

**PSA 2007 Annual Employee Survey: Comparison between Job Classifications**

	2007 PSA (N=175)	% PSA positive responses	2007 line staff (N=90)	2007 line staff positive responses	2007 rating officials (N=29)	2007 rating officials positive responses	2007 administrative staff (N=56)	2007 administrative staff positive responses				
<b>Question 1. What best describes your general job classification?</b>												
Operations line staff	51%	NA	100%	NA	0%	NA	0%	NA				
Supervisor or management (rating official)	17%		0%		100%		0%					
Administrative/ support staff	32%		0%		0%		100%					
<b>Question 2. To which work unit are you assigned?</b>												
Office of the Director	3%	NA	0%	NA	10%	NA	5%	NA				
Court Services	16%		27%		10%		2%					
Supervision Branch	23%		36%		17%		5%					
Treatment Branch	21%		28%		17%		11%					
DTCU	6%		6%		10%		4%					
Office of the Operations Director	3%		0%		10%		5%					
Human Capital Management	7%		0%		3%		21%					
RAD	3%		1%		3%		5%					
Finance & Administration	5%		0%		7%		12%					
Information Technology	9%		0%		3%		27%					
FTDTL	3%		3%		7%		2%					
<b>PERSONAL WORK EXPERIENCE</b>												
<b>Question 3. The people I work with cooperate to get the job done.</b>												
Strongly agree	46%	89%	46%	87%	62%	93%	39%	89%				
Agree	42%		41%		31%		50%					
Neither agree nor disagree	6%		4%		7%		7%					
Disagree	5%		8%		0%		4%					
Strongly disagree	1%		1%		0%		0%					
<b>Question 4. I am given a real opportunity to improve my skills in my organization.</b>												
Strongly agree	41%	81%	39%	78%	55%	97%	36%	77%				
Agree	40%		39%		41%		41%					
Neither agree nor disagree	11%		13%		3%		11%					
Disagree	6%		6%		0%		9%					
Strongly disagree	3%		3%		0%		4%					
<b>Question 5. My work gives me a feeling of personal accomplishment.</b>												
Strongly agree	32%	75%	26%	74%	52%	90%	32%	70%				
Agree	43%		49%		38%		38%					
Neither agree nor disagree	14%		14%		7%		18%					
Disagree	5%		4%		3%		7%					
Strongly disagree	5%		7%		0%		5%					

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<b>Question 6. I like the kind of work I do.</b>								
Strongly agree	38%	79%	30%	79%	59%	90%	39%	73%
Agree	41%		49%		31%		34%	
Neither agree nor disagree	13%		14%		10%		12%	
Disagree	5%		2%		0%		12%	
Strongly disagree	3%		4%		0%		2%	
<b>Question 7. I have trust and confidence in my supervisor.</b>								
Strongly agree	45%	77%	41%	72%	52%	90%	48%	79%
Agree	32%		31%		38%		30%	
Neither agree nor disagree	11%		11%		7%		12%	
Disagree	7%		10%		0%		5%	
Strongly disagree	5%		7%		3%		4%	
<b>Question 8. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?</b>								
Very good	52%	78%	49%	72%	66%	97%	50%	79%
Good	26%		23%		31%		29%	
Fair	14%		17%		3%		16%	
Poor	5%		7%		0%		4%	
Very poor	3%		4%		0%		2%	
<b>RECRUITMENT, DEVELOPMENT AND RETENTION</b>								
<b>Question 9. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.</b>								
Strongly agree	32%	85%	33%	84%	38%	86%	27%	84%
Agree	53%		51%		48%		57%	
Neither agree nor disagree	9%		9%		3%		11%	
Disagree	6%		6%		10%		4%	
Strongly disagree	1%		1%		0%		0%	
Do not know	1%		0%		0%		2%	
<b>Question 10. My work unit is able to recruit people with the right skills.</b>								
Strongly agree	29%	77%	32%	82%	21%	72%	29%	70%
Agree	47%		50%		52%		41%	
Neither agree nor disagree	11%		8%		17%		12%	
Disagree	7%		8%		10%		4%	
Strongly disagree	2%		2%		0%		2%	
Do not know	4%		0%		0%		12%	
<b>Question 11. I know how my work relates to the agency's goals and priorities.</b>								
Strongly agree	58%	95%	53%	97%	79%	100%	55%	91%
Agree	37%		43%		21%		36%	
Neither agree nor disagree	3%		3%		0%		4%	
Disagree	1%		0%		0%		2%	
Strongly disagree	0%		0%		0%		0%	
Do not know	1%		0%		0%		4%	

