



CSOSA Response to 2014 EVS Results

CSOSA is pleased to report that employee participation for the Employee Viewpoint Survey (EVS) increased for the second straight year. We achieved a 60.5% response rate, which is up 3.3% from last year and a 16.4% increase from 2012. We continue to outpace the Government-wide participation, which was only 46.8% this year.

In terms of results, we are encouraged by the fact that 91% of employees who responded feel the work they do is important and are willing to put in the extra effort to get a job done, and 87% are constantly looking for ways to do their job better. CSOSA also received positive scores of more than 80% on six other EVS items including: I like the kind of work I do (83%) and my supervisor treats me with respect (83%). These results show that staff is deeply dedicated to serving our clients and the public, and enjoys aspects of the work environment.

Our EVS scores also highlighted several areas for improvement. Only 30% of employees who completed the survey are satisfied with their opportunity to get a better job within CSOSA, 34% feel creativity and innovation are rewarded, and 35% agree that awards in their unit depend on how well employees perform on their jobs. Though there are areas that need improvement, we definitely have many positives to build on as we continue to make CSOSA an even better place to work.

We are very appreciative of our hard-working employees and continue to make their satisfaction a priority. All of our Executives are held personally accountable for implementing specific steps within their office to enhance morale. Across the Agency, we have implemented creative ways for employees to recognize their supervisors and peers for a job well done (e.g., CSOSA Values and Peer Superlative Recognition Awards), held new events to celebrate workplace diversity (Diversity Through My Eyes contest), and are putting in place new policies and processes to enhance employees' career development (e.g., Mentoring and Job Shadowing policies, and Leadership Development Plans). Also, the Diversity and Inclusion Council, One Mission One Agency Committee, and Office of Human Resources are working with each office to develop additional ways to address morale and other topics identified through our EVS results. We have also invested in extensive training of managers, promoted numerous health and wellness activities for staff to alleviate job-related stress, and have encouraged more team building activities.

By engaging many different groups in this effort, employees across the Agency have more direct input into how their work environment can be enhanced. 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

1st Level Subagency Comparison Report

Response Summary

	Surveys Completed
Governmentwide	392,752
Court Services and Offender Supervision Agency	722
Community Supervision Program	497
Pretrial Services Agency	225

This 2014 Federal Employee Viewpoint Survey Report provides summary results for subagencies within your department or agency. The results include response percentages for each survey item. The definitions for the Positive, Neutral, and Negative response percentages vary in the following ways across the three primary response scales used in the survey:

Positive: *Strongly Agree* and *Agree* / *Very Satisfied* and *Satisfied* / *Very Good* and *Good*

Neutral: *Neither Agree nor Disagree* / *Neither Satisfied nor Dissatisfied* / *Fair*

Negative: *Disagree* and *Strongly Disagree* / *Dissatisfied* and *Very Dissatisfied* / *Poor* and *Very Poor*

Positive, Neutral, and Negative percentages are based on the total number of responses (N) that are in these three categories. The number of *Do Not Know (DNK)* or *No Basis to Judge (NBj)* responses, where applicable, is listed separately.

Note: The report tables that follow do not include results for any subagency listed in the Response Summary table (above) that had fewer than 10 completed surveys.

1. I am given a real opportunity to improve my skills in my organization.

	N	Positive	Neutral	Negative
Governmentwide	391,977	59.1%	17.4%	23.5%
Court Services and Offender Supervision Agency	720	63.0%	14.3%	22.7%
Community Supervision Program	495	62.1%	15.3%	22.7%
Pretrial Services Agency	225	65.4%	11.9%	22.7%

2. I have enough information to do my job well.

	N	Positive	Neutral	Negative
Governmentwide	388,077	69.2%	15.2%	15.6%
Court Services and Offender Supervision Agency	713	73.9%	14.6%	11.4%
Community Supervision Program	489	70.6%	16.5%	12.9%
Pretrial Services Agency	224	81.8%	10.2%	8.0%

Court Services and Offender Supervision Agency

1st Level Subagency Comparison Report

3. I feel encouraged to come up with new and better ways of doing things.

	N	Positive	Neutral	Negative
Governmentwide	385,690	55.2%	19.0%	25.8%
Court Services and Offender Supervision Agency	707	54.8%	16.9%	28.3%
Community Supervision Program	485	53.9%	17.3%	28.8%
Pretrial Services Agency	222	56.9%	16.0%	27.2%

4. My work gives me a feeling of personal accomplishment.

	N	Positive	Neutral	Negative
Governmentwide	389,314	69.6%	15.0%	15.4%
Court Services and Offender Supervision Agency	718	68.1%	14.9%	17.0%
Community Supervision Program	493	68.6%	15.9%	15.5%
Pretrial Services Agency	225	66.7%	12.6%	20.6%

5. I like the kind of work I do.

	N	Positive	Neutral	Negative
Governmentwide	384,679	82.2%	11.3%	6.5%
Court Services and Offender Supervision Agency	705	83.3%	11.0%	5.7%
Community Supervision Program	484	85.6%	9.8%	4.7%
Pretrial Services Agency	221	77.8%	13.9%	8.3%

