

2009 DFAS Retiree-Annuitant Customer Satisfaction Survey

#### **Public Burden Statement:**

We estimate this form takes an average of 15 minutes to complete including the time for getting the needed data and reviewing both the instructions and completed form. Send comments regarding our estimate or any other aspect of this form, including suggestions for reducing completion time, to the Office of Personnel Management (OPM), Assessment Services, Steve Burnkrant (3206-0236), Washington, DC 20415-7900. The OMB Number, 3206-0236, is currently valid. OPM may not collect this information, and you are not required to respond, unless this number is displayed.

When answering the following questions, refer ONLY to your monthly retiree or annuitant pay.

1. foll O O O O O O	I experienced a problem with my account <u>during the past 12 months</u> in the owing areas: (Mark all that apply.) Annuity pay An allotment Cost of living increases State taxes I have not experienced a problem Other (specify)
2. 0 0 0 0 0	I know how to use myPay (formerly EMSS) on the internet.  Strongly disagree Disagree Neither disagree nor agree Agree Strongly agree I have not used the myPay system
Access	
3. (tel O O O O	During the last 12 months, how many times did you contact DFAS Pay Services ephone, letter, internet, etc.)?  Not at all  Once  Twice  Three times  Four or more times
4. Pay O O O O O O O O O O O	What difficulties, if any, have you experienced in trying to find someone in DFAS to assist you? (Mark ALL that apply.) Not applicable; I have not contacted DFAS in the past 12 months No difficulties Automated phone service proved difficult to use Telephone rang without answer or stayed busy Telephone messages were not returned Telephone calls were transferred multiple times Telephone was left on hold No response to e-mail messages E-mail was forwarded multiple times Letters were not answered

O Other

- 5. How do you usually request DFAS Pay information, services, or products? (Mark only ONE response.)
  - O Not applicable; I have not requested anything from DFAS in the past 12 months
  - O Telephone
  - O E-mail
  - O myPay Website
  - O Other Internet Sites
  - O Fax
  - O Postal Mail
- 6. How would you prefer to receive DFAS Pay information, services, or products? (Mark only ONE response.)
  - O Telephone
  - O E-mail
  - O myPay Website
  - O Other Internet Sites
  - O Fax
  - O Postal Mail
  - O Other

	Strongly Disagree	Disagree	Neither Disagree	Agree	Strongly Agree	No Basis to Judge
7. It is easy to do business with DFAS Pay services.	О	О	О	О	О	О
8. Assistance from the DFAS Pay personnel is provided at a time that is convenient to me.	О	О	О	О	О	0
9. It is easy to find someone at the DFAS Pay office who can answer my questions.	О	О	О	О	О	0
10. I do not have to cut through a lot of red tape to reach higher level DFAS Pay officials.	О	О	О	О	О	0
11. I have adequate access to DFAS Pay personnel for advice and assistance.	О	О	О	О	О	О
12. The DFAS Pay personnel keep me informed about conditions and changes that affect me.	О	О	О	О	О	0

# Courtesy

	Strongly Disagree	Disagree	Neither Disagree	Agree	Strongly Agree	No Basis to Judge
13. The DFAS Pay personnel are always willing to help me.	О	О	О	О	О	О
14. The DFAS Pay personnel are courteous.	О	О	О	О	О	О
15. The DFAS Pay personnel give individual attention to my requests for information or service.	О	О	О	О	О	О

# Knowledge

	Strongly Disagree	Disagree	Neither Disagree	Agree	Strongly Agree	No Basis to Judge
16. The DFAS Pay personnel are knowledgeable.	О	О	0	О	О	О
17. Explanations of technical issues by DFAS Pay personnel are understandable.	О	О	0	0	О	О
18. The DFAS Pay personnel are able to explain their products and services.	О	О	0	0	О	О
19. When someone at DFAS Pay services does not know the answer, he or she refers me to an expert who does.	0	О	О	О	О	О

### **Timeliness**

	Strongly Disagree	Disagree	Neither Disagree	Agree	Strongly Agree	No Basis to Judge
20. In general, the DFAS Pay personnel provide timely service.	О	О	О	О	0	О
21. DFAS Pay personnel provide timely service for each of the following:						
a. Making changes to my account	О	О	О	О	О	О
b. Providing an updated account	0	О	О	0	О	О

