

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

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About This Report

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

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

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

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

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

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

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

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

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

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

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

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

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

Results are presented in the following sections:

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

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

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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. The guidelines below are consistent with well-established industry standards for employee opinion survey research.

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

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

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

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

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

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

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

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

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

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

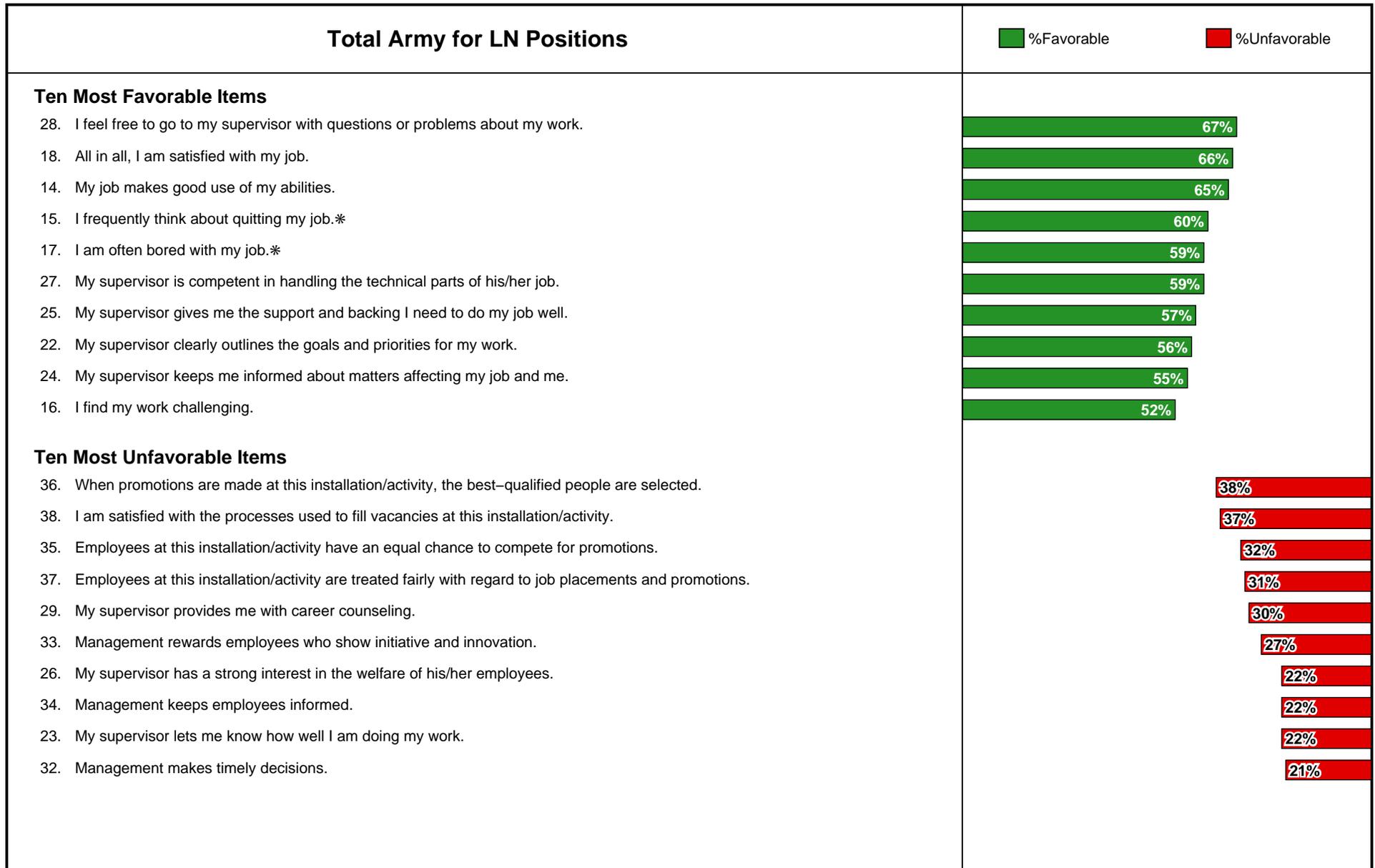
- ✓ Are certain things (for example, a frame of reference like "manager") consistently more favorable or unfavorable?
- ✓ Do you see any contradictory responses (for example, are first-line supervisors rated differently than management)?
- ✓ Are the most favorable (or unfavorable) items from a small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

