

**FY01 Army Civilian Attitude Survey
USAREUR
Results for Civilian Supervisors
Key Drivers of Satisfaction with Civilian Personnel Servicing**

n=524

Understanding and Using Your Key Driver Analysis

YOUR CRITICAL COMPONENTS ANALYSIS (CCA)

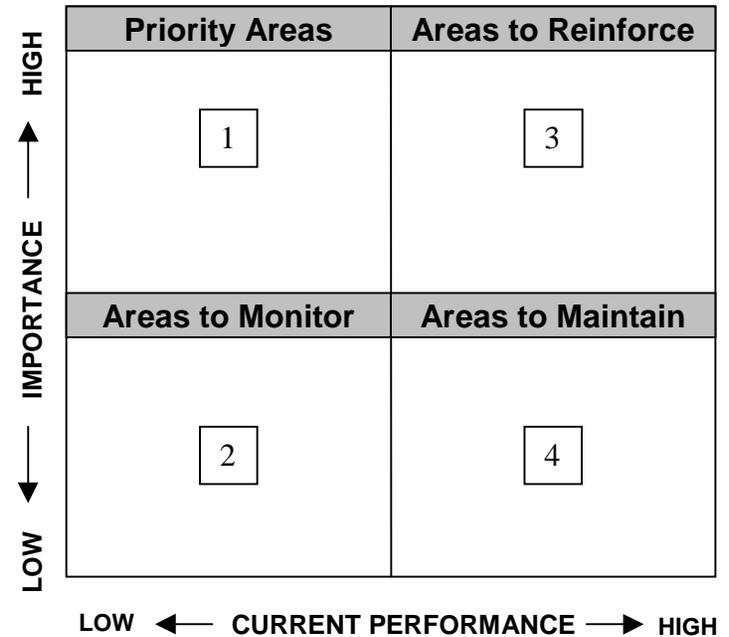
The Critical Components analysis, shown on the following page, tells you “at a glance” which survey items are higher priorities to focus on for important outcomes.

What is a “priority”? A priority is an item that is more strongly linked to an outcome, but received low marks on your own group’s survey results. This analysis used data from the Supervisor survey to determine the priority items related to the **Satisfaction with Civilian Personnel Servicing**.

A priority, then, is determined by two things:

Importance: Shown on the vertical axis and determined statistically by identifying those survey items that were more strongly related to Satisfaction with Civilian Personnel Servicing for your group. [Note: If your group had fewer than 100 supervisors responding to the survey, Importance results were calculated using total Army data.]

Current Performance: Shown on the horizontal axis and determined by how favorably supervisors in your group responded to the survey questions. Items with 60%+ favorable scores are considered high in performance.



USING THE CCA FOR ACTION PLANNING

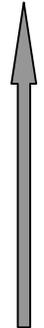
To help you identify the 2 or 3 most important things your group needs to focus on, it’s often best to look at the CCA in the following order:

- Priority Areas:** Higher importance, lower results. Action should be taken here first.
- Areas to Monitor:** Lower importance, lower results. These items should be monitored because, if ignored, they could become more urgent issues in the future.
- Areas to Reinforce:** Higher importance, higher results. This is where you are doing well; these areas should be reinforced.
- Areas to Maintain:** Lower importance, higher results. These are items your supervisors feel good about, though they might not contribute as strongly to their overall Satisfaction with Civilian Personnel Servicing. These issues do not require immediate attention.

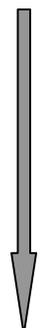
For more information regarding these results or how to better use this information, please phone Mr. Murray Mack at (703) 325-8684 (DSN 221-8684) or e-mail him at murray.mack@hqda.army.mil.

YOUR KEY DRIVERS OF SUPERVISOR SATISFACTION WITH CIVILIAN PERSONNEL SERVICING

High



Importance



Low

Priority Areas	Areas to Reinforce
5. Personnel refers candidates for vacancies in reasonable time. (34%) 13. Based on exp. w/ personnel, rate Q/T of service on job classification. (36%) 12. Based on exp. w/ personnel, rate Q/T of recruitment. (36%) 17. Based on exp. w/ personnel, rate Q/T of counseling emp. on issues: benefits, leave, hrs.of work, & worker's comp. (41%) 21. Based on exp. w/ personnel, rate Q/T of service on labor relations. (44%) 2. Personnel keeps me informed re: personnel actions. (45%) 9. I have no problems accessing personnel staff to get the info./serv. I need. (45%) 11. Based on exp. w/ personnel, rate Q/T on processing of personnel & pay actions. (59%)	10. The personnel staff acts w/ integrity. (66%) 7. Personnel treats people courteously. (75%)
Areas to Monitor	Areas to Maintain
16. Based on exp. w/ personnel, rate Q/T of serv. on planning & projecting HR needs. (26%) 14. Based on exp. w/ personnel, rate Q/T of advising on reorgs. (30%) 6. Personnel refers high qual. candidates for vacancies. (32%) 15. Based on exp. w/ personnel, rate Q/T of handling reduct.-in-force. (34%) 48. I am sat. w/ the processes used to fill vacancies at this instal./act. (40%) 3. The personnel staff understands my unit's operation and mission. (42%) 18. Based on exp. w/ personnel, rate Q/T of serv. discipline, complaints, & perf. mgmt. (46%) 19. Based on exp. w/ personnel, rate Q/T of serv. on training. (48%) 20. Based on exp. w/ personnel, rate Q/T of awards service. (50%) 4. Personnel refers a reasonable no. of candidates for vacancies. (52%) 63. I have enough training in civ. personnel admin. procedures. (54%) 8. Personnel keeps people informed re: changes in rules & benefits. (57%)	

Low



Current Performance

High