Attitude and Opinion Surveys of DLA Personnel

References: Refer to Enclosure 1.

1. PURPOSE. This instruction implements DLA policy and Department of Defense (DOD) Instruction 1100.13 for attitude and opinion surveys of DLA personnel and describes the process herein. The intent of this DLA Instruction is to establish policy, procedures, and criteria for evaluation of requests for participation of DLA personnel in attitude and opinion surveys sponsored by another DOD component, a non-DOD Government agency or department, or a non-Government organization. The outputs of this process are: Approved or disapproved survey application packages.

2. APPLICABILITY. This DLA Instruction applies to surveys conducted by other DOD components, non-DOD Government agencies or departments, or non-Government organizations. It does not apply to surveys conducted by DLA management, representatives of the Office of the Secretary of Defense, Military Services involving their military personnel currently assigned to DLA, or representatives of the United States Office of Personnel Management in the course of carrying out their responsibilities for reviewing and evaluating human resource management and administration in Government Agencies.

3. POLICY.

   a. This DLA Instruction applies to surveys conducted by other DOD components, non-DOD Government agencies or departments, or non-Government organizations.

   b. Attitude and opinion surveys are recognized as a valid means to determine employee views of the organization for which they work and the quality of their work life. Surveys can also be used for determining employee attitudes toward specific aspects of the work situation so that steps can be taken to improve working conditions and employee job satisfaction.

   c. Attitude and opinion surveys should be initiated, however, only when: The available information, including results of past surveys of the same or similar individuals, is not adequate to satisfactorily fill the need; Currently programmed surveys cannot either produce adequate information for the purpose or be adapted to obtain the required information; The need for the information warrants the cost of administration and analysis of the survey; The survey will produce the most valid information with the least burden to individual personnel or participating DLA activities; Surveys initiated by another DOD component or a non-DOD Government
agency must be licensed as DOD or interagency information requirements. Surveys initiated by a non-Government organization or individual will be licensed in accordance with the DLA Instruction, Information Collections and Surveys.

4. RESPONSIBILITIES.

a. The Director, DLA Human Resources (J1) will:

   (1) Serve as the Headquarters point of contact for attitude and opinion surveys covered under this DLA Instruction and approve or disapprove requests submitted under the provisions of this DLA Instruction.

   (2) Provide for liaison and participation in surveys originated by other DOD components upon approval of the survey request by the Office of the Assistant Secretary of Defense, Defense Human Resources Activity, and the Defense Manpower Data Center in the interest of coordination and compatibility of survey efforts.

   (3) Offer technical advice and assistance to DLA activities which desire to conduct attitude and opinion surveys internally, including survey design and administration.

   (4) Maintain records of survey reports or results, and background information, for ready accessibility by DOD on request.

   (5) Furnish copies of survey reports to the Office of the Assistant Secretary of Defense, Defense Human Resources Activity, and the Defense Manpower Data Center when the reports are determined to be of particular interest to them.

b. The Heads of DLA Primary Level Field Activities will:

   (1) Ensure conformity with the provisions of this DLA Instruction.

   (2) Designate a staff member to serve as the point of contact for survey activities covered by this DLA Instruction.

5. PROCEDURES. Refer to Enclosure 2.

6. EFFECTIVE DATE. This Instruction is effective immediately.

Director, DLA Enterprise Support
September 30, 2004

Deputy Director, Human Resources
July 18, 2011

2 Enclosures
Enclosure 1 – References
Enclosure 2 – Procedures
1. This DLA Instruction is authorized under sub-paragraph E2.1.1.16. of Enclosure 2 to Department of Defense (DOD) Directive 5105.22, Defense Logistics Agency.

