

# 2009 Employer Satisfaction Survey Results

## BACKGROUND

PERS surveyed employers online for the fourth consecutive year. The 2009 results are discussed below.

The employer satisfaction survey was posted online throughout August 2009. Employers received an e-mail inviting them to take the survey; 289 responses were received, a number of which included individual comments.

We identified two key issues and suggestions from the comments received as detailed below and describe our strategies to address those items.

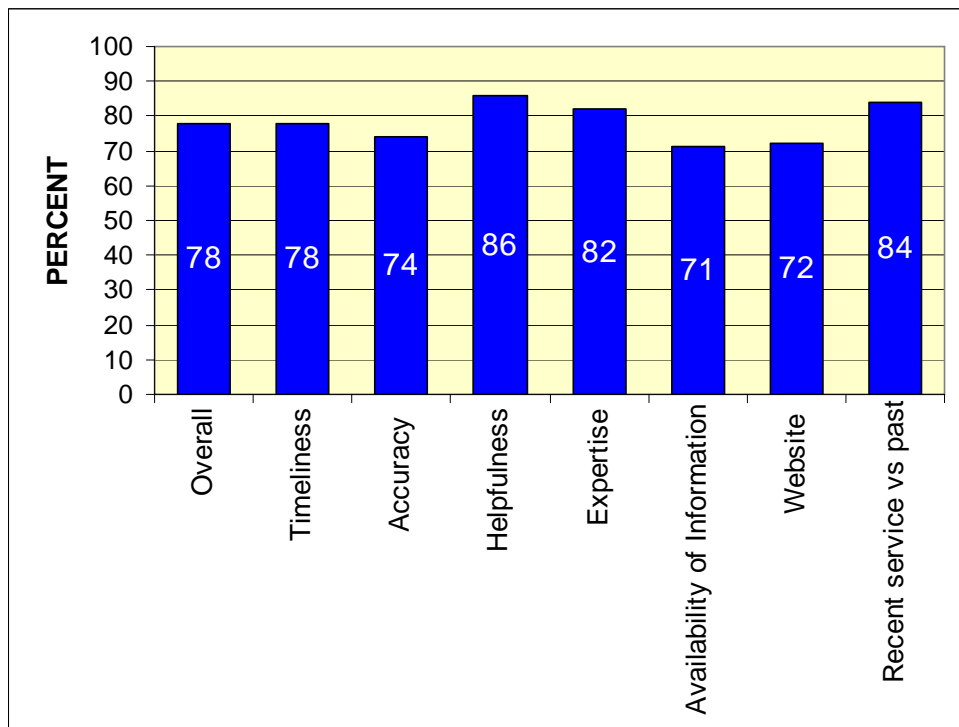
The following graphs and charts display the survey results and provide a comparison of 2006, 2007, 2008, and 2009 responses. Staff was pleased to note that customer satisfaction (measured as the percent of respondents rating a service factor as “excellent” or “good”) increased for all factors when comparing 2008 to 2009 results.

We added three supplemental questions regarding the PERS employer website this year:

- Was the PERS website easy to navigate?
- Did you find the information you wanted?
- Are there any changes you would make to the PERS website?

More than 87 percent of employers responded that the employer website is easy or somewhat easy to navigate and 83 percent of employers responded that information they were seeking was easy or somewhat easy to find.

