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PROGRAMS AND WORK CONTROL CAREER LADDER (BCE) AFSCS 55530, 5557--ETC(U)
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OCCUPATIONAL SURVEY REPORT.

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6 PROGRAMS AND WORK CONTROL CAREER LADDER (BCE)
AFSCs 55530, 55570, and 55590.

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OCCUPATIONAL SURVEY BRANCH
USAF OCCUPATIONAL MEASUREMENT CENTER
RANDOLPH AFB TEXAS 78148

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PREFACE

This report presents the results of a detailed Air Force Occupational survey of the Programs and Work Control (BCE) Specialty (AFSCs 55530, 55570, and 55590).

The project was directed by USAF Program Technical Training, Volume 2, dated December 1976. Authority for conducting occupational surveys is contained in AFR 35-2. Computer outputs from which this report was produced are available for use by operating and training officials.

The survey instrument was developed by 2d Lt Ann L. P. Pont, Inventory Development Specialist. Major William A. Tamashunas analyzed the survey data and wrote the final report. This report has been reviewed and approved by Lt Col Jimmy L. Mitchell, Chief, Airman Career Ladders Analysis Section, Occupational Survey Branch, USAF Occupational Measurement Center, Randolph AFB, Texas, 78148.

Computer programs for analyzing the occupational data were designed by Dr. Raymond E. Christal, Occupational and Manpower Research Division, Air Force Human Resources Laboratory (AFHRL), and were written by the Project Analysis and Programming Branch, Computational Sciences Division, AFHRL.

Copies of this report are available to air staff sections, major commands, and other interested training and management personnel upon request to the USAF Occupational Measurement Center, attention of the Chief, Occupational Survey Branch (OMY), Randolph AFB, Texas 78148.

This report has been reviewed and is approved.

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SUMMARY OF RESULTS

1. Survey Coverage. The Programs and Work Control (AFS 555X0) job inventory was administered during the period January 1978 through April 1978. Survey results are based on responses from 1,008 (or 74 percent) of the 1,356 incumbents assigned to the 555X0 specialty.
2. Specialty Job Structure. Eighty-nine percent of all survey respondents were identified in nine major functional areas which realistically reflected the major jobs performed by survey respondents as directed by AFR 85-1, AFR 85-10, and Test Regulation (TR) 85-X. Specialized job groups and contrasting "TR 85-X" and "non-TR 85-X" groups within specific functional areas are reported. Potential problems in the Service Call/Customer Service area might exist, based upon responses to job satisfaction and related items.
3. DAFSC and Experience Groups. As skill level and time in the career field increased, respondents performed more total tasks and more supervisory tasks. Many 3-skill level respondents dominated the production control activities of IWP programming and work authorization, scheduling, and service calls/customer service while 60 percent of all 7- and 9-skill level respondents performed in inspection and analysis, planning, and supervisory functional areas.
4. Data Comparisons to AFR 39-1. Specialty Descriptions addressed all major functions and jobs. Current AFR's 85-1 and 85-10 (effective 1 Oct 78) change some references and functions within these descriptions (e.g. program development as a functional area is deleted).
5. Comparison to Previous Study. Compared with the 1973 study of this specialty, newly identified functional groups include: P & WC Chiefs and NCOIC's, Prime Beef NCO's, and Technical Instructors. No longer reported are "Total Programmers" since this function - and related activities - was deleted from this specialty during Cy 76.
6. Job Groups Directed by Test Regulation (TR) 85-X. In TR 85-X test units, schedulers performed some tasks previously related to In Service Work Plan (IWP) programming, IWP programming respondents performed some tasks commonly with service calls/customer service personnel; service calls/customer service respondents performed tasks associated with customer-initiated, emergency, and urgent job order processing. Within the Service Calls/Customer Service functional area, the "TR 85-X" (vs the "non-TR 85-X") job group reported that their job was less interesting and that their talents and training were being used less effectively.

OCCUPATIONAL SURVEY REPORT
PROGRAMS AND WORK CONTROL SPECIALTY
(AFSC's 55530, 55570, 55590)

INTRODUCTION

This is a report of an occupational survey of the Programs and Work Control (AFS 555X0) specialty completed by the Occupational Survey Branch, USAF Occupational Measurement Center, during October 1978. The 555X0 career ladder is a lateral Air Force Specialty in which incumbents progress from the 3-skill level (specialist) directly to the 7-skill level (technician). To enter this specialty, personnel must have been qualified at the 5-skill level in a 54XXX, 55XXX, or 56XXX career field and must have gained experience in performing or supervising functions such as scheduling or determining resource requirements. AFS 555X0 incumbents are responsible for programming, planning, controlling, and evaluating all work done by the Base Civil Engineer (BCE) work force. A previous occupational survey report for the 555X0 specialty was published in February 1973.

Since the 1973 report, major organizational changes - with some job responsibility changes - have occurred within the 555X0 specialty. During calendar year (CY) 1976, the BCE "Total Programming" concept and its associated activities were deleted and were restructured as Financial Management, Contract Programming, and In-Service Work Plan (IWP) Programming functions within the CE Programs Division. During CY's 1977 and 1978, selected BCE organizations were tasked to reorganize under Test Regulation AFR 85-X (TR 85-X) to evaluate and to refine management and organizational concepts to be included in AFR 85-1 and AFR 85-10 (both became effective 1 Oct 78). Under TR 85-X the following major changes were being tested in some units during the period when this survey was administered:

1. The Programs Development agency was deleted and its three major functions of Financial Management, Contract Programming, and IWP Programming were re-aligned with three different BCE agencies.
2. A new Resources and Requirements Management agency was organized, which included Production Control (combining work control and IWP programming activities) along with Planning and Material Control agencies, both of which were re-aligned from the Programs Division.
3. A Customer Service unit, which centralized customer and IWP generated service call, job order and work order processing activities, was formed under Production Control. Table 1 highlights the major functional area changes which were tested by TR 85-X and which are being implemented under AFR's 85-1 and 85-10, effective 1 October 1978 (based on telecom with the AF Engineering Technology Office/DOY, Tyndall AFB, Florida).

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TABLE 1

AFS 555X0 FUNCTIONAL AREAS

<u>PRIOR FUNCTIONS</u>	<u>FUNCTIONS UNDER TR 85-X</u>
I. <u>INDUSTRIAL ENGINEERING/QUALITY CONTROL</u>	<u>INDUSTRIAL ENGINEERING/QUALITY CONTROL (I)</u>
II. <u>PROGRAMS DEVELOPMENT</u>	----DELETED----
A. FINANCIAL MANAGEMENT	<u>FINANCIAL MANAGEMENT - SEPARATE AGENCY (IIA)</u>
B. CONTRACT PROGRAMMING	<u>CONTRACT MANAGEMENT AND PLANNING (IIB)</u> (PART OF <u>ENGINEERING & ENVIRONMENTAL PLANNING</u>)
C. IN SERVICE WORK PLAN (IWP) PROGRAMMING
III. <u>PLANNING</u>
A. FACILITY SURVEY (FS) SCHEDULING
B. FS ACCOMPLISHMENT
IV. <u>MATERIAL CONTROL</u>
V. <u>OPERATIONS & MAINTENANCE - WORK CONTROL (WC)</u>	<u>OPERATIONS - RESOURCES & REQUIREMENTS MANAGEMENT (V)</u>
	1. <u>PRODUCTION CONTROL</u>
A. WC SCHEDULING	- WC SCHEDULING (VA) - IWP PROGRAMMING (IIC)
B. SERVICE CALLS (SC)	- CUSTOMER SERVICE (SC, JOP, WOP) (VB, VC)
C. JOB ORDER/WORK ORDER PROCESSING (JOP/WOP)	
D. VEHICLE CONTROL	2. <u>VEHICLE CONTROL PLUS MATERIAL CONTROL, CONTINGENCY MANAGEMENT, & PRIME BEEF WILL FORM READINESS & LOGISTICS (VD, IV)</u>
.....	3. <u>PLANNING (III)</u>
.....	- FS SCHEDULING (IIIA)
.....	- FS ACOMPLISHMENT (IIIB)

Further, the Specialty Training Standard (STS) for AFS 555X0 was revised at a Specialty Scrubdown Conference held at Sheppard AFB, Texas, during August 1978 to address the reorganized 555X0 specialty. The corresponding 3ALR55530 technical training course (taught at Sheppard AFB, Texas) is being revised to address the tentative AFS 555X0 STS and the previously identified specialty changes.

This report will basically address the following areas: (1) the development and administration of the survey instrument; (2) the job structure identified in the 555X0 specialty and related skill level and experience level groups; (3) a comparison of job structure and DAFSC data with AFR 39-1 Specialty Descriptions; (4) a comparison of the present with the previous 1973 survey report; and (5) comparisons of job groups performing tasks directed by TR 85-X with those groups not directed by TR 85-X.

INVENTORY DEVELOPMENT AND ADMINISTRATION

The data collection instrument for this occupational survey was USAF Job Inventory AFPT 90-555-306 which was developed in part from the 1973 555X0 inventory. As a starting point, the 555X0 tasks from the previous inventory were reviewed and revised after thorough research of specialty publications and directives. From this process, a new tentative task list was made up. Inventory developers then conducted personal interviews with 17 subject matter specialists at six facilities to review the tentative task list for completeness and accuracy. After making any necessary revisions, this task list was then sent out to 76 experienced AFS 555X0 technicians at 30 operational bases in the field for their written review. This process resulted in a final inventory of 313 tasks grouped under nine duty headings and a background section that included information about the respondents such as grade, duty title, and job interest.

During the period January through April 1978, consolidated base personnel offices in operational units worldwide administered the inventory to job incumbents holding DAFSCs 555X0. These job incumbents were selected from a computer generated mailing list obtained from personnel data tapes maintained by the Air Force Human Resources Laboratory (AFHRL). Each individual who completed the inventory first completed an identification and biographical information section, and then checked each task performed in their current job.

After checking all tasks performed, each incumbent then rated each of these tasks on a nine-point scale showing relative time spent on that task as compared to all other tasks checked. The ratings ranged from one (very-small-amount time spent) through five (about-average time spent) to nine (very-large amount time spent). To determine relative time spent for each task checked by a respondent, all an incumbent's ratings are assumed to account for 100 percent of his or

her time spent on the job and are summed. Each task rating is then divided by the total task responses and the quotient multiplied by 100. This procedure provides a basis for comparing tasks not only in terms of percent members performing but also in terms of average percent time spent.

Personnel were selected to participate in this survey so as to assure representative samples across Command, CONUS/OVERSEAS, and DAFSC groups. Table 2 reflects the percentage distribution, by major command, of assigned personnel in the Programs and Work Control Specialty. Also reflected is the distribution, by command, of incumbents in the final survey sample. The 1,008 respondents making up the final sample represent 74 percent of the 1,356 members assigned to the 555X0 specialty. Tables 3 and 4 reflect survey and assigned personnel distributions in terms of DAFSC groups and CONUS/OVERSEAS groups.

