Model Instance Name:
PBGC - Perception Survey

MID:

Partitioned (Y/N)?   **NO**

Date: **3/2/2012**

FORESEE

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Model questions utilize the ACSI methodology to determine scores and impacts

	MQ Label	ELEMENTS (drivers of satisfaction)	MQ Label	CUSTOMER SATISFACTION		MQ Label	FUTURE BEHAVIORS
		Agency Information (1=Poor, 10=Excellent, Don't Know)		**Satisfaction**			**Goal Accomplishment Index (1=Strongly Disagree, 10=Strongly Agree)**
1	Agency Information - Thoroughness	**Thinking about the agency as a whole,** please rate your perception of the **thoroughness of the information** that the PBGC provides.	6	Satisfaction - Overall	What is your **overall satisfaction** with the PBGC agency? *(1=Very Dissatisfied, 10=Very Satisfied)*	9	Goal Accomplishment - Mission	Please indicate how much you agree or disagree with the following statements. The PBGC **carries out its mission** to protect pensions.
2	Agency Information - Understandable	Please rate how **understandable you find the information** that the PBGC provides.	7	Satisfaction - Expectations	How well does the PBGC **meet your expectations**? *(1=Falls Short, 10=Exceeds)*	10	Goal Accomplishment - Responsibility	The PBGC **shows that it takes responsibility** for preserving pension plans.
3	Agency Information - Answers	Please rate how well the agency's **information provides answers to your questions**.	8	Satisfaction - Ideal	How does the PBGC **compare to your idea of an ideal federal agency**? *(1=Not Very Close, 10=Very Close)*	11	Goal Accomplishment - Preserve	The PBGC **efficiently preserves pension plans**.
		Agency Services (1=Poor, 10=Excellent, Don't Know)				12	Goal Accomplishment - Protect	The PBGC **protects pensioners** effectively.
4	Agency Services - Provision	**Thinking about the agency's services as a whole,** please rate the extent to which the PBGC **provides needed services**.						**Trust (1=Strongly Disagree, 10=Strongly Agree)**
5	Agency Services - Range	Please rate your perception of the **range of services** offered by the PBGC.				13	Trust - Best Interests	I can count on this agency to **act in my best interests**.
						14	Trust -	I consider this agency to be **trustworthy**.
						15	Trust - Do Right	This agency can be trusted to **do what is right**.
						16	Future Participation	**Future Participation (1=Very Unlikely, 10=Very Likely)** How likely are you to **express your thoughts or ideas** to this agency in the next 90 days?
						17	Brand Confidence	**Brand Confidence (1=Not At All Confident, 10=Very Confident)** How confident are you that **your future interactions with the PBGC will meet your needs?**

PBGC - Perception Survey CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
MMW1759		Which best describes you?	Worker		Radio button, one-up vertic	S	Y	Skip Logic Group	Best Describes
			Retiree						
			Disabled Worker or Retiree						
			Widow(er) or spouse or beneficiary						
			Practitioner or pension professional						
			Media or press representative						
			Congressional or regulatory researcher						
			Trade association or business organization						
			Job seeker						
			Student						
			Other (please specify)	A					
MMW1760	A	Other - best describes you:			Text area, no char limit	S	N		Other Best Describes
MMW1761		What is your primary interest in PBGC?	To learn if my pension plan is insured or covered by the PBGC		Radio button, one-up vertic	S	Y		Primary Interest
			To learn what to expect if PBGC takes over my pension plan						
			To better understand the extent to which my benefits (pension, health care, etc.) are insured						
			To find out if I am entitled to a benefit (unclaimed pension, not listed in a plan, etc.)						
			To get an estimate of my benefit						
			To file a premium						
			To submit a standard termination						
			To submit a distress termination						
			To submit a reportable event						
			To obtain interest rates						
			To look for a job						
			To learn more about PBGC's mission to protect pensions						
MMW1762		As an agency, what could PBGC do differently to better meet your needs?			Text area, no char limit	S	N		Better Meet Needs