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<b>Question 12. The work I do is important.</b>								
Strongly agree	70%	94%	70%	93%	76%	100%	66%	91%
Agree	24%		23%		24%		25%	
Neither agree nor disagree	5%		7%		0%		5%	
Disagree	0%		0%		0%		0%	
Strongly disagree	0%		0%		0%		0%	
Do not know	1%	0%	0%	4%				
<b>Question 13. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.</b>								
Strongly agree	36%	74%	33%	73%	41%	69%	38%	79%
Agree	38%		40%		28%		41%	
Neither agree nor disagree	11%		10%		21%		9%	
Disagree	10%		13%		3%		7%	
Strongly disagree	3%		3%		7%		2%	
Do not know	1%	0%	0%	4%				
<b>Question 14. Supervisors/team leaders in my work unit support employee development.</b>								
Strongly agree	44%	80%	43%	83%	55%	93%	39%	68%
Agree	36%		40%		38%		29%	
Neither agree nor disagree	8%		7%		3%		12%	
Disagree	7%		8%		3%		9%	
Strongly disagree	3%		2%		0%		7%	
Do not know	1%	0%	0%	4%				
<b>Question 15. My talents are used well in the workplace.</b>								
Strongly agree	19%	67%	18%	62%	28%	86%	18%	66%
Agree	48%		44%		59%		48%	
Neither agree nor disagree	17%		23%		7%		12%	
Disagree	10%		9%		7%		14%	
Strongly disagree	5%		6%		0%		5%	
Do not know	1%	0%	0%	2%				
<b>Question 16. My training needs are assessed.</b>								
Strongly agree	23%	72%	21%	71%	31%	83%	23%	68%
Agree	49%		50%		52%		45%	
Neither agree nor disagree	16%		14%		14%		20%	
Disagree	7%		8%		3%		9%	
Strongly disagree	3%		4%		0%		2%	
Do not know	2%	2%	0%	2%				
<b>PERFORMANCE CULTURE</b>								
<b>Question 17. Promotions in my work unit are based on merit.</b>								
Strongly agree	17%	48%	12%	47%	28%	52%	18%	48%
Agree	31%		34%		24%		30%	
Neither agree nor disagree	22%		20%		31%		20%	
Disagree	14%		17%		14%		9%	
Strongly disagree	8%		10%		0%		9%	
Do not know	9%	7%	3%	14%				

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<b>Question 18. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.</b>								
Strongly agree	7%	37%	4%	30%	14%	79%	7%	25%
Agree	30%		26%		66%		18%	
Neither agree nor disagree	30%		28%		10%		43%	
Disagree	11%		16%		7%		7%	
Strongly disagree	7%		10%		3%		4%	
Do not know	15%		17%		0%		21%	
<b>Question 19. Creativity and innovation are rewarded.</b>								
Strongly agree	14%	51%	12%	44%	17%	72%	14%	50%
Agree	37%		32%		55%		36%	
Neither agree nor disagree	27%		32%		14%		25%	
Disagree	12%		11%		14%		12%	
Strongly disagree	5%		6%		0%		7%	
Do not know	5%		7%		0%		5%	
<b>Question 20. In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (e.g., fully successful, outstanding).</b>								
Strongly agree	43%	80%	38%	78%	55%	90%	45%	79%
Agree	37%		40%		34%		34%	
Neither agree nor disagree	7%		4%		10%		9%	
Disagree	6%		10%		0%		4%	
Strongly disagree	2%		1%		0%		4%	
No basis to judge	5%		7%		0%		5%	
<b>Question 21. In my work unit, differences in performance are recognized in a meaningful way.</b>								
Strongly agree	17%	49%	16%	46%	21%	69%	16%	45%
Agree	33%		30%		48%		29%	
Neither agree nor disagree	27%		28%		10%		34%	
Disagree	15%		16%		21%		12%	
Strongly disagree	3%		4%		0%		2%	
Do not know	6%		7%		0%		7%	
<b>Question 22. Pay raises depend on how well employees perform their jobs.</b>								
Strongly agree	10%	37%	13%	41%	10%	34%	5%	30%
Agree	26%		28%		24%		25%	
Neither agree nor disagree	30%		29%		34%		29%	
Disagree	19%		13%		21%		29%	
Strongly disagree	7%		8%		10%		5%	
Do not know	7%		9%		0%		7%	
<b>Q23. My performance appraisal is a fair reflection of my performance.</b>								
Strongly agree	34%	76%	32%	73%	48%	86%	29%	75%
Agree	42%		41%		38%		46%	
Neither agree nor disagree	9%		8%		10%		11%	
Disagree	6%		6%		0%		9%	
Strongly disagree	6%		7%		3%		5%	
Do not know	3%		7%		0%		0%	

