

The Texas Department of Insurance Customer Service Report



May 2022

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1. INTRODUCTION

1.1 Purpose

The Texas Government Code, Chapter 2114.002, requires all Texas agencies and institutions of higher education to provide a report to the Office of the Governor's Budget and Policy team (OOG) and the Legislative Budget Board (LBB). The OOG and LBB are required to jointly create a measure for customer service satisfaction and standardize performance measures for agencies. In an effort to engage, gather the opinions, and measure the perspectives of the customers of the Texas Department of Insurance (TDI), a customer service survey was conducted. TDI contracted with The University of Texas at Austin's Institute for Organizational Excellence (IOE) to perform this work and serve as an external evaluator. The overall survey process-required outcome was a valid, reliable, and objective report from TDI customers.

1.2 Background

In January 2022, TDI secured the services of the IOE to formally measure and evaluate customers' perceptions about services provided by TDI. TDI is required to provide a bi-annual customer service report to the OOG and LBB. As part of the Texas Government Code, Chapter 2114.002 requirements, the IOE conducted customer service surveys for TDI.

1.3 Scope

The survey process was designed to reach a stratified randomized sample of TDI customers. This approach provided a formalized mechanism for data collection, analysis, and reporting on customers' responses. In addition to gathering important perception data on TDI's services, the survey process served as an outreach communication to respondents about how TDI values its customers' feedback. Moreover, the survey was an educational tool and a method for promoting transparent and inclusive government.

The design of this process was built upon previous opinion-gathering methods, findings, and the strategic direction set forth by the OOG, LBB, IOE, and TDI. The scope of the process and the design of the survey assessment included items to evaluate facilities, interactions with staff, communications, websites, complaint handling processes, the ability to serve customers in a timely fashion, printed information, and general satisfaction with services received from TDI. This report summarizes the methodology and results of the Customer Service Survey that was conducted. The TDI Customer Service Survey was conducted by the IOE February 14, 2022, through March 4, 2022. In order to improve the response rate, reminders were sent on February 21 and February 28, 2022, to the individuals who had yet to respond to the survey.

Introduction (Continued)

In addition to creating, administering, collecting, and reporting the information from the survey back to TDI, the IOE provided supportive data resources. These resources included Excel files on aggregate data based on categorical codes for comparison purposes.

1.4 Institute for Organizational Excellence

Since 1979, the IOE has provided survey research services to over 100 state and local government agencies, institutions of higher education, and private and nonprofit organizations. The primary goal of the IOE is to promote excellence within organizations by encouraging research and continuing education. The IOE is part of the Steve Hicks School of Social Work at The University of Texas at Austin. The mailing address is 1925 San Jacinto Blvd., Austin, TX 78712. The institute's contact information is orgexcel@utexas.edu or 512-471-9831, and the website is www.survey.utexas.edu. The project was assigned and co-authored by Lauren Rosa, a master's student at the school. Dr. Noel Landuyt co-authored this report and had technical and editing assistance from Lucinda Pierce, Geoff Treitel, and Nicole Duson.

2. DESCRIPTION OF STUDY

2.1 Primary Objectives

The primary objective of the TDI customer service survey is to develop, distribute, manage, and prepare a final report of TDI's customer service and overall customer satisfaction. The first objective was to create a customer service survey that contained all the new requirements from the OOG and LBB. The first step in creating this updated report was to compile an inventory of TDI customers. From that inventory, individuals were categorized based on customer groups. The second step was to design a concise yet informative survey instrument and corresponding methodology that would ensure a valid and reliable result. The methodology included elements such as survey development, instrument design, web-based programming, distribution, administration of the instrument, collecting and compiling data, and tabulating and preparing data into a final report.

2.2 Inventory of TDI Customers

The following table provides an inventory of the 2021-2022 TDI customers with a brief description of each group.

Program	Customer Type	Note
AAL	AACEP	Agents and adjusters
CP	CFP	Consumers who filed complaints
DWCI	IEAC	Injured employees with active claims
DWCHCP	LSWCT	Licensed sellers of WC coverage in Texas
DWCE	EIEAL	Employers of injured employees with active claims
DWCC	CSA	Carriers submitting applications
FIN	HCT	Holding company transactions
LH	DS	Life & Health Data Services customers
LH	MCQA	Managed Care Quality Assurance customers
PC	IC	Inspections customers
PC	DSC	Data Services customers
PC	AC	Actuarial customers
SFMO	FIC	Fire Inspections customers
SFMO	LAC	Licensing Administration customers
SFMO	LIC	Licensing Investigations customers
SFMO	TEXFIRS	TEXFIRS customers

2.3 Instrument Design

The survey instrument was designed in February 2022. After the initial draft of the survey and email was developed, the IOE conferred with a TDI liaison who provided feedback on the survey instrument. Minor changes were made to the instrument based on the liaison's feedback. TDI leadership approved the final survey before IOE distributed it.

The survey instrument had additional features that, depending on the person's response or status, presented them with clarifying or follow-up questions. This process is referred to as "display logic." For example, only those respondents who were not satisfied with their interactions with staff were asked to specify which staff services needed improvement. However, this "display logic" was not asked of those individuals who were "satisfied" with staff. The survey, along with the display logic used, is included in Appendix 6.1. No qualitative comments were collected.

2.4 Sample Population

TDI produced a list of its customers from different divisions. Due to COVID-19, IOE was not able to create hardcopy surveys to send to mailing addresses. After removing mailing addresses and duplicate emails, and cleaning up the customer list provided by TDI, there were approximately 26,600 customers in the total population. The IOE stratified and randomized the customer list in order to produce a representative sample of TDI's external customers.

2.5 Survey Administration

The survey was created and administered by the IOE. The software and data are held on encrypted and secure servers to ensure data protection. All individual-specific data were held by IOE on encrypted and secure servers and were fully deleted from servers at the conclusion of this project.

