FY 2006 FIELD OFFICE CALLER SURVEY

Office of Quality Performance

Office of Quality Control

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FY 2006 Field Office Caller Survey

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EXECUTIVE SUMMARY

This report provides the results of the Office of Quality Performance's (OQP) FY 2006 Survey of Field Office (FO) Callers, one of the Service Satisfaction Surveys conducted as part of the Agency's Service Delivery Feedback Program. The survey gathered satisfaction data that were combined with results from OQP's FY 2006 surveys of 800 number callers and office visitors to provide the Agency's performance measure for overall satisfaction of people who do business with SSA. The combined results were reported to the Agency in OQP's memorandum, "Overall Service Satisfaction: FY 2006 Performance Indicator Report," dated October 12, 2006, available at http://quality.ba.ad.ssa.gov/hq/oqareportspdf/OverallSatisfactionFY2006.pdf.

The FY 2006 survey involved telephone interviews with 862 callers who had called one of 48 randomly selected FOs during the month of April 2006. Key findings were:

- The overall FO telephone service satisfaction rate in FY 2006 was 80 percent E/VG/G, with 36 percent of responders rating service as "excellent." The FY 2005 ratings were 83 percent E/VG/G and 40 percent "excellent." These differences in the FY 2006 and FY 2005 ratings were not statistically significant.

- Ratings of employee attributes, courtesy, job knowledge, helpfulness and clear explanations ranged from 91 percent to 95 percent E/VG/G, maintaining the same very high levels of satisfaction reported in previous FO Caller surveys.

- Overall, survey results underscore the fact that providing adequate access to FOs via the telephone is the main challenge for this service delivery channel. Once callers are connected and served, they are highly satisfied: The overall satisfaction rating of callers who spoke to a representative was 92 percent E/VG/G. Although the access rating itself remained comparable to the prior year at 72 percent E/VG/G, callers' experiences reported in the FY 2006 survey reflect increasing problems with access.

- There was a significant increase in the proportion of callers who said they tried to call the FO earlier but got a busy signal or were told that all lines were busy (51 percent in FY 2006 compared to 42 percent in FY 2005). This is the highest busy rate recorded since FY 2002.

- Twenty-six percent of responders, significantly more than in FY 2005 (21 percent), completed the FO contact by leaving a voicemail message. While the vast majority of these callers expected a return call from the FO, only 54 percent indicated that they were ever contacted by the FO.

- The proportion of callers who stayed on the line to speak to a representative but were subsequently placed on hold also increased significantly in FY 2006 to 61 percent, up from 53 percent in FY 2005.

FY 2006 Field Office Caller Survey

BACKGROUND AND METHODOLOGY

This report provides the results of the Survey of FO Callers conducted by the Office of Quality Performance (OQP) for fiscal year (FY) 2006. These results were included in the calculation of the FY 2006 performance measure for overall satisfaction of individuals who do business with SSA, which was reported in OQP's memorandum, "Overall Service Satisfaction: FY 2006 Performance Indicator Report," dated October 12, 2006, available at http://quality.ba.ad.ssa.gov/hq/oqareportspdf/OverallSatisfactionFY2006.pdf. The Survey of FO Callers is conducted annually, along with similar surveys of 800 number callers and office visitors, to produce satisfaction data for this performance measure.

The FY 2006 Survey of FO Callers was conducted with 862 individuals who had called one of 48 randomly selected FOs throughout the month of April 2006. Survey responders participated in a telephone interview that included factual questions about their experience calling the FO and rating questions addressing various aspects of the service received as well as satisfaction with FO telephone service overall. Further description of the sampling and methodology for the survey, including discussion of the response rate and precision of the estimates, appears in tab A.

SURVEY RESULTS

The discussion below highlights key results of the FY 2006 FO Caller Survey. Comparisons with FY 2005 results are made where pertinent. Note that when the term "significant" is used in the discussion, it means "statistically significant at the 95-percent confidence level." The term "satisfaction" refers to combined ratings of excellent, very good and good (E/VG/G), while "dissatisfaction" refers to combined ratings of fair, poor and very poor (F/P/VP).

