

## **CSOSA Response to 2013 EVS Results**

CSOSA is pleased to report that employee participation for the Employee Viewpoint Survey (EVS) increased 13.1% this year, from 44.1% in 2012 to 57.2% in 2013. This was a significant accomplishment given the Government-wide participation rate of only 48.2%. In terms of results, we are encouraged by the fact that 92% of employees who responded feel the work they do is important, 92% are willing to put in the extra effort to get a job done, and 86% are constantly looking for ways to do their job better. These results show that staff is deeply dedicated to serving our clients and the public.

Our EVS scores also highlighted several areas for improvement. Only 40% of employees who completed the survey are satisfied with their opportunity to get a better job within CSOSA, 39% feel creativity and innovation are rewarded, and 38% agree that awards in their unit depend on how well employees perform on their jobs. Though our results in those areas were above the Government-wide averages, the differences were not significant. CSOSA implemented many changes after last year's EVS results, but this year's results show we need to do more.

To improve our employees' sense of satisfaction with their work and the agency as a whole, CSOSA is actively cultivating an organizational culture that encourages collaboration, flexibility, and fairness to enable individuals to contribute to their full potential. We are also developing a formal workforce planning/succession planning process, offering targeted training and development programs to help employees excel in their daily responsibilities and advance in their careers, and better promoting our health and wellness benefits and offerings (including work/life balance programs and policies) to create a positive and productive environment for every employee. We expect these targeted actions will have a positive impact on our workplace, staff perceptions of the Agency, and future EVS results.

## COURT SERVICES AND OFFENDER SUPERVISION AGENCY 2013 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS

|  |   | Percent Positive | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Item Response Total** | Do Not Know/ No Basis to Judge |
|--|---|------------------|----------------|-------|----------------------------|----------|-------------------|-----------------------|--------------------------------|
| *1. I am given a real opportunity to improve my skills in my organization.   | N |                  | 153            | 304   | 106                        | 107      | 41                | 711                   | NA                             |
|  | % | 63.12            | 20.45          | 42.67 | 15.24                      | 15.55    | 6.09              | 100.00                |                                |
| 2. I have enough information to do my job well.  | N |                  | 174            | 363   | 93                         | 53       | 19                | 702                   | NA                             |
|  | % | 75.91            | 23.84          | 52.07 | 13.67                      | 7.54     | 2.87              | 100.00                |                                |
| 3. I feel encouraged to come up with new and better ways of doing things.  | N |                  | 156            | 242   | 124                        | 128      | 55                | 705                   | NA                             |
|  | % | 55.06            | 20.89          | 34.17 | 18.39                      | 18.33    | 8.23              | 100.00                |                                |
| *4. My work gives me a feeling of personal accomplishment.   | N |                  | 194            | 320   | 83                         | 69       | 40                | 706                   | NA                             |
|  | % | 72.09            | 26.31          | 45.78 | 12.09                      | 9.80     | 6.02              | 100.00                |                                |
| *5. I like the kind of work I do.  | N |                  | 292            | 278   | 74                         | 29       | 26                | 699                   | NA                             |
|  | % | 81.18            | 41.01          | 40.16 | 10.83                      | 4.20     | 3.79              | 100.00                |                                |
| 6. I know what is expected of me on the job.   | N |                  | 257            | 332   | 62                         | 40       | 16                | 707                   | NA                             |
|  | % | 83.11            | 35.77          | 47.33 | 8.67                       | 5.73     | 2.50              | 100.00                |                                |
| 7. When needed I am willing to put in the extra effort to get a job done.  | N |                  | 408            | 250   | 41                         | 6        | 6                 | 711                   | NA                             |
|  | % | 92.13            | 56.73          | 35.40 | 6.05                       | 0.90     | 0.92              | 100.00                |                                |
| 8. I am constantly looking for ways to do my job better.   | N |                  | 320            | 294   | 81                         | 10       | 4                 | 709                   | NA                             |
|  | % | 86.39            | 44.58          | 41.81 | 11.49                      | 1.43     | 0.69              | 100.00                |                                |
| 9. I have sufficient resources (for example, people, materials, budget) to get my job done.  | N |                  | 103            | 306   | 98                         | 132      | 71                | 710                   | 1                              |
|  | % | 57.21            | 14.09          | 43.12 | 14.04                      | 18.50    | 10.25             | 100.00                |                                |
| *10. My workload is reasonable.  | N |                  | 109            | 345   | 97                         | 91       | 59                | 701                   | 0                              |
|  | % | 64.38            | 15.16          | 49.22 | 14.07                      | 12.57    | 8.98              | 100.00                |                                |
| *11. My talents are used well in the workplace.  | N |                  | 102            | 276   | 108                        | 114      | 87                | 687                   | 4                              |
|  | % | 54.18            | 14.35          | 39.83 | 16.28                      | 16.51    | 13.03             | 100.00                |                                |
| *12. I know how my work relates to the agency's goals and priorities.  | N |                  | 275            | 359   | 43                         | 13       | 18                | 708                   | 0                              |
|  | % | 89.05            | 37.82          | 51.22 | 6.26                       | 1.87     | 2.82              | 100.00                |                                |
| *13. The work I do is important.   | N |                  | 395            | 248   | 36                         | 8        | 11                | 698                   | 0                              |
|  | % | 91.86            | 55.85          | 36.01 | 5.49                       | 1.11     | 1.54              | 100.00                |                                |
| *14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well. | N |                  | 191            | 300   | 86                         | 81       | 49                | 707                   | 3                              |
|  | % | 68.60            | 26.29          | 42.31 | 12.61                      | 11.63    | 7.16              | 100.00                |                                |
| *15. My performance appraisal is a fair reflection of my performance.  | N |                  | 172            | 288   | 89                         | 97       | 54                | 700                   | 8                              |
|  | % | 64.61            | 23.78          | 40.83 | 13.19                      | 14.04    | 8.17              | 100.00                |                                |
| 16. I am held accountable for achieving results.   | N |                  | 212            | 367   | 81                         | 27       | 17                | 704                   | 3                              |
|  | % | 81.75            | 29.57          | 52.17 | 11.82                      | 3.87     | 2.57              | 100.00                |                                |