2.6 Survey Report

The report contains aggregate and frequency data from the survey. For each section, data regarding the response rate are provided. To illustrate how respondents are represented as part of the overall external customers, tables detailing actual responses to those sampled are compared. For each survey item, the item text is listed along with the response categories.

In each customer category, the number of individuals included in that selection and the percentage as a portion of the total response rate is calculated. When applicable, a graphical representation is provided. Responses for scaled items are included. These answers are reported on a scale from 1 (Strongly Unsatisfied) to 5 (Strongly Satisfied). Neutral response counts from "Don't know" and Not Applicable ("N/A") are displayed as well.

Detailed tables are presented for various comparisons between groupings. These groupings include, but are not limited to, the different divisions. These tables contain an aggregate score comparison on items and percentage of responses on items, which allowed for optional choices. Items are scaled from a low of 1 to a high of 5. A satisfaction scale is used and has the following choices: Strongly Unsatisfied (1), Unsatisfied (2), Neutral (3), Satisfied (4), and Strongly Satisfied (5). Other choices included Prefer Not to Answer/Don't Know and Not Applicable (0).

3. SUMMARY OF FINDINGS

3.1 TDI Customer Service Survey

TDI customers were asked to rate their satisfaction with various services from the agency, including the facilities, staff interaction, communication, TDI’s website, the formal complaint handling process, timeliness of service, printed information, and overall satisfaction with TDI. No additional comments were collected.

Out of a sample size of approximately 25,000, 1,048 responses or a 4.2% response rate was achieved. We are uncertain if giving the survey during the COVID-19 pandemic affected the response rate.

For a measure of overall satisfaction with TDI, the item “Please rate your overall satisfaction with TDI” was posed to all participants. On this item, 995 responses were recorded. **Table 1** shows the overall satisfaction with TDI by each customer grouping. The table includes the average score on a 5-point scale with a high of 5 (Strongly Satisfied) to a low of 1 (Strongly Unsatisfied), the number of respondents for that customer grouping on this item, the standard deviation, and the percentages of respondents indicating satisfaction, neutral, and dissatisfaction. In comparison to the survey conducted in 2020, the overall TDI score decreased from 3.99 down to 3.10. For the various groupings that are available to be compared to the 2020 survey, most had decreases.

Summary of Findings (Continued)

Overall Satisfaction with TDI:

Group	Average	Number	Std. Dev	Satisfied	Neutral	Unsatisfied
AAL	3.98	60	1.16	81.7%	3.3%	15.0%
CP	2.68	647	1.58	36.3%	9.7%	53.9%
DWCI	2.7	27	1.46	33.3%	22.2%	44.4%
FIN	3.88	33	0.95	66.7%	24.2%	9.1%
LH-DS	4.03	36	0.76	83.3%	11.1%	5.6%
LH-MCQA	4.3	10	0.64	90.0%	10.0%	0.0%
PC-IC	3.81	57	1.03	71.9%	12.3%	15.8%
PC-DSC	4.22	41	0.78	87.8%	7.3%	4.9%
PC-AC	4.17	29	0.75	86.2%	10.3%	3.4%
SFMO-FIC	3.5	8	1.22	50.0%	37.5%	12.5%
SFMO-LAC	3.83	23	0.96	78.3%	4.3%	17.4%
SFMO-LIC	3.86	7	0.83	85.7%	0.0%	14.3%
SMFO-TEXFIRS	4	15	0.82	80.0%	13.3%	6.7%
ALL TDI	3.10	995	1.53	50.1%	10.4%	39.6%

Note: 995 responses out of the 1,048 for this item were received.

4. FUTURE STUDY RECOMMENDATIONS

The current survey should be reviewed by relevant parts of the agency to ascertain what actions, if any, are needed to be undertaken based on the customer input. Any actions or discussions regarding the survey should be captured and considered for any modifications for future questionnaires. A customer service survey should be a regularly scheduled activity. A timeline for ongoing assessment processes should be established for this customer service survey. The recommendation is to set up a biannual customer service survey, which is mandated by the OOG and LBB in the Texas Government Code, Chapter 2114.002.

Any customer service survey should have elements that are measurable over time as well as containing new elements that may be important to inform the customers about program modifications or enhancements.

An inventory of all customer engagement efforts such as newsletters, announcements, surveys, and communication materials should be inventoried and then coordinated and optimized for clearer, more concise messaging.

Future Study Recommendations (Continued)

Through an analysis of the customer data, additional modalities to engage individuals may be needed, such as paper and pencil instruments or phone surveys, if specific populations are not being reached by the electronic mail method.

5. SURVEY RESULTS

5.1 TDI Customer Survey Results

Response Rate: The overall response rates were within the anticipated range for a voluntary survey. In the experience of the research team, the anticipated response rate was 5% to 15% based on other voluntary surveys conducted using an email distribution method. On the following pages, a variety of data presentations and representations are made. More details regarding this presentation were made in the Survey Report section of this document.