TABLE 2
COMMAND DISTRIBUTIONS

<u>COMMAND</u>	<u>PERCENT OF ASSIGNED*</u>	<u>PERCENT OF SAMPLE</u>
SAC	25	27
TAC	14	14
MAC	12	13
USAFE	12	12
ATC	7	8
PACAF	8	7
AFSC	6	6
ADCOM	4	4
OTHER (eg AFLC, USAFSS, AAC, USAFA, etc)	<u>12</u>	<u>9</u>
TOTAL	100	100
NUMBER ASSIGNED -	1,356	
NUMBER SAMPLED -	1,008	
PERCENT SAMPLED -	74%	

* BASED ON UAR, PART I, JUN 78

TABLE 3
DAFSC DISTRIBUTIONS

<u>DAFSC</u>	<u>PERCENT OF ASSIGNED*</u>	<u>PERCENT OF SAMPLE</u>
55530	47	39
55570	38	49
55590	15	12

* BASED ON UAR, PART V, JUN 78

TABLE 4
CONUS/OVERSEAS DISTRIBUTIONS

	<u>PERCENT OF ASSIGNED*</u>	<u>PERCENT OF SAMPLE</u>
CONUS	71	73
OVERSEAS	<u>29</u>	<u>27</u>
TOTAL	100	100

* BASED ON UAR, PART I, JUN 78

SPECIALTY JOB STRUCTURE

This occupational analysis of the Programs and Work Control specialty identified the major types of work being performed by specialty incumbents after examining both the task descriptions and the background data of all relevant job groups. This analysis is made possible by the Comprehensive Occupational Data Analysis Programs (CODAP). The CODAP generates a number of statistical products used in the analyses of specialties. The starting product is a hierarchical clustering diagram of all jobs based on the similarity of tasks performed and the relative time spent performing tasks. By using job structure as a starting point, it is possible first to describe the existing job structure of the specialty, then to analyze current utilization patterns within the specialty. When relevant, this information can be used to examine related areas within or across specialties, such as job progression patterns (in terms of skill level data), experience patterns (in terms of time in service, time in career field, or other variables), or the accuracy and completeness of specialty documents (e.g. AFR 39-1 Specialty Descriptions and Specialty Training Standards).

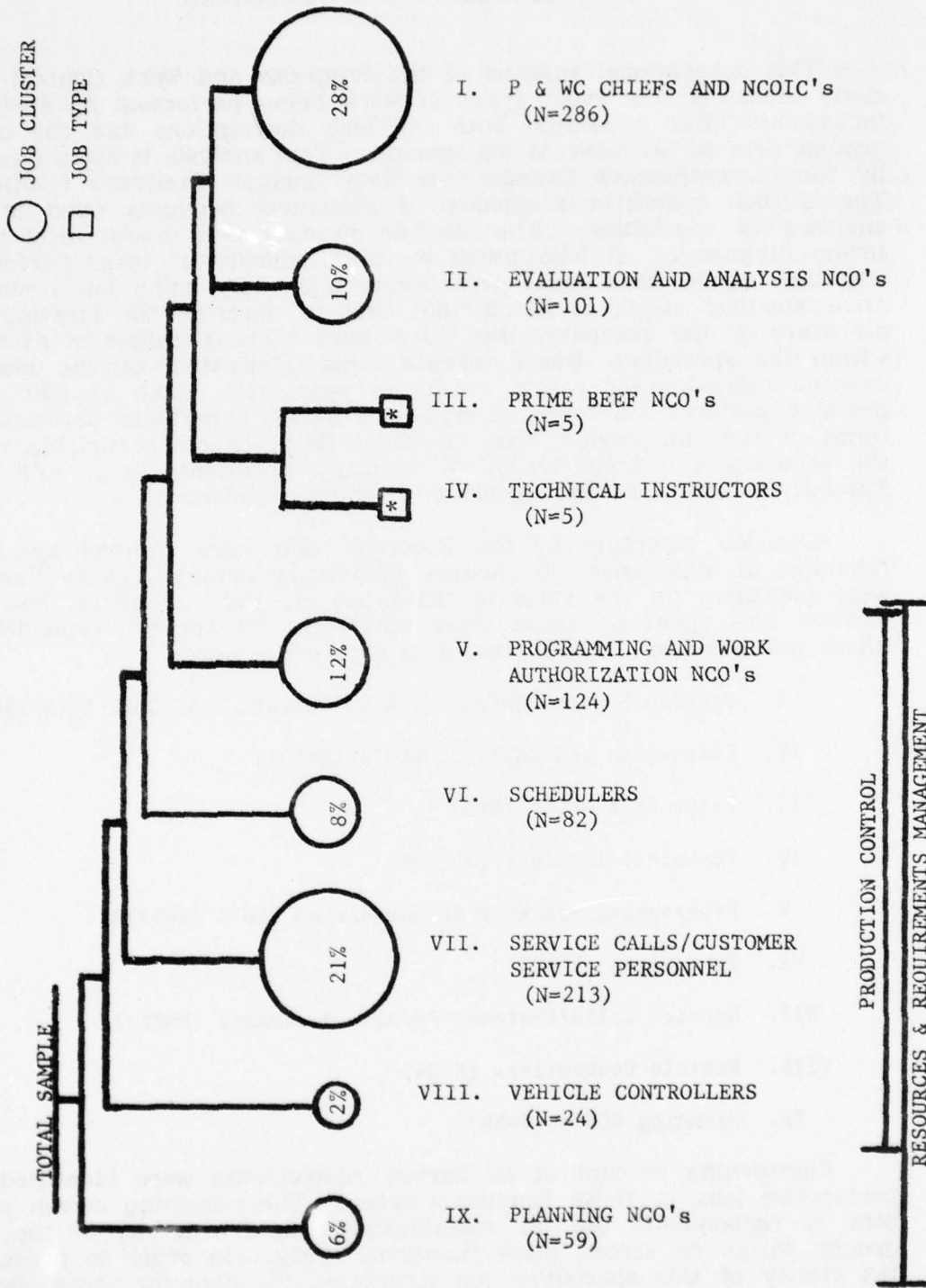
The job structure of the Programs and Work Control specialty consisted of nine major job clusters (functional areas). These clusters were identified on the basis of the types of, the number of, and the relative time spent on those tasks performed by survey respondents. These functional areas - illustrated in Figure 1 - were:

- I. Program & Work Control (P & WC) Chiefs and NCOIC's (N=286)
- II. Evaluation and Analysis NCO's (N=101)
- III. Prime BEEF NCO's (N=5)
- IV. Technical Instructors (N=5)
- V. Programming and Work Authorization NCO's (N=121)
- VI. Schedulers (N=82)
- VII. Service Calls/Customer Service Personnel (N=213)
- VIII. Vehicle Controllers (N=24)
- IX. Planning NCO's (N=59)

Eighty-nine percent of all survey respondents were identified as performing jobs in these functional areas. The remaining eleven percent of respondents did not meaningfully relate with any of the job groups within or across these functional areas. In order to preserve the clarity of this specialty's job structure, the data for these eleven percent of the survey respondents were not used during this job structure analysis.

FIGURE 1

PROGRAMS AND WORK CONTROL JOB STRUCTURE



* INDICATES LESS THAN ONE PERCENT

Brief descriptions of the nine major functional areas are given below. Tables 5 and 6 present background data on each of these areas. Appendix A presents data summaries for those distinct job groups which were identified within the P & WC Chiefs and NCOIC's area and in the Evaluation and Analysis NCO's job cluster. Appendix B offers survey data comparing the distinct job groups who performed, and who did not perform, tasks under Test Regulation (TR) 85-X during this survey's administration period.

Group Descriptions

I. Programs and Work Control (P & WC) Chiefs and NCOIC's (N=286). These respondents formed the largest job cluster in this study. More than any other functional area, this group reported that they performed more tasks (averaging 115 tasks) and that they supervised military and civilian personnel (see Table 5). Group distinguishing tasks which were performed by these respondents included: supervising AFS 555X0 specialists and technicians; preparing performance reports; supervising civilian personnel; scheduling leaves and passes; inspecting personnel; and assigning personnel to duty positions. More than 60 percent of their job time was spent performing tasks related to directing and implementing; maintaining forms, records, and reports; performing work control or service call center tasks; evaluating and inspecting; and planning and organizing. Representative tasks included: coordinating work activities with other units or agencies; identifying work priorities and classification; evaluating work schedules; and developing work methods or procedures.

Within this cluster three subgroups were noted: Work Control Chiefs, Senior Schedulers, and Chiefs of Planning and Programming. Detailed descriptive data on these groups is given in Appendix A. The Work Control Chiefs referred to themselves, primarily, as Chiefs of Work Control, Chiefs of Production Control, and Chiefs of Service Calls. The Senior Schedulers group included Work Control Schedulers and Missile Schedulers.

More than 75 percent of this group were DAFSC 55570 or 55590 respondents; the majority of these group members were assigned to SAC, TAC, USAFE, and MAC.

II. Evaluation and Analysis NCO's (N=101). More than 44 percent of these respondents' relative job time was spent performing evaluating and inspecting tasks. Representative tasks included: evaluate work in progress; conduct studies to determine compliance with directives or plans; perform follow-up analysis after inspection team visits; evaluate inspection reports and procedures; prepare staff studies, surveys, or special reports.

Approximately 40 percent of these respondents reported being overseas. As might be expected, representative tasks of a group of overseas respondents in this cluster included: evaluating contractor

performance, supervising civilian personnel, and evaluating budget requirements.

Five job groups (further described in Appendix A) were identified in this functional area: Plant Managers, Industrial Engineer and Quality Control NCO's, Contract Programmers, Technical Representatives for the Contract Officer (TRCO's), and Safety NCO's.

These DAFSC 55570 and 55590 respondents are the most experienced personnel in this specialty (except for five Prime BEEF NCO's) with more average time in the service and in the career field than other functional areas (see Table 5). Fifty-eight percent of this group were assigned to SAC, USAFE, and PACAF. Notably, 30 percent of these experienced respondents reported that they did not intend to reenlist.

III. Prime BEEF NCO's (N=5). This small group of respondents called themselves Prime BEEF or Disaster Preparedness NCO's. They were assigned to SAC, TAC, USAFE, and AFLC; they performed an average of 58 tasks. Approximately 65 percent of their time is spent on tasks related to directing and implementing, training, and evaluating and inspecting. Characteristic tasks include: interpreting policies, directives, or procedures for subordinates; conducting briefings; evaluating alert, disaster, or emergency plans or procedures; planning or scheduling training programs; and arranging for or procuring training aids, space, or equipment.

These five respondents had the highest average number of months in the service and in the career field within the sample, while three of these five members indicated that they did not intend to reenlist.

IV. Technical Instructors (N=5). Four of these personnel were assigned to ATC and one individual was assigned to TAC. These respondents spent 37 percent of their time performing training tasks. Among their representative tasks were: conducting formal technical training courses; administering oral, written, or performance tests; maintaining training records, charts, or graphs; and preparing test questions.