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<b>Question 24. Discussions with my supervisor/team leader about my performance are worthwhile.</b>								
Strongly agree	39%	73%	43%	72%	45%	86%	29%	68%
Agree	34%		29%		41%		39%	
Neither agree nor disagree	16%		14%		10%		21%	
Disagree	6%		7%		3%		7%	
Strongly disagree	3%		4%		0%		2%	
Do not know	2%		2%		0%		2%	
<b>Question 25. Managers/supervisors/team leaders work well with employees of different backgrounds.</b>								
Strongly agree	30%	75%	29%	68%	48%	97%	21%	77%
Agree	46%		39%		48%		55%	
Neither agree nor disagree	10%		13%		0%		9%	
Disagree	6%		9%		3%		2%	
Strongly disagree	3%		6%		0%		2%	
Do not know	6%		4%		0%		11%	
<b>Question 26. My supervisor supports my need to balance work and family issues.</b>								
Strongly agree	58%	89%	49%	82%	59%	97%	73%	95%
Agree	30%		33%		38%		21%	
Neither agree nor disagree	6%		9%		3%		4%	
Disagree	1%		1%		0%		2%	
Strongly disagree	3%		6%		0%		0%	
Do not know	1%		2%		0%		0%	
<b>LEADERSHIP</b>								
<b>Question 27. I have a high level of respect for my organization's senior leaders.</b>								
Strongly agree	42%	82%	40%	82%	52%	86%	41%	79%
Agree	39%		42%		34%		38%	
Neither agree nor disagree	10%		9%		10%		11%	
Disagree	5%		3%		3%		9%	
Strongly disagree	2%		3%		0%		0%	
Do not know	2%		2%		0%		2%	
<b>Question 28. In my organization, leaders generate high levels of motivation and commitment in the workforce.</b>								
Strongly agree	25%	63%	26%	61%	38%	79%	18%	57%
Agree	38%		36%		41%		39%	
Neither agree nor disagree	21%		22%		14%		21%	
Disagree	10%		9%		7%		14%	
Strongly disagree	5%		7%		0%		5%	
Do not know	1%		1%		0%		2%	
<b>Question 29. Managers review and evaluate the organization's progress toward meeting its goals and objectives.</b>								
Strongly agree	23%	75%	26%	72%	24%	93%	18%	71%
Agree	53%		47%		69%		54%	
Neither agree nor disagree	13%		13%		3%		18%	
Disagree	3%		3%		3%		4%	
Strongly disagree	4%		7%		0%		2%	
Do not know	4%		4%		0%		5%	

