

**FY03 Army Civilian Attitude Survey
US Army Training Center and Fort Jackson
Results for Civilian Employees**

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About This Report

About This Employee Report

Survey Background – One of the main goals of Army is to be judged the employer of choice by its civilian employees. For over 25 years, Army has periodically surveyed the morale of its workforce. In 2003 Army 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.

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

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

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

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

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

- Harassment (q86-q88)
- Army Knowledge Online (AKO) (q89-q91)
- Army Civilian Personnel OnLine (CPOL) Applications (q92-q95)
- Family Friendly Flexibilities (q96-q102)
- Career/Retirement Plans (q103-q107)
- Feedback on Survey Results (q108-q109)

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

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

Response Rates - Participants were asked to complete their surveys 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 employees, the results are similar. Of the 187,078 employees who were invited to complete the survey, 33,034 responded for a response rate of 18%. This yields a margin for employees of ± 0.5 percentage points. This means that the data presented in this report are generalizable to the population of Army civilian employees.

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

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MACOM (AF)*		Population**	Responses	Response Rate	Margin +/-
Total Army***		187,078	33,034	17.66%	0.5
AMC		46,287	6,724	14.53%	1.1
FORSCOM		10,808	1,999	18.50%	2.0
MEDCOM		26,364	3,609	13.69%	1.5
TRADOC		15,626	3,596	23.01%	1.4
USACE		32,596	8,451	25.93%	0.9
USAREUR		7,052	791	11.22%	3.3
OTHER		48,341	7,863	16.27%	1.0
Region (AF)*		Population**	Responses	Response Rate	Margin +/-
Europe		11,017	1,456	13.22%	2.4
Korea		1,598	209	13.08%	6.3
North Central		31,626	4,400	13.91%	1.4
Northeast		37,726	6,481	17.18%	1.1
Pacific		6,320	821	12.99%	3.2
South Central		35,746	6,822	19.08%	1.1
Southwest		32,255	7,826	24.26%	1.0
West		30,014	4,984	16.61%	1.3
		Population**	Responses	Response Rate	Margin +/-
Race (AF)*	Non-Minority	126,621	25,633	20.24%	0.5
	Minority	52,889	6,970	13.18%	1.1
Pay Plan (AF)*	GS	156,364	30,016	19.20%	0.5
	WG	30,533	3,011	9.86%	1.7
Gender (AF)*	Female	78,060	15,384	19.71%	0.7
	Male	109,010	17,650	16.19%	0.7
NAF		27,079	1,265	4.67%	2.7

*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 employee 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.

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Item Scoring – To accurately interpret data, it is necessary to understand how items are scored. The multiple-choice (scaled) items asked employees to respond on a scale of 1-5 with 5 being most favorable (Strongly Agree; Very Good) and 1 being least favorable (Strongly Disagree; Very Poor). For these types of items, the five response categories were collapsed into three, as shown below. The percentage of responses in each category (Favorable, Neutral, Unfavorable) are then presented in 3-part bars.

Favorable		Neutral	Unfavorable	
5	4	3	2	1
Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
Very Good	Good	Neither Good Nor Poor	Poor	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 first-line supervisors rated differently than management)?
- ✓ Are the most favorable (or unfavorable) items from a small number of Composites? If they are from a number of different Composites, is there a common underlying theme?

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

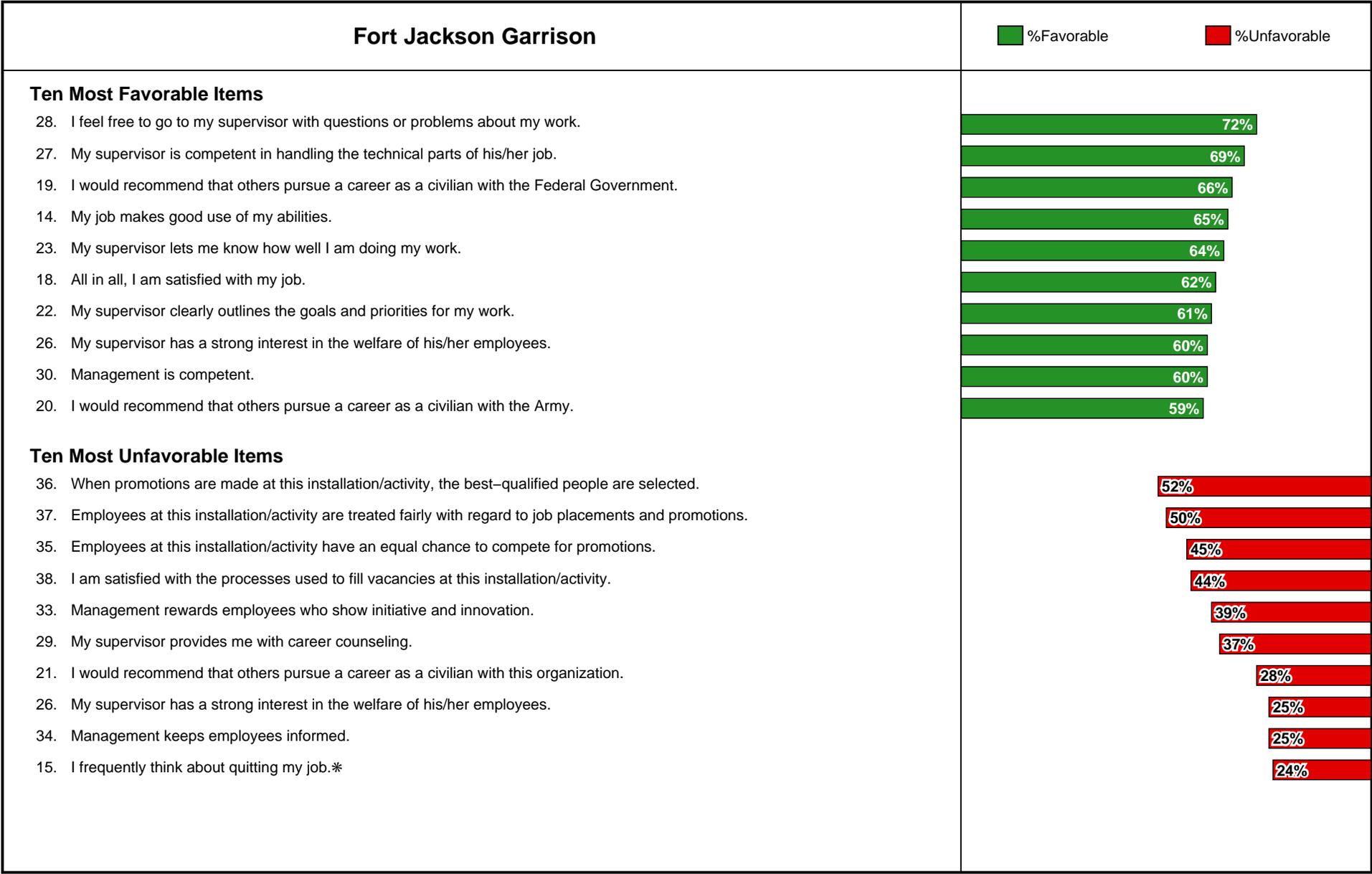
Ten Most Favorable/Unfavorable Items

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Total Army	 %Favorable  %Unfavorable
Ten Most Favorable Items	
28. I feel free to go to my supervisor with questions or problems about my work.	 74%
27. My supervisor is competent in handling the technical parts of his/her job.	 74%
14. My job makes good use of my abilities.	 71%
18. All in all, I am satisfied with my job.	 67%
16. I find my work challenging.	 66%
19. I would recommend that others pursue a career as a civilian with the Federal Government.	 66%
25. My supervisor gives me the support and backing I need to do my job well.	 64%
23. My supervisor lets me know how well I am doing my work.	 64%
17. I am often bored with my job.*	 63%
26. My supervisor has a strong interest in the welfare of his/her employees.	 63%
Ten Most Unfavorable Items	
38. I am satisfied with the processes used to fill vacancies at this installation/activity.	 43%
36. When promotions are made at this installation/activity, the best-qualified people are selected.	 43%
37. Employees at this installation/activity are treated fairly with regard to job placements and promotions.	 40%
35. Employees at this installation/activity have an equal chance to compete for promotions.	 38%
33. Management rewards employees who show initiative and innovation.	 35%
29. My supervisor provides me with career counseling.	 33%
32. Management makes timely decisions.	 32%
34. Management keeps employees informed.	 30%
21. I would recommend that others pursue a career as a civilian with this organization.	 27%
15. I frequently think about quitting my job.*	 25%

* Item is phrased in a negative manner.

