

# 2016 PEOPLE FIRST CUSTOMER SURVEY RESULTS

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On March 7, 2016, 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 18, 2016, 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 3,000 employees responded to the customer survey and 78 percent of those respondents were satisfied with the overall performance of People First. (This satisfaction rate is a 0.5 percent decrease from the 2015 survey results.) Over 1,100 comments were received regarding respondents' experiences with People First.

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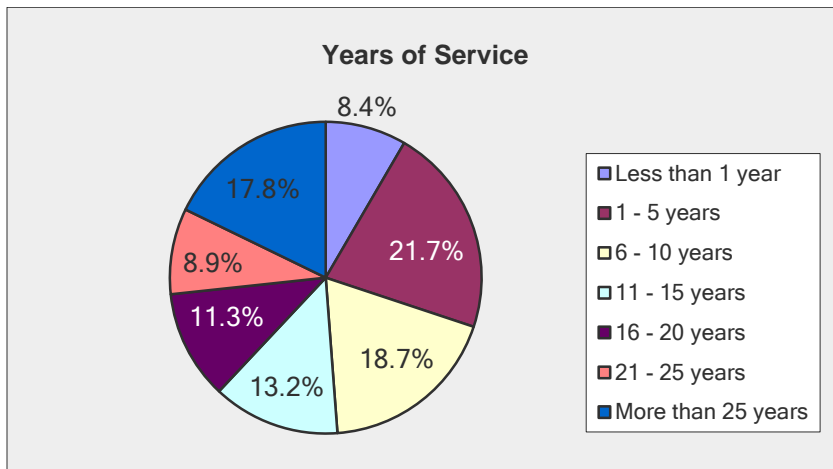
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**CUSTOMER DEMOGRAPHICS**

***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	8.4%	250
1 - 5 years	21.7%	647
6 - 10 years	18.7%	560
11 - 15 years	13.2%	395
16 - 20 years	11.3%	337
21 - 25 years	8.9%	267
More than 25 years	17.8%	531
<b>answered question</b>		<b>2987</b>
<b>skipped question</b>		<b>0</b>



**CUSTOMER DEMOGRAPHICS**

**Organization**

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

Agency / Entity	Response Count
DOH - Department of Health	392
DCF - Department of Children and Families	337
DC - Department of Corrections	257
REV - Department of Revenue	150
Retired (former employee)	132
DACS - Department of Agriculture and Consumer Services	131
UF - University of Florida	129
DOE - Department of Education	118
DOT - Department of Transportation	106
FDLE - Department of Law Enforcement	93
FWC - Fish and Wildlife Conservation Commission	86
HSMV - Department of Highway Safety and Motor Vehicles	84
USF - University of South Florida	78
DJJ - Department of Juvenile Justice	72
UCF - University of Central Florida	67
DEP - Department of Environmental Protection	64
FIU - Florida International University	56
DEO - Department of Economic Opportunity	52
DLA - Department of Legal Affairs	46
DBPR - Department of Business and Professional Regulation	44
DFS - Department of Financial Services	41
State Courts	40
AHCA - Agency for Health Care Administration	35
DMS - Department of Management Services	29
Justice Administrative Commission	28
DOS - Department of State	26
FAU - Florida Atlantic University	25

UNF - University of North Florida	
<b>Agency / Entity</b>	<b>Response Count</b>
UWF - University of West Florida	25
APD - Agency for Persons with Disabilities	23
FSDB - Florida School for the Deaf and the Blind	18
DOEA - Department of Elder Affairs	17
Legislature	16
DVA - Department of Veterans' Affairs	15
FGCU - Florida Gulf Coast University	13
FSU - Florida State University	11
Lottery	10
DOAH - Division of Administrative Hearings	9
AST - Agency for State Technology	6
PSC - Public Service Commission	6
FAMU - Florida A&M University	6
DMA - Department of Military Affairs	4
DOEM - Division of Emergency Management	4
FCOR - Florida Commission on Offender Review	4
EOG - Governor's Office	3
NCF - New College of Florida	2
CIT - Department of Citrus	1
FPU - Florida Polytechnic University	0
<b>TOTAL</b>	<b>2,952</b>

