

TO: Executive Committee

DATE: 2/05/07

FROM: WIB Staff

For Action

For Information

For Discussion

SUBJECT: Business Customer Service and Satisfaction Survey

PROPOSED MOTION(S): Information only.

DISCUSSION: A key measure in the Workforce Investment Board's Strategic Scorecard is Customer Perspective. The satisfaction of the Business Customer is the first measure/indicator on the Strategic Scorecard. To judge whether employer's needs are being met, the WIB has chosen to conduct a face-to-face, 10-question survey of 30 employers.

That survey is now completed and presented for review.

**ATTACHMENT(S):
Survey**

Business Customer Service and Satisfaction Survey
30 Businesses Received Services 09/01/05 to 03/31/06
Survey Completed January 2007

What services did you receive from Worknet?

	<u># Responses</u>
1. Applicant screening	13
2. Enterprise Zone	5
3. Job fair	1
4. Job orders	17
5. Job Referrals	15
6. OJT	11
7. Post jobs on CalJOBS	4
8. Recruitment	5
9. Skills testing/career assessment	1
10. Tax credits	1
11. Used Worknet facility for interviews	5

What services would you like to have or receive?

	<u># Responses</u>
1. Continue with services	5
2. Enterprise Zone	1
3. Find qualified people with specific skills	4
4. Job orders	1
5. Job referrals	1
6. Longer OJTs	1
7. More employed worker training	1
8. More follow up with employees after hire	1
9. No additional	14
10. Not sure	6
11. OJT	1
12. Skills testing/career assessment	1

How could we improve our services to you and other businesses?

	<u># Responses</u>
1. Don't know	2
2. Feedback to training providers when training doesn't meet employer needs	1
3. Follow up on hired applicants	1
4. Instruct on how to use CalJOBS	1
5. Longer OJTs	1
7. No improvement needed	23
8. On going referral of job seekers	1

Would you recommend our services to other businesses?

	<u># Responses</u>
Yes	30
No	0

How did you hear about us?

	<u># Responses</u>
1. Brochure	1
2. Enterprise Zone	1
3. Prior customer	3
4. Word of mouth	15
5. Worknet/Workforce Investment employee	11

NOTE: Employers may have made more than one choice in the above questions.

Please rate the following questions on a scale of 10 for very satisfied down to 1 for very dissatisfied.

Information received?

Very Satisfied								Very Dissatisfied				
10	9	8	7	6	5	4	3	2	1	N/A	Average Rating	
17	6	4	1			1				1	9.21	

Courtesy of staff?

Very Satisfied								Very Dissatisfied				
10	9	8	7	6	5	4	3	2	1	N/A	Average Rating	
24	5									1	9.83	

Quality of overall service?

Very Satisfied								Very Dissatisfied				
10	9	8	7	6	5	4	3	2	1	N/A	Average Rating	
21	4	4								1	9.59	

Quality of facility?

Very Satisfied								Very Dissatisfied				
10	9	8	7	6	5	4	3	2	1	N/A	Average Rating	
5	5	1								19	9.36	

How would you rate the value of the services to your business?

Very Satisfied								Very Dissatisfied				
10	9	8	7	6	5	4	3	2	1	N/A	Average Rating	
21	3	3	1							2	9.57	

Worknet & the Department of Workforce Investment
Business Customer Service and Satisfaction Report
30 Businesses Received Services 09/01/05 to 03/31/06
Survey Completed January 2007

Thirty businesses were contacted that had chosen to use Worknet of Merced County for their business needs and asked if we met their needs and expectations. The businesses contacted were:

Asadi, Sima, MD
Big 5 Sporting Goods
Budget Auto Sales/Rent a Wreck
Canelo, Wilson, Wallace, Padron, & Chaudron
Central Valley Nephrology Medical Associates
Enad, Teresita, MD
Economy Logistics
Golden Valley Health Centers
Horizon Unlimited
Hart Paving and Grading
Huwaidi Family Dental
IdleAire Technologies Corp.
Kris, Madhu, MD
Laird Mfg. LLC
Medicab
Merced Family Dental Care
Merced/Mariposa Co. Asthma Coalition
Merced Podiatry Group
Merced Union High School District
Merced VW Kia
Mercy Medical Center
Mission Gardens
Modern Air Mechanical
Remedy Intelligent Staffing
Sensient Dehydrated Flavors
Service Masters
Spectra-Tone Paints
Sport & Rehab Physical Therapy
Turning Point Industries
Young's Air Conditioning