

**JOSEPHINE COUNTY INTERNAL SURVEY  
JANUARY 2003**

TOPLINE FREQUENCY RESULTS EMBEDDED IN  
INSTRUMENT



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*Note: This is a facsimile of the survey programmed into OSRL's computer-aided telephone interviewing system (CATI). Variable names, interviewer instructions, and answer categories are indicated in CAPITAL letters and are not read aloud. Experimental questions are presented side-by-side.*

**HELLO1**

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

1 R ON LINE

CTRL-END R UNAVAILABLE, ETC.

Value	Count	Percent	Valid %
1	137	100.00%	100.00%
Total	137	100.00%	100.00%

**HELLO2**

[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.

Value	Count	Percent	Valid %
1	137	100.00%	100.00%
Total	137	100.00%	100.00%

**HELLO3**

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.

Value	Count	Percent	Valid %
1	137	100.00%	100.00%
Total	137	100.00%	100.00%

**YEARS**

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.

Value	Count	Percent	Valid %
97 REFUSED	13	5	3.65% 3.65%
98 DON'T KNOW	14	1	0.73% 0.73%
99 NO ANSWER	15	2	1.46% 1.46%
0	6	4.38%	4.38%
1	8	5.84%	5.84%
2	19	13.87%	13.87%
3	12	8.76%	8.76%
4	7	5.11%	5.11%
5	9	6.57%	6.57%
6	5	3.65%	3.65%
7	14	10.22%	10.22%
8	10	7.30%	7.30%
9	7	5.11%	5.11%
10	3	2.19%	2.19%
11	3	2.19%	2.19%
12	4	2.92%	2.92%
Total	137	100.00%	100.00%

**JOBTYPE**

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

Value	Count	Percent	Valid %
1	45	32.85%	32.85%
2	22	16.06%	16.06%
3	27	19.71%	19.71%
4	17	12.41%	12.41%
5	4	2.92%	2.92%
6	12	8.76%	8.76%
7	10	7.30%	7.30%
Total	137	100.00%	100.00%

UNION1

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

Value	Count	Percent	Valid %
1	106	77.37%	77.37%
2	30	21.90%	21.90%
8	1	0.73%	0.73%
Total	137	100.00%	100.00%

UNION2

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

Value	Count	Percent	Valid %
1	81	59.12%	75.70%
2	9	6.57%	8.41%
3	11	8.03%	10.28%
8	6	4.38%	5.61%
Missing	30	21.90%	
Total	137	100.00%	100.00%

JOBSAT

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

Value	Count	Percent	Valid %
1	83	60.58%	60.58%
2	50	36.50%	36.50%
3	4	2.92%	2.92%
Total	137	100.00%	100.00%

JOBBURN

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

Value	Count	Percent	Valid %
1	5	3.65%	3.65%
2	7	5.11%	5.11%
3	56	40.88%	40.88%
4	62	45.26%	45.26%
5	7	5.11%	5.11%
Total	137	100.00%	100.00%

JOBWELL

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

Value	Count	Percent	Valid %
1	27	19.71%	19.71%
2	88	64.23%	64.23%
3	18	13.14%	13.14%
4	3	2.19%	2.19%
5	1	0.73%	0.73%
Total	137	100.00%	100.00%

JOBHELP1

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

Value	Count	Percent	Valid %
1	113	82.48%	82.48%
2	24	17.52%	17.52%
Total	137	100.00%	100.00%

JOBHELP2

What help do you need to do your job better?

OPEN-ENDED. TYPE EXACT RESPONSE.

JOCOPAY

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

Value	Count	Percent	Valid %
1	104	75.91%	75.91%
2	33	24.09%	24.09%
Total	137	100.00%	100.00%

JOBMOTIV

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.

JOBSEC

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

Value	Count	Percent	Valid %
1	67	48.91%	48.91%
2	65	47.45%	47.45%
8	5	3.65%	3.65%
Total	137	100.00%	100.00%

JOBNEW

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

Value	Count	Percent	Valid %
1	15	10.95%	10.95%
2	118	86.13%	86.13%
8	4	2.92%	2.92%
Total	137	100.00%	100.00%

JOBPROB1

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

Value	Count	Percent	Valid %
1	24	17.52%	17.52%
2	113	82.48%	82.48%
Total	137	100.00%	100.00%

JOBPROB2

Was the issue resolved to your satisfaction?

- 1 YES
- 2 NO
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

Value	Count	Percent	Valid %
1	16	11.68%	66.67%
2	6	4.38%	25.00%
8	1	0.73%	4.17%
9	1	0.73%	4.17%
Missing	113	82.48%	
Total	137	100.00%	100.00%

JOBPROB3

Do you feel the issue was resolved \*fairly\*?

