

2017 PEOPLE FIRST CUSTOMER SURVEY RESULTS

On March 6, 2017, 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 17, 2017, 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 more than 2,100 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 2016 survey results.) Over 830 comments were received regarding respondents' experiences with People First.

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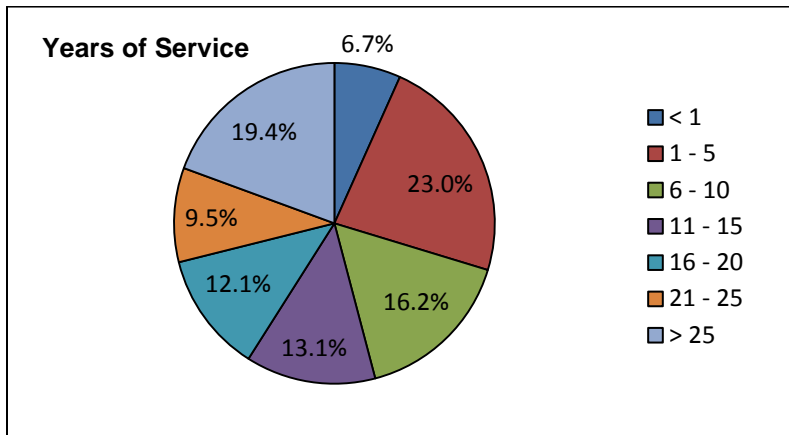
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CUSTOMER DEMOGRAPHICS

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	6.7%	141
1 - 5 years	23.0%	485
6 - 10 years	16.2%	342
11 - 15 years	13.1%	276
16 - 20 years	12.1%	255
21 - 25 years	9.5%	200
More than 25 years	19.4%	410
answered question		2,109
skipped question		0



CUSTOMER DEMOGRAPHICS

Organization

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

Agency / Entity	Response Count
DOH - Department of Health	343
DCF - Department of Children and Families	213
DC - Department of Corrections	183
DOT - Department of Transportation	102
UF - University of Florida	98
REV - Department of Revenue	96
DOE - Department of Education	88
RET - Retired (former employee)	86
DEP - Department of Environmental Protection	66
DACS - Department of Agriculture and Consumer Services	57
FWC - Fish and Wildlife Conservation Commission	53
USF - University of South Florida	53
DLA - Department of Legal Affairs	51
SC - State Courts	49
HSMV - Department of Highway Safety and Motor Vehicles	44
UCF - University of Central Florida	41
DFS - Department of Financial Services	39
DJJ - Department of Juvenile Justice	36
FIU - Florida International University	34
JAC - Justice Administrative Commission	29
AHCA - Agency for Health Care Administration	27
DBPR - Department of Business and Professional Regulation	26
DEO - Department of Economic Opportunity	26
FDLE - Department of Law Enforcement	26
DMS - Department of Management Services	25
FAU - Florida Atlantic University	23

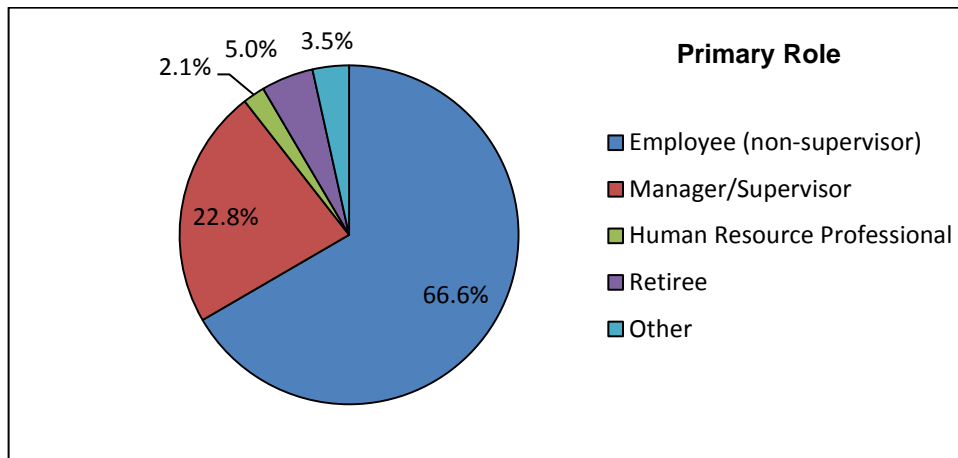
Agency / Entity	Response Count
UNF - University of North Florida	20
UWF - University of West Florida	20
APD - Agency for Persons with Disabilities	15
DOEA - Department of Elder Affairs	15
DOS - Department of State	14
DVA - Department of Veterans' Affairs	14
FSDB - Florida School for the Deaf and the Blind	14
FGCU - Florida Gulf Coast University	14
DOAH - Division of Administrative Hearings	12
PSC - Public Service Commission	11
LOT - Lottery	11
FSU - Florida State University	6
LEG - Legislature	6
AST - Agency for State Technology	4
DMA - Department of Military Affairs	4
FCOR - Florida Commission on Offender Review	4
DEM - Division of Emergency Management	3
EOG - Governor's Office	3
FAMU - Florida A&M University	3
CIT - Department of Citrus	1
FPU - Florida Polytechnic University	1
NCF - New College of Florida	0
TOTAL	2,109

