

2013 PEOPLE FIRST CUSTOMER SURVEY RESULTS

On March 11, 2013, the People First customer survey was e-mailed to 25,000 randomly selected active state employees and retirees with e-mail addresses. This survey ran through March 22, 2013 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 3,900 employees responded to the customer survey and 78% of those respondents were satisfied with the overall performance of People First. **This 78% satisfaction rate is a 2% increase over the 2012 survey results.** Over 2,300 comments were received regarding respondents' experiences with People First.

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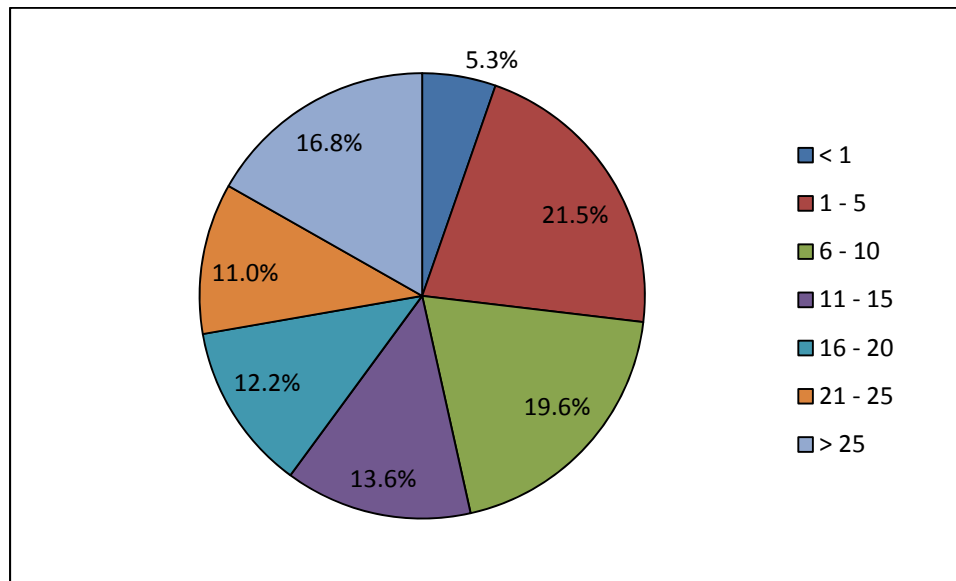
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CUSTOMER DEMOGRAPHICS

Years of Service

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

Years	Response Percent	Response Count
< 1	5.3%	212
1 - 5	21.5%	855
6 - 10	19.6%	779
11 - 15	13.6%	539
16 - 20	12.2%	483
21 - 25	11.0%	435
> 25	16.8%	666
Answered question:	100%	3,969
Skipped question:		7



CUSTOMER DEMOGRAPHICS***Organization***

Organization Respondent Works for (ranked highest to lowest):

Agency/Entity	Response Count
DOH - Department of Health	812
DCF - Department of Children and Families	397
DOT - Department of Transportation	242
DACS - Department of Agriculture and Consumer Services	222
DC - Department of Corrections	191
REV - Department of Revenue	180
DOE - Department of Education	175
DEO - Department of Economic Opportunity	175
HSMV - Department of Highway Safety and Motor Vehicles	147
DEP - Department of Environmental Protection	135
FWC - Fish and Wildlife Conservation Commission	104
FDLE - Department of Law Enforcement	103
UF - University of Florida	98
DBPR - Department of Business and Professional Regulation	88
State Courts	87
DJJ - Department of Juvenile Justice	82
Retired (Former Employee)	78
AHCA - Agency for Health Care Administration	67
DLA - Department of Legal Affairs	65
DFS - Department of Financial Services	64
DOS - Department of State	54
DMS - Department of Management Services	48
UCF - University of Central Florida	43

Agency/Entity	Response Count
FIU - Florida International University	42
USF - University of South Florida	37
APD - Agency for Persons with Disabilities	35
UNF - University of North Florida	32
DVA - Department of Veterans' Affairs	25
FAU - Florida Atlantic University	23
UWF - University of West Florida	22
DOAH - Division of Administrative Hearings	21
Justice Administrative Commission	21
Lottery	18
FSU - Florida State University	17
Legislature	17
FSDB - Florida School for the Deaf and the Blind	16
FAMU - Florida A&M University	16
DOEA - Department of Elder Affairs	15
FGCU - Florida Gulf Coast University	13
PSC - Public Service Commission	11
EOG - Governor's Office	10
SSRC - Southwood Shared Resource Center	4
DMA - Department of Military Affairs	3
NSRC - Northwood Shared Resource Center	2
FPC - Florida Parole Commission	2
CIT - Department of Citrus	1
NCF - New College of Florida	0
Total	4,060
Other	263