6. I know what is expected of me on the job.

	N	Positive	Neutral	Negative
Governmentwide	387,941	78.8%	11.5%	9.7%
Court Services and Offender Supervision Agency	711	79.7%	10.8%	9.5%
Community Supervision Program	488	78.6%	10.9%	10.5%
Pretrial Services Agency	223	82.3%	10.5%	7.2%

7. When needed I am willing to put in the extra effort to get a job done.

	N	Positive	Neutral	Negative
Governmentwide	389,516	95.6%	2.8%	1.6%
Court Services and Offender Supervision Agency	712	90.6%	4.4%	4.9%
Community Supervision Program	491	91.5%	4.5%	3.9%
Pretrial Services Agency	221	88.5%	4.2%	7.3%

Court Services and Offender Supervision Agency

1st Level Subagency Comparison Report

8. I am constantly looking for ways to do my job better.

	N	Positive	Neutral	Negative
Governmentwide	390,789	90.2%	7.9%	1.9%
Court Services and Offender Supervision Agency	714	87.2%	9.6%	3.2%
Community Supervision Program	492	89.2%	8.4%	2.4%
Pretrial Services Agency	222	82.5%	12.3%	5.2%

9. I have sufficient resources (for example, people, materials, budget) to get my job done.

	N	Positive	Neutral	Negative	DNK
Governmentwide	390,739	44.8%	16.5%	38.7%	935
Court Services and Offender Supervision Agency	715	53.8%	14.9%	31.3%	3
Community Supervision Program	494	47.1%	15.9%	36.9%	1
Pretrial Services Agency	221	69.9%	12.5%	17.5%	2

10. My workload is reasonable.

	N	Positive	Neutral	Negative	DNK
Governmentwide	388,209	56.5%	16.7%	26.8%	720
Court Services and Offender Supervision Agency	713	61.6%	13.6%	24.8%	1
Community Supervision Program	492	57.1%	15.1%	27.8%	0
Pretrial Services Agency	221	72.3%	9.9%	17.8%	1

11. My talents are used well in the workplace.

	N	Positive	Neutral	Negative	DNK
Governmentwide	377,178	56.5%	17.2%	26.3%	1,880
Court Services and Offender Supervision Agency	681	52.3%	16.3%	31.4%	11
Community Supervision Program	471	50.4%	17.3%	32.3%	6
Pretrial Services Agency	210	57.0%	13.8%	29.3%	5

12. I know how my work relates to the agency's goals and priorities.

	N	Positive	Neutral	Negative	DNK
Governmentwide	388,298	81.9%	10.7%	7.4%	1,540
Court Services and Offender Supervision Agency	709	87.7%	6.5%	5.7%	3
Community Supervision Program	489	87.6%	6.8%	5.6%	2
Pretrial Services Agency	220	88.0%	5.8%	6.2%	1

Court Services and Offender Supervision Agency

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13. The work I do is important.

	N	Positive	Neutral	Negative	DNK
Governmentwide	384,209	89.6%	7.1%	3.3%	1,147
Court Services and Offender Supervision Agency	701	91.3%	5.7%	3.0%	3
Community Supervision Program	480	92.5%	4.8%	2.7%	2
Pretrial Services Agency	221	88.5%	7.7%	3.9%	1

14. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.

	N	Positive	Neutral	Negative	DNK
Governmentwide	389,314	65.6%	14.3%	20.1%	1,736
Court Services and Offender Supervision Agency	714	64.8%	11.5%	23.7%	4
Community Supervision Program	493	62.0%	12.0%	26.0%	1
Pretrial Services Agency	221	71.7%	10.3%	18.0%	3

15. My performance appraisal is a fair reflection of my performance.

	N	Positive	Neutral	Negative	DNK
Governmentwide	385,888	68.2%	14.9%	16.9%	4,845
Court Services and Offender Supervision Agency	712	60.6%	14.5%	24.9%	7
Community Supervision Program	488	56.0%	15.7%	28.3%	6
Pretrial Services Agency	224	71.5%	11.4%	17.1%	1

16. I am held accountable for achieving results.

	N	Positive	Neutral	Negative	DNK
Governmentwide	387,980	81.1%	12.5%	6.4%	1,810
Court Services and Offender Supervision Agency	710	83.1%	9.4%	7.5%	4
Community Supervision Program	490	83.6%	10.2%	6.2%	2
Pretrial Services Agency	220	81.8%	7.6%	10.6%	2

17. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.

	N	Positive	Neutral	Negative	DNK
Governmentwide	373,094	60.3%	19.3%	20.4%	16,950
Court Services and Offender Supervision Agency	680	49.0%	24.9%	26.0%	33
Community Supervision Program	466	46.0%	25.5%	28.6%	25
Pretrial Services Agency	214	56.2%	23.7%	20.1%	8

Court Services and Offender Supervision Agency

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18. My training needs are assessed.

