

Maricopa County Employee Satisfaction Survey 2003-2004

Adult Probation

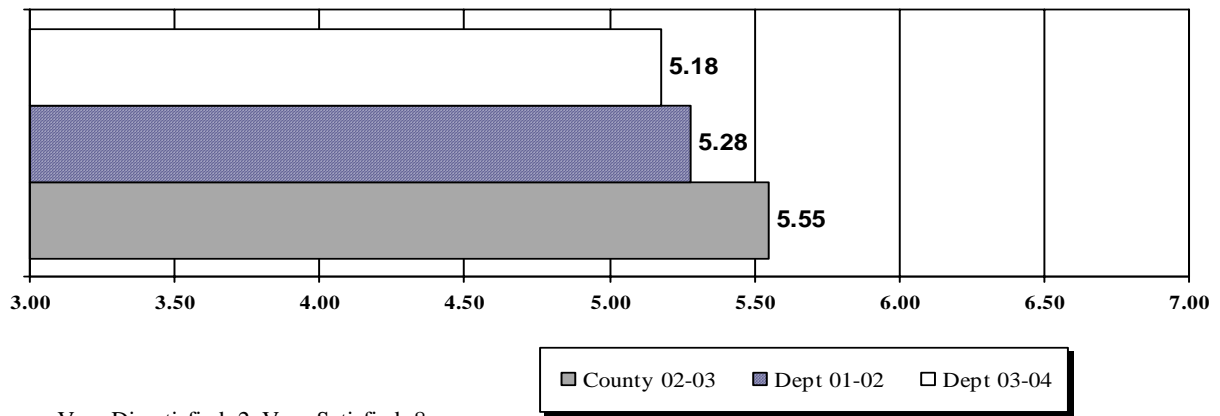


EMPLOYEE SATISFACTION SURVEY

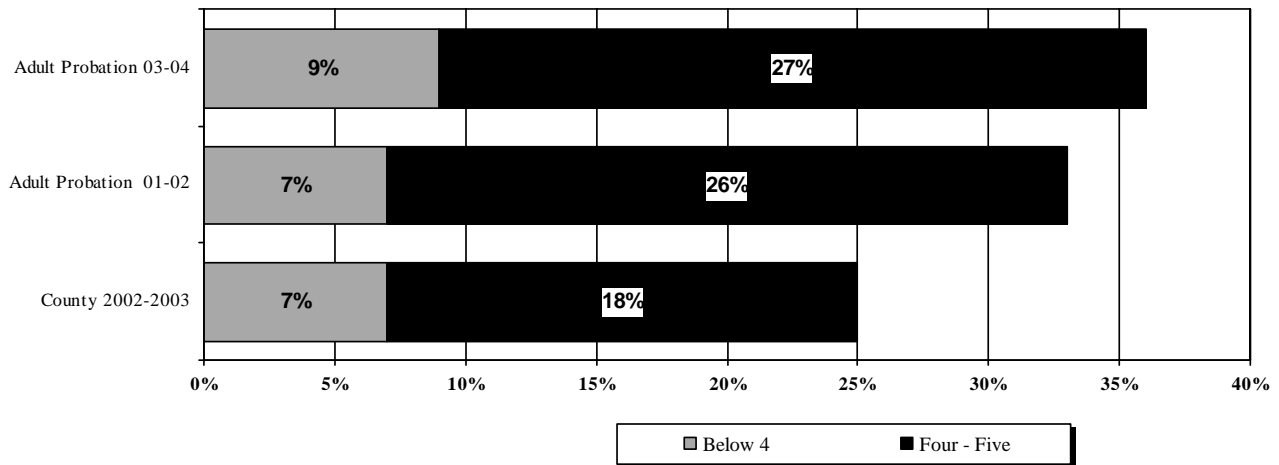
Graph 1 - Overview

Adult Probation - 2003-2004

Overall Satisfaction Scores



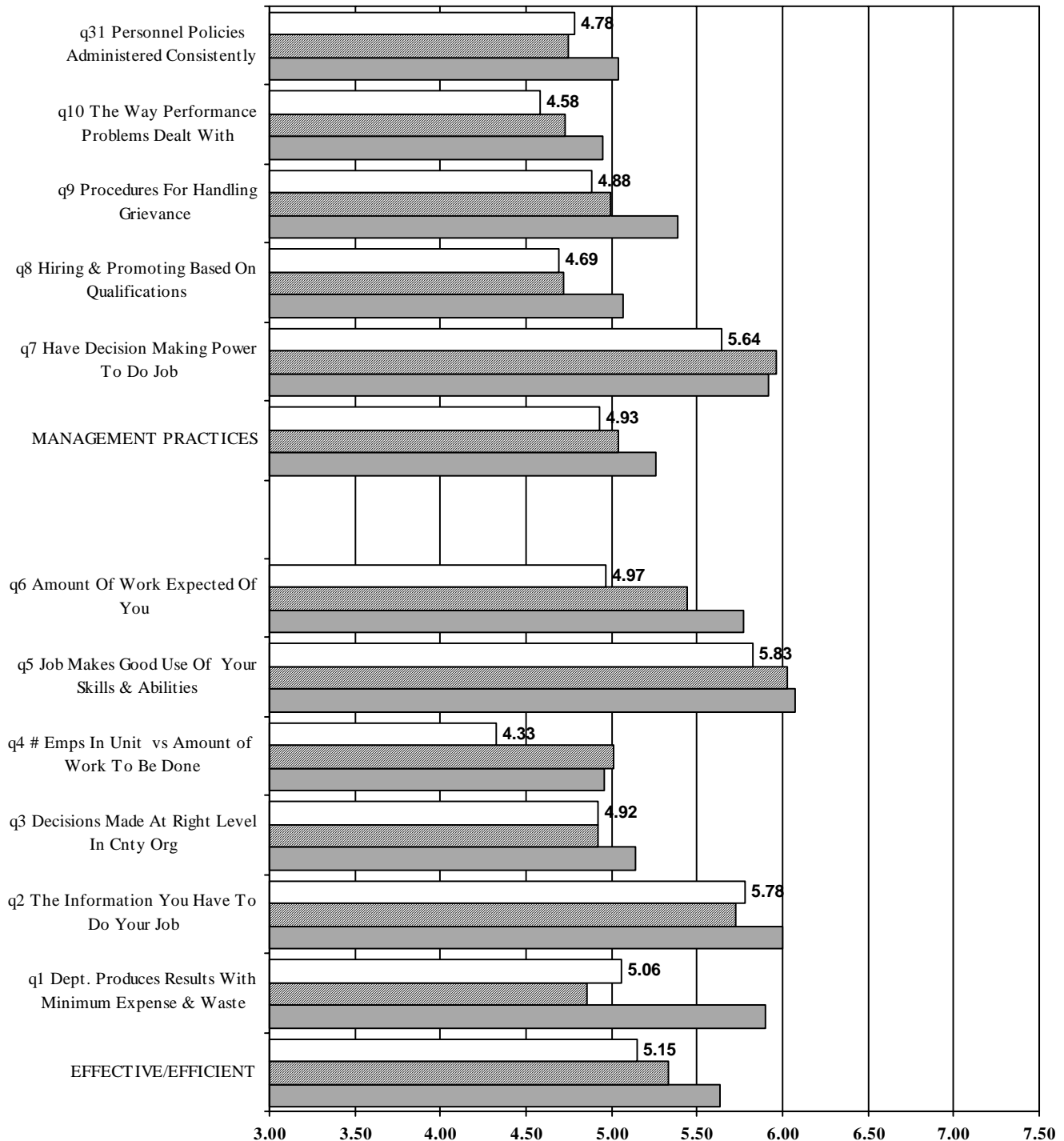
% Employees With Negative Scores



EMPLOYEE SATISFACTION SURVEY

Graph 2 - Management Practices & Effectiveness/Efficiency

