

**FY03 Army Civilian Attitude Survey
Fort Jackson NAF
Results for Civilian Supervisors**

Table of Contents

About This Report.....1
Ten Most Favorable/Unfavorable Items8
Composite Summary12
Item Detail18
Supplemental Item Detail47

About This Report

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 2003 Army implemented a web-based version of the Army Civilian Attitude Survey. Over 33,000 employees and close to 7,000 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 Supervisors is composed of a series of core and supplemental items.

Composites – The survey includes a number of scaled items that were grouped in 17 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-q23)	Supervisors' overall satisfaction with the level of service received from personnel.
Satisfaction with Job (q24-q28)	Supervisors' satisfaction with their current job.
Satisfaction with Career (q29-q31)	Extent to which supervisors recommend their career to others.
Satisfaction with Immediate Supervisor (q32-q39)	Supervisors' relationship with their immediate manager (interaction, competence, support for employee, etc.).
Satisfaction with Management (q40-q44)	Supervisors' satisfaction with upper-level management (supervisor's supervisor and above).
Satisfaction with Job Placement/Promotion System (q45-q49)	Perceptions of promotion processes (e.g., fairness) and outcomes (e.g., quality of candidates).
Satisfaction with Amount of Authority (q50-q61)	Supervisors' perceptions of their authority to carry out a variety of responsibilities (e.g., writing or changing job descriptions, assigning work).
Satisfaction with Training and Development (q62-q64)	Satisfaction with the amount of training supervisors have received and ability to get training for their employees.
Satisfaction with Awards and Recognition (q65-q68)	Extent to which supervisors feel they are personally recognized and that others are fairly awarded.
Satisfaction with Fairness (q69-q74)	Supervisors' 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 (q75-q77)	Satisfaction with safety and physical working conditions.
Civilian Workplace Morale (q24-q49)	Composite of satisfaction with job, career, immediate supervisor, upper-level management, and job placement/promotion.
Your Organization (q78-q91)	Supervisors' assessment of the work environment (e.g., good working relationships, support, communication, empowerment, productivity, resources, etc.).

**Civilian Supervisors – FY03
Fort Jackson NAF**

Composite Label	Composite Description
Performance Culture (q92-94)	Extent to which supervisors feel that the culture supports high performance.
Strategic Planning (q95-q97)	Supervisors' perceptions of communication and effectiveness of planning in their organization.
Customer Satisfaction (q98-q100)	Supervisors' assessment of customer interactions and their satisfaction with products and services of work group.
Diversity (q101-q102)	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 (q103-q105)
- Army Knowledge Online (AKO) (q106-q108)
- Army Civilian Personnel OnLine (CPOL) Applications (q109-q114)
- Family Friendly Flexibilities (q115-q121)
- Career/Retirement Plans (q122-q126)
- Feedback on Survey Results (q127-q128)

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 and return them electronically to Army, which then forwarded the data to an independent research and consulting firm for processing. Of the approximately 213,547 Army civilian appropriated fund employees and supervisors who were invited to complete the attitude survey, 39,950 returned surveys for a 19% response rate. The response rate for Total 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. Of the 26,469 supervisors who were invited to complete the survey, 6,916 responded for a response rate of 26%. This yields a margin for supervisors of ± 1.0 percentage points. This means that the data presented in this report are generalizable to the population of Army civilian supervisors.

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

**Civilian Supervisors – FY03
Fort Jackson NAF**

MACOM (AF)*		Population**	Responses	Response Rate	Margin +/-
Total Army***		26,469	6,916	26.13%	1.0
AMC		5,169	915	17.70%	2.9
FORSCOM		1,937	518	26.74%	3.7
MEDCOM		2,616	673	25.73%	3.3
TRADOC		2,595	815	31.41%	2.8
USACE		4,290	1,451	33.82%	2.1
USAREUR		1,464	504	34.43%	3.5
OTHER		8,398	2,040	24.29%	1.9
Region (AF)*		Population**	Responses	Response Rate	Margin +/-
Europe		2,054	710	34.57%	3.0
Korea		520	184	35.38%	5.8
North Central		4,431	1,009	22.77%	2.7
Northeast		5,461	1,199	21.96%	2.5
Pacific		1,005	247	24.58%	5.4
South Central		4,692	1,212	25.83%	2.4
Southwest		4,363	1,450	33.23%	2.1
West		3,847	899	23.37%	2.9
		Population**	Responses	Response Rate	Margin +/-
Race (AF)*	Non-Minority	20,279	5,751	28.36%	1.1
	Minority	5,886	1,111	18.88%	2.6
Pay Plan (AF)*	GS	22,503	6,426	28.56%	1.0
	WG	3,955	489	12.36%	4.1
Gender (AF)*	Female	6,838	1,944	28.43%	1.9
	Male	19,631	4,972	25.33%	1.2
NAF		2,319	486	20.95%	4.0

*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.

**Population figures as of August, 2003. These population figures do not account for supervisor losses to Army during the survey administration period and therefore should be considered conservative.

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

Installation response rates and margins of error can also be obtained from the Army Point of Contact, Mr. Murray Mack at (703) 325-8684 (DSN 225-8684) or email murray.mack@asamra.hoffman.army.mil.

**Civilian Supervisors – FY03
Fort Jackson NAF**

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.
 - ✓ Historical comparisons to the 2001 survey composites are displayed where possible in the column labeled “Pct Fav Diff from 2001”. If there is not a match between a 2003 and 2001 composite, this column displays a dash (--).

- 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.
 - ✓ Historical comparisons to the 2001 survey questions are displayed where possible in the column labeled “Pct Fav Diff from 2001”. If there is not a match between a 2003 and 2001 item, this column is not present or displays a dash (--).

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:

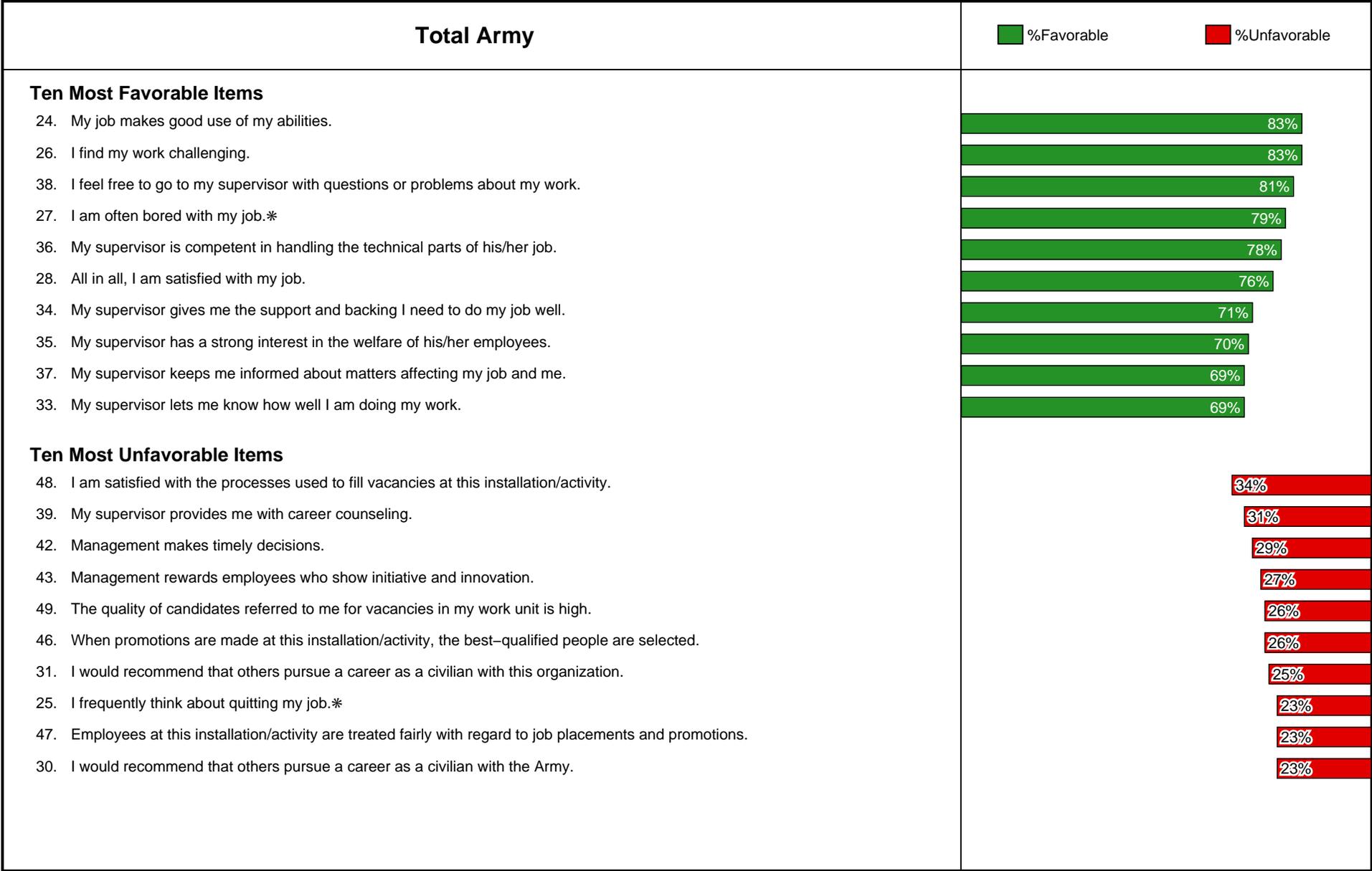
- ✓ Are certain things (for example, a frame of reference like "manager") consistently more favorable or unfavorable?
- ✓ Do you see any contradictory responses (for example, are immediate supervisors rated differently than management)?
- ✓ Are the most favorable (or unfavorable) items from a small number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

**Civilian Supervisors – FY03
Fort Jackson NAF**

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.

