

**Workers Compensation Division Survey
Codebook (from SPSS)**

List of variables on the working file

Name (Position) Label

respnum\$ (1)

Measurement Level: Scale
Column Width: 8 Alignment: Right
Print Format: F9
Write Format: F9

check (2) Called Workers' Compensation Division

Measurement Level: Scale
Column Width: 8 Alignment: Right
Print Format: F1
Write Format: F1

Value Label

1	YES
2	NO
7	REFUSED
8	DON'T KNOW
9	NO ANSWER

csimp (3) Most important staff customer service characteristic

Measurement Level: Scale
Column Width: 8 Alignment: Right
Print Format: F1
Write Format: F1

Value Label

1	Display a genuine interest in my issues
2	Take personal responsibility for my call
3	Take care of all my needs in just one call
4	Treat me with respect
5	Follow up with me if necessary
7	REFUSED
8	DON'T KNOW
9	NO ANSWER

—

cssat (4) Satisfaction regarding staff customer service characteristic

Measurement Level: Scale
Column Width: 8 Alignment: Right
Print Format: F1
Write Format: F1

Value Label

- 1 VERY SATISFIED
- 2 SATISFIED
- 3 NOT VERY SATISFIED
- 4 NOT AT ALL SATISFIED
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

knowimp (5) Most important staff knowledge characteristic

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F1

Write Format: F1

Value Label

- 1 Understand my questions, concerns, problems
- 2 Know the workers compensation law
- 3 Able to answer my questions or refer me
- 4 Provide clear answers that I have confidence in
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

knowsat (6) Satisfaction regarding staff knowledge characteristic

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F1

Write Format: F1

Value Label

- 1 VERY SATISFIED
- 2 SATISFIED
- 3 NOT VERY SATISFIED
- 4 NOT AT ALL SATISFIED
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

—

credimp (7) Most important staff credibility characteristic

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F1

Write Format: F1

Value Label

- 1 Help identify my options
- 2 Help me make decisions
- 3 Provide clear answers that I have confidence in

- 4 Impartial and non-judgmental
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

credsat (8) Satisfaction regarding staff credibility characteristic

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F1

Write Format: F1

Value Label

- 1 VERY SATISFIED
- 2 SATISFIED
- 3 NOT VERY SATISFIED
- 4 NOT AT ALL SATISFIED
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

timeimp (9) Most important staff timeliness characteristic

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F1

Write Format: F1

Value Label

- 1 Access to a person (versus recording) on demand
- 2 On hold a reasonable amount of time
- 3 My call is answered in a timely fashion
- 4 I only need to make one call to get my needs met
- 5 I receive a prompt call-back if needed
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

—

timesat (10) Satisfaction regarding staff timeliness characteristic

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F1

Write Format: F1

Value Label

- 1 VERY SATISFIED
- 2 SATISFIED
- 3 NOT VERY SATISFIED
- 4 NOT AT ALL SATISFIED
- 7 REFUSED
- 8 DON'T KNOW

9 NO ANSWER

autoimp (11) Most important automated system characteristic

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F1

Write Format: F1

Value Label

- 1 The automated instructions and options are clear
- 2 Transfers from the introduction recording to another
- 3 My call is routed correctly through the automated options
- 4 I am able to use a toll-free number to call (the unit)
- 5 Operator assistance is readily available
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

autosat (12) Satisfaction regarding automated system characteristic

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F1

Write Format: F1

Value Label

- 1 VERY SATISFIED
- 2 SATISFIED
- 3 NOT VERY SATISFIED
- 4 NOT AT ALL SATISFIED
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

—

sumimp (13) Most important staff characteristic

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F1

Write Format: F1

Value Label

- 1 I get the information I want, or need
- 2 I am treated respectfully
- 3 I get adequate person-to-person help
- 4 I get served in an acceptable amount of time
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

sumsat (14) Satisfaction regarding staff characteristic

Measurement Level: Scale
Column Width: 8 Alignment: Right
Print Format: F1
Write Format: F1

Value Label

- 1 VERY SATISFIED
- 2 SATISFIED
- 3 NOT VERY SATISFIED
- 4 NOT AT ALL SATISFIED
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

overall (15) Was the overall telephone service excellent, good, fair or poor?

