

## 2008 Employer Customer Satisfaction Survey Results

### BACKGROUND

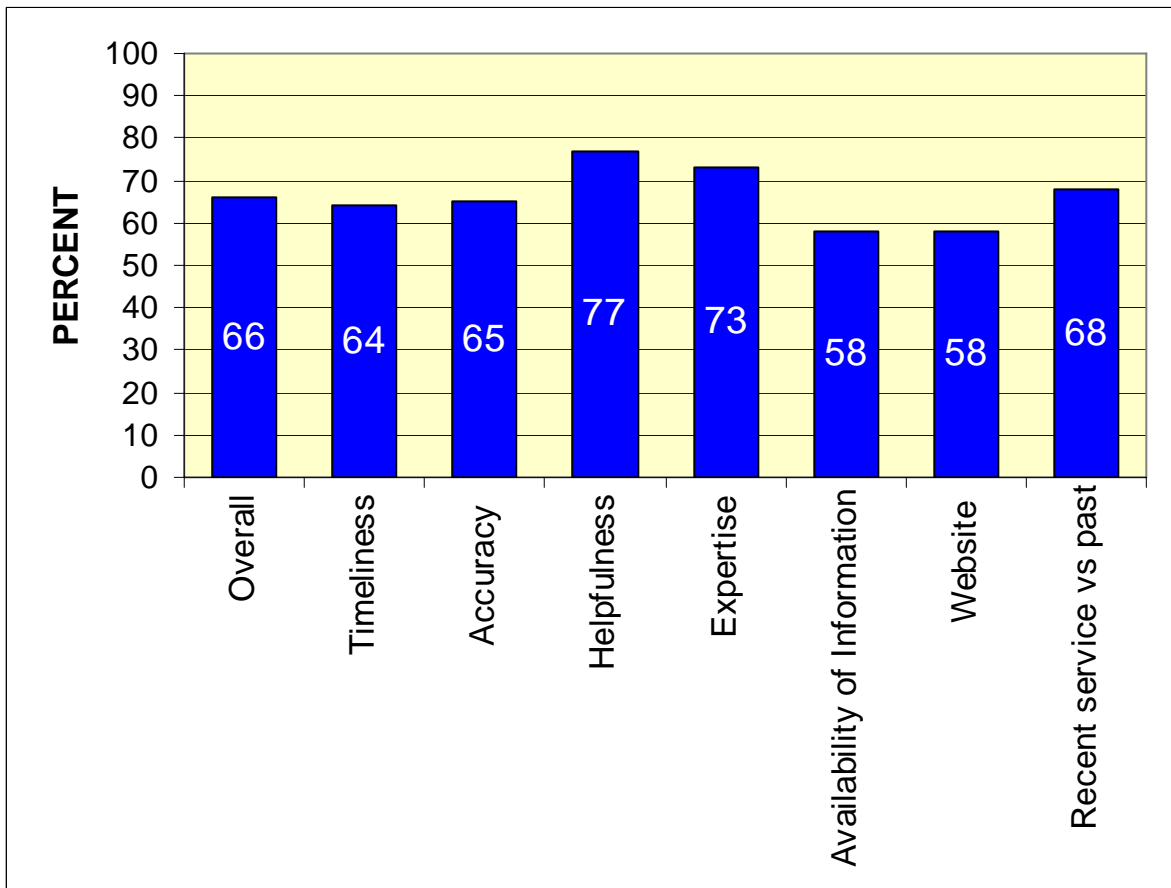
PERS surveyed employers online for the third consecutive year. The 2008 results are discussed below.

The employer satisfaction survey was posted online throughout August 2008. Employers received an e-mail inviting them to take the survey; 185 responses were received, a number of which included individual comments.

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

The following graphs and charts display the survey results and provide a comparison of 2006, 2007, and 2008 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 six of the eight service factors when comparing 2007 to 2008 results.