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

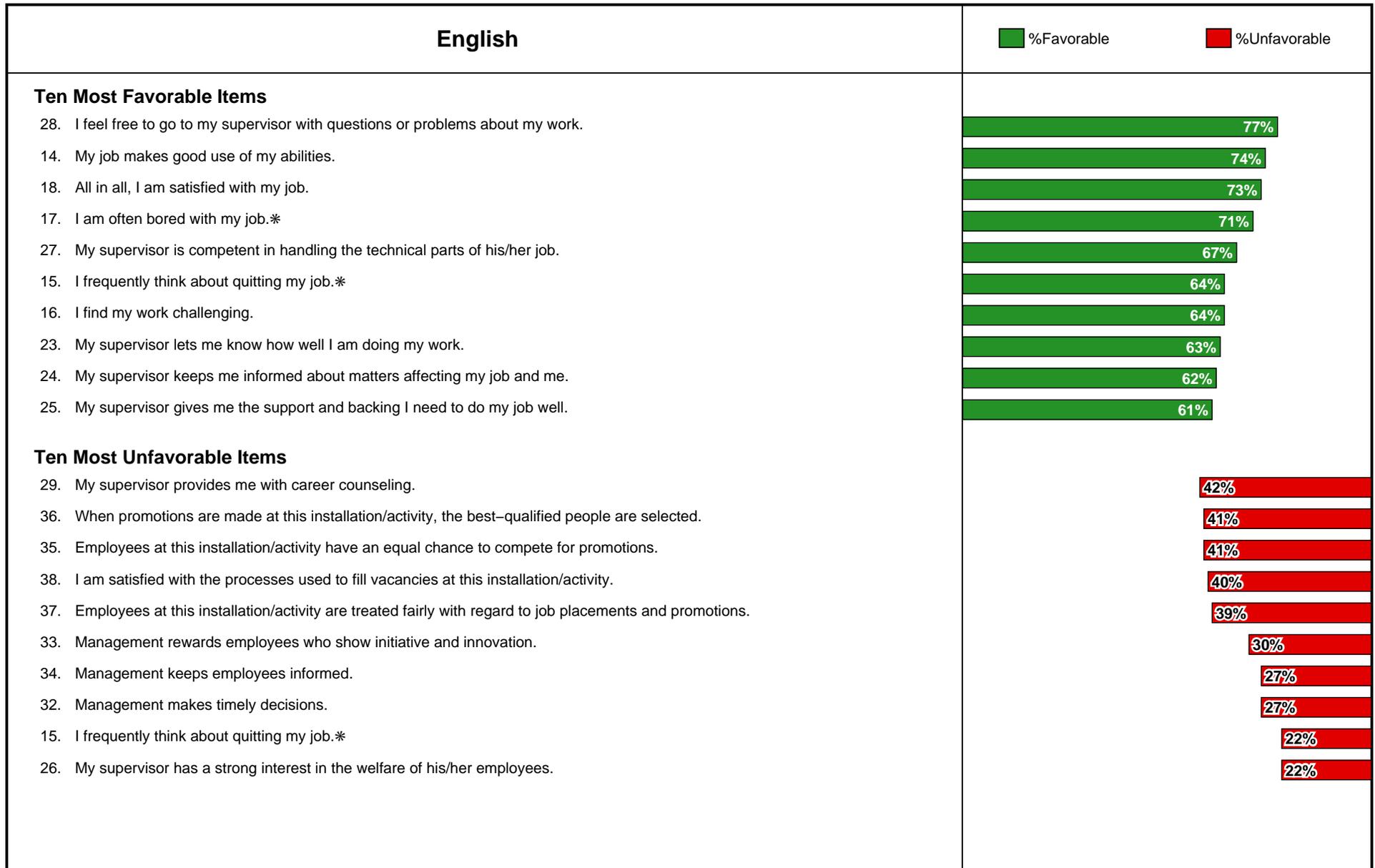
Ten Most Favorable/Unfavorable Items

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* Item is phrased in a negative manner.

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* Item is phrased in a negative manner.

Composite Summary

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Composite Summary	PERCENT OF RESPONDENTS			Number of Respondents
	 = Favorable	 = Neutral	 = Unfavorable	
Satisfaction with Civilian Personnel Service				
Total Army for LN Positions	45%	37%	18%	1,992
English	52%	27%	21%	210
Satisfaction with Job *				
Total Army for LN Positions	60%	26%	14%	1,994
English	69%	15%	15%	214
Satisfaction with Career				
Total Army for LN Positions	46%	42%	12%	1,681
English	57%	28%	16%	202
Satisfaction with First Line Supervisor				
Total Army for LN Positions	53%	28%	20%	1,932
English	60%	19%	20%	211
Satisfaction with Management				
Total Army for LN Positions	44%	35%	21%	1,617
English	50%	25%	25%	197

* Composite includes reverse-scored items.

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Composite Summary	PERCENT OF RESPONDENTS			Number of Respondents
	 = Favorable	 = Neutral	 = Unfavorable	
Satisfaction with Job Placement/Promotion System				
Total Army for LN Positions	32%	33%	35%	1,753
English	31%	28%	40%	185
Satisfaction with Awards and Recognition				
Total Army for LN Positions	41%	32%	28%	1,790
English	43%	27%	30%	200
Satisfaction with Discipline/Grievances/EEO Procedures *				
Total Army for LN Positions	34%	43%	23%	1,671
English	47%	34%	19%	190
Satisfaction with Work Group				
Total Army for LN Positions	65%	24%	10%	1,810
English	73%	18%	9%	199
Satisfaction with Training and Development				
Total Army for LN Positions	46%	28%	26%	1,785
English	46%	22%	32%	199

* Composite includes reverse-scored items.

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Composite Summary	PERCENT OF RESPONDENTS			Number of Respondents
	 = Favorable	 = Neutral	 = Unfavorable	
Satisfaction with Fairness *				
Total Army for LN Positions	45%	39%	16%	1,710
English	56%	29%	15%	183
Satisfaction with Physical Conditions				
Total Army for LN Positions	50%	27%	23%	1,825
English	67%	17%	15%	201
Civilian Workplace Morale *				
Total Army for LN Positions	49%	31%	20%	2,006
English	56%	22%	22%	214

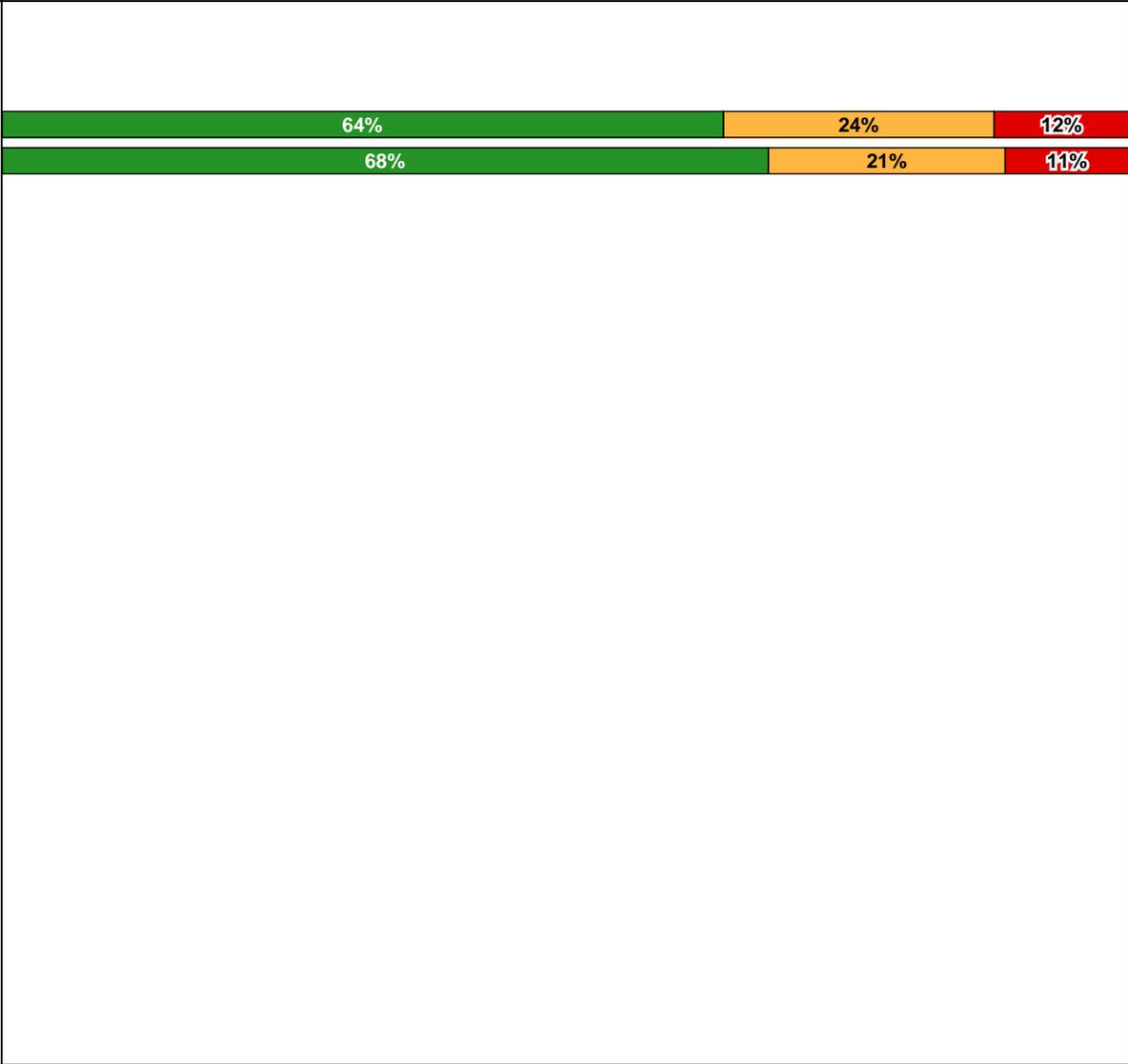
* Composite includes reverse-scored items.

