

2010 PEOPLE FIRST CUSTOMER SURVEY RESULTS

On March 8, 2010, the People First customer survey was e-mailed to 25,000 randomly selected active state employees with verified email addresses. This survey ran through March 19 and asked employees to rate their level of satisfaction of People First. The goal of the survey was to determine how effective the system is and to give our customers an opportunity to provide feedback. Over 6,200 employees responded to the customer survey and 72% of those respondents were satisfied with the overall performance of People First. **This 72% satisfaction rate is an increase from the 59% satisfaction rate from the 2007 People First Annual Survey.** 2,635 respondents made suggestions of how People First can improve, while 691 of the respondents made additional comments.

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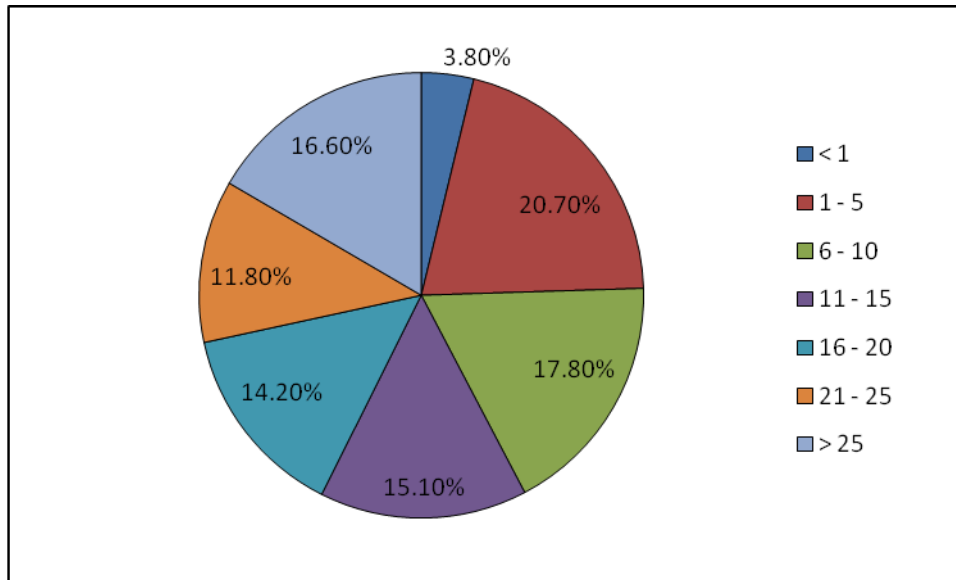
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CUSTOMER DEMOGRAPHICS

Years of Service

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

Years	Response Percent	Response Count
< 1	3.8%	258
1 - 5	20.7%	1,420
6 - 10	17.8%	1,217
11 - 15	15.1%	1,035
16 - 20	14.2%	972
21 - 25	11.8%	808
> 25	16.6%	1,135
Answered question:		6,845
Skipped question:		20



CUSTOMER DEMOGRAPHICS***Organization***

Organization Respondent Works for (ranked highest to lowest):

Agency/Entity	Response Count
DOH - Department of Health	1,926
DCF - Department of Children and Families	610
DOT - Department of Transportation	556
REV - Department of Revenue	551
HSMV - Department of Highway Safety and Motor Vehicles	344
DEP - Department of Environmental Protection	319
DC - Department of Corrections	274
DACS - Department of Agriculture and Consumer Services	224
DFS - Department of Financial Services	186
FDLE - Department of Law Enforcement	185
DOE - Department of Education	179
DJJ - Department of Juvenile Justice	176
FWC - Fish and Wildlife Conservation Commission	145
AHCA - Agency for Health Care Administration	136
DMS - Department of Management Services	126
DBPR - Department of Business and Professional Regulation	111
AWI - Agency for Workforce Innovation	98
APD - Agency for Persons with Disabilities	79
DOS - Department of State	78
DLA - Department of Legal Affairs	67
DVA - Department of Veterans' Affairs	47
JAC - Justice Administrative Commission	47
LOT - Lottery	41
DOEA - Department of Elder Affairs	40
FSDB - Florida School for the Deaf and the Blind	39
DOAH - Division of Administrative Hearings	34

