

**FY01 Army Civilian Personnel Attitude Survey
Totals for Army and 7 MACOMS
Results for Civilian Employees**

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

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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. Over the past 25 years, Army has periodically surveyed the morale of its workforce. In 2001 Army implemented a web-based version of the Army Civilian Attitude Survey. Over 45,000 employees and 9,000 supervisors "logged on" and completed the survey. The Internet survey method allowed Army to conduct a census of its entire US-citizen, appropriated and non-appropriated fund, 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 (Core Items) – The survey includes a number of scaled items that were grouped in 15 composites. Each composite is comprised 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 – Recommendation to Others (q19-q21) | The extent to which employees would recommend that others pursue a career with Army. |
| 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 respondents 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. |
| Diversity (q80-q82) | Extent to which all civilian employees are valued and work together, regardless of differences (e.g., gender, race, religion). |
| Government Transformation (q94-q102) | Perceptions of positive change (e.g., reducing bureaucracy and red-tape, increasing empowerment). |

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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:

- Army Civilian Personnel OnLine (CPOL) Applications (q62-q79)
- Harassment (q83-q85)
- Pay Administration (q86-q89)
- Alternative Work Schedules (q90-q93)

However, because the 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 and return them electronically to Army, which then forwarded the data to an independent research and consulting firm for processing. Of the approximately 230,000 Army civilian employees and supervisors who were invited to complete the attitude survey, over 54,000 returned surveys for a 23% response rate. The response rate for Total Army allows results to be generalized at a 95% confidence level to ± 0.4 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 59.6% and 60.4% of the civilian employee population hold the same view.

For Army civilian employees, the results are very similar. Of the 203,468 employees who were invited to complete the survey, 45,354 responded for a response rate of 22%. This yields a margin for employees of ± 0.4 percentage points. This means that the data presented in this report are generalizable to the population of Army civilian employees.

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In the tables below, this same information is presented for different locations (**MACOM, Region**) and demographic groups (**Race, Pay Plan, Gender**).

| MACOM | | Population* | Responses | Response Rate | Margin +/- |
|-------------------------|--------------|--------------------|------------------|----------------------|-------------------|
| Total Army** | | 203,468 | 45,354 | 22.29 | 0.4 |
| AMC | | 47,662 | 9,316 | 19.55 | 0.9 |
| FORSCOM | | 18,116 | 3,712 | 20.49 | 1.4 |
| MEDCOM | | 24,159 | 5,360 | 22.19 | 1.2 |
| TRADOC | | 21,349 | 4,612 | 21.60 | 1.3 |
| USACE | | 31,637 | 11,031 | 34.87 | 0.8 |
| USAREUR | | 10,327 | 1,019 | 9.87 | 2.9 |
| OTHER | | 50,218 | 10,304 | 20.52 | 0.9 |
| Region | | Population* | Responses | Response Rate | Margin +/- |
| Europe | | 9,822 | 1,618 | 16.47 | 2.2 |
| Korea | | 1,529 | 383 | 25.05 | 4.3 |
| North Central | | 21,043 | 4,736 | 22.51 | 1.3 |
| National Capital Region | | 17,206 | 3,634 | 21.12 | 1.4 |
| Northeast | | 30,518 | 7,047 | 23.09 | 1.0 |
| Pacific | | 5,989 | 1,746 | 29.15 | 2.0 |
| South Central | | 27,163 | 7,511 | 27.65 | 1.0 |
| Southeast | | 25,303 | 7,045 | 27.84 | 1.0 |
| Southwest | | 23,059 | 6,433 | 27.90 | 1.0 |
| West | | 15,964 | 3,755 | 23.52 | 1.4 |
| | | Population* | Responses | Response Rate | Margin +/- |
| Race | Non-Minority | 139,556 | 34,675 | 24.85 | 0.5 |
| | Minority | 63,912 | 10,679 | 16.71 | 0.9 |
| Pay Plan | GS | 146,047 | 40,829 | 27.96 | 0.4 |
| | WG | 32,385 | 3,288 | 10.15 | 1.6 |
| Gender | Female | 89,398 | 22,071 | 24.69 | 0.6 |
| | Male | 114,055 | 23,281 | 20.41 | 0.6 |

*Population figures as of August, 2001.

**Populations and responses in each table may not necessarily sum to the Total Army population and Total Army responses because of missing and skipped items.

Installation response rates and margins of error can also be obtained from the Army Point of Contact (see Interpreting the Results section for contact information).

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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 | Agree | Neither Agree Nor Disagree | Disagree | Strongly Disagree |
| Very Good | Good | Neither Good Nor Poor | Poor | Very Poor |

Organization of the Report – Results for the 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.
 - ✓ 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.

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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.

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: There is more than one classification of Mixed Item. Generally, these 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: This is another type of Mixed Item. 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.

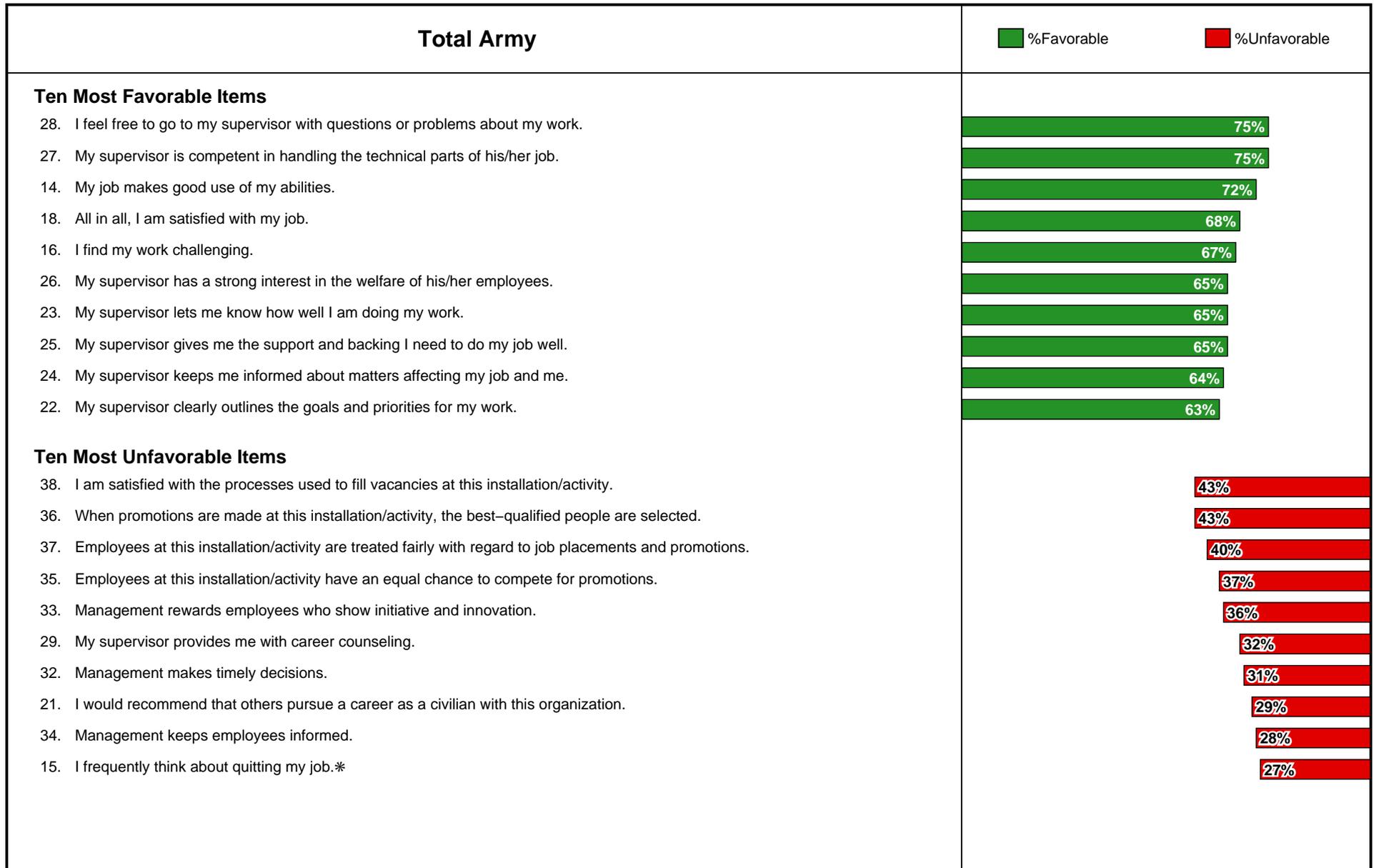
4. Look for trends across Composites. Sometimes themes or patterns emerge that cross several survey Composites. Ask yourself:

- ✓ 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?

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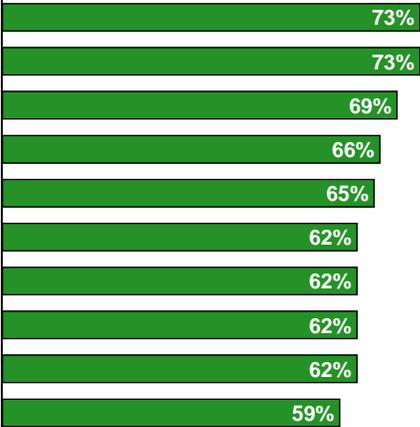
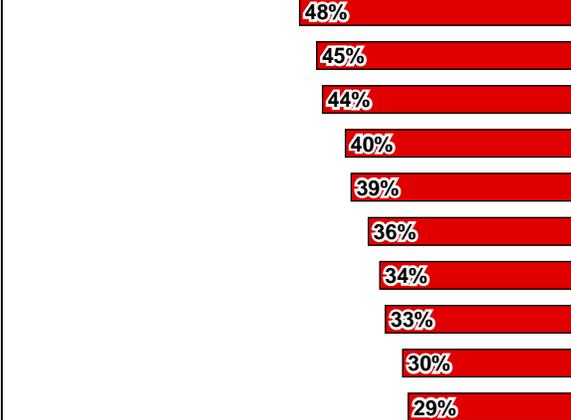
5. **Review supplemental items.** Could scores on any of the scaled supplemental items relate to other survey items or themes that you've already identified? Although many of the supplemental items deal with specific issues (for example, Harassment, Alternative Work Schedules, OnLine Applications), problems 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@hqda.army.mil.

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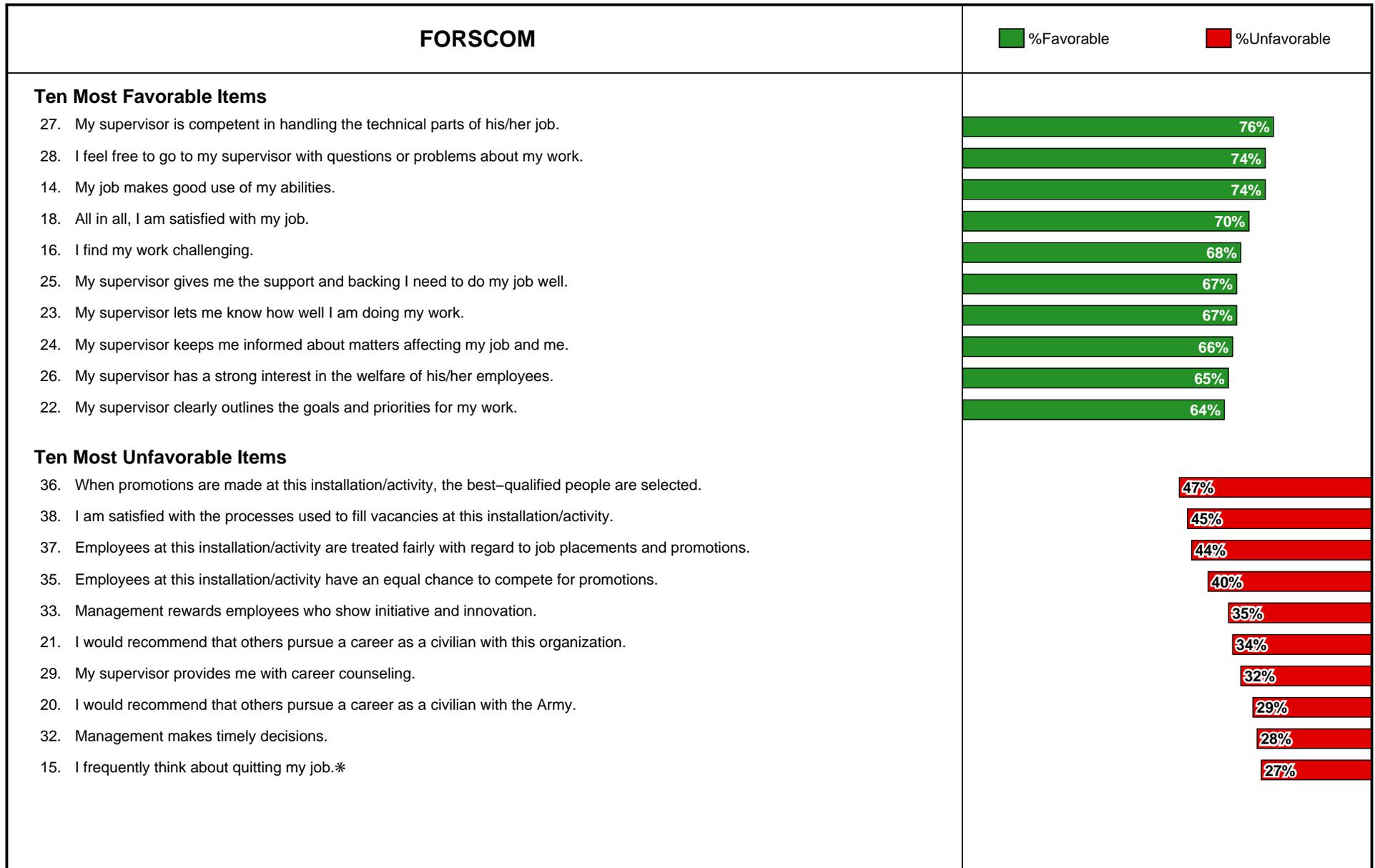


* Item is phrased in a negative manner.

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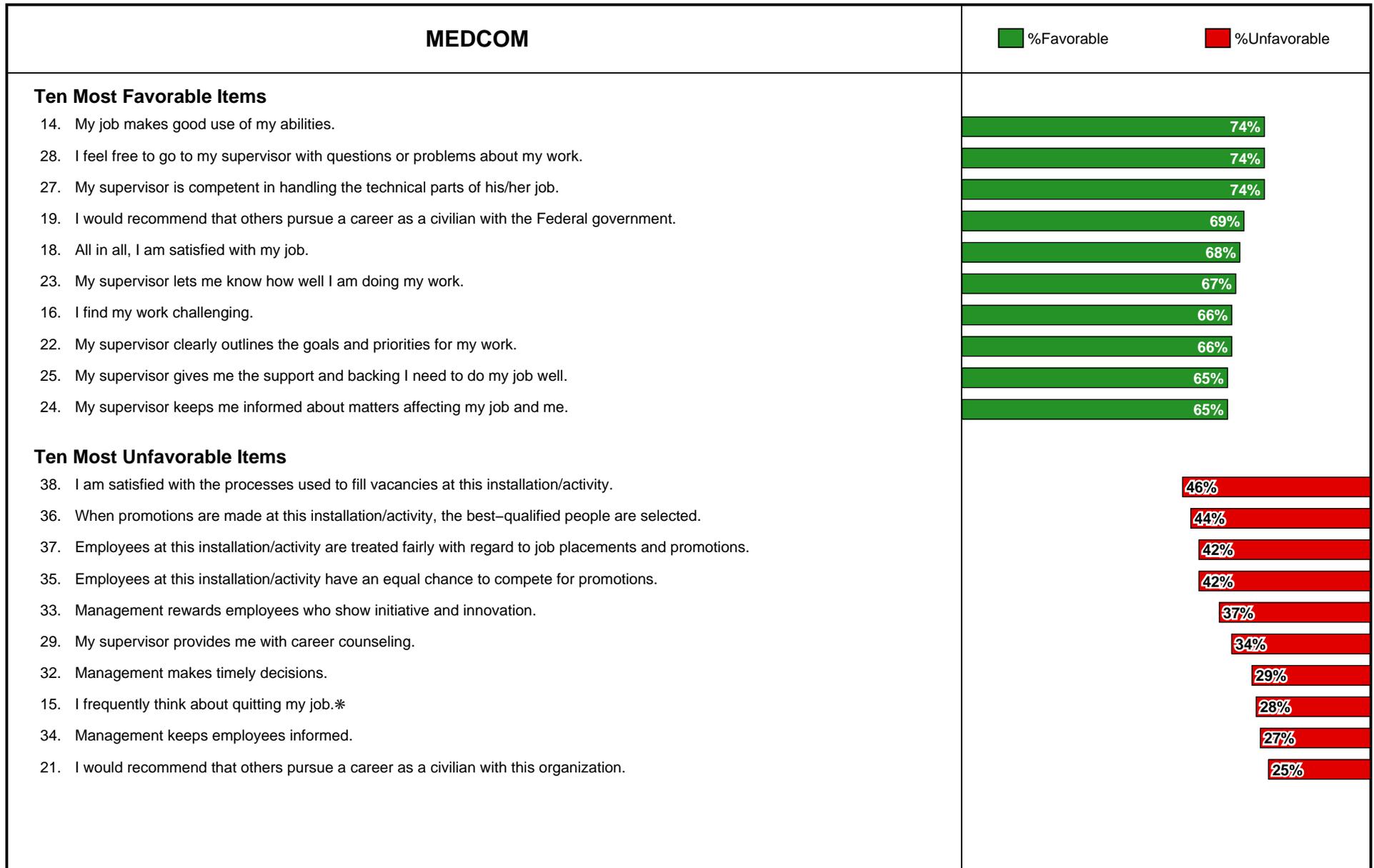
| AMC |  %Favorable  %Unfavorable | | | | | | | | | | |
|--|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| <p>Ten Most Favorable Items</p> <p>28. I feel free to go to my supervisor with questions or problems about my work.</p> <p>27. My supervisor is competent in handling the technical parts of his/her job.</p> <p>14. My job makes good use of my abilities.</p> <p>18. All in all, I am satisfied with my job.</p> <p>16. I find my work challenging.</p> <p>26. My supervisor has a strong interest in the welfare of his/her employees.</p> <p>23. My supervisor lets me know how well I am doing my work.</p> <p>24. My supervisor keeps me informed about matters affecting my job and me.</p> <p>25. My supervisor gives me the support and backing I need to do my job well.</p> <p>22. My supervisor clearly outlines the goals and priorities for my work.</p> |  <table border="1"> <tr><td>73%</td></tr> <tr><td>73%</td></tr> <tr><td>69%</td></tr> <tr><td>66%</td></tr> <tr><td>65%</td></tr> <tr><td>62%</td></tr> <tr><td>62%</td></tr> <tr><td>62%</td></tr> <tr><td>62%</td></tr> <tr><td>59%</td></tr> </table> | 73% | 73% | 69% | 66% | 65% | 62% | 62% | 62% | 62% | 59% |
| 73% | | | | | | | | | | | |
| 73% | | | | | | | | | | | |
| 69% | | | | | | | | | | | |
| 66% | | | | | | | | | | | |
| 65% | | | | | | | | | | | |
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| 62% | | | | | | | | | | | |
| 62% | | | | | | | | | | | |
| 59% | | | | | | | | | | | |
| <p>Ten Most Unfavorable Items</p> <p>36. When promotions are made at this installation/activity, the best-qualified people are selected.</p> <p>38. I am satisfied with the processes used to fill vacancies at this installation/activity.</p> <p>37. Employees at this installation/activity are treated fairly with regard to job placements and promotions.</p> <p>35. Employees at this installation/activity have an equal chance to compete for promotions.</p> <p>33. Management rewards employees who show initiative and innovation.</p> <p>32. Management makes timely decisions.</p> <p>29. My supervisor provides me with career counseling.</p> <p>21. I would recommend that others pursue a career as a civilian with this organization.</p> <p>34. Management keeps employees informed.</p> <p>31. Management treats employees with respect and consideration.</p> |  <table border="1"> <tr><td>48%</td></tr> <tr><td>45%</td></tr> <tr><td>44%</td></tr> <tr><td>40%</td></tr> <tr><td>39%</td></tr> <tr><td>36%</td></tr> <tr><td>34%</td></tr> <tr><td>33%</td></tr> <tr><td>30%</td></tr> <tr><td>29%</td></tr> </table> | 48% | 45% | 44% | 40% | 39% | 36% | 34% | 33% | 30% | 29% |
| 48% | | | | | | | | | | | |
| 45% | | | | | | | | | | | |
| 44% | | | | | | | | | | | |
| 40% | | | | | | | | | | | |
| 39% | | | | | | | | | | | |
| 36% | | | | | | | | | | | |
| 34% | | | | | | | | | | | |
| 33% | | | | | | | | | | | |
| 30% | | | | | | | | | | | |
| 29% | | | | | | | | | | | |

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* Item is phrased in a negative manner.

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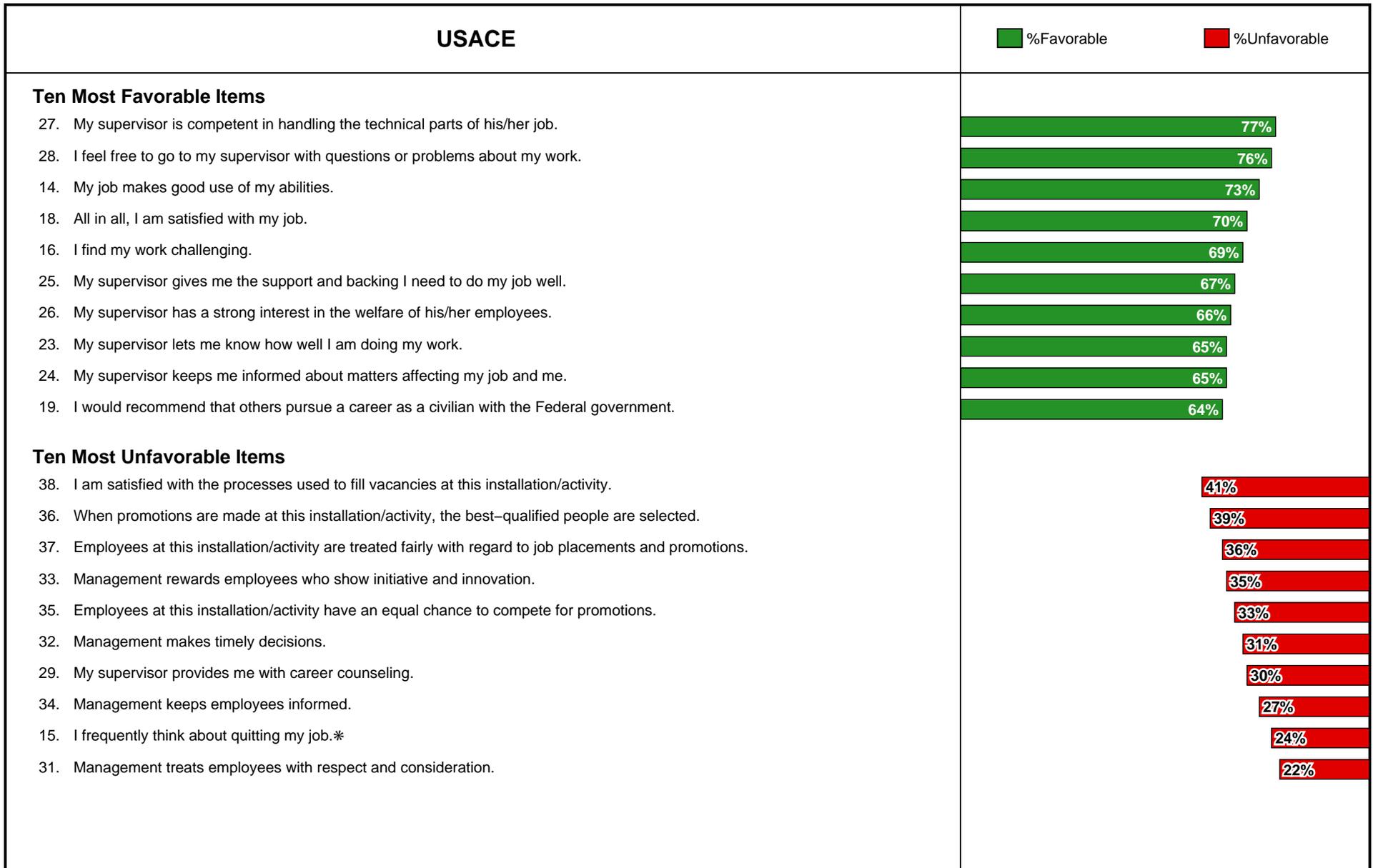
* Item is phrased in a negative manner.

