

## **2010 DFAS Contractor Pay/MOCAS (End User) Customer Satisfaction Survey**

### **Background Information**

1. For the information we collect to be the most helpful, please indicate for which region you are responding. (Mark all that apply)
  - North Entitlement
  - South Entitlement
  - West Entitlement
  
2. With what Services/Agencies has your organization contracted during the past 12 months? (Mark all that apply)
  - Army
  - Navy
  - Air Force
  - Marine Corps
  - Defense Logistics Agency
  - Defense Contract Management Agency
  - Other DoD Component
  - Not Applicable
  
3. What is the total amount paid to your organization by DFAS in the past year?
  - Less than \$100,000
  - \$100,000 - \$500,000
  - \$500,000 - \$1,000,000
  - \$1,000,000 - \$5,000,000
  - \$5,000,000 - \$10,000,000
  - \$10,000,000 - \$50,000,000
  - \$50,000,000 - \$100,000,000
  - \$100,000,000 - \$1,000,000,000
  - Over \$1,000,000,000





## Overall Satisfaction

21. Overall, how satisfied or dissatisfied are you with the services you received from the DFAS staff?
- Very Dissatisfied
  - Dissatisfied
  - Neither Satisfied Nor Dissatisfied
  - Satisfied
  - Very Satisfied
22. If you had a choice of service providers, would you use the DFAS staff again?
- Yes
  - No
  - Not Sure
23. If you had a choice of service providers, would you recommend the DFAS staff to others?
- Yes
  - No
  - Not Sure

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	No Basis to Judge
24. I believe DFAS will use the results of this survey to improve its products and services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. Use the following space to describe what the DFAS staff is doing well.

26. Use the following space to describe what you would like to see the DFAS staff change.