Survey Administration Period: April 23, 2013 to June 7, 2013

Percentages are weighted to represent the Agency's population.

\* AES prescribed items

\*\* Unweighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'

Sample or Census: Census

Number of surveys completed: 714

Number of surveys administered: 1,183

Response Rate: 60.4%

**COURT SERVICES AND OFFENDER SUPERVISION AGENCY  
2013 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS**

|   |   | Percent Positive | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Item Response Total** | Do Not Know/ No Basis to Judge |
|---|---|------------------|----------------|-------|----------------------------|----------|-------------------|-----------------------|--------------------------------|
| 17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.   | N |                  | 127            | 215   | 163                        | 88       | 83                | 676                   | 32                             |
|   | % | 49.18            | 17.85          | 31.34 | 24.59                      | 13.49    | 12.74             | 100.00                |                                |
| *18. My training needs are assessed.  | N |                  | 104            | 279   | 152                        | 99       | 64                | 698                   | 10                             |
|   | % | 54.35            | 14.15          | 40.20 | 22.22                      | 13.81    | 9.61              | 100.00                |                                |
| *19. In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding). | N |                  | 219            | 304   | 74                         | 63       | 40                | 700                   | 13                             |
|   | % | 74.66            | 30.90          | 43.76 | 10.49                      | 9.00     | 5.86              | 100.00                |                                |
| *20. The people I work with cooperate to get the job done.  | N |                  | 149            | 300   | 123                        | 104      | 37                | 713                   | NA                             |
|   | % | 62.12            | 20.57          | 41.55 | 17.72                      | 14.77    | 5.39              | 100.00                |                                |
| *21. My work unit is able to recruit people with the right skills.  | N |                  | 61             | 247   | 185                        | 132      | 53                | 678                   | 31                             |
|   | % | 44.69            | 8.69           | 36.00 | 27.92                      | 19.47    | 7.91              | 100.00                |                                |
| *22. Promotions in my work unit are based on merit.   | N |                  | 50             | 155   | 210                        | 120      | 116               | 651                   | 52                             |
|   | % | 30.12            | 7.28           | 22.84 | 32.66                      | 18.52    | 18.71             | 100.00                |                                |
| *23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.   | N |                  | 35             | 164   | 173                        | 141      | 135               | 648                   | 54                             |
|   | % | 29.51            | 5.20           | 24.31 | 27.28                      | 21.71    | 21.50             | 100.00                |                                |
| *24. In my work unit, differences in performance are recognized in a meaningful way.  | N |                  | 46             | 177   | 187                        | 148      | 119               | 677                   | 33                             |
|   | % | 32.05            | 6.50           | 25.55 | 27.81                      | 21.81    | 18.33             | 100.00                |                                |
| 25. Awards in my work unit depend on how well employees perform their jobs.   | N |                  | 69             | 201   | 159                        | 136      | 115               | 680                   | 30                             |
|   | % | 38.83            | 9.80           | 29.04 | 23.46                      | 19.97    | 17.74             | 100.00                |                                |
| 26. Employees in my work unit share job knowledge with each other.  | N |                  | 143            | 341   | 102                        | 71       | 47                | 704                   | 2                              |
|   | % | 67.50            | 19.89          | 47.61 | 15.30                      | 10.21    | 6.99              | 100.00                |                                |
| 27. The skill level in my work unit has improved in the past year.  | N |                  | 94             | 255   | 206                        | 74       | 56                | 685                   | 25                             |
|   | % | 49.63            | 13.47          | 36.16 | 30.77                      | 10.75    | 8.85              | 100.00                |                                |
|   |   | Percent Positive | Very Good      | Good  | Fair                       | Poor     | Very Poor         | Item Response Total   | Do Not Know/ No Basis to Judge |
| 28. How would you rate the overall quality of work done by your work unit?  | N |                  | 245            | 315   | 125                        | 22       | 6                 | 713                   | NA                             |
|   | % | 77.72            | 33.68          | 44.04 | 18.26                      | 3.07     | 0.95              | 100.00                |                                |
|   |   | Percent Positive | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Item Response Total** | Do Not Know/ No Basis to Judge |
| *29. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.  | N |                  | 123            | 411   | 103                        | 40       | 13                | 690                   | 11                             |
|   | % | 76.80            | 17.21          | 59.59 | 15.20                      | 5.87     | 2.13              | 100.00                |                                |

