

2015 PEOPLE FIRST CUSTOMER SURVEY RESULTS

On March 9, 2015, the People First customer survey was emailed to 25,000 randomly selected active state employees and retirees with email addresses in the People First system. This survey ran through March 20, 2015, and asked survey recipients to rate their level of satisfaction with People First. The goal of the survey is to determine how effective the system is and to give our customers an opportunity to provide feedback. Slightly less than 2,600 employees responded to the customer survey and 79 percent of those respondents were satisfied with the overall performance of People First. (This satisfaction rate is a 0.1 percent increase over the 2014 survey results.) Over 1,450 comments were received regarding respondents' experiences with People First.

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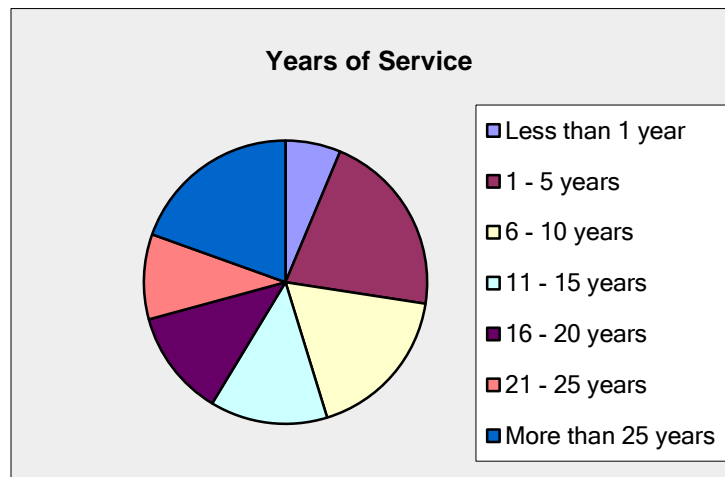
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CUSTOMER DEMOGRAPHICS

Years of Service

The total years of service that respondents have worked for an agency or other Florida government entity:

Years of Service	Response Percent	Response Count
Less than 1 year	6.3%	164
1 - 5 years	21.1%	546
6 - 10 years	17.8%	459
11 - 15 years	13.4%	347
16 - 20 years	12.1%	313
21 - 25 years	9.7%	252
More than 25 years	19.5%	504
answered question		2585
skipped question		0



CUSTOMER DEMOGRAPHICS

Organization

Organization respondent works for (ranked highest response count to lowest):

Agency / Entity	Response Count
DOH - Department of Health	388
DCF - Department of Children and Families	264
DC - Department of Corrections	222
REV - Department of Revenue	139
DOT - Department of Transportation	126
DOE - Department of Education	109
UF - University of Florida	106
FWC - Fish and Wildlife Conservation Commission	88
DACS - Department of Agriculture and Consumer Services	86
Retired (former employees)	78
FDLE - Department of Law Enforcement	73
USF - University of South Florida	70
DEP - Department of Environmental Protection	66
AHCA - Agency for Health Care Administration	65
DBPR - Department of Business and Professional Regulation	59
HSMV - Department of Highway Safety and Motor Vehicles	53
State Courts	52
UCF - University of Central Florida	51
DJJ - Department of Juvenile Justice	46
DEO - Department of Economic Opportunity	34
FIU - Florida International University	32
DFS - Department of Financial Services	28
DLA - Department of Legal Affairs	28
DMS - Department of Management Services	25
APD - Agency for Persons with Disabilities	23
UNF - University of North Florida	23
FAU - Florida Atlantic University	22
DOS - Department of State	21

Agency / Entity	Response Count
DOEA - Department of Elder Affairs	19
Justice Administrative Commission	19
FSDB - Florida School for the Deaf and the Blind	18
DOAH - Division of Administrative Hearings	17
DVA - Department of Veterans' Affairs	17
UWF - University of West Florida	17
Legislature	15
FAMU - Florida A&M University	14
FSU - Florida State University	14
Lottery	10
FGCU - Florida Gulf Coast University	9
EOG - Governor's Office	8
PSC - Public Service Commission	8
DMA - Department of Military Affairs	6
AST - Agency for State Technology	5
CIT - Department of Citrus	4
DOEM - Division of Emergency Management	4
FCOR - Florida Commission on Offender Review	3
FPU - Florida Polytechnic University	2
NCF - New College of Florida	2
TOTAL	2588