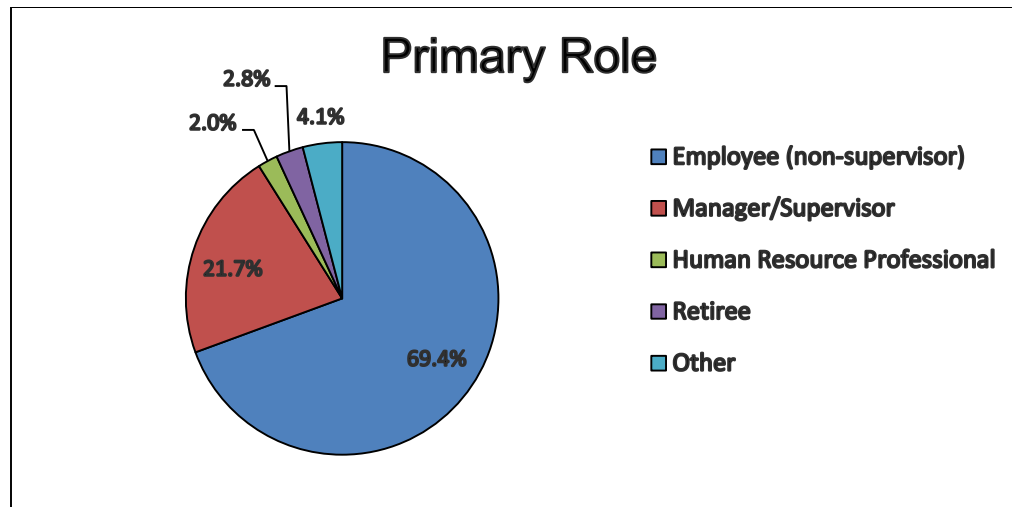
*Note: Some respondents chose multiple entities or skipped the question.*

**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)	69.4%	1,966
Manager/Supervisor	21.7%	614
Human Resource Professional	2.0%	58
Retiree	2.8%	80
Other (please specify)	4.1%	115
<b>answered question</b>		<b>2,833</b>
<b>skipped question</b>		<b>154</b>