<u>OMB</u>	Approved:
No.	3206-0236

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statement as necessary			1	1
Statement as necessary			1	1

# Reliability

	Strongly Disagree	Disagree	Neither Disagree	Agree	Strongly Agree	No Basis to Judge
22. The DFAS Pay personnel give me accurate information.	О	О	О	О	О	0
23. The DFAS Pay personnel keep accurate records.	О	О	0	О	0	0
24. The DFAS Pay personnel provide services when promised.	О	О	0	О	О	О
25. The DFAS Pay personnel provide reliable and consistent service.	О	О	О	О	О	О

## Choice

	Strongly Disagree	Disagree	Neither Disagree	Agree	Strongly Agree	No Basis to Judge
26. DFAS Pay products and services are designed to meet customer needs.	О	О	О	О	О	О
27. DFAS Pay personnel use suggestions from their customers to improve the quality of products and services.	0	О	О	О	О	О
28. I am satisfied with the range of services provided by DFAS Pay personnel.	О	О	О	О	О	О

# Tangibles

	Strongly Disagree	Disagree	Neither Disagree	Agree	Strongly Agree	No Basis to Judge
29. The communication materials (e.g., letters, written information) I received from DFAS are clear and understandable.	О	О	О	О	О	О
30. I am satisfied with the appearance of manuals, brochures, reports and other	О	О	О	О	О	О
communication material (e.g., myPay websites, account statements) prepared by DFAS Pay						

Services.						
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### **Problem Resolution**

	Strongly Disagree	Disagree	Neither Disagree	Agree	Strongly Agree	No Basis to Judge
31. Problems and complaints are resolved quickly by DFAS Pay personnel.	О	О	О	О	О	О
32. Problems and complaints are resolved with minimal effort on my part.	0	О	О	О	О	О
33. There are well defined systems for linking customer feedback and complaints to DFAS Pay personnel who can act on this information.	0	О	O	O	O	0
34. The DFAS Pay personnel are flexible in finding solutions to problems.	О	О	О	О	О	О
35. I am satisfied with the way the DFAS Pay personnel handle problems or mistakes.	0	О	О	О	О	О

# Quality

	Very Poor	Poor	Fair	Good	Very Good	No Basis to Judge
36. From the list of services below, how would you rate the quality of each specific						
type of service, advice, or information you						
received/requested in the past 12 months from						
the DFAS Pay personnel?						
a. Changes to my account	О	О	О	О	О	О
b. Account statement	О	О	О	О	О	О
c. W-2 form/1099R form	О	О	О	О	О	О
d. myPay on the internet	О	О	О	О	О	О
37. Overall, how would you rate the						
quality of services, products, and/or information you have received <u>in the past 12 months</u> from the DFAS Pay personnel?	О	О	О	О	О	О

### **Overall Satisfaction**

38.	Overall, how satisfied or dissatisfied are you with the services you received from
$\mathbf{DF}_{I}$	AS Pay?
	Very Dissatisfied
O	Dissatisfied
O	Neither Dissatisfied nor Satisfied
O	Satisfied
Ο	Very Satisfied
39.	If you had a choice of service providers, would you use DFAS Pay services
agai	in?
Ō	Yes
O	No
O	Not Sure
40.	Please consider all your experiences to date with DFAS Pay. Using the 10-point
scal	e below, indicate how satisfied you are with DFAS Pay products and services.
O	1 Very Dissatisfied
O	2
O	3
O	4
O	5
O	6
O	7
0	8
0	9
0	10 Very Satisfied
41.	Considering all of your expectations, do DFAS Pay products and services fall
_	rt of or exceed your expectations?
0	1 Falls Short of Expectations
0	2
0	3
0	4
0	5
0	6
0	7
0	8 9
0 0	
U	10 Exceeds Expectations