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| TRADOC | ■ %Favorable ■ %Unfavorable | | | | | | | | | | | | | | | | | | | | |
|---|--|---|-----|---|-----|--|-----|---|-----|--|-----|---|-----|---|-----|--|-----|--|-----|--|-----|
| <p>Ten Most Favorable Items</p> <p>27. My supervisor is competent in handling the technical parts of his/her job.</p> <p>28. I feel free to go to my supervisor with questions or problems about my work.</p> <p>14. My job makes good use of my abilities.</p> <p>16. I find my work challenging.</p> <p>18. All in all, I am satisfied with my job.</p> <p>25. My supervisor gives me the support and backing I need to do my job well.</p> <p>23. My supervisor lets me know how well I am doing my work.</p> <p>26. My supervisor has a strong interest in the welfare of his/her employees.</p> <p>22. My supervisor clearly outlines the goals and priorities for my work.</p> <p>24. My supervisor keeps me informed about matters affecting my job and me.</p> | <table border="1"> <tr><td>27. My supervisor is competent in handling the technical parts of his/her job.</td><td>76%</td></tr> <tr><td>28. I feel free to go to my supervisor with questions or problems about my work.</td><td>75%</td></tr> <tr><td>14. My job makes good use of my abilities.</td><td>72%</td></tr> <tr><td>16. I find my work challenging.</td><td>68%</td></tr> <tr><td>18. All in all, I am satisfied with my job.</td><td>68%</td></tr> <tr><td>25. My supervisor gives me the support and backing I need to do my job well.</td><td>67%</td></tr> <tr><td>23. My supervisor lets me know how well I am doing my work.</td><td>67%</td></tr> <tr><td>26. My supervisor has a strong interest in the welfare of his/her employees.</td><td>65%</td></tr> <tr><td>22. My supervisor clearly outlines the goals and priorities for my work.</td><td>65%</td></tr> <tr><td>24. My supervisor keeps me informed about matters affecting my job and me.</td><td>65%</td></tr> </table> | 27. My supervisor is competent in handling the technical parts of his/her job. | 76% | 28. I feel free to go to my supervisor with questions or problems about my work. | 75% | 14. My job makes good use of my abilities. | 72% | 16. I find my work challenging. | 68% | 18. All in all, I am satisfied with my job. | 68% | 25. My supervisor gives me the support and backing I need to do my job well. | 67% | 23. My supervisor lets me know how well I am doing my work. | 67% | 26. My supervisor has a strong interest in the welfare of his/her employees. | 65% | 22. My supervisor clearly outlines the goals and priorities for my work. | 65% | 24. My supervisor keeps me informed about matters affecting my job and me. | 65% |
| 27. My supervisor is competent in handling the technical parts of his/her job. | 76% | | | | | | | | | | | | | | | | | | | | |
| 28. I feel free to go to my supervisor with questions or problems about my work. | 75% | | | | | | | | | | | | | | | | | | | | |
| 14. My job makes good use of my abilities. | 72% | | | | | | | | | | | | | | | | | | | | |
| 16. I find my work challenging. | 68% | | | | | | | | | | | | | | | | | | | | |
| 18. All in all, I am satisfied with my job. | 68% | | | | | | | | | | | | | | | | | | | | |
| 25. My supervisor gives me the support and backing I need to do my job well. | 67% | | | | | | | | | | | | | | | | | | | | |
| 23. My supervisor lets me know how well I am doing my work. | 67% | | | | | | | | | | | | | | | | | | | | |
| 26. My supervisor has a strong interest in the welfare of his/her employees. | 65% | | | | | | | | | | | | | | | | | | | | |
| 22. My supervisor clearly outlines the goals and priorities for my work. | 65% | | | | | | | | | | | | | | | | | | | | |
| 24. My supervisor keeps me informed about matters affecting my job and me. | 65% | | | | | | | | | | | | | | | | | | | | |
| <p>Ten Most Unfavorable Items</p> <p>36. When promotions are made at this installation/activity, the best-qualified people are selected.</p> <p>38. I am satisfied with the processes used to fill vacancies at this installation/activity.</p> <p>37. Employees at this installation/activity are treated fairly with regard to job placements and promotions.</p> <p>35. Employees at this installation/activity have an equal chance to compete for promotions.</p> <p>33. Management rewards employees who show initiative and innovation.</p> <p>21. I would recommend that others pursue a career as a civilian with this organization.</p> <p>29. My supervisor provides me with career counseling.</p> <p>32. Management makes timely decisions.</p> <p>34. Management keeps employees informed.</p> <p>15. I frequently think about quitting my job.*</p> | <table border="1"> <tr><td>36. When promotions are made at this installation/activity, the best-qualified people are selected.</td><td>46%</td></tr> <tr><td>38. I am satisfied with the processes used to fill vacancies at this installation/activity.</td><td>45%</td></tr> <tr><td>37. Employees at this installation/activity are treated fairly with regard to job placements and promotions.</td><td>43%</td></tr> <tr><td>35. Employees at this installation/activity have an equal chance to compete for promotions.</td><td>40%</td></tr> <tr><td>33. Management rewards employees who show initiative and innovation.</td><td>36%</td></tr> <tr><td>21. I would recommend that others pursue a career as a civilian with this organization.</td><td>33%</td></tr> <tr><td>29. My supervisor provides me with career counseling.</td><td>32%</td></tr> <tr><td>32. Management makes timely decisions.</td><td>29%</td></tr> <tr><td>34. Management keeps employees informed.</td><td>29%</td></tr> <tr><td>15. I frequently think about quitting my job.*</td><td>27%</td></tr> </table> | 36. When promotions are made at this installation/activity, the best-qualified people are selected. | 46% | 38. I am satisfied with the processes used to fill vacancies at this installation/activity. | 45% | 37. Employees at this installation/activity are treated fairly with regard to job placements and promotions. | 43% | 35. Employees at this installation/activity have an equal chance to compete for promotions. | 40% | 33. Management rewards employees who show initiative and innovation. | 36% | 21. I would recommend that others pursue a career as a civilian with this organization. | 33% | 29. My supervisor provides me with career counseling. | 32% | 32. Management makes timely decisions. | 29% | 34. Management keeps employees informed. | 29% | 15. I frequently think about quitting my job.* | 27% |
| 36. When promotions are made at this installation/activity, the best-qualified people are selected. | 46% | | | | | | | | | | | | | | | | | | | | |
| 38. I am satisfied with the processes used to fill vacancies at this installation/activity. | 45% | | | | | | | | | | | | | | | | | | | | |
| 37. Employees at this installation/activity are treated fairly with regard to job placements and promotions. | 43% | | | | | | | | | | | | | | | | | | | | |
| 35. Employees at this installation/activity have an equal chance to compete for promotions. | 40% | | | | | | | | | | | | | | | | | | | | |
| 33. Management rewards employees who show initiative and innovation. | 36% | | | | | | | | | | | | | | | | | | | | |
| 21. I would recommend that others pursue a career as a civilian with this organization. | 33% | | | | | | | | | | | | | | | | | | | | |
| 29. My supervisor provides me with career counseling. | 32% | | | | | | | | | | | | | | | | | | | | |
| 32. Management makes timely decisions. | 29% | | | | | | | | | | | | | | | | | | | | |
| 34. Management keeps employees informed. | 29% | | | | | | | | | | | | | | | | | | | | |
| 15. I frequently think about quitting my job.* | 27% | | | | | | | | | | | | | | | | | | | | |

* Item is phrased in a negative manner.

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* Item is phrased in a negative manner.

**Civilian Employees – FY01
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USAREUR

 %Favorable

 %Unfavorable

Ten Most Favorable Items

| | |
|--|-----|
| 27. My supervisor is competent in handling the technical parts of his/her job. | 76% |
| 28. I feel free to go to my supervisor with questions or problems about my work. | 75% |
| 14. My job makes good use of my abilities. | 71% |
| 18. All in all, I am satisfied with my job. | 69% |
| 16. I find my work challenging. | 67% |
| 26. My supervisor has a strong interest in the welfare of his/her employees. | 67% |
| 25. My supervisor gives me the support and backing I need to do my job well. | 67% |
| 19. I would recommend that others pursue a career as a civilian with the Federal government. | 66% |
| 30. Management is competent. | 65% |
| 24. My supervisor keeps me informed about matters affecting my job and me. | 65% |

Ten Most Unfavorable Items

| | |
|--|-----|
| 38. I am satisfied with the processes used to fill vacancies at this installation/activity. | 43% |
| 37. Employees at this installation/activity are treated fairly with regard to job placements and promotions. | 38% |
| 36. When promotions are made at this installation/activity, the best-qualified people are selected. | 38% |
| 29. My supervisor provides me with career counseling. | 35% |
| 35. Employees at this installation/activity have an equal chance to compete for promotions. | 35% |
| 33. Management rewards employees who show initiative and innovation. | 32% |
| 32. Management makes timely decisions. | 30% |
| 21. I would recommend that others pursue a career as a civilian with this organization. | 28% |
| 15. I frequently think about quitting my job.* | 25% |
| 34. Management keeps employees informed. | 25% |

* Item is phrased in a negative manner.

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| OTHER | |  %Favorable  %Unfavorable |
|--|-----|---|
| Ten Most Favorable Items | | |
| 28. I feel free to go to my supervisor with questions or problems about my work. | 75% | |
| 27. My supervisor is competent in handling the technical parts of his/her job. | 74% | |
| 14. My job makes good use of my abilities. | 71% | |
| 16. I find my work challenging. | 66% | |
| 18. All in all, I am satisfied with my job. | 66% | |
| 25. My supervisor gives me the support and backing I need to do my job well. | 66% | |
| 23. My supervisor lets me know how well I am doing my work. | 66% | |
| 26. My supervisor has a strong interest in the welfare of his/her employees. | 65% | |
| 19. I would recommend that others pursue a career as a civilian with the Federal government. | 64% | |
| 24. My supervisor keeps me informed about matters affecting my job and me. | 64% | |
| Ten Most Unfavorable Items | | |
| 38. I am satisfied with the processes used to fill vacancies at this installation/activity. | | 41% |
| 36. When promotions are made at this installation/activity, the best-qualified people are selected. | | 41% |
| 37. Employees at this installation/activity are treated fairly with regard to job placements and promotions. | | 38% |
| 35. Employees at this installation/activity have an equal chance to compete for promotions. | | 36% |
| 33. Management rewards employees who show initiative and innovation. | | 34% |
| 29. My supervisor provides me with career counseling. | | 32% |
| 32. Management makes timely decisions. | | 31% |
| 21. I would recommend that others pursue a career as a civilian with this organization. | | 31% |
| 15. I frequently think about quitting my job.* | | 29% |
| 34. Management keeps employees informed. | | 28% |

* Item is phrased in a negative manner.

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Composite Summary | PERCENT OF RESPONDENTS | | | Number of Respondents |
|---|---|---|---|-----------------------|
| |  = Favorable |  = Neutral |  = Unfavorable | |
| Satisfaction with Civilian Personnel Service | | | | |
| Total Army | 56% | 24% | 20% | 41,347 |
| AMC | 55% | 26% | 19% | 8,375 |
| FORSCOM | 59% | 23% | 18% | 3,445 |
| MEDCOM | 55% | 24% | 21% | 4,966 |
| TRADOC | 62% | 22% | 16% | 4,232 |
| USACE | 55% | 25% | 19% | 9,998 |
| USAREUR | 51% | 24% | 25% | 948 |
| OTHER | 55% | 24% | 21% | 9,384 |
| Satisfaction with Job * | | | | |
| Total Army | 64% | 17% | 19% | 44,215 |
| AMC | 62% | 18% | 20% | 9,115 |
| FORSCOM | 65% | 17% | 18% | 3,599 |
| MEDCOM | 63% | 17% | 19% | 5,189 |
| TRADOC | 63% | 17% | 19% | 4,487 |
| USACE | 66% | 16% | 17% | 10,805 |
| USAREUR | 64% | 16% | 20% | 995 |
| OTHER | 63% | 17% | 20% | 10,024 |

* Composite includes reverse-scored items.

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Composite Summary | PERCENT OF RESPONDENTS | | | Number of Respondents |
|--|---|---|---|-----------------------|
| |  = Favorable |  = Neutral |  = Unfavorable | |
| Satisfaction with Career – Recommendation to Others | | | | |
| Total Army | 56% | 20% | 24% | 44,488 |
| AMC | 51% | 21% | 29% | 9,148 |
| FORSCOM | 50% | 20% | 30% | 3,624 |
| MEDCOM | 62% | 19% | 20% | 5,246 |
| TRADOC | 52% | 19% | 28% | 4,526 |
| USACE | 60% | 21% | 19% | 10,824 |
| USAREUR | 57% | 22% | 21% | 1,000 |
| OTHER | 56% | 20% | 24% | 10,120 |
| Satisfaction with First Line Supervisor | | | | |
| Total Army | 64% | 16% | 20% | 44,426 |
| AMC | 62% | 17% | 22% | 9,146 |
| FORSCOM | 65% | 15% | 20% | 3,636 |
| MEDCOM | 65% | 15% | 21% | 5,221 |
| TRADOC | 66% | 15% | 19% | 4,521 |
| USACE | 66% | 16% | 19% | 10,834 |
| USAREUR | 65% | 14% | 21% | 997 |
| OTHER | 65% | 15% | 20% | 10,070 |

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Composite Summary | PERCENT OF RESPONDENTS | | | Number of Respondents |
|---|---|---|---|-----------------------|
| |  = Favorable |  = Neutral |  = Unfavorable | |
| Satisfaction with Management | | | | |
| Total Army | 50% | 22% | 28% | 43,953 |
| AMC | 45% | 23% | 32% | 9,085 |
| FORSCOM | 52% | 21% | 27% | 3,586 |
| MEDCOM | 51% | 21% | 27% | 5,144 |
| TRADOC | 51% | 22% | 27% | 4,466 |
| USACE | 50% | 23% | 27% | 10,721 |
| USAREUR | 54% | 20% | 26% | 979 |
| OTHER | 51% | 21% | 28% | 9,971 |
| Satisfaction with Job Placement / Promotion System | | | | |
| Total Army | 33% | 26% | 41% | 41,805 |
| AMC | 30% | 26% | 44% | 8,786 |
| FORSCOM | 30% | 27% | 44% | 3,432 |
| MEDCOM | 29% | 28% | 44% | 4,828 |
| TRADOC | 30% | 26% | 44% | 4,254 |
| USACE | 37% | 26% | 37% | 10,248 |
| USAREUR | 33% | 28% | 39% | 904 |
| OTHER | 35% | 26% | 39% | 9,354 |

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Composite Summary | PERCENT OF RESPONDENTS | | | Number of Respondents |
|---|---|---|---|-----------------------|
| |  = Favorable |  = Neutral |  = Unfavorable | |
| Satisfaction with Awards and Recognition | | | | |
| Total Army | 39% | 26% | 35% | 42,548 |
| AMC | 36% | 27% | 37% | 8,862 |
| FORSCOM | 39% | 26% | 36% | 3,506 |
| MEDCOM | 36% | 26% | 39% | 4,989 |
| TRADOC | 39% | 26% | 36% | 4,343 |
| USACE | 41% | 28% | 32% | 10,385 |
| USAREUR | 41% | 29% | 30% | 906 |
| OTHER | 42% | 25% | 33% | 9,558 |
| Satisfaction with Discipline/Grievances/EEO Procedures * | | | | |
| Total Army | 40% | 33% | 28% | 36,579 |
| AMC | 36% | 34% | 31% | 7,545 |
| FORSCOM | 38% | 34% | 28% | 3,082 |
| MEDCOM | 40% | 33% | 27% | 4,452 |
| TRADOC | 39% | 34% | 27% | 3,740 |
| USACE | 44% | 32% | 25% | 8,823 |
| USAREUR | 42% | 33% | 25% | 770 |
| OTHER | 40% | 33% | 27% | 8,168 |

* Composite includes reverse-scored items.

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Composite Summary | PERCENT OF RESPONDENTS | | | Number of Respondents |
|---|---|---|---|-----------------------|
| |  = Favorable |  = Neutral |  = Unfavorable | |
| Satisfaction with Work Group | | | | |
| Total Army | 76% | 13% | 11% | 44,211 |
| AMC | 76% | 14% | 10% | 9,138 |
| FORSCOM | 76% | 13% | 10% | 3,591 |
| MEDCOM | 76% | 13% | 11% | 5,203 |
| TRADOC | 76% | 13% | 10% | 4,496 |
| USACE | 77% | 13% | 10% | 10,824 |
| USAREUR | 75% | 13% | 12% | 984 |
| OTHER | 76% | 13% | 11% | 9,975 |
| Satisfaction with Training and Development | | | | |
| Total Army | 62% | 16% | 22% | 43,981 |
| AMC | 58% | 17% | 24% | 9,107 |
| FORSCOM | 61% | 16% | 23% | 3,586 |
| MEDCOM | 61% | 16% | 22% | 5,174 |
| TRADOC | 56% | 17% | 27% | 4,462 |
| USACE | 67% | 15% | 18% | 10,726 |
| USAREUR | 60% | 16% | 24% | 975 |
| OTHER | 62% | 16% | 23% | 9,951 |

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Composite Summary | PERCENT OF RESPONDENTS | | | Number of Respondents |
|--|---|---|---|-----------------------|
| |  = Favorable |  = Neutral |  = Unfavorable | |
| Satisfaction with Fairness * | | | | |
| Total Army | 47% | 32% | 21% | 37,087 |
| AMC | 43% | 32% | 25% | 7,737 |
| FORSCOM | 47% | 32% | 21% | 3,104 |
| MEDCOM | 49% | 33% | 18% | 4,491 |
| TRADOC | 46% | 32% | 22% | 3,820 |
| USACE | 48% | 30% | 21% | 8,924 |
| USAREUR | 52% | 31% | 17% | 789 |
| OTHER | 47% | 32% | 20% | 8,223 |
| Satisfaction with Physical Conditions | | | | |
| Total Army | 64% | 17% | 18% | 44,151 |
| AMC | 62% | 19% | 19% | 9,102 |
| FORSCOM | 59% | 19% | 22% | 3,586 |
| MEDCOM | 65% | 16% | 19% | 5,196 |
| TRADOC | 58% | 19% | 23% | 4,468 |
| USACE | 72% | 14% | 14% | 10,834 |
| USAREUR | 65% | 16% | 19% | 983 |
| OTHER | 62% | 18% | 20% | 9,983 |

* Composite includes reverse-scored items.

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Composite Summary | PERCENT OF RESPONDENTS | | | Number of Respondents |
|------------------------------------|---|---|---|-----------------------|
| |  = Favorable |  = Neutral |  = Unfavorable | |
| Civilian Workplace Morale * | | | | |
| Total Army | 55% | 19% | 25% | 43,877 |
| AMC | 52% | 20% | 28% | 9,070 |
| FORSCOM | 55% | 19% | 26% | 3,584 |
| MEDCOM | 56% | 19% | 25% | 5,139 |
| TRADOC | 55% | 19% | 26% | 4,461 |
| USACE | 57% | 20% | 23% | 10,711 |
| USAREUR | 57% | 19% | 24% | 978 |
| OTHER | 56% | 19% | 25% | 9,932 |
| Diversity | | | | |
| Total Army | 60% | 26% | 14% | 41,965 |
| AMC | 56% | 28% | 16% | 8,646 |
| FORSCOM | 57% | 27% | 16% | 3,435 |
| MEDCOM | 61% | 24% | 14% | 4,980 |
| TRADOC | 59% | 26% | 15% | 4,248 |
| USACE | 63% | 25% | 12% | 10,205 |
| USAREUR | 65% | 22% | 13% | 937 |
| OTHER | 60% | 25% | 15% | 9,514 |

* Composite includes reverse-scored items.

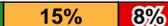
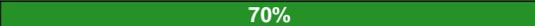
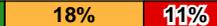
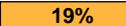
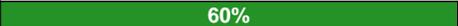
**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Composite Summary | PERCENT OF RESPONDENTS | | | Number of Respondents |
|----------------------------------|---|---|---|-----------------------|
| |  = Favorable |  = Neutral |  = Unfavorable | |
| Government Transformation | | | | |
| Total Army | 51% | 22% | 28% | 42,975 |
| AMC | 48% | 23% | 30% | 8,888 |
| FORSCOM | 53% | 20% | 26% | 3,524 |
| MEDCOM | 53% | 21% | 26% | 5,058 |
| TRADOC | 51% | 21% | 27% | 4,370 |
| USACE | 51% | 22% | 27% | 10,476 |
| USAREUR | 51% | 20% | 29% | 954 |
| OTHER | 51% | 21% | 28% | 9,706 |

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail | PERCENT OF EMPLOYEES SELECTING RESPONSE | Valid N | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|---|--------------|--------------|--------------|-------------------|-----|-----|------------|----|-----|----------------|-----|-----|---------------|-----|-----|---------------|-----|-----|--------------|----|-----|----------------|-----|-----|--------------|-----|-----|--|
| <p>1. My immediate supervisor is (do not consider team leaders):</p> | <table border="1"> <thead> <tr> <th>Category</th> <th>Military (%)</th> <th>Civilian (%)</th> </tr> </thead> <tbody> <tr> <td>Total Army</td> <td>15%</td> <td>85%</td> </tr> <tr> <td>AMC</td> <td>4%</td> <td>96%</td> </tr> <tr> <td>FORSCOM</td> <td>12%</td> <td>88%</td> </tr> <tr> <td>MEDCOM</td> <td>46%</td> <td>54%</td> </tr> <tr> <td>TRADOC</td> <td>22%</td> <td>78%</td> </tr> <tr> <td>USACE</td> <td>2%</td> <td>98%</td> </tr> <tr> <td>USAREUR</td> <td>22%</td> <td>78%</td> </tr> <tr> <td>OTHER</td> <td>19%</td> <td>81%</td> </tr> </tbody> </table> | Category | Military (%) | Civilian (%) | Total Army | 15% | 85% | AMC | 4% | 96% | FORSCOM | 12% | 88% | MEDCOM | 46% | 54% | TRADOC | 22% | 78% | USACE | 2% | 98% | USAREUR | 22% | 78% | OTHER | 19% | 81% | <p>6,495 37,906 343 8,794 425 3,190 2,373 2,839 991 3,529 201 10,597 218 781 1,944 8,176</p> |
| Category | Military (%) | Civilian (%) | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Army | 15% | 85% | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| AMC | 4% | 96% | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| FORSCOM | 12% | 88% | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| MEDCOM | 46% | 54% | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| TRADOC | 22% | 78% | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| USACE | 2% | 98% | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| USAREUR | 22% | 78% | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| OTHER | 19% | 81% | | | | | | | | | | | | | | | | | | | | | | | | | | | |