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Composite Summary	PERCENT OF RESPONDENTS			Number of Respondents
	 = Favorable	 = Neutral	 = Unfavorable	
Your Organization *				
Total Army for LN Positions	49%	32%	19%	2,001
English	57%	24%	19%	213
Performance Culture				
Total Army for LN Positions	51%	32%	17%	1,830
English	62%	22%	16%	203
Strategic Planning *				
Total Army for LN Positions	52%	31%	17%	1,803
English	62%	20%	18%	202
Customer Satisfaction				
Total Army for LN Positions	68%	25%	6%	1,745
English	80%	14%	6%	202

* Composite includes reverse-scored items.

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Composite Summary	PERCENT OF RESPONDENTS			Number of Respondents												
	■ = Favorable	■ = Neutral	■ = Unfavorable													
Diversity Total Army for LN Positions English	 <table border="1" data-bbox="571 381 1755 1498"> <thead> <tr> <th>Category</th> <th>Favorable (%)</th> <th>Neutral (%)</th> <th>Unfavorable (%)</th> </tr> </thead> <tbody> <tr> <td>Total Army for LN Positions</td> <td>64%</td> <td>24%</td> <td>12%</td> </tr> <tr> <td>English</td> <td>68%</td> <td>21%</td> <td>11%</td> </tr> </tbody> </table>			Category	Favorable (%)	Neutral (%)	Unfavorable (%)	Total Army for LN Positions	64%	24%	12%	English	68%	21%	11%	1,821 201
Category	Favorable (%)	Neutral (%)	Unfavorable (%)													
Total Army for LN Positions	64%	24%	12%													
English	68%	21%	11%													

Item Detail

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Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Valid N				
<p>1. My immediate supervisor is (do not consider team leaders):</p> <p>Total Army for LN Positions</p>	<table border="1"> <tr> <td>Military</td> <td>17%</td> </tr> <tr> <td>Civilian</td> <td>83%</td> </tr> </table>	Military	17%	Civilian	83%	<p>347</p> <p>1,638</p>
Military	17%					
Civilian	83%					
<p>English</p>	<table border="1"> <tr> <td>Military</td> <td>24%</td> </tr> <tr> <td>Civilian</td> <td>76%</td> </tr> </table>	Military	24%	Civilian	76%	<p>51</p> <p>162</p>
Military	24%					
Civilian	76%					

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Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
Satisfaction with Civilian Personnel Service									
	Total Army for LN Positions	45%	37%	18%					
	English	52%	27%	21%					
2. The personnel office treats people courteously.									
	Total Army for LN Positions	54%	32%	14%					
	English	74%	17%	9%					
3. The personnel office keeps people informed (through automated or manual means) about important changes in personnel rules and benefits.									
	Total Army for LN Positions	55%	26%	20%					
	English	51%	22%	27%					
4. If my supervisor can't help me with an employment matter, I can get information or help from the personnel office.									
	Total Army for LN Positions	56%	29%	15%					
	English	58%	23%	19%					

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Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
5. I have no problems finding or getting access to the appropriate personnel office staff member to get the information or service I need.									
Total Army for LN Positions		13	37	30	13	7	3.36	1.09	1,756
English		14	44	22	15	6	3.46	1.08	200
6. The staff of the personnel office acts with integrity.									
Total Army for LN Positions		14	34	36	10	7	3.39	1.06	1,695
English		16	42	25	11	6	3.51	1.08	195
7. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on processing personnel and pay actions (e.g., promotions, within-grade increases, tax withholding, benefits).									
Total Army for LN Positions		13	38	34	10	5	3.44	1.01	1,858
English		13	46	21	13	7	3.43	1.10	190
8. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on discipline, complaints, and performance appraisal.									
Total Army for LN Positions		7	29	45	12	7	3.17	0.97	1,520
English		9	41	32	11	7	3.33	1.03	168

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Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N			
		5	4	3	2	1						
9. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on counseling employees on issues such as benefits (e.g., health, retirement), leave, hours of work, and worker's compensation.	Total Army for LN Positions	42%	41%	17%	10	32	41	11	6	3.30	0.99	1,628
	English	44%	35%	20%	10	34	35	12	9	3.25	1.08	181
10. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on training.	Total Army for LN Positions	38%	41%	21%	7	30	41	15	7	3.17	0.99	1,706
	English	41%	34%	25%	9	32	34	16	10	3.14	1.09	185
11. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on job and promotion information.	Total Army for LN Positions	34%	42%	24%	6	27	42	16	8	3.07	1.00	1,785
	English	36%	30%	34%	6	30	30	17	17	2.92	1.17	191
12. Overall, the quality of service given by the personnel office is:	Total Army for LN Positions	39%	42%	19%	7	32	42	13	5	3.22	0.95	1,841
	English	48%	32%	20%	9	40	32	15	6	3.31	1.00	200

