

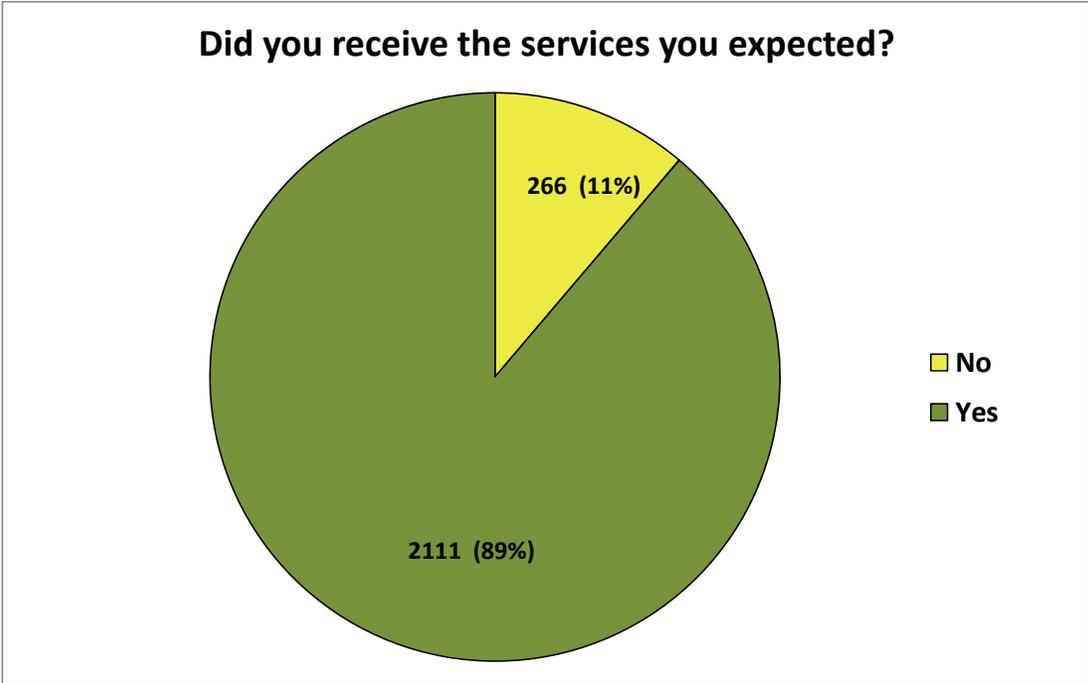
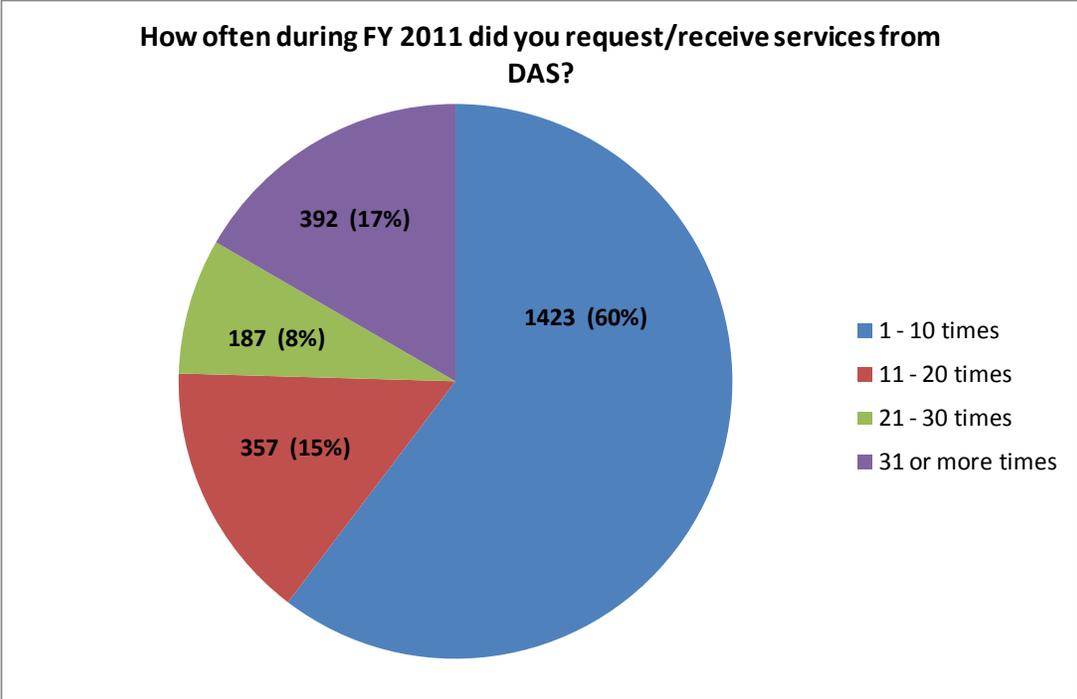
# **Ohio Department of Administrative Services**

