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Directorate for Information Management User Survey

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U.S. Army Research Institute

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AVSCOM Element
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This survey was conducted as Technical Advisory Service (TAS) for the Commanders of the U.S. Army Aviation Systems Command and the U.S. Army Troop Support Command.

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19. ABSTRACT (Continue on reverse if necessary and identify by block number)
→ This report summarizes the findings of a survey of military and civilian employees of the U.S. Army Aviation Systems Command and the U.S. Army Troop Support Command. The survey was conducted to assess the products and services of the Directorate for Information Management, Information Systems Command, St. Louis, MO. Approximately 700 employees completed a questionnaire organized to correspond to the major functional areas of the Directorate for Information Management. The results showed that employees frequently used the products and services, found them to be important to the conduct of their jobs, and were generally satisfied with what they were receiving. Analyses of several of the major functional areas and all questionnaire items are reproduced in an Appendix. It is recommended that the results of the survey be used to prioritize efforts to improve products and services and that the survey be readministered periodically to assess improvement. (Co... ...)

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DIRECTORATE FOR INFORMATION MANAGEMENT USER SURVEY

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DIRECTORATE FOR INFORMATION MANAGEMENT USER SURVEY

INTRODUCTION

This report summarizes the findings of a questionnaire survey of civilian and military personnel employed by the U. S. Army Aviation Systems Command (AVSCOM) and U. S. Army Troop Support Command (TROSCOM) at the St. Louis, Missouri, Federal Center. The survey was conducted at the request of the AVSCOM and TROSCOM Commanders and the Director for Information Management, Information Systems Command - St. Louis, to assess the opinions of employees regarding the products and services provided by the Directorate for Information Management (DIM).

Traditionally, information management has been primarily concerned with automated data processing and closely related computer support activities. With the creation of the Information Systems Command (ISC), several other information management activities were brought under the control of the ISC and its local representative, the Director of Information Management (DOIM).

As specified in Army Regulation 25-1, the product and service areas for which the DOIM is responsible include: (1) Telecommunications; (2) Automation; (3) Visual Information Services; (4) Records Management; (5) Publishing and Printing; and, (6) Library Management. To provide a comprehensive assessment of user satisfaction, therefore, each of these areas were to be addressed.

APPROACH

The Director of Information Management and the heads of each of the major departments within the DIM were interviewed to establish the particular products and services provided by the DIM. In addition, these interviews served to identify areas of particular concern to the DIM management, and to solicit specific questions that the DIM management wished to have addressed.

Following these interviews with the DIM management and interviews with a small group of AVSCOM and TROSCOM employees to obtain the users' perspective, an anonymous questionnaire survey was developed using standard questionnaire formats and techniques (Dyer, Matthews, Wright, & Yudowitch, 1976).

Previous studies of satisfaction of computer users (for example, Bailey & Pearson, 1983) have utilized a factor approach in which attitudes toward a number of common, generally occurring elements in computer service usage were assessed. That approach was not taken in this effort because, although it provides a relatively simple structure for data collection and analysis, by attempting to cover all services with a common set of factors, it fails to provide the specific information about user problems upon which management may base definitive actions. In addition,

previous surveys had assessed only the traditional computer service areas which are only one part of the new Army Information Systems Command responsibilities. Therefore, the present questionnaire was constructed to conform to the DIM product and service functional lines and included the following major sections:

> Background (Demographic) Information
> Telecommunications
> Main-Frame Computers and Terminals
> Office Automation
> DIM Support (Miscellaneous)
> Copiers
> Printing Plant
> Graphics Arts
> Library/Technical Information
> Audiovisual Services
> Photographic Services
> Mail Room

For most of the sections dealing with specific products and services, questions were included to assess: (1) the frequency of use of the products or service; (2) the importance to job accomplishment; (3) incidence of problems specific to a product or service; (4) specific knowledge relating to that product or service; (5) general satisfaction; and, (6) where appropriate, an evaluation of the DIM personnel responsible for that product or service. In those instances where there was reason to believe only a limited number of employees would have utilized a product or service, a provision was included to allow the employees to skip the irrelevant questions and go on to the next section. There were 26 questions dealing with background information and 160 questions dealing with DIM products and services. In addition, employees were encouraged to add their own comments in a space provided in the questionnaire booklet.

A sample of 2,000 employees (stratified on employing command and military/civilian status) was selected from a total employee population of approximately 6,000, by randomly drawing names from rosters provided by the military and civilian personnel offices. A letter was sent to all those selected describing the project and instructing them to come to the auditorium to complete the questionnaire. Of the approximately 2,000 individuals selected, 729 (36.5%) responded and completed the survey questionnaire. Of that number, 513 (70%) were from AVSCOM, 211 (29%) were from TROSCOM, and 5 (1%) identified themselves as being from some other command. Approximately 98% of the respondents identified themselves as civilians and 2% as military. These proportions are almost identical to the composition of the total sample and the overall composition of the workforce. Thus, while the return rate of 36.5% was rather low, it was still reasonable to believe that the obtained results were representative of the overall workforce population. Based upon a population of 6,000 employees a minimum sample of 361 would provide a confidence probability of 95% for a reliability of plus or minus (+/-) 5 percentage points.

Since the obtained sample is double the minimum requirement we may be assured that our estimates are well within the +/- 5 percentage points bound for the majority of the questions.

RESULTS

Because of the specific nature of the questions contained in this survey, an item by item inspection of the results would be required to fully comprehend the users' responses for each of the DIM functions. The reader is therefore invited to consult the results presented in the Appendix for those areas of particular interest. However, results for certain of the services and products which are generally used throughout the commands are depicted in Figures 1 through 5.

As shown in Figure 1, virtually all respondents (99%) indicated some degree of telephone usage, with the majority (79%) also indicating that the telephone was very important in the conduct of their jobs, and 86% indicating satisfaction.

Output products (Figure 2) of the main-frame computer systems (such as the contracting, procurement, stock availability, and logistics reports) are used by approximately 66% of the sample. Of those who use such reports (N=490), 93% indicate that they are important or very important to their jobs and 84% are satisfied with what they receive.

At the time this survey was conducted there was a major effort underway to introduce office automation (typically personal computers) into the commands. Because of the increased penetration of office automation and the stabilization of procedures, training, and other support activities, readministration of the survey now would certainly result in an increase in the number of respondents who indicate they use office automation equipment. In addition, changes might be observed in the responses to the evaluations of importance, satisfaction, and other specific factors. At the time of the survey, however, approximately half (N=360) of the respondents indicated that they regularly used office automation equipment. The daily usage of office automation by those employees is shown in Figure 3, along with their ratings of the importance of office automation (54% said it was very important) and their satisfaction (69% were satisfied or very satisfied).

Another service of the DIM which virtually every employee uses is prodided by the copiers. Figure 4 shows that 98% of the respondents indicated that they used the copiers at some time or another, and 73% did so frequently. In addition, 74% thought that the copiers were very important to the conduct of their job. However, only about half (56%) of the respondents were satisfied with the copiers. Some specific problems here (as indicated by the questions regarding copiers in the Appendix and from written comments) are the quality of the copies, the reliability of the copiers, and the waiting time to gain access to a copier.

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Table 5 presents the satisfaction of respondents with those functions which are not typically associated with the DIM, but which have been placed under the Information Systems Command. With the exception of the Mail Room, there was virtually no dissatisfaction expressed with the services and products provided by these functions.