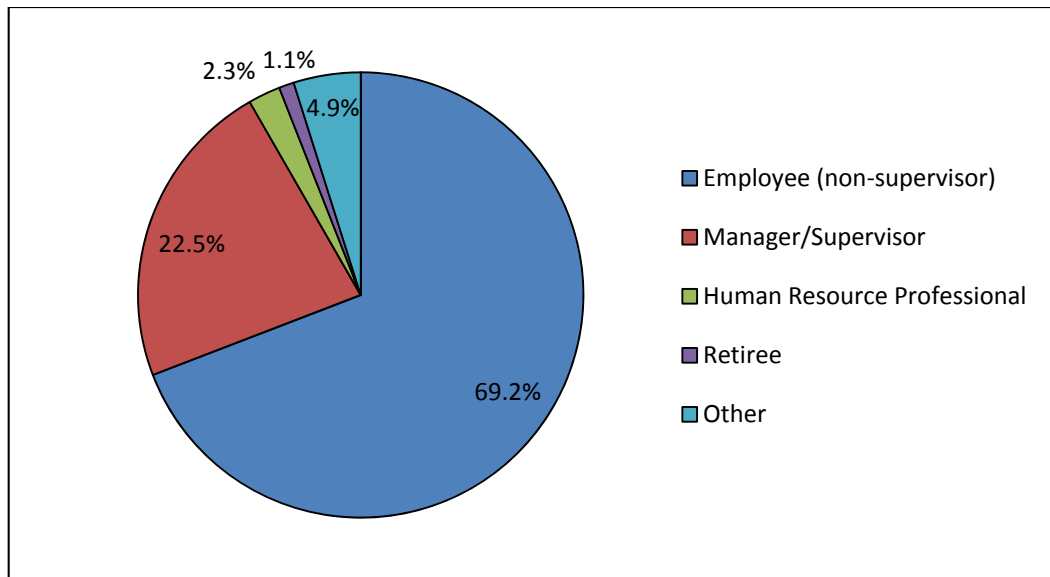
Note: Some respondents chose multiple entities.

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)	69.2%	2,657
Manager/Supervisor	22.5%	866
Human Resource Professional	2.3%	90
Other	1.1%	42
Retiree	4.9%	187
Answered question:	100%	3,842
Skipped question:		134



CUSTOMER USE

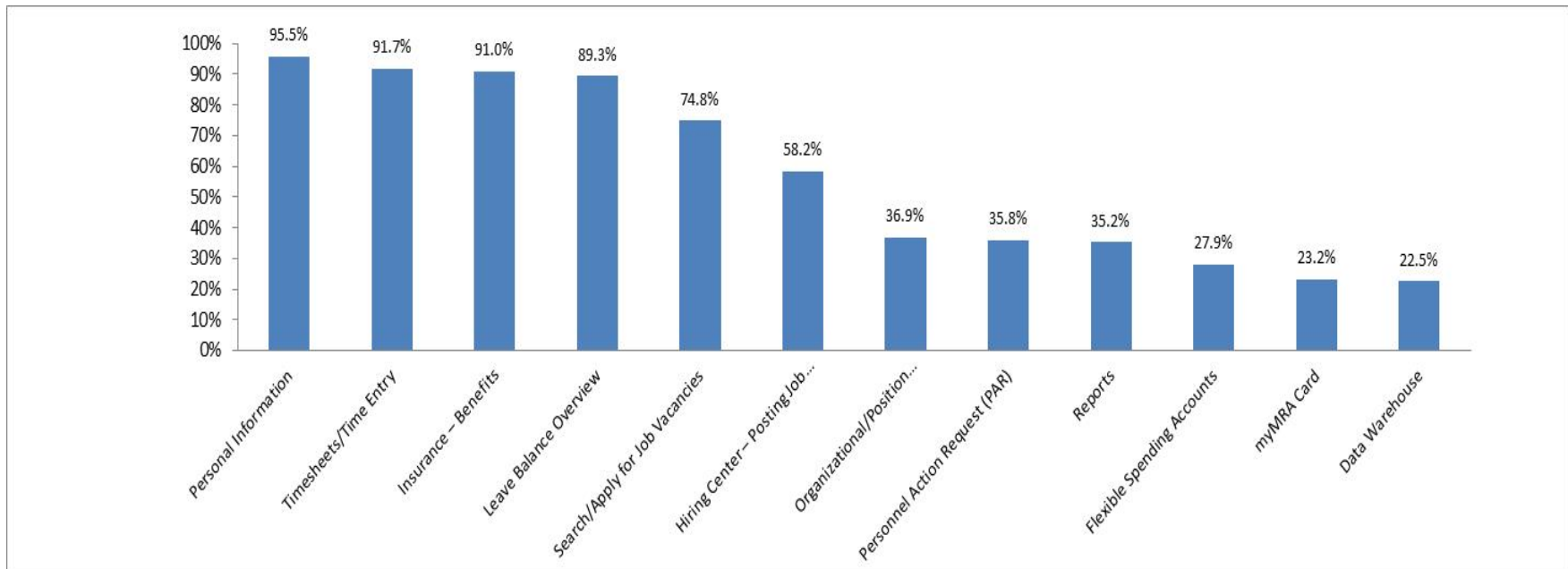
Area(s) that represent the People First functions the respondents use (ranked highest to lowest):