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Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
13. Overall, the timeliness of service given by the personnel office is:									
Total Army for LN Positions	 35%  44%  21%	7	29	44	14	6	3.15	0.96	1,812
English	 42%  35%  22%	10	33	35	16	6	3.24	1.03	198

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Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
Satisfaction with Job*									
Total Army for LN Positions		24	37	26	10	4	3.66	0.83	1,994
English		29	40	15	11	4	3.79	0.86	214
14. My job makes good use of my abilities.									
Total Army for LN Positions		20	45	24	8	3	3.69	0.99	1,961
English		29	45	11	11	3	3.86	1.06	214
15. I frequently think about quitting my job.*									
Total Army for LN Positions		34	26	23	12	5	3.72	1.18	1,886
English		39	25	14	15	7	3.74	1.30	206
16. I find my work challenging.									
Total Army for LN Positions		16	36	31	11	5	3.47	1.05	1,971
English		19	45	18	13	5	3.60	1.08	213
17. I am often bored with my job.*									
Total Army for LN Positions		29	30	27	11	3	3.70	1.09	1,923
English		35	36	17	10	2	3.92	1.06	208

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

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Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
18. All in all, I am satisfied with my job.									
Total Army for LN Positions	66%  23%  11% 	21	45	23	7	4	3.73	0.99	1,976
English	73%  15%  11% 	23	50	15	7	5	3.81	1.02	214

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Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
Satisfaction with Career									
Total Army for LN Positions		12	34	42	7	4	3.42	0.89	1,681
English		18	38	28	10	6	3.52	1.01	202
19. I would recommend that others pursue a career as a civilian with the Federal Government.									
Total Army for LN Positions		13	35	41	6	4	3.48	0.93	1,591
English		20	37	30	8	5	3.59	1.05	182
20. I would recommend that others pursue a career as a civilian with the Army.									
Total Army for LN Positions		12	33	44	8	4	3.40	0.94	1,607
English		20	39	27	8	6	3.59	1.08	192
21. I would recommend that others pursue a career as a civilian with this organization.									
Total Army for LN Positions		11	35	41	8	6	3.37	0.97	1,652
English		16	38	26	13	8	3.42	1.12	199

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Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N			
		5	4	3	2	1						
Satisfaction with First Line Supervisor	Total Army for LN Positions	53%	28%	20%	17	35	28	11	9	3.41	0.98	1,932
	English	60%	19%	20%	24	36	19	12	9	3.56	1.01	211
22. My supervisor clearly outlines the goals and priorities for my work.	Total Army for LN Positions	56%	24%	20%	16	40	24	13	7	3.45	1.12	1,896
	English	60%	20%	20%	20	40	20	12	9	3.50	1.18	208
23. My supervisor lets me know how well I am doing my work.	Total Army for LN Positions	49%	29%	22%	14	35	29	13	9	3.32	1.14	1,860
	English	63%	20%	17%	20	43	20	10	7	3.60	1.12	209
24. My supervisor keeps me informed about matters affecting my job and me.	Total Army for LN Positions	55%	25%	20%	15	40	25	12	8	3.43	1.11	1,879
	English	62%	18%	21%	20	41	18	12	9	3.52	1.20	211
25. My supervisor gives me the support and backing I need to do my job well.	Total Army for LN Positions	57%	25%	18%	19	38	25	10	8	3.50	1.14	1,901
	English	61%	21%	18%	26	35	21	11	6	3.63	1.16	210

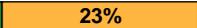
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		5	4	3	2	1			
26. My supervisor has a strong interest in the welfare of his/her employees.									
Total Army for LN Positions		16	27	35	12	10	3.27	1.16	1,762
English		26	33	19	14	7	3.57	1.23	204
27. My supervisor is competent in handling the technical parts of his/her job.									
Total Army for LN Positions		22	37	25	8	8	3.57	1.15	1,844
English		29	38	19	8	5	3.78	1.11	203
28. I feel free to go to my supervisor with questions or problems about my work.									
Total Army for LN Positions		25	41	19	7	7	3.71	1.13	1,895
English		35	41	11	6	7	3.93	1.14	210
29. My supervisor provides me with career counseling.									
Total Army for LN Positions		9	23	38	15	14	2.97	1.15	1,686
English		13	17	28	24	19	2.81	1.28	191

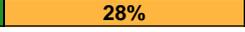
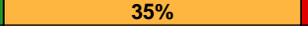
**Civilian Employees – FY03
Results by Language: English for LN Positions**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
Satisfaction with Management									
Total Army for LN Positions		11	33	35	13	8	3.25	0.95	1,617
English		16	34	25	16	8	3.34	1.03	197
30. Management is competent.									
Total Army for LN Positions		12	35	35	11	7	3.33	1.06	1,534
English		16	37	28	12	6	3.44	1.09	190
31. Management treats employees with respect and consideration.									
Total Army for LN Positions		14	36	32	11	7	3.38	1.08	1,575
English		23	35	22	14	6	3.54	1.17	195
32. Management makes timely decisions.									
Total Army for LN Positions		10	29	40	14	7	3.19	1.03	1,526
English		13	28	31	21	6	3.21	1.11	191
33. Management rewards employees who show initiative and innovation.									
Total Army for LN Positions		10	29	34	16	11	3.10	1.13	1,493
English		15	32	23	16	14	3.18	1.27	193

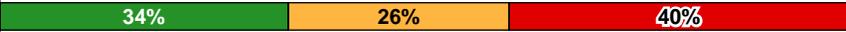
**Civilian Employees – FY03
Results by Language: English for LN Positions**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
34. Management keeps employees informed.									
Total Army for LN Positions	 44%  34%  22%	10	35	34	14	8	3.24	1.07	1,570
English	 49%  23%  27%	15	35	23	18	10	3.27	1.20	197

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

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
Satisfaction with Job Placement/Promotion System									
Total Army for LN Positions	32%  33%  35% 	6	26	33	19	16	2.88	1.02	1,753
English	31%  28%  40% 	4	27	28	21	19	2.76	1.08	185
35. Employees at this installation/activity have an equal chance to compete for promotions.									
Total Army for LN Positions	39%  28%  32% 	8	31	28	17	15	2.99	1.19	1,690
English	35%  24%  41% 	6	29	24	20	21	2.79	1.23	177
36. When promotions are made at this installation/activity, the best-qualified people are selected.									
Total Army for LN Positions	27%  35%  38% 	5	22	35	20	18	2.77	1.13	1,627
English	27%  31%  41% 	4	23	31	23	18	2.72	1.13	175
37. Employees at this installation/activity are treated fairly with regard to job placements and promotions.									
Total Army for LN Positions	34%  34%  31% 	6	28	34	17	15	2.95	1.13	1,657
English	29%  32%  39% 	5	24	32	22	18	2.77	1.14	176