Adult Probation - 2003-2004



Very Dissatisfied=2, Very Satisfied=8

Scores Above 5=Positive, Below=Negative

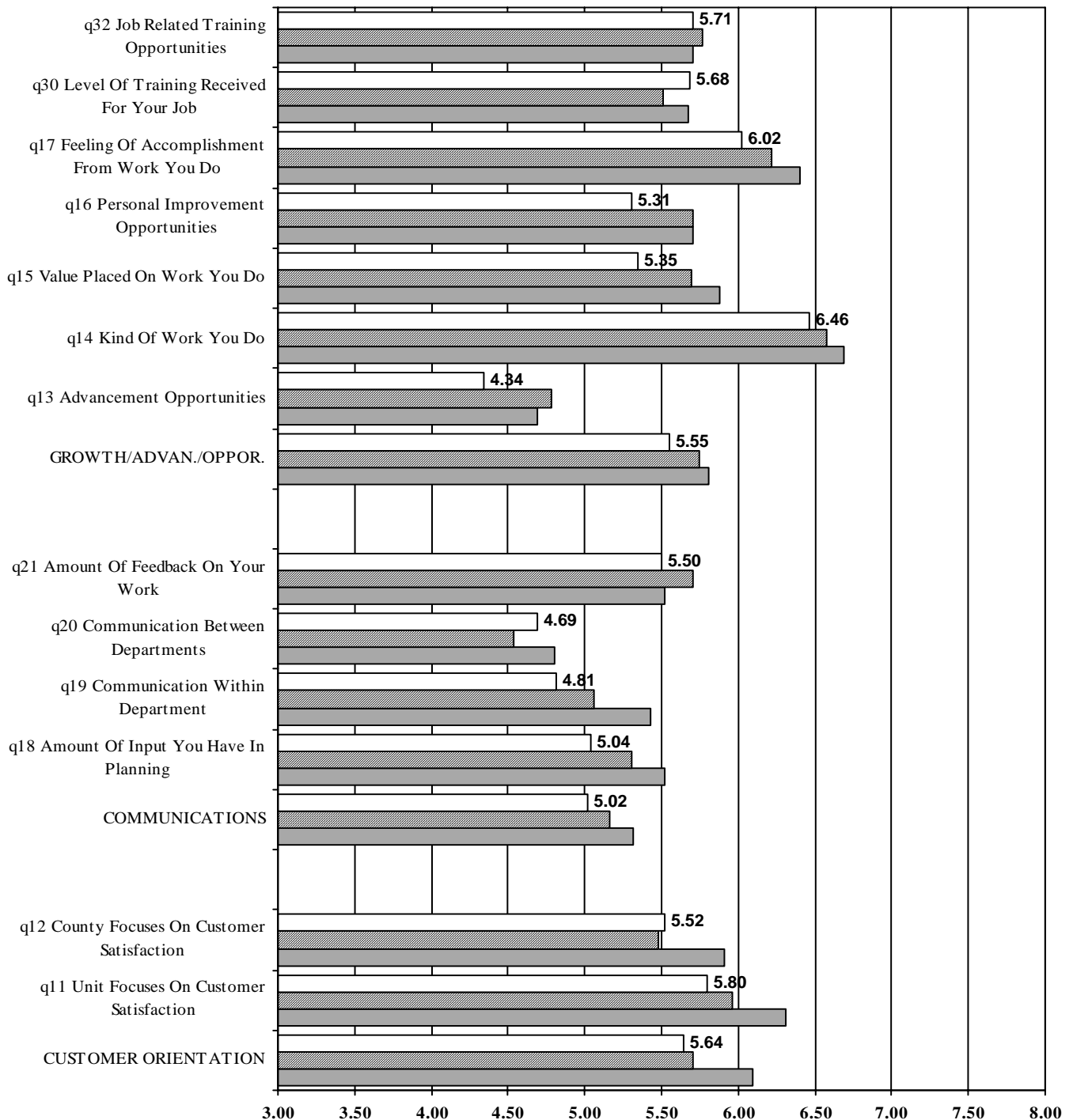
County 02-03 Dept 01-02 Dept 03-04

Conducted by Maricopa County
Research and Reporting

MARICOPA COUNTY EMPLOYEE SATISFACTION SURVEY

Graph 3 - Opportunities, Communications & Customers

Adult Probation - 2003-2004



Very Dissatisfied=2, Very Satisfied=8

Scores Above 5=Positive, Below=Negative

