

**Josephine County Internal Survey, 2003
Ci3 Instrument**

CATION

SQN right
REVIEW CtrlR

Q:HELLO1
T:

Hello. (Is this / May I speak with) _____?

1 R ON LINE
CTRL-END R UNAVAILABLE, ETC.

I:
KEY 1

Q:HELLO2
T:

[Hello.] This is _____ calling from the University of Oregon Survey Research Laboratory. The Josephine County Board of Commissioners has asked us to conduct an eight-minute survey with a random sample of County employees about working for the County. I want to assure you that this survey is completely confidential and voluntary.

PROBE: Nothing you say can be used for any form of job evaluation. Your name will never be attached to your answers.

PROBE: You were randomly selected from a list of all County employees to take part in this survey.

INTERVIEWER: TO CONTINUE, ENTER 1

I:
KEY 1

Q:HELLO3
T:

Do you have any questions about the survey before we begin?

PROBE: All County employees [randomly] chosen for this study have permission to do it during work hours.

PROBE: If you would prefer, I can make an appointment to conduct the interview on the weekend or an evening at home.

PROBE: I can call you back at a more convenient time.

PROBE: Nothing you say can be used for any form of job evaluation. Your name will never be attached to your answers.

PRESS 1 TO CONTINUE

TO RESCHEDULE CTRL+END

I:

KEY 1

Q:YEARS

T:

First I'd like to ask some questions about working for Josephine County.
For how many years have you worked for Josephine County [altogether]?

ENTER EXACT NUMBER OF YEARS
0-50. 0=LESS THAN ONE, 50=FIFTY OR MORE.

97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:

NUM 0 99 2 0 14 10
IF(ANS >50)
IF(ANS <97) REASK
ENDIF

Q: JOBTYP

T:

What type of position do you work in [for Josephine County]?
PROBE: Would you classify your job as professional, executive,
administrative, and managerial, administrative support, clerical, service,
precision craft, repair, health technician, health support, operator,
or laborer?
PROBE: What is it mainly?
PROBE FROM LIST

1 PROFESSIONAL SPECIALTY [EX.ENGINEER, DOCTOR,NURSE, LAWYER,
ACCOUNTANT,PLANNER
2 EXECUTIVE, ADMINISTRATIVE, AND MANAGERIAL
3 ADMINISTRATIVE SUPPORT, CLERICAL [EX. DISPATCHER, COMPUTER OPERATOR,
TYPIST, PROOFREADER]
4 SERVICE OCCUPATIONS [EX. FIREFIGHTER, POLICE, GUIDE, HELPER,
TICKET TAKER, TRAINER]
5 PRECISION CRAFT, AND REPAIR [EX. PLUMBER, ELECTRICIAN, CARPENTER,
MACHINE REPAIR]
6 HEALTH TECHNICIANS AND RELATED SUPPORT [EX. THERAPISTS, AIDES, ASSISTANTS]
7 OPERATORS AND LABORERS [EX. MAINTENANCE, ROAD CREW, DRIVER, CLEANING]
97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:

NUM 1 99 2 0 14 10
IF(ANS >7)
IF(ANS <97) REASK
ENDIF

Q:UNION1

T:

Is your position covered by a union contract?

1 YES

2 NO --> SKIP TO JOBSAT

7 REFUSED --> SKIP TO JOBSAT

8 DON'T KNOW --> SKIP TO JOBSAT

9 NO ANSWER --> SKIP TO JOBSAT

I:

KEY 1-2, 7-9

IF(ANS = 2) SKIPTO JOBSAT

Q:UNION2

T:

What union is that?

PROBE FROM LIST IF NECESSARY

PROBE: Even if you are not a union member, I need to know
(if a union /one of the following unions) covers your position.

1 AFSCME

2 OPEU

3 SHERIFF'S ASSOCIATION

4 OTHER

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

KEY 1-4, 7-9

Q:JOBSAT

T:

All in all, how satisfied are you with your job - [are you] very satisfied,
somewhat satisfied, not very satisfied, or not at all satisfied?

1 VERY SATISFIED

2 SOMEWHAT SATISFIED

3 NOT VERY SATISFIED

4 NOT AT ALL SATISFIED

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

KEY 1-4, 7-9

qal noqal

Q:JOBBURN

T:

How often do you feel burned out with your job - [would you say] always,

usually, sometimes, or rarely?

- 1 ALWAYS
- 2 USUALLY
- 3 SOMETIMES
- 4 RARELY
- 5 IF VOLUNTEERED: NEVER

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:
KEY 1-5, 7-9

Q:JOBWELL
T:

How often do you leave work with a feeling that you've done something particularly well?

PROBE: [Would you say] always, usually, sometimes, or rarely?