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)	66.6%	1363
Manager/Supervisor	22.8%	467
Human Resource Professional	2.1%	43
Retiree	5.0%	102
Other (please specify)	3.5%	71
answered question		2,046
skipped question		66



CUSTOMER USE

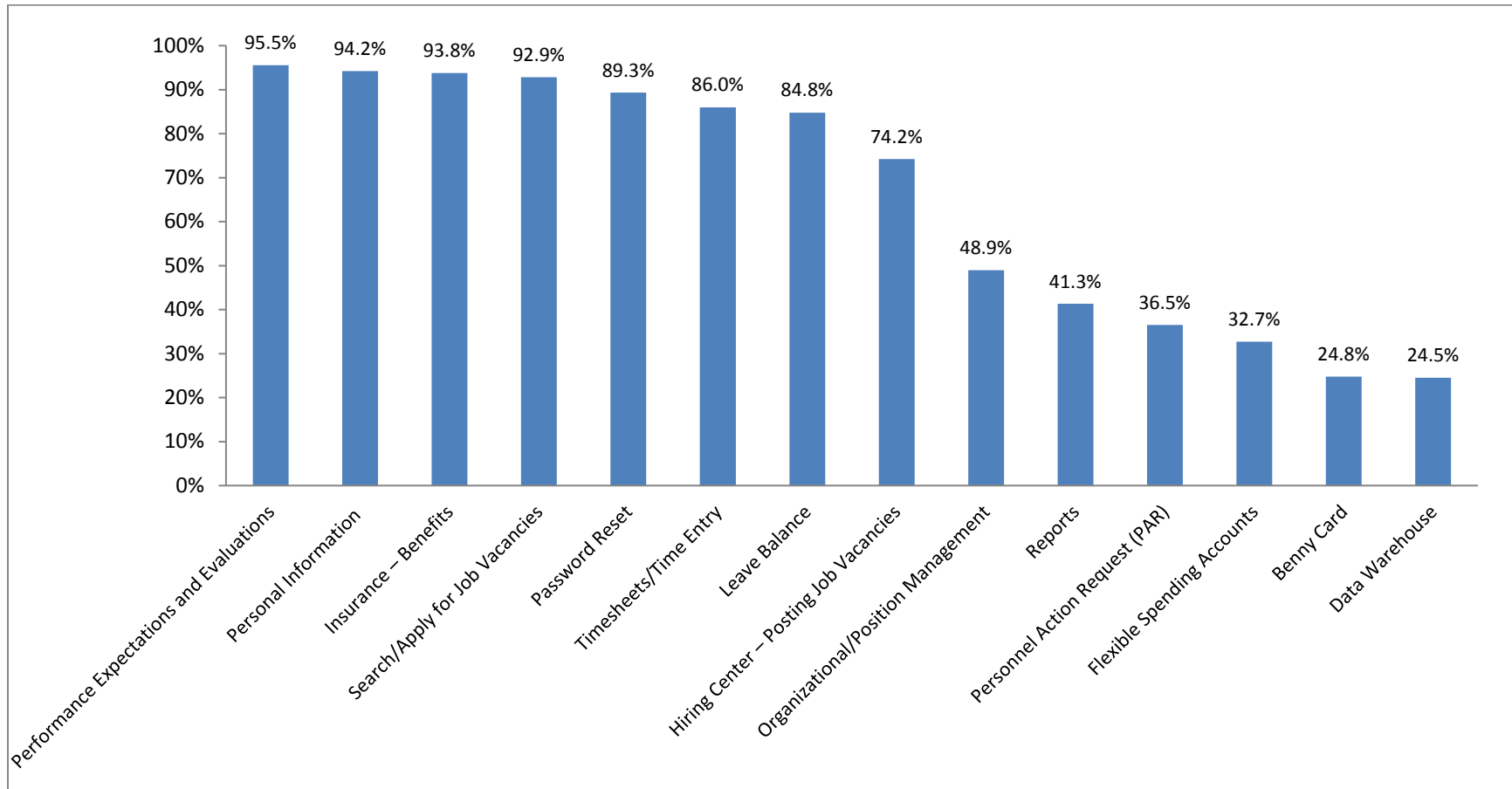
Areas that represent the People First functions the respondents use most (ranked most used to least used):