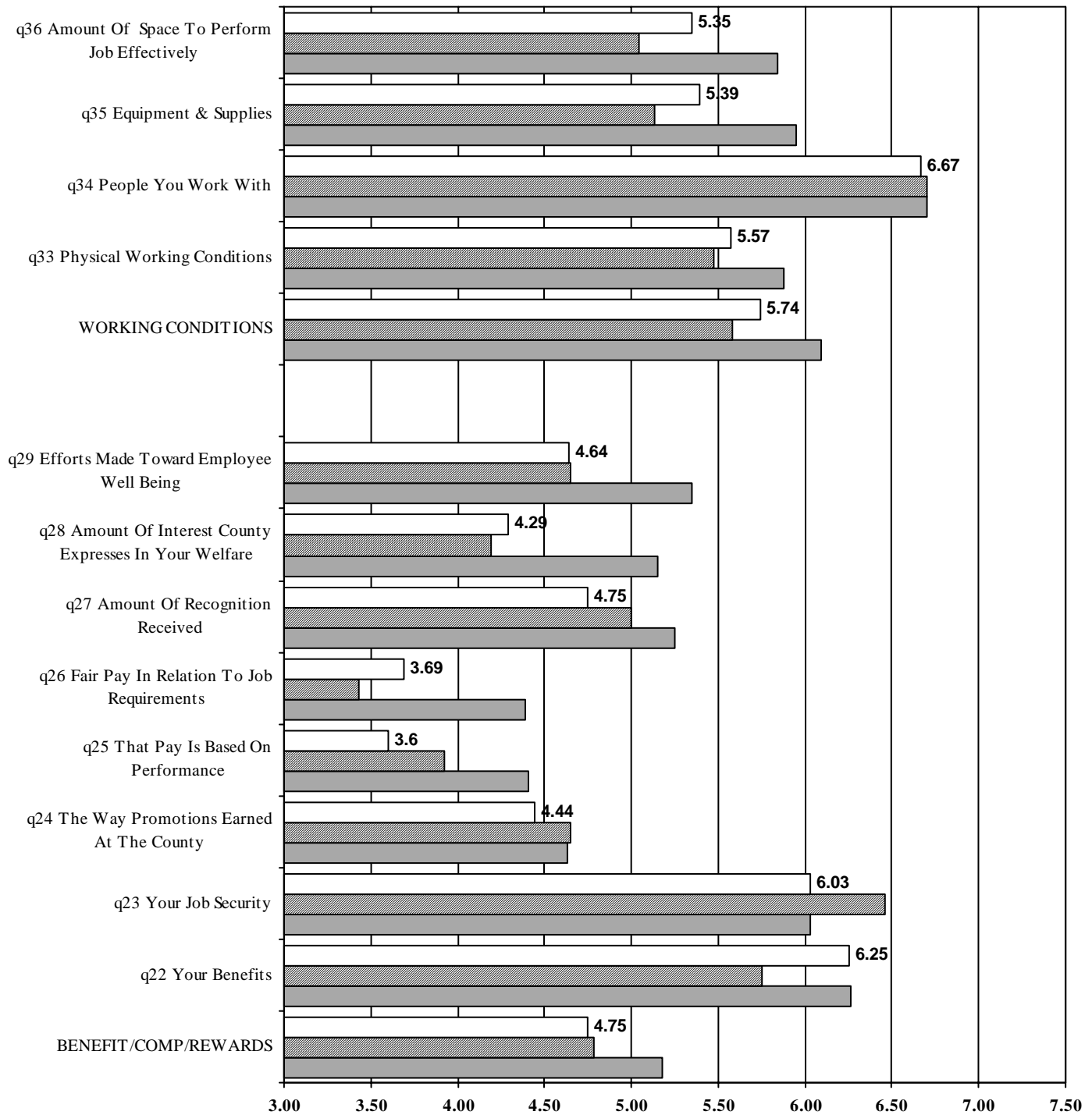
County 02-03 Dept 01-02 Dept 03-04

Conducted by Maricopa County
Research and Reporting

EMPLOYEE SATISFACTION SURVEY

Graph 4 - Conditions & Benefits/Compensation/Rewards

Adult Probation - 2003-2004



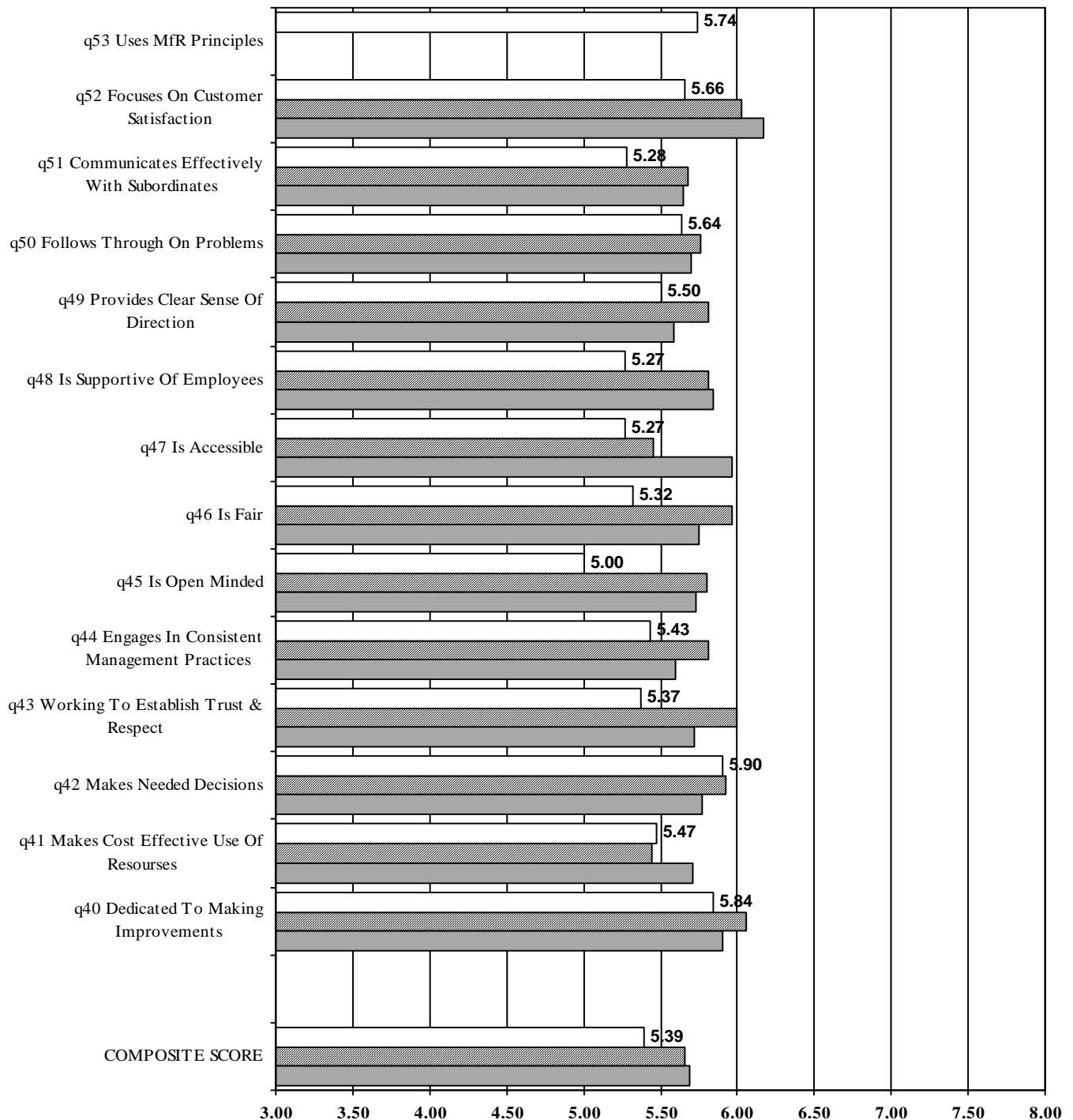
Very Dissatisfied=2, Very Satisfied=8

Scores Above 5=Positive, Below=Negative

County 02-03 Dept 01-02 Dept 03-04

EMPLOYEE SATISFACTION SURVEY

