

Key Indicator 2 Customer Satisfaction

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

Supervisor Results	
Count	Percent
192	6%
982	30%
625	19%
808	25%
662	20%
3269	100%
198	6%
871	27%
713	22%
840	26%
630	19%
3252	100%
119	4%
831	27%
606	20%
741	24%
763	25%
3060	100%
102	3%
813	27%
994	33%
607	20%
532	17%
3048	100%

Key Indicator 2 (Cont.) Customer Satisfaction

Question	Employee Results	
	Count	Percent
The personnel office treats people courteously		
strongly agree	430	12%
agree	1791	52%
neither agree nor disagree	737	21%
disagree	344	10%
strongly disagree	157	5%
totals	3459	100%
The personnel office keeps people informed about important changes in personnel rules and benefits		
strongly agree	282	8%
agree	1217	34%
neither agree nor disagree	784	22%
disagree	753	21%
strongly disagree	519	15%
totals	3555	100%
I have no problems finding or getting access to the appropriate personnel office staff member to get the information or service I need		
strongly agree	280	8%
agree	1248	35%
neither agree nor disagree	694	20%
disagree	802	23%
strongly disagree	515	15%
totals	3539	100%
The staff of the personnel office acts with integrity		
strongly agree	315	9%
agree	1337	40%
neither agree nor disagree	1079	32%
disagree	356	11%
strongly disagree	272	8%
totals	3359	100%

Supervisor Results	
Count	Percent
515	16%
1727	53%
594	18%
255	8%
162	5%
3253	100%
280	8%
1184	36%
734	22%
641	19%
476	14%
3315	100%
289	9%
1052	32%
587	18%
756	23%
621	19%
3305	100%
414	13%
1466	46%
880	28%
242	8%
196	6%
3198	100%

Key Indicator 2 (Cont.) Customer Satisfaction

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

Supervisor Results	
Count	Percent
127	5%
685	24%
945	34%
549	19%
514	18%
2820	100%
113	5%
524	22%
818	34%
497	21%
431	18%
2383	100%
157	8%
483	25%
662	35%
333	17%
273	14%
1908	100%
73	3%
395	18%
714	33%
525	24%
447	21%
2154	100%

Key Indicator 2 (Cont.) Customer Satisfaction

Question	Employee Results	
	Count	Percent
.. counseling employees on issues such as benefits (e.g., health, retirement), leave, hours of work, and worker's compensation		
very good	281	9%
good	929	29%
fair	972	31%
poor	553	17%
very poor	432	14%
totals	3167	100%
.. discipline, complaints, and performance management *		
very good	NA	NA
good	NA	NA
fair	NA	NA
poor	NA	NA
very poor	NA	NA
totals	NA	NA
.. discipline, complaints, and performance appraisal *		
very good	240	8%
good	999	34%
fair	994	34%
poor	370	13%
very poor	308	11%
totals	2911	100%
.. training		
very good	227	7%
good	887	28%
fair	1013	32%
poor	532	17%
very poor	470	15%
totals	3129	100%

Supervisor Results	
Count	Percent
269	9%
932	30%
895	29%
533	17%
438	14%
3067	100%
208	7%
834	30%
921	33%
460	17%
357	13%
2780	100%
NA	NA
186	6%
911	30%
1048	35%
510	17%
380	13%
3035	100%

Key Indicator 2 (Cont.) Customer Satisfaction

Question	Employee Results	
	Count	Percent
.. awards *		
very good	NA	NA
good	NA	NA
fair	NA	NA
poor	NA	NA
very poor	NA	NA
totals	NA	NA
.. labor relations *		
very good	NA	NA
good	NA	NA
fair	NA	NA
poor	NA	NA
very poor	NA	NA
totals	NA	NA
Overall, the quality and timeliness of service given by the personnel office is:		
very good	243	7%
good	1082	31%
fair	1221	35%
poor	543	16%
very poor	365	11%
totals	3454	100%
Composite - Customer Satisfaction		
strongly agree/very good	3306	9%
agree/good	13154	36%
neither agree nor disagree/fair	10257	28%
disagree/poor	5837	16%
strongly disagree/very poor	4323	12%
totals	36877	100%

Supervisor Results	
Count	Percent
170	6%
1024	34%
1017	33%
472	15%
363	12%
3046	100%
184	7%
872	34%
894	35%
366	14%
266	10%
2582	100%
169	5%
858	26%
1133	35%
664	20%
429	13%
3253	100%
4268	7%
18203	31%
16510	28%
10885	18%
9008	15%
58874	100%

* Item not included in supervisor or employee survey.

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

MACOM Breakout

MACOM	Employee Results	
	Count	Percent
AMC	3659	45%
FORSKOM	1610	46%
MEDCOM	1951	43%
TRADOC	2025	49%
USACE	2420	48%
EUROPE	909	34%
OTHER	3870	44%
TOTAL ARMY	16460	45%

Supervisor Results	
Count	Percent
4218	43%
1958	35%
2000	36%
2737	45%
3957	40%
1436	31%
6165	37%
22471	38%

Region Breakout

REGION	Employee Results	
	Count	Percent
Europe	1205	34%
Korea	806	33%
NC	1700	50%
NCR	1464	43%
NE	1889	49%
Pacific	1456	44%
SC	1820	51%
SE	2394	46%
SW	1977	44%
West	1687	46%
TOTAL ARMY	16460	45%

Supervisor Results	
Count	Percent
1820	31%
910	26%
2824	44%
1854	31%
2810	44%
1531	35%
2566	40%
2635	38%
2971	41%
2546	45%
22471	38%