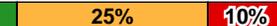
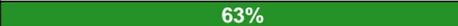
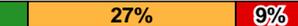
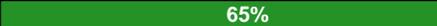
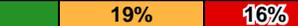
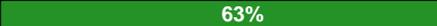
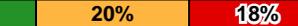
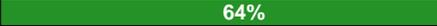
**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail |  % Favorable  % Neutral  % Unfavorable | Category Percents | | | | | Mean | Std Dev | Valid N |
|--|---|-------------------|----|----|----|---|------|---------|---------|
| | | 5 | 4 | 3 | 2 | 1 | | | |
| 2. The personnel office treats people courteously. | | | | | | | | | |
| Total Army | 71%  18%  11% | 18 | 53 | 18 | 7 | 3 | 3.75 | 0.95 | 42,446 |
| AMC | 67%  21%  11% | 14 | 53 | 21 | 8 | 3 | 3.67 | 0.94 | 8,504 |
| FORSCOM | 72%  17%  11% | 20 | 52 | 17 | 7 | 3 | 3.78 | 0.96 | 3,538 |
| MEDCOM | 70%  18%  12% | 19 | 51 | 18 | 8 | 4 | 3.74 | 0.98 | 5,088 |
| TRADOC | 77%  15%  8% | 22 | 55 | 15 | 5 | 3 | 3.88 | 0.90 | 4,396 |
| USACE | 72%  18%  10% | 18 | 54 | 18 | 7 | 3 | 3.77 | 0.92 | 10,283 |
| USAREUR | 71%  15%  14% | 20 | 50 | 15 | 10 | 4 | 3.73 | 1.02 | 990 |
| OTHER | 70%  18%  11% | 19 | 51 | 18 | 8 | 4 | 3.74 | 0.97 | 9,647 |
| 3. The personnel office keeps people informed (through automated or manual means) about important changes in personnel rules and benefits. | | | | | | | | | |
| Total Army | 62%  17%  21%  | 14 | 48 | 17 | 15 | 6 | 3.48 | 1.09 | 44,074 |
| AMC | 60%  19%  21%  | 11 | 49 | 19 | 15 | 6 | 3.43 | 1.07 | 9,010 |
| FORSCOM | 64%  17%  20%  | 16 | 48 | 17 | 13 | 7 | 3.53 | 1.10 | 3,619 |
| MEDCOM | 60%  17%  23%  | 14 | 46 | 17 | 15 | 8 | 3.43 | 1.14 | 5,225 |
| TRADOC | 67%  16%  17%  | 17 | 49 | 16 | 12 | 5 | 3.61 | 1.07 | 4,506 |
| USACE | 64%  17%  18%  | 13 | 51 | 17 | 13 | 5 | 3.54 | 1.05 | 10,744 |
| USAREUR | 54%  17%  28%  | 13 | 41 | 17 | 19 | 9 | 3.30 | 1.18 | 991 |
| OTHER | 60%  17%  23%  | 15 | 45 | 17 | 16 | 7 | 3.44 | 1.14 | 9,979 |

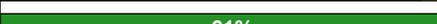
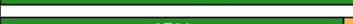
**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail |  % Favorable  % Neutral  % Unfavorable | Category Percents | | | | | Mean | Std Dev | Valid N |
|--|---|-------------------|----|----|----|----|------|---------|---------|
| | | 5 | 4 | 3 | 2 | 1 | | | |
| 4. If my supervisor can't help me with an employment matter, I can get information or help from the personnel office. | | | | | | | | | |
| Total Army |  | 13 | 47 | 21 | 13 | 6 | 3.48 | 1.07 | 42,740 |
| AMC |  | 10 | 47 | 24 | 13 | 6 | 3.42 | 1.04 | 8,578 |
| FORSCOM |  | 15 | 48 | 19 | 12 | 6 | 3.56 | 1.06 | 3,555 |
| MEDCOM |  | 15 | 47 | 19 | 12 | 7 | 3.51 | 1.09 | 5,141 |
| TRADOC |  | 17 | 50 | 18 | 10 | 5 | 3.64 | 1.02 | 4,385 |
| USACE |  | 12 | 47 | 21 | 14 | 6 | 3.45 | 1.07 | 10,365 |
| USAREUR |  | 14 | 47 | 18 | 14 | 7 | 3.48 | 1.11 | 986 |
| OTHER |  | 14 | 45 | 20 | 14 | 7 | 3.47 | 1.10 | 9,730 |
| 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 |  | 12 | 38 | 21 | 20 | 9 | 3.23 | 1.17 | 43,225 |
| AMC |  | 10 | 36 | 23 | 22 | 10 | 3.14 | 1.15 | 8,719 |
| FORSCOM |  | 15 | 38 | 20 | 19 | 9 | 3.32 | 1.19 | 3,584 |
| MEDCOM |  | 13 | 38 | 19 | 21 | 10 | 3.24 | 1.20 | 5,168 |
| TRADOC |  | 15 | 43 | 19 | 17 | 7 | 3.41 | 1.14 | 4,427 |
| USACE |  | 11 | 37 | 21 | 21 | 9 | 3.19 | 1.16 | 10,514 |
| USAREUR |  | 13 | 37 | 17 | 22 | 11 | 3.20 | 1.22 | 993 |
| OTHER |  | 13 | 37 | 20 | 21 | 9 | 3.23 | 1.19 | 9,820 |

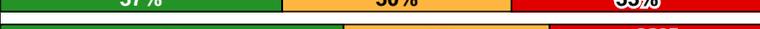
**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail |  % Favorable  % Neutral  % Unfavorable | Category Percents | | | | | Mean | Std Dev | Valid N |
|--|---|-------------------|----|----|----|---|------|---------|---------|
| | | 5 | 4 | 3 | 2 | 1 | | | |
| 6. The staff of the personnel office acts with integrity. | | | | | | | | | |
| Total Army | 60%  28%  11% | 16 | 45 | 28 | 7 | 4 | 3.60 | 0.98 | 41,193 |
| AMC | 57%  31%  12% | 13 | 44 | 31 | 7 | 5 | 3.52 | 0.97 | 8,235 |
| FORSCOM | 61%  27%  12% | 17 | 44 | 27 | 7 | 5 | 3.62 | 1.00 | 3,453 |
| MEDCOM | 59%  28%  13% | 16 | 43 | 28 | 8 | 5 | 3.57 | 1.01 | 4,968 |
| TRADOC | 65%  25%  10% | 18 | 47 | 25 | 6 | 4 | 3.70 | 0.96 | 4,244 |
| USACE | 63%  27%  9% | 16 | 48 | 27 | 6 | 3 | 3.66 | 0.93 | 10,006 |
| USAREUR | 57%  27%  16% | 16 | 42 | 27 | 10 | 6 | 3.52 | 1.06 | 959 |
| OTHER | 59%  29%  12% | 17 | 43 | 29 | 7 | 5 | 3.59 | 1.00 | 9,328 |
| 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 | 64%  19%  17% | 19 | 46 | 19 | 11 | 6 | 3.60 | 1.10 | 42,155 |
| AMC | 65%  19%  16% | 18 | 47 | 19 | 10 | 5 | 3.61 | 1.06 | 8,595 |
| FORSCOM | 66%  19%  15% | 20 | 46 | 19 | 10 | 5 | 3.66 | 1.07 | 3,458 |
| MEDCOM | 63%  18%  18% | 19 | 45 | 18 | 12 | 7 | 3.57 | 1.12 | 5,009 |
| TRADOC | 70%  17%  13% | 22 | 47 | 17 | 8 | 5 | 3.74 | 1.04 | 4,268 |
| USACE | 62%  20%  18% | 17 | 45 | 20 | 11 | 7 | 3.55 | 1.10 | 10,273 |
| USAREUR | 59%  19%  21% | 19 | 40 | 19 | 13 | 8 | 3.49 | 1.17 | 971 |
| OTHER | 64%  18%  18% | 20 | 44 | 18 | 11 | 7 | 3.59 | 1.12 | 9,581 |

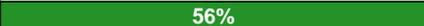
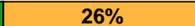
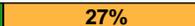
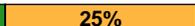
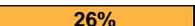
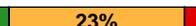
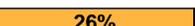
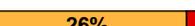
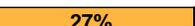
**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail |  % Favorable  % Neutral  % Unfavorable | Category Percents | | | | | Mean | Std Dev | Valid N |
|---|---|-------------------|----|----|----|----|------|---------|---------|
| | | 5 | 4 | 3 | 2 | 1 | | | |
| 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 | 55%  31%  14% | 12 | 43 | 31 | 9 | 5 | 3.48 | 0.99 | 35,952 |
| AMC | 54%  32%  14% | 10 | 44 | 32 | 9 | 5 | 3.46 | 0.96 | 7,351 |
| FORSCOM | 58%  28%  14% | 14 | 44 | 28 | 9 | 5 | 3.53 | 1.00 | 3,070 |
| MEDCOM | 55%  30%  15% | 13 | 43 | 30 | 10 | 5 | 3.47 | 1.01 | 4,488 |
| TRADOC | 61%  27%  12% | 15 | 46 | 27 | 7 | 4 | 3.60 | 0.97 | 3,714 |
| USACE | 53%  33%  14% | 10 | 43 | 33 | 9 | 5 | 3.44 | 0.95 | 8,390 |
| USAREUR | 51%  31%  18% | 11 | 40 | 31 | 11 | 7 | 3.36 | 1.06 | 803 |
| OTHER | 55%  29%  16% | 13 | 41 | 29 | 10 | 6 | 3.46 | 1.03 | 8,136 |
| 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 | 47%  28%  24% | 11 | 36 | 28 | 16 | 8 | 3.26 | 1.11 | 38,751 |
| AMC | 46%  30%  23% | 10 | 36 | 30 | 15 | 8 | 3.25 | 1.08 | 7,666 |
| FORSCOM | 52%  26%  22% | 14 | 38 | 26 | 14 | 7 | 3.37 | 1.11 | 3,280 |
| MEDCOM | 47%  28%  25% | 12 | 36 | 28 | 17 | 8 | 3.26 | 1.11 | 4,785 |
| TRADOC | 54%  27%  19% | 15 | 39 | 27 | 12 | 7 | 3.42 | 1.10 | 3,952 |
| USACE | 45%  29%  26% | 9 | 36 | 29 | 17 | 9 | 3.20 | 1.10 | 9,340 |
| USAREUR | 39%  28%  32% | 10 | 30 | 28 | 22 | 11 | 3.06 | 1.15 | 905 |
| OTHER | 46%  27%  27% | 11 | 35 | 27 | 18 | 9 | 3.22 | 1.14 | 8,823 |

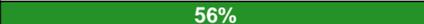
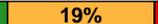
**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail |  % Favorable  % Neutral  % Unfavorable | Category Percents | | | | | Mean | Std Dev | Valid N |
|--|---|-------------------|----|----|----|----|------|---------|---------|
| | | 5 | 4 | 3 | 2 | 1 | | | |
| 10. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on training. | | | | | | | | | |
| Total Army |  | 10 | 37 | 30 | 15 | 8 | 3.27 | 1.08 | 39,395 |
| AMC |  | 10 | 39 | 30 | 13 | 7 | 3.32 | 1.06 | 8,070 |
| FORSCOM |  | 13 | 40 | 27 | 13 | 7 | 3.40 | 1.07 | 3,333 |
| MEDCOM |  | 10 | 36 | 30 | 16 | 8 | 3.24 | 1.09 | 4,728 |
| TRADOC |  | 12 | 36 | 29 | 14 | 8 | 3.29 | 1.11 | 3,978 |
| USACE |  | 8 | 37 | 32 | 15 | 7 | 3.24 | 1.04 | 9,402 |
| USAREUR |  | 9 | 32 | 30 | 19 | 10 | 3.10 | 1.12 | 886 |
| OTHER |  | 11 | 36 | 29 | 15 | 9 | 3.25 | 1.12 | 8,998 |
| 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 |  | 10 | 37 | 27 | 16 | 9 | 3.23 | 1.12 | 41,087 |
| AMC |  | 10 | 42 | 26 | 14 | 8 | 3.34 | 1.09 | 8,486 |
| FORSCOM |  | 11 | 37 | 27 | 17 | 9 | 3.25 | 1.12 | 3,415 |
| MEDCOM |  | 9 | 32 | 28 | 20 | 12 | 3.06 | 1.16 | 4,880 |
| TRADOC |  | 13 | 39 | 26 | 14 | 8 | 3.35 | 1.13 | 4,206 |
| USACE |  | 9 | 39 | 27 | 16 | 9 | 3.24 | 1.09 | 9,927 |
| USAREUR |  | 9 | 28 | 30 | 20 | 12 | 3.01 | 1.16 | 914 |
| OTHER |  | 11 | 34 | 27 | 18 | 10 | 3.17 | 1.15 | 9,259 |

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

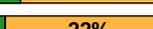
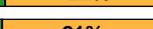
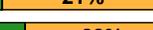
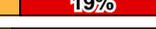
| Item Detail |  % Favorable  % Neutral  % Unfavorable | Category Percents | | | | | Mean | Std Dev | Valid N |
|--|---|-------------------|----|----|----|----|------|---------|---------|
| | | 5 | 4 | 3 | 2 | 1 | | | |
| 12. Overall, the quality of service given by the personnel office is: | | | | | | | | | |
| Total Army | 56%  26%  18%  | 12 | 45 | 26 | 13 | 6 | 3.44 | 1.03 | 42,789 |
| AMC | 56%  27%  17%  | 10 | 46 | 27 | 12 | 5 | 3.45 | 0.99 | 8,686 |
| FORSCOM | 59%  25%  16%  | 14 | 45 | 25 | 11 | 5 | 3.52 | 1.02 | 3,529 |
| MEDCOM | 55%  26%  19%  | 12 | 43 | 26 | 13 | 6 | 3.42 | 1.06 | 5,079 |
| TRADOC | 63%  23%  14%  | 15 | 48 | 23 | 10 | 4 | 3.59 | 1.00 | 4,370 |
| USACE | 55%  26%  19%  | 10 | 45 | 26 | 14 | 5 | 3.41 | 1.02 | 10,438 |
| USAREUR | 51%  25%  24%  | 11 | 41 | 25 | 17 | 7 | 3.31 | 1.09 | 985 |
| OTHER | 54%  26%  20%  | 12 | 42 | 26 | 13 | 7 | 3.40 | 1.07 | 9,702 |
| 13. Overall, the timeliness of service given by the personnel office is: | | | | | | | | | |
| Total Army | 52%  27%  21%  | 11 | 41 | 27 | 14 | 7 | 3.34 | 1.07 | 42,360 |
| AMC | 51%  29%  20%  | 9 | 42 | 29 | 13 | 6 | 3.34 | 1.03 | 8,605 |
| FORSCOM | 54%  27%  19%  | 12 | 42 | 27 | 13 | 6 | 3.42 | 1.05 | 3,500 |
| MEDCOM | 51%  27%  22%  | 11 | 40 | 27 | 14 | 7 | 3.34 | 1.08 | 5,033 |
| TRADOC | 58%  25%  17%  | 14 | 45 | 25 | 11 | 5 | 3.50 | 1.03 | 4,335 |
| USACE | 50%  27%  23%  | 9 | 41 | 27 | 15 | 8 | 3.28 | 1.08 | 10,294 |
| USAREUR | 44%  28%  28%  | 11 | 34 | 28 | 18 | 10 | 3.18 | 1.14 | 987 |
| OTHER | 51%  26%  23%  | 12 | 39 | 26 | 15 | 8 | 3.31 | 1.11 | 9,606 |

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail |  % Favorable  % Neutral  % Unfavorable | Category Percents | | | | | Mean | Std Dev | Valid N |
|--|---|-------------------|----|----|----|----|------|---------|---------|
| | | 5 | 4 | 3 | 2 | 1 | | | |
| 14. My job makes good use of my abilities. | | | | | | | | | |
| Total Army | 72%  10%  18%  | 27 | 45 | 10 | 12 | 6 | 3.74 | 1.16 | 44,903 |
| AMC | 69%  11%  20%  | 22 | 46 | 11 | 13 | 7 | 3.64 | 1.16 | 9,248 |
| FORSCOM | 74%  9%  17%  | 30 | 43 | 9 | 11 | 6 | 3.80 | 1.16 | 3,673 |
| MEDCOM | 74%  9%  17%  | 32 | 42 | 9 | 11 | 6 | 3.83 | 1.17 | 5,290 |
| TRADOC | 72%  9%  18%  | 29 | 43 | 9 | 12 | 6 | 3.77 | 1.17 | 4,569 |
| USACE | 73%  10%  16%  | 24 | 50 | 10 | 11 | 5 | 3.76 | 1.09 | 10,923 |
| USAREUR | 71%  10%  19%  | 29 | 42 | 10 | 11 | 8 | 3.73 | 1.22 | 1,011 |
| OTHER | 71%  11%  19%  | 28 | 43 | 11 | 12 | 7 | 3.73 | 1.18 | 10,189 |
| 15. I frequently think about quitting my job.* | | | | | | | | | |
| Total Army | 53%  20%  27%  | 27 | 26 | 20 | 17 | 9 | 3.43 | 1.30 | 43,166 |
| AMC | 54%  20%  26%  | 27 | 27 | 20 | 17 | 9 | 3.47 | 1.29 | 8,893 |
| FORSCOM | 52%  21%  27%  | 26 | 26 | 21 | 17 | 9 | 3.42 | 1.30 | 3,492 |
| MEDCOM | 49%  22%  28%  | 24 | 25 | 22 | 18 | 10 | 3.35 | 1.30 | 5,040 |
| TRADOC | 51%  21%  27%  | 27 | 25 | 21 | 18 | 10 | 3.40 | 1.31 | 4,367 |
| USACE | 56%  19%  24%  | 28 | 28 | 19 | 17 | 8 | 3.52 | 1.27 | 10,630 |
| USAREUR | 53%  22%  25%  | 28 | 24 | 22 | 15 | 10 | 3.46 | 1.32 | 974 |
| OTHER | 51%  20%  29%  | 26 | 25 | 20 | 18 | 11 | 3.37 | 1.33 | 9,770 |

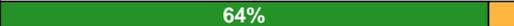
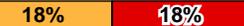
* Item is phrased in a negative manner.

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

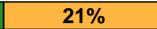
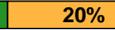
| Item Detail |  % Favorable  % Neutral  % Unfavorable | Category Percents | | | | | Mean | Std Dev | Valid N |
|------------------------------------|---|-------------------|----|----|----|---|------|---------|---------|
| | | 5 | 4 | 3 | 2 | 1 | | | |
| 16. I find my work challenging. | | | | | | | | | |
| Total Army | 67%  17%  16% | 23 | 45 | 17 | 11 | 5 | 3.69 | 1.09 | 44,841 |
| AMC | 65%  18%  17% | 20 | 45 | 18 | 11 | 5 | 3.63 | 1.09 | 9,238 |
| FORSCOM | 68%  17%  15% | 25 | 43 | 17 | 10 | 5 | 3.72 | 1.10 | 3,662 |
| MEDCOM | 66%  17%  16% | 25 | 42 | 17 | 11 | 5 | 3.70 | 1.11 | 5,279 |
| TRADOC | 68%  16%  16% | 25 | 43 | 16 | 11 | 5 | 3.72 | 1.10 | 4,556 |
| USACE | 69%  17%  14% | 21 | 49 | 17 | 10 | 4 | 3.72 | 1.02 | 10,913 |
| USAREUR | 67%  16%  18% | 25 | 42 | 16 | 10 | 7 | 3.67 | 1.17 | 1,010 |
| OTHER | 66%  17%  17% | 24 | 42 | 17 | 11 | 5 | 3.68 | 1.12 | 10,183 |
| 17. I am often bored with my job.* | | | | | | | | | |
| Total Army | 59%  21%  20%  | 27 | 33 | 21 | 14 | 5 | 3.61 | 1.18 | 43,588 |
| AMC | 57%  22%  22%  | 25 | 32 | 22 | 16 | 6 | 3.54 | 1.19 | 9,018 |
| FORSCOM | 61%  21%  18%  | 28 | 34 | 21 | 12 | 6 | 3.66 | 1.16 | 3,521 |
| MEDCOM | 59%  22%  19%  | 27 | 32 | 22 | 14 | 5 | 3.62 | 1.17 | 5,097 |
| TRADOC | 58%  21%  20%  | 28 | 31 | 21 | 15 | 6 | 3.60 | 1.20 | 4,422 |
| USACE | 61%  20%  18%  | 26 | 36 | 20 | 14 | 4 | 3.64 | 1.14 | 10,687 |
| USAREUR | 61%  20%  19%  | 30 | 31 | 20 | 13 | 6 | 3.66 | 1.20 | 978 |
| OTHER | 59%  21%  20%  | 28 | 31 | 21 | 15 | 6 | 3.61 | 1.19 | 9,865 |

* Item is phrased in a negative manner.

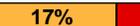
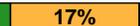
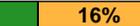
**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| 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 | 68%  16%  16% | 23 | 45 | 16 | 10 | 6 | 3.69 | 1.10 | 44,578 |
| AMC | 66%  17%  17% | 20 | 46 | 17 | 11 | 6 | 3.62 | 1.11 | 9,180 |
| FORSCOM | 70%  15%  15% | 27 | 43 | 15 | 10 | 5 | 3.77 | 1.11 | 3,648 |
| MEDCOM | 68%  17%  15% | 25 | 44 | 17 | 9 | 6 | 3.73 | 1.10 | 5,237 |
| TRADOC | 68%  16%  16% | 25 | 44 | 16 | 10 | 6 | 3.71 | 1.12 | 4,522 |
| USACE | 70%  16%  14% | 21 | 49 | 16 | 9 | 5 | 3.73 | 1.05 | 10,874 |
| USAREUR | 69%  14%  17% | 26 | 43 | 14 | 10 | 7 | 3.71 | 1.15 | 1,004 |
| OTHER | 66%  17%  17% | 23 | 43 | 17 | 11 | 6 | 3.66 | 1.13 | 10,113 |
| 19. I would recommend that others pursue a career as a civilian with the Federal government. | | | | | | | | | |
| Total Army | 62%  18%  20% | 20 | 42 | 18 | 12 | 9 | 3.52 | 1.18 | 44,635 |
| AMC | 55%  19%  26% | 15 | 40 | 19 | 15 | 11 | 3.33 | 1.21 | 9,166 |
| FORSCOM | 56%  18%  27% | 20 | 36 | 18 | 14 | 12 | 3.37 | 1.29 | 3,636 |
| MEDCOM | 69%  16%  15% | 25 | 43 | 16 | 9 | 6 | 3.73 | 1.12 | 5,262 |
| TRADOC | 59%  17%  24% | 20 | 39 | 17 | 14 | 10 | 3.45 | 1.24 | 4,542 |
| USACE | 64%  19%  17% | 19 | 46 | 19 | 11 | 6 | 3.59 | 1.10 | 10,879 |
| USAREUR | 66%  19%  16% | 22 | 43 | 19 | 10 | 6 | 3.67 | 1.10 | 1,005 |
| OTHER | 64%  18%  18% | 21 | 43 | 18 | 10 | 8 | 3.59 | 1.17 | 10,145 |

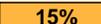
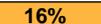
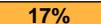
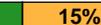
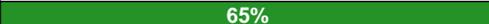
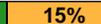
**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail |  % Favorable  % Neutral  % Unfavorable | Category Percents | | | | | Mean | Std Dev | Valid N |
|---|---|-------------------|----|----|----|----|------|---------|---------|
| | | 5 | 4 | 3 | 2 | 1 | | | |
| 20. I would recommend that others pursue a career as a civilian with the Army. | | | | | | | | | |
| Total Army | 56%  21%  23%  | 17 | 39 | 21 | 14 | 10 | 3.40 | 1.20 | 44,348 |
| AMC | 52%  21%  27%  | 14 | 38 | 21 | 15 | 12 | 3.27 | 1.21 | 9,129 |
| FORSCOM | 51%  19%  29%  | 17 | 34 | 19 | 16 | 13 | 3.27 | 1.29 | 3,623 |
| MEDCOM | 62%  19%  19%  | 21 | 40 | 19 | 11 | 8 | 3.56 | 1.17 | 5,239 |
| TRADOC | 53%  20%  27%  | 18 | 35 | 20 | 16 | 11 | 3.33 | 1.25 | 4,517 |
| USACE | 58%  23%  19%  | 16 | 42 | 23 | 12 | 7 | 3.47 | 1.12 | 10,725 |
| USAREUR | 56%  23%  20%  | 18 | 38 | 23 | 12 | 9 | 3.45 | 1.18 | 1,002 |
| OTHER | 56%  20%  23%  | 18 | 38 | 20 | 13 | 10 | 3.41 | 1.21 | 10,113 |
| 21. I would recommend that others pursue a career as a civilian with this organization. | | | | | | | | | |
| Total Army | 50%  21%  29%  | 16 | 34 | 21 | 15 | 14 | 3.23 | 1.28 | 44,480 |
| AMC | 45%  22%  33%  | 13 | 33 | 22 | 16 | 16 | 3.09 | 1.28 | 9,148 |
| FORSCOM | 44%  22%  34%  | 15 | 29 | 22 | 17 | 17 | 3.09 | 1.32 | 3,612 |
| MEDCOM | 54%  21%  25%  | 19 | 35 | 21 | 14 | 11 | 3.37 | 1.25 | 5,237 |
| TRADOC | 45%  21%  33%  | 17 | 29 | 21 | 17 | 17 | 3.12 | 1.33 | 4,519 |
| USACE | 58%  20%  22%  | 18 | 40 | 20 | 13 | 9 | 3.44 | 1.19 | 10,867 |
| USAREUR | 49%  23%  28%  | 16 | 33 | 23 | 14 | 14 | 3.22 | 1.27 | 994 |
| OTHER | 47%  22%  31%  | 16 | 31 | 22 | 15 | 16 | 3.16 | 1.31 | 10,103 |

