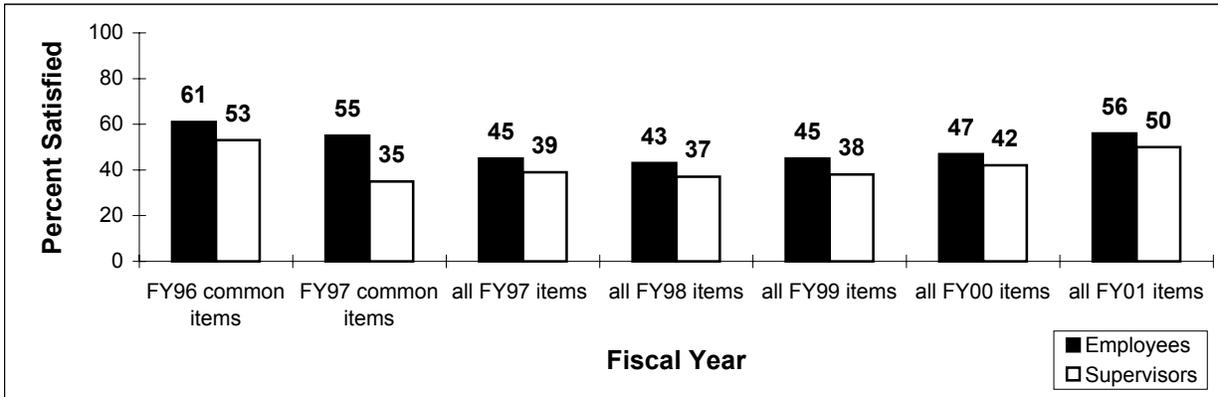


2-1. Effectiveness of Civilian Personnel Administration Service - Customer Satisfaction (Not Measured in FY02)

Objective: Not Less Than 5% Improvement Over FY00

Assessment: Employees Met; Supervisors Met



Source: Army Civilian Attitude Survey (employee and supervisor versions)

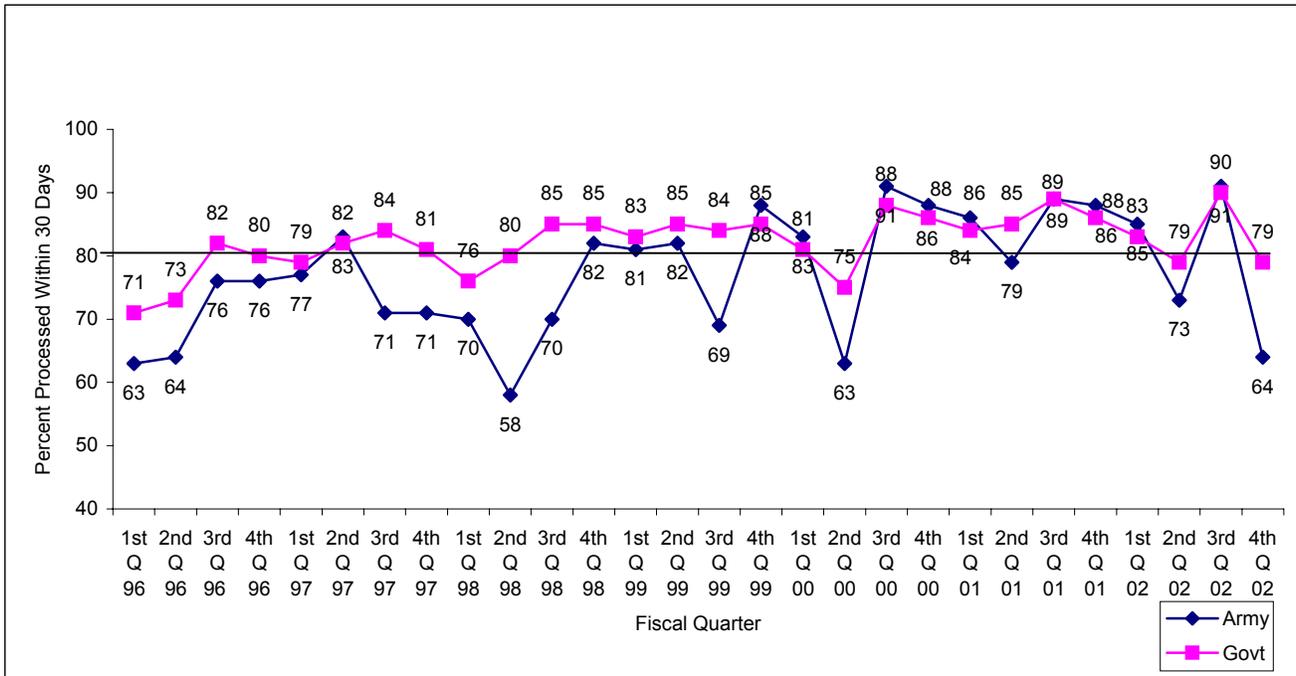
Analysis:

- This indicator measures satisfaction with products and services provided. Satisfaction is defined as the top two ratings in a five-point scale.
- The indicator was revised in FY97. Prior to FY97, the employee score was a composite of three survey items; the supervisor score was a composite of twelve survey items; two items overlapped. Currently, the employee score is a composite of twelve survey items; the supervisor score is a composite of twenty-two survey items; eight items overlap. See Appendix, pp. A3-10, for the rating scale, individual survey items, raw scores, Region results, and MACOM results.
- Direct comparison of FY96 with other FY survey results would be misleading since the composite was substantially changed in FY97. However, a trend was obtained by re-calculating FY96 and FY97 results based on common items. When this was done, the results showed employee customer satisfaction dropped by six points, and supervisor customer satisfaction dropped by eighteen points in FY97. Results did not change much until FY00, when both employee and supervisor results rose, indicating a possible trend change. The change was confirmed in FY01 as both employee and supervisor results rose dramatically by approximately 20% over FY00.
- Overall, employees are more satisfied than supervisors with CPA products and services. Note that employees and supervisors receive different products and services (see Appendix, pp. A3-10).
- Individual item analysis: CPA received highest ratings on courtesy and lowest ratings on planning, reorganizing, classifying, and staffing (for supervisors, recruitment, quality and timeliness of candidates referred; for employees, job and promotion information).
- For FY01 MACOM comparisons, employee customer satisfaction ranged from 62% (TRADOC) to 51% (USAREUR). Supervisor satisfaction ranged from 57% (TRADOC) to 45% (USAREUR).
- For FY01 regional comparisons, employee satisfaction ranged from 60% (North Central and Northeast) to 43% (Korea). Supervisor satisfaction ranged from 55% (North Central) to 35% (National Capital Region).

2-2. Timeliness of Processing Retirement, Refund, and Death Benefits

Objective: OPM Standard is Not Less Than 80% of the Actions Processed Within 30 Days