**CUSTOMER USE**

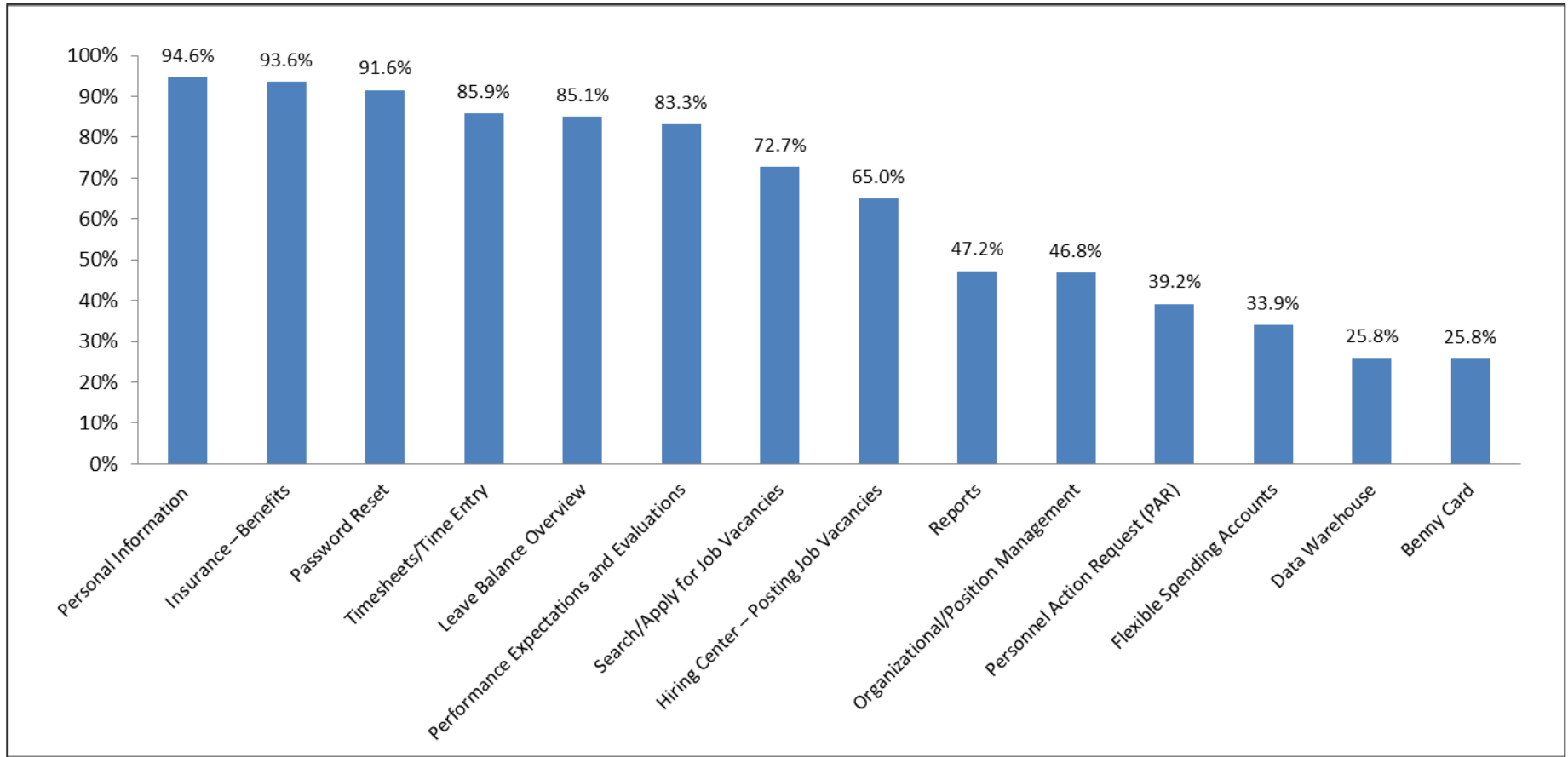
Areas that represent the People First functions the respondents use most (ranked most used to least used):

People First Functions	Extremely Satisfied		Satisfied		Neither Satisfied/ Dissatisfied		Dissatisfied		Extremely Dissatisfied		Response Percent	Do Not Use
Personal Information	30.4%	*	56.5%	*	10.8%		1.7%		0.6%	*	94.6%	146
Insurance – Benefits	25.2%	*	49.2%		16.8%	*	6.5%	*	2.3%	*	93.6%	176
Password Reset	27.7%	*	46.9%		18.5%		4.4%		2.5%	*	91.6%	238
Timesheets / Time Entry	19.8%		60.8%	*	12.0%	*	5.9%		1.5%		85.9%	346
Leave Balance Overview	27.0%		59.4%	*	9.5%	*	3.2%	*	0.9%	*	85.1%	377
Performance Expectations and Evaluations	8.6%		49.9%	*	25.4%	*	11.2%		4.9%	*	83.3%	410
Search / Apply for Job Vacancies	7.8%		58.2%	*	23.1%	*	8.1%	*	2.8%	*	72.7%	662
Hiring Center – Posting Jobs	21.9%	*	46.3%		21.6%		7.5%	*	2.7%		65.0%	965
Reports	39.4%	*	29.0%		24.5%		4.7%	*	2.4%	*	47.2%	1,629
Organizational / Position Management	24.0%	*	39.2%		28.3%		5.7%	*	2.8%	*	46.8%	1,488
Personnel Action Request (PAR)	18.6%	*	41.0%		32.8%	*	5.3%	*	2.3%	*	39.2%	1,618
Flexible Spending Accounts	20.7%	*	41.5%		28.0%	*	6.5%		3.3%		33.9%	1,769
Data Warehouse	15.3%	*	34.1%		42.9%		4.5%		3.2%	*	25.8%	1,972
Benny Card	23.1%	*	34.7%		33.8%	*	5.2%		3.2%		25.8%	1,982
<b>Overall Functional Satisfaction</b>	<b>66.9% “satisfied”</b>				<b>24.4%</b>	*	<b>8.7% “dissatisfied”</b>			*		