	N	Positive	Neutral	Negative	DNK
Governmentwide	385,903	49.6%	23.8%	26.5%	4,288
Court Services and Offender Supervision Agency	708	53.3%	22.0%	24.7%	9
Community Supervision Program	489	47.7%	24.4%	27.9%	6
Pretrial Services Agency	219	66.8%	16.3%	16.9%	3

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	Positive	Neutral	Negative	NBJ
Governmentwide	382,953	67.5%	14.6%	18.0%	8,987
Court Services and Offender Supervision Agency	715	69.7%	12.7%	17.6%	7
Community Supervision Program	491	66.3%	14.5%	19.2%	6
Pretrial Services Agency	224	77.7%	8.4%	13.8%	1

20. The people I work with cooperate to get the job done.

	N	Positive	Neutral	Negative
Governmentwide	391,426	72.1%	14.2%	13.8%
Court Services and Offender Supervision Agency	719	66.1%	15.3%	18.6%
Community Supervision Program	494	66.6%	16.6%	16.8%
Pretrial Services Agency	225	64.8%	12.3%	22.8%

21. My work unit is able to recruit people with the right skills.

	N	Positive	Neutral	Negative	DNK
Governmentwide	376,727	40.6%	26.4%	33.0%	14,985
Court Services and Offender Supervision Agency	689	44.8%	25.9%	29.3%	29
Community Supervision Program	471	39.1%	28.7%	32.2%	23
Pretrial Services Agency	218	58.2%	19.3%	22.5%	6

22. Promotions in my work unit are based on merit.

	N	Positive	Neutral	Negative	DNK
Governmentwide	362,631	32.0%	28.7%	39.3%	26,462
Court Services and Offender Supervision Agency	662	30.2%	30.9%	38.9%	50
Community Supervision Program	450	28.7%	31.5%	39.8%	39
Pretrial Services Agency	212	33.6%	29.5%	36.9%	11

Court Services and Offender Supervision Agency

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23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.

	N	Positive	Neutral	Negative	DNK
Governmentwide	354,178	28.2%	26.9%	44.9%	35,600
Court Services and Offender Supervision Agency	655	30.4%	27.3%	42.3%	59
Community Supervision Program	456	30.1%	28.3%	41.6%	35
Pretrial Services Agency	199	31.2%	24.7%	44.2%	24

24. In my work unit, differences in performance are recognized in a meaningful way.

	N	Positive	Neutral	Negative	DNK
Governmentwide	368,267	31.5%	28.4%	40.1%	22,310
Court Services and Offender Supervision Agency	679	30.9%	28.7%	40.4%	38
Community Supervision Program	466	30.0%	29.4%	40.6%	27
Pretrial Services Agency	213	32.9%	27.1%	39.9%	11

25. Awards in my work unit depend on how well employees perform their jobs.

	N	Positive	Neutral	Negative	DNK
Governmentwide	364,099	38.0%	25.7%	36.3%	25,833
Court Services and Offender Supervision Agency	676	34.7%	26.8%	38.5%	40
Community Supervision Program	462	32.1%	29.0%	38.8%	31
Pretrial Services Agency	214	40.6%	21.6%	37.8%	9

26. Employees in my work unit share job knowledge with each other.

	N	Positive	Neutral	Negative	DNK
Governmentwide	389,041	71.9%	14.6%	13.5%	1,704
Court Services and Offender Supervision Agency	716	71.9%	13.1%	15.0%	1
Community Supervision Program	493	71.5%	14.1%	14.4%	1
Pretrial Services Agency	223	73.0%	10.6%	16.4%	0

27. The skill level in my work unit has improved in the past year.

	N	Positive	Neutral	Negative	DNK
Governmentwide	375,813	50.8%	30.2%	19.0%	15,161
Court Services and Offender Supervision Agency	686	49.5%	30.3%	20.1%	29
Community Supervision Program	468	49.2%	32.0%	18.8%	24
Pretrial Services Agency	218	50.3%	26.5%	23.2%	5

Court Services and Offender Supervision Agency

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28. How would you rate the overall quality of work done by your work unit?

	N	Positive	Neutral	Negative
Governmentwide	390,716	81.8%	14.6%	3.6%
Court Services and Offender Supervision Agency	721	76.5%	19.7%	3.8%
Community Supervision Program	496	78.0%	18.9%	3.1%
Pretrial Services Agency	225	73.0%	21.7%	5.3%

29. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.

	N	Positive	Neutral	Negative	DNK
Governmentwide	377,647	68.5%	18.3%	13.2%	7,045
Court Services and Offender Supervision Agency	695	73.7%	16.1%	10.1%	11
Community Supervision Program	478	72.0%	17.8%	10.2%	11
Pretrial Services Agency	217	77.9%	12.2%	9.9%	0

30. Employees have a feeling of personal empowerment with respect to work processes.

	N	Positive	Neutral	Negative	DNK
Governmentwide	375,805	41.9%	25.7%	32.4%	8,728
Court Services and Offender Supervision Agency	686	40.7%	24.6%	34.7%	21
Community Supervision Program	472	36.9%	24.7%	38.4%	15
Pretrial Services Agency	214	49.8%	24.3%	25.9%	6

31. Employees are recognized for providing high quality products and services.

	N	Positive	Neutral	Negative	DNK
Governmentwide	375,902	44.6%	24.2%	31.2%	7,530
Court Services and Offender Supervision Agency	695	42.9%	22.0%	35.1%	14
Community Supervision Program	479	36.3%	25.1%	38.6%	10
Pretrial Services Agency	216	58.8%	14.5%	26.7%	4

32. Creativity and innovation are rewarded.

	N	Positive	Neutral	Negative	DNK
Governmentwide	371,008	34.8%	29.5%	35.7%	12,026
Court Services and Offender Supervision Agency	675	33.8%	27.0%	39.2%	28
Community Supervision Program	466	29.6%	28.9%	41.5%	20
Pretrial Services Agency	209	43.9%	22.5%	33.6%	8

Court Services and Offender Supervision Agency

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33. Pay raises depend on how well employees perform their jobs.

