

**Court Services and Offender Supervision Agency  
2008 Annual Employee Survey (AES) Results  
2008 Federal Human Capital Survey**

**Summary of Results**

The Court Services and Offender Supervision Agency (including the Pretrial Services Agency (PSA) (“CSOSA” or “Agency”) rated in the Top Ten compared to all surveyed federal agencies in all four of the indices used by the Office of Personnel Management (OPM): *Leadership and Knowledge Management, Results-Oriented Performance Culture, Talent Management, and Job Satisfaction* (see table below). These indices are used to evaluate human capital strategies under OPM’s Human Capital Assessment and Accountability Framework (HCAAF).

<b>2008 Rankings out of 37 Agencies 2006 Rankings out of 36 Agencies</b>				
<i>HCAAF Index</i>	<b>2008</b>		<b>2006</b>	
	<i>Score</i>	<i>Rank</i>	<i>Score</i>	<i>Rank</i>
<b>Leadership Index</b>	62.3	9	54.5	28
<b>Performance Index</b>	61.0	7	56.4	11
<b>Talent Index</b>	69.8	4	63.7	9
<b>Satisfaction Index</b>	69.6	8	64	29

CSOSA rated Number One for “highest increases” in scores on the list of most improved agencies in *Job Satisfaction* and *Result-Oriented Performance Culture* since the 2006 survey. CSOSA also rated Number Two for highest increased scores compared to other agencies in the *Leadership and Knowledge Management* and *Talent Management* indices.

The Agency rated especially high (i.e., greater than 65% favorable: Strongly Agree/Agree, Very Good/Good, Very Satisfied/Satisfied) on all or a majority of AES questions measuring personal work experience, and on recruitment, development and retention of employees. Notably in these areas, 91% of the respondents know how their work relates to the Agency’s goals and priorities, and nearly 95% believe the work they do is important. On the other hand, the lowest scores (i.e., greater than 35% unfavorable) related to certain items measuring performance culture, indicating that employees do not believe the results they achieve are appropriately recognized through awards, pay, or advancement, and that there is less satisfaction with employee involvement in decision making. These are areas to concentrate on improving this year.

**Response Rate**

The online 2008 Federal Human Capital Survey, conducted by OPM (incorporating elements for the Annual Employee Survey), was distributed to all full-time permanent CSOSA employees (including PSA). Of the 1085 employees in the population, 604 employees responded – a 55.7 percent response rate.

**Mode/Method**

The survey was conducted online between August 1, 2008, and September 26, 2008.

**COURT SERVICES AND OFFENDER SUPERVISION AGENCY**  
**2008 FEDERAL HUMAN CAPITAL SURVEY RESULTS**  
(Survey Administration Period 8/1/08 to 9/26/08)

		Strongly Agree		Neither Agree Nor Disagree		Strongly Disagree		Do Not Know/ No Basis to Judge	Percent Positive	Total
		N	%	N	%	N	%	N		
*1. The people I work with cooperate to get the job done.	N	172	332	50	39	11	NA		604	
	%	27.9	55.2	8.7	6.4	1.9	NA	83.0	100	
*2. I am given a real opportunity to improve my skills in my organization.	N	189	270	73	54	18	NA		604	
	%	30.6	45.1	12.1	9.1	3.1	NA	75.6	100	
3. I have enough information to do my job well.	N	176	317	62	41	8	NA		604	
	%	28.3	53.1	10.4	6.9	1.4	NA	81.4	100	
4. I feel encouraged to come up with new and better ways of doing things.	N	165	220	104	83	32	NA		604	
	%	26.5	36.9	17.4	13.7	5.4	NA	63.4	100	
*5. My work gives me a feeling of personal accomplishment.	N	175	262	95	54	18	NA		604	
	%	28.3	43.7	15.9	9.1	2.9	NA	72.1	100	
*6. I like the kind of work I do.	N	246	261	68	17	12	NA		604	
	%	40.0	43.5	11.7	2.8	2.1	NA	83.4	100	
*7. I have trust and confidence in my supervisor.	N	202	202	111	54	35	NA		604	
	%	33.0	33.3	18.8	9.0	5.9	NA	66.3	100	
8. I recommend my organization as a good place to work.	N	161	222	126	51	44	NA		604	
	%	25.4	36.6	21.7	8.6	7.7	NA	62.0	100	
							Do Not Know/ No Basis to Judge	Percent Positive	Total	
		Very Good	Good	Fair	Poor	Very Poor				
*9. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	N	224	196	135	35	14	NA		604	
	%	37.0	31.9	23.0	5.8	2.4	NA	68.9	100	
10. How would you rate the overall quality of work done by your work group?	N	235	268	88	10	3	NA		604	
	%	38.8	44.3	14.6	1.7	0.6	NA	83.1	100	
							Do Not Know/ No Basis to Judge	Percent Positive	Total	
		Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree				
*11. The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	N	155	347	66	22	11	3		604	
	%	25.1	57.4	11.4	3.8	1.8	0.5	82.5	100	
*12. My supervisor supports my need to balance work and other life issues.	N	269	214	76	26	17	2		604	
	%	43.7	35.3	13.1	4.5	3.0	0.3	79.1	100	
13. Supervisors/team leaders in my work unit provide employees with the opportunities to demonstrate their leadership skills.	N	179	241	97	64	21	2		604	
	%	29.0	39.6	16.3	10.9	3.7	0.4	68.7	100	
*14. My work unit is able to recruit people with the right skills.	N	75	247	160	67	36	19		604	
	%	12.1	40.6	26.9	11.0	6.2	3.2	52.7	100	

\* AES prescribed items.

Percentages are weighted to be representative of the Agency's population.

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		Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Do Not Know/ No Basis to Judge	Percent Positive	Total
15. The skill level in my work unit has improved in the past year.	N	143	263	121	35	25	17		604
	%	23.6	43.4	20.2	5.7	4.3	2.8	67.0	100
16. I have sufficient resources (for example, people, materials, budget) to get my job done.	N	134	286	70	72	38	4		604
	%	21.8	47.7	12.0	11.5	6.3	0.7	69.5	100
*17. My workload is reasonable.	N	91	298	62	85	62	6		604
	%	14.8	49.1	10.4	14.0	10.7	1.0	63.9	100
*18. My talents are used well in the workplace.	N	113	279	96	75	37	4		604
	%	18.1	46.8	15.9	12.3	6.1	0.7	64.9	100
*19. I know how my work relates to the agency's goals and priorities.	N	258	297	28	11	8	2		604
	%	41.8	49.6	4.8	1.9	1.4	0.3	91.5	100
*20. The work I do is important.	N	371	202	22	6	3	0		604
	%	61.1	33.7	3.6	1.0	0.6	0.0	94.8	100
*21. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	N	198	260	53	47	42	4		604
	%	32.6	42.6	9.1	7.8	7.2	0.7	75.2	100
*22. Promotions in my work unit are based on merit.	N	75	191	148	91	53	46		604
	%	12.1	31.3	24.7	15.2	8.6	8.0	43.5	100
*23. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	N	74	204	140	89	53	44		604
	%	12.1	33.5	23.4	14.7	8.7	7.7	45.6	100
*24. Employees have a feeling of personal empowerment with respect to work processes.	N	54	234	162	102	41	11		604
	%	8.9	37.9	26.9	17.1	7.1	2.0	46.8	100
25. Employees are rewarded for providing high quality products and services to customers.	N	102	237	112	96	46	11		604
	%	16.2	38.9	18.7	16.3	7.9	2.0	55.1	100
*26. Creativity and innovation are rewarded.	N	85	207	143	113	46	10		604
	%	13.8	34.0	23.6	19.0	7.9	1.7	47.8	100
*27. Pay raises depend on how well employees perform their jobs.	N	73	198	153	106	44	30		604
	%	12.3	32.9	25.1	17.2	7.3	5.1	45.2	100
28. Awards in my work unit depend on how well employees perform their jobs.	N	104	239	111	74	49	27		604
	%	17.1	39.9	18.5	11.7	8.1	4.7	56.9	100
*29. In my work unit, differences in performance are recognized in a meaningful way.	N	54	205	156	105	55	29		604
	%	8.3	34.1	26.6	16.9	9.2	4.9	42.4	100
*30. My performance appraisal is a fair reflection of my performance.	N	177	242	79	63	33	10		604
	%	28.9	40.1	13.3	10.5	5.5	1.7	69.0	100
*31. Discussions with my supervisor/team leader about my performance are worthwhile.	N	180	232	109	45	32	6		604
	%	29.8	38.6	17.8	7.4	5.4	1.0	68.4	100

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		Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Do Not Know/ No Basis to Judge	Percent Positive	Total
*32. 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	227	235	61	41	28	12		604
	%	37.7	38.8	10.1	6.8	4.7	2.0	76.5	100
33. I am held accountable for achieving results.	N	239	301	50	7	5	2		604
	%	39.2	50.3	8.3	1.1	0.9	0.3	89.4	100
34. Supervisors/team leaders in my work unit are committed to a workforce representative of all segments of society.	N	142	264	131	30	15	22		604
	%	22.9	43.7	22.1	4.9	2.7	3.7	66.6	100
35. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	N	137	291	108	29	12	27		604
	%	22.2	48.2	18.0	4.8	2.1	4.7	70.4	100
*36. Managers/supervisors/team leaders work well with employees of different backgrounds.	N	137	263	120	38	23	23		604
	%	22.1	43.2	20.2	6.4	4.1	3.9	65.4	100
*37. I have a high level of respect for my organization's senior leaders.	N	163	222	114	62	41	2		604
	%	26.1	36.9	19.2	10.5	6.9	0.3	63.0	100
*38. In my organization, leaders generate high levels of motivation and commitment in the workforce.	N	98	208	138	100	50	10		604
	%	15.2	34.5	23.3	16.8	8.6	1.6	49.7	100
39. My organization's leaders maintain high standards of honesty and integrity.	N	116	211	143	58	57	19		604
	%	18.1	35.1	24.3	9.6	9.7	3.2	53.2	100
*40. Managers communicate the goals and priorities of the organization.	N	120	315	98	40	26	5		604
	%	19.1	52.5	16.5	6.6	4.5	0.8	71.5	100
*41. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	N	116	307	98	35	25	23		604
	%	18.7	50.9	16.5	5.8	4.3	3.8	69.6	100
*42. Employees are protected from health and safety hazards on the job.	N	114	296	86	57	44	7		604
	%	17.8	48.5	15.2	9.7	7.7	1.2	66.3	100
*43. My organization has prepared employees for potential security threats.	N	100	271	117	61	40	15		604
	%	15.9	44.1	19.9	10.7	7.0	2.5	59.9	100
44. Complaints, disputes or grievances are resolved fairly in my work unit.	N	70	185	161	61	54	73		604
	%	10.8	30.2	27.1	10.1	9.3	12.5	41.0	100
45. Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	N	90	201	137	50	58	68		604
	%	13.9	33.6	23.1	8.2	9.6	11.7	47.5	100
46. 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 tolerate	N	120	242	111	32	30	69		604
	%	18.8	40.6	18.4	5.2	5.2	11.7	59.5	100
47. I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	N	83	204	142	51	57	67		604
	%	12.8	33.7	24.2	8.4	9.6	11.3	46.5	100

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		Strongly Agree		Neither Agree Nor Disagree		Strongly Disagree		Do Not Know/ No Basis to Judge	Percent Positive	Total
		Agree	Disagree	Disagree	Disagree	Disagree	Disagree			
48. Supervisors/team leaders provide employees with constructive suggestions to improve their job performance.	N	122	317	94	40	24	7			604
	%	20.2	52.1	15.9	6.5	4.2	1.0	72.3		100
*49. Supervisors/team leaders in my work unit support employee development.	N	167	292	84	36	23	2			604
	%	27.1	48.5	13.9	6.1	4.2	0.3	75.6		100
50. Employees have electronic access to learning and training programs readily available at their desk.	N	121	258	94	79	30	22			604
	%	19.6	42.6	15.6	13.1	5.2	4.0	62.2		100
*51. My training needs are assessed.	N	109	279	102	69	34	11			604
	%	17.9	46.0	17.1	11.4	5.7	1.9	63.8		100
52. Managers promote communication among different work units (for example, about projects, goals, needed resources).	N	102	271	120	65	34	12			604
	%	16.7	44.5	20.3	10.6	6.0	2.0	61.1		100
53. Employees in my work unit share job knowledge with each other.	N	154	329	61	35	22	3			604
	%	25.3	54.2	10.4	5.7	3.9	0.6	79.5		100
54. Employees use information technology (for example, intranet, shared networks) to perform work.	N	260	293	31	9	5	6			604
	%	42.7	48.6	5.4	1.3	0.9	1.0	91.3		100
		Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Strongly Dissatisfied	Do Not Know/ No Basis to Judge	Percent Positive	Total	
*55. How satisfied are you with your involvement in decisions that affect your work?	N	85	248	122	107	42	NA			604
	%	13.5	41.3	20.1	18.0	7.2	NA	54.8		100
*56. How satisfied are you with the information you receive from management on what's going on in your organization?	N	80	239	139	94	52	NA			604
	%	12.5	39.6	23.3	15.6	9.0	NA	52.1		100
*57. How satisfied are you with the recognition you receive for doing a good job?	N	128	209	124	92	51	NA			604
	%	20.6	34.8	20.4	15.3	8.8	NA	55.5		100
*58. How satisfied are you with the policies and practices of your senior leaders?	N	87	224	154	89	50	NA			604
	%	13.5	37.1	26.2	14.6	8.6	NA	50.6		100
*59. How satisfied are you with your opportunity to get a better job in your organization?	N	78	173	168	119	66	NA			604
	%	12.3	29.1	27.8	19.8	10.9	NA	41.5		100
*60. How satisfied are you with the training you receive for your present job?	N	152	296	98	40	18	NA			604
	%	24.5	49.1	16.4	6.9	3.1	NA	73.6		100
*61. Considering everything, how satisfied are you with your job?	N	135	282	106	50	31	NA			604
	%	21.8	47.0	17.4	8.5	5.4	NA	68.7		100
*62. Considering everything, how satisfied are you with your pay?	N	134	301	70	77	22	NA			604
	%	21.6	50.3	11.8	12.5	3.9	NA	71.8		100
63. Considering everything, how satisfied are you with your organization?	N	119	264	123	57	41	NA			604
	%	18.9	43.8	20.8	9.6	7.0	NA	62.6		100

\* AES prescribed items.

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		Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Strongly Dissatisfied	Do Not Know/ No Basis to Judge	Percent Positive	Total
64. How satisfied are you with retirement benefits?	N	117	298	102	39	14	34		604
	%	19.4	49.1	17.1	6.2	2.4	5.7	68.5	100
65. How satisfied are you with health insurance benefits?	N	115	324	78	57	15	15		604
	%	18.8	53.3	13.4	9.5	2.4	2.6	72.0	100
66. How satisfied are you with life insurance benefits?	N	111	327	99	35	8	24		604
	%	18.2	54.1	16.9	5.5	1.3	4.0	72.3	100
67. How satisfied are you with long term care insurance benefits?	N	63	226	143	32	8	132		604
	%	10.5	38.1	24.2	5.2	1.3	20.8	48.6	100
68. How satisfied are you with the flexible spending account (FSA) program?	N	71	208	144	11	5	165		604
	%	11.5	35.1	24.2	1.7	0.9	26.7	46.6	100
69. How satisfied are you with paid vacation time?	N	210	314	55	20	5	NA		604
	%	34.4	52.2	9.3	3.1	0.9	NA	86.7	100
70. How satisfied are you with paid leave for illness (for example, personal), including family care situations (for example, childbirth/adoption or eldercare)?	N	204	311	50	28	11	NA		604
	%	33.5	51.7	8.3	4.7	1.8	NA	85.2	100
71. How satisfied are you with child care subsidies?	N	26	57	136	23	27	335		604
	%	4.4	9.7	22.9	3.8	4.8	54.5	14.1	100
72. How satisfied are you with work/life programs (for example, health and wellness, employee assistance, eldercare, and support groups)?	N	43	164	157	21	14	205		604
	%	7.0	26.7	26.4	3.5	2.5	33.9	33.7	100
73. How satisfied are you with telework/telecommuting?	N	83	143	116	51	40	171		604
	%	13.6	24.0	19.2	8.2	6.5	28.5	37.6	100
74. How satisfied are you with alternative work schedules?	N	169	210	75	38	28	84		604
	%	28.2	35.1	12.2	6.2	4.6	13.6	63.3	100

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75. Where do you work?	N	%
<b>Headquarters</b>	279	46.2
<b>Field</b>	325	53.8
<b>Total</b>	604	100

*76. What is your supervisory status?	N	%
<b>Non-Supervisor</b>	411	68.0
<b>Team Leader</b>	70	11.6
<b>Supervisor</b>	77	12.7
<b>Manager</b>	36	6.0
<b>Executive</b>	10	1.7
<b>Total</b>	604	100

*77. Are you:	N	%
<b>Male</b>	213	35.3
<b>Female</b>	391	64.7
<b>Total</b>	604	100

*78. Are you Hispanic or Latino?	N	%
<b>Yes</b>	29	4.8
<b>No</b>	575	95.2
<b>Total</b>	604	100

*79. Please select the racial category or categories with which you most closely identify (mark as many as apply.)	N	%
<b>American Indian or Alaska Native</b>	3	0.5
<b>Asian</b>	6	1.0
<b>Black or African American</b>	459	79.1
<b>Native Hawaiian or Other Pacific Islander</b>	2	0.3
<b>White</b>	91	15.7
<b>Two or more races</b>	19	3.3
<b>Total</b>	580	100

\* AES prescribed items.

Percentages for demographic items are not weighted.

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80. What is your age group?	N	%
<b>25 and under</b>	16	2.6
<b>26-29</b>	38	6.3
<b>30-39</b>	241	39.9
<b>40-49</b>	183	30.3
<b>50-59</b>	110	18.2
<b>60 or older</b>	16	2.6
<b>Total</b>	604	100

81. What is your pay category/grade?	N	%
<b>Federal Wage System</b>	0	0.0
<b>GS 1-6</b>	16	2.6
<b>GS 7-12</b>	395	65.4
<b>GS 13-15</b>	175	29.0
<b>SES</b>	7	1.2
<b>Senior Leader (SL) or Scientific or Professional (ST)</b>	0	0.0
<b>Other</b>	11	1.8
<b>Total</b>	604	100

82. How long have you been with the Federal Government (excluding military service)?	N	%
<b>Less than 1 year</b>	20	3.3
<b>1 to 3 years</b>	113	18.7
<b>4 to 5 years</b>	55	9.1
<b>6 to 10 years</b>	185	30.6
<b>11 to 14 years</b>	76	12.6
<b>15 to 20 years</b>	63	10.4
<b>More than 20 years</b>	92	15.2
<b>Total</b>	604	100

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

	N	%
<b>Less than 1 year</b>	29	4.8
<b>1 to 3 years</b>	147	24.3
<b>4 to 5 years</b>	80	13.2
<b>6 to 10 years</b>	263	43.5
<b>11 to 20 years</b>	67	11.1
<b>More than 20 years</b>	18	3.0
<b>Total</b>	604	100

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

	N	%
<b>No</b>	346	57.3
<b>Yes, to retire</b>	19	3.1
<b>Yes, to take another job within the Federal Government</b>	198	32.8
<b>Yes, to take another job outside the Federal Government</b>	6	1.0
<b>Yes, other</b>	35	5.8
<b>Total</b>	604	100

85. I am planning to retire:

	N	%
<b>Within one year</b>	12	2.0
<b>Between one and three years</b>	29	4.8
<b>Between three and five years</b>	36	6.0
<b>Five or more years</b>	527	87.3
<b>Total</b>	604	100

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