People First Functions	Extremely Satisfied		Satisfied		Neither Satisfied/ Dissatisfied		Dissatisfied		Extremely Dissatisfied		Response Percent	Do Not Use
Performance Expectations and Evaluations	14.3%	*	45.4%		25.0%		11.0%		4.3%		95.5%	28
Personal Information	31.0%	*	55.8%		10.3%		1.9%	*	1.0%	*	94.2%	114
Insurance – Benefits	25.0%		52.6%	*	13.7%		6.3%		2.4%	*	93.8%	123
Search / Apply for Job Vacancies	8.5%	*	35.9%		15.2%		21.9%	*	18.5%	*	92.9%	39
Password Reset	22.7%		50.9%	*	18.5%	*	4.9%	*	2.9%	*	89.3%	208
Timesheets / Time Entry	26.0%	*	56.6%		10.2%		5.4%		1.9%	*	86.0%	276
Leave Balance	30.3%	*	56.1%		9.5%	*	3.0%		1.1%	*	84.8%	298
Hiring Center – Posting Jobs	9.9%		34.1%		18.6%		19.8%	*	17.6%	*	74.2%	144
Organizational / Position Management	14.8%		42.1%	*	31.3%	*	9.1%	*	2.7%		48.9%	996
Reports	12.9%		45.5%	*	31.7%	*	6.8%	*	3.1%	*	41.3%	1,143
Personnel Action Request (PAR)	15.6%		43.9%	*	32.6%		5.6%	*	2.3%	*	36.5%	1,235
Flexible Spending Accounts	22.7%	*	42.9%	*	26.6%		6.0%		1.7%		32.7%	1,311
Benny Card	25.1%	*	37.6%	*	30.5%		4.4%		2.5%		24.8%	1,456
Data Warehouse	13.4%		35.3%	*	41.8%		6.1%	*	3.4%	*	24.5%	1,465
Overall Functional Satisfaction	63.4% “satisfied”				22.5%		14.1% “dissatisfied”			*		

Note: An asterisks “*” in the columns to the right of the satisfaction scores indicates that the 2017 results are the same or an increase over 2016 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%	*	53%		15%	*	3%	*	1%		869
Length and Number of Menu Items	18%	*	51%	*	24%	*	6%		2%		861
Hold Time	20%	*	53%	*	17%		7%		3%	*	870
Easy to Use	23%	*	51%	*	17%		6%		3%	*	868
Ability to Accomplish What I Wanted to do	27%	*	51%	*	11%		8%	*	3%		871
Average:	75.1		*	16.7			8.2				
Answered question:											874
Skipped question:											1,238

Note: An asterisks “*” in the columns to the right of the satisfaction scores indicates that the 2017 results are the same or an increase over 2016 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. More than eight percent were dissatisfied or extremely dissatisfied while nearly 17 percent were neither satisfied nor dissatisfied. **This 75 percent satisfaction rate was a two percent increase from the 2016 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%	*	47.8%	*	6.7%	*	2.5%	*	0.5%		806
Professional	43.5%	*	47.7%	*	5.2%		2.9%	*	0.7%		805
Listened Carefully	41.8%	*	45.8%	*	7.3%		3.6%		1.5%	*	804
Patient	41.0%		47.5%	*	7.8%		3.0%	*	0.7%		805
Helpful	40.7%		43.5%	*	7.7%		5.3%	*	2.7%	*	806
Speed of Service	37.7%	*	45.1%		9.3%		6.1%	*	1.7%		804
Checked for My Satisfaction	38.5%	*	43.4%	*	11.4%	*	4.0%		2.7%	*	805
Confidence in the Information Provided	38.7%	*	43.3%	*	9.0%		6.1%	*	3.0%		802
Average:	86.0%		*	8.1%			5.9%		*		
Answered question:											807
Skipped question:											1,305

