

Florida's Customer Satisfaction Survey For the Workforce Investment Act

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.

The Florida Customer Satisfaction Survey was designed 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 Incorporated.

Results

During the first five months of program year 2000-2001, results from 2269 Employers and 1492 Participants indicate that Florida is meeting its negotiated goals for customer satisfaction. The American Customer Satisfaction Index for Employers is 65.76. The negotiated standard is 64.00. The Index for Participants is 76.73. The negotiated standard is 67.00.

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 Employer Score	Number of Participant Responses	Average Participant Score
1	48	7.26	84	7.56
2	116	7.29	25	8.67
3	69	8.07	85	8.64
4	109	7.45	112	8.24
5	63	6.80	47	7.53
6	11	5.58	28	7.69
7	68	7.01	21	8.87
8	122	6.91	93	7.85
9	73	7.14	28	8.39
10	118	7.81	46	7.58
11	81	6.17	79	7.38
12	128	6.90	71	7.93
13	117	7.24	55	8.22
14	128	6.11	63	6.44
15	124	6.24	73	8.04
16	77	6.13	25	7.61
17	92	6.58	84	7.90
18	99	6.43	102	7.96
19	56	6.58	30	8.49
20	85	7.08	72	7.83
21	118	6.66	66	8.10
22	126	6.67	53	7.50
23	138	7.28	94	7.43
24	103	7.13	56	7.87
State	2269	6.88	1492	7.87

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 - November 2000
Customer Satisfaction Survey Results**

Employer Questions	WDR 1	WDR 2	WDR 3	WDR 4	WDR 5	WDR 6	WDR 7	WDR 8	WDR-9	WDR 10	WDR 11	WDR 12	WDR 13
1 Overall, how satisfied are you with the services you received from (office name)?	7.77	7.54	8.43	7.94	7.27	6.00	7.29	7.42	7.30	7.81	6.49	7.07	7.62
2 Think about what you expected from (office name). How well did the services you received meet your expectations?	7.15	7.38	7.87	7.33	6.63	5.45	6.90	6.78	7.36	7.46	6.11	6.92	7.32
3 Think about the ideal services for businesses like yours. How well did the services you received from (office name) compare to your ideal?	6.88	6.96	7.91	7.08	6.49	5.27	6.85	6.54	6.75	7.25	5.90	6.71	6.79
4 Overall, how would you rate (office name) in serving you in a timely manner?	7.90	8.10	8.70	8.18	7.17	7.00	8.04	7.95	7.64	8.50	7.09	7.77	8.14
5 Overall, how would you rate (office name) in responding to your needs?	7.67	7.88	8.38	7.78	6.94	5.82	7.46	7.54	7.49	8.16	6.53	7.29	7.46
6 Overall, how would you rate (office name) in referring suitable/appropriate applicants?	6.48	6.84	7.17	6.55	5.86	4.18	6.07	5.69	9.62	6.33	5.35	6.65	6.32
7 Overall, how would you rate (office name) in providing the services you requested?	7.73	7.63	8.19	7.83	6.59	5.18	6.90	7.09	7.55	7.83	6.26	7.05	7.45
8 Overall, how would you rate (office name) in providing the services that helped you hire employees?	6.25	6.80	7.25	6.51	5.92	5.00	6.35	5.80	6.29	6.32	4.90	5.35	6.71
9 How likely are you to recommend (office name) to a colleague?	7.67	8.07	8.57	8.24	7.54	6.64	7.46	7.41	7.75	8.00	7.36	7.65	8.03
Average of Federally Required Questions (1,2 and 3)	7.26	7.29	8.07	7.45	6.80	5.58	7.01	6.91	7.14	7.51	6.17	6.90	7.24

**July 2000 - November 2000
Customer Satisfaction Survey Results**

Employer Questions	WDR 14	WDR 15	WDR 16	WDR 17	WDR 18	WDR 19	WDR 20	WDR 21	WDR 22	WDR 23	WDR 24
1 Overall, how satisfied are you with the services you received from (office name)?	6.42	6.77	6.62	6.88	6.76	6.89	7.40	7.05	7.05	7.63	7.37
2 Think about what you expected from (office name). How well did the services you received meet your expectations?	5.99	6.22	5.94	6.64	6.35	6.57	7.02	6.57	6.65	7.29	7.12
3 Think about the ideal services for businesses like yours. How well did the services you received from (office name) compare to your ideal?	5.93	5.73	5.82	6.21	6.18	6.29	6.81	6.35	6.41	6.93	6.90
4 Overall, how would you rate (office name) in serving you in a timely manner?	6.70	7.30	7.17	7.02	7.22	7.43	7.64	7.88	7.33	7.78	7.81
5 Overall, how would you rate (office name) in responding to your needs?	6.45	6.52	6.68	6.66	6.72	7.00	7.16	6.90	6.68	7.43	7.12
6 Overall, how would you rate (office name) in referring suitable/appropriate applicants?	5.02	5.65	5.16	5.64	5.58	5.57	6.05	5.19	5.40	6.34	6.02
7 Overall, how would you rate (office name) in providing the services you requested?	6.06	6.19	6.38	6.65	6.48	6.89	7.02	6.75	6.37	7.21	7.35
8 Overall, how would you rate (office name) in providing the services that helped you hire employees?	4.93	5.32	4.90	5.30	4.85	5.38	6.11	5.25	5.25	6.70	5.90
9 How likely are you to recommend (office name) to a colleague?	6.60	7.01	7.16	6.97	7.15	7.25	7.58	7.43	7.33	7.29	7.78
Average of Federally Required Questions (1,2 and 3)	6.11	6.24	6.13	6.58	6.43	6.58	7.08	6.66	6.87	7.28	7.13