	iding retirement (annuity) benefits. How well
would DFAS Pay compare with that ideal orga	inization?
O 1 Not Close to Ideal	
0 2	
0 3	
O 4	
O 5	
0 6	
0 7	
0 8	
0 9	
O 10 Very Close to Ideal	
43. Use the following space to describe	what DFAS Pay is doing well.
44. Use the following space to describe	e what you would like to see DFAS Pay
change.	what you would have to see 21110 1 dy
S. C.	
<b>Background Information</b>	
_	istical analysis for this survey. All of your
Background Information  This information is needed to help us with the static responses are strictly anonymous.	istical analysis for this survey. All of your
This information is needed to help us with the static responses are strictly anonymous.	
This information is needed to help us with the static responses are strictly anonymous.	
This information is needed to help us with the static responses are strictly anonymous.  45. What branch of the service were yo	ou and/or your spouse in?
This information is needed to help us with the static responses are strictly anonymous.  45. What branch of the service were you I was in:	ou and/or your spouse in? My spouse was in:
This information is needed to help us with the static responses are strictly anonymous.  45. What branch of the service were you I was in: O Army	ou and/or your spouse in?  My spouse was in:  O Army
This information is needed to help us with the static responses are strictly anonymous.  45. What branch of the service were you I was in: O Army O Navy	ou and/or your spouse in?  My spouse was in:  O Army O Navy O Air Force
This information is needed to help us with the static responses are strictly anonymous.  45. What branch of the service were you I was in:  O Army O Navy O Air Force	ou and/or your spouse in?  My spouse was in:  O Army O Navy O Air Force
This information is needed to help us with the static responses are strictly anonymous.  45. What branch of the service were you I was in:  O Army O Navy O Air Force O Marine Corps	ou and/or your spouse in?  My spouse was in: O Army O Navy O Air Force O Marine Corps
This information is needed to help us with the static responses are strictly anonymous.  45. What branch of the service were you I was in:  O Army O Navy O Air Force O Marine Corps O Did not serve  46. What was your and/or your spouse'	ou and/or your spouse in?  My spouse was in: O Army O Navy O Air Force O Marine Corps
This information is needed to help us with the static responses are strictly anonymous.  45. What branch of the service were you I was in:  O Army O Navy O Air Force O Marine Corps O Did not serve  46. What was your and/or your spouse's from the military?	ou and/or your spouse in?  My spouse was in:  O Army O Navy O Air Force O Marine Corps O Did not serve
This information is needed to help us with the static responses are strictly anonymous.  45. What branch of the service were you I was in:  O Army O Navy O Air Force O Marine Corps O Did not serve  46. What was your and/or your spouse' from the military?  My final pay status:	ou and/or your spouse in?  My spouse was in:  O Army O Navy O Air Force O Marine Corps O Did not serve  's final pay status at the time of retirement  My spouses final status:
This information is needed to help us with the static responses are strictly anonymous.  45. What branch of the service were you I was in:  O Army O Navy O Air Force O Marine Corps O Did not serve  46. What was your and/or your spouse's from the military?  My final pay status: O Enlisted	ou and/or your spouse in?  My spouse was in:  O Army O Navy O Air Force O Marine Corps O Did not serve  's final pay status at the time of retirement  My spouses final status: O Enlisted
This information is needed to help us with the static responses are strictly anonymous.  45. What branch of the service were you I was in:  O Army O Navy O Air Force O Marine Corps O Did not serve  46. What was your and/or your spouse's from the military?  My final pay status: O Enlisted O Warrant Officer	ou and/or your spouse in?  My spouse was in:  O Army O Navy O Air Force O Marine Corps O Did not serve  's final pay status at the time of retirement  My spouses final status: O Enlisted O Warrant Officer
This information is needed to help us with the static responses are strictly anonymous.  45. What branch of the service were you I was in:  O Army O Navy O Air Force O Marine Corps O Did not serve  46. What was your and/or your spouse's from the military?  My final pay status: O Enlisted	ou and/or your spouse in?  My spouse was in:  O Army O Navy O Air Force O Marine Corps O Did not serve  's final pay status at the time of retirement  My spouses final status: O Enlisted

- 47. How many years have you received retirement/annuity pay from the military (indicate total number of years)?
  - O Less than 1 year
  - O 1 to 5 years
  - O 6 to 10 years
  - O 11 to 15 years
  - O 16 to 20 years
  - O More than 20 years
- 48. What is your age?
  - O Under 40 years
  - O 40 to 55 years
  - O 56 to 65 years
  - O 66 to 75 years
  - O Over 75 years