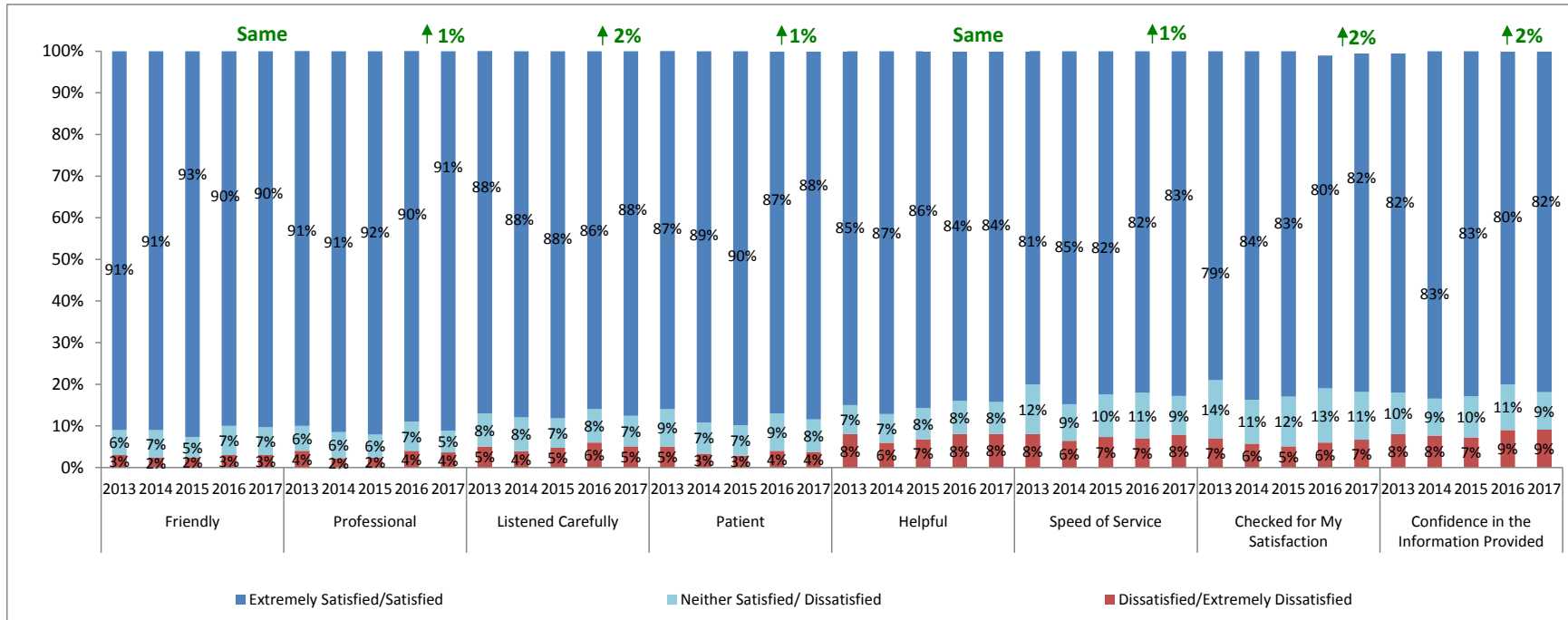
Note: An asterisks “*” in the columns to the right of the satisfaction scores indicates that the 2017 results are the same or an increase over 2016 results.

Analysis:

Overall, 86 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 eight percent of those who had contact with the service center were neither satisfied nor dissatisfied. **This 86 percent satisfaction rate was a one percent increase from the 2016 survey results.**

PEOPLE FIRST SERVICE CENTER

Respondents Level of Satisfaction with the People First Service Center:



↑% , ↓% or Same = Shows the change from 2016 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	26.6%		58.6%	*	10.0%	*	2.8%		2.1%	*	1,547
Accuracy of Information	27.0%		58.5%	*	10.9%	*	2.7%	*	0.9%	*	1,544
Easy to Understand	21.9%		52.8%	*	15.0%	*	8.1%	*	2.1%	*	1,543
Easy to Use	21.2%		48.9%	*	16.8%	*	9.9%	*	3.2%	*	1,544
Ability to Accomplish What I Wanted to Do	22.1%		52.0%		15.2%	*	7.4%	*	3.3%	*	1,545
Average:	77.9%				13.6%	*	8.5%			*	
Answered question:											1,549
Skipped question:											563

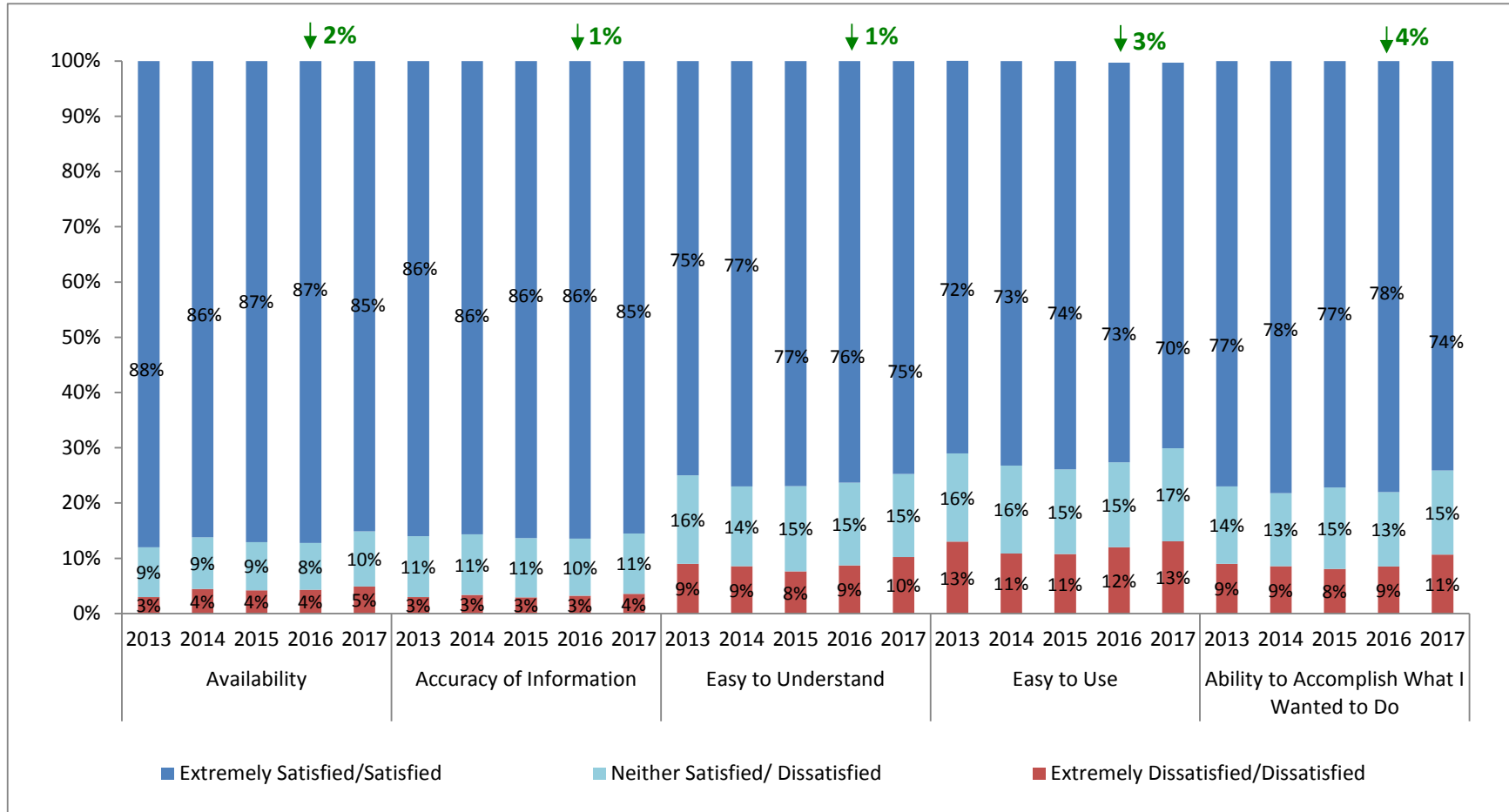
An asterisks “*” in the columns to the right of the satisfaction scores indicates that the 2017 results are the same or an increase over 2016 results.