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail |  % Favorable  % Neutral  % Unfavorable | Category Percents | | | | | Mean | Std Dev | Valid N |
|--|---|-------------------|----|----|----|---|------|---------|---------|
| | | 5 | 4 | 3 | 2 | 1 | | | |
| 22. My supervisor clearly outlines the goals and priorities for my work. | | | | | | | | | |
| Total Army | 63%  15%  22%  | 22 | 41 | 15 | 14 | 8 | 3.54 | 1.20 | 44,652 |
| AMC | 59%  17%  25%  | 18 | 41 | 17 | 16 | 9 | 3.43 | 1.21 | 9,192 |
| FORSCOM | 64%  16%  21%  | 24 | 40 | 16 | 12 | 8 | 3.59 | 1.21 | 3,653 |
| MEDCOM | 66%  13%  21%  | 26 | 40 | 13 | 13 | 8 | 3.64 | 1.22 | 5,262 |
| TRADOC | 65%  14%  21%  | 25 | 40 | 14 | 13 | 8 | 3.62 | 1.21 | 4,551 |
| USACE | 63%  16%  21%  | 18 | 44 | 16 | 14 | 7 | 3.53 | 1.16 | 10,881 |
| USAREUR | 64%  14%  22%  | 24 | 40 | 14 | 13 | 9 | 3.56 | 1.24 | 1,003 |
| OTHER | 62%  15%  22%  | 23 | 39 | 15 | 14 | 9 | 3.54 | 1.23 | 10,110 |
| 23. My supervisor lets me know how well I am doing my work. | | | | | | | | | |
| Total Army | 65%  15%  20%  | 24 | 41 | 15 | 12 | 8 | 3.61 | 1.19 | 44,670 |
| AMC | 62%  17%  22%  | 20 | 42 | 17 | 14 | 8 | 3.52 | 1.18 | 9,202 |
| FORSCOM | 67%  13%  20%  | 26 | 40 | 13 | 12 | 8 | 3.64 | 1.22 | 3,662 |
| MEDCOM | 67%  13%  20%  | 27 | 40 | 13 | 12 | 8 | 3.66 | 1.22 | 5,257 |
| TRADOC | 67%  15%  18%  | 27 | 40 | 15 | 11 | 7 | 3.69 | 1.18 | 4,542 |
| USACE | 65%  16%  19%  | 21 | 44 | 16 | 13 | 7 | 3.61 | 1.14 | 10,894 |
| USAREUR | 64%  14%  22%  | 25 | 39 | 14 | 12 | 9 | 3.58 | 1.25 | 993 |
| OTHER | 66%  14%  20%  | 25 | 40 | 14 | 12 | 8 | 3.63 | 1.21 | 10,120 |

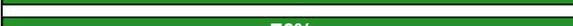
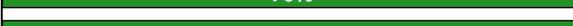
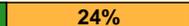
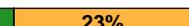
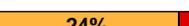
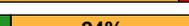
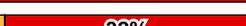
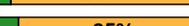
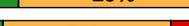
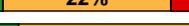
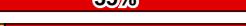
**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail |  % Favorable  % Neutral  % Unfavorable | Category Percents | | | | | Mean | Std Dev | Valid N |
|--|---|-------------------|----|----|----|----|------|---------|---------|
| | | 5 | 4 | 3 | 2 | 1 | | | |
| 24. My supervisor keeps me informed about matters affecting my job and me. | | | | | | | | | |
| Total Army | 64%  15%  21%  | 23 | 41 | 15 | 12 | 8 | 3.59 | 1.20 | 44,692 |
| AMC | 62%  16%  22%  | 20 | 42 | 16 | 13 | 8 | 3.52 | 1.19 | 9,201 |
| FORSCOM | 66%  14%  20%  | 26 | 40 | 14 | 12 | 8 | 3.63 | 1.22 | 3,658 |
| MEDCOM | 65%  15%  20%  | 27 | 38 | 15 | 12 | 8 | 3.63 | 1.23 | 5,262 |
| TRADOC | 65%  14%  20%  | 26 | 39 | 14 | 12 | 8 | 3.63 | 1.22 | 4,541 |
| USACE | 65%  16%  19%  | 21 | 44 | 16 | 12 | 7 | 3.59 | 1.16 | 10,902 |
| USAREUR | 65%  13%  22%  | 25 | 41 | 13 | 13 | 9 | 3.59 | 1.24 | 1,000 |
| OTHER | 64%  15%  21%  | 25 | 38 | 15 | 12 | 9 | 3.59 | 1.23 | 10,128 |
| 25. My supervisor gives me the support and backing I need to do my job well. | | | | | | | | | |
| Total Army | 65%  15%  19%  | 27 | 38 | 15 | 11 | 9 | 3.65 | 1.22 | 44,652 |
| AMC | 62%  17%  21%  | 23 | 40 | 17 | 12 | 9 | 3.55 | 1.21 | 9,180 |
| FORSCOM | 67%  15%  18%  | 29 | 38 | 15 | 9 | 8 | 3.70 | 1.22 | 3,655 |
| MEDCOM | 65%  15%  20%  | 30 | 36 | 15 | 11 | 9 | 3.66 | 1.26 | 5,254 |
| TRADOC | 67%  15%  18%  | 30 | 37 | 15 | 10 | 7 | 3.72 | 1.21 | 4,546 |
| USACE | 67%  15%  18%  | 26 | 41 | 15 | 10 | 8 | 3.67 | 1.19 | 10,891 |
| USAREUR | 67%  14%  19%  | 29 | 38 | 14 | 9 | 10 | 3.69 | 1.25 | 1,004 |
| OTHER | 66%  15%  20%  | 29 | 36 | 15 | 10 | 9 | 3.66 | 1.25 | 10,122 |

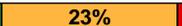
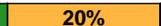
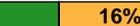
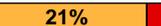
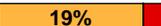
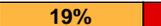
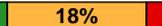
**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| 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 |  | 29 | 35 | 17 | 10 | 9 | 3.66 | 1.25 | 44,486 |
| AMC |  | 25 | 37 | 18 | 11 | 9 | 3.57 | 1.23 | 9,165 |
| FORSCOM |  | 31 | 34 | 16 | 10 | 10 | 3.67 | 1.27 | 3,649 |
| MEDCOM |  | 32 | 33 | 16 | 10 | 10 | 3.67 | 1.28 | 5,225 |
| TRADOC |  | 31 | 33 | 17 | 10 | 9 | 3.69 | 1.25 | 4,537 |
| USACE |  | 29 | 37 | 16 | 9 | 8 | 3.70 | 1.21 | 10,832 |
| USAREUR |  | 31 | 35 | 14 | 8 | 11 | 3.68 | 1.29 | 994 |
| OTHER |  | 31 | 34 | 16 | 9 | 10 | 3.67 | 1.27 | 10,084 |
| 27. My supervisor is competent in handling the technical parts of his/her job. | | | | | | | | | |
| Total Army |  | 35 | 40 | 13 | 6 | 6 | 3.92 | 1.12 | 44,177 |
| AMC |  | 30 | 43 | 14 | 7 | 6 | 3.84 | 1.11 | 9,082 |
| FORSCOM |  | 36 | 40 | 11 | 7 | 6 | 3.93 | 1.13 | 3,603 |
| MEDCOM |  | 37 | 37 | 13 | 7 | 6 | 3.92 | 1.15 | 5,201 |
| TRADOC |  | 37 | 39 | 12 | 6 | 5 | 3.97 | 1.11 | 4,497 |
| USACE |  | 34 | 43 | 12 | 6 | 5 | 3.95 | 1.07 | 10,775 |
| USAREUR |  | 37 | 38 | 12 | 5 | 7 | 3.93 | 1.16 | 999 |
| OTHER |  | 37 | 38 | 13 | 6 | 7 | 3.91 | 1.16 | 10,020 |

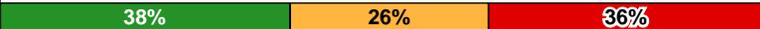
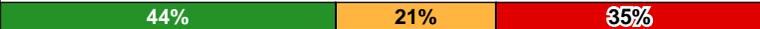
**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail |  % Favorable  % Neutral  % Unfavorable | Category Percents | | | | | Mean | Std Dev | Valid N |
|--|---|-------------------|----|----|----|----|------|---------|---------|
| | | 5 | 4 | 3 | 2 | 1 | | | |
| 28. I feel free to go to my supervisor with questions or problems about my work. | | | | | | | | | |
| Total Army | 75%  10%  15% | 35 | 39 | 10 | 8 | 7 | 3.88 | 1.18 | 44,684 |
| AMC | 73%  11%  16% | 31 | 42 | 11 | 9 | 7 | 3.80 | 1.18 | 9,191 |
| FORSCOM | 74%  10%  15% | 37 | 38 | 10 | 8 | 7 | 3.88 | 1.20 | 3,653 |
| MEDCOM | 74%  10%  16% | 38 | 37 | 10 | 8 | 8 | 3.88 | 1.23 | 5,245 |
| TRADOC | 75%  10%  14% | 38 | 38 | 10 | 8 | 7 | 3.92 | 1.17 | 4,549 |
| USACE | 76%  10%  14% | 35 | 41 | 10 | 7 | 6 | 3.91 | 1.14 | 10,917 |
| USAREUR | 75%  9%  16% | 37 | 38 | 9 | 8 | 8 | 3.88 | 1.22 | 1,008 |
| OTHER | 75%  10%  15% | 37 | 38 | 10 | 8 | 8 | 3.89 | 1.20 | 10,121 |
| 29. My supervisor provides me with career counseling. | | | | | | | | | |
| Total Army | 43%  24%  32%  | 16 | 27 | 24 | 18 | 14 | 3.13 | 1.28 | 43,393 |
| AMC | 40%  25%  34%  | 13 | 28 | 25 | 20 | 15 | 3.04 | 1.26 | 8,958 |
| FORSCOM | 44%  23%  32%  | 18 | 27 | 23 | 17 | 15 | 3.15 | 1.31 | 3,554 |
| MEDCOM | 42%  24%  34%  | 18 | 24 | 24 | 19 | 15 | 3.11 | 1.31 | 5,064 |
| TRADOC | 44%  24%  32%  | 18 | 26 | 24 | 18 | 14 | 3.16 | 1.30 | 4,407 |
| USACE | 45%  25%  30%  | 15 | 30 | 25 | 18 | 12 | 3.17 | 1.24 | 10,581 |
| USAREUR | 43%  22%  35%  | 17 | 26 | 22 | 17 | 18 | 3.07 | 1.36 | 973 |
| OTHER | 45%  23%  32%  | 18 | 27 | 23 | 17 | 15 | 3.17 | 1.31 | 9,856 |

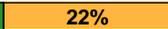
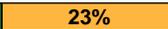
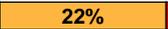
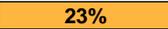
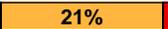
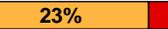
**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail |  % Favorable  % Neutral  % Unfavorable | Category Percents | | | | | Mean | Std Dev | Valid N |
|---|---|-------------------|----|----|----|----|------|---------|---------|
| | | 5 | 4 | 3 | 2 | 1 | | | |
| 30. Management is competent. | | | | | | | | | |
| Total Army | 58%  21%  21%  | 15 | 44 | 21 | 13 | 8 | 3.44 | 1.14 | 44,149 |
| AMC | 52%  23%  25%  | 12 | 41 | 23 | 15 | 11 | 3.28 | 1.16 | 9,112 |
| FORSCOM | 61%  20%  19%  | 17 | 44 | 20 | 10 | 8 | 3.51 | 1.14 | 3,603 |
| MEDCOM | 60%  20%  19%  | 17 | 44 | 20 | 11 | 8 | 3.50 | 1.13 | 5,168 |
| TRADOC | 61%  20%  19%  | 18 | 44 | 20 | 12 | 7 | 3.53 | 1.12 | 4,482 |
| USACE | 59%  21%  21%  | 13 | 46 | 21 | 14 | 7 | 3.43 | 1.10 | 10,771 |
| USAREUR | 65%  16%  19%  | 18 | 47 | 16 | 11 | 8 | 3.56 | 1.14 | 986 |
| OTHER | 59%  20%  21%  | 16 | 43 | 20 | 12 | 9 | 3.46 | 1.16 | 10,027 |
| 31. Management treats employees with respect and consideration. | | | | | | | | | |
| Total Army | 56%  19%  24%  | 16 | 41 | 19 | 14 | 10 | 3.37 | 1.20 | 44,286 |
| AMC | 50%  21%  29%  | 12 | 38 | 21 | 16 | 13 | 3.21 | 1.22 | 9,156 |
| FORSCOM | 57%  19%  24%  | 18 | 39 | 19 | 13 | 11 | 3.40 | 1.23 | 3,609 |
| MEDCOM | 59%  19%  22%  | 18 | 41 | 19 | 12 | 10 | 3.46 | 1.20 | 5,177 |
| TRADOC | 57%  19%  24%  | 18 | 40 | 19 | 14 | 10 | 3.42 | 1.21 | 4,496 |
| USACE | 59%  19%  22%  | 14 | 45 | 19 | 14 | 9 | 3.41 | 1.15 | 10,817 |
| USAREUR | 60%  16%  23%  | 19 | 41 | 16 | 12 | 11 | 3.46 | 1.24 | 986 |
| OTHER | 57%  18%  24%  | 17 | 40 | 18 | 14 | 11 | 3.39 | 1.22 | 10,045 |

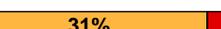
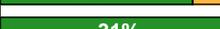
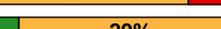
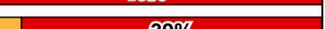
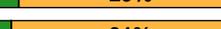
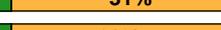
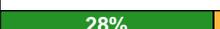
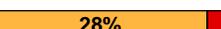
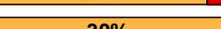
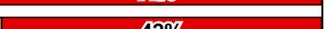
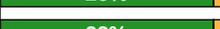
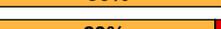
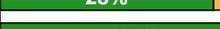
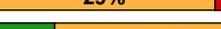
**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail |  % Favorable  % Neutral  % Unfavorable | Category Percents | | | | | Mean | Std Dev | Valid N |
|--|---|-------------------|----|----|----|----|------|---------|---------|
| | | 5 | 4 | 3 | 2 | 1 | | | |
| 32. Management makes timely decisions. | | | | | | | | | |
| Total Army |  | 11 | 32 | 25 | 20 | 12 | 3.11 | 1.19 | 43,795 |
| AMC |  | 8 | 30 | 26 | 22 | 14 | 2.97 | 1.18 | 9,054 |
| FORSCOM |  | 14 | 34 | 24 | 17 | 11 | 3.22 | 1.20 | 3,563 |
| MEDCOM |  | 14 | 33 | 24 | 19 | 10 | 3.21 | 1.19 | 5,120 |
| TRADOC |  | 13 | 33 | 25 | 19 | 11 | 3.19 | 1.20 | 4,457 |
| USACE |  | 9 | 33 | 27 | 21 | 11 | 3.09 | 1.15 | 10,661 |
| USAREUR |  | 13 | 33 | 24 | 18 | 11 | 3.19 | 1.21 | 983 |
| OTHER |  | 12 | 33 | 25 | 19 | 12 | 3.15 | 1.21 | 9,957 |
| 33. Management rewards employees who show initiative and innovation. | | | | | | | | | |
| Total Army |  | 12 | 29 | 23 | 20 | 16 | 3.01 | 1.27 | 43,379 |
| AMC |  | 9 | 28 | 24 | 21 | 18 | 2.89 | 1.25 | 8,991 |
| FORSCOM |  | 14 | 30 | 21 | 19 | 16 | 3.07 | 1.31 | 3,554 |
| MEDCOM |  | 13 | 27 | 22 | 20 | 18 | 2.99 | 1.31 | 5,091 |
| TRADOC |  | 14 | 28 | 22 | 20 | 16 | 3.03 | 1.29 | 4,415 |
| USACE |  | 9 | 31 | 25 | 20 | 15 | 3.00 | 1.21 | 10,576 |
| USAREUR |  | 14 | 31 | 23 | 18 | 14 | 3.12 | 1.27 | 949 |
| OTHER |  | 13 | 30 | 23 | 18 | 16 | 3.08 | 1.28 | 9,803 |

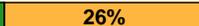
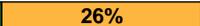
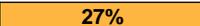
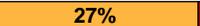
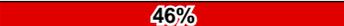
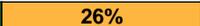
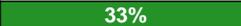
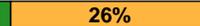
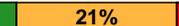
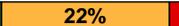
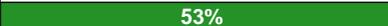
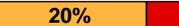
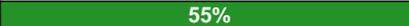
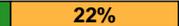
**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail |  % Favorable  % Neutral  % Unfavorable | Category Percents | | | | | Mean | Std Dev | Valid N |
|---|---|-------------------|----|----|----|----|------|---------|---------|
| | | 5 | 4 | 3 | 2 | 1 | | | |
| 34. Management keeps employees informed. | | | | | | | | | |
| Total Army | 50%  22%  28%  | 12 | 38 | 22 | 17 | 11 | 3.23 | 1.19 | 44,154 |
| AMC | 47%  23%  30%  | 10 | 37 | 23 | 17 | 12 | 3.15 | 1.18 | 9,114 |
| FORSCOM | 52%  21%  27%  | 14 | 38 | 21 | 15 | 12 | 3.28 | 1.22 | 3,601 |
| MEDCOM | 51%  22%  27%  | 15 | 36 | 22 | 16 | 11 | 3.27 | 1.22 | 5,165 |
| TRADOC | 50%  22%  29%  | 14 | 36 | 22 | 17 | 12 | 3.23 | 1.22 | 4,480 |
| USACE | 50%  23%  27%  | 10 | 40 | 23 | 17 | 10 | 3.24 | 1.14 | 10,782 |
| USAREUR | 52%  23%  25%  | 14 | 38 | 23 | 15 | 10 | 3.30 | 1.18 | 990 |
| OTHER | 51%  21%  28%  | 13 | 37 | 21 | 16 | 12 | 3.24 | 1.22 | 10,022 |
| 35. Employees at this installation/activity have an equal chance to compete for promotions. | | | | | | | | | |
| Total Army | 41%  21%  37%  | 8 | 33 | 21 | 20 | 17 | 2.95 | 1.24 | 42,290 |
| AMC | 40%  20%  40%  | 7 | 33 | 20 | 21 | 18 | 2.89 | 1.25 | 8,864 |
| FORSCOM | 37%  23%  40%  | 8 | 29 | 23 | 21 | 19 | 2.86 | 1.25 | 3,473 |
| MEDCOM | 35%  23%  42%  | 7 | 28 | 23 | 22 | 19 | 2.82 | 1.23 | 4,891 |
| TRADOC | 38%  22%  40%  | 8 | 30 | 22 | 22 | 18 | 2.88 | 1.25 | 4,306 |
| USACE | 46%  21%  33%  | 8 | 38 | 21 | 19 | 14 | 3.07 | 1.21 | 10,358 |
| USAREUR | 40%  25%  35%  | 8 | 31 | 25 | 18 | 17 | 2.96 | 1.23 | 913 |
| OTHER | 43%  21%  36%  | 9 | 34 | 21 | 19 | 17 | 3.00 | 1.25 | 9,485 |

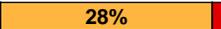
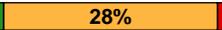
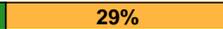
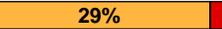
**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail |  % Favorable  % Neutral  % Unfavorable | Category Percents | | | | | Mean | Std Dev | Valid N |
|--|---|-------------------|----|----|----|----|------|---------|---------|
| | | 5 | 4 | 3 | 2 | 1 | | | |
| 36. When promotions are made at this installation/activity, the best-qualified people are selected. | | | | | | | | | |
| Total Army | 28%  29%  43%  | 5 | 22 | 29 | 24 | 20 | 2.70 | 1.17 | 41,143 |
| AMC | 24%  29%  48%  | 4 | 20 | 29 | 26 | 22 | 2.58 | 1.15 | 8,708 |
| FORSCOM | 25%  28%  47%  | 5 | 20 | 28 | 25 | 21 | 2.62 | 1.17 | 3,391 |
| MEDCOM | 25%  31%  44%  | 6 | 20 | 31 | 23 | 20 | 2.67 | 1.17 | 4,736 |
| TRADOC | 25%  28%  46%  | 6 | 20 | 28 | 26 | 21 | 2.64 | 1.17 | 4,183 |
| USACE | 31%  29%  39%  | 5 | 26 | 29 | 23 | 16 | 2.81 | 1.15 | 10,061 |
| USAREUR | 30%  31%  38%  | 6 | 24 | 31 | 20 | 19 | 2.80 | 1.18 | 886 |
| OTHER | 30%  28%  41%  | 6 | 24 | 28 | 22 | 19 | 2.76 | 1.19 | 9,178 |
| 37. Employees at this installation/activity are treated fairly with regard to job placements and promotions. | | | | | | | | | |
| Total Army | 31%  28%  40%  | 6 | 26 | 28 | 22 | 18 | 2.79 | 1.18 | 41,600 |
| AMC | 28%  28%  44%  | 5 | 23 | 28 | 24 | 20 | 2.67 | 1.16 | 8,764 |
| FORSCOM | 28%  28%  44%  | 6 | 22 | 28 | 24 | 20 | 2.71 | 1.19 | 3,414 |
| MEDCOM | 28%  30%  42%  | 6 | 22 | 30 | 22 | 20 | 2.73 | 1.18 | 4,798 |
| TRADOC | 28%  29%  43%  | 6 | 22 | 29 | 24 | 19 | 2.73 | 1.17 | 4,224 |
| USACE | 36%  28%  36%  | 6 | 30 | 28 | 21 | 15 | 2.91 | 1.15 | 10,220 |
| USAREUR | 33%  29%  38%  | 6 | 27 | 29 | 20 | 17 | 2.84 | 1.18 | 891 |
| OTHER | 34%  28%  38%  | 7 | 27 | 28 | 21 | 18 | 2.84 | 1.20 | 9,289 |

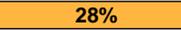
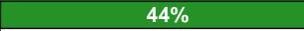
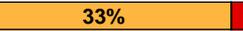
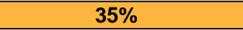
**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| 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 | 30%  26%  43%  | 6 | 25 | 26 | 23 | 20 | 2.72 | 1.20 | 42,188 |
| AMC | 28%  26%  45%  | 4 | 24 | 26 | 24 | 22 | 2.65 | 1.18 | 8,806 |
| FORSCOM | 28%  27%  45%  | 6 | 22 | 27 | 24 | 21 | 2.68 | 1.20 | 3,448 |
| MEDCOM | 27%  27%  46%  | 6 | 21 | 27 | 24 | 22 | 2.64 | 1.20 | 4,888 |
| TRADOC | 28%  26%  45%  | 6 | 22 | 26 | 25 | 21 | 2.68 | 1.20 | 4,304 |
| USACE | 33%  26%  41%  | 5 | 27 | 26 | 23 | 18 | 2.79 | 1.18 | 10,353 |
| USAREUR | 30%  27%  43%  | 6 | 24 | 27 | 23 | 20 | 2.72 | 1.20 | 925 |
| OTHER | 33%  26%  41%  | 6 | 27 | 26 | 21 | 20 | 2.79 | 1.22 | 9,464 |
| 39. When I do a good job, it is recognized. | | | | | | | | | |
| Total Army | 53%  21%  26%  | 13 | 40 | 21 | 17 | 9 | 3.31 | 1.16 | 44,212 |
| AMC | 51%  22%  27%  | 10 | 41 | 22 | 17 | 9 | 3.25 | 1.14 | 9,118 |
| FORSCOM | 53%  20%  27%  | 14 | 39 | 20 | 17 | 10 | 3.31 | 1.20 | 3,626 |
| MEDCOM | 50%  20%  30%  | 13 | 37 | 20 | 18 | 12 | 3.21 | 1.22 | 5,225 |
| TRADOC | 53%  20%  27%  | 14 | 39 | 20 | 17 | 10 | 3.30 | 1.19 | 4,509 |
| USACE | 55%  22%  23%  | 11 | 43 | 22 | 16 | 7 | 3.35 | 1.10 | 10,768 |
| USAREUR | 54%  22%  24%  | 14 | 40 | 22 | 14 | 10 | 3.34 | 1.17 | 972 |
| OTHER | 55%  20%  25%  | 15 | 40 | 20 | 16 | 9 | 3.35 | 1.18 | 9,994 |