Note: An asterisks “\*” in the columns to the right of the satisfaction scores indicates that the 2016 results are the same or an increase over 2015 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	27%		55%	*	13%		3%	*	2%	*	1,377
Length and Number of Menu Items	18%	*	50%		22%	*	7%	*	3%	*	1,377
Hold Time	20%	*	50%		19%	*	8%	*	3%		1,379
Easy to Use	22%	*	48%		18%	*	8%	*	3%	*	1,381
Ability to Accomplish What I Wanted to do	26%	*	49%		14%	*	8%	*	4%	*	1,383
<b>Average:</b>	<b>73.0%</b>				<b>17.3%</b>	*	<b>9.7%</b>			*	
Answered question:											1,389
Skipped question:											1,598

*Note:* An asterisks “\*” in the columns to the right of the satisfaction scores indicates that the 2016 results are the same or an increase over 2015 results.

**Analysis:**

Overall, 73 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. Nearly ten percent were dissatisfied or extremely dissatisfied while 17 percent were neither satisfied nor dissatisfied. **This 73 percent satisfaction rate was a 2 percent decrease from the 2015 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	42.6%		47.6%		6.6%	*	2.4%	*	0.8%	*	1,216
Professional	42.9%		46.9%		6.6%	*	2.5%	*	1.1%	*	1,216
Listened Carefully	41.0%		45.3%		8.0%	*	4.3%	*	1.5%	*	1,213
Patient	41.9%		45.2%		8.9%	*	2.8%	*	1.2%	*	1,217
Helpful	41.5%		42.4%		8.5%	*	5.2%	*	2.5%	*	1,215
Speed of Service	37.4%		44.4%	*	11.0%	*	4.9%	*	2.4%	*	1,215
Checked for My Satisfaction	38.4%	*	42.1%		13.3%	*	4.2%	*	2.1%	*	1,215
Confidence in the Information Provided	37.8%		42.2%		10.6%	*	5.9%	*	3.6%	*	1,213
<b>Average:</b>	<b>84.9%</b>				<b>9.2%</b>	*	<b>5.9%</b>			*	
Answered question:											1,220
Skipped question:											1,767