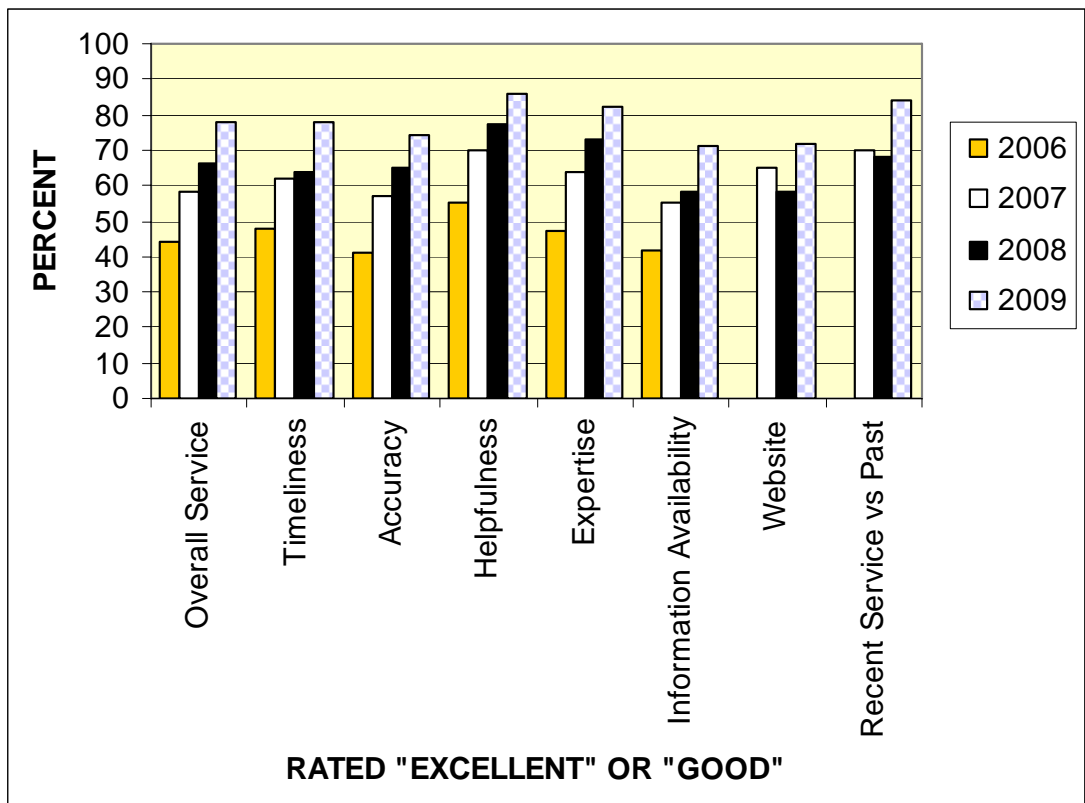
**Percent of respondents rating “excellent” or “good” (the state’s Key Performance Measures do not include the “Don’t Know” responses; the numbers in the graph have been rebaselined to exclude those responses)**



**Numerical results (numbers rounded)**

How do you rate...	Percent				
	Excellent	Good	Fair	Poor	Don't Know
The overall quality of service?	21	55	18	4	2
The timeliness of services PERS provides?	28	49	18	3	2
PERS' ability to provide services accurately the first time?	27	45	21	5	2
PERS' helpfulness?	39	42	16	2	1
The knowledge and expertise of PERS employees?	33	48	14	4	1
The availability of information at PERS?	20	50	24	5	1
The PERS employer website?	15	52	24	2	7
Our service in the past year compared to previous years?	23	53	12	2	10

**Comparison of 2006-2009 Employer Results**



## **KEY ISSUES AND SUGGESTIONS (in order of number of responses)**

### **1. Employers want more timely responses to phone messages or emails left for their service representatives.**

Many employers commented that their employer representatives do not return phone calls or emails in a timely manner.

#### **Resolution**

Survey comments indicate that many employers are frustrated with the length of time that passes before an Employer Service Center representative returns a telephone call or email. To address this issue, we are:

- Involving the team in committing to meet our service standards for callbacks, whether it is with an answer or just to provide an update; and
- Using tools such as our Contact Management system to monitor staff workload and ensure that representatives are able to manage their calls and related callbacks.

### **2. Employers requested that the Employer Service Center telephone hours be extended.**

Survey comments indicate that many employers would like access by telephone to Employer Service Center representatives for more than four hours per day.

#### **Resolution**

We are evaluating the need for expanded hours of phone center operations and are studying ways to shift personnel to allow for more hours.