Tab B contains an annotated questionnaire displaying response percentages and the total number of responders for all survey questions. Not every question applied to every responder, while some responders failed to answer all the questions that applied to them. As a result, percentages shown reflect the proportion of those who actually provided substantive responses to each question. (Responses such as "don't know" or "no opinion" are not generally considered substantive responses for purposes of this survey.

Tab C provides comparisons of ratings based on the five segments SSA has defined to represent the major types of business conducted with the Agency: Social Security number (SSN), initial claims, postentitlement, appeals and "other." Note that we had planned to provide a similar comparison of ratings for English and Spanish speakers, but there were an insufficient number of Spanish-speaking survey responders (only 14) for such a breakout.

Overall Satisfaction with FO Telephone Service

- The overall FO telephone service satisfaction rate in FY 2006 was 80 percent E/VG/G, with 36 percent of responders rating service as "excellent." The FY 2005 ratings were 83 percent E/VG/G and 40 percent "excellent." These differences in the FY 2006 and FY 2005 ratings were not statistically significant.

- The main reason callers said they were dissatisfied with overall service was because after leaving a voicemail message they either never received a return call or felt it took too long for the FO to call them back (23 percent). Callers were also dissatisfied if they had a hard time getting through to the FO (19 percent), if their problem was not resolved during the call (17 percent), or if they felt they waited on hold too long (14 percent).

Rating Other Aspects of FO Telephone Service

- Satisfaction with access to FO telephone service was identical in FY 2006 and FY 2005 (72 percent). However, the proportion of "excellent" ratings for access decreased significantly from 29 percent in FY 2005 to 22 percent in FY 2006.

- Callers remained highly satisfied with FO employee performance in FY 2006, giving E/VG/G ratings from 91 percent for helpfulness and clear explanations to 95 percent for courtesy. The table below illustrates how consistent the ratings of employee attributes remained in FY 2006 compared to FY 2005.

Satisfaction with Employee Attributes				
Aspect of Service	**E/VG/G Rating**		**Excellent Rating**	
	FY 2005	**FY 2006**	**FY 2005**	**FY 2006**
Courtesy	93%	95%	52%	53%
Job knowledge	94	93	47	48
Helpfulness	90	91	47	47
Clear Explanations	92	91	46	47

Earlier Attempts to "Get Through" to the FO

- In the FY 2006 survey, 51 percent of responders said they tried to reach the FO in an earlier call, but found the lines were busy or were told to call back later. This is significantly higher than the 42 percent reported in FY 2005 and is the highest "busy rate" recorded since 2002.

Survey Year	**Percent Reporting Unable to Get Through to FO Earlier**
2006	51%
2005	42
2004	44
2003	46
2002	40

- As might be expected, inability to get through to the FO on an earlier call had a negative influence on ratings of telephone access as well as on ratings of FO telephone service overall. Among the callers who had this experience, only 56 percent were satisfied with FO telephone access in contrast to 81 percent of callers who got through on their first try. The overall satisfaction rating for callers who unsuccessfully tried to get through earlier (74 percent) was 11 percentage points lower than the rating from responders who had to call only once (85 percent).

Ease of Understanding the Automated Message

- When asked to rate the upfront automated message they encountered when they called the FO, 88 percent of responders said it was very or somewhat easy (VE/SE) to understand.

- Among the small group of callers who had difficulty understanding the upfront message, complaints that there were too many options or that the menu was confusing or unclear occurred with equal frequency (28 percent). Another 21 percent of responses indicated that the options offered in the automated message did not fit callers' situations.

Choice of Service Option

- As in past surveys of this population, the majority of callers in the FY 2006 survey initially chose to speak to an agent. Just under one-third entered the extension of a specific employee while 45 percent stayed on the line to speak to the next available agent. Another 1 percent of callers said they selected an automated menu option to speak to the next agent.

- Among the remaining options available to callers, only 5 percent said they chose to use one of the automated services offered. The remainder, 16 percent, said they hung up after listening to the menu, deciding to contact SSA (generally the FO) again at another time. This proportion of hang-ups is significantly higher than that seen in FY 2005 where 11 percent of responders said they hung up at this point. It is possible that some callers hung up because they were trying to reach the FO outside normal business hours.

Use of Automated Services

- The top services used by the 5 percent of responders who selected an automated service option involved SSN (31 percent), making an appointment (14 percent), and reporting a change of address (14 percent).