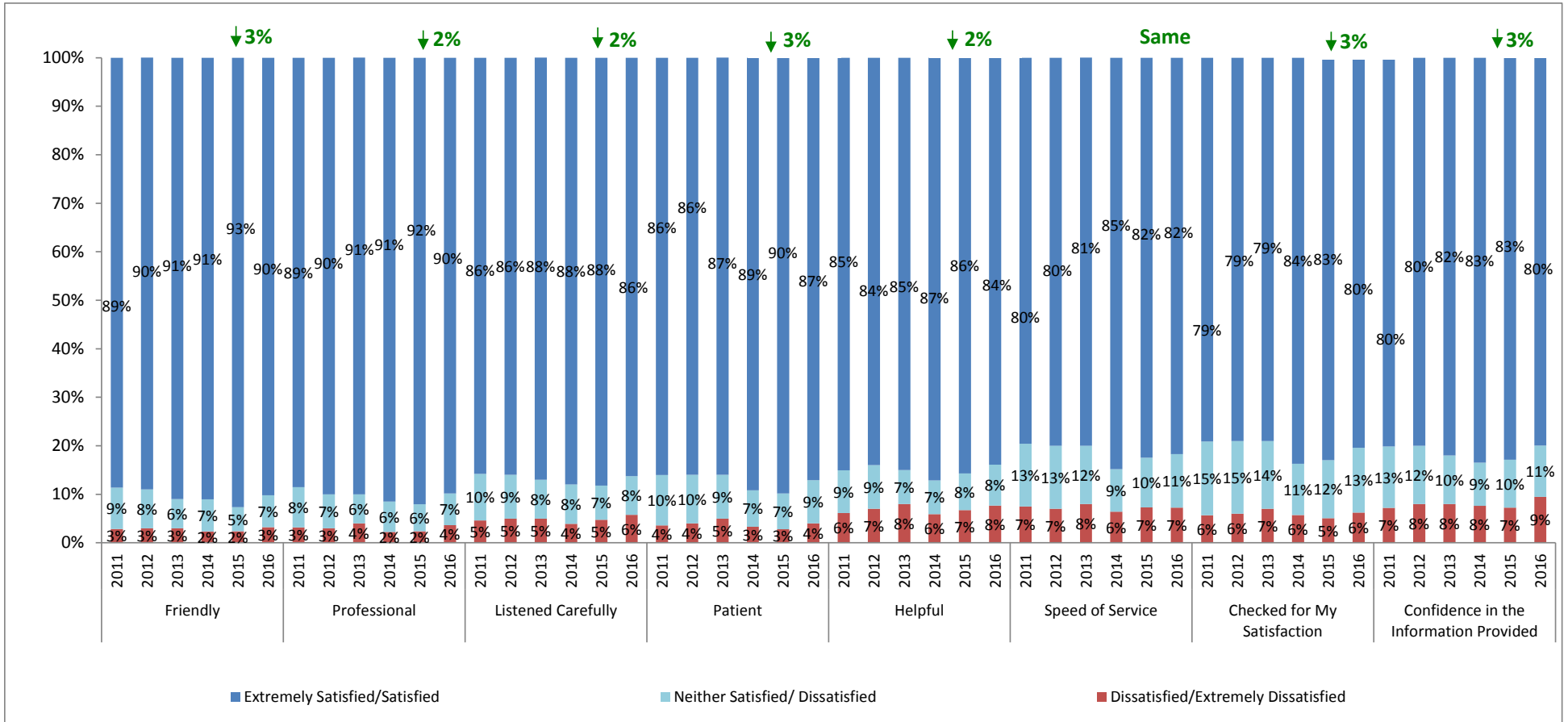
*Note:* An asterisks “\*” in the columns to the right of the satisfaction scores indicates that the 2016 results are the same or an increase over 2015 results.

**Analysis:**

Overall, 85 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 six percent were dissatisfied or extremely dissatisfied while nine percent of those who had contact with the service center were neither satisfied nor dissatisfied. **This 85 percent satisfaction rate was a 2 percent decrease from the 2015 survey results.**

PEOPLE FIRST SERVICE CENTER

Respondents Level of Satisfaction with the People First Service Center:



↑%, ↓% or Same = Shows the change from 2015 of Extremely Satisfied/Satisfied.

**PEOPLE FIRST SYSTEM**

83 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	30.4%	*	56.8%	*	8.5%		3.1%	*	1.2%		2,236
Accuracy of Information	30.0%	*	56.4%		10.3%		2.6%	*	0.6%		2,233
Easy to Understand	25.4%	*	50.9%		15.0%		7.3%	*	1.4%	*	2,237
Easy to Use	24.3%	*	48.4%		15.4%	*	9.5%	*	2.5%	*	2,238
Ability to Accomplish What I Wanted to Do	24.9%	*	53.1%	*	13.4%		6.3%	*	2.2%	*	2,239
<b>Average:</b>	<b>80.1%</b>				<b>12.5%</b>		<b>7.4%</b>			*	
Answered question:											2,243
Skipped question:											744

