

1994 Supervisor (Sergeants) Training Survey

CHICAGO ALTERNATIVE POLICING STRATEGY (CAPS)

PERSONNEL SURVEY

Spring 1994

GENERAL INSTRUCTIONS

Please read each question carefully and circle the number that best corresponds with your answer to the question.

Please circle only one answer per question.

It is important that you respond openly and honestly. A group of researchers from area universities are conducting this survey.

No one in the Chicago Police Department will have access to your answers. Only summary statistics and aggregate responses will be shared with the Chicago Police Department.

Today's Date: _____
 Month Day

Instructions: The following questions ask you to describe your job assignment as OBJECTIVELY as you possibly can. Do not use this part of the questionnaire to express how much you like or dislike your assignment or immediate superior. Rather, circle the response that best describes the extent to which you agree or disagree that the items correctly describe your job assignment.

	<u>Strongly Disagree</u>	<u>Disagree</u>	<u>Neutral</u>	<u>Agree</u>	<u>Strongly Agree</u>
1. My job assignment permits me to decide on my own how to do the job.	1	2	3	4	5
2. My job assignment involves doing a "whole" and identifiable piece of work. In other words, my job involves tasks with an obvious beginning and end.	1	2	3	4	5
3. My job assignment requires me to do many different things at work, using a variety of my skills and talents.	1	2	3	4	5
4. My supervisors or co-workers let me know how well I am doing on the job.	1	2	3	4	5
5. My job is arranged so that I do not have the chance to do an entire piece of work from beginning to end (e.g. clearing a case).	1	2	3	4	5
6. My job assignment requires me to use a number of complex and high-level skills.	1	2	3	4	5
7. My supervisors often let me know how well I am performing.	1	2	3	4	5
8. My job assignment is quite simple and repetitive.	1	2	3	4	5
9. My job provides me with the chance to finish completely the pieces of work I have started.	1	2	3	4	5
10. My job gives me considerable opportunity for independence and freedom in how I do the work.	1	2	3	4	5
11. My present job assignment requires me to work closely with other people.	1	2	3	4	5

Strongly
Disagree Disagree Neutral Agree Strongly
Disagree Disagree Neutral Agree Agree

12. My job itself provides me with information about my work performance. In other words, the actual work itself provides clues about my performance besides that received from my supervisors and co-workers. 1 2 3 4 5
13. Just doing the work required by my job provides many chances for me to figure out how well I am doing. 1 2 3 4 5
14. My present job assignment requires a lot of cooperative work with other people. 1 2 3 4 5

Listed below are a number of characteristics that could be present in any job assignment. However, people often differ as to how much they would like to have each characteristic present in their own job. We are interested in learning how much you personally would like to have each of the following present in your job.

	<u>Very Undesirable</u>	<u>Undesirable</u>	<u>Neutral</u>	<u>Desirable</u>	<u>Very Desirable</u>
15. Stimulating and challenging work.	1	2	3	4	5
16. A chance to exercise independent thought and action in my job.	1	2	3	4	5
17. Opportunities to learn new things from my work.	1	2	3	4	5
18. Opportunities to be creative and imaginative in my work.	1	2	3	4	5
19. Opportunities for personal growth and development in my job.	1	2	3	4	5
20. A sense of worthwhile accomplishment from my work.	1	2	3	4	5

The following questions pertain to your job, yourself, and the Police Department. Please circle the number that best corresponds to your level of agreement with the following statements.

	<u>Strongly Disagree</u>	<u>Disagree</u>	<u>Neutral</u>	<u>Agree</u>	<u>Strongly Agree</u>
21. This city's Police Department is a good organization to work for.	1	2	3	4	5
22. I like the kind of work I do very much.	1	2	3	4	5
23. I enjoy nearly all the things I do on my job.	1	2	3	4	5
24. I like the employees I work with a great deal.	1	2	3	4	5
25. In general, I have much say and influence over what goes on in regards to my job.	1	2	3	4	5
26. My supervisor frequently seeks my opinion when a problem comes up involving my job environment.	1	2	3	4	5
27. The major satisfaction in my life comes from my job.	1	2	3	4	5
28. I am very much involved personally with my job.	1	2	3	4	5
29. If I have a suggestion for improving my job in some way, it is easy for me to communicate my ideas to management.	1	2	3	4	5
30. From my experience, I feel our management in general treats its employees quite well.	1	2	3	4	5
31. It would be very hard for me to leave the department now even if I wanted to.	1	2	3	4	5
32. Right now, staying with this Police Department is as much a necessity as it is a desire.	1	2	3	4	5
33. How would you rate the general patrol function with respect to the areas listed below?					

	<u>Very Negative</u>	<u>Negative</u>	<u>Neutral</u>	<u>Positive</u>	<u>Very Positive</u>
a) Effectiveness in handling					

non-criminal street activity	1	2	3	4	5
b) Prevention of crime	1	2	3	4	5
c) Rapid response to calls for service	1	2	3	4	5
d) Reducing citizen fear of crime in the community	1	2	3	4	5
e) Promoting good police-community relations	1	2	3	4	5
f) Cost effectiveness: "giving the public its money's worth"	1	2	3	4	5
g) Obtaining support from business merchants	1	2	3	4	5
h) Ability to collect information on the beat	1	2	3	4	5
i) Knowledge of activities on the beat	1	2	3	4	5
j) As a training ground for recruits	1	2	3	4	5
k) In delivering a full range of police service	1	2	3	4	5
l) In obtaining support from community minority groups	1	2	3	4	5

34. **How much of the Department's resources should be committed to the activities listed below?**

	<u>None</u>	<u>Small Amount</u>	<u>Moderate Amount</u>	<u>Large Amount</u>
a) Patrolling on foot in neighborhoods	1	2	3	4
b) Marketing police service to the public	1	2	3	4
c) Assisting persons in emergencies	1	2	3	4
d) Helping settle family disputes	1	2	3	4
e) Getting to know juveniles	1	2	3	4
f) Understanding problems of minority groups	1	2	3	4
	<u>None</u>	<u>Small Amount</u>	<u>Moderate Amount</u>	<u>Large Amount</u>
g) Explaining crime prevention techniques to citizens	1	2	3	4
h) Handling special events	1	2	3	4
i) Responding to calls for service	1	2	3	4
j) Checking buildings and residences	1	2	3	4

- k) Researching and solving problems 1 2 3 4
- l) Coordinating with other agencies to improve the quality of life in this city 1 2 3 4
- m) Working with citizen groups to resolve local problems 1 2 3 4

35. In an average week, how many hours ON THE JOB do you spend:

	<u>None</u>	<u>1 - 5</u>	<u>6 - 10</u>	<u>11 - 20</u>	21 or <u>More</u>
a) On foot patrol	1	2	3	4	5
b) In a marked/unmarked squad car	1	2	3	4	5
c) Inside the station or an office	1	2	3	4	5
d) Attending meetings with the public present	1	2	3	4	5
e) Talking to citizens one-on-one	1	2	3	4	5
f) Filling out paperwork	1	2	3	4	5
g) Contacting other city or state agencies to get them involved with a problem	1	2	3	4	5
h) Talking with business owners/managers	1	2	3	4	5

36. In your patrol beat, how active are residents in the following activities?

	<u>Not at All Active</u>	<u>Somewhat Active</u>	<u>Very Active</u>
a) Reporting crime	1	2	3
b) Working with the police to solve problems	1	2	3
c) Working with each other to prevent crime	1	2	3
d) Reporting suspicious activity	1	2	3
e) Protecting themselves from crime	1	2	3

37. Is there a neighborhood association or group of citizen volunteers in your patrol beat?

- Yes 1
- No 2 [skip down to #39]
- Don't Know . 3 [skip down to #39]

38. Only if yes: to what extent does the group:

	<u>Not at All</u>	<u>Some Extent</u>	<u>Very Great Extent</u>
a) Help inform residents about crime prevention	1	2	3
b) Cooperate with the police	1	2	3

c) Encourage residents to report a crime or suspicious behavior 1 2 3

39. Think about the problems you believe characterize your beat. How frequently did the following sources of information contribute to your recognition of a problem?

	<u>Never</u>	<u>Sometimes</u>	<u>Often</u>	<u>Almost Always</u>
a) Citizen complaint	1	2	3	4
b) Community meeting	1	2	3	4
c) Community survey	1	2	3	4
d) Departmental data	1	2	3	4
e) Personal observation	1	2	3	4
f) Supervisor	1	2	3	4
g) Council person	1	2	3	4
h) Other city department/ agency	1	2	3	4

Listed below are a number of statements specifically related to police work and law enforcement in this city. Circle the number that best corresponds to the level of your agreement with each statement.

	<u>Strongly Disagree</u>	<u>Disagree</u>	<u>Neutral</u>	<u>Agree</u>	<u>Strongly Agree</u>
40. Police know better than citizens which police services are required in an area.	1	2	3	4	5
41. All laws should be enforced at all times; otherwise, people lose respect for the law.	1	2	3	4	5
	<u>Strongly Disagree</u>	<u>Disagree</u>	<u>Neutral</u>	<u>Agree</u>	<u>Strongly Agree</u>
42. Most people do not respect the police.	1	2	3	4	5
43. The relationship between the police and the people of this city is very good.	1	2	3	4	5
44. Police officers should make frequent informal contacts with the people in their beat.	1	2	3	4	5
45. Citizens do not understand the problems of the police in this city.	1	2	3	4	5
46. Police officers should try to solve noncrime problems in their beat.	1	2	3	4	5
47. An officer on foot patrol can learn more about neighborhood problems than can an officer in a patrol car.	1	2	3	4	5

48. The use of foot patrols is a waste of personnel.	1	2	3	4	5
49. Crime in their beat is not the only problem that police officers should be concerned about.	1	2	3	4	5
50. Police officers should remember that enforcing the law is by far their most important responsibility.	1	2	3	4	5
51. Police officers should work with citizens to try and solve problems in their beat.	1	2	3	4	5
52. The presence of motor patrol cars reduces citizens' fear of crime more effectively than do foot patrols.	1	2	3	4	5
53. Assisting citizens can be as important as enforcing the law.	1	2	3	4	5
54. Citizens know more about what goes on in their area than the officers who patrol there.	1	2	3	4	5
55. The prevention of crime is the joint responsibility of the community and the police.	1	2	3	4	5

	<u>Strongly Disagree</u>	<u>Disagree</u>	<u>Neutral</u>	<u>Agree</u>	<u>Strongly Agree</u>
56. Lowering citizens' fear of crime should be just as high a priority for this department as cutting the crime rate.	1	2	3	4	5
57. Most people have no idea how difficult a police officer's job is.	1	2	3	4	5
58. Without citizen cooperation, the majority of crimes would never be solved.	1	2	3	4	5
59. Police officers should avoid too much contact with citizens.	1	2	3	4	5
60. Police officers have reason to be distrustful of most citizens.	1	2	3	4	5
61. This department is one of the best in the country.	1	2	3	4	5
62. This department is open to suggestions for change.	1	2	3	4	5
63. I have confidence that the command staff picks the most qualified person for the best job.	1	2	3	4	5

64. **How familiar are you with the concepts of Chicago Alternative Policing Strategy (CAPS)?**

- Not at All Familiar 1
- A Little or Somewhat Familiar . 2
- Moderately Familiar 3
- Very Familiar 4

65. **How qualified do you feel to do each of the following?**

	<u>Very Unqualified</u>	<u>Unqualified</u>	<u>Qualified</u>	<u>Very Qualified</u>
a) Identify community problems?	1	2	3	4
b) Use the CAPS model to analyze problems?	1	2	3	4
c) Develop solutions to community problems?	1	2	3	4
d) Evaluate solutions to see how well they work?	1	2	3	4

66. **Please read the following and rate each on whether you believe they will be more or less likely to occur after the Chicago Alternative Policing Strategy is implemented.**

	<u>Less likely</u>	<u>No change</u>	<u>More Likely</u>
a) More Arrests?	1	2	3

b) Better police/community relations?	1	2	3
c) Better responses to calls for police service?	1	2	3
d) Increased presence of officers on street?	1	2	3
e) More effective use of crime information?	1	2	3
f) Greater resolution of neighborhood problems?	1	2	3
g) Expanded police capability?	1	2	3
h) Reduction in crime rate?	1	2	3
i) More effective use of police resources?	1	2	3
j) More balanced deployment of officers?	1	2	3
k) Fairer department promotion decisions?	1	2	3
l) Greater officer discretion?	1	2	3
m) Fewer citizen complaints about police?	1	2	3
n) Greater citizen demand on police resources?	1	2	3
o) Blurred boundaries between police and citizen Authority?	1	2	3
p) More unreasonable demands on police by community groups?	1	2	3
q) Greater willingness of citizens to cooperate with police?	1	2	3
r) Better police relations with minorities?	1	2	3
s) More opportunities for police corruption?	1	2	3
t) Greater burdens on police to solve all community problems?	1	2	3

67. Did you participate in a CAPS orientation session at the Academy in the Spring of last year (1993), when CAPS was getting started?

- Yes 1
- No 2 [skip to #69]
- Uncertain. . . 9

68. Did you fill out a questionnaire like this one at the beginning of that orientation session?

- Yes 1
- No 2
- Uncertain . . 9

69. In the Spring of last year, did you fill out a questionnaire like this one during a roll call in Districts 3, 11, 12, 20, or 21?

- Yes 1

No 2
Uncertain . . 9

70. What is your gender?

Male . . . 1
Female . . 2

71. What is your ethnic background?

Black/African-American 1
Hispanic/Mexican-American 2
White Caucasian 3
Other (Specify) _____ 4

72. What is your marital status?

Married 1
Unmarried, but living with a partner 2
Married, but living alone 3
Unmarried, and living alone 4

73. What is your age? _____

74. What is your current assignment? (Circle one)

Bureau of Operational Services 1
Bureau of Investigative Services 2
Bureau of Administrative Services 3
Bureau of Technical Services 4
Bureau of Staff Services 5

75. How many years have you been in this assignment? _____

76. Please specify the District you work in most frequently,
either on a permanent or relief basis. _____

[Check here if you don't have a District assignment _____]

77. How many years have you been with the Police Department? _____

78. How old were you when you joined the Department? _____

79. What is your present rank?

Police Officer . . 1
Sergeant 2
Lieutenant 3
Captain or above . . 4

80. What shift or time of day do you work?

1st Watch 1

2nd Watch 2

3rd Watch 3

81. What is the highest level of formal education you have completed?
(Circle only one)

High school graduate or G.E.D 1

Some technical school, but did not graduate . . 2

Technical school graduate. 3

Some college, but did not graduate 4

Junior college graduate. 5

College graduate 6

Some graduate courses/did not complete degree . 7

Graduate degree 8