	N	Positive	Neutral	Negative	DNK
Governmentwide	356,757	19.6%	26.5%	54.0%	25,095
Court Services and Offender Supervision Agency	656	25.2%	28.8%	46.0%	43
Community Supervision Program	451	25.7%	28.2%	46.1%	36
Pretrial Services Agency	205	23.9%	30.3%	45.8%	7

34. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).

	N	Positive	Neutral	Negative	DNK
Governmentwide	354,225	55.5%	29.2%	15.4%	29,633
Court Services and Offender Supervision Agency	681	64.1%	22.6%	13.2%	27
Community Supervision Program	467	61.6%	25.0%	13.4%	23
Pretrial Services Agency	214	70.1%	17.1%	12.8%	4

35. Employees are protected from health and safety hazards on the job.

	N	Positive	Neutral	Negative	DNK
Governmentwide	377,670	76.0%	13.7%	10.4%	5,777
Court Services and Offender Supervision Agency	691	55.5%	18.6%	25.9%	12
Community Supervision Program	475	50.0%	19.0%	30.9%	10
Pretrial Services Agency	216	68.6%	17.6%	13.8%	2

36. My organization has prepared employees for potential security threats.

	N	Positive	Neutral	Negative	DNK
Governmentwide	377,944	76.0%	14.4%	9.6%	5,237
Court Services and Offender Supervision Agency	695	68.4%	16.3%	15.3%	7
Community Supervision Program	480	67.0%	15.8%	17.3%	4
Pretrial Services Agency	215	71.9%	17.6%	10.4%	3

37. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.

	N	Positive	Neutral	Negative	DNK
Governmentwide	361,372	50.3%	23.1%	26.5%	21,762
Court Services and Offender Supervision Agency	660	42.6%	25.4%	32.0%	43
Community Supervision Program	454	38.7%	26.1%	35.2%	33
Pretrial Services Agency	206	51.9%	23.9%	24.2%	10

Court Services and Offender Supervision Agency

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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	Positive	Neutral	Negative	DNK
Governmentwide	347,433	65.2%	20.2%	14.6%	33,840
Court Services and Offender Supervision Agency	631	62.3%	24.2%	13.5%	70
Community Supervision Program	430	57.1%	28.1%	14.9%	52
Pretrial Services Agency	201	74.4%	15.1%	10.5%	18

39. My agency is successful at accomplishing its mission.

	N	Positive	Neutral	Negative	DNK
Governmentwide	375,864	73.0%	18.2%	8.8%	7,407
Court Services and Offender Supervision Agency	690	72.0%	20.0%	8.0%	17
Community Supervision Program	473	68.2%	22.8%	9.1%	16
Pretrial Services Agency	217	81.2%	13.5%	5.4%	1

40. I recommend my organization as a good place to work.

	N	Positive	Neutral	Negative
Governmentwide	383,760	62.1%	21.6%	16.4%
Court Services and Offender Supervision Agency	706	57.0%	23.0%	20.1%
Community Supervision Program	487	50.7%	26.3%	23.1%
Pretrial Services Agency	219	72.1%	15.0%	12.9%

41. I believe the results of this survey will be used to make my agency a better place to work.

	N	Positive	Neutral	Negative	DNK
Governmentwide	350,655	38.1%	28.5%	33.4%	33,370
Court Services and Offender Supervision Agency	657	54.2%	22.3%	23.5%	45
Community Supervision Program	449	49.5%	24.3%	26.2%	36
Pretrial Services Agency	208	65.0%	17.8%	17.2%	9

42. My supervisor supports my need to balance work and other life issues.

	N	Positive	Neutral	Negative	DNK
Governmentwide	380,621	77.3%	11.5%	11.2%	2,306
Court Services and Offender Supervision Agency	701	77.4%	10.6%	12.0%	4
Community Supervision Program	482	75.6%	11.7%	12.7%	4
Pretrial Services Agency	219	81.6%	8.0%	10.4%	0

Court Services and Offender Supervision Agency

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43. My supervisor provides me with opportunities to demonstrate my leadership skills.

	N	Positive	Neutral	Negative	DNK
Governmentwide	380,066	64.3%	17.9%	17.8%	2,012
Court Services and Offender Supervision Agency	697	69.2%	13.8%	17.0%	4
Community Supervision Program	481	67.7%	15.4%	16.9%	2
Pretrial Services Agency	216	72.7%	10.0%	17.3%	2

44. Discussions with my supervisor about my performance are worthwhile.

	N	Positive	Neutral	Negative	DNK
Governmentwide	375,309	61.6%	19.2%	19.2%	4,317
Court Services and Offender Supervision Agency	695	63.9%	16.8%	19.4%	7
Community Supervision Program	478	61.5%	19.2%	19.2%	5
Pretrial Services Agency	217	69.4%	10.8%	19.7%	2

