# FISC welcomes new command ombudsman Delrosario

**By Blake Vives, CFAY Public Affairs**

When Bernette Delrosario became a part of the U.S. Fleet and Industrial Supply Center (FISC) Yokosuka family upon her arrival in June, she sought out a way to become involved in her new command and her search culminated with becoming the new ombudsman.

"I am a housewife right now because I have a little one and when I got here I said, 'how can I help my community?'" Delrosario said.

"My husband mentioned the open ombudsman position at FISC and I thought it was the perfect opportunity for me to volunteer."

Delrosario's husband, FISC Regional Services Department leading chief petty officer, says he is proud of his wife.

"I am proud that she is stepping up and trying to help FISC families," said Senior Chief Logistics Specialist Candido Delrosario. "I am also proud that she took the initiative to volunteer after I made the suggestion."

Delrosario is no stranger to volunteer work.

"I lived in Sasebo for nine years before moving here and during that time I was very involved in volunteering for the church, the Filipino-American Association, the school and with charities in my office at Navy Federal."

Delrosario says she welcomes challenges.

"This is really a big challenge for me because it is a different kind of community service, but it's OK because I am used to dedicating myself and I love challenges."

Because the FISC ombudsman position has been vacant for almost a year, Delrosario's immediate priority is to help incoming families.

**(Left) FISC Commanding Officer Capt. Mike Arnold poses with New FISC Ombudsman Bernette Delrosario and her son during the FISC Children's Halloween Costume Contest Oct. 30. The FISC Halloween Party provided Delrosario the opportunity to meet FISC families.**

**Photo by Yohsuke Onda**

"Arriving families are the ones who are groping in the dark," she said. "This is a big change moving here, especially because of the cultural differences."

Delrosario brings 16 years of experience as a Navy wife to her new position as the FISC ombudsman.

"I have personally experienced this culture shock of moving to Japan, but as an ombudsman, you need to live the military lifestyle for a certain amount of time to be able to offer advice.

"I have been married for 16 years and I know about the challenges of military life and I know that a PCS move is hard."

Delrosario has a message to send out to the FISC community.

"I am here to help, to be a liaison and a link for the families to the command," she said. "I want the families to know I am willing to help with anything they need."

Delrosario also gave her phone numbers to the FISC families and said that they are welcome to contact her any time.

Delrosario's goals as ombudsman also include meeting FISC families, reaching out to them and starting a regular column in the FISC newsletter.

She attended the FISC Halloween Party in an effort to meet the many families of FISC.

"Right now I am still getting started; so, I look forward to meeting families and discovering everything I can do for the command as the new ombudsman."

# MLC employee survey favors work environment, teamwork

**By H. Sam Samuelson, FISC Corporate Communications**

Final results of an anonymous climate and culture survey initiated earlier this year and distributed to all Master Labor Contract (MLC) employees throughout FISC Yokosuka were announced at last month's Western Pacific FISC Offsite Leadership Seminar.

The MLC survey was re-designed in-house and translated for the Japanese employee workforce. It was based directly on an earlier Naval Supply Systems Command climate survey made available only to U.S. Civil Service (USCS) and U.S. military personnel.

"With our diverse mix of employees, including a much greater volume of Japanese staff, it was logical and right to capture the sentiments of the entire workforce," said FISC Yokosuka Executive Director Dale Rieck. "Now we can visually compare the comprehensive sentiments of the entire workforce.

"That's important," Rieck said. "Because, no matter how favorable the results, we can always search for ways to seamlessly improve the daily working environment. The results will help identify if any policies and initiative changes are necessary, which will support the true value of all our employees."

Because the surveys were distributed approximately a year apart, resulting data from each survey remains separated – that is, there are data for both USCS and U.S military and parallel data for MLC respondents.

However, questions and responses were identical, so results can be compared side by side.

Overall, FISC Yokosuka enjoyed a favorable work climate according to survey results. There were 160 USCS and U.S. military respondents for the first survey for the U.S. group, equating to a 34 percent response rate. For the MLC survey, 326 employees responded, for a response rate of 50 percent.

Taken together, there was a more than 43 percent response rate combined for both surveys.

The results reveal employee attitudes regarding such core subjects as the working environment, teamwork, communication, work and family personal life, among other things.

"Overall, we were very pleased with the results," said Rieck. "In most categories we scored in the top one or two of every category among other FISCs. But we're also interested in exploring those areas where we can increase our attention and efforts to better support employees."

FISC Yokosuka scored "teamwork," "work environment," "work and family/ personal life" and "communication" highest among the categories. Of those, the "teamwork" category came out on top with 62 percent of both MLC and U.S. employees either agreeing or strongly agreeing that they are satisfied with their working relationships.

In the "work environment" category, 59 percent of all employees agreed or strongly agreed they were satisfied with the safety, location and benefits of their work spaces.

In the categories of "work and personal life," and "communication," each earned 55 percent of employees either agreeing or strongly agreeing that they believed important information was reaching them and that family, personal life benefits and policies are supportive.

Areas to explore include: "innovation," "rewards and recognition" and "strategic planning." In each of these categories, employees scored them at 40 percent, 41 percent and 45 percent, respectively, either agreeing or strongly agreeing that they are recognized for participating in these categories.

"The teaming and collaboration at FISC showed in the results," Rieck said. "But there is a lot of data to wade through. I can already see areas where we can improve in employee recognition of achievements and diversity and employee involvement.

"Overall, I think there is very good news – especially in the area of teamwork – because I also believe that there are huge opportunities to leverage that teamwork into workable solutions to increasing our employees' sense of pride in what they do and recognition for how important their work betters not just FISC and FISC customers, but, ultimately, them as well."

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