

2011 Employer Satisfaction Survey Results

BACKGROUND

PERS surveyed employers online for the sixth consecutive year. The 2011 results are discussed below.

The employer satisfaction survey was posted online throughout August 2011. Employers received an e-mail inviting them to take the survey; 140 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.

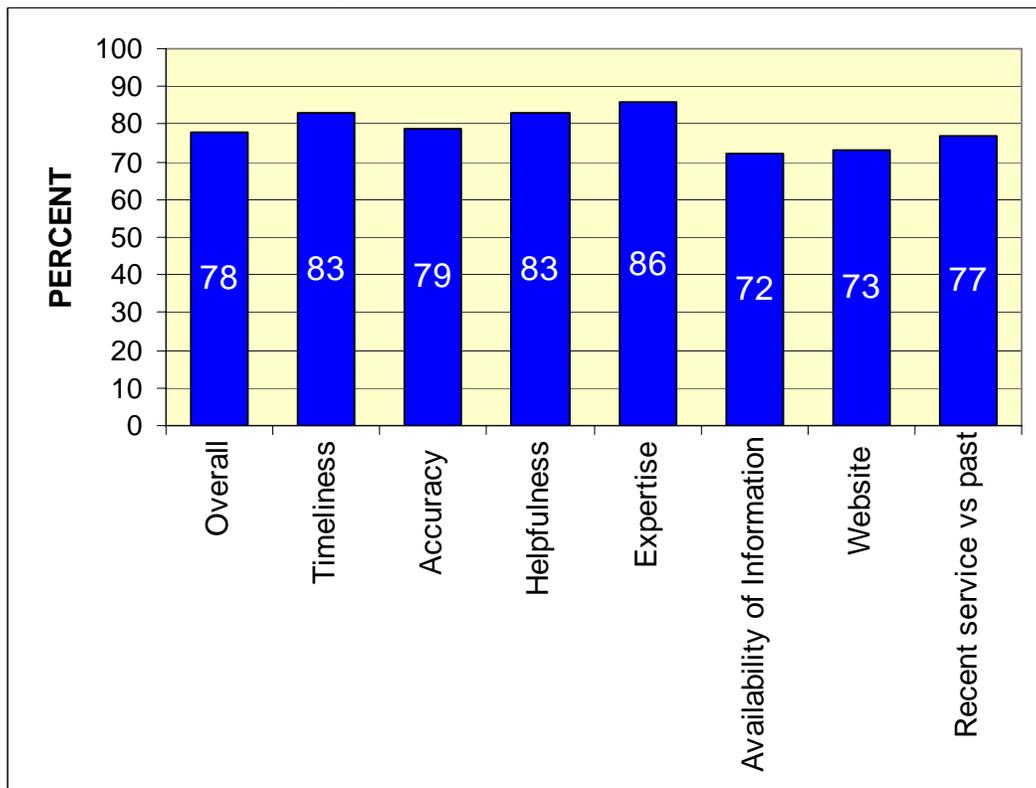
The following graphs and charts display the survey results and provide a comparison of responses for all survey years.

Again this year, we used three supplemental questions regarding the PERS employer website this year:

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

Nearly 87 percent of employers responded that the employer website is easy or somewhat easy to navigate and 82 percent of employers responded that information they were seeking was easy or somewhat easy to find.

