

Consolidated Service Desk Point-of-Service Survey Questions

Questions were set by the Governor's Office of Customer Service. Respondents are asked to rate their experience based on OCS' five customer service attributes. Scores are based on a scale of 1 to 10, with 10 representing the most positive response.

Attribute	Question
1. Knowledgeable	Employee answered your questions in an easy-to-understand way
2. Responsive	Employee responded to your (thoughts and) concerns
3. Courteous	Employee was patient and calm
4. Helpful	Employee was willing to provide assistance
5. Helpful	Employee seemed willing to "go the extra mile" to help meet your needs
6. Knowledgeable	Employee was well-informed on your problem/issue
7. Courteous	Employee was polite
8. Courteous	Employee seemed interested in understanding your needs
9. Knowledgeable	Employee clearly understood your problem/issue
10. Responsive	Employee was open to hearing and confirming that she or he understood your need/problem
11. Responsive	Employee answered your questions as completely as possible
12. Helpful	Employee provided useful information
13. Accessible	Wait time to talk to an employee was reasonable
14. Courteous	Employee greeted you respectfully
15. Accessible	Contacting an employee about your need or problem was easy
16. Accessible	Information about the service or agency was easy to find

These questions are used to measure customer satisfaction (CSI).

17. Using a 10-point scale on which 1 means very dissatisfied and 10 means very satisfied, how satisfied are you with the service received from this agency?
18. Using a 10-point scale on which 1 means falls short of your expectations and 10 means exceeds your expectations, to what extent has the agency exceeded or fallen short of your expectations?
19. Now imagine how an ideal government agency would serve you. Using a 10-point scale on which 1 means not very close to the ideal and 10 means very close to the ideal, how would you rate this agency?