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* Item is phrased in a negative manner.

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Army Training Center		■ %Favorable ■ %Unfavorable
Ten Most Favorable Items		
28. I feel free to go to my supervisor with questions or problems about my work.	100%	
31. Management treats employees with respect and consideration.	93%	
27. My supervisor is competent in handling the technical parts of his/her job.	93%	
25. My supervisor gives me the support and backing I need to do my job well.	93%	
23. My supervisor lets me know how well I am doing my work.	93%	
22. My supervisor clearly outlines the goals and priorities for my work.	93%	
14. My job makes good use of my abilities.	87%	
17. I am often bored with my job.*	87%	
18. All in all, I am satisfied with my job.	87%	
26. My supervisor has a strong interest in the welfare of his/her employees.	87%	
Ten Most Unfavorable Items		
37. Employees at this installation/activity are treated fairly with regard to job placements and promotions.	15%	
36. When promotions are made at this installation/activity, the best-qualified people are selected.	14%	
19. I would recommend that others pursue a career as a civilian with the Federal Government.	13%	
20. I would recommend that others pursue a career as a civilian with the Army.	13%	
21. I would recommend that others pursue a career as a civilian with this organization.	13%	
38. I am satisfied with the processes used to fill vacancies at this installation/activity.	13%	
15. I frequently think about quitting my job.*	7%	
16. I find my work challenging.	7%	
17. I am often bored with my job.*	7%	
18. All in all, I am satisfied with my job.	7%	

* Item is phrased in a negative manner.

Composite Summary

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Composite Summary	PERCENT OF RESPONDENTS			Pct Fav Diff from 2001	Number of Respondents
	 = Favorable	 = Neutral	 = Unfavorable		
Satisfaction with Civilian Personnel Service					
Total Army	57%	24%	19%	↑1	33,830
Fort Jackson Garrison	63%	21%	16%	↑2	133
Army Training Center	72%	21%	7%	↓4	15
Satisfaction with Job *					
Total Army	65%	16%	19%	↑1	33,914
Fort Jackson Garrison	58%	22%	20%	↓7	133
Army Training Center	83%	11%	7%	↑8	15
Satisfaction with Career					
Total Army	59%	20%	22%	↑3	33,887
Fort Jackson Garrison	58%	20%	22%	↑11	133
Army Training Center	69%	18%	13%	↑12	15
Satisfaction with First Line Supervisor					
Total Army	63%	16%	20%	↓1	33,768
Fort Jackson Garrison	60%	17%	23%	↓3	132
Army Training Center	91%	6%	3%	↑20	15

* Composite includes reverse-scored items.

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Composite Summary	PERCENT OF RESPONDENTS			Pct Fav Diff from 2001	Number of Respondents
	 = Favorable	 = Neutral	 = Unfavorable		
Satisfaction with Management					
Total Army	49%	23%	28%	↓1	33,476
Fort Jackson Garrison	51%	25%	24%	↑7	129
Army Training Center	84%	12%	4%	↑24	15
Satisfaction with Job Placement/Promotion System					
Total Army	31%	27%	41%	↓2	32,397
Fort Jackson Garrison	25%	27%	48%	0	125
Army Training Center	39%	48%	13%	0	15
Satisfaction with Awards and Recognition					
Total Army	43%	26%	31%	↑4	33,452
Fort Jackson Garrison	35%	24%	42%	↑7	131
Army Training Center	65%	25%	10%	↑23	15
Satisfaction with Discipline/Grievances/EEO Procedures *					
Total Army	39%	34%	27%	↓1	31,422
Fort Jackson Garrison	32%	43%	25%	0	122
Army Training Center	45%	50%	5%	↑12	15

* Composite includes reverse-scored items.

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Composite Summary	PERCENT OF RESPONDENTS			Pct Fav Diff from 2001	Number of Respondents
	 = Favorable	 = Neutral	 = Unfavorable		
Satisfaction with Work Group					
Total Army	74%	15%	11%	↓2	33,457
Fort Jackson Garrison	74%	12%	14%	↑2	131
Army Training Center	87%	13%		↓6	15
Satisfaction with Training and Development					
Total Army	61%	17%	22%	↓1	33,465
Fort Jackson Garrison	52%	22%	27%	↑2	131
Army Training Center	68%	11%	20%	↑21	15
Satisfaction with Fairness *					
Total Army	47%	33%	20%	0	30,818
Fort Jackson Garrison	43%	38%	19%	↓2	120
Army Training Center	49%	44%	7%	↑20	15
Satisfaction with Physical Conditions					
Total Army	64%	17%	18%	↓1	33,528
Fort Jackson Garrison	63%	17%	20%	↑4	130
Army Training Center	67%	18%	16%	↑29	15
Civilian Workplace Morale *					
Total Army	55%	20%	25%	0	33,982
Fort Jackson Garrison	52%	22%	26%	0	133
Army Training Center	77%	16%	7%	↑14	15

* Composite includes reverse-scored items.

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Composite Summary	PERCENT OF RESPONDENTS			Pct Fav Diff from 2001	Number of Respondents
	 = Favorable	 = Neutral	 = Unfavorable		
Your Organization *					
Total Army	55%	23%	22%	--	33,558
Fort Jackson Garrison	53%	24%	23%	--	130
Army Training Center	62%	23%	14%	--	15
Performance Culture					
Total Army	62%	18%	20%	--	33,378
Fort Jackson Garrison	65%	18%	17%	--	130
Army Training Center	73%	20%	7%	--	15
Strategic Planning *					
Total Army	59%	21%	20%	--	33,303
Fort Jackson Garrison	61%	17%	22%	--	129
Army Training Center	75%	9%	16%	--	15
Customer Satisfaction					
Total Army	78%	16%	6%	--	32,983
Fort Jackson Garrison	80%	17%	4%	--	127
Army Training Center	84%	16%		--	13

* Composite includes reverse-scored items.

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Composite Summary	PERCENT OF RESPONDENTS			Pct Fav Diff from 2001	Number of Respondents	
	 = Favorable	 = Neutral	 = Unfavorable			
Diversity	Total Army	68%	20%	12%	↑1	32,765
	Fort Jackson Garrison	65%	21%	14%	↑3	128
	Army Training Center	80%	13%	7%	↓8	15

Item Detail

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Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
1. My immediate supervisor is (do not consider team leaders): <div style="margin-left: 100px;">Total Army</div> <div style="margin-left: 100px;">Military</div> <div style="margin-left: 100px;">Civilian</div> <div style="margin-left: 50px;">Fort Jackson Garrison</div> <div style="margin-left: 100px;">Military</div> <div style="margin-left: 100px;">Civilian</div> <div style="margin-left: 50px;">Army Training Center</div> <div style="margin-left: 100px;">Military</div> <div style="margin-left: 100px;">Civilian</div>			
		↓1	3,466
		↑1	20,654
		↓5	6
		↑5	83
		↓56	4
	↑56	5	

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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		14	43	24	13	6	↑1	3.46	0.88	33,830
	Fort Jackson Garrison		12	51	21	11	5	↑2	3.54	0.83	133
	Army Training Center		36	37	21	5	2	↓4	3.99	0.76	15
2. The personnel office treats people courteously.	Total Army		18	53	19	7	3	0	3.77	0.93	32,096
	Fort Jackson Garrison		15	62	15	7	2	↑1	3.79	0.86	130
	Army Training Center		47	40	13	0	0	↑7	4.33	0.72	15
3. The personnel office keeps people informed (through automated or manual means) about important changes in personnel rules and benefits.	Total Army		14	49	18	14	6	↑1	3.52	1.07	33,205
	Fort Jackson Garrison		14	52	20	8	5	↓10	3.62	1.01	132
	Army Training Center		40	33	20	7	0	↓7	4.07	0.96	15