People First Functions	Extremely Satisfied		Satisfied		Neither Satisfied/ Dissatisfied		Dissatisfied		Extremely Dissatisfied		Response Count	Response Percent	Do Not Use
Personal Information	27.0% (967)	*	57.5% (2,055)		12.4% (442)	*	2.2% (79)	*	1.0% (34)		3,577	95.5%	167
Insurance – Benefits	20.7% (702)	*	53.6% (1,819)	*	16.9% (572)		6.6% (223)		2.3% (77)		3,393	91.0%	334
Timesheets/Time Entry **	24.8% (850)	*	56.2% (1,931)	*	10.5% (362)		5.8% (200)		2.6% (90)		3,433	91.7%	310
Leave Balance Overview	29.0% (964)	*	57.2% (1,902)		9.3% (311)		3.2% (105)		1.4% (46)	*	3,328	89.3%	398
Search/Apply for Job Vacancies	16.5% (460)	*	51.3% (1,427)	*	21.6% (602)		7.7% (214)		2.8% (78)		2,781	74.8%	935
Hiring Center – Posting Job Vacancies	14.5% (314)	*	47.4% (1,024)		25.4% (548)		9.2% (198)		3.5% (76)	*	2,160	58.2%	1,554
Organizational/ Position Management	11.5% (156)		41.4% (564)		37.5% (510)		6.2% (84)		3.5% (47)		1,361	36.9%	2,332
Personnel Action Request (PAR)	12.9% (171)	*	43.1% (570)		34.3% (453)	*	6.3% (83)		3.3% (44)		1,321	35.8%	2,366
Reports	12.2% (159)		43.8% (570)	*	33.9% (441)		6.2% (81)		3.8% (49)		1,300	35.2%	2,388
Flexible Spending Accounts	16.5% (170)	*	42.6% (438)	*	28.6% (294)		8.1% (83)		4.3% (44)		1,029	27.9%	2,658
myMRA Card	14.5% (124)		37.4% (319)	*	32.0% (273)		9.7% (83)	*	6.4% (55)	*	854	23.2%	2,820
Data Warehouse	11.7% (97)	*	36.1% (299)	*	42.0% (348)		5.8% (48)		4.3% (36)		828	22.5%	2,820
Overall Functional Satisfaction	65.0% “satisfied”			*	25.4%		9.7% “dissatisfied”						

* An asterisks “*” in the columns to the right of the satisfaction scores indicates that the 2013 results are the same or an increase over 2012 results.

CUSTOMER USE

Respondents' 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.

	Extremely Satisfied		Satisfied		Neither Satisfied/ Dissatisfied		Dissatisfied		Extremely Dissatisfied		Response Count w/Contact
Friendly	39.7% (862)	*	51.2% (1,112)		6.0% (130)		2.2% (47)	*	1.0% (21)	*	2,136
Professional	39.7% (844)	*	50.8% (1,080)	*	5.8% (124)		2.6% (56)	*	1.0% (21)	*	2,125
Listened Carefully	37.6% (796)	*	48.7% (1,031)		8.3% (175)		4.0% (84)	*	1.4% (29)	*	2,115
Patient	37.6% (796)	*	49.0% (1,038)		8.8% (186)		3.4% (72)	*	1.2% (25)	*	2,117
Helpful	38.7% (820)	*	46.3% (981)		7.3% (155)		5.3% (113)	*	2.3% (48)	*	2,117
Speed of Service	33.4% (707)	*	47.1% (997)	*	11.5% (244)		5.8% (123)	*	2.1% (45)		2,116
Checked for My Satisfaction	33.7% (712)		45.4% (957)	*	13.5% (285)		5.4% (113)	*	2.0% (43)	*	2,110
Confidence in the Information Provided	34.5% (728)		47.5% (1,004)	*	9.9% (210)		5.7% (120)	*	2.4% (51)		2,113
Average:			85.1%	*	8.9%		6.0%				
Answered question:											2,138
Skipped question:											1,838