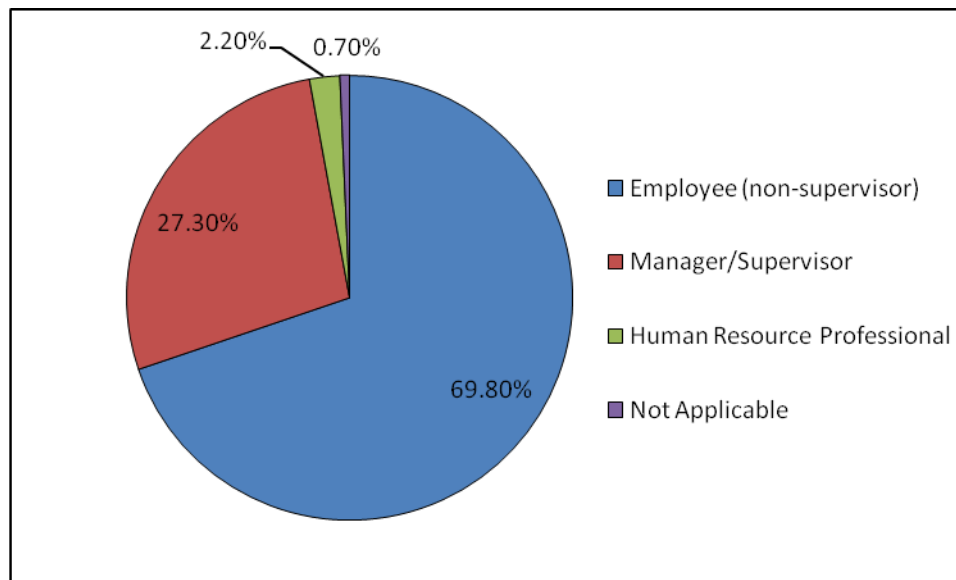
Agency/Entity	Response Count
LEG - Legislature	34
PSC - Public Service Commission	31
State Courts	29
Retired (Former Employee)	28
DCA - Department of Community Affairs	27
FSU - Florida State University	18
FAMU - Florida A&M University	14
FAU - Florida Atlantic University	13
EOG - Governor's Office	10
FPC - FL Parole Commission	10
CIT - Department of Citrus	9
DMA - Department of Military Affairs	9
FIU - Florida International University	9
UF - University of Florida	9
USF - University of South Florida	7
UCF - University of Central Florida	5
FGCU - Florida Gulf Coast University	4
NCF - New College of Florida	4
UNF - University of North Florida	2
UWF - University of West Florida	1
Total:	6,891

CUSTOMER DEMOGRAPHICS

Primary Role

Respondent’s primary role in the organization they currently work for (ranked highest to lowest):

Respondent’s Role	Response Percent	Response Count
Employee (non-supervisor)	69.8%	4,685
Manager/Supervisor	27.3%	1,836
Human Resource Professional	2.2%	146
Not Applicable	0.7%	49
Answered question:		6,716
Skipped question:		149