- The overall satisfaction rating of callers who only used an automated service was 77 percent E/VG/G. Seventy-five percent of all automated service users said they were able to take care of their business completely through automation.

Speaking to an Agent

- The FY 2006 survey revealed declines in service among those callers who wanted to speak to an FO employee. Some of these differences were significant and others were not depending on the number of responders to the question. In general, significantly fewer callers in FY 2006 (69 percent compared to 75 percent in FY 2005) said they actually spoke to an agent during the sampled call. Among callers who entered an extension to speak to a particular employee, there was a slight but not significant decline in the proportion that successfully reached that person (FY 2006 - 37 percent; FY 2005 - 44 percent).

- Only 39 percent of the FY 2006 callers who waited on the line for the next available agent said they were connected immediately; this rate is significantly lower than the 47 percent recorded in FY 2005. Seventy-four percent of all callers who were placed on hold chose to wait and speak to an agent, a proportion not significantly different from the 80 percent reported in FY 2005.

- Callers who spoke to an agent were extremely satisfied with FO telephone service overall, giving an E/VG/G rating of 92 percent. The great majority of them (80 percent) said the agent handled their business completely during their call, a factor that had a positive influence on their ratings of overall satisfaction: Overall service ratings were 95 percent E/VG/G for callers who were able to complete their transactions with an agent, compared to just 76 percent for their counterparts who said they still had outstanding business at the end of their call.

Waiting on Hold

- The E/VG/G ratings of time spent on hold were very similar in FY 2006 (67 percent) and FY 2005 (70 percent). This was true in spite of the fact that, as just noted, a significantly larger proportion of callers who chose to speak to an agent in FY 2006 were placed on hold (61 percent) compared to FY 2005 (53 percent).

- As might be expected, a negative view of the wait on hold had a significant impact on ratings of access to FO telephone service. Of the callers who considered the length of time they spent on hold as E/VG/G, 92 percent also rated access to the FO as E/VG/G, compared to only a 34 percent E/VG/G access rating from callers who were dissatisfied with time on hold.

- Poor time on hold ratings also had a dampening effect on overall satisfaction with FO telephone service. Ninety-eight percent of callers who rated time on hold as E/VG/G also reported an E/VG/G overall service rating. In contrast, the overall rating from their counterparts who were dissatisfied with time on hold was only 77 percent E/VG/G.

Using Voicemail

- Twenty-six percent of responders, significantly more than the 21 percent found in the FY 2005 survey, said they left a voicemail message to complete their FO contact. Being routed to voicemail was another experience that resulted in lower overall satisfaction among FO callers. The E/VG/G rating of overall satisfaction from callers who left a voicemail message was 62 percent, significantly lower than the rating from those who were able to speak to an agent (92 percent).

- In FY 2006, 93 percent of callers who left a voicemail message expected a return call. However, only about half of these callers reported that they had ever been contacted by the FO, as was the case in the FY 2005 survey as well. Not surprisingly, overall satisfaction was substantially higher among responders who were called back (86 percent E/VG/G) compared with those who said they were not (31 percent E/VG/G). Seventy-two percent of the callers who failed to receive a return call said they would recontact (call or visit) the FO to complete their unfinished business.

- Among the responders who indicated they received a return call from the FO, the great majority (85 percent) received their call the same day or the next day. The E/VG/G overall service ratings were highest for those voicemail users who were called back the soonest: 97 percent for those called back the same day, 88 percent, on the next day. For those who waited any longer, satisfaction declined dramatically to only 47 percent.

Preference for Future Contacts

- When asked about future contacts, FO callers continued to indicate a strong preference for handling business through the FO again. At 64 percent, calling the FO was the primary method preferred. However, this proportion was significantly lower than the 70 percent of responders in FY 2005 who indicated a future preference for doing business with the FO by telephone.

- Another 16 percent of responders (the same as in FY 2005) said they would visit the FO to do business. Altogether, 80 percent of responders (86 percent in FY 2005) said they would prefer to deal with the FO if they had future SSA business.

- Calling the 800 number was the preferred future contact method of 16 percent of responders; this was significantly higher than the 11 percent of callers in FY 2005 who said they were inclined to call the 800 number. Just 2 percent of callers (the same as in FY 2005) said they would prefer to use the Internet or email; another 2 percent said they would write or "do something else."