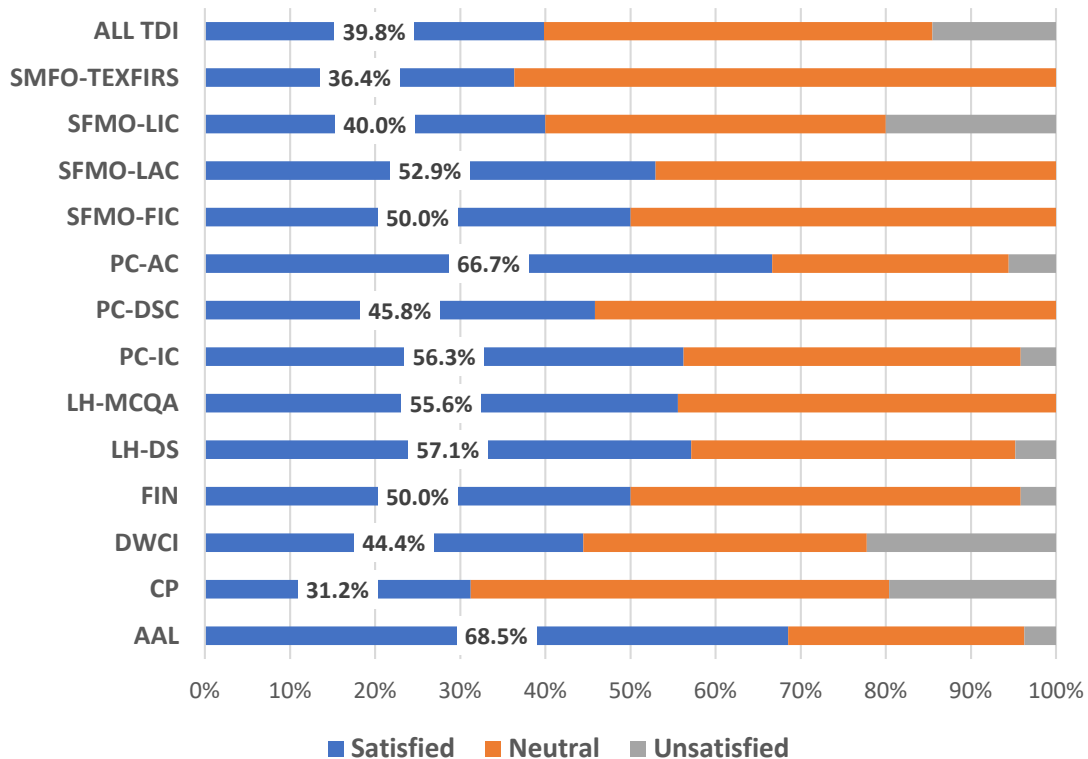
An initial sample of approximately 26,600 usable emails were prepared and distributed. A total of 1,048 surveys were completed or partially completed, which resulted in an approximate 3.9% response rate. Many individuals only answered some of the items, but 1,048 individuals did successfully submit a survey.

The following sections include the responses by customer groups for each service area assessed. The number of respondents vary based on whether the customer interacted with the service area. For example, if a customer did not visit a facility, they would not have responded to facility items. Only if the customer indicated “dissatisfied” would the customer be asked clarifying items.

Facilities

If you visit or have visited a TDI facility, **how satisfied are/were you with the agency's facilities, including your ability to access the agency, the office location, signs, and cleanliness?** In comparison to the 2020 survey, the overall score for "facilities" decreased slightly from 4.03 to 3.34.

Group	Average	Number	Std. Dev	Satisfied	Neutral	Unsatisfied
AAL	3.94	54	0.97	68.5%	27.8%	3.7%
CP	3.14	490	1.19	31.2%	49.2%	19.6%
DWCI	3.37	27	1.28	44.4%	33.3%	22.2%
FIN	3.54	24	0.71	50.0%	45.8%	4.2%
LH-DS	3.71	21	0.82	57.1%	38.1%	4.8%
LH-MCQA	3.67	9	0.67	55.6%	44.4%	0.0%
PC-IC	3.73	48	0.91	56.3%	39.6%	4.2%
PC-DSC	3.75	24	0.88	45.8%	54.2%	0.0%
PC-AC	3.83	18	0.83	66.7%	27.8%	5.6%
SFMO-FIC	3.75	8	0.83	50.0%	50.0%	0.0%
SFMO-LAC	3.71	17	0.75	52.9%	47.1%	0.0%
SFMO-LIC	3.2	5	0.75	40.0%	40.0%	20.0%
SMFO-TEXFIRS	3.55	11	0.78	36.4%	63.6%	0.0%
ALL TDI	3.34	758	1.13	39.8%	45.6%	14.5%



Facilities (Continued)

If you visit or have visited a TDI facility, **how satisfied are/were you with the agency's facilities, including your ability to access the agency, the office location, signs, and cleanliness?**

For each of the items above, the average score is provided and in parentheses is the number of respondents. These items were posed to any respondent who indicated a neutral, unsatisfied, or strongly unsatisfied score.

[Drilldown on unsatisfied responses] We are sorry that you were not satisfied with the facilities, please help us understand where we can do better. How satisfied are you with the facility's...?

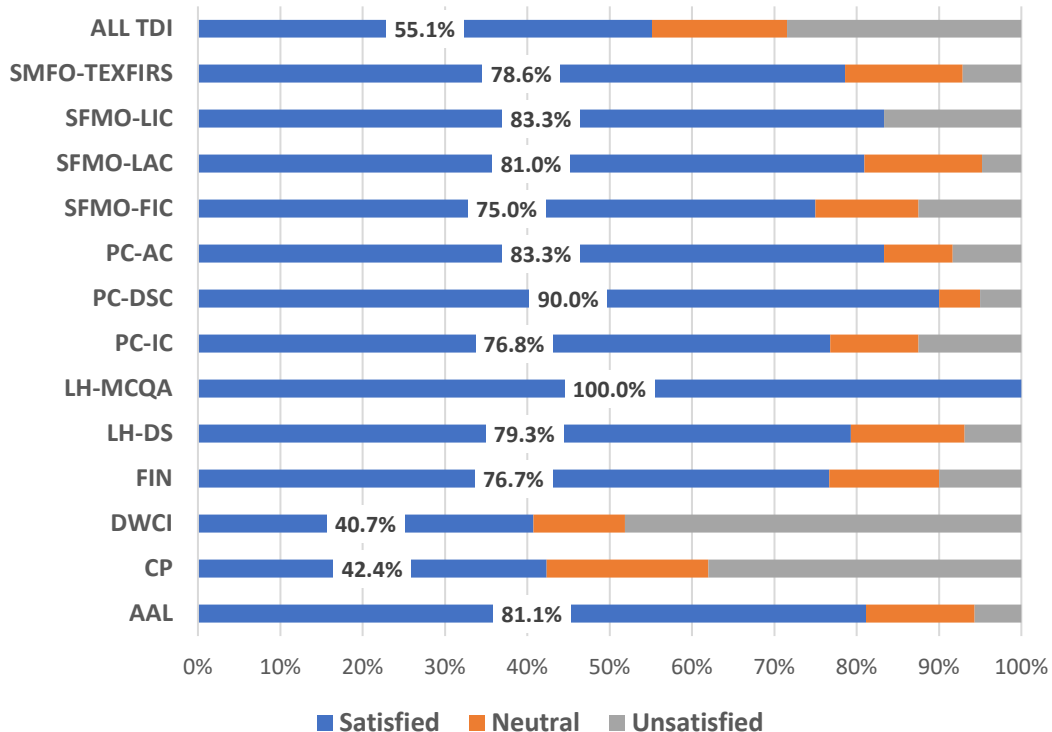
- accessibility (your ability to access the facility)
- location
- signs
- cleanliness

