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| **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** |  |