All were 7- and 9-skill level respondents who performed an average of 41 tasks.

V. Programming and Work Authorization NCO's (N=121). This functional area consisted mainly of respondents who called themselves Work Authorization Specialists and In-Service Work Plan (IWP) Programmers. A small group of Customer Service personnel was also identified. These incumbents were responsible for processing and approving work orders and for programming repetitive, non-contract work. More than 57 percent of their time was spent maintaining forms, records, and reports and performing work flow tasks. The three most time-consuming tasks performed by the most respondents were: assign control numbers such as work order numbers or job order numbers; operate remote keyboards -- BEAMS; and prepare, process, or review work

request Forms - AF Form 332. Additionally, preparing draft or final copies of work order forms (AF Forms 327), maintaining facility folders, and logging entries in work order registers were tasks performed by at least 66 percent of these personnel. Notably, these six tasks accounted for almost 17 percent of this group's total job time.

Within this cluster, two subgroups were distinguished based upon group members performing or not performing tasks directed by TR 85-X. Discriminating tasks for both groups can be found in Appendix B.

These DAFSC 55530 and 55570 respondents performed an average of 43 tasks and were assigned, primarily, to SAC (21 percent), TAC (16 percent), USAFE (14 percent), MAC (12 percent), and PACAF (9 percent).

VI. Schedulers (N=82). These scheduling respondents performed fewer tasks (30) and performed fewer supervisory tasks than the Senior Schedulers job group in the P & WC Chiefs and NCOIC's functional area. These group members called themselves Schedulers and Recurring Maintenance Monitors and Schedulers. They spent 60 percent of their relative job time on performing work control and service call center tasks and on maintaining forms, records, and reports. Distinctly, preparing weekly schedule forms (AF Form 561); conducting or attending weekly scheduling meetings; operating remote keyboards (BEAMS); annotating and collating weekly schedule forms (AF Form 561); and entering estimated manhours by labor utilization code into BEAMS all accounted for more than 20 percent of their total job time.

Within this functional area, two groups -- distinguished by respondents performing or not performing tasks under TR 85-X -- were identified. Discriminating tasks for both these groups are highlighted in Appendix B.

All scheduler respondents were 3- and 7-skill level personnel, most of whom were assigned to SAC, TAC, MAC, USAFE, and ATC.

VII. Service Calls/Customer Service Personnel (N=213). This was the largest technically-oriented functional area in this specialty. These DAFSC 55530 and 55570 group members reported their job titles as Service Call Specialists, Job Order Processing personnel, and Customer Service personnel. Performing work control or service call tasks and maintaining forms, records, and reports accounted for more than 60 percent of their job time. Representative tasks included: preparing service call job orders; preparing service call/job order record forms (AF Forms 1879); determining the urgency and category of service calls or job orders; deploying Do-It-Now (DIN) trucks; and dispatching Fast Action Service Team (FAST) craftsmen. Within this functional area, service call personnel reported performing tasks more related to emergency service (e.g. deploying DIN Trucks) while job order processing personnel reported performing tasks more associated with urgent --less immediate -- requirements (e.g. dispatching FAST craftsmen).

Based on whether group members performed or did not perform tasks under TR 85-X, two groups within this cluster were identified (see Appendix B).

Service Calls/Customer Service respondents reported: the lowest average grade (4.8); the least amount of time in the service (125 months); and the least positive responses to inventory items related to job satisfaction (see Table 6). Most of these group members reported being assigned to SAC, MAC, ATC, TAC, and USAFE.

VIII. Vehicle Controllers (N=24). Scheduling and controlling the vehicle fleet dedicated to BCE activities generally describes the job of these respondents. Tasks such as establish vehicle or equipment requirements; analyze trends of vehicle use; maintain vehicle control charts; prepare maintenance schedules of vehicles; and schedule vehicle or equipment for support work characterized these group members.

These controllers' average grade was 5.4. Ninety-two percent were DAFSC 55530 and 55570 personnel who averaged 97 months in the career field. Commands of assignment included: MAC (25 percent), SAC (17 percent), TAC (17 percent), USAFE (17 percent), and PACAF (13 percent).

IX. Planning NCO's (N=59). Primarily assigned to SAC, TAC, MAC, AFSC, and USAFSS, these 3- and 7-skill level respondents spent approximately 67 percent of their time performing tasks associated with planning, directing and implementing, and maintaining forms, records, and reports. Among their most time consuming tasks were: estimating job orders, work orders, and work requests; preparing job phase calculation sheets (AF Forms 1081); and using engineering performance standards (NAV-DOCK-P-700 series) in planning and estimating work orders or job orders.

Within this functional area three job groups were identified: Chiefs of Planning who performed supervisory and estimating tasks; Planning Technicians (PT's) who interpreted plans and estimated plans' requirements; and PT's who estimated plans requirements and scheduled facility surveys.

All these respondents performed an average of 35 tasks. Seventy-one percent of these group members were DAFSC 55570 personnel.

Summary

The job clusters and job groups identified during this job structure analysis reflect AFS 555X0 major functional areas specified in TR 85-X, in AFR 85-1, and in AFR 85-10. The P & WC Chiefs and NCOIC's (supervisory) cluster included "Chiefs" of most Programs and Work Control areas who grouped together on the basis of common supervisory tasks performed. Contract Programming and IWP Programming

job groups were identified as distinct groups and as being in two separate job clusters; current directives have relocated these two activities into two separate agencies within the BCE structure. Under TR 85-X and current directives, Resources and Requirements Management includes Production Control and Planning functions while Production Control includes IWP Programming (and Work Authorization), Scheduling, and Customer Service (with Service Calls and IWP Job Order Processing) activities. These functions and activities were identified as job clusters and as job groups during analysis. Further, their relative task relationships were reflected on the hierarchical grouping diagram which was used during analysis and which is summarized in Figure 1. Combined scheduling and programming tasks, specified in TR 85-X, were reflected in data of Appendix B. Service Calls and Job Order Processing respondents clustered together with Customer Service respondents.

Three general response patterns across all the functional areas identified during analysis seem noteworthy. Groups that performed jobs under TR 85-X performed more tasks than functionally related "non-TR 85-X" groups. The average number of months that respondents had been in their present jobs (16.0 months for all respondents) tends to suggest considerable job mobility within this specialty. As respondents' skill levels and job responsibilities increased, the number of tasks performed by job groups increased.

Based upon a review of Table 6 data, AFS 555X0 respondents generally indicated that their jobs were interesting, that their talents and training were being used, and that they intended to reenlist. However, job groups in the production control functions of service calls/customer service and of vehicle control reported their jobs as least interesting and their talents and training as least used when compared to other AFS 555X0 functional groups. Two of the five Prime BEEF NCO's reported that their talents and training were being used very little or not at all while only two of these respondents indicated that they would reenlist.

TABLE 5
BACKGROUND DATA FOR FUNCTIONAL AREA GROUPS

TASKS PERFORMED	P & WC CHIEFS AND NCOIC'S (N=286)		EVALUATION AND ANALYSIS NCO'S (N=101)		PRIME BEEF NCO'S (N=5)		TECHNICAL INSTRUCTORS (N=5)		PROGRAMMING AND WORK AUTHORIZATION NCO'S (N=124)		SCHEDULING (N=82)		SERVICE CALLS/CUSTOMER SERVICE PERSONNEL (N=213)		VEHICLE CONTROLLERS (N=24)		PLANNING NCO'S (N=59)	
	115	49	58	41	43	30	34	31	35									
GRADE	6.2	6.4	6.8	6.6	5.2	5.0	4.8	5.4	5.6									
PERCENT SUPERVISING NUMBER SUPERVISED	68%	24%	0	60%	15%	18%	24%	29%	17%									
DAFSC	22	4%	40%	0	52%	66%	69%	42%	24%									
55570	52	73%	20%	60%	46%	34%	30%	50%	71%									
55590	25	22%	40%	40%	2%	0	0	4%	3%									
(NO RESPONSE)	1	1%	0	0	0	0	1%	4%	2%									
PERCENT CONUS	72%	56%	80%	100%	69%	85%	80%	67%	75%									
PERCENT OVERSEAS	28%	40%	20%	0	31%	15%	20%	29%	24%									
(NO RESPONSE)	0	2%	0	0	0	0	0	4%	1%									
TIME IN PRESENT JOB (MONTHS)	16.4	19.8	21.0	18.4	13.9	15.9	15.9	9.3	16.7									
TIME IN CAREER FIELD (MONTHS)	106	121	78	127	78	63	57	97	93									
TIME IN MILITARY SERVICE (MONTHS)	166	182	190	189	144	133	125	144	156									

TABLE 6

RESPONSES RELATING TO JOB SATISFACTION BY FUNCTIONAL AREA GROUPS
(PERCENT MEMBERS RESPONDING)

	P & WC CHIEFS & NCOIC'S	EVAL & ANALYSIS	PRIME BEEF	TECH IN'S	PROG'G & WORK AUTH	SCHED'G	SERV CALL/ CUST SERV	VEH CNTL	PLAN'G
<u>I FIND MY JOB:</u>									
DULL	8	9	20	0	13	11	27	17	5
SO-SO	13	9	-	-	17	22	25	29	9
INTERESTING	78	79	80	100	70	66	45	54	86
NO RESPONSE	1	3	-	-	-	1	3	-	-
<u>MY JOB USES MY TRAINING:</u>									
VERY LITTLE OR NOT AT ALL	20	26	40	-	23	20	47	50	15
FAIRLY WELL TO PERFECTLY	78	74	60	100	75	80	53	50	85
NO RESPONSE	2	-	-	-	2	-	-	-	-
<u>MY JOB USES MY TALENTS:</u>									
VERY LITTLE OR NOT AT ALL	15	19	40	-	23	23	46	38	14
FAIRLY WELL TO PERFECTLY	83	80	60	100	77	77	53	62	86
NO RESPONSE	2	1	-	-	-	-	1	-	-
<u>PLANS TO REENLIST:</u>									
NO OR PROBABLY NO	30	30	60	-	23	24	34	17	25
YES OR PROBABLY YES	70	69	40	100	76	76	65	83	73
NO RESPONSE	-	1	-	-	1	-	1	-	2

ANALYSIS OF DAFSC GROUPS

In conjunction with the job structure analysis of the Program and Work Control specialty, DAFSC groups were reviewed for general trends or patterns. Table 7 presents the relative percent time spent by members of DAFSC groups on tasks in duties listed in the job inventory (See Introduction for explanation of relative time spent). Generally, as respondents in this specialty progressed from the 3- through the 9-skill level, they reported performing more tasks and spending more time performing supervisory tasks.