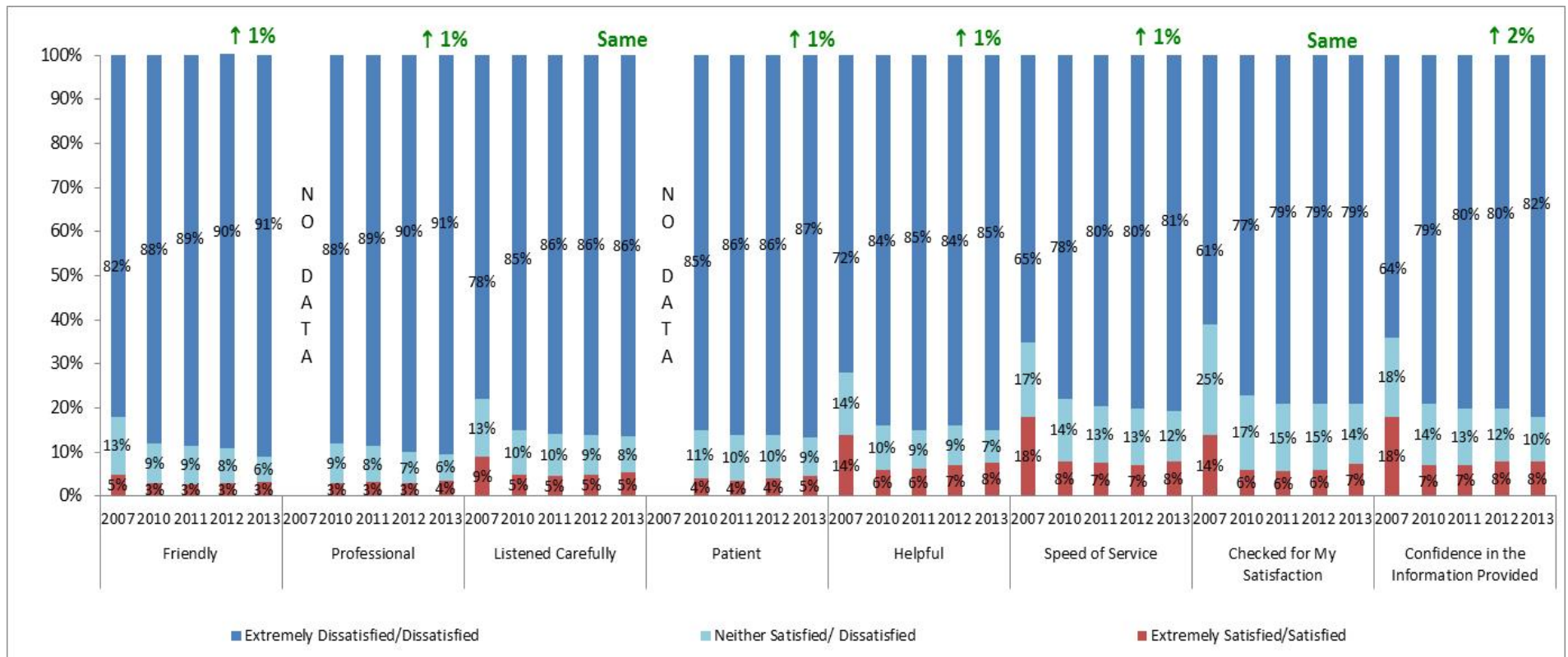
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Analysis:

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. Six percent were dissatisfied or extremely dissatisfied while almost nine percent of those who had contact with the service center were neither satisfied nor dissatisfied. **This 85 percent satisfaction rate was a 1% increase over the 2012 survey results.**

PEOPLE FIRST SERVICE CENTER

Respondents Level of Satisfaction with the People First Service Center:



↑% or Same= Shows the increase from 2012 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.

