

## Florida's Customer Satisfaction Survey For the Workforce Investment Act

The Florida Customer Satisfaction Survey was created by a workgroup chaired by Labor Market Statistics. It consisted of local Workforce Development Board Executive Directors, local Board Staff, and staff from Workforce Florida, Inc. Florida's Customer Satisfaction Survey is designed to comply with the Workforce Investment Act of 1998 and to provide Employers, Participants, and Program Operators with a measure of customer satisfaction with services.

In accordance with the Workforce Investment Act (WIA), each state must set specific goals for customer satisfaction and negotiate those goals with the U.S. Department of Labor. To gauge the effectiveness of statewide WIA programs and compare customer satisfaction among all 50 states, the U.S. Department of Labor elected to use the American Customer Satisfaction Index (ACSI). **The ACSI is a weighted average of the first three questions of the Florida Customer Satisfaction Survey.** Click on the ACSI web site at <http://www.bus.umich.edu/research/nqrc/acsi.html> for more information.

### Results

During the first ten months of program year 2000-2001, results from 4,508 Employers and 3,349 Participants indicate that Florida is meeting its negotiated goals for customer satisfaction. Florida's negotiated goal for Employers is 64.00. The state achieved an American Customer Satisfaction Index for Employers of 67.90. In other words, Florida has exceeded its negotiated index for Employers by 3.90.

The results for Florida's Participants are encouraging. Florida's negotiated index for participants is 67.00. The state achieved a score of 76.90. In this case, Florida has outperformed its negotiated rate by 9.90. See the following pages for a detailed breakout of the results.

The American Customer Satisfaction Index (ACSI) is a measure required by the U.S. Department of Labor. This Index is based on a weighted average of the answers to the first three questions of the Florida Customer Satisfaction Survey. When fully implemented nationally, it will allow comparison of customer satisfaction among all 50 states.

Scores and comments from Participants indicate that:

- They were satisfied with services overall.
- They wished to be more informed of services available to them.
- They did not view all services as helpful in getting a job.

Scores and comments from Employers indicate that:

- They were less satisfied with services than participants.
- They want referrals screened more thoroughly to match the qualifications they list on their job orders.
- They wish to be contacted within a short amount of time if an office is unable to refer a qualified applicant.

Attached is a year-to-date summary of the mandatory measures. Scores are rated as follows:

Rating	Range of Scores
Very Satisfied	9 – 10
Satisfied	7 – 8
Somewhat Satisfied	5 – 6
Dissatisfied	3 – 4
Very Dissatisfied	1 – 2

## Results of the Customer Satisfaction Survey Required Questions

Answers to the the following questions are required by the Workforce Investment Act:

1. Overall, how satisfied are you with the services you received?
2. How well did the services you received meet your expectations?
3. How well did the services your received compare to your ideal?

Workforce Board	Number of Employer Responses	Average*	Number of Participant Responses	Average*
		Not ACSI Employer Score		Not ACSI Participant Score
1	59	7.39	156	7.62
2	199	7.72	57	8.05
3	105	8.20	162	8.67
4	201	7.75	235	8.33
5	101	7.20	73	7.33
6	18	6.39	77	8.09
7	100	7.11	66	8.77
8	270	6.87	226	8.11
9	125	6.88	50	8.29
10	263	7.80	110	7.90
11	125	6.69	175	7.54
12	283	7.05	170	7.66
13	274	7.63	129	8.01
14	267	6.47	141	7.25
15	285	6.71	129	8.11
16	198	6.42	59	7.18
17	133	7.01	171	7.49
18	178	6.62	222	8.00
19	88	6.94	56	7.96
20	156	7.01	177	8.19
21	278	6.97	222	7.73
22	283	6.74	163	7.55
23	286	7.15	197	7.42
24	233	7.05	126	8.32
State	4,508	7.07	3,349	7.89

\*Note: Average scores are not equal to the ACSI numbers, which represent a weighted average of survey results.

Each question is rated on a score of 1 to 10 as shown below. The scores for the three questions are then averaged.