Graph 6 - Management/Supervision: Chief Officer Adult Probation - 2003-2004



Strongly Disagree=2, Strongly Agree=8

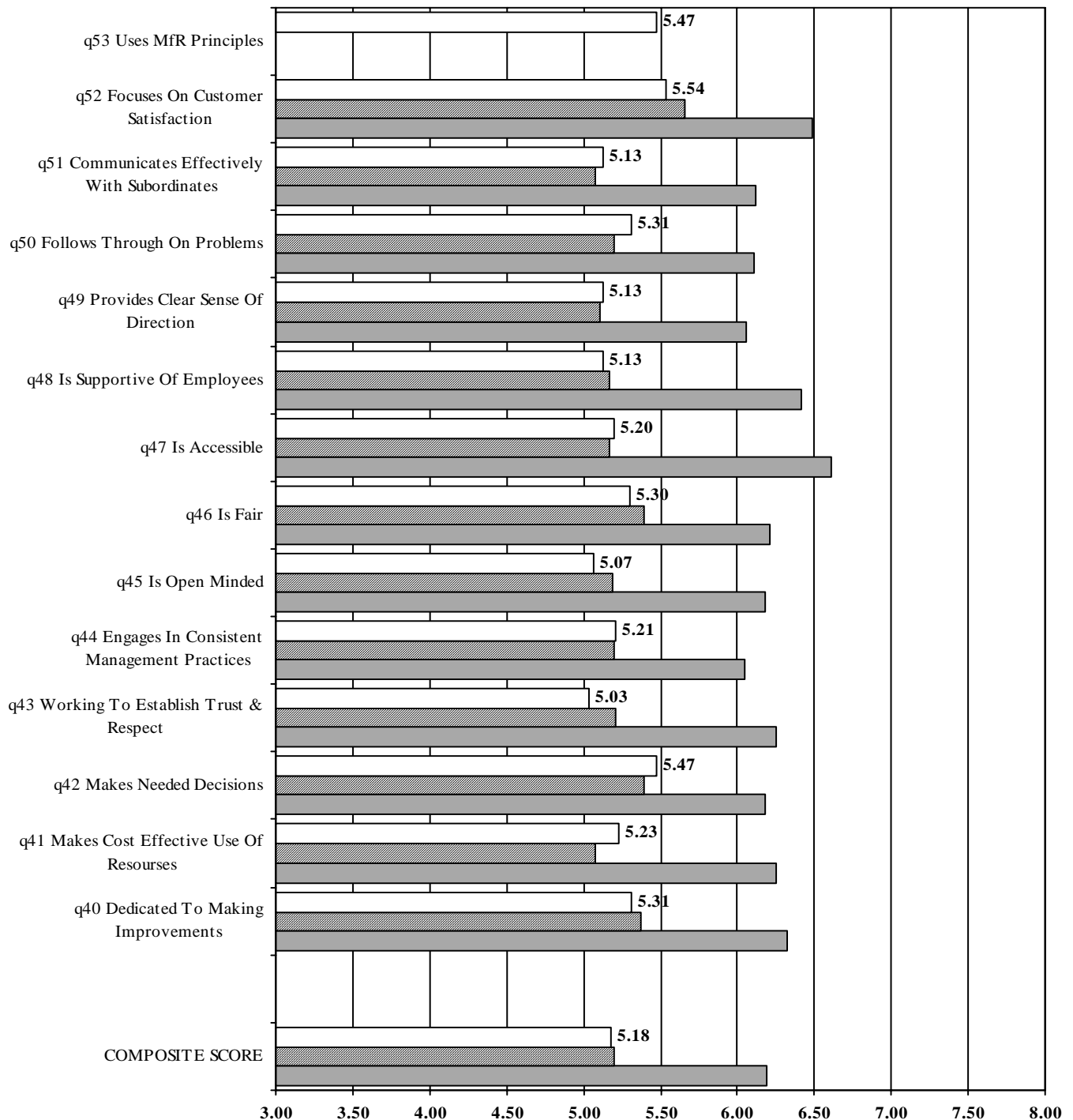
Scores Above 5=Positive, Below=Negative

County 02-03 Dept 01-02 Dept 03-04

EMPLOYEE SATISFACTION SURVEY

Graph 7 - Management/Supervision: Deputy Chief

Adult Probation - 2003-2004



Strongly Disagree=2, Strongly Agree=8

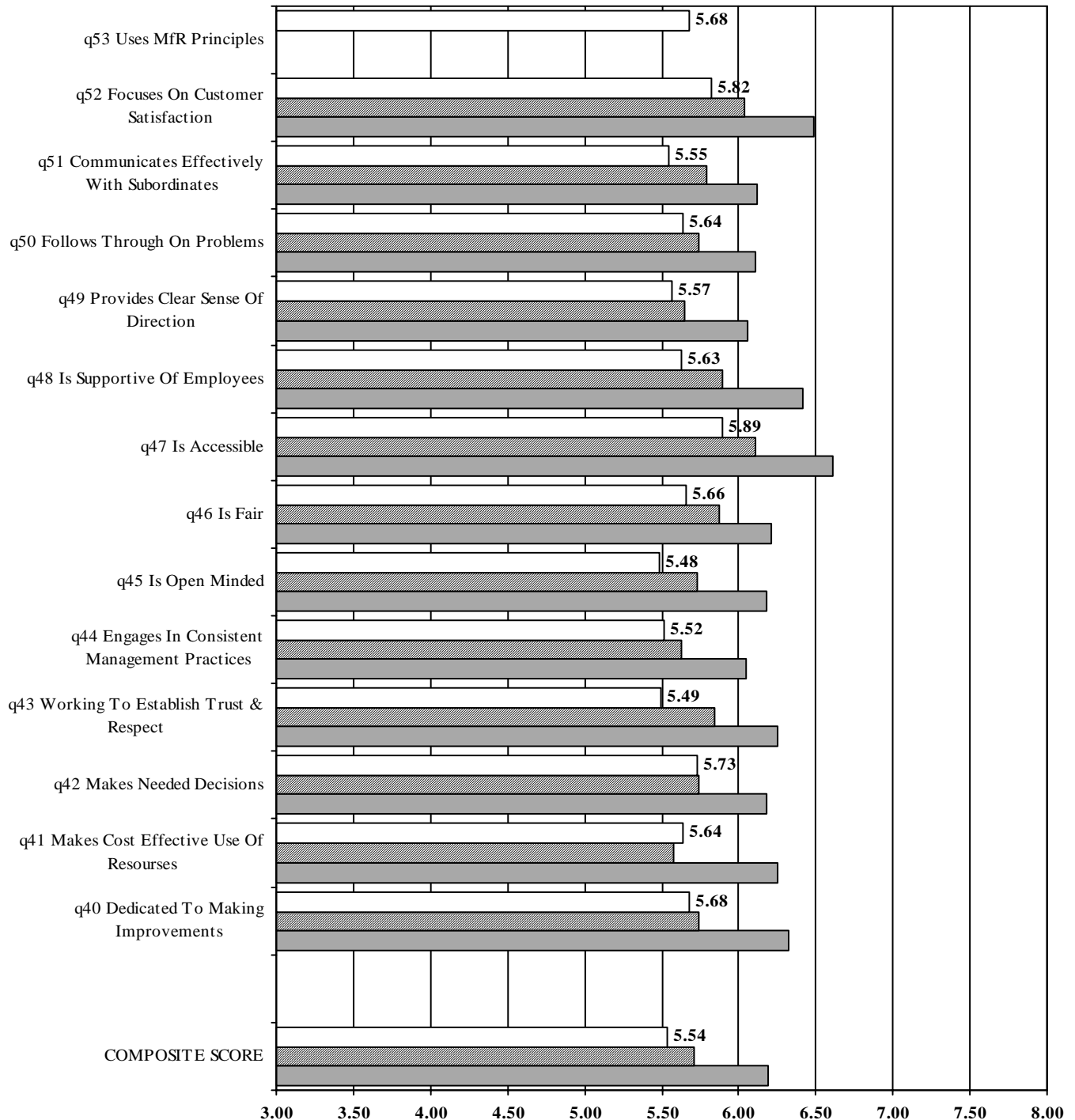