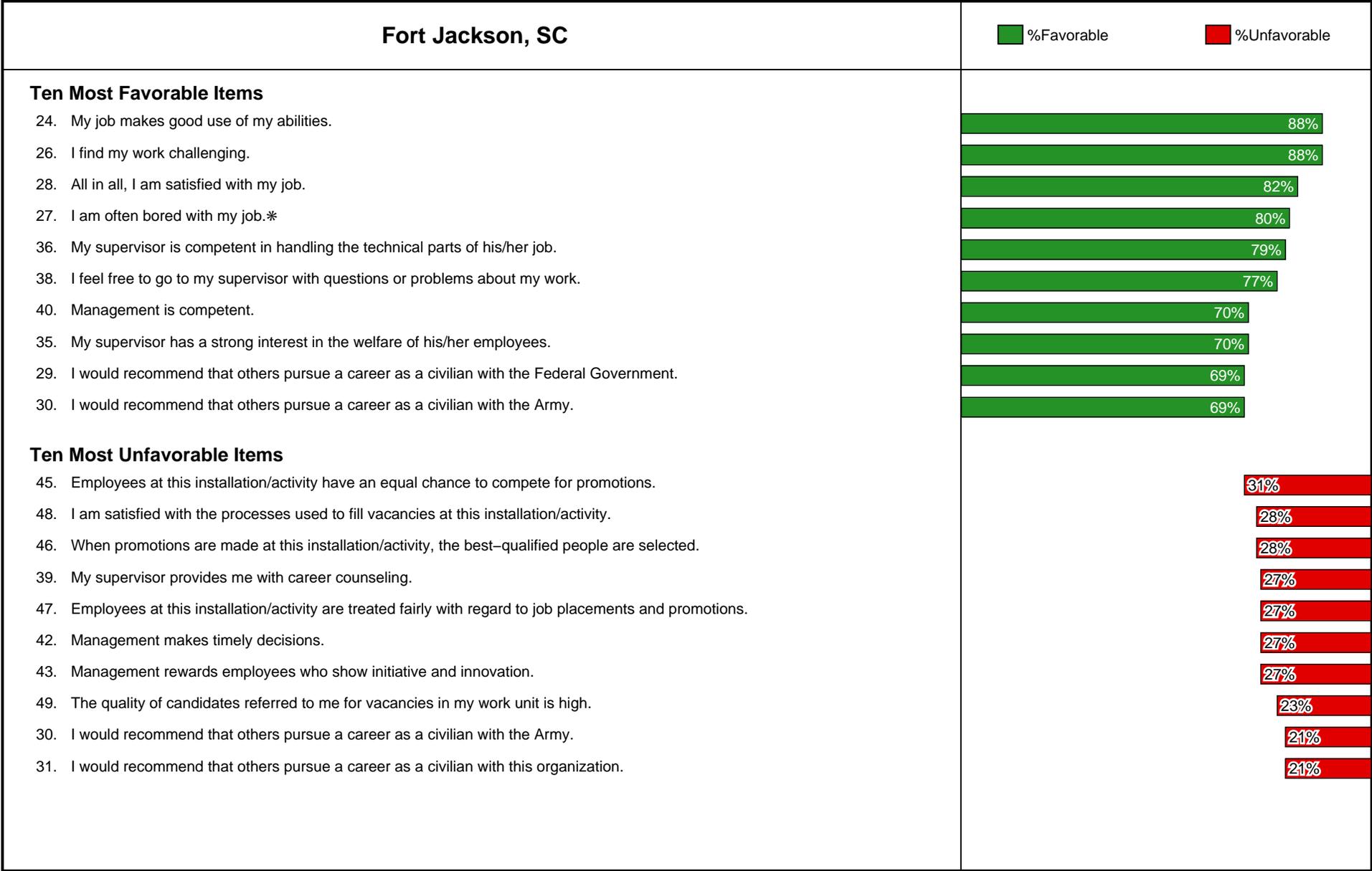
Ten Most Favorable/Unfavorable Items

**Civilian Supervisors – FY03
Fort Jackson NAF**



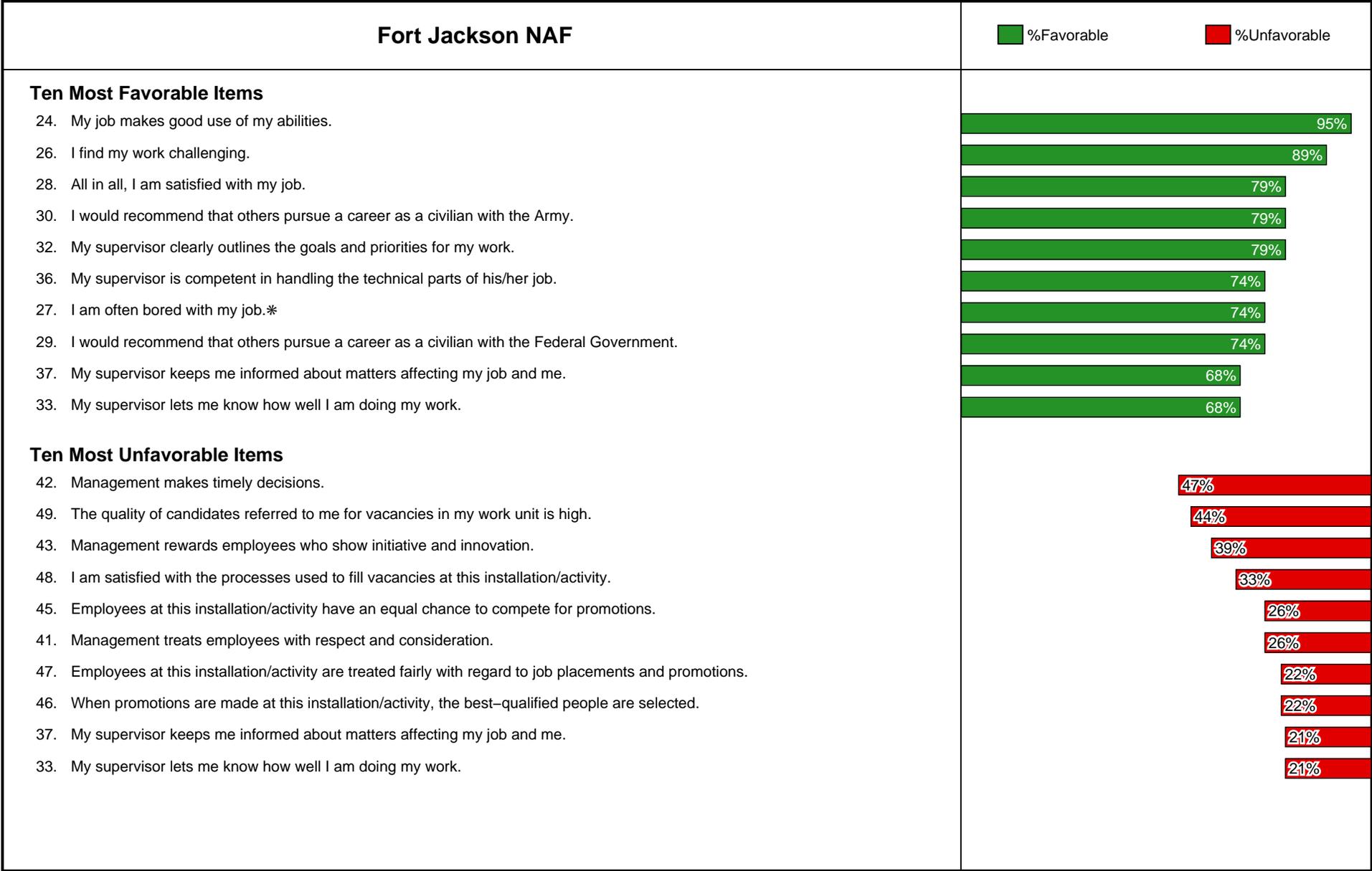
* Item is phrased in a negative manner.

**Civilian Supervisors – FY03
Fort Jackson NAF**



* Item is phrased in a negative manner.

**Civilian Supervisors – FY03
Fort Jackson NAF**



* Item is phrased in a negative manner.

Composite Summary

**Civilian Supervisors – FY03
Fort Jackson NAF**

Composite Summary	PERCENT OF RESPONDENTS			Pct Fav Diff from 2001	Number of Respondents
	 = Favorable	 = Neutral	 = Unfavorable		
Satisfaction with Civilian Personnel Service					
Total Army	53%	24%	23%	↑3	7,343
Fort Jackson, SC	66%	20%	14%	↑14	85
Fort Jackson NAF	82%	13%	5%	↑24	19
Satisfaction with Job *					
Total Army	76%	11%	12%	↑2	7,315
Fort Jackson, SC	80%	11%	8%	↑5	85
Fort Jackson NAF	79%	17%	4%	↑4	19
Satisfaction with Career					
Total Army	61%	17%	22%	↑5	7,288
Fort Jackson, SC	66%	14%	20%	↑12	84
Fort Jackson NAF	70%	19%	11%	↑10	19
Satisfaction with Immediate Supervisor					
Total Army	69%	14%	17%	0	7,286
Fort Jackson, SC	67%	15%	18%	↑2	84
Fort Jackson NAF	66%	15%	18%	↓1	19

* Composite includes reverse-scored items

**Civilian Supervisors – FY03
Fort Jackson NAF**

Composite Summary	PERCENT OF RESPONDENTS			Pct Fav Diff from 2001	Number of Respondents
	█ = Favorable	█ = Neutral	█ = Unfavorable		
Satisfaction with Management					
Total Army	58%	20%	22%	0	7,264
Fort Jackson, SC	55%	26%	19%	↓2	84
Fort Jackson NAF	46%	27%	28%	↓15	19
Satisfaction with Job Placement/Promotion System					
Total Army	49%	24%	27%	↓1	7,225
Fort Jackson, SC	44%	28%	27%	↑4	80
Fort Jackson NAF	44%	26%	30%	↑2	19
Satisfaction with Amount of Authority					
Total Army	59%	30%	11%	↓1	7,229
Fort Jackson, SC	56%	32%	12%	↑2	81
Fort Jackson NAF	54%	39%	6%	↓3	19
Satisfaction with Training and Development					
Total Army	65%	15%	20%	↓4	7,224
Fort Jackson, SC	66%	17%	17%	↓1	83
Fort Jackson NAF	70%	16%	14%	↑2	19