Rating	Range of Scores
Very Satisfied	9 – 10
Satisfied	7 – 8
Somewhat Satisfied	5 – 6
Dissatisfied	3 – 4
Very Dissatisfied	1 – 2

**July 2000 - April 2001  
Customer Satisfaction Survey Results**

<b>Employer Questions</b>	<b>WDR 1</b>	<b>WDR 2</b>	<b>WDR 3</b>	<b>WDR 4</b>	<b>WDR 5</b>	<b>WDR 6</b>	<b>WDR 7</b>	<b>WDR 8</b>	<b>WDR 9</b>	<b>WDR 10</b>	<b>WDR 11</b>	<b>WDR 12</b>
1 Overall, how satisfied are you with the services you received from (office name)?	7.86	7.94	8.53	8.15	7.60	6.72	7.35	7.26	7.18	6.06	7.05	7.29
2 Think about what you expected from (office name). How well did the services you received meet your expectations?	7.20	7.79	8.03	7.67	7.12	6.44	6.99	6.74	7.00	7.77	6.66	7.16
3 Think about the ideal services for businesses like yours. How well did the services you received from (office name) compare to your ideal?	7.10	7.43	8.04	7.42	6.87	6.00	6.98	6.60	6.47	7.57	6.38	6.69
4 Overall, how would you rate (office name) in serving you in a timely manner?	8.00	8.47	8.88	8.63	7.80	7.39	8.15	7.96	7.42	8.70	7.54	7.83
5 Overall, how would you rate (office name) in responding to your needs?	7.85	8.15	8.42	8.32	7.37	6.56	7.35	7.37	7.17	8.38	7.02	7.42
6 Overall, how would you rate (office name) in referring suitable/appropriate applicants?	6.56	7.08	7.21	6.88	6.30	5.67	6.01	5.65	6.06	6.64	5.90	5.92
7 Overall, how would you rate (office name) in providing the services you requested?	7.75	7.92	8.4	8.21	7.19	6.22	6.95	7.02	7.13	8.19	6.82	7.15
8 Overall, how would you rate (office name) in providing the services that helped you hire employees?	6.37	7.09	7.27	6.72	6.20	5.94	6.33	5.64	5.75	6.85	5.58	5.65
9 How likely are you to recommend (office name) to a colleague?	7.54	8.44	8.64	8.55	7.76	7.67	7.44	7.42	7.39	8.54	7.74	7.67
<b>Average of Federally Required Questions (1, 2 and 3)</b>	<b>7.39</b>	<b>7.72</b>	<b>8.20</b>	<b>7.75</b>	<b>7.20</b>	<b>6.39</b>	<b>7.11</b>	<b>6.87</b>	<b>6.88</b>	<b>7.80</b>	<b>6.69</b>	<b>7.05</b>
<b>Average of all questions</b>	<b>7.36</b>	<b>7.81</b>	<b>8.16</b>	<b>7.84</b>	<b>7.13</b>	<b>6.51</b>	<b>7.06</b>	<b>6.85</b>	<b>6.84</b>	<b>7.86</b>	<b>6.74</b>	<b>6.98</b>