2. This DLA Instruction supersedes DLA Regulation 1100.11, dated February 7, 1983.


4. DLA Instruction 5303, “Information Collections and Surveys.”
Enclosure 2
Procedures

1. Surveys Sponsored by Another Department of Defense (DOD) Component. Requests for surveys sponsored by another DOD component will be referred by the DLA activity involved to DLA Human Resources (J1). Maximum available information about the proposed survey, including as many of the items as possible in section “E” below, will accompany the communication. DLA Human Resources will refer the request to the Office of the Assistant Secretary of Defense, Defense Human Resources Activity, Defense Manpower Data Center for approval.

2. Surveys Sponsored by Non-DOD Government Departments or Agencies. Requests for DLA assistance in surveys sponsored by a non-DOD Government department or agency will be referred to DLA Human Resources for prior approval. Maximum available information about the proposed survey, including as many of the items as possible in the subparagraph below, will accompany the communication. DLA Human Resources will normally approve such requests subject to:
   a. Compatibility with the policy set forth in the “Policy” section.
   b. Compliance with DLA and DOD security standards with respect to handling and use of responses where classified information is involved.
   c. Feasibility of providing the assistance requested without interference with the mission of the DLA activity affected.
   d. Reasonable protection of the privacy of the employees involved.
   e. Agreement by the sponsor to defray costs arising from the administration of the survey.

3. Surveys Sponsored by Non-Government Sources. Requests for the assistance of DLA activities in surveys sponsored by non-Government sources will be referred to DLA Human Resources for prior approval. In order to receive official sanction, such requests will not only have to meet the standards set forth in the “Policy” section above, but will also be based on:
   a. An identified DOD or DLA interest in the projected results of the survey.
   b. The protection of DLA personnel from clearly unwarranted invasions of privacy.
   c. The potential for generation of large numbers of requests by individuals or organizations having equally meritorious claims for favored treatment.
   d. The propriety of lending either official recognition or special assistance or privileges that primarily will benefit an individual or a commercial interest.

4. Response by DLA Personnel to Surveys Addressed to Them as Individuals. Requests for participation in surveys which are addressed to DLA personnel as individuals, without official
participation of DOD will, in general, be neither encouraged nor discouraged. However, replies are not authorized to questions eliciting responses which might include or be based on classified information, or information derived from performance of official duties if the opinion or information is not available to the general public. Personnel who question whether a survey is authorized by DLA may forward their inquiry to Headquarters, ATTN: DLA Human Resources.

5. Submission of Requests. Requests for prior approval to administer or participate in surveys will be submitted to Headquarters, ATTN: DLA Human Resources. They will contain sufficient information for review against the criteria listed in the “Policy” section and paragraphs “B” and “C” above, as appropriate, and will be accompanied by the following information and documentation:

a. A statement of the DLA organization's desire to participate in the survey and specific description of the identified DLA interest in the projected results of the survey. If the organization involved does not have such a commitment to the results of the survey and does not wish to endorse it, the request should be denied at that level and not submitted to Headquarters DLA for action.

b. The name and address of the organization sponsoring the survey or conducting the survey for the DLA activity.

c. The name, title, address, and telephone number of the senior survey project officer of the sponsoring organization.

d. The name and telephone number of the DLA activity point of contact for the proposed survey.

e. A statement explaining the purpose of the survey, size of the survey sample, data collection plans, individual and activity time required for participation and assistance, categories of DLA personnel to be surveyed (e.g., military, civilian, officer, enlisted, employees under general schedule or wage grade pay plans), a schedule of events, related surveys if any, and reporting plans.

f. A draft of the forms, schedules, or questionnaires and instructions to be used for data collection.

g. Estimated costs and benefits to DLA associated with participating in the requested survey for use in requesting a reports control symbol where one has not already been assigned (see DLA Instruction, Information Collections and Surveys).

h. Any additional information that might be helpful in evaluating the request.

6. Submission of Completed Survey. Upon completion of an approved survey, final copies of the survey forms, instructions for administration, and survey reports will be furnished in duplicate to Headquarters, ATTN: DLA Human Resources.