

Air Education and Training Command

Sustaining the Combat Capability of America's Air Force



Occupational Survey Report AFSC 3E6X1 Operations Management

U.S. AIR FORCE

Lt Bryan Pickett
Feb 04

Integrity - Service - Excellence

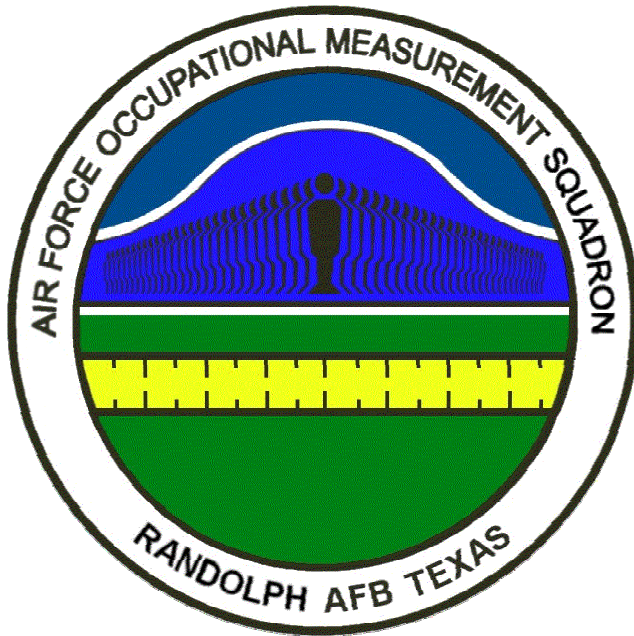
Report Documentation Page

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Air Force Occupational Measurement SQ



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<https://www-r.omsq.af.mil/OA/oaproducts.htm>

Integrity - Service - Excellence



Overview



- Survey background
- Survey results
- Implications and way ahead



Executive Summary



- Three clusters and three independent jobs identified during analysis
- Technical tasks are performed primarily by 3- and 5-skill-level members
- 7-skill-level members perform mix of technical and supervisory tasks
- 9-skill-level members perform mostly supervisory tasks
- Career ladder document supported by survey data
- Job satisfaction indicators are fair



Survey Background



- Last Occupational Survey Report (OSR) – July 1999
- Current survey developed – March - August 2003
 - Sheppard AFB TX (Tech School)(2)
 - Lackland AFB TX (4)
 - Randolph AFB TX (4) (SKT Team)
 - Holloman AFB NM (4)
 - Nellis AFB NV (5)
 - Fairchild AFB WA (5)
 - Hurlburt Field FL (6)
 - Eglin AFB FL (4)
 - Ramstein AB (5)





Survey Background



- Survey initiated to obtain data to:
 - Evaluate current classification and training documents
 - Support promotion test development
- Current survey data collected – August - December 2003
- Components surveyed:
 - Active Duty: 3-, 5-, 7-, and 9-Skill Levels
 - Guard: 3-, 5-, 7-, and 9-Skill Levels
 - Reserve: 3-, 5-, 7-, and 9-Skill Levels





Survey Sample Characteristics



	<u>AD</u>	<u>ANG</u>	<u>AFRC</u>	<u>Total</u>
Assigned*	689	243	107	1,039
Mailed Out	626	226	84	936
Sample	314	55	29	398
Usable Returns	50%	24%	35%	43%

- Average time in career field for AD: 5 yrs 1 month
- Average TAFMS for AD: 7 yrs 4 months
- Percent of AD in first enlistment: 59%

* Assigned as of Aug 03



Paygrade Characteristics



Paygrade Distribution

	Assigned*	Sample
E-1 - E-2 -	6%	6%
E-3 -	20%	24%
E-4 -	14%	18%
E-5 -	11%	12%
E-6 -	17%	16%
E-7 -	21%	18%
E-8 -	10%	6%
E-9 -	1%	0%

* Assigned as of Aug 03



Command Representation



Command	Assigned %*	Sample %
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ACC