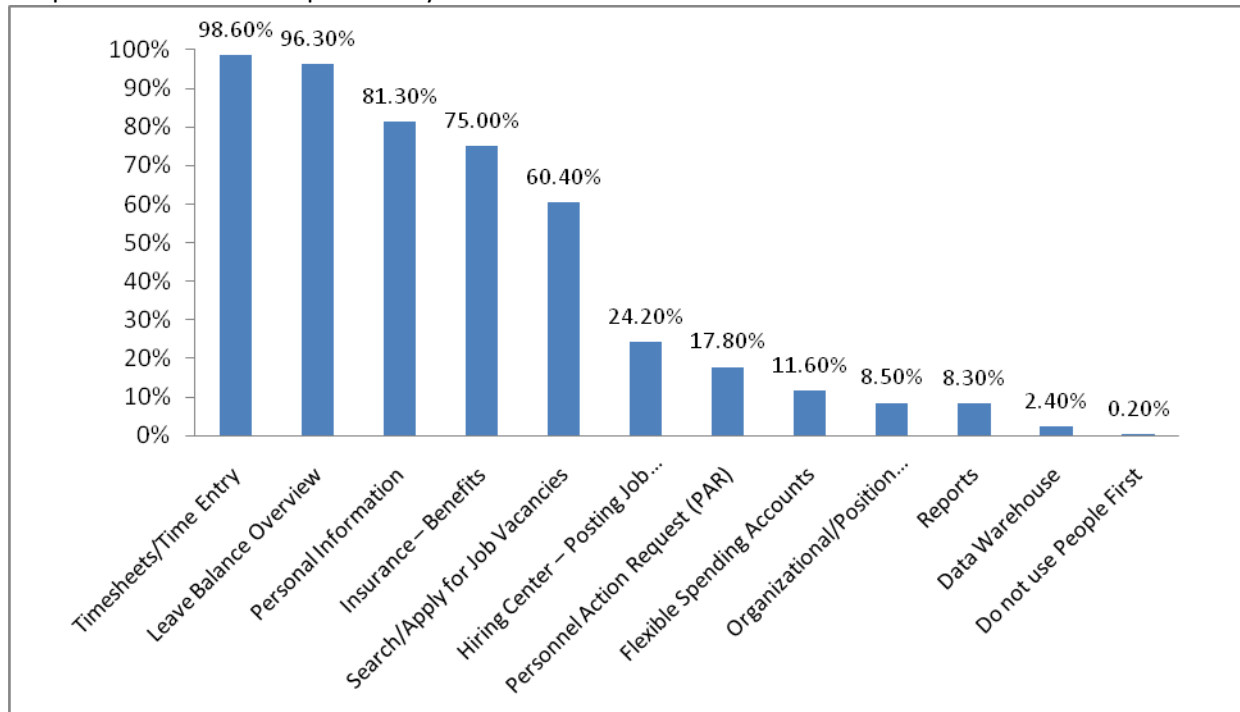
CUSTOMER USE

Area(s) that represent the People First functions the respondents use (ranked highest to lowest):

People First Functions	Response Percent	Response Count
Timesheets/Time Entry	98.6%	6,610
Leave Balance Overview	96.3%	6,456
Personal Information (Home Address, Direct Deposit, W-4, W-5, etc.)	81.3%	5,447
Insurance – Benefits	75.0%	5,024
Search/Apply for Job Vacancies	60.4%	4,048
Hiring Center – Posting Job Vacancies	24.2%	1,621
Personnel Action Request (PAR)	17.8%	1,191
Flexible Spending Accounts	11.6%	777
Organizational/Position Management	8.5%	571
Reports	8.3%	554
Data Warehouse	2.4%	163
Do not use People First	0.2%	12
	Answered question:	6,701
	Skipped question:	164

CUSTOMER USE

Respondent's Use of People First by Function:



PEOPLE FIRST SERVICE CENTER

Respondents were asked to rate their level of satisfaction with any contact they had with the People First Service Center in the last 12 months. Note: If respondents had not contacted the People First Service Center within the last 12 months, they were asked to check “No Contacts.”