Scores Above 5=Positive, Below=Negative

County 02-03 Dept 01-02 Dept 03-04

Conducted by Maricopa County
Research and Reporting

EMPLOYEE SATISFACTION SURVEY

Graph 8 - Management/Supervision: Division Manager Adult Probation - 2003-2004



Strongly Disagree=2, Strongly Agree=8

Scores Above 5=Positive, Below=Negative

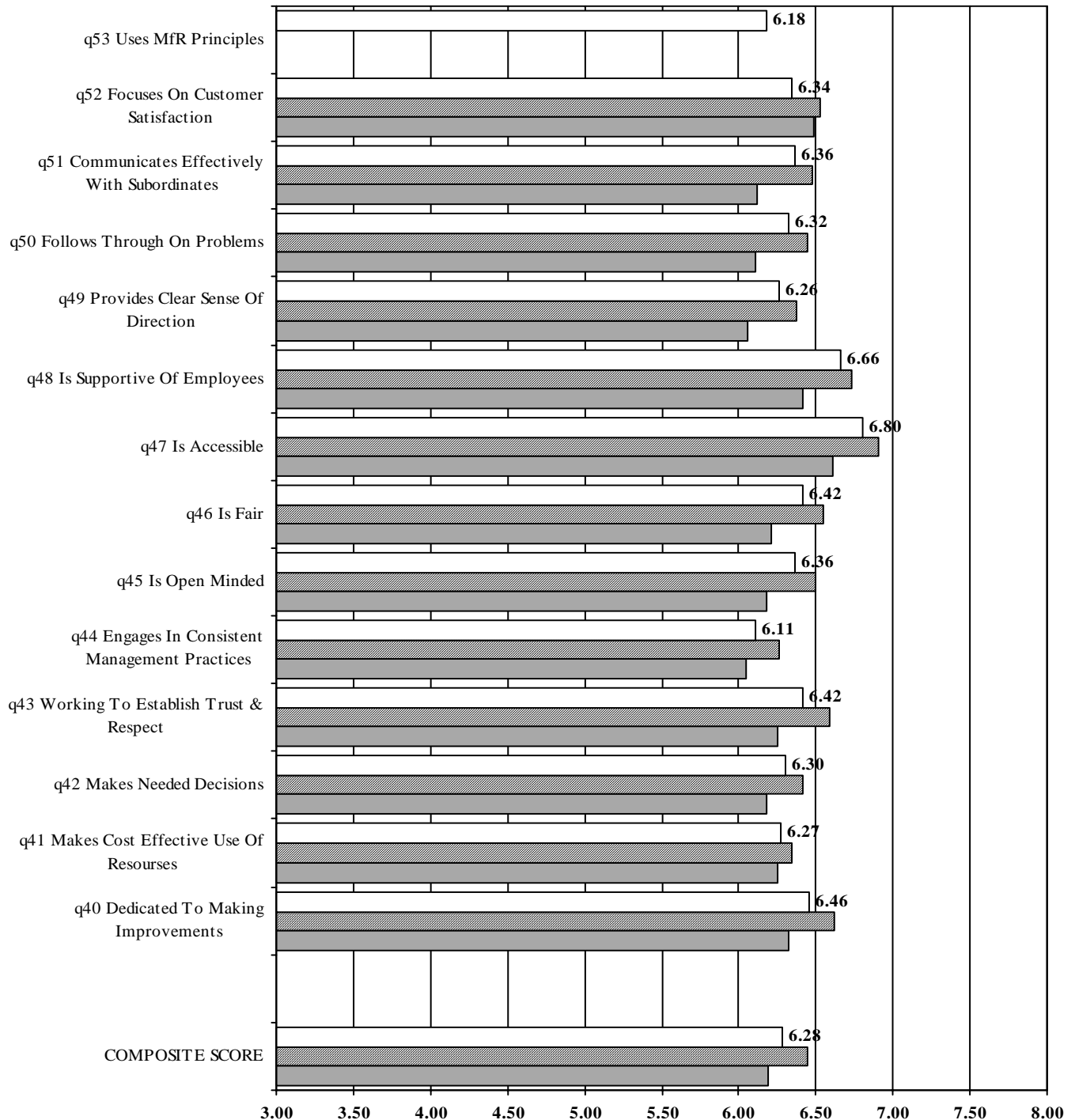
County 02-03 Dept 01-02 Dept 03-04

Conducted by Maricopa County
Research and Reporting