20

17

AMC

10

15

USAFE

8

13

PACAF

10

9

AFMC

4

9

AETC

6

7

AFSPC

3

5

Other**

6

4

ANG

23

14

AFRC

10

7



* Assigned as of Aug 03

** Highest percentages of "Other" include AFSOC and AIA

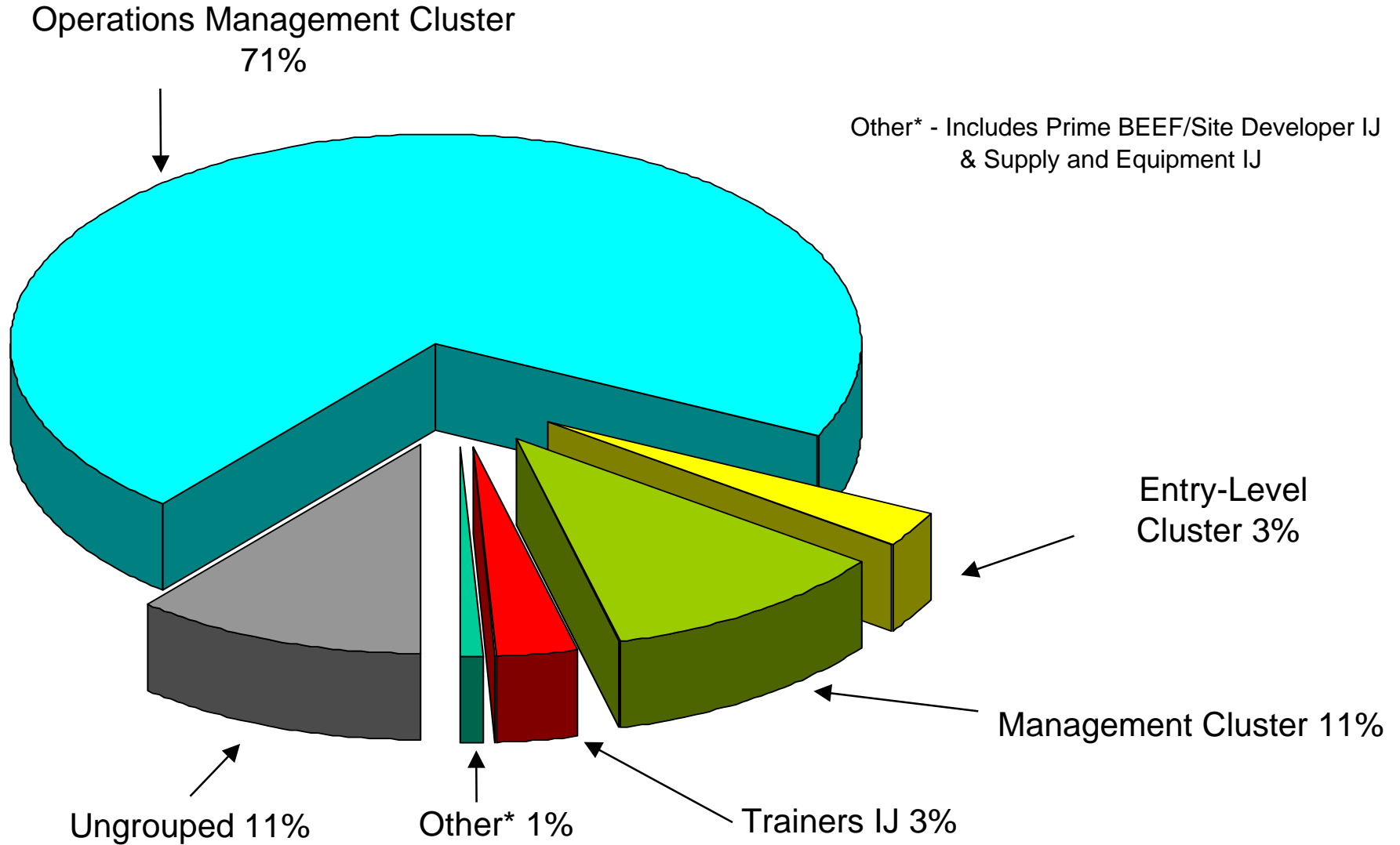


Job Structure



IJ =Independent Job

Sample size: 398

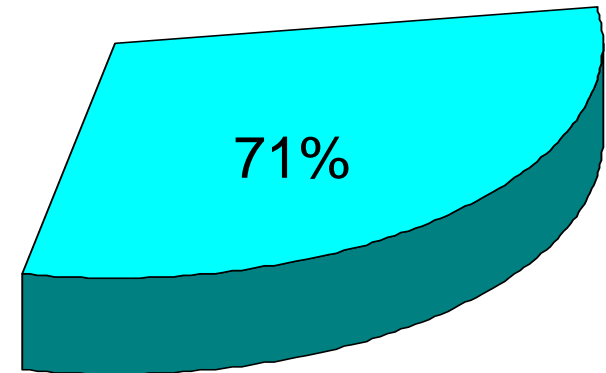




Operations Management Cluster (N=281)



- Assign control numbers to work requests, such as work orders or DSWs
- Brief status of requested work to customers
- Determine types of DSWs
- Prepare DSWs
- Prepare work orders
- Process DSWs
- Close out IWIMS work orders
- Determine category of service calls
- Write IWIMS direct schedule work orders (DSWs)
- Classify DSWs

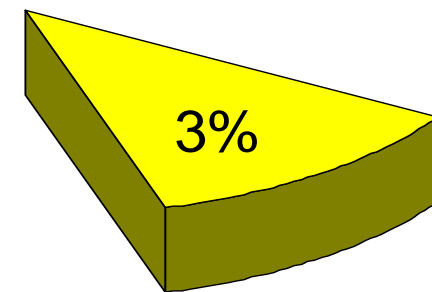




Entry-Level Cluster (N=10)



- Write IWIMS direct schedule work orders (DSWs)
- Update or maintain standby rosters or workcenter pyramid recall rosters
- Maintain standby personnel listings
- Close out IWIMS work orders
- Determine category of service calls
- Prepare DSWs
- Process DSWs
- Dispatch do-it-now (DIN) trucks
- Determine types of DSWs
- Erect temper tents

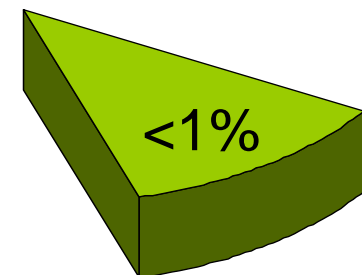




Prime BEEF/Site Developer IJ (N=3)



- Erect or tear down bare base structures
