

Oregon Employment Department (OED)

II. KEY MEASURE ANALYSIS

The Mission of the Oregon Employment Department is to Support Business and Promote Employment

KPM #18	CUSTOMER SERVICE : Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent”: overall, timeliness, accuracy, helpfulness, expertise, availability of information	Measure since: 2005
Goal	Mission	
Oregon Context	OBM 1 Employment Dispersion, OBM 4 Net Job Growth, OBM 12 Annual Payroll, OBM 14 Wages over 150% of Poverty, OBM 15 Unemployment Rate	
Data source	Claimant Survey, Employer Survey, Job-Seeker Survey.	
Owner	Unemployment Insurance (UI); Business & Employment Services (B&ES): John Glen 503-947-1234; Craig Keyston 503-947-1847	

1. OUR STRATEGY

We will continue to strive to provide all our customers with the highest quality customer service.

2. ABOUT THE TARGETS

Higher is better.

3. HOW WE ARE DOING

All measures are at target. With all measures over 91%, we feel we are providing a very high level of customer service.

4. HOW WE COMPARE

With all our measures over 91%, we believe we compare favorably under any circumstances.

5. FACTORS AFFECTING RESULTS

No significant factors.

6. WHAT NEEDS TO BE DONE

No action necessary.

7. ABOUT OUR CUSTOMER SERVICE SURVEY

This measure is a weighted average of results from 3 separate surveys; all three are administered by agency staff on a monthly basis. The Claimant Survey is a telephone survey of a random sample of 35 persons who have filed UI Initial Claims in the previous month. The Business Survey is a telephone survey, administered at local office level, of a representative sample of employers who have placed job orders with the agency in the previous month. The size of the sampling frame varies from 5 – 25 per month. The Jobseeker Survey is a paper survey, administered at local office level, of a representative sample of persons who have received services at one of our local offices in the previous month. The size of the sampling frame varies from 10 – 35 per month. The score for this measure is based on the responses of 6836 customers who received services during the period from July 1, 2006 to June 30, 2007; 396 UI Claimants, 1851 Employer Customers, and 4589 Jobseeker Customers.