45. My supervisor is committed to a workforce representative of all segments of society.

	N	Positive	Neutral	Negative	DNK
Governmentwide	349,672	66.2%	23.1%	10.7%	31,868
Court Services and Offender Supervision Agency	664	67.5%	21.4%	11.2%	40
Community Supervision Program	454	65.0%	23.8%	11.2%	32
Pretrial Services Agency	210	73.2%	15.7%	11.0%	8

46. My supervisor provides me with constructive suggestions to improve my job performance.

	N	Positive	Neutral	Negative	DNK
Governmentwide	379,197	60.5%	20.4%	19.1%	2,159
Court Services and Offender Supervision Agency	697	64.0%	17.7%	18.3%	3
Community Supervision Program	482	62.2%	19.3%	18.5%	2
Pretrial Services Agency	215	68.4%	13.8%	17.7%	1

47. Supervisors in my work unit support employee development.

	N	Positive	Neutral	Negative	DNK
Governmentwide	375,678	63.1%	19.3%	17.6%	6,028
Court Services and Offender Supervision Agency	693	65.3%	19.1%	15.6%	9
Community Supervision Program	477	64.3%	20.8%	14.9%	8
Pretrial Services Agency	216	67.5%	15.1%	17.4%	1

Court Services and Offender Supervision Agency

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48. *My supervisor listens to what I have to say.*

	N	Positive	Neutral	Negative
Governmentwide	381,761	75.0%	12.7%	12.2%
Court Services and Offender Supervision Agency	706	76.9%	11.3%	11.8%
Community Supervision Program	487	73.6%	12.6%	13.8%
Pretrial Services Agency	219	84.9%	8.2%	6.9%

49. *My supervisor treats me with respect.*

	N	Positive	Neutral	Negative
Governmentwide	380,603	80.2%	10.6%	9.2%
Court Services and Offender Supervision Agency	695	82.6%	9.7%	7.7%
Community Supervision Program	478	79.7%	11.6%	8.7%
Pretrial Services Agency	217	89.7%	5.3%	5.1%

50. *In the last six months, my supervisor has talked with me about my performance.*

	N	Positive	Neutral	Negative
Governmentwide	380,812	77.3%	10.3%	12.4%
Court Services and Offender Supervision Agency	698	85.3%	7.8%	6.9%
Community Supervision Program	481	84.4%	8.4%	7.1%
Pretrial Services Agency	217	87.4%	6.3%	6.2%

51. *I have trust and confidence in my supervisor.*

	N	Positive	Neutral	Negative
Governmentwide	380,967	65.4%	17.2%	17.4%
Court Services and Offender Supervision Agency	703	61.9%	19.8%	18.4%
Community Supervision Program	486	59.1%	21.2%	19.7%
Pretrial Services Agency	217	68.6%	16.3%	15.1%

52. *Overall, how good a job do you feel is being done by your immediate supervisor?*

	N	Positive	Neutral	Negative
Governmentwide	381,129	68.9%	18.6%	12.5%
Court Services and Offender Supervision Agency	701	67.1%	21.5%	11.3%
Community Supervision Program	483	65.5%	22.6%	12.0%
Pretrial Services Agency	218	71.1%	19.1%	9.8%

Court Services and Offender Supervision Agency

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53. In my organization, senior leaders generate high levels of motivation and commitment in the workforce.

	N	Positive	Neutral	Negative	DNK
Governmentwide	372,179	37.5%	25.2%	37.3%	6,901
Court Services and Offender Supervision Agency	684	39.1%	26.3%	34.6%	15
Community Supervision Program	472	33.3%	29.8%	37.0%	12
Pretrial Services Agency	212	53.2%	18.0%	28.8%	3

54. My organization's senior leaders maintain high standards of honesty and integrity.

	N	Positive	Neutral	Negative	DNK
Governmentwide	356,007	49.5%	25.5%	25.0%	22,553
Court Services and Offender Supervision Agency	669	45.4%	29.5%	25.1%	31
Community Supervision Program	456	39.3%	34.2%	26.5%	28
Pretrial Services Agency	213	59.8%	18.4%	21.8%	3

55. Supervisors work well with employees of different backgrounds.

	N	Positive	Neutral	Negative	DNK
Governmentwide	354,441	63.1%	22.9%	14.0%	21,209
Court Services and Offender Supervision Agency	644	54.4%	28.5%	17.1%	46
Community Supervision Program	439	49.6%	32.8%	17.7%	39
Pretrial Services Agency	205	65.7%	18.6%	15.7%	7

56. Managers communicate the goals and priorities of the organization.

	N	Positive	Neutral	Negative	DNK
Governmentwide	372,472	58.2%	21.5%	20.3%	4,914
Court Services and Offender Supervision Agency	678	56.6%	22.5%	20.8%	16
Community Supervision Program	471	56.0%	24.4%	19.7%	11
Pretrial Services Agency	207	58.3%	18.0%	23.7%	5

57. Managers review and evaluate the organization's progress toward meeting its goals and objectives.

	N	Positive	Neutral	Negative	DNK
Governmentwide	351,864	58.0%	25.2%	16.8%	25,427
Court Services and Offender Supervision Agency	659	57.8%	24.0%	18.2%	38
Community Supervision Program	452	56.8%	26.5%	16.7%	30
Pretrial Services Agency	207	60.3%	18.1%	21.6%	8

Court Services and Offender Supervision Agency

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58. Managers promote communication among different work units (for example, about projects, goals, needed resources).