DISCUSSION AND RECOMMENDATIONS

In general, the results of the survey indicate overall satisfaction with the products and services of the Directorate for Information Management, although there were some specific areas in which significant dissatisfaction was expressed. Because this is the first administration of this survey instrument, there is no basis for comparisons with other government or non-government organizations in the evaluation of the results. Hence, judgments as to the acceptability of the results are largely subjective. These results may be used to obtain an overall feel for the degree of satisfaction of the users and to some degree to make comparisons between the degrees of satisfaction with the various services and products. However, caution should be used in generalizing beyond these interpretations.

It is recommended that these results be utilized by the DIM management to prioritize their efforts at improving products and services, with the rationale of first making improvements to products and services that are highly utilized and are important to job performance. Dissatisfaction with a seldom used and/or relatively unimportant product or service should be addressed, but given a limited set of resources should not be high on the list of priorities. It is believed that these results will allow those sorts of determinations and tradeoffs to be made rationally and with the greatest overall impact on user satisfaction.

It is further recommended that, with some revision, this survey be repeated periodically to assess the effectiveness of management interventions to improve products and services.
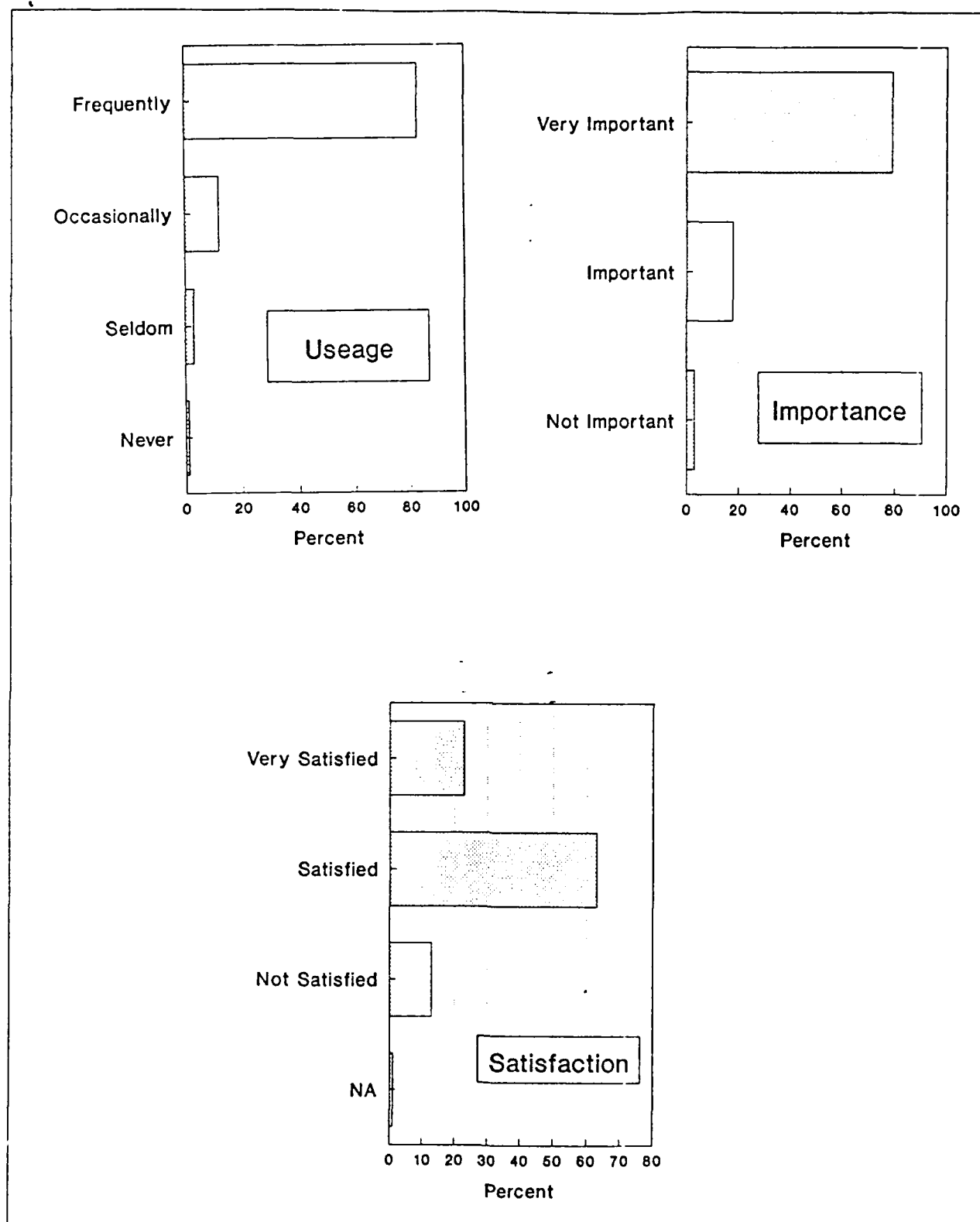
Figure 1.   Telephone services: Usage, Importance,
and Satisfaction
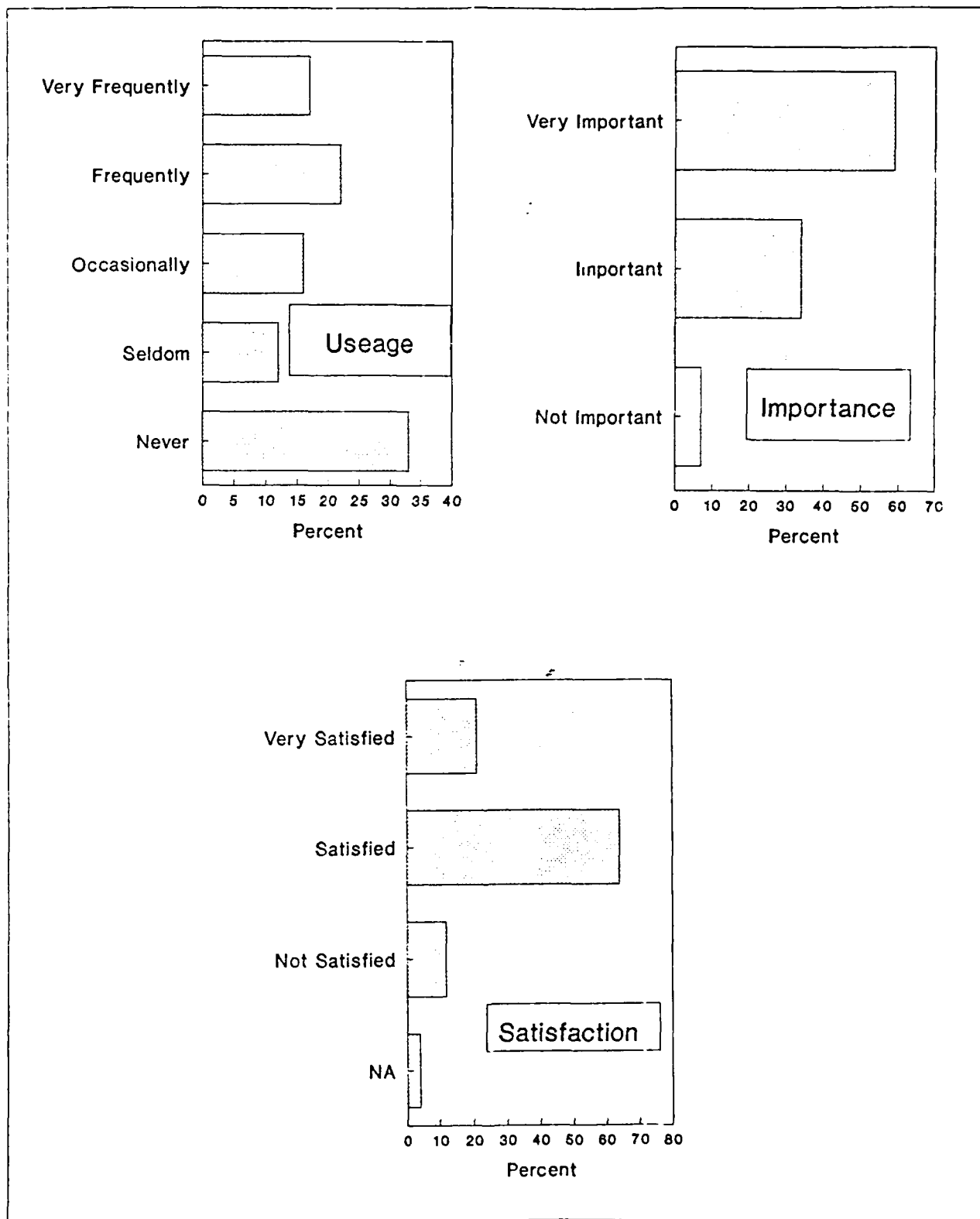
Figure 2. Output Products: Usage, Importance, and Satisfaction.