EMPLOYEE SATISFACTION SURVEY

Graph 9 - Management/Supervision: Supervisors

Adult Probation - 2003-2004



Strongly Disagree=2, Strongly Agree=8

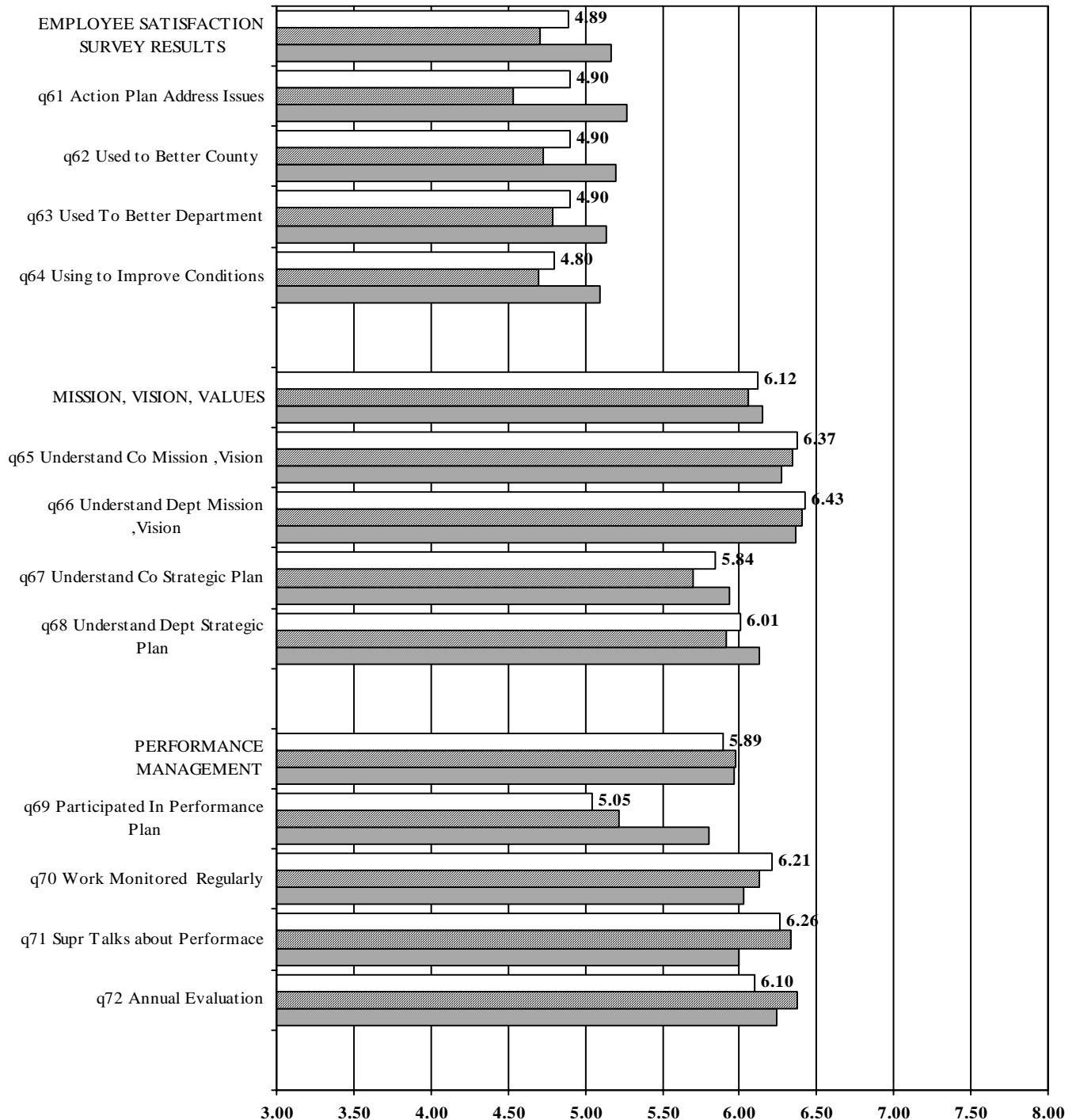
Scores Above 5=Positive, Below=Negative

County 02-03 Dept 01-02 Dept 03-04

Conducted by Maricopa County
Research and Reporting

EMPLOYEE SATISFACTION SURVEY

Graph 11 - E.S.S., M.V.V., Performance Mgt., Environment Adult Probation - 2003-2004



