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TITLE: Driver Improvement: A Survey of Personnel, Procedures and Work Climate

DATE: September 1979

AUTHOR(S): Roger E. Hagen & Rickey L. Williams

REPORT NUMBER: 72

NTIS NUMBER: None

FUNDING SOURCE: Office of Traffic Safety and National Highway Traffic Safety Administration

PROJECT OBJECTIVE:

To survey factors which may have an influence on the outcome of the probation violator hearing project.

SUMMARY:

A mail-back survey was distributed to all driver improvement analysts (DIAs); 169 questionnaires were returned (85% response). Subanalyses which identified DIAs as management or staff and as field or headquarters personnel were conducted.

The survey indicated that completing and reviewing hearing reports occupied a greater portion of the workload than was anticipated. There were some differences of opinion regarding the need for drastic change in the driver improvement program.

The survey form defined work climate in terms of status, human relations, physical work setting, reward and recognition, responsibility and upward mobility. Survey results showed extreme dissonance in the existence and desirability of these elements. The perceived lack of these work satisfiers and motivators, while virtually the same for headquarters and field personnel, was less for managers than for staff. The report recommended that a concerted work-enrichment effort take place.

IMPLEMENTATION STATUS OF FINDINGS AND RECOMMENDATIONS:

A task force was formed to assess the issues raised by the report and to make recommendations regarding the organization of the driver improvement program, program management, and procedural support. The task force submitted an internal report and recommendations to management.

SUPPLEMENTARY INFORMATION:

None.