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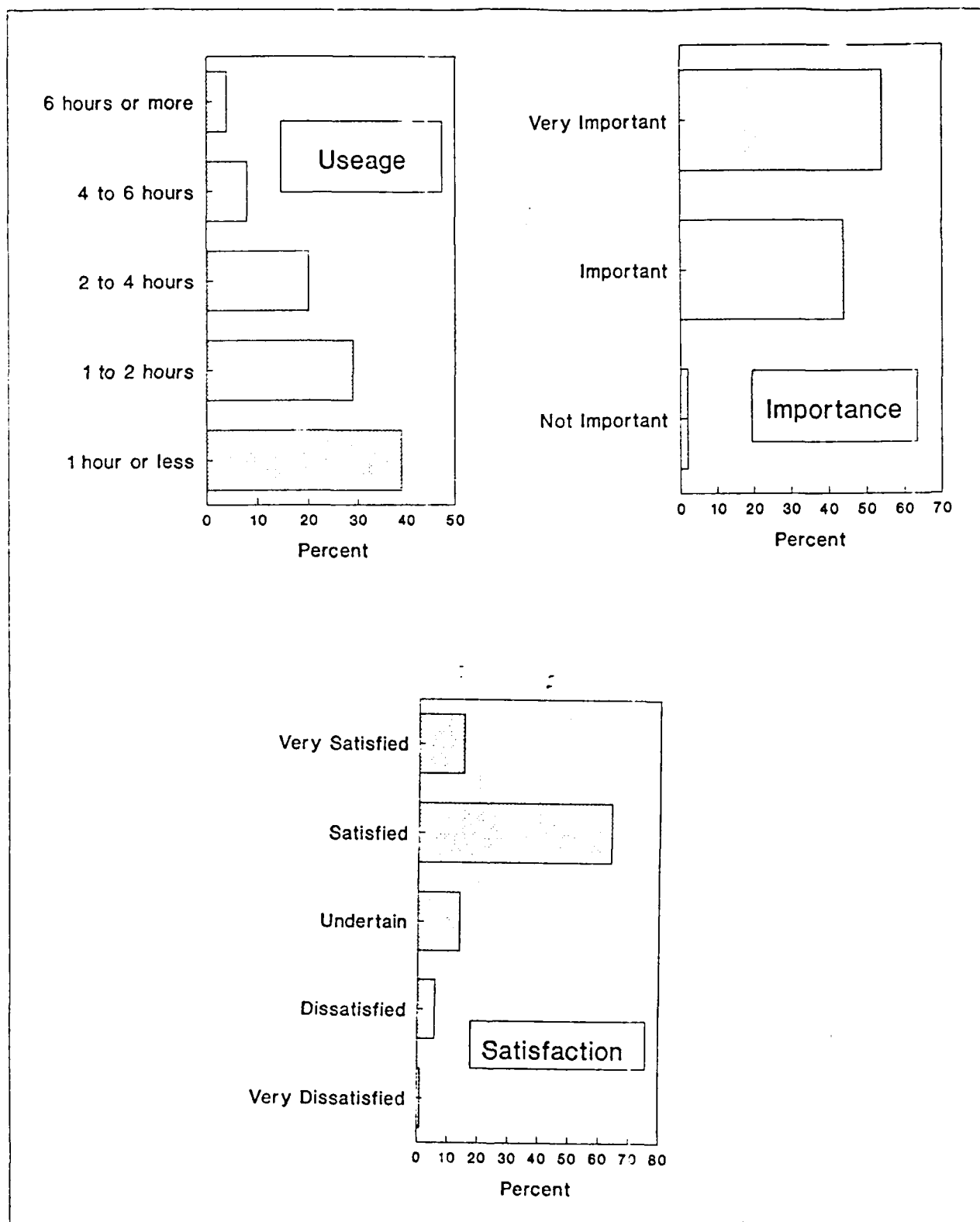
Figure 3. **Office Automation:** **Usage, Importance, and Satisfaction.**

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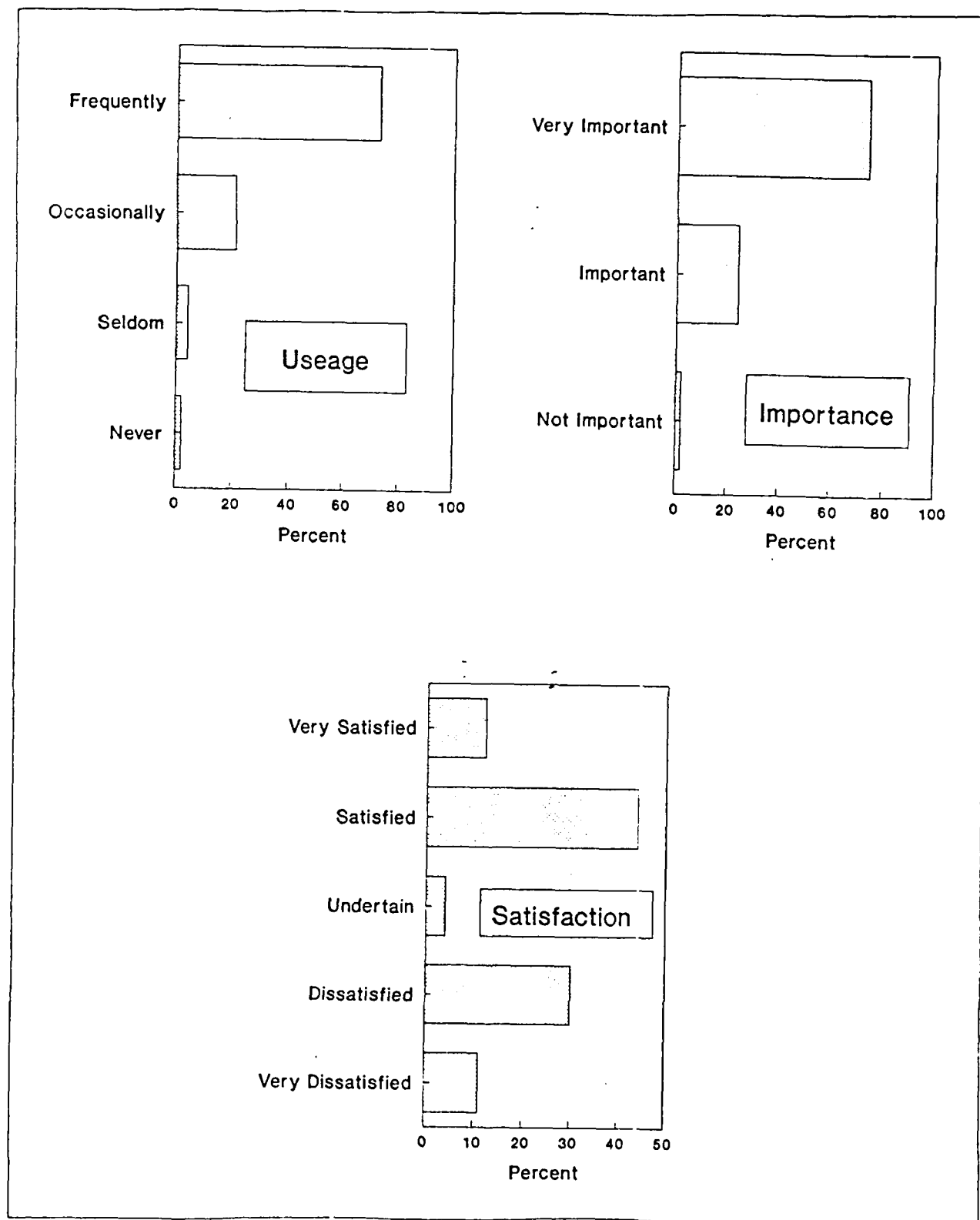
Figure 4. Copiers: Usage, Importance, and Satisfaction