Programs and Work Control (P & WC) DAFSC Groups

DAFSC 55530, P & WC Specialists. These 397 respondents primarily performed technical tasks. As seen in Table 7, these 3-skill level personnel spend more than 52 percent of their time performing work control and service call center tasks and maintaining forms, records, and reports. Representative tasks performed by large percentages of this group included: preparing service call or job order forms (AF Form 1879); deploying Do-It-Now (DIN) trucks; distributing job orders and work orders to controllers; determining the urgency and category of service calls and job orders; and coordinating work activities with other units and agencies. These, and other 3-level tasks, complement the job structure analysis. Respondents with DAFSC 55530 dominate the production control functions of programming and work authorization, scheduling, vehicle control, and service calls/customer service. Since 69 percent of production control respondents were DAFSC 55530 personnel and since service calls/customer service 3-level respondents accounted for 53 percent of all production control respondents, service call and job order processing tasks were performed by the largest percentages of 3-skill level respondents.

The average grade for DAFSC 55530 members was 4.7 while 51 (or 13 percent) of these respondents reported supervising an average of two people.

DAFSC 55570, P & WC Technicians. At this skill level, these 489 members performed technical and supervisory tasks. Table 7 reflects a greater distribution of time spent--on more tasks--across duties by these respondents. Characteristic tasks are: coordinating work activities with other units and agencies; drafting correspondence; receiving, processing, and following up complaints and inquiries; evaluating work in progress; planning or preparing briefings; and interpreting drawings or plans. Coincident with the SPECIALTY JOB STRUCTURE section, DAFSC 55570 respondents were primarily found in the supervisory, evaluation and analysis, and planning functions.

These 7-skill level personnel had an average grade of 5.8 while 42 percent of these respondents reported supervising an average of four people.

Differences Between DAFSC 55530 and 55570 Groups

DAFSC 55530 respondents performed an average of 51 tasks, and DAFSC 55570 members performed an average of 58 tasks. Table 8 presents discriminating tasks between these groups. The supervisory tasks performed by 7-skill level respondents distinguished 7-skill level tasks from 3-skill level tasks.

DAFSC 55590 P & WC Superintendents. Sixty-seven percent of these 9-skill level respondents' time was spent performing tasks related to evaluating and inspecting, directing and implementing, and planning and organizing. These DAFSC 55590 respondents performed more tasks and spent more time performing supervisory tasks than 7-skill level members. Common tasks include: establishing operating instructions such as standard operating procedures; inspecting Base Engineer Automated Management System (BEAMS) products; drafting correspondence; evaluating work schedules; and supervising P & WC technicians and civilian personnel. In the SPECIALTY JOB STRUCTURE section many of these respondents were identified in the supervision and in the evaluation and analysis functional areas.

Of the 113 members in this group, 80 members reported supervising an average of six personnel. All DAFSC 55590 respondents had an average grade of 7.4.

Differences Between DAFSC 55570 and 55590 Groups

The DAFSC 55590 group members perform more tasks, perform more supervisory tasks, and spend more time performing supervisory tasks than do DAFSC 55570 respondents. Table 9 offers some discriminating tasks between these groups.

Summary

Comparing the 3-, 7-, and 9-skill level groups, as skill level increased respondents reported performing more tasks, especially supervisory tasks. Corresponding to the job structure of this specialty, 3-skill level personnel performed tasks most related to production control functions while 7- and 9-skill level members more often performed tasks in the supervision, the evaluation and analysis, and the planning functional areas. All skill level group members reported relatively short time in their present job; average times for DAFSC 55530, 55570, and 55590 respondents were 14.4 months, 17.4 months, and 15.3 months, respectively. CONUS vs Overseas percentages for each skill level group were approximately 75 percent vs 25 percent, respectively. In contrast to many other specialties in which 9-skill level respondents spend more time on fewer tasks than do 7-skill level personnel, DAFSC 55590 respondents reported performing more total tasks than DAFSC 55570 survey incumbents.

TABLE 7

PERCENT TIME SPENT ON DUTIES BY DAFSC GROUPS

DUTIES	DAFSC	DAFSC	DAFSC
	55530 (N=397)	55570 (N=489)	55590 (N=113)
A PLANNING AND ORGANIZING	8	12	17
B DIRECTING AND IMPLEMENTING	9	17	25
C EVALUATING AND INSPECTING	7	17	26
D TRAINING	2	4	6
E MAINTAINING FORMS, RECORDS AND REPORTS	23	19	12
F PERFORMING WORK FLOW TASKS	9	7	3
G PERFORMING PLANNING TASKS	2	3	1
H PERFORMING WORK CONTROL OR SERVICE CALL CENTER TASKS	30	15	7
I PERFORMING DUTIES UNDER TEST REGULATION AFR 85-X (TR AFR 85-X)	10	6	3

TABLE 8

TASKS DISTINGUISHING DAFSC 55530 AND DAFSC 55570 SKILL LEVEL GROUPS
(PERCENT MEMBERS PERFORMING)

TASK	DAFSC 55530	DAFSC 55570	ABSOLUTE DIFFERENCE
H9 DEPLOY DO-IT-NOW (DIN) TRUCKS	48	23	+25
H5 ASSIGN SERVICE CALLS TO COST CENTERS	51	29	+22
H38 PREPARE SERVICE CALL JOB ORDERS	52	31	+21
H4 ASSIGN JOBS TO CRAFTSMEN	43	22	+21
A19 PLAN OR PREPARE BRIEFINGS	27	48	-21
E23 PREPARE DRAFTS OF OUTGOING CORRESPONDENCE OR REPORTS	18	39	-21
C32 PREPARE AIRMAN OR NCO PERFORMANCE REPORTS (APR)	16	38	-22
C31 PERFORM FOLLOW-UP ANALYSIS AFTER INSPECTION TEAM VISITS	15	37	-22
B23 INTERPRET POLICIES, DIRECTIVES, OR PROCEDURES FOR SUBORDINATES	19	41	-22
B20 INDOCTRINATE NEWLY ASSIGNED PERSONNEL	22	44	-22
B7 COUNSEL SUBORDINATES	19	42	-23
A8 DEVELOP WORK METHODS OR PROCEDURES	23	46	-23
A10 ESTABLISH OFFICE INSTRUCTIONS (OI) SUCH AS STANDARD OPERATING PROCEDURES (SOP)	22	48	-26
B28 PARTICIPATE IN STAFF MEETINGS	22	50	-28
B11 DRAFT CORRESPONDENCE	22	58	-36

TABLE 9

TASKS DISTINGUISHING DAFSC 55570 AND DAFSC 55590 SKILL LEVEL GROUPS
(PERCENT MEMBERS PERFORMING)

TASK	DAFSC 55570	DAFSC 55590	ABSOLUTE DIFFERENCE
A30 SCHEDULE LEAVES OR PASSES	31	70	-39
B37 SUPERVISE P AND WC TECHNICIANS (AFSC 55570)	22	60	-38
B12 DRAFT OR REVISE JOB DESCRIPTIONS	20	56	-36
B34 SUPERVISE CIVILIAN PERSONNEL	28	64	-36
C34 PREPARE CIVILIAN PERFORMANCE RATINGS	20	54	-34
C17 EVALUATE SUGGESTIONS	23	56	-33
B21 INITIATE PERSONNEL ACTIONS	25	58	-33
B23 INTERPRET POLICIES, DIRECTIVES, OR PROCEDURES FOR SUBORDINATES	41	73	-32
C10 EVALUATE INDIVIDUALS FOR PROMOTION, DEMOTION, OR RECLASSIFICATION	20	52	-32
B30 PREPARE RECOMMENDATIONS FOR PROMOTION, DEMOTION, OR RECLASSIFICATION OF PERSONNEL	19	50	-31
B7 COUNSEL SUBORDINATES	42	73	-31
B28 PARTICIPATE IN STAFF MEETINGS	50	81	-31
C32 PREPARE AIRMAN OR NCO PERFORMANCE REPORTS (APR)	38	68	-30
C36 PREPARE RECOMMENDATIONS FOR CORRECTIVE ACTION FOR RECURRING PROBLEMS	36	66	-30
A6 DETERMINE OR PREPARE JUSTIFICATIONS FOR PERSONNEL REQUIREMENTS	21	51	-30

COMPARISON OF AFR 39-1 SPECIALTY DESCRIPTIONS TO SURVEY DATA

AFR 39-1 Specialty Descriptions for the Programs and Work Control (P & WC) Technician (AFSC's 55510, 55530, 55570) and for the P & WC Superintendent (AFSC 55590) were compared with survey DAFSC and job structure data. Generally, these descriptions addressed all major jobs and tasks performed by AFS 555X0 incumbents. However, under AFR's 85-1 and 85-10, effective 1 Oct 78, certain terms and references within these descriptions may need modification. For example, all work control references might be re-specified as production control under current directives. Specific references are as follows:

P & WC Technician (AFSC's 55510, 55530, 55570) Specialty Descriptions

Para 2a (Lines 12 & 13). "...the service call function..." is now managed by customer service. Recommend reference to "customer service" or "customer service/service call" function as a timely update.

Para 2b (Lines 18 & 19). "Withdraws job order..." Job order type work appears most related to customer service/service call activities now managed by production control. Also, IWP programming and work authorization activities are managed by production control. Recommend "...forwards to production control" vice "...forwards to work authorization".

P & WC Superintendent (AFSC 55590) Specialty Descriptions

Para 1 (Line 1). Reference to "...program development..." is outdated.

Para 2b (Lines 10-12). Entire sentence which begins "Collaborates with program development..." is outdated.

Para 2b (Lines 14-16). Reference to "...total resource programming actions..." is questionable and appears to be beyond the scope of AFS 55590 duties and responsibilities. The IWP and contract programming activities are now in separate BCE activities while "total programming" concepts and activities were deleted from this specialty during CY 76.

Para 3c (Line 4). Reference to "...program development..." is outdated.

ANALYSIS OF EXPERIENCE (TIME IN CAREER FIELD) GROUPS

No significant data trends or patterns were identified when respondents were grouped by their time in the career field (TICF) and the data were compared. Trends which were noted previously for DAFSC groups were again found. Table 9 presents the relative percent time spent on tasks in duties by TICF groups.

TABLE 10
 PERCENT TIME SPENT ON TASKS IN DUTIES BY TICF GROUPS

DUTIES	TIME IN CAREER FIELD (TICF)		
	1-48 MONTHS (N=326)	49-96 MONTHS (N=286)	97+ MONTHS (N=395)
A PLANNING AND ORGANIZING	8	10	13
B DIRECTING AND IMPLEMENTING	11	13	19
C EVALUATING AND INSPECTING	8	14	19
D TRAINING	2	4	5
E MAINTAINING FORMS, RECORDS AND REPORTS	22	21	18
F PERFORMING WORK FLOW TASKS	9	8	6
G PERFORMING PLANNING TASKS	2	2	2
H PERFORMING WORK CONTROL OR SERVICE CALL CENTER TASKS	28	20	13
I PERFORMING DUTIES UNDER TEST REGULATION AFR 85-X (TR AFR 85-X)	10	8	5

ANALYSIS OF TASK DIFFICULTY

From the listing of airmen identified to receive the occupational survey inventory, incumbents from various commands and locations who held a 7- or 9-skill level DAFSC and PAFSC were identified to also receive a task difficulty booklet. This booklet contained only the duty/task list section of the original occupational survey inventory. The survey respondent was instructed to rate all of the tasks on a nine-point scale from extremely low difficulty to extremely high difficulty, with difficulty being defined as the length of time it requires an average incumbent to learn to do the task. Interrater agreement (as assessed through components of variance of standardized group means) among the 57 raters who returned booklets was .94. Ratings were adjusted so that tasks of average difficulty have ratings of 5.00.