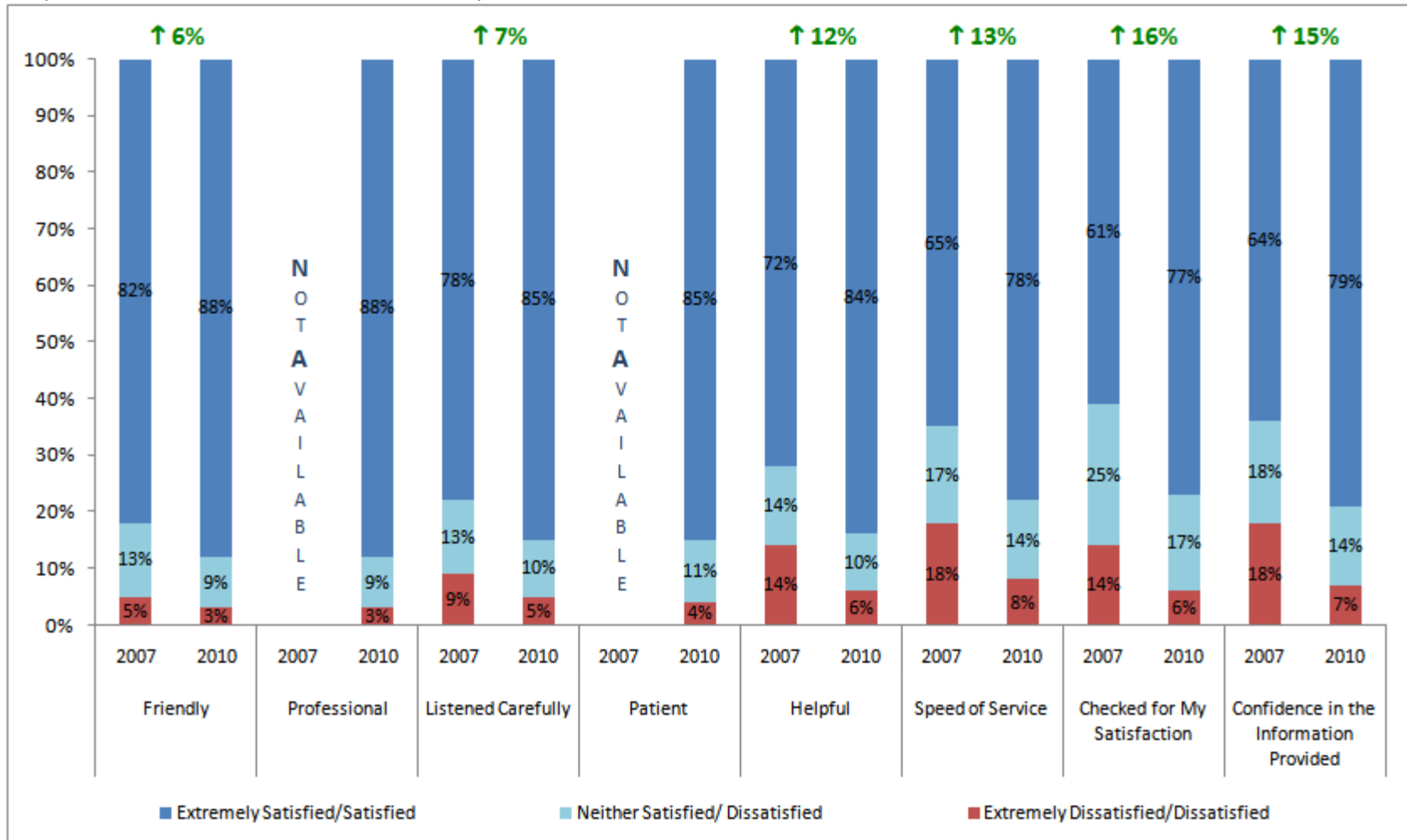
	Extremely Satisfied	Satisfied	Neither Satisfied/ Dissatisfied	Dissatisfied	Extremely Dissatisfied	Response Count w/Contact	No Contacts	Total Response Count
Friendly	31.0% (1,402)	56.9% (2,576)	9.0% (407)	2.2% (100)	0.9% (37)	4,522	2,065	6,587
Professional	31.8% (1,433)	56.5% (2,549)	8.5% (382)	2.4% (107)	0.8% (37)	4,508	2,002	6,510
Listened Carefully	30.2% (1,355)	55.2% (2,477)	9.7% (437)	3.6% (159)	1.3% (58)	4,486	2,005	6,491
Patient	30.7% (1,372)	54.1% (2,416)	11.4% (509)	2.8% (127)	1.0% (43)	4,467	2,000	6,467
Helpful	32.3% (1,453)	51.7% (2,321)	9.8% (441)	4.3% (191)	1.9% (86)	4,492	1,997	6,489
Speed of Service	26.8% (1,203)	51.3% (2,301)	13.9% (623)	5.7% (255)	2.3% (105)	4,487	1,993	6,480
Checked for My Satisfaction	28.2% (1,235)	49.4% (2,162)	16.7% (730)	3.8% (166)	1.9% (85)	4,378	2,042	6,420
Confidence in the Information Provided	29.3% (1,307)	50.0% (2,227)	13.5% (600)	4.6% (203)	2.6% (117)	4,454	1,991	6,445
Average:	83%		12%		5%			
							Answered question:	6,607
							Skipped question:	258

Final Analysis:

Overall, 83 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. Five percent were dissatisfied or extremely dissatisfied while 12 percent of those who had contact with the service center were neither satisfied nor dissatisfied. This 83 percent satisfaction rate was an increase from the 70 percent satisfaction rate from 2007.

PEOPLE FIRST SERVICE CENTER

Respondents Level of Satisfaction with the People First Service Center:



↑% = Shows the percent increase from 2007 of Extremely Satisfied/Satisfied.

PEOPLE FIRST SYSTEM

Respondents were asked to rate their level of satisfaction with the People First System Web site in the last 12 months. Note: If respondents had not interacted with the People First System Web site, peoplefirst.myflorida.com, within the last 12 months, they were asked to check “Do Not Use People First.”