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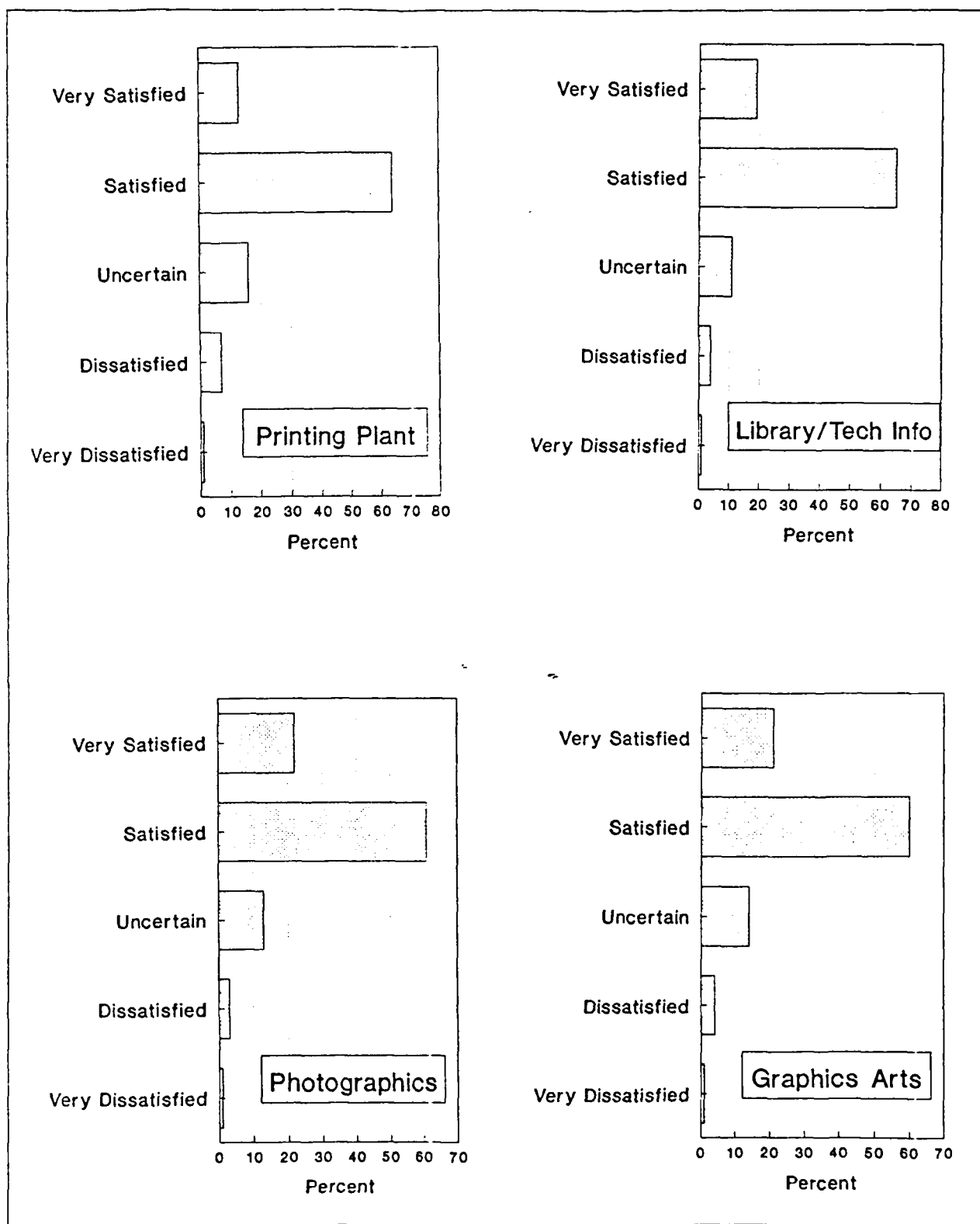
Figure 5.   Satisfaction with Support Functions
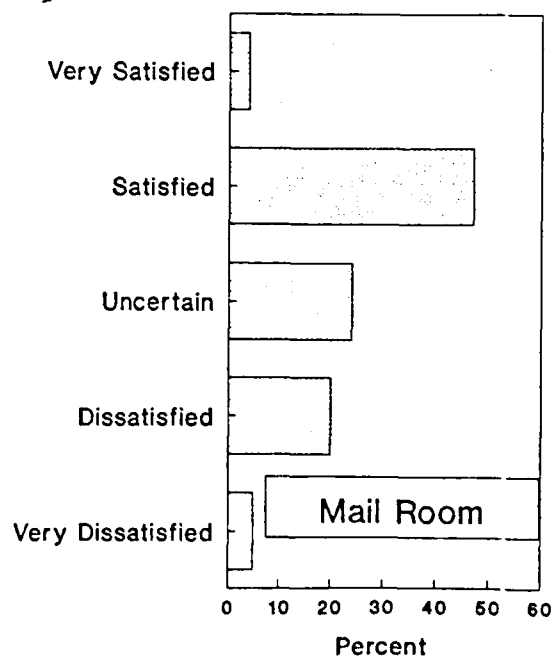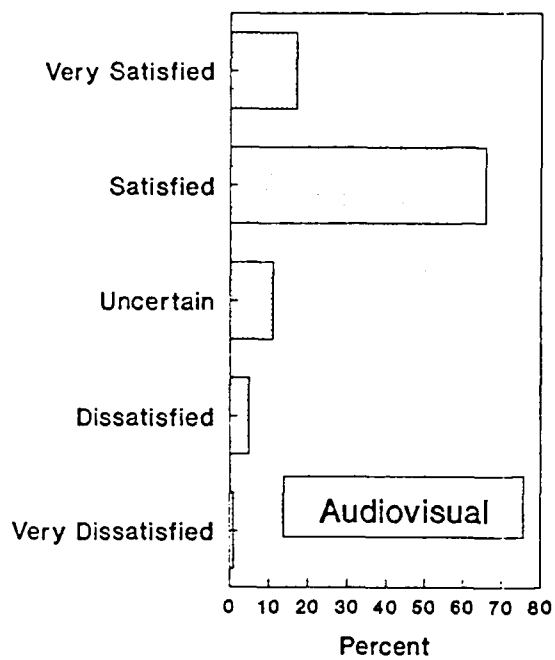
Figure 5 (Continued)