Strongly Disagree=2, Strongly Agree=8

Scores Above 5=Positive, Below=Negative

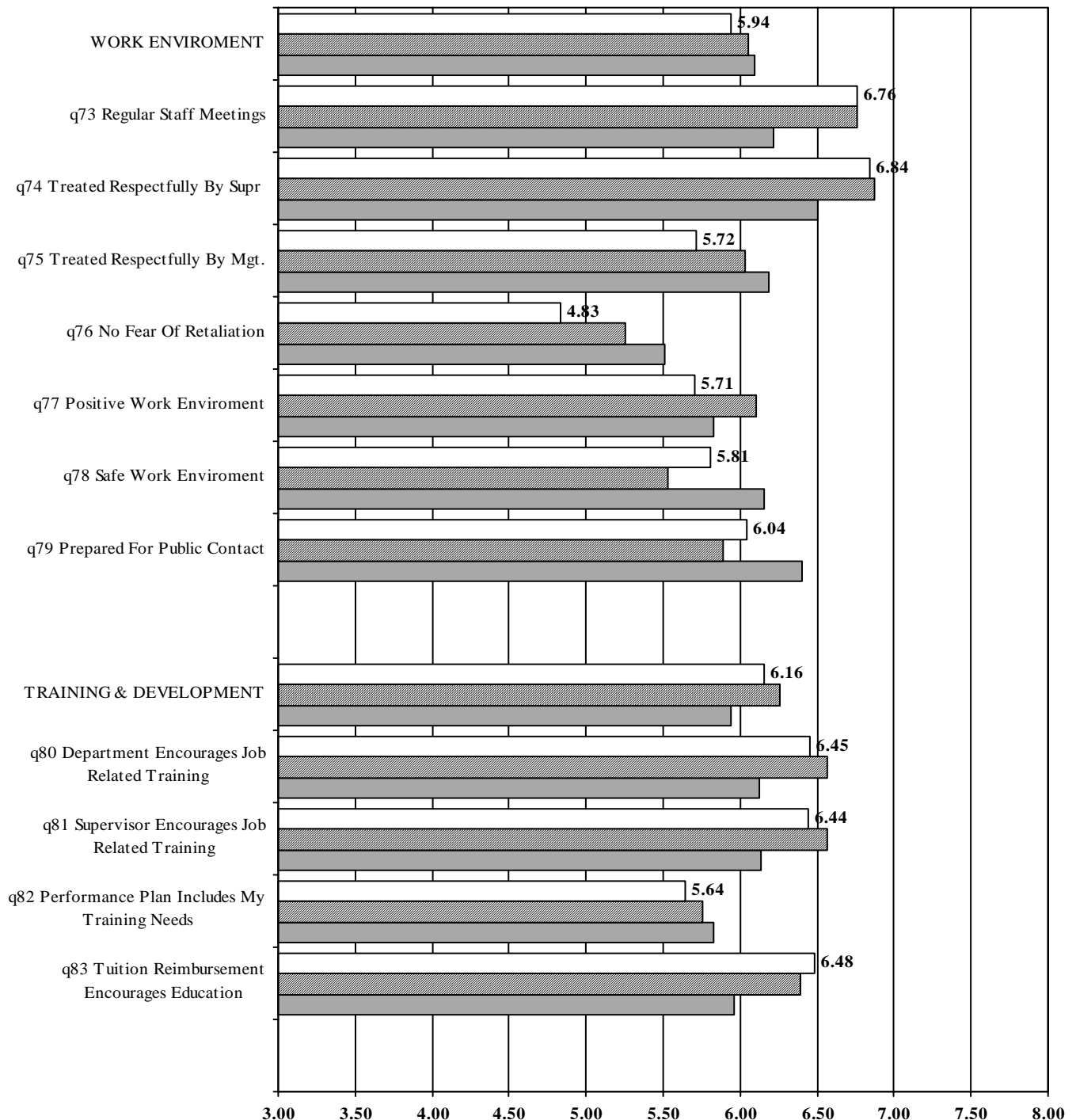
County 02-03 Dept 01-02 Dept 03-04

Conducted by Maricopa County
Research and Reporting

EMPLOYEE SATISFACTION SURVEY

Graph 12 - Environment, Train & Development

Adult Probation - 2003-2004



Strongly Disagree=2, Strongly Agree=8

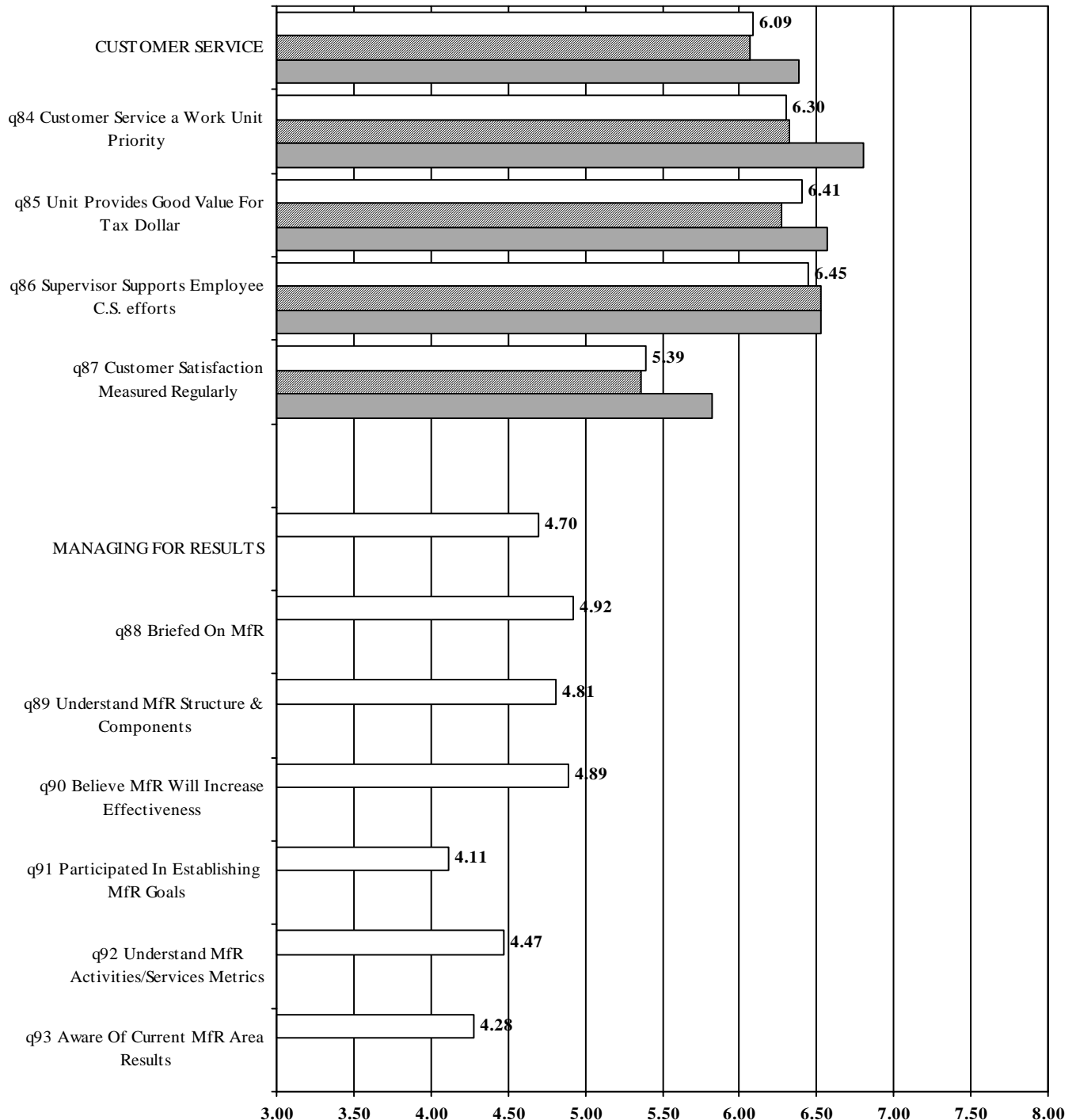
Scores Above 5=Positive, Below=Negative

County 02-03 Dept 01-02 Dept 03-04

Conducted by Maricopa County
Research and Reporting

EMPLOYEE SATISFACTION SURVEY

Graph 13 - Customer Service, Managing For Results Adult Probation - 2003-2004