## **2011 Customer Satisfaction Survey**

**Agency-level Results prepared for the  
Strategic Planning Retreat**

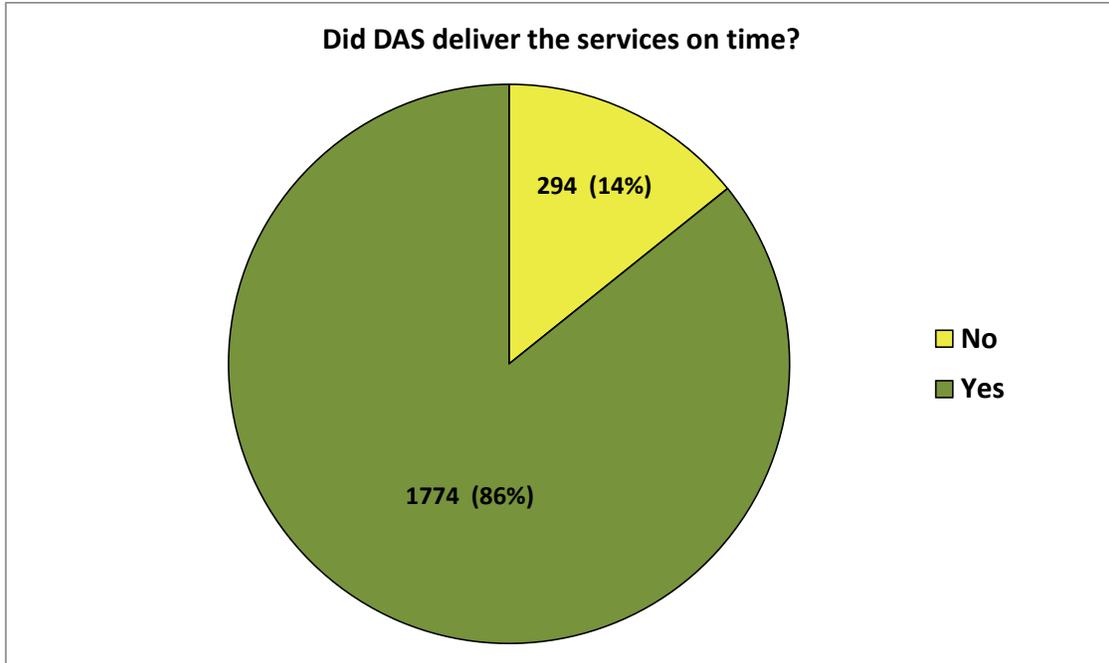
**June 7, 2011**

The first section of this report analyzes survey responses that have been aggregated to an agency-wide level. While each customer responded to questions specifically for the DAS services and divisions they used, the divisional data was combined in order to calculate overall scores for DAS as an agency.

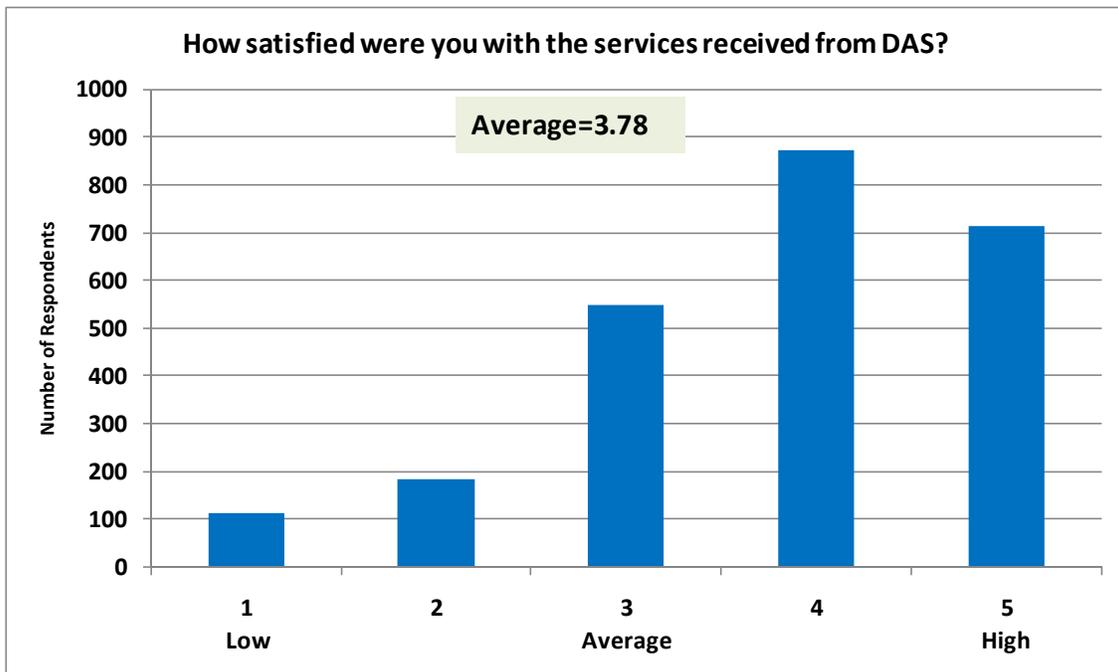


From an agency-wide perspective, most customers (60%) used DAS services between 1 to 10 times during FY 2011. Seventeen percent (17%) of the customers used DAS services more than 30 times in the year; another 15% used DAS services 11-20 times.