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     for measuring and analyzing computer user satisfaction.
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APPENDIX

Analysis of Survey Questions

	Percent
Background Information	
What is your sex?	
Female	49.8
Male	50.2
What is your age?	
Less than 21 Years Old	1.7
Between 21 and 30 Years Old	17.6
Between 31 and 40 Years Old	27.9
Between 41 and 50 Years Old	26.7
Between 51 and 60 Years Old	19.9
More than 60 Years Old	6.2
What is your educational level? (highest level completed)	
Elementary school (grades 1-8)	0.1
Some high school or tech/training	0.5
Graduated from high school or GED	17.9
Some college	30.1
2-year associate degree	7.6
Graduated from college (B.A., B.S.)	21.8
Some graduate school	8.1
Graduate degree (Master's/Doctorate)	13.9

Are you:

	Percent
Civilian Employee	98.1
Military - Officer	1.2
Military - Enlisted	0.7

Which of the following general categories best describes your work?

Scientist, engineer or other professional	20.4
Administration	14.5
Technician	10.9
Specialist	31.9
Clerical	18.2
Other	4.0

How many years of federal service do you have? (excluding military service)

Less than 2 years	5.4
Between 2 and 5 years	19.6
Between 6 and 10 years	19.5
Between 11 and 20 years	29.1
Between 21 and 30 years	20.4
More than 30 years	5.9

How many years have you been working
at this facility?

Less than 2 years	11.3
Between 2 and 5 years	28.0
Between 6 and 10 years	31.4
Between 11 and 20 years	17.3
More than 20 years	12.0

How long have you been in your
present job?

Less than 6 months	10.4
Between 6 mo and 1 year	12.3
Between 1 and 2 years	21.5
Between 2 and 5 years	35.9
Between 6 and 10 years	11.7
Between 11 and 20 years	5.1
More than 20 years	3.0

How long have you been in your
present pay grade?

Less than 6 months	12.6
Between 6 mo and 1 year	17.6
Between 1 and 2 years	24.6
Between 2 and 5 years	30.0
Between 6 and 10 years	10.1
Between 11 and 20 years	4.6
More than 20 years	0.4

Table A-1.

Distribution of Respondents by Occupational Series

Series	N		Series	N
0018	3		0855	7
0052	1		0861	36
0101	1		0896	5
0132	1		0905	2
0151	1		0912	1
0182	1		0986	1
0201	4		1001	1
0203	10		1003	1
0212	3		1035	2
0221	3		1080	1
0260	2		1082	1
0301	4		1083	8
0303	6		1101	1
0312	2		1102	71
0322	16		1105	8
0332	1		1106	13
0341	6		1112	1
0342	2		1150	8
0343	18		1222	1
0344	1		1515	26
0345	24		1601	12
0346	36		1670	32
0352	1		1760	1
0356	3		1801	1
0361	1		1910	11
0501	3		2001	19
0506	1		2003	23
0510	16		2005	18
0511	1		2008	1
0525	12		2010	35
0526	1		2011	2
0540	2		2018	1
0545	1		2032	1
0560	12		2050	24
0601	1		2167	2
0644	1		2224	1
0710	1		2449	1
0740	1		3000	1
0801	28		4003	1
0803	1		5010	1
0806	3		5252	1
0845	1		5461	1

Table A-2.

Distribution of Respondents by Pay Grade

Pay Grade	N
02	11
03	29
04	49
05	58
06	27
07	54
08	1
09	116
10	1
11	119
12	144
13	73
14	22
15	10

	Percent
Are you a team leader?	
Yes	15.9
No	84.1
Are you a first line supervisor?	
Yes	7.0
No	93.0
Are you a second line (or above) supervisor?	
Yes	6.3
No	93.7
Do you have and use a computer in your home?	
Yes	22.9
No	77.1
How would you rate your overall familiarity with computers?	
Very familiar with computers	21.1
Somewhat familiar with computers	46.7
Slightly familiar with computers	23.3
Know little or nothing	9.0

	Percent

How many formal training courses
(in college, at the training center,
at a computer manufacturer, etc.)
dealing with computer hardware or
software have you taken?

	Percent
None	28.2
One	21.3
Two or Three	28.6
Four to Six	14.4
Seven to Ten	4.0
More than Ten	3.4

How many computer-oriented magazines
(for example; Compute!, PC World,
Microcomputing, etc.) do you subscribe
to or regularly read?

None	80.9
One	10.2
Two or Three	8.0
More than Three	1.0

Table A-3.

Familiarity with computer programming languages.

Language	Familiarity Rating				
	1	2	3	4	5
BASIC	53.2	31.1	8.5	3.5	3.7
FORTRAN	72.4	14.6	5.5	4.5	3.0
COBOL	79.0	13.2	5.2	1.3	1.3
Pascal	92.0	5.6	1.3	0.7	0.4
C	93.0	4.8	0.9	0.9	0.4
Ada	93.2	5.3	0.7	0.4	0.3
Assembly Language	83.5	12.1	1.8	1.8	0.9

Response scale range is: 1 - I know nothing [about the language], to 5 - I am very proficient [with the language].

Telecommunications

Are you able to dial local commercial
numbers from the telephone on your desk
or in your work area?

Yes	98.5
No	1.5

Are you able to place Direct Dial
Long Distance calls from the telephone
on your desk or in your work area?

Yes	89.8
No	10.2

Are you able to place AUTOVON calls
from the telephone on your desk or
in your work area?

Yes	97.0
No	3.0

During the last year, approximately
how often have you been connected to
a wrong number when dialing a local
extension?

Never	37.8
Less than 1 % of the time	47.5
Between 1 and 10 % of the time	12.5
Between 10 and 25% of the time	1.8
More than 25 % of the time	0.4

How would you rate the auditory quality
of the local extension calls you made
during the last year?

Excellent, with no static or noise	29.6
Good, with little static or noise	50.6
Fair, static or noise occasionally interfere	17.1
Poor, static or noise often interfere	2.8

	Percent

During the last year, approximately how often have you been unable to obtain a commercial (local or long distance) line for calls?

	Percent
Not Applicable	4.0
Never	29.0
Less than 1 % of the time	35.8
Between 1 and 10 % of the time	18.0
Between 10 and 25% of the time	6.9
More than 25 % of the time	6.3

During the last year, approximately how often have you been connected to a wrong number when dialing a commercial number?

Not Applicable	4.0
Never	43.7
Less than 1 % of the time	43.5
Between 1 and 10 % of the time	8.1
Between 10 and 25% of the time	0.7
More than 25 % of the time	0.0

How would you rate the auditory quality of the commercial calls you made during the last year?

Not Applicable	4.1
Excellent, with no static or noise	22.9
Good, with little static or noise	55.2
Fair, static or noise occasionally interfere	15.7
Poor, static or noise often interfere	2.1

During the last year, approximately how often have you been unable to obtain an AUTOVON line for calls?

	Percent
Not Applicable	3.6
Never	8.1
Less than 1 % of the time	17.7
Between 1 and 10 % of the time	31.2
Between 10 and 25% of the time	22.2
More than 25 % of the time	17.2

During the last year, approximately how often have you been connected to a wrong number when dialing an AUTOVON number?

