

**ADMINISTRATIVE OFFICE OF THE
NINETEENTH JUDICIAL CIRCUIT COURT OF LAKE COUNTY, ILLINOIS**

2010 COURT EMPLOYEE SATISFACTION SURVEY

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Table 3

19th Judicial Circuit Court-Wide Rate of Agreement 2006 - 2010

Key: ■ ≥90% Agreement ■ 80 – 89.9 % Agreement ■ 70 – 79.9 % Agreement ■ 60 – 69.9% Agreement ■ < 60% Agreement

| Item | Rate of Agreement | | | | |
|--|-------------------|-------|-------|-------|-------|
| | 2010 | 2009 | 2008 | 2007 | 2006 |
| 1. I understand what is expected of me. | 87.6% | 91.0% | 91.9% | 89.6% | 89.4% |
| 2. I am kept informed about matters that affect me in the workplace. | 59.0% | 65.9% | 70.3% | 64.6% | 55.4% |
| 3. I have the resources (materials, equipment, supplies, etc.) necessary to do my job. | 74.5% | 79.1% | 77.1% | 75.6% | 64.2% |
| 4. I am able to do my best every day. | 82.7% | 83.7% | 86.1% | 84.5% | 77.3% |
| 5. Communication within my division/unit is good. | 54.7% | 65.2% | 60.4% | 59.3% | 55.2% |
| 6. In the last month, I was recognized or thanked for doing a good job. | 64.6% | 61.8% | 65.4% | 65.9% | 51.7% |
| 7. Someone in the court organization cares about me as a person. | 73.6% | 77.6% | 65.2% | 68.6% | 66.5% |
| 8. I have opportunities to express my opinion about how things are done in my unit/division. | 65.4% | 73.6% | 71.9% | 69.8% | 64.7% |
| 9. The court organization is well-respected in the community. | 69.0% | 73.9% | 64.7% | 70.4% | 70.0% |
| 10. My co-workers work well together. | 63.6% | 71.3% | 72.1% | 69.1% | 63.6% |
| 11. I am encouraged to try new ways of doing things. | 61.1% | 62.7% | 57.1% | 62.3% | 56.2% |
| 12. I understand the connection between the work I do and the mission & goals of the court organization. | 87.0% | 89.3% | 86.6% | 92.6% | 84.3% |
| 13. My working conditions and environment enable me to do my job well. | 67.1% | 72.5% | 66.0% | 70.0% | 47.9% |
| 14. I feel valued by my supervisor based on my knowledge and contribution to my unit/division/team. | 70.2% | 74.6% | 73.4% | 71.4% | 66.0% |
| 15. I feel free to speak my mind. | 63.0% | 69.3% | 61.9% | 56.1% | 52.4% |
| 16. In the last month, someone in the court organization has talked to me about my performance. | 76.1% | 74.6% | 50.0% | 67.5% | 49.8% |
| 17. I enjoy coming to work. | 77.2% | 81.4% | 77.6% | 70.7% | 68.3% |
| 18. My co-workers care about the quality of services and programs we provide. | 82.0% | 85.9% | 73.9% | 74.0% | 74.0% |
| 19. I am treated with respect. | 76.5% | 83.1% | 77.5% | 79.3% | 67.4% |
| 20. I am proud that I work in the judicial system. | 87.6% | 94.3% | 90.0% | 88.4% | 85.5% |
| 21. The court organization's leadership communicates important information to me in a timely fashion. | 56.2% | 70.6% | 54.8% | 59.9% | N/A |
| 22. The court uses my time and talents well. | 69.4% | 70.6% | 63.7% | 65.6% | N/A |
| 23. Court managers, supervisors, and team leaders work well with employees of different backgrounds. | 63.1% | 71.4% | 67.2% | 68.7% | N/A |
| 24. The <i>Courts Daily</i> is an effective tool in providing me with regular information about court-wide issues, initiatives and activities. | 58.0% | 68.9% | 58.0% | 59.8% | N/A |
| 25. My regular meetings with my supervisor (e.g., one-on-one) are useful and meaningful. | 58.3% | 63.3% | 66.8% | N/A | N/A |
| 26. In the last six months, I have spoken with my supervisor/manager about my career or performance development. | 78.1% | 76.3% | 54.9% | N/A | N/A |

