
METHOD

**SURVEY
SCOPE**

This survey is a *census* survey (all customers) of RESD external customers.
This is consistent with the previous two RESD customer surveys and is aligned with standardized department-wide reporting.

**CUSTOMERS
DEFINED**

We defined RESD customers as: *The point of contact where RESD services are received within departments and agencies.*
We determined the customers of each branch at meetings with the individual Branch Chiefs. The Branch Chiefs subsequently provided RPM with customer lists, including e-mail addresses.

**HIGH
LEVEL
REVIEW**

RESD management uses a number of processes for evaluating their service performance. This survey provides one part: a high-level customer satisfaction review of the division's overall performance and its branches. RESD conducts more detailed customer service reviews at the branch level.

Continued

**SURVEY
QUESTIONS**

We asked customers to rate: 1) their agreement with RESD performance statements; 2) their overall satisfaction with RESD, and; 3) their contact and satisfaction with the branches with which they had dealings during the previous year. We also asked for customer comments. Here are our questions:

Performance

- Staff performance in seven service areas:
 1. **RESD staff are knowledgeable and skillful**
 2. **RESD staff provide me with accurate and reliable information**
 3. **RESD staff are responsive to my requests**
 4. **RESD Staff provide regular communication**
 5. **RESD staff provide me timely service**
 6. **RESD staff treat me with courtes y**
 7. **RESD staff provide high quality work**

- Project related performance for:
 1. **RESD staff give our projects dedicated effort**
 2. **RESD staff deliver my projects on schedule**
 3. **RESD staff deliver projects within budget**
 4. **RESD staff are accountable to me**

Satisfaction

- Overall satisfaction with the RESD services
 1. **Overall, I am satisfied with RESD Services**

- RESD Branch¹ satisfaction questions
 1. **The amount of contact customers had with each branch in the past fiscal year 2003-04, and**
 2. **Customer overall satisfaction with that contact.**

Comments.

- Any comments customers might have

**BRANCH
DESCRIPTIONS**

To assist customers in determining their contact with the various RESD branches, we provided short descriptions of the services provided by each branch, as described on the DGS RESD website.

Continued

¹ Only branches serving external customers were included in this survey effort. For this reason BOPP was not included in the survey. Also, RESD created a new branch during FY2003-04, Construction Services. They are included in this review.

**BALANCED
RATING
SCALES**

We measured the degree of agreement with each performance question using a five point Likert scale with *Strongly Agree* and *Strongly Disagree* as the end points. We used *Neither Agree nor Disagree* as a midpoint.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
5	4	3	2	1

We used the same five point Likert scale to determine overall and branch satisfaction ratings, ranging from *Very Satisfied* to *Very Dissatisfied* as the end points.

We also provided respondents a box to indicate when a statement did not apply to them.

REPORTING

We report responses as agreement and satisfaction. As used in this report:

- **Agreement:** Agreement scores are comprised of the top two positive responses, “Strongly Agree” and “Agree”.
- **Satisfaction:** Satisfaction scores are comprised of the top two positive responses, “Very Satisfied” and “Satisfied”.

**MANAGEMENT
REVIEW**

The RESD Acting Deputy Director and RESD Branch Chiefs reviewed the survey document before RPM released it.