Assessment: Not Met



Source: OPM "Aging of Separation" report

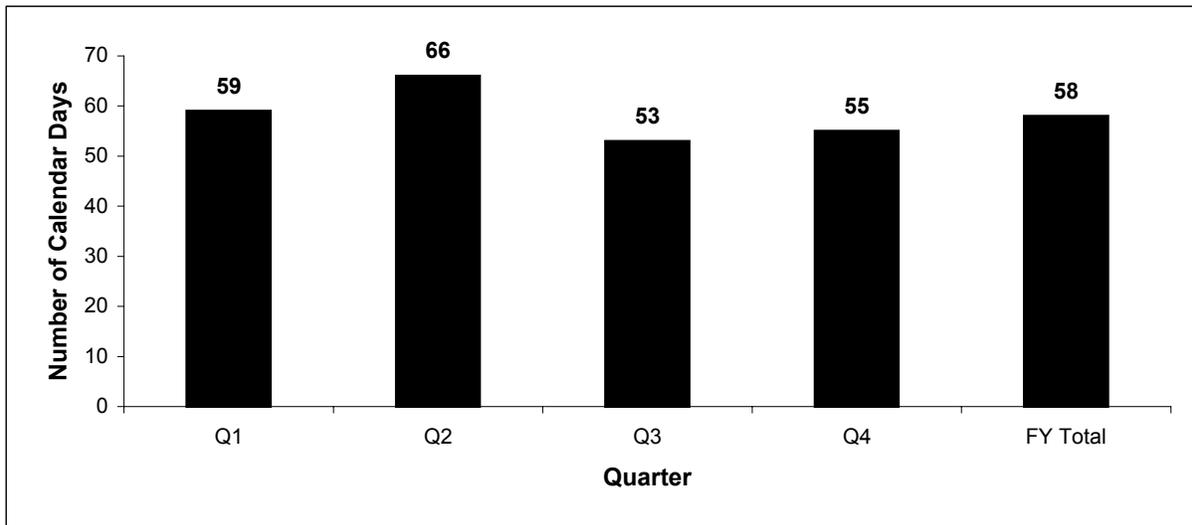
Analysis:

- Although Army met the government-wide average 2 out of 4 quarters for the year, Army did not meet the overall FY objective in FY02. The OPM Congressionally-mandated timeliness standard requires that 80% of all retirement, refund and death claims be received by OPM within 30 days of separation. Army's weighted average (the quarterly percents shown above are weighted by the number of actions per quarter) was 77% for FY02. Army achieved its highest rate in the 3rd quarter (91%).
- The above figures are based on the total number of retirement, death and refund claims submitted by Army employees.

2-3. Average Number of Days to Fill Positions

Objective: 60 Calendar Days

Assessment: Met



Source: CivPro

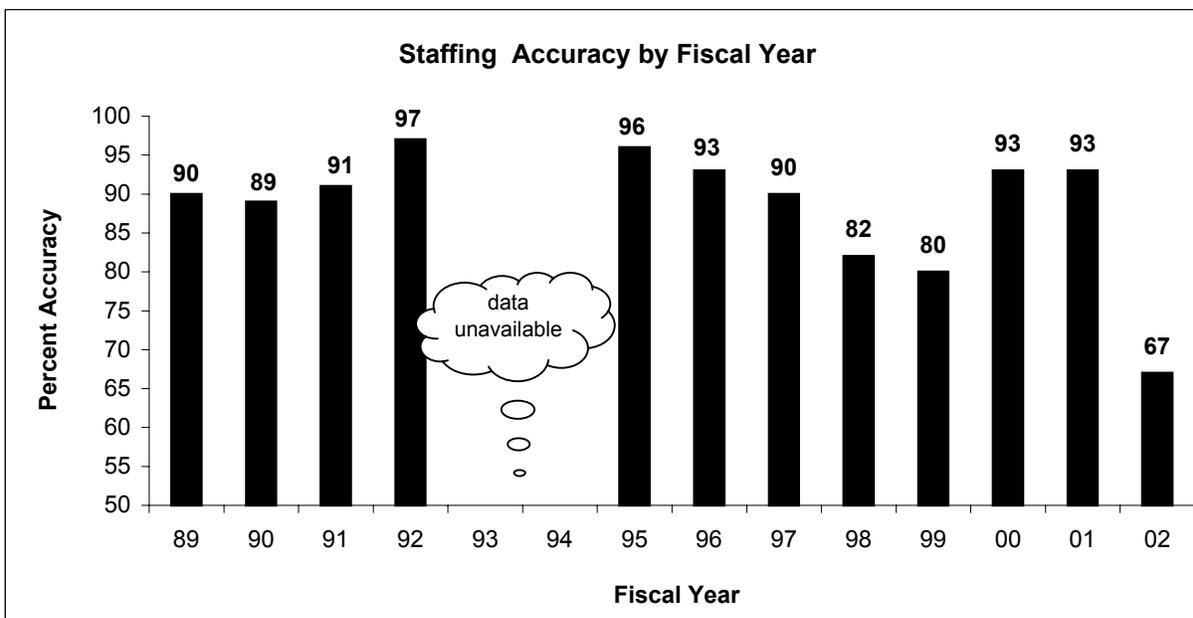
Analysis:

- Army met its objective of 60 calendar days in FY02. Average time to fill increased by one day from FY01 to 58 days. The average time to fill is not a simple average of the four quarters; it is a weighted average, taking into account the number of vacancies filled in each quarter.
- This indicator tracks fill time from receipt of the Request for Personnel Action (RPA) in the personnel community (CPAC, CPOC, or CPO) until the date the offer is accepted. It includes placements into vacant positions subject to mandatory career referral procedures; includes PPP placements; includes temporary and permanent placements from internal and external sources into true vacancies. It does not include career ladder promotions or reassignment actions that merely represent a change in duties.
- See Appendix, p. A11, for region breakout.

2-4. Staffing - Regulatory and Procedural Compliance

Objective: Not Less than 90% Accuracy

Assessment: Not Met



Source: USACPEA survey reports

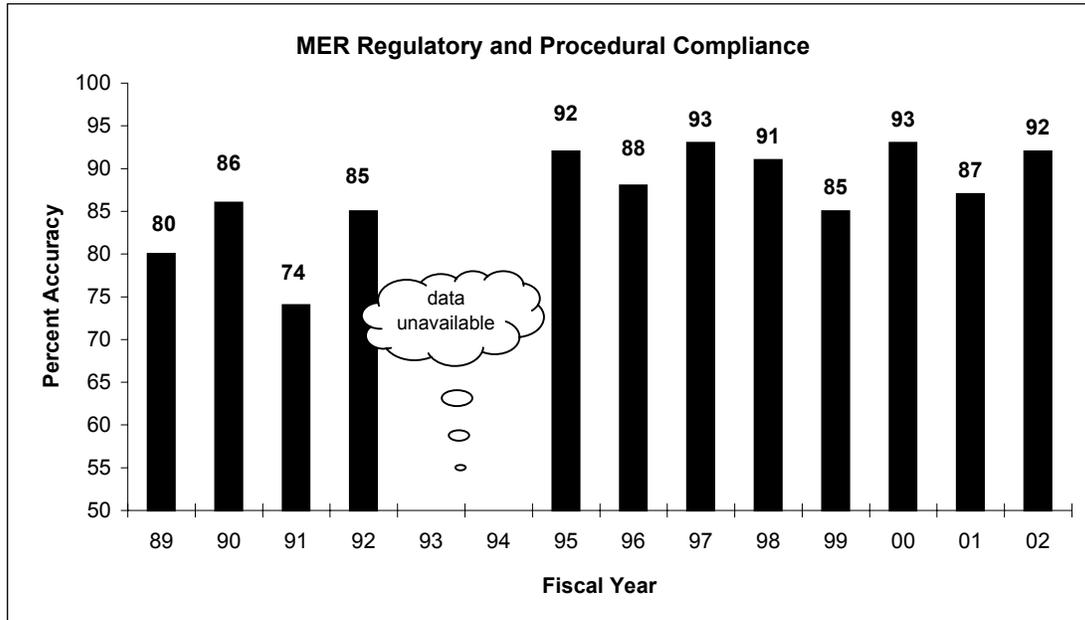
Analysis:

- Army did not meet its objective of 90% accuracy. Audits of 100 placement and promotion actions in FY02 resulted in an extremely low 67 percent compliance rate. USACPEA attributes this to missing documentation of qualification determinations and supervisor/manager notices of selection, and no clear audit trails. The regulatory errors included approval of actions after the effective date, veterans preference passover, delays of VRA conversions, and pay setting.
- Note that the number of staffing actions reviewed in FY99 (100 at one region), FY00 (200 at two regions), FY01 (146 at one region), and FY02 (100 in one region) are smaller than previous years.
- **This assessment was conducted at one region in FY02 and is not representative of Army-wide performance. See pages ii and iii for a discussion of sampling and generalizability of USACPEA results. See Appendix, p. A12 for individual on-site review information.**
- Staffing regulatory and procedural compliance is determined by conformance with requirements of law, regulation, and prescribed government-wide standards in the areas of appointments, promotions and internal placements (including reassignments, changes to lower grade, transfers, details and position changes during a period of grade or pay retention).

2-5. Management Employee Relations - Regulatory and Procedural Compliance

Objective: Not Less than 90% Accuracy

Assessment: Met



Source: USACPEA survey reports

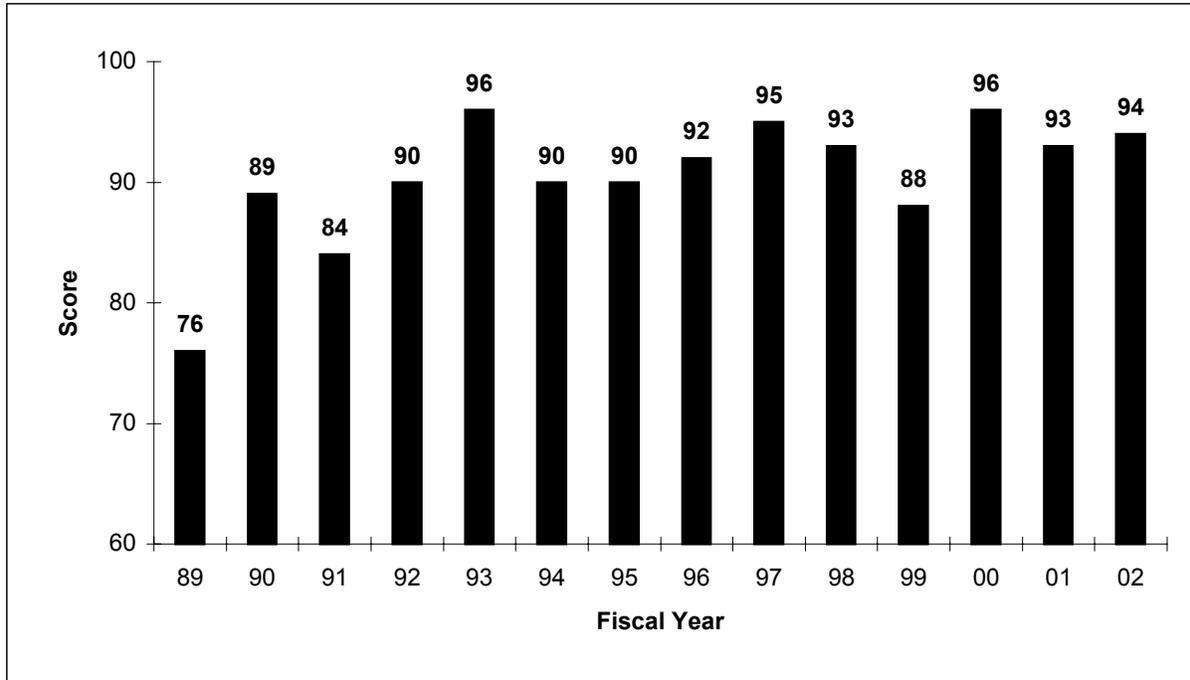
Analysis:

- Army met its objective of 90% accuracy. In FY02, USACPEA audited 266 actions at six CPACs for an overall compliance rate of 92%. Four of the six CPACs had 90% or better compliance.
- Compliance was above the 90% level in the area of incentive awards. USACPEA audited 191 awards and found 16 errors for a compliance rate of 92%. The most common errors were failure to properly document tangible/intangible benefit determinations for award amounts and inappropriate award approvals with lack of justification.
- Compliance was at 92% in the area of disciplinary/adverse actions. USACPEA audited 75 disciplinary actions and found 6 actions containing errors. The most common deficiencies were failure to include mandatory language in letters of reprimand, failure to provide written notice of a decision prior to effecting a suspension, and failure to properly conduct demials of within-grade increases.
- **This assessment was conducted at one region in FY02 and is not representative of Army-wide performance. See pages ii and iii for a discussion of sampling and generalizability of USACPEA results. See Appendix, p. A13, for individual on-site review information.**
- Management-Employee Relations regulatory and procedural compliance is determined by conformance with requirements of law, regulation, and prescribed Government-wide standards in the areas of awards (quality-step increases, on-the-spot, special act/service, and performance) and adverse/disciplinary actions (removals for cause, conduct-related involuntary reductions in grade or pay, performance-based actions, suspensions, reprimands, and denial of within-grade increases).

2-6. HQ ACPERS Data Quality - OPM's CPDF Data Quality Composite

Objective: Score of at Least 96 (OPM Standard)

Assessment: Not Met



Source: U.S. Office of Personnel Management (OPM) Report

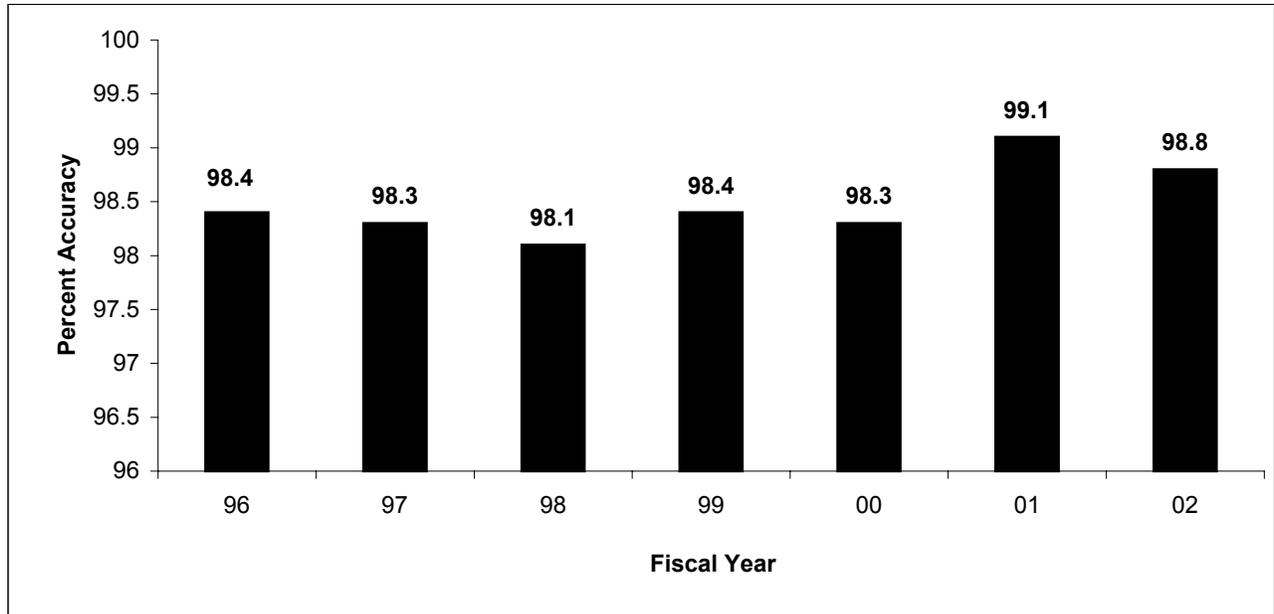
Analysis:

- Army did not meet OPM's quality composite standard for FY02.
- The score displayed is a composite of seven items: (1) days to submit, (2) percent of records with valid data in the most used fields, (3) number of data elements valid on 99% of records, (4) percent of records without errors (status file), (5) percent CPDF record count compared to SF113A count, (6) percent of records timely, (7) percent of records without errors (dynamics file). See Appendix, p. A14, for OPM standards and Army performance on the individual items.
- OPM reports accuracy for quarterly periods. Fiscal year data presented above are averages of data for four quarters. The FY02 score represents only the first two quarters; third and fourth quarter data were not available at the time of publication. The *FY01 Annual Evaluation* contained data on only the first two quarters of FY01. Updating that with data from the last two quarters, the FY01 score was lowered from 94 to 93.

2-7. HQ ACPERS Data Quality - HQ ACPERS Quality Control Report

Objective: At least 98% Accuracy

Assessment: Met



Source: HQ ACPERS Quality Control Report (PCN:ZMA-56A) produced by HQDA (DAPE-CP-PSS)

Analysis:

- Army met its objective of 98% accuracy for FY02.
- The Quality Control Report covers appropriated fund, U.S. citizens only. It is provided to the field (based on personnel office identifier) on a quarterly basis. Although summary data are presented here, the report identifies individual errors to the field. The report has two limitations -- it covers a subset of Defense Civilian Personnel Data System data fields and checks for field completion and a specified range of values only. Data errors not covered in this report are known to exist.
- The report has been in production for years. Unfortunately, copies of the pre-FY96 reports were not retained.

2-8. DCPDS Data Quality

Objective: Not Less than 97% Accuracy

Assessment: Met

Item Reviewed	# Items Reviewed	# Items Accurate	% Accuracy
Employee Name	75	75	100%
Social Security Number	75	75	100%
Employee Tenure	75	75	100%
Appointment Type	75	75	100%
Retirement System	75	74	99%
Federal Employee Retirement System Coverage	75	74	99%
Veterans Preference	75	74	99%
Performance Rating Level	75	67	89%
Performance Rating Date	75	65	87%
Service Computation Date (SCD) - Leave	75	74	99%
Position Description No. & Shred	75	75	100%
Pay Plan	75	75	100%
Pay Grade	75	75	100%
Pay Step	75	73	97%
Base Salary	75	74	99%
Locality Adjustment	75	75	100%
Pay Basis	75	75	100%
Pay Rate Determinant	75	75	100%
Within Grade Increase Due Date	75	71	95%
Product Distribution Flag	75	75	100%
Payroll Interface Flag	75	75	100%
Key/Emergency Essential Employee	75	75	100%
Key/Emergency Essential Position	75	75	100%
Supervisory Level	75	74	99%
TOTAL	1,800	1,770	98%

Source: USACPEA survey reports

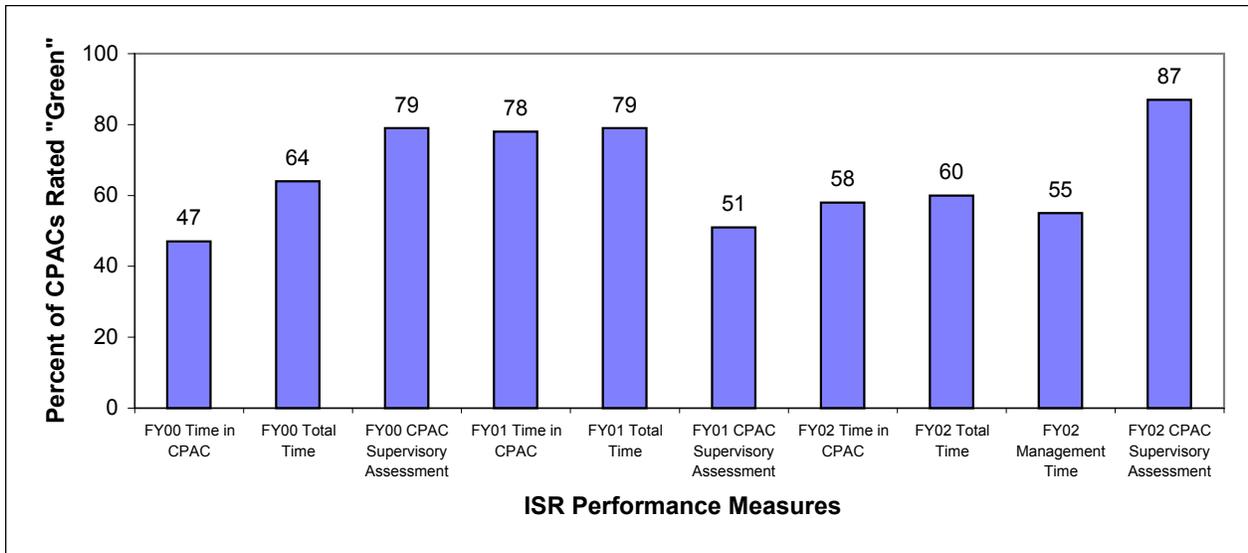
Analysis:

- Army met its objective of 97% accuracy. All but three of the 24 individual data elements met the objective. USACPEA attributes the errors to the lack of internal review of merit case files and failure to follow standard operating procedures.
- Note that the FY02 sample represents only the USAREUR Region.
- Data accuracy is defined as the "value" in the official personnel folder (OPF) being the same as that in the Defense Civilian Personnel Data System (DCPDS). No historical data are presented because the methodology has changed (i.e., earlier reviews were against HQ ACPERS data and some of the items reviewed have changed).

2-9. CPAC Workforce Effectiveness Performance Measures (Installation Status Report)

Objective: See "Green" Standards Below (in Bold)

Assessment: Met for Total Time and CPAC Supervisory Assessment



Source: HQDA (DAPE-CP-PL)

Analysis:

- The Installation Status Report, developed by the Assistant Chief of Staff for Installation Management, is a tool for viewing the readiness of Army installation infrastructure, environment, and services. CPAC performance is reported to ACSIM as part of the report. Results are compared to "red-green-amber" performance standards.
- CPAC performance measures and standards for FY02 are (1) average time in CPAC to process recruit/fill actions (**green** = 7 calendar days or less, amber = more than 7 up to 13 calendar days, red = more than 13 calendar days), (2) average management time to process recruit/fill actions (**green** = 14 calendar days or less, amber = more than 14 up to 21 calendar days, red = more than 21 calendar days), (3) average total time to fill (from receipt of action in CPOC/CPAC to date job offer accepted) (**green** = 60 calendar days or less, amber = more than 60 up to 69 calendar days, red = more than 69 calendar days), and (4) supervisor assessment of CPAC performance (**green** = 5.0 down to 3.25 customer satisfaction rating, amber = less than 3.25 to 2.00, red = less than 2.00). The second and third performance measures, management time and total time, are shown in the Installation Status Report but not counted because they cover parts of the recruit/fill business process outside the CPAC responsibility.
- Overall FY02 Army results: average time in CPAC for a recruit/fill action = 7.75 days (amber); average management time in selection = 14.61 days (amber); average total time for a recruit/fill action = 57.67 days (green); average supervisor CPAC assessment (customer satisfaction) = 3.63 (green). This compares to the FY01 results (CPAC time = 7.34 days, management time = 13.67 days, total time = 57.37 days, and CPAC supervisory assessment = 3.27) and to FY00 results (CPAC time = 11.14 days, total time = 65 days, and CPAC supervisory assessment = 3.44).
- The FY01 CPAC supervisory assessment results were taken from the FY01 Army Civilian Attitude Survey. As such it is not a pure measure of supervisory CPAC attitudes because (1) the items did not distinguish between the CPAC and the CPOC, and (2) military supervisors did not participate. It is very likely that the FY01 results underestimate true supervisor CPAC customer service perceptions.
- See Appendix, p. A15, for MACOM results.