**Civilian Supervisors – FY03
Fort Jackson NAF**

Composite Summary	PERCENT OF RESPONDENTS			Pct Fav Diff from 2001	Number of Respondents
	 = Favorable	 = Neutral	 = Unfavorable		
Satisfaction with Awards and Recognition					
Total Army	54%	24%	22%	0	7,213
Fort Jackson, SC	44%	31%	24%	↑4	82
Fort Jackson NAF	32%	41%	27%	↓14	19
Satisfaction with Fairness *					
Total Army	62%	23%	15%	↓1	7,090
Fort Jackson, SC	59%	28%	13%	↑3	81
Fort Jackson NAF	50%	36%	14%	↓12	19
Satisfaction with Physical Conditions					
Total Army	72%	13%	15%	↓1	7,238
Fort Jackson, SC	72%	14%	14%	0	82
Fort Jackson NAF	74%	18%	9%	↑10	19

* Composite includes reverse-scored items

**Civilian Supervisors – FY03
Fort Jackson NAF**

Composite Summary	PERCENT OF RESPONDENTS			Pct Fav Diff from 2001	Number of Respondents
	 = Favorable	 = Neutral	 = Unfavorable		
Your Organization *					
Total Army	60%	18%	22%	--	5,998
Fort Jackson, SC	57%	20%	23%	--	68
Fort Jackson NAF	45%	25%	29%	--	17
Performance Culture					
Total Army	71%	15%	14%	--	6,054
Fort Jackson, SC	73%	10%	17%	--	67
Fort Jackson NAF	69%	14%	18%	--	17
Strategic Planning *					
Total Army	68%	15%	17%	--	6,394
Fort Jackson, SC	70%	15%	15%	--	68
Fort Jackson NAF	59%	20%	22%	--	17
Customer Satisfaction					
Total Army	87%	9%	4%	--	6,867
Fort Jackson, SC	87%	9%	4%	--	75
Fort Jackson NAF	90%	10%		--	17

* Composite includes reverse-scored items

**Civilian Supervisors – FY03
Fort Jackson NAF**

Composite Summary	PERCENT OF RESPONDENTS			Pct Fav Diff from 2001	Number of Respondents	
	 = Favorable	 = Neutral	 = Unfavorable			
Diversity						
	Total Army	84%	10%	6%	↑1	7,176
	Fort Jackson, SC	81%	11%	8%	↑8	81
	Fort Jackson NAF	79%	13%	8%	↑7	19

Item Detail

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N																		
1. My immediate supervisor is:	<table style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2" style="padding-left: 20px;">Total Army</td> </tr> <tr> <td style="padding-left: 40px;">Military</td> <td style="text-align: right;">28%</td> </tr> <tr> <td style="padding-left: 40px;">Civilian</td> <td style="text-align: right;">72%</td> </tr> <tr> <td colspan="2" style="padding-left: 20px;">Fort Jackson, SC</td> </tr> <tr> <td style="padding-left: 40px;">Military</td> <td style="text-align: right;">41%</td> </tr> <tr> <td style="padding-left: 40px;">Civilian</td> <td style="text-align: right;">59%</td> </tr> <tr> <td colspan="2" style="padding-left: 20px;">Fort Jackson NAF</td> </tr> <tr> <td style="padding-left: 40px;">Military</td> <td style="text-align: right;">0%</td> </tr> <tr> <td style="padding-left: 40px;">Civilian</td> <td style="text-align: right;">100%</td> </tr> </table>	Total Army		Military	28%	Civilian	72%	Fort Jackson, SC		Military	41%	Civilian	59%	Fort Jackson NAF		Military	0%	Civilian	100%	↓2 ↑2 ↑7 ↓7 0 0	1,381 3,481 24 34 0 12
		Total Army																			
		Military	28%																		
		Civilian	72%																		
		Fort Jackson, SC																			
		Military	41%																		
		Civilian	59%																		
		Fort Jackson NAF																			
Military	0%																				
Civilian	100%																				

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N	
		5	4	3	2	1					
Satisfaction with Civilian Personnel Service	Total Army		13	40	24	15	8	↑3	3.36	0.83	7,343
	Fort Jackson, SC		21	45	20	9	6	↑14	3.66	0.83	85
	Fort Jackson NAF		26	55	13	4	1	↑24	4.02	0.48	19
2. The personnel office keeps me informed about the status of personnel actions.	Total Army		12	41	15	20	11	↑2	3.24	1.22	7,202
	Fort Jackson, SC		24	50	13	8	5	↑17	3.80	1.05	84
	Fort Jackson NAF		37	63	0	0	0	↑39	4.37	0.50	19
3. The staff who provides personnel services have a good understanding of my work unit's operation and mission.	Total Army		12	36	20	21	10	↑4	3.19	1.20	7,198
	Fort Jackson, SC		19	39	24	13	5	↑11	3.54	1.10	83
	Fort Jackson NAF		21	47	26	5	0	↑4	3.84	0.83	19
4. The personnel office refers a reasonable number of candidates for vacancies.	Total Army		12	50	20	12	6	↑6	3.52	1.03	6,788
	Fort Jackson, SC		22	47	22	5	4	↑10	3.77	0.99	73
	Fort Jackson NAF		32	63	5	0	0	↑42	4.26	0.56	19

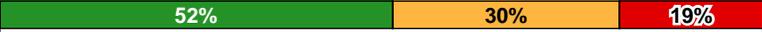
**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N	
		5	4	3	2	1					
5. The personnel office refers candidates for vacancies in a reasonable amount of time.	Total Army		9	37	19	23	13	↑6	3.07	1.21	6,818
	Fort Jackson, SC		15	48	20	12	5	↑17	3.55	1.06	75
	Fort Jackson NAF		37	58	5	0	0	↑37	4.32	0.58	19
6. The personnel office refers high quality candidates for vacancies.	Total Army		7	34	31	19	9	↑3	3.11	1.07	6,838
	Fort Jackson, SC		9	32	35	16	8	↑4	3.19	1.07	75
	Fort Jackson NAF		11	21	42	16	11	↓2	3.05	1.13	19
7. The personnel office treats people courteously.	Total Army		25	52	14	5	3	↑1	3.91	0.94	7,176
	Fort Jackson, SC		25	57	12	0	6	↑2	3.95	0.96	84
	Fort Jackson NAF		37	53	5	0	5	↑7	4.16	0.96	19
8. The personnel office keeps people informed (through automated or manual means) about important changes in personnel rules and benefits.	Total Army		18	47	17	13	6	↑3	3.57	1.10	7,245
	Fort Jackson, SC		26	53	11	7	4	↑14	3.91	0.98	85
	Fort Jackson NAF		42	42	5	11	0	↑37	4.16	0.96	19

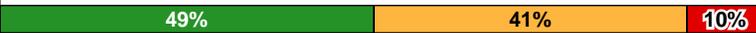
**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N	
		5	4	3	2	1					
9. 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		17	38	17	18	10	↑4	3.34	1.23	7,223
	Fort Jackson, SC		28	41	11	15	5	↑14	3.73	1.17	82
	Fort Jackson NAF		42	47	11	0	0	↑25	4.32	0.67	19
10. The staff of the personnel office acts with integrity.	Total Army		24	47	21	5	3	↑1	3.84	0.96	7,066
	Fort Jackson, SC		31	46	17	2	4	↑7	3.99	0.96	83
	Fort Jackson NAF		37	58	5	0	0	↑26	4.32	0.58	19
11. 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		20	44	17	12	7	↑1	3.59	1.13	7,101
	Fort Jackson, SC		32	47	6	10	5	↑17	3.91	1.11	81
	Fort Jackson NAF		42	47	11	0	0	↑32	4.32	0.67	19

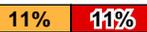
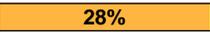
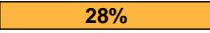
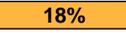
**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N	
		5	4	3	2	1					
12. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on recruitment.	Total Army		11	35	25	20	9	↑6	3.19	1.14	6,757
	Fort Jackson, SC		17	43	24	10	7	↑13	3.53	1.10	72
	Fort Jackson NAF		21	53	16	11	0	↑27	3.84	0.90	19
13. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on job classification.	Total Army		10	34	27	18	10	↑5	3.16	1.14	6,437
	Fort Jackson, SC		15	40	24	11	10	↑8	3.40	1.17	72
	Fort Jackson NAF		6	50	31	13	0	↓9	3.50	0.82	16
14. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on advising on reorganizations.	Total Army		10	30	34	16	9	↑4	3.16	1.10	5,513
	Fort Jackson, SC		17	34	30	13	6	↑7	3.44	1.11	64
	Fort Jackson NAF		7	57	36	0	0	↓1	3.71	0.61	14

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N	
		5	4	3	2	1					
15. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on handling reduction-in-force.	Total Army		12	28	44	10	6	↓1	3.32	1.00	4,116
	Fort Jackson, SC		16	33	41	6	4	↑1	3.51	0.98	49
	Fort Jackson NAF		0	73	18	9	0	↑6	3.64	0.67	11
16. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on planning and projecting human resource needs.	Total Army		8	26	38	18	10	↑4	3.05	1.08	5,377
	Fort Jackson, SC		14	39	30	6	11	↑23	3.39	1.15	64
	Fort Jackson NAF		13	56	19	6	6	↑21	3.63	1.02	16
17. 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		13	38	22	17	10	↑4	3.28	1.18	6,815
	Fort Jackson, SC		16	56	12	9	8	↑20	3.62	1.10	77
	Fort Jackson NAF		21	63	11	0	5	↑20	3.95	0.91	19

