



DEPARTMENT OF

MANAGEMENT SERVICES

ADMINISTRATIVE AGENCY FOR FLORIDA GOVERNMENT

People First Customer Survey

*Surveying State Employees about
their Experience with People First*

- Service Center Performance
 - Web site Performance
- Overall Expectations vs. Experience

May 3, 2007



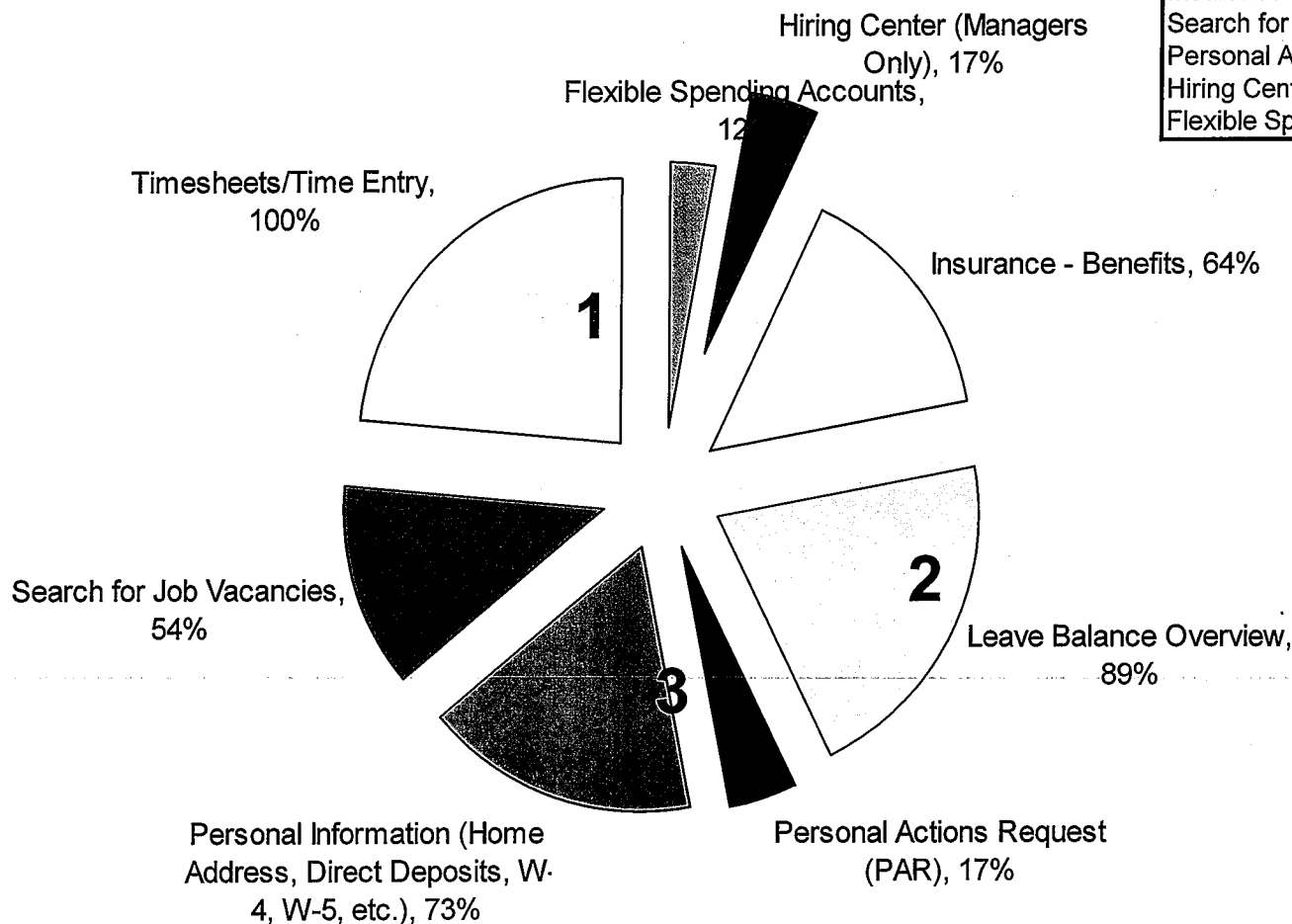
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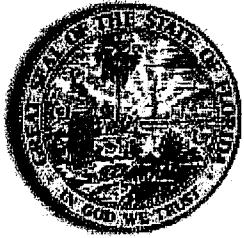
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Customer Profile

Timesheets/Time Entry	100%
Leave Balance Overview	89%
Personal Information	73%
Insurance - Benefits	64%
Search for Job Vacancies	54%
Personal Actions Request (PAR)	17%
Hiring Center (Managers Only)	17%
Flexible Spending Accounts	12%





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People First Service Center Performance

