OPM Customer Satisfaction SurveyStandard Form

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), 1900 E. Street N.W., 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.

Background Information

Access

1.	What difficulties, if any, have you experienced in trying to find someone from the
	XYZ staff to assist you? (Mark all that apply)

- O Not applicable; I have not contacted XYZ in the last 12 months
- O No difficulties
- O Difficulty with automated "800" number
- O Telephone rang without answer or stayed busy
- O Telephone messages are not returned
- O Telephone call transferred multiple times
- O Kept on hold
- O No response e-mail messages
- O E-mail forwarded multiple times
- O Difficulty getting through to the fax number
- O Faxes answered slowly
- O Other
- 2. How do you usually request XYZ information, services, or products? (Mark all that apply)
 - O Not applicable; I have not made a request in the last 12 months
 - O Telephone
 - O E-mail
 - O Website
 - O Fax
 - O Mail
 - O Visit
- 3. How would you prefer to receive Vendor Pay/Transportation Pay information, services, or products? (Mark all that apply)
 - O Not applicable; I rarely contact the XYZ staff to request assistance
 - O Telephone
 - O E-mail
 - O Website
 - O Fax
 - O Mail
 - O Visit

		Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	No Basis to Judge
4.	It is easy to do business with XYZ.	O	O	O	0	O	О
5.	Assistance from the XYZ staff is provided at a time that is convenient to me.	O	О	0	O	O	О
6.	It is easy to find someone at XYZ who can answer my questions.	O	O	0	O	O	О
7.	I do not have to cut through a lot of red tape to reach higher level XYZ officials.	O	O	O	O	O	О
8.	I have adequate access to XYZ staff for advice and assistance.	O	О	0	O	O	О
9.	the XYZ staff keeps me informed about conditions and changes that affect me.	O	О	O	0	О	О

Courtesy

		Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	No Basis to Judge
10. help me.	The XYZ staff is always willing to	О	О	0	О	О	О
11.	The XYZ staff is courteous.	O	O	O	O	O	О
12. attention service.	The XYZ staff gives individual my requests for information or	О	O	0	О	0	0

Knowledge

		Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	No Basis to Judge
13.	The XYZ staff is knowledgeable.	O	O	O	0	O	О
14. unders and mi	The XYZ staff has a good tanding of my organization's operation ission.	0	O	O	O	0	О
15. unders	Explanations of technical issues are tandable.	O	O	0	О	O	О
16. their p	The XYZ staff is able to explain roducts and services.	0	О	O	O	0	О

					110. 021	00-0250
17. When someone at XYZ does not know the answer, they refer me to an expert who does.	O	O	0	0	O	О
Timeliness						
	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	No Basis to Judge
18. The XYZ staff provides timely service for each of the following:						
a. b.	0 0	0	0	0	O O	0
19. Overall, the XYZ staff provides timely service.	О	О	0	О	О	О
Reliability						7
	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	No Basis to Judge
20. The XYZ staff gives me accurate information.	О	0	О	0	О	О
21. The XYZ staff keeps accurate records.	О	O	0	О	О	О
22. The XYZ staff provides services when promised.	O	0	0	O	О	О
23. The XYZ staff provides reliable and consistent service.	O	O	O	O	O	О
Choice						1
	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	No Basis to Judge
24. XYZ products and services are designed to meet customer needs.	O	0	0	О	O	О
25. The XYZ staff uses suggestions from their customers to improve the quality of products and services.	O	0	0	0	0	О

					<u> 110.</u> 521	00-0230
26. I am satisfied with the range of products and services provided by XYZ.	0	0	O	0	O	0
Tangibles	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	No Basis to Judge
27. The XYZ staff works in offices that are visually appealing.	O	О	О	О	О	О
28. The XYZ staff presents a professional appearance.	O	O	О	О	О	О
29. I am satisfied with the appearance of websites, manuals, brochures, reports, and other communication materials prepared by XYZ.	0	0	O	0	0	0
Recovery	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	No Basis to Judge
30. Problems and complains are resolved quickly.	O	0	О	O	O	О
31. Problems and complaints are resolved with minimal effort on the customer's part.	0	O	O	O	0	0
32. There are well defined systems for linking customer feedback and complaints to employees who can act on this information.	0	0	0	0	0	0
33. The XYZ staff is flexible in finding solutions to problems.	O	O	0	O	О	О
34. I am satisfied with the way the XYZ staff handled problems or mistakes.	0	O	0	0	O	О
Quality	Very Poor	Poor	Fair	Good	Very Good	No Basis to Judge

							<u>No.</u> 320	J6-023t
35.		How would you rate the quality of						
tl	he f	following products and services:						
a.			O	O	O	O	O	О
b.			0	O	O	O	O	О
36.		Overall, how would you rate the						
-	qual XY2	ity of products and services provided by Z?	0	0	O	0	0	О
Ovei	rall	Satisfaction						
(0 0 0 0	Overall, how satisfied are you with the Very Dissatisfied Dissatisfied Neither Satisfied nor Dissatisfied Satisfied Very Satisfied	e servio	ces you	are rece	eiving fr	om XY	Z?
(0 0 0	If you had a choice of service provider Yes No Not Sure	rs, wou	ıld you	use XY	Z again'	?	
(O	If you had a choice of service provider Yes No Not Sure	rs, wou	ıld you	recomm	iend XY	$^{\prime}\mathrm{Z}$ to ot	hers?
40.		Based on the service you have receive	d from	the XV	7 staff	how w	ould vo	u rate
	he v	value of their services?	u mom	uic A i	. Z starr,	110 W W	ouiu yo	u rate
		Very Poor Value for the Money						
		Poor Value for the Money						
(O	Neither Good nor Poor Value for the Money						
(Good Value for the Money						
	O	Very Good Value for the Money						
	0 0 0 0 0 0	Please consider all your experiences to w, indicate how satisfied you are with XYZ part of Very Dissatisfied 2 3 4 5 6 7				ng the 10	0-point	scale
,	O	8						

	O 9 O 10 Very Satisfied
42.	Considering all of your expectations, do XYZ products and services fall short of or exceed your expectations? O 1 Falls Short of Expectations O 2 O 3 O 4 O 5 O 6 O 7 O 8 O 9 O 10 Exceeds Expectations
43.	Imagine an ideal organization providing XYZ services. How well would XYZ compare with that ideal organization? O 1 Not Close to Ideal O 2 O 3 O 4 O 5 O 6 O 7 O 8 O 9 O 10 Very Close to Ideal
44.	Use the following space to describe what XYZ is doing well.
45.	Use the following space to describe what you would like to see XYZ change.