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
18. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on discipline, complaints, and performance management.										
Total Army	53%  29%  19% 	13	39	29	12	7	↑3	3.41	1.07	6,379
Fort Jackson, SC	67%  18%  15% 	26	40	18	10	6	↑15	3.72	1.13	72
Fort Jackson NAF	79%  11%  11%	26	53	11	11	0	↑18	3.95	0.91	19
19. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on training.										
Total Army	52%  28%  20% 	11	41	28	14	7	↑1	3.36	1.05	6,714
Fort Jackson, SC	63%  20%  17% 	19	44	20	9	8	↑16	3.56	1.14	75
Fort Jackson NAF	89%  11% 	37	53	11	0	0	↑34	4.26	0.65	19
20. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on awards.										
Total Army	55%  28%  17% 	11	44	28	11	6	↑2	3.43	1.02	6,770
Fort Jackson, SC	67%  21%  13% 	18	49	21	8	4	↑23	3.68	1.00	72
Fort Jackson NAF	82%  18% 	18	65	18	0	0	↑24	4.00	0.61	17

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
21. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on labor relations.										
Total Army		14	40	31	9	6	↑2	3.47	1.02	5,991
Fort Jackson, SC		24	41	27	3	5	↑13	3.77	1.00	66
Fort Jackson NAF		18	65	12	6	0	↑27	3.94	0.75	17
22. Overall, the quality of service given by the personnel office is:										
Total Army		12	43	24	15	6	↑3	3.42	1.06	7,095
Fort Jackson, SC		20	50	18	7	5	↑17	3.72	1.03	76
Fort Jackson NAF		26	68	5	0	0	↑42	4.21	0.54	19
23. Overall, the timeliness of service given by the personnel office is:										
Total Army		11	39	23	19	9	↑5	3.23	1.14	7,104
Fort Jackson, SC		19	47	19	9	5	↑19	3.66	1.06	77
Fort Jackson NAF		24	76	0	0	0	↑47	4.24	0.44	17

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
Satisfaction with Job*										
Total Army		35	41	11	9	4	↑2	3.96	0.83	7,315
Fort Jackson, SC		33	47	11	6	2	↑5	4.02	0.70	85
Fort Jackson NAF		31	48	17	4	0	↑4	4.05	0.43	19
24. My job makes good use of my abilities.										
Total Army		36	47	7	7	3	↑1	4.04	1.01	7,301
Fort Jackson, SC		39	49	4	5	4	↑9	4.14	0.96	83
Fort Jackson NAF		42	53	0	5	0	↑23	4.32	0.75	19
25. I frequently think about quitting my job.*										
Total Army		31	30	16	16	7	↑4	3.61	1.27	7,237
Fort Jackson, SC		30	35	19	14	2	↑9	3.75	1.11	84
Fort Jackson NAF		16	42	32	11	0	↑1	3.63	0.90	19
26. I find my work challenging.										
Total Army		37	46	10	5	2	↑1	4.11	0.91	7,304
Fort Jackson, SC		30	58	8	1	2	↑2	4.12	0.80	84
Fort Jackson NAF		32	58	11	0	0	↑3	4.21	0.63	19

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

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
27. I am often bored with my job.*										
Total Army		43	36	11	7	2	↑5	4.10	1.01	7,248
Fort Jackson, SC		42	37	14	6	0	↑1	4.16	0.89	83
Fort Jackson NAF		42	32	26	0	0	↓5	4.16	0.83	19
28. All in all, I am satisfied with my job.										
Total Army		30	46	13	8	3	0	3.92	1.02	7,302
Fort Jackson, SC		26	56	11	6	1	↑6	4.00	0.85	84
Fort Jackson NAF		21	58	16	5	0	↓1	3.95	0.78	19

* Item is phrased in a negative manner.

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N			
		5	4	3	2	1							
Satisfaction with Career	Total Army	61%	17%	22%	19	41	17	14	8	↑5	3.49	1.10	7,288
	Fort Jackson, SC	66%	14%	20%	23	43	14	10	10	↑12	3.61	1.17	84
	Fort Jackson NAF	70%	19%	11%	18	53	19	5	5	↑10	3.72	0.97	19
29. I would recommend that others pursue a career as a civilian with the Federal Government.	Total Army	66%	16%	18%	20	46	16	12	6	↑6	3.62	1.12	7,280
	Fort Jackson, SC	69%	13%	18%	25	43	13	10	8	↑10	3.67	1.20	83
	Fort Jackson NAF	74%	16%	11%	21	53	16	5	5	↑11	3.79	1.03	19
30. I would recommend that others pursue a career as a civilian with the Army.	Total Army	59%	18%	23%	18	41	18	15	9	↑5	3.45	1.19	7,262
	Fort Jackson, SC	69%	10%	21%	25	44	10	10	12	↑15	3.61	1.29	84
	Fort Jackson NAF	79%	11%	11%	21	58	11	5	5	↑22	3.84	1.01	19
31. I would recommend that others pursue a career as a civilian with this organization.	Total Army	56%	18%	25%	19	37	18	15	10	↑3	3.40	1.24	7,256
	Fort Jackson, SC	61%	18%	21%	20	41	18	11	10	↑11	3.50	1.21	82
	Fort Jackson NAF	58%	32%	11%	11	47	32	5	5	↓1	3.53	0.96	19

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N		
		5	4	3	2	1						
Satisfaction with Immediate Supervisor												
Total Army	69%	14%	17%	29	40	14	10	7	0	3.74	0.99	7,286
Fort Jackson, SC	67%	15%	18%	27	39	15	9	9	↑2	3.67	1.07	84
Fort Jackson NAF	66%	15%	18%	21	45	15	9	9	↓1	3.60	1.11	19
32. My supervisor clearly outlines the goals and priorities for my work.												
Total Army	65%	15%	20%	22	43	15	14	6	↓1	3.60	1.15	7,259
Fort Jackson, SC	65%	14%	20%	20	45	14	11	10	0	3.56	1.21	84
Fort Jackson NAF	79%		16%	16	63	5	5	11	↑8	3.68	1.16	19
33. My supervisor lets me know how well I am doing my work.												
Total Army	69%	14%	17%	25	45	14	11	6	↑1	3.71	1.13	7,266
Fort Jackson, SC	67%	14%	19%	21	45	14	10	10	↑3	3.60	1.20	84
Fort Jackson NAF	68%	11%	21%	21	47	11	16	5	↑4	3.63	1.16	19
34. My supervisor gives me the support and backing I need to do my job well.												
Total Army	71%	13%	16%	31	40	13	9	7	0	3.80	1.17	7,267
Fort Jackson, SC	65%	15%	19%	23	43	15	12	7	↑2	3.62	1.17	84
Fort Jackson NAF	63%	16%	21%	16	47	16	11	11	↑3	3.47	1.22	19

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
35. My supervisor has a strong interest in the welfare of his/her employees.	Total Army	70%	15%	15%			↓1	3.82	1.17	7,246
	Fort Jackson, SC	70%	14%	15%			↑2	3.74	1.21	84
	Fort Jackson NAF	63%	21%	16%			↓3	3.53	1.17	19
36. My supervisor is competent in handling the technical parts of his/her job.	Total Army	78%	11%	11%			0	3.99	1.05	7,220
	Fort Jackson, SC	79%	8%	13%			↑3	3.98	1.20	84
	Fort Jackson NAF	74%	8%	21%			↑2	3.79	1.36	19
37. My supervisor keeps me informed about matters affecting my job and me.	Total Army	69%	15%	16%			↓1	3.73	1.15	7,242
	Fort Jackson, SC	67%	16%	17%			0	3.67	1.22	83
	Fort Jackson NAF	68%	11%	21%			↓4	3.58	1.26	19
38. I feel free to go to my supervisor with questions or problems about my work.	Total Army	81%	8%	11%			0	4.07	1.08	7,264
	Fort Jackson, SC	77%	10%	13%			0	4.00	1.10	83
	Fort Jackson NAF	68%	16%	16%			↓11	3.79	1.18	19

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
39. My supervisor provides me with career counseling.										
Total Army	 45%  24%  31%	16	29	24	19	12	↑1	3.18	1.26	7,089
Fort Jackson, SC	 42%  31%  27%	19	23	31	12	15	0	3.18	1.31	84
Fort Jackson NAF	 47%  37%  16%	11	37	37	5	11	↓6	3.32	1.11	19

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N			
		5	4	3	2	1							
Satisfaction with Management	Total Army	58%	20%	22%	17	41	20	15	8	0	3.44	1.01	7,264
	Fort Jackson, SC	55%	26%	19%	21	34	26	13	6	↓2	3.51	1.00	84
	Fort Jackson NAF	46%	27%	28%	6	39	27	20	7	↓15	3.18	0.86	19
40. Management is competent.													
	Total Army	67%	17%	15%	20	47	17	10	5	↓1	3.67	1.08	7,237
	Fort Jackson, SC	70%	17%	13%	30	40	17	10	4	0	3.83	1.08	83
	Fort Jackson NAF	68%	16%	16%	16	53	16	11	5	↓6	3.63	1.07	19
41. Management treats employees with respect and consideration.													
	Total Army	65%	16%	19%	21	44	16	12	7	0	3.61	1.15	7,235
	Fort Jackson, SC	61%	23%	16%	28	34	23	11	5	↓3	3.69	1.14	83
	Fort Jackson NAF	47%	26%	26%	5	42	26	21	5	↓15	3.21	1.03	19
42. Management makes timely decisions.													
	Total Army	48%	23%	29%	13	35	23	20	9	0	3.22	1.18	7,222
	Fort Jackson, SC	43%	30%	27%	16	27	30	20	7	↓1	3.24	1.16	82
	Fort Jackson NAF	26%	26%	47%	0	26	26	37	11	↓20	2.68	1.00	19

