

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

2010 COURT EMPLOYEE SATISFACTION SURVEY

List of Tables

Table	Description
Table 1	CourTools Measure 9 Participation Rate Update (NCSC, July 2008) – <i>Main Report Only</i>
Table 2	19 th Judicial Circuit Court – 2010 Response Rate Analysis – <i>Main Report Only</i>
Table 3	19 th Judicial Circuit Court – Court-wide Rate of Agreement 2006-10
Table 4	19 th Judicial Circuit Court Rate of Agreement by Division 2010
Table 5	19 th Judicial Circuit Court Rate of Agreement by Campus 2010
Table 6	19 th Judicial Circuit Rate of Agreement Change 2006-10
Table 7	19 th Judicial Circuit – Main Courthouse Rate of Agreement Change 2006-10
Table 8	19 th Judicial Circuit – 215 West Water Street Rate of Agreement Change 2006-10
Table 9	19 th Judicial Circuit - Depke Juvenile Justice Complex Rate of Agreement Change 2006-10
Table 10	19 th Judicial Circuit – Court-wide Mean Score Change 2006-10

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 Courts Daily 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.