



Workforce System Performance Measures

“Customer Satisfaction” Work Group: Sample Questions

There are six **Legislatively Required Questions**, all of which are graded on a five-point scale (excellent / good / fair / poor / don't know):

1. How do you rate the timeliness of the services provided by the (agency)?
2. How do you rate the ability of the (agency) to provide services correctly the first time?
3. How do you rate the helpfulness of (agency) staff?
4. How do you rate the knowledge and expertise of (agency) staff?
5. How do you rate the availability of information at (agency)?
- 6 How do you rate the overall quality of service provided by (agency)?

Current B&ES Job Seeker Questions:

1-6: Legislatively required questions

7. What services did you use?

<i>Skills Testing</i>	<i>Information about schools and training</i>
<i>Job search information</i>	<i>Use of resource library and technology (Internet, resume etc.)</i>
<i>Veterans services</i>	<i>iMatchSkills</i>
<i>Career counseling</i>	<i>Employer job application process</i>
<i>Job search classes or workshops</i>	<i>Trade Act</i>
<i>Referral to other agencies for additional services</i>	<i>Unemployment Insurance</i>
<i>Referrals to jobs</i>	<i>Other (specify):</i>

8. How did you hear about our services?

<i>From a current or former employer</i>	<i>Walked or drove by office</i>
<i>From the Employment Department Web site</i>	<i>Phone book</i>
<i>From a WorkSource Oregon letter or publication</i>	<i>From media advertising (bill board, radio, etc.)</i>
<i>From a "help wanted" ad</i>	<i>Referred by another government agency</i>
	<i>From a friend, family member, spouse, relative</i>
	<i>Past experience or knowledge</i>
	<i>Other (specify):</i>

9. What improvements could we make to the services you received? Please do not include any personally identifiable information. Comments are limited to 750 characters, approximately eight lines.

Suggested new Job Seeker Questions:

1-6: Legislatively required questions

7. Did you find a job? (Y/N)

8. If yes, how long did it take you to find the job? (give several time spans to choose from)

9. Did the services you received from the workforce department help you find a job? (Y/N)

10. Matrix: list various services; ask satisfaction with different types of service. Or provide a list of services and ask them to rank the services in order of value to them. How important were the services; how well did they meet your needs. Matrix could have three columns: importance; meeting needs; did not use/no information.

11. What else could we have done to better help you?

12. If you were looking for a job in the future, would you use the workforce department again?

Current B&ES Employer Questions

1-6: Legislatively required questions

7. How do you rate our communication with you during the recruitment period?

8. Which of the following is true regarding those we referred on your job listing?

a. Most of the referrals exceeded the minimum qualifications

b. Most of the referrals met the minimum qualifications

c. Most of the referrals did not meet the minimum qualifications

9. How did you hear about our services? (CHECK ALL THAT APPLY)

From your Web site

From media advertising (bill board, radio or TV ad, etc.)

From a WorkSource Oregon letter or publication

A representative of OED visited my place of business

From the Oregon Employers Council

From a business organization (Chamber of Commerce, Rotary Club, etc)

Past experience or knowledge

Business associate, friend, family member, spouse, relative

Other (specify)

Suggested new Employer Questions:

1-6: Legislatively required questions

7. Did you hire an employee through the (workforce system)? (Y/N)

a. If yes, how satisfied were you with the person you hired? (use same scale as above)

b. If no, why were you not satisfied? (open-ended)

8. Did you feel the candidates sent to you were competitive for the job? (use same scale as above)

9. Were you able to hire someone in a timeframe that met your needs? (use same scale as above or develop different words; if the latter, keep it as four points plus don't know)

10. Would you list future job openings with the (workforce system)? (develop different scale, but keep it as four points plus don't know)

11. Please provide us any other comments you'd like.