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About This Supervisor 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 2005 Army used a web-based version of the Army Civilian Attitude Survey. Over 44,000 employees and 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.

Supervisor Survey Content – The Army Civilian Attitude Survey for <u>Supervisors</u> is composed of a series of core and supplemental items.

Composites – The survey includes a number of scaled items that were grouped into 9 composites. Each composite is made up of multiple core items. In the table below are the composite labels, the items (in parentheses) and a brief composite description.

Composite Label	Composite Description
Leadership and Management (q2a-q2g)	Supervisors' view of management at and above their level.
Performance Culture (q3a-q3q)	Extent to which supervisors feel that the culture supports high performance.
Training and Development (q4a-q4d)	Satisfaction with the amount of training supervisors have received and ability to get training for their employees.
Fairness (q5a-q5e)	Supervisors' perceptions that others are treated fairly, regardless of gender or race, and that they can report instances of discrimination without fear of retribution.
Supervisory Authority (q15a-q15e, q16a-q16e)	Supervisors' perceptions of their authority to carry out a variety of responsibilities.
Overall Satisfaction (q25a-q25h,Q26-q27)	Supervisors' satisfaction with aspects of their current job.
Civilian Personnel Services (q28a-q28z)	Supervisors' overall satisfaction with the level of service received from the Human Resource Office.
Supervisory Assessment of CPAC Performance (q29a-q29f)	Supervisors' satisfaction with advice and assistance from the Civilian Personnel Advisory Center.
Impact of NSPS (q33a-q33g)	Supervisors' satisfaction with the perceived impact of the NSPS.

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:

- Employee treatment compared to others (q6-q9)
- Personnel Actions (q10-q14)
- Harassment (q17-q19)
- Mandatory Mobility (q20,q21a-q21b)
- Retention and Commitment (q22,q23a-q23d,q24)

- NSPS Feedback (q30-q32)
- BRAC/A-76 Issues (q34a-q34c)

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 take their surveys electronically and an independent research and consulting firm processed the results. Of the approximately 224,183 Army civilian appropriated fund employees and supervisors who were invited to complete the attitude survey, 43,144 returned surveys for a 19% response rate. The response rate for overall 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 appropriated fund supervisors, the results are similar to the combined results above. Of the 24,121 supervisors who were invited to complete the survey, 7,369 responded for a response rate of 31%. This yields a margin for supervisors of ±1.0 percentage points. This means that the data presented in this report <u>are</u> generalizable to the population of Army civilian supervisors.

In the following table, this same information is presented by MACOM, Region, Race, Pay Plan, Gender and NAF.

MACOM (AF)*	Population**	Responses	Response Rate	Margin +/-
Total Army**	* 24,121	7,369	30.55%	1.0
AMO	4,055	1,066	26.29%	2.6
FORSCOM	341	138	40.47%	6.4
MEDCON	2,266	745	32.88%	2.9
TRADOC	1,530	679	44.38%	2.8
USACE	3,622	1,186	32.74%	2.3
USAREUF	410	199	48.54%	5.0
OTHER	11,897	3,356	28.21%	1.4
Region (AF)*	Population**	Responses	Response Rate	Margin +/-
Europe	1,619	653	40.33%	3.0
Korea	533	223	41.84%	5.0
North Centra	3,802	1,054	27.72%	2.6
Northeas	t 4,977	1,260	25.32%	2.4

	Pacific	1,067	295	27.65%	4.9
	South Central	4,094	1,293	31.58%	2.3
	Southwest	4,202	1,343	31.96%	2.2
	West	3,827	1,110	29.00%	2.5
		Population**	Responses	Response Rate	Margin +/-
Race (AF)*	Non-Minority	18,838	5,895	31.29%	1.1
	Minority	5,283	1,474	27.90%	2.2
Pay Plan (AF)*	GS	19,342	6,186	31.98%	1.0
	WG	2,019	449	22.24%	4.1
Gender (AF)*	Female	6,459	2,091	32.37%	1.8
	Male	17,662	5,140	29.10%	1.2
NAF		1,897	487	25.67%	3.8

^{*}AF: response rates for MACOM, Region, Race, Pay Plan and Gender refer to Appropriated Fund (AF) employees only. Non-Appropriated Fund (NAF) response is represented in the last row. Also included are non-Army personnel serviced by Army.

Installation response rates and margins of error can also be obtained from the Army Point of Contact, Mr. Murray Mack at (703) 325-8713 (DSN 221-8713) or email murray.mack@us.army.mil.

^{**}Population figures as of March, 2006. These population figures do not account for supervisor losses to Army during the survey administration period and therefore should be considered conservative. They do include non-Army commands serviced by Army.

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

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	
Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Very good	Good	Neither good nor poor	Poor	Very poor
Very likely	Likely	Neither likely nor unlikely	Unlikely	Very unlikely
Very well prepared	Well prepared	Neither well nor poorly prepared	Poorly prepared	Very poorly prepared
Very well	Well	Adequately	Poorly	Very poorly
Very positive	Positive	Neither positive nor negative	Negative	Very negative
5	4	3	2	1

Organization of the Report – Results for each group and sub-group in this report are compared to overall Army.
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 overall Army results and for each subgroup comparison.
✓ Composite summaries: A quick overview of the Composite results for overall 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 [overall 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.

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**.

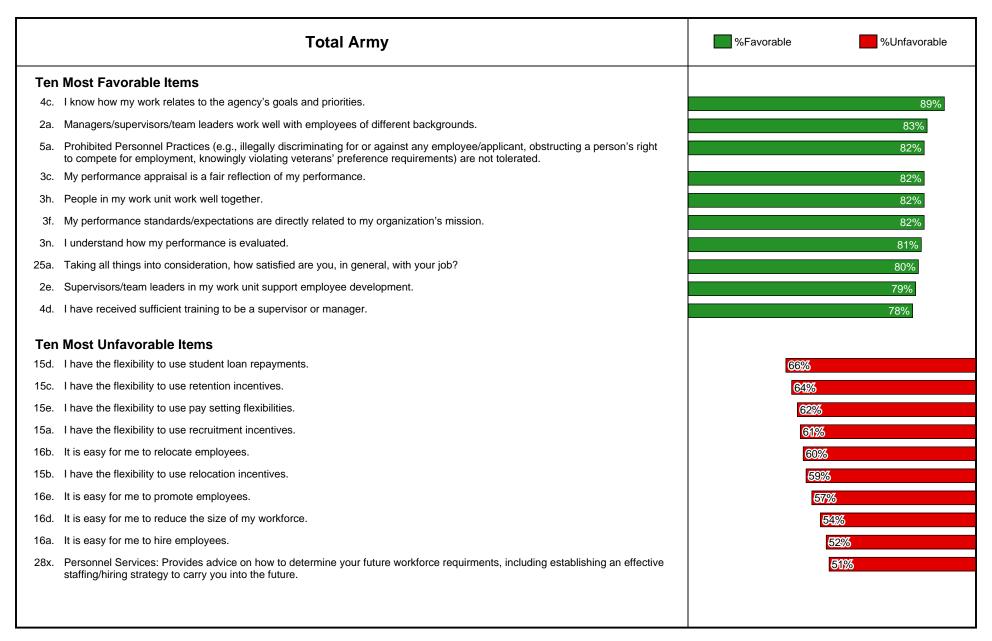
Divided: If the favorable and unfavorable percents are almost equal, or there is almost no neutral (e.g., 55% favorable/ 5% neutral /40% unfavorable), the issue is *divided*, which indicates that specific constituencies feel differently. This is less threatening in large groups, but in small groups may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

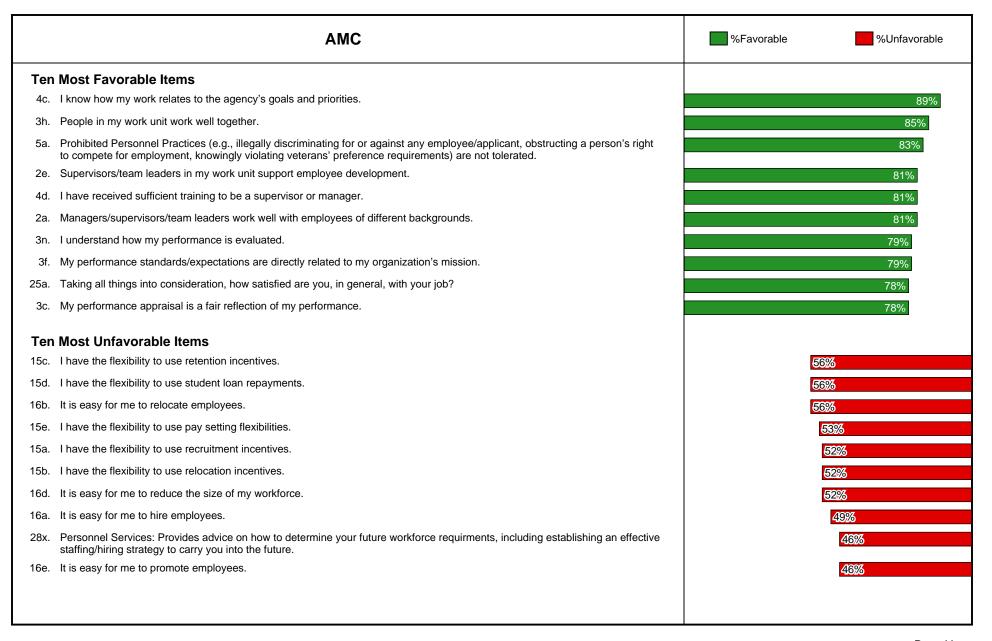
- 2. Review the items within each Composite and classify them using the same criteria you used to classify the Composites.
- 3. Look for themes within Composites. For each Composite, examine your classification of the items and determine whether all of the strengths or opportunities have anything in 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 immediate 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?

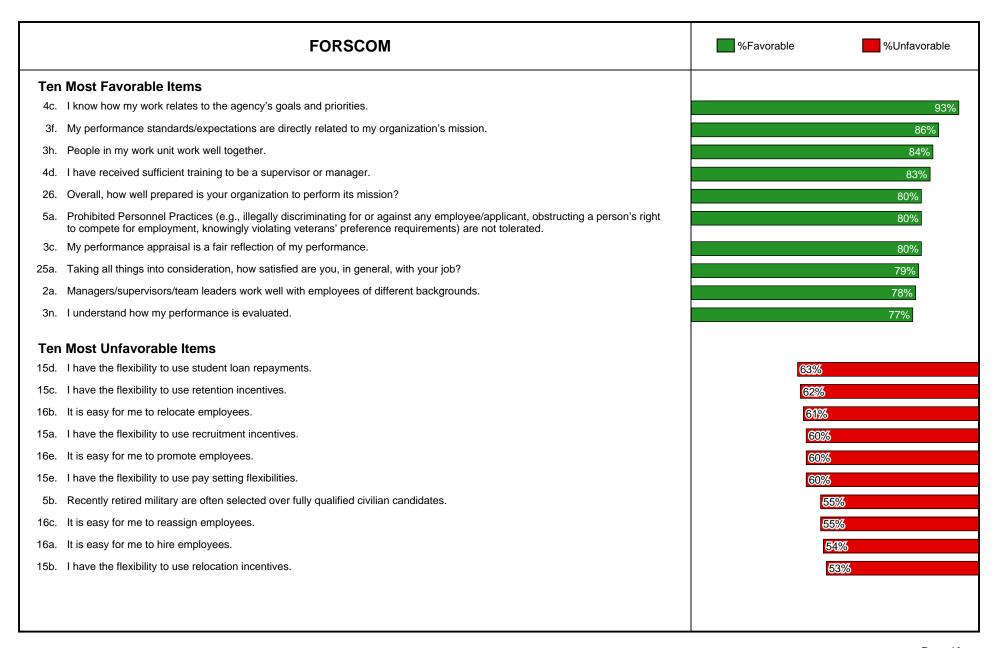
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1.	Review supplemental items. Could scores on any of the scaled supplemental items relate to other survey items or themes that you've already identified? Although many of the supplemental items deal with specific issues (for example, Harassment, Mandatory Mobility), problems in these areas could impact other areas such as Performance Culture or Training and Development.
2.	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.
3.	Additional Support. For more information regarding these results and how you may better utilize the information, please phone Mr. Murray Mack at (703) 325-8713 (DSN 221-8713) or email murray.mack@us.army.mil .

