

Frequently Asked Questions for Job Analysis Questionnaire (JAQ) Coordinators

Listed below are some questions which coordinators frequently ask about JAQ distribution and completion. If you have any questions about how to select participants, distribution, or any other aspects of the project that are not answered below, please contact: Kelly Hunley at (916) 445-5792.

- 1. Q: Who is conducting this study and who should be completing this questionnaire?**
A: The Board of State and Community Corrections (BSCC) is conducting a job analysis study with the assistance of CPS HR Consulting (CPS HR) for the classifications of Adult Corrections Officer (ACO), Juvenile Corrections Officer (JCO), and Probation Officer (PO). All three of these classifications will be completing this questionnaire. Please note, that for purposes of this questionnaire, Corrections Officer is defined as any line level Corrections Officer who has completed the probationary training period. This may include a variety of titles such as Correctional Officers, Deputy Sheriff, Jailer, etc. Additionally, first level supervisors over these classifications are also asked to participate in the completion of the questionnaire.
- 2. Q: What does the term "Supervisor" mean?**
A: For the purpose of this questionnaire, supervisor is defined as any immediate supervisor who directly supervises line-level adult or juvenile correctional officers or probation officers. Typically this supervisor position assigns workloads and writes performance evaluations on the line staff. Title is not as important in this category as function.
- 3. Q: Do the supervisors have to come from the same units as the line staff sample? Do the supervisors have to supervise those line staff selected for the sample?**
A: No. In fact, the supervisors are asked to rate the items in the questionnaire based on the typical Officer who they oversee in their agency, not on a specific person who they supervise. Therefore, it will not be necessary to link the supervisors with the line staff sampled. It will still be important, however, to draw a supervisor sample that represents the diversity of supervisors from your agency.
- 4. Q: How long will it take to complete each questionnaire?**
A: Completion time will vary, but we anticipate an average of 3 ½ - 4 hours.
- 5. Q: Is it okay if the respondents talk to one another about the questionnaire questions?**
A: It is preferable to have the respondents work independently.
- 6. Q: What if someone declines to complete the questionnaire because he or she says they don't know enough to answer the questions?**
A: If the respondent indicates he or she truly doesn't know enough about the job, or feels uncomfortable completing the questionnaire then select a replacement. The individual selected as a replacement should be consistent with how you selected the original participant. You will need to provide an email address, name, and classification title for the new participant to STCJAQ@cpsshr.us and with a cc to Kelly Hunley at Kelly.Hunley@bscc.ca.gov so that an online questionnaire can be emailed to this new participant.

Frequently Asked Questions for Job Analysis Questionnaire (JAQ) Participants

Following is a list of questions that are frequently asked by participants asked to complete a questionnaire. Please refer to the answers below when responding to these questions.

1. Q: Why is this questionnaire being distributed? What will it be used for?

A: The Board of State and Community Corrections (BSCC) has contracted with CPS HR Consulting (CPS HR) to conduct a job analysis for the Adult Corrections Officer (ACO), Juvenile Corrections Officer (JCO), and Probation Officer (PO) classifications. This questionnaire is designed to provide us with information about the job tasks and equipment that are associated with these jobs, as well as the knowledge, skills, abilities and other characteristics needed to perform the jobs. The information collected from these questionnaires will ultimately be used to help in the development of new selection and training standards for these classifications. Additionally, BSCC will be utilizing this information to assess how these jobs may or may not have changed since realignment. Therefore, it is critical that we get accurate information from those who perform and supervise the work.

It is important to note that the job analysis methodology being used is called a "job families" approach which assesses for commonality across multiple classifications. As a result, there may be components of the JAQ that do not pertain to your particular job and in that case, you will be given an opportunity within the JAQ to inform us of this. While we understand that there are substantial differences in the responsibilities of and duties performed by individuals within the classifications of ACO, JCO, and PO, there are also some duties which may be shared and some knowledge, skills, and abilities required for successful performance of tasks that are similar in nature. Assessing these similarities will allow BSCC to standardize selection and training materials across jobs which will lead to more efficient processes.

2. Q: Will I be affected by a new selection system?

A: You will not have to pass a new selection system to keep your present job, so your job assignment and/or employment status will not be directly affected by the new system. The new standards will be used to help hire and train new Officers, so you will be indirectly affected (through the selection and training of new co-workers) by the new system.

3. Q: Why do you want my name? I thought responses were going to be confidential.

A: We ask for your name only for tracking purposes, so that we can accurately determine who completed a questionnaire. Once we have tracked all responses, your name will be removed from the final database and your name and individual responses will not be directly linked to any information that is given to your agency.

4. Q: How were the lists of tasks/equipment/knowledge, skills, abilities and other characteristics developed?

A: Several steps were followed to generate these lists. Research staff:

- reviewed and studied job descriptions from Officer jobs from across California;
- observed Officers on the job, and asked about their job;
- met with a group of stakeholders from across California to talk about the tasks,

equipment, knowledge, skills, and abilities and other characteristics associated with the Officer jobs;

- reviewed results from previous job analyses conducted for these jobs.

Information from all of these sources were combined together to form the lists in the JAO.

5. **Q: How long will it take to complete this questionnaire?**

A: It should take approximately 3 ½ - 4 hours to complete.

6. **Q: What if I have questions? Who can I ask?**

A: You can ask the agency coordinator (the person who gave you this assignment).

7. **Q: How do I receive the questionnaire and how do I submit it when I'm done? Who do I contact if I have trouble accessing the questionnaire?**

A: You will receive an email from CPS HR via Qualtrics (the online questionnaire provider). Contained within that email will be a unique link that will give you access to the questionnaire. There will be detailed instructions within the questionnaire on how to rate the statements contained within the questionnaire. There will also be an email address and phone number within the questionnaire's instructions of who you can contact in case you have any technical issues with the questionnaire itself. Please note, that if you need to temporarily stop working on the questionnaire you will be able to save your work and return to it at a later time. To do that, complete your ratings on the current page, then click the forward button to go to the next page. You may then close your browser. When you return to the questionnaire, you will begin at the page where you left off.