Strongly Disagree=2, Strongly Agree=8

Scores Above 5=Positive, Below=Negative

County 02-03 Dept 01-02 Dept 03-04

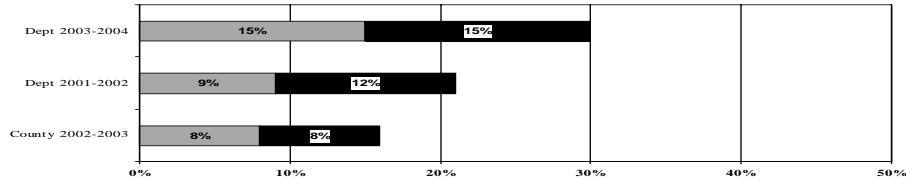
Conducted by Maricopa County
Research and Reporting

EMPLOYEE SATISFACTION SURVEY

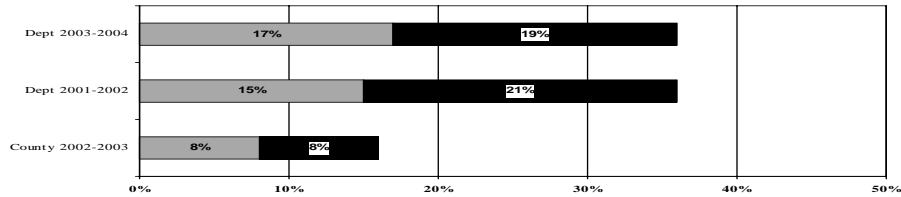
Graph 14 - % Employees With Negative Scores

Adult Probation - FY 2003-2004

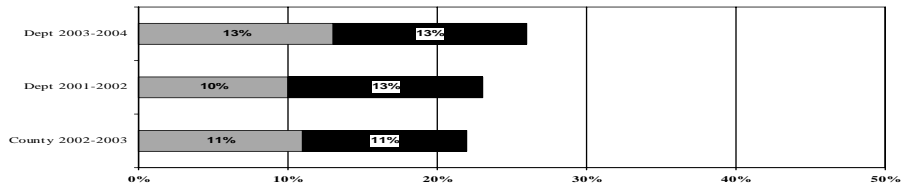
Management/Supervision: Chief Officer



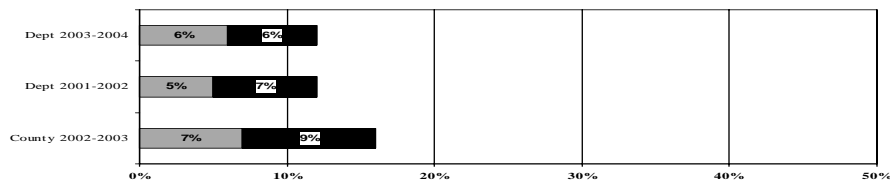
Management/Supervision: Deputy Chiefs



Management/Supervision: Division Directors



Management/Supervision: Supervisors



■ Below 4 ■ Four - Five