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

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
38. I am satisfied with the processes used to fill vacancies at this installation/activity.									
Total Army for LN Positions		5	24	34	21	16	2.79	1.12	1,642
English		3	31	26	20	20	2.77	1.18	177

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

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
Satisfaction with Awards and Recognition									
Total Army for LN Positions		9	31	32	16	12	3.10	1.03	1,790
English		13	30	27	18	12	3.18	1.09	200
39. When I do a good job, it is recognized.									
Total Army for LN Positions		12	35	29	14	11	3.24	1.15	1,750
English		17	35	24	14	10	3.35	1.20	198
40. When awards are given in my workgroup, they go to the people who earned them.									
Total Army for LN Positions		8	30	34	16	11	3.08	1.11	1,659
English		13	29	30	17	11	3.16	1.18	187
41. Employees at this installation/activity are treated fairly with regard to awards.									
Total Army for LN Positions		8	31	33	16	12	3.06	1.12	1,660
English		9	26	28	24	13	2.95	1.17	184
42. If I perform my job especially well, I will receive an award.									
Total Army for LN Positions		10	28	31	18	14	3.02	1.18	1,668
English		15	30	26	17	13	3.15	1.25	186

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

Item Detail	 % Favorable  % Neutral  % Unfavorable			Category Percents					Mean	Std Dev	Valid N	
	5	4	3	2	1							
Satisfaction with Discipline/Grievances- /EEO Procedures*	Total Army for LN Positions	34%	43%	23%	7	27	43	14	8	3.10	0.86	1,671
	English	47%	34%	19%	11	36	34	13	7	3.32	0.89	190
43. If I filed a grievance, it would be held against me.*	Total Army for LN Positions	23%	45%	31%	7	17	45	21	10	2.89	1.02	1,422
	English	27%	42%	31%	9	18	42	22	9	2.96	1.06	148
44. Top management at this installation/activity actively supports the Equal Employment Opportunity Program.	Total Army for LN Positions	37%	47%	16%	8	29	47	10	6	3.22	0.95	1,405
	English	63%	28%	9%	15	48	28	4	4	3.65	0.95	157
45. Employees at this installation/activity are treated fairly with regard to discipline.	Total Army for LN Positions	40%	40%	20%	8	32	40	12	8	3.19	1.03	1,484
	English	52%	30%	18%	11	41	30	11	7	3.38	1.04	177

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

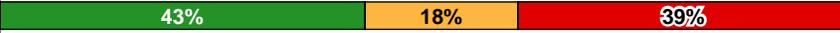
**Civilian Employees – FY03
Results by Language: English for LN Positions**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
46. Employees at this installation/activity are treated fairly with regard to grievances and appeals.									
Total Army for LN Positions	 36%  41%  23%	6	30	41	14	9	3.10	1.02	1,445
English	 43%  37%  20%	8	34	37	14	6	3.25	1.01	155

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

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
Satisfaction with Work Group									
Total Army for LN Positions		21	45	24	7	4	3.72	0.90	1,810
English		28	46	18	8	2	3.90	0.86	199
47. The people I work with do a good job.									
Total Army for LN Positions		22	47	23	5	3	3.82	0.92	1,790
English		26	53	16	5	1	3.98	0.82	199
48. My work group is well run.									
Total Army for LN Positions		19	43	26	8	5	3.63	1.02	1,783
English		28	43	18	9	2	3.85	1.00	195
49. People in my work group work well together.									
Total Army for LN Positions		21	44	23	8	4	3.71	1.01	1,787
English		29	41	19	9	2	3.87	1.00	195

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

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
Satisfaction with Training and Development									
Total Army for LN Positions		12	34	28	15	11	3.19	1.03	1,785
English		16	30	22	19	13	3.18	1.12	199
50. My supervisor and I discuss my training and development needs at least once a year.									
Total Army for LN Positions		11	29	27	19	15	3.02	1.22	1,699
English		15	28	18	21	18	3.01	1.36	191
51. I receive the training I need to perform my job properly (e.g., on-the-job training, classroom instruction, conferences, workshops).									
Total Army for LN Positions		12	37	27	14	10	3.26	1.14	1,761
English		15	31	22	20	13	3.17	1.26	199
52. Management supports continued training and development.									
Total Army for LN Positions		13	36	30	12	9	3.32	1.12	1,663
English		18	31	26	15	9	3.34	1.21	196

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

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
Satisfaction with Fairness*									
Total Army for LN Positions		15	29	39	11	5	3.39	0.79	1,710
English		21	35	29	11	4	3.62	0.80	183
53. Managers/supervisors deal effectively with reports of prejudice and discrimination.									
Total Army for LN Positions		7	34	37	12	9	3.18	1.05	1,463
English		14	42	27	9	8	3.45	1.09	143
54. If I complained of discrimination, it would be held against me.*									
Total Army for LN Positions		11	23	43	17	7	3.14	1.04	1,360
English		18	27	34	16	4	3.40	1.09	146
55. Non-minority employees often get preferential treatment over minority employees.*									
Total Army for LN Positions		17	25	43	11	4	3.40	1.03	1,217
English		22	34	29	11	3	3.60	1.05	151
56. Minority employees often get preferential treatment over non-minority employees.*									
Total Army for LN Positions		17	27	45	8	3	3.48	0.95	1,214
English		20	34	33	10	3	3.59	1.00	153

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

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

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
57. Male employees often get preferential treatment over female employees.*									
Total Army for LN Positions	  	22	33	36	7	2	3.65	0.97	1,493
English	  	24	31	26	14	4	3.57	1.13	166
58. Female employees often get preferential treatment over male employees.*									
Total Army for LN Positions	  	18	32	35	10	5	3.48	1.06	1,497
English	  	27	39	27	4	3	3.82	0.98	165

* Item is phrased in a negative manner.