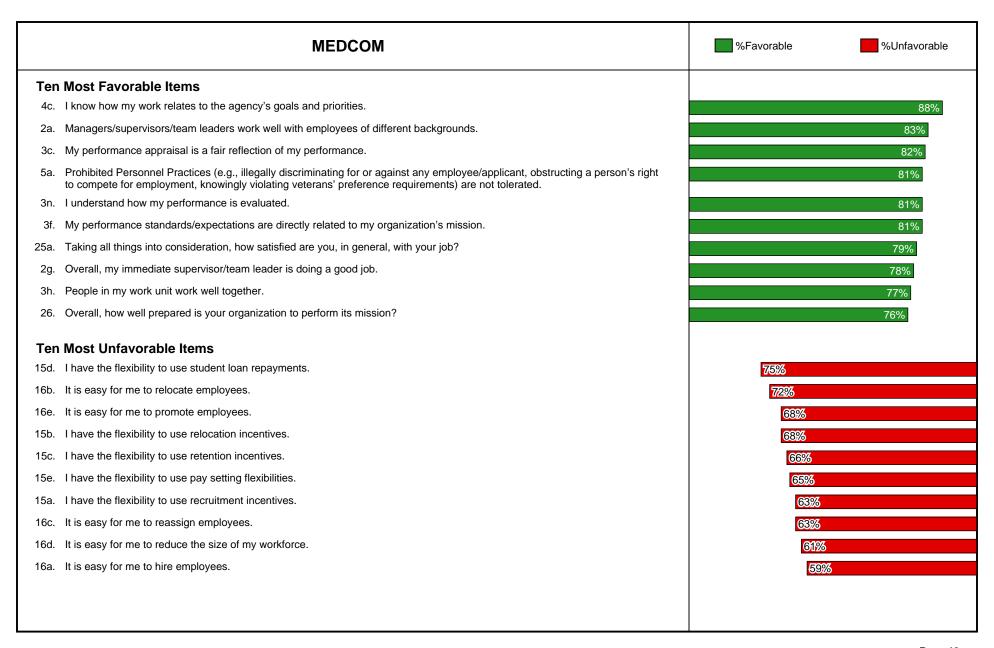


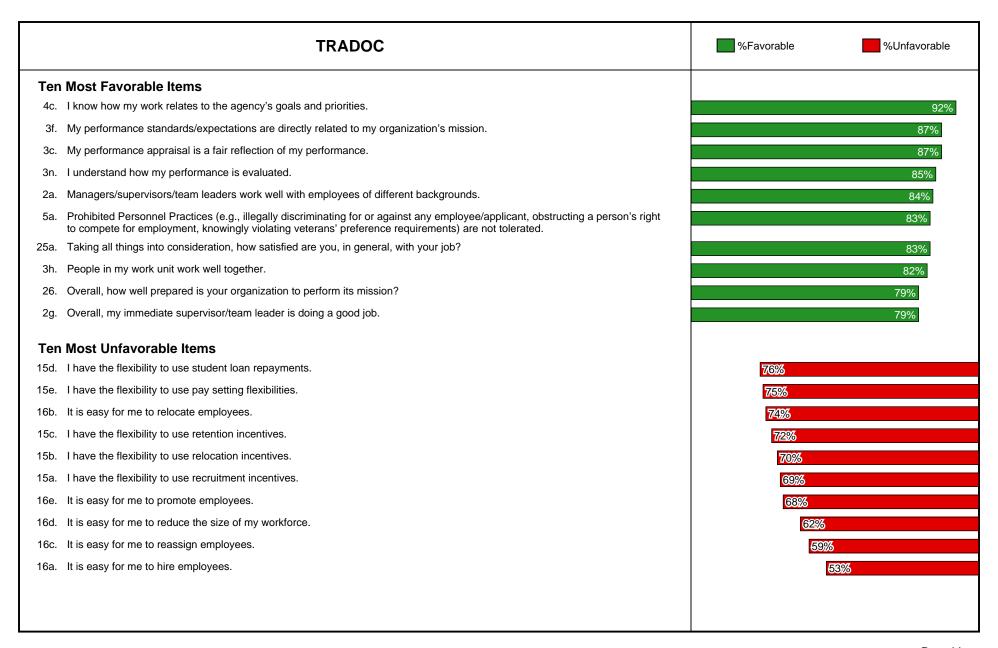
Ten Most Favorable/Unfavorable Items

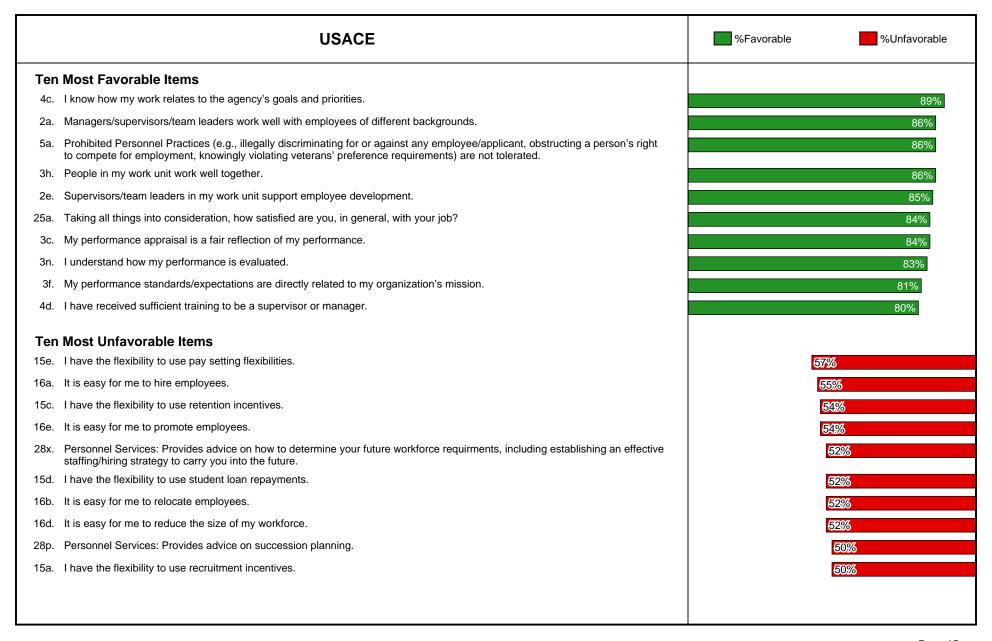


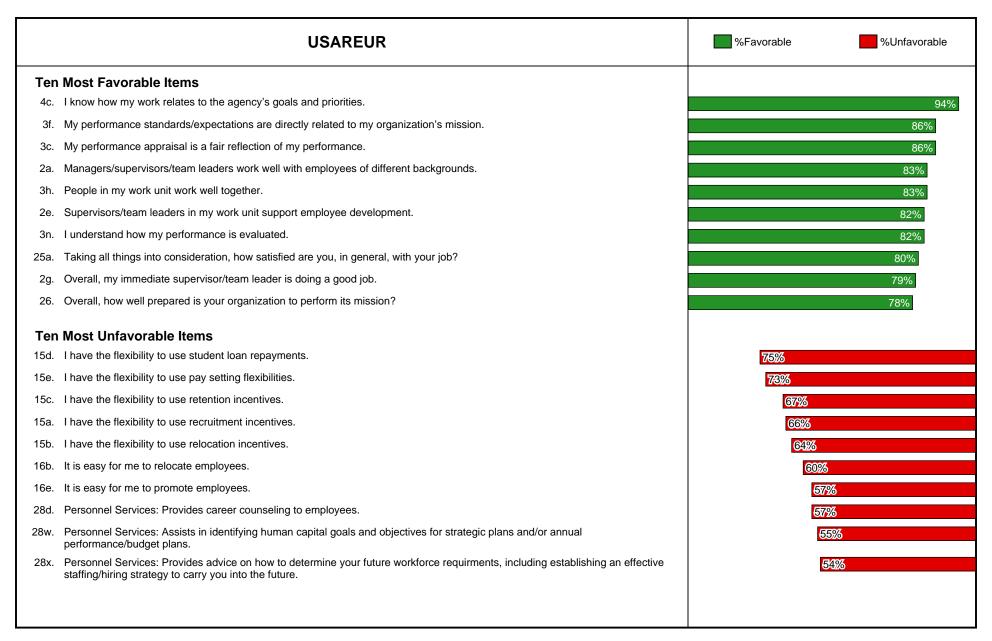


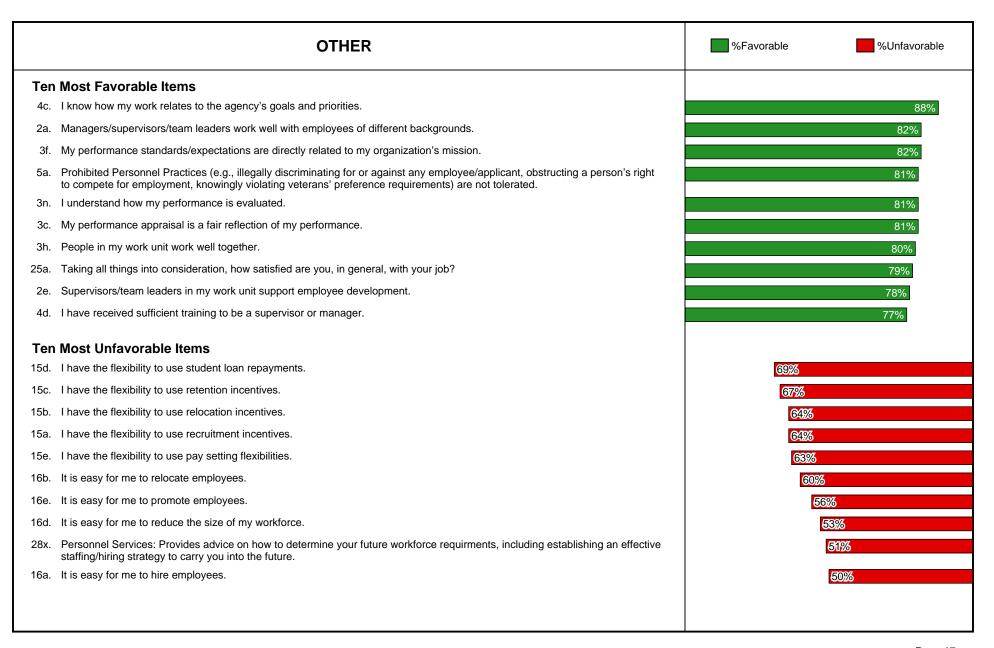


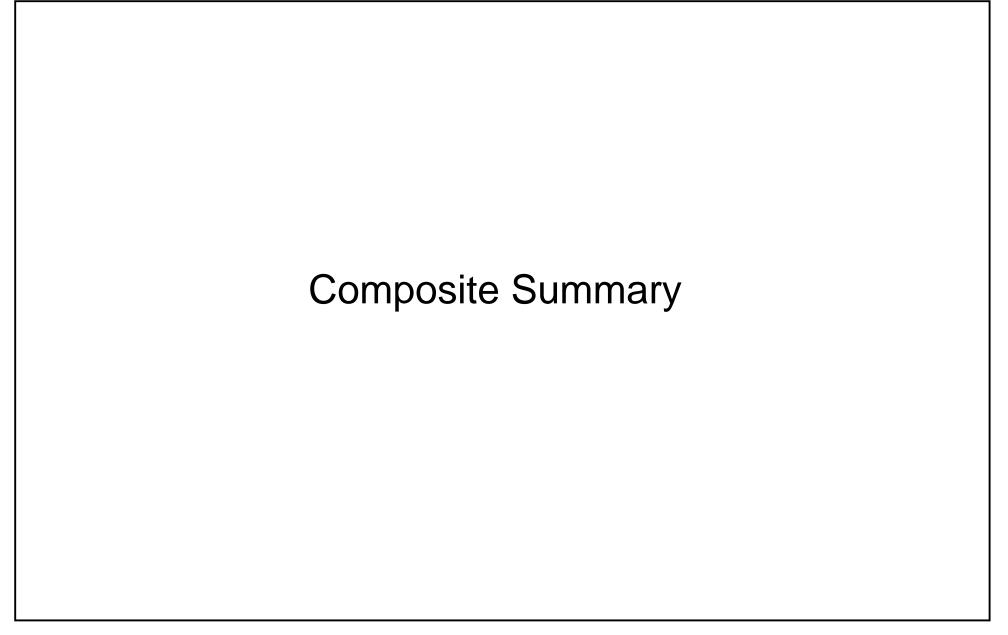


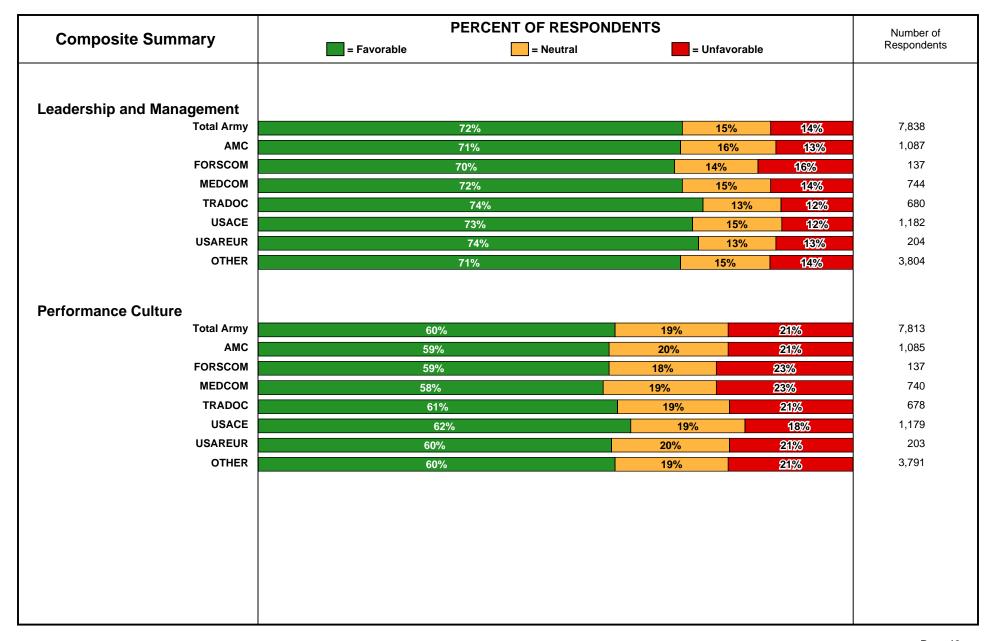


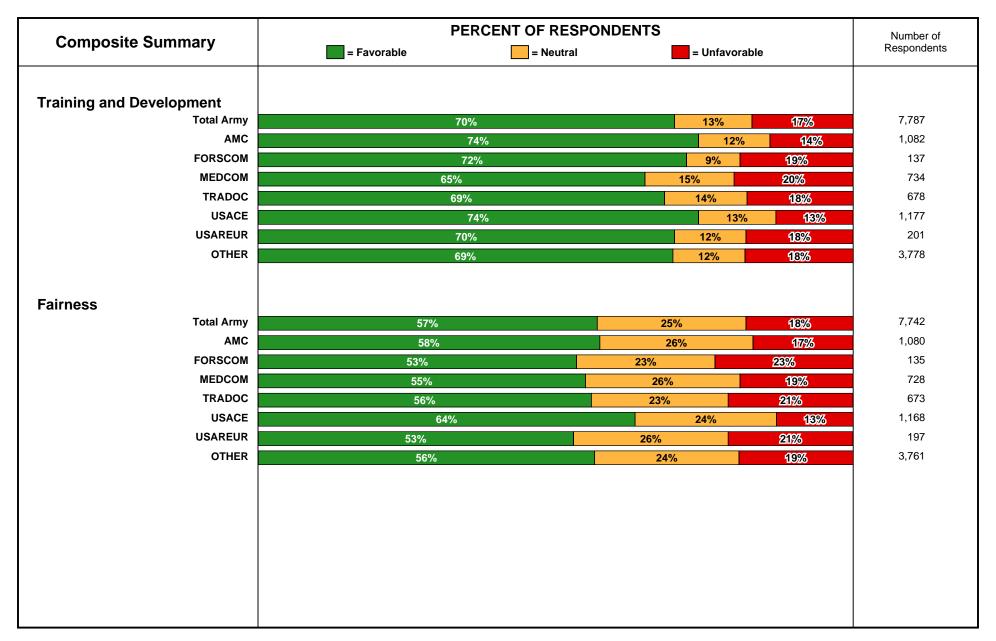


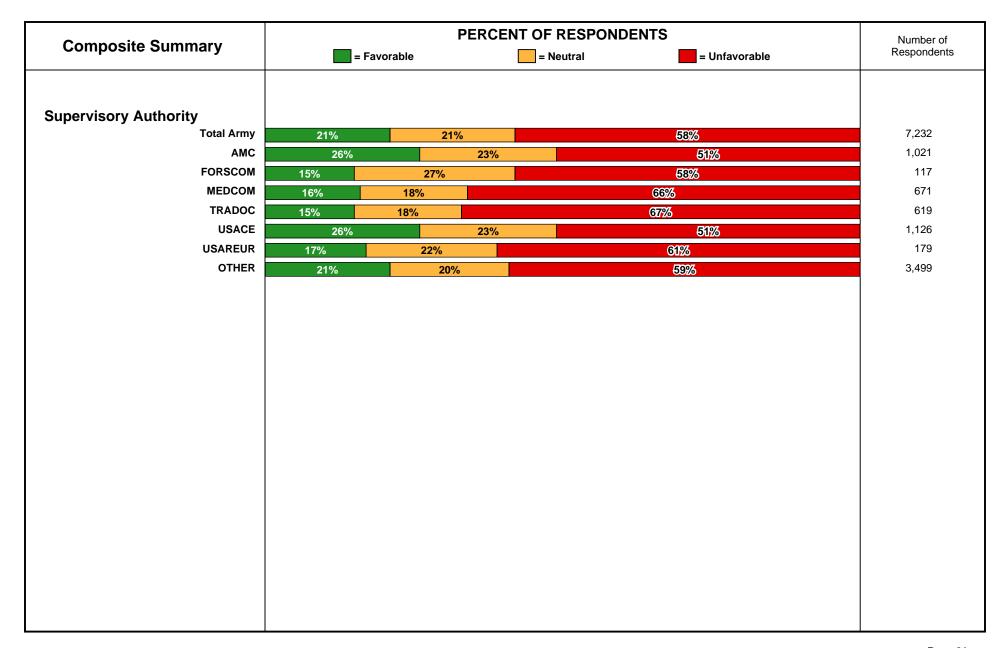


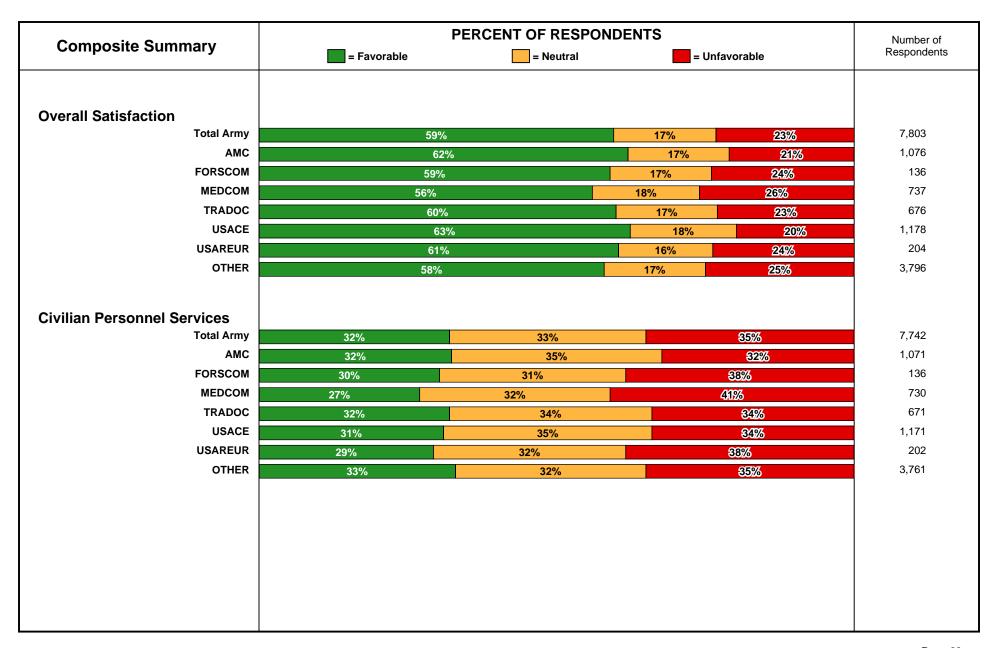


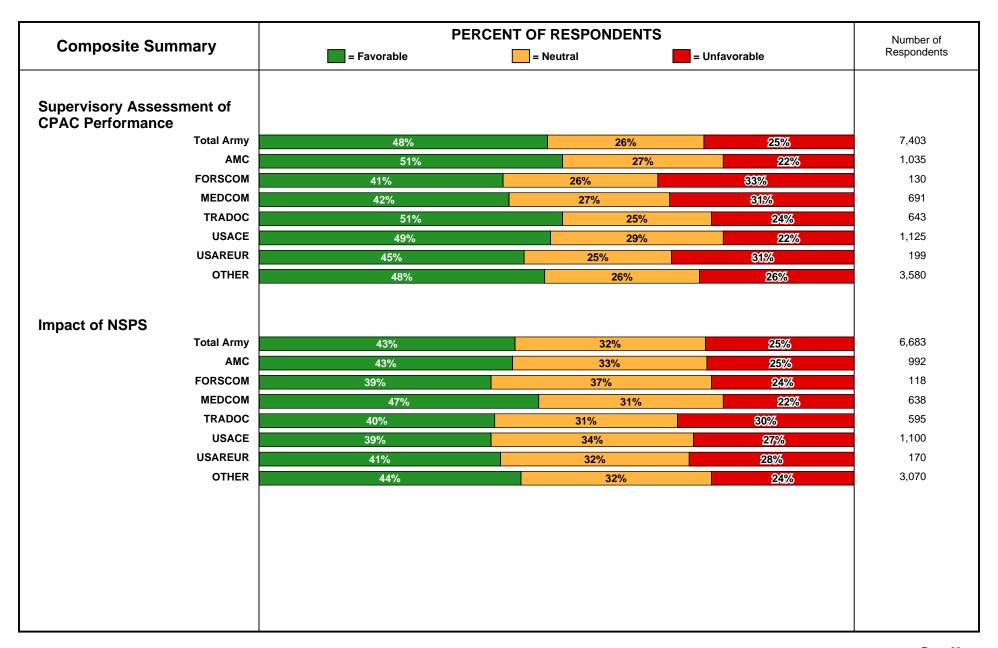


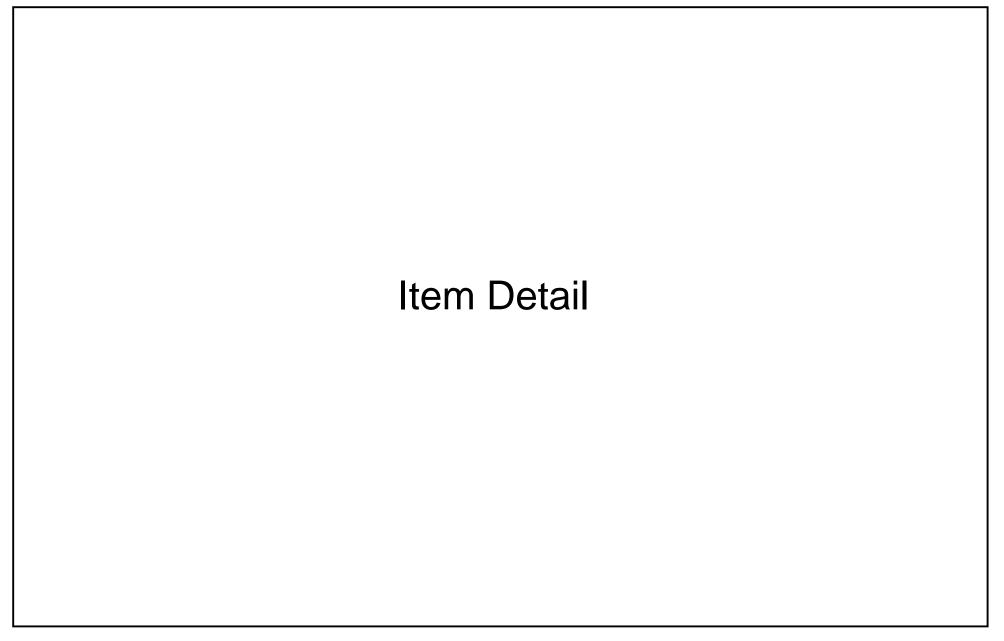


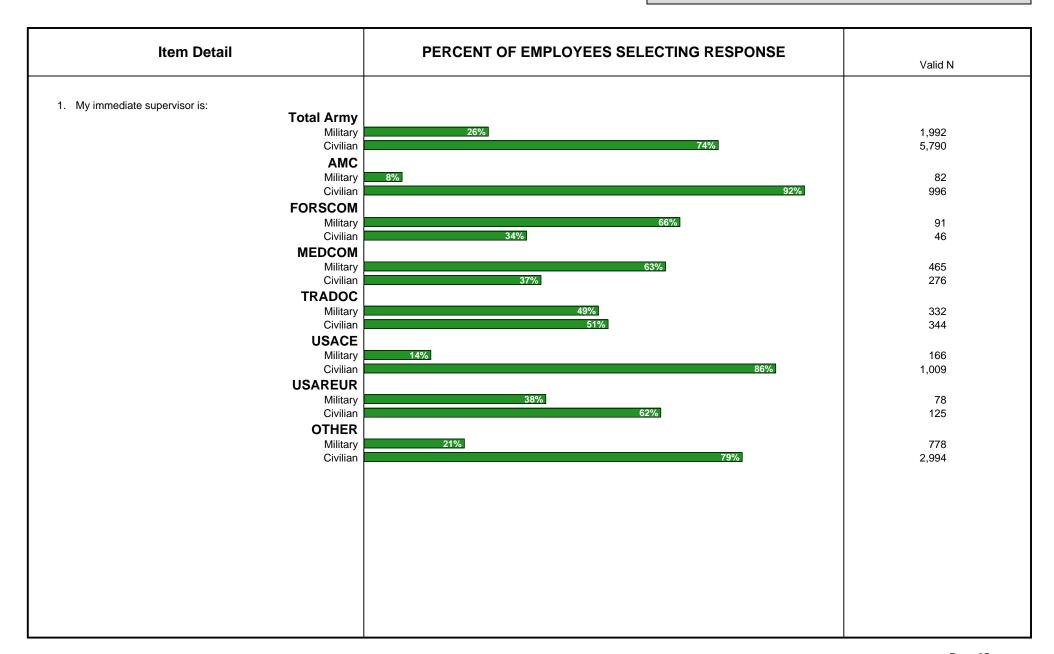


