



Division of Administration

2007 Client Services Evaluation Survey Results

Division of Administration includes Accounting Services, Budget & Management Services, Business and Contract Services and Human Resources Units						
Rating Factors	Strongly Agree	Agree	Neutral/ Not Sure	Disagree	Strongly Disagree	
The service I received was high quality.	27	17	5	3	2	
The service given was helpful.	26	19	5	2	2	
The information given to me was easy to understand and follow.	28	17	5	3	1	
My issue was resolved in an acceptable time frame.	28	15	4	5	2	
The staff member assisting me was knowledgeable.	33	12	4	4	1	
Staff's interaction with me was professional and courteous.	34	13	5	1	1	
Staff ensured that I understood the information provided and my role in the process.	30	14	5	3	2	
Sub-Totals	206	107	33	21	11	
Percentages	54.50%	28.31%	8.73%	5.56%	2.91%	
Number of Contacts	1	2	3	4	5	
How many times did you contact the Division before receiving a response?	41	10	1	1	1	
Percentages	75.93%	18.52%	1.85%	1.85%	1.85%	
Timeframes	4 Hours or Less	1 Business Day	2 Business Days	3 Business Days	Business Days	
After your contact, within what time frame did you receive a response?	20	20	8	1	5	
Percentages	37.04%	37.04%	14.81%	1.85%	9.26%	
Role Awareness	Yes	No	N/A	---	---	
Were you made aware of your role and the process involved in resolving your issue?	42	7	5	0	0	
Percentages	77.78%	12.96%	9.26%	0.00%	0.00%	
First Contact	E-Mail	Phone	Letter	Fax	Other	
How did you first contact the Division of Administration?	23	21	0	0	10	
Percentages	42.59%	38.89%	0.00%	0.00%	18.52%	
Category	300 Capitol Mall	Bateson Building	Field Office	Kress Building	Los Angeles	S-Street Sacto.
Work Location	2	24	2	21	2	3
Percentages	3.70%	44.44%	3.70%	38.89%	3.70%	5.56%