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| *30. Employees have a feeling of personal empowerment with respect to work processes.  | N |                  | 62             | 237   | 178                        | 144      | 64                | 685                   | 16                             |
|  | % | 42.41            | 8.65           | 33.76 | 26.30                      | 21.44    | 9.85              | 100.00                |                                |
| 31. Employees are recognized for providing high quality products and services.   | N |                  | 77             | 270   | 158                        | 124      | 61                | 690                   | 7                              |
|  | % | 48.93            | 10.61          | 38.32 | 23.59                      | 18.01    | 9.47              | 100.00                |                                |
| *32. Creativity and innovation are rewarded.   | N |                  | 72             | 203   | 191                        | 128      | 83                | 677                   | 17                             |
|  | % | 39.12            | 10.27          | 28.85 | 28.69                      | 19.39    | 12.79             | 100.00                |                                |
| *33. Pay raises depend on how well employees perform their jobs.   | N |                  | 40             | 139   | 195                        | 160      | 123               | 657                   | 35                             |
|  | % | 26.58            | 5.85           | 20.73 | 29.96                      | 24.07    | 19.39             | 100.00                |                                |
| 34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).   | N |                  | 131            | 302   | 152                        | 36       | 49                | 670                   | 32                             |
|  | % | 63.12            | 18.65          | 44.47 | 23.63                      | 5.36     | 7.89              | 100.00                |                                |
| *35. Employees are protected from health and safety hazards on the job.  | N |                  | 108            | 295   | 127                        | 97       | 68                | 695                   | 7                              |
|  | % | 55.74            | 14.57          | 41.18 | 19.07                      | 14.61    | 10.58             | 100.00                |                                |
| *36. My organization has prepared employees for potential security threats.  | N |                  | 106            | 324   | 129                        | 82       | 48                | 689                   | 11                             |
|  | % | 60.97            | 14.85          | 46.12 | 19.22                      | 12.17    | 7.64              | 100.00                |                                |
| 37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.  | N |                  | 94             | 194   | 163                        | 91       | 114               | 656                   | 40                             |
|  | % | 42.83            | 13.30          | 29.53 | 25.04                      | 13.97    | 18.16             | 100.00                |                                |
| 38. Prohibited Personnel Practices (for example, illegally discriminating for or against any employee/applicant, obstructing a person's right to compete for employment, knowingly violating veterans' preference requirements) are not tolerated. | N |                  | 143            | 236   | 150                        | 39       | 56                | 624                   | 68                             |
|  | % | 59.15            | 21.68          | 37.46 | 25.14                      | 6.28     | 9.44              | 100.00                |                                |
| 39. My agency is successful at accomplishing its mission.  | N |                  | 164            | 352   | 123                        | 22       | 21                | 682                   | 11                             |
|  | % | 74.30            | 23.05          | 51.25 | 18.76                      | 3.46     | 3.48              | 100.00                |                                |
| 40. I recommend my organization as a good place to work.   | N |                  | 144            | 277   | 166                        | 80       | 36                | 703                   | NA                             |
|  | % | 58.63            | 19.14          | 39.49 | 24.34                      | 11.54    | 5.49              | 100.00                |                                |
| 41. I believe the results of this survey will be used to make my agency a better place to work.  | N |                  | 143            | 228   | 132                        | 87       | 56                | 646                   | 54                             |
|  | % | 55.71            | 21.13          | 34.58 | 21.52                      | 13.84    | 8.92              | 100.00                |                                |
| *42. My supervisor supports my need to balance work and other life issues.   | N |                  | 283            | 243   | 80                         | 50       | 39                | 695                   | 4                              |
|  | % | 74.57            | 39.56          | 35.01 | 11.78                      | 7.53     | 6.13              | 100.00                |                                |
| 43. My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.  | N |                  | 220            | 239   | 94                         | 88       | 55                | 696                   | 2                              |
|  | % | 64.79            | 30.70          | 34.09 | 13.66                      | 13.08    | 8.48              | 100.00                |                                |
| *44. Discussions with my supervisor/team leader about my performance are worthwhile.   | N |                  | 205            | 234   | 112                        | 81       | 59                | 691                   | 5                              |
|  | % | 62.46            | 29.13          | 33.33 | 16.62                      | 11.67    | 9.25              | 100.00                |                                |