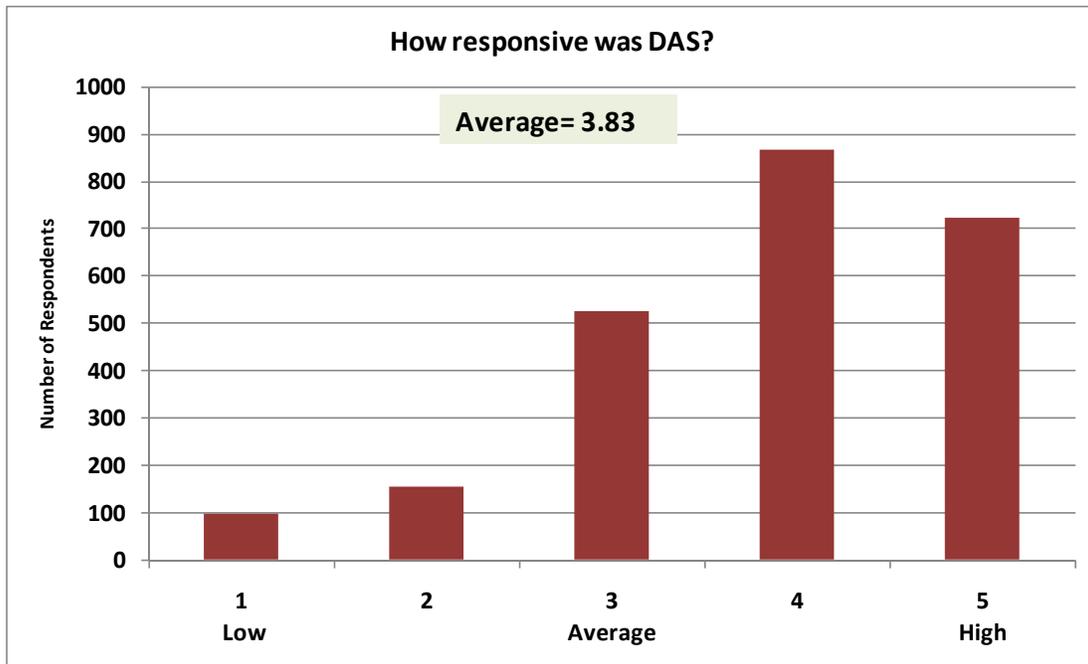
An overwhelming 89% of DAS' customers indicated that they received the services they expected from the agency. Eleven percent (11%) of the customers indicated that the services they received were not what they expected.



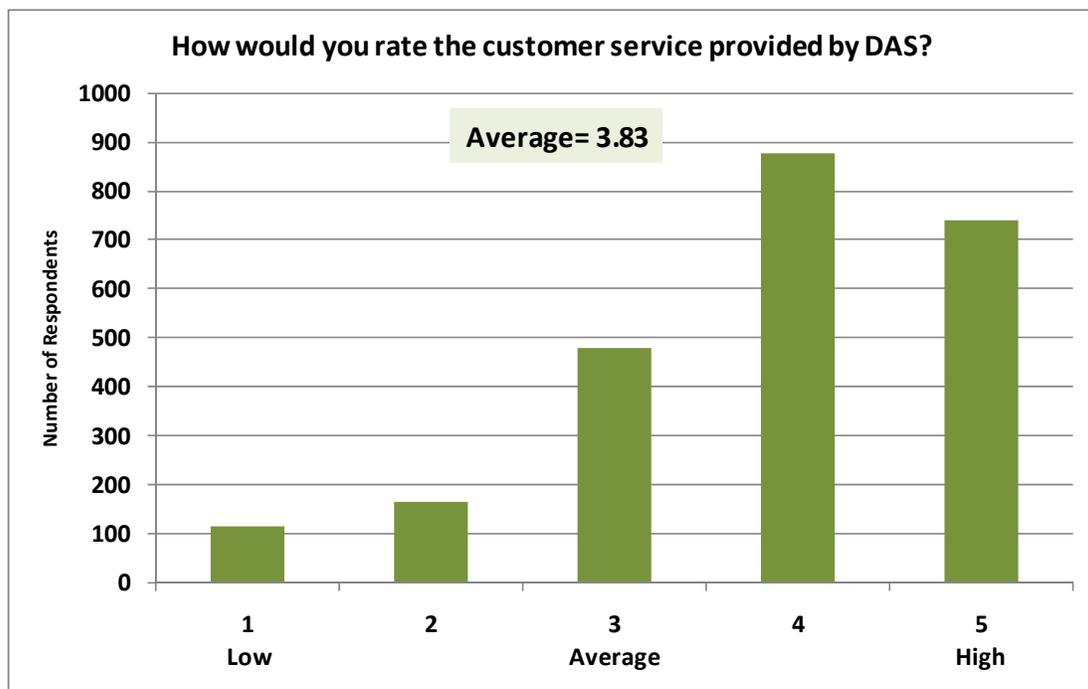
Similarly, 86% of DAS' customers indicated that the agency delivered the services on time. Fourteen percent (14%) thought that the services were not provided timely.