Group	Accessibility	Location	Signs	Cleanliness
AAL	2.67 (15)	2.73 (15)	2.67 (15)	3 (15)
CP	2.64 (298)	2.71 (292)	2.73 (288)	2.77 (290)
DWCI	2.86 (14)	2.93 (14)	3 (14)	2.86 (14)
FIN	3.08 (12)	3.33 (12)	3.25 (12)	3.08 (12)
LH-DS	3 (6)	3 (6)	3 (6)	3 (6)
LH-MCQA	3 (3)	3 (3)	3 (3)	3.5 (2)
PC-IC	2.95 (19)	2.95 (19)	2.95 (19)	3.21 (19)
PC-DSC	3.13 (8)	3.13 (8)	3.13 (8)	3.13 (8)
PC-AC	3.25 (4)	3 (4)	3 (4)	3 (4)
SFMO-FIC	3 (4)	3.25 (4)	3.25 (4)	3.25 (4)
SFMO-LAC	3 (8)	3 (8)	3 (8)	3 (7)
SFMO-LIC	2.67 (3)	2.67 (3)	2.67 (3)	3.67 (3)
SMFO-TEXFIRS	3 (7)	3.14 (7)	3.14 (7)	3.14 (7)
ALL TDI	2.72 (401)	2.78 (395)	2.8 (391)	2.85 (391)

Staff

If you interact or have interacted with TDI staff, **how satisfied are/were you with the agency's staff, including employee courtesy, friendliness, and knowledgeability, and whether staff members adequately identify themselves by name, including the use of nameplates or tags for accountability?** In comparison to the 2020 survey, the overall score for "staff" decreased from 4.21 to 3.41.

Group	Average	Number	Std. Dev	Satisfied	Neutral	Unsatisfied
AAL	4.11	53	0.96	81.1%	13.2%	5.7%
CP	3.07	576	1.49	42.4%	19.6%	38.0%
DWCI	2.96	27	1.37	40.7%	11.1%	48.1%
FIN	4.03	30	1.05	76.7%	13.3%	10.0%
LH-DS	4.21	29	1.03	79.3%	13.8%	6.9%
LH-MCQA	4.7	10	0.46	100.0%	0.0%	0.0%
PC-IC	3.96	56	1.02	76.8%	10.7%	12.5%
PC-DSC	4.33	40	0.79	90.0%	5.0%	5.0%
PC-AC	4.21	24	0.91	83.3%	8.3%	8.3%
SFMO-FIC	4	8	1	75.0%	12.5%	12.5%
SFMO-LAC	4.05	21	0.95	81.0%	14.3%	4.8%
SFMO-LIC	4.17	6	1.46	83.3%	0.0%	16.7%
SMFO-TEXFIRS	3.93	14	0.8	78.6%	14.3%	7.1%
ALL TDI	3.41	896	1.43	55.1%	16.4%	28.5%



Staff (Continued)

If you interact or have interacted with TDI staff, **how satisfied are/were you with the agency's staff, including employee courtesy, friendliness, and knowledgeability, and whether staff members adequately identify themselves by name, including the use of nameplates or tags for accountability?**

For each of the items above, the average score is provided and in parentheses is the number of respondents. These items were posed to any respondent who indicated a neutral, unsatisfied or strongly unsatisfied score.

[Drilldown on unsatisfied responses] We are sorry that you were not satisfied with your interactions with TDI staff, please help us understand where we can do better. How satisfied are you with the staff's...?