Table 4

19th Judicial Circuit Rate of Agreement by Division 2010

Key: ■ ≥90% Agreement ■ 80 – 89.9 % Agreement ■ 70 – 79.9 % Agreement ■ 60 – 69.9% Agreement ■ < 60% Agreement

| Item | Rate of Agreement - 2010 | | | | | | |
|--|--------------------------|-------|-------|-------|-------|-------|-------|
| | 19th Circuit | Admin | Adult | JIS | OPS | Juv | Psych |
| 1. I understand what is expected of me. | 87.6% | 85.7% | 78.7% | 100% | 93.3% | 91.5% | 100% |
| 2. I am kept informed about matters that affect me in the workplace. | 59.0% | 57.1% | 52.5% | 100% | 53.3% | 57.6% | 81.8% |
| 3. I have the resources (materials, equipment, supplies, etc.) necessary to do my job. | 74.5% | 100% | 72.1% | 100% | 86.7% | 67.8% | 72.7% |
| 4. I am able to do my best every day. | 82.7% | 71.4% | 77.0% | 100% | 86.7% | 85.0% | 90.9% |
| 5. Communication within my division/unit is good. | 54.7% | 57.1% | 50.8% | 87.5% | 60.0% | 45.8% | 90.9% |
| 6. In the last month, I was recognized or thanked for doing a good job. | 64.6% | 42.9% | 60.0% | 62.5% | 60.0% | 70.0% | 81.8% |
| 7. Someone in the court organization cares about me as a person. | 73.6% | 71.4% | 63.3% | 87.5% | 71.4% | 79.7% | 90.9% |
| 8. I have opportunities to express my opinion about how things are done in my unit/division. | 65.4% | 57.1% | 54.1% | 87.5% | 60.0% | 71.7% | 90.9% |
| 9. The court organization is well-respected in the community. | 69.0% | 57.1% | 50.8% | 87.5% | 78.6% | 80.7% | 90.9% |
| 10. My co-workers work well together. | 63.6% | 85.7% | 62.3% | 75.0% | 66.7% | 58.3% | 72.7% |
| 11. I am encouraged to try new ways of doing things. | 61.1% | 57.1% | 50.8% | 87.5% | 60.0% | 65.0% | 81.8% |
| 12. I understand the connection between the work I do and the goals & mission of the court organization. | 87.0% | 85.7% | 77.0% | 100% | 86.7% | 93.2% | 100% |
| 13. My working conditions and environment enable me to do my job well. | 67.1% | 85.7% | 60.7% | 100% | 86.7% | 59.3% | 81.8% |
| 14. I feel valued by my supervisor based on my knowledge and contribution to my unit/division/team. | 70.2% | 57.1% | 55.7% | 87.5% | 66.7% | 79.7% | 100% |
| 15. I feel free to speak my mind. | 63.0% | 57.1% | 59.0% | 87.5% | 46.7% | 63.3% | 90.9% |
| 16. In the last month, someone in the court organization has talked to me about my performance. | 76.1% | 66.7% | 66.7% | 87.5% | 73.3% | 84.7% | 81.8% |
| 17. I enjoy coming to work. | 77.2% | 71.4% | 67.2% | 100% | 86.7% | 81.7% | 81.8% |
| 18. My co-workers care about the quality of services and programs we provide. | 82.0% | 85.7% | 77.0% | 100% | 86.7% | 79.7% | 100% |
| 19. I am treated with respect. | 76.5% | 85.7% | 70.5% | 100% | 73.3% | 76.7% | 90.9% |
| 20. I am proud that I work in the judicial system. | 87.6% | 85.7% | 73.8% | 100% | 100% | 95.6% | 90.9% |
| 21. The court organization's leadership communicates important information to me in a timely fashion. | 56.2% | 57.1% | 41.0% | 87.5% | 73.3% | 60.0% | 72.7% |
| 22. The court uses my time and talents well. | 69.4% | 100% | 50.0% | 87.5% | 80.0% | 76.3% | 90.9% |
| 23. Court managers, supervisors, and team leaders work well with employees of different backgrounds. | 63.1% | 57.1% | 55.7% | 75.0% | 78.6% | 67.8% | 54.5% |
| 24. The <i>Courts Daily</i> is an effective tool in providing me with regular information about court-wide issues, initiatives and activities. | 58.0% | 28.6% | 39.3% | 62.5% | 66.7% | 71.7% | 90.9% |
| 25. My regular meetings with my supervisor (e.g., one-on-one) are useful and meaningful. | 58.3% | 66.7% | 45.8% | 87.5% | 73.3% | 57.9% | 81.8% |
| 26. In the last six months, I have spoken with my supervisor/manager about my career or performance development. | 78.1% | 71.4% | 73.3% | 75.0% | 60.0% | 88.1% | 81.8% |