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|--|---|------------------|----------------|-------|----------------------------|----------|-------------------|-----------------------|--------------------------------|
| 45. My supervisor/team leader is committed to a workforce representative of all segments of society.   | N |                  | 202            | 231   | 142                        | 47       | 40                | 662                   | 35                             |
|  | % | 64.20            | 29.54          | 34.66 | 21.84                      | 7.51     | 6.45              | 100.00                |                                |
| 46. My supervisor/team leader provides me with constructive suggestions to improve my job performance. | N |                  | 203            | 232   | 110                        | 86       | 60                | 691                   | 2                              |
|  | % | 62.41            | 28.76          | 33.64 | 15.97                      | 12.35    | 9.27              | 100.00                |                                |
| *47. Supervisors/team leaders in my work unit support employee development.                            | N |                  | 221            | 249   | 102                        | 71       | 48                | 691                   | 5                              |
|  | % | 67.09            | 31.13          | 35.96 | 15.11                      | 10.56    | 7.25              | 100.00                |                                |
| 48. My supervisor/team leader listens to what I have to say.   | N |                  | 266            | 254   | 81                         | 60       | 36                | 697                   | NA                             |
|  | % | 73.67            | 37.18          | 36.49 | 11.79                      | 8.99     | 5.55              | 100.00                |                                |
| 49. My supervisor/team leader treats me with respect.  | N |                  | 295            | 253   | 76                         | 36       | 30                | 690                   | NA                             |
|  | % | 78.58            | 41.49          | 37.08 | 11.22                      | 5.51     | 4.70              | 100.00                |                                |
| 50. In the last six months, my supervisor/team leader has talked with me about my performance.         | N |                  | 252            | 313   | 70                         | 42       | 18                | 695                   | NA                             |
|  | % | 80.79            | 35.22          | 45.57 | 10.23                      | 6.29     | 2.70              | 100.00                |                                |
| *51. I have trust and confidence in my supervisor.   | N |                  | 239            | 180   | 121                        | 85       | 68                | 693                   | NA                             |
|  | % | 59.50            | 33.45          | 26.06 | 18.00                      | 12.31    | 10.18             | 100.00                |                                |
|  |   | Percent Positive | Very Good      | Good  | Fair                       | Poor     | Very Poor         | Item Response Total   | Do Not Know/ No Basis to Judge |
| *52. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?       | N |                  | 260            | 191   | 143                        | 61       | 39                | 694                   | NA                             |
|  | % | 64.20            | 36.81          | 27.38 | 20.73                      | 9.16     | 5.91              | 100.00                |                                |
|  |   | Percent Positive | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | Item Response Total** | Do Not Know/ No Basis to Judge |
| *53. In my organization, leaders generate high levels of motivation and commitment in the workforce.   | N |                  | 72             | 237   | 165                        | 124      | 80                | 678                   | 9                              |
|  | % | 44.61            | 9.88           | 34.73 | 24.46                      | 18.61    | 12.31             | 100.00                |                                |
| 54. My organization's leaders maintain high standards of honesty and integrity.                        | N |                  | 102            | 212   | 174                        | 95       | 87                | 670                   | 17                             |
|  | % | 45.21            | 14.04          | 31.18 | 26.47                      | 14.57    | 13.75             | 100.00                |                                |
| *55. Managers/supervisors/team leaders work well with employees of different backgrounds.              | N |                  | 98             | 279   | 155                        | 70       | 50                | 652                   | 30                             |
|  | % | 56.77            | 14.15          | 42.63 | 24.15                      | 10.89    | 8.19              | 100.00                |                                |
| *56. Managers communicate the goals and priorities of the organization.                                | N |                  | 110            | 334   | 118                        | 80       | 39                | 681                   | 6                              |
|  | % | 64.48            | 15.54          | 48.94 | 17.75                      | 11.72    | 6.06              | 100.00                |                                |
| *57. Managers review and evaluate the organization's progress toward meeting its goals and objectives. | N |                  | 106            | 293   | 153                        | 59       | 42                | 653                   | 28                             |
|  | % | 59.90            | 15.57          | 44.32 | 24.23                      | 9.17     | 6.70              | 100.00                |                                |