- Perform self-aid and buddy care
- Erect temper tents
- Set up or tear down shelters
- Tear down, inspect, clean, and reassemble weapons, such as M-16 rifles
- Develop camp cantonment layouts
- Develop base denial plans
- Develop bare base plans
- Assess base facility damages
- Plot damage assessments

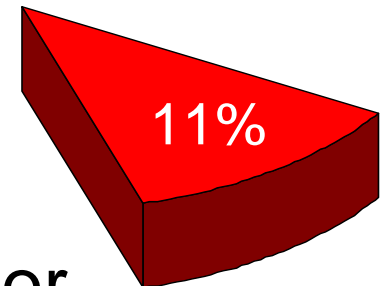




Management Cluster (N=45)



- Maintain administrative files
- Determine training requirements
- Conduct general meetings, such as staff meetings, briefings, conferences, or workshops
- Schedule personnel for TDY assignments, leaves, or passes
- Conduct on-the-job training (OJT)
- Review budget requirements
- Determine or establish work assignments or priorities
- Write recommendations for awards or decorations
- Determine manpower requirements

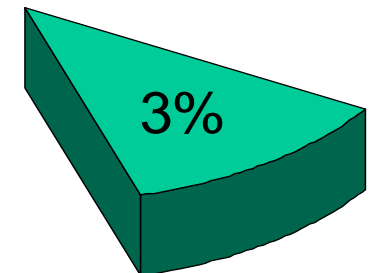




Trainers IJ (N=12)



- Brief personnel concerning training programs or matters
- Determine training requirements
- Schedule training sessions
- Develop or procure training materials or aids
- Develop training programs, plans, or procedures
- Maintain training records or files
- Evaluate effectiveness of training programs, instructors, or trainees
- Select individuals for specialized training
- Write training reports