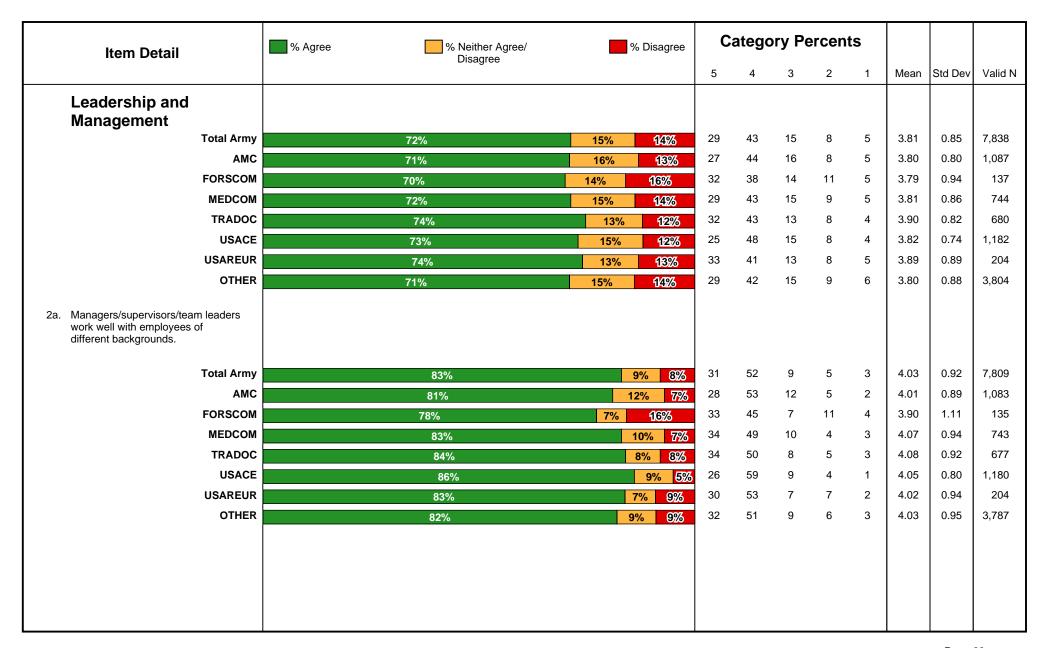


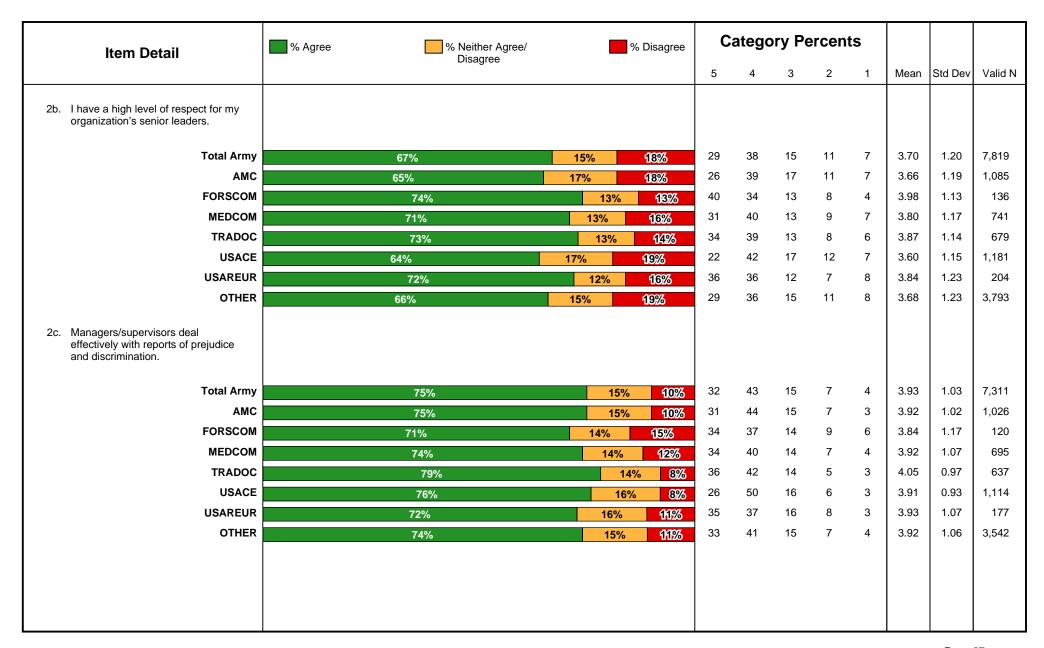


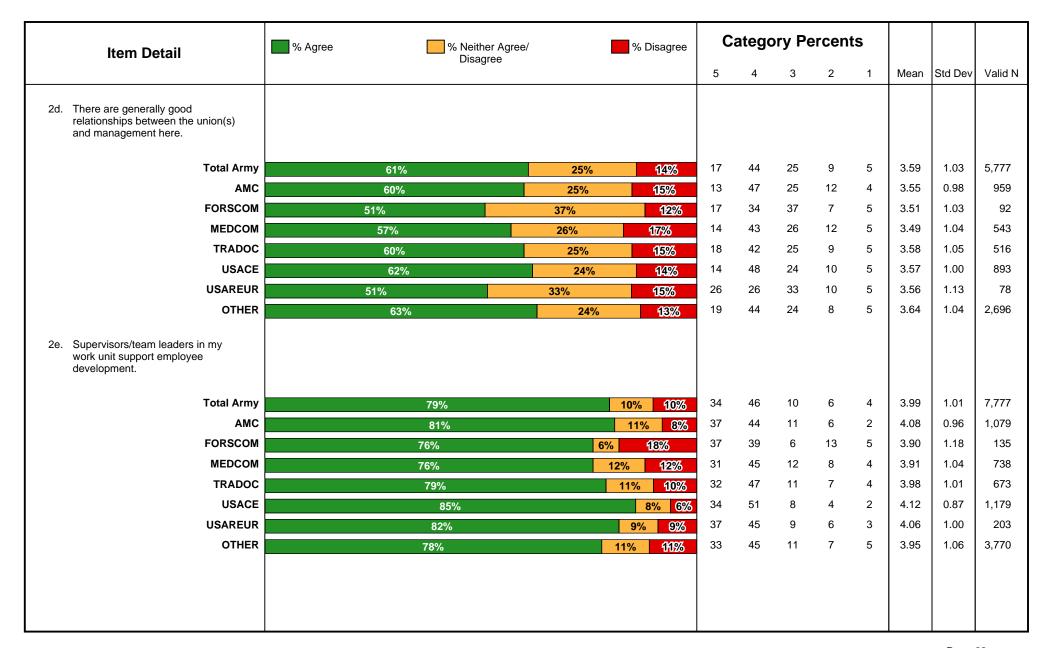


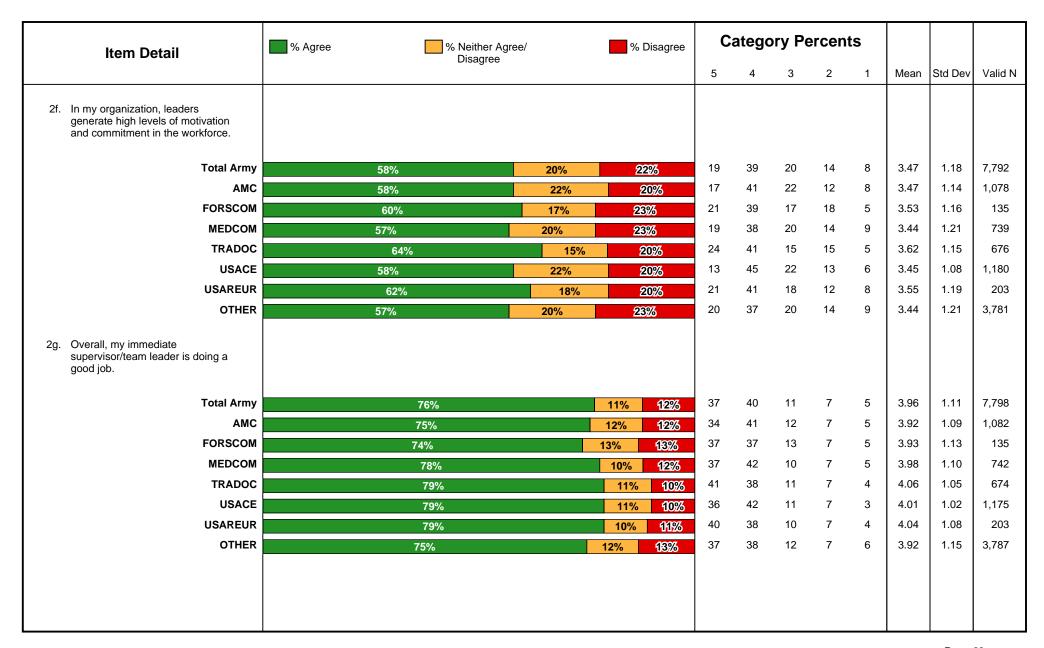


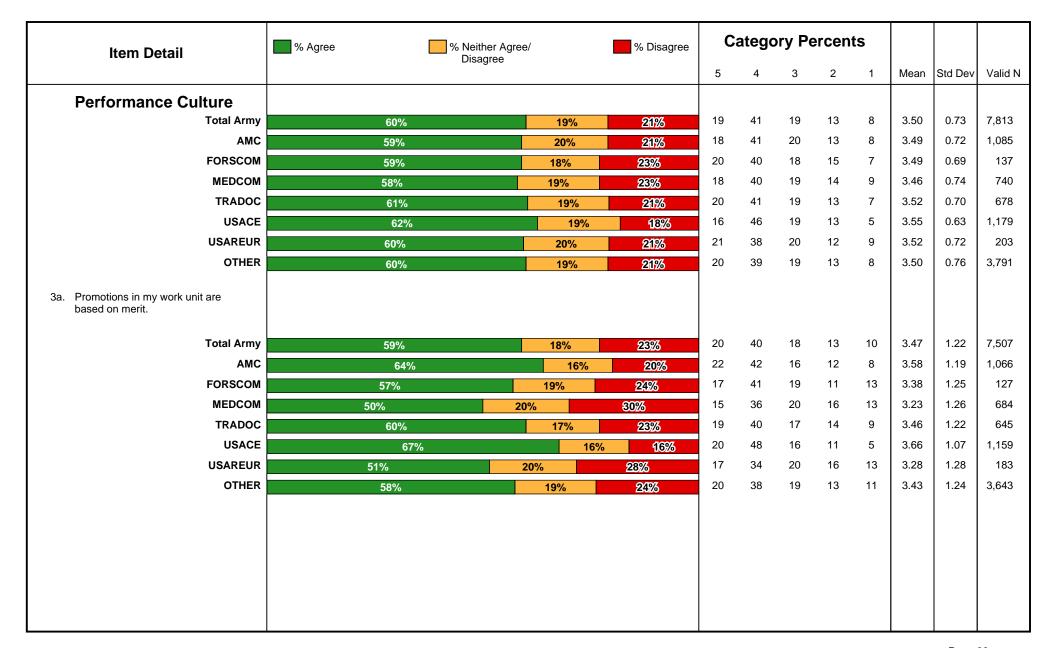


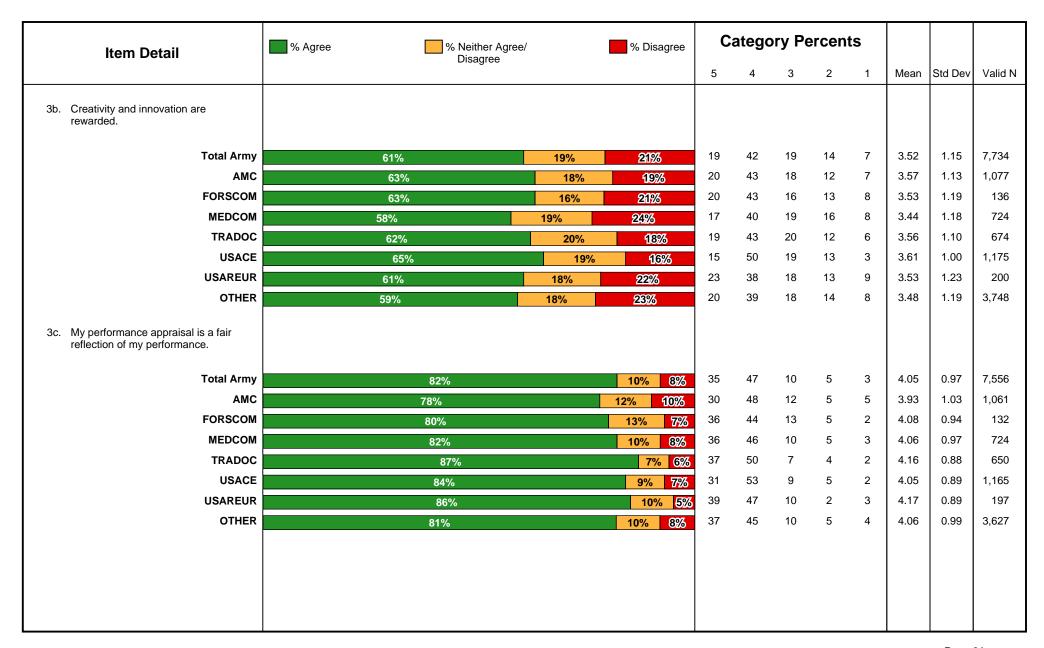


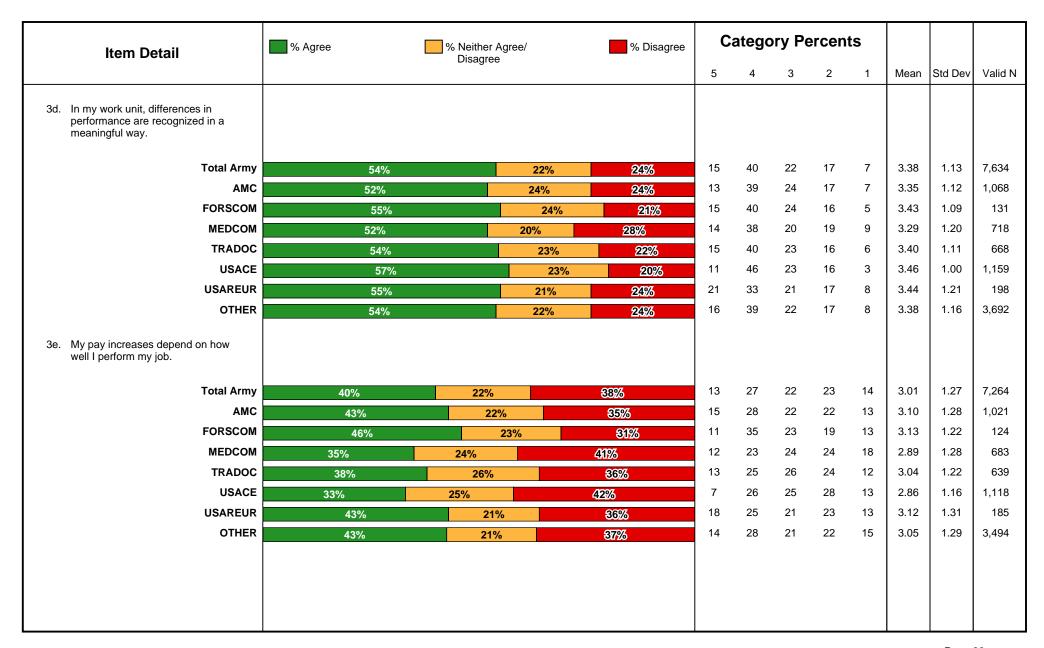


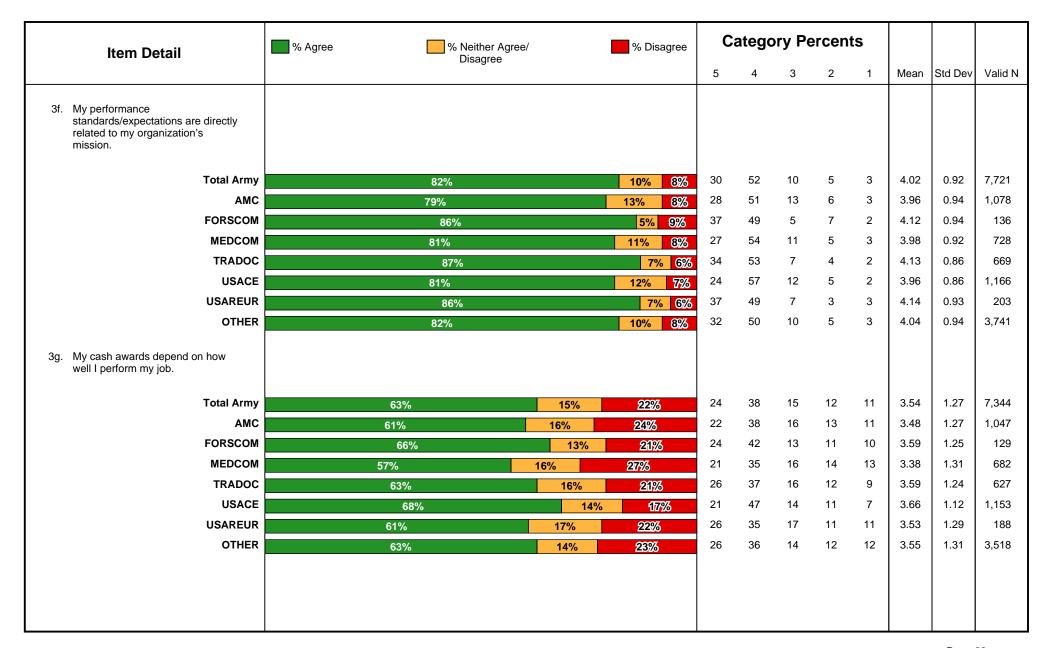


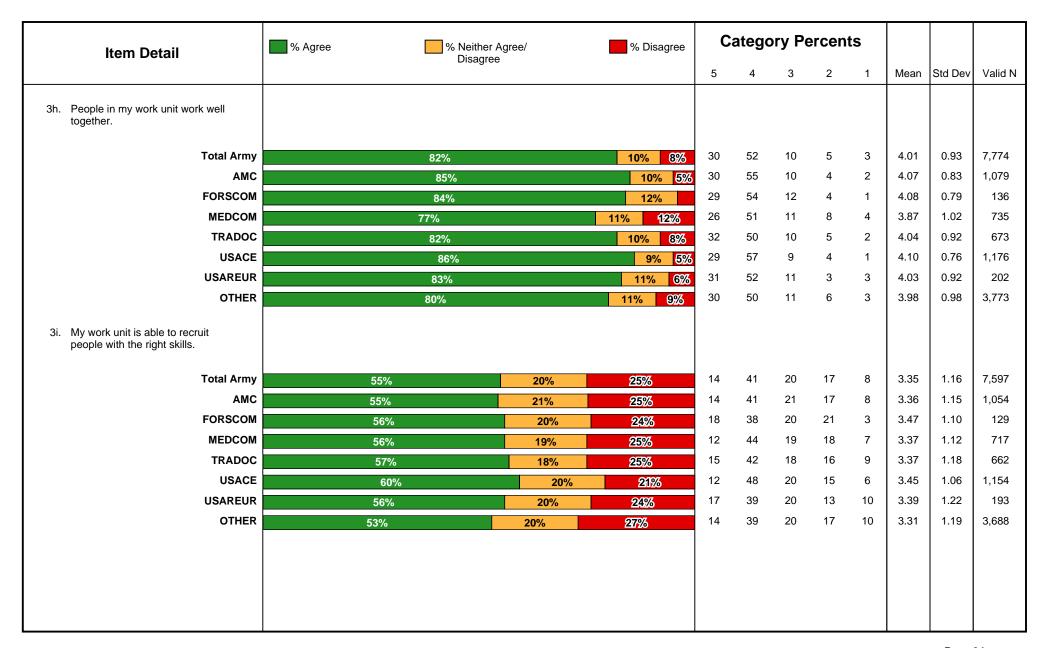


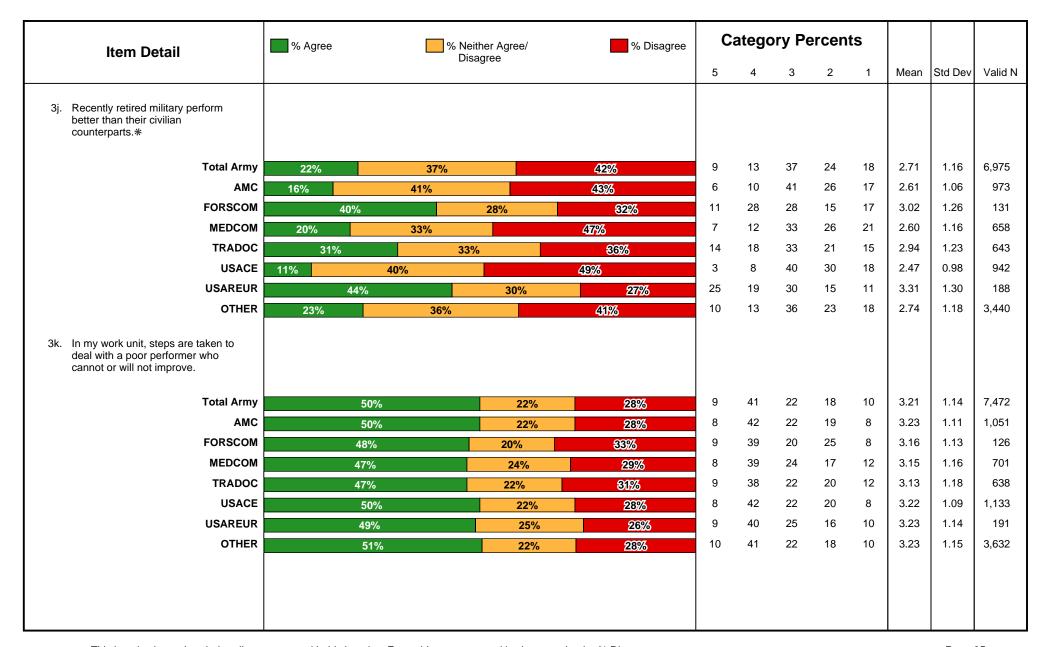


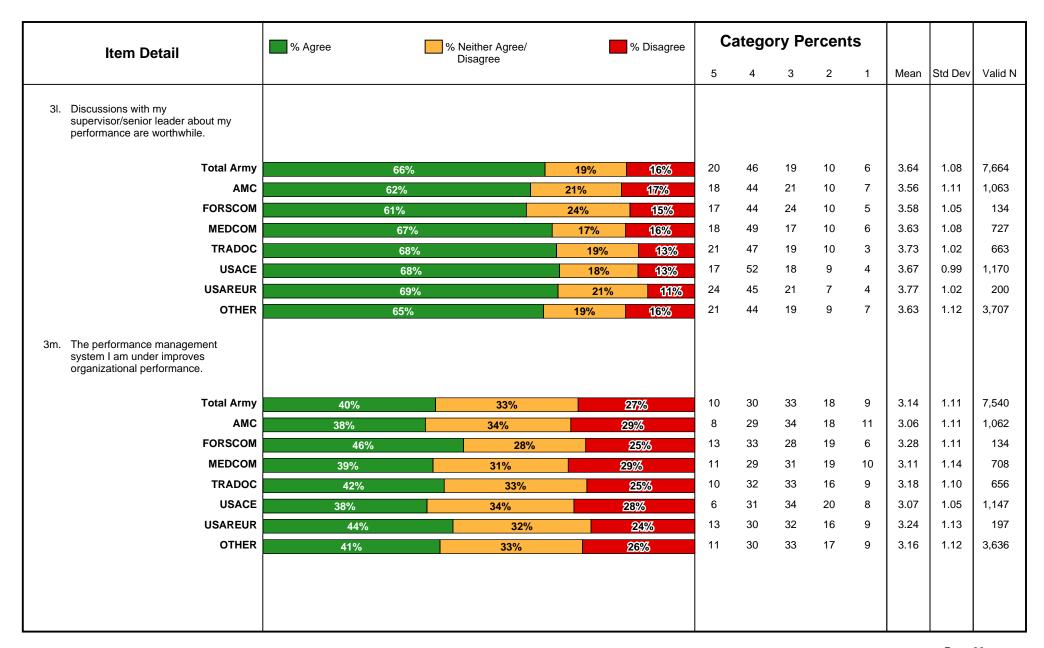


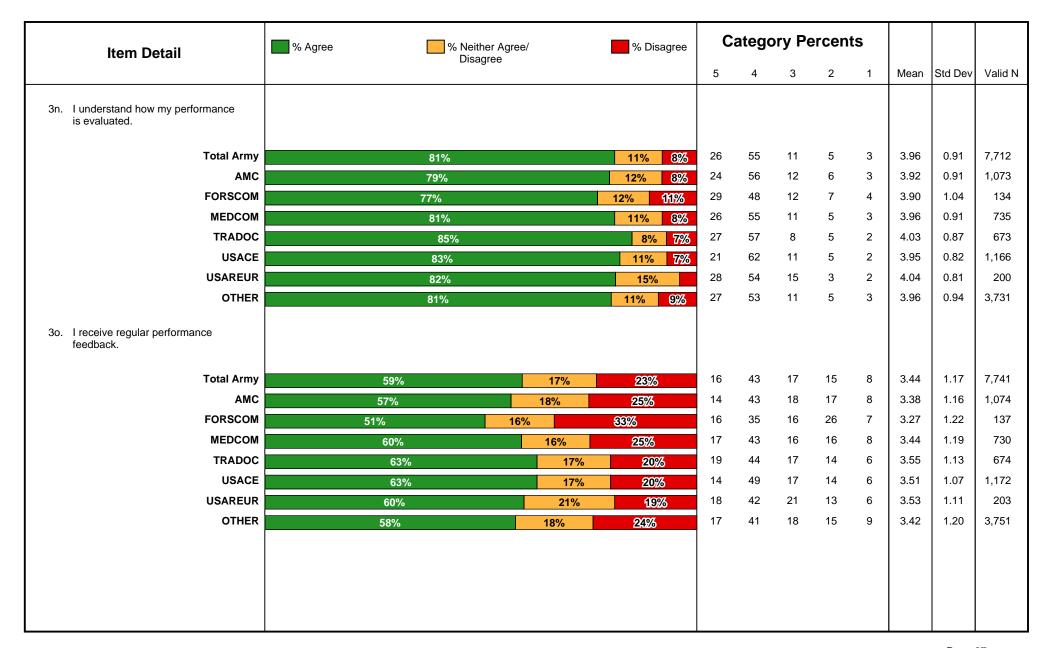


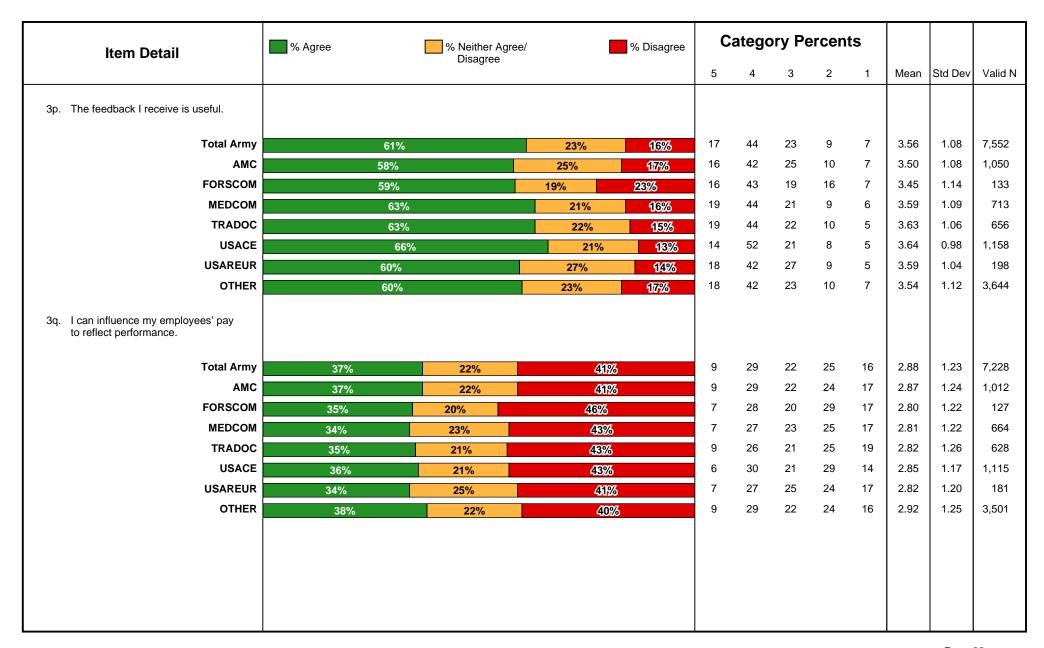


