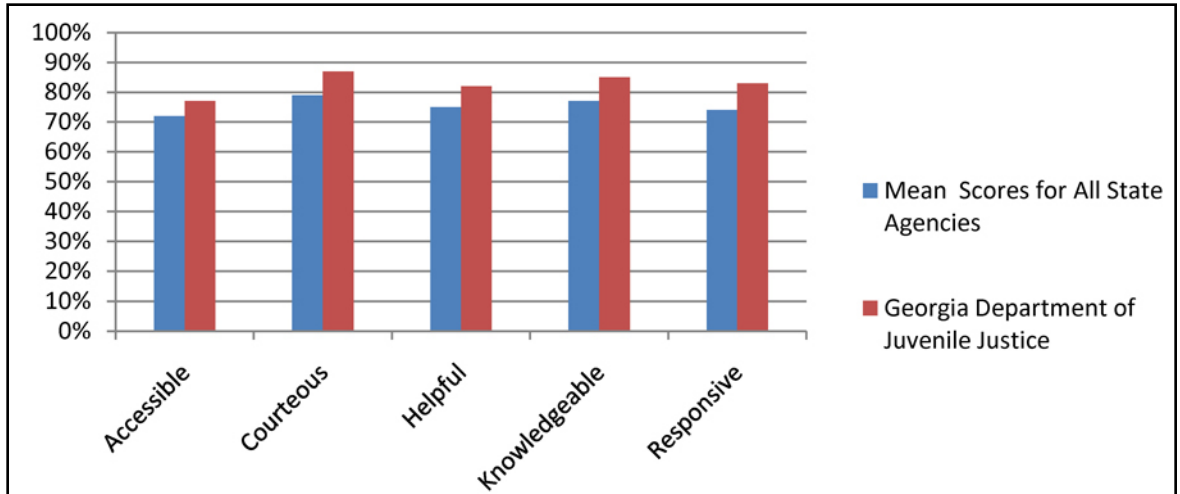


DJJ GETS HIGH MARKS IN CUSTOMER SERVICE SURVEY

It's official. Employees of the Department of Juvenile Justice are taking Governor Perdue's customer service initiative to heart.

DJJ Scores on the Georgia Customer Service Quality Index

The Governor's Office of Customer Service, in collaboration with the Andrew Young School of Policy Studies at Georgia State University, developed a survey to measure customers' perceptions of service quality and workers satisfaction. This survey,



conducted in 18 state agencies, was designed to provide a baseline measure of service quality, customer satisfaction, workplace quality and overall worker satisfaction.

The survey revealed that the vast majority of families who interact with juvenile probation and parole specialists, the front-line service providers to youth in the community, reported having a positive experience. Overall, DJJ had a score of 80 percent on the Customer Service Index (CSI), which measured customers' satisfaction with the agency. This score put DJJ at the top of the agencies surveyed. The mean CSI score for all agencies was 70 percent. Eighty-seven percent of survey respondents reported the specialists were courteous. Eighty-five percent said they were knowledgeable, and 83 percent said they were responsive. Eighty-two percent found the juvenile probation and parole specialist they dealt with to be helpful and 77 percent said they were accessible. The scores in all these categories exceeded the mean scores for all agencies surveyed.

"We're very pleased with the results," said Dr. Tom O'Rourke, DJJ's customer service chair. "It provides us with baseline data to help us in our planning and our efforts to meet the needs of our internal and external customers."

Juvenile probation and parole specialists also expressed a high degree of satisfaction with their jobs. When compared with the other agencies in the "Safe Georgia" category, the specialists' scores were above the average. Eighty-four percent said they had a good work/life balance, and 83 percent said they derived rewards from their work. The Safe Georgia category included DJJ and three other public safety agencies; The Georgia Bureau of Investigation, The Georgia Department of Driver Services and The Georgia Department of Public Safety.

The Georgia Department of Juvenile Justice chose to survey their 390 juvenile probation and parole specialists and over 900 families of our youth served in the community by those specialists.

In comparison with all agencies surveyed, DJJ exceeded the mean scores in all categories of customer satisfaction as reported by the families served. These categories included responses in the areas of staff being accessible, courteous, helpful, knowledgeable and responsive.

In the areas of workplace satisfaction, the juvenile probation and parole specialists' responses exceeded or matched all Safe Georgia mean scores in all areas measured. These areas included participation in decisions and processes, equity and fairness of decisions, training opportunities, and recognition for quality work, leadership and work/life balance.