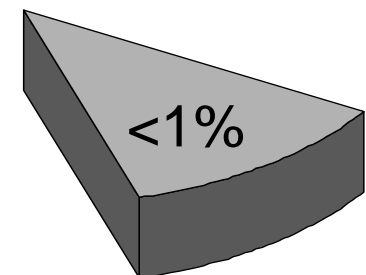




Supply and Equipment IJ (N=3)



- Pick up, deliver, or store equipment, tools, parts, or supplies
- Examine equipment or supply problems
- Initiate requisitions for equipment, tools, parts, or supplies
- Maintain stock levels of office supplies
- Maintain organizational shop equipment or supply records
- Inventory equipment, tools, parts, or supplies
- Maintain equipment or supply storage areas
- Establish storage requirements for equipment or supplies
- Maintain tool issue accounts (TICs)





Career Ladder Progression



- 3- and 5-skill-level personnel
 - Work in the most technical jobs in the career field
 - Spend most of their time on technical tasks
- 7-skill-level personnel
 - Continue to perform some technical tasks
 - However, take on more supervisory duties
- 9-skill-level personnel
 - Perform more supervisory duties than 3-, 5- and 7-skill-level members



Percent Across Specialty Jobs

DAFSC



	DAFSC 3E631 (N=125)	DAFSC 3E651 (N=109)	DAFSC 3E671 (N=136)	DAFSC 3E691 (N=28)
Operations Management Cluster	86	88	51	29
Entry-Level Cluster	6	*	*	0
Prime BEEF/Site Developer IJ	0	0	2	0
Management Cluster	0	2	23	43
Trainers IJ	0	2	7	0
Supply and Equipment IJ	*	0	2	0
Not Grouped	7	7	14	28

* Less than 1%



Career Ladder Progression

Percent Time Spent on Duties



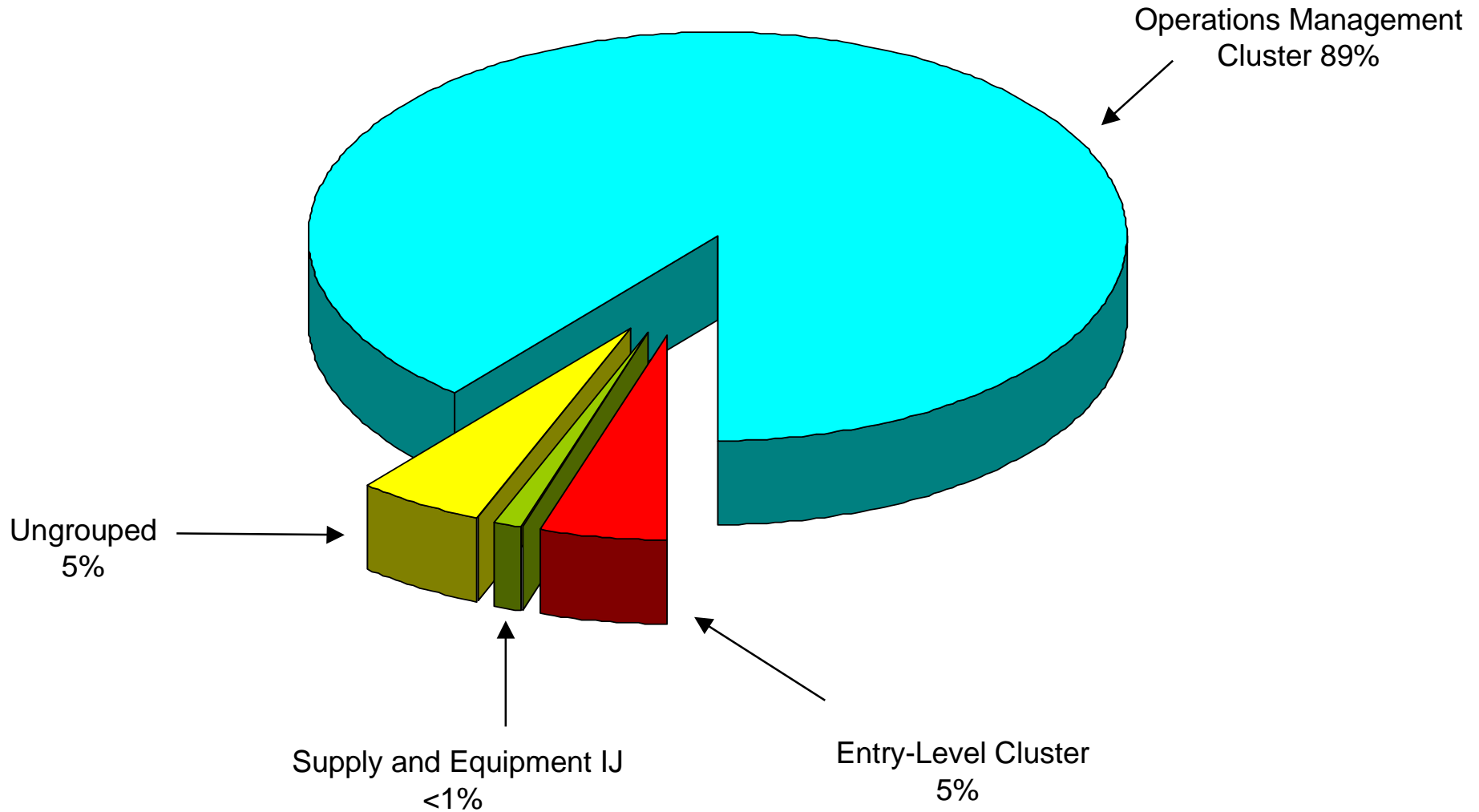
	DAFSC 3E631 (N=125)	DAFSC 3E651 (N=109)	DAFSC 3E671 (N=136)	DAFSC 3E691 (N=28)
Performing Interim Work Information Management (IWIMS) Activities	19	13	5	2
Performing Zonal or Customer Service Activities	24	21	12	7
Performing Service Call or Damage Control Activities	13	10	5	4
Performing Workforce Management Activities	24	24	19	15
Performing General Administrative Activities	4	4	7	7
Performing General Supply and Equipment Activities	2	3	6	6
Performing Deployment and Prime Base Engineer Emergency Force (BEEF) Activities	10	12	12	15
Performing Training Activities	2	7	12	10
Performing Management and Supervisory Activities	2	6	22	34