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|--|---|------------------|----------------|-----------|------------------------------------|--------------|-------------------|-----------------------|--------------------------------|
| 58. Managers promote communication among different work units (for example, about projects, goals, needed resources).      | N |                  | 90             | 245       | 153                                | 109          | 64                | 661                   | 20                             |
|  | % | 49.85            | 13.13          | 36.72     | 23.64                              | 16.36        | 10.15             | 100.00                |                                |
| 59. Managers support collaboration across work units to accomplish work objectives.  | N |                  | 87             | 265       | 150                                | 98           | 63                | 663                   | 16                             |
|  | % | 52.37            | 12.47          | 39.90     | 23.33                              | 14.47        | 9.83              | 100.00                |                                |
|  |   | Percent Positive | Very Good      | Good      | Fair                               | Poor         | Very Poor         | Item Response Total** | Do Not Know/ No Basis to Judge |
| 60. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor/team leader? | N |                  | 152            | 219       | 157                                | 51           | 63                | 642                   | 44                             |
|  | % | 57.22            | 22.94          | 34.28     | 24.59                              | 8.13         | 10.07             | 100.00                |                                |
|  |   | Percent Positive | Strongly Agree | Agree     | Neither Agree nor Disagree         | Disagree     | Strongly Disagree | Item Response Total** | Do Not Know/ No Basis to Judge |
| *61. I have a high level of respect for my organization's senior leaders.  | N |                  | 165            | 250       | 137                                | 70           | 56                | 678                   | 7                              |
|  | % | 60.29            | 23.38          | 36.90     | 20.46                              | 10.48        | 8.78              | 100.00                |                                |
| 62. Senior leaders demonstrate support for Work/Life programs.   | N |                  | 162            | 239       | 143                                | 55           | 38                | 637                   | 44                             |
|  | % | 60.81            | 23.88          | 36.93     | 23.57                              | 8.99         | 6.63              | 100.00                |                                |
|  |   | Percent Positive | Very Satisfied | Satisfied | Neither Satisfied nor Dissatisfied | Dissatisfied | Very Dissatisfied | Item Response Total   | Do Not Know/ No Basis to Judge |
| *63. How satisfied are you with your involvement in decisions that affect your work?                                       | N |                  | 80             | 239       | 169                                | 140          | 56                | 684                   | NA                             |
|  | % | 45.51            | 11.43          | 34.08     | 24.93                              | 21.23        | 8.33              | 100.00                |                                |
| *64. How satisfied are you with the information you receive from management on what's going on in your organization?       | N |                  | 76             | 269       | 141                                | 151          | 46                | 683                   | NA                             |
|  | % | 49.50            | 10.66          | 38.84     | 21.09                              | 22.41        | 7.00              | 100.00                |                                |
| *65. How satisfied are you with the recognition you receive for doing a good job?  | N |                  | 99             | 216       | 165                                | 129          | 69                | 678                   | NA                             |
|  | % | 45.37            | 13.92          | 31.45     | 24.54                              | 19.27        | 10.83             | 100.00                |                                |
| *66. How satisfied are you with the policies and practices of your senior leaders?   | N |                  | 69             | 236       | 188                                | 122          | 64                | 679                   | NA                             |
|  | % | 43.49            | 9.65           | 33.85     | 28.26                              | 17.99        | 10.26             | 100.00                |                                |
| *67. How satisfied are you with your opportunity to get a better job in your organization?                                 | N |                  | 56             | 160       | 192                                | 141          | 129               | 678                   | NA                             |
|  | % | 31.43            | 8.10           | 23.33     | 28.37                              | 20.76        | 19.43             | 100.00                |                                |
| *68. How satisfied are you with the training you receive for your present job?   | N |                  | 111            | 290       | 155                                | 89           | 34                | 679                   | NA                             |
|  | % | 58.18            | 15.97          | 42.21     | 23.44                              | 13.16        | 5.22              | 100.00                |                                |