- 1 ALWAYS
- 2 USUALLY
- 3 SOMETIMES
- 4 RARELY
- 5 IF VOLUNTEERED: NEVER

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:
KEY 1-5, 7-9

Q:JOBHELP1
T:

Do you receive the help you need to do your job right?

PROBE: Please answer yes or no.

- 1 YES--> SKIPTO JOCOPAY
- 2 NO

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:
KEY 1-2, 7-9
IF (ANS = 1) SKIPTO JOCOPAY

Q:JOBHELP2
T:

What help do you need to do your job better?

OPEN-ENDED. TYPE EXACT RESPONSE.

I:

OPN 10 5 22 50 M N

Q:JOCOPAY

T:

Do you feel fairly compensated for the quality and quantity of work you perform?

PROBE: Please answer yes or no.

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

KEY 1-2, 7-9

Q:JOBMOTIV

T:

What motivates you most to do a good job?

PROBE: pay raises, benefits, paid time off, special recognition, or something else

OPEN-ENDED. TYPE EXACT RESPONSE.

I:

OPN 10 5 22 50 M N

Q:JOBSEC

T:

Do you feel that your job is at risk due to potential budget cuts?

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

KEY 1-2, 7-9

Q:JOBNEW

T:

Do you expect to retire or try to find a job with another employer in the next twelve months?

1 YES
2 NO

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
KEY 1-2, 7-9

Q:JOBPROB1
T:

Have you ever been involved in a complaint related to your
County employment?

1 YES
2 NO --- > SKIP TO DEPTINFO

7 REFUSED --- > SKIP TO DEPTINFO
8 DON'T KNOW --- > SKIP TO DEPTINFO
9 NO ANSWER --- > SKIP TO DEPTINFO

I:
KEY 1-2, 7-9
IF (ANS = 2) SKIPTO DEPTINFO

Q:JOBPROB2
T:

Was the issue resolved to your satisfaction?

1 YES
2 NO

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
KEY 1-2, 7-9

Q:JOBPROB3
T:

Do you feel the issue was resolved *fairly*?

1 YES
2 NO

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
KEY 1-2, 7-9

Q:DEPTINFO

T:

Turning now to the department in which you work, do you feel informed about its mission, goals, and future plans?

PROBE: Please answer yes or no.

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

KEY 1-2, 7-9

Q:DEPTVAL

T:

Do you feel that your department provides a valuable service to the community?

PROBE FOR INTERNAL SERVICE UNITS: Do you feel that your department provides a valuable service to other County Departments?

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

KEY 1-2, 7-9

Q:JOCOINFO

T:

Is regular information sharing among County employees important to your position?

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

KEY 1-2, 7-9

Q:DEPTINF

T:

Do you usually get the information you need to do your job right?

PROBE: Please answer yes or no.

1 YES
2 NO

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
KEY 1-2, 7-9

Q:DEPTCOMM
T:

In your experience, is communication *between* County departments effective?

1 YES
2 NO
3 IF VOLUNTEERED: RECEIVE NO INTER-DEPARTMENTAL COMMUNICATION

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
KEY 1-3, 7-9

Q:SUPR1
T:

The next questions are about your immediate supervisor. Overall, how satisfied are you with your supervisor's performance - [are you] very satisfied, somewhat satisfied, not very satisfied or not at all satisfied?

1 VERY SATISFIED
2 SOMEWHAT SATISFIED
3 NOT VERY SATISFIED
4 NOT AT ALL SATISFIED

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
KEY 1-4, 7-9

Q:SUPR2
T:

How often does your supervisor express appreciation for the work you do well - [would you say] always, usually, sometimes, or rarely?

1 ALWAYS
2 USUALLY
3 SOMETIMES
4 RARELY

5 IF VOLUNTEERED: NEVER

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
KEY 1-5, 7-9

Q:SUPR3
T:

Does your supervisor take positive interest in the well being and morale of the people who work in your department?

PROBE: Please answer yes or no.

1 YES
2 NO

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
KEY 1-2, 7-9

Q:SUPR4
T:

Does your supervisor tolerate employees with low morale, bad attitudes, or low output?

1 YES
2 NO

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
KEY 1-2, 7-9

Q:SUPR5
T:

Does your supervisor ask for your ideas about how to solve problems?

1 YES
2 NO

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
KEY 1-2, 7-9

Q:SUPR6

T:

Does your supervisor promote high performance standards?

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

KEY 1-2, 7-9

Q:SUPR7

T:

Does your supervisor help create a positive work environment?

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

KEY 1-2, 7-9

Q:MORALE

T:

Overall, what could the County do to increase employee morale?

PROBE: not just in your department.

OPEN-ENDED. TYPE EXACT RESPONSE.