First-Enlistment Job Structure



Sample size: 186





First-Enlistment Personnel Representative Tasks



Percent
Members
Performing
(N=186)

Tasks

Write IWIMS direct schedule work orders (DSWs)	87
Close out IWIMS work orders	87
Process IWIMS work orders	79
Assign control numbers to work requests, such as work orders or DSWs	79
Determine types of DSWs	77
Prepare DSWs	75
Process DSWs	75
Determine category of service calls	73
Brief status of requested work to customers	73
Prepare work orders	73
Classify DSWs	69
Dispatch do-it-now (DIN) trucks	67
Assign Air Force account or cost account codes to work orders	62
Brief customers on work requirements	61



First-Enlistment Personnel Work Order Mgmt Systems Used



Work Order Management System

IWIMS only

Both IWIMS and ACES

Paper-Based

Other

Percent
Members
Using
(N=186)

78

19

17

5



First-Enlistment Personnel Equipment Used



Percent
Members
Using
(N=186)

Equipment or Material

Computer Equipment	65
Maps or Charts	53
Office Machines, such as Typewriters or Copiers	44
Radio Battery Chargers	42
Radios, Intrabase	40
Telephones, Secure STU-III	27
Radios, Scope Shield	24
Radio Battery Conditioners	20
Cellular Phones	19
Field Gear, such as Helmets, Web Belts, or Canteens	15
Plotting Boards	14
Mobile Telephones	13
Telephones, Microwave Dish	13
Simultaneous Alert System, i.e. Beeper/Pager/Recall System	10



First-Enlistment Personnel Disaster Threats Responded To



Percent
Members
Performing
(N=186)

Disaster Threat

None	42
Accident/Incident, Aircraft	19
Windstorm	10
Chemical Spill, including Fuel/Propellant Spill	9
Snowstorm or Blizzard	9
Hurricane	6
Tornado	6
Typhoon	6
Icestorm or Hailstorm	5