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

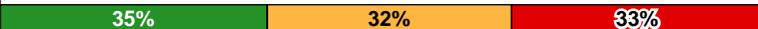
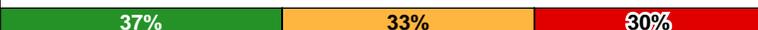
| Item Detail |  % Favorable  % Neutral  % Unfavorable | Category Percents | | | | | Mean | Std Dev | Valid N |
|---|---|-------------------|----|----|----|----|------|---------|---------|
| | | 5 | 4 | 3 | 2 | 1 | | | |
| 40. When awards are given, they go to the most deserving people. | | | | | | | | | |
| Total Army | 32%  29%  39%  | 7 | 25 | 29 | 24 | 16 | 2.84 | 1.16 | 42,093 |
| AMC | 28%  29%  42%  | 5 | 24 | 29 | 26 | 16 | 2.75 | 1.13 | 8,784 |
| FORSCOM | 32%  28%  41%  | 8 | 24 | 28 | 24 | 17 | 2.81 | 1.20 | 3,480 |
| MEDCOM | 30%  28%  42%  | 7 | 23 | 28 | 24 | 18 | 2.78 | 1.20 | 4,927 |
| TRADOC | 32%  28%  41%  | 8 | 24 | 28 | 25 | 16 | 2.83 | 1.19 | 4,313 |
| USACE | 32%  31%  37%  | 6 | 26 | 31 | 24 | 13 | 2.88 | 1.12 | 10,270 |
| USAREUR | 35%  32%  32%  | 9 | 26 | 32 | 19 | 14 | 2.99 | 1.16 | 889 |
| OTHER | 35%  28%  37%  | 9 | 26 | 28 | 22 | 15 | 2.91 | 1.20 | 9,430 |
| 41. Employees at this installation/activity are treated fairly with regard to awards. | | | | | | | | | |
| Total Army | 31%  29%  39%  | 6 | 25 | 29 | 24 | 16 | 2.83 | 1.16 | 41,610 |
| AMC | 28%  30%  42%  | 5 | 23 | 30 | 26 | 16 | 2.74 | 1.12 | 8,692 |
| FORSCOM | 30%  29%  41%  | 7 | 23 | 29 | 24 | 17 | 2.78 | 1.17 | 3,437 |
| MEDCOM | 28%  29%  43%  | 7 | 22 | 29 | 24 | 19 | 2.74 | 1.18 | 4,867 |
| TRADOC | 30%  29%  42%  | 7 | 23 | 29 | 25 | 17 | 2.78 | 1.17 | 4,225 |
| USACE | 34%  30%  36%  | 6 | 28 | 30 | 23 | 13 | 2.91 | 1.12 | 10,205 |
| USAREUR | 34%  32%  34%  | 8 | 26 | 32 | 21 | 14 | 2.94 | 1.15 | 873 |
| OTHER | 34%  28%  38%  | 8 | 26 | 28 | 22 | 15 | 2.89 | 1.18 | 9,311 |

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail |  % Favorable  % Neutral  % Unfavorable | Category Percents | | | | | Mean | Std Dev | Valid N |
|---|---|-------------------|----|----|----|----|------|---------|---------|
| | | 5 | 4 | 3 | 2 | 1 | | | |
| 42. If I perform my job especially well, I will receive an award. | | | | | | | | | |
| Total Army | 40%  26%  34%  | 9 | 30 | 26 | 20 | 14 | 3.01 | 1.20 | 42,276 |
| AMC | 38%  26%  36%  | 8 | 30 | 26 | 21 | 15 | 2.95 | 1.20 | 8,854 |
| FORSCOM | 40%  25%  35%  | 11 | 29 | 25 | 19 | 16 | 3.01 | 1.25 | 3,480 |
| MEDCOM | 34%  27%  39%  | 9 | 25 | 27 | 20 | 19 | 2.85 | 1.25 | 4,935 |
| TRADOC | 39%  25%  35%  | 10 | 30 | 25 | 20 | 15 | 2.98 | 1.22 | 4,326 |
| USACE | 41%  28%  32%  | 8 | 32 | 28 | 20 | 11 | 3.06 | 1.14 | 10,295 |
| USAREUR | 41%  28%  31%  | 11 | 30 | 28 | 17 | 14 | 3.08 | 1.21 | 891 |
| OTHER | 44%  25%  31%  | 12 | 32 | 25 | 18 | 13 | 3.10 | 1.22 | 9,495 |
| 43. If I filed a grievance, it would be held against me.* | | | | | | | | | |
| Total Army | 21%  34%  45%  | 5 | 16 | 34 | 29 | 16 | 2.66 | 1.08 | 34,940 |
| AMC | 17%  33%  50%  | 4 | 13 | 33 | 33 | 18 | 2.52 | 1.04 | 7,163 |
| FORSCOM | 21%  35%  44%  | 6 | 15 | 35 | 28 | 16 | 2.67 | 1.09 | 2,995 |
| MEDCOM | 25%  34%  41%  | 6 | 19 | 34 | 27 | 14 | 2.76 | 1.09 | 4,314 |
| TRADOC | 21%  33%  45%  | 6 | 16 | 33 | 29 | 16 | 2.66 | 1.10 | 3,629 |
| USACE | 22%  35%  43%  | 5 | 17 | 35 | 29 | 14 | 2.69 | 1.06 | 8,280 |
| USAREUR | 24%  33%  43%  | 7 | 17 | 33 | 25 | 18 | 2.71 | 1.16 | 742 |
| OTHER | 22%  34%  44%  | 6 | 16 | 34 | 28 | 16 | 2.68 | 1.11 | 7,817 |

* Item is phrased in a negative manner.

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail |  % Favorable  % Neutral  % Unfavorable | Category Percents | | | | | Mean | Std Dev | Valid N |
|--|---|-------------------|----|----|----|----|------|---------|---------|
| | | 5 | 4 | 3 | 2 | 1 | | | |
| 44. Top management at this installation/activity actively supports the Equal Employment Opportunity Program. | | | | | | | | | |
| Total Army |  | 15 | 47 | 27 | 6 | 4 | 3.63 | 0.97 | 39,715 |
| AMC |  | 13 | 46 | 29 | 6 | 5 | 3.55 | 0.98 | 8,133 |
| FORSCOM |  | 15 | 44 | 29 | 7 | 5 | 3.56 | 1.00 | 3,265 |
| MEDCOM |  | 15 | 46 | 28 | 6 | 5 | 3.62 | 0.97 | 4,723 |
| TRADOC |  | 17 | 44 | 28 | 7 | 4 | 3.62 | 0.98 | 4,034 |
| USACE |  | 16 | 52 | 23 | 5 | 3 | 3.72 | 0.91 | 9,806 |
| USAREUR |  | 17 | 44 | 28 | 5 | 5 | 3.64 | 0.99 | 840 |
| OTHER |  | 16 | 45 | 27 | 7 | 5 | 3.62 | 0.99 | 8,914 |
| 45. Employees at this installation/activity are treated fairly with regard to discipline. | | | | | | | | | |
| Total Army |  | 7 | 32 | 32 | 18 | 11 | 3.07 | 1.11 | 37,716 |
| AMC |  | 6 | 30 | 32 | 20 | 12 | 2.95 | 1.10 | 7,852 |
| FORSCOM |  | 7 | 30 | 33 | 18 | 12 | 3.02 | 1.12 | 3,146 |
| MEDCOM |  | 7 | 30 | 32 | 20 | 11 | 3.04 | 1.11 | 4,546 |
| TRADOC |  | 8 | 30 | 34 | 18 | 10 | 3.08 | 1.09 | 3,770 |
| USACE |  | 8 | 37 | 29 | 16 | 9 | 3.17 | 1.09 | 9,214 |
| USAREUR |  | 10 | 33 | 32 | 14 | 11 | 3.16 | 1.13 | 795 |
| OTHER |  | 9 | 32 | 32 | 17 | 10 | 3.11 | 1.11 | 8,393 |

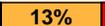
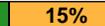
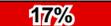
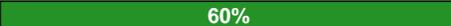
**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| 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 |  | 7 | 29 | 40 | 15 | 10 | 3.08 | 1.04 | 33,946 |
| AMC |  | 5 | 26 | 41 | 17 | 11 | 2.97 | 1.03 | 7,031 |
| FORSCOM |  | 6 | 28 | 40 | 15 | 10 | 3.05 | 1.05 | 2,920 |
| MEDCOM |  | 7 | 28 | 39 | 16 | 10 | 3.06 | 1.06 | 4,226 |
| TRADOC |  | 7 | 28 | 40 | 15 | 10 | 3.07 | 1.05 | 3,526 |
| USACE |  | 7 | 32 | 40 | 13 | 8 | 3.17 | 1.01 | 7,992 |
| USAREUR |  | 10 | 28 | 40 | 13 | 9 | 3.16 | 1.07 | 704 |
| OTHER |  | 8 | 28 | 40 | 14 | 10 | 3.09 | 1.06 | 7,547 |
| 47. The people I work with do a good job. | | | | | | | | | |
| Total Army |  | 29 | 55 | 10 | 4 | 1 | 4.07 | 0.83 | 44,446 |
| AMC |  | 27 | 57 | 10 | 4 | 1 | 4.05 | 0.80 | 9,168 |
| FORSCOM |  | 30 | 53 | 11 | 5 | 2 | 4.05 | 0.86 | 3,620 |
| MEDCOM |  | 31 | 52 | 11 | 5 | 2 | 4.06 | 0.86 | 5,237 |
| TRADOC |  | 30 | 54 | 9 | 5 | 2 | 4.07 | 0.85 | 4,525 |
| USACE |  | 29 | 57 | 9 | 4 | 1 | 4.09 | 0.77 | 10,870 |
| USAREUR |  | 31 | 50 | 11 | 5 | 2 | 4.04 | 0.90 | 993 |
| OTHER |  | 31 | 52 | 10 | 5 | 2 | 4.07 | 0.86 | 10,033 |

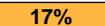
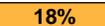
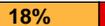
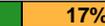
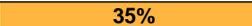
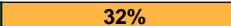
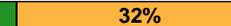
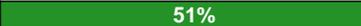
**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail |  % Favorable  % Neutral  % Unfavorable | Category Percents | | | | | Mean | Std Dev | Valid N |
|---|---|-------------------|----|----|----|---|------|---------|---------|
| | | 5 | 4 | 3 | 2 | 1 | | | |
| 48. My work group is well run. | | | | | | | | | |
| Total Army | 69%  17%  15%  | 24 | 45 | 17 | 10 | 4 | 3.74 | 1.06 | 44,100 |
| AMC | 68%  17%  15%  | 22 | 46 | 17 | 11 | 4 | 3.71 | 1.05 | 9,126 |
| FORSCOM | 69%  16%  14%  | 26 | 43 | 16 | 10 | 4 | 3.77 | 1.08 | 3,579 |
| MEDCOM | 70%  15%  15%  | 25 | 44 | 15 | 11 | 4 | 3.75 | 1.08 | 5,186 |
| TRADOC | 69%  16%  14%  | 26 | 44 | 16 | 10 | 4 | 3.77 | 1.06 | 4,477 |
| USACE | 69%  17%  14%  | 22 | 47 | 17 | 10 | 4 | 3.73 | 1.04 | 10,799 |
| USAREUR | 68%  15%  16%  | 25 | 44 | 15 | 11 | 5 | 3.72 | 1.11 | 979 |
| OTHER | 68%  17%  15%  | 26 | 42 | 17 | 10 | 5 | 3.75 | 1.09 | 9,954 |
| 49. People in my work group work well together. | | | | | | | | | |
| Total Army | 76%  13%  11%  | 28 | 48 | 13 | 8 | 3 | 3.89 | 1.00 | 44,087 |
| AMC | 75%  14%  11%  | 25 | 50 | 14 | 8 | 3 | 3.86 | 0.99 | 9,119 |
| FORSCOM | 75%  13%  11%  | 29 | 46 | 13 | 8 | 4 | 3.90 | 1.03 | 3,575 |
| MEDCOM | 74%  13%  13%  | 28 | 46 | 13 | 8 | 4 | 3.86 | 1.05 | 5,187 |
| TRADOC | 76%  13%  10%  | 29 | 47 | 13 | 7 | 3 | 3.92 | 1.00 | 4,487 |
| USACE | 77%  13%  10%  | 27 | 50 | 13 | 7 | 3 | 3.91 | 0.96 | 10,802 |
| USAREUR | 75%  13%  12%  | 29 | 46 | 13 | 8 | 4 | 3.87 | 1.06 | 980 |
| OTHER | 76%  13%  11%  | 29 | 46 | 13 | 8 | 4 | 3.91 | 1.02 | 9,937 |

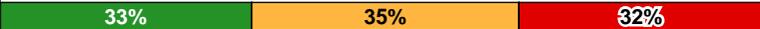
**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail |  % Favorable  % Neutral  % Unfavorable | Category Percents | | | | | Mean | Std Dev | Valid N |
|--|---|-------------------|----|----|----|----|------|---------|---------|
| | | 5 | 4 | 3 | 2 | 1 | | | |
| 50. My supervisor and I discuss my training and development needs at least once a year. | | | | | | | | | |
| Total Army | 62%  13%  24%  | 19 | 44 | 13 | 14 | 10 | 3.47 | 1.22 | 43,780 |
| AMC | 55%  15%  30%  | 14 | 41 | 15 | 18 | 12 | 3.27 | 1.25 | 9,069 |
| FORSCOM | 62%  14%  25%  | 19 | 43 | 14 | 14 | 10 | 3.45 | 1.24 | 3,568 |
| MEDCOM | 62%  15%  23%  | 19 | 43 | 15 | 13 | 10 | 3.49 | 1.21 | 5,157 |
| TRADOC | 56%  15%  29%  | 18 | 38 | 15 | 17 | 12 | 3.33 | 1.27 | 4,452 |
| USACE | 72%  11%  17%  | 21 | 52 | 11 | 11 | 6 | 3.69 | 1.10 | 10,674 |
| USAREUR | 58%  14%  28%  | 19 | 39 | 14 | 16 | 12 | 3.37 | 1.28 | 956 |
| OTHER | 62%  13%  25%  | 20 | 42 | 13 | 14 | 10 | 3.47 | 1.25 | 9,904 |
| 51. I receive the training I need to perform my job properly (e.g., on-the-job training, classroom instruction, conferences, workshops). | | | | | | | | | |
| Total Army | 60%  17%  23%  | 17 | 43 | 17 | 14 | 9 | 3.43 | 1.19 | 44,270 |
| AMC | 57%  18%  24%  | 14 | 44 | 18 | 14 | 10 | 3.37 | 1.18 | 9,157 |
| FORSCOM | 60%  16%  23%  | 18 | 43 | 16 | 13 | 10 | 3.44 | 1.21 | 3,612 |
| MEDCOM | 60%  16%  23%  | 18 | 42 | 16 | 14 | 9 | 3.46 | 1.21 | 5,210 |
| TRADOC | 55%  17%  28%  | 16 | 39 | 17 | 16 | 12 | 3.31 | 1.25 | 4,493 |
| USACE | 62%  17%  20%  | 16 | 46 | 17 | 13 | 7 | 3.51 | 1.12 | 10,796 |
| USAREUR | 58%  17%  25%  | 19 | 39 | 17 | 15 | 10 | 3.41 | 1.24 | 990 |
| OTHER | 60%  17%  24%  | 18 | 42 | 17 | 14 | 9 | 3.45 | 1.21 | 10,012 |

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

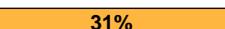
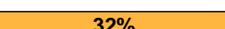
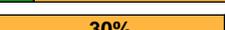
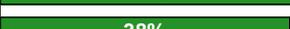
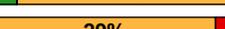
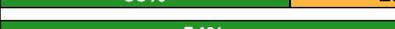
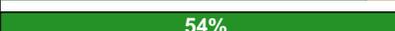
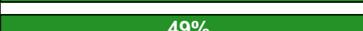
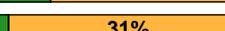
| Item Detail |  % Favorable  % Neutral  % Unfavorable | Category Percents | | | | | Mean | Std Dev | Valid N |
|---|---|-------------------|----|----|----|----|------|---------|---------|
| | | 5 | 4 | 3 | 2 | 1 | | | |
| 52. Management supports continued training and development. | | | | | | | | | |
| Total Army | 64%  17%  19%  | 19 | 44 | 17 | 11 | 8 | 3.56 | 1.15 | 43,892 |
| AMC | 63%  17%  19%  | 18 | 45 | 17 | 10 | 9 | 3.54 | 1.16 | 9,094 |
| FORSCOM | 62%  17%  21%  | 19 | 43 | 17 | 12 | 9 | 3.51 | 1.18 | 3,579 |
| MEDCOM | 62%  18%  20%  | 20 | 43 | 18 | 11 | 9 | 3.54 | 1.18 | 5,154 |
| TRADOC | 58%  18%  23%  | 18 | 41 | 18 | 12 | 11 | 3.42 | 1.22 | 4,440 |
| USACE | 66%  17%  16%  | 18 | 48 | 17 | 10 | 6 | 3.62 | 1.08 | 10,709 |
| USAREUR | 64%  16%  19%  | 21 | 43 | 16 | 11 | 8 | 3.58 | 1.18 | 980 |
| OTHER | 64%  17%  19%  | 21 | 43 | 17 | 11 | 8 | 3.59 | 1.17 | 9,936 |
| 53. Managers/supervisors deal effectively with reports of prejudice and discrimination. | | | | | | | | | |
| Total Army | 48%  33%  19%  | 12 | 36 | 33 | 11 | 8 | 3.33 | 1.06 | 34,039 |
| AMC | 44%  35%  20%  | 9 | 35 | 35 | 12 | 9 | 3.24 | 1.06 | 7,000 |
| FORSCOM | 47%  32%  20%  | 12 | 35 | 32 | 12 | 8 | 3.31 | 1.09 | 2,950 |
| MEDCOM | 49%  32%  18%  | 13 | 36 | 32 | 11 | 7 | 3.37 | 1.07 | 4,275 |
| TRADOC | 48%  33%  19%  | 12 | 36 | 33 | 10 | 8 | 3.34 | 1.08 | 3,563 |
| USACE | 51%  32%  17%  | 11 | 40 | 32 | 11 | 6 | 3.39 | 1.02 | 7,987 |
| USAREUR | 50%  33%  17%  | 15 | 35 | 33 | 10 | 7 | 3.41 | 1.08 | 713 |
| OTHER | 47%  34%  19%  | 12 | 34 | 34 | 11 | 8 | 3.33 | 1.07 | 7,551 |

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail |  % Favorable  % Neutral  % Unfavorable | Category Percents | | | | | Mean | Std Dev | Valid N |
|--|---|-------------------|----|----|----|----|------|---------|---------|
| | | 5 | 4 | 3 | 2 | 1 | | | |
| 54. If I complained of discrimination, it would be held against me.* | | | | | | | | | |
| Total Army |  | 9 | 23 | 36 | 22 | 10 | 3.01 | 1.10 | 34,648 |
| AMC |  | 8 | 20 | 38 | 24 | 10 | 2.91 | 1.07 | 7,084 |
| FORSCOM |  | 10 | 23 | 35 | 21 | 11 | 3.01 | 1.13 | 2,979 |
| MEDCOM |  | 11 | 25 | 36 | 19 | 9 | 3.10 | 1.11 | 4,291 |
| TRADOC |  | 10 | 22 | 36 | 22 | 10 | 2.99 | 1.11 | 3,643 |
| USACE |  | 9 | 25 | 35 | 22 | 9 | 3.04 | 1.09 | 8,179 |
| USAREUR |  | 13 | 25 | 33 | 19 | 10 | 3.13 | 1.16 | 744 |
| OTHER |  | 10 | 23 | 36 | 21 | 10 | 3.03 | 1.12 | 7,728 |
| 55. Nonminority employees often get preferential treatment over minority employees.* | | | | | | | | | |
| Total Army |  | 24 | 36 | 28 | 7 | 4 | 3.69 | 1.05 | 38,056 |
| AMC |  | 25 | 36 | 28 | 7 | 4 | 3.71 | 1.04 | 7,975 |
| FORSCOM |  | 23 | 35 | 30 | 8 | 5 | 3.63 | 1.07 | 3,161 |
| MEDCOM |  | 22 | 35 | 29 | 8 | 5 | 3.62 | 1.07 | 4,584 |
| TRADOC |  | 24 | 34 | 28 | 9 | 5 | 3.64 | 1.08 | 3,903 |
| USACE |  | 27 | 38 | 26 | 6 | 3 | 3.80 | 1.00 | 9,197 |
| USAREUR |  | 25 | 35 | 28 | 8 | 4 | 3.70 | 1.05 | 810 |
| OTHER |  | 23 | 35 | 29 | 8 | 4 | 3.65 | 1.06 | 8,426 |

* Item is phrased in a negative manner.

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail |  % Favorable  % Neutral  % Unfavorable | Category Percents | | | | | Mean | Std Dev | Valid N |
|--|---|-------------------|----|----|----|----|------|---------|---------|
| | | 5 | 4 | 3 | 2 | 1 | | | |
| 56. Minority employees often get preferential treatment over nonminority employees.* | | | | | | | | | |
| Total Army | 41%  30%  29%  | 13 | 27 | 30 | 19 | 10 | 3.15 | 1.17 | 38,230 |
| AMC | 33%  30%  37%  | 10 | 23 | 30 | 24 | 13 | 2.94 | 1.18 | 8,035 |
| FORSCOM | 44%  31%  26%  | 15 | 28 | 31 | 17 | 9 | 3.25 | 1.17 | 3,183 |
| MEDCOM | 46%  32%  22%  | 15 | 31 | 32 | 14 | 7 | 3.32 | 1.12 | 4,592 |
| TRADOC | 41%  30%  29%  | 13 | 27 | 30 | 19 | 10 | 3.14 | 1.18 | 3,913 |
| USACE | 38%  29%  33%  | 12 | 26 | 29 | 21 | 11 | 3.06 | 1.19 | 9,246 |
| USAREUR | 54%  31%  16%  | 20 | 34 | 31 | 11 | 4 | 3.54 | 1.07 | 812 |
| OTHER | 45%  31%  23%  | 16 | 29 | 31 | 16 | 8 | 3.30 | 1.14 | 8,449 |
| 57. Male employees often get preferential treatment over female employees.* | | | | | | | | | |
| Total Army | 51%  31%  18%  | 18 | 33 | 31 | 12 | 6 | 3.44 | 1.09 | 38,770 |
| AMC | 51%  31%  18%  | 18 | 33 | 31 | 13 | 6 | 3.45 | 1.10 | 8,157 |
| FORSCOM | 48%  32%  19%  | 17 | 31 | 32 | 12 | 7 | 3.39 | 1.12 | 3,178 |
| MEDCOM | 49%  34%  17%  | 16 | 33 | 34 | 11 | 5 | 3.43 | 1.05 | 4,612 |
| TRADOC | 48%  32%  20%  | 17 | 31 | 32 | 14 | 6 | 3.39 | 1.10 | 3,941 |
| USACE | 54%  29%  17%  | 19 | 35 | 29 | 12 | 5 | 3.52 | 1.07 | 9,462 |
| USAREUR | 55%  31%  14%  | 22 | 33 | 31 | 9 | 6 | 3.57 | 1.09 | 830 |
| OTHER | 49%  31%  19%  | 17 | 32 | 31 | 13 | 6 | 3.41 | 1.11 | 8,590 |

* Item is phrased in a negative manner.