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Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N	
		5	4	3	2	1					
4. If my supervisor can't help me with an employment matter, I can get information or help from the personnel office.	Total Army		14	47	21	13	6	↑1	3.51	1.06	32,099
	Fort Jackson Garrison		14	55	14	11	6	↑2	3.60	1.06	132
	Army Training Center		47	27	20	7	0	↑13	4.13	0.99	15
5. I have no problems finding or getting access to the appropriate personnel office staff member to get the information or service I need.	Total Army		13	38	21	20	8	↑1	3.27	1.16	32,375
	Fort Jackson Garrison		14	48	18	14	7	↑3	3.48	1.10	132
	Army Training Center		33	53	7	7	0	↑37	4.13	0.83	15
6. The staff of the personnel office acts with integrity.	Total Army		16	45	27	7	4	↑2	3.63	0.97	31,007
	Fort Jackson Garrison		13	57	21	7	2	↑4	3.72	0.86	130
	Army Training Center		40	33	27	0	0	↓7	4.13	0.83	15

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Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N			
		5	4	3	2	1							
7. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on processing personnel and pay actions (e.g., promotions, within-grade increases, tax withholding, benefits).	Total Army	65%	19%	16%	19	46	19	11	6	↑1	3.62	1.08	31,293
	Fort Jackson Garrison	72%	18%	10%	18	54	18	7	3	↑4	3.76	0.94	127
	Army Training Center	87%	7%	7%	40	47	7	7	0	↓3	4.20	0.86	15
8. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on discipline, complaints, and performance appraisal.	Total Army	55%	31%	14%	13	42	31	9	5	0	3.48	1.00	26,362
	Fort Jackson Garrison	62%	25%	14%	8	53	25	9	4	↑6	3.53	0.93	118
	Army Training Center	80%	20%		33	47	20	0	0	0	4.13	0.74	15
9. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on counseling employees on issues such as benefits (e.g., health, retirement), leave, hours of work, and worker's compensation.	Total Army	48%	28%	24%	12	36	28	16	8	↑1	3.29	1.11	28,772
	Fort Jackson Garrison	54%	29%	17%	14	40	29	13	4	0	3.47	1.02	122
	Army Training Center	67%	27%	7%	27	40	27	7	0	↓23	3.87	0.92	15

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Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N	
		5	4	3	2	1					
10. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on training.	Total Army		11	37	30	15	8	0	3.29	1.09	29,052
	Fort Jackson Garrison		11	39	28	16	7	↑6	3.32	1.08	120
	Army Training Center		40	20	27	0	13	↓10	3.73	1.39	15
11. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on job and promotion information.	Total Army		11	36	27	17	9	↓1	3.23	1.14	30,510
	Fort Jackson Garrison		7	39	25	18	11	↑3	3.13	1.13	119
	Army Training Center		27	20	33	13	7	↓13	3.47	1.25	15
12. Overall, the quality of service given by the personnel office is:	Total Army		13	45	25	12	5	↑2	3.48	1.03	31,973
	Fort Jackson Garrison		10	53	23	10	5	0	3.53	0.97	123
	Army Training Center		33	33	27	7	0	↓13	3.93	0.96	15

**Civilian Employees – FY03
US Army Training Center and Fort Jackson**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
13. Overall, the timeliness of service given by the personnel office is:										
Total Army		12	42	26	13	7	↑2	3.39	1.07	31,644
Fort Jackson Garrison		9	54	23	10	4	↑4	3.53	0.94	124
Army Training Center		20	47	27	7	0	↓23	3.80	0.86	15

**Civilian Employees – FY03
US Army Training Center and Fort Jackson**

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		25	40	16	13	6	↑1	3.64	0.95	33,914
Fort Jackson Garrison		20	37	22	14	6	↓7	3.52	0.94	133
Army Training Center		71	12	11	5	1	↑8	4.45	0.87	15
14. My job makes good use of my abilities.										
Total Army		25	45	10	13	7	↓1	3.71	1.17	33,843
Fort Jackson Garrison		22	44	14	15	6	↓6	3.60	1.16	133
Army Training Center		80	7	7	7	0	↑7	4.60	0.91	15
15. I frequently think about quitting my job.*										
Total Army		28	29	18	16	9	↑4	3.51	1.29	33,478
Fort Jackson Garrison		26	27	23	17	8	↓3	3.47	1.25	131
Army Training Center		67	7	20	7	0	↑17	4.33	1.05	15
16. I find my work challenging.										
Total Army		21	45	18	12	5	↓1	3.65	1.09	33,816
Fort Jackson Garrison		14	41	23	15	7	↓12	3.41	1.11	133
Army Training Center		53	27	13	7	0	0	4.27	0.96	15

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

**Civilian Employees – FY03
US Army Training Center and Fort Jackson**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
17. I am often bored with my job.*										
Total Army	63%  19%  18% 	27	36	19	13	5	↑4	3.66	1.15	33,660
Fort Jackson Garrison	52%  29%  19% 	19	33	29	14	5	↓5	3.47	1.11	132
Army Training Center	87%  7%  7%	67	20	7	0	7	↑20	4.40	1.12	15
18. All in all, I am satisfied with my job.										
Total Army	67%  17%  16% 	23	44	17	10	6	↓1	3.68	1.10	33,766
Fort Jackson Garrison	62%  23%  14% 	21	41	23	8	6	↓9	3.63	1.09	133
Army Training Center	87%  7%  7%	87	0	7	7	0	↓3	4.67	0.90	15

* Item is phrased in a negative manner.

**Civilian Employees – FY03
US Army Training Center and Fort Jackson**

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	59%	20%	22%	20	39	20	12	9	↑3	3.48	1.11	33,887
	Fort Jackson Garrison	58%	20%	22%	22	36	20	14	8	↑11	3.50	1.10	133
	Army Training Center	69%	18%	13%	49	20	18	13	0	↑12	4.04	1.11	15
19. I would recommend that others pursue a career as a civilian with the Federal Government.													
	Total Army	66%	17%	17%	22	44	17	10	7	↑4	3.64	1.13	33,796
	Fort Jackson Garrison	66%	16%	18%	27	39	16	12	6	↑14	3.68	1.17	132
	Army Training Center	73%	13%	13%	53	20	13	13	0	↑13	4.13	1.13	15
20. I would recommend that others pursue a career as a civilian with the Army.													
	Total Army	59%	20%	21%	19	40	20	12	9	↑3	3.48	1.18	33,670
	Fort Jackson Garrison	59%	20%	20%	21	38	20	14	7	↑12	3.53	1.16	133
	Army Training Center	67%	20%	13%	53	13	20	13	0	↑7	4.07	1.16	15
21. I would recommend that others pursue a career as a civilian with this organization.													
	Total Army	52%	21%	27%	18	35	21	15	12	↑2	3.31	1.26	33,763
	Fort Jackson Garrison	49%	23%	28%	19	30	23	17	11	↑8	3.29	1.26	133
	Army Training Center	67%	20%	13%	40	27	20	13	0	↑17	3.93	1.10	15

**Civilian Employees – FY03
US Army Training Center and Fort Jackson**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N		
		5	4	3	2	1						
Satisfaction with First Line Supervisor												
Total Army	63%	16%	20%	25	38	16	12	8	↓1	3.60	1.05	33,768
Fort Jackson Garrison	60%	17%	23%	24	36	17	13	9	↓3	3.52	1.08	132
Army Training Center	91%	6%		64	27	6	3	0	↑20	4.52	0.67	15
22. My supervisor clearly outlines the goals and priorities for my work.												
Total Army	61%	16%	23%	20	42	16	15	7	↓2	3.51	1.18	33,642
Fort Jackson Garrison	61%	20%	20%	19	42	20	14	5	↓3	3.55	1.11	132
Army Training Center	93%	7%		47	47	0	7	0	↑13	4.33	0.82	15
23. My supervisor lets me know how well I am doing my work.												
Total Army	64%	15%	20%	22	42	15	13	7	↓1	3.59	1.17	33,622
Fort Jackson Garrison	64%	14%	22%	22	42	14	14	8	↓1	3.56	1.20	132
Army Training Center	93%	7%		60	33	0	7	0	↑23	4.47	0.83	15
24. My supervisor keeps me informed about matters affecting my job and me.												
Total Army	62%	16%	22%	22	40	16	14	8	↓2	3.54	1.20	33,603
Fort Jackson Garrison	58%	20%	22%	21	37	20	16	6	↓8	3.50	1.17	130
Army Training Center	87%	7%	7%	60	27	7	7	0	↑27	4.40	0.91	15

