

# **USPHS Customer Service Satisfaction Survey**

## *Response Rates*

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### (Agency)

Agency	Officers Contacted	Responses	Response Rate
<i>All Agencies</i>	5934	1821	31%
HHS	4879	1547	32%
Non-HHS	1055	274	26%

### (Category)

Category	Officers Contacted	Responses	Response Rate
<i>All Categories</i>	5934	1821	31%
Medical	1059	267	25%
Dental	435	130	30%
Nurse	1339	359	27%
Pharmacy	918	256	28%
Veterinarian	85	29	34%
Scientist	250	87	35%
Engineer	396	182	46%
Environmental Health	369	158	43%
Dietician	95	36	38%
Therapy	129	48	37%
Health Services	859	269	31%

### (Years of Service in the Corps)

Years	Officers Contacted	Responses	Response Rate
<i>All Years</i>	5934	1821	31%
0 to 3 Years	763	304	40%
3+ to 10 Years	1686	519	31%
10+ to 15 Years	1169	311	27%
15+ to 20 Years	1210	351	29%
20+ to 25 Years	638	185	29%
25+ Years	468	151	32%



## *Response Rates*

### (Location)

Location	Officers Contacted	Responses	Response Rate
<i>All Locations</i>	5934	1821	31%
In DC Metro Area	1565	501	32%
Outside DC Metro Area	4369	1320	30%

### (Office Type)

Office Type	Officers Contacted	Responses	Response Rate
<i>All Office Types</i>	5934	1807	30%
Field Office/Clinic	N/A	1020	N/A
Headquarters/Area Office	N/A	787	N/A

### (Rank)

Rank	Officers Contacted	Responses	Response Rate
<i>All Ranks</i>	5934	1821	31%
O-2 (includes 27 O-1's)	255	67	26%
O-3	973	253	26%
O-4	1571	446	28%
O-5	1566	521	33%
O-6	1528	519	34%
Flag Grade	41	15	37%