Internet Use

- Responses to questions about PC and Internet use were very similar in FY 2006 and FY 2005. Forty percent of responders said they currently use a personal computer. Among

this group, the vast majority (88 percent) indicated they also use the Internet. (This translates to 37 percent of all FO callers who use the Internet.) Fifty-three percent of the Internet users in the survey stated they had visited Social Security's web site at some time.

- Similar proportions of Internet users in the FY 2006 (57 percent) and FY 2005 (61 percent) surveys expressed an interest in using the Internet to conduct some of their Social Security business.

<u>Summary</u>

Overall, survey results underscore the fact that providing adequate access to FOs via the telephone is the main challenge for this service delivery channel. Once callers are connected and served, they are highly satisfied: The overall satisfaction rating of callers who spoke to a representative was 92 percent E/VG/G. Although the access rating itself remained comparable to the prior year at 72 percent E/VG/G, callers' experiences reported in the FY 2006 survey reflect increasing problems with access:

- Just over half of all callers in the FY 2006 survey said they had unsuccessfully tried to reach the FO earlier. This is significantly higher than the 42 percent reported in FY 2005 and is the highest "busy rate" reported by survey responders since FY 2002.

- A significantly larger proportion of callers who chose to speak to an agent were placed on hold in FY 2006 (61 percent) compared to FY 2005 (53 percent).

- Significantly more callers in FY 2006 (26 percent compared to 21 percent in FY 2005) said they left a voicemail message. While the vast majority expected a return call, only 54 percent indicated they were ever contacted by the FO.

Ratings of overall service from callers who experienced any of these problems were dramatically lower, by at least 20-percentage points and as much as 55-percentage points. Improvements in one or all of these areas could have a noticeable impact on satisfaction with FO telephone service.

Tab A

Survey of Field Office (FO) Callers

Sample Selection and Methodology

The fiscal year (FY) 2006 sample for the Survey of FO Callers was selected from incoming calls received in 48 randomly selected FOs nationwide during the month of April 2006. These 48 FOs were a subset of the 110 randomly selected offices participating in the Office of Quality Performance's (OQP) FO Telephone Service Evaluation for FY 2006. (Because of the costs associated with installing the necessary caller identification equipment to record telephone numbers of callers for sampling purposes, only a subset of FOs can be included in the survey.)

Caller identification equipment was installed on all of the incoming lines in participating FOs, including general inquiry and callback lines. Calls initiated by the FO, such as teleclaims, were not subject to sample selection. At the close of each business day during the survey period, a file was produced for each FO containing the incoming telephone numbers for that day. These files were received daily by OQP, and, each day, a random sample of calls was selected from the 48 FOs. Over the course of a 4-week period in April 2006, OQP selected a total of 2,572 calls for the survey. During the survey period, OQP also received management information counts for the volume of calls received daily by each participating FO. These counts were used to weight survey results so that the findings presented in this report would represent the universe of calls received by the 48 participating FOs.

Response Rate

Survey interviews were conducted for OQP by a private contractor, Synovate. To ensure as clear a recollection of the FO call as possible, OQP provided Synovate with sample files twice each week; contacts for the survey were initiated promptly upon receipt of each sample file. Only the caller's telephone number, date of the call and name of the FO called were provided to Synovate, as callers' names were not available. OQP required Synovate to make up to 15 attempts to contact and interview sampled callers in an effort to maximize the response rate.

Results presented in this report are based on responses obtained during interviews with 862 sampled callers. This represents a response rate of 49 percent, after adjusting the original sample size of 2,572 to 1,763 by eliminating calls made by respondents who were unable to participate due to an impairment, language barrier or who were permanently unavailable (due to death, jail, hospital, etc.) as well as those who called SSA by mistake. Calls originating from business or public telephones (where it is generally impossible to identify the person who made the call), nonworking numbers or numbers blocked by caller ID, personal calls to SSA employees and telephone numbers belonging to facsimile machines were also eliminated. The remaining 51 percent of sampled telephone numbers classified as belonging to nonresponders mainly reflected individuals who declined to participate in the survey, could not be reached after multiple attempts or did not make the sampled call and did not know who had.