	N	Positive	Neutral	Negative	DNK
Governmentwide	364,473	49.9%	23.9%	26.2%	13,214
Court Services and Offender Supervision Agency	666	46.8%	24.2%	29.1%	28
Community Supervision Program	458	45.6%	25.9%	28.5%	21
Pretrial Services Agency	208	49.4%	20.0%	30.5%	7

59. Managers support collaboration across work units to accomplish work objectives.

	N	Positive	Neutral	Negative	DNK
Governmentwide	364,241	53.5%	24.0%	22.5%	13,338
Court Services and Offender Supervision Agency	669	48.7%	23.6%	27.7%	28
Community Supervision Program	459	45.7%	26.0%	28.2%	22
Pretrial Services Agency	210	55.8%	17.7%	26.4%	6

60. Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor?

	N	Positive	Neutral	Negative	DNK
Governmentwide	355,344	56.0%	24.5%	19.4%	22,457
Court Services and Offender Supervision Agency	646	54.6%	25.1%	20.3%	51
Community Supervision Program	445	55.1%	26.6%	18.2%	38
Pretrial Services Agency	201	53.2%	21.6%	25.2%	13

61. I have a high level of respect for my organization's senior leaders.

	N	Positive	Neutral	Negative	DNK
Governmentwide	372,771	50.1%	25.1%	24.9%	5,069
Court Services and Offender Supervision Agency	688	53.7%	26.2%	20.1%	6
Community Supervision Program	475	51.3%	28.2%	20.5%	4
Pretrial Services Agency	213	59.4%	21.4%	19.2%	2

62. Senior leaders demonstrate support for Work/Life programs.

	N	Positive	Neutral	Negative	DNK
Governmentwide	342,150	52.3%	28.3%	19.4%	35,524
Court Services and Offender Supervision Agency	651	57.7%	24.9%	17.4%	42
Community Supervision Program	447	53.2%	27.2%	19.6%	31
Pretrial Services Agency	204	68.5%	19.6%	11.9%	11

Court Services and Offender Supervision Agency

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63. How satisfied are you with your involvement in decisions that affect your work?

	N	Positive	Neutral	Negative
Governmentwide	375,988	48.4%	24.0%	27.6%
Court Services and Offender Supervision Agency	695	44.2%	22.6%	33.2%
Community Supervision Program	481	41.9%	22.8%	35.4%
Pretrial Services Agency	214	49.9%	22.2%	27.9%

64. How satisfied are you with the information you receive from management on what's going on in your organization?

	N	Positive	Neutral	Negative
Governmentwide	375,120	45.6%	24.5%	29.9%
Court Services and Offender Supervision Agency	693	42.6%	24.7%	32.7%
Community Supervision Program	479	39.5%	26.8%	33.7%
Pretrial Services Agency	214	50.2%	19.4%	30.3%

65. How satisfied are you with the recognition you receive for doing a good job?

	N	Positive	Neutral	Negative
Governmentwide	373,823	44.6%	24.5%	31.0%
Court Services and Offender Supervision Agency	686	40.6%	23.9%	35.5%
Community Supervision Program	474	38.0%	25.9%	36.1%
Pretrial Services Agency	212	46.9%	19.0%	34.1%

66. How satisfied are you with the policies and practices of your senior leaders?

	N	Positive	Neutral	Negative
Governmentwide	374,396	39.6%	30.4%	30.0%
Court Services and Offender Supervision Agency	689	40.1%	30.3%	29.6%
Community Supervision Program	476	35.5%	32.0%	32.4%
Pretrial Services Agency	213	51.1%	26.2%	22.8%

67. How satisfied are you with your opportunity to get a better job in your organization?

	N	Positive	Neutral	Negative
Governmentwide	374,391	33.1%	28.1%	38.8%
Court Services and Offender Supervision Agency	689	29.7%	26.8%	43.5%
Community Supervision Program	477	28.8%	27.8%	43.4%
Pretrial Services Agency	212	31.7%	24.4%	43.9%

Court Services and Offender Supervision Agency

1st Level Subagency Comparison Report

68. How satisfied are you with the training you receive for your present job?

	N	Positive	Neutral	Negative
Governmentwide	374,483	49.8%	24.3%	25.9%
Court Services and Offender Supervision Agency	691	58.6%	21.6%	19.8%
Community Supervision Program	476	55.9%	23.6%	20.5%
Pretrial Services Agency	215	65.2%	16.5%	18.2%

69. Considering everything, how satisfied are you with your job?

	N	Positive	Neutral	Negative
Governmentwide	374,286	64.1%	18.6%	17.3%
Court Services and Offender Supervision Agency	690	64.0%	19.1%	16.9%
Community Supervision Program	477	62.6%	21.2%	16.2%
Pretrial Services Agency	213	67.6%	13.8%	18.6%

70. Considering everything, how satisfied are you with your pay?

	N	Positive	Neutral	Negative
Governmentwide	374,805	55.8%	17.9%	26.3%
Court Services and Offender Supervision Agency	692	65.0%	14.9%	20.0%
Community Supervision Program	478	62.0%	16.6%	21.4%
Pretrial Services Agency	214	72.3%	11.0%	16.7%

71. Considering everything, how satisfied are you with your organization?

	N	Positive	Neutral	Negative
Governmentwide	375,127	54.5%	22.8%	22.7%
Court Services and Offender Supervision Agency	688	58.7%	20.4%	20.9%
Community Supervision Program	476	54.7%	22.3%	23.0%
Pretrial Services Agency	212	68.4%	15.8%	15.9%

Court Services and Offender Supervision Agency

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72. Have you been notified whether or not you are eligible to telework?

