

MONTANA SUPREME COURT PERFORMANCE MEASURES
Employee Satisfaction Survey
2014

Prepared by Office of Court Administrator
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Background

As part of its court performance measurement system, the Supreme Court has adopted an employee survey as one of its measures. This measure is defined as the percent of employees who say that they are positively engaged in the mission and work of the Court and believe it is a quality workplace.

As noted in the report, *Montana Supreme Court Performance Measures (January 12, 2009 Draft)*:

The evidence from research is clear that employee involvement and motivation – its creation and maintenance – is one of the most crucial imperatives of any successful organization. Successful courts have strong, vibrant workplaces in which judges, managers and court staff have good working relationships.

The 2014 employee survey was sent electronically to 65 Supreme Court employees – including employees within the Office of the Court Administrator and the State Law Library – on July 18, 2014. Fifty-three employees completed the survey for a response rate of 81.5%. The survey was not conducted in 2012 and 2013 based on the relatively stable responses from the small group of Supreme Court employees.

Including the staff within the OCA and the Law Library is a significant change from previous years. As a result of this addition, comparison to previous surveys is not completely relevant as the survey group has changed significantly. However, it is included.

Survey Results

Appendix A presents the raw data from the 2014 employee survey. Overall, the survey responses were very positive.

Satisfaction was highest in the following areas:

Statement	Percent Strongly Agree or Agree
I understand what is expected of me.	91%
I understand the relationship between the work I do and the mission and goals of the Montana Supreme Court.	91%
The Montana Supreme Court is respected in the community.	92%
I am proud that I work for the Montana Supreme Court.	94%
I care about the quality of my work.	100%

Satisfaction was lowest in the following areas.

Statement	Percent Strongly Agree and Agree
In the last month, someone at work has talked to me about my performance.	43%
In the last month, I was recognized and praised for doing a good job.	62%
I am encouraged to try new ways of doing things.	67%

Comparisons to Baseline Data (2008)

Comparisons to the baseline data are included but because of the change in the survey methodology (i.e. the addition of OCA and Law Library employees) the comparisons are not entirely relevant. The next survey will include a comparison to new data.

APPENDIX A
MONTANA SUPREME COURT
Employee Survey Results
2014

Survey Question	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Number of Responses
1. I am kept informed about matters that affect me.	20.75%	49.06%	13.21%	16.98%	0.0%	53
	11	26	7	9	0	
2. I understand what is expected of me.	32.08%	58.49%	1.89%	7.55%	0.0%	53
	17	31	1	4	0	
3. I have the resources (materials, equipments, supplies, etc.) necessary to do my job well.	40.38%	38.46%	7.69%	11.54%	1.92%	52
	21	20	4	6	1	
4. I have the time necessary to do my job well.	41.51%	45.28%	9.43%	0%	3.77%	53
	22	24	5	0	2	
5. I am able to do my best every day.	36.54%	50.0%	5.77%	5.77%	1.92%	52
	19	26	3	3	1	
6. Communication within my work unit is good.	30.19%	43.40%	15.09%	3.77%	7.55%	53
	16	23	8	2	4	
7. In the last month, I was recognized and praised for doing a good job.	32.08%	30.19%	26.42%	7.55%	3.77%	53
	17	16	14	4	2	
8. Someone at work cares about me as a person.	49.06%	33.96%	9.43%	7.55%	0.0%	53
	26	18	5	4	0	
9. I have opportunities to express my opinion about how things are done	28.3%	50.94%	11.32%	7.55%	1.89%	53
	15	27	6	4	1	
10. The Montana Supreme Court is respected in the community.	33.96%	58.49%	5.66%	1.89%	0.0%	53
	18	31	3	1	0	
11. My co-workers work well together.	32.08%	37.74%	20.75%	7.55%	1.89%	53
	17	20	11	4	1	
12. I am encouraged to try new ways of doing things.	21.15%	46.15%	15.38%	11.54%	5.77%	52
	11	24	8	6	3	
13. I understand the relationship between the work I do and the mission and goals of the Court.	43.40%	47.17%	7.55%	1.89%	0.0%	53
	23	25	4	1	0	
14. My working conditions and environment enable me to do my job well.	30.19%	50.94%	9.43%	9.43%	0.0%	53
	16	27	5	5	0	
15. I feel valued by my supervisor based on my knowledge and contributions	45.28%	33.96%	9.43%	7.55%	3.77%	53
	24	18	5	4	2	
16. I feel free to speak my mind.	32.08%	41.51%	16.98%	5.66%	3.77%	53
	17	22	9	3	2	
17. In the last month, someone at work has talked to me about my performance.	18.87%	24.53%	32.08%	15.09%	9.43%	53
	10	13	17	8	5	
18. I enjoy coming to work.	28.30%	54.72%	11.32%	1.89%	3.77%	53
	15	29	6	1	2	

APPENDIX A (Continued)
MONTANA SUPREME COURT
Employee Survey Results
2014

Survey Question	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Number of Responses
19. I care about the quality of my work.	77.36%	22.64%	0.0%	0.0%	0.0%	53
	41	12	0	0	0	
20. My co-workers care about the quality of their work.	45.28%	33.96%	16.98%	1.89%	1.89%	53
	24	18	9	1	1	
21. I am treated with respect.	45.28%	35.85%	13.21%	3.77%	1.89%	53
	24	19	7	2	1	
22. I am proud that I work for the Montana Supreme Court.	64.15%	30.19%	1.89%	3.77%	0.0%	53
	34	16	1	2	0	

APPENDIX B
MONTANA SUPREME COURT
Employee Survey Comparisons 2008-2014

Question	July 2008 Percent Strongly Agree and Agree	June 2009 Percent Strongly Agree and Agree	June 2010 Percent Strongly Agree and Agree	June 2011 Percent Strongly Agree and Agree	July 2014 Percent Strongly Agree and Agree*
I am kept informed about matters that affect me.	75	72	70	89	70
I understand what is expected of me.	85	100	100	83	91
I have the resources (materials, equipments, supplies, etc.) necessary to do my job well.	100	94	85	89	79
I have the time necessary to do my job well.	95	100	95	89	87
I am able to do my best every day.	80	94	90	79	87
Communication within my work unit is good.	75	94	75	72	74
In the last month, I was recognized and praised for doing a good job.	70	83	70	84	62
Someone at work cares about me as a person.	85	100	95	95	83
I have opportunities to express my opinion about how things are done.	80	100	75	89	79
The Montana Supreme Court is respected in the community.	75	89	90	89	92
My co-workers work well together.	90	94	95	78	70
I am encouraged to try new ways of doing things.	55	67	65	56	67
I understand the relationship between the work I do and the mission and goals of the Court.	90	94	90	89	91
My working conditions and environment enable me to do my job well.	80	100	85	79	81
I feel valued by my supervisor based on my knowledge and contributions.	80	94	90	78	79
I feel free to speak my mind.	80	94	85	94	74
In the last month, someone at work has talked to me about my performance.	55	61	58	39	43
I enjoy coming to work.	90	100	90	78	83
I care about the quality of my work.	100	100	100	100	100
My co-workers care about the quality of their work.	95	100	95	83	79
I am treated with respect.	100	95	90	94	81
I am proud that I work for the Montana Supreme Court.	90	100	100	94	94

