

NCSL Survey Results

	2014	2017	Difference
Working with legislators			
The LRC staff work effectively with legislators.	3.48	3.64	+0.16
There is a climate of mutual trust between the LRC staff and legislators.	3.06	3.28	+0.22
Legislators adequately understand the LRC's purpose, services and activities.	2.7	2.95	+0.25
The Legislative Research Commission effectively oversees and directs the LRC staff.	2.48	2.92	+0.44
The LRC staff organization...			
...maintains a keen understanding of its strategic challenges and opportunities.	2.8	3.01	+0.21
...has a clearly written and succinct mission statement.	2.57	3.00	+0.43
...has clearly articulated core values that are shared by all employees.	2.45	2.88	+0.43
...has instituted a process for regularly assessing its strategic challenges and opportunities.	2.09	2.66	+0.57
...systematically collects performance feedback information from legislators and staff.	1.75	2.35	+0.60
...effectively confronts and responds to performance feedback and data that may indicate a need for change in its structure, processes, services or products.	1.87	2.46	+0.59
More organizational planning and performance			
The LRC nonpartisan staff's goals and activities are mission-driven.	2.9	3.17	+0.27
LRC nonpartisan staff understand the mission of the organization.	2.98	3.22	+0.24
Legislators understand the mission of the LRC nonpartisan staff.	2.64	2.85	+0.21
LRC nonpartisan staff are effectively engaged in the organization's assessment of strategic issues and goals.	2.1	2.59	+0.49
Managers of the LRC nonpartisan staff...			
...focus appropriate time and effort on their managerial responsibilities.	2.61	3.01	+0.40
...routinely provide useful feedback to employees about their performance.	2.19	2.71	+0.52
...effectively delegate and distribute work responsibilities to employees.	2.61	2.91	+0.30
...understand the role and work of each employee and how that work contributes to the goals of the LRC.	2.62	3.02	+0.40
...are effective motivators for employee performance.	2.21	2.75	+0.54
...are mentors and role models for employees.	2.33	2.82	+0.49
...use many tools including staff meetings, email messages, informal gatherings and other means to communicate important information to employees.	2.64	3.10	+0.46
...are good listeners who value input from employees.	2.43	2.91	+0.48
...are quick to address problems, including employee performance problems.	2.23	2.74	+0.51
... are focused on results.	2.78	3.09	+0.31
...demonstrate trust in their employees.	2.67	3.00	+0.33

All Questions Asked on 4-Point Scale

1: Strongly Disagree

2: Disagree

3: Agree

4: Strongly Agree

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More management			
Managers have the appropriate amount of authority to fulfill their roles and get things done.	2.43	2.96	+0.53
Managers value diversity among the staff	2.84	3.10	+0.26
Managers are sensitive to individual learning and working styles.	2.72	2.99	+0.27
Employees are rarely caught by surprise by decisions that affect their work or workplace.	2.35	2.63	+0.28
Employees understand the role and work of other employees and how their work contributes to the goals of the LRC staff organization.	2.61	2.96	+0.35
Employees demonstrate trust in their managers.	2.45	2.85	+0.40
Information technology services: How satisfied are you with the following services provided to you by the information technology staff of LRC?			
The timeliness of responses to requests for help with information technology problems	3.62	3.61	-0.01
The quality of responses to information technology problems	3.53	3.54	+0.01
The communication between information technology staff and you	3.58	3.58	0.00
The quality of the computer equipment provided to you	3.38	3.38	0.00
The quality and accessibility of online bill status information	3.56	3.42	-0.14
The quality of the Kentucky General Assembly's web site	3.31	3.27	-0.04
Information technology processes: The LRC staff organization...			
...makes innovative and effective use of computer technology, software applications and internet opportunities.	3.15	3.22	+0.07
...routinely assesses the effectiveness of its computer systems and applications.	3.11	3.19	+0.08
...regularly updates technology and adopts new applications that contribute to workplace effectiveness.	3.12	3.21	+0.09
The LRC nonpartisan staff organization...			
...uses a recruiting method designed to attract a broad sample of potential job candidates.	2.01	2.59	+0.58
...uses recruiting strategies that attract qualified minority candidates.	2.23	2.63	+0.40
...uses non-monetary rewards to acknowledge employee performance excellence.	1.92	2.63	+0.71
...provides professional development and training opportunities for employees at all levels.	2.37	2.89	+0.52
...has a plan and program for developing future leaders.	1.76	2.41	+0.65
...pursues only those services and products that are consistent with its core values and responsive to its mission.	2.77	2.95	+0.18
...utilizes a variety of communication and feedback strategies to clearly understand legislator satisfaction with its services and to anticipate client needs.	2.41	2.84	+0.43
...abandons or alters procedures, services and products that are inefficient or no longer adequately satisfy legislator and other clients' needs.	2.38	2.73	+0.35
...promotes a culture of innovation that encourages employees to experiment with and develop ideas for new products and services.	2.05	2.74	+0.69
More employee workplace and development			
A manual or guidebook of personnel policies is provided to all employees.	3.22	3.36	+0.14
Managers participate in the hiring process for positions they supervise.	3.02	3.37	+0.35
Minimum qualifications are adhered to in the hiring process when assessing potential job candidates.	2.67	3.09	+0.42
The LRC's hiring process and practices are consistent for all job openings.	1.84	2.71	+0.87
Raises and promotions are based on merit.	1.59	2.20	+0.61
Overall, I approve of the way that David Byerman is handling the job of LRC Director.		2.93	73.3% Approval

All Questions Asked on 4-Point Scale

1: Strongly Disagree

2: Disagree

3: Agree

4: Strongly Agree

NCSL Survey Results: Graphical