Table 5
19th Judicial Circuit Rate of Agreement by Campus 2010

Key: ■ ≥90% Agreement ■ 80 – 89.9 % Agreement ■ 70 – 79.9 % Agreement ■ 60 – 69.9% Agreement ■ < 60% Agreement

| Item | Rate of Agreement - 2010 | | | |
|--|--------------------------|-----------------|--------------|---------------|
| | 19th Circuit | Main Courthouse | 215 W. Water | Depke Complex |
| 1. I understand what is expected of me. | 87.6% | 92.6% | 81.7% | 92.1% |
| 2. I am kept informed about matters that affect me in the workplace. | 59.0% | 66.7% | 56.3% | 58.7% |
| 3. I have the resources (materials, equipment, supplies, etc.) necessary to do my job. | 74.5% | 92.6% | 71.8% | 69.8% |
| 4. I am able to do my best every day. | 82.7% | 88.9% | 77.5% | 85.9% |
| 5. Communication within my division/unit is good. | 54.7% | 66.7% | 56.3% | 47.6% |
| 6. In the last month, I was recognized or thanked for doing a good job. | 64.6% | 51.9% | 64.3% | 70.3% |
| 7. Someone in the court organization cares about me as a person. | 73.6% | 76.9% | 65.7% | 81.0% |
| 8. I have opportunities to express my opinion about how things are done in my unit/division. | 65.4% | 63.0% | 59.2% | 73.4% |
| 9. The court organization is well-respected in the community. | 69.0% | 76.0% | 55.1% | 82.0% |
| 10. My co-workers work well together. | 63.6% | 74.1% | 63.4% | 59.4% |
| 11. I am encouraged to try new ways of doing things. | 61.1% | 63.0% | 54.9% | 67.2% |
| 12. I understand the connection between the work I do and the goals & mission of the court organization. | 87.0% | 88.9% | 80.3% | 93.7% |
| 13. My working conditions and environment enable me to do my job well. | 67.1% | 88.9% | 63.4% | 61.9% |
| 14. I feel valued by my supervisor based on my knowledge and contribution to my unit/division/team. | 70.2% | 66.7% | 62.0% | 81.0% |
| 15. I feel free to speak my mind. | 63.0% | 55.6% | 63.4% | 65.6% |
| 16. In the last month, someone in the court organization has talked to me about my performance. | 76.1% | 76.9% | 68.6% | 84.1% |
| 17. I enjoy coming to work. | 77.2% | 85.2% | 69.0% | 82.8% |
| 18. My co-workers care about the quality of services and programs we provide. | 82.0% | 92.6% | 78.9% | 81.0% |
| 19. I am treated with respect. | 76.5% | 81.5% | 73.2% | 78.1% |
| 20. I am proud that I work in the judicial system. | 87.6% | 96.3% | 76.1% | 96.8% |
| 21. The court organization's leadership communicates important information to me in a timely fashion. | 56.2% | 74.1% | 43.7% | 62.5% |
| 22. The court uses my time and talents well. | 69.4% | 85.2% | 55.7% | 77.8% |
| 23. Court managers, supervisors, and team leaders work well with employees of different backgrounds. | 63.1% | 69.2% | 54.9% | 69.8% |
| 24. The <i>Courts Daily</i> is an effective tool in providing me with regular information about court-wide issues, initiatives and activities. | 58.0% | 55.6% | 45.1% | 73.4% |
| 25. My regular meetings with my supervisor (e.g., one-on-one) are useful and meaningful. | 58.3% | 73.1% | 50.7% | 60.7% |
| 26. In the last six months, I have spoken with my supervisor/manager about my career or performance development. | 78.1% | 66.7% | 74.3% | 87.3% |

Table 6

19th Judicial Circuit Rate of Agreement Change 2006 - 2010

Key: ■ ≥90% Agreement ■ 80 – 89.9 % Agreement ■ 70 – 79.9 % Agreement ■ 60 – 69.9% Agreement ■ < 60% Agreement

