

Pension Benefit Guaranty Corporation

Applicant Survey

The Pension Benefit Guaranty Corporation (PBGC) seeks to provide the highest quality customer service to people who apply for a job with us. As a recent applicant for a job at PBGC, your opinion of our job application process can help us reach that goal. Please give us your opinion by completing the survey below. If you have questions concerning this survey, please send an e-mail to hrstrategy@pbgc.gov

Paperwork Reduction Act notice: *The Office of Management and Budget has approved this survey under OMB Control No. 1212-0053 (expires 12/31/2012). We need to obtain OMB approval and to tell you we obtained that approval in order to conduct this survey. Your participation is voluntary and should take about 10 minutes.*

Confidentiality: *Your responses will be used by PBGC solely for customer service improvement and will be treated with the confidentiality provided by the Privacy Act and the Freedom of Information Act. Your responses to this survey will not affect any dealings you may have with PBGC, including employment opportunities.*

The survey results will be used to measure whether PBGC's Human Resources Department (HRD) provided timely customer service in relation to notifying the applicant of his/her status at critical points during the application process. Additionally, the results will be used to continuously improve our customer service to all applicants.

Vacancy Announcement: _____

Position, Series, and Grade: _____

1. Did you receive notification that we received your job application? (The notice would have been sent via e-mail from a Human Resources Specialist)

_____ yes

_____ no

_____ don't recall

2. Did you receive notification that we reviewed and assessed your job application?

_____ yes

_____ no

_____ don't recall

3. Did you receive notification that you were found eligible or ineligible for the position?

_____ yes

_____ no

_____ don't recall

4. Did you receive notification that your application was either referred or not referred to the selecting official?

_____ yes

_____ no

_____ don't recall

5. Did you receive notification of the status of the position? (e.g., Cancelled, Selection Made, and/or Re-advertised)

_____ yes

_____ no

_____ don't recall

6. Were you called for an interview?

_____ yes

_____ no (if no, skip to question 7)

_____ don't recall (if don't recall, skip to question 7)

6a. Was the interview...

_____ one-on-one (skip to 6c)

_____ panel (skip to 6b)

6b. How many people did you meet with?

_____ 2-3 people

_____ 4-6 people

_____ more than 6 people

6c. Describe how you felt about the interview process. Comments: (we will have box that will allow for 250 words)

7. How would you describe the overall application process?

Comments: (we will have a box that will allow for 250 words)

8. Is there anything else you would like PBGC to know about your overall experience as an applicant?

Comments: (we will have box that will allow for 250 words)

9. May we contact you to ask you additional questions, if necessary?

____ yes

____ no (if no, survey will end)

9a. If yes, please provide your contact information:

Name

Telephone

Email Address

Thank you for taking the time to complete this survey.