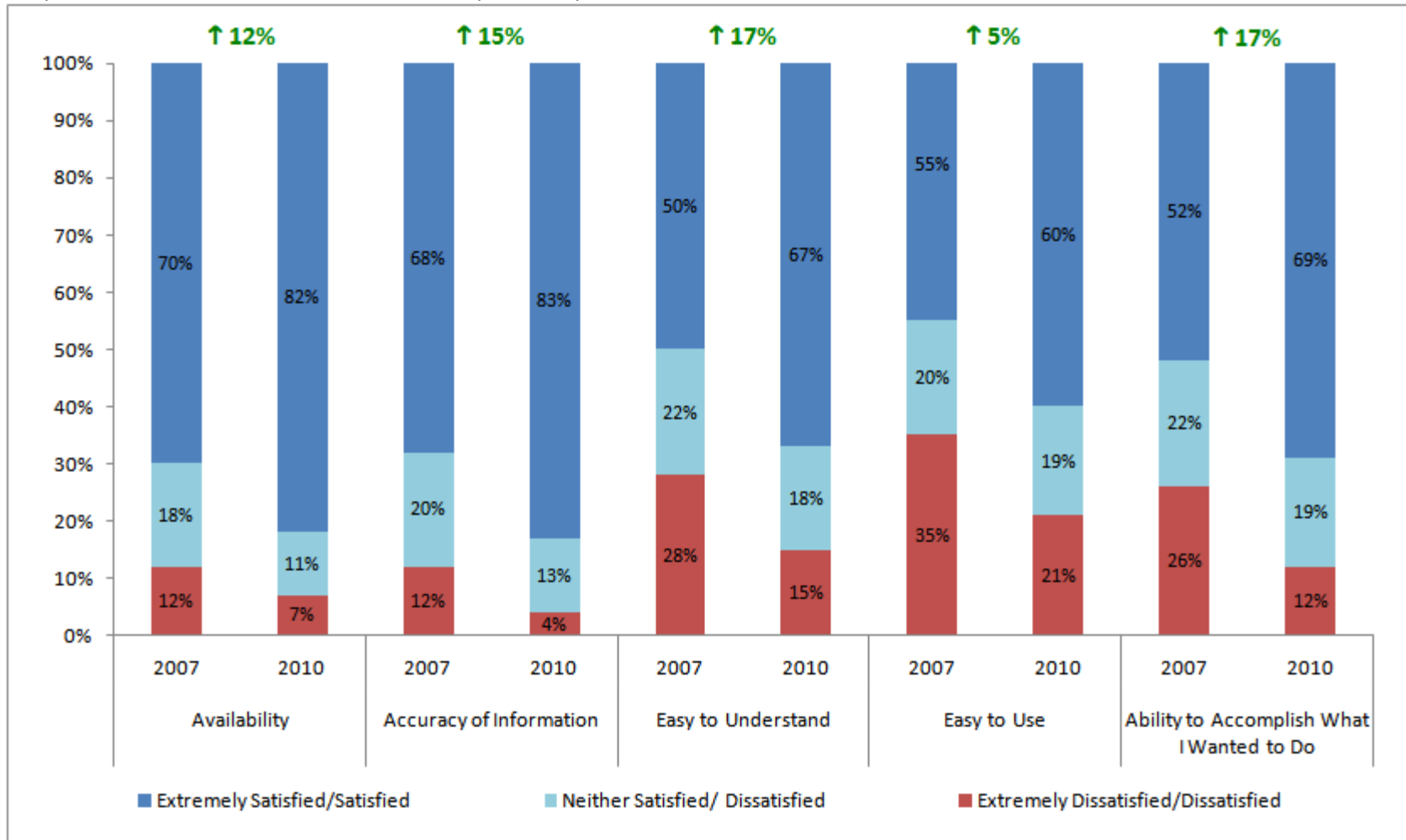
	Extremely Satisfied	Satisfied	Neither Satisfied/ Dissatisfied	Dissatisfied	Extremely Dissatisfied	Response Count w/Use of PF	Do Not Use People First	Response Count
Availability	25.2% (1,610)	57.0% (3,637)	11.3% (719)	4.9% (312)	1.6% (104)	6,382	171	6,553
Accuracy of Information	26.8% (1,704)	56.5% (3,587)	12.4% (785)	3.3% (208)	1.1% (69)	6,353	161	6,514
Easy to Understand	18.9% (1,204)	48.1% (3,057)	18.3% (1,160)	11.1% (705)	3.6% (228)	6,354	159	6,513
Easy to Use	16.8% (1,070)	43.0% (2,738)	18.7% (1,194)	15.4% (978)	6.1% (390)	6,370	161	6,531
Ability to Accomplish What I Wanted to Do	18.0% (1,142)	50.6% (3,215)	19.1% (1,212)	8.5% (543)	3.7% (236)	6,348	163	6,511
Average:	72%		16%	12%				
							Answered question:	6,582
							Skipped question:	283