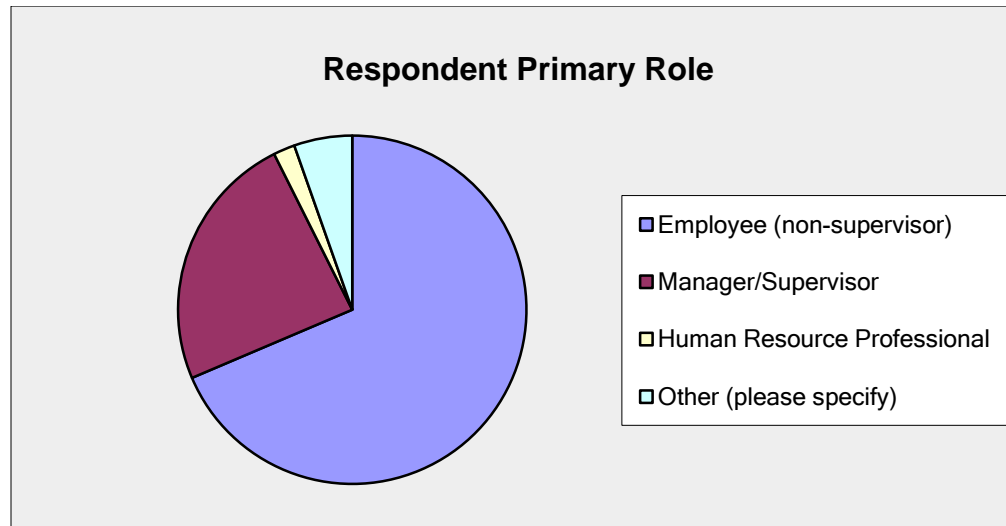
Note: Some respondents chose multiple entities.

CUSTOMER DEMOGRAPHICS

Primary Role

Respondent's primary role in the organization they currently work:

Primary Role		
Answer Options	Response Percent	Response Count
Employee (non-supervisor)	68.6%	1709
Manager/Supervisor	24.0%	597
Human Resource Professional	2.0%	51
Other (please specify)	5.4%	134
answered question		2491
skipped question		94



CUSTOMER USE

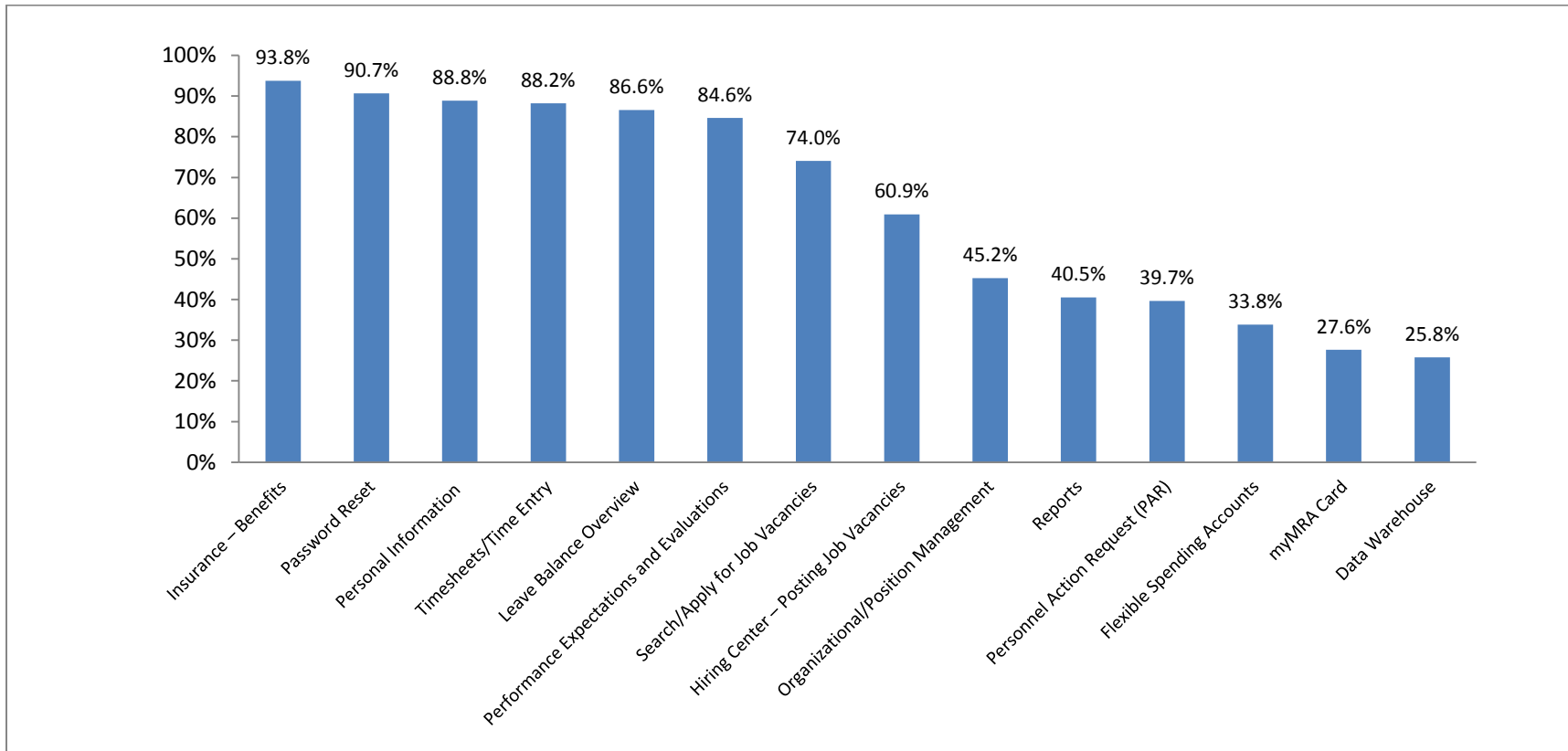
Areas that represent the People First functions the respondents use most (ranked most used to least used):