	N	Yes, Notified Eligible	Yes, Notified Not Eligible	No, Not Notified	Not Sure Notified
Governmentwide	374,027	35.7%	21.2%	32.8%	10.3%
Court Services and Offender Supervision Agency	693	78.5%	12.4%	6.4%	2.8%
Community Supervision Program	478	79.1%	13.2%	6.0%	1.7%
Pretrial Services Agency	215	76.9%	10.4%	7.2%	5.5%

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

	N	Telework			
		3+ Days Per Week	1-2 Days Per Week	No More Than 1-2 Days Per Month	Infrequently
Governmentwide	368,971	4.0%	10.3%	4.4%	10.9%
Court Services and Offender Supervision Agency	691	3.1%	24.6%	27.4%	10.5%
Community Supervision Program	476	1.9%	27.1%	28.8%	9.8%
Pretrial Services Agency	215	5.9%	18.4%	23.8%	12.1%

(continued)

73. Please select the response below that BEST describes your current teleworking situation. (continued)

	N	Do Not Telework			
		Must Be Physically Present	Technical Issues	Not Allowed To Telework	Choose Not To Telework
Governmentwide	368,971	32.1%	5.2%	20.3%	12.9%
Court Services and Offender Supervision Agency	691	12.4%	1.4%	7.2%	13.6%
Community Supervision Program	476	11.5%	1.7%	7.0%	12.1%
Pretrial Services Agency	215	14.5%	0.5%	7.6%	17.2%

Court Services and Offender Supervision Agency

1st Level Subagency Comparison Report

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

	N	Yes	No	Not Available To Me
Governmentwide	372,726	33.0%	45.2%	21.8%
Court Services and Offender Supervision Agency	687	58.2%	30.6%	11.1%
Community Supervision Program	474	56.4%	30.7%	12.8%
Pretrial Services Agency	213	62.6%	30.4%	7.0%

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

	N	Yes	No	Not Available To Me
Governmentwide	371,495	28.0%	59.9%	12.2%
Court Services and Offender Supervision Agency	683	41.2%	54.4%	4.4%
Community Supervision Program	470	45.7%	51.5%	2.8%
Pretrial Services Agency	213	30.3%	61.4%	8.3%

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

	N	Yes	No	Not Available To Me
Governmentwide	368,151	14.3%	80.3%	5.4%
Court Services and Offender Supervision Agency	674	26.5%	71.9%	1.6%
Community Supervision Program	463	29.0%	69.6%	1.4%
Pretrial Services Agency	211	20.5%	77.4%	2.1%

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

	N	Yes	No	Not Available To Me
Governmentwide	372,753	3.9%	78.7%	17.4%
Court Services and Offender Supervision Agency	689	6.0%	75.3%	18.7%
Community Supervision Program	475	6.4%	74.6%	19.0%
Pretrial Services Agency	214	5.1%	77.1%	17.8%

Court Services and Offender Supervision Agency

1st Level Subagency Comparison Report

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

	N	Yes	No	Not Available To Me
Governmentwide	373,277	2.5%	79.8%	17.7%
Court Services and Offender Supervision Agency	691	2.9%	77.2%	19.9%
Community Supervision Program	477	3.6%	76.2%	20.1%
Pretrial Services Agency	214	1.1%	79.5%	19.4%

79. How satisfied are you with the following Work/Life programs in your agency? Telework*

	N	Positive	Neutral	Negative	NBJ
Governmentwide	167,341	76.6%	14.0%	9.5%	7,571
Court Services and Offender Supervision Agency	452	75.7%	9.8%	14.5%	7
Community Supervision Program	321	73.6%	11.8%	14.6%	6
Pretrial Services Agency	131	81.2%	4.5%	14.3%	1

*The results for this item only include employees who indicated that they participated in this program.

80. How satisfied are you with the following Work/Life programs in your agency? Alternative Work Schedules (AWS)*

	N	Positive	Neutral	Negative	NBJ
Governmentwide	138,977	89.1%	7.5%	3.4%	3,202
Court Services and Offender Supervision Agency	385	90.0%	4.7%	5.2%	9
Community Supervision Program	257	91.3%	4.6%	4.1%	6
Pretrial Services Agency	128	87.3%	5.0%	7.7%	3

*The results for this item only include employees who indicated that they participated in this program.

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	Positive	Neutral	Negative	NBJ
Governmentwide	100,599	79.5%	16.7%	3.8%	7,562
Court Services and Offender Supervision Agency	261	84.6%	11.5%	3.9%	26
Community Supervision Program	199	84.0%	12.9%	3.1%	22
Pretrial Services Agency	62	86.6%	6.8%	6.6%	4

*The results for this item only include employees who indicated that they participated in this program.

