



EXECUTIVE SUMMARY

The FY09 Annual Evaluation assesses the effectiveness of Army's civilian personnel system - from the morale, quality and representation of the work force to the effectiveness of personnelists and managers. Where possible, performance was measured against objectives. For some indicators where objectives were not available, we compared Army performance against comparable DoD and Government-wide data. Some new items were used for other indicators. Baseline information was collected for these items. These data were reported and will be used to establish future objectives. Historical data were used for perspective wherever it was possible. Key findings are reported below.

COST/EFFICIENCY

The servicing ratios increased in FY09 and met OSD objectives. The number of personnelists increased at a slower rate than the serviced population, causing the service ratio to increase from 1:87 in FY08 to 1:92 in FY09. (For personnelists and administrative support, the FY09 ratio was 1:85 and for operating and staff-level personnelists and administrative support, the FY09 ratio was 1:73 (pages 1 – 3).

Overall civilian strength (military function) exceeded goals (primarily due to today's "Army at War"). At 273,434 civilians, the civilian strength was over the targeted number of 246,467 civilians (page 4).

Civilian personnel productivity also increased. The FY09 productivity per operating-level personnelist ratio was one percent higher than in FY08 and the ratio per serviced customer increased by three percent (pages 5 and 6).

CPA EFFECTIVENESS

Customer satisfaction: Army's Civilian Personnel Evaluation Agency (CPEA) developed a survey to capture supervisor satisfaction and the timeliness and quality of personnel services in seven functional areas. Supervisors were most satisfied with the services they received relating to Labor Relations, followed by MER, Overall Satisfaction, Training, Classification, Communication, Workforce Planning, and Staffing (page 7).

Time to process benefits: The average time needed to process benefits in FY09 exceeded OPM objectives after Army had spent the past year significantly improving its processes (page 8).

Timeliness of filling jobs: Army met its objective for average fill-times of 55 calendar days or less. With some variability between quarters (from 61 days in Q2 to 48 days in Q3) to the average for FY09 was 54 days, one more than the average for FY08 (page 9).

MANAGEMENT EFFECTIVENESS

Labor-management relations: Army continued to do well in arbitration decisions: 43% of the decisions favored management, 23% were either split/mitigated, and 33% favored the union. In Unfair Labor Practices, the FLRA issued complaints in 3% of the charges – this number increased 2.5% from FY08 as the number of charges filed increased by one and the number of complaints issued increased by four (pages 10 and 11).

Classification appeals: Army did not meet the 90% objective set by OSD and OPM as only 83% of appeals were sustained. There were six classification appeals adjudicated in FY09. Five were sustained and one was approved by OPM (page 12).

Controlling Federal Employees Compensation Act claims and costs: FY09 DOL chargeback costs increased slightly to \$181.7 million while the number of long-term injury claim rates decreased to 2,657. An additional factor during the year that added to these costs is the increase in injuries to civilians deployed to Iraq and Afghanistan. Many of these injuries were severe and costly in 2009. Army spent \$2.8 million on claims originating in the combat zones (page 13).

Estimating ACTEDS intern needs and executing allocated resources: As in the past, Army executed 100% of its allocated ACTEDS intern dollars and work years (page 14).

Identifying emergency essential employees: Army met the 90% objective (page 15).

WORK FORCE MORALE

Morale: Based on Army employees' responses to the government-wide 2008 Federal Human Capital Survey (the survey is administered every two years), the responses are mixed. While 68% of survey respondents felt their supervisor was doing a good job and 53% felt supervisors recognized them for good job performance, only 47% responded favorably to policies and practices by senior leaders, and 39% were seeking opportunities for getting a better job (page 16).

Formal grievances (administrative and negotiated procedures): In FY09 the number of formal grievances filed under administrative procedures decreased for the third year in a row to 1.3 per 1,000 employees. The number of grievances filed under procedures negotiated with unions also decreased slightly to 7.8 per 1,000 employees (pages 17 and 18).

EEO Complaints: The number of findings for FY09 was high. A number of the findings were the result of several individual cases based on the same set of allegations and incidents that were not certified for processing as a class complaint. The overall percentage of findings in complaints reaching EEO Compliance & Complaints Review (EEOCCR) for a decision on the merits increased due to the cluster of cases (page 19).

WORK FORCE QUALITY

Education level: The number of DA interns with a bachelor's degree or higher was at 75 percent in FY09. The number of local interns with a bachelor's degree or higher was at 83 percent (page 20).

For professional occupations, the percent of employees with college degrees has been stable, with about the same levels in Army, DOD, and Government-wide (87% in Army for FY09 – the same as FY08 and the highest rate over the past twelve years). For administrative occupations, the percent of Army employees with college degrees increased slightly from last year (43% versus 42% in 2008) while DOD and Government-wide percents both increased 2% from 2008 to 2009.

The percent of employees in Army technical occupations with college degrees was 14% which was lower than the Government-wide and DOD rate. In clerical occupations, the percent of employees with college degrees remained the same from FY08 at 11% while the Government-wide rate increased slightly (11% to 13% from FY08 to FY09). The DOD percent remained constant at 9% during the same time period. In clerical occupations, the FY09 Army percentage is 11% which is 2% higher than DOD and 2% lower than Government-wide.

For other white collar occupations, the percent with college degrees has increased over the past ten years for Army (from 6% to 10%), DOD (from 5% to 10%), and Government-wide (from 15% to 18%) (pages 21 – 22)

Monetary and time off awards: Army and DOD had a significant drop in awards during FY08 as NSPS continued. From FY99 to FY07, Army's total award rate was higher than the Government-Wide rate but was typically lower than the DOD rate. In FY08 and FY09 the Government-Wide award rate surpassed the Army rates (page 23).

Disciplinary/adverse actions: Army's rate of disciplinary and adverse actions continues to be lower than DOD or Government-wide rates (page 24).

WORK FORCE REPRESENTATION

Minority employees: Army's percentage of minority employees remained almost the same as last year's percentage. The overall minority percentage in the Army has increased since FY99. It was higher than the DOD percentage but lower than the Government-wide percentage (pages 25 – 27).

Female employees: Army's percentage of female employees was the same as the past two years (38.6% in FY08). It was slightly higher than the DOD percentage and lower than that of the Government-wide rate (page 28).

Self-reported disabilities: Army's percentage of employees with self-reported disabilities increased .1% from 8.1% to 8.2% of the workforce. It is higher than both the DOD and Government-wide percentages (page 29).

Female intern new hires: Army's percentage of female DA intern new hires (39% were female) decreased slightly from FY08 (when the percentage was 42%). Local interns remained the same from last year at 40% female (page 30).

Minority intern hires: The percentage of Army local intern minority new hires was greater than DA intern minority new hires (page 31).

Female hires: Army's percentage of FY09 female new hires (40%) is one percent less than FY08 (41%) (page 32).

Minority new hires: Army minority new hires increased by one percent from FY08 to FY09 (page 33).