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<b>Question 30. Employees are protected from health and safety hazards on the job.</b>								
Strongly agree	20%	73%	13%	61%	38%	90%	21%	84%
Agree	53%		48%		52%		62%	
Neither agree nor disagree	15%		20%		10%		9%	
Disagree	8%		14%		0%		2%	
Strongly disagree	3%		4%		0%		2%	
Do not know	1%		0%		0%		4%	
<b>Question 31. Employees have a feeling of personal empowerment with respect to work processes.</b>								
Strongly agree	11%	59%	12%	54%	14%	72%	9%	59%
Agree	47%		42%		59%		50%	
Neither agree nor disagree	23%		26%		17%		23%	
Disagree	11%		13%		7%		11%	
Strongly disagree	3%		4%		3%		2%	
Do not know	3%		2%		0%		5%	
<b>Question 32. My workload is reasonable.</b>								
Strongly agree	18%	77%	19%	69%	21%	83%	14%	86%
Agree	59%		50%		62%		71%	
Neither agree nor disagree	11%		10%		10%		12%	
Disagree	9%		14%		7%		0%	
Strongly disagree	3%		6%		0%		2%	
Do not know	1%		1%		0%		0%	
<b>Question 33. Managers communicate the goals and priorities of the organization.</b>								
Strongly agree	25%	77%	26%	76%	45%	90%	14%	73%
Agree	52%		50%		45%		59%	
Neither agree nor disagree	11%		13%		0%		12%	
Disagree	7%		9%		7%		5%	
Strongly disagree	3%		2%		3%		4%	
Do not know	2%		0%		0%		5%	
<b>Question 34. My organization has prepared employees for potential security threats.</b>								
Strongly agree	15%	65%	18%	62%	21%	76%	9%	64%
Agree	50%		44%		55%		55%	
Neither agree nor disagree	17%		17%		14%		20%	
Disagree	13%		17%		3%		11%	
Strongly disagree	5%		4%		3%		5%	
Do not know	1%		0%		3%		0%	
<b>JOB SATISFACTION</b>								
<b>Question 35. How satisfied are you with the information you receive from management on what's going on in your organization?</b>								
Very satisfied	19%	68%	16%	66%	34%	93%	16%	59%
Satisfied	49%		50%		59%		43%	
Neither satisfied nor dissatisfied	20%		22%		3%		25%	
Dissatisfied	9%		8%		3%		12%	
Very dissatisfied	3%		4%		0%		4%	

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<b>Question 36. How satisfied are you with your involvement in decisions that affect your work?</b>								
Very satisfied	14%	56%	13%	52%	21%	72%	12%	54%
Satisfied	42%		39%		52%		41%	
Neither satisfied nor dissatisfied	23%		22%		17%		27%	
Dissatisfied	17%		21%		10%		14%	
Very dissatisfied	4%		4%		0%		5%	
<b>Question 37. How satisfied are you with your opportunity to get a better job in your organization?</b>								
Very satisfied	17%	51%	14%	54%	21%	62%	18%	41%
Satisfied	35%		40%		41%		23%	
Neither satisfied nor dissatisfied	21%		17%		24%		25%	
Dissatisfied	20%		21%		14%		21%	
Very dissatisfied	8%		8%		0%		12%	
<b>Question 38. How satisfied are you with the recognition you receive for doing a good job?</b>								
Very satisfied	22%	62%	18%	59%	28%	79%	27%	59%
Satisfied	40%		41%		52%		32%	
Neither satisfied nor dissatisfied	19%		20%		14%		21%	
Dissatisfied	7%		9%		0%		9%	
Very dissatisfied	11%		12%		7%		11%	
<b>Question 39. How satisfied are you with the policies and practices of your senior leaders?</b>								
Very satisfied	19%	68%	19%	62%	28%	83%	16%	70%
Satisfied	49%		43%		55%		54%	
Neither satisfied nor dissatisfied	19%		21%		14%		20%	
Dissatisfied	11%		16%		3%		9%	
Very dissatisfied	1%		1%		0%		2%	
<b>Question 40. How satisfied are you with the training you receive for your present job?</b>								
Very satisfied	30%	77%	26%	77%	41%	90%	30%	70%
Satisfied	47%		51%		48%		39%	
Neither satisfied nor dissatisfied	14%		14%		7%		18%	
Dissatisfied	7%		8%		3%		9%	
Very dissatisfied	2%		1%		0%		4%	
<b>Question 41. Considering everything, how satisfied are you with your job?</b>								
Very satisfied	30%	78%	28%	78%	34%	86%	32%	75%
Satisfied	48%		50%		52%		43%	
Neither satisfied nor dissatisfied	13%		11%		14%		14%	
Dissatisfied	7%		7%		0%		11%	
Very dissatisfied	2%		4%		0%		0%	
<b>Question 42. Considering everything, how satisfied are you with your pay?</b>								
Very satisfied	29%	78%	24%	78%	38%	86%	30%	75%
Satisfied	50%		53%		48%		45%	
Neither satisfied nor dissatisfied	13%		13%		10%		12%	
Dissatisfied	7%		8%		0%		11%	
Very dissatisfied	2%		1%		3%		2%	