**Civilian Employees – FY03
US Army Training Center and Fort Jackson**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N			
		5	4	3	2	1							
25. My supervisor gives me the support and backing I need to do my job well.	Total Army	64%	16%	19%	26	38	16	11	8	↓1	3.63	1.21	33,625
	Fort Jackson Garrison	58%	18%	24%	25	33	18	14	10	↓9	3.50	1.28	130
	Army Training Center	93%	7%		67	27	7	0	0	↑13	4.60	0.63	15
26. My supervisor has a strong interest in the welfare of his/her employees.	Total Army	63%	18%	19%	29	35	18	10	9	↓2	3.64	1.24	33,500
	Fort Jackson Garrison	60%	15%	25%	27	34	15	14	11	↑1	3.50	1.33	131
	Army Training Center	87%	13%		67	20	13	0	0	↑7	4.53	0.74	15
27. My supervisor is competent in handling the technical parts of his/her job.	Total Army	74%	13%	13%	33	41	13	6	6	↓1	3.88	1.12	33,278
	Fort Jackson Garrison	69%	15%	15%	30	40	15	8	8	↓5	3.76	1.18	131
	Army Training Center	93%	7%		80	13	7	0	0	↑13	4.73	0.59	15
28. I feel free to go to my supervisor with questions or problems about my work.	Total Army	74%	10%	15%	34	41	10	8	7	↓1	3.86	1.17	33,620
	Fort Jackson Garrison	72%	10%	18%	31	41	10	8	10	↓1	3.75	1.26	132
	Army Training Center	100%			80	20	0	0	0	↑20	4.80	0.41	15

**Civilian Employees – FY03
US Army Training Center and Fort Jackson**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
29. My supervisor provides me with career counseling.										
Total Army		16	27	24	20	13	0	3.12	1.27	32,795
Fort Jackson Garrison		16	19	28	20	17	↓3	2.98	1.32	128
Army Training Center		50	29	14	7	0	↑39	4.21	0.97	14

**Civilian Employees – FY03
US Army Training Center and Fort Jackson**

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	49%	23%	28%	13	36	23	17	12	↓1	3.23	1.08	33,476
	Fort Jackson Garrison	51%	25%	24%	12	39	25	12	12	↑7	3.27	1.03	129
	Army Training Center	84%	12%		49	35	12	3	1	↑24	4.26	0.68	15
30. Management is competent.													
	Total Army	58%	22%	21%	15	43	22	12	8	0	3.44	1.14	33,182
	Fort Jackson Garrison	60%	27%	13%	13	48	27	8	5	↑3	3.56	0.98	126
	Army Training Center	87%	13%		47	40	13	0	0	↑17	4.33	0.72	15
31. Management treats employees with respect and consideration.													
	Total Army	56%	20%	24%	16	40	20	14	10	0	3.38	1.20	33,296
	Fort Jackson Garrison	59%	23%	18%	13	47	23	10	8	↑5	3.46	1.09	128
	Army Training Center	93%	7%		53	40	7	0	0	↑23	4.47	0.64	15
32. Management makes timely decisions.													
	Total Army	42%	25%	32%	11	31	25	20	12	↓1	3.10	1.20	32,920
	Fort Jackson Garrison	50%	26%	24%	10	40	26	12	12	↑11	3.23	1.16	125
	Army Training Center	87%	7%	7%	47	40	7	0	7	↑17	4.20	1.08	15

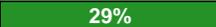
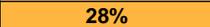
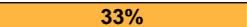
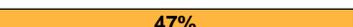
**Civilian Employees – FY03
US Army Training Center and Fort Jackson**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
33. Management rewards employees who show initiative and innovation.										
Total Army		12	29	24	20	16	0	3.03	1.26	32,521
Fort Jackson Garrison		11	26	24	19	20	↑8	2.90	1.30	127
Army Training Center		47	20	27	7	0	↑37	4.07	1.03	15
34. Management keeps employees informed.										
Total Army		12	35	23	18	12	↓3	3.17	1.21	33,176
Fort Jackson Garrison		13	37	25	9	17	↑8	3.20	1.26	127
Army Training Center		50	36	7	7	0	↑26	4.29	0.91	14

**Civilian Employees – FY03
US Army Training Center and Fort Jackson**

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		6	25	27	23	18	↓2	2.80	1.11	32,397
Fort Jackson Garrison		6	19	27	26	22	0	2.63	1.09	125
Army Training Center		9	30	48	7	5	0	3.37	0.89	15
35. Employees at this installation/activity have an equal chance to compete for promotions.										
Total Army		8	32	22	21	16	↓1	2.94	1.23	31,556
Fort Jackson Garrison		7	23	24	26	19	↓6	2.74	1.22	121
Army Training Center		14	29	50	7	0	↓1	3.50	0.85	14
36. When promotions are made at this installation/activity, the best-qualified people are selected.										
Total Army		5	21	31	24	19	↓2	2.69	1.16	30,693
Fort Jackson Garrison		4	18	25	28	24	↑4	2.50	1.17	119
Army Training Center		14	29	43	7	7	↑21	3.36	1.08	14
37. Employees at this installation/activity are treated fairly with regard to job placements and promotions.										
Total Army		6	24	30	23	18	↓1	2.78	1.17	31,014
Fort Jackson Garrison		5	18	27	26	24	↑1	2.55	1.18	121
Army Training Center		0	31	54	8	8	↓13	3.08	0.86	13

**Civilian Employees – FY03
US Army Training Center and Fort Jackson**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
38. I am satisfied with the processes used to fill vacancies at this installation/activity.										
Total Army	 29%  28%  43%	6	24	28	23	20	↓1	2.72	1.19	31,566
Fort Jackson Garrison	 23%  33%  44%	6	18	33	24	20	↑1	2.65	1.15	125
Army Training Center	 40%  47%  13%	7	33	47	7	7	↓4	3.27	0.96	15

**Civilian Employees – FY03
US Army Training Center and Fort Jackson**

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		10	32	26	19	12	↑4	3.11	1.06	33,452
	Fort Jackson Garrison		7	28	24	25	17	↑7	2.83	1.07	131
	Army Training Center		48	17	25	10	0	↑23	4.03	1.03	15
39. When I do a good job, it is recognized.	Total Army		13	40	22	17	9	0	3.32	1.16	33,314
	Fort Jackson Garrison		7	38	22	22	11	↑2	3.08	1.15	130
	Army Training Center		60	7	20	13	0	↑17	4.13	1.19	15
40. When awards are given in my workgroup, they go to the people who earned them.	Total Army		10	33	28	17	11	↑11	3.13	1.16	31,189
	Fort Jackson Garrison		7	30	26	22	15	↑17	2.92	1.19	124
	Army Training Center		47	27	20	7	0	↑23	4.13	0.99	15
41. Employees at this installation/activity are treated fairly with regard to awards.	Total Army		8	27	29	22	14	↑4	2.93	1.17	30,959
	Fort Jackson Garrison		5	21	23	30	21	↑8	2.59	1.18	124
	Army Training Center		47	13	27	13	0	↑30	3.93	1.16	15

**Civilian Employees – FY03
US Army Training Center and Fort Jackson**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
42. If I perform my job especially well, I will receive an award.										
Total Army	 40%  27%  33%	10	30	27	19	14	0	3.03	1.20	31,712
Fort Jackson Garrison	 30%  24%  46%	8	22	24	26	20	↑1	2.73	1.24	123
Army Training Center	 60%  33%  7%	40	20	33	7	0	↑22	3.93	1.03	15