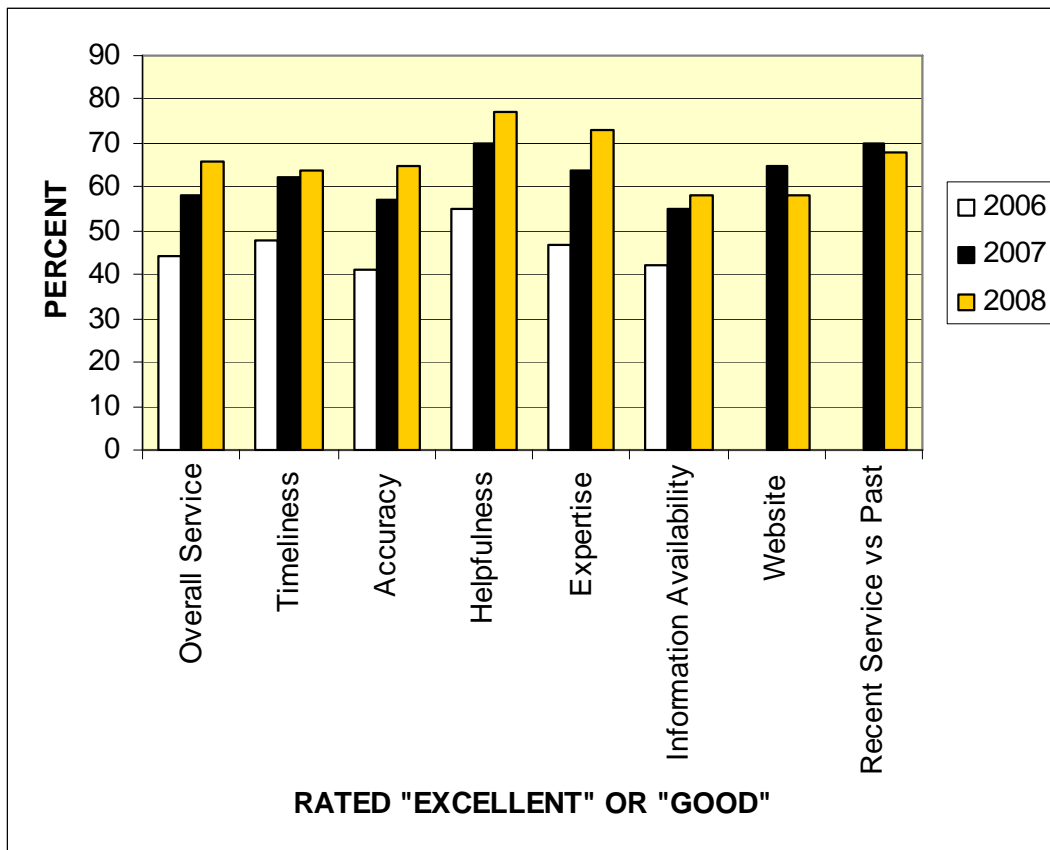
**Percent of respondents rating “excellent” or “good” (the state’s Key Performance Measures do not include the “Don’t Know” responses; the numbers in the graph have been rebaselined to exclude those responses)**



**Numerical results (numbers rounded)**

How do you rate...	Percent				
	Excellent	Good	Fair	Poor	Don't Know
The overall quality of service?	14	52	25	9	0
The timeliness of services PERS provides?	19	44	24	11	2
PERS' ability to provide services accurately the first time?	13	51	23	11	2
PERS' helpfulness?	28	48	18	6	0
The knowledge and expertise of PERS employees?	27	45	22	5	1
The availability of information at PERS?	15	43	28	13	1
The PERS employer website?	10	47	25	16	2
Our service in the past year compared to previous years?	14	47	24	5	10

**Comparison of 2006-2008 Employer Results**



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

**1. The employer reporting system, EDX, is frustrating to use.**

Many employers commented that EDX system performance is erratic and slow and more reporting features would make the system more efficient.

## **Resolution**

PERS experienced intermittent performance issues with the employer reporting system, EDX, beginning in March 2008. The key issues included database locks and slow system response time, due in part to increased employer and PERS staff usage and the increasing amount of data being accessed on a real-time basis. Using monitoring and analysis, we identified and deployed configuration changes to the system on an incremental basis through July and early August. These changes resulted in significant performance and stability improvements.

EDX performance remained within acceptable limits until late September 2008 when additional changes were made in an attempt to further improve performance.

Unfortunately, these changes degraded performance and were uninstalled. EDX has performed within acceptable limits since that time.

We continue to monitor the system's performance daily, and communicate with employers to assess problems and develop improvements. More EDX functionality enhancements are also scheduled for 2009 and 2010.

## **2. My customer service representative does not always return my telephone calls or emails in a timely manner or may be difficult to reach.**

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.

## **Resolution**

This is an issue of time management and professional courtesy. 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.

## **SURVEY METHODOLOGIES**

To maximize employer response, we created this survey online and sent an email to all employers inviting them to participate. The survey ran throughout August 2008. We set the survey so more than one employee per employer could respond since we often interact with more than one employer contact.

We used surveymonkey.com to create the survey, using the six key questions the state requires all state agencies to use for the Customer Satisfaction Performance Measure survey. As we did in 2007, we included two additional questions:

1. "How do you rate the PERS website?"
2. "How do you rate our service in the past year compared to our service in previous years?"

The survey included a comments section. The most common comments are summarized and addressed in the Key Issues and Suggestions section.