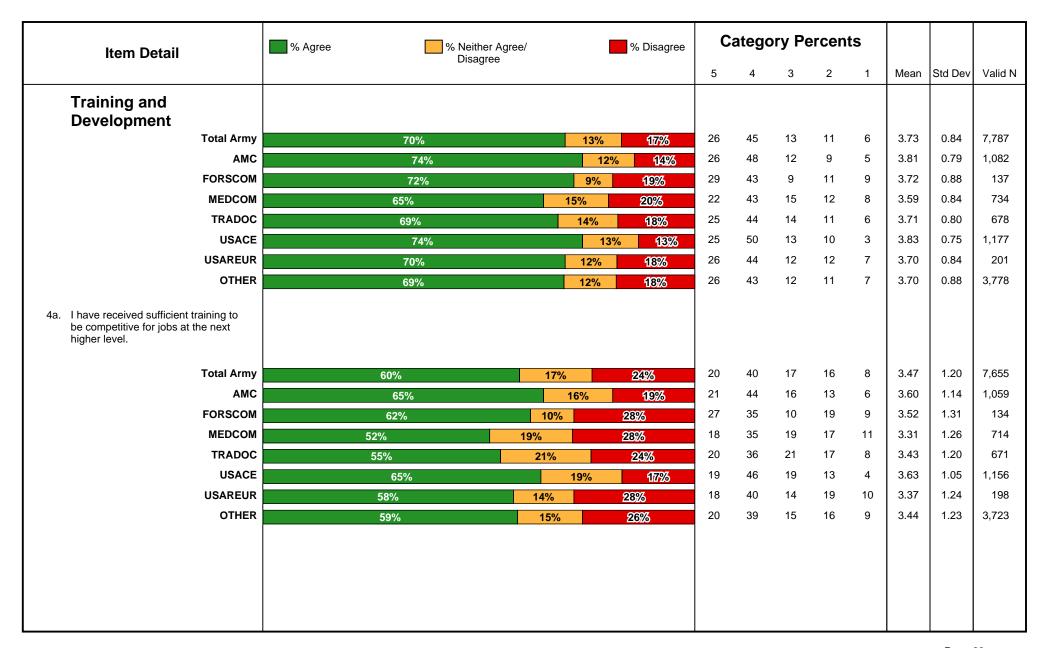


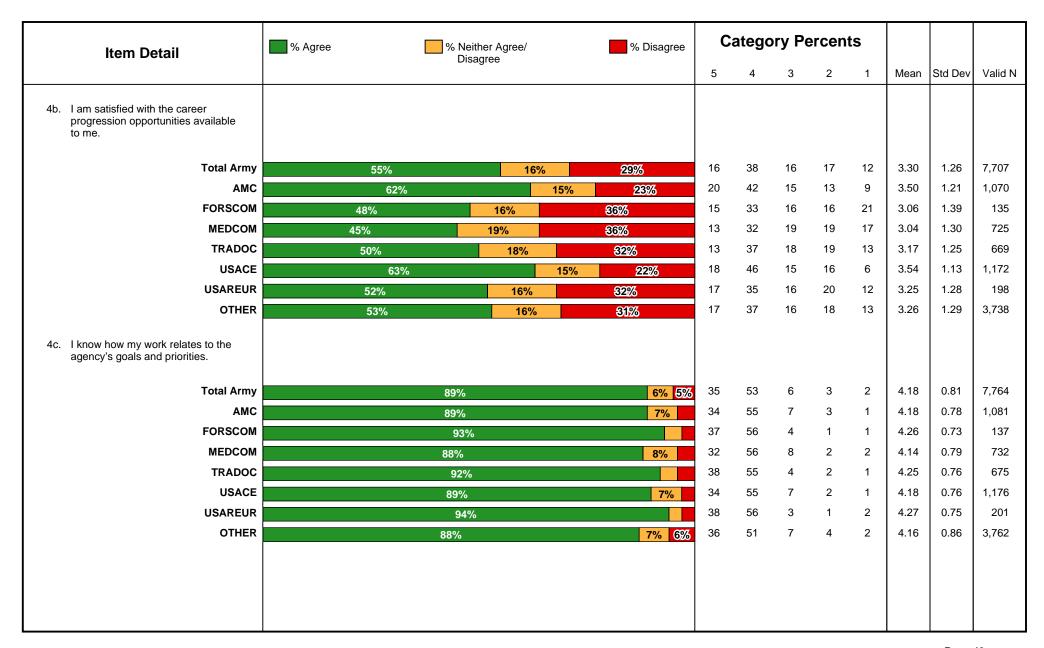


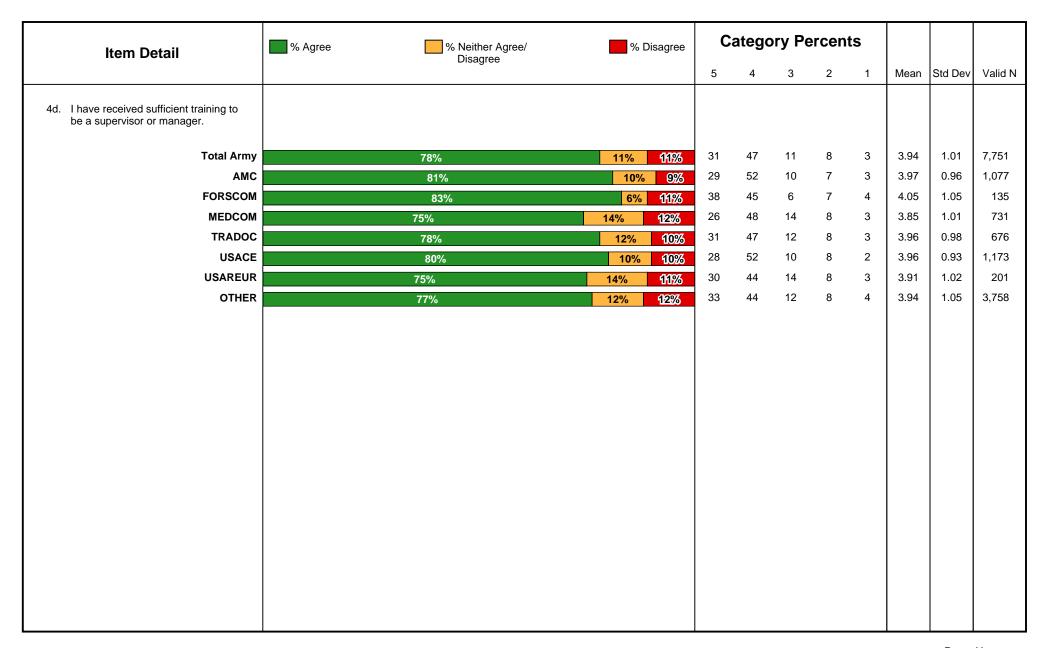


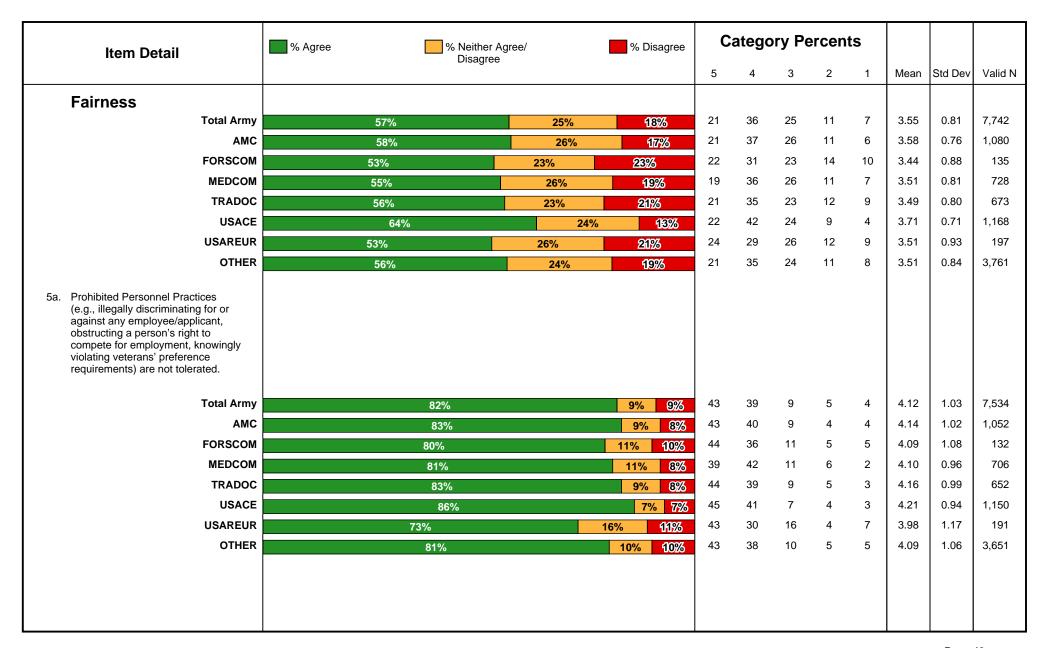


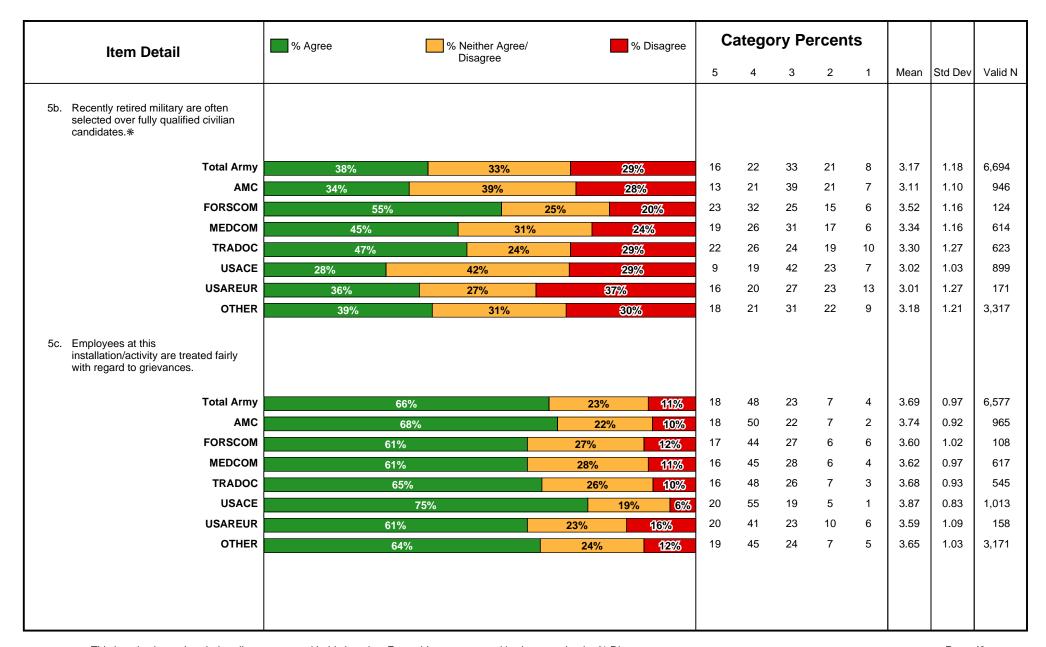


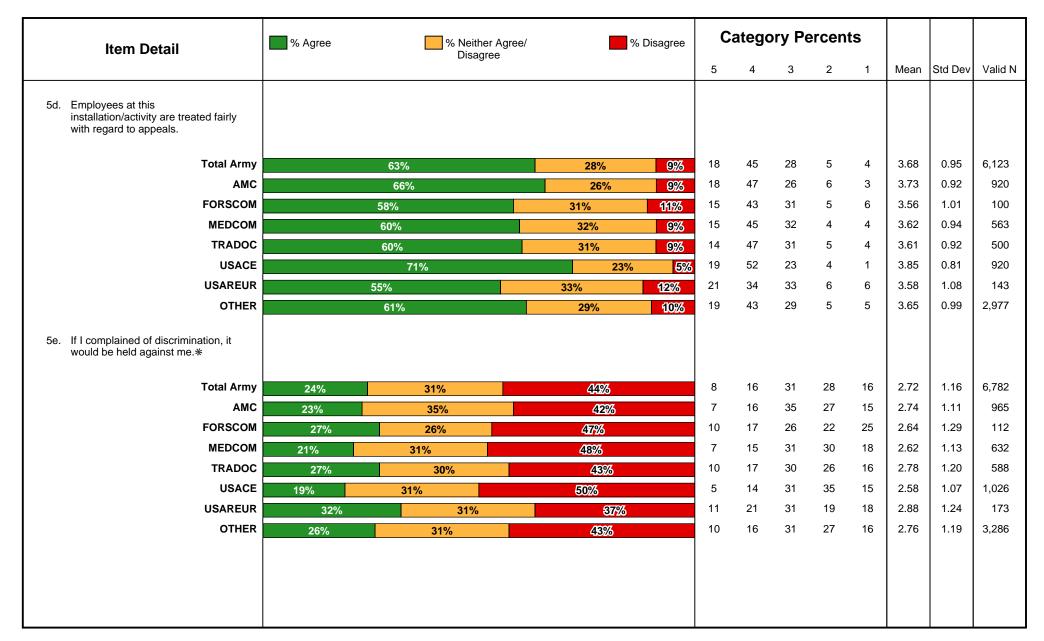




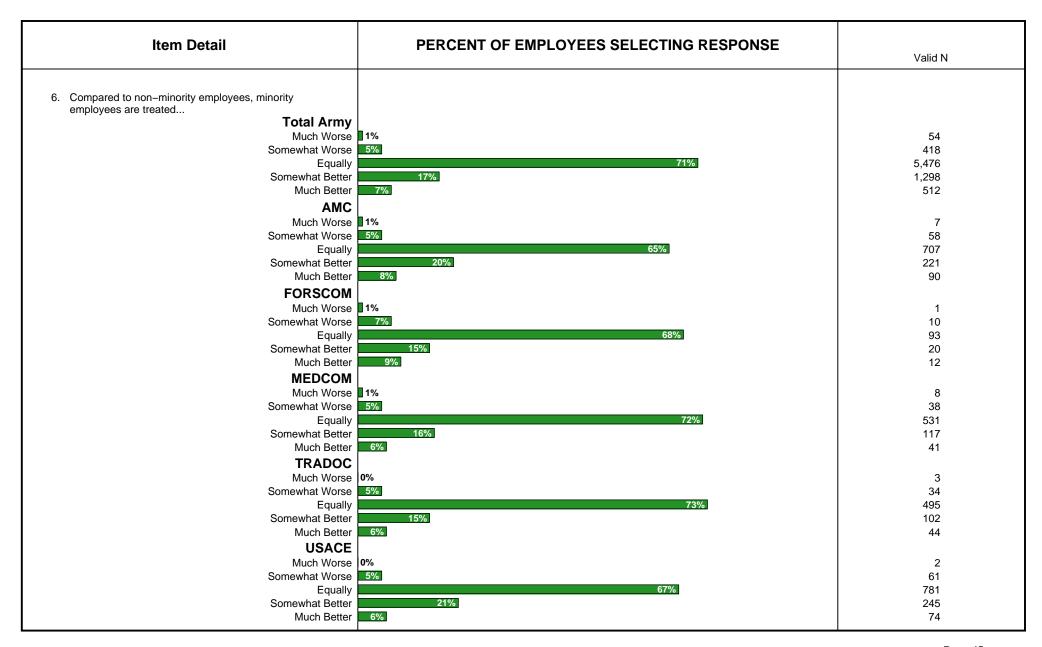


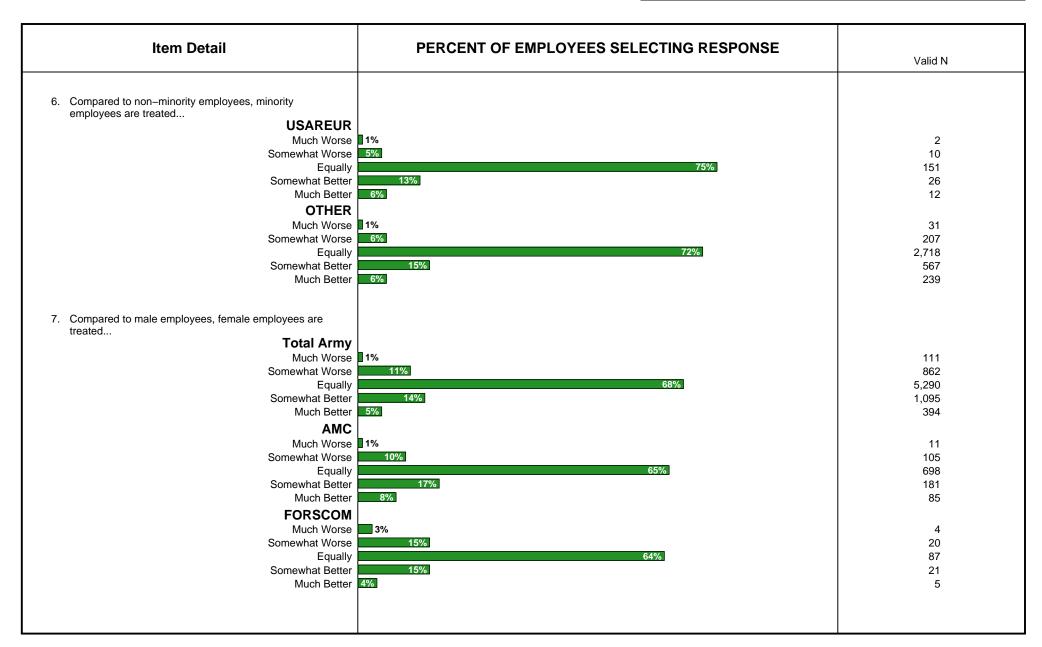


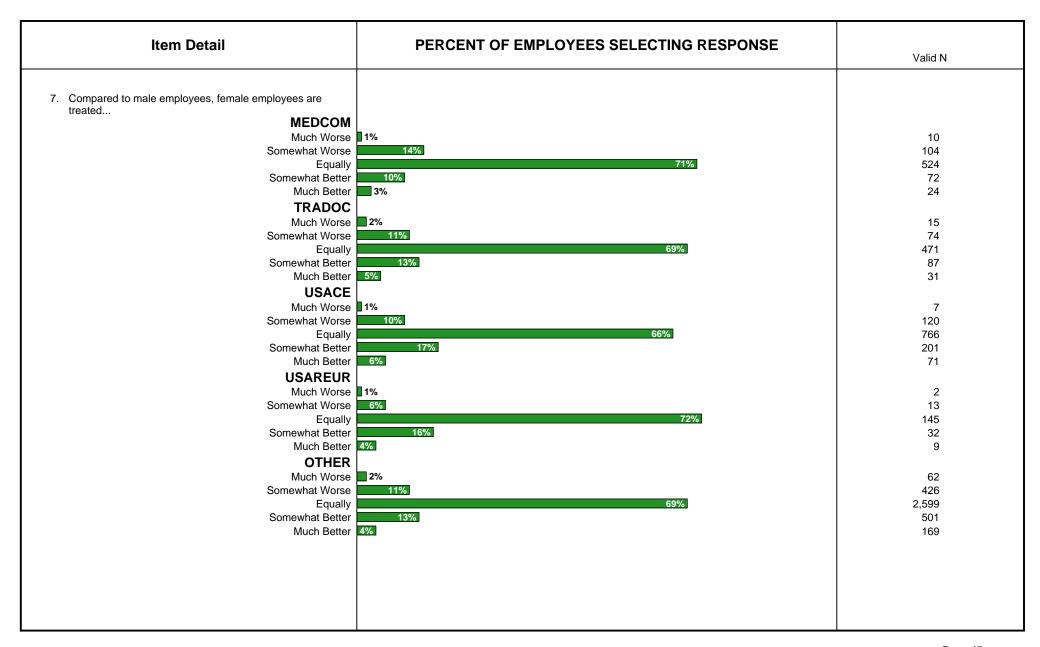


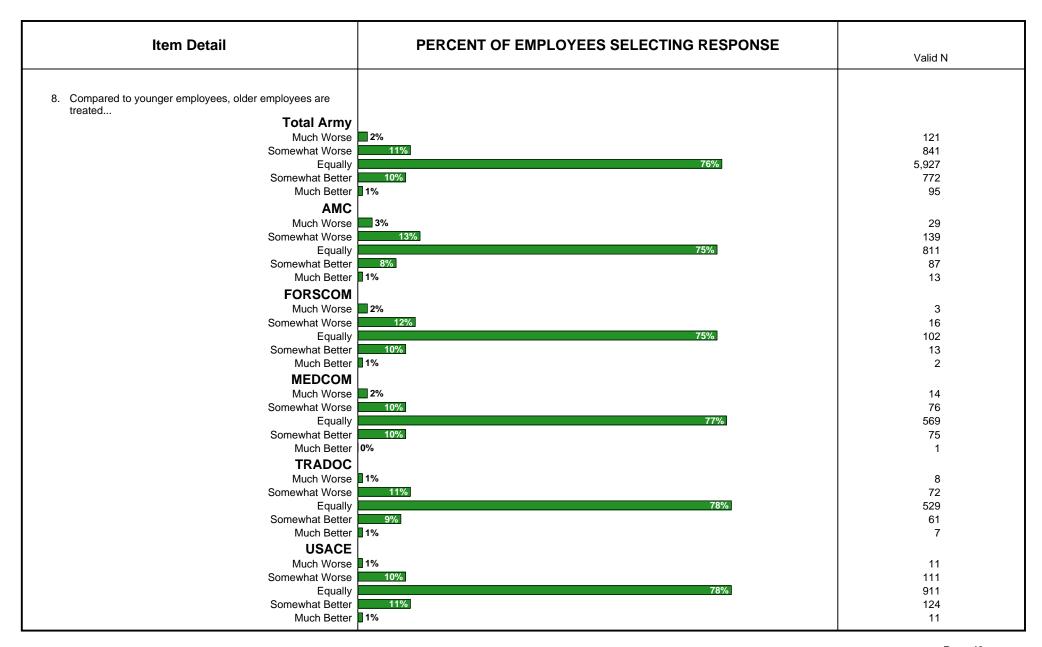


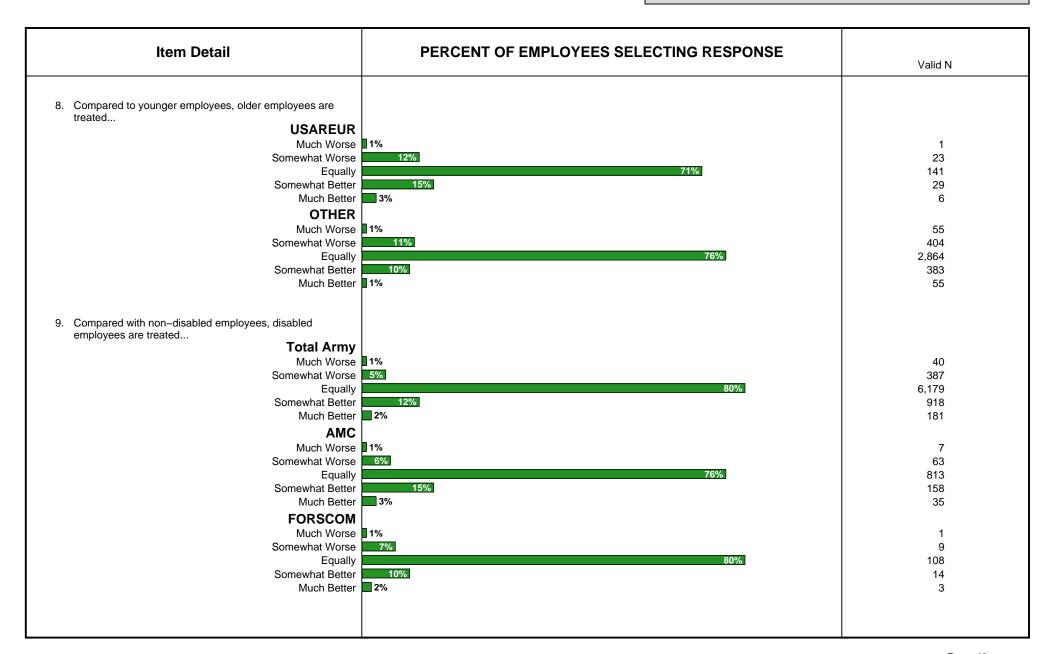
^{*} This item is phrased such that disagreement with this item is a Favorable response and is shown under the % Disagree category.