- 1 YES
- 2 NO
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

Value	Count	Percent	Valid %
1	15	10.95%	62.50%
2	7	5.11%	29.17%
8	1	0.73%	4.17%
9	1	0.73%	4.17%
Missing	113	82.48%	
Total	137	100.00%	100.00%

DEPTINFO

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

Value	Count	Percent	Valid %
1	105	76.64%	76.64%
2	31	22.63%	22.63%
8	1	0.73%	0.73%
Total	137	100.00%	100.00%

DEPTVAL

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

Value	Count	Percent	Valid %
1	137	100.00%	100.00%
Total	137	100.00%	100.00%

JOCOINFO

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

- 1 YES
- 2 NO
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

Value	Count	Percent	Valid %
1	119	86.86%	86.86%
2	17	12.41%	12.41%
8	1	0.73%	0.73%
Total	137	100.00%	100.00%

DEPTINF

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

Value	Count	Percent	Valid %
1	121	88.32%	88.32%
2	15	10.95%	10.95%
8	1	0.73%	0.73%
Total	137	100.00%	100.00%

DEPTCOMM

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

Value	Count	Percent	Valid %
1	81	59.12%	59.12%
2	47	34.31%	34.31%
3	6	4.38%	4.38%
7	1	0.73%	0.73%
8	2	1.46%	1.46%
Total	137	100.00%	100.00%

SUPR1

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

Value	Count	Percent	Valid %
1	76	55.47%	55.47%
2	47	34.31%	34.31%
3	9	6.57%	6.57%
4	4	2.92%	2.92%
9	1	0.73%	0.73%
Total	137	100.00%	100.00%

SUPR2

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

Value	Count	Percent	Valid %
1	38	27.74%	27.74%
2	53	38.69%	38.69%
3	26	18.98%	18.98%
4	17	12.41%	12.41%
5	2	1.46%	1.46%
9	1	0.73%	0.73%
Total	137	100.00%	100.00%

SUPR3

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

Value	Count	Percent	Valid %
1	116	84.67%	84.67%
2	20	14.60%	14.60%
9	1	0.73%	0.73%
Total	137	100.00%	100.00%

SUPR4

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

Value	Count	Percent	Valid %
1	47	34.31%	34.31%
2	78	56.93%	56.93%
8	10	7.30%	7.30%
9	2	1.46%	1.46%
Total	137	100.00%	100.00%

SUPR5

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

Value	Count	Percent	Valid %
1	109	79.56%	79.56%
2	25	18.25%	18.25%
8	2	1.46%	1.46%
9	1	0.73%	0.73%
Total	137	100.00%	100.00%

SUPR6

Does your supervisor promote high performance standards?

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

Value	Count	Percent	Valid %
1	116	84.67%	84.67%
2	20	14.60%	14.60%
9	1	0.73%	0.73%
Total	137	100.00%	100.00%



**SUPR7**

Does your supervisor help create a positive work environment?

- 1 YES
- 2 NO
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

Value	Count	Percent	Valid %
1	111	81.02%	81.02%
2	24	17.52%	17.52%
8	1	0.73%	0.73%
9	1	0.73%	0.73%
Total	137	100.00%	100.00%

**MORALE**

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

PROBE: not just in your department.

OPEN-ENDED. TYPE EXACT RESPONSE.

**CS1**

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

Value	Count	Percent	Valid %
1	102	74.45%	74.45%
2	34	24.82%	24.82%
3	1	0.73%	0.73%
Total	137	100.00%	100.00%

**CS2**

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

Value	Count	Percent	Valid %
1	71	51.82%	51.82%
2	57	41.61%	41.61%
3	9	6.57%	6.57%
Total	137	100.00%	100.00%

CS3

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

Value	Count	Percent	Valid %
1	90	65.69%	65.69%
2	38	27.74%	27.74%
3	8	5.84%	5.84%
4	1	0.73%	0.73%
Total	137	100.00%	100.00%

CS4

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

Value	Count	Percent	Valid %
1	19	13.87%	13.87%
2	76	55.47%	55.47%
3	36	26.28%	26.28%
5	4	2.92%	2.92%
8	2	1.46%	1.46%
Total	137	100.00%	100.00%

CS6

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

OPEN-ENDED. TYPE EXACT RESPONSE.

INFORM1

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

Value	Count	Percent	Valid %
1	70	51.09%	51.09%
2	54	39.42%	39.42%
3	12	8.76%	8.76%
4	1	0.73%	0.73%
Total	137	100.00%	100.00%

INFORM1A

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

Value	Count	Percent	Valid %
1	7	5.11%	5.11%
2	59	43.07%	43.07%
3	55	40.15%	40.15%
4	15	10.95%	10.95%
8	1	0.73%	0.73%
Total	137	100.00%	100.00%

KNOW

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

Value	Count	Percent	Valid %
1	50	36.50%	36.50%
2	3	2.19%	2.19%
3	35	25.55%	25.55%
4	3	2.19%	2.19%
5	23	16.79%	16.79%
6	7	5.11%	5.11%
7	9	6.57%	6.57%
98	7	5.11%	5.11%
Total	137	100.00%	100.00%

VOTE1

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

Value	Count	Percent	Valid %
1	131	95.62%	95.62%
2	6	4.38%	4.38%
Total	137	100.00%	100.00%

VOTE2

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

VOTE2

Value	Count	Percent	Valid %
1	90	65.69%	65.69%
2	33	24.09%	24.09%
3	3	2.19%	2.19%
4	4	2.92%	2.92%
5	1	0.73%	0.73%
Total	137	100.00%	100.00%

GOODJOB2

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

Value	Count	Percent	Valid %
1	10	7.30%	7.30%
2	75	54.74%	54.74%
3	46	33.58%	33.58%
4	6	4.38%	4.38%
Total	137	100.00%	100.00%

JOCOSUGG

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.

ENDING

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

PRESS 1 CONTINUE

Value	Count	Percent	Valid %
1	137	100.00%	100.00%
Total	137	100.00%	100.00%