**July 2000 - November 2000
Customer Satisfaction Survey Results**

Jobseeker Survey Questions	WDR 1	WDR 2	WDR 3	WDR 4	WDR 5	WDR 6	WDR 7	WDR 8	WDR 9	WDR 10	WDR 11	WDR 12	WDR 13
1 Overall, how satisfied are you with the services you received from (office name)?	8.02	8.96	8.86	8.46	7.98	7.71	9.19	8.10	8.75	7.74	7.66	8.28	8.53
2 Think about what you expected from (office name). How well did the services you received meet your expectations?	7.63	8.56	8.56	8.28	7.26	7.57	8.95	8.04	8.32	7.61	7.30	7.72	8.13
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?	7.04	8.48	8.48	7.96	7.36	7.79	8.48	7.42	8.11	7.39	7.18	7.80	8.00
4 Overall, how would you rate (office name) in informing you of available services?	7.21	8.12	8.33	7.62	7.38	6.82	7.71	7.71	8.29	7.13	7.14	7.87	7.47
5 Overall, how would you rate (office name) in providing access to the services and materials you needed?	8.10	8.72	9.13	8.48	8.72	8.11	8.57	8.15	8.71	7.72	7.65	8.15	8.71
6 Overall, how would you rate (office name) in providing useful information and services?	7.89	9.00	8.99	8.17	8.15	7.82	8.76	7.94	8.64	8.13	7.30	8.28	8.27
7 Overall, how would you rate (office name) in providing correct information?	8.12	8.60	8.99	8.62	8.60	9.11	9.00	8.26	8.71	8.07	7.86	8.41	8.64
8 Overall, how would you rate (office name) in providing you with services that helped you get a job?	6.75	8.08	8.51	7.92	7.91	7.11	8.33	6.99	7.79	7.72	5.89	6.87	7.56
9 Overall, how would you rate (office name) in serving you in a timely manner?	7.71	9.20	8.96	8.56	9.02	8.50	8.90	8.16	8.50	7.85	7.81	8.24	7.96
10 Overall, how would you rate (office name) in treating you with respect?	8.74	9.52	9.51	9.13	8.47	9.14	9.33	9.01	8.93	8.41	8.72	9.00	9.35
11 Overall, how would you rate (office name) in having a knowledgeable staff?	8.39	8.96	9.13	8.65	8.12	8.54	8.86	8.84	8.64	7.83	7.73	8.63	8.85
Average of Federally Required Questions (1,2, and 3)	7.56	8.67	8.64	8.24	7.53	7.69	8.87	7.85	8.39	7.58	7.38	7.93	8.22

**July 2000 - November 2000
Customer Satisfaction Survey Results**

Jobseeker Survey Questions	WDR 14	WDR 15	WDR 16	WDR 17	WDR 18	WDR 19	WDR 20	WDR 21	WDR 22	WDR 23	WDR 24
1 Overall, how satisfied are you with the services you received from (office name)?	6.83	8.36	7.40	8.21	8.32	8.40	8.19	8.59	7.98	7.91	8.64
2 Think about what you expected from (office name). How well did the services you received meet your expectations?	6.32	7.88	7.64	7.85	8.03	8.67	7.61	8.05	7.49	7.28	8.30
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?	6.19	7.88	7.80	7.64	7.52	8.40	7.69	7.65	7.04	7.11	7.88
4 Overall, how would you rate (office name) in informing you of available services?	6.21	7.62	7.48	7.33	7.48	8.27	8.04	8.12	7.09	7.43	7.80
5 Overall, how would you rate (office name) in providing access to the services and materials you needed?	6.75	8.48	7.76	8.04	8.35	8.57	8.36	8.32	7.64	7.96	8.64
6 Overall, how would you rate (office name) in providing useful information and services?	6.75	7.90	7.52	7.92	8.17	8.63	8.46	8.32	7.55	7.74	8.41.
7 Overall, how would you rate (office name) in providing correct information?	6.68	8.38	7.88	8.13	8.68	8.57	8.36	8.41	7.89	7.88	8.66
8 Overall, how would you rate (office name) in providing you with services that helped you get a job?	5.29	7.73	7.56	6.99	7.28	7.60	7.14	7.14	6.36	7.03	7.61
9 Overall, how would you rate (office name) in serving you in a timely manner?	7.17	8.19	7.64	7.90	8.30	8.93	8.38	8.58	7.23	7.52	8.50
10 Overall, how would you rate (office name) in treating you with respect?	7.98	9.05	8.96	8.73	9.07	9.23	9.13	9.17	8.47	8.73	9.16
11 Overall, how would you rate (office name) in having a knowledgeable staff?	7.29	8.23	8.28	8.46	8.87	9.17	8.81	8.77	8.06	7.69	8.82
Average of Federally Required Questions (1,2, and 3)	6.44	8.04	7.61	7.9	7.96	8.49	7.83	8.1	7.5	7.43	8.27

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