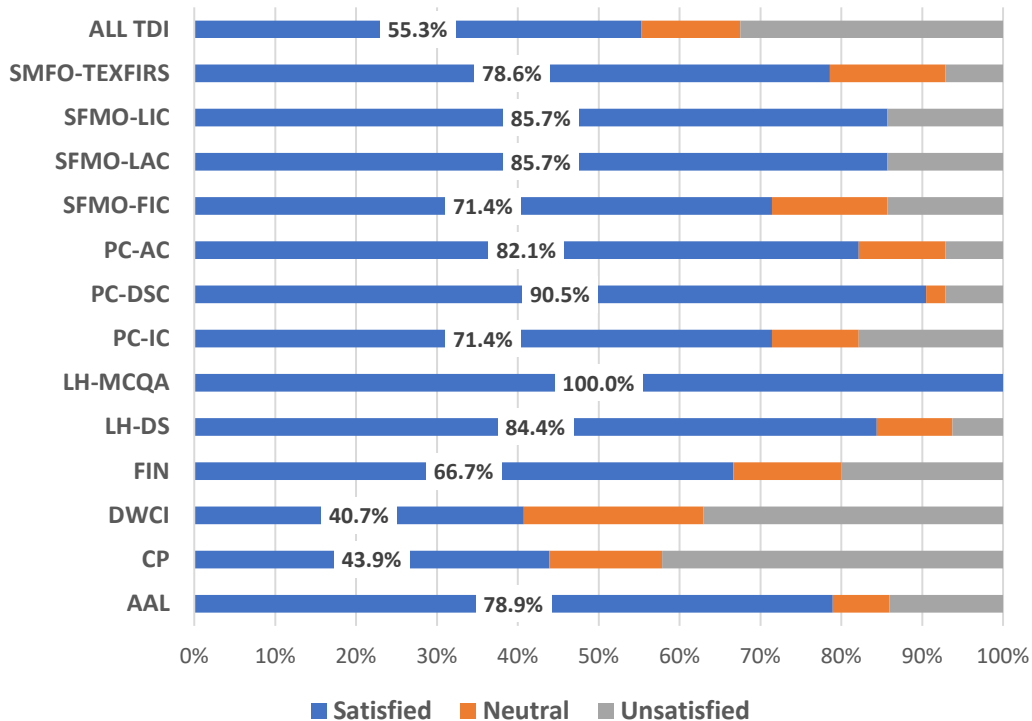
- courtesy or friendliness
- knowledge to address your question
- ability to identify themselves to you

Group	Courtesy	Knowledgeability	Identification
AAL	2.44 (9)	2.44 (9)	2.44 (9)
CP	2.51 (320)	1.93 (322)	2.62 (318)
DWCI	2.56 (16)	2 (16)	3 (16)
FIN	3.13 (8)	2.38 (8)	3.13 (8)
LH-DS	3.2 (5)	2.4 (5)	4 (5)
LH-MCQA	0 (0)	0 (0)	0 (0)
PC-IC	2.85 (13)	2.54 (13)	2.69 (13)
PC-DSC	3 (3)	2.5 (4)	3.33 (3)
PC-AC	3.5 (4)	3.75 (4)	2.5 (4)
SFMO-FIC	3.5 (2)	3 (2)	4 (2)
SFMO-LAC	2.75 (4)	2.25 (4)	2.75 (4)
SFMO-LIC	3 (1)	1 (1)	3 (1)
SMFO-TEXFIRS	2.67 (3)	2.67 (3)	2.67 (3)
ALL TDI	2.56 (388)	2.02 (391)	2.68 (386)

Communication

If you communicate or have communicated with TDI, **how satisfied are/were you with agency communications, including toll-free telephone access, the average time you spend on hold, call transfers, access to a live person, letters, electronic mail, and any applicable text messaging or mobile applications?** In comparison to the 2020 survey, the overall score for "communication" decreased slightly from 4.13 to 3.32.

Group	Average	Number	Std. Dev	Satisfied	Neutral	Unsatisfied
AAL	3.98	57	1.13	78.9%	7.0%	14.0%
CP	2.98	631	1.54	43.9%	13.9%	42.2%
DWCI	3.04	27	1.37	40.7%	22.2%	37.0%
FIN	3.77	30	1.17	66.7%	13.3%	20.0%
LH-DS	4.09	32	0.8	84.4%	9.4%	6.3%
LH-MCQA	4.8	10	0.4	100.0%	0.0%	0.0%
PC-IC	3.86	56	1.16	71.4%	10.7%	17.9%
PC-DSC	4.24	42	0.81	90.5%	2.4%	7.1%
PC-AC	4.18	28	1	82.1%	10.7%	7.1%
SFMO-FIC	3.86	7	0.99	71.4%	14.3%	14.3%
SFMO-LAC	4.05	21	1.09	85.7%	0.0%	14.3%
SFMO-LIC	3.86	7	1.25	85.7%	0.0%	14.3%
SMFO-TEXFIRS	3.93	14	0.8	78.6%	14.3%	7.1%
ALL TDI	3.32	964	1.48	55.3%	12.2%	32.5%



Communication (Continued)

If you communicate or have communicated with TDI, **how satisfied are/were you with agency communications, including toll-free telephone access, the average time you spend on hold, call transfers, access to a live person, letters, electronic mail, and any applicable text messaging or mobile applications?**

For each of the items above, the average score is provided and in parentheses is the number of respondents. These items were posed to any respondent who indicated a neutral, unsatisfied, or strongly unsatisfied score.

[Drilldown on unsatisfied responses] We are sorry that you were not satisfied with agency communications, please help us understand where we can do better. How satisfied are you with the different types of agency communication?