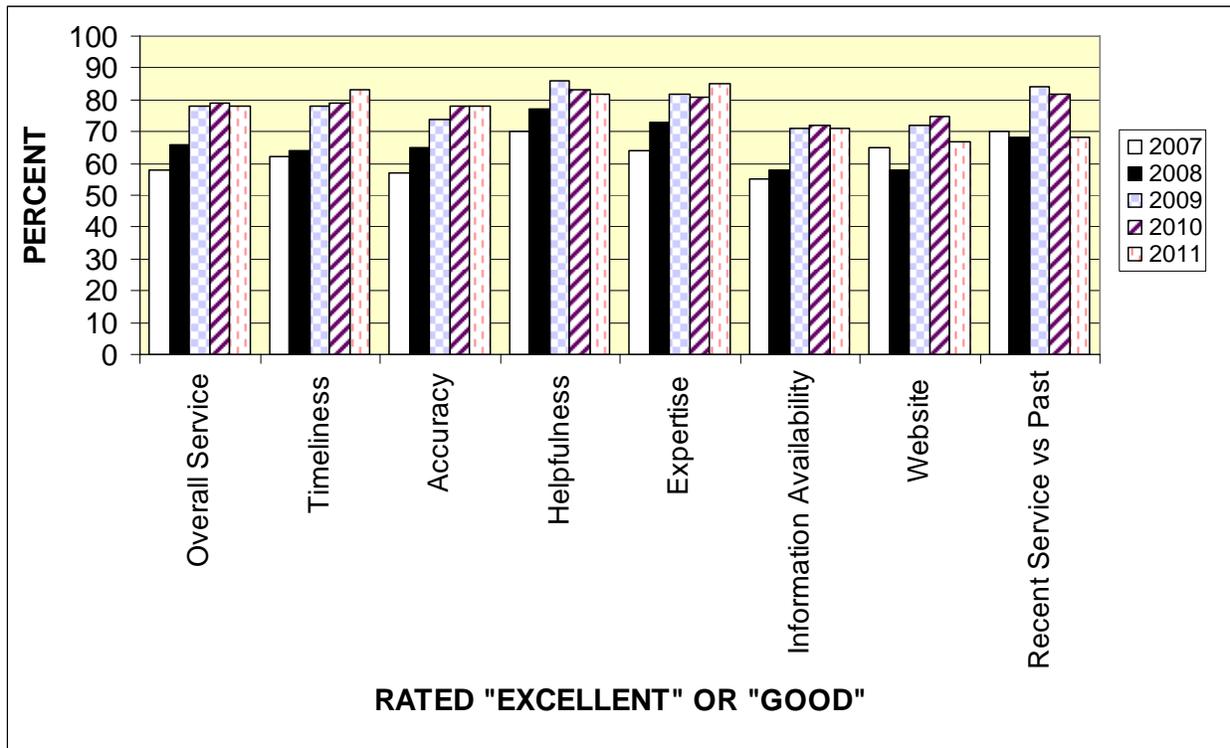
Percent of respondents rating “excellent” or “good” (the state’s Key Performance Measures do not include the “Don’t Know” responses; the numbers in the graph have been rebaselined to exclude those responses)



Numerical results (numbers rounded)

| How do you rate... | Percent | | | | |
|--|-----------|------|------|------|------------|
| | Excellent | Good | Fair | Poor | Don't Know |
| The overall quality of service? | 27 | 52 | 17 | 4 | 0 |
| The timeliness of services PERS provides? | 28 | 55 | 12 | 5 | 0 |
| PERS' ability to provide services accurately the first time? | 31 | 47 | 17 | 4 | 1 |
| PERS' helpfulness? | 39 | 43 | 13 | 4 | 1 |
| The knowledge and expertise of PERS employees? | 34 | 51 | 12 | 2 | 1 |
| The availability of information at PERS? | 26 | 45 | 20 | 8 | 1 |
| The PERS employer website? | 15 | 52 | 19 | 6 | 8 |
| Our service in the past year compared to previous years? | 27 | 41 | 19 | 1 | 12 |

Comparison of 2007-2011 Employer Results



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

1. Employers want telephone access to Employer Service Center representatives throughout the business day.

Employers want to speak with an Employer Service Center representative during all business hours.

Resolution

The Employer Call Center is open from 8:30 a.m. until noon weekdays. Employers can call their designated Employer Service Center representative at any time during the day

We will renew education efforts to let employers know that they have access to a representative throughout the work day.

2. Employers requested that the PERS Employer website be more user friendly.

Employers felt that information could be organized differently for ease of use.

Resolution

We have made changes to the Employer website with ease of use in mind.

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 2011. 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. Again this year we included two additional key questions:

1. "How do you rate the PERS website?"
2. "How do your 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 respective Key Issues and Suggestion