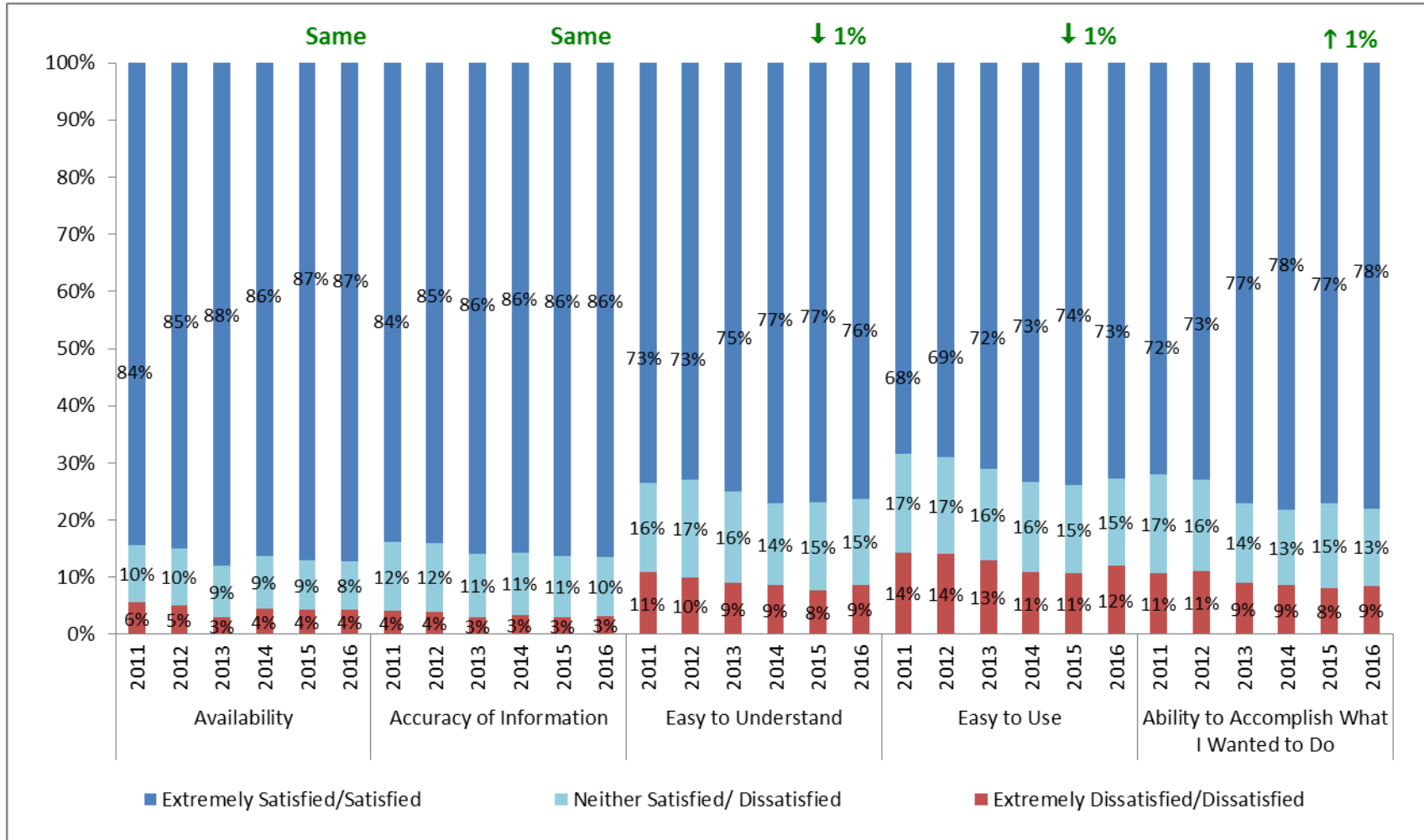
An asterisks “\*” in the columns to the right of the satisfaction scores indicates that the 2016 results are the same or an increase over 2015 results.