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**COURT SERVICES AND OFFENDER SUPERVISION AGENCY  
2013 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS**

|   |   | <b>Percent Positive</b> | <b>Very Satisfied</b> | <b>Satisfied</b> | <b>Neither Satisfied nor Dissatisfied</b> | <b>Dissatisfied</b> | <b>Very Dissatisfied</b> | <b>Item Response Total</b> | <b>Do Not Know/ No Basis to Judge</b> |
|---|---|-------------------------|-----------------------|------------------|---|---------------------|--------------------------|----------------------------|---------------------------------------|
| *69. Considering everything, how satisfied are you with your job?         | N |                         | 144                   | 299              | 122                                       | 80                  | 36                       | 681                        | NA                                    |
|   | % | 64.15                   | 20.72                 | 43.43            | 18.43                                     | 12.05               | 5.37                     | 100.00                     |                                       |
| *70. Considering everything, how satisfied are you with your pay?         | N |                         | 138                   | 294              | 118                                       | 92                  | 38                       | 680                        | NA                                    |
|   | % | 62.63                   | 19.23                 | 43.41            | 17.80                                     | 13.69               | 5.88                     | 100.00                     |                                       |
| 71. Considering everything, how satisfied are you with your organization? | N |                         | 117                   | 300              | 144                                       | 83                  | 39                       | 683                        | NA                                    |
|   | % | 60.08                   | 16.30                 | 43.78            | 21.69                                     | 12.52               | 5.72                     | 100.00                     |                                       |

72. Have you been notified that you are eligible to telework? Telework means working at a location other than your normal work site during your regular work hours (excludes travel).

|                 | <b>N</b> | <b>%</b> |
|-----------------|----------|----------|
| <b>Yes</b>      | 585      | 84.73    |
| <b>No</b>       | 87       | 13.64    |
| <b>Not sure</b> | 11       | 1.63     |
| <b>Total</b>    | 683      | 100.00   |

73. Please select the response below that BEST describes your current teleworking situation:

|   | <b>N</b> | <b>%</b> |
|---|----------|----------|
| <b>I telework 3 or more days per week.</b>  | 18       | 2.50     |
| <b>I telework 1 or 2 days per week.</b>   | 147      | 20.68    |
| <b>I telework, but no more than 1 or 2 days per month.</b>  | 192      | 28.29    |
| <b>I telework very infrequently, on an unscheduled or short-term basis.</b>   | 79       | 11.24    |
| <b>I do not telework because I have to be physically present on the job (e.g., Law Enforcement Officers, Park Rangers, Security Personnel).</b> | 67       | 10.27    |
| <b>I do not telework because I have technical issues (e.g., connectivity, inadequate equipment) that prevent me from teleworking.</b>           | 12       | 2.01     |
| <b>I do not telework because I did not receive approval to do so, even though I have the kind of job where I can telework.</b>                  | 63       | 9.68     |
| <b>I do not telework because I choose not to telework.</b>  | 103      | 15.33    |
| <b>Total</b>  | 681      | 100.00   |

Survey Administration Period: April 23, 2013 to June 7, 2013  
Percentages are weighted to represent the Agency's population.  
\* AES prescribed items

Sample or Census: Census  
Number of surveys completed: 714  
Number of surveys administered: 1,183  
Response Rate: 60.4%

## COURT SERVICES AND OFFENDER SUPERVISION AGENCY 2013 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS

74. Do you participate in the following Work/Life programs? Alternative Work Schedules (AWS)

|                            | N   | %      |
|----------------------------|-----|--------|
| <b>Yes</b>                 | 360 | 53.77  |
| <b>No</b>                  | 229 | 33.47  |
| <b>Not available to me</b> | 88  | 12.76  |
| <b>Total</b>               | 677 | 100.00 |

75. Do you participate in the following Work/Life programs? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)

|                            | N   | %      |
|----------------------------|-----|--------|
| <b>Yes</b>                 | 253 | 37.12  |
| <b>No</b>                  | 387 | 57.77  |
| <b>Not available to me</b> | 35  | 5.12   |
| <b>Total</b>               | 675 | 100.00 |

76. Do you participate in the following Work/Life programs? Employee Assistance Program (EAP)

|                            | N   | %      |
|----------------------------|-----|--------|
| <b>Yes</b>                 | 179 | 26.84  |
| <b>No</b>                  | 482 | 72.08  |
| <b>Not available to me</b> | 8   | 1.09   |
| <b>Total</b>               | 669 | 100.00 |

77. Do you participate in the following Work/Life programs? Child Care Programs (for example, daycare, parenting classes, parenting support groups)

|                            | N   | %      |
|----------------------------|-----|--------|
| <b>Yes</b>                 | 42  | 6.11   |
| <b>No</b>                  | 490 | 73.36  |
| <b>Not available to me</b> | 141 | 20.53  |
| <b>Total</b>               | 673 | 100.00 |