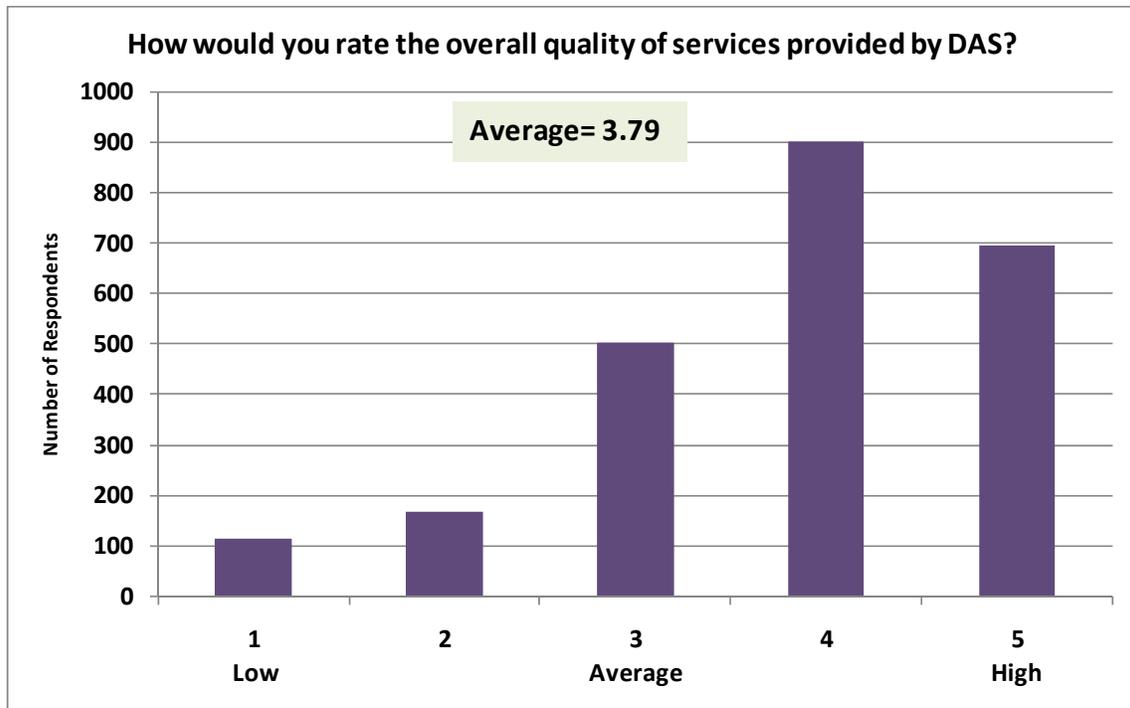
Customers were asked to indicate how satisfied they were with the services they received from DAS during FY 2011. Thirty-six percent (36%) of the respondents rated their satisfaction as a 4 out of 5; another 29% rated their satisfaction as a 5 out of 5. Thus, 65% of DAS customers rate their satisfaction with our services as above average. The average composite score is a 3.78.



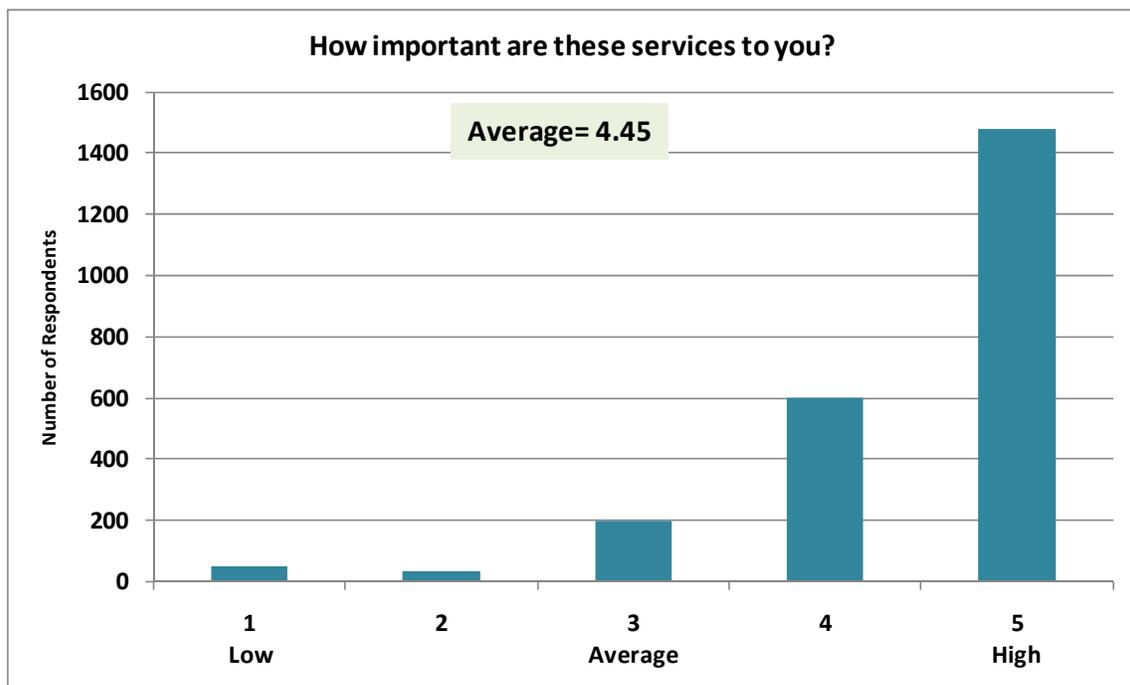
DAS customers were asked to rate how responsive DAS was to their requests. Thirty-seven percent (37%) of the respondents rated the agency's responsiveness as 4 out of 5; 31% gave DAS the highest rating (5/5). 68% of the respondents rated DAS' responsiveness as above average. The average composite score is a 3.83.