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
43. Management rewards employees who show initiative and innovation.										
Total Army		15	36	22	17	10	↑1	3.30	1.21	7,162
Fort Jackson, SC		15	28	30	17	10	↓4	3.21	1.18	82
Fort Jackson NAF		6	28	28	28	11	↓26	2.89	1.13	18
44. Management keeps employees informed.										
Total Army		15	42	22	14	8	↓3	3.40	1.14	7,206
Fort Jackson, SC		16	40	29	9	6	↓3	3.51	1.06	82
Fort Jackson NAF		5	47	37	5	5	↓14	3.42	0.90	19

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
Satisfaction with Job Placement/Promotion System										
Total Army		11	38	24	18	9	↓1	3.25	0.97	7,225
Fort Jackson, SC		10	34	28	16	12	↑4	3.15	1.03	80
Fort Jackson NAF		8	36	26	14	15	↑2	3.07	1.03	19
45. Employees at this installation/activity have an equal chance to compete for promotions.										
Total Army		15	44	17	15	9	↓2	3.43	1.17	7,094
Fort Jackson, SC		10	39	20	14	18	↓6	3.10	1.28	80
Fort Jackson NAF		5	47	21	11	16	↓3	3.16	1.21	19
46. When promotions are made at this installation/activity, the best-qualified people are selected.										
Total Army		11	36	27	18	9	↓2	3.23	1.13	7,013
Fort Jackson, SC		9	28	36	16	12	↑3	3.07	1.14	76
Fort Jackson NAF		6	22	50	6	17	↓7	2.94	1.11	18
47. Employees at this installation/activity are treated fairly with regard to job placements and promotions.										
Total Army		13	39	25	16	8	↓2	3.34	1.13	7,028
Fort Jackson, SC		10	36	27	18	9	↑7	3.21	1.13	78
Fort Jackson NAF		11	39	28	6	17	↑5	3.22	1.26	18

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N	
		5	4	3	2	1					
48. I am satisfied with the processes used to fill vacancies at this installation/activity.	Total Army		10	34	23	22	12	↑1	3.06	1.20	7,074
	Fort Jackson, SC		9	33	29	15	13	↑6	3.10	1.17	78
	Fort Jackson NAF		6	50	11	17	17	↑14	3.11	1.28	18
49. The quality of candidates referred to me for vacancies in my work unit is high.	Total Army		8	37	30	19	7	↑3	3.19	1.06	6,577
	Fort Jackson, SC		13	35	30	15	7	↑11	3.31	1.10	71
	Fort Jackson NAF		11	22	22	33	11	0	2.89	1.23	18

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	■ % All I Need ■ % Some, but not enough ■ % None			Category Percents			Pct Fav Diff from 2001	Mean	Std Dev	Valid N
	3	2	1							
Satisfaction with Amount of Authority										
Total Army	59%	30%	11%	59	30	11	↓1	2.48	0.43	7,229
Fort Jackson, SC	56%	32%	12%	56	32	12	↑2	2.45	0.46	81
Fort Jackson NAF	54%	39%	6%	54	39	6	↓3	2.50	0.37	19
50. How much authority do you have to carry out writing or changing job descriptions (i.e., classifying jobs)?										
Total Army	49%	34%	18%	49	34	18	↓2	2.31	0.75	6,693
Fort Jackson, SC	44%	39%	17%	44	39	17	↓6	2.28	0.74	72
Fort Jackson NAF	33%	50%	17%	33	50	17	↓19	2.17	0.71	18
51. How much authority do you have to carry out recruiting and selecting employees?										
Total Army	52%	38%	10%	52	38	10	0	2.41	0.67	6,868
Fort Jackson, SC	51%	32%	17%	51	32	17	↑7	2.34	0.76	76
Fort Jackson NAF	50%	44%	6%	50	44	6	↑6	2.44	0.62	18
52. How much authority do you have to carry out changing the organizational structure of your work unit?										
Total Army	36%	36%	28%	36	36	28	↓3	2.08	0.80	6,725
Fort Jackson, SC	31%	36%	33%	31	36	33	↓7	1.97	0.80	75
Fort Jackson NAF	28%	50%	22%	28	50	22	↓16	2.06	0.73	18

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	% All I Need % Some, but not enough % None	Category Percents			Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		3	2	1				
53. How much authority do you have to carry out assigning work to subordinates?								
Total Army	85% 13%	85	13	2	↓1	2.83	0.42	7,142
Fort Jackson, SC	81% 15%	81	15	4	0	2.78	0.50	80
Fort Jackson NAF	83% 17%	83	17	0	↓8	2.83	0.38	18
54. How much authority do you have to carry out evaluating work performance?								
Total Army	84% 13%	84	13	3	↓2	2.82	0.45	7,132
Fort Jackson, SC	84% 15%	84	15	1	↑1	2.83	0.41	81
Fort Jackson NAF	89% 11%	89	11	0	↑14	2.89	0.32	19
55. How much authority do you have to carry out giving monetary and honorary performance awards?								
Total Army	51% 37% 12%	51	37	12	↑1	2.39	0.69	7,013
Fort Jackson, SC	36% 52% 12%	36	52	12	↑1	2.25	0.65	77
Fort Jackson NAF	41% 53% 6%	41	53	6	↓3	2.35	0.61	17
56. How much authority do you have to carry out firing people?								
Total Army	33% 34% 33%	33	34	33	↑1	2.00	0.81	6,039
Fort Jackson, SC	40% 28% 32%	40	28	32	↑12	2.07	0.85	68
Fort Jackson NAF	39% 50% 11%	39	50	11	↓8	2.28	0.67	18

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	 % All I Need  % Some, but not enough  % None	Category Percents			Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		3	2	1				
57. How much authority do you have to carry out approving leave requests/controlling employee absences?								
Total Army		86%	11%	3%	↓1	2.83	0.45	7,088
Fort Jackson, SC		85%	11%	4%	↑7	2.81	0.48	80
Fort Jackson NAF		83%	17%	0%	↑1	2.83	0.38	18
58. How much authority do you have to carry out taking disciplinary action?								
Total Army		60%	31%	9%	0	2.51	0.65	6,709
Fort Jackson, SC		57%	38%	5%	↑4	2.52	0.60	79
Fort Jackson NAF		63%	37%	0%	↑4	2.63	0.50	19
59. How much authority do you have to carry out taking action to improve substandard performance?								
Total Army		61%	33%	6%	↓1	2.55	0.61	6,847
Fort Jackson, SC		61%	29%	11%	↑4	2.50	0.68	76
Fort Jackson NAF		53%	47%	0%	0	2.53	0.51	19
60. How much authority do you have to carry out getting employees the training they need?								
Total Army		52%	40%	8%	↑1	2.44	0.64	7,079
Fort Jackson, SC		46%	44%	10%	↑7	2.36	0.66	80
Fort Jackson NAF		42%	47%	11%	↓3	2.32	0.67	19

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	■ % All I Need ■ % Some, but not enough ■ % None	Category Percents			Pct Fav Diff from 2001	Mean	Std Dev	Valid N			
		3	2	1							
61. How much authority do you have to carry out changing work processes or methods?											
Total Army	<div style="display: flex; justify-content: space-between;"> </div>	55%	37%	8%	55	37	8	↓2	2.48	0.63	7,038
Fort Jackson, SC	<div style="display: flex; justify-content: space-between;"> </div>	48%	48%		48	48	5	↓9	2.43	0.59	80
Fort Jackson NAF	<div style="display: flex; justify-content: space-between;"> </div>	44%	50%	6%	44	50	6	↓9	2.39	0.61	18

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N			
		5	4	3	2	1							
Satisfaction with Training and Development	Total Army	65%	15%	20%	24	41	15	16	4	↓4	3.64	0.88	7,224
	Fort Jackson, SC	66%	17%	17%	26	40	17	14	3	↓1	3.70	0.91	83
	Fort Jackson NAF	70%	16%	14%	39	30	16	13	2	↑2	3.94	0.98	19
62. I have had enough leadership training (e.g., directing subordinates, team building) to be an effective leader.	Total Army	80%	9%	11%	36	43	9	9	2	↓3	4.03	1.00	7,214
	Fort Jackson, SC	80%	7%	12%	36	44	7	12	0	0	4.04	0.97	81
	Fort Jackson NAF	79%	16%	5%	47	32	5	16	0	↑5	4.11	1.10	19
63. I have had enough training in civilian personnel administrative procedures.	Total Army	55%	18%	28%	18	37	18	22	5	↓5	3.40	1.16	7,184
	Fort Jackson, SC	63%	19%	19%	25	38	19	16	2	↓2	3.67	1.10	81
	Fort Jackson NAF	74%	16%	11%	42	32	16	11	0	↑10	4.05	1.03	19
64. I am able to get timely and quality training for my subordinates.	Total Army	60%	19%	21%	17	42	19	17	5	↓2	3.51	1.10	7,096
	Fort Jackson, SC	55%	26%	20%	18	37	26	13	6	0	3.48	1.12	82
	Fort Jackson NAF	56%	28%	17%	28	28	28	11	6	↓11	3.61	1.20	18