Court Services and Offender Supervision Agency 1st Level Subagency Comparison Report

82. How satisfied are you with the following Work/Life programs in your agency? Employee Assistance Program (EAP)*

	N	Positive	Neutral	Negative	NBJ
Governmentwide	52,178	74.1%	21.6%	4.3%	8,882
Court Services and Offender Supervision Agency	167	80.6%	16.1%	3.3%	25
Community Supervision Program	124	80.7%	15.0%	4.4%	22
Pretrial Services Agency	43	80.6%	19.4%	0.0%	3

*The results for this item only include employees who indicated that they participated in this program.

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	Positive	Neutral	Negative	NBJ
Governmentwide	10,509	71.7%	23.9%	4.4%	4,356
Court Services and Offender Supervision Agency	29	89.5%	10.5%	0.0%	13
Community Supervision Program	22	96.1%	3.9%	0.0%	10
Pretrial Services Agency	7	68.1%	31.9%	0.0%	3

*The results for this item only include employees who indicated that they participated in this program.

84. How satisfied are you with the following Work/Life programs in your agency? Elder Care Programs (for example, support groups, speakers)*

	N	Positive	Neutral	Negative	NBJ
Governmentwide	7,385	67.6%	29.5%	2.9%	3,459
Court Services and Offender Supervision Agency	13	85.1%	14.9%	0.0%	8
Community Supervision Program	11	82.0%	18.0%	0.0%	7
Pretrial Services Agency	2	100.0%	0.0%	0.0%	1

*The results for this item only include employees who indicated that they participated in this program.

Court Services and Offender Supervision Agency

1st Level Subagency Comparison Report

Where do you work?

	N	%
Headquarters	299	43.3%
Field	391	56.7%

What is your supervisory status?

	N	%
Non-Supervisor	500	72.8%
Team Leader	49	7.1%
Supervisor	97	14.1%
Manager	26	3.8%
Senior Leader	15	2.2%

Are you:

	N	%
Male	248	36.3%
Female	436	63.7%

Are you Hispanic or Latino?

	N	%
Yes	39	5.7%
No	642	94.3%

Race

	N	%
American Indian or Alaska Native	2	0.3%
Asian	13	1.9%
Black or African American	497	73.8%
Native Hawaiian or Other Pacific Islander	0	0.0%
White	132	19.6%
Two or more races (Not Hispanic or Latino)	29	4.3%

Court Services and Offender Supervision Agency

1st Level Subagency Comparison Report

What is the highest degree or level of education you have completed?

	N	%
Less than High School	0	0.0%
High School Diploma/GED or equivalent	27	3.9%
Trade or Technical Certificate	10	1.5%
Some College (no degree)	75	10.9%
Associate's Degree (e.g., AA, AS)	35	5.1%
Bachelor's Degree (e.g., BA, BS)	269	39.2%
Master's Degree (e.g., MA, MS, MBA)	235	34.2%
Doctoral/Professional Degree (e.g., Ph.D., MD, JD)	36	5.2%

What is your pay category/grade?

	N	%
Federal Wage System	3	0.4%
GS 1-6	9	1.3%
GS 7-12	440	64.3%
GS 13-15	202	29.5%
Senior Executive Service	9	1.3%
Senior Level (SL) or Scientific or Professional (ST)	0	0.0%
Other	21	3.1%

How long have you been with the Federal Government (excluding military service)?

	N	%
Less than 1 year	4	0.6%
1 to 3 years	39	5.7%
4 to 5 years	83	12.1%
6 to 10 years	177	25.8%
11 to 14 years	157	22.9%
15 to 20 years	114	16.6%
More than 20 years	111	16.2%

Court Services and Offender Supervision Agency

1st Level Subagency Comparison Report

How long have you been with your current agency (for example, Department of Justice, Environmental Protection Agency)?

	N	%
Less than 1 year	6	0.9%
1 to 3 years	72	10.6%
4 to 5 years	95	14.0%
6 to 10 years	205	30.1%
11 to 20 years	275	40.4%
More than 20 years	28	4.1%

Are you considering leaving your organization within the next year, and if so, why?

	N	%
No	389	57.0%
Yes, to retire	24	3.5%
Yes, to take another job within the Federal Government	226	33.1%
Yes, to take another job outside the Federal Government	12	1.8%
Yes, other	31	4.5%

I am planning to retire:

	N	%
Within one year	16	2.4%
Between one and three years	37	5.4%
Between three and five years	37	5.4%
Five or more years	589	86.7%

Self-Identify as:

	N	%
Heterosexual or Straight	590	87.9%
Gay, Lesbian, Bisexual, or Transgender	27	4.0%
I prefer not to say	54	8.0%

What is your US military service status?

	N	%
No Prior Military Service	591	86.9%
Currently in National Guard or Reserves	8	1.2%
Retired	20	2.9%
Separated or Discharged	61	9.0%

Court Services and Offender Supervision Agency

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Are you an individual with a disability?

	N	%
Yes	54	7.9%
No	627	92.1%

What is your age group?

	N	%
25 and under	1	0.1%
26-29	39	5.4%
30-39	245	33.9%
40-49	244	33.8%
50-59	147	20.4%
60 or older	46	6.4%