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

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
Satisfaction with Physical Conditions									
Total Army for LN Positions		10	40	27	14	9	3.28	0.92	1,825
English		15	52	17	9	6	3.61	0.83	201
59. At this installation/activity, physical conditions (e.g., noise level, temperature, lighting, cleanliness) allow employees to perform their jobs well.									
Total Army for LN Positions		13	41	23	14	9	3.35	1.14	1,779
English		17	52	15	10	7	3.63	1.09	198
60. Programs that encourage good health practices are supported here (e.g., fitness centers, health education programs).									
Total Army for LN Positions		9	34	29	17	12	3.11	1.15	1,714
English		13	50	16	12	9	3.47	1.14	189
61. Employees are protected from health and safety hazards on the job.									
Total Army for LN Positions		10	44	30	11	6	3.40	1.00	1,759
English		16	54	22	6	3	3.73	0.89	192

Supplemental Item Detail

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

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
Your Organization*									
Total Army for LN Positions		10	39	32	13	6	3.34	0.67	2,001
English		14	43	24	14	5	3.47	0.67	213
62. There is a good working relationship between civilian and military personnel.									
Total Army for LN Positions		15	47	27	8	3	3.64	0.93	1,797
English		21	56	16	8	1	3.88	0.84	198
63. There is a good working relationship between civilian/military personnel and contractors.									
Total Army for LN Positions		10	46	35	6	3	3.53	0.86	1,597
English		16	58	21	3	1	3.86	0.76	171
64. Civilians are made to feel that they are an important part of the Army team.									
Total Army for LN Positions		17	48	27	6	3	3.70	0.90	1,868
English		14	50	23	10	2	3.63	0.94	203
65. Civilian supervisors are concerned about civilian employee job satisfaction.									
Total Army for LN Positions		11	40	34	10	5	3.40	0.99	1,739
English		12	41	24	19	3	3.40	1.03	196

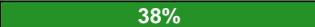
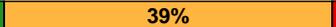
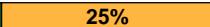
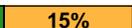
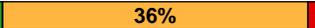
* Composite includes reverse-scored items.

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

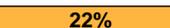
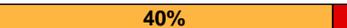
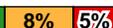
Item Detail	 % Favorable  % Neutral  % Unfavorable			Category Percents					Mean	Std Dev	Valid N					
	5	4	3	2	1											
66. Military supervisors are concerned about civilian employee job satisfaction.																
Total Army for LN Positions	49%			36%		15%			10	39	36	10	5	3.38	0.97	1,558
English	50%			27%		23%			12	38	27	18	5	3.35	1.07	171
67. I am satisfied with the amount of involvement I have in decisions that affect my work.																
Total Army for LN Positions	49%			35%		16%			9	40	35	11	5	3.37	0.97	1,849
English	63%			19%		18%			14	48	19	11	7	3.52	1.09	207
68. My work productivity is reduced by unnecessary rules and regulations.*																
Total Army for LN Positions	33%			39%		28%			8	25	39	21	7	3.06	1.02	1,782
English	35%			29%		36%			9	26	29	28	8	3.00	1.10	205
69. There is good communication between work groups/work units in my organization.																
Total Army for LN Positions	50%			30%		20%			9	41	30	14	6	3.33	1.02	1,898
English	50%			26%		24%			11	40	26	21	3	3.33	1.03	207
70. I feel my job is secure.																
Total Army for LN Positions	41%			28%		30%			8	33	28	18	12	3.07	1.16	1,887
English	48%			24%		27%			11	38	24	14	13	3.19	1.20	209

* Item is phrased in a negative manner.

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

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
71. My organization encourages creative solutions and new practices/ways of doing business.									
Total Army for LN Positions	38%  39%  24% 	7	30	39	17	7	3.14	1.01	1,801
English	50%  27%  22% 	13	38	27	15	7	3.34	1.11	202
72. The amount of work I am expected to do is reasonable.									
Total Army for LN Positions	54%  30%  16% 	9	46	30	12	5	3.42	0.96	1,932
English	68%  18%  14% 	13	55	18	9	5	3.62	0.98	212
73. I have sufficient resources (e.g., people, equipment and materials, budget) to get my job done.									
Total Army for LN Positions	44%  25%  31% 	8	36	25	20	11	3.09	1.15	1,896
English	61%  15%  23% 	14	48	15	17	6	3.46	1.10	207
74. Compared to other organizations, how would you rate your organization as a place to work?									
Total Army for LN Positions	48%  36%  16% 	15	32	36	12	4	3.43	1.02	1,786
English	52%  36%  13% 	25	27	36	11	3	3.61	1.05	200

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

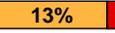
Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
Performance Culture									
Total Army for LN Positions	51%  32%  17% 	10	40	32	11	6	3.40	0.77	1,830
English	62%  22%  16% 	18	44	22	12	4	3.63	0.77	203
75. Corrective actions are taken when employees do not meet performance standards.									
Total Army for LN Positions	27%  40%  33% 	3	24	40	20	13	2.85	1.03	1,495
English	35%  32%  33% 	5	30	32	24	9	2.97	1.05	173
76. My performance appraisal is a fair reflection of my performance.									
Total Army for LN Positions	45%  40%  16% 	8	37	40	10	6	3.31	0.96	1,547
English	60%  31%  9% 	18	42	31	7	2	3.67	0.93	133
77. I know what is expected of me on the job.									
Total Army for LN Positions	76%  19%  5%	19	57	19	3	2	3.88	0.81	1,771
English	86%  8%  5%	29	57	8	5	0	4.09	0.78	202

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

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
Strategic Planning*									
Total Army for LN Positions	52%	31%	17%						
English	62%	20%	18%						
78. Managers communicate the organization's strategic mission, vision, and priorities.									
Total Army for LN Positions	47%	33%	19%						
English	57%	24%	19%						
79. Productivity in my work group/work unit is hurt by a lack of planning.*									
Total Army for LN Positions	37%	36%	26%						
English	45%	22%	34%						
80. I know how my work relates to my organization's mission and goals.									
Total Army for LN Positions	71%	25%	5%						
English	82%	14%							

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

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

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
Customer Satisfaction									
Total Army for LN Positions	68%  25%  6% 	22	46	25	5	2	3.83	0.69	1,745
English	80%  14%  6% 	33	47	14	5	1	4.06	0.67	202
81. I clearly understand who my customer(s) is/are.									
Total Army for LN Positions	85%  13%  2% 	35	49	13	2	1	4.17	0.76	1,732
English	95%  5% 	52	43	3	1	0	4.45	0.64	201
82. Products and services in my work group/work unit are improved based on customer input.									
Total Army for LN Positions	55%  34%  11% 	13	43	34	8	3	3.55	0.92	1,597
English	64%  23%  13% 	21	44	23	9	3	3.69	1.01	183
83. Customers are satisfied with the products and services my work group/work unit provides.									
Total Army for LN Positions	64%  30%  6% 	17	47	30	5	1	3.73	0.84	1,573
English	79%  16%  5% 	26	53	16	4	1	4.00	0.80	184

