

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.