People First Functions	Extremely Satisfied		Satisfied	*	Neither Satisfied/ Dissatisfied		Dissatisfied	*	Extremely Dissatisfied	*	Response Percent	Do Not Use
Insurance – Benefits	22.8%		53.0%	*	15.9%		6.3%	*	2.0%	*	93.8%	150
Password Reset	21.9%		51.7%	*	19.3%		5.2%	*	2.0%		90.7%	223
Personal Information	30.0%		55.9%	*	11.6%		1.9%	*	0.6%	*	88.8%	284
Timesheets / Time Entry	27.1%	*	55.6%	*	9.4%		6.3%	*	1.6%		88.2%	284
Leave Balance Overview	31.3%	*	56.3%	*	8.8%		2.8%	*	0.8%		86.6%	323
Performance Expectations and Evaluations	16.6%		44.5%	*	23.1%		11.5%	*	4.2%		84.6%	370
Search / Apply for Job Vacancies	19.6%	*	51.4%	*	20.2%		7.0%		1.8%	*	74.0%	620
Hiring Center – Posting Jobs	17.7%	*	49.0%	*	23.7%		6.8%		2.8%	*	60.9%	928
Organizational / Position Management	15.5%	*	43.8%	*	33.8%		5.0%		1.9%	*	45.2%	1,302
Reports	14.2%		43.8%	*	35.2%	*	4.7%		2.2%		40.5%	1,417
Personnel Action Request (PAR)	16.8%	*	45.4%	*	31.3%		4.5%		2.0%	*	39.7%	1,429
Flexible Spending Accounts	18.0%		43.6%	*	27.8%		7.1%		3.5%		33.8%	1,577
MyMRA Card	17.5%	*	39.0%	*	31.2%		7.4%		4.9%	*	27.6%	1,705
Data Warehouse	13.0%	*	35.6%	*	44.8%		4.8%	*	1.8%		25.8%	1,756
Overall Functional Satisfaction	67.9% “satisfied”		*	24.0%	8.1% “dissatisfied”		*					

Note: An asterisks “*” in the columns to the right of the satisfaction scores indicates that the 2015 results are the same or an increase over 2014 results.

CUSTOMER USE

Respondents' Use of People First by Function:



PEOPLE FIRST SERVICE CENTER – AUTOMATED TELEPHONE ASSISTANCE SYSTEM

Respondents were asked to rate their level of satisfaction with the People First Automated Telephone Assistance system in the last 12 months. Customers access the automated telephone system when calling 1-866-663-4735 to reach the Service Center.

