

Team Georgia. Service in Action.

Keeping Score and Being Accountable

Statewide Customer Service Quality Score: 74%

Statewide Employee Workplace Quality Score: 72%

Surveys designed by Georgia State University with the Governor's Office of Customer Service:

- Based on 18 agency programs or services, reflecting the five communities of interest:
 - *Healthy*
 - *Educated*
 - *Safe*
 - *Growing*
 - *Best-managed*
- Surveyed customers using a specific service and the employees from that agency.
- Confirms strong correlation between customer and employee satisfaction.

GSQI (Georgia Service Quality Index) measures customer service quality:

- Statewide average 74%; range of scores 50% to 86%.
- Based on accessible, courteous, helpful, responsive and knowledgeable service.
- Highest scores were for courteous service.
- Need to improve accessibility.

Employee Workplace Quality measures employee satisfaction, excluding pay and benefits issues:

- Statewide average 72%; range of scores 63% to 83%.
- Number-one driver of employee satisfaction: agency leadership.
- Other top drivers: rewards from the work itself and career development opportunities.

Value of statewide data:

- Provides a baseline for measuring individual agency performance against similar agencies (communities of interest).
- Highlights areas for improvement based on the voice of the customer.
- Survey instruments are research-based, validated by a third party, developed with state agency input and tested in state programs.

Why agencies should participate:

- Extensive agency use will refine the data and make results statewide more accurate.
- Surveys provide data that drive management decisions and budget requests.
- The survey instrument, sampling processes, distribution methods and data analysis models have already been developed and tested, saving time and money.

For more information contact:

- Governor's Office of Customer Service: 404.463.8793