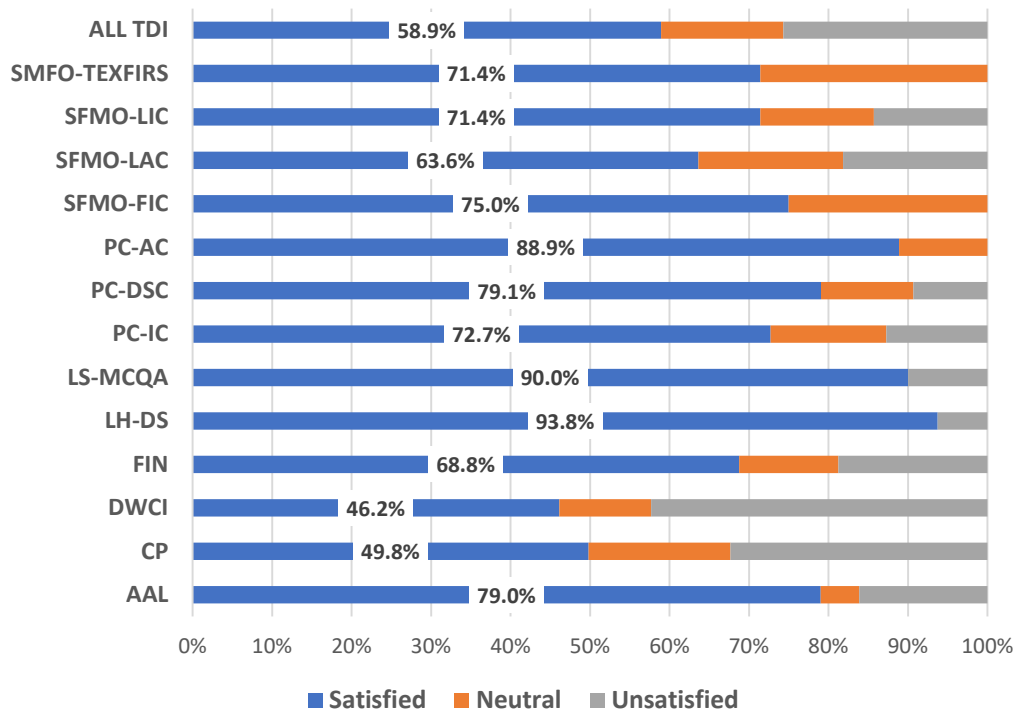
- access to the toll-free telephone
- the time spent holding on the phone
- the number of times being transferred while on the phone
- talking to a person
- written correspondence or letter
- e-mail
- text/chat messages
- mobile application

Group	Phone access	Time on hold	# of transfers	Talk to a person	Letters/Written Com	Email	Text/Chat messages	Mobile App
AAL	2.58 (12)	2.33 (12)	2.42 (12)	2.42 (12)	2.42 (12)	2.42 (12)	2.25 (12)	2.33 (12)
CP	2.78 (317)	2.38 (313)	2.42 (309)	2.2 (308)	1.83 (327)	1.82 (328)	2.29 (291)	2.39 (295)
DWCI	2.57 (14)	2.21 (14)	1.93 (14)	2.15 (13)	2.33 (12)	2.43 (14)	2.43 (14)	2.46 (13)
FIN	3.4 (10)	2.9 (10)	3.1 (10)	3.1 (10)	2.6 (10)	2.7 (10)	3.11 (9)	3 (9)
LH-DS	3.67 (3)	3 (3)	2.67 (3)	3 (3)	3 (4)	3 (4)	3 (3)	3 (3)
LH-MCQA	0 (0)	0 (0)	0 (0)	0 (0)	0 (0)	0 (0)	0 (0)	0 (0)
PC-IC	2.94 (16)	2.44 (16)	2.38 (16)	2.75 (16)	2.69 (16)	2.63 (16)	2.75 (16)	2.75 (16)
PC-DSC	3 (3)	2.67 (3)	2.67 (3)	2.33 (3)	2.67 (3)	2.75 (4)	3 (3)	3 (3)
PC-AC	3.6 (5)	3 (5)	3.4 (5)	3.6 (5)	3.2 (5)	3.4 (5)	3.4 (5)	3.5 (4)
SFMO-FIC	3.5 (2)	3.5 (2)	3 (2)	2.5 (2)	2.5 (2)	2.5 (2)	2.5 (2)	3 (2)
SFMO-LAC	3.67 (3)	2.67 (3)	1.67 (3)	1.67 (3)	2.33 (3)	2.33 (3)	2.67 (3)	2.67 (3)
SFMO-LIC	2 (1)	3 (1)	1 (1)	1 (1)	1 (1)	1 (1)	3 (1)	1 (1)
SMFO-TEXFIRS	2.67 (3)	2.67 (3)	2.67 (3)	2.67 (3)	2.67 (3)	2.67 (3)	3 (3)	3 (3)
ALL TDI	2.82 (389)	2.42 (385)	2.43 (381)	2.28 (379)	1.97 (398)	1.97 (402)	2.37 (362)	2.45 (364)

Website

If you interact or have interacted with TDI's website (tdi.texas.gov), **how satisfied are/were you with the agency's website, including the ease of use of the site, mobile access to the site, information on the location of the site and the agency, and information accessible through the site such as a listing of services and programs and whom to contact for further information or to complain?** In comparison to the 2020 survey, the overall score for "website" decreased slightly from 3.93 to 3.44.

Group	Average	Number	Std. Dev	Satisfied	Neutral	Unsatisfied
AAL	4.05	62	1.22	79.0%	4.8%	16.1%
CP	3.19	622	1.41	49.8%	17.8%	32.3%
DWCI	3.04	26	1.43	46.2%	11.5%	42.3%
FIN	3.75	32	1.03	68.8%	12.5%	18.8%
LH-DS	4.09	32	0.68	93.8%	0.0%	6.3%
LH-MCQA	4	10	0.77	90.0%	0.0%	10.0%
PC-IC	3.85	55	1.05	72.7%	14.5%	12.7%
PC-DSC	4.02	43	0.98	79.1%	11.6%	9.3%
PC-AC	4.15	27	0.59	88.9%	11.1%	0.0%
SFMO-FIC	4	8	0.71	75.0%	25.0%	0.0%
SFMO-LAC	3.68	22	1.02	63.6%	18.2%	18.2%
SFMO-LIC	3.71	7	0.88	71.4%	14.3%	14.3%
SMFO-TEXFIRS	3.79	14	0.56	71.4%	28.6%	0.0%
ALL TDI	3.44	962	1.34	58.9%	15.4%	25.7%



Website (Continued)

If you interact or have interacted with TDI's website (tdi.texas.gov), **how satisfied are/were you with the agency's website, including the ease of use of the site, mobile access to the site, information on the location of the site and the agency, and information accessible through the site such as a listing of services and programs and whom to contact for further information or to complain?**

For each of the items above, the average score is provided and in parentheses is the number of respondents. These items were posed to any respondent who indicated a neutral, unsatisfied, or strongly unsatisfied score.