Customer service was rated as almost identical to responsiveness. Thirty-seven percent (37%) of the respondents rated DAS' customer service as 4/5; 31% rated customer service as 5/5. The average composite score for customer service was 3.83, an identical score to responsiveness.



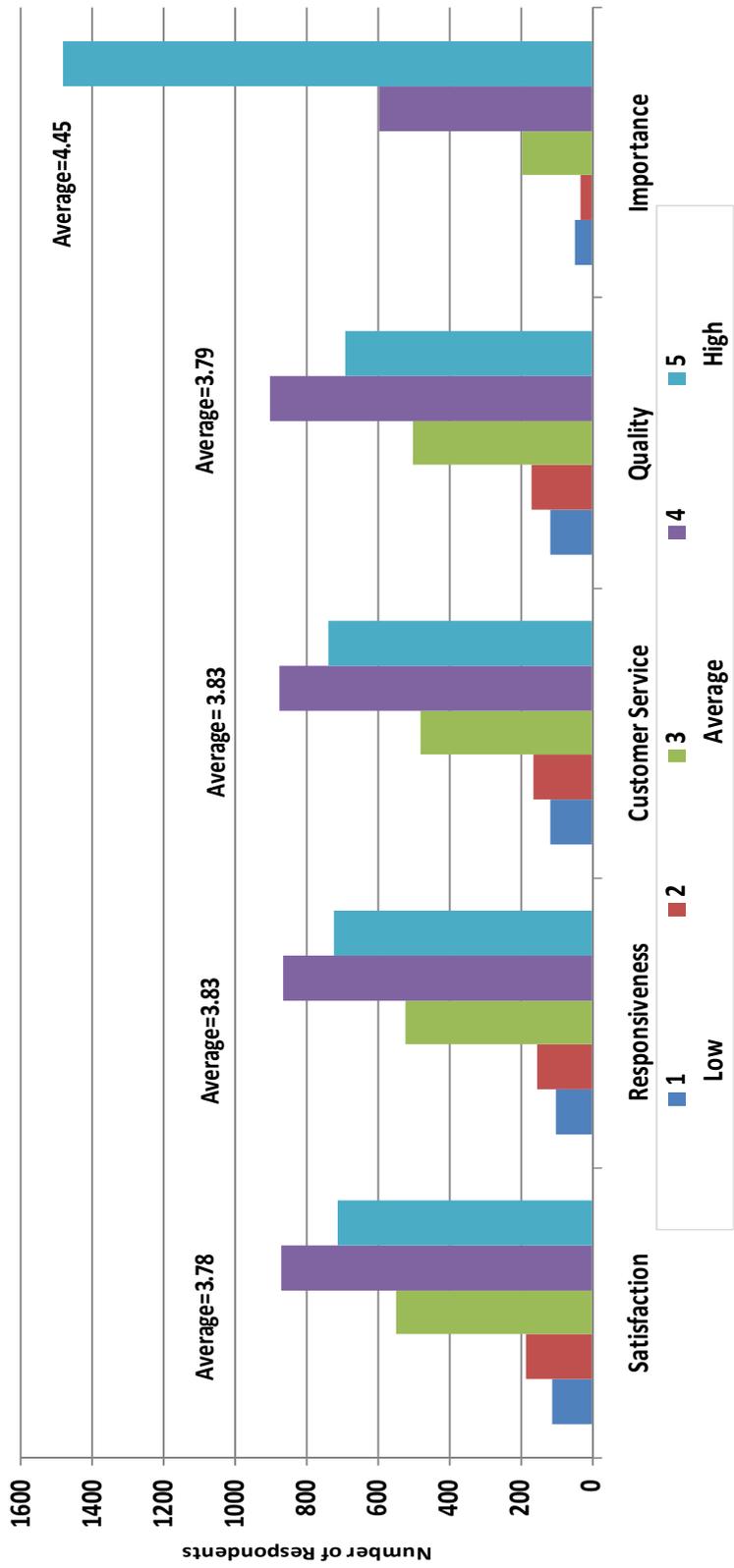
The overall quality of services provided by DAS was rated just slightly lower than responsiveness and customer service. Thirty-eight percent (38%) of the respondents rated the quality of DAS' services as a 4/5; 29% rated the quality as a 5/5. A total of 68% of DAS customers rated quality as above average. The average composite score was 3.79 out of 5.