**July 2000 - April 2001  
Customer Satisfaction Survey Results**

<b>Employer Questions</b>	<b>WDR 13</b>	<b>WDR 14</b>	<b>WDR 15</b>	<b>WDR 16</b>	<b>WDR 17</b>	<b>WDR 18</b>	<b>WDR 19</b>	<b>WDR 20</b>	<b>WDR 21</b>	<b>WDR 22</b>	<b>WDR 23</b>	<b>WDR 24</b>
1 Overall, how satisfied are you with the services you received from (office name)?	8.05	6.80	7.16	6.89	7.32	7.02	7.20	7.49	7.31	7.14	7.51	7.24
2 Think about what you expected from (office name). How well did the services you received meet your expectations?	7.62	6.42	6.60	6.28	6.98	6.55	6.90	6.93	6.92	6.69	7.10	6.89
3 Think about the ideal services for businesses like yours. How well did the services you received from (office name) compare to your ideal?	7.24	6.19	6.36	6.10	6.72	6.30	6.70	6.63	6.66	6.41	6.84	6.77
4 Overall, how would you rate (office name) in serving you in a timely manner?	8.44	7.04	7.60	7.36	7.51	7.52	7.64	7.83	8.15	7.66	7.80	7.86
5 Overall, how would you rate (office name) in responding to your needs?	7.96	6.81	6.96	6.93	7.20	6.83	7.32	7.30	7.06	6.99	7.32	7.17
6 Overall, how would you rate (office name) in referring suitable/appropriate applicants?	6.56	5.44	5.81	5.48	5.96	5.68	5.80	5.94	5.46	5.50	6.22	5.81
7 Overall, how would you rate (office name) in providing the services you requested?	7.75	6.39	6.68	6.68	7.09	6.72	7.10	6.97	6.95	6.51	7.07	7.11
8 Overall, how would you rate (office name) in providing the services that helped you hire employees?	6.93	5.17	5.65	5.55	5.87	5.21	5.69	5.94	5.34	5.25	6.36	5.69
9 How likely are you to recommend (office name) to a colleague?	8.30	6.86	7.22	7.28	7.58	7.28	7.55	7.65	7.50	7.45	7.87	7.69
<b>Average of Federally Required Questions (1, 2 and 3)</b>	<b>7.63</b>	<b>6.47</b>	<b>6.71</b>	<b>6.42</b>	<b>7.01</b>	<b>6.62</b>	<b>6.94</b>	<b>7.01</b>	<b>6.97</b>	<b>6.74</b>	<b>7.15</b>	<b>7.05</b>
<b>Average of all questions</b>	<b>7.65</b>	<b>6.35</b>	<b>6.67</b>	<b>6.50</b>	<b>6.91</b>	<b>6.57</b>	<b>6.88</b>	<b>6.96</b>	<b>6.82</b>	<b>6.62</b>	<b>7.12</b>	<b>6.94</b>

<b>Jobseeker Survey Questions</b>	<b>WDR 1</b>	<b>WDR 2</b>	<b>WDR 3</b>	<b>WDR 4</b>	<b>WDR 5</b>	<b>WDR 6</b>	<b>WDR 7</b>	<b>WDR 8</b>	<b>WDR 9</b>	<b>WDR 10</b>	<b>WDR 11</b>	<b>WDR 12</b>	<b>WDR 13</b>
1 Overall, how satisfied are you with the services you received from (office name)?	7.98	8.26	8.91	8.55	7.84	8.29	9.11	8.41	8.76	8.15	7.75	7.98	8.39
2 Think about what you expected from (office name). How well did the services you received meet your expectations?	7.66	8.09	8.64	8.40	7.16	8.17	8.85	8.17	8.12	7.81	7.46	7.55	7.96
3 Think about the ideal services for other people in your circumstances. How well did the services you received from (office name) compare to your ideal?	7.21	7.79	8.46	8.05	7.00	7.82	8.35	7.74	8.00	7.75	7.39	7.46	7.69
4 Overall, how would you rate (office name) in informing you of available services?	7.28	8.04	8.21	7.84	7.30	7.35	8.32	7.79	8.28	7.61	7.30	7.56	7.63
5 Overall, how would you rate (office name) in providing access to the services and materials you needed?	8.09	8.70	8.98	8.61	8.34	8.42	8.85	8.27	8.70	8.02	7.82	7.76	8.49
6 Overall, how would you rate (office name) in providing useful information and services?	7.69	8.35	8.81	8.44	7.88	8.35	8.70	8.17	8.72	8.35	7.58	7.93	8.19
7 Overall, how would you rate (office name) in providing correct	7.97	8.07	8.84	8.81	8.41	8.86	8.79	8.56	8.94	8.37	7.94	8.09	8.31
8 Overall, how would you rate (office name) in providing you with services that helped you get a job?	6.71	7.65	8.41	8.18	7.38	7.65	8.05	7.36	7.88	7.29	6.65	6.92	7.37
9 Overall, how would you rate (office name) in serving you in a timely manner?	7.78	8.79	8.75	8.71	7.88	8.35	8.98	8.38	8.60	8.23	8.07	8.02	8.11
10 Overall, how would you rate (office name) in treating you with respect?	<b>8.67</b>	<b>8.98</b>	<b>9.49</b>	<b>9.21</b>	<b>9.03</b>	<b>9.10</b>	<b>9.14</b>	<b>9.15</b>	<b>9.14</b>	<b>8.94</b>	<b>8.94</b>	<b>8.92</b>	<b>9.18</b>
11 Overall, how would you rate (office name) in having a knowledgeable staff?	<b>8.23</b>	<b>8.61</b>	<b>9.08</b>	<b>8.69</b>	<b>8.34</b>	<b>8.77</b>	<b>8.95</b>	<b>8.91</b>	<b>8.76</b>	<b>8.44</b>	<b>8.10</b>	<b>8.26</b>	<b>8.57</b>
<b>Average of Federally Required Questions (1, 2, and 3)</b>	7.62	8.05	8.67	8.33	7.33	8.09	8.77	8.11	8.29	7.90	7.54	7.66	8.01
<b>Average of all questions</b>	7.75	8.30	8.78	8.50	7.87	8.28	8.73	8.26	8.54	8.09	7.72	7.86	8.17