	Extremely Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Extremely Dissatisfied	Not Applicable
Friendly	28%	54%	13%	3%	2%	0%
Listened Well	26%	52%	14%	6%	3%	0%
Helpful	27%	45%	13%	9%	5%	0%
Speed of Service	23%	42%	17%	11%	7%	1%
Checked for Satisfaction	22%	39%	21%	8%	6%	5%
Confidence in the Information Provided	23%	41%	17%	10%	8%	2%
Average %	25%	45%	16%	8%	5%	1%
Satisfaction vs. Dissatisfaction	70%		13%			
Neither Satisfied or Dissatisfied			16%			

People First Website Performance

	Extremely Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Extremely Dissatisfied	Not Applicable
Availability	17%	53%	18%	9%	3%	0%
Accuracy	18%	50%	20%	8%	4%	1%
Easy to Understand	13%	37%	21%	19%	9%	0%
Easy to Use	12%	33%	20%	21%	14%	0%
Ability to Accomplish What I Wanted to Do	13%	39%	22%	16%	10%	0%
Average %	15%	42%	20%	15%	8%	0%
Satisfaction vs. Dissatisfaction	57%		23%			
Neither Satisfied or Dissatisfied			20%			

Overall Satisfaction

	Exceeded Most All Expectations	Exceeded Some Expectations	Met Most/All Expectations	Failed Some Expectations	Failed Most All Expectations	Total
How well has your experience with People First matched your expectations?	14%	10%	35%	30%	11%	100%
Met Expectations vs. Failed Expectations	59%		41%			
Met Most /-All Expectations			35%			



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April 23, 2007

Welcome!

Your opinions and thoughts are most valued at the Department of Management Services

Please click on the "Next" button below to start the People First Customer Survey

Thank you,
Linda H. South
Secretary

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Customer Profile

Please select the area(s) that best represent your customer relationship with People First (Check all that apply).

- Timesheets/Time Entry
- Leave Balance Overview
- Personal Information(Home Address, Direct Deposits, W-4, W-5,etc.)
- Insurance - Benefits
- Flexible Spending Accounts
- Search for Job Vacancies
- Hiring Center(Managers Only)
- Personal Actions Request(PAR)

Please click the "Next" button below to continue.

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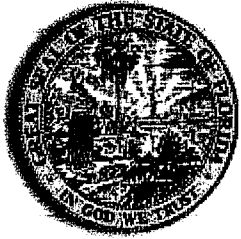
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People First Customer Survey

Have you called or spoken to a People First Customer Service Representative in the last 12 months?

[Yes](#) | [No](#)

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People First Customer Survey

Please rate your level of satisfaction with People First Service Center Performance.

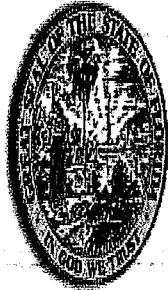
	Extremely Satisfied	Satisfied	Neither Satisfied/Dissatisfied	Dissatisfied	Extremely Dissatisfied	Not Applicable
Friendly	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Listend Well	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpful	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed of Service	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Checked for My Satisfaction	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Confidence in the Information Provided	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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People First Customer Survey

Have you interacted with the People First Website, peoplefirst.myflorida.com, in the last 12 months?

Yes | No

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People First Customer Survey

Please rate your level of satisfaction with People First Website Performance.

	Extremely Satisfied	Satisfied	Neither Satisfied/Dissatisfied	Dissatisfied	Extremely Dissatisfied	Not Applicable
Availability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accuracy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Easy to Understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Easy to Use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to Accomplish What I Wanted to Do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Please have a response for all questions. If the question does not apply, please select "Not Applicable".

People First Customer Survey

Please rate your level of satisfaction with People First Website Performance.

	Extremely Satisfied	Satisfied	Neither Satisfied/Dissatisfied	Dissatisfied	Extremely Dissatisfied	Not Applicable
Availability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accuracy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Easy to Understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Easy to Use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to Accomplish What I Wanted to Do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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People First Customer Survey

Please rate your Overall Satisfaction.

	Exceeded Most/All Expectations	Exceeded Some Expectations	Met Most/All Expectations	Failed Some Expectations	Failed Most/All Expectations
How well has your experience with People First matched your expectations?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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People First Customer Survey

Please rate your Overall Satisfaction.

	Exceeded Most/All Expectations	Exceeded Some Expectations	Met Most/All Expectations	Failed Some Expectations	Failed Most/All Expectations
How well has your experience with People First matched your expectations?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Why do you feel that way?

How could People First be improved?

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People First Survey

Thank you for your time and participation.

Thank you for providing your thoughts and opinions, results will be made available by late June. If you have questions or comments regarding the survey, please e-mail
PeopleFirstSurvey@dms.myflorida.com

Sincerely,
Linda H. South
Secretary

Thank you for your valuable time and service to the State of Florida.

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