Questionnaire

The questionnaire for the Survey of FO Callers, like OQP's other Service Satisfaction Surveys, focused on satisfaction with the service received on the day of the sampled call. Along with rating overall service, callers rated access to service and various employee attributes, such as courtesy and job knowledge, based on their experience during the sampled call. The survey utilized SSA's standard six-point rating scale (excellent, very good, good, fair, poor, very poor) to measure satisfaction. When a "satisfaction rating" is presented in the report, it represents the combined total of excellent, very good and good (E/VG/G) ratings. In addition to obtaining satisfaction ratings, the survey gathered factual information about the caller's experience that might influence satisfaction.

Approximate Sampling Variability

The following table provides the approximate sampling variability for the data included in this report. To use this table, locate the nearest sample size and percentage estimate. If you need to estimate the sampling variability for a percentage estimate less than 50 percent, subtract the percentage estimate from 100 percent and use the result. Use the sample size closest to the full sample for the pertinent subgroup or the full number of responders to the particular question.

Estimating Sampling Variability

	PERCENTAGE ESTIMATE									
SAMPLE SIZE	**95%**	**90%**	**85%**	**80%**	**75%**	**70%**	**65%**	**60%**	**55%**	**50%**
50	6.0	8.3	9.9	11.1	12.0	12.7	13.2	13.6	13.8	13.9
100	4.3	5.9	7.0	7.8	8.5	9.0	9.3	9.6	9.8	9.8
150	3.5	4.8	5.7	6.4	6.9	7.3	7.6	7.8	8.0	8.0
200	3.0	4.2	4.9	5.5	6.0	6.4	6.6	6.8	6.9	6.9
250	2.7	3.7	4.4	5.0	5.4	5.7	5.9	6.1	6.2	6.2
300	2.5	3.4	4.0	4.5	4.9	5.2	5.4	5.5	5.6	5.7
400	2.1	2.9	3.5	3.9	4.2	4.5	4.7	4.8	4.9	4.9
500	1.9	2.6	3.1	3.5	3.8	4.0	4.2	4.3	4.4	4.4
600	1.7	2.4	2.9	3.2	3.5	3.7	3.8	3.9	4.0	4.0
700	1.6	2.2	2.6	3.0	3.2	3.4	3.5	3.6	3.7	3.7
800	1.5	2.1	2.5	2.8	3.0	3.2	3.3	3.4	3.4	3.5
1000	1.4	1.9	2.2	2.5	2.7	2.8	3.0	3.0	3.1	3.1
1200	1.2	1.7	2.0	2.3	2.5	2.6	2.7	2.8	2.8	2.8

For example, to determine the sampling variability for the percentage of responders giving FO telephone service an E/VG/G rating of 80 percent, go to the row that is closest to the number of responders providing a rating, 661 (700) and then to the 80 percent column and read the sampling variability (±3.0 percent). This means that the approximate 95-percent confidence level interval around the 80 percent satisfaction rating ranges from 77.0 percent (80 percent minus 3.0 percent) to 83.0 percent (80 percent plus 3.0 percent).

Tab B

Survey of Field Office Callers
Fiscal Year 2006
Annotated Questionnaire

Note: **Percentages may not add to 100 percent due to rounding. Similarly, for rating questions, individual and combined points of the scale may differ due to rounding.**

The number of responders is shown in ( ).

1. **What was the main reason for your call? (814)**

22%	Applying for benefits
38	Reporting a change affecting benefits/asking a question
7	Social Security Statement/benefit estimate/earnings issue *(Skip to 3)*
7	Social Security number (SSN)/card *(Skip to 3)*
3	Filing appeal *(Skip to 3)*
7	Medicare information or replacement card *(Skip to 3)*
5	Review of case
1	Overpayment of benefits
2	Representative payee situation
1	Proof of current payments
6	Something else

2. **What kind of benefits were you calling about? Please answer 'yes' or 'no' as I read each one, in case your call was about more than one kind of benefit: (552 responders gave 710 responses)**

19%	Retirement/Survivors
42	Disability
23	Supplemental Security Income (SSI)
9	Medicare
6	Medicaid

3. **Now, thinking about how easy it was to reach the (XYZ Social Security office) the day you called, would you rate how quickly you got though as: (740)**

