

Model Instance Name:
 PBGC - Customer Satisfaction V2
 MID: lohcdxZpY48xEgEE58c8pA==
 Partitioned (Y/N)? NO
 Date: 4/19/2013



Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION		FUTURE BEHAVIORS	
MQ Label		MQ Label		MQ Label	
	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 .				
5 Agency Services - Range	Please rate your perception of the range of services offered by the PBGC.				
					Trust (1=Strongly Disagree, 10=Strongly Agree)
				13 Trust - Best Interests	I can count on this agency to act in my best interests .
				14 Trust - Trustworthy	I consider this agency to be trustworthy .
				15 Trust - Do Right	This agency can be trusted to do what is right .
					Brand Confidence (1=Not At All Confident, 10=Very Confident)
				17 Brand Confidence	How confident are you that your future interactions with the PBGC will meet your needs ?



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underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

PBGC - Customer Satisfaction V2 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
LON0035494		About how often do you interact with the PBGC?	This is my first interaction At least monthly A few times a year Once a year or less		Radio button, one-up vertical	S	Y		Frequency
LNH4533		Which best describes you?	Worker Retiree Disabled Worker or Retiree Widow(er) or spouse or beneficiary Other family member, friend, or power of attorney Practitioner or pension professional Media or press representative Congressional or regulatory researcher Trade association or business organization Job seeker Student Other (please specify)		Radio button, one-up vertical	S	Y	Skip Logic Group	Best Describes
LNH4534	A	Other - best describes you:		A	Text area, no char limit	S	N		Other Best Describes
LNH4535		What is your primary interest in PBGC?	To learn if my pension plan is insured or covered by the PBGC 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 learn more about the Annual Funding Notice I received To check or update my personal information 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 Other (please specify)		Radio button, one-up vertical	S	Y	Skip Logic Group	Primary Interest
LNH4536	A	Please specify your primary interest in PBGC.		A	Text area, no char limit	S	N	Skip Logic Group	OE_Primary Interest
HAR0040602		Did you get the information you were looking for from PBGC?	Yes No		Radio button, one-up vertical	S	Y	Skip Logic Group	Did You Find
HAR0040526	A	What information were you looking for?			Text area, no char limit	S	N	Skip Logic Group	OE_What Looking For
LON0035495		Is the wording used by this agency easy to understand?	Yes No		Radio button, one-up vertical	S	Y		Agency Wording
LNH4537		As an agency, what could PBGC do differently to better meet your needs?			Text area, no char limit	S	N		Better Meet Needs
LNH4538		Would you like PBGC to contact you regarding your response?	Yes No	A	Radio button, one-up vertical	S	Y	Skip Logic Group	Contact
LNH4539	A	Please provide the following information, and a PBGC representative will contact you. Name: (First/Last Name)			Text field, <100 char	S	N		Name
LNH4540	A	Email: (e.g. happy.customer@pbgc.gov)			Text field, <100 char	S	N		Email
LNH4541	A	Telephone: (e.g. 555-555-5555)			Text field, <100 char	S	N		Telephone
LNH4542	A	Best weekday to be reached:	Monday Tuesday Wednesday Thursday Friday		Drop down, select one	S	N		Best Day to Reach

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LNH4543	A	Best time to be reached:	9 - 10 AM (EST) 10 - 11 AM (EST) 11 - 12 PM (EST) 12 - 1 PM (EST) 1 - 2 PM (EST) 2 - 3 PM (EST)		Drop down, select one	S	N		Best hour to Reach