Measurement Level: Scale
Column Width: 8 Alignment: Right
Print Format: F1
Write Format: F1

Value Label

- 1 EXCELLENT
- 2 GOOD
- 3 FAIR
- 4 POOR
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

—

satisf (16) Overall satisfaction

Measurement Level: Scale
Column Width: 8 Alignment: Right
Print Format: F1
Write Format: F1

Value Label

- 1 VERY SATISFIED
- 2 SATISFIED
- 3 NOT VERY SATISFIED
- 4 NOT AT ALL SATISFIED
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

expect (17) How the telephone service met expectations

Measurement Level: Scale
Column Width: 8 Alignment: Right
Print Format: F1
Write Format: F1

Value Label

- 1 EXCEED
- 2 MEET
- 3 FAIL
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

opin (18)

Opinion of Workers' Compensation Division's ability to provide assistance"

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F1

Write Format: F1

Value Label

- 1 IMPROVE
- 2 SAME
- 3 DECREASE
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

—

recnum (19)

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F4

Write Format: F4

unitnum (20) Unit Called

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F4

Write Format: F4

Value Label

- 1 ARU
- 2 BCU
- 3 PWP

sat1_1 (21) Satisfaction with staff display of genuine interest in my issues

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F8.2

Write Format: F8.2

Value Label

1.00 VERY SATISFIED
2.00 SATISFIED
3.00 NOT VERY SATISFIED
4.00 NOT AT ALL SATISFIED
7.00 REFUSED
8.00 DON'T KNOW
9.00 NO ANSWER

sat1_2 (22) Satisfaction with staff taking personal responsibility for my call

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F8.2

Write Format: F8.2

Value Label

1.00 VERY SATISFIED
2.00 SATISFIED
3.00 NOT VERY SATISFIED
4.00 NOT AT ALL SATISFIED
7.00 REFUSED
8.00 DON'T KNOW
9.00 NO ANSWER

—

sat1_3 (23) Satisfaction with staff taking care of all my needs in one call

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F8.2

Write Format: F8.2

Value Label

1.00 VERY SATISFIED
2.00 SATISFIED
3.00 NOT VERY SATISFIED
4.00 NOT AT ALL SATISFIED
7.00 REFUSED
8.00 DON'T KNOW
9.00 NO ANSWER

sat1_4 (24) Satisfaction with staff treating me with respect

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F8.2

Write Format: F8.2

Value Label

1.00 VERY SATISFIED
2.00 SATISFIED
3.00 NOT VERY SATISFIED

4.00 NOT AT ALL SATISFIED
7.00 REFUSED
8.00 DON'T KNOW
9.00 NO ANSWER

sat1_5 (25) Satisfaction with staff following up with me if necessary

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F8.2

Write Format: F8.2

Value Label

1.00 VERY SATISFIED
2.00 SATISFIED
3.00 NOT VERY SATISFIED
4.00 NOT AT ALL SATISFIED
7.00 REFUSED
8.00 DON'T KNOW
9.00 NO ANSWER

