



National Police Research Platform

"Advancing knowledge and practice in policing"

Law Enforcement Organization Survey - Civilian Employee Results

Sworn Officers
 (/leos/sworn/sworn_summary)

Rockford Police Department



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Results from Survey A for Civilian Employees

The following charts provide the results from LEO Survey A taken by your employees. The employee surveys allow you to go beneath the surface and take an "X-ray" of your organization's "health" on a number of dimensions, ranging from the quality of supervision to levels of employee stress. Because the Platform is a standardized measurement system, the presentation of findings allows you to compare your agency's results to those of "similar agencies" and "all agencies" in the national sample. This information provides you with some context to evaluate your agency's overall health and functioning.

"All agencies" is self-explanatory. "Similar agencies" is defined as those agencies that are similar to you in terms of agency size (sworn personnel), level of poverty and disadvantage in the community, and crime rates. These variables were combined to create a similarity measure. Agencies were ranked on this similarity measure and were defined as similar to you if they were near your agency on this measure (i.e., the five agencies immediately above or the five agencies immediately below your agency's score). Matching on multiple variables reduces the risk associated with comparing agencies based on a single variable.

Important: You are the only person with access to this report on your agency. This report does not identify the agencies that are in the group of "similar agencies" identified for your department. This enables us to maintain our confidentiality commitment, while still providing participating law enforcement agencies with meaningful comparison data so they can get a sense of how they are doing in relation to others.

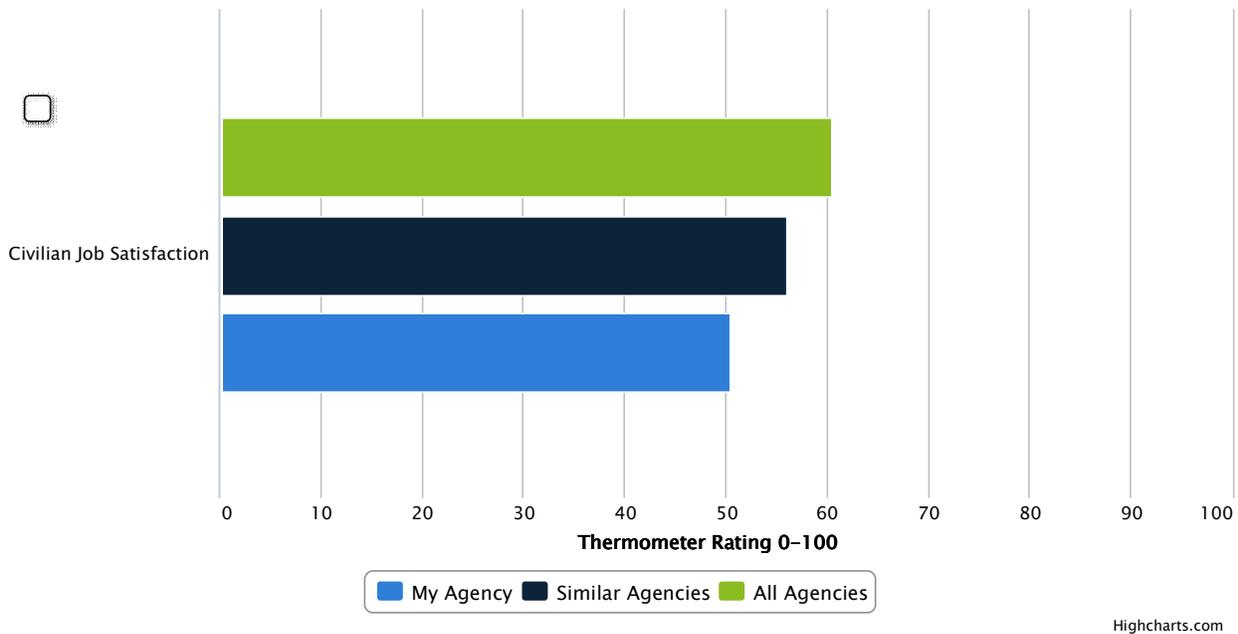
The "thermometers" provide you with the "big picture" of your agency's "health" or performance on key organizational indicators. Each thermometer has been computed by adding together your agency's responses to a set of related survey questions that capture a particular component of performance (e.g. supervision). More detailed information is provided later in

this report so that you can drill down to explore specific areas of strength or areas where improvement may be needed.

The thermometers present the responses of your employees on a scale from 0 to 100. An agency score of 50 would mean that your employees were “on the fence,” in the middle regarding the topics they were evaluating.

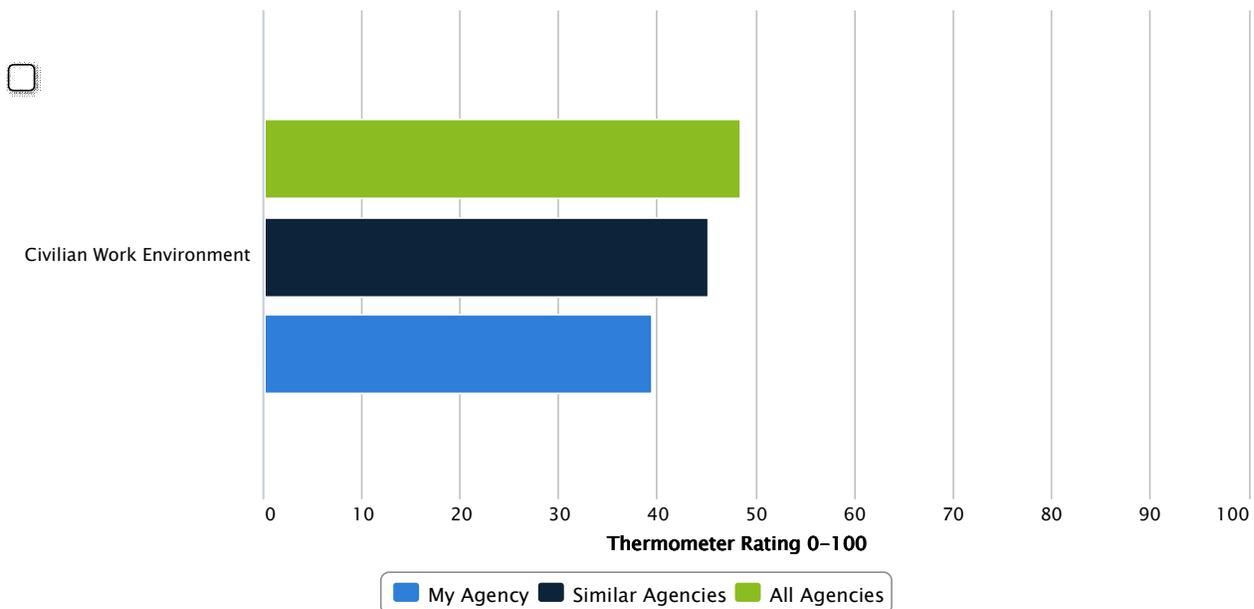
Job Satisfaction

This job satisfaction thermometer is based on responses to five questions about your current job, pay, benefits, career prospects and the agency as a place to work. A higher score indicates higher levels of job satisfaction among civilian employees.



Work Environment

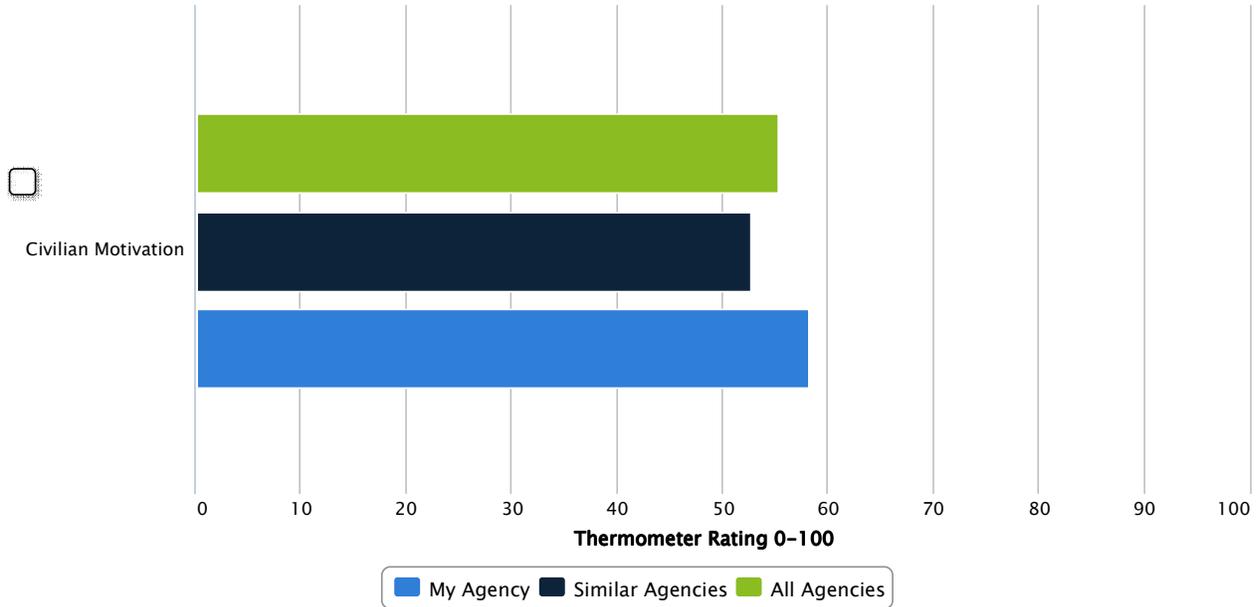
The work environment thermometer is based on responses to nine questions asking about relations among employees, the place of civilians in the organization’s culture, employee initiative, and trust between employees and their supervisors. Agencies with higher scores are viewed by their civilian employees as providing a healthier work environment.



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Job Motivation

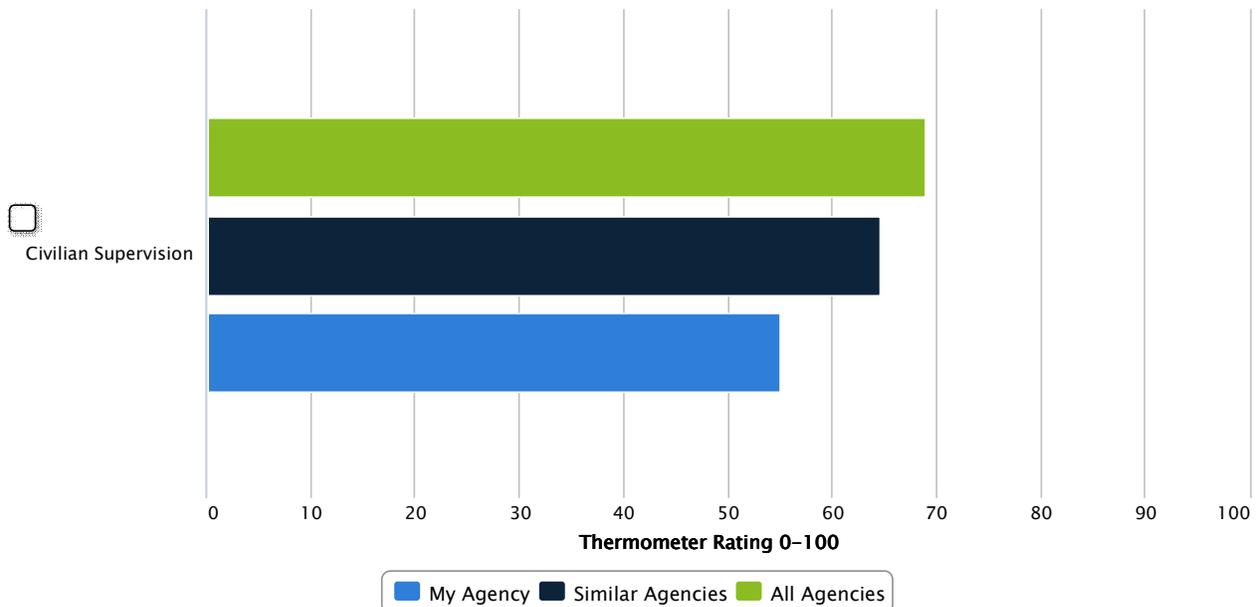
The job motivation thermometer is based on four questions about organizational commitment and fairness in job assignments and promotions. Agencies with higher scores are places where civilian employees express higher motivation and commitment to work.



Highcharts.com

Supervision

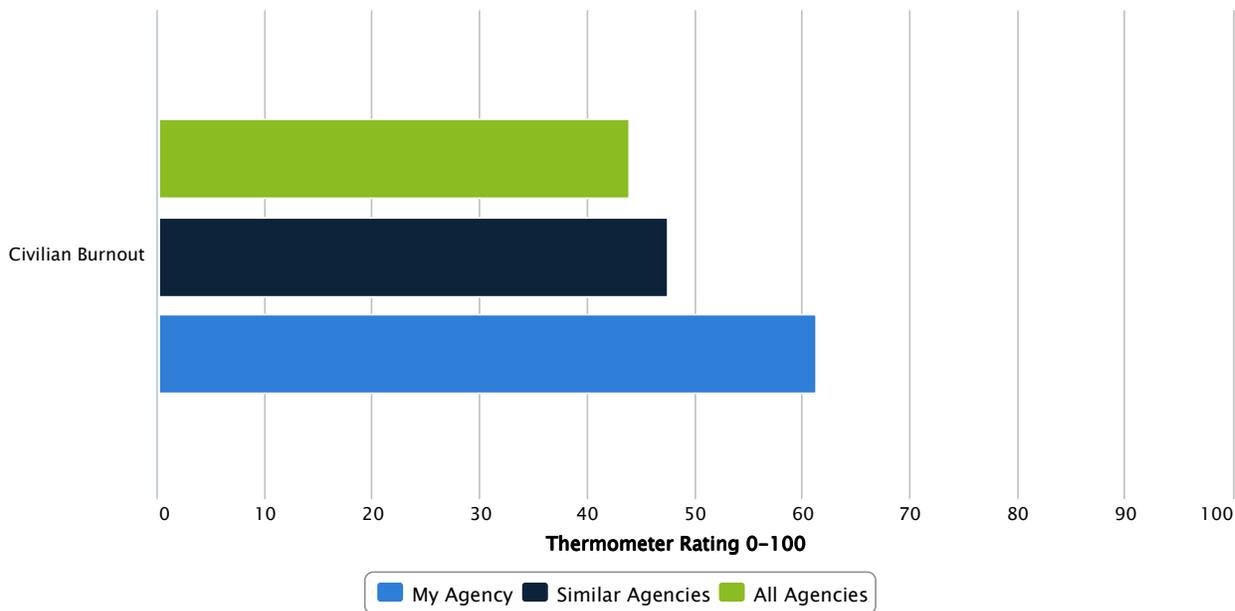
The supervision thermometer is based on responses to questions about supervisors' support and consensus-building efforts. Agencies with higher scores on this thermometer have supervisors who receive higher marks from their civilian employees.



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Burnout

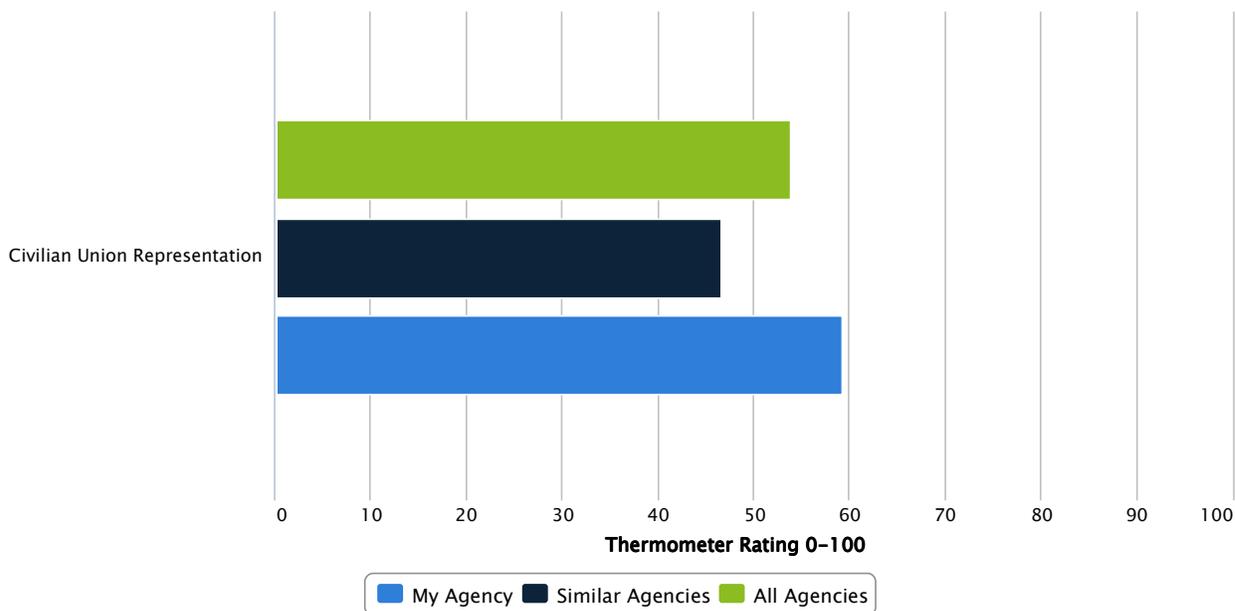
The burnout thermometer is based on the frequency with which civilian employees report feeling frustrated, emotionally drained, burned out and unrealistically overworked. Agencies with higher scores have civilian employees who feel a higher level of burnout.



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Union Representation

In unionized agencies, the union thermometer measures whether civilian employees believe their union actively protects their rights, represents them on issues of importance, and has a good working relationship with management. Agencies with higher scores are places where civilian employees are more satisfied with their union's ability to represent them.



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