

Supporting Statement for a Paperwork Reduction Act Submission to OMB Pretrial Services for the District of Columbia Annual Judicial Survey

B. STATISTICAL METHODS

1. Respondent Universe and Sampling Methods

PSA anticipates a sampling population of 60 judicial officers—the universe of judicial officers hearing criminal matters in both courts and those with bail setting duties—with an estimated response rate of 40% (24 respondents) to 55% (33 respondents).

2. Procedures for the Collection of Information

PSA’s goal is to measure judicial perceptions and attitudes about specific elements of Agency performance, rather than more concrete, objective criteria—for example, the usefulness and quality of a PSA report, not the actual number of reports submitted. Given the qualitative nature of these data, PSA selected the customer satisfaction questionnaire format for its survey. These questionnaires are a proven method to solicit and record critical input from primary customers and partner agencies to help agencies address customer-related issues more competently and resolve issues more quickly. Analysis of detailed customer feedback also may provide “customer intelligence” that can be used to spur innovation efforts, research and development and new programs and initiatives.

To bolster the customer satisfaction survey design, the PSA methodology also includes:

- **On-line instrument:** All responses to the survey will be solicited, collected and recorded via a web-based survey instrument. This method will increase participants’ ease in completing the survey and returning results to PSA. Automatically-logged results also ensure greater quality control of entered data and easier recording and analysis of results.
- **Rank-ordered responses:** Most survey questions ask respondents to rank-order responses on a standard five-item Likert-scale, for example, “Very Dissatisfied” to “Very Satisfied.” The remaining questions are value neutral and open ended and allow respondents to give opinions on how PSA can improve specific functions.
- **Limited question set:** The survey consists of 18 questions, making it relatively easy to understand, navigate and complete.
- **Anonymity:** Survey results are anonymous.

Since the survey targets all judicial officers that have direct exposure and knowledge of PSA services and supervision, there are no anticipated issues with sample selection, stratification or estimation procedures.

3. Methods to Maximize Response Rates and Deal with Nonresponse

PSA will utilize descriptive analysis (frequencies and cross-tabulations) to analyze and present survey results. Our expected response rate is 40% or better, with use of collection procedures that appear to help generate higher response rates, including:

- A personalized e-mail from the PSA Director to each judicial officer in the sample universe that explains the survey, its purpose and requests the respondent's participation.
- A web-based link to the survey included as part of the e-mail.
- A separate communication from the Chief Judge of the appropriate court to each judicial officer stating their support for the survey and encourages participation.
- Regular email reminders to judicial officers about completing the survey, as well as updates on the number of judicial officers that already have participated.
- Sharing of aggregate survey results with the respective courts.

4. Test of Procedures or Methods to be Undertaken

OSD and select other PSA-staff—a total of five to seven staff—will participate in an initial pre-test of the survey instrument to ensure web link integrity, quality check survey layout, and gauge respondents' understanding of question wording, scale ranking and ease of use. OSD staff also will review test survey results using SPSS© statistical software and obtain written feedback from test respondents.

5. Individuals Consulted on Statistical Aspects and Individuals Collecting and/or Analyzing Data

Office of Strategic Development Senior Analyst Dr. Laura House developed the survey and methodology design, with input from Office Director Spurgeon Kennedy and PSA Management. Dr. House and Mr. Kennedy consulted the Honorable Lee F. Satterfield, Chief Judge of the Superior Court for the District of Columbia and the Honorable Royce C. Lamberth, Chief Judge of the U.S. District Court for the District of Columbia on survey questions, frequency of collection, and instructions to participants. Contact information for all parties appears below:

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