22%	Excellent
22	Very good
28	Good
72	*Excellent/Very Good/Good*
10	Fair
8	Poor
9	Very poor
28	*Fair/Poor/Very Poor*

4. **Did you try to call the (XYZ Social Security office) earlier that day and receive a busy signal or recording that all the lines were busy? (806)**

51%	Yes
49	No

5. **When you called the office, you reached an automated message with information about their telephone service. I'd like to know how easy or hard you thought it was to understand this message. Would you say understanding the automated message was: (818)**

56%	Very easy *(Skip to 7)*
25	Somewhat easy *(Skip to 7)*
81	*Very Easy/Somewhat Easy*
5	Somewhat hard
7	Very hard
11	*Somewhat hard/Very Hard*
7	Did not hear an automated message/someone answered the phone *(Skip to 18)*

6. **Why did you feel it was hard to understand the automated message? (81 responders gave 87 responses)**

28%	Too many options; menu is too long
28	Explanations of options were confusing, unclear
21	Options did not seem to fit the situation
8	Recording quality poor (too fast, not loud enough, words garbled)
5	Non-English speaking
10	Other

7. After you heard the automated message, what did you do? Did you: (722)

33%	Enter the extension of the person you were calling
6*	Use an automated service (including option to speak to a representative) *(Skip to 9)*
45	Stay on the line *(Skip to 11)*
11	Hang up and call the local office later *(Skip to 26)*
5	Hang up and call the 800 number *(Skip to 26)*
1	Hang up and go to SSA's web site on the Internet *(Skip to 26)*

*Excluding option to speak to a representative, 5% of responders selected an automated service.

8. What happened after that? Did you: (234)

37%	Speak to the representative *(Skip to 18)*
60	Leave a message on voice mail *(Skip to 14)*
3	Hang up without leaving a message *(Skip to 17)*

9. Which service did you choose (including option to speak to a representative)?   (25)

6%	Office hours and directions to the local office
19	Request an SSN/change a name on a Social Security card
9	Make an appointment to file for benefits
9	Report a change of address
0	Request a Social Security Statement/benefit estimate
3	Request a replacement Medicare card
0	Report a change that might affect your SSI check
0	Request proof of payments you currently receive
17	Something else
37	Speak to a representative (Skip to 11)

Which service did you choose (excluding option to speak to a representative)? (16)

9%	Office hours and directions to the local office
31	Request an SSN/change a name on a Social Security card
14	Make an appointment to file for benefits
14	Report a change of address
0	Request a Social Security Statement/benefit estimate
4	Request a replacement Medicare card
0	Report a change that might affect your SSI check
0	Request proof of payments you currently receive
27	Something else

10. Thinking about the automated service you used, did it handle the reason for your call completely that day? (29)

75%	Yes *(Skip to 24)*
25	No *(Skip to 17)*

Questions 11 – 12 only apply to callers who stayed on the line (question 7) or who chose to speak to a representative after listening to the automated services (question 9).

11. What happened after that? Were you: (336)

61%	Placed on hold
39	Connected immediately to a representative *(Skip to 18)*

12. After being placed on hold, what did you do? Did you: (205)

74%	Wait and then speak to a representative *(Skip to 14)*
11	Wait and then get routed to voice mail
15	Hang up *(Skip to 17)*

13. How would you rate the amount of time on hold before someone answered your call? Would you rate the amount of time as: (151)

12%	Excellent
20	Very good
35	Good
67	***Excellent/Very Good/Good***
19	Fair
8	Poor
5	Very poor
33	***Fair/Poor/Very poor***

Questions 14 – 16 only apply to callers who used voicemail.

14. When you left your message on voice mail, did you: (155)

93%	Ask someone to call you back
4	Report information *(Skip to 24)*
4	Do something else *(Skip to 24)*

15. Was your call returned? (141)

54%	Yes
46	No *(Skip to 17)*

16. Were you called back? (78)

46%	The same day
39	The next work day
15	Later, but still within about a week
1	Over a week later

(All skip to 18)

17. Then what did you do, or what do you plan to do, about your Social Security business? Did you or will you: (107)

13%	Call the 800 number
45	Call the local office again
27	Visit the local Social Security office
0	Use the Internet or email
1	Send a letter or FAX
9	Wait for SSA contact
3	Do something else
1	Do nothing about it

(All skip to 24)

+Questions 18 – 23 apply only to callers who spoke to a representative.