Not Applicable	3.3
Never	32.9
Less than 1 % of the time	39.2
Between 1 and 10 % of the time	18.1
Between 10 and 25% of the time	5.4
More than 25 % of the time	1.1

How would you rate the auditory quality of the AUTOVON calls you made during the last year?

Not Applicable	4.1
Excellent, with no static or noise	8.0
Good, with little static or noise	30.1
Fair, static or noise occasionally interfere	41.9
Poor, static or noise often interfere	15.9

	Percent

How often have you reported difficulties
on your telephone equipment or lines for
service during the last year?

Never	46.8
One or two times	40.8
Three to ten times	10.7
More than ten times	1.7

How satisfied were you with the speed of
response to your request for
repairs/maintenance?

Not Applicable, never requested repairs	45.2
Very satisfied, response time very fast	9.9
Satisfied, response time was adequate	28.0
Not satisfied, response time too slow	16.8

How satisfied were you with the quality
of repairs/maintenance?

Not Applicable, never requested repairs	46.2
Satisfied, problems fixed, no recur	43.3
Not Satisfied, problems not fixed/recurred	10.5

Have you placed a request for new service
or a change to existing service during
the last year?

Yes	22.8
No	77.2

How satisfied were you with the response
to your request for new or changed service?

Very Satisfied	9.9
Satisfied	24.4
Uncertain	44.7
Dissatisfied	12.1
Very Dissatisfied	8.8

	Percent
How often do you use the Telecommunications Center to send or receive Messages, TWX, or FAX documents?	
Frequently	22.5
Occasionally	29.5
Seldom	22.7
Never	25.2
How important are the Telecommunications Center services Message, TWX and FAX) to the conduct of your job?	
Very Important	37.5
Important	34.7
Not Important	27.8
How satisfied are you with the services of the Telecommunications Center?	
Not Applicable	24.6
Very Satisfied	20.6
Satisfied	51.6
Not Satisfied	3.2
How does the telephone service here compare to the service at other Government installations where you have worked?	
Not Applicable	40.5
Much better here	4.9
Better here	9.0
About the same	40.2
Worse here	4.3
Much worse here	1.1

How does the telephone service here
compare to the service at your home?

Not Applicable	2.2
Much better here	1.5
Better here	2.2
About the same	58.2
Worse here	27.8
Much worse here	8.1

How often do you use the telephone
in the conduct of your job?

Frequently	83.4
Occasionally	12.0
Seldom	3.4
Never	1.1

How important is the telephone service
in the conduct of your job?

Very important	79.4
Important	17.7
Not important	2.9

How satisfied are you with the
telephone service?

Not applicable	1.4
Very Satisfied	23.0
Satisfied	63.1
Not Satisfied	12.5

Main-Frame Computers, Terminals & Output Products

How often do you use the output products
(such as the reports produced by the CCSS,
etc.) generated by the DIM in your job?

Never	33.3
Seldom - once a month or less	12.2
Occasionally - once a week	15.7
Frequently - once a day	22.1
Very Frequently - one an hour or more	16.7

How important are the output products
in the conduct of your job? (N = 490)

Very Important	59.2
Important	34.3
Not Important	6.5

How satisfied are you with the output
products? (N = 490)

Not Applicable	3.7
Very satisfied.	20.5
Satisfied	64.1
Not Satisfied	11.8

How often are the products delivered
on time? (N = 490)

Always	3.7
Usually	57.5
Sometimes	31.8
Never	7.0

How often have you discovered errors
in the products?   (N = 490)

	Percent
Always	2.1
Usually	8.6
Sometimes	70.0
Never	19.1

How often do you receive products which
should have been sent to another office?
(N = 490)

Frequently	12.3
Occasionally	37.6
Seldom	28.7
Never	11.1
Don't Know	10.3

Of the products which are regularly
sent to your office, how many are not
used at all and could be discontinued?
(N = 490)

None	44.7
One or two	40.8
Three to Five	11.0
More than Five	3.5

Do you have a computer terminal that
is linked to one or more of the main-frame
computers on your desk or in your
immediate work area?

Yes	70.3
No	29.7

Do you use the computer terminal to run
any of the report generation, database
management, or wordprocessing programs?

Yes	47.9
No	52.1

	Percent
How would you rate the ease of use of the programs and facilities?	
Not Applicable	29.0
Very easy to use	14.0
Easy to use after some study	42.4
Difficult to use and require considerable study and training.	12.6
Very difficult to use even for trained and experienced personnel.	2.0
How would you rate the response time of the terminals?	
Not Applicable	27.1
The response time is fast	6.1
The response time is satisfactory	39.5
The response time is too slow	27.2
During the last year, how often have you called the computer operations center to report a malfunction on the terminal in your area.	
Not Applicable	33.7
Once or twice	31.1
Three to five times	15.4
Six to ten times	7.9
More than ten times	11.9

	Percent

What happened as a result of your report of a malfunctioning terminal?

	Percent
Not Applicable	38.7
Repairs were made quickly (same day) and did not recur	24.0
Repairs were made within a few days and did not recur	18.9
Repairs were made within a few days but later recurred	13.3
Repairs were made after a week or more but did not recur	2.0
Repairs were made after a week or more and recurred	3.1

How satisfied were you with the response time and repairs done to the terminal?

	Percent
Not Applicable	39.4
Entirely satisfied, repairs were fast and effective	12.3
Satisfied	39.4
Not Satisfied, repairs were slow and/or ineffective	9.0

Are you, or is your immediate office/team, the proponent for one or more of the databases or master files maintained on the computer system?

	Percent
Yes	34.9
No	38.1
Unsure	27.0

	Percent

With regard to the databases or master files which you use or for which you or your office/team is the proponent, how aware are you of any indicators which would show the health (errors, omissions, etc.) of the databases or master files?

Not Applicable.	43.2
I am aware of several indicators and monitor closely	10.9
I am aware of some indicators, and monitor occasionally	9.7
I am aware of some indicators, but don't monitor them.	10.7
I am not aware of any indicators of database health.	25.4

How important is it that the databases or master files be kept up to date and accurate?

Not Applicable	34.6
Very important	53.6
Somewhat important	6.1
Unsure of importance	4.7
Not particularly important	0.7
Not important at all	0.1

Who is responsible for the maintenance, accuracy, and completeness of the databases or master files kept on the main-frame computer systems?

Directorate of Information Management	11.8
The functional users	13.2
An outside agency	30.4
Don't know	44.7

	Percent

How would you rate the user's guides or
other documentation provided by the DIM
to help you use the main-frame databases,
reports, and programs?

	Percent
Not Applicable, I do not have DIM supplied guides	51.8
Very good, everything I need to know, organized well	5.0
Good, almost everything I need, organized fairly well	18.3
Fair, most of what I need with some omissions and organization problems.	16.1
Poor, lacking many things I need, poor organization	8.8

Do you have any user's guides or program
documentation not supplied by DIM?

Yes	34.1
No	65.9

How do the non-DIM guides compare to
the guides supplied by DIM?

DIM users guides are much better	3.4
DIM users guides are somewhat better	2.1
Both users guides are about the same	12.2
The non-DIM guides are somewhat better	7.3
The non-DIM guides are much better	3.3
Not Applicable, I can't compare the two	71.7

	Percent
How many times have you requested the Systems Programming Division to develop a new program or modify an existing program?	
Never	69.7
Once	7.3
Two or Three times	11.7
Four to Six times	3.5
Six to Ten times	2.7
More than Ten times	5.1

Table A-4.