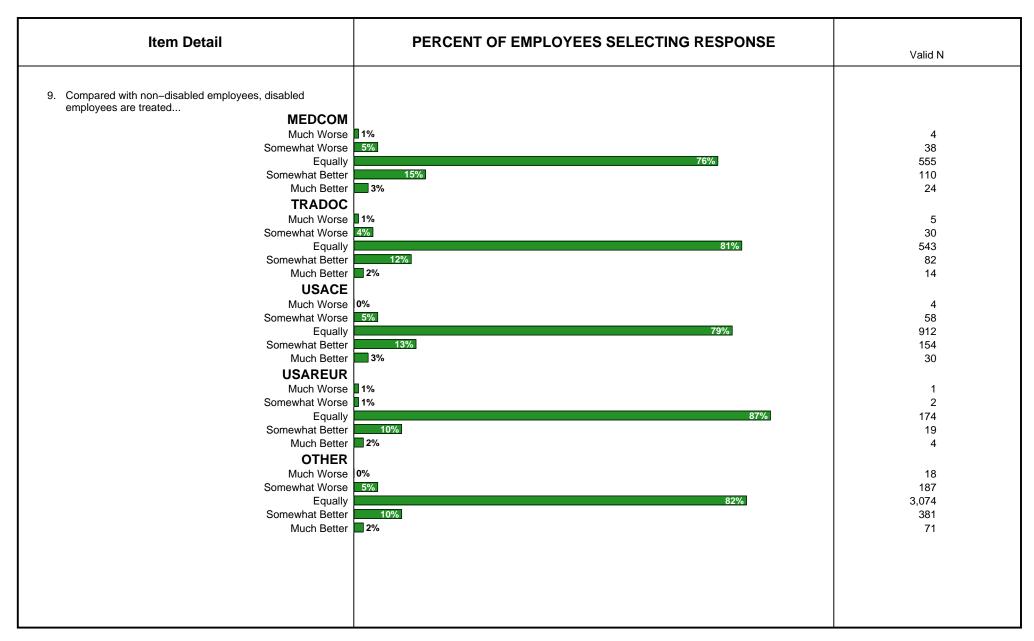


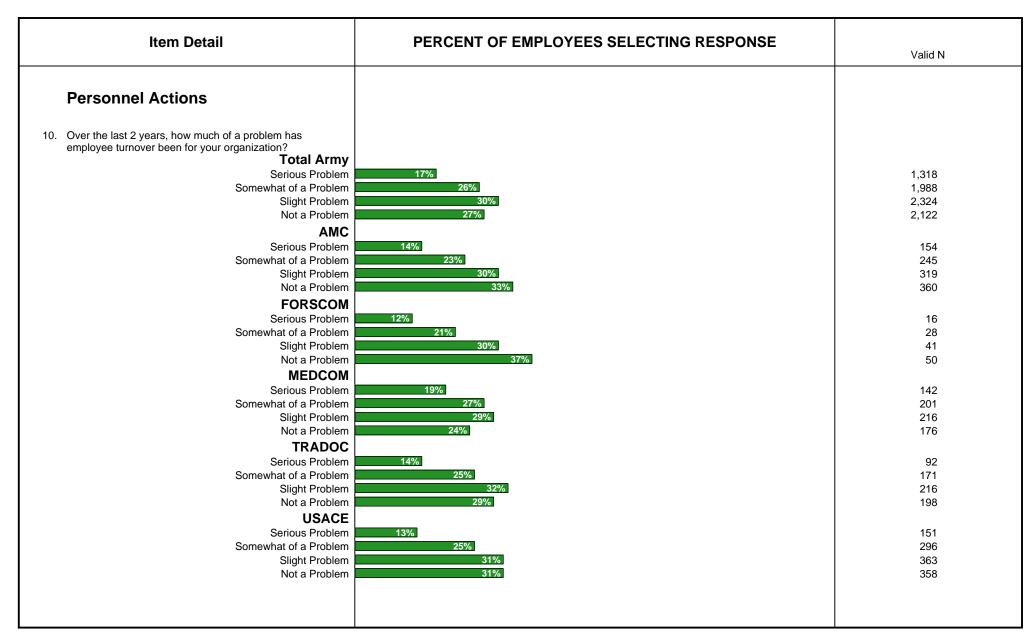


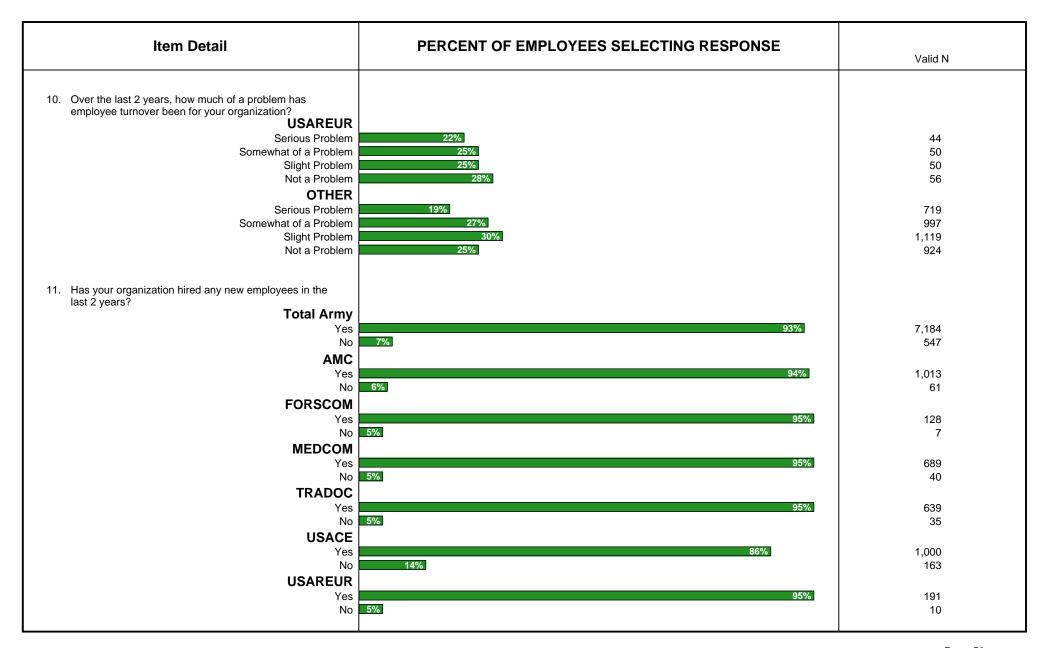


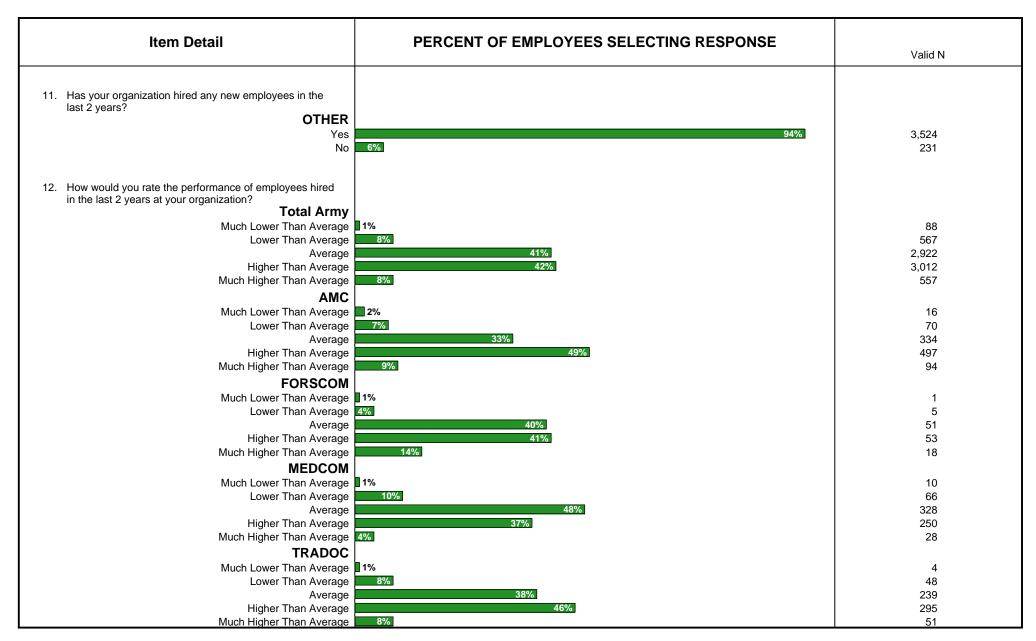


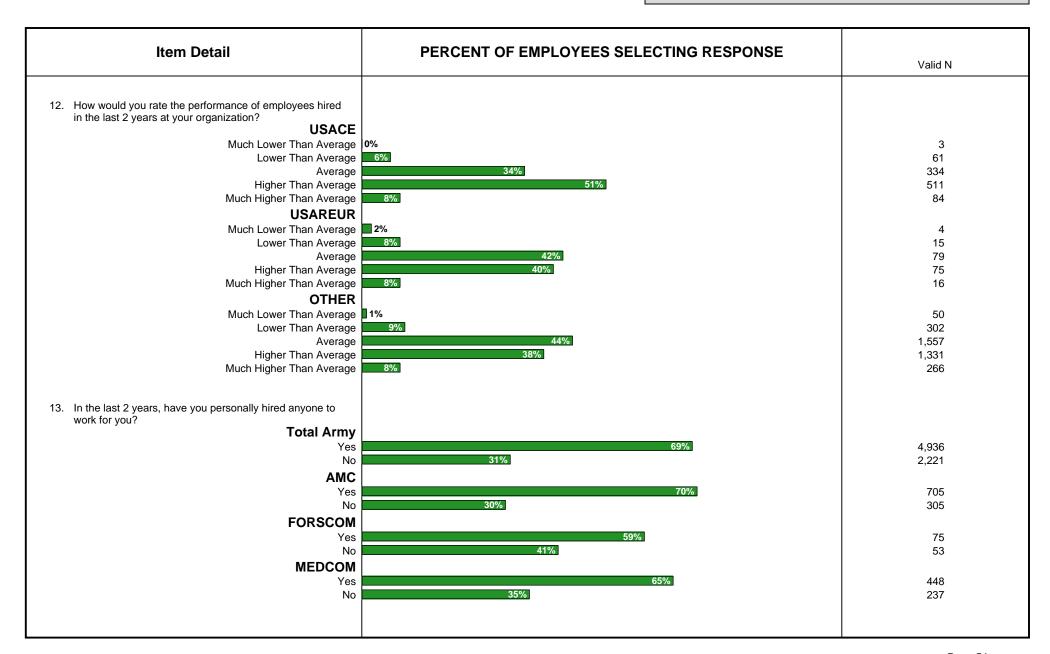


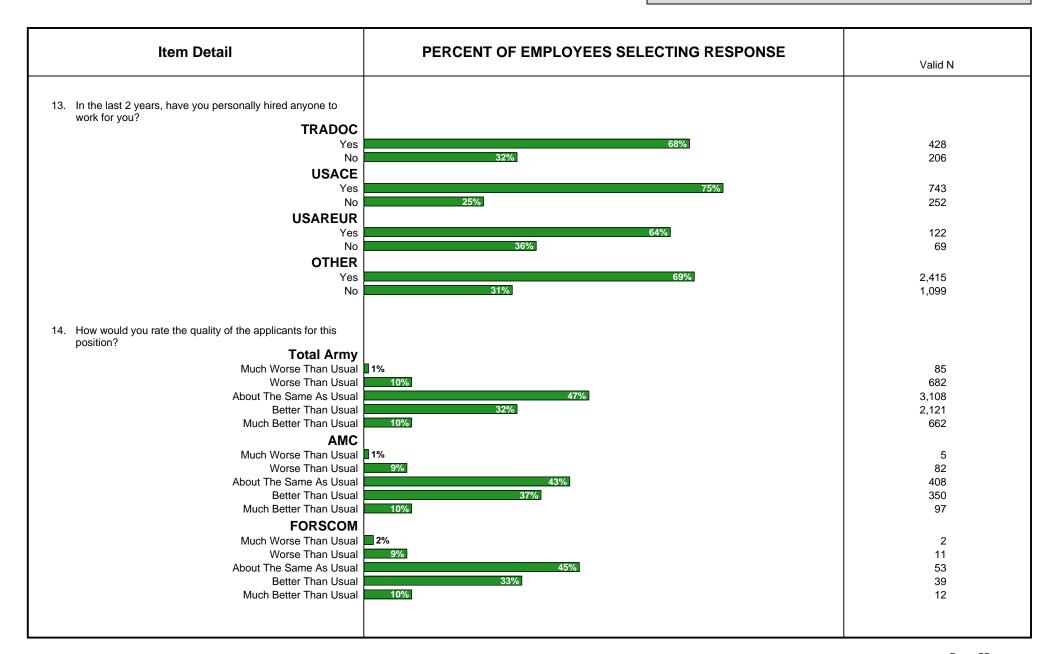


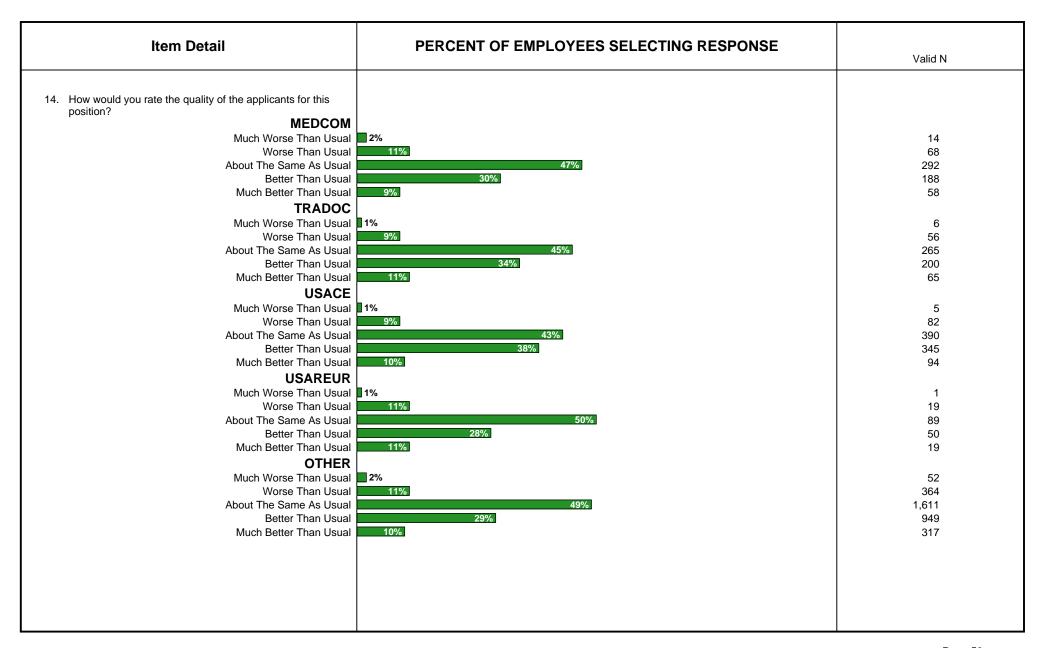


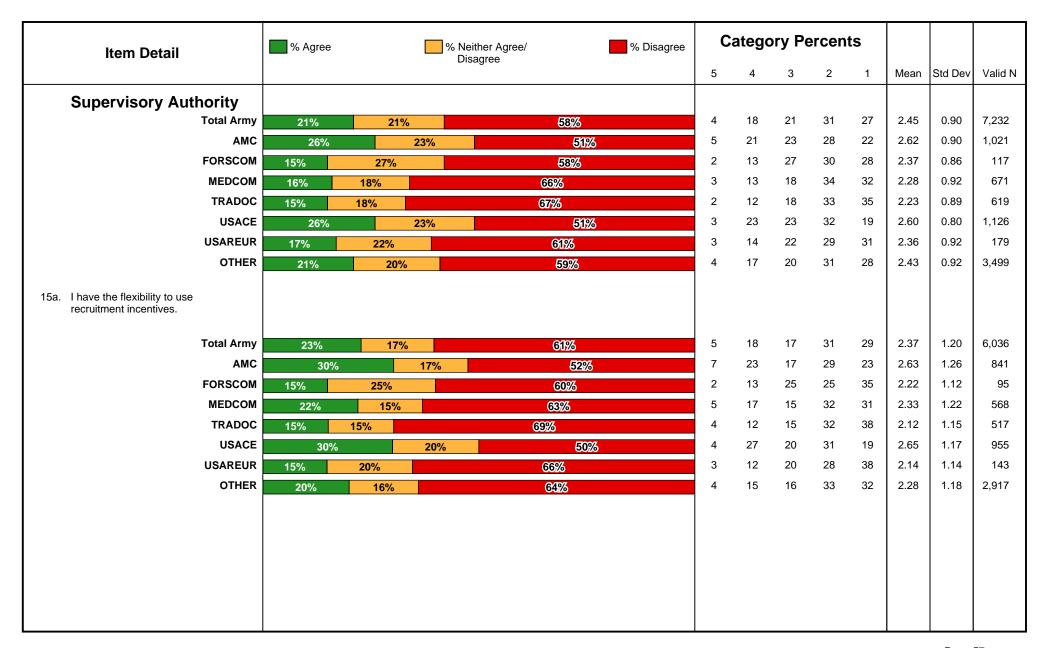


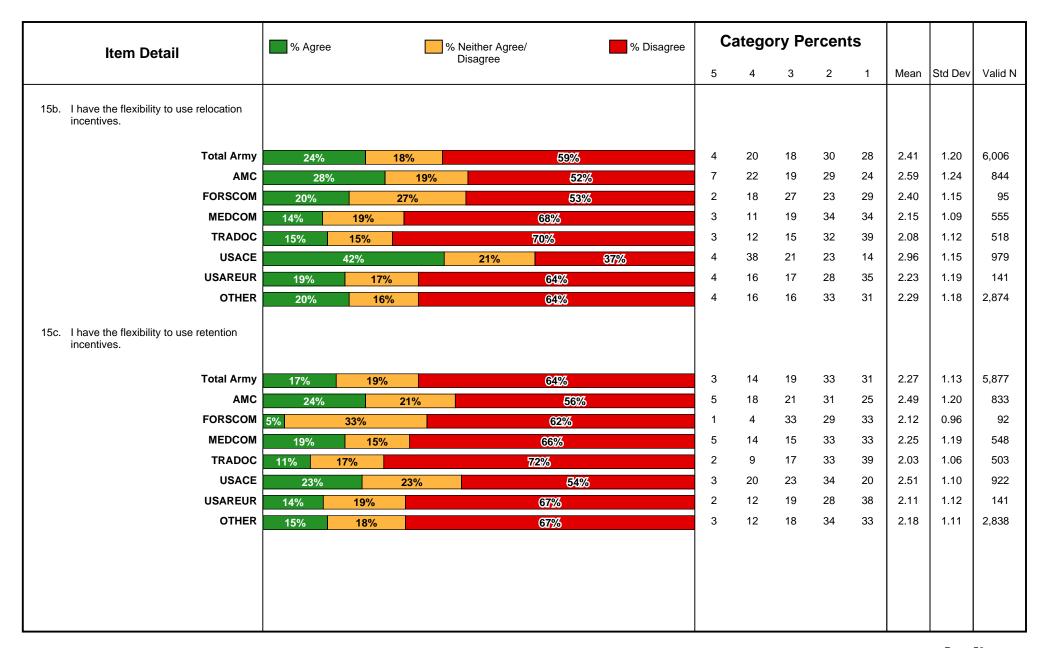


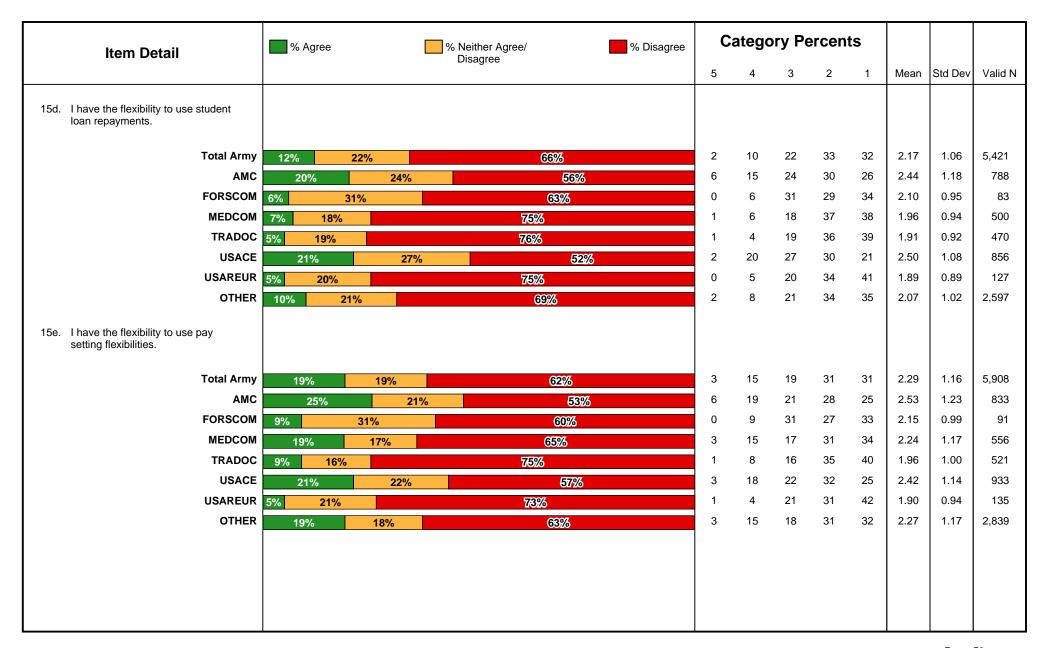


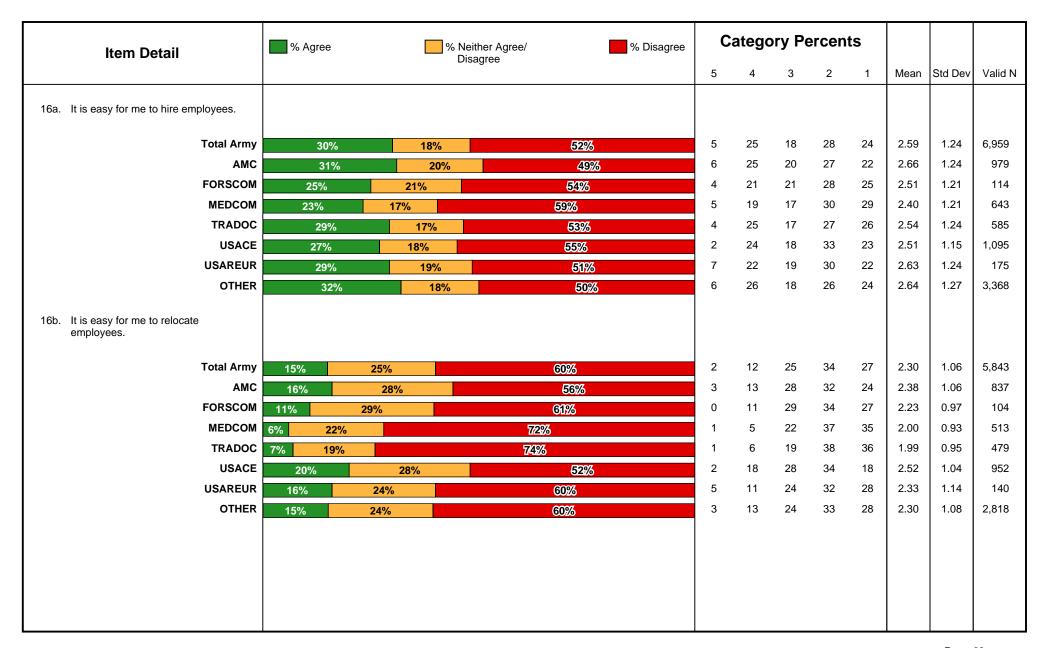


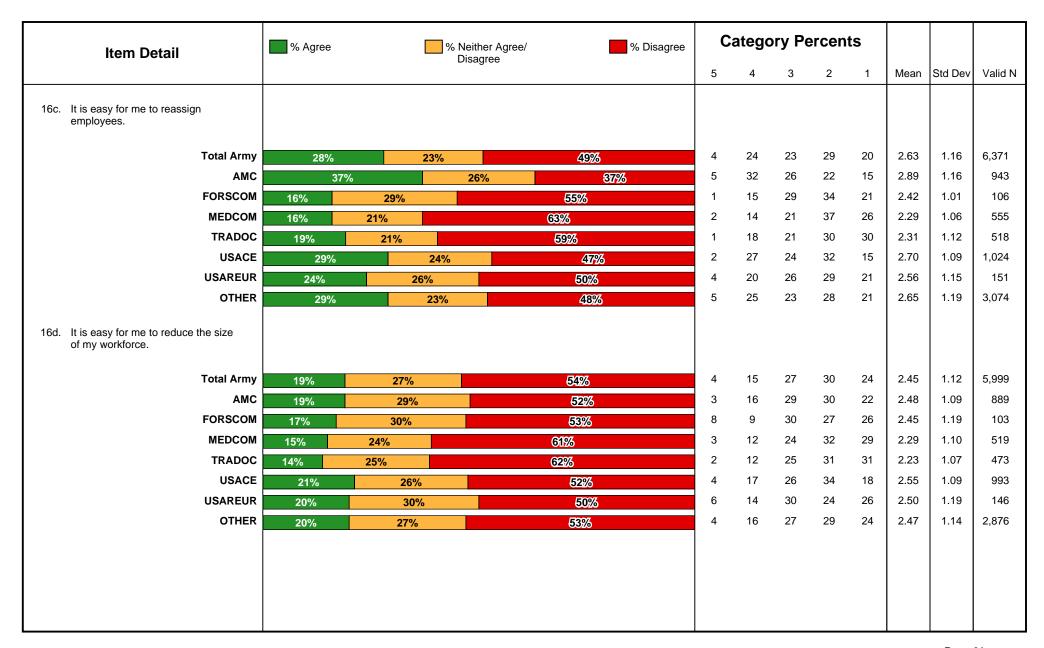




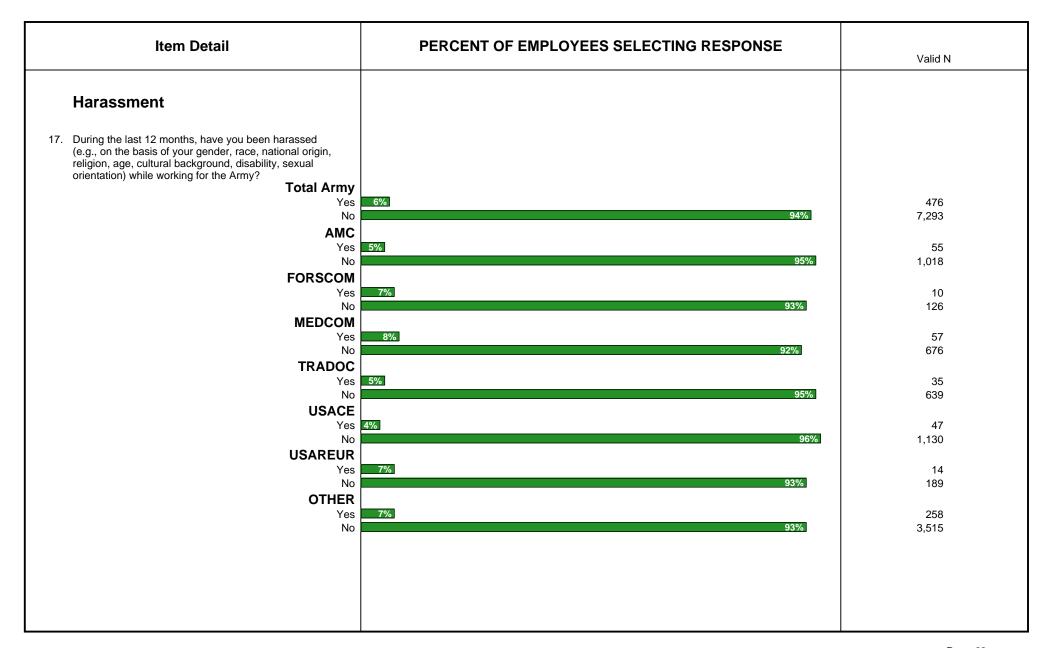


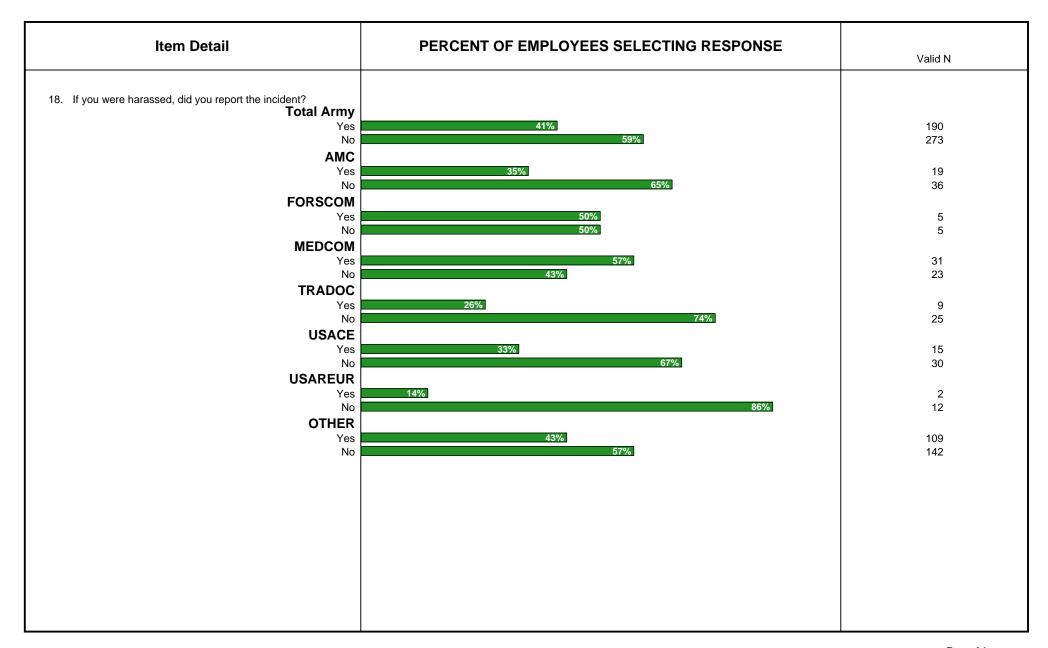


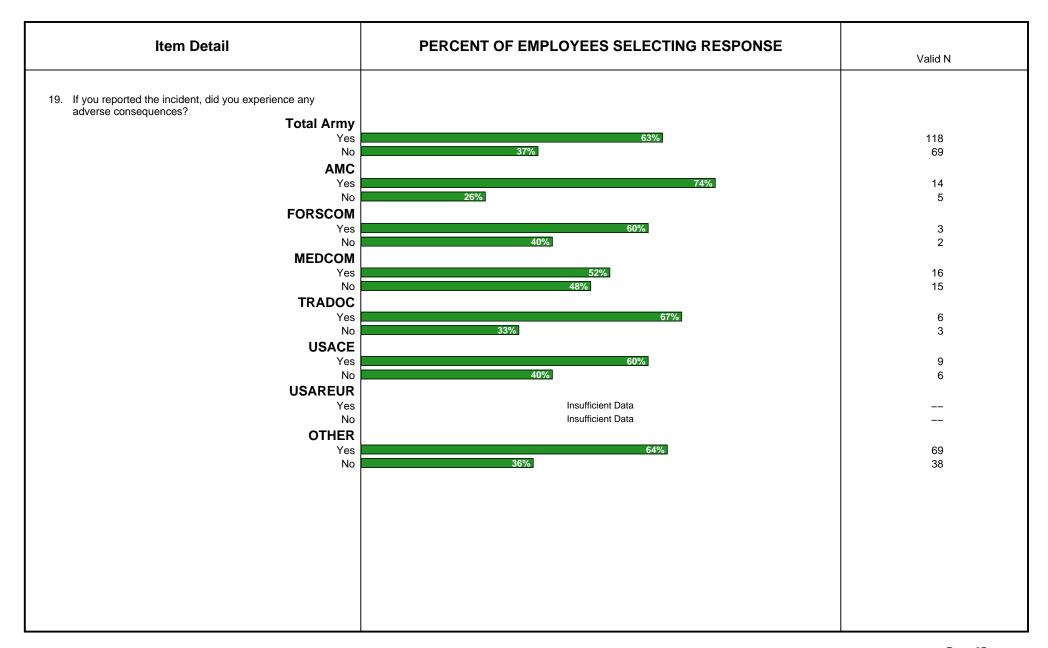


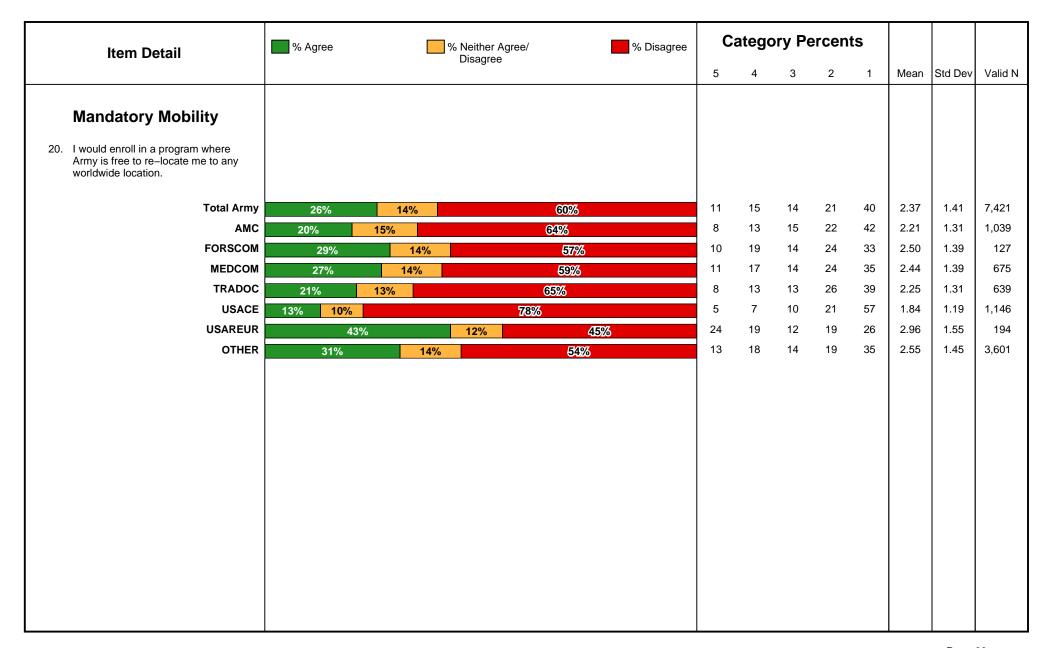


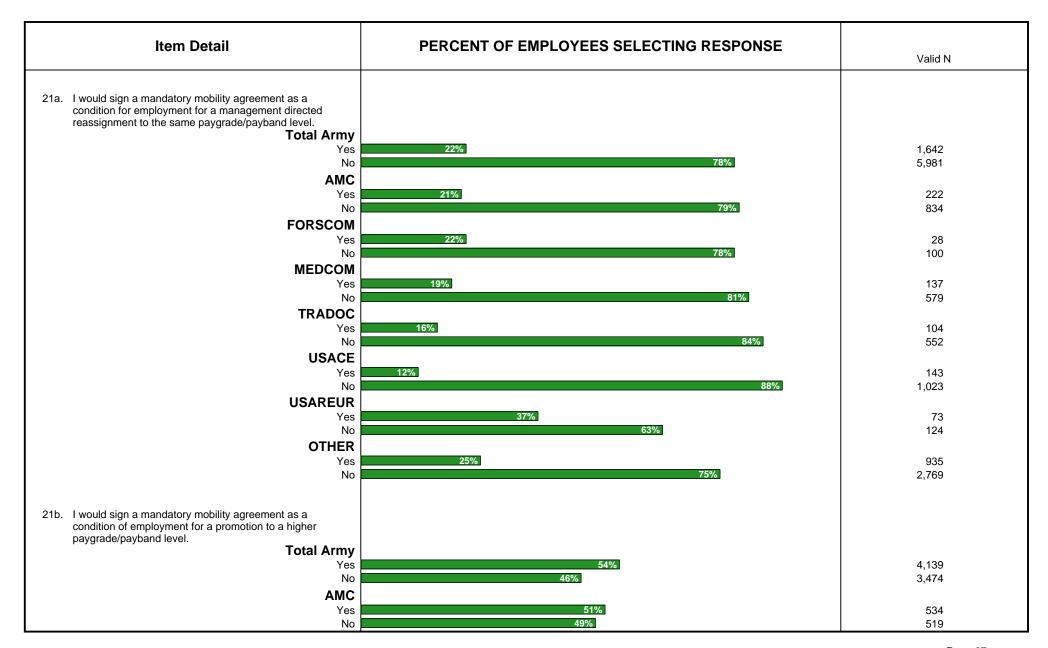


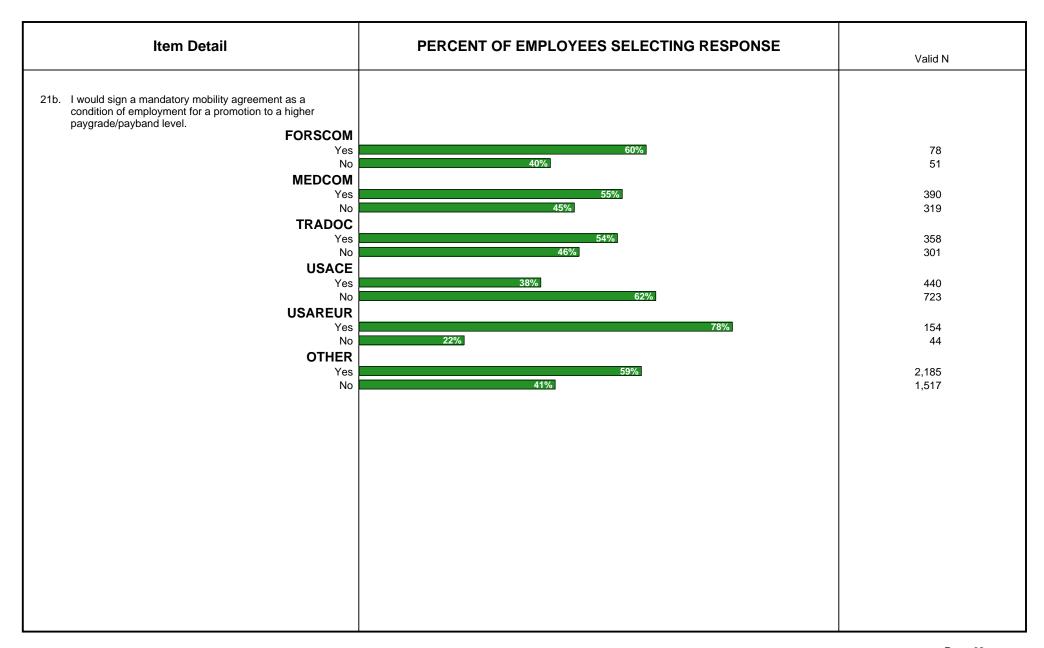


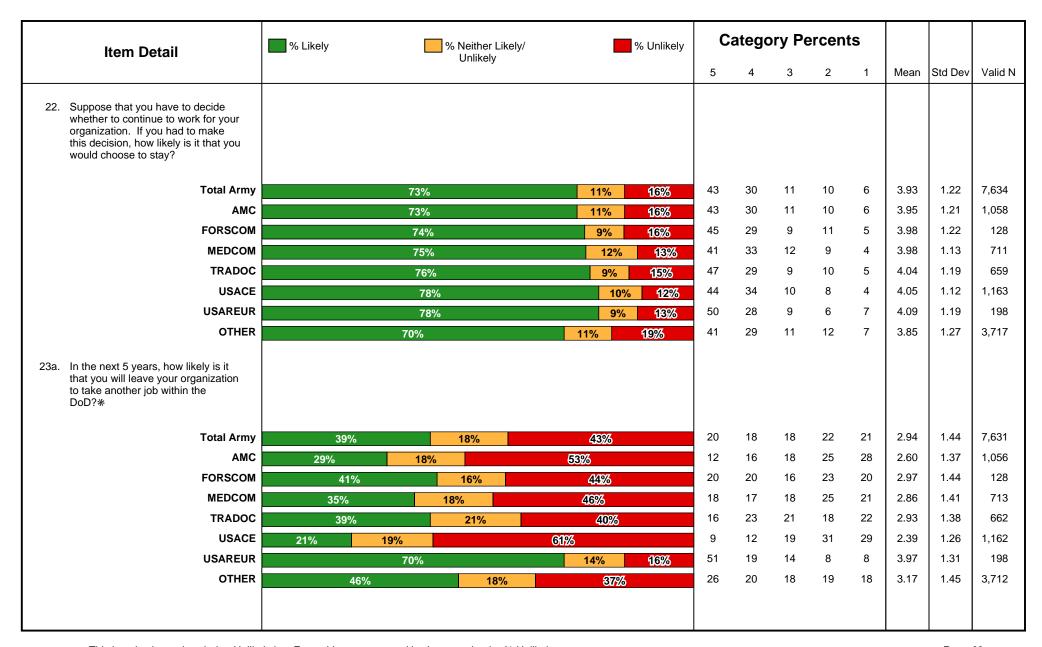


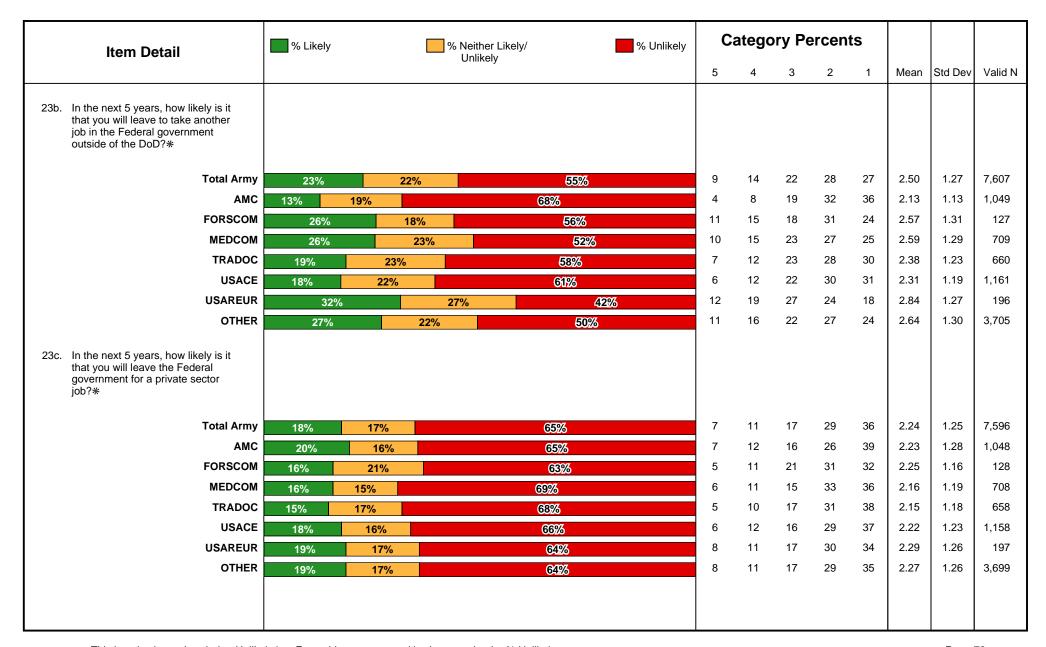




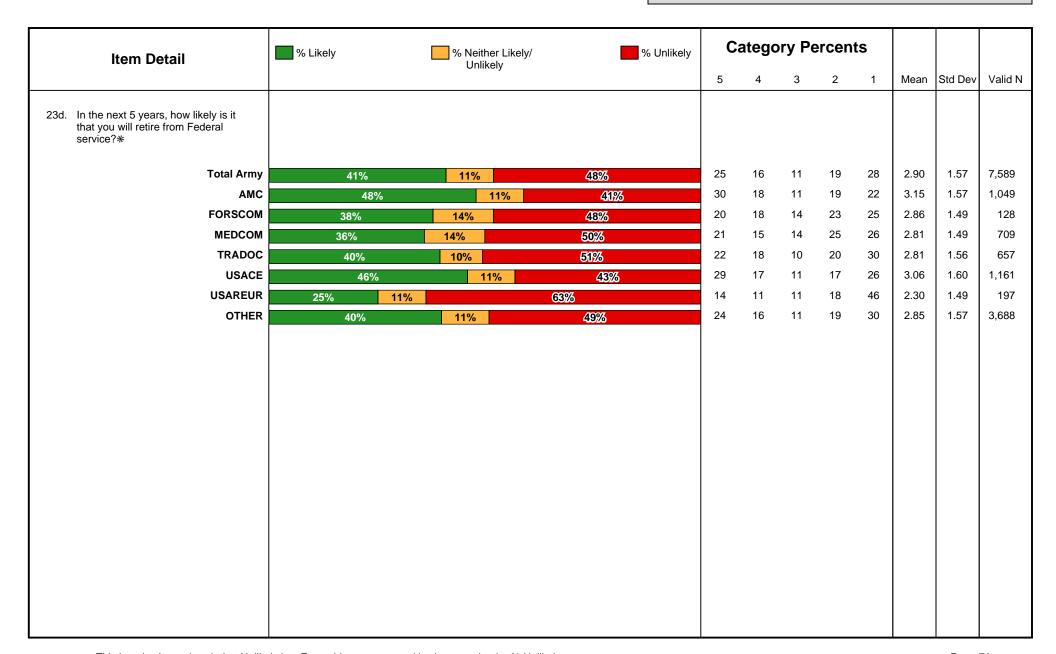


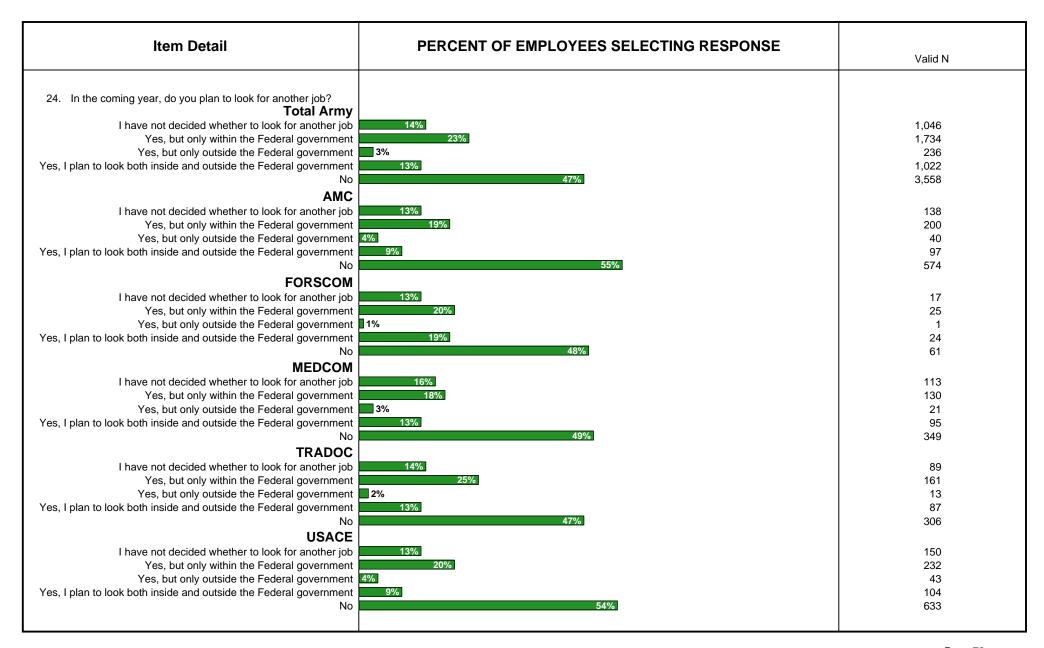




