

Survey Report #11

Spring 2015 Quarterly Questionnaire



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About

The Survey

This Survey Report presents findings of a *PSRPanel* online survey that experimentally examines the biases public sector workers might exhibit when they interpret performance information.

The survey was conducted in June 2015, and included online responses from 170 panelists.

The Panel

The Public Service Research Panel, *PSRPanel*, is an online community of public service professionals who sign up to participate in occasional web-based surveys and studies about the important work they do and the organizations they help lead.

It is important to point out that the panel is not a random sample, and thus the results are not scientifically projectable to a larger population.

For more information visit www.psrpanel.org or email psrpanel@rutgers.edu

1. Where do you currently work?

#	Answer	Response	%
1	Federal government	12	8%
2	State government	35	23%
3	Local government	40	27%
4	Nonprofit organization	26	17%
5	Private company or business	6	4%
6	Independent consulting or self-employed	6	4%
7	Not currently working / retired / student	17	11%
8	Other (specify)	7	5%
Total		149	100%

Other (specify)
AmeriCorps VISTA
School district
Public university
Volunteering in public sector
Academia
Public Education
State university







2. What is the approximate size of your organization?

#	Answer	Response	%
1	Less than 20 employees	16	14%
2	20-99 employees	15	13%
3	100-299 employees	17	15%
4	300-500 employees	12	10%
5	More than 500 employees	57	49%
Total		117	100%



3. Which of the following best describes your current management responsibilities?

#	Answer	Response	%
1	Top manager	29	25%
2	Middle manager	36	31%
3	Team leader	13	11%
4	Supervisor	8	7%
5	None (not a manager or supervisor)	31	26%
Total		117	100%







4. How long have you held this position?

#	Answer		Response	%
1	Less than 1 year		14	12%
2	1-3 years		32	27%
3	4-5 years		14	12%
4	6-10 years		28	24%
5	11-20 years		21	18%
6	More than 20 years		8	7%
Total			117	100%






5. Are you...

#	Answer		Response	%
1	Male		64	45%
2	Female		79	55%
Total			143	100%

6. What is your age?

#	Answer		Response	%
1	19 or under		0	0%
2	20-29		13	9%
3	30-39		27	19%
4	40-49		36	25%
5	50-59		41	29%
6	60-69		23	16%
7	70 or older		2	1%
Total			142	100%

7. Do you consider yourself to be . . .

#	Answer		Response	%
1	White		105	73%
2	Black		20	14%
3	Hispanic		7	5%
4	Asian		6	4%
5	Other		6	4%
Total			144	100%

8. What is the highest level of education you have completed?






#	Answer	Response	%
1	Less than High School	0	0%
2	High School / GED	0	0%
3	Some College	3	2%
4	2-year College Degree	0	0%
5	4-year College Degree	30	21%
6	Master's Degree	92	63%
7	Doctoral Degree	13	9%
8	Professional Degree (JD, MD)	7	5%
Total		145	100%

9. Where do you currently live?



#	Answer	Response	%
1	Northeast (US)	52	36%
2	South (US)	33	23%
3	Midwest (US)	24	17%
4	West (US)	29	20%
5	Outside the US (please specify country)	6	4%
Total		144	100%

Outside the US (please specify country)
UK
Netherlands
Italy
Australia
Tanzania
India

10. Would you consider yourself to be politically . . .

#	Answer		Response	%
1	Very liberal		17	12%
2	Liberal		56	39%
3	Moderate		57	40%
4	Conservative		10	7%
5	Very conservative		4	3%
Total			144	100%

11. Generally speaking, would you say things in this country are heading in the right direction, or are they off on the wrong track?








#	Answer		Response	%
1	Right direction		77	47%
2	Wrong track		88	53%
Total			165	100%

12. Is now a good time, or bad time, to work in the

. . .