<b>Jobseeker Survey Questions</b>	<b>WDR 14</b>	<b>WDR 15</b>	<b>WDR 16</b>	<b>WDR 17</b>	<b>WDR 18</b>	<b>WDR 19</b>	<b>WDR 20</b>	<b>WDR 21</b>	<b>WDR 22</b>	<b>WDR 23</b>	<b>WDR 24</b>
1 Overall, how satisfied are you with the services you received from (office name)?	7.56	8.37	7.22	7.80	8.36	8.04	8.48	8.14	7.88	7.81	8.72
2 Think about what you expected from (office name). How well did the services you received meet your expectations?	7.16	8.05	7.22	7.40	7.95	7.96	7.97	7.68	7.51	7.30	8.22
3 Think about the ideal services for other people in your circumstances. How well did the services you received from (office name) compare to your ideal?	7.03	7.90	7.10	7.27	7.68	7.89	8.13	7.38	7.27	7.15	8.02
4 Overall, how would you rate (office name) in informing you of available services?	6.94	7.50	6.75	7.29	7.49	7.75	8.03	8.02	7.24	7.29	7.96
5 Overall, how would you rate (office name) in providing access to the services and materials you needed?	7.50	8.34	7.44	8.02	8.23	8.20	8.34	8.06	7.61	7.59	8.64
6 Overall, how would you rate (office name) in providing useful information and services?	7.39	8.09	7.14	7.84	8.19	8.27	8.59	7.95	7.69	7.44	8.52
7 Overall, how would you rate (office name) in providing correct	7.38	8.39	7.42	8.17	8.61	8.38	8.65	8.27	7.93	7.81	8.77
8 Overall, how would you rate (office name) in providing you with services that helped you get a job?	6.26	7.33	6.71	6.80	7.18	7.20	7.68	6.89	6.55	7.03	7.53
9 Overall, how would you rate (office name) in serving you in a timely manner?	7.72	8.19	7.19	7.92	8.43	8.55	8.61	8.01	7.36	7.64	8.67
10 Overall, how would you rate (office name) in treating you with respect?	<b>8.50</b>	<b>8.91</b>	<b>8.14</b>	<b>8.84</b>	<b>9.19</b>	<b>9.02</b>	<b>9.21</b>	<b>8.95</b>	<b>8.53</b>	<b>8.88</b>	<b>9.35</b>
11 Overall, how would you rate (office name) in having a knowledgeable staff?	<b>7.89</b>	<b>8.27</b>	<b>7.56</b>	<b>8.42</b>	<b>8.96</b>	<b>8.73</b>	<b>8.84</b>	<b>8.61</b>	<b>8.09</b>	<b>8.05</b>	<b>9.02</b>
<b>Average of Federally Required Questions (1, 2, and 3)</b>	7.25	8.11	7.18	7.49	8.00	7.96	8.19	7.73	7.55	7.42	8.32
<b>Average of all questions</b>	7.39	8.12	7.26	7.80	8.21	8.18	8.41	8.00	7.61	7.64	8.49

An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.