyond my retirement eligibility date. 22% I plan to stay beyond my retirement eligibility date. 14% I would take an early out, if offered. 24% I plan to retire as soon as eligible. 39%		75 609 407 351 510 0 11 7 12 19
107. I plan to retire in: Total Army for LN Positions More than 5 years 88% 4–5 years 5% 1–3 years 5% Less than 1 year 2% Italian More than 5 years 86% 4–5 years 6% 1–3 years 6% Less than 1 year 2%		1,649 97 89 34 42 3 3 1

**Civilian Employees – FY03
Results by Language: Italian for LN Positions**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Valid N
Feedback on Survey Results		
108. I have seen my command or installation results from the last Army Civilian Attitude Survey (2001).		
Total Army for LN Positions		
Yes	7%	139
No	59%	1,154
Don't Know	33%	649
Italian		
Yes	2%	1
No	90%	44
Don't Know	8%	4
109. My organization has taken action based on results from the last Army Civilian Attitude Survey (2001).		
Total Army for LN Positions		
Yes	4%	73
No	14%	279
Don't Know	82%	1,591
Italian		
Yes	0%	0
No	12%	6
Don't Know	88%	43