	Extremely Satisfied		Satisfied		Neither Satisfied/ Dissatisfied		Dissatisfied		Extremely Dissatisfied		Response Count
Availability	29.3% (918)	*	58.7% (1,840)	*	8.7% (274)		2.5% (78)		0.8% (25)		3,135
Accuracy of Information	29.2% (912)	*	57.0% (1,784)		10.7% (335)		2.3% (72)		0.8% (25)		3,128
Easy to Understand	24.6% (767)	*	50.6% (1,579)	*	15.7% (490)		7.4% (230)		1.8% (57)		3,123
Easy to Use	23.3% (727)	*	48.3% (1,505)	*	15.7% (490)		10.2% (317)	*	2.6% (80)		3,119
Ability to Accomplish What I Wanted to Do	23.7% (740)	*	53.2% (1,661)	*	14.5% (452)		6.2% (194)		2.4% (76)	*	3,123
Average:	79.5%		*		13.1%		7.4%				
Answered question:											3,144
Skipped question:											832

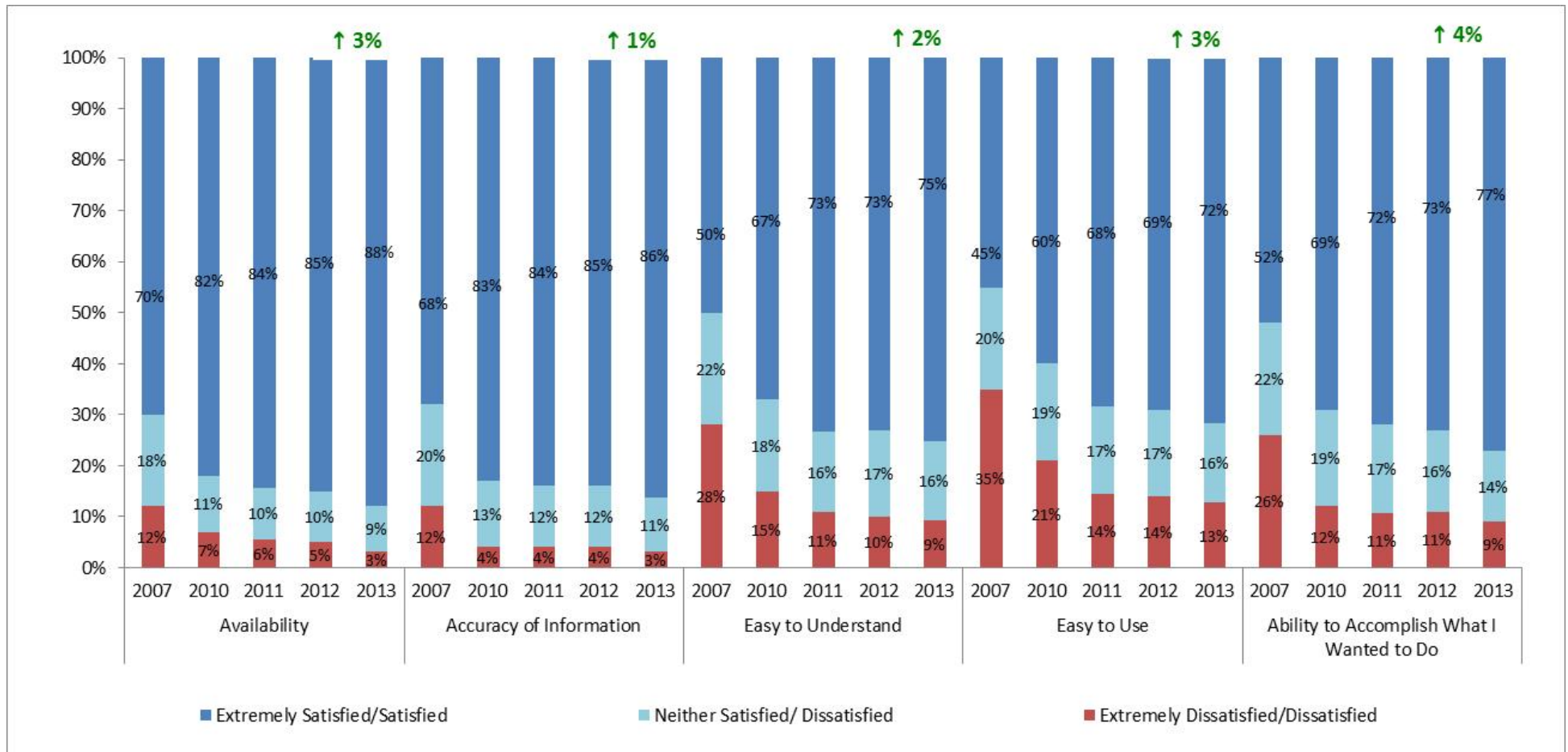
* An asterisks “*” in the columns to the right of the satisfaction scores indicates that the 2013 results are the same or an increase over 2012 results.