Specialty Training Standard (STS) Analysis



- STS is supported by survey data
 - Several STS items were unsupported
- Several STS item may need proficiency code review
 - Several STS items matched to JI tasks performed by more than 20 percent of members
- Some technical tasks performed by 20 percent or more of members were not referenced to STS
 - These should be reviewed for possible inclusion in STS



Unsupported STS Elements



Examples

Unit	Learning Objective	Prof Code	Percent Members Performing		Tng Emp	Tsk Dif	ATI
			1st Job (N=69)	1st Enl (N=186)			
12.9.3	Maintain (Customer Account Codes)	2b					
Task	B0044. Maintain customer account codes		10	13	2.46	3.99	7
12.11.2	Prepare (Collection Work Order Number (CWON))	2b					
Tasks	B0036. Draft or prepare collection work order number (CWON) lists		9	14	3.77	5.36	7
	D0095. Maintain CWON lists		1	4	4.31	4.80	11

Mean TE Rating = 2.67 Standard Deviation = 2.20 High TE = 4.87
 Mean TD Rating = 5.00 Standard Deviation = 1.00 High TD = 6.00



Proficiency Code Requiring Review



Unit	Learning Objective	Prof Code	Percent Members Performing		Tng Emp	Tsk Dif	ATI
			1st Job (N=69)	1st Enl (N=186)			
7.7	Scheduling/time accounting	-					
Tasks	A0012. Input actual hours and deviations on IWIMS weekly work schedules		54	59	6.00	3.18	13
	D0092. Input labor man-hours into computer systems		49	52	6.08	2.67	13
	D0093. Input weekly or monthly labor estimates into computer systems		22	34	5.38	3.81	10
7.14.3	Develop automated reports	-					
Tasks	A0006. Develop or write IWIMS reports		55	58	5.23	7.48	18
	A0007. Develop or write IWIMS software programs, other than reports		1	2	.15	9.34	2
	B0047. Prepare work status reports		29	38	5.92	4.70	12

Mean TE Rating = 2.67 Standard Deviation = 2.20 High TE = 4.87
 Mean TD Rating = 5.00 Standard Deviation = 1.00 High TD = 6.00



Tasks not Referenced to STS



Percent Members Performing

<u>Tasks</u>	<u>1st</u> <u>Job</u>	<u>1st</u> <u>Enl</u>	<u>Tng</u> <u>Emp</u>	<u>Tsk</u> <u>Dif</u>	<u>ATI</u>
G0225 Perform self-aid and buddy care	17	33	5.85	4.36	12
G0244 Tear down, inspect, clean, and reassemble weapons, such as M-16 rifles	20	31	6.15	3.41	10

Mean TE Rating = 2.67 Standard Deviation = 2.20 High TE = 4.87
 Mean TD Rating = 5.00 Standard Deviation = 1.00 High TD = 6.00



Job Satisfaction Indicators (Current vs. Previous Study)



	1-48 Months		49-96 Months		97+ Months	
	2003 (N=186)	1999 (N=48)	2003 (N=18)	1999 (N=31)	2003 (N=110)	1999 (N=111)
Job interesting	69	71	78	84	84	79
Talents well utilized	65	58	67	81	81	73
Training well utilized	87	54	78	65	84	72
Sense of accomplishment	50	44	72	55	60	60
Plan to reenlist	59	71	67	68	66	64



Job Satisfaction Indicators (Across Specialty Jobs)



	Operations Management Cluster (N=281)	Entry- Level Cluster (N=10)	Prime BEEF/Site Developer IJ (N=3)
Job interesting	75	70	100
Talents well utilized	70	70	67
Training well utilized	86	90	67
Sense of accomplishment	53	50	67
Plan to reenlist	66	40	33



Job Satisfaction Indicators (Across Specialty Jobs)



	Management Cluster (N=45)	Trainers IJ (N=12)	Supply and Equipment IJ (N=3)
Job interesting	95	92	100
Talents well utilized	84	92	67
Training well utilized	69	75	67
Sense of accomplishment	87	75	67
Plan to reenlist	73	75	67



Retention Dimensions First-Term Airmen (N=186)