Satisfaction with Systems Programming Division.

Percent of sample indicating:

	Very Satisfied	Satisfied	Undecided	Dissatisfied	Very Dissatisfied	Not Applicable
Timeliness of Support	12.8	26.3	7.2	9.4	3.4	40.9
Cooperation of Personnel	20.6	27.6	7.6	4.5	0.6	39.2
Documentation of Product	9.9	27.6	15.9	5.7	1.8	39.0
Training in Use of Product	6.7	21.0	14.5	13.0	4.5	40.3
User Friendliness of Product	13.6	26.6	12.8	6.3	1.6	39.1
Overall Quality of Product	11.1	31.3	11.5	5.9	1.4	38.5

Office Automation

Do you regularly use an office automation
(OA) computer system (Intel 310, Wyse PC,
IBM PC, Zenith PC, etc.) in your work?

	Percent
Yes	48.9
No	51.1

How much time do you spend each day
(on the average) using the OA system?
(N = 360)

	Percent
One hour or less	38.9
One to two hours	29.2
Two to four hours	20.0
Four to six hours	7.8
More than six hours	4.2

Table A-5.

Utilization of office automation systems. (N = 360)

Program	Percent Regularly Use	Percent Use Most Often
Word Processor	50.6	28.1
Spreadsheet	40.9	15.0
Database Management	48.6	19.8
Statistical Analysis	22.9	4.5
Graphics	22.8	5.0
Specially Developed (Custom)	52.4	25.1

	Percent

Do you develop your own programs on the OA system using one of the programming languages (BASIC, FORTRAN, Pascal, C, COBOL, etc.)? (N = 360)

	Percent
Yes	22.1
No	77.9

How would you rate the documentation (user's guides, manuals, etc.) for the hardware and operating system of your OA system? (N = 360)

Very Good	16.6
Good	46.9
Fair	28.0
Bad	6.3
Very Bad	2.3

How would you rate the documentation (user's guides, manuals, etc.) for the applications programs (wordprocessor, spreadsheet, etc.) of your OA system? (N = 360)

Very Good	18.1
Good	46.8
Fair	30.5
Bad	2.9
Very Bad	1.7

Employees who have problems with their OA systems can obtain help from the DIM Workplace Automation Branch. Have you ever requested help or information from the Workplace Automation Branch? (N = 360)

Yes	30.1
No, but I was aware that help is available.	33.8
No, and I was NOT aware that help is available	36.1

How would you rate the help or information _ **Percent**
you received from the
Workplace Automation Branch?   (N = 360)

Help/information led to problem solution	20.3
Help/information did not solve problem	11.4
No help/information was provided	5.7
I have never asked for help/information	38.9
I didn't know help/information available	23.7

Overall, how satisfied are you
with your OA system?   (N = 360)

Very Satisfied	15.0
Satisfied	63.6
Undecided	14.4
Dissatisfied	5.9
Very Dissatisfied	1.1

How satisfied are you with the support
which the DIM has provided you in the
acquisition of your OA system? (N = 360)

Very Satisfied	6.7
Satisfied	40.0
Undecided	38.8
Dissatisfied	9.0
Very Dissatisfied	5.5

How satisfied are you with the support
which the DIM has provided you in the
maintenance of your OA system? (N = 360)

Very Satisfied	7.8
Satisfied	45.0
Undecided	32.9
Dissatisfied	11.0
Very Dissatisfied	3.5

How satisfied are you with the support
which the DIM has provided you in the
utilization of your OA system? (N = 360)

	Percent
Very Satisfied	5.5
Satisfied	42.1
Undecided	33.1
Dissatisfied	14.7
Very Dissatisfied	4.6

How important is your OA system in the
conduct of your job?   (N = 360)

Very Important	53.8
Important	44.2
Not Important/Don't use one	1.7

DIM Support - Miscellaneous

In the conduct of your job, have you ever
developed or helped to develop an
Information Management Requirements
Request (IMRR) or Capabilities Request (CAPR)?

Yes	15.3
No	84.7

In preparing the IMRR or CAPR, how
would you rate the guidance and
information provided to you by the DIM?

Not Applicable	81.1
Very Good	2.7
Good	6.2
Fair	6.3
Poor	2.6
Very Poor	1.1

	Percent
Do you know who the Information Requirements Point of Contact is for your directorate?	
Yes	36.0
No	64.0
Have you ever brought to the attention of your supervisor the need for additional information management services (such as more terminals, different programs, more or different communications lines, etc.)	
Yes	56.2
No	43.8
How familiar are you with the process by which new information requirements (computers, software, etc.) are processed and eventually purchased and installed in your office?	
Completely familiar with the process	5.8
Somewhat familiar with the process	22.4
Slightly familiar with the process	18.6
I know little or nothing about process	53.1
How long do you think is the normal processing time required for the purchase of hardware and software from the time the request is received at the DIM?	
One month or less	5.6
One to three months	11.2
Three to six months	16.7
Six months to a year	30.5
More than one year	36.0

	Percent

Have you ever seen a brochure describing
the AVSCOM/TROSCOM Automated Data
Processing (ADP) access procedures?

	Percent
Yes	19.8
No	80.2

How satisfied were you with the time
required to respond to your request
for a password for the AVSCOM/TROSCOM
main-frame computer systems?

Not Applicable	38.5
Satisfied with response time	42.5
Uncertain	10.8
Dissatisfied with response time	8.3

Which of the following statements best
describes the guidance which DIM has
provided to you on password protection?

I have never received guidance	41.5
The guidance was unclear or incomplete	4.0
The guidance was reasonably clear	30.6
The guidance was clear and complete	23.9

Do you follow the guidance provided on
backing up files and protecting the
backup copies on your Office Automation
computer system (Intel, PC, etc.)?

Not Applicable	44.6
I didn't know there was guidance	20.3
Yes, I backup regularly and protect the copy	19.4
Usually, but sometimes I don't follow the schedule	5.8
No, I seldom or never make backup copies of my files	9.9

	Percent

How would you rate the training and
instruction which is provided for
main-frame and Office Automation
computer system users?

Very Good	5.7
Good	29.6
Fair	33.5
Poor	16.9
Very Poor	14.2

How would you compare the information
management services (computers, automated
reports, telecommunications, etc.) at this
command with those found in private
industry (for example, a "Fortune 500"
company)?

I don't know or cannot compare	70.9
This command is much better	1.1
This command is better	1.8
Both about the same	3.5
Private industry is better	11.7
Private industry is much better	10.9

How often do you use the Command
Information System ?

Never	55.4
Rarely - on a monthly basis	15.5
Occasionally - on a weekly basis	17.2
Frequently - on a daily basis	11.9

	Percent

How satisfied are you with the
Command Information System ?

Very Satisfied	3.0
Satisfied	27.3
Uncertain	60.2
Dissatisfied	4.3
Very Dissatisfied	5.1

How well is the Directorate for
Information Management (DIM) meeting
your needs and helping you perform your job?

Very Well	6.0
Well	27.2
Uncertain	50.4
Poorly	11.1
Very Poorly	5.3

Which of the following statements best
describes your opinion regarding the
need for improvements in the services
and products supplied by the Directorate
for Information Management (DIM)?

No improvements are needed	1.7
A few improvements are needed	30.6
Uncertain	34.5
Many improvements are needed	24.2
Very many improvements are needed	9.0

Copiers

How often do you use the copiers?