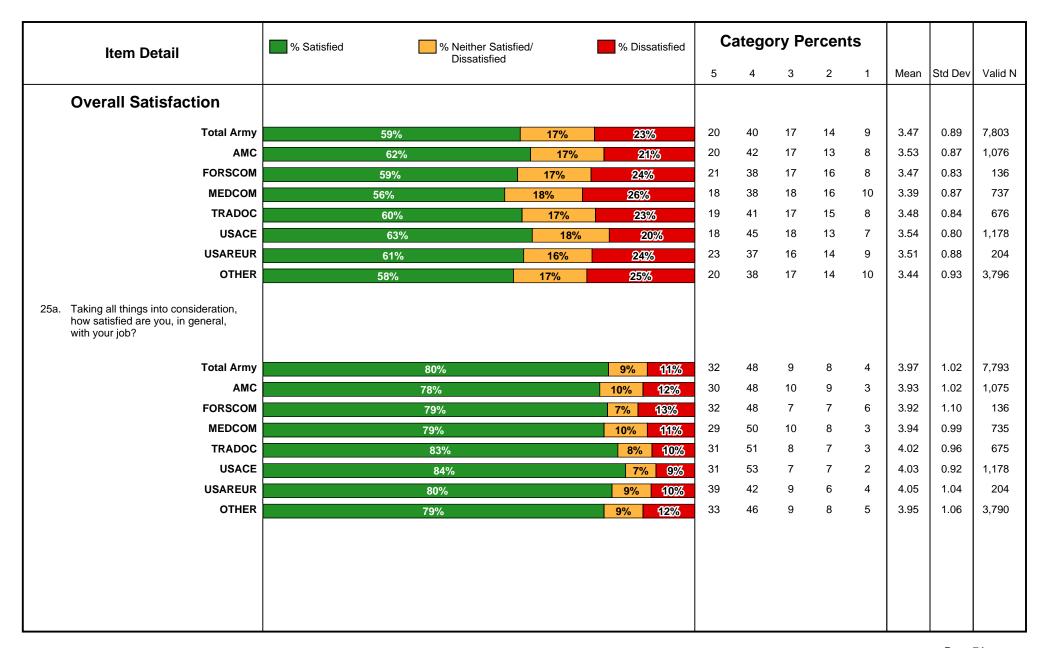


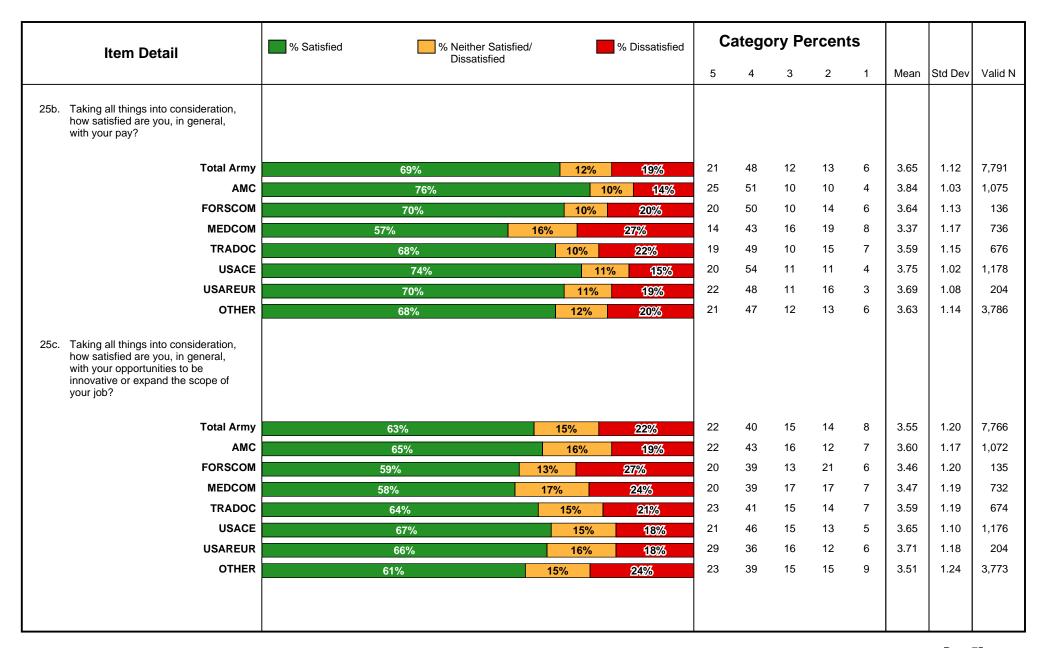
^{*} This item is phrased such that Unlikely is a Favorable response and is shown under the % Unlikely category.

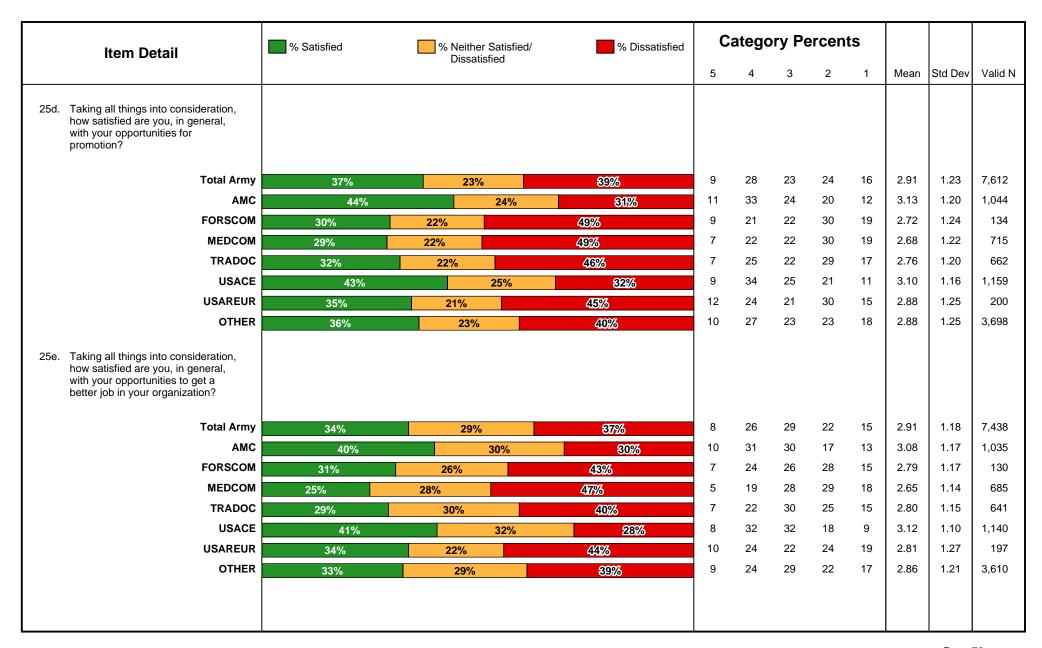


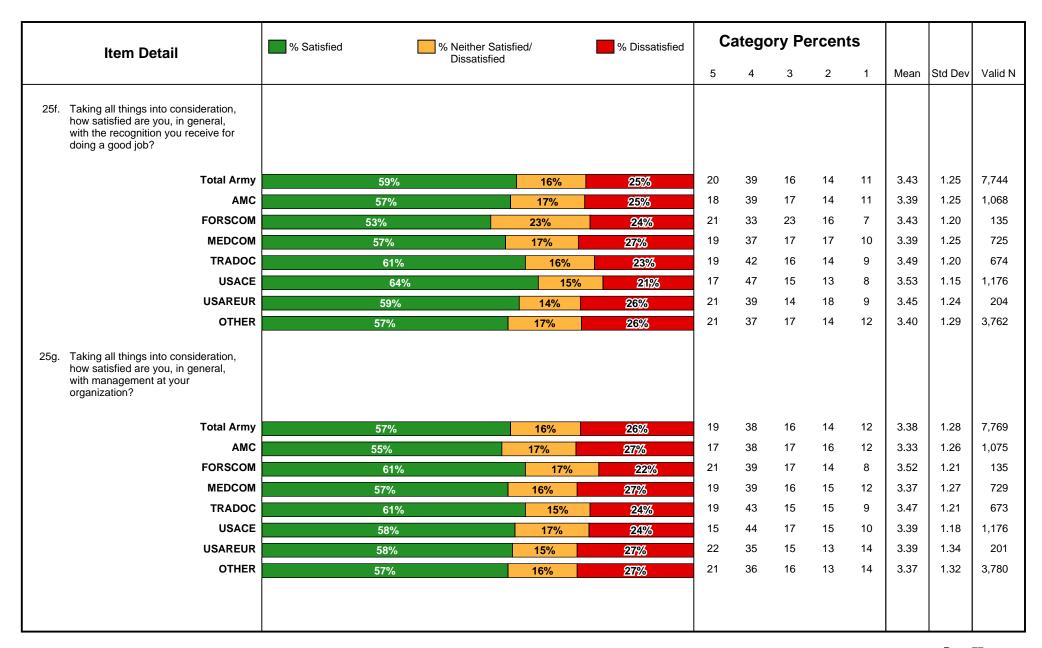


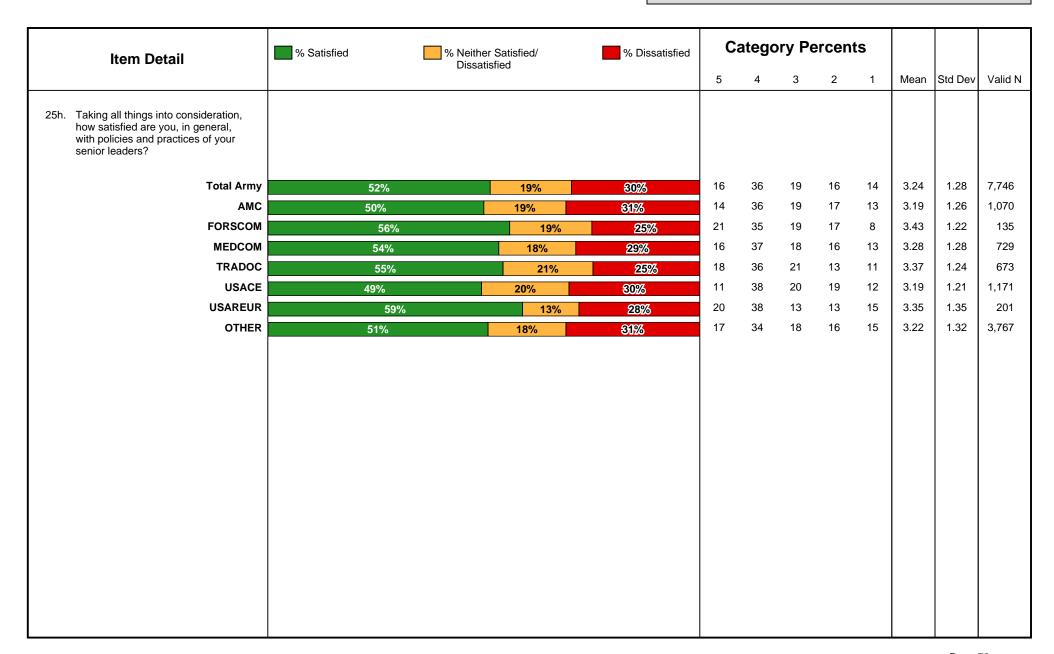
24. In the coming year, do you plan to look for another job? USAREUR I have not decided whether to look for another job Yes, I plan to look both inside and outside the Federal government Yes, I plan to look both inside and outside the Federal government Yes, I plan to look both inside and outside the Federal government Yes, I plan to look both inside and outside the Federal government Yes, I plan to look both inside and outside the Federal government Yes, I plan to look both inside and outside the Federal government Yes, I plan to look both inside and outside the Federal government No No 187/2 187/2 187/2 187/2 187/3 187/3 187/4 187/2 187/3 187/4 187/3 187/4

