

AGREEMENT BY POSITION IN ORGANIZATION : RESD Customer Survey 2003

8/21/2003

The information presented is the percentage of agreement responses for each subgroup presented.

RESD Staff Are:	1a. knowledgeable & skillful	1b. Provide me with accurate and reliable information	1c. Are responsive to my requests	1d. Provide regular communication	1e. Provide me timely service	1f. Treat me with courtesy	1g. Provide high quality work	1h. Give our projects dedicated effort	1i. Deliver projects on my schedule	1j. Deliver projects within budget	1k. Are accountable to me	2. Overall, I am satisfied with RESD services
ALL	81%	73%	63%	57%	42%	82%	52%	60%	32%	35%	41%	59%
Executives	83%	83%	67%	100%	33%	100%	83%	67%	0%	33%	67%	67%
Managers	84%	76%	70%	62%	44%	84%	56%	64%	40%	38%	40%	62%
Supervisors	81%	67%	81%	53%	44%	81%	38%	67%	33%	43%	27%	56%
Staff	79%	72%	45%	41%	41%	75%	52%	52%	30%	29%	46%	57%

BRANCH SATISFACTION BY POSITION IN ORGANIZATION:

	CAM	APE	PMB	PSB	BPM	2. Overall Satisfaction
ALL	67%	52%	58%	65%	68%	59%
Executives	33%	100%	60%	100%	100%	67%
Managers	68%	31%	56%	67%	69%	62%
Supervisors	50%	80%	57%	50%	54%	56%
Staff	75%	67%	71%	65%	67%	57%