| Item / CLUSTER | Rate of Agreement | | | | | | |
|--|-------------------|----------------|------|------|------|------|------|
| | Change 2006-10 | Change 2009-10 | 2010 | 2009 | 2008 | 2007 | 2006 |
| 2. I am kept informed about matters that affect me in the workplace. | + 3.6 | - 6.9 | 59.0 | 65.9 | 70.3 | 64.6 | 55.4 |
| 5. Communication within my division / unit is good. | - 0.5 | - 10.5 | 54.7 | 65.2 | 60.4 | 59.3 | 55.2 |
| 8. I have opportunities to express my opinion about how things are done in my unit / division. | + 0.7 | - 8.2 | 65.4 | 73.6 | 71.9 | 69.8 | 64.7 |
| 14. I feel valued by my supervisor based on my knowledge and contribution to my unit / division / team. | + 4.2 | - 4.4 | 70.2 | 74.6 | 73.4 | 71.4 | 66.0 |
| 15. I feel free to speak my mind. | + 10.6 | - 6.3 | 63.0 | 69.3 | 61.9 | 56.1 | 52.4 |
| CLUSTER 1a: COMMUNICATION | + 3.8 | - 7.2 | 62.5 | 69.7 | 67.6 | 64.2 | 58.7 |
| 6. In the last month, I was recognized or thanked for doing a good job. | + 12.9 | + 2.8 | 64.6 | 61.8 | 65.4 | 65.9 | 51.7 |
| 7. Someone in the court organization cares about me as a person. | + 7.1 | - 4.0 | 73.6 | 77.6 | 65.2 | 68.6 | 66.5 |
| 11. I am encouraged to try new ways of doing things. | + 4.9 | - 1.6 | 61.1 | 62.7 | 57.1 | 62.3 | 56.2 |
| 16. In the last month, someone in the court organization has talked to me about my performance. | + 26.3 | + 1.5 | 76.1 | 74.6 | 50.0 | 67.5 | 49.8 |
| 19. I am treated with respect. | + 9.1 | - 6.6 | 76.5 | 83.1 | 77.5 | 79.3 | 67.4 |
| CLUSTER 1b: RECOGNITION | + 12.1 | - 1.6 | 70.4 | 72.0 | 63.0 | 68.7 | 58.3 |
| 9. The court organization is well-respected in the community. | - 1.0 | - 4.9 | 69.0 | 73.9 | 64.7 | 70.4 | 70.0 |
| 10. My co-workers work well together. | N/C | - 7.7 | 63.6 | 71.3 | 72.1 | 69.1 | 63.6 |
| 17. I enjoy coming to work. | + 8.9 | - 4.2 | 77.2 | 81.4 | 77.6 | 70.7 | 68.3 |
| 18. My co-workers care about the quality of services and programs we provide. | + 8.0 | - 3.9 | 82.0 | 85.9 | 73.9 | 74.0 | 74.0 |
| 20. I am proud that I work in the judicial system. | + 2.1 | - 6.7 | 87.6 | 94.3 | 90.0 | 88.4 | 85.5 |
| CLUSTER 2: COOPERATION | + 3.6 | - 5.5 | 75.9 | 81.4 | 75.7 | 74.5 | 72.3 |
| 1. I understand what is expected of me. | - 1.8 | - 3.4 | 87.6 | 91.0 | 91.9 | 89.6 | 89.4 |
| 3. I have the resources (materials, equipment, supplies, etc.) necessary to do my job. | + 10.3 | - 4.6 | 74.5 | 79.1 | 77.1 | 75.6 | 64.2 |
| 4. I am able to do my best every day. | + 5.4 | - 1.0 | 82.7 | 83.7 | 86.1 | 84.5 | 77.3 |
| 12. I understand the connection between the work I do and the goals & mission of the court organization. | + 2.7 | - 2.3 | 87.0 | 89.3 | 86.6 | 92.6 | 84.3 |
| 13. My working conditions and environment enable me to do my job well. | + 19.2 | - 5.4 | 67.1 | 72.5 | 66.0 | 70.0 | 47.9 |
| CLUSTER 3: EXPECTATION | + 7.2 | - 3.3 | 79.8 | 83.1 | 81.5 | 82.5 | 72.6 |
| OVERALL RATE OF AGREEMENT | + 9.1 | - 4.4 | 72.1 | 76.5 | 72.0 | 72.5 | 63.0 |