	Extremely Satisfied	*	Satisfied	*	Neither Satisfied/ Dissatisfied		Dissatisfied	*	Extremely Dissatisfied	*	Response Count w/Contact
Security Validation	28%	*	54%	*	15%		3%	*	1%	*	1,323
Length and Number of Menu Items	18%	*	51%	*	22%	*	6%		2%		1,319
Hold Time	20%	*	52%	*	17%		8%	*	2%	*	1,321
Easy to Use	22%	*	52%	*	17%	*	7%	*	2%	*	1,319
Ability to Accomplish What I Wanted to do	26%	*	51%	*	14%	*	6%	*	3%		1,322
Average:	74.9%			*	16.9%		8.2%				
Answered question:											1,329
Skipped question:											1,256

Note: An asterisks “*” in the columns to the right of the satisfaction scores indicates that the 2015 results are the same or an increase over 2014 results.

Analysis:

Overall, 75 percent of the respondents who have had used the People First Automated Telephone Assistance system in the last 12 months said they were satisfied or extremely satisfied with the services provided. Eight percent were dissatisfied or extremely dissatisfied while nearly 17 percent were neither satisfied nor dissatisfied. **This 75 percent satisfaction rate was a 1 percent increase over the 2014 survey results.**

PEOPLE FIRST SERVICE CENTER

52 percent of respondents spoke with a Service Center representative within the last 12 months. These respondents were asked to rate their level of satisfaction with their contact with the People First Service Center representative(s).

	Extremely Satisfied	Satisfied	Neither Satisfied/Dissatisfied	Dissatisfied	Extremely Dissatisfied	Response Count w/Contact
Friendly	43.9%	48.7%	* 5.0%	2.0%	* 0.4%	1,211
Professional	43.8%	48.3%	* 5.5%	1.6%	* 0.8%	1,209
Listened Carefully	41.3%	46.9%	* 7.1%	3.7%	* 1.1%	1,203
Patient	42.0%	47.8%	* 7.4%	2.0%	0.8%	1,208
Helpful	42.7%	43.0%	* 7.6%	* 4.3%	* 2.4%	1,202
Speed of Service	38.6%	43.8%	* 10.2%	* 4.9%	* 2.4%	1,202
Checked for My Satisfaction	38.1%	44.9%	* 12.0%	* 3.2%	1.8%	1,204
Confidence in the Information Provided	38.4%	44.4%	* 9.9%	* 4.2%	* 3.1%	1,202
Average:	87.1%		8.1%	4.8%		
Answered question:						1,213
Skipped question:						1,372