I:

OPN 10 5 22 50 M N

Q:CS1

T:

The next few questions are about customer service. How often do members of your department treat the community courteously - [would you say] always, usually, sometimes, or rarely?

PROBE: Does your department serve other County departments instead of the general public?

PROBE FOR INTERNAL SERVICE UNITS: Please answer this group of questions referring to the other County departments that you serve.

[How important is it to provide good customer service to other County departments?]

1 ALWAYS

2 USUALLY
3 SOMETIMES
4 RARELY
5 IF VOLUNTEERED: NEVER

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
KEY 1-5, 7-9

Q:CS2
T:

How often do members of your department "go the extra mile" to provide customer service to (the community/ other County departments)?

PROBE: That is, are (the community/ other County departments) treated respectfully and with importance?

PROBE: always, usually, sometimes, or rarely?

1 ALWAYS
2 USUALLY
3 SOMETIMES
4 RARELY
5 IF VOLUNTEERED: NEVER

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
KEY 1-5, 7-9

Q:CS3
T:

Overall, how would you rate the quality of customer service your department provides (the community/ other County departments) - [is it] excellent, good, fair or poor?

1 EXCELLENT
2 GOOD
3 FAIR
4 POOR

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
KEY 1-4, 7-9

Q:CS4
T:

How would you rate the quality of customer service you receive from other County departments?

PROBE: [Is it] excellent, good, fair or poor?

1 EXCELLENT

2 GOOD

3 FAIR

4 POOR

5 IF VOLUNTEERED: NO EXPERIENCE WITH OTHER DEPTS

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

KEY 1-5, 7-9

Q:CS6

T:

What do you suggest for improving County employees' customer service?

OPEN-ENDED. TYPE EXACT RESPONSE.

I:

OPN 10 5 22 50 M N

Q:INFORM1

T:

That concludes the questions about your job. In the next few questions, please think about Josephine County government, as a citizen. First, how much are you *interested* in keeping up-to-date on County government issues, activities, and plans - a lot, some, a little, or not at all?

1 A LOT

2 SOME

3 A LITTLE

4 NOT AT ALL

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

KEY 1-4, 7-9

Q:INFORM1A

T:

In general, how well does Josephine County government communicate with the public - [would you say] excellent, good, fair or poor?

1 EXCELLENT

2 GOOD

3 FAIR

4 POOR

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
KEY 1-4, 7-9

Q:KNOW
T:

What do you believe is the main source of funding for Josephine County government?

PROBE FROM LIST, ROTATING.

1 PROPERTY TAXES
2 USER FEES FOR SERVICES
3 O AND C FUNDS / SAFETY NET FUNDS / FOREST RECEIPTS
4 SPECIAL LEVIES
5 DIRECT FUNDING FROM STATE GOVT
6 DIRECT FUNDING FROM FEDERAL GOVT
7 OTHER

97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:
NUM 1 99 2 0 14 10
IF(ANS >7)
IF(ANS <97) REASK
ENDIF

Q:VOTE1
T:

Are you registered to vote?

1 YES
2 NO --> SKIPTO GOODJOB2

7 REFUSED --> SKIPTO GOODJOB2
8 DON'T KNOW --> SKIPTO GOODJOB2
9 NO ANSWER --> SKIPTO GOODJOB2

I:
KEY 1-2, 7-9
IF (ANS = 2) SKIPTO GOODJOB2

Q:VOTE2
T:

In County elections, how often do you usually vote - every single time, most of the time, about half of the time, less than half [of the time], or never?

1 EVERY SINGLE TIME
2 MOST OF THE TIME
3 ABOUT HALF OF THE TIME
4 LESS THAN HALF OF THE TIME
5 NEVER

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
KEY 1-5, 7-9

Q:GOODJOB2
T:

Overall, how good a job do you think Josephine County government is doing -
[would you say] excellent, good, fair or poor?

1 EXCELLENT
2 GOOD
3 FAIR
4 POOR

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
KEY 1-4, 7-9

Q:JOCOSUGG
T:

What suggestions do you have for making the County more efficient, more
effective, or saving money?
PROBE: The county overall.

OPEN-ENDED. TYPE EXACT RESPONSE.

I:
OPN 10 5 22 50 M N

Q:ENDING
T:

On behalf of the Board of County Commissioners, I'd like to thank you sincerely
for your participation in this survey.

PRESS 1 CONTINUE

I:
KEY 1

Q:INTID

T:

You are great!!!! Thanks! ^^

PLEASE ENTER YOUR INTERVIEWER ID#

I:

num 1 900 3 0 20 10

CPL

DISPOS = 26

ENDQUEST

Q:NOQAL

T:

I:

key 1

DISPOS = 22