

Employee Climate Survey - 2005 Results

Division of Law Enforcement Bureaus

Satisfaction Rate = The percentage of people who agreed and strongly agreed with the statement.

Satisfaction Rates

Question	Satisfaction Rates						
	Overall Response	Env. Invest.	Off. Sup. + Planning	Patrol	Off. Office & Training	Division Wide	DEP-Wide
1. I am satisfied with my involvement in decisions that affect my work.	80%	69%	80%	52%	70%	64%	78%
2. My office is highly regarded by the people (customers/visitors) it serves or regulates.	83%	72%	100%	73%	100%	78%	86%
3. Work is assigned fairly in my section.	73%	91%	83%	81%	90%	82%	82%
4. Employees in my area pull their fair share of the work.	71%	88%	83%	67%	70%	73%	77%
5. My workload allows me to do my job effectively.	83%	82%	83%	71%	80%	77%	76%
6. I have a good opportunity to advance my career in my office.	43%	33%	25%	30%	67%	36%	45%
7. I receive a fair evaluation of my job performance.	84%	77%	80%	77%	67%	78%	86%
8. I have the information and training I need to do my job effectively.	100%	85%	67%	82%	90%	86%	85%
9. My job makes good use of my skills and abilities.	84%	76%	67%	68%	90%	74%	84%
10. I have adequate resources to do my job.	94%	68%	100%	67%	80%	75%	80%
11. I am proud to say that I work for my office.	90%	88%	100%	79%	90%	85%	91%
12. I am able to get assistance from other employees in my section.	93%	94%	83%	90%	100%	92%	93%
13. I have enough authority to complete the assignments I am given.	81%	79%	83%	87%	78%	83%	88%
14. Considering everything, I am satisfied with my job.	84%	85%	83%	75%	80%	80%	85%
JOB SATISFACTION DIMENSION	82%	78%	81%	71%	82%	76%	81%

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Question	Emergency Response	Env. Invest.	Off. Supp. + Planning	Park Patrol	Dir. Office & Training	Division Wide	DEP-Wide
15. There is a way for me to discuss my concerns with my office management.	86%	76%	67%	71%	90%	77%	86%
16. I am kept informed about matters that affect my job.	83%	68%	83%	51%	50%	63%	75%
17. Sections in my office communicate with each other as needed.	82%	73%	67%	59%	50%	67%	78%
18. Communications flow smoothly up the chain of command in my office.	79%	72%	67%	48%	40%	60%	70%
19. Communications flow smoothly down the chain of command in my office.	76%	56%	50%	45%	50%	54%	67%
20. Communication from management is clear.	77%	44%	50%	40%	60%	50%	70%
21. Employees are free to speak up and say what they think.	83%	42%	50%	51%	50%	55%	74%
22. I regularly read information/announcements (emails, bulletin boards, etc.) that impact my work.	93%	88%	67%	95%	90%	92%	90%
23. My work unit meets as needed to share important information.	90%	73%	60%	65%	60%	71%	83%
24. I rarely receive conflicting instructions from different levels of management on how to do my job.	83%	53%	60%	43%	70%	56%	75%
25. My office has effective communications.	82%	69%	67%	56%	70%	65%	73%
COMMUNICATIONS DIMENSION	83%	65%	63%	57%	62%	65%	77%

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Question	Response	Northwest	Planning	Patrol	Offices & Training	Division Wide	DEP-Wide
26. My supervisor is responsive to my needs and concerns.	86%	85%	100%	82%	80%	84%	88%
27. My supervisor is committed to improving our work.	86%	88%	100%	82%	90%	85%	89%
28. My supervisor encourages employees to be innovative and creative.	83%	81%	80%	80%	80%	81%	85%
29. My supervisor treats me with dignity and respect.	87%	88%	83%	91%	90%	89%	91%
30. My supervisor frequently acts as a positive role model for employees.	82%	88%	60%	69%	78%	76%	84%
31. My supervisor promptly responds to any health and safety concerns.	93%	97%	100%	92%	89%	94%	94%
32. My supervisor shows personal appreciation for my contributions.	81%	85%	80%	75%	70%	79%	86%
33. I can depend on my supervisor to honor the commitments he/she makes.	86%	88%	100%	86%	80%	87%	88%
34. My supervisor is supportive of staff and provides assistance as needed.	86%	88%	67%	89%	80%	87%	88%
35. My supervisor has set clear expectations for staff performance.	83%	88%	67%	78%	60%	80%	82%
36. My supervisor periodically provides constructive feedback on my job performance.	79%	85%	83%	79%	56%	79%	81%
37. My supervisor explains the reasons for business decisions that affect my work.	73%	78%	83%	63%	67%	70%	81%
38. If I have a conflict with my supervisor, I can take it to the next level without fear of reprisal.	81%	60%	50%	57%	57%	63%	78%
39. I have confidence in my supervisor's decisions.	89%	88%	100%	76%	80%	82%	85%
40. My supervisor is effective in his/her job.	85%	88%	100%	78%	80%	83%	88%
SUPERVISION DIMENSION	84%	85%	85%	79%	76%	81%	86%

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41. Protection of the environment is a priority for my office.	94%	85%	100%	70%	100%	82%	88%
42. The efforts of my office support the achievement of its mission statement.	94%	84%	100%	77%	100%	85%	90%
43. My Management Team provides effective leadership.	79%	55%	50%	44%	73%	57%	80%
44. The Executive Leadership Team provides effective leadership.	67%	68%	80%	46%	100%	60%	77%
45. I understand the goals and objectives of my section.	90%	85%	100%	80%	100%	86%	93%
46. The policies and procedures provided to me are sufficient to help me do the best job I can.	93%	82%	100%	70%	91%	80%	83%
47. My section provides the best services it can to visitors/ public/customers.	87%	81%	100%	73%	100%	81%	91%
48. My section's positions are generally filled in a timely manner.	81%	44%	67%	43%	89%	55%	72%
49. My office understands the needs of visitors, public, and customers it serves or regulates.	96%	85%	100%	79%	100%	86%	93%
50. My office has sufficient statutory and rule authority to carry out its mission.	57%	77%	80%	90%	91%	80%	84%
51. I am not aware of discrimination (race, gender, or age) in my office.	90%	97%	100%	91%	91%	92%	88%
52. Managers and supervisors are skilled at addressing any gender, race, or cultural issues that might arise.	80%	96%	67%	87%	80%	86%	87%
53. I am not subjected to inappropriate conversations that may cause me to feel uncomfortable.	90%	97%	67%	86%	90%	89%	91%
54. I understand the policies and procedures of my section.	97%	91%	100%	92%	91%	93%	95%
55. Management practices in my office are conducive to organizational success.	86%	73%	80%	57%	70%	69%	80%
MANAGEMENT PRACTICES DIMENSION	86%	80%	87%	73%	91%	79%	86%

Themes from Survey Comments

The two open ended questions were:

C-1: Please list the top three things you feel could improve our department.

C-2: Are there any other comments you would like to make?

The following themes appeared in the responses to the above questions.

Division: Law Enforcement

- No goals from Directors Office
- Need more meetings, communication
- More money
- Less micromanagement
- Need administrative assistant positions to do clerical work
- Fix People First
- Special Risk Compensation
- Need field access to databases
- More opportunities for advancement
- More frequent job evaluations
- Less politics
- Workload not consistent
- More field staff
- More training
- Wireless computer access