Analysis:

Overall, 80 percent of the respondents who use the People First system said they were satisfied or extremely satisfied with the system. Seven percent were dissatisfied or extremely dissatisfied while 13 percent of those who use the system were neither satisfied nor dissatisfied. **This 80 percent satisfaction rate was a 3% increase over the satisfaction rate from 2012.**

PEOPLE FIRST SYSTEM

Respondents' Level of Satisfaction with the People First System:



↑% or Same = Shows the increase from 2012 of Extremely Satisfied/Satisfied.

OPEN ENROLLMENT

For the first time using this survey, respondents were asked to rate their level of satisfaction with their Open Enrollment experience. 68% of the respondents reported they made changes during the 2013 plan year Open Enrollment period. Of these, 92% said they made their changes using the People First web site.

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
26.3% (299)	57.0% (649)	9.9% (113)	5.0% (57)	1.8% (20)	1,138
83.3%		9.9%	6.8%		
Answered question:					1,138
Skipped question:					2,838

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
23.1% (277)	57.1% (685)	12.6% (151)	5.7% (68)	1.5% (18)	1,199
80.2%		12.6%	7.2%		
Answered question:					1,199
Skipped question:					2,777

Analysis:

Overall, 80 percent of the respondents said they were satisfied or extremely satisfied with their Open Enrollment experience. Seven percent were dissatisfied or extremely dissatisfied while 13 percent of respondents were neither satisfied nor dissatisfied.

OVERALL SATISFACTION

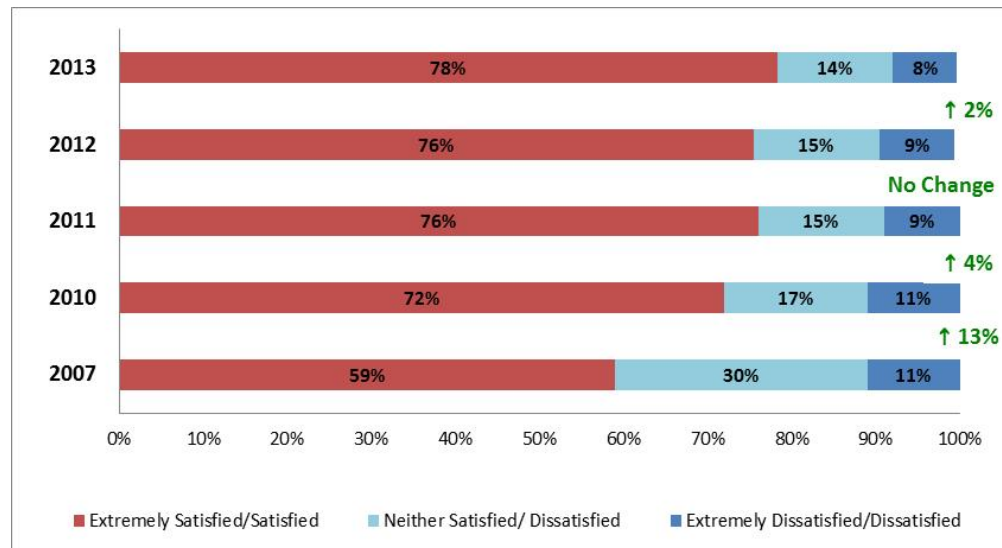
Respondents were asked to rate their overall level of satisfaction with their People First experience:

Extremely Satisfied		Satisfied		Neither Satisfied/ Dissatisfied		Dissatisfied		Extremely Dissatisfied		Response Count w/Use of PF	
20.3% (750)	*	58.0% (2,141)	*	13.7% (505)		5.6% (208)		2.0% (75)		3,693	
78.3%		*	13.7%			7.7%					
										Answered question:	3,693
										Skipped question:	283

* An asterisks “*” in the columns to the right of the satisfaction scores indicates that the 2013 results are the same or an increase over 2012 results.

Analysis:

Overall, 78 percent of the respondents who use People First said they were satisfied or extremely satisfied. 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 2% increase over the 2012 satisfaction rate.**



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