

## Key Indicator 2 Customer Satisfaction

Question	Employee Results	
	Frequency	Percent
The personnel office keeps me informed about the status of personnel actions *		
strongly agree	NA	NA
agree	NA	NA
neither agree nor disagree	NA	NA
disagree	NA	NA
strongly disagree	NA	NA
totals	NA	NA
The staff who provide personnel services have a good understanding of my work unit's operation and mission *		
strongly agree	NA	NA
agree	NA	NA
neither agree nor disagree	NA	NA
disagree	NA	NA
strongly disagree	NA	NA
totals	NA	NA
The personnel office refers candidates for vacancies in a reasonable amount of time *		
strongly agree	NA	NA
agree	NA	NA
neither agree nor disagree	NA	NA
disagree	NA	NA
strongly disagree	NA	NA
totals	NA	NA
The personnel office refers high quality candidates for vacancies *		
strongly agree	NA	NA
agree	NA	NA
neither agree nor disagree	NA	NA
disagree	NA	NA
strongly disagree	NA	NA
totals	NA	NA

Supervisor Results	
Frequency	Percent
198	7%
917	30%
478	16%
759	25%
688	23%
3040	100%
220	7%
780	26%
599	20%
823	27%
609	20%
3031	100%
135	5%
719	25%
549	19%
682	24%
786	27%
2871	100%
97	3%
721	25%
918	32%
658	23%
472	16%
2866	100%

## Key Indicator 2 (Cont.) Customer Satisfaction

Question	Employee Results	
	Frequency	Percent
The personnel office treats people courteously		
strongly agree	433	13%
agree	1675	50%
neither agree nor disagree	742	22%
disagree	345	10%
strongly disagree	167	5%
totals	3362	100%
The personnel office keeps people informed about important changes in personnel rules and benefits		
strongly agree	239	7%
agree	1130	33%
neither agree nor disagree	781	23%
disagree	745	22%
strongly disagree	542	16%
totals	3437	100%
I have no problems finding or getting access to the appropriate personnel office staff member to get the information or service I need		
strongly agree	267	8%
agree	1175	34%
neither agree nor disagree	693	20%
disagree	754	22%
strongly disagree	525	15%
totals	3414	100%
The staff of the personnel office acts with integrity		
strongly agree	282	9%
agree	1279	39%
neither agree nor disagree	1048	32%
disagree	358	11%
strongly disagree	280	9%
totals	3247	100%

Supervisor Results	
Frequency	Percent
515	17%
1562	52%
544	18%
259	9%
150	5%
3030	100%
252	8%
1071	35%
649	21%
634	21%
472	15%
3078	100%
315	10%
936	30%
524	17%
723	23%
580	19%
3078	100%
430	14%
1255	42%
843	28%
246	8%
208	7%
2982	100%

## Key Indicator 2 (Cont.) Customer Satisfaction

Question	Employee Results	
	Frequency	Percent
If my supervisor can't help me with an employment matter, I can get information or help from the personnel office *		
strongly agree	298	9%
agree	1457	43%
neither agree nor disagree	759	22%
disagree	520	15%
strongly disagree	344	10%
totals	3378	100%
Rate the overall quality and timeliness of service on:		
.. processing personnel and pay actions (e.g., promotions, within-grade increases, tax withholding, benefits)		
very good	419	13%
good	1191	36%
fair	891	27%
poor	397	12%
very poor	430	13%
totals	3328	100%
.. recruitment *		
very good	NA	NA
good	NA	NA
fair	NA	NA
poor	NA	NA
very poor	NA	NA
totals	NA	NA
.. job and promotion information *		
very good	177	5%
good	764	23%
fair	1011	31%
poor	685	21%
very poor	633	19%
totals	3270	100%

Supervisor Results	
Frequency	Percent
NA	NA
NA	NA
346	11%
995	33%
824	27%
409	14%
448	15%
3022	100%
132	5%
541	20%
799	29%
615	22%
653	24%
2740	100%
NA	NA
NA	NA

**Key Indicator 2 (Cont.)  
Customer Satisfaction**

Question	Employee Results	
	Frequency	Percent
<b>.. job classification *</b>		
very good	NA	NA
good	NA	NA
fair	NA	NA
poor	NA	NA
very poor	NA	NA
totals	NA	NA
<b>.. advising on reorganizations *</b>		
very good	NA	NA
good	NA	NA
fair	NA	NA
poor	NA	NA
very poor	NA	NA
totals	NA	NA
<b>.. handling reduction-in-force *</b>		
very good	NA	NA
good	NA	NA
fair	NA	NA
poor	NA	NA
very poor	NA	NA
totals	NA	NA
<b>.. planning and projecting human resource needs *</b>		
very good	NA	NA
good	NA	NA
fair	NA	NA
poor	NA	NA
very poor	NA	NA
totals	NA	NA

Supervisor Results	
Frequency	Percent
157	6%
610	23%
888	33%
546	20%
496	18%
2697	100%
116	5%
495	21%
738	31%
559	24%
453	19%
2361	100%
142	7%
518	26%
634	32%
363	18%
311	16%
1968	100%
73	3%
385	18%
693	32%
561	26%
443	21%
2155	100%

## Customer Satisfaction

Question	Employee Results	
	Frequency	Percent
.. counseling employees on issues such as benefits (e.g., health, retirement), leave, hours of work, and worker's compensation		
very good	246	8%
good	901	29%
fair	878	29%
poor	561	18%
very poor	490	16%
totals	3076	100%
.. discipline, complaints, and performance management *		
very good	NA	NA
good	NA	NA
fair	NA	NA
poor	NA	NA
very poor	NA	NA
totals	NA	NA
.. discipline, complaints, and performance appraisal *		
very good	217	8%
good	944	33%
fair	921	33%
poor	394	14%
very poor	349	12%
totals	2825	100%
.. training		
very good	205	7%
good	842	27%
fair	955	31%
poor	560	18%
very poor	515	17%
totals	3077	100%

Supervisor Results	
Frequency	Percent
241	8%
853	30%
847	29%
520	18%
412	14%
2873	100%
211	8%
751	29%
881	33%
436	17%
355	13%
2634	100%
NA	NA
NA	NA
186	7%
834	29%
969	34%
496	17%
358	13%
2843	100%

## Customer Satisfaction

Question	Employee Results	
	Frequency	Percent
.. awards *		
very good	NA	NA
good	NA	NA
fair	NA	NA
poor	NA	NA
very poor	NA	NA
totals	NA	NA
.. labor relations *		
very good	NA	NA
good	NA	NA
fair	NA	NA
poor	NA	NA
very poor	NA	NA
totals	NA	NA
Overall, the quality and timeliness of service given by the personnel office is:		
very good	211	6%
good	1002	30%
fair	1145	34%
poor	583	17%
very poor	426	13%
totals	3367	100%
Composite - Customer Satisfaction		
strongly agree/very good	2994	8%
agree/good	12360	35%
neither agree nor disagree/fair	9824	27%
disagree/poor	5902	16%
strongly disagree/very poor	4701	13%
totals	35781	100%

Supervisor Results	
Frequency	Percent
180	6%
891	31%
991	35%
451	16%
341	12%
2854	100%
204	8%
712	29%
874	36%
348	14%
294	12%
2432	100%
168	6%
759	25%
1021	34%
626	21%
432	14%
3006	100%
4318	8%
16305	29%
15263	27%
10714	19%
8961	16%
55561	100%

\* Item not included in supervisor or employee survey.