### 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)

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

# **Customer Experiences**

		Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	No Basis to Judge
4.	I have adequate access to the DFAS staff for advice and assistance.	О	О	О	О	О	О
5.	The DFAS staff keeps me informed about conditions and changes that affect me.	0	0	0	0	0	О
6.	The DFAS staff is courteous.	О	О	О	О	О	О
7.	The DFAS staff is knowledgeable.	О	О	О	О	О	О
8.	Overall, the DFAS staff provides timely service.	0	О	О	О	О	О
9.	The DFAS staff provides reliable and consistent service.	О	О	О	О	О	О
10.	DFAS services are designed to meet customer needs.	О	О	О	О	О	О
11.	I am satisfied with the content and appearance of websites, manuals, brochures, reports, and other communication materials prepared by the DFAS staff.	0	0	0	O	О	О
12.	I am satisfied with the way the DFAS staff handles problems or errors.	О	О	О	О	О	О

	Very Poor	Poor	Fair	Good	Very Good	No Basis to Judge
13. Overall, how would you rate the quality of services, products, and/or information you have received from the DFAS staff?	0	0	0	0	0	О

### **Customer Service Office, myInvoice, and Open Houses**

		Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied	No Basis to Judge
	ed are you with each of the following						
aspects of th	ne Customer Service Office:						
14.	Ability of Customer Service		0	O	0	0	
Representatives to answer your questions							
15.	Courtesy of Customer Service		0	0	O	0	
Representatives							
16.	Hours of operation	О	О	О	О	О	О
17.	Length of time on hold until a		0	0	0	0	
Representative assists you							

- 18. How satisfied are you with the web-based MOCAS myInvoice?
  - O I do not use myInvoice
  - O Very Dissatisfied
  - O Dissatisfied
  - O Neither Dissatisfied nor Satisfied
  - O Satisfied
  - O Very Satisfied

	Not at all Helpful	Slightly Helpful	Moderately Helpful	Very Helpful	Essential	Have not Attended
19. If you have attended an Open House, how helpful did you find it?	О	О	О	О	О	О
20. If you have attended a Defense Industry Leaders Working Group (DIL), how helpful did you find it?	О	О	О	О	О	0

## **Overall Satisfaction**

21.	Overall, how satisfied or dissatisfied are you with the services you received from								
the	the DFAS staff?								
O									
O	Dissatisfied								
O	Neither Satisfied Nor Dissatisfied								
O	Satisfied								
O	Very Satisfied								
22.	If you had a choice of service providers, would you use the DFAS staff again?								
O	Yes		-						
O	No								
O	Not Sure								
23.	If you had a choice of service provid	ers, wou	ıld you	recomm	end the	DFAS	staff to		
oth	ers?								
O	Yes								
O	No								
О	Not Sure								
			Ι				No Basis to Judge		
		Strongly Disagree	Disagree	Z	Į.	Strongly Agree	Ba		
		ong agr	agr	Neither	Agree	rongly Agree	asis to Judge		
		jly ee	ee	ler	ee	gly ee	to ge		
24.	I believe DFAS will use the results								
	this survey to improve its products and	О	О	О	О	О	0		
	vices.								
							-		
25.	Use the following space to describe v	what the	DFAS	staff is	doing w	zell			
20.	ose the following space to describe	Wildt tile	D1710	Starr 15	doning v	V C11.			
26.	Use the following space to describe v	what you	ı would	like to	see the	DFAS :	staff		
cha	inge.	J							