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N			
		5	4	3	2	1							
Satisfaction with Awards and Recognition	Total Army	54%	24%	22%	15	39	24	15	7	0	3.40	1.00	7,213
	Fort Jackson, SC	44%	31%	24%	14	30	31	15	9	↑4	3.22	1.06	82
	Fort Jackson NAF	32%	41%	27%	11	22	41	16	11	↓14	3.07	1.04	19
65. When I do a good job, it is recognized.	Total Army	62%	19%	19%	19	43	19	13	6	↓1	3.55	1.12	7,190
	Fort Jackson, SC	56%	22%	22%	15	41	22	11	11	↑5	3.38	1.19	82
	Fort Jackson NAF	42%	37%	21%	16	26	37	11	11	↓11	3.26	1.19	19
66. When awards are given, they go to the people who earned them.	Total Army	53%	25%	22%	14	39	25	16	6	↑3	3.39	1.10	7,078
	Fort Jackson, SC	44%	33%	24%	14	30	33	16	8	↑6	3.26	1.12	80
	Fort Jackson NAF	26%	47%	26%	5	21	47	21	5	↓21	3.00	0.94	19
67. Employees at this installation/activity are treated fairly with regard to awards.	Total Army	50%	25%	24%	14	37	25	17	7	↓1	3.32	1.12	6,981
	Fort Jackson, SC	39%	38%	23%	13	26	38	17	6	↑3	3.22	1.08	77
	Fort Jackson NAF	29%	41%	29%	6	24	41	18	12	↓15	2.94	1.09	17

**Civilian Supervisors – FY03
Fort Jackson NAF**

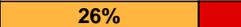
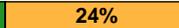
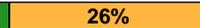
Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
68. If I perform my job especially well, I will receive an award.										
Total Army		15	36	25	16	8	↓1	3.34	1.15	7,029
Fort Jackson, SC		14	24	34	18	11	↑3	3.11	1.19	80
Fort Jackson NAF		16	16	37	16	16	↓9	3.00	1.29	19

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	% Favorable	% Neutral	% Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
				5	4	3	2	1				
Satisfaction with Fairness*												
Total Army	62%	23%	15%	22	40	23	10	4	↓1	3.66	0.72	7,090
Fort Jackson, SC	59%	28%	13%	23	36	28	9	5	↑3	3.64	0.73	81
Fort Jackson NAF	50%	36%	14%	21	30	36	8	6	↓12	3.48	0.69	19
69. Managers/supervisors deal effectively with reports of prejudice and discrimination.												
Total Army	73%	16%	11%	25	47	16	8	3	↓2	3.84	1.00	6,569
Fort Jackson, SC	71%	18%	11%	25	46	18	8	4	↑10	3.81	1.03	79
Fort Jackson NAF	63%	32%	5%	16	47	32	0	5	↓2	3.68	0.95	19
70. If I complained of discrimination, it would be held against me.*												
Total Army	54%	26%	21%	17	36	26	14	6	0	3.45	1.12	6,476
Fort Jackson, SC	55%	22%	23%	16	38	22	15	8	↑7	3.40	1.18	73
Fort Jackson NAF	47%	24%	29%	6	41	24	12	18	↓16	3.06	1.25	17
71. Non-minority employees often get preferential treatment over minority employees.*												
Total Army	74%	20%	6%	31	43	20	4	2	0	3.96	0.93	6,828
Fort Jackson, SC	63%	29%	8%	32	32	29	5	3	↑2	3.84	1.02	76
Fort Jackson NAF	44%	44%	11%	33	11	44	11	0	↓20	3.67	1.08	18

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

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
72. Minority employees often get preferential treatment over non-minority employees.*										
Total Army	51%  26%  23% 	18	34	26	16	7	0	3.39	1.14	6,840
Fort Jackson, SC	53%  32%  16% 	20	33	32	11	5	↑3	3.51	1.09	76
Fort Jackson NAF	39%  44%  17% 	17	22	44	11	6	↓21	3.33	1.08	18
73. Male employees often get preferential treatment over female employees.*										
Total Army	64%  24%  12% 	24	40	24	9	3	↓1	3.73	1.03	6,877
Fort Jackson, SC	55%  32%  13% 	21	33	32	7	7	0	3.56	1.11	75
Fort Jackson NAF	53%  29%  18% 	24	29	29	12	6	↓2	3.53	1.18	17
74. Female employees often get preferential treatment over male employees.*										
Total Army	59%  26%  15% 	19	40	26	10	4	0	3.59	1.05	6,864
Fort Jackson, SC	57%  34%  9% 	23	34	34	8	1	↓2	3.70	0.96	77
Fort Jackson NAF	56%  39%  6% 	28	28	39	6	0	↓7	3.78	0.94	18

* Item is phrased in a negative manner.

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
Satisfaction with Physical Conditions										
Total Army		21	51	13	10	4	↓1	3.74	0.85	7,238
Fort Jackson, SC		21	51	14	10	4	0	3.76	0.81	82
Fort Jackson NAF		16	58	18	7	2	↑10	3.79	0.55	19
75. At this installation/activity, physical conditions (e.g., noise level, temperature, lighting, cleanliness) allow employees to perform their jobs well.										
Total Army		19	50	12	14	6	0	3.61	1.12	7,217
Fort Jackson, SC		16	47	14	19	5	↓4	3.51	1.12	81
Fort Jackson NAF		16	42	21	16	5	↓3	3.47	1.12	19
76. Programs that encourage good health practices are supported here (e.g., fitness centers, health education programs).										
Total Army		21	47	16	12	4	↓1	3.68	1.06	7,159
Fort Jackson, SC		20	52	14	10	5	↑5	3.72	1.05	81
Fort Jackson NAF		11	63	21	5	0	↑20	3.79	0.71	19
77. Employees are protected from health and safety hazards on the job.										
Total Army		24	56	12	6	3	↓1	3.92	0.90	7,181
Fort Jackson, SC		27	56	14	1	2	0	4.04	0.83	81
Fort Jackson NAF		21	68	11	0	0	↑14	4.11	0.57	19

Supplemental Item Detail

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N		
		5	4	3	2	1					
Your Organization*											
Total Army	60%	18%	22%	15	45	18	15	7	3.46	0.68	5,998
Fort Jackson, SC	57%	20%	23%	11	45	20	15	8	3.36	0.76	68
Fort Jackson NAF	45%	25%	29%	0	45	25	22	8	3.08	0.67	17
78. There is a good working relationship between civilian and military personnel.											
Total Army	77%	12%	11%	21	56	12	8	3	3.85	0.94	5,769
Fort Jackson, SC	66%	15%	19%	16	49	15	12	7	3.55	1.13	67
Fort Jackson NAF	44%	25%	31%	0	44	25	31	0	3.13	0.89	16
79. There is a good working relationship between civilian/military personnel and contractors.											
Total Army	78%	15%	7%	18	60	15	5	2	3.88	0.81	5,591
Fort Jackson, SC	63%	27%	11%	14	48	27	6	5	3.61	0.97	64
Fort Jackson NAF	40%	40%	20%	0	40	40	20	0	3.20	0.77	15
80. Civilians are made to feel that they are an important part of the Army team.											
Total Army	68%	15%	17%	18	50	15	12	4	3.65	1.05	5,937
Fort Jackson, SC	49%	26%	25%	10	38	26	16	9	3.25	1.12	68
Fort Jackson NAF	41%	18%	41%	0	41	18	29	12	2.88	1.11	17

* Composite includes reverse-scored items

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	% Favorable % Neutral % Unfavorable			Category Percents					Mean	Std Dev	Valid N	
	5	4	3	2	1							
81. Civilian supervisors are concerned about civilian employee job satisfaction.	Total Army	77% Favorable, 14% Neutral, 9% Unfavorable			20	57	14	7	2	3.84	0.89	5,905
	Fort Jackson, SC	78% Favorable, 12% Neutral, 10% Unfavorable			19	59	12	7	3	3.84	0.92	68
	Fort Jackson NAF	65% Favorable, 24% Neutral, 12% Unfavorable			0	65	24	6	6	3.47	0.87	17
82. Military supervisors are concerned about civilian employee job satisfaction.	Total Army	51% Favorable, 27% Neutral, 22% Unfavorable			12	39	27	15	7	3.34	1.09	5,272
	Fort Jackson, SC	40% Favorable, 27% Neutral, 32% Unfavorable			6	34	27	21	11	3.03	1.13	62
	Fort Jackson NAF	21% Favorable, 57% Neutral, 21% Unfavorable			0	21	57	14	7	2.93	0.83	14
83. I am satisfied with the amount of involvement I have in decisions that affect my work.	Total Army	66% Favorable, 14% Neutral, 19% Unfavorable			20	47	14	15	5	3.62	1.10	5,953
	Fort Jackson, SC	69% Favorable, 9% Neutral, 22% Unfavorable			16	52	9	16	6	3.57	1.13	67
	Fort Jackson NAF	47% Favorable, 18% Neutral, 35% Unfavorable			6	41	18	29	6	3.12	1.11	17
84. My work productivity is reduced by unnecessary rules and regulations.*	Total Army	28% Favorable, 26% Neutral, 46% Unfavorable			5	23	26	31	15	2.71	1.13	5,950
	Fort Jackson, SC	43% Favorable, 21% Neutral, 36% Unfavorable			4	39	21	25	10	3.01	1.12	67
	Fort Jackson NAF	24% Favorable, 18% Neutral, 59% Unfavorable			0	24	18	35	24	2.41	1.12	17

* Item is phrased in a negative manner.