**Civilian Employees – FY03
US Army Training Center and Fort Jackson**

Item Detail	% Favorable	% Neutral	% Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
				5	4	3	2	1				
Satisfaction with Discipline/Grievances- /EEO Procedures*												
Total Army	39%	34%	27%	8	31	34	17	9	↓1	3.17	0.91	31,422
Fort Jackson Garrison	32%	43%	25%	7	25	43	13	12	0	3.04	0.90	122
Army Training Center	45%	50%		28	17	50	0	5	↑12	3.61	0.84	15
43. If I filed a grievance, it would be held against me.*												
Total Army	20%	36%	44%	4	16	36	29	15	↓1	2.66	1.05	25,438
Fort Jackson Garrison	23%	39%	38%	4	19	39	19	20	↑3	2.69	1.11	102
Army Training Center	31%	46%	23%	15	15	46	0	23	↑20	3.00	1.35	13
44. Top management at this installation/activity actively supports the Equal Employment Opportunity Program.												
Total Army	60%	29%	11%	14	46	29	6	4	↓2	3.60	0.95	29,475
Fort Jackson Garrison	47%	41%	12%	9	38	41	5	7	↓4	3.37	0.97	111
Army Training Center	47%	53%		33	13	53	0	0	↓31	3.80	0.94	15
45. Employees at this installation/activity are treated fairly with regard to discipline.												
Total Army	39%	33%	29%	8	31	33	19	10	↓1	3.08	1.09	27,862
Fort Jackson Garrison	30%	43%	27%	9	21	43	17	9	↑2	3.04	1.06	109
Army Training Center	53%	47%		33	20	47	0	0	↑23	3.87	0.92	15

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

**Civilian Employees – FY03
US Army Training Center and Fort Jackson**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
46. Employees at this installation/activity are treated fairly with regard to grievances and appeals.										
Total Army	 33%  42%  25%	7	27	42	16	9	↓2	3.06	1.03	24,684
Fort Jackson Garrison	 28%  46%  25%	6	22	46	13	12	↓2	2.97	1.04	99
Army Training Center	 47%  53%	27	20	53	0	0	↑34	3.73	0.88	15

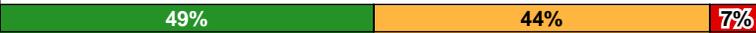
**Civilian Employees – FY03
US Army Training Center and Fort Jackson**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
Satisfaction with Work Group										
Total Army		26	48	15	8	3	↓2	3.86	0.87	33,457
Fort Jackson Garrison		27	47	12	9	5	↑2	3.83	0.98	131
Army Training Center		47	40	13	0	0	↓6	4.33	0.65	15
47. The people I work with do a good job.										
Total Army		28	55	11	5	1	↓2	4.03	0.84	33,382
Fort Jackson Garrison		27	56	8	4	5	↑6	3.98	0.96	131
Army Training Center		47	40	13	0	0	↓13	4.33	0.72	15
48. My work group is well run.										
Total Army		23	43	18	11	4	↓3	3.69	1.08	33,160
Fort Jackson Garrison		24	40	18	12	5	↓1	3.66	1.13	131
Army Training Center		47	40	13	0	0	↓3	4.33	0.72	15
49. People in my work group work well together.										
Total Army		27	47	14	8	3	↓2	3.86	1.01	33,164
Fort Jackson Garrison		29	45	10	12	5	↑3	3.82	1.12	130
Army Training Center		47	40	13	0	0	↓2	4.33	0.72	15

**Civilian Employees – FY03
US Army Training Center and Fort Jackson**

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	61%	17%	22%							
	Fort Jackson Garrison	52%	22%	27%							
	Army Training Center	68%	11%	20%							
50. My supervisor and I discuss my training and development needs at least once a year.	Total Army	61%	14%	25%							
	Fort Jackson Garrison	49%	18%	33%							
	Army Training Center	64%	14%	21%							
51. I receive the training I need to perform my job properly (e.g., on-the-job training, classroom instruction, conferences, workshops).	Total Army	59%	18%	23%							
	Fort Jackson Garrison	54%	23%	23%							
	Army Training Center	73%	7%	20%							
52. Management supports continued training and development.	Total Army	62%	19%	19%							
	Fort Jackson Garrison	52%	24%	24%							
	Army Training Center	67%	13%	20%							

**Civilian Employees – FY03
US Army Training Center and Fort Jackson**

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		15	32	33	13	7	0	3.36	0.71	30,818
Fort Jackson Garrison		15	29	38	12	7	↓2	3.33	0.74	120
Army Training Center		28	22	44	1	6	↑20	3.66	0.86	15
53. Managers/supervisors deal effectively with reports of prejudice and discrimination.										
Total Army		11	35	36	11	7	↓2	3.31	1.05	24,422
Fort Jackson Garrison		10	31	44	7	8	0	3.28	1.03	107
Army Training Center		27	40	33	0	0	↑17	3.93	0.80	15
54. If I complained of discrimination, it would be held against me.*										
Total Army		9	24	36	21	9	0	3.03	1.09	25,404
Fort Jackson Garrison		8	23	41	18	10	↑3	3.01	1.06	104
Army Training Center		14	29	43	0	14	↑30	3.29	1.20	14
55. Non-minority employees often get preferential treatment over minority employees.*										
Total Army		23	37	30	7	4	0	3.70	1.01	28,220
Fort Jackson Garrison		25	26	32	14	4	↓2	3.55	1.11	110
Army Training Center		21	21	43	0	14	↓7	3.36	1.28	14

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

**Civilian Employees – FY03
US Army Training Center and Fort Jackson**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N			
		5	4	3	2	1							
56. Minority employees often get preferential treatment over non-minority employees.*	Total Army	40%	32%	27%									
	Fort Jackson Garrison	47%	31%	22%			↓1	3.16	1.15	28,330			
	Army Training Center	47%	47%	7%			↑34	3.67	1.18	15			
57. Male employees often get preferential treatment over female employees.*	Total Army	51%	33%	16%			0	3.47	1.05	28,883			
	Fort Jackson Garrison	40%	40%	20%			↓14	3.27	1.07	110			
	Army Training Center	50%	50%				↑25	3.86	0.95	14			
58. Female employees often get preferential treatment over male employees.*	Total Army	49%	34%	17%			0	3.40	1.05	28,932			
	Fort Jackson Garrison	49%	40%	12%			↓1	3.50	0.96	111			
	Army Training Center	47%	47%	7%			↑22	3.73	1.03	15			

* Item is phrased in a negative manner.

**Civilian Employees – FY03
US Army Training Center and Fort Jackson**

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	64%	17%	18%	14	51	17	12	6	↓1	3.54	0.87	33,528
Fort Jackson Garrison	63%	17%	20%	12	51	17	11	8	↑4	3.46	0.96	130
Army Training Center	67%	18%	16%	20	47	18	7	9	↑29	3.62	1.08	15
59. At this installation/activity, physical conditions (e.g., noise level, temperature, lighting, cleanliness) allow employees to perform their jobs well.												
Total Army	61%	15%	23%	12	49	15	16	7	↓1	3.43	1.11	33,380
Fort Jackson Garrison	60%	16%	23%	7	53	16	17	6	↑6	3.38	1.05	128
Army Training Center	60%	27%	13%	20	40	27	7	7	↑20	3.60	1.12	15
60. Programs that encourage good health practices are supported here (e.g., fitness centers, health education programs).												
Total Army	62%	19%	19%	15	47	19	13	6	0	3.51	1.08	32,635
Fort Jackson Garrison	63%	16%	22%	17	45	16	13	9	↓2	3.48	1.19	128
Army Training Center	67%	20%	13%	13	53	20	7	7	↑34	3.60	1.06	15
61. Employees are protected from health and safety hazards on the job.												
Total Army	70%	18%	13%	14	55	18	8	4	↑1	3.68	0.96	32,990
Fort Jackson Garrison	68%	19%	13%	12	56	19	5	9	↑8	3.57	1.05	127
Army Training Center	73%	7%	20%	27	47	7	7	13	↑33	3.67	1.35	15

Supplemental Item Detail

**Civilian Employees – FY03
US Army Training Center and Fort Jackson**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N		
		5	4	3	2	1					
Your Organization*											
Total Army	55%	23%	22%	12	43	23	15	7	3.37	0.72	33,558
Fort Jackson Garrison	53%	24%	23%	11	42	24	15	8	3.33	0.76	130
Army Training Center	62%	23%	14%	23	40	23	11	4	3.68	0.74	15
62. There is a good working relationship between civilian and military personnel.											
Total Army	74%	16%	10%	17	57	16	7	3	3.79	0.90	30,519
Fort Jackson Garrison	78%	10%	11%	12	66	10	8	3	3.76	0.88	125
Army Training Center	67%	33%		13	53	33	0	0	3.80	0.68	15
63. There is a good working relationship between civilian/military personnel and contractors.											
Total Army	72%	20%	8%	14	58	20	6	2	3.75	0.84	29,604
Fort Jackson Garrison	73%	20%	6%	9	64	20	6	1	3.75	0.74	108
Army Training Center	58%	42%		8	50	42	0	0	3.67	0.65	12
64. Civilians are made to feel that they are an important part of the Army team.											
Total Army	64%	19%	16%	14	50	19	12	5	3.57	1.02	32,721
Fort Jackson Garrison	57%	22%	20%	11	47	22	15	5	3.43	1.04	129
Army Training Center	53%	20%	27%	33	20	20	27	0	3.60	1.24	15

* Composite includes reverse-scored items.