—

sat2_1 (26) Satisfaction with staff understanding of my issues

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F8.2

Write Format: F8.2

Value Label

1.00 VERY SATISFIED
2.00 SATISFIED
3.00 NOT VERY SATISFIED
4.00 NOT AT ALL SATISFIED
7.00 REFUSED
8.00 DON'T KNOW
9.00 NO ANSWER

sat2_2 (27) Satisfaction with staff knowledge of workers comp law

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F8.2

Write Format: F8.2

Value Label

1.00 VERY SATISFIED
2.00 SATISFIED
3.00 NOT VERY SATISFIED
4.00 NOT AT ALL SATISFIED
7.00 REFUSED
8.00 DON'T KNOW
9.00 NO ANSWER

sat2_3 (28) Satisfaction with staff ability to answer my questions or refer me

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F8.2

Write Format: F8.2

Value Label

1.00	VERY SATISFIED
2.00	SATISFIED
3.00	NOT VERY SATISFIED
4.00	NOT AT ALL SATISFIED
7.00	REFUSED
8.00	DON'T KNOW
9.00	NO ANSWER

—

sat2_4 (29) Satisfaction with staff providing clear answers I have confidence in

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F8.2

Write Format: F8.2

Value Label

1.00	VERY SATISFIED
2.00	SATISFIED
3.00	NOT VERY SATISFIED
4.00	NOT AT ALL SATISFIED
7.00	REFUSED
8.00	DON'T KNOW
9.00	NO ANSWER

sat3_1 (30) Satisfaction with staff help identifying my options

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F8.2

Write Format: F8.2

Value Label

1.00	VERY SATISFIED
2.00	SATISFIED
3.00	NOT VERY SATISFIED
4.00	NOT AT ALL SATISFIED
7.00	REFUSED
8.00	DON'T KNOW
9.00	NO ANSWER

sat3_2 (31) Satisfaction with staff help making decisions

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F8.2
Write Format: F8.2

Value	Label
1.00	VERY SATISFIED
2.00	SATISFIED
3.00	NOT VERY SATISFIED
4.00	NOT AT ALL SATISFIED
7.00	REFUSED
8.00	DON'T KNOW
9.00	NO ANSWER

—

sat3_3 (32) Satisfaction with staff providing clear answers I have confidence in
Measurement Level: Scale
Column Width: 8 Alignment: Right
Print Format: F8.2
Write Format: F8.2

Value	Label
1.00	VERY SATISFIED
2.00	SATISFIED
3.00	NOT VERY SATISFIED
4.00	NOT AT ALL SATISFIED
7.00	REFUSED
8.00	DON'T KNOW
9.00	NO ANSWER

sat3_4 (33) Satisfaction with staff being impartial and non-judgmental
Measurement Level: Scale
Column Width: 8 Alignment: Right
Print Format: F8.2
Write Format: F8.2

Value	Label
1.00	VERY SATISFIED
2.00	SATISFIED
3.00	NOT VERY SATISFIED
4.00	NOT AT ALL SATISFIED
7.00	REFUSED
8.00	DON'T KNOW
9.00	NO ANSWER

sat4_1 (34) Satisfaction with ability to access a real person on demand
Measurement Level: Scale
Column Width: 8 Alignment: Right
Print Format: F8.2
Write Format: F8.2

Value	Label
-------	-------

1.00 VERY SATISFIED
2.00 SATISFIED
3.00 NOT VERY SATISFIED
4.00 NOT AT ALL SATISFIED
7.00 REFUSED
8.00 DON'T KNOW
9.00 NO ANSWER

—

sat4_2 (35) Satisfaction with reasonable hold time

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F8.2

Write Format: F8.2

Value Label

1.00 VERY SATISFIED
2.00 SATISFIED
3.00 NOT VERY SATISFIED
4.00 NOT AT ALL SATISFIED
7.00 REFUSED
8.00 DON'T KNOW
9.00 NO ANSWER

sat4_3 (36) Satisfaction with call being answered in a timely fashion

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F8.2

Write Format: F8.2

Value Label

1.00 VERY SATISFIED
2.00 SATISFIED
3.00 NOT VERY SATISFIED
4.00 NOT AT ALL SATISFIED
7.00 REFUSED
8.00 DON'T KNOW
9.00 NO ANSWER

