

Navy Personnel Survey System

"... answers helped the Navy justify increases in funding for family and bachelor housing, child care, relocation assistance and enlisted clubs."

R. J. Zlatoper
Vice Admiral, U.S. Navy
Chief of Naval Personnel

Determining Attitudes and Priorities on Personnel Policies and Practices

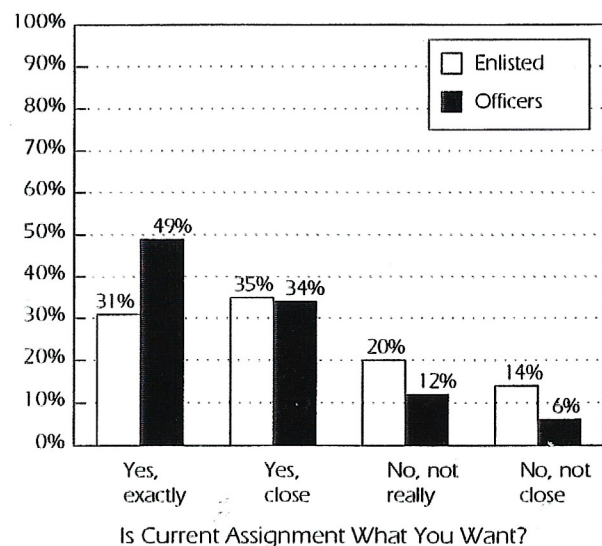
Surveys "Takes Navy's Pulse" on Important Issues

The Navy Personnel Survey System was developed for the Chief of Naval Personnel to obtain quality attitude and opinion information from naval military and civilian personnel and dependents in a systematic and cost effective manner. There are several components to the system. A Survey Data Management component provides valuable information (e.g., sample description, topic areas, and questions) and data about all Navy surveys being conducted by other Navy organizations. This component helps reduce survey redundancy and intrusion on Navy commands by controlling and coordinating all personnel surveys.

The Operational Survey component reaches out to all categories of naval personnel to discover their

Some NPS-91 Highlights

- ❑ Most Navy spouses were employed; financial obligations made spouse employment necessary for 75% of enlisted and 50% of the officers.
- ❑ Nearly all members had heard of the Family Service Center programs and about 50% who had used them felt the programs were good
- ❑ Enlisted members were less satisfied than officers with the cost and quality of housing. Navy members are satisfied with overall quality of life.
- ❑ About 50% of Navy members planned to stay in the Navy until eligible for retirement, but retention plans were influenced by many factors (e.g., child care, family separations, sea duty).
- ❑ Detailers were given favorable ratings for their knowledge of their jobs.



- ❑ Over 40% of the respondents were currently pursuing further education. Among those who were not, lack of time due to work responsibilities was one important reason.

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views on the most crucial Navy issues, and it also has many other functions. To help management concentrate on the right personnel program and identify areas of dissatisfaction, NPRDC developed the annual Navy-wide Personnel Survey (NPS) which is mailed to approximately 20,000 officers and enlisted personnel. Some of the issues covered by the NPS are controversial, like AIDS and sexual harassment; some are vital, like pay, sea/shore rotation, and quality of life; others are informative, like, "How do you feel about your housing, supervisor, or current assignment?" On some issues, the survey questions are designed to provoke a response or feeling from individuals who chronically have "no opinion."

Although NPS results often bring good news to Navy decision-makers indicating good programs are in place and functioning well, some results show lukewarm or less favorable views indicating a need for improvement. Both types of information are important to Navy decision-makers. In addition to the NPS issues, special

and quick reaction surveys are conducted as well. NPS, however, is the key pulse-taker for the Navy. Results from this year's NPS-92 conducted in December 1992 will be compared with those from the NPS-90 and NPS-91 to establish trends.

The R&D component focuses on methodology that will reduce the costs of conducting surveys and improving the accuracy and sensitivity of survey data. One study underway is to determine if there are any differences when respondents are asked to identify themselves with their SSN. Another study will see if it is feasible to use early survey returns to report accurate survey results.

A new component of the Navy Personnel Survey System is the Survey Operations Center (SOC) which is designed to provide services to other Navy organizations that conduct their own surveys. The SOC designs questionnaires, selects samples, enters and processes data, and produces statistical management reports.

NPRDC surveys are closely tied to customer needs and are developed according to appropriate scientific and statistical guidelines. They are reliable and accurate.

NPRDC incorporates state-of-the-art technology in designing, administering, delivering, and analyzing surveys, such as:

- Computerized surveys.
- FAX surveys.
- Scannable surveys.
- Telephone surveys.

For additional information, contact Mr. Mannie Somer (NPRDC Code 163) DSN 553-9248 or commercial (619) 553-9248.

Organizational Systems Department
Navy Personnel Research and Development Center
San Diego, CA 92152-7250
Commercial (619) 553-7979 DSN (619) 553-7979