	Percent
Never	2.4
Rarely - on a monthly basis	4.4
Occasionally - on a weekly basis	21.0
Frequently - on a daily basis	72.2

How important are the copiers to
the conduct of your job?

Very Important	73.9
Important	24.1
Not Important/Don't use them	2.1

On the average, how long do you have
to wait to get access to the copier?

Not Applicable	1.7
Less than one minute	14.9
One to three minutes	37.4
Four to ten minutes	36.3
More than ten minutes	9.7

On the average, how many copies do
you make in a week?

Not Applicable / None	1.7
One to ten	16.7
Ten to fifty	45.0
Fifty to one hundred	23.2
One hundred to five hundred	11.6
More than five hundred	1.8

Overall, how satisfied are you with
the copiers?

	Percent
Very Satisfied	11.8
Satisfied	43.7
Uncertain/Not Applicable	3.8
Dissatisfied	29.6
Very Dissatisfied	11.1

Mail Room

During the last year, how many times
have items arrived in distribution for
your office which were addressed for
a different office?

	Percent
Never	20.2
Once	7.4
2 to 10 times	49.2
More than 10 times	23.2

During the last year, have you
experienced any difficulties in obtaining
special mail room services (for example,
Classified Mail Service, Certified or
Registered Mail, OverNight Mail Service)?

	Percent
I have not used any special mail room services	45.5
I have experienced no difficulties	33.4
I have experienced some minor difficulties	16.0
I have experienced considerable difficulties	4.1
I have been unable to obtain needed services	1.0

	Percent
What is your impression regarding the speed of mail distribution?	
Distribution is fast and entirely satisfactory	4.3
Distribution is satisfactory	47.1
Distribution is slow and not entirely satisfactory	48.6

Table A-6

Frequency of use of DIM Functional areas.

| | Percent of sample indicating: | | | |
	Never	Seldom	Occasionally	Frequently
Printing Plant	48.6	30.1	12.5	9.2
Graphics Arts	63.9	23.4	8.8	4.0
Library / Tech Info.	30.9	22.5	28.0	18.5
Audiovisual	70.9	17.3	8.8	3.0
Photographic Services	79.4	13.2	5.2	2.2

Table A-7.

Number of respondents who reported utilization of DIM functional areas.

Functional Area	N
Printing Plant	380
Graphics Arts	265
Library / Tech Info.	500
Audiovisual	210
Photographic Services	150

Note: Percentages reported in subsequent tables are based upon the samples listed here.

Table A-8.

Frequency of products delivered on time.

Percent of sample indicating:

	Always	Usually	Sometimes	Never
Printing Plant	11.2	54.1	22.8	11.8
Graphics Arts	28.3	54.3	12.5	4.9
Library / Tech Info.	26.1	59.3	12.3	2.2
Audiovisual	31.0	56.3	9.4	3.3
Photographic Services	32.0	56.0	10.0	2.0

Table A-9.

Quality of products received.

Percent of sample indicating:

	Excellent	Very Good	Satisfactory	Poor	Very Poor
Printing Plant	17.4	42.9	36.1	3.4	0.3
Graphics Arts	30.6	44.5	21.9	3.0	0.0
Library / Tech Info.	15.1	41.2	39.6	3.6	0.6
Audiovisual	21.2	40.6	34.0	3.8	0.5
Photographic Services	27.5	43.0	25.5	2.7	1.3

Table A-10.

Source of information on obtaining services and products.

| | Percent of sample indicating: | | | |
	Co-worker	Team Leader/Supervisor	Written Guidance/SOP	Other
Printing Plant	52.1	21.1	22.1	4.7
Graphics Arts	49.2	25.8	22.0	3.0
Library / Tech Info.	56.5	18.9	16.5	8.0
Audiovisual	55.0	23.2	15.6	6.2
Photographic Services	50.0	20.3	23.6	6.1

Table A-11.

Difficulty of obtaining services and products.

| | Percent of sample indicating: | | | | |
	Very Easy	Easy	Some Effort	Difficult	Very Difficult
Printing Plant	21.2	44.4	30.4	2.9	1.1
Graphics Arts	25.1	47.1	23.6	1.9	2.3
Library / Tech Info.	25.2	52.6	19.6	2.2	0.4
Audiovisual	20.2	49.8	25.4	2.8	1.9
Photographic Services	26.2	50.3	20.8	2.0	0.7

Table A-12.

Ratings of familiarity with the services and products.

	Percent of sample indicating:			
	Completely Familiar	Somewhat Familiar	Slightly Familiar	Little or No Familiarity
Printing Plant	6.8	46.1	35.0	12.1
Graphics Arts	9.8	41.1	41.1	7.9
Library / Tech Info.	8.5	58.1	26.2	7.2
Audiovisual	11.3	47.9	31.5	9.4
Photographic Services	8.7	48.7	36.0	6.7

Table A-13.

Importance of products and services in job.

	Percent of sample indicating:		
	Very Important	Important	Not Important
Printing Plant	30.3	43.8	25.9
Graphics Arts	17.1	47.1	35.7
Library / Tech Info.	21.3	54.3	24.3
Audiovisual	16.1	56.4	27.5
Photographic Services	15.4	44.3	40.3

Table A-14.

Overall satisfaction with services and products.

	Percent of sample indicating:				
	Very Satisfied	Satisfied	Undecided	Dissatisfied	Very Dissatisfied
Printing Plant	12.6	64.0	15.5	6.6	1.3
Graphics Arts	20.8	61.0	13.6	3.8	0.8
Library / Tech Info.	19.2	65.1	10.7	4.0	1.0
Audiovisual	16.6	65.9	10.9	5.2	1.4
Photographic Services	21.5	61.1	12.8	3.4	1.3
Mail Room	4.1	46.9	24.1	20.2	4.7

Table A-15.

Ratings of personnel in DIM functional areas.

	Strongly Disagree	Disagree	Not Sure	Agree	Strongly Agree
Printing Plant					
Helpful	2.1	6.1	21.1	64.7	5.8
Knowledgeable	0.8	5.9	31.4	56.0	5.9
Competent	0.5	5.6	32.4	56.0	5.4
Friendly	0.5	8.9	25.4	58.9	6.2
Graphics Arts					
Helpful	0.8	5.7	14.1	66.5	12.9
Knowledgeable	3.4	19.0	65.8	11.8	0.0
Competent	3.4	19.8	64.6	12.2	0.0
Friendly	1.1	4.2	16.4	65.3	13.0
Library/Tech Information					
Helpful	1.2	2.8	8.7	74.7	12.6
Knowledgeable	1.0	3.1	17.6	69.0	9.4
Competent	0.8	2.5	19.6	69.3	7.8
Friendly	1.2	3.5	12.5	71.9	10.9
Audiovisual					
Helpful	1.4	3.3	14.1	66.2	15.0
Knowledgeable	1.9	3.8	16.1	66.4	11.8
Competent	2.4	4.3	18.5	64.0	10.9
Friendly	3.3	3.3	12.3	65.4	15.6
Photographic Services					
Helpful	0.7	2.7	8.2	70.5	17.8
Knowledgeable	0.7	3.4	14.3	67.3	14.3
Competent	0.7	6.2	13.7	66.4	13.0
Friendly	0.7	4.8	9.7	64.1	20.7
Mail Room					
Helpful	1.9	8.7	28.4	54.6	6.4
Knowledgeable	2.0	7.7	39.2	45.6	5.6
Competent	2.7	7.6	41.2	43.4	5.1
Friendly	2.3	6.2	30.4	52.0	9.1

Percent of sample indicating: