

1995 Patrol Division Training Survey

CHICAGO ALTERNATIVE POLICING STRATEGY (CAPS)

PERSONNEL SURVEY

Winter-Spring 1995

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 will be published or shared with the Chicago Police Department.

Please Circle the Month

Jan	Feb	Mar	Apr	May	Jne	Jul	Aug	Sep	Oct	Nov	Dec
01	02	03	04	05	06	07	08	09	10	11	12

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
	<u>Strongly Disagree</u>	<u>Disagree</u>	<u>Neutral</u>	<u>Agree</u>	<u>Strongly Agree</u>
11. My present job assignment requires me to work closely with other people.	1	2	3	4	5

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

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> |
|---|------------------------------|-----------------|----------------|--------------|---------------------------|
| 15. This city's Police Department is a good organization to work for. | 1 | 2 | 3 | 4 | 5 |
| 16. I like the kind of work I do very much. | 1 | 2 | 3 | 4 | 5 |
| 17. I enjoy nearly all the things I do on my job. | 1 | 2 | 3 | 4 | 5 |
| 18. I like the employees I work with a great deal. | 1 | 2 | 3 | 4 | 5 |
| 19. In general, I have much say and influence over what goes on in regards to my job. | 1 | 2 | 3 | 4 | 5 |
| 20. My supervisor frequently seeks my opinion when a problem comes up involving my job environment. | 1 | 2 | 3 | 4 | 5 |
| 21. The major satisfaction in my life comes from my job. | 1 | 2 | 3 | 4 | 5 |
| 22. I am very much involved personally with my job. | 1 | 2 | 3 | 4 | 5 |
| | <u>Strongly
Disagree</u> | <u>Disagree</u> | <u>Neutral</u> | <u>Agree</u> | <u>Strongly
Agree</u> |
| 23. 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 |
| 24. From my experience, I feel our management in general | 1 | 2 | 3 | 4 | 5 |

treats its employees quite well.

25. It would be very hard for me to leave the department now even if I wanted to. 1 2 3 4 5

26. Right now, staying with this Police Department is as much a necessity as it is a desire. 1 2 3 4 5

27. 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
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

28. 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>	<u>21 or 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

29. **Think about the problems you believe characterize your area. How frequently do 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>
30. Police know better than citizens which police services are required in an area.	1	2	3	4	5
31. All laws should be enforced at all times; otherwise, people lose respect for the law.	1	2	3	4	5
32. Most people do not respect the police.	1	2	3	4	5
33. The relationship between the police and the people of this city is very good.	1	2	3	4	5
34. Police officers should make frequent informal contacts with the people in their beat.	1	2	3	4	5
35. Citizens do not understand the problems of the police in this city.	1	2	3	4	5
36. Police officers should try to solve noncrime problems in their beat.	1	2	3	4	5
37. An officer on foot patrol can learn more about neighborhood problems than can an officer in a patrol car.	1	2	3	4	5
38. The use of foot patrols is a waste of personnel.	1	2	3	4	5
39. Crime in their beat is not the only problem that police officers should be concerned about.	1	2	3	4	5
40. Police officers should remember that enforcing the law is by far their most important responsibility.	1	2	3	4	5
41. Police officers should work with citizens to try and solve problems in their beat.	1	2	3	4	5
42. The presence of motor patrol cars reduces citizens' fear of crime more effectively than do foot patrols.	1	2	3	4	5
43. Assisting citizens can be as important as enforcing the law.	1	2	3	4	5

<u>Strongly Disagree</u>	<u>Disagree</u>	<u>Neutral</u>	<u>Agree</u>	<u>Strongly Agree</u>
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44. Citizens know more about what goes on in their area than the officers who patrol there.	1	2	3	4	5
45. The prevention of crime is the joint responsibility of the community and the police.	1	2	3	4	5
46. 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
47. Most people have no idea how difficult a police officer's job is.	1	2	3	4	5
48. Without citizen cooperation, the majority of crimes would never be solved.	1	2	3	4	5
49. Police officers should avoid too much contact with citizens.	1	2	3	4	5
50. Police officers have reason to be distrustful of most citizens.	1	2	3	4	5
51. This department is one of the best in the country.	1	2	3	4	5
52. This department is open to suggestions for change.	1	2	3	4	5
53. I have confidence that the command staff picks the most qualified person for the best job.	1	2	3	4	5

54. 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

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

	Very <u>Unqualified</u>	<u>Unqualified</u>	<u>Qualified</u>	Very <u>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
e) Work with beat residents to solve problems in the neighborhood	1	2	3	4

56. 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 (CAPS) 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

Listed below are a number of questions specifically related to police and citizens working together in CAPS to solve neighborhood problems. Circle the number that best corresponds to your agreement with each statement.

	<u>Strongly Disagree</u>	<u>Disagree</u>	<u>Neutral</u>	<u>Agree</u>	<u>Strongly Agree</u>
57. Police are quite open to the opinions of citizens.	1	2	3	4	5
58. Police will never trust citizens enough to work together effectively.	1	2	3	4	5
59. Police will be able to prevent crimes before they occur.	1	2	3	4	5
60. Police will be able to analyze local problems and find underlying patterns that connect them.	1	2	3	4	5
61. Police will be able to prioritize among a broad range of local problems.	1	2	3	4	5
62. Department expectations of what citizens should do to solve neighborhood problems are unrealistic.	1	2	3	4	5
63. Police are so focused on crime and violence in the community that they will never find the time to address other concerns.	1	2	3	4	5
64. Citizens are quite open to the opinions of police.	1	2	3	4	5
65. Citizens will never trust police enough to work together effectively.	1	2	3	4	5
66. Citizens will be able to prevent crimes before they occur.	1	2	3	4	5
67. Citizens will be able to analyze local problems and find underlying patterns that connect them.	1	2	3	4	5
	<u>Strongly Disagree</u>	<u>Disagree</u>	<u>Neutral</u>	<u>Agree</u>	<u>Strongly Agree</u>
68. Citizens will be able to prioritize among a broad range of local problems.	1	2	3	4	5
69. Citizens' expectations of what police should do to solve neighborhood problems are unrealistic.	1	2	3	4	5

75. Which one of the following activities best describes beat integrity?
- 1 never answering calls off your beat
 - 2 answering calls for service and spending uncommitted time on the beat
 - 3 moving from one end of the district to the other to answer calls for service
76. During a beat meeting, officers should continue to monitor their radios so they can respond to a call if necessary.
- 1 true
 - 2 false
77. Which one of the following describes the reason police should use CAPS Service Requests to obtain City services?
- 1 for all the problems that used to be phoned in by citizens to 744-5000
 - 2 to fix a plumbing problem in the district station
 - 3 for any crime or safety-related problem on the beat
78. Who is responsible for beat profiling?
- 1 beat officers
 - 2 Neighborhood relations
 - 3 District Administrative Managers
 - 4 Sector Sergeants
79. Analysis is the second step in the CAPS five-step problem solving model. In this step. Officers must place primary emphasis on analyzing which one of the following?
- 1 the offenders
 - 2 the victims
 - 3 the location of the problem
 - 4 all of the above
80. The Daily Watch Assignment Record is designed to do which of the following?
- 1 supplement face-to-face relief with the oncoming watch
 - 2 replace the need for face-to-face relief with the oncoming watch
 - 3 provide a record for your supervisor of your activities on your watch

81. 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 #83]
 Uncertain. 9

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

Yes. 1
 No 2
 Uncertain. 9

83. 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

During the summer of 1994, selected sergeants provided roll call training on the nine training bulletins covering the basic concepts of CAPS.

84. Did you receive all nine CAPS Training Bulletins?

Yes, all. 1
 Yes, some 2
 Uncertain 3
 No roll call training received 4 [SKIP TO #85]

	<u>Strongly Disagree</u>	<u>Disagree</u>	<u>Neutral</u>	<u>Agree</u>	<u>Strongly Agree</u>
a) The sergeant delivering the CAPS roll call training was qualified to teach about CAPS.	1	2	3	4	5
b) The information I received through the CAPS roll call training and training bulletins was useful.	1	2	3	4	5

More questions about roll call training. Skip to question 85 if you didn't receive any.

	<u>Strongly Disagree</u>	<u>Disagree</u>	<u>Neutral</u>	<u>Agree</u>	<u>Strongly Agree</u>
The CAPS roll call training gave me enough information to start ...					
c) filling out City Service Requests	1	2	3	4	5
d) attending beat meetings	1	2	3	4	5
e) More training should be provided through roll call and training bulletins.	1	2	3	4	5

85. What is your gender?

Male. 1
 Female. 2

86. What is your ethnic background?

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

87. What is your current marital status?

- Married,. 1
- living with someone as a couple,. 2
- married, but separated, 3
- single, 4
- widowed, or 5
- divorced? 6

88. What is your age? _____

89a. How old were you when you joined the Department? _____

89b. Please specify the District you now work in most frequently, either on a permanent or relief basis. _____

- Check here if you are assigned to COS _____ 26
- Training _____ 27
- or don't have a District assignment _____ 28

90. Please specify your specific beat number, if you have one _____

THIS IS FOR NORTHWESTERN STATISTICAL USE, TO MATCH WITH BEAT CENSUS AND CRIME DATA. Leave it blank if you feel it too closely identifies you.

91a. What District were you working in during May of last year, 1993? _____

91b. [Check here if you did not have a District assignment _____]

92. What is your present rank?

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

93. 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

Thank you very much for your cooperation!