Table 7

19th Judicial Circuit – Main Courthouse Rate of Agreement Change 2006 - 2010

Key: ■ ≥90% Agreement ■ 80 – 89.9 % Agreement ■ 70 – 79.9 % Agreement ■ 60 – 69.9% Agreement ■ < 60% Agreement

| Item / CLUSTER | Rate of Agreement | | | | | | |
|--|-------------------|----------------|------|------|------|------|------|
| | Change 2006-10 | Change 2009-10 | 2010 | 2009 | 2008 | 2007 | 2006 |
| 2. I am kept informed about matters that affect me in the workplace. | + 5.0 | - 5.5 | 66.7 | 72.2 | 73.8 | 67.6 | 61.7 |
| 5. Communication within my division / unit is good. | + 4.5 | - 6.3 | 66.7 | 73.0 | 74.4 | 54.0 | 62.2 |
| 8. I have opportunities to express my opinion about how things are done in my unit / division. | - 3.7 | - 7.3 | 63.0 | 70.3 | 74.1 | 66.7 | 66.7 |
| 14. I feel valued by my supervisor based on my knowledge and contribution to my unit / division / team. | - 2.9 | - 17.1 | 66.7 | 83.8 | 71.5 | 71.4 | 69.6 |
| 15. I feel free to speak my mind. | - 0.9 | N/C | 55.6 | 55.6 | 53.5 | 54.0 | 56.5 |
| CLUSTER 1a: COMMUNICATION | + 0.4 | - 7.3 | 63.7 | 71.0 | 69.5 | 62.7 | 63.3 |
| 6. In the last month, I was recognized or thanked for doing a good job. | + 9.7 | - 23.8 | 51.9 | 75.7 | 71.4 | 62.1 | 42.2 |
| 7. Someone in the court organization cares about me as a person. | + 1.4 | - 3.7 | 76.9 | 80.6 | 68.3 | 67.6 | 75.5 |
| 11. I am encouraged to try new ways of doing things. | + 6.8 | - 9.2 | 63.0 | 72.2 | 55.8 | 55.6 | 56.2 |
| 16. In the last month, someone in the court organization has talked to me about my performance. | + 42.8 | + 6.6 | 76.9 | 70.3 | 48.9 | 51.3 | 34.1 |
| 19. I am treated with respect. | + 11.2 | - 5.0 | 81.5 | 86.5 | 73.8 | 75.6 | 70.3 |
| CLUSTER 1b: RECOGNITION | + 14.3 | - 7.1 | 70.0 | 77.1 | 63.6 | 62.4 | 55.7 |
| 9. The court organization is well-respected in the community. | + 1.0 | + 1.0 | 76.0 | 75.0 | 61.0 | 74.5 | 75.0 |
| 10. My co-workers work well together. | + 11.5 | - 1.6 | 74.1 | 75.7 | 81.0 | 58.4 | 62.6 |
| 17. I enjoy coming to work. | + 20.6 | + 1.4 | 85.2 | 83.8 | 79.1 | 62.1 | 64.6 |
| 18. My co-workers care about the quality of services and programs we provide. | + 10.0 | + 0.7 | 92.6 | 91.9 | 78.0 | 68.6 | 82.6 |
| 20. I am proud that I work in the judicial system. | + 10.8 | - 3.7 | 96.3 | 100 | 93.0 | 75.6 | 85.5 |
| CLUSTER 2: COOPERATION | + 10.7 | - 0.5 | 84.8 | 85.3 | 78.4 | 67.8 | 74.1 |
| 1. I understand what is expected of me. | - 7.4 | - 4.7 | 92.6 | 97.3 | 95.3 | 89.1 | 100 |
| 3. I have the resources (materials, equipment, supplies, etc.) necessary to do my job. | + 7.2 | - 2.0 | 92.6 | 94.6 | 88.3 | 91.9 | 85.4 |
| 4. I am able to do my best every day. | + 1.4 | + 5.1 | 88.9 | 83.8 | 95.3 | 77.8 | 87.5 |
| 12. I understand the connection between the work I do and the goals & mission of the court organization. | - 6.9 | - 5.7 | 88.9 | 94.6 | 93.0 | 94.4 | 95.8 |
| 13. My working conditions and environment enable me to do my job well. | + 18.6 | + 7.8 | 88.9 | 81.1 | 74.4 | 78.3 | 70.3 |
| CLUSTER 3: EXPECTATION | + 2.6 | + 0.1 | 90.4 | 90.3 | 89.3 | 86.3 | 87.8 |
| OVERALL RATE OF AGREEMENT | + 7.1 | - 3.6 | 77.3 | 80.9 | 75.2 | 69.8 | 70.2 |

Table 8

19th Judicial Circuit – 215 West Water Street Rate of Agreement Change 2006 - 2010