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
85. There is good communication between work groups/work units in my organization.	Total Army	61%	19%	20%					
	Fort Jackson, SC	59%	17%	24%					
	Fort Jackson NAF	53%	24%	24%					
86. I feel my job is secure.	Total Army	59%	18%	23%					
	Fort Jackson, SC	64%	21%	15%					
	Fort Jackson NAF	47%	24%	29%					
87. My organization encourages creative solutions and new practices/ways of doing business.	Total Army	63%	19%	17%					
	Fort Jackson, SC	48%	27%	25%					
	Fort Jackson NAF	47%	18%	35%					
88. The amount of work I am expected to do is reasonable.	Total Army	64%	13%	23%					
	Fort Jackson, SC	64%	12%	24%					
	Fort Jackson NAF	65%	18%	18%					

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail				Category Percents					Mean	Std Dev	Valid N	
	5	4	3	2	1							
89. I have sufficient resources (e.g., people, equipment and materials, budget) to get my job done.	Total Army	41%	14%	45%	7	33	14	29	16	2.87	1.24	5,959
	Fort Jackson, SC	55%	7%	37%	3	52	7	24	13	3.07	1.20	67
	Fort Jackson NAF	53%	18%	29%	0	53	18	24	6	3.18	1.01	17
90. My work unit/work group is able to recruit people with the right skills.	Total Army	45%	26%	30%	7	38	26	21	8	3.13	1.09	5,684
	Fort Jackson, SC	41%	27%	32%	5	37	27	19	13	3.02	1.13	63
	Fort Jackson NAF	35%	24%	41%	0	35	24	29	12	2.82	1.07	17
91. Compared to other organizations, how would you rate your organization as a place to work?	Total Army	59%	26%	14%	23	36	26	10	4	3.64	1.07	5,806
	Fort Jackson, SC	55%	33%	12%	19	36	33	7	4	3.58	1.03	67
	Fort Jackson NAF	47%	41%	12%	0	47	41	12	0	3.35	0.70	17

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
Performance Culture									
Total Army		20	51	15	11	3	3.73	0.73	6,054
Fort Jackson, SC		15	57	10	11	6	3.67	0.80	67
Fort Jackson NAF		12	57	14	14	4	3.59	0.79	17
92. Corrective actions are taken when employees do not meet performance standards.									
Total Army		6	41	24	23	6	3.19	1.03	5,813
Fort Jackson, SC		6	43	25	17	9	3.20	1.09	65
Fort Jackson NAF		6	47	35	12	0	3.47	0.80	17
93. My performance appraisal is a fair reflection of my performance.									
Total Army		24	55	12	6	3	3.93	0.91	5,861
Fort Jackson, SC		14	63	5	13	5	3.70	1.03	63
Fort Jackson NAF		12	53	6	24	6	3.41	1.18	17
94. I know what is expected of me on the job.									
Total Army		29	56	8	5	2	4.06	0.85	6,023
Fort Jackson, SC		25	66	1	3	4	4.04	0.89	67
Fort Jackson NAF		18	71	0	6	6	3.88	0.99	17

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	% Favorable % Neutral % Unfavorable			Category Percents					Mean	Std Dev	Valid N		
	5	4	3	2	1								
Strategic Planning*													
Total Army	68%			15%	17%	19	49	15	13	4	3.66	0.73	6,394
Fort Jackson, SC	70%			15%	15%	22	48	15	11	4	3.72	0.70	68
Fort Jackson NAF	59%			20%	22%	12	47	20	20	2	3.47	0.47	17
95. Managers communicate the organization's strategic mission, vision, and priorities.													
Total Army	66%			17%	17%	17	49	17	13	4	3.62	1.05	6,359
Fort Jackson, SC	68%			16%	16%	19	49	16	12	4	3.66	1.06	68
Fort Jackson NAF	65%			18%	18%	6	59	18	18	0	3.53	0.87	17
96. Productivity in my work group/work unit is hurt by a lack of planning.*													
Total Army	48%			22%	30%	8	39	22	24	6	3.20	1.08	6,347
Fort Jackson, SC	44%			28%	28%	6	38	28	21	7	3.15	1.05	68
Fort Jackson NAF	12%	41%		47%		0	12	41	41	6	2.59	0.80	17
97. I know how my work relates to my organization's mission and goals.													
Total Army	89%			7%		32	57	7	3	1	4.16	0.75	6,372
Fort Jackson, SC	97%					40	57	1	0	1	4.34	0.66	68
Fort Jackson NAF	100%					29	71	0	0	0	4.29	0.47	17

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

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N				
		5	4	3	2	1							
Customer Satisfaction													
Total Army	87%	9%				38	49	9	3	1	4.21	0.60	6,867
Fort Jackson, SC	87%	9%				36	51	9	3	0	4.18	0.51	75
Fort Jackson NAF	90%	10%				31	59	10	0	0	4.22	0.46	17
98. I clearly understand who my customer(s) is/are.													
Total Army	97%					55	41	2	1	0	4.50	0.62	6,799
Fort Jackson, SC	100%					57	43	0	0	0	4.57	0.50	72
Fort Jackson NAF	100%					47	53	0	0	0	4.47	0.51	17
99. Products and services in my work group/work unit are improved based on customer input.													
Total Army	80%	14%	6%			29	50	14	5	1	4.01	0.86	6,716
Fort Jackson, SC	74%	16%	10%			26	49	16	9	1	3.89	0.94	70
Fort Jackson NAF	82%	18%				29	53	18	0	0	4.12	0.70	17
100. Customers are satisfied with the products and services my work group/work unit provides.													
Total Army	86%	11%				29	56	11	3	1	4.11	0.74	6,740
Fort Jackson, SC	86%	12%				26	61	12	1	0	4.11	0.65	74
Fort Jackson NAF	88%	12%				18	71	12	0	0	4.06	0.56	17

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N		
		5	4	3	2	1						
Diversity	Total Army	84%	10%	6%								
	Fort Jackson, SC	81%	11%	8%								
	Fort Jackson NAF	79%	13%	8%								
101. Managers/supervisors/team leaders work well with employees of different backgrounds.	Total Army	84%	10%	6%								
	Fort Jackson, SC	81%	12%	6%								
	Fort Jackson NAF	79%	16%	5%								
102. Discrimination (on the basis of gender, race, national origin, religion, age, cultural background, disability, or sexual orientation) is not tolerated here.	Total Army	84%	10%	6%								
	Fort Jackson, SC	81%	9%	10%								
	Fort Jackson NAF	79%	11%	11%								

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
Harassment			
103. 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?			
Total Army			
Yes	6%	↑1	435
No	94%	↓1	6,743
Fort Jackson, SC			
Yes	11%	↑3	9
No	89%	↓3	72
Fort Jackson NAF			
Yes	16%	↑10	3
No	84%	↓10	16
104. If you were harassed, did you report the incident?			
Total Army			
Yes	9%	↑6	47
No	91%	↓6	448
Fort Jackson, SC			
Yes	13%	↑13	1
No	88%	↓12	7
Fort Jackson NAF			
Yes	Insufficient Data	--	0
No	Insufficient Data	--	2
105. If you reported the incident, was any action taken? (e.g., management spoke with the offending person)			
Total Army			
Yes	6%	↓2	8
No	63%	↑5	80
Don't Know	31%	↓3	39

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
Army Knowledge Online (AKO)			
106. How frequently do you access Army Knowledge Online (AKO)?			
Total Army			
Once a month or less often	42%	---	3,006
2–3 times a month	18%	---	1,298
1–2 times a week	14%	---	1,019
3–4 times a week	8%	---	553
Almost every day	10%	---	744
Does not apply – I do not access AKO	8%	---	562
Fort Jackson, SC			
Once a month or less often	49%	---	40
2–3 times a month	16%	---	13
1–2 times a week	10%	---	8
3–4 times a week	5%	---	4
Almost every day	10%	---	8
Does not apply – I do not access AKO	11%	---	9
Fort Jackson NAF			
Once a month or less often	58%	---	11
2–3 times a month	11%	---	2
1–2 times a week	16%	---	3
3–4 times a week	0%	---	0
Almost every day	0%	---	0
Does not apply – I do not access AKO	16%	---	3
107. How easy or difficult is it for you to navigate the AKO web site?			
Total Army			
Very difficult	4%	---	245
Difficult	13%	---	872
Neither easy nor difficult	31%	---	2,055
Easy	33%	---	2,161
Very easy	12%	---	799
Not sure – I do not use AKO very often	7%	---	489

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N		
		5	4	3	2	1						
Army Civilian Personnel OnLine (CPOL) Applications												
109. Fully Automated System for Classification (FASCLASS) contains a sufficient range of position descriptions such that I can find one that describes the work in my organization.												
Total Army	58%	25%	17%	11	47	25	12	5	--	3.47	1.00	5,287
Fort Jackson, SC	63%	15%	22%	15	48	15	13	8	--	3.48	1.16	60
Fort Jackson NAF	43%	21%	36%	0	43	21	14	21	--	2.86	1.23	14
110. I have been well trained by the personnel office to classify jobs in my work unit/work group.												
Total Army	22%	25%	52%	5	18	25	34	19	--	2.56	1.12	5,960
Fort Jackson, SC	27%	29%	44%	9	18	29	32	12	--	2.80	1.15	66
Fort Jackson NAF	19%	50%	31%	6	13	50	19	13	--	2.81	1.05	16
111. I find the information in the Personnel and Management Information Support System (PERMISS) useful.												
Total Army	46%	41%	13%	9	37	41	9	4	↓19	3.37	0.92	4,445
Fort Jackson, SC	55%	35%	10%	13	42	35	7	3	↓2	3.55	0.93	60
Fort Jackson NAF	47%	33%	20%	7	40	33	7	13	↓24	3.20	1.15	15

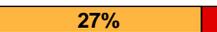
**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
112. Automated tracking tools (e.g., Army Regional Tools, SF-50 Tracker) make it easy to track the status of my personnel actions.										
Total Army		7	33	39	13	8	↓12	3.17	1.01	4,178
Fort Jackson, SC		10	25	54	6	6	↓27	3.27	0.93	52
Fort Jackson NAF		0	25	58	8	8	--	3.00	0.85	12
113. I am satisfied with the quality of candidates generated by RESUMIX.										
Total Army		4	30	32	22	12	↓6	2.91	1.08	5,797
Fort Jackson, SC		7	25	49	13	7	↓22	3.11	0.95	61
Fort Jackson NAF		0	23	54	15	8	--	2.92	0.86	13

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
114. Compared to five years ago, the quality of candidates for jobs in my work group/work unit is:			
Total Army			
Worse		--	1,408
About the same		--	4,342
Better		--	1,118
Fort Jackson, SC			
Worse		--	13
About the same		--	55
Better		--	10
Fort Jackson NAF			
Worse		--	3
About the same		--	14
Better		--	1