sat4_4 (37) Satisfaction with only needing one call to get my needs met

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F8.2

Write Format: F8.2

Value Label

1.00 VERY SATISFIED
2.00 SATISFIED
3.00 NOT VERY SATISFIED

4.00 NOT AT ALL SATISFIED
7.00 REFUSED
8.00 DON'T KNOW
9.00 NO ANSWER

—

sat4_5 (38) Satisfaction with receiving a prompt call-back if needed

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F8.2

Write Format: F8.2

Value Label

1.00 VERY SATISFIED
2.00 SATISFIED
3.00 NOT VERY SATISFIED
4.00 NOT AT ALL SATISFIED
7.00 REFUSED
8.00 DON'T KNOW
9.00 NO ANSWER

sat5_1 (39) Satisfaction with clarity of automated instructions and options

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F8.2

Write Format: F8.2

Value Label

1.00 VERY SATISFIED
2.00 SATISFIED
3.00 NOT VERY SATISFIED
4.00 NOT AT ALL SATISFIED
7.00 REFUSED
8.00 DON'T KNOW
9.00 NO ANSWER

sat5_2 (40) Satisfaction with effectiveness of transfers from intro recording

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F8.2

Write Format: F8.2

Value Label

1.00 VERY SATISFIED
2.00 SATISFIED
3.00 NOT VERY SATISFIED
4.00 NOT AT ALL SATISFIED
7.00 REFUSED
8.00 DON'T KNOW
9.00 NO ANSWER

sat5_3 (41) Satisfaction with correct routing through the automated options

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F8.2

Write Format: F8.2

Value	Label
1.00	VERY SATISFIED
2.00	SATISFIED
3.00	NOT VERY SATISFIED
4.00	NOT AT ALL SATISFIED
7.00	REFUSED
8.00	DON'T KNOW
9.00	NO ANSWER

sat5_4 (42) Satisfaction with ability to use toll-free number to call

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F8.2

Write Format: F8.2

Value	Label
1.00	VERY SATISFIED
2.00	SATISFIED
3.00	NOT VERY SATISFIED
4.00	NOT AT ALL SATISFIED
7.00	REFUSED
8.00	DON'T KNOW
9.00	NO ANSWER

sat5_5 (43) Satisfaction with ready availability of operator assistance

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F8.2

Write Format: F8.2

Value	Label
1.00	VERY SATISFIED
2.00	SATISFIED
3.00	NOT VERY SATISFIED
4.00	NOT AT ALL SATISFIED
7.00	REFUSED
8.00	DON'T KNOW
9.00	NO ANSWER

sat6_1 (44) Satisfaction with ability to get information I want or need

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F8.2

Write Format: F8.2

Value Label

1.00	VERY SATISFIED
2.00	SATISFIED
3.00	NOT VERY SATISFIED
4.00	NOT AT ALL SATISFIED
7.00	REFUSED
8.00	DON'T KNOW
9.00	NO ANSWER

sat6_2 (45) Satisfaction with how respectfully I was treated

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F8.2

Write Format: F8.2

Value Label

1.00	VERY SATISFIED
2.00	SATISFIED
3.00	NOT VERY SATISFIED
4.00	NOT AT ALL SATISFIED
7.00	REFUSED
8.00	DON'T KNOW
9.00	NO ANSWER

sat6_3 (46) Satisfaction with adequacy of person-to-person help

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F8.2

Write Format: F8.2

Value Label

1.00	VERY SATISFIED
2.00	SATISFIED
3.00	NOT VERY SATISFIED
4.00	NOT AT ALL SATISFIED
7.00	REFUSED
8.00	DON'T KNOW
9.00	NO ANSWER

—

sat6_4 (47) Satisfaction with timeliness of service

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F8.2
Write Format: F8.2

Value	Label
1.00	VERY SATISFIED
2.00	SATISFIED
3.00	NOT VERY SATISFIED
4.00	NOT AT ALL SATISFIED
7.00	REFUSED
8.00	DON'T KNOW
9.00	NO ANSWER

-