**Civilian Employees – FY03
US Army Training Center and Fort Jackson**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N					
		5	4	3	2	1								
65. Civilian supervisors are concerned about civilian employee job satisfaction.	Total Army	52%	25%	23%			11	41	25	15	7	3.32	1.09	31,419
	Fort Jackson Garrison	49%	27%	24%			12	38	27	16	9	3.28	1.13	128
	Army Training Center	50%	42%	8%			17	33	42	8	0	3.58	0.90	12
66. Military supervisors are concerned about civilian employee job satisfaction.	Total Army	43%	34%	22%			10	33	34	14	8	3.23	1.07	25,642
	Fort Jackson Garrison	40%	38%	23%			12	28	38	16	6	3.23	1.06	93
	Army Training Center	60%	7%	33%			33	27	7	33	0	3.60	1.30	15
67. I am satisfied with the amount of involvement I have in decisions that affect my work.	Total Army	52%	20%	28%			11	41	20	19	9	3.26	1.16	33,224
	Fort Jackson Garrison	47%	21%	32%			12	35	21	18	14	3.12	1.25	130
	Army Training Center	67%	7%	27%			33	33	7	20	7	3.67	1.35	15
68. My work productivity is reduced by unnecessary rules and regulations.*	Total Army	33%	31%	36%			6	27	31	25	11	2.93	1.09	32,729
	Fort Jackson Garrison	43%	28%	29%			9	34	28	24	6	3.17	1.06	126
	Army Training Center	33%	47%	20%			13	20	47	7	13	3.13	1.19	15

* Item is phrased in a negative manner.

**Civilian Employees – FY03
US Army Training Center and Fort Jackson**

Item Detail	 % Favorable  % Neutral  % Unfavorable			Category Percents					Mean	Std Dev	Valid N	
	5	4	3	2	1							
69. There is good communication between work groups/work units in my organization.	Total Army	49%	23%	28%	9	40	23	20	8	3.22	1.10	32,864
	Fort Jackson Garrison	48%	25%	27%	9	40	25	16	12	3.18	1.16	129
	Army Training Center	53%	33%	13%	7	47	33	7	7	3.40	0.99	15
70. I feel my job is secure.	Total Army	51%	21%	28%	11	40	21	16	12	3.22	1.19	32,968
	Fort Jackson Garrison	40%	27%	33%	7	33	27	22	11	3.03	1.13	127
	Army Training Center	67%	20%	13%	27	40	20	7	7	3.73	1.16	15
71. My organization encourages creative solutions and new practices/ways of doing business.	Total Army	51%	25%	24%	10	40	25	15	9	3.29	1.11	32,800
	Fort Jackson Garrison	45%	27%	27%	9	36	27	20	8	3.20	1.10	128
	Army Training Center	67%	27%	7%	27	40	27	0	7	3.80	1.08	15
72. The amount of work I am expected to do is reasonable.	Total Army	68%	15%	17%	11	57	15	12	6	3.55	1.02	33,297
	Fort Jackson Garrison	65%	18%	17%	13	52	18	8	8	3.53	1.09	130
	Army Training Center	80%	13%	7%	13	67	13	0	7	3.80	0.94	15

**Civilian Employees – FY03
US Army Training Center and Fort Jackson**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
73. I have sufficient resources (e.g., people, equipment and materials, budget) to get my job done.	Total Army	56%	16%	28%					
	Fort Jackson Garrison	57%	19%	25%					
	Army Training Center	87%							
74. Compared to other organizations, how would you rate your organization as a place to work?	Total Army	49%	32%	19%					
	Fort Jackson Garrison	46%	35%	19%					
	Army Training Center	67%	20%	13%					

**Civilian Employees – FY03
US Army Training Center and Fort Jackson**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N		
		5	4	3	2	1					
Performance Culture											
Total Army	62%	18%	20%	16	46	18	14	6	3.54	0.80	33,378
Fort Jackson Garrison	65%	18%	17%	19	46	18	12	5	3.62	0.74	130
Army Training Center	73%	20%	7%	36	38	20	2	4	3.98	0.43	15
75. Corrective actions are taken when employees do not meet performance standards.											
Total Army	28%	30%	42%	4	24	30	29	13	2.76	1.07	27,667
Fort Jackson Garrison	36%	29%	35%	5	31	29	25	10	2.97	1.08	113
Army Training Center	27%	53%	20%	0	27	53	7	13	2.93	0.96	15
76. My performance appraisal is a fair reflection of my performance.											
Total Army	73%	14%	13%	20	53	14	8	4	3.76	1.00	31,624
Fort Jackson Garrison	72%	16%	12%	20	52	16	7	5	3.75	1.01	125
Army Training Center	93%	7%		40	53	7	0	0	4.33	0.62	15
77. I know what is expected of me on the job.											
Total Army	81%	10%	9%	23	57	10	6	3	3.92	0.91	33,196
Fort Jackson Garrison	84%	10%	6%	30	54	10	5	2	4.05	0.85	128
Army Training Center	100%			67	33	0	0	0	4.67	0.49	15

**Civilian Employees – FY03
US Army Training Center and Fort Jackson**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N		
		5	4	3	2	1					
Strategic Planning*											
Total Army	59%	21%	20%	13	46	21	15	5	3.45	0.76	33,303
Fort Jackson Garrison	61%	17%	22%	15	46	17	15	6	3.48	0.82	129
Army Training Center	75%	9%	16%	39	36	9	11	5	3.92	0.70	15
78. Managers communicate the organization's strategic mission, vision, and priorities.											
Total Army	57%	22%	21%	11	46	22	15	6	3.41	1.07	32,815
Fort Jackson Garrison	58%	18%	24%	12	46	18	16	8	3.38	1.13	126
Army Training Center	73%	13%	13%	40	33	13	7	7	3.93	1.22	15
79. Productivity in my work group/work unit is hurt by a lack of planning.*											
Total Army	39%	28%	33%	7	31	28	25	8	3.05	1.08	32,480
Fort Jackson Garrison	39%	29%	32%	11	28	29	23	9	3.09	1.15	128
Army Training Center	50%	14%	36%	7	43	14	29	7	3.14	1.17	14
80. I know how my work relates to my organization's mission and goals.											
Total Army	79%	13%	7%	19	60	13	5	2	3.89	0.84	32,992
Fort Jackson Garrison	87%	9%		23	63	4	8	2	3.99	0.86	128
Army Training Center	100%			67	33	0	0	0	4.67	0.49	15

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

**Civilian Employees – FY03
US Army Training Center and Fort Jackson**

Item Detail	 % Favorable  % Neutral  % Unfavorable	Category Percents					Mean	Std Dev	Valid N
		5	4	3	2	1			
Customer Satisfaction									
Total Army	78% 	26	52	16	5	1	3.95	0.67	32,983
Fort Jackson Garrison	80% 	33	47	17	3	1	4.07	0.65	127
Army Training Center	84% 	42	42	16	0	0	4.26	0.55	13
81. I clearly understand who my customer(s) is/are.									
Total Army	92% 	38	54	5	2	1	4.26	0.72	32,912
Fort Jackson Garrison	97% 	52	45	2	0	1	4.47	0.63	127
Army Training Center	92% 	69	23	8	0	0	4.62	0.65	13
82. Products and services in my work group/work unit are improved based on customer input.									
Total Army	64% 	17	47	25	9	2	3.68	0.93	31,179
Fort Jackson Garrison	63% 	20	43	28	6	2	3.73	0.93	123
Army Training Center	77% 	31	46	23	0	0	4.08	0.76	13
83. Customers are satisfied with the products and services my work group/work unit provides.									
Total Army	77% 	21	56	18	4	1	3.91	0.81	31,252
Fort Jackson Garrison	78% 	26	52	20	2	0	4.01	0.75	121
Army Training Center	83% 	25	58	17	0	0	4.08	0.67	12