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail |  % Favorable  % Neutral  % Unfavorable | Category Percents | | | | | Mean | Std Dev | Valid N |
|--|---|-------------------|----|----|----|----|------|---------|---------|
| | | 5 | 4 | 3 | 2 | 1 | | | |
| 58. Female employees often get preferential treatment over male employees.* | | | | | | | | | |
| Total Army | 49%  33%  18% | 15 | 34 | 33 | 12 | 6 | 3.39 | 1.08 | 38,781 |
| AMC | 41%  32%  27%  | 12 | 29 | 32 | 18 | 9 | 3.17 | 1.14 | 8,173 |
| FORSCOM | 52%  34%  14%  | 18 | 34 | 34 | 9 | 5 | 3.51 | 1.05 | 3,172 |
| MEDCOM | 54%  36%  10%  | 17 | 37 | 36 | 7 | 3 | 3.58 | 0.96 | 4,594 |
| TRADOC | 50%  33%  17%  | 15 | 35 | 33 | 11 | 6 | 3.43 | 1.06 | 3,954 |
| USACE | 48%  31%  21%  | 14 | 34 | 31 | 14 | 7 | 3.33 | 1.09 | 9,471 |
| USAREUR | 56%  31%  13%  | 20 | 35 | 31 | 8 | 5 | 3.57 | 1.06 | 825 |
| OTHER | 52%  33%  15%  | 17 | 35 | 33 | 10 | 5 | 3.50 | 1.04 | 8,592 |
| 59. At this installation/activity, physical conditions (e.g., noise level, temperature, lighting, cleanliness) allow employees to perform their jobs well. | | | | | | | | | |
| Total Army | 62%  15%  23%  | 13 | 49 | 15 | 15 | 8 | 3.44 | 1.14 | 44,625 |
| AMC | 58%  17%  24%  | 11 | 48 | 17 | 17 | 8 | 3.37 | 1.12 | 9,186 |
| FORSCOM | 58%  16%  26%  | 12 | 46 | 16 | 16 | 10 | 3.35 | 1.18 | 3,641 |
| MEDCOM | 64%  14%  22%  | 15 | 49 | 14 | 14 | 8 | 3.49 | 1.14 | 5,237 |
| TRADOC | 56%  16%  28%  | 10 | 46 | 16 | 17 | 10 | 3.28 | 1.17 | 4,534 |
| USACE | 69%  13%  18%  | 15 | 54 | 13 | 12 | 6 | 3.61 | 1.07 | 10,916 |
| USAREUR | 64%  13%  24%  | 15 | 48 | 13 | 14 | 10 | 3.46 | 1.19 | 994 |
| OTHER | 60%  15%  25%  | 13 | 47 | 15 | 16 | 9 | 3.40 | 1.16 | 10,117 |

* Item is phrased in a negative manner.

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail |  % Favorable  % Neutral  % Unfavorable | Category Percents | | | | | Mean | Std Dev | Valid N |
|--|---|-------------------|----|----|----|---|------|---------|---------|
| | | 5 | 4 | 3 | 2 | 1 | | | |
| 60. Programs that encourage good health practices are supported here (e.g., fitness centers, health education programs). | | | | | | | | | |
| Total Army |  | 15 | 47 | 18 | 13 | 7 | 3.52 | 1.10 | 43,748 |
| AMC |  | 13 | 50 | 19 | 12 | 6 | 3.51 | 1.06 | 9,044 |
| FORSCOM |  | 14 | 41 | 21 | 15 | 9 | 3.36 | 1.16 | 3,527 |
| MEDCOM |  | 16 | 44 | 19 | 15 | 8 | 3.45 | 1.14 | 5,151 |
| TRADOC |  | 12 | 45 | 21 | 14 | 8 | 3.40 | 1.10 | 4,409 |
| USACE |  | 20 | 50 | 15 | 10 | 5 | 3.70 | 1.05 | 10,762 |
| USAREUR |  | 15 | 48 | 17 | 12 | 8 | 3.51 | 1.12 | 968 |
| OTHER |  | 15 | 45 | 19 | 14 | 7 | 3.46 | 1.12 | 9,887 |
| 61. Employees are protected from health and safety hazards on the job. | | | | | | | | | |
| Total Army |  | 15 | 54 | 17 | 9 | 5 | 3.66 | 0.99 | 44,080 |
| AMC |  | 12 | 54 | 20 | 9 | 4 | 3.60 | 0.97 | 9,077 |
| FORSCOM |  | 13 | 52 | 19 | 10 | 6 | 3.55 | 1.05 | 3,589 |
| MEDCOM |  | 18 | 55 | 14 | 8 | 4 | 3.75 | 0.99 | 5,200 |
| TRADOC |  | 12 | 49 | 20 | 12 | 7 | 3.49 | 1.06 | 4,460 |
| USACE |  | 18 | 59 | 14 | 6 | 3 | 3.84 | 0.89 | 10,823 |
| USAREUR |  | 15 | 52 | 19 | 8 | 6 | 3.63 | 1.03 | 987 |
| OTHER |  | 14 | 52 | 19 | 10 | 6 | 3.59 | 1.03 | 9,944 |

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail | PERCENT OF EMPLOYEES SELECTING RESPONSE | Valid N |
|--|---|---------|
| 62. How many times have you accessed CPOL in the last 12 months? | | |
| Total Army | | |
| Never | 25% | 11,089 |
| Once or Twice | 21% | 9,201 |
| Several Times | 24% | 10,717 |
| About Once A Month | 10% | 4,401 |
| More Than Once A Month | 20% | 8,643 |
| AMC | | |
| Never | 26% | 2,351 |
| Once or Twice | 22% | 2,035 |
| Several Times | 24% | 2,137 |
| About Once A Month | 10% | 910 |
| More Than Once A Month | 18% | 1,627 |
| FORSCOM | | |
| Never | 24% | 850 |
| Once or Twice | 21% | 755 |
| Several Times | 25% | 900 |
| About Once A Month | 10% | 347 |
| More Than Once A Month | 21% | 764 |
| MEDCOM | | |
| Never | 26% | 1,358 |
| Once or Twice | 22% | 1,126 |
| Several Times | 25% | 1,285 |
| About Once A Month | 9% | 465 |
| More Than Once A Month | 18% | 957 |
| TRADOC | | |
| Never | 22% | 986 |
| Once or Twice | 20% | 911 |
| Several Times | 26% | 1,171 |
| About Once A Month | 11% | 489 |
| More Than Once A Month | 20% | 903 |
| USACE | | |
| Never | 32% | 3,450 |
| Once or Twice | 23% | 2,454 |
| Several Times | 22% | 2,404 |
| About Once A Month | 9% | 975 |
| More Than Once A Month | 13% | 1,423 |

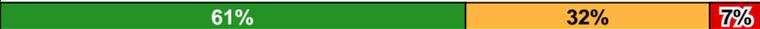
**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail | PERCENT OF EMPLOYEES SELECTING RESPONSE | Valid N |
|--|---|---|
| <p>62. How many times have you accessed CPOL in the last 12 months?</p> <p>USAREUR</p> <p>Never</p> <p>Once or Twice</p> <p>Several Times</p> <p>About Once A Month</p> <p>More Than Once A Month</p> <p>OTHER</p> <p>Never</p> <p>Once or Twice</p> <p>Several Times</p> <p>About Once A Month</p> <p>More Than Once A Month</p> | | <p>183</p> <p>133</p> <p>261</p> <p>116</p> <p>291</p> <p>1,911</p> <p>1,787</p> <p>2,559</p> <p>1,099</p> <p>2,678</p> |
| <p>63. How many times have you accessed the PERMISS (Personnel Management Information and Support System) section of CPOL in the last 12 months?</p> <p>Total Army</p> <p>Never</p> <p>Once or Twice</p> <p>Several Times</p> <p>About Once A Month</p> <p>More Than Once A Month</p> <p>AMC</p> <p>Never</p> <p>Once or Twice</p> <p>Several Times</p> <p>About Once A Month</p> <p>More Than Once A Month</p> <p>FORSCOM</p> <p>Never</p> <p>Once or Twice</p> <p>Several Times</p> <p>About Once A Month</p> <p>More Than Once A Month</p> | | <p>16,003</p> <p>7,659</p> <p>4,662</p> <p>2,010</p> <p>2,167</p> <p>3,643</p> <p>1,480</p> <p>856</p> <p>338</p> <p>305</p> <p>1,188</p> <p>725</p> <p>409</p> <p>175</p> <p>235</p> |

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail | PERCENT OF EMPLOYEES SELECTING RESPONSE | Valid N |
|---|---|---------|
| 63. How many times have you accessed the PERMISS (Personnel Management Information and Support System) section of CPOL in the last 12 months? | | |
| MEDCOM | | |
| Never | 49% | 1,832 |
| Once or Twice | 24% | 883 |
| Several Times | 15% | 554 |
| About Once A Month | 7% | 250 |
| More Than Once A Month | 6% | 234 |
| TRADOC | | |
| Never | 43% | 1,473 |
| Once or Twice | 25% | 873 |
| Several Times | 17% | 594 |
| About Once A Month | 8% | 263 |
| More Than Once A Month | 7% | 229 |
| USACE | | |
| Never | 55% | 3,959 |
| Once or Twice | 24% | 1,711 |
| Several Times | 12% | 840 |
| About Once A Month | 5% | 322 |
| More Than Once A Month | 4% | 319 |
| USAREUR | | |
| Never | 51% | 401 |
| Once or Twice | 19% | 151 |
| Several Times | 15% | 122 |
| About Once A Month | 6% | 44 |
| More Than Once A Month | 9% | 73 |
| OTHER | | |
| Never | 44% | 3,507 |
| Once or Twice | 23% | 1,836 |
| Several Times | 16% | 1,287 |
| About Once A Month | 8% | 618 |
| More Than Once A Month | 10% | 772 |

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail |  % Favorable  % Neutral  % Unfavorable | Category Percents | | | | | Mean | Std Dev | Valid N | | | |
|---|---|-------------------|-----|----|----|----|------|---------|---------|------|------|--------|
| | | 5 | 4 | 3 | 2 | 1 | | | | | | |
| 64. I find the information in PERMISS useful. | | | | | | | | | | | | |
| Total Army |  | 61% | 32% | 7% | 12 | 49 | 32 | 5 | 2 | 3.66 | 0.82 | 15,516 |
| AMC |  | 58% | 36% | 6% | 9 | 49 | 36 | 5 | 2 | 3.58 | 0.78 | 2,783 |
| FORSCOM |  | 63% | 31% | 6% | 14 | 50 | 31 | 5 | 1 | 3.70 | 0.80 | 1,462 |
| MEDCOM |  | 62% | 31% | 7% | 13 | 49 | 31 | 6 | 2 | 3.67 | 0.84 | 1,815 |
| TRADOC |  | 63% | 30% | 7% | 12 | 51 | 30 | 5 | 2 | 3.66 | 0.82 | 1,844 |
| USACE |  | 55% | 36% | 8% | 9 | 46 | 36 | 6 | 2 | 3.54 | 0.83 | 2,986 |
| USAREUR |  | 68% | 27% | 5% | 15 | 53 | 27 | 4 | 1 | 3.78 | 0.78 | 368 |
| OTHER |  | 66% | 29% | 5% | 16 | 50 | 29 | 4 | 1 | 3.76 | 0.81 | 4,258 |

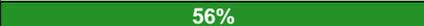
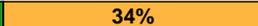
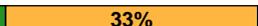
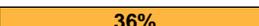
**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail | PERCENT OF EMPLOYEES SELECTING RESPONSE | Valid N |
|--|---|---------|
| 65. How many times have you accessed the Training section of CPOL in the last 12 months? | | |
| Total Army | | |
| Never | 53% | 17,014 |
| Once or Twice | 24% | 7,852 |
| Several Times | 14% | 4,508 |
| About Once A Month | 5% | 1,601 |
| More Than Once A Month | 4% | 1,167 |
| AMC | | |
| Never | 50% | 3,303 |
| Once or Twice | 25% | 1,610 |
| Several Times | 16% | 1,036 |
| About Once A Month | 5% | 356 |
| More Than Once A Month | 4% | 244 |
| FORSCOM | | |
| Never | 55% | 1,491 |
| Once or Twice | 24% | 633 |
| Several Times | 13% | 346 |
| About Once A Month | 5% | 122 |
| More Than Once A Month | 4% | 96 |
| MEDCOM | | |
| Never | 60% | 2,209 |
| Once or Twice | 23% | 843 |
| Several Times | 11% | 397 |
| About Once A Month | 4% | 155 |
| More Than Once A Month | 3% | 97 |
| TRADOC | | |
| Never | 52% | 1,747 |
| Once or Twice | 24% | 818 |
| Several Times | 15% | 506 |
| About Once A Month | 6% | 189 |
| More Than Once A Month | 3% | 111 |
| USACE | | |
| Never | 61% | 4,299 |
| Once or Twice | 25% | 1,774 |
| Several Times | 10% | 708 |
| About Once A Month | 3% | 188 |
| More Than Once A Month | 2% | 135 |

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail | PERCENT OF EMPLOYEES SELECTING RESPONSE | Valid N |
|---|--|---|
| <p>65. How many times have you accessed the Training section of CPOL in the last 12 months?</p> <p>USAREUR</p> <p>Never</p> <p>Once or Twice</p> <p>Several Times</p> <p>About Once A Month</p> <p>More Than Once A Month</p> <p>OTHER</p> <p>Never</p> <p>Once or Twice</p> <p>Several Times</p> <p>About Once A Month</p> <p>More Than Once A Month</p> | <p>A horizontal bar chart with green bars. The x-axis represents the percentage of employees, and the y-axis lists the response categories. The bars are labeled with their respective percentages: 32%, 24%, 24%, 12%, 8%, 47%, 25%, 17%, 6%, and 5%.</p> | <p>255</p> <p>187</p> <p>188</p> <p>95</p> <p>65</p> <p>3,710</p> <p>1,987</p> <p>1,327</p> <p>496</p> <p>419</p> |

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail |  % Favorable  % Neutral  % Unfavorable | Category Percents | | | | | Mean | Std Dev | Valid N |
|--|---|-------------------|----|----|---|---|------|---------|---------|
| | | 5 | 4 | 3 | 2 | 1 | | | |
| 66. I find the information in Training section of CPOL useful. | | | | | | | | | |
| Total Army | 56%  34%  10%  | 8 | 48 | 34 | 8 | 2 | 3.52 | 0.82 | 14,400 |
| AMC | 55%  36%  10%  | 6 | 48 | 36 | 8 | 2 | 3.49 | 0.80 | 3,078 |
| FORSCOM | 55%  35%  10%  | 9 | 46 | 35 | 8 | 2 | 3.52 | 0.85 | 1,130 |
| MEDCOM | 55%  33%  12%  | 8 | 47 | 33 | 9 | 3 | 3.48 | 0.88 | 1,414 |
| TRADOC | 54%  36%  11%  | 8 | 46 | 36 | 8 | 2 | 3.48 | 0.84 | 1,554 |
| USACE | 52%  40%  9%  | 5 | 47 | 40 | 6 | 2 | 3.45 | 0.78 | 2,631 |
| USAREUR | 67%  26%  7%  | 13 | 54 | 26 | 6 | 2 | 3.71 | 0.82 | 509 |
| OTHER | 61%  30%  9%  | 10 | 51 | 30 | 8 | 1 | 3.60 | 0.82 | 4,084 |

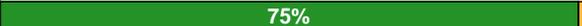
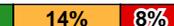
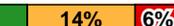
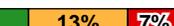
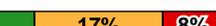
**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail | PERCENT OF EMPLOYEES SELECTING RESPONSE | Valid N | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|------------|----------|------------|------------|-------|-----|---------------|-----|---------------|-----|--------------------|-----|------------------------|-----|-----|-------|-----|---------------|-----|---------------|-----|--------------------|-----|------------------------|-----|---------|-------|-----|---------------|-----|---------------|-----|--------------------|----|------------------------|-----|--------|-------|-----|---------------|-----|---------------|-----|--------------------|-----|------------------------|-----|--------|-------|-----|---------------|-----|---------------|-----|--------------------|-----|------------------------|-----|--|
| <p>67. How many times have you used the Vacancy Announcement section of CPOL to look for jobs in the last 12 months?</p> <p>Total Army</p> <p>Never</p> <p>Once or Twice</p> <p>Several Times</p> <p>About Once A Month</p> <p>More Than Once A Month</p> <p>AMC</p> <p>Never</p> <p>Once or Twice</p> <p>Several Times</p> <p>About Once A Month</p> <p>More Than Once A Month</p> <p>FORSCOM</p> <p>Never</p> <p>Once or Twice</p> <p>Several Times</p> <p>About Once A Month</p> <p>More Than Once A Month</p> <p>MEDCOM</p> <p>Never</p> <p>Once or Twice</p> <p>Several Times</p> <p>About Once A Month</p> <p>More Than Once A Month</p> <p>TRADOC</p> <p>Never</p> <p>Once or Twice</p> <p>Several Times</p> <p>About Once A Month</p> <p>More Than Once A Month</p> | <table border="1"> <thead> <tr> <th>Category</th> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td rowspan="5">Total Army</td><td>Never</td><td>20%</td></tr> <tr><td>Once or Twice</td><td>19%</td></tr> <tr><td>Several Times</td><td>27%</td></tr> <tr><td>About Once A Month</td><td>10%</td></tr> <tr><td>More Than Once A Month</td><td>24%</td></tr> <tr><td rowspan="5">AMC</td><td>Never</td><td>22%</td></tr> <tr><td>Once or Twice</td><td>20%</td></tr> <tr><td>Several Times</td><td>25%</td></tr> <tr><td>About Once A Month</td><td>10%</td></tr> <tr><td>More Than Once A Month</td><td>23%</td></tr> <tr><td rowspan="5">FORSCOM</td><td>Never</td><td>19%</td></tr> <tr><td>Once or Twice</td><td>19%</td></tr> <tr><td>Several Times</td><td>27%</td></tr> <tr><td>About Once A Month</td><td>9%</td></tr> <tr><td>More Than Once A Month</td><td>25%</td></tr> <tr><td rowspan="5">MEDCOM</td><td>Never</td><td>18%</td></tr> <tr><td>Once or Twice</td><td>19%</td></tr> <tr><td>Several Times</td><td>28%</td></tr> <tr><td>About Once A Month</td><td>10%</td></tr> <tr><td>More Than Once A Month</td><td>25%</td></tr> <tr><td rowspan="5">TRADOC</td><td>Never</td><td>20%</td></tr> <tr><td>Once or Twice</td><td>19%</td></tr> <tr><td>Several Times</td><td>27%</td></tr> <tr><td>About Once A Month</td><td>10%</td></tr> <tr><td>More Than Once A Month</td><td>24%</td></tr> </tbody> </table> | Category | Response | Percentage | Total Army | Never | 20% | Once or Twice | 19% | Several Times | 27% | About Once A Month | 10% | More Than Once A Month | 24% | AMC | Never | 22% | Once or Twice | 20% | Several Times | 25% | About Once A Month | 10% | More Than Once A Month | 23% | FORSCOM | Never | 19% | Once or Twice | 19% | Several Times | 27% | About Once A Month | 9% | More Than Once A Month | 25% | MEDCOM | Never | 18% | Once or Twice | 19% | Several Times | 28% | About Once A Month | 10% | More Than Once A Month | 25% | TRADOC | Never | 20% | Once or Twice | 19% | Several Times | 27% | About Once A Month | 10% | More Than Once A Month | 24% | <p>6,410</p> <p>6,250</p> <p>8,860</p> <p>3,176</p> <p>7,854</p> <p>1,445</p> <p>1,304</p> <p>1,687</p> <p>659</p> <p>1,534</p> <p>526</p> <p>509</p> <p>746</p> <p>245</p> <p>690</p> <p>691</p> <p>700</p> <p>1,073</p> <p>365</p> <p>947</p> <p>697</p> <p>648</p> <p>923</p> <p>342</p> <p>816</p> |
| Category | Response | Percentage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Army | Never | 20% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Once or Twice | 19% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Several Times | 27% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | About Once A Month | 10% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | More Than Once A Month | 24% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| AMC | Never | 22% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Once or Twice | 20% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Several Times | 25% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | About Once A Month | 10% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | More Than Once A Month | 23% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| FORSCOM | Never | 19% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Once or Twice | 19% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Several Times | 27% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | About Once A Month | 9% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | More Than Once A Month | 25% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| MEDCOM | Never | 18% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Once or Twice | 19% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Several Times | 28% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | About Once A Month | 10% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | More Than Once A Month | 25% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| TRADOC | Never | 20% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Once or Twice | 19% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Several Times | 27% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | About Once A Month | 10% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | More Than Once A Month | 24% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail | PERCENT OF EMPLOYEES SELECTING RESPONSE | Valid N | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|------------|----------|------------|-------|-------|-----|---------------|-----|---------------|-----|--------------------|----|------------------------|-----|---------|-------|-----|---------------|-----|---------------|-----|--------------------|-----|------------------------|-----|-------|-------|-----|---------------|-----|---------------|-----|--------------------|-----|------------------------|-----|--|
| <p>67. How many times have you used the Vacancy Announcement section of CPOL to look for jobs in the last 12 months?</p> <p>USACE</p> <p>Never</p> <p>Once or Twice</p> <p>Several Times</p> <p>About Once A Month</p> <p>More Than Once A Month</p> <p>USAREUR</p> <p>Never</p> <p>Once or Twice</p> <p>Several Times</p> <p>About Once A Month</p> <p>More Than Once A Month</p> <p>OTHER</p> <p>Never</p> <p>Once or Twice</p> <p>Several Times</p> <p>About Once A Month</p> <p>More Than Once A Month</p> | <p>The chart displays the following data points:</p> <table border="1"> <thead> <tr> <th>Category</th> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td rowspan="5">USACE</td> <td>Never</td> <td>22%</td> </tr> <tr> <td>Once or Twice</td> <td>23%</td> </tr> <tr> <td>Several Times</td> <td>28%</td> </tr> <tr> <td>About Once A Month</td> <td>9%</td> </tr> <tr> <td>More Than Once A Month</td> <td>19%</td> </tr> <tr> <td rowspan="5">USAREUR</td> <td>Never</td> <td>12%</td> </tr> <tr> <td>Once or Twice</td> <td>15%</td> </tr> <tr> <td>Several Times</td> <td>27%</td> </tr> <tr> <td>About Once A Month</td> <td>11%</td> </tr> <tr> <td>More Than Once A Month</td> <td>34%</td> </tr> <tr> <td rowspan="5">OTHER</td> <td>Never</td> <td>17%</td> </tr> <tr> <td>Once or Twice</td> <td>17%</td> </tr> <tr> <td>Several Times</td> <td>28%</td> </tr> <tr> <td>About Once A Month</td> <td>10%</td> </tr> <tr> <td>More Than Once A Month</td> <td>28%</td> </tr> </tbody> </table> | Category | Response | Percentage | USACE | Never | 22% | Once or Twice | 23% | Several Times | 28% | About Once A Month | 9% | More Than Once A Month | 19% | USAREUR | Never | 12% | Once or Twice | 15% | Several Times | 27% | About Once A Month | 11% | More Than Once A Month | 34% | OTHER | Never | 17% | Once or Twice | 17% | Several Times | 28% | About Once A Month | 10% | More Than Once A Month | 28% | <p>1,567</p> <p>1,642</p> <p>1,985</p> <p>637</p> <p>1,346</p> <p>98</p> <p>117</p> <p>215</p> <p>90</p> <p>271</p> <p>1,386</p> <p>1,330</p> <p>2,231</p> <p>838</p> <p>2,250</p> |
| Category | Response | Percentage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| USACE | Never | 22% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Once or Twice | 23% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Several Times | 28% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | About Once A Month | 9% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | More Than Once A Month | 19% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| USAREUR | Never | 12% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Once or Twice | 15% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Several Times | 27% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | About Once A Month | 11% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | More Than Once A Month | 34% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| OTHER | Never | 17% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Once or Twice | 17% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Several Times | 28% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | About Once A Month | 10% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | More Than Once A Month | 28% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