Generally, many tasks associated with the supervision, the evaluation and analysis, and the planning functional areas (identified in the SPECIALTY JOB STRUCTURE section) were rated above average in difficulty. Tasks related to the service call/customer service functional area were generally rated below average in difficulty.

Budgeting, contracting, and planning tasks were rated among the most difficult tasks performed by AFS 555X0 respondents. Table 11 presents the ten tasks rated as being the most difficult tasks in this specialty.

The greatest number of low difficulty tasks were related to Maintaining Forms, Records, and Reports (Duty E) and to Performing Work Control or Service Call Center Tasks (Duty H). Of the 91 total tasks in these two duties, 75 percent (66 tasks) were rated below 5.0 (average difficulty). Table 12 portrays the ten tasks rated as least difficult.

Job Difficulty Index (JDI)

Besides analyzing the relative difficulty of tasks, a relative difficulty index of jobs was computed and reviewed. To obtain a relative Job Difficulty Index (JDI), the task difficulty ratings for the tasks performed, the number of tasks performed (by specific job groups), and the time spent on tasks (by selected job groups) were entered into a statistically reliable formula. The resultant JDI's provided a relative measure of which jobs are more or less difficult when compared to other jobs identified in this survey. The index ranks jobs on a scale of one to 25, with the average JDI being 13.00. Individual JDI's were computed for all major job groups in this specialty. Table 13 reflects the JDI's for the functional areas identified in the SPECIALTY JOB STRUCTURE section of this report.

TABLE 11

THE TEN AFS 555X0 TASKS RATED AS MOST DIFFICULT

TASK	TASK DIFFICULTY INDEX	AFS 555X0 PERCENT MEMBERS PERFORMING (N=1008)
A9 DRAFT BUDGET ESTIMATES	7.79	16
B25 NEGOTIATE MAINTENANCE CONTRACTS	7.71	8
E28 PREPARE MILITARY CONSTRUCTION DATA FORMS (DD FORM 1391)	7.45	7
A11 ESTABLISH OR ADJUST BUDGET LIMITATIONS	7.35	11
C7 EVALUATE BUDGET REQUIREMENTS	7.24	11
A6 DETERMINE OR PREPARE JUSTIFICATIONS FOR PERSONNEL REQUIREMENTS	7.17	22
A18 PLAN FOR CONTRACTING WORK	7.08	14
B4 CALCULATE PROJECT DURATION OR COSTS	7.04	14
F11 PREPARE MAINTENANCE REPAIR AND MINOR CONSTRUCTION (MAREMIC) REPORTS	7.03	7
E25 PREPARE IN-SERVICE WORK PLAN FORMS (AF FORM 919)	6.94	12

TABLE 12

THE TEN AFS 555X0 TASKS RATED AS LEAST DIFFICULT

TASKS	TASK DIFFICULTY INDEX	AFS 555X0 PERCENT MEMBERS PERFORMING (N=1008)
E5 FILE GENERAL CORRESPONDENCE	3.00	32
F1 ASSIGN CONTROL NUMBERS SUCH AS WORK ORDER NUMBERS OR JOB ORDER NUMBERS	2.88	53
A30 SCHEDULE LEAVES OR PASSES	2.85	29
E9 LOG ENTRIES IN WORK ORDER REGISTER	2.82	35
F16 PREPARE WORK ORDER STRUPS	2.82	21
H28 MAINTAIN TAXI OPERATOR ROSTERS	2.73	17
H19 INITIATE REQUESTS FOR TAXI SERVICE FOR CRAFTSMEN	2.71	18
E10 MAINTAIN BCE RADIO TAXI LOG FORMS (AF FORM 1291)	2.49	24
A1 ASSIGN SPACE FOR EQUIPMENT OR SUPPLIES	2.42	24
E46 UNLOAD BCE FORMS FROM AIRCRAFT	1.37	4

TABLE 13

JOB DIFFICULTY INDICES FOR SPECIALTY JOB CLUSTERS (FUNCTIONAL AREAS)

<u>JOB CLUSTERS</u>	<u>JOB DIFFICULTY INDEX (JDI)</u>
I. P & WC CHIEFS AND NCOIC's (N=286)	17.96
II. EVALUATION AND ANALYSIS NCO's (N=101)	14.17
III. PRIME BEEF NCO's (N=5)	15.41
IV. TECHNICAL INSTRUCTORS (N=5)	14.45
V. PROGRAMMING AND WORK AUTHORIZATION NCO's (N=121)	12.01
VI. SCHEDULERS (N=82)	10.04
VII. SERVICE CALLS/CUSTOMER SERVICE PERSONNEL (N=213)	9.33
VIII. VEHICLE CONTROLLERS (N=24)	11.66
IX. PLANNING NCO's (n=59)	11.73

CONUS vs OVERSEAS DIFFERENCES

Comparisons of the tasks performed and of background data for DAFSC 55570 technicians assigned to CONUS vs Overseas locations were made. Generally, the tasks performed and the time spent performing tasks varied very little between CONUS and Overseas groups. In terms of the time spent on tasks, Overseas respondents spent a little more time evaluating contractor performance, supervising civilian personnel, and performing "TRCO" duties on base maintenance contracts while CONUS respondents spent more time preparing service call/job order forms, maintaining job order logs, and attending weekly scheduling meetings. Overseas respondents reported performing an average of 61 tasks as compared to 58 tasks by CONUS respondents. Table 14 presents the tasks which most discriminate between CONUS and Overseas DAFSC 55570 respondents.

Comparisons of background data indicated that Overseas - vs - CONUS respondents were comparable in months in the service (178 mos vs 179 mos), averaged more months in this career field (105 mos vs 101 mos), and functioned as supervisors slightly more frequently (44 percent supervised an average of four personnel vs 41 percent supervised an average of four personnel).

The data reflect that there were no significant differences between CONUS and Overseas groups.

TABLE 14

THE MOST DISCRIMINATING TASKS PERFORMED BY DAFSC 55570 CONUS AND OVERSEAS GROUPS
(IN PERCENT MEMBERS PERFORMING)

TASKS	CONUS	OVERSEAS	ABSOLUTE DIFFERENCE
E38 PREPARE SERVICE CALL/JOB ORDER RECORD FORMS (AF FORM 1879)	46	31	+15
H11 DETERMINE URGENCY AND CATEGORY OF SERVICE CALLS OR JOB ORDERS	41	30	+11
E18 PREPARE CIVIL ENGINEER CONSTRUCTION PERMIT FORMS (AF FORM 103)	22	13	+ 9
E24 PREPARE JOB PHASE CALCULATION SHEET FORMS (AF FORM 1081)	18	9	+ 9
H2 ANNOTATE AND COLLATE BCE WEEKLY WORK SCHEDULE FORMS (AF FORM 561)	24	15	+ 9
C9 EVALUATE CONTRACTOR PERFORMANCE	12	24	-12
B34 SUPERVISE CIVILIAN PERSONNEL	25	37	-12
E23 PREPARE DRAFTS OF OUTGOING CORRESPONDENCE OR REPORTS	36	48	-12
E7 LOCATE INFORMATION IN PUBLICATIONS	46	59	-13
B11 DRAFT CORRESPONDENCE	54	67	-13

COMPARISON OF PRESENT TO PREVIOUS SURVEY

The results of this survey were compared with those of the Occupational Survey Report (OSR) AFPT 90-555-112, February 1973, Programs and Work Control (AFSC's 55530, 55570, 55590). Similarly, both studies reflect that the number of tasks performed by respondents increases as skill level and experience increase, that no significant differences in the number of tasks performed or the relative time spent on tasks exists between CONUS and Overseas respondents, and that the relative functional areas identified in both surveys remain the primary areas in which AFSC 555X0 incumbents spend their time performing tasks. Both studies' functional areas are listed below.

<u>Present Survey</u>	<u>Previous (1973) Survey</u>
I. P & WC Chiefs and NCOIC's	Chiefs of Work Control; Work Control; and Missile Scheduling
II. Evaluation and Analysis NCO's	Quality Control
III. Prime BEEF NCO's	-----
IV. Technical Instructors	-----
V. Programming and Work Authorization NCO's	Program Development; Work Authorization
VI. Schedulers	Scheduling; Equipment Maintenance Scheduling
VII. Service Calls/Customer Service Personnel	Service Calls
VIII. Vehicle Controllers	Vehicle Control; Vehicle Scheduling
IX. Planning NCO's	Planning
-----	Total Programmers

Comparisons from the above summary indicate that the present survey reflects: distinct supervisor/NCOIC, prime BEEF, and technical instructor groups (not previously reported); a service calls/customer service job cluster; and the absence of a "Total Programmer" cluster identified in the previous study (since the Total Programming concept and functions were deleted from this specialty during CY 76).

Under TR 85-X (now AFR 85-1 and AFR 85-10, effective 1 October 1978), the Programs Development functional area has been deleted while its Contract Programming, In-Service Work Plan Programming, and Financial Management activities have been relocated into three different civil engineering activities.

IMPLICATIONS

During this survey's administration distinct organizational management and organizational structure differences within this specialty were being driven by AFR's 85-1 and 85-10 (which were effective prior to 1 Oct 78) and by Test Regulation (TR) 85-X, which tested proposed management and organizational concepts during CY 77 and CY 78.

Based on responses to task and background items in the AFS 555X0 job inventory, most Programs and Work Control respondents grouped together in nine major functional areas within which subordinate job groups tended to specialize. Respondents in each functional area performed specific tasks in common with each other. Specialized groups within each area performed common and distinguishing, additional tasks. Job groups of respondents that reported performing tasks directed by TR85-X generally performed more tasks than their counterpart groups not under TR85-X. Further, some of the additional tasks performed by "85-X" respondents overlapped functional areas. For example, some schedulers reported supervising scheduling and programming activities under TR85-X while IWP programmers - in common with service calls/customer service respondents - reported providing the status of customer requested work to customers under TR85-X. Overall, Programs and Work Control respondents tended to group around common tasks within functional areas, to specialize within some functional areas, and to perform some tasks across specific functional areas under TR85-X.

Additionally, a composite review of job structure, DAFSC, and task difficulty data tends to imply a subtle job progression pattern within this specialty. The average time that AFS 555X0 respondents reported in their present job (i.e. 16 months for all 1008 respondents) suggests considerable job mobility within and across functions. Specialists with DAFSC 55530 reported performing less difficult tasks, primarily in the production control activities of service calls/customer service, scheduling, and programming and work authorization. Technicians with DAFSC 55570 performed more difficult planning, evaluating and analyzing, and supervising tasks while DAFSC 55590 Superintendents performed relatively difficult supervisory, and evaluating and analyzing tasks.