Final Analysis:

Overall, 72 percent of the respondents who use the People First system said they were satisfied or extremely satisfied with the system. 12 percent were dissatisfied or extremely dissatisfied while 16 percent of those who use the system were neither satisfied nor dissatisfied. This 72 percent satisfaction rate was an increase from the 57 percent satisfaction rate from 2007.

PEOPLE FIRST SYSTEM

Respondents Level of Satisfaction with the People First System:



↑% = Shows the percent increase from 2007 of Extremely Satisfied/Satisfied.

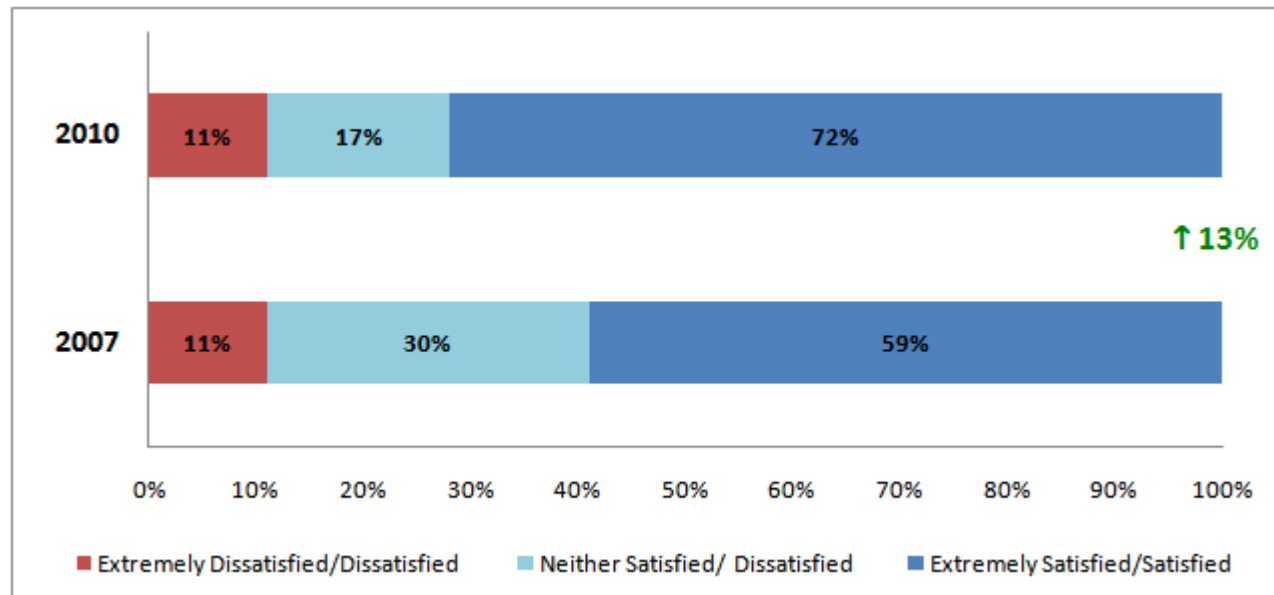
OVERALL SATISFACTION

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	Do Not Use People First	Response Count	
17.1% (1,057)	54.5% (3,376)	17.2% (1,066)	8.7% (541)	2.4% (150)	6,190	16	6,206	
72%		17%	11%					
							Answered question:	6,206
							Skipped question:	659

Final Analysis

Overall, 72 percent of the respondents who use People First said they were satisfied or extremely satisfied. 11 percent were dissatisfied or extremely dissatisfied while 17 percent of those who use People First were neither satisfied nor dissatisfied. This 72 percent satisfaction rate was an increase from the 59 percent satisfaction rate from 2007.



↑% = Shows the percent increase from 2007 of the Overall Satisfaction.