USPHS Customer Service Satisfaction Survey

Executive Summary

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The U.S. Public Health Service Commissioned Corps contracted Anteon Corporation and our partner EASI-Consult, LLC with developing a web-based PHS Commissioned Corps Customer Service Satisfaction Survey. The survey was directed to the active-duty members of the Commissioned Corps who are the internal customers of the Office of Commissioned Corps Operations (OCCO), the Office of Commissioned Corps Force Management (OCCFM), Commissioned Corps Systems Branch (CCSB), Compensation Branch (CB), and Medical Affairs Branch (MAB). Survey invites were emailed to 5934 commissioned active-duty officers. Between March 27, 2006 and April 25, 2006, 1821 officers provided responses resulting in an overall response rate of 31%.

Regarding officers' experience with contacting Commissioned Corps management and administrative offices, an overwhelming majority of officers prefer using a phone call or email. Further, Compensation Branch (CB) and Medical Affairs Branch (MAB) consistently receive higher favorability scores than Office of Commissioned Corps Operations (OCCO), Office of Commissioned Corps Force Management (OCCFM) and Commissioned Corps Systems Branch (CCSB) in terms of how well active duty officers understand the role of the office, how well they are treated when they contact the office, whether they receive a helpful response and in a timely manner, and how easy it is to make contact with the office.

When ranking all survey items in order of favorability, scores ranged from 18% to 99%. Seventeen of the 20 most favorably rated items related to the CB or MAB offices. At the bottom of the list of ranked items were the training and development items along with the items related to whether officers understand OCCO, OCCFM and CCSB, whether they are able to reach someone in the timely manner in these offices, the three retirement questions, and the item related to the communication between Corps officers and headquarters.

The results concerning contacting CC offices are strongly supported by officer responses to the open-ended item. Several suggestions highlighted the difficulty of making contact with CC offices, not receiving courteous or timely responses to inquires, and feeling that the offices are understaffed or lack a strong customer focus attitude. Concerning training and development, officers reported very low favorability ratings (ranging from 18% to 28%) on the three items in this section and discussed their dissatisfaction with the availability of training quite often in the open-ended responses. Officers also focused on the communication from headquarters in the open-ended responses. Officers, especially those in the field, seem to perceive a lack of important information being passed along from headquarters in a clear and timely manner and regarding a number of issues including updates and changes to policy, training opportunities, and the function/role of the various CC offices. General communication between officers and headquarters received a 25% favorability score while communication from Liaisons received a somewhat higher score.

In terms of the web site and various other technology issues, almost all officers are using a PC rather than a MAC, most officers use either a work or home computer to access the CCMIS web site, and very few officers have experience with Pod Casts and RSS. Eighty-five percent of officers suggest the web site is easily accessible on a consistent basis. Fifty-eight percent of officers responded favorably to the accessibility of electronic forms and slightly more than this responded favorably to the two eBulletin items. In addition, some officers reported difficulties working with the Annual Performance Evaluation online tool (COER).

Finally, regarding the Associate Recruiter Program (ARP) program, many officers are aware of the program (74%) but not nearly as many are actually participating (26%). However, a total of 992 officers (76% of those not already participating) reported an interest in participating in the program.