Based upon data presented in Table 6, AFS 555X0 respondents generally indicated that their jobs were interesting and that their talents and training were being used. However, many service calls/customer service and vehicle control group members reported their jobs as least interesting and their talents and training as being least used in comparison to other functional areas. Further, comparison of Table 1B and Table 2B data (in Appendix B) imply potential job satisfaction problems in the service calls/customer service area which might warrant follow on reviews by specialty managers.

In summary, occupational analysis tends to support the existing classification structure, and the transitioning BCE organizational structure, in terms of the nine functional areas which were identified in the SPECIALTY JOB STRUCTURE section of this report.

APPENDIX A

This appendix lists the names of the persons who were members of the Board of Directors of the American Telephone and Telegraph Company during the period from 1900 to 1930.

1900	1901	1902	1903	1904	1905	1906	1907	1908	1909	1910	1911	1912	1913	1914	1915	1916	1917	1918	1919	1920	1921	1922	1923	1924	1925	1926	1927	1928	1929	1930
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APPENDIX A

This appendix lists the names of the persons who were members of the Board of Directors of the American Telephone and Telegraph Company during the period from 1900 to 1930.

APPENDIX A

Data Summary Sheets for representative job groups in the P & WC Chiefs and NCOIC's and in the Evaluation and Analysis functional areas.

<u>DATA SUMMARY SHEETS</u>	<u>PAGE</u>
I. <u>P & WC Chiefs and NCOIC's:</u>	
A. Work Control Chiefs	A-2
B. Senior Schedulers	A-3
C. Chiefs of Planning and Programming	A-4
II. <u>Evaluation and Analysis NCO's:</u>	
A. Plant Managers	A-5
B. Industrial Engineering and Quality Control NCO's	A-6
C. Contract Programmers	A-7
D. Technical Representatives for the Contract Officer (TROC's)	A-8
E. Safety NCO's	A-9

NOTE: Distinctive job groups in the Programming and Work Authorization, Scheduling, and Service Calls/Customer Service functional areas are further detailed in Appendix B. All other functional areas are appropriately described in the SPECIALTY JOB STRUCTURE section of this report.

CLUSTER I. SUPERVISORS & NCOIC's

GROUP ID NUMBER AND TITLE: GRP173, WORK CONTROL CHIEFS

NUMBER IN GROUP: 110

PERCENT OF SAMPLE: 11%

MAJOR COMMAND DISTRIBUTION: SAC (30%), TAC (10%), MAC (13%), USAFE (17%), PACAF (9%), OTHER (21%)

LOCATION: CONUS (65%), OVERSEAS (35%)

DAFSC DISTRIBUTION: 55530 (8%), 55570 (52%), 55590 (39%), NOT REPORTED (1%)

AVERAGE GRADE: 6.7

JOB DIFFICULTY INDEX: 17.0

AVERAGE TIME IN CAREER FIELD: 125 MONTHS

AVERAGE TIME IN SERVICE: 185 MONTHS

AVERAGE TIME IN PRESENT JOB: 16.5 MONTHS

AMOUNT OF SUPERVISION: 89% SUPERVISE AN AVERAGE OF 6 PERSONNEL

EXPRESSED JOB INTEREST: DULL (7%), SO-SO (14%), INTERESTING (79%)

PERCEIVED UTILIZATION OF TALENTS: LITTLE OR NOT AT ALL 10%
FAIRLY WELL OR BETTER 87%
NOT REPORTED 3%

PERCEIVED UTILIZATION OF TRAINING: LITTLE OR NOT AT ALL 11%
FAIRLY WELL OR BETTER 87%
NOT REPORTED 2%

AVERAGE NUMBER OF TASKS PERFORMED: 77

GROUP DIFFERENTIATING TASKS:

TASKS

- B1 APPROVE WORK TO BE DONE
- A10 ESTABLISH OFFICE INSTRUCTIONS (OI) SUCH AS STANDARD OPERATING PROCEDURES (SOP)
- B36 SUPERVISE PROGRAMS AND WORK CONTROL (P & WC) SPECIALISTS (AFSC 55530)
- B34 SUPERVISE CIVILIAN PERSONNEL
- A17 IDENTIFY WORK PRIORITIES OR CLASSIFICATIONS

TIME SPENT ON DUTIES:

DUTY

AVERAGE TIME SPENT
BY ALL MEMBERS

B	DIRECTING AND IMPLEMENTING	25
C	EVALUATING AND INSPECTING	18
A	PLANNING AND ORGANIZING	17
H	PERFORMING WORK CONTROL OR SERVICE CALL CENTER TASKS	15

CLUSTER I. SUPERVISORS & NCOIC's

GROUP ID NUMBER AND TITLE: GRP125, SENIOR SCHEDULERS

NUMBER IN GROUP: 59

PERCENT OF SAMPLE: 6%

MAJOR COMMAND DISTRIBUTION: SAC (37%), TAC (15%), MAC (7%), PACAF (7%), ADCOM (10%),
OTHER (24%)

LOCATION: CONUS (83%), OVERSEAS (17%)

DAFSC DISTRIBUTION: 55530 (44%), 55570 (54%), 55590 (2%)

AVERAGE GRADE: 5.3

JOB DIFFICULTY INDEX: 14.4

AVERAGE TIME IN CAREER FIELD: 78 MONTHS

AVERAGE TIME IN SERVICE: 138 MONTHS

AVERAGE TIME IN PRESENT JOB: 15.2 MONTHS

AMOUNT OF SUPERVISION: 36% SUPERVISE AN AVERAGE OF 2 PERSONNEL

EXPRESSED JOB INTEREST: DULL (9%), SO-SO (14%), INTERESTING (75%), NOT REPORTED (2%)

PERCEIVED UTILIZATION OF TALENTS: LITTLE OR NOT AT ALL 10%
FAIRLY WELL OR BETTER 87%
NOT REPORTED 3%

PERCEIVED UTILIZATION OF TRAINING: LITTLE OR NOT AT ALL 27%
FAIRLY WELL OR BETTER 70%
NOT REPORTED 3%

AVERAGE NUMBER OF TASKS PERFORMED: 74

GROUP DIFFERENTIATING TASKS:

TASKS

H11 DETERMINE URGENCY AND CATEGORY OF SERVICE CALLS OR JOB ORDERS
F1 ASSIGN CONTROL NUMBERS SUCH AS WORK ORDER NUMBERS OR JOB ORDER NUMBERS
F2 COLLATE WORK REQUIREMENTS BY FACILITIES
G2 ESTIMATE JOB ORDERS
E13 MAINTAIN LEDGERS

TIME SPENT ON DUTIES:

DUTY

AVERAGE TIME SPENT
BY ALL MEMBERS

H	PERFORMING WORK CONTROL OR SERVICE CALL CENTER TASKS	24
E	MAINTAINING FORMS, RECORDS AND REPORTS	24
B	DIRECTING AND IMPLEMENTING	12
C	EVALUATING AND INSPECTING	10

CLUSTER I. SUPERVISORS & NCOIC's

GROUP ID NUMBER AND TITLE: GRP123, CHIEFS OF PLANNING & PROGRAMMING

NUMBER IN GROUP: 14 PERCENT OF SAMPLE: 1%

MAJOR COMMAND DISTRIBUTION: AFSC (21%), AFLC (14%), TAC (14%), MAC (14%), ATC (14%),
OTHER (23%)

LOCATION: CONUS (79%), OVERSEAS (21%)

DAFSC DISTRIBUTION: 55530 (14%), 55570 (57%), 55590 (29%)

AVERAGE GRADE: 6.4 JOB DIFFICULTY INDEX: 16.7

AVERAGE TIME IN CAREER FIELD: 131 MONTHS

AVERAGE TIME IN SERVICE: 170 MONTHS

AVERAGE TIME IN PRESENT JOB: 18.7 MONTHS

AMOUNT OF SUPERVISION: 50% SUPERVISE AN AVERAGE OF 7 PERSONNEL

EXPRESSED JOB INTEREST: DULL (7%), SO-SO (7%), INTERESTING (86%)

PERCEIVED UTILIZATION OF TALENTS: LITTLE OR NOT AT ALL 19%
FAIRLY WELL OR BETTER 78%
NOT REPORTED 3%

PERCEIVED UTILIZATION OF TRAINING: LITTLE OR NOT AT ALL 29%
FAIRLY WELL OR BETTER 71%

AVERAGE NUMBER OF TASKS PERFORMED: 64

GROUP DIFFERENTIATING TASKS:

TASKS

- A23 PLAN SAFETY PROGRAMS
- B14 ESTABLISH PUBLICATIONS LIBRARIES OR FILES
- A30 SCHEDULE LEAVES OR PASSES
- B35 SUPERVISE PERSONNEL OTHER THAN 555X0 PERSONNEL
- B10 DIRECT THE MAINTENANCE OR UTILIZATION OF EQUIPMENT, SUPPLIES, OR WORKSPACE

TIME SPENT ON DUTIES:

<u>DUTY</u>	<u>AVERAGE TIME SPENT BY ALL MEMBERS</u>
B DIRECTING AND IMPLEMENTING	32
A PLANNING AND ORGANIZING	23
C EVALUATING AND INSPECTING	14
E MAINTAINING FORMS, RECORDS, AND REPORTS	14

CLUSTER II. EVALUATION & ANALYSIS NCO's

GROUP ID NUMBER AND TITLE: GRP277, PLANT MANAGERS

NUMBER IN GROUP: 6

PERCENT OF SAMPLE: LESS THAN 1%

MAJOR COMMAND DISTRIBUTION: SAC (17%), MAC (17%), PACAF (17%), USAFE (17%),
AFSC (17%), OTHER (15%)

LOCATION: CONUS (50%), OVERSEAS (50%)

DAFSC DISTRIBUTION: 55570 (83%), 55590 (17%)

AVERAGE GRADE: 5.6

JOB DIFFICULTY INDEX: 17.1

AVERAGE TIME IN CAREER FIELD: 91 MONTHS

AVERAGE TIME IN SERVICE: 158 MONTHS

AVERAGE TIME IN PRESENT JOB: 22.8 MONTHS

AMOUNT OF SUPERVISION: 33% SUPERVISE AN AVERAGE OF 6 PERSONNEL

EXPRESSED JOB INTEREST: DULL (0%), SO-SO (0%), INTERESTING (100%)

PERCEIVED UTILIZATION OF TALENTS: LITTLE OR NOT AT ALL 17%
FAIRLY WELL OR BETTER 83%

PERCEIVED UTILIZATION OF TRAINING: LITTLE OR NOT AT ALL 17%
FAIRLY WELL OR BETTER 83%

AVERAGE NUMBER OF TASKS PERFORMED: 66

GROUP DIFFERENTIATING TASKS:

TASKS

C9 EVALUATE CONTRACTOR PERFORMANCE
C39 REQUEST EQUIPMENT REPLACEMENTS OR REPAIRS
C18 EVALUATE THE MAINTENANCE OR USE OF SUPPLIES, EQUIPMENT, OR WORKSPACE
E20 PREPARE, MONITOR, OR UPDATE FORMS, SUCH AS EXCEPTIONS TO CRITERIA OR WAIVERS
F5 ESTABLISH REQUIREMENTS FOR MAINTENANCE OF FACILITIES

TIME SPENT ON DUTIES:

<u>DUTY</u>	<u>AVERAGE TIME SPENT BY ALL MEMBERS</u>
C EVALUATING AND INSPECTING	36
B DIRECTING AND IMPLEMENTING	25
A PLANNING AND ORGANIZING	20
E MAINTAINING FORMS, RECORDS, AND REPORTS	10

CLUSTER II. EVALUATION & ANALYSIS NCO's

GROUP ID NUMBER AND TITLE: GRP166, INDUSTRIAL ENGINEERING AND QUALITY CONTROL NCO's

NUMBER IN GROUP: 40 PERCENT OF SAMPLE: 4%

MAJCOM DISTRIBUTION: SAC (40%), TAC (20%), USAFE (13%), OTHER (27%)

LOCATION: CONUS (80%), OVERSEAS (20%)

DAFSC DISTRIBUTION: 55530 (2%), 55570 (73%), 55590 (23%), NO RESPONSE (2%)

AVERAGE GRADE: 6.4 JOB DIFFICULTY INDEX: 14.8

AVERAGE TIME IN CAREER FIELD: 125 MONTHS

AVERAGE TIME IN SERVICE: 182 MONTHS

AVERAGE TIME IN PRESENT JOB: 21.8 MONTHS

AMOUNT OF SUPERVISION: 25% SUPERVISE AND AVERAGE OF 2 PERSONNEL

EXPRESSED JOB INTEREST: DULL (13%), SO-S (10%), INTERESTING (74%), NOT REPORTED (3%)

PERCEIVED UTILIZATION OF TALENTS: LITTLE OR NOT AT ALL 20%
FAIRLY WELL OR BETTER 77%
NOT REPORTED 3%

PERCEIVED UTILIZATION OF TRAINING: LITTLE OR NOT AT ALL 30%
FAIRLY WELL OR BETTER 70%

AVERAGE NUMBER OF TASKS PERFORMED: 57

GROUP DIFFERENTIATING TASKS:

TASKS

- C2 CONDUCT STUDIES TO DETERMINE COMPLIANCE WITH DIRECTIVES OR PLANS
- C3 CONDUCT STUDIES TO DETERMINE EFFECTIVE UTILIZATION OF RESOURCES
- C31 PERFORM FOLLOW-UP ANALYSIS AFTER INSPECTION TEAM VISITS
- C33 PREPARE ANALYSIS REPORTS FOR BASE CIVIL ENGINEER
- C19 EVALUATE WORK IN PROGRESS

TIME SPENT ON DUTIES:

<u>DUTY</u>	<u>AVERAGE TIME SPENT BY ALL MEMBERS</u>
C EVALUATING AND INSPECTING	45
A PLANNING AND ORGANIZING	16
B DIRECTING AND IMPLEMENTING	16
E MAINTAINING FORMS, RECORDS AND REPORTS	13

CLUSTER II. EVALUATION & ANALYSIS NCO's

GROUP ID NUMBER AND TITLE: GRP179, CONTRACT PROGRAMMERS

NUMBER IN GROUP: 6

PERCENT OF SAMPLE: LESS THAN 1%

MAJOR COMMAND DISTRIBUTION: SAC (33%), USAFE (17%), AFSC (17%), USAFSS (17%),
OTHER (16%)

LOCATION: CONUS (67%), OVERSEAS (33%)

DAFSC DISTRIBUTION: 55570 (67%), 55590 (33%)

AVERAGE GRADE: 6.3

JOB DIFFICULTY INDEX: 16.2

AVERAGE TIME IN CAREER FIELD: 161 MONTHS

AVERAGE TIME IN SERVICE: 188 MONTHS

AVERAGE TIME IN PRESENT JOB: 20.7 MONTHS

AMOUNT OF SUPERVISION: ONE INDIVIDUAL SUPERVISES SIX PERSONNEL

EXPRESSED JOB INTEREST: DULL (0%), SO-SO (0%), INTERESTING (100%)

PERCEIVED UTILIZATION OF TALENTS: LITTLE OR NOT AT ALL 0%
FAIRLY WELL OR BETTER 100%

PERCEIVED UTILIZATION OF TRAINING: LITTLE OR NOT AT ALL 0%
FAIRLY WELL OR BETTER 100%

AVERAGE NUMBER OF TASKS PERFORMED: 36

GROUP DIFFERENTIATING TASKS:

TASKS

A18 PLAN FOR CONTRACTING WORK
B22 INTERPRET DRAWINGS OR PLANS
A21 PLAN RECORD KEEPING
A2 COORDINATE WORK ACTIVITIES WITH OTHER UNITS OR AGENCIES
B4 CALCULATE PROJECT DURATION OR COSTS

TIME SPENT ON DUTIES:

DUTY

AVERAGE TIME SPENT
BY ALL MEMBERS

A	PLANNING AND ORGANIZING	36
B	DIRECTING AND IMPLEMENTING	33
C	EVALUATING AND INSPECTING	14
E	MAINTAINING FORMS, RECORDS AND REPORTS	12

CLUSTER II. EVALUATION & ANALYSIS NCO's

GROUP ID NUMBER AND TITLE: GRP416, TECHNICAL REPRESENTATIVES FOR THE CONTRACT OFFICER (TRCO's)

NUMBER IN GROUP: 7 PERCENT OF SAMPLE: LESS THAN 1%

MAJOR COMMAND DISTRIBUTION: USAF (43%), MAC (14%), TAC (14%), ATC (14%), OTHER (15%)

LOCATION: CONUS (29%), OVERSEAS (71%)

DAFSC DISTRIBUTION: 55570 (100%)

AVERAGE GRADE: 6.1 JOB DIFFICULTY INDEX: 11.1

AVERAGE TIME IN CAREER FIELD: 126 MONTHS

AVERAGE TIME IN SERVICE: 194 MONTHS

AVERAGE TIME IN PRESENT JOB: 22.4 MONTHS

AMOUNT OF SUPERVISION: ONE INDIVIDUAL SUPERVISES FOUR PERSONNEL

EXPRESSED JOB INTEREST: DULL (14%), SO-SO (0%), INTERESTING (86%)

PERCEIVED UTILIZATION OF TALENTS: LITTLE OR NOT AT ALL 14%
FAIRLY WELL OR BETTER 86%

PERCEIVED UTILIZATION OF TRAINING: LITTLE OR NOT AT ALL 14%
FAIRLY WELL OR BETTER 86%

AVERAGE NUMBER OF TASKS PERFORMED: 32

GROUP DIFFERENTIATING TASKS:

TASKS

- H32 PERFORM TECHNICAL REPRESENTATIVE FOR CONTRACTING OFFICER (TRCO) DUTIES ON BASE MAINTENANCE CONTRACTS
- C9 EVALUATE CONTRACTOR PERFORMANCE
- C1 CONDUCT STUDIES TO DETERMINE AVAILABILITY OR ADEQUACY OF SUPPLIES
- C21 INITIATE UNSATISFACTORY REPORTS
- C20 EVALUATE WORK SCHEDULES

TIME SPENT ON DUTIES:

DUTY

	<u>AVERAGE TIME SPENT BY ALL MEMBERS</u>
C EVALUATING AND INSPECTING	68
E MAINTAINING FORMS, RECORDS, AND REPORTS	10
H PERFORMING WORK CONTROL OR SERVICE CALL CENTER TASKS	9

CLUSTER II. EVALUATION & ANALYSIS NCO's

GROUP ID NUMBER AND TITLE: GRP141, SAFETY NCO's

NUMBER IN GROUP: 12

PERCENT OF SAMPLE: 1%

MAJOR COMMAND DISTRIBUTION: SAC (33%), USAFE (33%), MAC (17%), ADCOM (17%)

LOCATION: CONUS (58%), OVERSEAS (42%)

DAFSC DISTRIBUTION: 55570 (92%), 55590 (8%)

AVERAGE GRADE: 6.6

JOB DIFFICULTY INDEX: 13.3

AVERAGE TIME IN CAREER FIELD: 129 MONTHS

AVERAGE TIME IN SERVICE: 206 MONTHS

AVERAGE TIME IN PRESENT JOB: 19.0 MONTHS

AMOUNT OF SUPERVISION: ONE INDIVIDUAL SUPERVISES NINE PERSONNEL

EXPRESSED JOB INTEREST: DULL (8%), SO-SO (17%), INTERESTING (67%), NOT REPORTED (8%)

PERCEIVED UTILIZATION OF TALENTS: LITTLE OR NOT AT ALL 25%
FAIRLY WELL OR BETTER 75%

PERCEIVED UTILIZATION OF TRAINING: LITTLE OR NOT AT ALL 25%
FAIRLY WELL OR BETTER 75%

AVERAGE NUMBER OF TASKS PERFORMED: 32

GROUP DIFFERENTIATING TASKS:

TASKS

- B17 IMPLEMENT OR MANAGE SAFETY PROGRAMS
- A23 PLAN SAFETY PROGRAMS
- C15 EVALUATE SAFETY PROGRAMS
- A2 COORDINATE WORK ACTIVITIES WITH OTHER UNITS OR AGENCIES
- C9 EVALUATE CONTRACTOR PERFORMANCE

TIME SPENT ON DUTIES:

DUTY

AVERAGE TIME SPENT
BY ALL MEMBERS

C	EVALUATING AND INSPECTING	32
B	DIRECTING AND IMPLEMENTING	30
A	PLANNING AND ORGANIZING	21
E	MAINTAINING FORMS, RECORDS AND REPORTS	10

APPENDIX B

Learning and the National Job Corps Performance - 2011
Performance - Data derived by Job Corps (TR) 20-X

PAGE	DESCRIPTION
B-1	1. Introduction
B-2	2. National Job Corps Performance
B-3	3. The Department of Labor
B-4	4. Performance and the Department of Labor
B-5	5. Performance and the Department of Labor
B-6	6. Performance and the Department of Labor

APPENDIX B

APPENDIX B

Survey Data For Functional Area Job Groups Performing - And Not Performing - Tasks Directed By Test Regulation (TR) 85-X.

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2. Selected Survey Data (Table 1B)	B-4
3. Job Satisfaction-Related Data (Table 2B)	B-5
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5. Scheduling Job Groups (Table 4B)	B-7
6. Service Calls/Customer Service Job Groups (Table 5B)	B-8

INTRODUCTION

The purpose of this appendix is to highlight those tasks which clearly discriminate between job groups performing - and not performing - tasks under Test Regulation (TR) 85-X.