78. Do you participate in the following Work/Life programs? Elder Care Programs (for example, support groups, speakers)

|                            | N   | %      |
|----------------------------|-----|--------|
| <b>Yes</b>                 | 24  | 3.48   |
| <b>No</b>                  | 496 | 73.42  |
| <b>Not available to me</b> | 161 | 23.10  |
| <b>Total</b>               | 681 | 100.00 |

**COURT SERVICES AND OFFENDER SUPERVISION AGENCY  
2013 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS**

|  |        | <b>Percent Positive</b> | <b>Very Satisfied</b> | <b>Satisfied</b> | <b>Neither Satisfied nor Dissatisfied</b> | <b>Dissatisfied</b> | <b>Very Dissatisfied</b> | <b>Item Response Total**</b> | <b>Do Not Know/ No Basis to Judge</b> |
|--|--------|-------------------------|-----------------------|------------------|---|---------------------|--------------------------|------------------------------|---------------------------------------|
| 79. How satisfied are you with the following Work/Life programs in your agency? Telework   | N<br>% | 75.25                   | 168<br>37.10          | 163<br>38.15     | 38<br>9.11                                | 48<br>11.38         | 18<br>4.25               | 435<br>100.00                | 5                                     |
| 80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)   | N<br>% | 92.37                   | 194<br>54.60          | 133<br>37.77     | 17<br>5.00                                | 6<br>1.73           | 3<br>0.90                | 353<br>100.00                | 11                                    |
| 81. How satisfied are you with the following Work/Life programs in your agency? Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs) | N<br>% | 81.83                   | 71<br>29.34           | 123<br>52.50     | 34<br>14.65                               | 7<br>3.04           | 1<br>0.48                | 236<br>100.00                | 24                                    |
| 82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)  | N<br>% | 81.51                   | 54<br>32.31           | 80<br>49.20      | 25<br>15.60                               | 3<br>1.68           | 2<br>1.21                | 164<br>100.00                | 28                                    |
| 83. How satisfied are you with the following Work/Life programs in your agency? Child Care Programs (for example, daycare, parenting classes, parenting support groups)        | N<br>% | 67.73                   | 14<br>41.06           | 9<br>26.66       | 11<br>32.27                               | 0<br>0.00           | 0<br>0.00                | 34<br>100.00                 | 19                                    |
| 84. How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)                                    | N<br>% | 64.31                   | 8<br>36.44            | 8<br>27.87       | 8<br>31.29                                | 1<br>4.39           | 0<br>0.00                | 25<br>100.00                 | 3                                     |

Survey Administration Period: April 23, 2013 to June 7, 2013

The work/life satisfaction results only include employees who indicated that they participated in the program.

Percentages are weighted to represent the Agency's population.

Sample or Census: Census

Number of surveys completed: 714

Number of surveys administered: 1,183

**COURT SERVICES AND OFFENDER SUPERVISION AGENCY  
2013 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS**

\*\* Unweighted count of responses excluding 'Do Not Know' and 'No Basis to Judge'

Response Rate: 60.4%

**COURT SERVICES AND OFFENDER SUPERVISION AGENCY  
2013 FEDERAL EMPLOYEE VIEWPOINT SURVEY RESULTS**

| 85. Where do you work?   | N          | %             |
|--|------------|---------------|
| Headquarters   | 309        | 45.64         |
| Field  | 368        | 54.36         |
| <b>Total</b>   | <b>677</b> | <b>100.00</b> |
| *86. What is your supervisory status?  | N          | %             |
| Non-Supervisor   | 493        | 72.71         |
| Team Leader  | 43         | 6.34          |
| Supervisor   | 100        | 14.75         |
| Manager  | 34         | 5.01          |
| Executive  | 8          | 1.18          |
| <b>Total</b>   | <b>678</b> | <b>100.00</b> |
| *87. Are you:  | N          | %             |
| Male   | 236        | 34.91         |
| Female   | 440        | 65.09         |
| <b>Total</b>   | <b>676</b> | <b>100.00</b> |
| *88. Are you Hispanic or Latino?   | N          | %             |
| Yes  | 45         | 6.75          |
| No   | 622        | 93.25         |
| <b>Total</b>   | <b>667</b> | <b>100.00</b> |
| *89. Please select the racial category or categories with which you most closely identify. | N          | %             |
| American Indian or Alaska Native   | 4          | 0.61          |
| Asian  | 11         | 1.68          |
| Black or African American  | 499        | 76.07         |
| Native Hawaiian or Other Pacific Islander  | 2          | 0.30          |
| White  | 118        | 17.99         |
| Two or more races  | 22         | 3.35          |
| <b>Total</b>   | <b>656</b> | <b>100.00</b> |