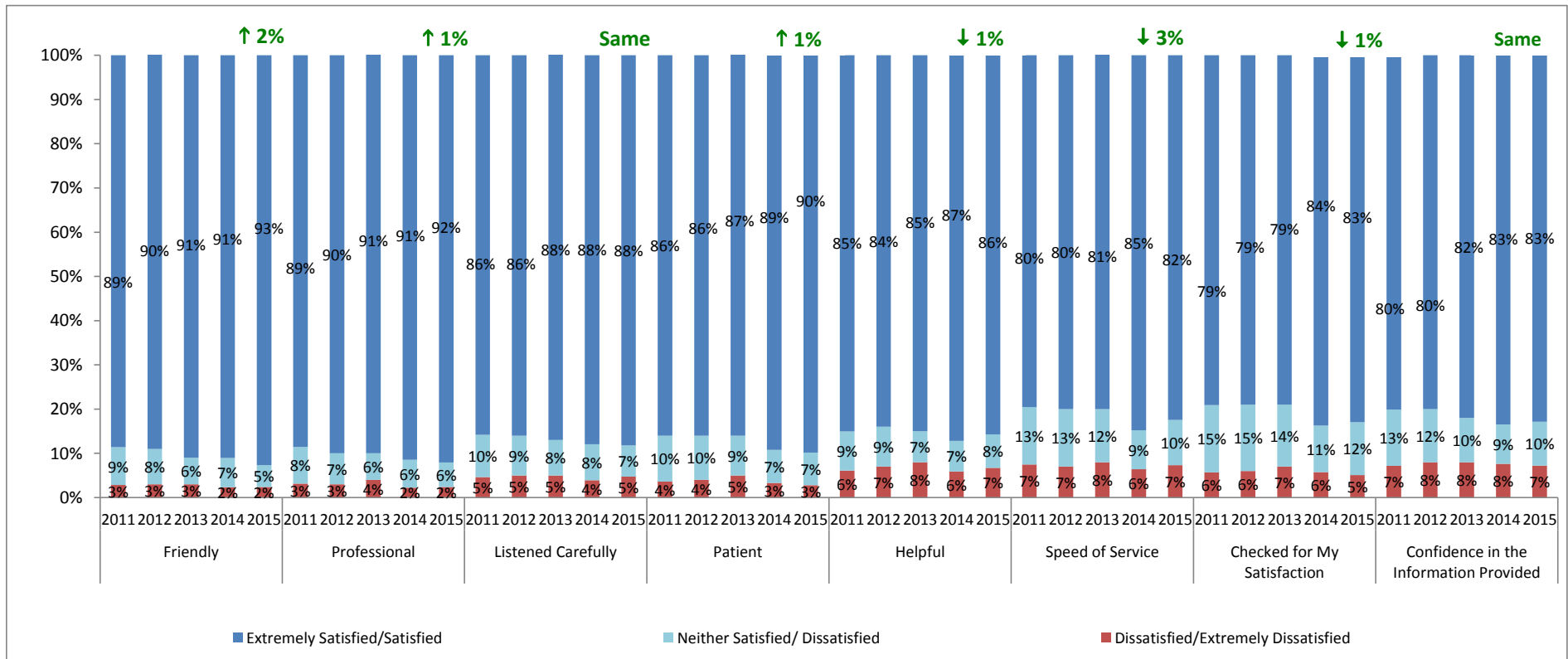
Note: An asterisks “*” in the columns to the right of the satisfaction scores indicates that the 2015 results are the same or an increase over 2014 results.

Analysis:

Overall, 87 percent of the respondents who have had contact with the People First Service Center said they were satisfied or extremely satisfied with the services provided. Nearly five percent were dissatisfied or extremely dissatisfied while eight percent of those who had contact with the service center were neither satisfied nor dissatisfied. **This 87 percent satisfaction rate was a 0.3 percent decrease from the 2014 survey results.**

PEOPLE FIRST SERVICE CENTER

Respondents Level of Satisfaction with the People First Service Center:



↑% , ↓% or Same = Shows the change from 2014 of Extremely Satisfied/Satisfied.

PEOPLE FIRST SYSTEM

82 percent of respondents utilized the People First System website (peoplefirst.myflorida.com) over the last 12 months. These respondents were asked to rate their level of satisfaction with the People First website during this time period.

	Extremely Satisfied		Satisfied		Neither Satisfied/ Dissatisfied		Dissatisfied		Extremely Dissatisfied		Response Count
Availability	29.7%		57.4%	*	8.7%		2.9%		1.4%	*	2,034
Accuracy of Information	29.4%		57.0%	*	10.7%		2.3%		0.7%		2,029
Easy to Understand	24.8%		52.1%	*	15.5%	*	6.3%		1.4%		2,032
Easy to Use	23.5%		50.4%	*	15.3%		8.3%	*	2.5%		2,029
Ability to Accomplish What I Wanted to Do	24.1%		53.1%	*	14.8%	*	5.9%		2.2%		2,023
Average:	80.3%			*	13.0%	*	6.7%				
Answered question:											2,039
Skipped question:											546