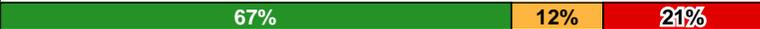
**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail |  % Favorable  % Neutral  % Unfavorable | Category Percents | | | | | Mean | Std Dev | Valid N |
|--|--|-------------------|----|----|----|---|------|---------|---------|
| | | 5 | 4 | 3 | 2 | 1 | | | |
| 68. I find the Vacancy Announcement section of CPOL easy to use. | | | | | | | | | |
| Total Army | 75%  14%  10% | 21 | 55 | 14 | 8 | 2 | 3.84 | 0.93 | 25,866 |
| AMC | 75%  15%  10% | 19 | 57 | 15 | 8 | 2 | 3.82 | 0.89 | 5,106 |
| FORSCOM | 78%  14%  8% | 23 | 56 | 14 | 6 | 2 | 3.91 | 0.88 | 2,182 |
| MEDCOM | 77%  12%  11% | 25 | 52 | 12 | 8 | 3 | 3.88 | 0.98 | 3,045 |
| TRADOC | 77%  14%  9% | 22 | 55 | 14 | 6 | 2 | 3.88 | 0.90 | 2,715 |
| USACE | 68%  18%  14% | 14 | 54 | 18 | 10 | 3 | 3.65 | 0.96 | 5,526 |
| USAREUR | 82%  9%  9% | 25 | 57 | 9 | 7 | 2 | 3.96 | 0.89 | 690 |
| OTHER | 79%  13%  9% | 24 | 54 | 13 | 7 | 2 | 3.92 | 0.90 | 6,602 |
| 69. I find the Vacancy Announcement section of CPOL useful. | | | | | | | | | |
| Total Army | 79%  14%  6% | 21 | 58 | 14 | 5 | 2 | 3.93 | 0.83 | 25,719 |
| AMC | 79%  16%  6% | 19 | 59 | 16 | 4 | 2 | 3.90 | 0.81 | 5,095 |
| FORSCOM | 80%  14%  6% | 23 | 57 | 14 | 4 | 1 | 3.96 | 0.82 | 2,166 |
| MEDCOM | 80%  13%  7% | 25 | 55 | 13 | 5 | 2 | 3.96 | 0.88 | 3,031 |
| TRADOC | 80%  15%  6% | 22 | 58 | 15 | 4 | 1 | 3.94 | 0.82 | 2,698 |
| USACE | 76%  17%  8% | 15 | 60 | 17 | 5 | 2 | 3.81 | 0.84 | 5,485 |
| USAREUR | 84%  11%  5% | 24 | 60 | 11 | 4 | 1 | 4.01 | 0.78 | 685 |
| OTHER | 82%  12%  6% | 25 | 57 | 12 | 4 | 1 | 4.01 | 0.80 | 6,559 |

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail | PERCENT OF EMPLOYEES SELECTING RESPONSE | Valid N |
|--|---|---------|
| 70. Have you applied for jobs using RESUMIX? | | |
| Total Army | | |
| Yes | 43% | 18,650 |
| No | 57% | 24,748 |
| AMC | | |
| Yes | 33% | 2,949 |
| No | 67% | 5,940 |
| FORSCOM | | |
| Yes | 42% | 1,464 |
| No | 58% | 2,046 |
| MEDCOM | | |
| Yes | 43% | 2,218 |
| No | 57% | 2,898 |
| TRADOC | | |
| Yes | 40% | 1,754 |
| No | 60% | 2,636 |
| USACE | | |
| Yes | 43% | 4,517 |
| No | 57% | 6,099 |
| USAREUR | | |
| Yes | 78% | 768 |
| No | 22% | 218 |
| OTHER | | |
| Yes | 50% | 4,980 |
| No | 50% | 4,911 |

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail |  % Favorable  % Neutral  % Unfavorable | Category Percents | | | | | Mean | Std Dev | Valid N |
|--|---|-------------------|----|----|----|----|------|---------|---------|
| | | 5 | 4 | 3 | 2 | 1 | | | |
| 71. It is easy to apply for jobs being filled through RESUMIX. | | | | | | | | | |
| Total Army |  | 24 | 43 | 12 | 12 | 9 | 3.60 | 1.23 | 18,822 |
| AMC |  | 23 | 47 | 13 | 10 | 7 | 3.71 | 1.13 | 3,005 |
| FORSCOM |  | 26 | 42 | 14 | 11 | 8 | 3.66 | 1.20 | 1,506 |
| MEDCOM |  | 28 | 40 | 11 | 12 | 9 | 3.67 | 1.25 | 2,244 |
| TRADOC |  | 26 | 44 | 11 | 11 | 8 | 3.68 | 1.21 | 1,769 |
| USACE |  | 16 | 42 | 13 | 16 | 13 | 3.32 | 1.28 | 4,548 |
| USAREUR |  | 26 | 41 | 10 | 12 | 11 | 3.60 | 1.28 | 763 |
| OTHER |  | 29 | 41 | 11 | 11 | 8 | 3.73 | 1.21 | 4,987 |

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail | PERCENT OF EMPLOYEES SELECTING RESPONSE | Valid N |
|---|---|---------|
| 72. Have you used the RESUMIX On-Line Applicant Response System (ROARS) or the Standard On-Line Applicant Response System (SOARS) to track the status of your applications? | | |
| Total Army | | |
| Yes | 62% | 11,697 |
| No | 38% | 7,227 |
| AMC | | |
| Yes | 49% | 1,468 |
| No | 51% | 1,557 |
| FORSCOM | | |
| Yes | 68% | 1,020 |
| No | 32% | 477 |
| MEDCOM | | |
| Yes | 60% | 1,351 |
| No | 40% | 898 |
| TRADOC | | |
| Yes | 66% | 1,172 |
| No | 34% | 616 |
| USACE | | |
| Yes | 63% | 2,864 |
| No | 37% | 1,710 |
| USAREUR | | |
| Yes | 74% | 570 |
| No | 26% | 196 |
| OTHER | | |
| Yes | 65% | 3,252 |
| No | 35% | 1,773 |

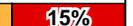
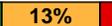
**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail |  % Favorable  % Neutral  % Unfavorable | Category Percents | | | | | Mean | Std Dev | Valid N |
|---|---|-------------------|----|----|----|----|------|---------|---------|
| | | 5 | 4 | 3 | 2 | 1 | | | |
| 73. ROARs/SOARs makes it easy to track the status of my applications. | | | | | | | | | |
| Total Army | 69%  12%  18%  | 27 | 43 | 12 | 10 | 8 | 3.70 | 1.19 | 11,607 |
| AMC | 69%  14%  17%  | 24 | 45 | 14 | 10 | 7 | 3.70 | 1.14 | 1,453 |
| FORSCOM | 72%  12%  16%  | 29 | 42 | 12 | 10 | 6 | 3.79 | 1.16 | 1,023 |
| MEDCOM | 71%  12%  17%  | 32 | 40 | 12 | 9 | 7 | 3.79 | 1.20 | 1,333 |
| TRADOC | 71%  10%  18%  | 28 | 44 | 10 | 9 | 9 | 3.71 | 1.23 | 1,165 |
| USACE | 62%  15%  23%  | 19 | 43 | 15 | 13 | 11 | 3.46 | 1.23 | 2,844 |
| USAREUR | 78%  9%  13%  | 31 | 47 | 9 | 8 | 6 | 3.89 | 1.10 | 567 |
| OTHER | 73%  11%  16%  | 31 | 42 | 11 | 10 | 6 | 3.81 | 1.17 | 3,222 |

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail | PERCENT OF EMPLOYEES SELECTING RESPONSE | Valid N |
|--|---|---------|
| 74. Have you used the Resume Builder tool in CPOL? | | |
| Total Army | | |
| Yes | 31% | 13,220 |
| No | 69% | 29,921 |
| AMC | | |
| Yes | 24% | 2,131 |
| No | 76% | 6,745 |
| FORSCOM | | |
| Yes | 36% | 1,260 |
| No | 64% | 2,232 |
| MEDCOM | | |
| Yes | 32% | 1,604 |
| No | 68% | 3,445 |
| TRADOC | | |
| Yes | 32% | 1,403 |
| No | 68% | 2,963 |
| USACE | | |
| Yes | 27% | 2,875 |
| No | 73% | 7,696 |
| USAREUR | | |
| Yes | 39% | 378 |
| No | 61% | 599 |
| OTHER | | |
| Yes | 36% | 3,569 |
| No | 64% | 6,241 |

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail |  % Favorable  % Neutral  % Unfavorable | Category Percents | | | | | Mean | Std Dev | Valid N |
|------------------------------------|---|-------------------|----|----|----|---|------|---------|---------|
| | | 5 | 4 | 3 | 2 | 1 | | | |
| 75. Resume Builder is easy to use. | | | | | | | | | |
| Total Army |  68%  15%  18% | 22 | 46 | 15 | 11 | 7 | 3.65 | 1.13 | 13,672 |
| AMC |  65%  17%  19% | 17 | 48 | 17 | 12 | 7 | 3.57 | 1.11 | 2,224 |
| FORSCOM |  70%  16%  15% | 24 | 46 | 16 | 9 | 6 | 3.73 | 1.10 | 1,313 |
| MEDCOM |  71%  14%  15% | 29 | 43 | 14 | 9 | 5 | 3.80 | 1.11 | 1,674 |
| TRADOC |  70%  13%  17% | 23 | 48 | 13 | 10 | 6 | 3.70 | 1.12 | 1,456 |
| USACE |  61%  17%  22% | 15 | 46 | 17 | 13 | 9 | 3.46 | 1.16 | 2,950 |
| USAREUR |  69%  14%  17% | 26 | 43 | 14 | 11 | 7 | 3.72 | 1.16 | 389 |
| OTHER |  71%  13%  17% | 26 | 45 | 13 | 10 | 6 | 3.74 | 1.13 | 3,666 |

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail | PERCENT OF EMPLOYEES SELECTING RESPONSE | Valid N |
|---|---|---|
| <p>76. Have you taken the on-line Supervisor Development Course?</p> <p>Total Army</p> <p>Yes  3%</p> <p>No  97%</p> <p>AMC</p> <p>Yes  2%</p> <p>No  98%</p> <p>FORSCOM</p> <p>Yes  3%</p> <p>No  97%</p> <p>MEDCOM</p> <p>Yes  2%</p> <p>No  98%</p> <p>TRADOC</p> <p>Yes  3%</p> <p>No  97%</p> <p>USACE</p> <p>Yes  2%</p> <p>No  98%</p> <p>USAREUR</p> <p>Yes  8%</p> <p>No  92%</p> <p>OTHER</p> <p>Yes  4%</p> <p>No  96%</p> | | <p>1,233</p> <p>41,677</p> <p>167</p> <p>8,690</p> <p>99</p> <p>3,377</p> <p>115</p> <p>4,892</p> <p>143</p> <p>4,204</p> <p>220</p> <p>10,266</p> <p>75</p> <p>904</p> <p>414</p> <p>9,344</p> |

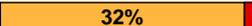
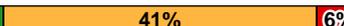
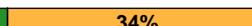
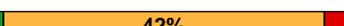
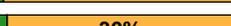
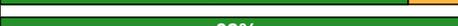
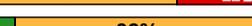
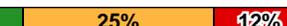
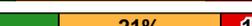
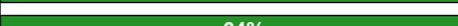
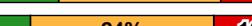
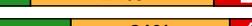
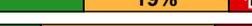
**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail |  % Favorable  % Neutral  % Unfavorable | Category Percents | | | | | Mean | Std Dev | Valid N |
|---|---|-------------------|----|----|---|---|------|---------|---------|
| | | 5 | 4 | 3 | 2 | 1 | | | |
| 77. The on-line Supervisor Development Course provided me with the tools to help me be a better supervisor. | | | | | | | | | |
| Total Army |  | 19 | 45 | 28 | 5 | 4 | 3.71 | 0.95 | 1,448 |
| AMC |  | 14 | 47 | 30 | 5 | 3 | 3.65 | 0.89 | 201 |
| FORSCOM |  | 17 | 47 | 28 | 3 | 5 | 3.68 | 0.96 | 122 |
| MEDCOM |  | 18 | 37 | 37 | 5 | 3 | 3.62 | 0.92 | 153 |
| TRADOC |  | 21 | 37 | 30 | 8 | 5 | 3.61 | 1.05 | 166 |
| USACE |  | 16 | 48 | 28 | 3 | 5 | 3.68 | 0.95 | 275 |
| USAREUR |  | 27 | 52 | 16 | 4 | 1 | 4.00 | 0.84 | 77 |
| OTHER |  | 21 | 46 | 25 | 5 | 3 | 3.77 | 0.94 | 454 |

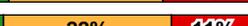
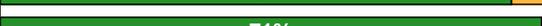
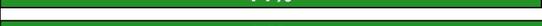
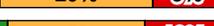
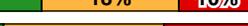
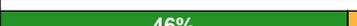
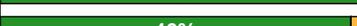
**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail | PERCENT OF EMPLOYEES SELECTING RESPONSE | Valid N |
|--|---|---------|
| 78. Have you taken the on-line Manager Development Course? | | |
| Total Army | | |
| Yes | 2% | 749 |
| No | 98% | 41,788 |
| AMC | | |
| Yes | 1% | 99 |
| No | 99% | 8,683 |
| FORSKOM | | |
| Yes | 2% | 58 |
| No | 98% | 3,384 |
| MEDCOM | | |
| Yes | 1% | 60 |
| No | 99% | 4,904 |
| TRADOC | | |
| Yes | 2% | 85 |
| No | 98% | 4,215 |
| USACE | | |
| Yes | 1% | 119 |
| No | 99% | 10,297 |
| USAREUR | | |
| Yes | 6% | 56 |
| No | 94% | 898 |
| OTHER | | |
| Yes | 3% | 272 |
| No | 97% | 9,407 |

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail |  % Favorable  % Neutral  % Unfavorable | Category Percents | | | | | Mean | Std Dev | Valid N |
|--|---|-------------------|----|----|---|----|------|---------|---------|
| | | 5 | 4 | 3 | 2 | 1 | | | |
| 79. The on-line Manager Development Course provided me with the tools to help me be a better manager. | | | | | | | | | |
| Total Army | 60%  32%  8%  | 18 | 42 | 32 | 4 | 4 | 3.67 | 0.94 | 987 |
| AMC | 53%  41%  6%  | 11 | 42 | 41 | 3 | 3 | 3.55 | 0.86 | 148 |
| FORSCOM | 61%  34%   | 13 | 48 | 34 | 2 | 2 | 3.67 | 0.82 | 87 |
| MEDCOM | 53%  42%   | 20 | 33 | 42 | 1 | 4 | 3.63 | 0.96 | 95 |
| TRADOC | 54%  30%  17%  | 21 | 33 | 30 | 7 | 10 | 3.49 | 1.18 | 115 |
| USACE | 62%  32%  6%  | 16 | 46 | 32 | 3 | 3 | 3.69 | 0.88 | 157 |
| USAREUR | 76%  17%  7%  | 31 | 46 | 17 | 5 | 2 | 3.98 | 0.92 | 59 |
| OTHER | 63%  29%  8%  | 20 | 43 | 29 | 6 | 2 | 3.73 | 0.92 | 326 |
| 80. Differences among individuals (for example: gender, race, national origin, religion, age, cultural background, disability) are respected and valued at this installation/activity. | | | | | | | | | |
| Total Army | 66%  23%  11%  | 14 | 52 | 23 | 7 | 4 | 3.65 | 0.94 | 42,612 |
| AMC | 63%  25%  12%  | 12 | 51 | 25 | 8 | 4 | 3.60 | 0.93 | 8,792 |
| FORSCOM | 62%  25%  13%  | 14 | 49 | 25 | 9 | 4 | 3.58 | 0.98 | 3,485 |
| MEDCOM | 67%  21%  11%  | 17 | 51 | 21 | 8 | 4 | 3.69 | 0.96 | 5,017 |
| TRADOC | 64%  24%  12%  | 13 | 51 | 24 | 8 | 5 | 3.60 | 0.97 | 4,293 |
| USACE | 70%  21%  10%  | 14 | 55 | 21 | 7 | 3 | 3.71 | 0.89 | 10,446 |
| USAREUR | 71%  19%  10%  | 20 | 51 | 19 | 7 | 4 | 3.76 | 0.97 | 946 |
| OTHER | 66%  23%  12%  | 15 | 50 | 23 | 8 | 4 | 3.65 | 0.96 | 9,633 |

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail |  % Favorable  % Neutral  % Unfavorable | Category Percents | | | | | Mean | Std Dev | Valid N |
|---|---|-------------------|----|----|----|---|------|---------|---------|
| | | 5 | 4 | 3 | 2 | 1 | | | |
| 81. Managers/supervisors/team leaders work well with employees of different backgrounds. | | | | | | | | | |
| Total Army | 67%  22%  11% | 14 | 53 | 22 | 7 | 4 | 3.67 | 0.93 | 42,732 |
| AMC | 64%  24%  12% | 11 | 53 | 24 | 8 | 4 | 3.60 | 0.92 | 8,794 |
| FORSCOM | 64%  23%  13% | 14 | 50 | 23 | 8 | 4 | 3.62 | 0.97 | 3,500 |
| MEDCOM | 67%  20%  12% | 16 | 51 | 20 | 8 | 4 | 3.67 | 0.97 | 5,062 |
| TRADOC | 67%  22%  11% | 14 | 53 | 22 | 7 | 4 | 3.65 | 0.94 | 4,338 |
| USACE | 71%  20%  9% | 14 | 57 | 20 | 6 | 3 | 3.73 | 0.87 | 10,395 |
| USAREUR | 72%  18%  10% | 20 | 52 | 18 | 6 | 4 | 3.77 | 0.97 | 963 |
| OTHER | 67%  21%  12% | 15 | 52 | 21 | 8 | 4 | 3.67 | 0.95 | 9,680 |
| 82. Army managers and supervisors capitalize on the creative and valuable input offered by employees due to their varying backgrounds, experience and cultures. | | | | | | | | | |
| Total Army | 47%  33%  20% | 10 | 37 | 33 | 14 | 7 | 3.29 | 1.04 | 40,551 |
| AMC | 42%  36%  23% | 8 | 34 | 36 | 15 | 8 | 3.19 | 1.03 | 8,352 |
| FORSCOM | 46%  33%  22% | 10 | 36 | 33 | 14 | 7 | 3.27 | 1.06 | 3,320 |
| MEDCOM | 49%  31%  20% | 11 | 38 | 31 | 13 | 7 | 3.33 | 1.06 | 4,860 |
| TRADOC | 46%  33%  21% | 9 | 37 | 33 | 14 | 7 | 3.28 | 1.05 | 4,113 |
| USACE | 49%  34%  17% | 10 | 39 | 34 | 12 | 5 | 3.36 | 0.99 | 9,775 |
| USAREUR | 51%  28%  20% | 13 | 38 | 28 | 12 | 8 | 3.36 | 1.11 | 902 |
| OTHER | 47%  31%  21% | 11 | 36 | 31 | 14 | 7 | 3.30 | 1.08 | 9,229 |

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail | PERCENT OF EMPLOYEES SELECTING RESPONSE | Valid N |
|---|---|--|
| <p>83. 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?work, and worker's compensation.</p> <p>Total Army</p> <p>Yes  8%</p> <p>No  92%</p> <p>AMC</p> <p>Yes  8%</p> <p>No  92%</p> <p>FORSCOM</p> <p>Yes  10%</p> <p>No  90%</p> <p>MEDCOM</p> <p>Yes  11%</p> <p>No  89%</p> <p>TRADOC</p> <p>Yes  8%</p> <p>No  92%</p> <p>USACE</p> <p>Yes  7%</p> <p>No  93%</p> <p>USAREUR</p> <p>Yes  10%</p> <p>No  90%</p> <p>OTHER</p> <p>Yes  9%</p> <p>No  91%</p> | | <p>3,729</p> <p>40,591</p> <p>706</p> <p>8,414</p> <p>347</p> <p>3,265</p> <p>570</p> <p>4,641</p> <p>380</p> <p>4,125</p> <p>755</p> <p>10,060</p> <p>98</p> <p>897</p> <p>873</p> <p>9,189</p> |
| <p>84. If you were harassed, did you report the incident?</p> <p>Total Army</p> <p>Yes  44%</p> <p>No  56%</p> <p>AMC</p> <p>Yes  39%</p> <p>No  61%</p> | | <p>1,637</p> <p>2,054</p> <p>275</p> <p>429</p> |

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail | PERCENT OF EMPLOYEES SELECTING RESPONSE | Valid N |
|---|---|--|
| <p>85. If you reported the incident, was any action (e.g., management spoke with the offending person) taken?</p> <p>MEDCOM</p> <p>Yes  37%</p> <p>No  38%</p> <p>Don't Know  25%</p> <p>TRADOC</p> <p>Yes  38%</p> <p>No  38%</p> <p>Don't Know  25%</p> <p>USACE</p> <p>Yes  36%</p> <p>No  36%</p> <p>Don't Know  27%</p> <p>USAREUR</p> <p>Yes  33%</p> <p>No  43%</p> <p>Don't Know  24%</p> <p>OTHER</p> <p>Yes  34%</p> <p>No  39%</p> <p>Don't Know  27%</p> | | <p>110</p> <p>112</p> <p>75</p> <p>61</p> <p>61</p> <p>40</p> <p>119</p> <p>120</p> <p>90</p> <p>14</p> <p>18</p> <p>10</p> <p>126</p> <p>147</p> <p>101</p> |
| <p>86. Have you had a problem with your pay (e.g., getting your check sent to the right place, receiving the correct amount) in the last 12 months?</p> <p>Total Army</p> <p>Yes  13%</p> <p>No  87%</p> <p>AMC</p> <p>Yes  10%</p> <p>No  90%</p> <p>FORSCOM</p> <p>Yes  11%</p> <p>No  89%</p> | | <p>5,567</p> <p>38,884</p> <p>879</p> <p>8,267</p> <p>404</p> <p>3,215</p> |

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail | PERCENT OF EMPLOYEES SELECTING RESPONSE | Valid N |
|---|---|------------------------|
| <p>86. Have you had a problem with your pay (e.g., getting your check sent to the right place, receiving the correct amount) in the last 12 months?</p> | | |
| <p>MEDCOM Yes No</p> | <p>14% 86%</p> | <p>723 4,506</p> |
| <p>TRADOC Yes No</p> | <p>10% 90%</p> | <p>452 4,065</p> |
| <p>USACE Yes No</p> | <p>13% 87%</p> | <p>1,368 9,491</p> |
| <p>USAREUR Yes No</p> | <p>25% 75%</p> | <p>251 746</p> |
| <p>OTHER Yes No</p> | <p>15% 85%</p> | <p>1,490 8,594</p> |

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail | PERCENT OF EMPLOYEES SELECTING RESPONSE | Valid N |
|---|---|---------|
| 87. In which area(s) of pay did you have a problem? | | |
| Total Army | | |
| Direct Deposit | 11% | 622 |
| Leave | 29% | 1,635 |
| Late Pay | 17% | 965 |
| Tax Withholding | 6% | 365 |
| Health Insurance | 10% | 554 |
| Life Insurance | 4% | 247 |
| Thrift Savings Plan | 17% | 952 |
| Retirement | 4% | 210 |
| Other | 45% | 2,551 |
| AMC | | |
| Direct Deposit | 10% | 86 |
| Leave | 27% | 243 |
| Late Pay | 14% | 123 |
| Tax Withholding | 6% | 53 |
| Health Insurance | 11% | 97 |
| Life Insurance | 5% | 42 |
| Thrift Savings Plan | 15% | 137 |
| Retirement | 4% | 32 |
| Other | 46% | 406 |
| FORSCOM | | |
| Direct Deposit | 10% | 40 |
| Leave | 26% | 105 |
| Late Pay | 15% | 62 |
| Tax Withholding | 4% | 18 |
| Health Insurance | 9% | 36 |
| Life Insurance | 3% | 13 |
| Thrift Savings Plan | 14% | 59 |
| Retirement | 3% | 14 |
| Other | 48% | 196 |
| MEDCOM | | |
| Direct Deposit | 9% | 69 |
| Leave | 33% | 242 |
| Late Pay | 19% | 136 |
| Tax Withholding | 4% | 27 |
| Health Insurance | 7% | 49 |
| Life Insurance | 4% | 28 |
| Thrift Savings Plan | 14% | 105 |
| Retirement | 3% | 20 |
| Other | 46% | 336 |