[Drilldown on unsatisfied responses] We are sorry that you were not satisfied with TDI's website, please help us understand where we can do better. How satisfied are you with the following related to TDI's website...?

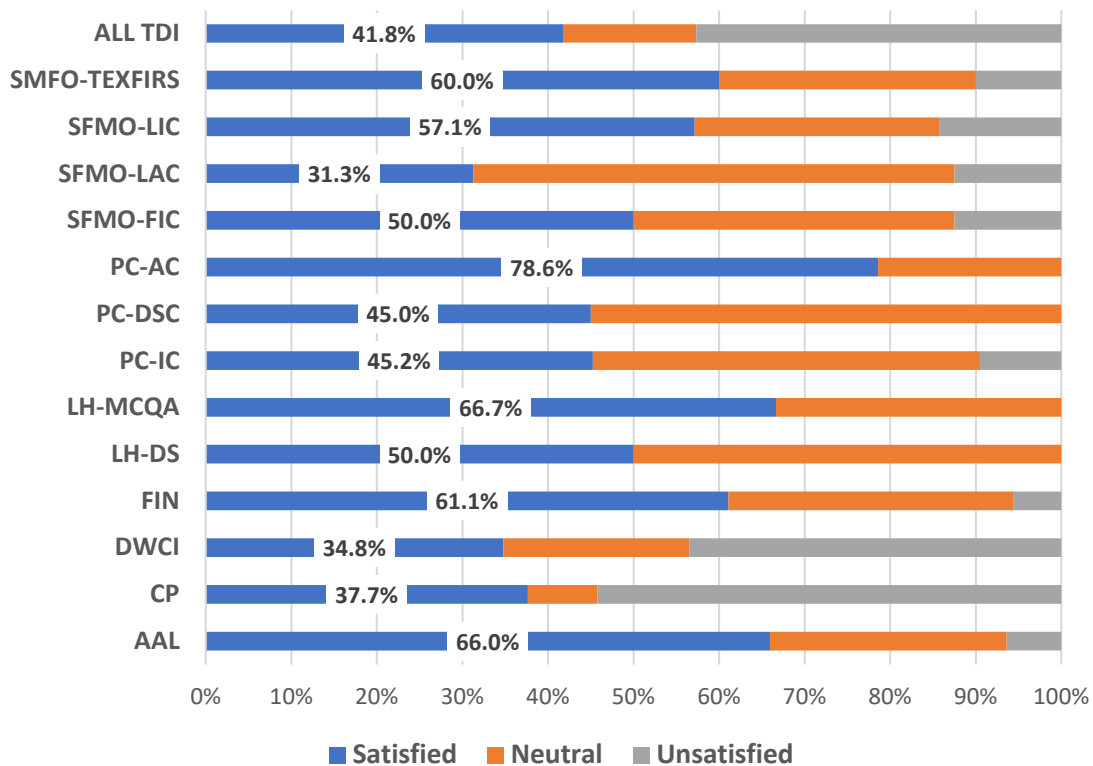
- ease of navigation
- mobile access
- accuracy of information
- ability to find services/ programs
- ease in finding contact information
- information available to make a complaint

Group	Ease of navigation	Mobile Access	Info accuracy	Finding services	Finding contact info	Info to complain
AAL	1.69 (13)	2.08 (13)	2.31 (13)	1.92 (13)	1.92 (13)	2.31 (13)
CP	2.26 (297)	2.48 (272)	2.26 (286)	2.1 (290)	2.08 (294)	2.02 (297)
DWCI	1.79 (14)	1.71 (14)	1.79 (14)	1.64 (14)	1.71 (14)	1.64 (14)
FIN	2.91 (11)	2.9 (10)	3.1 (10)	2.45 (11)	2.45 (11)	3.2 (10)
LH-DS	2 (2)	2.5 (2)	3 (2)	2 (2)	2 (2)	2.5 (2)
LH-MCQA	2 (1)	3 (1)	4 (1)	2 (1)	2 (1)	3 (1)
PC-IC	2.53 (15)	2.87 (15)	3 (15)	2.6 (15)	2.33 (15)	2.5 (14)
PC-DSC	3 (9)	3 (6)	3.56 (9)	2.89 (9)	3 (8)	3.29 (7)
PC-AC	3 (3)	3 (2)	3.67 (3)	3 (3)	3.33 (3)	3 (2)
SFMO-FIC	3.5 (2)	3 (2)	3 (2)	3 (2)	3 (2)	3 (2)
SFMO-LAC	2.75 (8)	2.63 (8)	2.43 (7)	2.38 (8)	2.25 (8)	2.75 (8)
SFMO-LIC	3 (2)	2.5 (2)	3 (2)	2 (2)	2 (2)	2.5 (2)
SMFO-TEXFIRS	3 (4)	3 (4)	3 (4)	3 (4)	2.75 (4)	3 (4)
ALL TDI	2.3 (381)	2.49 (351)	2.36 (368)	2.15 (374)	2.13 (377)	2.14 (376)

Complaint Handling Process

If you have filed a formal complaint, **how satisfied were you with the agency's complaint handling process, including whether it is easy to file a complaint and whether responses are timely?** In comparison to the 2020 survey, the overall score for "complaint handling process" decreased from 3.57 to 2.90.