#	Question	Bad time	Good time	Total Responses	Mean
1	Public sector	72	93	165	1.56
2	Nonprofit sector	78	84	162	1.52

13. How satisfied are with your (main) job?

#	Answer		Response	%
1	Completely satisfied		13	11%
2	Very satisfied		38	32%
3	Fairly satisfied		43	37%
4	Neither satisfied nor dissatisfied		3	3%
5	Fairly dissatisfied		13	11%
6	Very dissatisfied		4	3%
7	Completely dissatisfied		3	3%
Total			117	100%

14. How much expertise would you say you have in the following management areas?

#	Question	None	A little	Some	A lot	Total Responses	Mean
1	Strategic planning	7	22	55	61	145	11.17
2	Customer relations	4	19	46	77	146	11.34
3	Performance management	9	15	60	62	146	11.20
4	Personnel management	11	30	48	57	146	11.03

15. And how much expertise would you say you have in these technical areas?

#	Question	None	A little	Some	A lot	Total Responses	Mean
1	Data analysis	6	19	66	55	146	3.16
2	Performance measurement	10	17	68	51	146	3.10
3	Survey research	17	32	61	36	146	2.79

Experimental questions¹

17. The American Customer Satisfaction Index (ACSI) conducts an ongoing national survey of citizen satisfaction with various government agencies. Suppose the latest results for the Internal Revenue Service (IRS) show that **random1a/random2b** percent of its customers are **satisfied/dissatisfied**. How would you rate the performance of the IRS in this area?

#	Framing	Min Value	Max Value	Average Value	Standard Deviation	Responses
1	Positive	0.00	100.00	71.00	23.51	69
2	Negative	0.00	100.00	66.97	25.78	71

¹ Questions 17, 18 and 19 are experimental. As such, the information they displayed on performance were either positively or negatively framed. In the positive framing, a percentage of [75, 95] appeared, while in the negative framing the percentage was [5, 25]. Framing of performance information and the respective percentages were randomly assigned. For further information about the random numbers used for each question, please see Appendix 1.

18. The Office of Personnel Management (OPM) conducts an annual survey of all federal government workers. Suppose the latest results for the Environmental Protection Agency (EPA) show that **random1b/random2b** percent of its employees are **satisfied/dissatisfied** with their job. How would you rate the performance of the EPA in this area?

#	Framing	Min Value	Max Value	Average Value	Standard Deviation	Responses
1	Positive	10.00	100.00	71.98	19.39	65
2	Negative	10.00	96.00	63.35	22.77	66

19. Federal agencies are required to report progress on their performance goals and targets each year in their Performance and Accountability Reports (PARs). Suppose the latest report on the Social Security Administration (SSA) shows that **random1c/random2c** percent of its performance targets were **met/not met** last year. How would you rate the performance of the SSA in this area?

#	Framing	Min Value	Max Value	Average Value	Standard Deviation	Responses
1	Positive	20.00	98.00	72.59	18.11	64
2	Negative	0.00	94.00	61.86	25.55	69

Appendix 1. Random numbers used in the experimental questions

Question 17

#	Random 1a		Random 2a	
	Value	Total	Value	Total
1	80	7	18	10
2	79	8	23	7
3	82	7	25	8
4	83	10	19	15
5	93	8	20	9
6	87	9	13	9
7	85	8	11	8
8	75	8	14	11
9	95	11	24	6
10	78	11	5	7
11	88	9	6	14
12	81	8	15	6
13	76	8	8	9
14	92	11	9	6
15	89	13	17	4
16	91	4	7	7
17	77	5	16	4
18	84	7	21	8
19	86	5	12	11
20	94	6	22	6
21	90	7	10	5

Question 18

#	Random 1b		Random 2b	
	Value	Total	Value	Total
1	79	6	13	8
2	93	9	19	8
3	78	9	11	16
4	85	9	7	7
5	80	5	16	6
6	89	6	17	10
7	84	12	21	9
8	83	11	10	6
9	76	8	18	8
10	91	11	23	11
11	88	9	5	8
12	92	12	12	6
13	94	6	25	7
14	77	8	22	7
15	86	7	6	7
16	82	11	14	6
17	81	10	9	9
18	75	3	20	9
19	90	5	24	8
20	87	7	15	9
21	95	6	8	5

Question 19

#	Random 1c		Random 2c	
	Value	Total	Value	Total
1	77	10	5	13
2	91	10	7	7
3	80	5	19	7
4	83	6	13	13
5	85	9	24	11
6	94	11	10	6
7	86	11	22	7
8	90	10	8	8
9	84	4	14	11
10	81	8	9	5
11	79	10	17	6
12	92	12	25	14
13	76	10	20	7
14	89	7	6	10
15	88	4	23	9
16	78	7	21	6
17	95	8	12	7
18	82	5	15	4
19	87	11	11	9
20	75	6	18	5
21	93	6	16	5



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