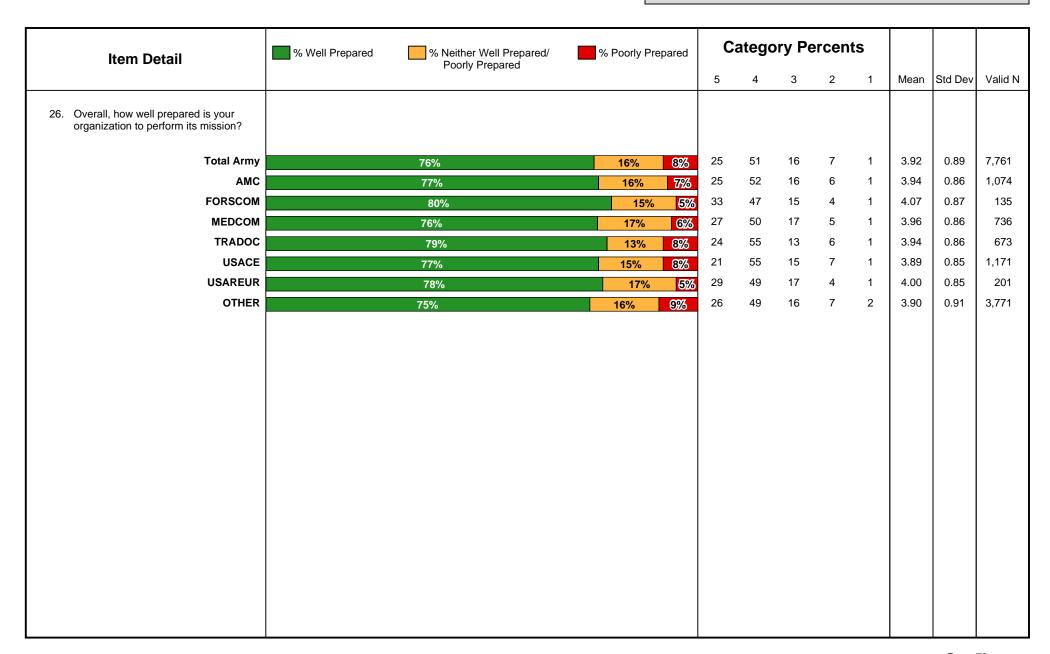


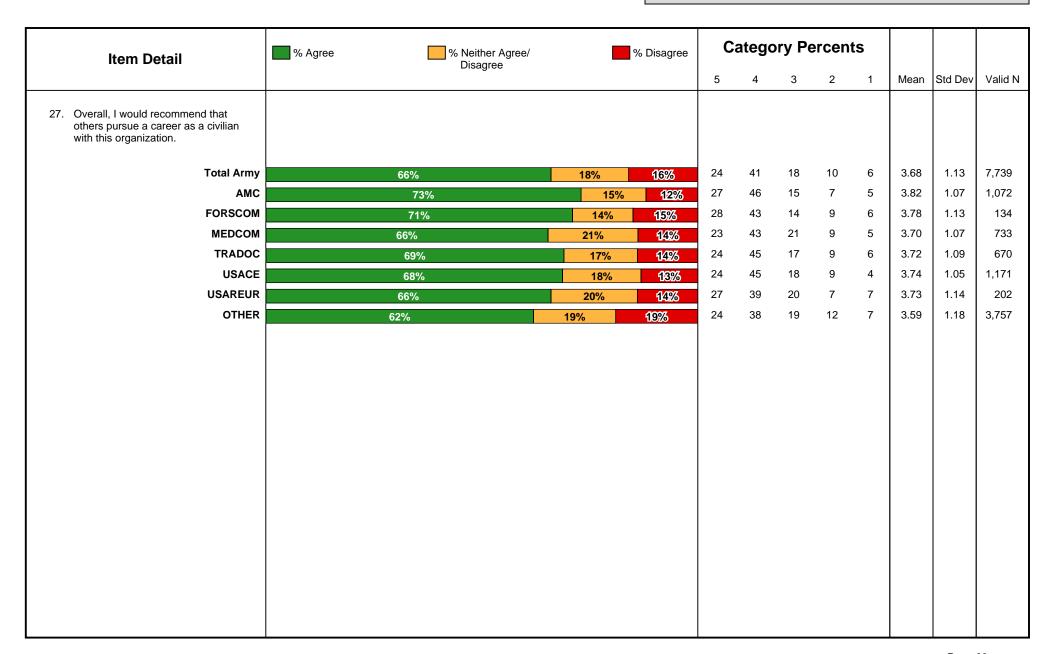


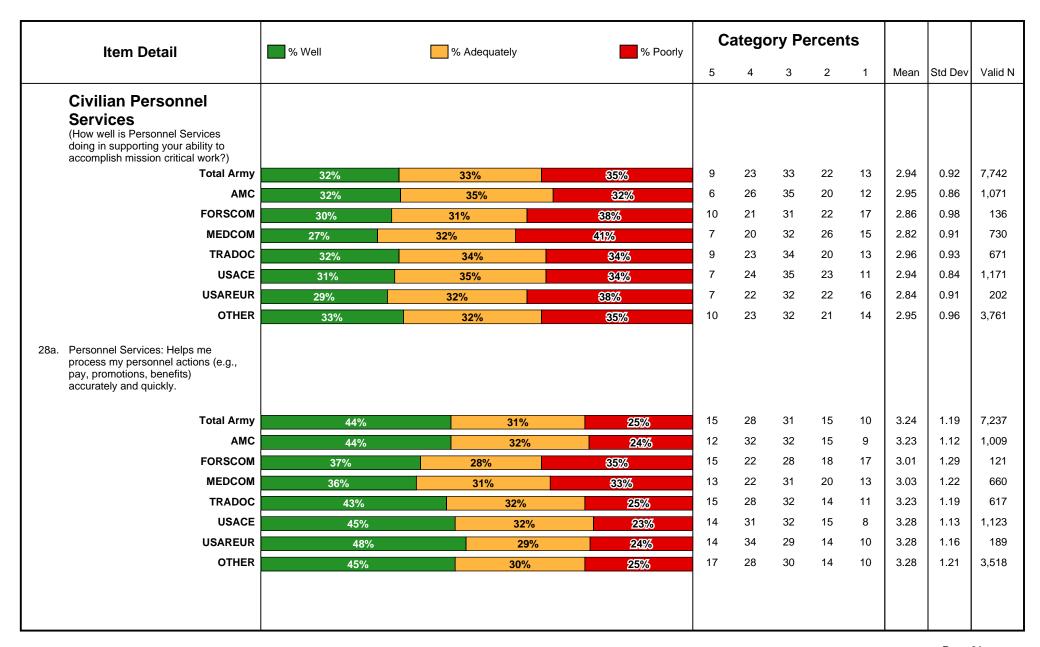


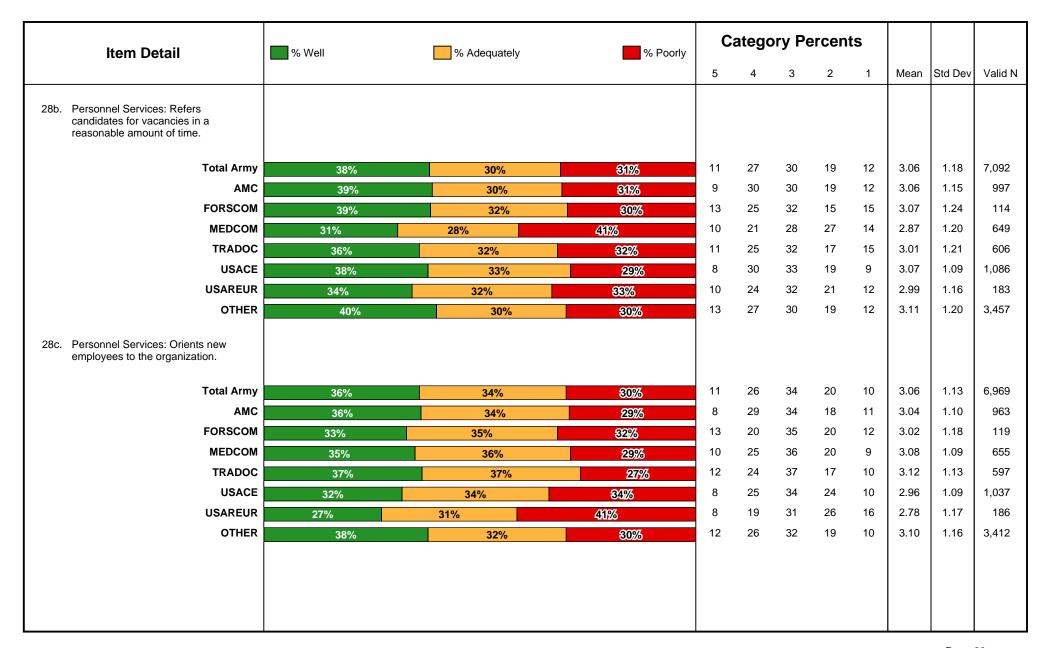


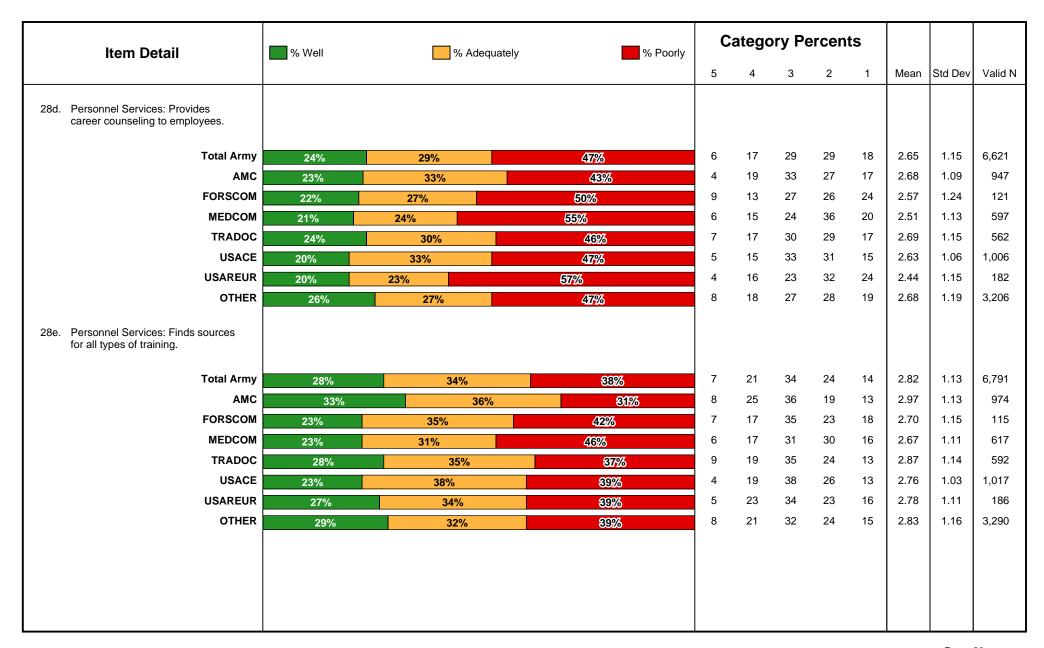


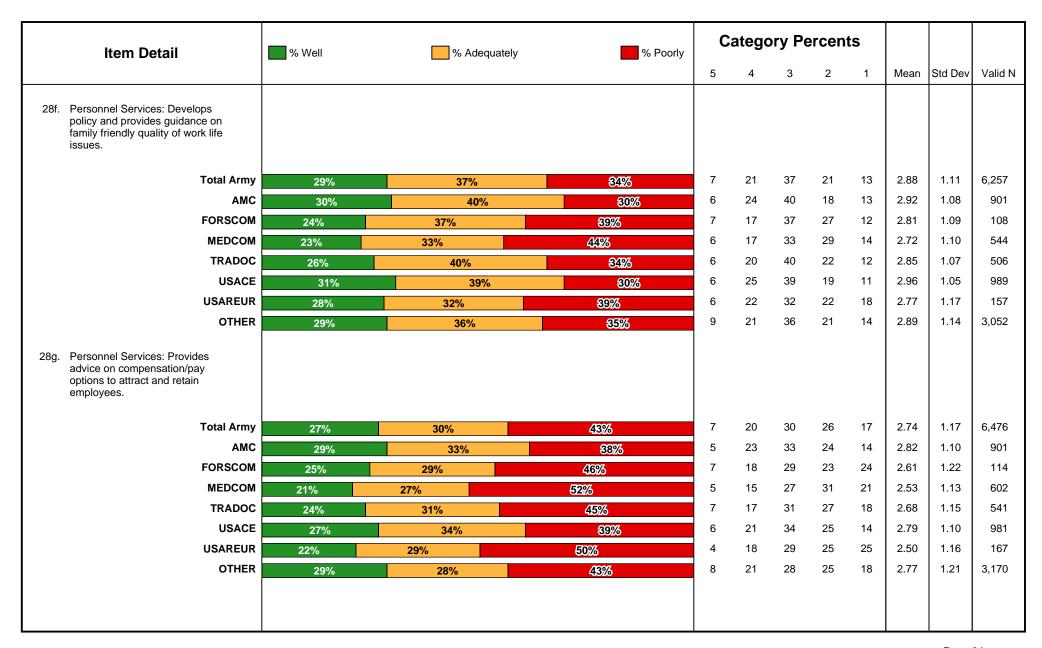


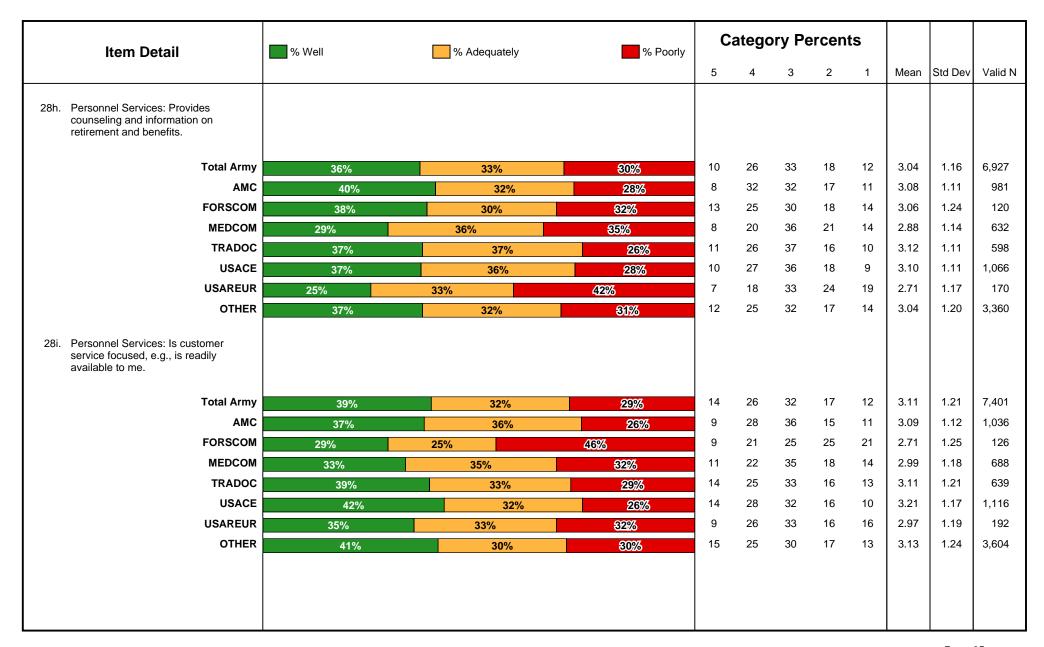


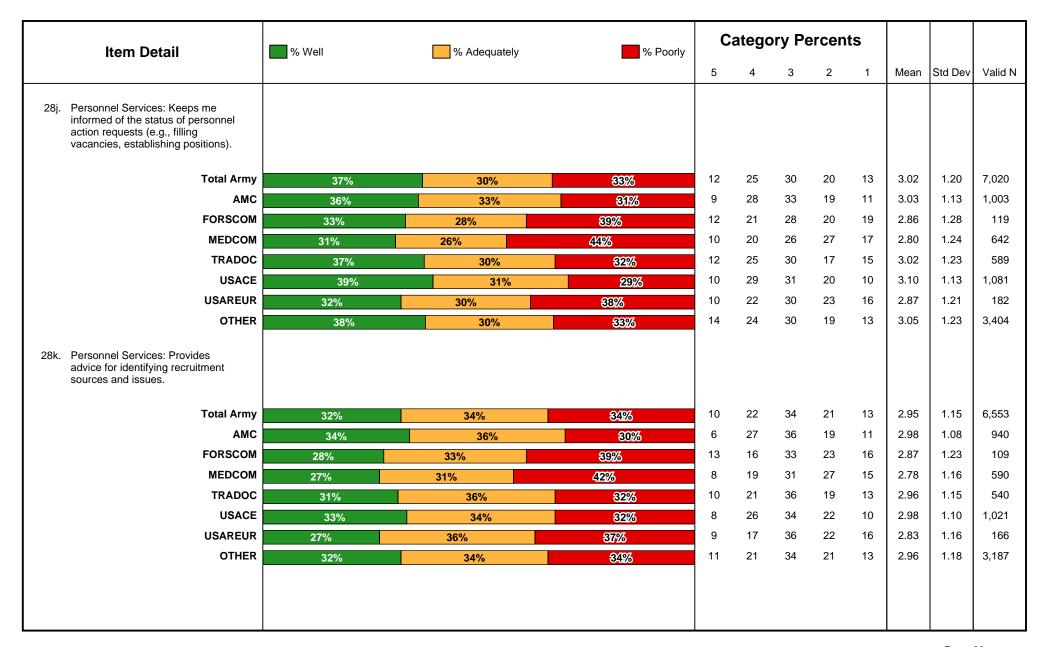


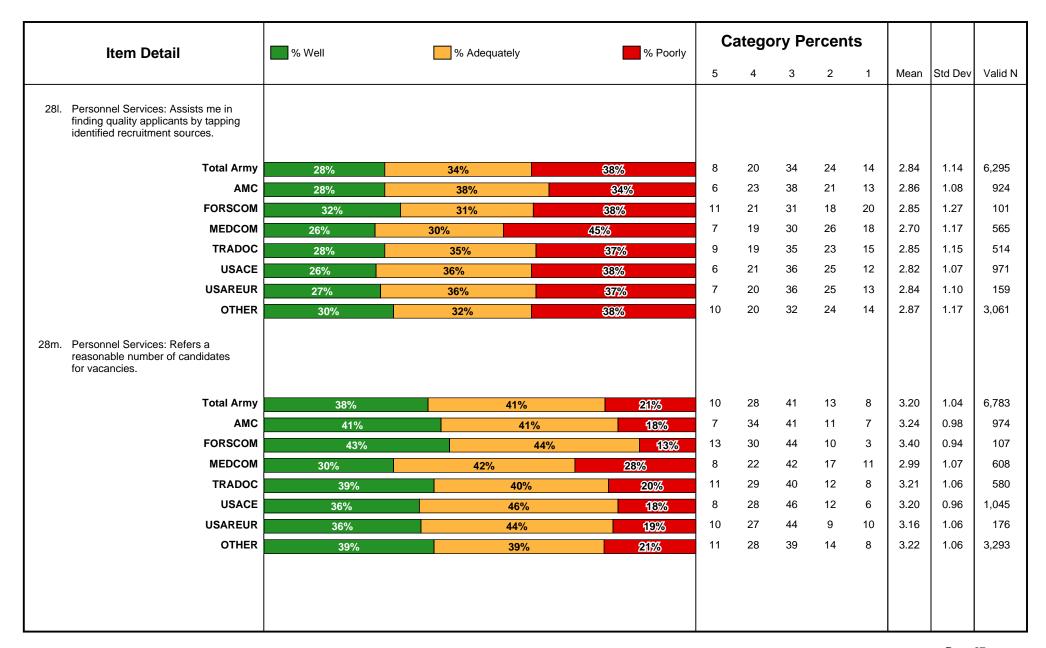


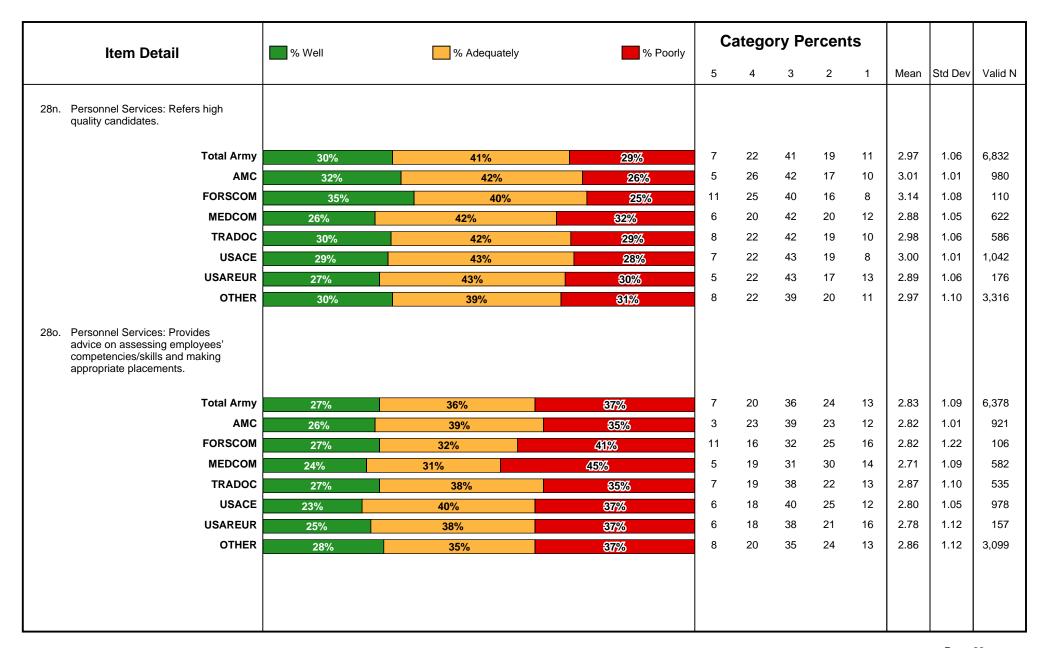


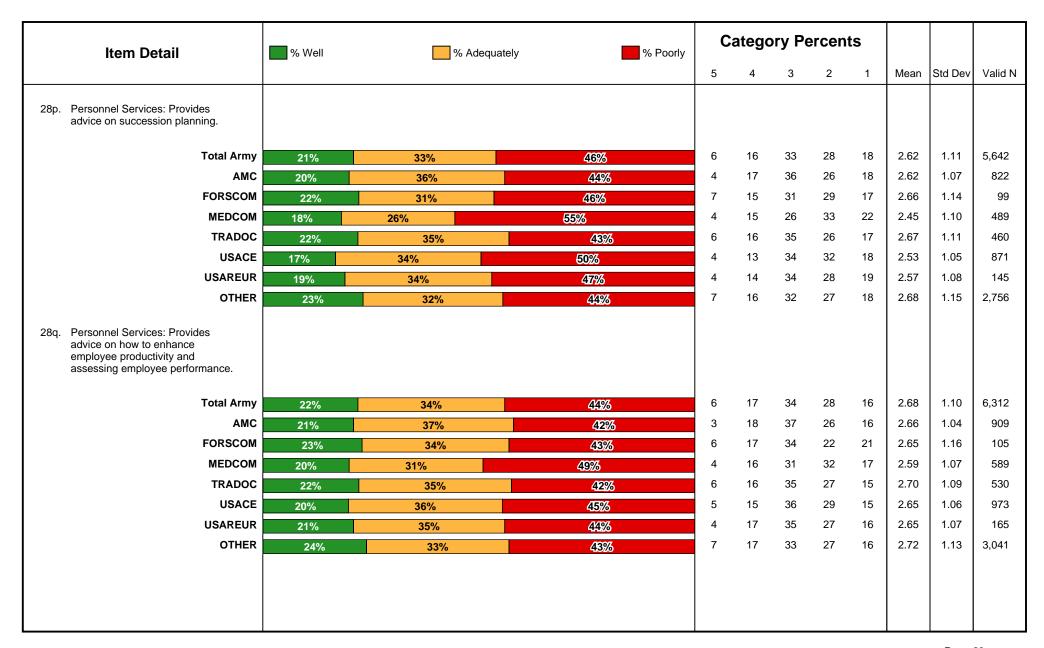


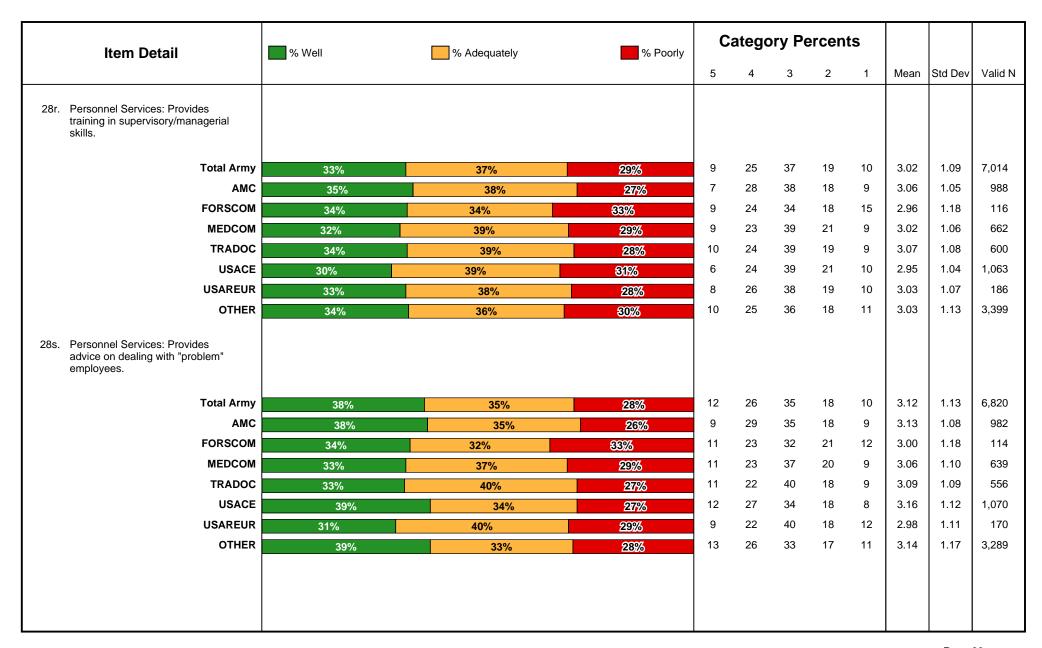


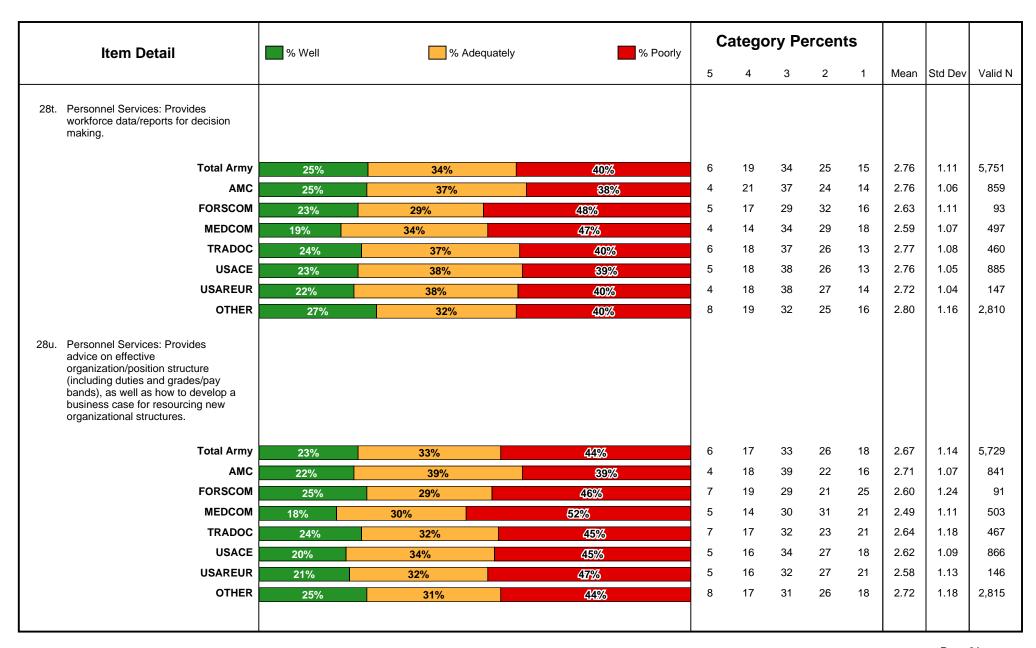


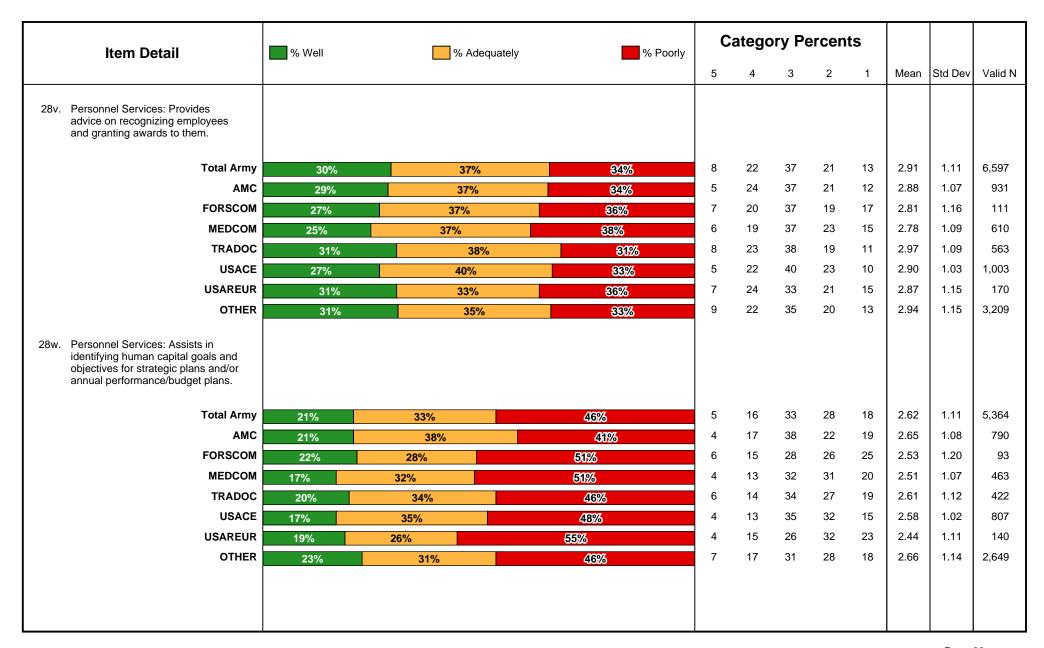


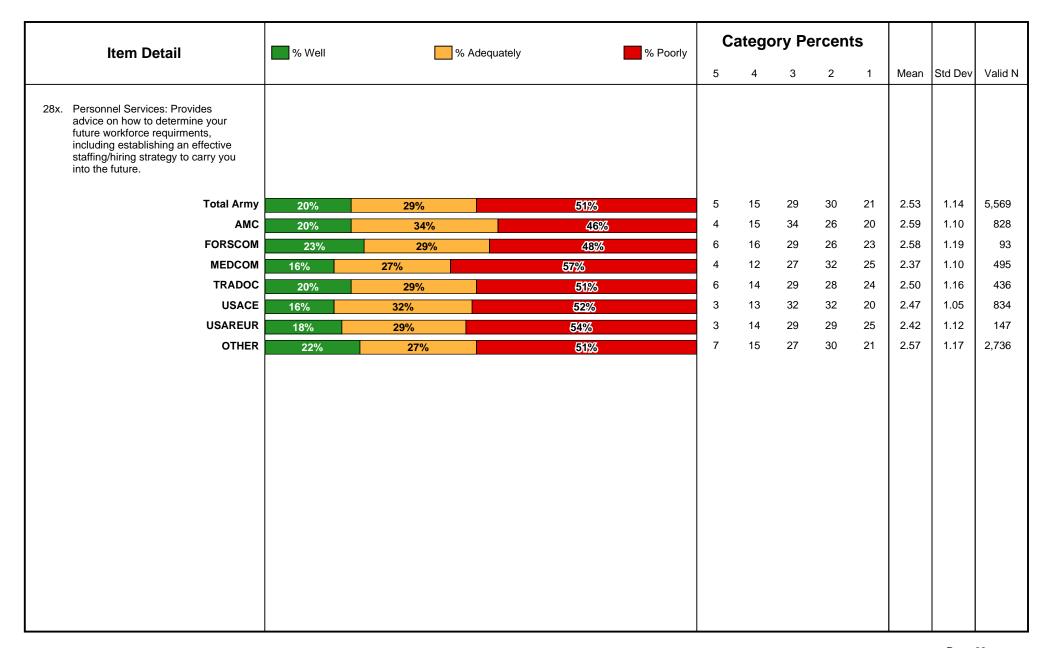


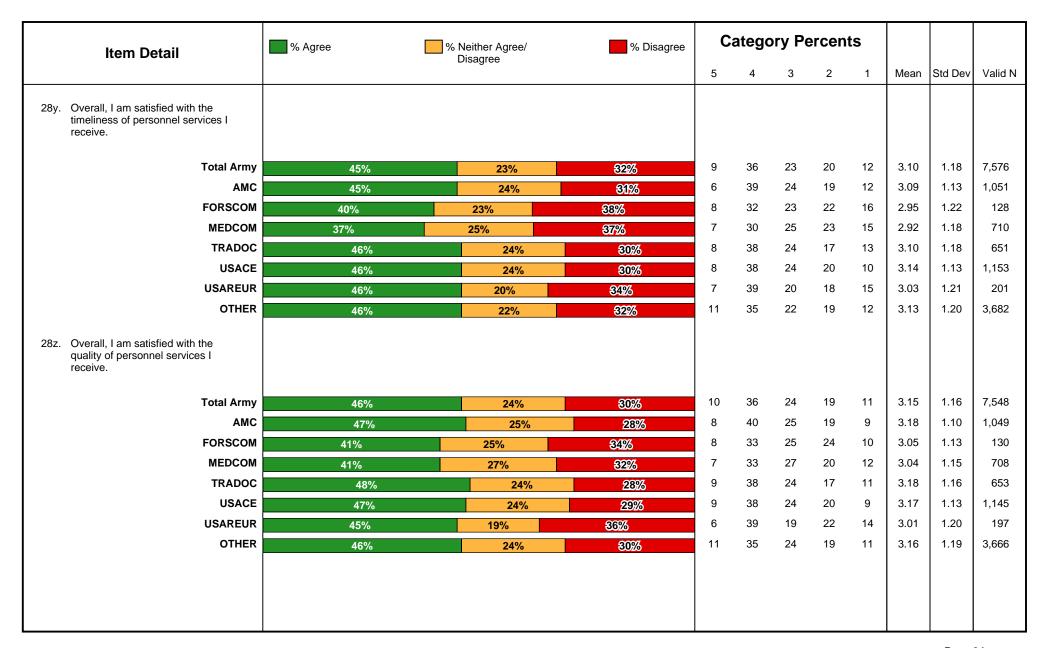


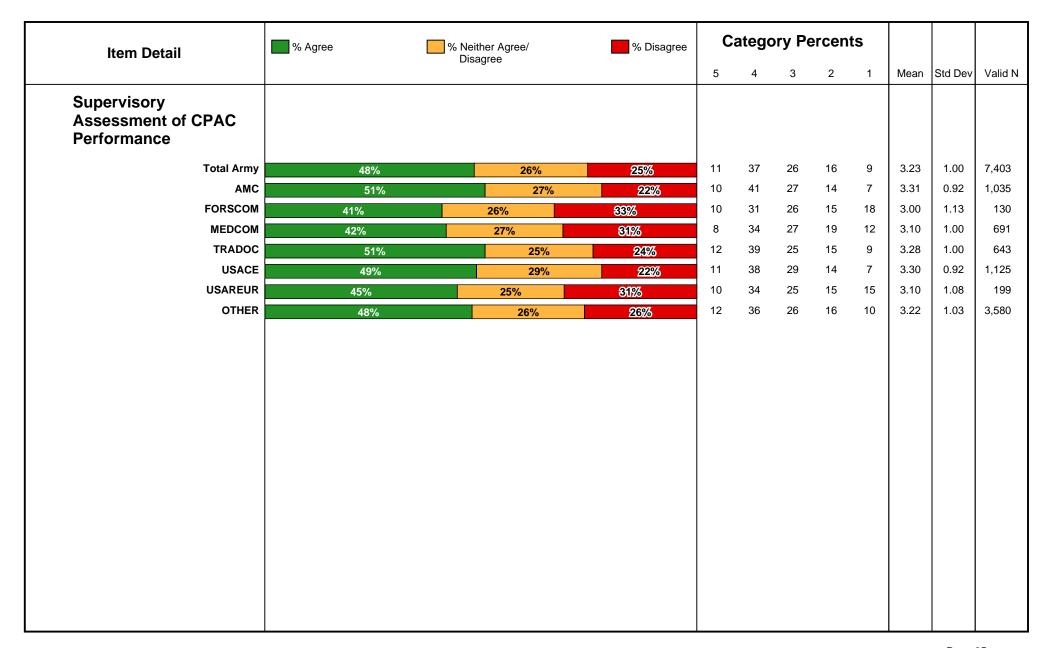


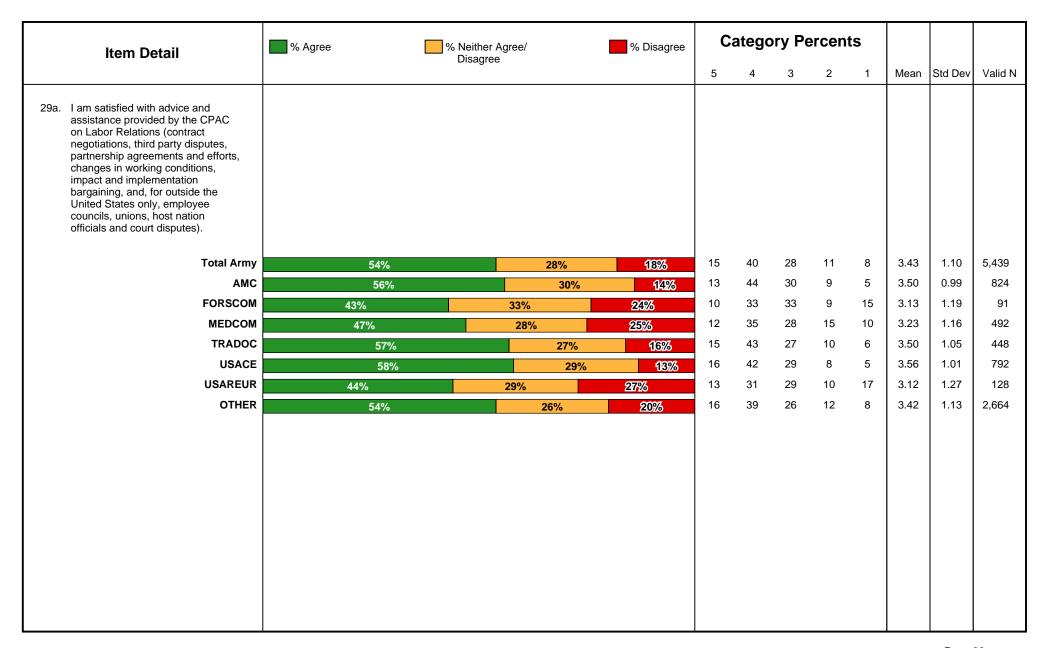


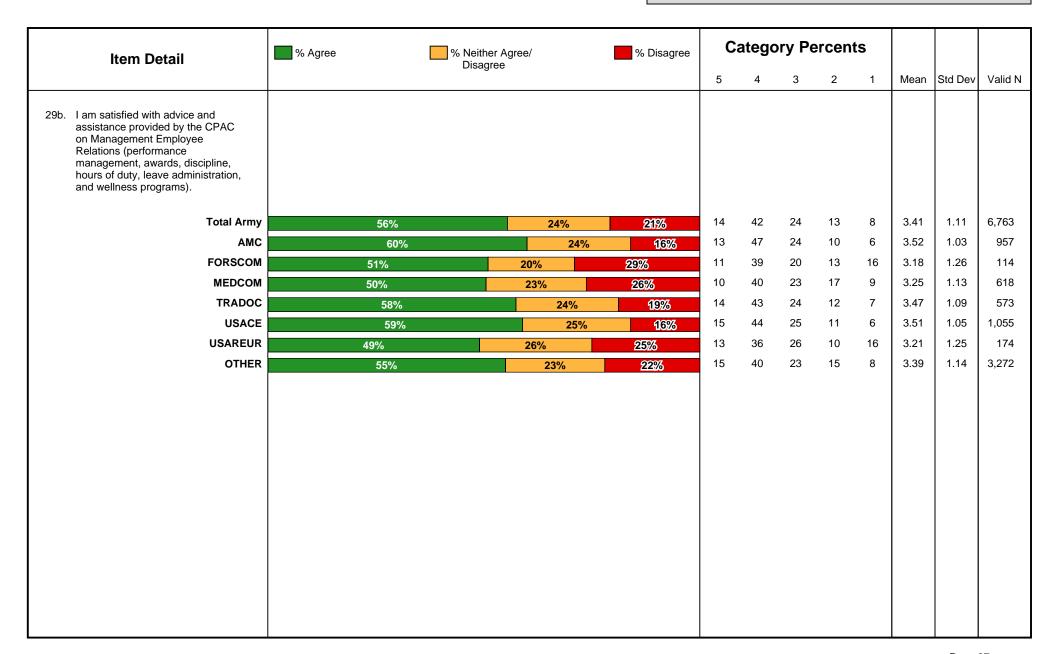


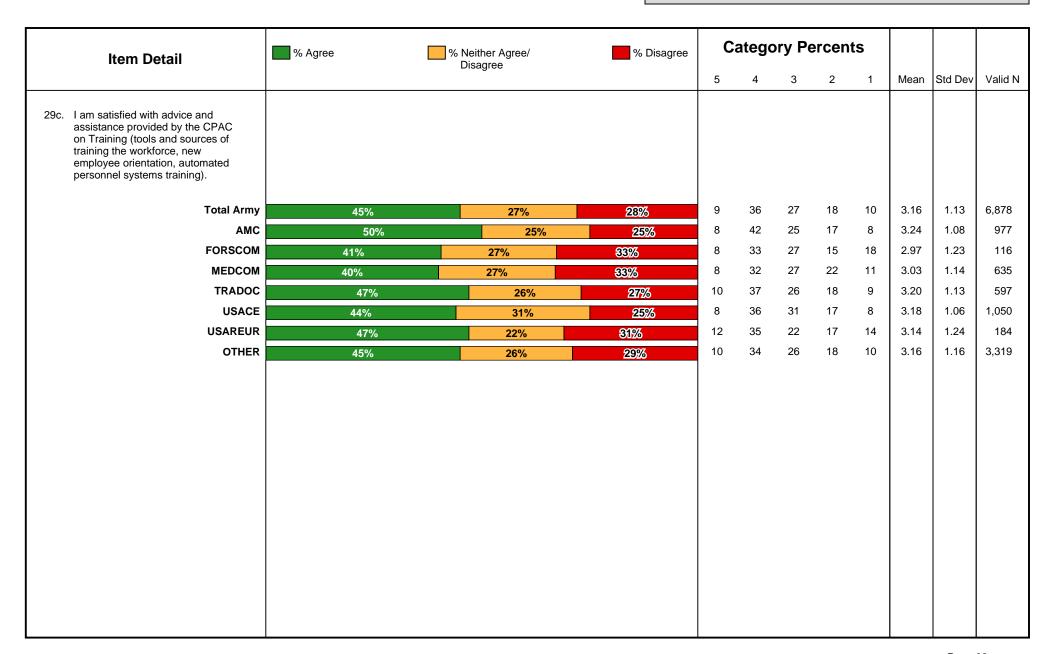


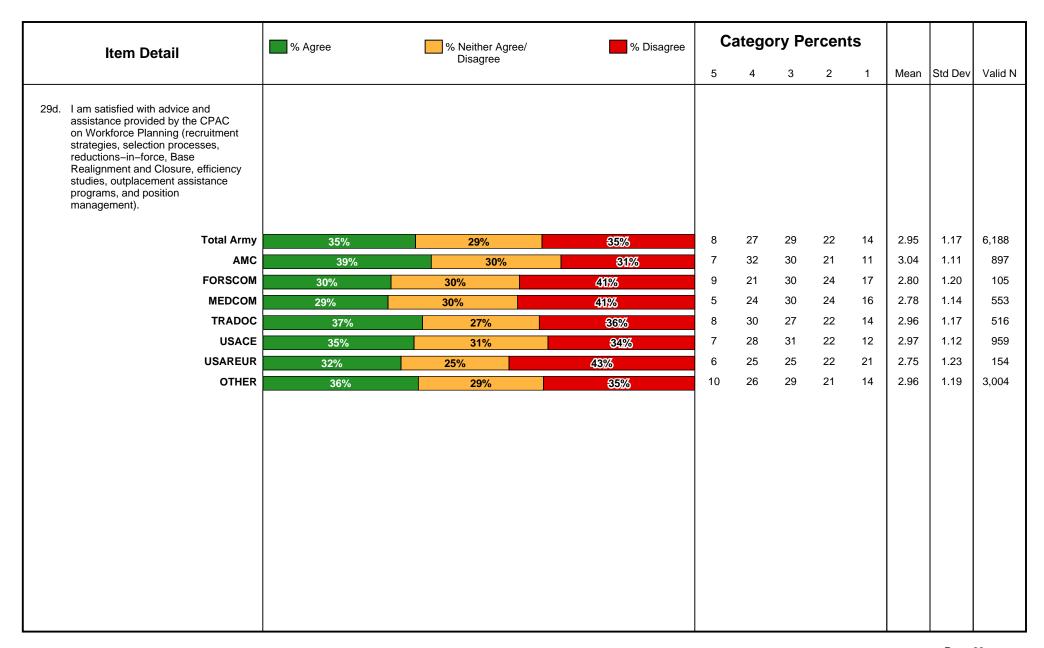


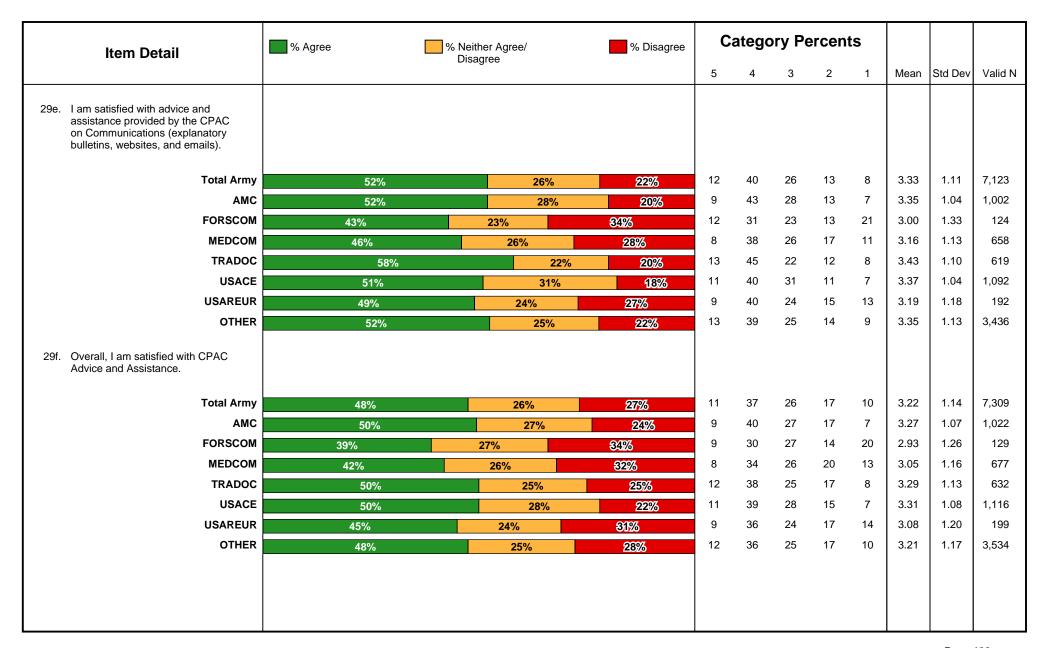


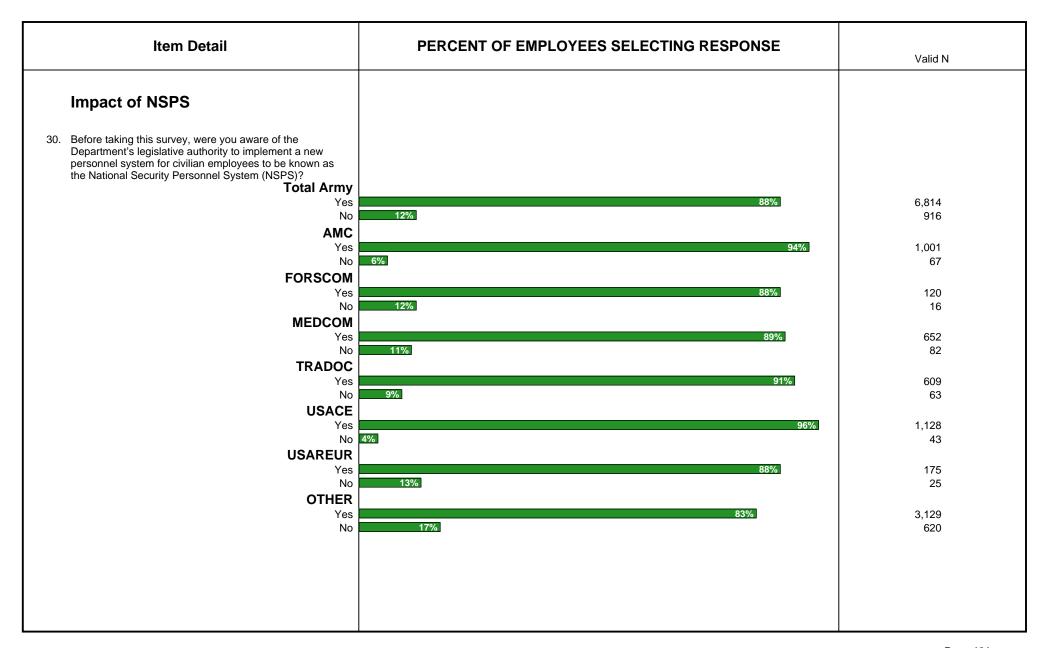


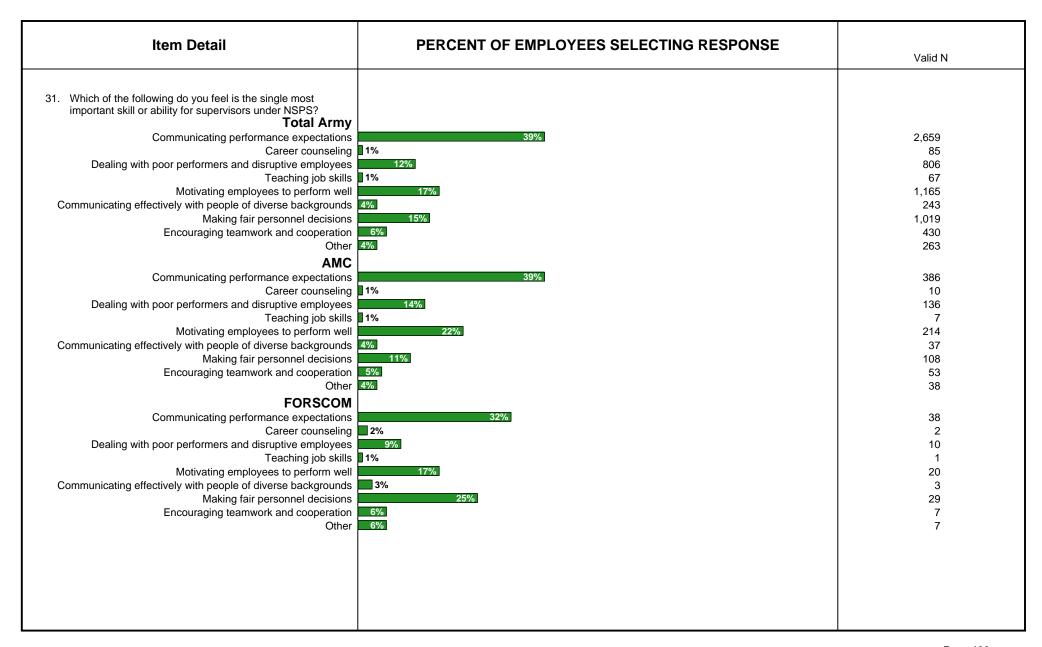












Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	V-E-IN
		Valid N
31. Which of the following do you feel is the single most		
important skill or ability for supervisors under NSPS?		
MEDCOM		
Communicating performance expectations	37%	238
Career counseling	_ 1% 15%	8
Dealing with poor performers and disruptive employees Teaching job skills		95 7
Motivating employees to perform well	18%	114
Communicating effectively with people of diverse backgrounds		18
Making fair personnel decisions	15%	100
Encouraging teamwork and cooperation	7%	47
Other		19
TRADOC		
Communicating performance expectations	41%	249
Career counseling	1%	5
Dealing with poor performers and disruptive employees	10%	62
Teaching job skills	1%	4
Motivating employees to perform well	16%	97
Communicating effectively with people of diverse backgrounds		21
Making fair personnel decisions	16%	96
Encouraging teamwork and cooperation	6%	39
Other	5%	29
USACE		
Communicating performance expectations	43%	474
Career counseling		7
Dealing with poor performers and disruptive employees Teaching job skills	12%	132
Motivating employees to perform well	16%	8 175
Communicating effectively with people of diverse backgrounds	3%	31
Making fair personnel decisions	16%	183
Encouraging teamwork and cooperation		57
		44