Analysis:

Overall, 77.9 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 more than 13 percent of those who use the system were neither satisfied nor dissatisfied. **This 77.9 percent satisfaction rate was a two percent decrease from the satisfaction rate from 2016.**

PEOPLE FIRST SYSTEM

Respondents' Level of Satisfaction with the People First System:



↑%, ↓% or Same = Shows the change from 2016 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 30 percent of respondents made changes to their benefits during the 2017 plan year Open Enrollment period. Of these, 94 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
35.6%	*	49.4%		7.2%		5.7%	*	2.1%		559
85.0			*	7.2%		7.9%			*	
Answered question:										564
Skipped question:										1,548

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
31.4%	*	51.7%		8.6%		6.8%	*	1.6%	*	573
83.1%			*	8.6%		8.4%			*	
Answered question:										573
Skipped question:										1,539

An asterisks “*” in the columns to the right of the satisfaction scores indicates that the 2017 results are the same or an increase over 2016 results.

Analysis:

Overall, 83 percent of the respondents said they were satisfied or extremely satisfied with their Open Enrollment experience. More than eight percent were dissatisfied or extremely dissatisfied while more than eight percent of respondents were neither satisfied nor dissatisfied. **This 83 percent satisfaction rate was a two percent increase over the satisfaction rate from 2016.**

OVERALL SATISFACTION

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

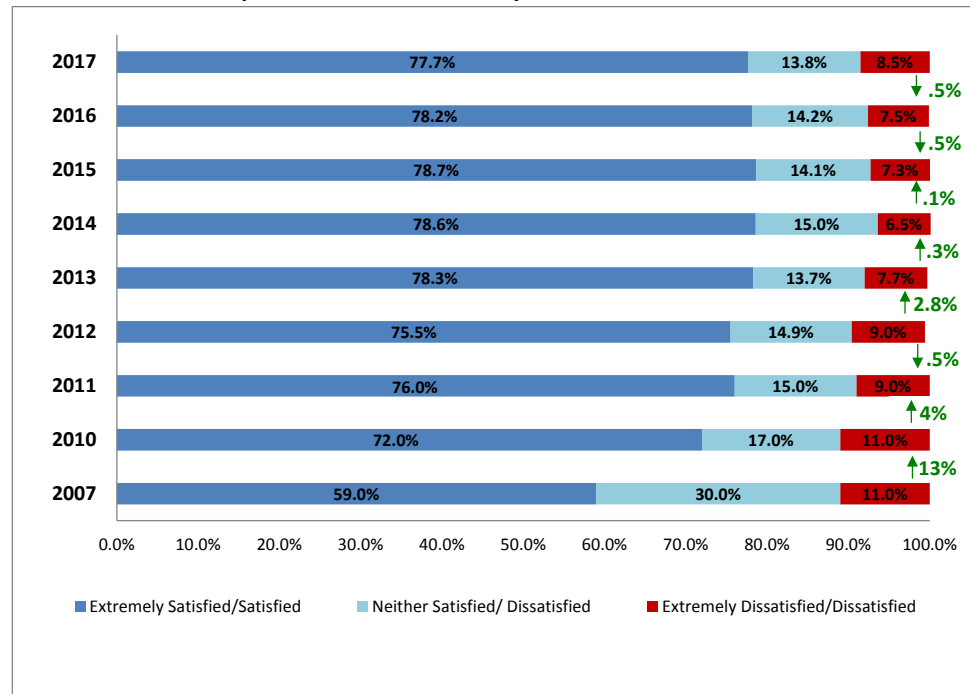
Extremely Satisfied	Satisfied	Neither Satisfied/ Dissatisfied	Dissatisfied	Extremely Dissatisfied	Response Count w/Use of PF
19.7%	58.0%	13.8%	6.3%	2.2%	1,892
77.7%		13.8%	8.5%		
Answered question:					1,923
Skipped question:					189

An asterisks “*” in the columns to the right of the satisfaction scores indicates that the 2017 results are the same or an increase over 2016 results.

Analysis:

Overall, 78 percent of the respondents who use People First said they were satisfied or extremely satisfied. More than eight percent were dissatisfied or extremely dissatisfied while nearly 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 2016 satisfaction rate.**

People First Customer Survey - Overall Satisfaction



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