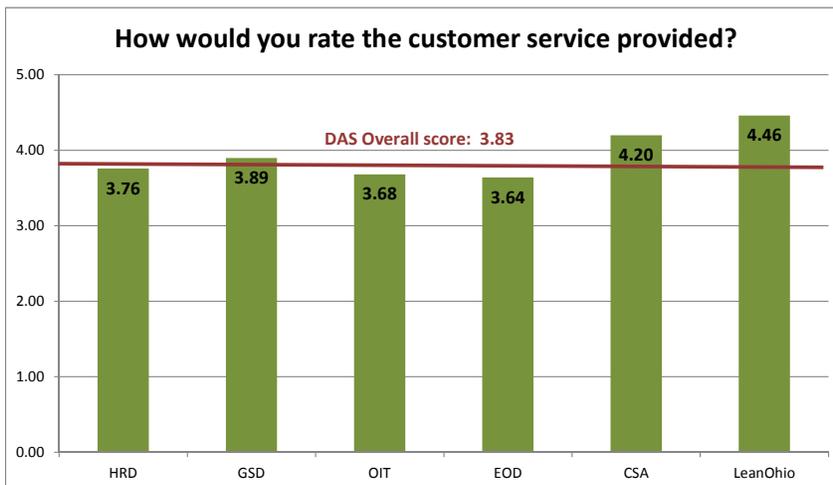
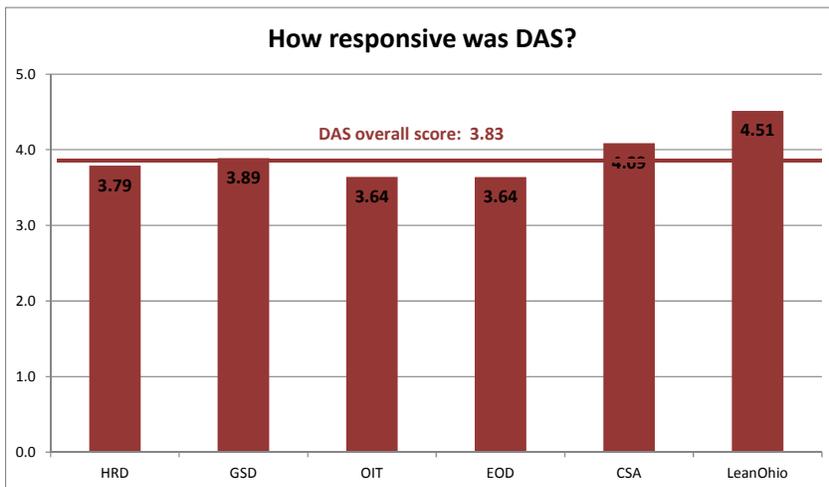
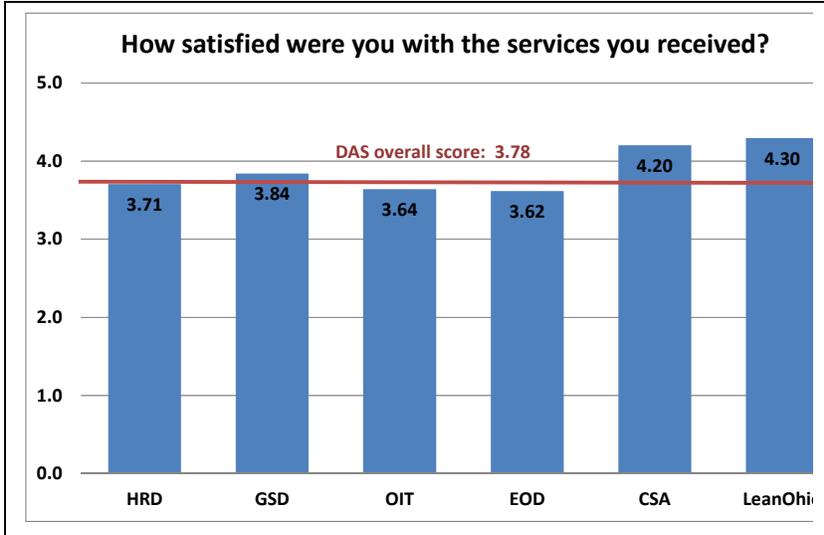


DAS customers were asked to indicate how important the agency's services were to them. The goal of this question was to be able to link the agency performance to the customers' perception of how important the services are to them. Sixty-three percent (63%) of the respondents rated the importance of DAS' services as 5/5. Another 25% rated the importance as 4/5. The overwhelming majority of DAS customers believe that the services that DAS provides are very important.

The following chart compares all categories discussed above. It is interesting to note that the average score that DAS received in 4 of the 5 categories ranged from 3.78 to 3.83, a variance of only 0.05 points. Customers rate DAS' responsiveness, customer service, and quality equal to their satisfaction with the services provided. It is notable, however, that customers rate the importance of the services DAS provides much higher – an average rating of 4.45. Thus, there is a gap between the importance of the services provided and the customer satisfaction with the services they receive.