**Civilian Employees – FY03
US Army Training Center and Fort Jackson**

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	68%	20%	12%	20	48	20	8	4	↑1	3.72	0.92	32,765	
	Fort Jackson Garrison	65%	21%	14%	21	43	21	9	5	↑3	3.68	0.94	128	
	Army Training Center	80%	13%	7%	50	30	13	3	3	↓8	4.20	0.92	15	
	84. Managers/supervisors/team leaders work well with employees of different backgrounds.													
	Total Army	67%	20%	12%	16	51	20	8	4	0	3.68	0.98	32,024	
	Fort Jackson Garrison	66%	23%	11%	20	46	23	6	6	↑3	3.68	1.03	123	
Army Training Center	80%	13%	7%	40	40	13	0	7	↓9	4.07	1.10	15		
85. Discrimination (on the basis of gender, race, national origin, religion, age, cultural background, disability, or sexual orientation) is not tolerated here.														
Total Army	68%	20%	12%	23	45	20	8	4	↑2	3.76	1.02	31,781		
Fort Jackson Garrison	63%	20%	17%	23	40	20	12	5	↑2	3.65	1.11	125		
Army Training Center	80%	13%	7%	60	20	13	7	0	↓8	4.33	0.98	15		

**Civilian Employees – FY03
US Army Training Center and Fort Jackson**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
Harassment			
86. During the last 12 months, have you been harassed (e.g., on the basis of your gender, race, national origin, religion, age, cultural background, disability, sexual orientation) while working for the Army?			
Total Army			
Yes	8%	0	2,536
No	92%	0	30,649
Fort Jackson Garrison			
Yes	7%	↓1	9
No	93%	↑1	119
Army Training Center			
Yes	0%	0	0
No	100%	0	15
87. If you were harassed, did you report the incident?			
Total Army			
Yes	7%	↑3	185
No	93%	↓3	2,610
Fort Jackson Garrison			
Yes	0%	↓11	0
No	100%	↑11	15
Army Training Center			
Yes	0%	--	0
No	100%	--	5
88. If you reported the incident, was any action taken? (e.g., management spoke with the offending person)			
Total Army			
Yes	3%	↓1	35
No	66%	↑1	756
Don't Know	31%	↓10	360

**Civilian Employees – FY03
US Army Training Center and Fort Jackson**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
88. If you reported the incident, was any action taken? (e.g., management spoke with the offending person) Fort Jackson Garrison Yes No Don't Know Army Training Center Yes No Don't Know	0%  Insufficient Data Insufficient Data Insufficient Data	-- -- -- -- -- --	0 3 3 0 0 1

**Civilian Employees – FY03
US Army Training Center and Fort Jackson**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
Army Knowledge Online (AKO)			
89. How frequently do you access Army Knowledge Online (AKO)?			
Total Army			
Once a month or less often	43%	---	14,289
2–3 times a month	14%	---	4,728
1–2 times a week	11%	---	3,738
3–4 times a week	6%	---	2,044
Almost every day	9%	---	3,122
Does not apply – I do not access AKO	16%	---	5,346
Fort Jackson Garrison			
Once a month or less often	34%	---	44
2–3 times a month	19%	---	24
1–2 times a week	9%	---	12
3–4 times a week	8%	---	10
Almost every day	14%	---	18
Does not apply – I do not access AKO	16%	---	21
Army Training Center			
Once a month or less often	27%	---	4
2–3 times a month	13%	---	2
1–2 times a week	13%	---	2
3–4 times a week	7%	---	1
Almost every day	13%	---	2
Does not apply – I do not access AKO	27%	---	4
90. How easy or difficult is it for you to navigate the AKO web site?			
Total Army			
Very difficult	4%	---	1,027
Difficult	11%	---	3,217
Neither easy nor difficult	30%	---	8,280
Easy	32%	---	8,847
Very easy	12%	---	3,317
Not sure – I do not use AKO very often	12%	---	3,309

**Civilian Employees – FY03
US Army Training Center and Fort Jackson**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
90. How easy or difficult is it for you to navigate the AKO web site? Fort Jackson Garrison Very difficult 3% Difficult 4% Neither easy nor difficult 31% Easy 34% Very easy 19% Not sure – I do not use AKO very often 9% Army Training Center Very difficult 0% Difficult 9% Neither easy nor difficult 27% Easy 55% Very easy 9% Not sure – I do not use AKO very often 0%			
91. Have you arranged to have your AKO emails forwarded? Total Army No 5% No, I did not know I could do that 26% Yes, to my home or personal email address 4% Yes, to my work site email address 65% Fort Jackson Garrison No 8% No, I did not know I could do that 44% Yes, to my home or personal email address 8% Yes, to my work site email address 39% Army Training Center No 0% No, I did not know I could do that 25% Yes, to my home or personal email address 0% Yes, to my work site email address 75%			

**Civilian Employees – FY03
US Army Training Center and Fort Jackson**

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										
92. I find the information in PERMISS (Personnel Management and Information Support System) section of CPOL useful.										
Total Army		11	43	37	7	3	↓1	3.51	0.88	19,569
Fort Jackson Garrison		14	48	33	5	0	↑6	3.71	0.77	98
Army Training Center		7	57	29	0	7	↑47	3.57	0.94	14
93. The Vacancy Announcement section of CPOL is useful.										
Total Army		14	54	21	7	4	↓8	3.67	0.93	25,536
Fort Jackson Garrison		21	55	18	3	3	↑1	3.88	0.86	120
Army Training Center		15	77	0	8	0	↑17	4.00	0.71	13
94. The Resume Builder tool is easy to use.										
Total Army		11	43	24	15	8	↓10	3.34	1.10	24,214
Fort Jackson Garrison		17	47	22	12	3	0	3.64	0.98	113
Army Training Center		23	54	23	0	0	↓3	4.00	0.71	13
95. It is easy to apply for jobs being filled through RESUMIX.										
Total Army		13	40	23	14	9	↓10	3.35	1.15	24,366
Fort Jackson Garrison		22	44	20	9	5	↑13	3.69	1.06	108
Army Training Center		15	38	38	8	0	--	3.62	0.87	13

**Civilian Employees – FY03
US Army Training Center and Fort Jackson**

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)														
96a. How important is telework/telecommuting to you?														
Total Army	35%	34%	31%			31	16	19	23	11	--	3.31	1.40	32,900
Fort Jackson Garrison	38%	32%	30%			30	13	24	20	12	--	3.29	1.39	127
Army Training Center	47%	33%	20%			20	7	40	27	7	--	3.07	1.22	15
97a. How important are alternative work schedules to you?														
Total Army	61%	26%	13%			13	38	23	19	8	--	3.31	1.14	33,140
Fort Jackson Garrison	43%	39%	18%			18	25	18	27	12	--	3.10	1.31	128
Army Training Center	40%	20%	40%			40	27	13	13	7	--	3.80	1.32	15
98a. How important are child care subsidies to you?														
Total Army	20%	15%	65%			65	12	8	11	5	--	4.22	1.23	32,950
Fort Jackson Garrison	22%	25%	52%			52	11	11	14	11	--	3.79	1.48	126
Army Training Center	33%	7%	60%			60	20	13	7	0	--	4.33	0.98	15
99a. How important are employee assistance programs to you?														
Total Army	35%	41%	24%			24	18	17	27	14	--	3.10	1.39	32,738
Fort Jackson Garrison	52%	32%	16%			16	36	16	23	9	--	3.29	1.23	129
Army Training Center	60%	33%	7%			7	40	20	27	7	--	3.13	1.13	15