Key: ≥90% Agreement 80 – 89.9 % Agreement 70 – 79.9 % Agreement 60 – 69.9% Agreement < 60% Agreement

| Item / CLUSTER | Rate of Agreement | | | | | | |
|--|-------------------|----------------|------|------|------|------|------|
| | Change 2006-10 | Change 2009-10 | 2010 | 2009 | 2008 | 2007 | 2006 |
| 2. I am kept informed about matters that affect me in the workplace. | - 5.5 | - 12.9 | 56.3 | 69.2 | 79.2 | 71.7 | 61.8 |
| 5. Communication within my division / unit is good. | - 6.4 | - 11.9 | 56.3 | 68.2 | 71.0 | 66.7 | 62.7 |
| 8. I have opportunities to express my opinion about how things are done in my unit / division. | - 14.3 | - 19.6 | 59.2 | 78.8 | 77.9 | 70.0 | 73.5 |
| 14. I feel valued by my supervisor based on my knowledge and contribution to my unit / division / team. | - 10.1 | - 10.7 | 62.0 | 72.7 | 89.5 | 80.3 | 72.1 |
| 15. I feel free to speak my mind. | + 6.7 | - 15.4 | 63.4 | 78.8 | 70.2 | 56.7 | 56.7 |
| CLUSTER 1a: COMMUNICATION | - 6.0 | - 14.1 | 59.4 | 73.5 | 77.6 | 69.1 | 65.4 |
| 6. In the last month, I was recognized or thanked for doing a good job. | + 9.0 | - 3.3 | 63.4 | 66.7 | 70.2 | 72.1 | 54.4 |
| 7. Someone in the court organization cares about me as a person. | - 1.0 | - 6.6 | 65.7 | 72.3 | 66.0 | 66.1 | 66.7 |
| 11. I am encouraged to try new ways of doing things. | - 10.8 | - 8.7 | 54.9 | 63.6 | 68.9 | 68.3 | 65.7 |
| 16. In the last month, someone in the court organization has talked to me about my performance. | + 1.4 | - 1.1 | 68.6 | 69.7 | 60.6 | 73.7 | 67.2 |
| 19. I am treated with respect. | + 3.0 | - 8.3 | 73.2 | 81.5 | 84.4 | 82.0 | 70.2 |
| CLUSTER 1b: RECOGNITION | + 0.4 | - 5.6 | 65.2 | 70.8 | 70.0 | 72.4 | 64.8 |
| 9. The court organization is well-respected in the community. | - 2.5 | - 13.1 | 55.1 | 68.2 | 58.7 | 60.0 | 57.6 |
| 10. My co-workers work well together. | + 0.1 | - 10.8 | 63.4 | 74.2 | 77.9 | 65.6 | 63.3 |
| 17. I enjoy coming to work. | + 1.8 | - 12.8 | 69.0 | 81.8 | 79.2 | 72.1 | 67.2 |
| 18. My co-workers care about the quality of services and programs we provide. | + 5.8 | - 9.1 | 78.9 | 87.9 | 73.7 | 68.8 | 73.1 |
| 20. I am proud that I work in the judicial system. | - 7.7 | - 13.3 | 76.1 | 89.4 | 89.7 | 90.0 | 83.8 |
| CLUSTER 2: COOPERATION | - 0.5 | - 11.8 | 68.5 | 80.3 | 75.8 | 71.3 | 69.0 |
| 1. I understand what is expected of me. | - 8.0 | - 7.7 | 81.7 | 89.4 | 92.2 | 96.7 | 89.7 |
| 3. I have the resources (materials, equipment, supplies, etc.) necessary to do my job. | + 14.4 | - 4.0 | 71.8 | 75.8 | 80.5 | 72.1 | 57.4 |
| 4. I am able to do my best every day. | + 2.5 | - 7.3 | 77.5 | 84.8 | 85.5 | 85.0 | 75.0 |
| 12. I understand the connection between the work I do and the goals & mission of the court organization. | + 0.7 | - 7.6 | 80.3 | 87.9 | 87.0 | 91.7 | 79.6 |
| 13. My working conditions and environment enable me to do my job well. | + 37.0 | - 10.8 | 63.4 | 74.2 | 76.3 | 72.2 | 26.4 |
| CLUSTER 3: EXPECTATION | + 9.3 | - 7.5 | 74.9 | 82.4 | 84.3 | 83.5 | 65.6 |
| OVERALL RATE OF AGREEMENT | + 0.8 | - 9.8 | 67.0 | 76.8 | 76.9 | 74.1 | 66.2 |

Table 9

19th Judicial Circuit – Depke Juvenile Justice Complex Rate of Agreement Change 2006 - 2010