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N				
		5	4	3	2	1								
Family Friendly Flexibilities (Importance)														
115a. How important is telework/telecommuting to you?														
Total Army	 31%	 32%	 36%			36	14	17	21	11	--	3.43	1.43	7,150
Fort Jackson, SC	 47%	 30%	 23%			23	25	22	23	6	--	3.36	1.25	81
Fort Jackson NAF	 58%	 32%	 11%			11	21	37	21	11	--	3.00	1.15	19
116a. How important are alternative work schedules to you?														
Total Army	 55%	 27%	 18%			18	32	22	19	8	--	3.34	1.21	7,146
Fort Jackson, SC	 54%	 26%	 21%			21	32	22	21	5	--	3.43	1.18	82
Fort Jackson NAF	 58%	 26%	 16%			16	21	37	26	0	--	3.26	1.05	19
117a. How important are child care subsidies to you?														
Total Army	 17%	 14%	 69%			69	9	8	10	5	--	4.28	1.23	7,103
Fort Jackson, SC	 17%	 19%	 64%			64	9	9	15	4	--	4.15	1.29	81
Fort Jackson NAF	 32%	 26%	 42%			42	11	21	21	5	--	3.63	1.38	19
118a. How important are employee assistance programs to you?														
Total Army	 38%	 37%	 25%			25	18	20	23	14	--	3.19	1.39	7,073
Fort Jackson, SC	 43%	 34%	 23%			23	27	16	28	6	--	3.32	1.28	79
Fort Jackson NAF	 53%	 42%	 5%			5	42	11	32	11	--	3.00	1.20	19

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
119a. How important are health and wellness programs to you?										
Total Army		9	37	25	18	10	--	3.17	1.14	7,082
Fort Jackson, SC		9	52	20	14	6	--	3.43	1.04	81
Fort Jackson NAF		0	63	21	11	5	--	3.42	0.90	19
120a. How important are support groups to you?										
Total Army		37	14	13	20	15	--	3.38	1.52	7,111
Fort Jackson, SC		32	27	11	15	15	--	3.47	1.45	81
Fort Jackson NAF		11	42	16	16	16	--	3.16	1.30	19
121a. How important are elder care programs to you?										
Total Army		44	13	13	17	13	--	3.56	1.51	7,065
Fort Jackson, SC		38	16	23	10	13	--	3.57	1.41	79
Fort Jackson NAF		17	28	17	17	22	--	3.00	1.46	18

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
Family Friendly Flexibilities (Availability)			
115b. Is telework/telecommuting available to you?			
Total Army			
Yes	22%	---	1,554
No	59%	---	4,251
Don't Know	19%	---	1,363
Fort Jackson, SC			
Yes	20%	---	16
No	53%	---	43
Don't Know	27%	---	22
Fort Jackson NAF			
Yes	11%	---	2
No	39%	---	7
Don't Know	50%	---	9
116b. Are alternative work schedules available to you?			
Total Army			
Yes	54%	↓4	3,848
No	39%	↑3	2,818
Don't Know	7%	↑1	499
Fort Jackson, SC			
Yes	35%	↑6	28
No	51%	↓2	41
Don't Know	15%	↓2	12
Fort Jackson NAF			
Yes	22%	↑10	4
No	44%	↓9	8
Don't Know	33%	↓2	6

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
117b. Are child care subsidies available to you?			
Total Army			
Yes	8%	---	573
No	42%	---	2,961
Don't Know	49%	---	3,435
Fort Jackson, SC			
Yes	13%	---	10
No	32%	---	24
Don't Know	55%	---	41
Fort Jackson NAF			
Yes	41%	---	7
No	24%	---	4
Don't Know	35%	---	6
118b. Are employee assistance programs available to you?			
Total Army			
Yes	56%	---	3,968
No	9%	---	612
Don't Know	35%	---	2,496
Fort Jackson, SC			
Yes	45%	---	36
No	13%	---	10
Don't Know	43%	---	34
Fort Jackson NAF			
Yes	61%	---	11
No	11%	---	2
Don't Know	28%	---	5
119b. Are health and wellness programs available to you?			
Total Army			
Yes	67%	---	4,810
No	15%	---	1,062
Don't Know	18%	---	1,269

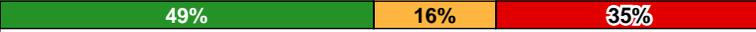
**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
119b. Are health and wellness programs available to you?			
Fort Jackson, SC			
Yes	67%	---	54
No	14%	---	11
Don't Know	20%	---	16
Fort Jackson NAF			
Yes	58%	---	11
No	11%	---	2
Don't Know	32%	---	6
120b. Are support groups available to you?			
Total Army			
Yes	36%	---	2,478
No	14%	---	968
Don't Know	50%	---	3,506
Fort Jackson, SC			
Yes	39%	---	31
No	14%	---	11
Don't Know	48%	---	38
Fort Jackson NAF			
Yes	39%	---	7
No	17%	---	3
Don't Know	44%	---	8
121b. Are elder care programs available to you?			
Total Army			
Yes	11%	---	756
No	25%	---	1,756
Don't Know	65%	---	4,604
Fort Jackson, SC			
Yes	11%	---	9
No	15%	---	12
Don't Know	73%	---	58

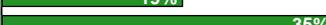
**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N								
121b. Are elder care programs available to you? Fort Jackson NAF	<table border="1" style="display: none;"> <caption>Survey Results for Fort Jackson NAF</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>21%</td> </tr> <tr> <td>No</td> <td>11%</td> </tr> <tr> <td>Don't Know</td> <td>68%</td> </tr> </tbody> </table>	Response	Percentage	Yes	21%	No	11%	Don't Know	68%	--- --- ---	4 2 13
Response	Percentage										
Yes	21%										
No	11%										
Don't Know	68%										

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
Career/Retirement Plans 122. I am willing to relocate geographically for a promotion.										
Total Army		24	25	16	19	16	--	3.21	1.41	7,058
Fort Jackson, SC		23	25	15	20	17	--	3.17	1.44	81
Fort Jackson NAF		21	26	5	16	32	--	2.89	1.63	19

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
123. Select the response that best matches your career plans:			
<p style="text-align: center;">Total Army</p> I intend to look for other employment outside the Army.		---	991
I intend to look for other employment within the Army.		---	1,539
I intend to stay in my current organization.		---	4,584
<p style="text-align: center;">Fort Jackson, SC</p> I intend to look for other employment outside the Army.		---	6
I intend to look for other employment within the Army.		---	24
I intend to stay in my current organization.		---	50
<p style="text-align: center;">Fort Jackson NAF</p> I intend to look for other employment outside the Army.		---	3
I intend to look for other employment within the Army.		---	4
I intend to stay in my current organization.		---	12
124. How long do you expect to continue working for your organization?			
<p style="text-align: center;">Total Army</p> More than 5 years		---	2,564
4 – 5 years		---	1,364
1 – 3 years		---	2,523
Less than 1 year		---	731
<p style="text-align: center;">Fort Jackson, SC</p> More than 5 years		---	39
4 – 5 years		---	14
1 – 3 years		---	23
Less than 1 year		---	6
<p style="text-align: center;">Fort Jackson NAF</p> More than 5 years		---	8
4 – 5 years		---	4
1 – 3 years		---	5
Less than 1 year		---	2

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
125. Select the response that best matches your retirement plans:			
Total Army			
I plan to leave before retirement	2%	---	177
I am undecided about staying beyond my retirement eligibility date.	30%	---	2,160
I plan to stay beyond my retirement eligibility date.	31%	---	2,191
I would take an early out if offered.	16%	---	1,169
I plan to retire as soon as eligible.	21%	---	1,485
Fort Jackson, SC			
I plan to leave before retirement	1%	---	1
I am undecided about staying beyond my retirement eligibility date.	30%	---	24
I plan to stay beyond my retirement eligibility date.	32%	---	26
I would take an early out if offered.	15%	---	12
I plan to retire as soon as eligible.	22%	---	18
Fort Jackson NAF			
I plan to leave before retirement	0%	---	0
I am undecided about staying beyond my retirement eligibility date.	33%	---	6
I plan to stay beyond my retirement eligibility date.	11%	---	2
I would take an early out if offered.	22%	---	4
I plan to retire as soon as eligible.	33%	---	6
126. I plan to retire in:			
Total Army			
More than 5 years	60%	---	4,218
4 – 5 years	18%	---	1,268
1 – 3 years	18%	---	1,232
Less than 1 year	4%	---	269
Fort Jackson, SC			
More than 5 years	66%	---	53
4 – 5 years	19%	---	15
1 – 3 years	13%	---	10
Less than 1 year	3%	---	2
Fort Jackson NAF			
More than 5 years	56%	---	10
4 – 5 years	22%	---	4
1 – 3 years	11%	---	2
Less than 1 year	11%	---	2

**Civilian Supervisors – FY03
Fort Jackson NAF**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
Feedback on Survey Results			
127. I got my command or installation results from the last Army Civilian Attitude Survey (2001).			
Total Army			
Yes	26%	---	1,873
No	43%	---	3,064
Don't Know	31%	---	2,256
Fort Jackson, SC			
Yes	20%	---	16
No	49%	---	40
Don't Know	31%	---	25
Fort Jackson NAF			
Yes	16%	---	3
No	42%	---	8
Don't Know	42%	---	8
128. My organization has taken action based on results from the last Army Civilian Attitude Survey (2001).			
Total Army			
Yes	11%	---	777
No	18%	---	1,300
Don't Know	71%	---	5,105
Fort Jackson, SC			
Yes	9%	---	7
No	7%	---	6
Don't Know	84%	---	68
Fort Jackson NAF			
Yes	5%	---	1
No	0%	---	0
Don't Know	95%	---	18