### Comparison of Scores Across All Service Categories



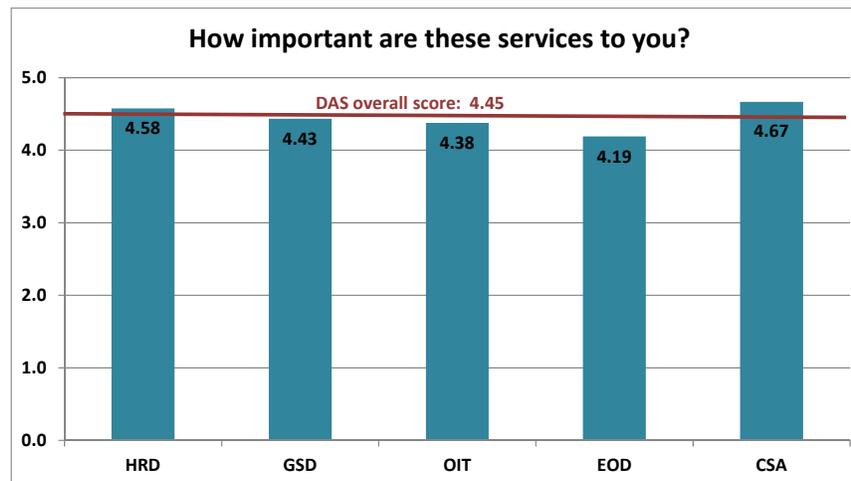
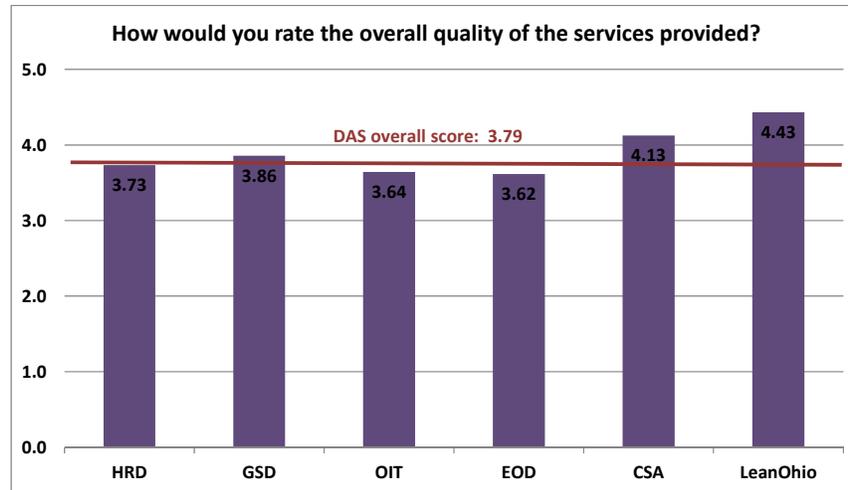


The next section of the report compares the ratings of each of the divisions. The ratings for each of the divisions that the customers used were aggregated to arrive at an overall score for the division. Each chart displays the division rankings as compared to each other and as compared to the agency score.

In the area of satisfaction with services received, the overall agency score was 3.78. Two divisions fell slightly below the agency average, and two divisions were above the agency average. Scores ranged from 3.62 to 4.3, a difference of 0.68 or just over one-half point.

The overall agency score for responsiveness was 3.83. Three divisions were below the average and three were above the average. The scores ranged from a low of 3.64 to a high of 4.51, a difference of 0.87. This is the widest variation of all categories.

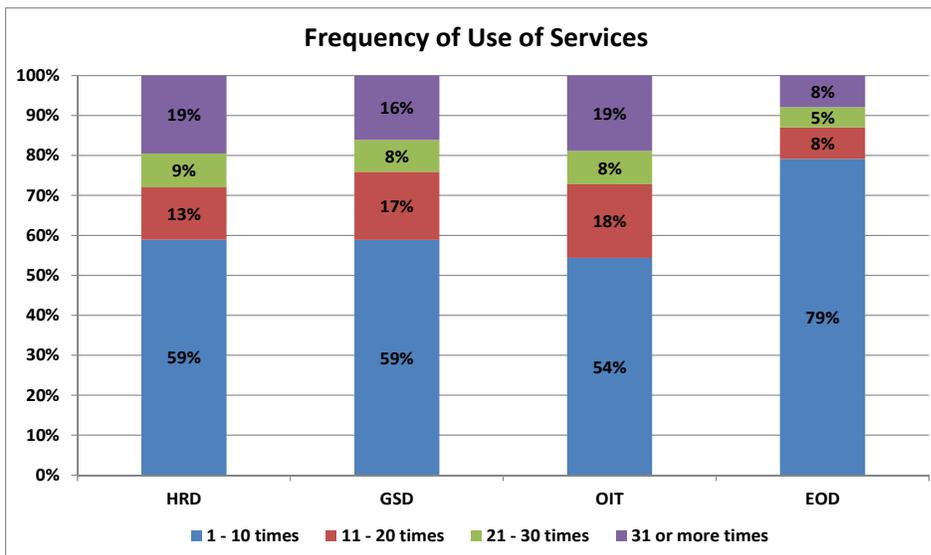
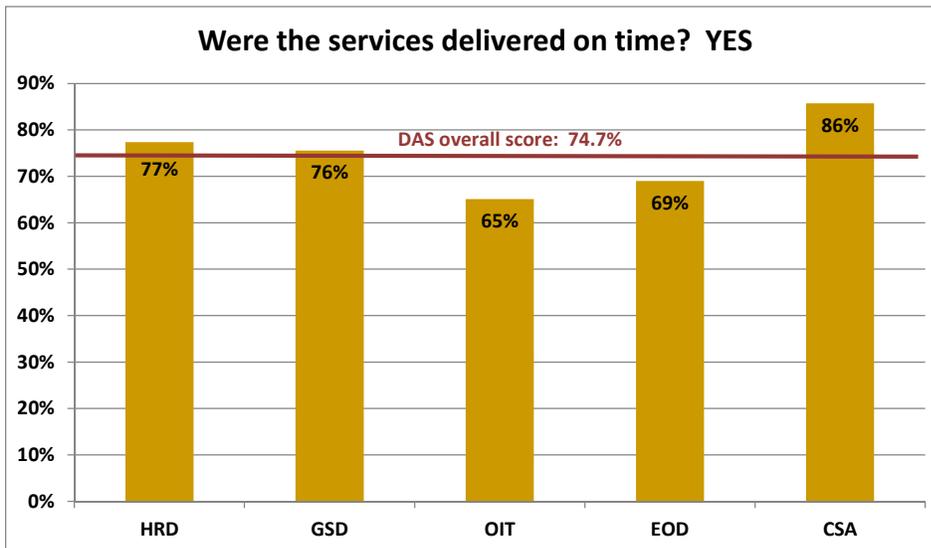
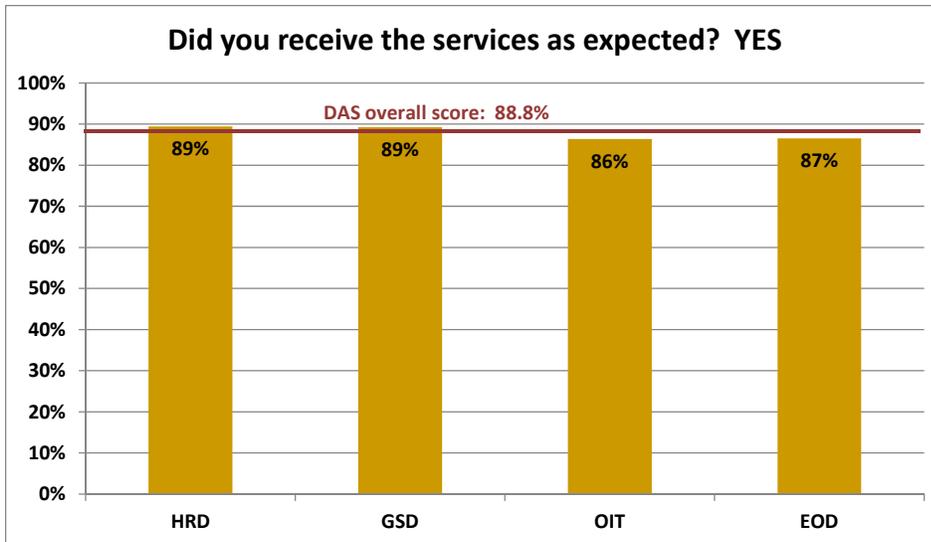
Customer satisfaction received an overall agency score of 3.83. Division scores ranged from a high of 4.46 to a low of 3.64, a difference of 0.82.