Key: ■ ≥90% Agreement ■ 80 – 89.9 % Agreement ■ 70 – 79.9 % Agreement ■ 60 – 69.9% Agreement ■ < 60% Agreement

| Item / CLUSTER | Rate of Agreement | | | | | | |
|--|-------------------|----------------|------|------|------|------|------|
| | Change 2006-10 | Change 2009-10 | 2010 | 2009 | 2008 | 2007 | 2006 |
| 2. I am kept informed about matters that affect me in the workplace. | + 13.9 | - 1.3 | 58.7 | 60.0 | 60.7 | 55.0 | 44.8 |
| 5. Communication within my division / unit is good. | + 5.8 | - 11.1 | 47.6 | 58.7 | 44.8 | 52.5 | 41.8 |
| 8. I have opportunities to express my opinion about how things are done in my unit / division. | + 19.7 | + 2.7 | 73.4 | 70.7 | 66.3 | 69.3 | 53.7 |
| 14. I feel valued by my supervisor based on my knowledge and contribution to my unit / division / team. | + 25.8 | + 9.4 | 81.0 | 71.6 | 60.3 | 60.7 | 55.2 |
| 15. I feel free to speak my mind. | + 21.7 | - 2.0 | 65.6 | 67.6 | 58.4 | 54.1 | 43.9 |
| CLUSTER 1a: COMMUNICATION | + 17.4 | - 0.4 | 65.3 | 65.7 | 58.1 | 58.3 | 47.9 |
| 6. In the last month, I was recognized or thanked for doing a good job. | + 17.3 | + 19.6 | 70.3 | 50.7 | 57.7 | 60.0 | 53.0 |
| 7. Someone in the court organization cares about me as a person. | + 22.6 | + 0.2 | 81.0 | 80.8 | 62.5 | 72.6 | 58.4 |
| 11. I am encouraged to try new ways of doing things. | + 21.7 | + 9.9 | 67.2 | 57.3 | 48.3 | 59.6 | 45.5 |
| 16. In the last month, someone in the court organization has talked to me about my performance. | + 42.3 | + 4.1 | 84.1 | 80.0 | 40.7 | 68.9 | 41.8 |
| 19. I am treated with respect. | + 15.9 | - 4.6 | 78.1 | 82.7 | 73.0 | 77.4 | 62.2 |
| CLUSTER 1b: RECOGNITION | + 23.9 | + 5.8 | 76.1 | 70.3 | 56.4 | 67.7 | 52.2 |
| 9. The court organization is well-respected in the community. | + 4.8 | + 3.6 | 82.0 | 78.4 | 72.4 | 78.7 | 77.2 |
| 10. My co-workers work well together. | - 4.8 | - 7.3 | 59.4 | 66.7 | 62.5 | 77.0 | 64.2 |
| 17. I enjoy coming to work. | + 11.1 | + 3.1 | 82.8 | 79.7 | 75.3 | 72.6 | 71.7 |
| 18. My co-workers care about the quality of services and programs we provide. | + 12.3 | - 0.1 | 81.0 | 81.1 | 71.9 | 80.3 | 68.7 |
| 20. I am proud that I work in the judicial system. | + 10.2 | + 0.9 | 96.8 | 95.9 | 88.8 | 93.6 | 86.6 |
| CLUSTER 2: COOPERATION | + 6.7 | N/C | 80.4 | 80.4 | 74.2 | 80.4 | 73.7 |
| 1. I understand what is expected of me. | + 11.5 | + 2.8 | 92.1 | 89.3 | 89.8 | 82.0 | 80.6 |
| 3. I have the resources (materials, equipment, supplies, etc.) necessary to do my job. | + 14.6 | - 4.5 | 69.8 | 74.3 | 68.5 | 67.7 | 55.2 |
| 4. I am able to do my best every day. | + 12.4 | + 3.2 | 85.9 | 82.7 | 82.0 | 87.0 | 73.5 |
| 12. I understand the connection between the work I do and the goals & mission of the court organization. | + 14.9 | + 5.9 | 93.7 | 87.8 | 83.0 | 92.0 | 78.8 |
| 13. My working conditions and environment enable me to do my job well. | + 11.2 | - 4.8 | 61.9 | 66.7 | 62.8 | 60.7 | 50.7 |
| CLUSTER 3: EXPECTATION | + 12.9 | + 0.5 | 80.7 | 80.2 | 77.2 | 77.9 | 67.8 |
| OVERALL RATE OF AGREEMENT | + 15.2 | + 1.5 | 75.6 | 74.1 | 66.5 | 71.1 | 60.4 |