	Percent Responding	Average
Planning to Reenlist (N=109)		
Off-duty education & training opportunities	71	2.61
Pay and allowances	70	2.51
Military-related education & training opportunities	62	2.50
Job security	56	2.62
Medical/dental care for AD member	56	2.59
Planning to Separate (N=77)		
Military lifestyle	61	2.32
Location of present assignment	49	2.50
Pay and allowances	43	2.39
Recognition of efforts	31	2.46
Esprit de corps/morale	27	2.43

Scale: 1 = slight influence, 2 = moderate influence, 3 = strong influence



Retention Dimensions Second-Term Airmen (N=18)



	Percent Responding	Average
Planning to Reenlist (N=12)		
Off-duty education & training opportunities	92	2.00
Pay and allowances	83	2.50
Military lifestyle	75	2.67
Retirement benefits	75	2.44
Job security	67	2.62
Planning to Separate (N=6)		
Number/duration of TDYs or deployments	83	2.60
Number of PCS moves	33	3.00
Leadership at unit level	33	3.00
Military lifestyle	33	2.50
Recognition of efforts	33	2.50

Scale: 1 = slight influence, 2 = moderate influence, 3 = strong influence



Retention Dimensions Career Airmen (N=110)



	Percent Responding	Average
Planning to Reenlist (N=73)		
Retirement benefits	78	2.67
Medical/dental care for AD member	68	2.69
Pay and allowances	66	2.58
Off-duty education & training opportunities	59	2.47
Military lifestyle	52	2.42
Planning to Separate (N=5)		
Leadership at unit level	60	2.67
Number/duration of TDYs or deployments	40	3.00
Civilian job opportunities	40	3.00
Promotion opportunities	40	3.00
Military lifestyle	40	2.50

Scale: 1 = slight influence, 2 = moderate influence, 3 = strong influence



Summary of Results



- Career ladder progression typical
 - Highly technical at 3-skill level progressing to more managerial at 9-skill level
- STS supported by survey data
 - STS provides comprehensive coverage of work performed by career ladder, but review of some items warranted
- Job satisfaction indicators – Fair
 - All indices relatively low
 - Job satisfaction comparable between current and previous study
 - Perceived utilization of training higher across all TAFMS groups in current study as compared to previous study
 - Slightly higher for Management Cluster, Trainers IJ, and Supply and Equipment IJ across all indices



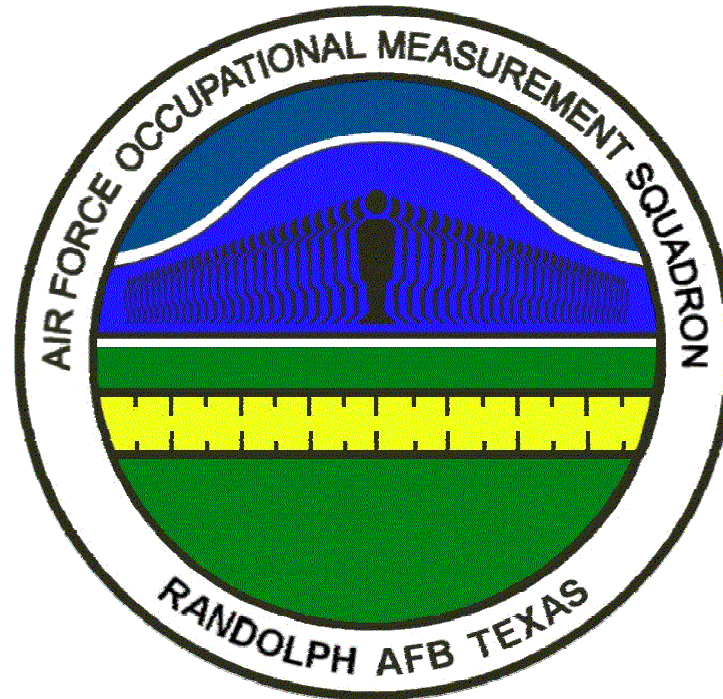
Way Ahead



- OSR Delivery Trip – tentatively scheduled for Feb 04
- Utilization and Training Workshop (U&TW) – tentatively scheduled for Jun 04
- Next SKT rewrite (minor) – scheduled for 30 Mar 04



Questions?



Visit our web site at:

<https://www-r.omsq.af.mil/OA/oaproducts.htm>

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