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

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N		
		5	4	3	2	1					
Diversity											
Total Army for LN Positions	64%	24%	12%	21	43	24	7	5	3.69	0.89	1,821
English	68%	21%	11%	23	45	21	8	3	3.78	0.86	201
84. Managers/supervisors/team leaders work well with employees of different backgrounds.											
Total Army for LN Positions	57%	28%	14%	14	44	28	8	6	3.51	1.03	1,736
English	63%	26%	11%	16	47	26	8	3	3.64	0.95	197
85. Discrimination (on the basis of gender, race, national origin, religion, age, cultural background, disability, or sexual orientation) is not tolerated here.											
Total Army for LN Positions	71%	20%	9%	28	43	20	6	3	3.87	0.99	1,766
English	74%	16%	10%	30	43	16	8	2	3.92	0.99	194

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

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Valid N
<p>Harassment</p> <p>86. During the last 12 months, have you been harassed (e.g., on the basis of your gender, race, national origin, religion, age, cultural background, disability, sexual orientation) while working for the Army?</p> <p>Total Army for LN Positions</p> <p>Yes 10%</p> <p>No 90%</p> <p>English</p> <p>Yes 10%</p> <p>No 90%</p> <p>87. If you were harassed, did you report the incident?</p> <p>Total Army for LN Positions</p> <p>Yes 24%</p> <p>No 76%</p> <p>English</p> <p>Yes 26%</p> <p>No 74%</p> <p>88. If you reported the incident, was any action taken? (e.g., management spoke with the offending person)</p> <p>Total Army for LN Positions</p> <p>Yes 17%</p> <p>No 25%</p> <p>Don't Know 58%</p> <p>English</p> <p>Yes 25%</p> <p>No 21%</p> <p>Don't Know 54%</p>		<p>207</p> <p>1,786</p> <p>20</p> <p>189</p> <p>141</p> <p>446</p> <p>22</p> <p>64</p> <p>75</p> <p>113</p> <p>256</p> <p>18</p> <p>15</p> <p>38</p>

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

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Valid N
Army Knowledge Online (AKO)		
89. How frequently do you access Army Knowledge Online (AKO)?		
Total Army for LN Positions		
Once a month or less often	19%	372
2–3 times a month	6%	123
1–2 times a week	6%	117
3–4 times a week	3%	57
Almost every day	6%	114
Does not apply – I do not access AKO	60%	1,174
English		
Once a month or less often	25%	51
2–3 times a month	12%	24
1–2 times a week	7%	15
3–4 times a week	6%	13
Almost every day	11%	22
Does not apply – I do not access AKO	39%	80
90. How easy or difficult is it for you to navigate the AKO web site?		
Total Army for LN Positions		
Very difficult	1%	16
Difficult	5%	58
Neither easy nor difficult	26%	289
Easy	19%	213
Very easy	6%	69
Not sure – I do not use AKO very often	43%	484
English		
Very difficult	1%	1
Difficult	5%	8
Neither easy nor difficult	24%	38
Easy	28%	44
Very easy	16%	26
Not sure – I do not use AKO very often	26%	42

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

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Valid N
91. Have you arranged to have your AKO emails forwarded? Total Army for LN Positions No No, I did not know I could do that Yes, to my home or personal email address Yes, to my work site email address English No No, I did not know I could do that Yes, to my home or personal email address Yes, to my work site email address	<p>The chart displays the following data points:</p> <ul style="list-style-type: none"> Total Army for LN Positions: <ul style="list-style-type: none"> No: 39% No, I did not know I could do that: 24% Yes, to my home or personal email address: 0% Yes, to my work site email address: 37% English: <ul style="list-style-type: none"> No: 26% No, I did not know I could do that: 22% Yes, to my home or personal email address: 0% Yes, to my work site email address: 52% 	427 268 4 407 41 34 0 81

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

Item Detail	 % Favorable  % Neutral  % Unfavorable			Category Percents					Mean	Std Dev	Valid N					
	5	4	3	2	1											
Army Civilian Personnel OnLine (CPOL) Applications																
92. I find the information in PERMISS (Personnel Management and Information Support System) section of CPOL useful.																
Total Army for LN Positions	48%			44%			8%		11	37	44	5	3	3.47	0.87	1,010
English	56%			35%			9%		16	40	35	6	3	3.60	0.94	98
93. The Vacancy Announcement section of CPOL is useful.																
Total Army for LN Positions	60%			32%			7%		16	45	32	4	3	3.66	0.89	1,170
English	68%			23%			9%		22	47	23	4	4	3.77	0.98	116
94. The Resume Builder tool is easy to use.																
Total Army for LN Positions	33%			55%			11%		6	27	55	8	4	3.23	0.82	759
English	45%			39%			15%		7	38	39	6	10	3.27	1.03	71
95. It is easy to apply for jobs being filled through RESUMIX.																
Total Army for LN Positions	28%			57%			15%		5	23	57	10	5	3.13	0.83	765
English	29%			51%			21%		7	22	51	11	10	3.05	1.00	73

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

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N	
		5	4	3	2	1				
Family Friendly Flexibilities (Importance)										
96a. How important is telework/telecommuting to you?										
Total Army for LN Positions		38	9	17	25	11	3.37	1.46	1,915	
English		27	18	27	18	9	3.35	1.31	206	
97a. How important are alternative work schedules to you?										
Total Army for LN Positions		33	13	21	24	9	3.36	1.38	1,927	
English		19	18	26	28	9	3.11	1.25	206	
98a. How important are child care subsidies to you?										
Total Army for LN Positions		33	30	18	12	6	3.73	1.21	1,925	
English		54	17	13	10	6	4.03	1.27	205	
99a. How important are employee assistance programs to you?										
Total Army for LN Positions		13	24	27	27	9	3.07	1.18	1,883	
English		23	17	32	17	9	3.28	1.26	201	
100a. How important are health and wellness programs to you?										
Total Army for LN Positions		4	35	32	22	6	3.10	0.99	1,924	
English		9	31	34	20	6	3.18	1.04	205	

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

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
101a. How important are support groups to you?									
Total Army for LN Positions		16	15	22	34	13	2.88	1.28	1,841
English		35	14	17	24	11	3.38	1.44	199
102a. How important are elder care programs to you?									
Total Army for LN Positions		13	27	27	25	9	3.11	1.17	1,855
English		37	13	23	16	11	3.49	1.41	199