The quality of services at the division level ranged from a high of 4.43 to a low of 3.62, a variation of 0.81. This compares to the overall agency average of 3.79. Two divisions fell below the agency average, two were close to the average, and two exceeded the average.

Across all divisions, customers rated the importance of the services that DAS provides as very high. The division ratings ranged from a low of 4.19 to a high of 4.67. This shows that customers believe that DAS provides valuable services that are necessary for the agencies to be successful.

It is notable that the score for importance of services is 4.45, and the scores for DAS performance range from 3.78 to 3.83. There is an imbalance between the importance of the services provided and the delivery of those services to the customers.



All four DAS divisions scored remarkably similar on the question asking if the customer received the services as expected. Overall, the agency received “yes” responses 88.8% of the time. From a division perspective, the percentage of customers indicating that they received the services as expected ranged from a low of 86% to a high of 89%. The responses indicate that customers seem to be receiving the services they expect from DAS.

Customers’ responses regarding if they received services on time varied considerably across divisions. The average customer response ranged from 65% indicating that they received services on time to 86%. The agency-wide average score was 74.7%

For the most part, customers used DAS services between 1-10 times during FT 2011. This is particularly true for EOD where 79% of the customers used services 1-10 times. GSD, HRD, and OIT had higher customer usage during the year with 16%-19% of the customers using services more than 30 times during the year.

**Attachment A:****Agency Responses and Percent of Total Responses**

<b>Answer</b>	<b>Count</b>	<b>Percent answer</b>
Governor's Office	2	0.3%
Attorney General	20	2.6%
Auditor of State	5	0.6%
Secretary of State	3	0.4%
Treasurer of State	3	0.4%
Legislature	6	0.8%
Judiciary	1	0.1%
Adjutant General	4	0.5%
Administrative Services	100	12.8%
Aging	8	1.0%
Agriculture	7	0.9%
Alcohol & Drug Addiction Services	5	0.6%
Ohio Building Authority	1	0.1%
Commerce	12	1.5%
Development	12	1.5%
Developmental Disabilities Department	13	1.7%
Education	23	2.9%
Environmental Protection Agency	5	0.6%
Health	25	3.2%
Historical Society	0	0%
Industrial Commission	7	0.9%
Insurance	18	2.3%
Job & Family Services	37	4.7%
Lottery	6	0.8%
Mental Health	26	3.3%
Natural Resources	29	3.7%
Public Defender	3	0.4%
Public Safety	23	2.9%
Regents	2	0.3%
Rehabilitation & Correction	53	6.8%
Rehabilitation Services Commission	10	1.3%

School Facilities Commission	2	0.3%
Schools for the Blind/Deaf	5	0.6%
State Library	5	0.6%
Taxation	18	2.3%
Transportation	34	4.3%
Tuition Trust Authority	6	0.8%
University Systems of Ohio	37	4.7%
Verterans Services	4	0.5%
Workers' Compensation	20	2.6%
Youth Services	10	1.3%
Local Government	0	0%
State Board or Commission	73	9.3%
Private or Non-Profit Vendor	75	9.6%
Other: Please Indicate	18	2.3%