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 \* AES prescribed items

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**COURT SERVICES AND OFFENDER SUPERVISION AGENCY  
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| 90. What is your age group? | N   | %      |
|-----------------------------|-----|--------|
| <b>25 and under</b>         | 5   | 0.74   |
| <b>26-29</b>                | 45  | 6.70   |
| <b>30-39</b>                | 233 | 34.67  |
| <b>40-49</b>                | 218 | 32.44  |
| <b>50-59</b>                | 138 | 20.54  |
| <b>60 or older</b>          | 33  | 4.91   |
| <b>Total</b>                | 672 | 100.00 |

| 91. What is your pay category/grade?                        | N   | %      |
|---|-----|--------|
| <b>Federal Wage System</b>                                  | 1   | 0.15   |
| <b>GS 1-6</b>   | 10  | 1.48   |
| <b>GS 7-12</b>  | 441 | 65.24  |
| <b>GS 13-15</b>   | 200 | 29.59  |
| <b>Senior Executive Service</b>                             | 7   | 1.04   |
| <b>Senior Level (SL) or Scientific or Professional (ST)</b> | 0   | 0.00   |
| <b>Other</b>  | 17  | 2.51   |
| <b>Total</b>  | 676 | 100.00 |

| 92. How long have you been with the Federal Government (excluding military service)? | N   | %      |
|--|-----|--------|
| <b>Less than 1 year</b>  | 3   | 0.44   |
| <b>1 to 3 years</b>  | 66  | 9.76   |
| <b>4 to 5 years</b>  | 85  | 12.57  |
| <b>6 to 10 years</b>   | 184 | 27.22  |
| <b>11 to 14 years</b>  | 141 | 20.86  |
| <b>15 to 20 years</b>  | 98  | 14.50  |
| <b>More than 20 years</b>  | 99  | 14.64  |
| <b>Total</b>   | 676 | 100.00 |

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| 93. How long have you been with your current agency (for example Department of Justice, Environmental Protection Agency)? | <b>N</b> | <b>%</b> |
|---|----------|----------|
| <b>Less than 1 year</b>   | 10       | 1.47     |
| <b>1 to 3 years</b>   | 93       | 13.72    |
| <b>4 to 5 years</b>   | 101      | 14.90    |
| <b>6 to 10 years</b>  | 211      | 31.12    |
| <b>11 to 20 years</b>   | 242      | 35.69    |
| <b>More than 20 years</b>   | 21       | 3.10     |
| <b>Total</b>  | 678      | 100.00   |

| 94. Are you considering leaving your organization within the next year, and if so, why? | <b>N</b> | <b>%</b> |
|---|----------|----------|
| <b>No</b>   | 416      | 61.27    |
| <b>Yes, to retire</b>   | 20       | 2.95     |
| <b>Yes, to take another job within the Federal Government</b>                           | 204      | 30.04    |
| <b>Yes, to take another job outside the Federal Government</b>                          | 16       | 2.36     |
| <b>Yes, other</b>   | 23       | 3.39     |
| <b>Total</b>  | 679      | 100.00   |

| 95. I am planning to retire:        | <b>N</b> | <b>%</b> |
|-------------------------------------|----------|----------|
| <b>Within one year</b>              | 11       | 1.64     |
| <b>Between one and three years</b>  | 27       | 4.03     |
| <b>Between three and five years</b> | 50       | 7.46     |
| <b>Five or more years</b>           | 582      | 86.87    |
| <b>Total</b>                        | 670      | 100.00   |

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| 96. Self-Identify as:                  | N          | %             |
|--|------------|---------------|
| Heterosexual or Straight               | 587        | 88.01         |
| Gay, Lesbian, Bisexual, or Transgender | 24         | 3.60          |
| I prefer not to say                    | 56         | 8.40          |
| <b>Total</b>                           | <b>667</b> | <b>100.00</b> |

  

| 97. Have you ever served on Active Duty in the US Armed Forces (Air Force, Army, Coast Guard, Marine Corps or Navy)? | N          | %             |
|--|------------|---------------|
| Yes  | 77         | 11.36         |
| No   | 601        | 88.64         |
| <b>Total</b>   | <b>678</b> | <b>100.00</b> |

  

| 98. Are you an individual with a disability? | N          | %             |
|--|------------|---------------|
| Yes  | 60         | 8.82          |
| No   | 620        | 91.18         |
| <b>Total</b>                                 | <b>680</b> | <b>100.00</b> |

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