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail | PERCENT OF EMPLOYEES SELECTING RESPONSE | Valid N |
|---|---|---------|
| 87. In which area(s) of pay did you have a problem? | | |
| TRADOC | | |
| Direct Deposit | 10% | 45 |
| Leave | 22% | 101 |
| Late Pay | 13% | 59 |
| Tax Withholding | 6% | 26 |
| Health Insurance | 8% | 37 |
| Life Insurance | 5% | 23 |
| Thrift Savings Plan | 21% | 94 |
| Retirement | 4% | 20 |
| Other | 45% | 204 |
| USACE | | |
| Direct Deposit | 13% | 176 |
| Leave | 28% | 391 |
| Late Pay | 21% | 284 |
| Tax Withholding | 9% | 119 |
| Health Insurance | 12% | 160 |
| Life Insurance | 5% | 63 |
| Thrift Savings Plan | 14% | 198 |
| Retirement | 4% | 52 |
| Other | 42% | 584 |
| USAREUR | | |
| Direct Deposit | 13% | 34 |
| Leave | 40% | 100 |
| Late Pay | 17% | 42 |
| Tax Withholding | 5% | 13 |
| Health Insurance | 7% | 18 |
| Life Insurance | 1% | 2 |
| Thrift Savings Plan | 20% | 51 |
| Retirement | 4% | 11 |
| Other | 48% | 120 |
| OTHER | | |
| Direct Deposit | 11% | 172 |
| Leave | 30% | 453 |
| Late Pay | 17% | 259 |
| Tax Withholding | 7% | 109 |
| Health Insurance | 10% | 157 |
| Life Insurance | 5% | 76 |
| Thrift Savings Plan | 20% | 308 |
| Retirement | 4% | 61 |
| Other | 47% | 705 |

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail | PERCENT OF EMPLOYEES SELECTING RESPONSE | Valid N |
|---|---|---------|
| 88. Which office caused the problem(s)? | | |
| Total Army | | |
| I don't know which office. | 36% | 1,988 |
| More than one office. | 17% | 910 |
| Civilian Personnel Office | 19% | 1,037 |
| Admin Office (e.g., time keeper) | 13% | 704 |
| DFAS (Payroll Office) | 15% | 846 |
| AMC | | |
| I don't know which office. | 35% | 298 |
| More than one office. | 16% | 135 |
| Civilian Personnel Office | 18% | 150 |
| Admin Office (e.g., time keeper) | 12% | 98 |
| DFAS (Payroll Office) | 20% | 171 |
| FORSCOM | | |
| I don't know which office. | 31% | 121 |
| More than one office. | 18% | 70 |
| Civilian Personnel Office | 22% | 86 |
| Admin Office (e.g., time keeper) | 13% | 52 |
| DFAS (Payroll Office) | 17% | 67 |
| MEDCOM | | |
| I don't know which office. | 36% | 253 |
| More than one office. | 14% | 98 |
| Civilian Personnel Office | 17% | 123 |
| Admin Office (e.g., time keeper) | 21% | 149 |
| DFAS (Payroll Office) | 12% | 88 |
| TRADOC | | |
| I don't know which office. | 38% | 168 |
| More than one office. | 15% | 65 |
| Civilian Personnel Office | 17% | 74 |
| Admin Office (e.g., time keeper) | 11% | 49 |
| DFAS (Payroll Office) | 20% | 89 |
| USACE | | |
| I don't know which office. | 42% | 566 |
| More than one office. | 16% | 217 |
| Civilian Personnel Office | 14% | 188 |
| Admin Office (e.g., time keeper) | 14% | 183 |
| DFAS (Payroll Office) | 15% | 201 |

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail | PERCENT OF EMPLOYEES SELECTING RESPONSE | Valid N |
|---|---|---------|
| 88. Which office caused the problem(s)? | | |
| USAREUR | | |
| I don't know which office. | 29% | 71 |
| More than one office. | 21% | 53 |
| Civilian Personnel Office | 30% | 75 |
| Admin Office (e.g., time keeper) | 8% | 20 |
| DFAS (Payroll Office) | 12% | 30 |
| OTHER | | |
| I don't know which office. | 35% | 511 |
| More than one office. | 18% | 272 |
| Civilian Personnel Office | 23% | 341 |
| Admin Office (e.g., time keeper) | 10% | 153 |
| DFAS (Payroll Office) | 14% | 200 |
| 89. Was the problem resolved before your next pay period? | | |
| Total Army | | |
| Yes | 28% | 1,464 |
| No | 72% | 3,820 |
| AMC | | |
| Yes | 27% | 226 |
| No | 73% | 602 |
| FORSCOM | | |
| Yes | 28% | 108 |
| No | 72% | 273 |
| MEDCOM | | |
| Yes | 32% | 220 |
| No | 68% | 466 |
| TRADOC | | |
| Yes | 30% | 129 |
| No | 70% | 303 |
| USACE | | |
| Yes | 28% | 364 |
| No | 72% | 934 |
| USAREUR | | |
| Yes | 19% | 45 |
| No | 81% | 194 |

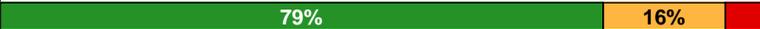
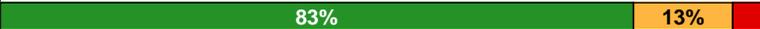
**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail | PERCENT OF EMPLOYEES SELECTING RESPONSE | Valid N |
|--|---|---|
| 89. Was the problem resolved before your next pay period? OTHER Yes No | | 372 1,048 |
| 90. My organization allows the use of Alternative Work Schedules (AWS) (e.g., work on a 5-4/9 or 4/10 schedule). Total Army Yes No Don't Know AMC Yes No Don't Know FORSCOM Yes No Don't Know MEDCOM Yes No Don't Know TRADOC Yes No Don't Know USACE Yes No Don't Know USAREUR Yes No Don't Know | | 26,887 13,015 4,490 6,443 2,262 450 2,273 1,020 336 2,373 1,901 924 2,392 1,544 570 7,083 2,798 949 200 556 237 |

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail | PERCENT OF EMPLOYEES SELECTING RESPONSE | Valid N | | | | | | |
|--|--|---------|-----|----|-----|------------|-----|--|
| <p>90. My organization allows the use of Alternative Work Schedules (AWS) (e.g., work on a 5–4/9 or 4/10 schedule).</p> <p>OTHER</p> <p>Yes</p> <p>No</p> <p>Don't Know</p> | <table border="1"> <tr> <td>Yes</td> <td>61%</td> </tr> <tr> <td>No</td> <td>29%</td> </tr> <tr> <td>Don't Know</td> <td>10%</td> </tr> </table> | Yes | 61% | No | 29% | Don't Know | 10% | <p>6,123</p> <p>2,934</p> <p>1,024</p> |
| Yes | 61% | | | | | | | |
| No | 29% | | | | | | | |
| Don't Know | 10% | | | | | | | |

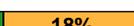
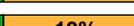
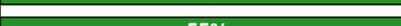
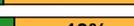
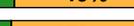
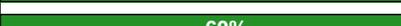
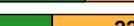
**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail |  % Favorable  % Neutral  % Unfavorable | Category Percents | | | | | Mean | Std Dev | Valid N |
|--|---|-------------------|----|----|---|---|------|---------|---------|
| | | 5 | 4 | 3 | 2 | 1 | | | |
| 91. AWS has helped improve the morale in my work unit. | | | | | | | | | |
| Total Army |  79% 16% | 40 | 39 | 16 | 4 | 2 | 4.11 | 0.92 | 24,757 |
| AMC |  81% 14% | 43 | 39 | 14 | 4 | 1 | 4.18 | 0.89 | 6,070 |
| FORSCOM |  77% 17% 6% | 42 | 35 | 17 | 4 | 2 | 4.11 | 0.95 | 2,113 |
| MEDCOM |  77% 16% 7% | 40 | 37 | 16 | 4 | 2 | 4.08 | 0.97 | 2,126 |
| TRADOC |  76% 18% 6% | 38 | 38 | 18 | 4 | 2 | 4.06 | 0.96 | 2,175 |
| USACE |  79% 16% | 38 | 41 | 16 | 3 | 2 | 4.10 | 0.90 | 6,504 |
| USAREUR |  77% 21% | 35 | 42 | 21 | 1 | 1 | 4.10 | 0.81 | 175 |
| OTHER |  78% 17% 6% | 39 | 38 | 17 | 4 | 2 | 4.09 | 0.94 | 5,594 |
| 92. I would like to see AWS offered in my work unit. | | | | | | | | | |
| Total Army |  83% 13% | 64 | 19 | 13 | 2 | 1 | 4.42 | 0.89 | 12,454 |
| AMC |  84% 12% | 65 | 19 | 12 | 2 | 1 | 4.45 | 0.88 | 2,032 |
| FORSCOM |  81% 15% | 61 | 20 | 15 | 3 | 2 | 4.36 | 0.94 | 946 |
| MEDCOM |  82% 15% | 62 | 20 | 15 | 2 | 1 | 4.39 | 0.90 | 1,992 |
| TRADOC |  80% 15% | 60 | 19 | 15 | 4 | 2 | 4.34 | 0.96 | 1,516 |
| USACE |  85% 12% | 65 | 20 | 12 | 2 | 1 | 4.45 | 0.87 | 2,690 |
| USAREUR |  84% 12% | 66 | 18 | 12 | 2 | 2 | 4.46 | 0.89 | 529 |
| OTHER |  85% 12% | 66 | 19 | 12 | 2 | 1 | 4.47 | 0.84 | 2,749 |

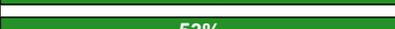
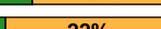
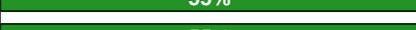
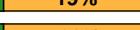
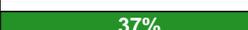
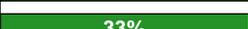
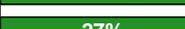
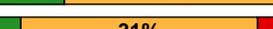
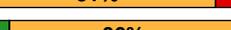
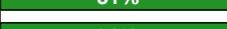
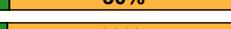
**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail |  % Favorable  % Neutral  % Unfavorable | Category Percents | | | | | Mean | Std Dev | Valid N |
|---|---|-------------------|----|----|----|---|------|---------|---------|
| | | 5 | 4 | 3 | 2 | 1 | | | |
| 93. I would work an AWS if it were offered. | | | | | | | | | |
| Total Army |  | 62 | 19 | 15 | 3 | 1 | 4.37 | 0.94 | 12,302 |
| AMC |  | 62 | 18 | 15 | 3 | 1 | 4.38 | 0.94 | 2,001 |
| FORSCOM |  | 61 | 18 | 15 | 3 | 2 | 4.34 | 0.98 | 945 |
| MEDCOM |  | 61 | 18 | 17 | 2 | 1 | 4.35 | 0.94 | 1,960 |
| TRADOC |  | 58 | 19 | 17 | 4 | 2 | 4.28 | 1.00 | 1,506 |
| USACE |  | 61 | 19 | 16 | 3 | 1 | 4.36 | 0.93 | 2,629 |
| USAREUR |  | 65 | 17 | 12 | 3 | 2 | 4.41 | 0.95 | 522 |
| OTHER |  | 65 | 18 | 13 | 3 | 1 | 4.44 | 0.89 | 2,739 |
| 94. Managers communicate the organization's mission, vision and priorities. | | | | | | | | | |
| Total Army |  | 15 | 52 | 18 | 11 | 5 | 3.60 | 1.03 | 43,987 |
| AMC |  | 11 | 50 | 20 | 13 | 6 | 3.46 | 1.04 | 9,100 |
| FORSCOM |  | 15 | 51 | 18 | 11 | 5 | 3.58 | 1.05 | 3,588 |
| MEDCOM |  | 19 | 52 | 17 | 9 | 4 | 3.73 | 0.99 | 5,147 |
| TRADOC |  | 14 | 48 | 19 | 13 | 6 | 3.52 | 1.07 | 4,435 |
| USACE |  | 15 | 57 | 16 | 9 | 3 | 3.71 | 0.93 | 10,769 |
| USAREUR |  | 15 | 49 | 18 | 13 | 6 | 3.53 | 1.09 | 982 |
| OTHER |  | 16 | 49 | 17 | 12 | 6 | 3.57 | 1.07 | 9,966 |

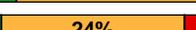
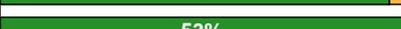
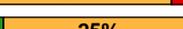
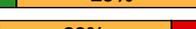
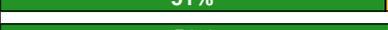
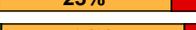
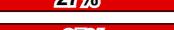
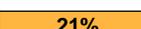
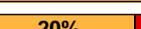
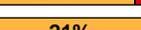
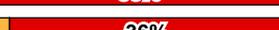
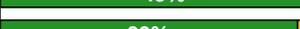
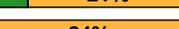
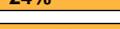
**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail |  % Favorable  % Neutral  % Unfavorable | Category Percents | | | | | Mean | Std Dev | Valid N |
|--|---|-------------------|----|----|----|----|------|---------|---------|
| | | 5 | 4 | 3 | 2 | 1 | | | |
| 95. I am satisfied with the amount of my involvement in decisions that affect my work. | | | | | | | | | |
| Total Army | 53%  19%  28%  | 11 | 42 | 19 | 19 | 9 | 3.27 | 1.16 | 44,213 |
| AMC | 51%  20%  29%  | 9 | 42 | 20 | 20 | 9 | 3.21 | 1.14 | 9,123 |
| FORSCOM | 56%  17%  27%  | 13 | 42 | 17 | 17 | 10 | 3.32 | 1.19 | 3,619 |
| MEDCOM | 53%  18%  29%  | 13 | 41 | 18 | 19 | 10 | 3.27 | 1.19 | 5,200 |
| TRADOC | 53%  19%  28%  | 12 | 41 | 19 | 19 | 9 | 3.27 | 1.17 | 4,474 |
| USACE | 55%  19%  27%  | 10 | 45 | 19 | 19 | 7 | 3.31 | 1.11 | 10,790 |
| USAREUR | 54%  17%  29%  | 14 | 41 | 17 | 18 | 11 | 3.28 | 1.22 | 991 |
| OTHER | 53%  18%  29%  | 12 | 40 | 18 | 19 | 10 | 3.26 | 1.19 | 10,016 |
| 96. In the past two years, I have been given more flexibility in how I accomplish my work. | | | | | | | | | |
| Total Army | 61%  21%  18%  | 15 | 45 | 21 | 12 | 6 | 3.51 | 1.09 | 42,402 |
| AMC | 60%  21%  19%  | 13 | 46 | 21 | 12 | 7 | 3.47 | 1.08 | 8,896 |
| FORSCOM | 63%  19%  17%  | 18 | 45 | 19 | 11 | 7 | 3.57 | 1.11 | 3,459 |
| MEDCOM | 60%  22%  19%  | 17 | 43 | 22 | 12 | 7 | 3.51 | 1.11 | 4,961 |
| TRADOC | 61%  21%  18%  | 16 | 45 | 21 | 12 | 6 | 3.54 | 1.09 | 4,349 |
| USACE | 61%  22%  17%  | 14 | 47 | 22 | 11 | 5 | 3.53 | 1.03 | 10,313 |
| USAREUR | 63%  17%  20%  | 19 | 44 | 17 | 11 | 9 | 3.53 | 1.17 | 904 |
| OTHER | 60%  21%  19%  | 16 | 44 | 21 | 12 | 7 | 3.50 | 1.12 | 9,520 |

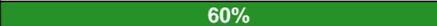
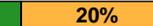
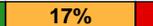
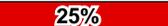
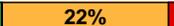
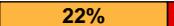
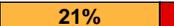
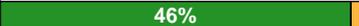
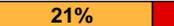
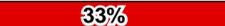
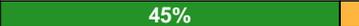
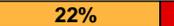
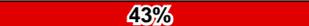
**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail |  % Favorable  % Neutral  % Unfavorable | Category Percents | | | | | Mean | Std Dev | Valid N |
|--|---|-------------------|----|----|----|----|------|---------|---------|
| | | 5 | 4 | 3 | 2 | 1 | | | |
| 97. I am clear about how "good performance" is defined in my organization. | | | | | | | | | |
| Total Army | 55%  20%  25%  | 13 | 42 | 20 | 17 | 8 | 3.34 | 1.14 | 44,006 |
| AMC | 52%  21%  27%  | 10 | 41 | 21 | 18 | 9 | 3.26 | 1.14 | 9,072 |
| FORSCOM | 57%  20%  23%  | 16 | 42 | 20 | 14 | 9 | 3.41 | 1.16 | 3,604 |
| MEDCOM | 58%  19%  23%  | 15 | 43 | 19 | 15 | 7 | 3.44 | 1.14 | 5,168 |
| TRADOC | 56%  20%  24%  | 14 | 42 | 20 | 16 | 8 | 3.39 | 1.14 | 4,474 |
| USACE | 53%  22%  26%  | 10 | 42 | 22 | 18 | 8 | 3.30 | 1.11 | 10,737 |
| USAREUR | 55%  19%  26%  | 15 | 40 | 19 | 17 | 9 | 3.34 | 1.18 | 981 |
| OTHER | 55%  20%  25%  | 14 | 41 | 20 | 17 | 8 | 3.36 | 1.16 | 9,970 |
| 98. Corrective actions are taken when employees do not meet performance standards. | | | | | | | | | |
| Total Army | 30%  30%  41%  | 6 | 24 | 30 | 24 | 17 | 2.78 | 1.15 | 38,563 |
| AMC | 25%  31%  44%  | 4 | 21 | 31 | 26 | 19 | 2.66 | 1.12 | 7,986 |
| FORSCOM | 33%  27%  40%  | 7 | 26 | 27 | 22 | 18 | 2.83 | 1.19 | 3,249 |
| MEDCOM | 37%  28%  36%  | 8 | 28 | 28 | 21 | 14 | 2.95 | 1.18 | 4,677 |
| TRADOC | 33%  29%  39%  | 6 | 26 | 29 | 23 | 16 | 2.85 | 1.16 | 3,948 |
| USACE | 27%  31%  42%  | 4 | 23 | 31 | 26 | 17 | 2.72 | 1.11 | 9,271 |
| USAREUR | 31%  30%  39%  | 7 | 24 | 30 | 23 | 17 | 2.82 | 1.17 | 839 |
| OTHER | 31%  30%  40%  | 6 | 24 | 30 | 24 | 16 | 2.81 | 1.16 | 8,593 |

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

| Item Detail |  % Favorable  % Neutral  % Unfavorable | Category Percents | | | | | Mean | Std Dev | Valid N |
|--|---|-------------------|----|----|----|----|------|---------|---------|
| | | 5 | 4 | 3 | 2 | 1 | | | |
| 99. My organization encourages new practices and ways of doing business. | | | | | | | | | |
| Total Army | 52%  25%  24%  | 11 | 41 | 25 | 15 | 9 | 3.30 | 1.12 | 43,097 |
| AMC | 50%  25%  24%  | 9 | 41 | 25 | 15 | 9 | 3.26 | 1.11 | 8,916 |
| FORSCOM | 54%  23%  23%  | 13 | 41 | 23 | 14 | 9 | 3.34 | 1.15 | 3,533 |
| MEDCOM | 53%  24%  23%  | 13 | 40 | 24 | 15 | 8 | 3.35 | 1.12 | 5,037 |
| TRADOC | 51%  24%  25%  | 11 | 40 | 24 | 15 | 9 | 3.29 | 1.14 | 4,363 |
| USACE | 53%  25%  22%  | 9 | 43 | 25 | 15 | 7 | 3.33 | 1.07 | 10,532 |
| USAREUR | 51%  23%  27%  | 12 | 39 | 23 | 16 | 11 | 3.25 | 1.18 | 966 |
| OTHER | 51%  24%  25%  | 11 | 40 | 24 | 15 | 10 | 3.28 | 1.15 | 9,750 |
| 100. Management seeks my ideas and opinions before making important decisions affecting my work. | | | | | | | | | |
| Total Army | 41%  22%  37%  | 9 | 32 | 22 | 22 | 15 | 2.96 | 1.23 | 43,356 |
| AMC | 37%  23%  40%  | 7 | 30 | 23 | 23 | 17 | 2.86 | 1.21 | 8,935 |
| FORSCOM | 44%  21%  35%  | 10 | 34 | 21 | 20 | 15 | 3.04 | 1.25 | 3,547 |
| MEDCOM | 42%  20%  38%  | 11 | 31 | 20 | 22 | 17 | 2.97 | 1.27 | 5,118 |
| TRADOC | 43%  21%  36%  | 10 | 33 | 21 | 22 | 15 | 3.01 | 1.23 | 4,428 |
| USACE | 39%  24%  37%  | 7 | 32 | 24 | 23 | 13 | 2.96 | 1.17 | 10,547 |
| USAREUR | 46%  19%  35%  | 12 | 34 | 19 | 20 | 15 | 3.07 | 1.27 | 975 |
| OTHER | 42%  21%  37%  | 10 | 32 | 21 | 21 | 16 | 2.99 | 1.25 | 9,806 |

**Civilian Employees – FY01
Totals for Army and 7 MACOMS**

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|---|---|-------------------|----|----|----|----|------|---------|---------|
| | | 5 | 4 | 3 | 2 | 1 | | | |
| 101. I have the decision-making authority I need to do my work. | | | | | | | | | |
| Total Army | 58%  20%  22%  | 12 | 46 | 20 | 14 | 8 | 3.39 | 1.13 | 43,731 |
| AMC | 56%  21%  23%  | 10 | 46 | 21 | 14 | 9 | 3.33 | 1.12 | 9,012 |
| FORSCOM | 61%  18%  22%  | 15 | 45 | 18 | 13 | 9 | 3.45 | 1.16 | 3,582 |
| MEDCOM | 57%  20%  23%  | 14 | 43 | 20 | 14 | 9 | 3.39 | 1.15 | 5,127 |
| TRADOC | 58%  19%  23%  | 14 | 44 | 19 | 14 | 8 | 3.41 | 1.15 | 4,453 |
| USACE | 60%  20%  20%  | 11 | 49 | 20 | 13 | 7 | 3.45 | 1.06 | 10,686 |
| USAREUR | 58%  17%  25%  | 15 | 43 | 17 | 14 | 12 | 3.36 | 1.23 | 973 |
| OTHER | 57%  20%  24%  | 13 | 44 | 20 | 14 | 9 | 3.37 | 1.16 | 9,898 |
| 102. "Red tape" and unnecessary rules/regulations do not interfere with the timely completion of my work. | | | | | | | | | |
| Total Army | 40%  22%  39%  | 8 | 32 | 22 | 23 | 16 | 2.93 | 1.22 | 43,418 |
| AMC | 36%  22%  42%  | 6 | 30 | 22 | 24 | 18 | 2.82 | 1.20 | 8,952 |
| FORSCOM | 47%  21%  32%  | 10 | 36 | 21 | 19 | 14 | 3.11 | 1.22 | 3,533 |
| MEDCOM | 46%  21%  33%  | 10 | 36 | 21 | 20 | 13 | 3.10 | 1.22 | 5,083 |
| TRADOC | 45%  21%  35%  | 9 | 36 | 21 | 21 | 14 | 3.05 | 1.22 | 4,406 |
| USACE | 35%  22%  43%  | 6 | 29 | 22 | 26 | 17 | 2.81 | 1.19 | 10,636 |
| USAREUR | 39%  21%  40%  | 9 | 30 | 21 | 21 | 19 | 2.90 | 1.28 | 975 |
| OTHER | 41%  21%  38%  | 8 | 32 | 21 | 21 | 16 | 2.95 | 1.23 | 9,833 |