**Analysis:**

Overall, 80.1 percent of the respondents who use the People First System said they were satisfied or extremely satisfied with the system. More than seven percent were dissatisfied or extremely dissatisfied while nearly 13 percent of those who use the system were neither satisfied nor dissatisfied. **This 80.1 percent satisfaction rate was a 0.2 percent decrease from the satisfaction rate from 2015.**

**PEOPLE FIRST SYSTEM**

Respondents' Level of Satisfaction with the People First System:



↑%, ↓% or Same = Shows the change from 2015 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. Nearly 36 percent of respondents made changes to their benefits during the 2016 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
31.6%	*	52.8%		8.5%		4.5%	*	2.5%	*	914
<b>84.5%</b>		*	<b>8.5%</b>			<b>7.0%</b>	*			
Answered question:										936
Skipped question:										2,051

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
29.2%	*	52.1%		11.7%		5.5%	*	1.5%	*	945
<b>81.3%</b>		*	<b>11.7%</b>			<b>7.0%</b>	*			
Answered question:										945
Skipped question:										2,042

An asterisks “\*” in the columns to the right of the satisfaction scores indicates that the 2016 results are the same or an increase over 2015 results.

**Analysis:**

**Overall, 81 percent of the respondents said they were satisfied or extremely satisfied with their Open Enrollment experience.** Seven percent were dissatisfied or extremely dissatisfied while nearly 12 percent of respondents were neither satisfied nor dissatisfied. **This 81 percent satisfaction rate was a one percent increase over the satisfaction rate from 2015.**

**OVERALL SATISFACTION**

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

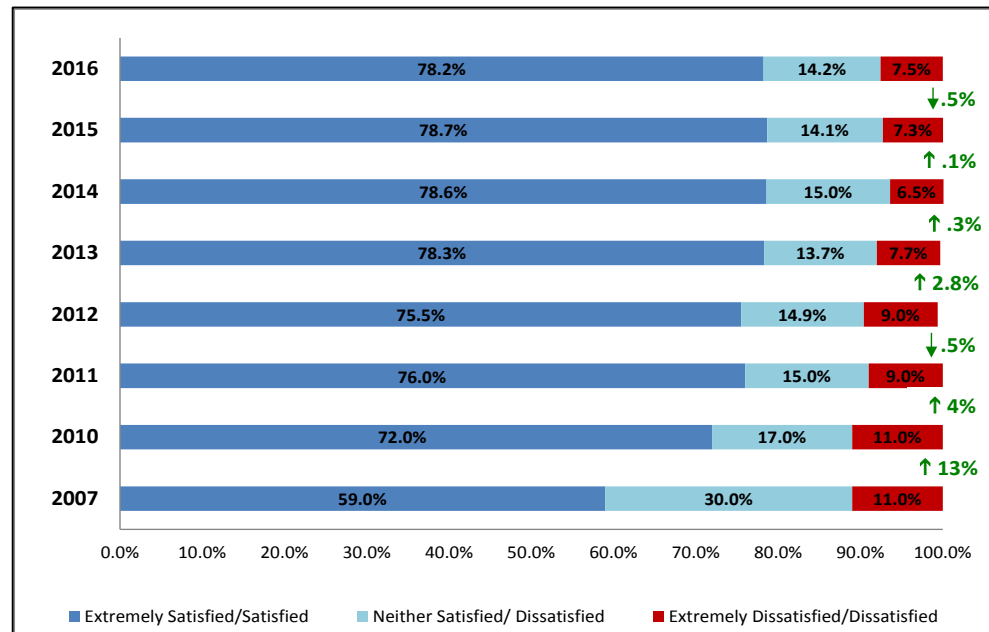
Extremely Satisfied		Satisfied		Neither Satisfied/ Dissatisfied		Dissatisfied		Extremely Dissatisfied		Response Count w/Use of PF
21.6%	*	56.6%		14.2%	*	5.1%		2.5%	*	2,637
<b>78.2%</b>				<b>14.2%</b>	*	<b>7.5%</b>			*	
Answered question:										2,670
Skipped question:										317

An asterisks “\*” in the columns to the right of the satisfaction scores indicates that the 2016 results are the same or an increase over 2015 results.

**Analysis:**

Overall, 78 percent of the respondents who use People First said they were satisfied or extremely satisfied. Nearly eight percent were dissatisfied or extremely dissatisfied while 14 percent of those who use People First were neither satisfied nor dissatisfied. **This 78 percent satisfaction rate was a 0.5 percent decrease from the 2015 satisfaction rate.**

People First Customer Survey - Overall Satisfaction



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