**Civilian Employees – FY03
US Army Training Center and Fort Jackson**

Item Detail	% Favorable % Neutral % Unfavorable	Category Percents					Pct Fav Diff from 2001	Mean	Std Dev	Valid N
		5	4	3	2	1				
100a. How important are health and wellness programs to you?										
Total Army		8	38	24	20	10	--	3.14	1.14	32,778
Fort Jackson Garrison		6	56	19	12	7	--	3.41	1.01	126
Army Training Center		7	60	13	13	7	--	3.47	1.06	15
101a. How important are support groups to you?										
Total Army		32	15	13	24	16	--	3.24	1.50	32,848
Fort Jackson Garrison		20	23	19	28	10	--	3.15	1.31	128
Army Training Center		13	20	20	47	0	--	3.00	1.13	15
102a. How important are elder care programs to you?										
Total Army		41	13	12	20	13	--	3.47	1.51	32,697
Fort Jackson Garrison		25	18	18	24	15	--	3.14	1.42	128
Army Training Center		36	21	14	21	7	--	3.57	1.40	14

**Civilian Employees – FY03
US Army Training Center and Fort Jackson**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
Family Friendly Flexibilities (Availability)			
96b. Is telework/telecommuting available to you?			
Total Army			
Yes	17%	---	5,500
No	47%	---	15,558
Don't Know	36%	---	12,059
Fort Jackson Garrison			
Yes	13%	---	16
No	41%	---	51
Don't Know	46%	---	58
Army Training Center			
Yes	27%	---	4
No	40%	---	6
Don't Know	33%	---	5
97b. Are alternative work schedules available to you?			
Total Army			
Yes	58%	↓3	19,231
No	29%	0	9,759
Don't Know	13%	↑3	4,211
Fort Jackson Garrison			
Yes	39%	↓6	50
No	45%	↑8	57
Don't Know	16%	↓2	21
Army Training Center			
Yes	13%	↑3	2
No	60%	0	9
Don't Know	27%	↓3	4

**Civilian Employees – FY03
US Army Training Center and Fort Jackson**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
98b. Are child care subsidies available to you?			
Total Army			
Yes	8%	---	2,451
No	32%	---	10,237
Don't Know	61%	---	19,582
Fort Jackson Garrison			
Yes	10%	---	13
No	29%	---	36
Don't Know	61%	---	77
Army Training Center			
Yes	7%	---	1
No	36%	---	5
Don't Know	57%	---	8
99b. Are employee assistance programs available to you?			
Total Army			
Yes	39%	---	12,769
No	8%	---	2,509
Don't Know	53%	---	17,493
Fort Jackson Garrison			
Yes	37%	---	47
No	14%	---	18
Don't Know	49%	---	62
Army Training Center			
Yes	47%	---	7
No	0%	---	0
Don't Know	53%	---	8
100b. Are health and wellness programs available to you?			
Total Army			
Yes	57%	---	19,001
No	13%	---	4,433
Don't Know	29%	---	9,641

**Civilian Employees – FY03
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Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
100b. Are health and wellness programs available to you? Fort Jackson Garrison Yes No Don't Know Army Training Center Yes No Don't Know		--- --- --- --- --- ---	79 24 26 8 1 6
101b. Are support groups available to you? Total Army Yes No Don't Know Fort Jackson Garrison Yes No Don't Know Army Training Center Yes No Don't Know		--- --- --- --- --- --- --- ---	8,052 3,725 20,489 49 11 63 5 0 9
102b. Are elder care programs available to you? Total Army Yes No Don't Know Fort Jackson Garrison Yes No Don't Know		--- --- --- --- --- ---	2,855 5,126 24,970 16 21 92

**Civilian Employees – FY03
US Army Training Center and Fort Jackson**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N						
102b. Are elder care programs available to you? Army Training Center	<table border="1"> <tr> <td>Yes</td> <td>7%</td> </tr> <tr> <td>No</td> <td>13%</td> </tr> <tr> <td>Don't Know</td> <td>80%</td> </tr> </table>	Yes	7%	No	13%	Don't Know	80%	--- --- ---	1 2 12
Yes	7%								
No	13%								
Don't Know	80%								

**Civilian Employees – FY03
US Army Training Center and Fort Jackson**

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 103. I am willing to relocate geographically for a promotion.										
Total Army	  	19	24	19	20	18	--	3.05	1.38	32,112
Fort Jackson Garrison	  	18	26	23	18	15	--	3.15	1.32	122
Army Training Center	  	7	7	14	43	29	--	2.21	1.19	14

**Civilian Employees – FY03
US Army Training Center and Fort Jackson**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
104. Select the response that best matches your career plans:			
Total Army			
I intend to look for other employment outside of the Army.	13%	--	4,274
I intend to look for other employment within the Army.	25%	--	8,199
I intend to stay in my current organization.	62%	--	20,518
Fort Jackson Garrison			
I intend to look for other employment outside of the Army.	11%	--	14
I intend to look for other employment within the Army.	40%	--	50
I intend to stay in my current organization.	49%	--	62
Army Training Center			
I intend to look for other employment outside of the Army.	0%	--	0
I intend to look for other employment within the Army.	7%	--	1
I intend to stay in my current organization.	93%	--	13
105. How long do you expect to continue working for your organization?			
Total Army			
More than 5 years	44%	--	14,629
4–5 years	16%	--	5,240
1–3 years	30%	--	9,964
Less than 1 year	10%	--	3,386
Fort Jackson Garrison			
More than 5 years	38%	--	49
4–5 years	14%	--	18
1–3 years	39%	--	50
Less than 1 year	9%	--	11
Army Training Center			
More than 5 years	60%	--	9
4–5 years	27%	--	4
1–3 years	13%	--	2
Less than 1 year	0%	--	0

**Civilian Employees – FY03
US Army Training Center and Fort Jackson**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
106. Select the response that best matches your retirement plans:			
Total Army			
I plan to leave before retirement.	5%	---	1,522
I am undecided about staying beyond my retirement eligibility date.	33%	---	11,072
I plan to stay beyond my retirement eligibility date.	23%	---	7,516
I would take an early out, if offered.	17%	---	5,528
I plan to retire as soon as eligible.	23%	---	7,588
Fort Jackson Garrison			
I plan to leave before retirement.	3%	---	4
I am undecided about staying beyond my retirement eligibility date.	37%	---	48
I plan to stay beyond my retirement eligibility date.	31%	---	40
I would take an early out, if offered.	13%	---	17
I plan to retire as soon as eligible.	16%	---	21
Army Training Center			
I plan to leave before retirement.	0%	---	0
I am undecided about staying beyond my retirement eligibility date.	21%	---	3
I plan to stay beyond my retirement eligibility date.	36%	---	5
I would take an early out, if offered.	7%	---	1
I plan to retire as soon as eligible.	36%	---	5
107. I plan to retire in:			
Total Army			
More than 5 years	73%	---	23,018
4–5 years	13%	---	4,168
1–3 years	12%	---	3,687
Less than 1 year	2%	---	708
Fort Jackson Garrison			
More than 5 years	74%	---	91
4–5 years	14%	---	17
1–3 years	11%	---	13
Less than 1 year	2%	---	2
Army Training Center			
More than 5 years	67%	---	10
4–5 years	27%	---	4
1–3 years	7%	---	1
Less than 1 year	0%	---	0

**Civilian Employees – FY03
US Army Training Center and Fort Jackson**

Item Detail	PERCENT OF EMPLOYEES SELECTING RESPONSE	Pct Diff from 2001	Valid N
Feedback on Survey Results			
108. I have seen my command or installation results from the last Army Civilian Attitude Survey (2001).			
Total Army			
Yes	15%	---	5,053
No	64%	---	21,273
Don't Know	21%	---	7,013
Fort Jackson Garrison			
Yes	12%	---	15
No	74%	---	95
Don't Know	15%	---	19
Army Training Center			
Yes	7%	---	1
No	80%	---	12
Don't Know	13%	---	2
109. My organization has taken action based on results from the last Army Civilian Attitude Survey (2001).			
Total Army			
Yes	5%	---	1,540
No	14%	---	4,697
Don't Know	81%	---	27,042
Fort Jackson Garrison			
Yes	4%	---	5
No	12%	---	16
Don't Know	84%	---	108
Army Training Center			
Yes	0%	---	0
No	33%	---	5
Don't Know	67%	---	10