Under TR 85-X, In-Service Work Plan (IWP) Programming and Work Authorization personnel were realigned from the Program Development activity into the Production Control activity. Within Production Control IWP programmers were to work closely with Production Control Center personnel (e.g. superintendents, schedulers, service call and customer service personnel) to insure effective management of IWP resources. Schedulers would assume some IWP tasks, especially related to current month IWP workloads. A new Customer Service function - in conjunction with the Service Call activity - would centralize and manage all customer initiated and IWP required service call, job order, and work order requests and coordinations. Job groups performing - and not performing - tasks under TR 85-X were best identified in the Programming and Work Authorization, Scheduling, and Service Call/Customer Service functional areas of this report.

Table 1B presents selected survey data for "85-X" and "non-85-X" groups. Generally, "85-X" respondents performed more tasks. All these groups were predominated by 3- and 7-skill level respondents who were proportionately assigned to CONUS and Overseas locations. All "85-X" respondents spent more time performing tasks in Duty I and less time in other functionally related duties than their "non-85-X" counterparts.

As noted previously in this report's SPECIALTY JOB STRUCTURE section (and Table 6), Table 2B reflects the relative dissatisfaction of service calls/customer service job groups when compared to other functional area groups. Again, many of these respondents reported their jobs as "dull" or so-so" and indicated that their talents and training were not being used as effectively as other groups. Notably, fewer "TR 85-X" (vs non-TR 85-X) respondents reported that their jobs were interesting, that their talents and training were being used effectively, and that they intended to reenlist.

From the discriminating tasks listed in Table 3B, Programming and Work Authorization "85-X" respondents provided status to customers pertaining to customer requested work (coincidentally with service call and customer service personnel), and they maintained facility folders (as did some "85-X" schedulers).

Table 4B presents discriminating tasks for scheduling job groups. Under TR 85-X schedulers would build the weekly schedule with IWP current (and first future) month workload considerations and would maintain corresponding status charts. All "85-X" scheduler respondents prepared status charts and maintained current month status charts. Forty-six percent of these "85-X" group respondents supervised scheduling and programming activities.

Assigning service calls to cost centers, initiating and determining the disposition of AF Forms 1879; and assigning work to FAST craftsmen were among the most discriminating tasks for "85-X" Service Call/ Customer Service respondents. Table 5B presents discriminating tasks between these service calls/customer service groups.

Finally, more "85-X" respondents performed more tasks associated with computer (BEAMS) remote keyboards and computer (BEAMS) products than their "non-85-X" counterparts.

TABLE 1B

SELECTED SURVEY DATA ON AFS 555X0 JOB GROUPS PERFORMING - NOT PERFORMING - TASKS UNDER
TEST REGULATION (TR) 85-X

	PROGRAMMING AND WORK AUTHORIZATION		SCHEDULING		SERVICE CALLS/ CUSTOMER SERVICE	
	NON TR 85-X (N=65)	TR 85-X (N=32)	NON TR 85-X (N=34)	TR 85-X (N=11)	NON TR 85-X (N=35)	TR 85-X (N=72)
AVERAGE GRADE	5.4	5.1	5.0	4.9	4.9	4.8
JOB DIFFICULTY INDEX	11.9	14.3	11.1	11.0	11.3	10.3
AVERAGE NUMBER OF TASKS PERFORMED	36	75	36	47	43	42
DAFSC:						
55530	46%	53%	79%	55%	69%	65%
55570	51%	47%	21%	45%	31%	33%
55590	3%	0	0	0	0	0
NO RESPONSE	0	0	0	0	0	2%
PERSONNEL CONUS						
PERSONNEL OVERSEAS	65%	69%	91%	91%	85%	80%
	35%	31%	9%	9%	15%	20%
RELATIVE PERCENT TIME SPENT IN:						
DUTY A	9%	9%	7%	3%	8%	6%
DUTY B	8%	9%	12%	8%	13%	8%
DUTY C	7%	6%	10%	7%	7%	3%
DUTY D	2%	1%	2%	2%	2%	1%
DUTY E	43%	22%	27%	21%	16%	10%
DUTY F	26%	11%	8%	12%	7%	6%
DUTY G	*	2%	*	*	2%	1%
DUTY H						
DUTY I	2%	8%	33%	24%	45%	41%
AFR 85-X (TR AFR 85-1)	2%	32%	1%	22%	*	24%

* INDICATES LESS THAN ONE PERCENT

TABLE 2B

RESPONSES RELATING TO JOB SATISFACTION BY TR 85-X AND NON-TR 85-X GROUPS
(PERCENT MEMBERS PERFORMING)

	PROGRAMMING AND WORK AUTHORIZATION		SCHEDULING		SERVICE CALLS/ CUSTOMER SERVICE	
	NON TR 85-X (N=65)	TR 85-X (N=32)	NON TR 85-X (N=34)	TR 85-X (N=11)	NON TR 85-X (N=35)	TR 85-X (N=72)
<u>I FIND MY JOB:</u>						
DULL	12	13	9	9	9	32
SO-SO	14	16	15	9	34	24
INTERESTING	74	71	73	82	54	40
NO RESPONSE	-	-	3	-	3	-
<u>MY JOB USES MY TALENTS:</u>						
VERY LITTLE OR NOT AT ALL	22	19	15	0	43	40
FAIRLY WELL TO PERFECTLY	78	81	85	100	57	59
NO RESPONSE	-	-	-	-	-	1
<u>MY JOB USES MY TRAINING:</u>						
VERY LITTLE OR NOT AT ALL	18	22	15	0	40	54
FAIRLY WELL TO PERFECTLY	80	75	85	100	60	46
NO RESPONSE	2	3	-	-	-	-
<u>PLANS TO REENLIST:</u>						
NO, OR PROBABLY NO	17	19	32	9	31	38
YES, OR PROBABLY YES	83	78	68	91	66	61
NO RESPONSE	-	3	-	-	3	1

TABLE 3B

DISCRIMINATING TASKS BETWEEN PROGRAMMING AND WORK AUTHORIZATION GROUPS
PERFORMING - NOT PERFORMING - TASKS UNDER TEST REGULATION (TR) 85-X

TASKS	PERCENT MEMBERS PERFORMING TASKS		PERCENT TIME SPENT PERFORMING TASKS	
	TR 85-X (N=65)	NON TR 85-X (N=32)	TR 85-X (N=65)	NON TR 85-X (N=32)
I29 PROVIDE STATUS TO CUSTOMERS PERTAINING TO CUSTOMER REQUESTED WORK UNDER TR AFR 85-X	88	3	2.0	.1
I6 ASSIGN WORK ORDER NUMBERS UNDER TR AFR 85-X	81	5	1.5	.2
I30 RECEIVE WRITTEN AF FORMS 1135 UNDER TR AFR 85-X	78	0	1.5	0
I31 RECOMMEND WORK ACCOMPLISHMENT AVENUES UNDER TR AFR 85-X	78	0	1.2	0
I45 LOG ENTRIES ON WORK ORDER REGISTER UNDER TR AFR 85-X	72	3	1.3	.1
I41 INITIATE AF FORMS 327 UNDER TR AFR 85-X	72	5	1.2	.1
I55 MAINTAIN WORK ORDER REGISTER FILES UNDER TR AFR 85-X	66	3	1.0	.2
I48 MAINTAIN FACILITY FOLDERS UNDER TR AFR 85-X	63	2	.9	.1
I42 INITIATE AF FORMS 1879 UNDER TR AFR 85-X	59	2	1.3	0
I56 MAINTAIN WORK ORDER REGISTERS UNDER TR AFR 85-X	59	2	.8	.2

TABLE 4B

DISCRIMINATING TASKS BETWEEN SCHEDULERS PERFORMING - NOT PERFORMING - TASKS
 UNDER TEST REGULATION (TR) 85-X

TASKS	PERCENT MEMBERS PERFORMING TASKS		PERCENT TIME SPENT PERFORMING TASKS	
	TR 85-X (N=11)	NON TR 85-X (N=34)	TR 85-X (N=11)	NON TR 85-X (N=34)
I24 PREPARE OR MAINTAIN STATUS CHARTS UNDER TR AFR 85-X	100	3	2.6	.1
I47 MAINTAIN CURRENT MONTH STATUS CHARTS UNDER TR AFR 85-X	100	9	2.8	.3
I19 PREPARE AF FORM 561 TEST UNDER TR AFR 85-X	91	3	3.0	.1
I46 MAINTAIN BEAMS PRODUCTS UNDER TR AFR 85-X	91	6	2.1	.2
I51 MAINTAIN OR EVALUATE WORK SCHEDULES UNDER TR AFR 85-X	91	6	2.6	.2
F16 PREPARE WORK ORDER STRIPS	73	32	1.5	.8
F13 PREPARE OR MAINTAIN WORK ORDER SHOP FILES	64	15	1.7	.4
D6 CONDUCT ON-THE-JOB TRAINING (OJT)	55	9	.9	.1
I36 SUPERVISE SCHEDULING AND PROGRAMMING ACTIVITIES UNDER TR AFR 85-X	46	0	1.4	0
I43 INITIATE, PREPARE, OR PROCESS CHANGE ORDERS UNDER TR AFR 85-X	46	0	.5	0

TABLE 5B

DISCRIMINATING TASKS BETWEEN SERVICE CALL/CUSTOMER SERVICE GROUPS PERFORMING - NOT PERFORMING -
 UNDER TEST REGULATION (TR) 85-X

TASKS	PERCENT MEMBERS PERFORMING TASKS		PERCENT TIME SPENT PERFORMING TASKS	
	TR 85-X (N=72)	NON TR 85-X (N=35)	TR 85-X (N=72)	NON TR 85-X (N=35)
I5	92	3	2.9	.1
I42	86	0	3.1	0
I7				
	76	3	2.2	.1
I32	71	0	2.4	0
I13	65	0	1.9	0
I4	57	3	1.8	.1
I30	51	0	1.3	0
I29				
	46	0	1.2	0
I6	42	0	1.4	0
I16	36	0	.9	0

I5 ASSIGN SERVICE CALLS TO COST CENTERS UNDER TR AFR 85-X

I42 INITIATE AF FORMS 1879 UNDER TR AFR 85-X

I7 ASSIGN WORK TO FAST CRAFTSMEN BY RADIO COMMUNICATIONS OR BY WORK
 PACKAGES UNDER TR AFR 85-X

I32 RECORD TELEPHONE IDENTIFIED WORK REQUIREMENTS UNDER TR AFR 85-X

I13 DETERMINE DISPOSITION OF COMPLETED AF FORM 1879 UNDER TR AFR 85-X

I4 ASSIGN JOB ORDER CONTROL NUMBERS (AF FORM 637 TEST) UNDER TR AFR 85-X

I30 RECEIVE WRITTEN AF FORMS 1135 UNDER TR AFR 85-X

I29 PROVIDE STATUS TO CUSTOMERS PERTAINING TO CUSTOMER REQUESTED WORK
 UNDER TR AFR 85-X

I6 ASSIGN WORK ORDER NUMBERS UNDER TR AFR 85-X

I16 DIRECT FAST OPERATIONS UNDER TR AFR 85-X