Now I'd like to ask you several questions about your satisfaction with the service the representative gave you.

18. First, how would you rate the courtesy of the representative? Was it: (519)

53%	Excellent
23	Very good
20	Good
95	*Excellent/Very Good/Good*
1	Fair
3	Poor
1	Very poor
5	*Fair/Poor/Very poor*

19. How well would you say the representative knew his/her job? Would you rate the representative's job knowledge as: (510)

48%	Excellent
28	Very good
18	Good
93	*Excellent/Very Good/Good*
3	Fair
2	Poor
1	Very poor
7	*Fair/Poor/Very poor*

20. How would you rate the helpfulness of the representative during your call? Was it: (518)

47%	Excellent
27	Very good
17	Good
91	*Excellent/Very Good/Good*
5	Fair
2	Poor
1	Very poor
9	*Fair/Poor/Very poor*

21. How clear were the explanations the representative gave you? Would you rate the clarity of the explanations as: (510)

47%	Excellent
27	Very good
17	Good
91	*Excellent/Very Good/Good*
5	Fair
3	Poor
1	Very poor
9	*Fair/Poor/Very poor*

22. Was the representative able to take care of your business completely during your call? (517)

80%	Yes *(Skip to 24)*
20	No

23. Then what did you do, or what do you plan to do, to complete your business with Social Security? Did you or will you: (102)

12%	Call Social Security's 800 number
27	Call the local Social Security office again
23	Visit the local Social Security office
<1	Use the Internet or email
5	Send a letter or FAX
17	Wait for Social Security to contact you or mail something to you
12	Do something else
4	Do nothing about it

24. Overall, how would you rate the service the day you called the (XYZ Social Security office)? Was it: (661)

36%	Excellent *(Skip to 26)*
26	Very good *(Skip to 26)*
18	Good *(Skip to 26)*
80	***Excellent/Very Good/Good***
6	Fair
7	Poor
7	Very poor
20	***Fair/Poor/Very poor***

25. Why did you rate the telephone service in this office as fair, poor or very poor? (118 responders gave 161 responses)

19%	It was too hard to get through
14	Wait time too long
8	Representative didn't answer the question/didn't explain things well
5	Representative was not courteous
17	Social Security failed to take the requested action/problem not solved
5	Don't like having to listen to automated messages or pressing numbers
2	Don't like leaving a message in voicemail
1	Transferred too many times/got the runaround
1	Recording was hard to understand
23	Employee never called back/slow to respond
5	Something else

26. If you contact Social Security again, what are you most likely to do? Will you: (764)

16%	Call the 800 number
64	Call your local office
16	Visit you local office
2	Use the Internet or email
1	Write a letter
<1	Send a FAX
1	Do something else

We would like to ask you a few questions about using a personal computer and the Internet.

27. First, do you use a personal computer at all? (775)

40%	Yes
60	No *(Skip to 31)*

28. And do you currently use the Internet? (328)

88%	Yes
12	No *(Skip to 31)*

29. Have you ever visited Social Security's Internet site? (289)

53%	Yes
47	No

30. How interested are you in using the Internet to conduct any of your Social Security business? Are you: (292)

23%	Very interested
34	Somewhat interested
43	Not at all interested

31. Do you have any comments or suggestions about the (XYZ Social Security office's) telephone service? (780)

31%	Yes
69	No

Tab C

Ratings Comparisons

E/VG/G Ratings by Business Segments [a]				
	SSN **(R =41)**	**Initial Claims** **(R = 144)**	**Postentitlement** **(R = 305)**	**Other** **(R = 120)**
Overall Service	81%	85%	**78%**	82%
Access	74	74	**71**	74
Courtesy	97	95	**93**	98
Job Knowledge	**86**	98*	92	96*
Helpfulness	**82**	94*	89	95*
Clarity of Explanations	88	97*	**88**	96*

[a] Too few responders in Appeals segment to display ratings. Segment not determined for 48 responders who did not provide reason for call.

* Statistically significant difference compared to lowest rating in bold.