|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Survey: SSA Mobile Wage Reporting 2021** | |  | |  | | |  | |
| **IA#:** |  |  | | | |  | |
| **Date: 01-27-2021** |  |  | | | |  | |
|  |  | |  | |  | | |
| **SURVEY TYPE: Customer** |  | |  | | | | |
|  |  | |  | |  | | |
| **Survey Q#** | **Type#** | **Topic Type** | | | |  | |
| **1** | **MODEL** | **SATISFACTION – OVERALL** | | | |  | |
| **2** | **MODEL** | **SATISFACTION – EXPECTATIONS** | | | |  | |
| **3** | **MODEL** | **SATISFACTION - IDEAL** | | | |  | |
| **4** | **MODEL** | **RECOMMEND** | | | |  | |
| **5** | **CUSTOM** | **A11 – SATISFIED** | | | |  | |
| **6** | **CUSTOM** | **A11 – TRUST** | | | |  | |
| **7** | **CUSTOM** | **A11 – QUALITY** | | | |  | |
| **8** | **CUSTOM** | **A11 – EASE** | | | |  | |
| **9** | **CUSTOM** | **A11 – SPEED** | | | |  | |
| **10** | **CUSTOM** | **REPORTING WAGES FOR** | | | |  | |
| **11** | **CUSTOM** | **OE\_RELATIONSHIP** | | | |  | |
| **12** | **CUSTOM** | **REPORTING MULTIPLE EMPLOYERS** | | | |  | |
| **13** | **CUSTOM** | **FIRST TIME USING APP** | | | |  | |
| **14** | **CUSTOM** | **RECEIVE INSTRUCTION PACKET** | | | |  | |
| **15** | **CUSTOM** | **INSTRUCTIONS PACKET** | | | |  | |
| **16** | **CUSTOM** | **CAMERA FEATURE** | | | |  | |
| **17** | **CUSTOM** | **FILE UPLOAD TOOL** | | | |  | |
| **18** | **CUSTOM** | **USE OTHER APPS WITH MOBILE** | | | |  | |
| **19** | **CUSTOM** | **OE\_OTHER APP USED** | | | |  | |
| **20** | **CUSTOM** | **ACCOMPLISH** | | | |  | |
| **21** | **CUSTOM** | **DO NEXT** | | | |  | |
| **22** | **CUSTOM** | **OE\_OTHER PLAN NEXT** | | | |  | |
| **23** | **CUSTOM** | **OE\_IMPROVE** | | | |  | |