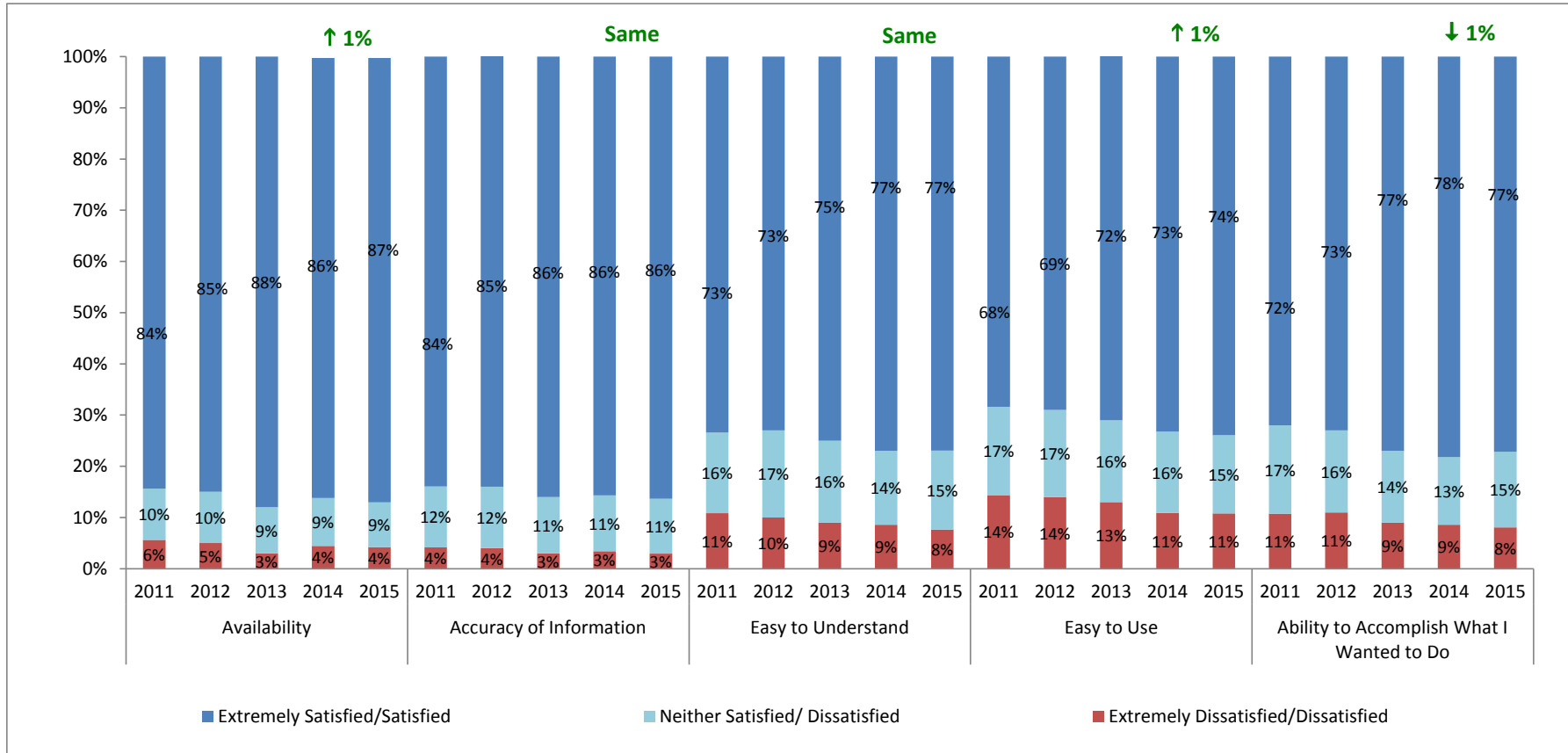
An asterisks “*” in the columns to the right of the satisfaction scores indicates that the 2015 results are the same or an increase over 2014 results.

Analysis:

Overall, 80.3 percent of the respondents who use the People First System said they were satisfied or extremely satisfied with the system. Nearly seven percent were dissatisfied or extremely dissatisfied while 13 percent of those who use the system were neither satisfied nor dissatisfied. **This 80.1 percent satisfaction rate was a 0.2 percent increase over the satisfaction rate from 2014.**

PEOPLE FIRST SYSTEM

Respondents' Level of Satisfaction with the People First System:



↑%, ↓% or Same = Shows the change from 2014 of Extremely Satisfied/Satisfied.

OPEN ENROLLMENT

For the third year using this survey, respondents were asked to rate their level of satisfaction with their Open Enrollment experience. 32 percent of respondents made changes to their benefits during the 2015 plan year Open Enrollment period. Of these, 93 percent said they made their changes using the People First website.