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

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Valid N																																																																
<p>Family Friendly Flexibilities (Availability)</p> <p>96b. Is telework/telecommuting available to you? Total Army for LN Positions</p> <p>Yes No Don't Know</p> <p>English</p> <p>Yes No Don't Know</p> <p>97b. Are alternative work schedules available to you? Total Army for LN Positions</p> <p>Yes No Don't Know</p> <p>English</p> <p>Yes No Don't Know</p> <p>98b. Are child care subsidies available to you? Total Army for LN Positions</p> <p>Yes No Don't Know</p> <p>English</p> <p>Yes No Don't Know</p>	<table border="1"> <caption>Survey Results Data</caption> <thead> <tr> <th>Item</th> <th>Response</th> <th>Percent</th> <th>Valid N</th> </tr> </thead> <tbody> <tr> <td rowspan="3">96b. Is telework/telecommuting available to you?</td> <td>Yes</td> <td>16%</td> <td>300</td> </tr> <tr> <td>No</td> <td>49%</td> <td>949</td> </tr> <tr> <td>Don't Know</td> <td>35%</td> <td>672</td> </tr> <tr> <td rowspan="3">English</td> <td>Yes</td> <td>30%</td> <td>62</td> </tr> <tr> <td>No</td> <td>42%</td> <td>87</td> </tr> <tr> <td>Don't Know</td> <td>28%</td> <td>57</td> </tr> <tr> <td rowspan="3">97b. Are alternative work schedules available to you?</td> <td>Yes</td> <td>32%</td> <td>613</td> </tr> <tr> <td>No</td> <td>48%</td> <td>916</td> </tr> <tr> <td>Don't Know</td> <td>20%</td> <td>384</td> </tr> <tr> <td rowspan="3">English</td> <td>Yes</td> <td>39%</td> <td>79</td> </tr> <tr> <td>No</td> <td>40%</td> <td>81</td> </tr> <tr> <td>Don't Know</td> <td>21%</td> <td>43</td> </tr> <tr> <td rowspan="3">98b. Are child care subsidies available to you?</td> <td>Yes</td> <td>11%</td> <td>216</td> </tr> <tr> <td>No</td> <td>59%</td> <td>1,125</td> </tr> <tr> <td>Don't Know</td> <td>30%</td> <td>563</td> </tr> <tr> <td rowspan="3">English</td> <td>Yes</td> <td>15%</td> <td>29</td> </tr> <tr> <td>No</td> <td>42%</td> <td>83</td> </tr> <tr> <td>Don't Know</td> <td>44%</td> <td>87</td> </tr> </tbody> </table>	Item	Response	Percent	Valid N	96b. Is telework/telecommuting available to you?	Yes	16%	300	No	49%	949	Don't Know	35%	672	English	Yes	30%	62	No	42%	87	Don't Know	28%	57	97b. Are alternative work schedules available to you?	Yes	32%	613	No	48%	916	Don't Know	20%	384	English	Yes	39%	79	No	40%	81	Don't Know	21%	43	98b. Are child care subsidies available to you?	Yes	11%	216	No	59%	1,125	Don't Know	30%	563	English	Yes	15%	29	No	42%	83	Don't Know	44%	87	
Item	Response	Percent	Valid N																																																															
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**Civilian Employees – FY03
Results by Language: English for LN Positions**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Valid N
99b. Are employee assistance programs available to you? Total Army for LN Positions		209 780 906
	English	
100b. Are health and wellness programs available to you? Total Army for LN Positions		664 676 565
	English	
101b. Are support groups available to you? Total Army for LN Positions		186 665 998
	English	45 57 98

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

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Valid N
102b. Are elder care programs available to you? Total Army for LN Positions	<p>A horizontal bar chart with three bars representing 'Yes', 'No', and 'Don't Know' responses. The bars are green and labeled with their respective percentages: 4%, 49%, and 47%.</p>	75 910 888
English	<p>A horizontal bar chart with three bars representing 'Yes', 'No', and 'Don't Know' responses. The bars are green and labeled with their respective percentages: 10%, 33%, and 57%.</p>	20 66 114

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

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
Career/Retirement Plans 103. I am willing to relocate geographically for a promotion.									
Total Army for LN Positions		13	24	32	18	13	3.05	1.21	1,690
English		20	28	19	17	16	3.19	1.36	167

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

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Valid N
104. Select the response that best matches your career plans: <p align="center">Total Army for LN Positions</p> I intend to look for other employment outside of the Army. 4% I intend to look for other employment within the Army. 21% I intend to stay in my current organization. 74% <p align="center">English</p> I intend to look for other employment outside of the Army. 9% I intend to look for other employment within the Army. 20% I intend to stay in my current organization. 71%		88 418 1,468 19 41 149
105. How long do you expect to continue working for your organization? <p align="center">Total Army for LN Positions</p> More than 5 years 71% 4–5 years 9% 1–3 years 16% Less than 1 year 4% <p align="center">English</p> More than 5 years 54% 4–5 years 13% 1–3 years 25% Less than 1 year 7%		1,404 168 319 77 113 28 53 14

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

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Valid N
106. Select the response that best matches your retirement plans: Total Army for LN Positions I plan to leave before retirement. 4% I am undecided about staying beyond my retirement eligibility date. 31% I plan to stay beyond my retirement eligibility date. 21% I would take an early out, if offered. 18% I plan to retire as soon as eligible. 26% English I plan to leave before retirement. 10% I am undecided about staying beyond my retirement eligibility date. 28% I plan to stay beyond my retirement eligibility date. 15% I would take an early out, if offered. 15% I plan to retire as soon as eligible. 31%		75 609 407 351 510 21 58 31 32 65
107. I plan to retire in: Total Army for LN Positions More than 5 years 88% 4–5 years 5% 1–3 years 5% Less than 1 year 2% English More than 5 years 84% 4–5 years 6% 1–3 years 9% Less than 1 year 2%		1,649 97 89 34 164 11 17 4

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

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Valid N
Feedback on Survey Results		
108. I have seen my command or installation results from the last Army Civilian Attitude Survey (2001).		
Total Army for LN Positions		
Yes	7%	139
No	59%	1,154
Don't Know	33%	649
English		
Yes	10%	20
No	73%	152
Don't Know	17%	36
109. My organization has taken action based on results from the last Army Civilian Attitude Survey (2001).		
Total Army for LN Positions		
Yes	4%	73
No	14%	279
Don't Know	82%	1,591
English		
Yes	6%	12
No	12%	24
Don't Know	83%	172