Table 10**19th Judicial Circuit – Court-Wide Mean Score Change 2006 - 2010**

Highlighted areas indicate those items that scored equal to or less than NCSC survey of court organizations

| Item | Mean Score | | | | | |
|--|------------|------|------|------|------|------|
| | NCSC* | 2010 | 2009 | 2008 | 2007 | 2006 |
| 1. I understand what is expected of me. | 4.18 | 4.26 | 4.38 | 4.34 | 4.36 | 4.29 |
| 2. I am kept informed about matters that affect me in the workplace. | 3.66 | 3.52 | 3.68 | 3.75 | 3.61 | 3.50 |
| 3. I have the resources (materials, equipment, supplies, etc.) necessary to do my job. | 3.77 | 3.83 | 3.95 | 3.88 | 3.83 | 3.64 |
| 4. I am able to do my best every day. | 4.00 | 4.10 | 4.16 | 4.16 | 4.19 | 3.98 |
| 5. Communication within my division/unit is good. | 3.52 | 3.33 | 3.66 | 3.53 | 3.62 | 3.44 |
| 6. In the last month, I was recognized or thanked for doing a good job. | 3.40 | 3.62 | 3.61 | 3.56 | 3.65 | 3.26 |
| 7. Someone in the court organization cares about me as a person. | 3.84 | 3.95 | 4.01 | 3.80 | 3.87 | 3.84 |
| 8. I have opportunities to express my opinion about how things are done in my unit/division. | 3.64 | 3.65 | 3.89 | 3.77 | 3.80 | 3.63 |
| 9. The court organization is well-respected in the community. | 3.70 | 3.81 | 3.90 | 3.76 | 3.90 | 3.82 |
| 10. My co-workers work well together. | 3.76 | 3.64 | 3.86 | 3.87 | 3.85 | 3.64 |
| 11. I am encouraged to try new ways of doing things. | 3.51 | 3.56 | 3.69 | 3.55 | 3.70 | 3.48 |
| 12. I understand the connection between the work I do and the goals & mission of the court organization. | 4.24 | 4.18 | 4.29 | 4.16 | 4.36 | 4.06 |
| 13. My working conditions and environment enable me to do my job well. | 3.56 | 3.68 | 3.81 | 3.70 | 3.80 | 3.20 |
| 14. I feel valued by my supervisor based on my knowledge and contribution to my unit/division/team. | 3.73 | 3.80 | 3.93 | 3.87 | 3.86 | 3.69 |
| 15. I feel free to speak my mind. | 3.48 | 3.54 | 3.84 | 3.64 | 3.60 | 3.33 |
| 16. In the last month, someone in the court organization has talked to me about my performance. | 3.14 | 3.93 | 3.89 | 3.27 | 3.64 | 3.23 |
| 17. I enjoy coming to work. | 3.82 | 3.99 | 4.12 | 4.01 | 3.96 | 3.86 |
| 18. My co-workers care about the quality of services and programs we provide. | 3.86 | 4.06 | 4.12 | 3.87 | 4.00 | 3.89 |
| 19. I am treated with respect. | 3.85 | 3.95 | 4.03 | 3.98 | 4.09 | 3.72 |
| 20. I am proud that I work in the judicial system. | 4.14 | 4.32 | 4.50 | 4.32 | 4.36 | 4.32 |
| 21. The court organization's leadership communicates important information to me in a timely fashion. | N/A | 3.47 | 3.80 | 3.46 | 3.56 | N/A |
| 22. The court uses my time and talents well. | N/A | 3.63 | 3.76 | 3.56 | 3.67 | N/A |
| 23. Court managers, supervisors, and team leaders work well with employees of different backgrounds. | N/A | 3.64 | 3.82 | 3.71 | 3.79 | N/A |
| 24. The <i>Courts Daily</i> is an effective tool in providing me with regular information about court-wide issues, initiatives and activities. | N/A | 3.56 | 3.77 | 3.59 | 3.67 | N/A |
| 25. My regular meetings with my supervisor (e.g., one-on-one) are useful and meaningful. | N/A | 3.53 | 3.59 | 3.62 | N/A | N/A |
| 26. In the last six months, I have spoken with my supervisor/manager about my career or performance development. | N/A | 3.88 | 3.95 | 3.38 | N/A | N/A |

*NCSC Data based on mean scores compiled October 2008 by Richard Schauffler, Director of Research Services - National Center for State Courts, from other medium-sized courts (staff population range = 101 - 650; n = 7). These figures do NOT include Lake County Circuit Court Employee Survey results.