The following depicts the level of satisfaction of those respondents who made their changes in the system (i.e., level of satisfaction with making Open Enrollment changes online):

Extremely Satisfied		Satisfied	*	Neither Satisfied/ Dissatisfied	*	Dissatisfied	*	Extremely Dissatisfied	*	Response Count w/Use of PF
30.1%		53.3%	*	10.3%	*	4.5%	*	1.8%	*	718
83.4%				10.3%	*	6.3%			*	
Answered question:										738
Skipped question:										1,847

Respondents were also asked to rate their **OVERALL** level of satisfaction with Open Enrollment:

Extremely Satisfied		Satisfied	*	Neither Satisfied/ Dissatisfied	*	Dissatisfied		Extremely Dissatisfied	*	Response Count w/Use of PF
26.7%		53.7%	*	13.7%	*	4.6%		1.3%	*	754
80.4%				13.7%	*	6.0%				
Answered question:										754
Skipped question:										1,831

An asterisks “*” in the columns to the right of the satisfaction scores indicates that the 2015 results are the same or an increase over 2014 results.

Analysis:

Overall, 80 percent of the respondents said they were satisfied or extremely satisfied with their Open Enrollment experience. Six percent were dissatisfied or extremely dissatisfied while nearly 14 percent of respondents were neither satisfied nor dissatisfied. **This 80 percent satisfaction rate was a 1.6 percent decrease from the satisfaction rate from 2014.**

OVERALL SATISFACTION

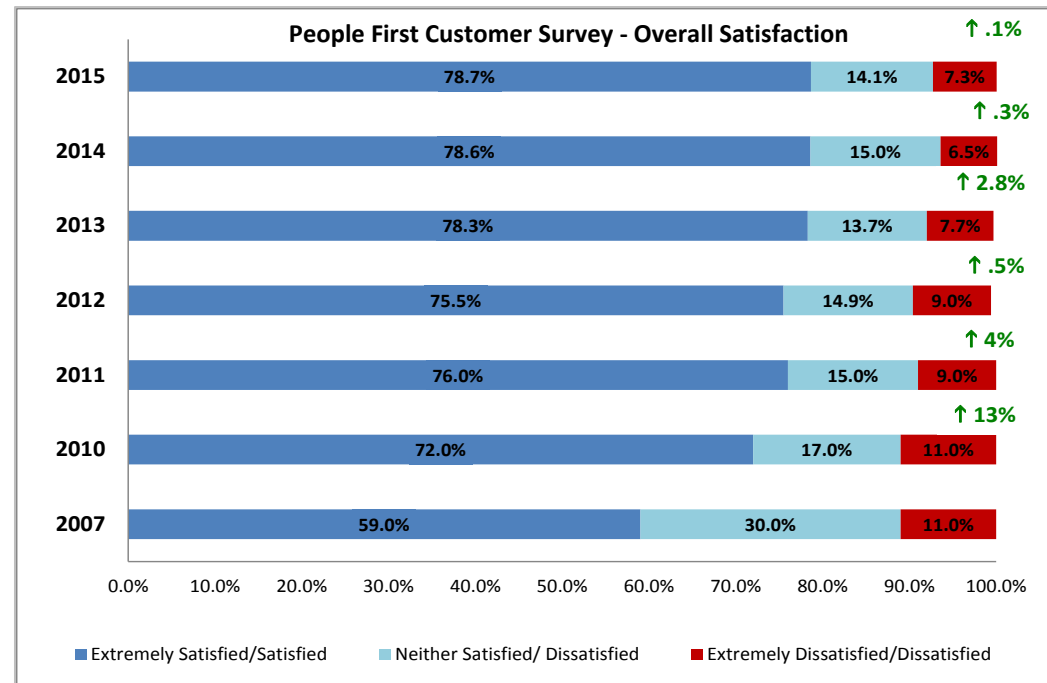
Respondents were asked to rate their overall level of satisfaction with their People First experience:

Extremely Satisfied	Satisfied	Neither Satisfied/ Dissatisfied	Dissatisfied	Extremely Dissatisfied	Response Count w/Use of PF
20.3%	58.4%	14.1%	5.3%	2.0%	2,385
78.7%		14.1%	7.3%		
Answered question:					2,385
Skipped question:					200

An asterisks "*" in the columns to the right of the satisfaction scores indicates that the 2015 results are the same or an increase over 2014 results.

Analysis:

Overall, 79 percent of the respondents who use People First said they were satisfied or extremely satisfied. Seven percent were dissatisfied or extremely dissatisfied while 14 percent of those who use People First were neither satisfied nor dissatisfied. **This 79 percent satisfaction rate was a 0.1 percent increase over the 2014 satisfaction rate.**



↑% or No Change = Shows the percent increase from year to year regarding Overall Satisfaction.