Group	Average	Number	Std. Dev	Satisfied	Neutral	Unsatisfied
AAL	3.89	47	1.1	66.0%	27.7%	6.4%
CP	2.66	640	1.65	37.7%	8.1%	54.2%
DWCI	2.65	23	1.49	34.8%	21.7%	43.5%
FIN	3.67	18	0.94	61.1%	33.3%	5.6%
LH-DS	3.79	14	0.86	50.0%	50.0%	0.0%
LH-MCQA	3.67	6	0.47	66.7%	33.3%	0.0%
PC-IC	3.52	42	0.96	45.2%	45.2%	9.5%
PC-DSC	3.65	20	0.79	45.0%	55.0%	0.0%
PC-AC	4	14	0.65	78.6%	21.4%	0.0%
SFMO-FIC	3.5	8	1.22	50.0%	37.5%	12.5%
SFMO-LAC	3.31	16	1.04	31.3%	56.3%	12.5%
SFMO-LIC	3.71	7	1.39	57.1%	28.6%	14.3%
SMFO-TEXFIRS	3.6	10	0.8	60.0%	30.0%	10.0%
ALL TDI	2.90	867	1.58	41.8%	15.6%	42.7%



Complaint Handling Process (Continued)

If you have filed a formal complaint, ***how satisfied were you with the agency's complaint handling process, including whether it is easy to file a complaint and whether responses are timely?***

For each of the items above, the average score is provided and in parentheses is the number of respondents. These items were posed to any respondent who indicated a neutral, unsatisfied or strongly unsatisfied score.

[Drilldown on unsatisfied responses] We are sorry that you were not satisfied with the agency's complaint handling process, please help us understand where we can do better. How satisfied are you with the agency's complaint handling process...?

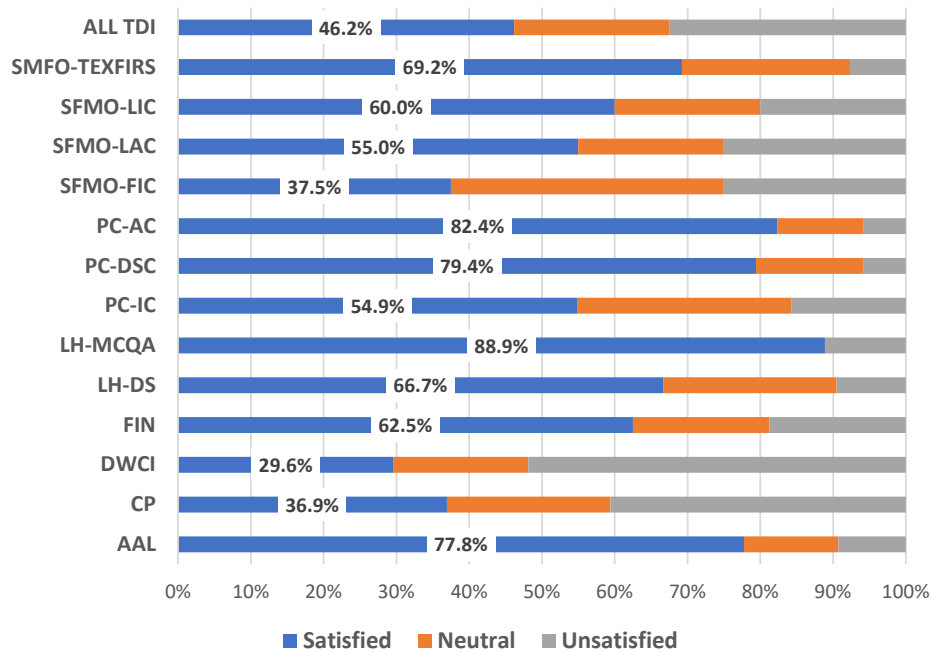
- to easily file a complaint
- to have it handled in a timely manner

Group	Easily file a complaint		Timely manner	
AAL	2.57 (14)	2.57 (14)		
CP	2.61 (393)	1.86 (394)		
DWCI	2.4 (15)	2.13 (15)		
FIN	2.88 (8)	2.63 (8)		
LH-DS	3 (6)	3 (6)		
LH-MCQA	3 (2)	3 (2)		
PC-IC	2.86 (22)	2.77 (22)		
PC-DSC	2.89 (9)	3.11 (9)		
PC-AC	3 (3)	3 (3)		
SFMO-FIC	3.25 (4)	2.75 (4)		
SFMO-LAC	2.91 (11)	2.45 (11)		
SFMO-LIC	3.33 (3)	1.67 (3)		
SMFO-TEXFIRS	3 (4)	2.75 (4)		
ALL TDI	2.65 (494)	2.01 (495)		

Service Time

If you waited to receive a service from TDI, **how satisfied were you with the agency's ability to timely serve you, including the amount of time you waited for service in person?** In comparison to the 2020 survey, the overall score for "service time" decreased slightly from 3.78 to 3.17.

Group	Average	Number	Std. Dev	Satisfied	Neutral	Unsatisfied
AAL	4.07	54	1.1	77.8%	13.0%	9.3%
CP	2.9	574	1.5	36.9%	22.5%	40.6%
DWCI	2.67	27	1.39	29.6%	18.5%	51.9%
FIN	3.63	32	1.32	62.5%	18.8%	18.8%
LH-DS	3.71	21	0.98	66.7%	23.8%	9.5%
LH-MCQA	4.22	9	0.92	88.9%	0.0%	11.1%
PC-IC	3.61	51	1.1	54.9%	29.4%	15.7%
PC-DSC	4.06	34	0.94	79.4%	14.7%	5.9%
PC-AC	4.06	17	0.8	82.4%	11.8%	5.9%
SFMO-FIC	3.38	8	1.11	37.5%	37.5%	25.0%
SFMO-LAC	3.45	20	1.16	55.0%	20.0%	25.0%
SFMO-LIC	3.6	5	1.5	60.0%	20.0%	20.0%
SMFO-TEXFIRS	3.77	13	0.8	69.2%	23.1%	7.7%
ALL TDI	3.17	866	1.45	46.2%	21.4%	32.4%

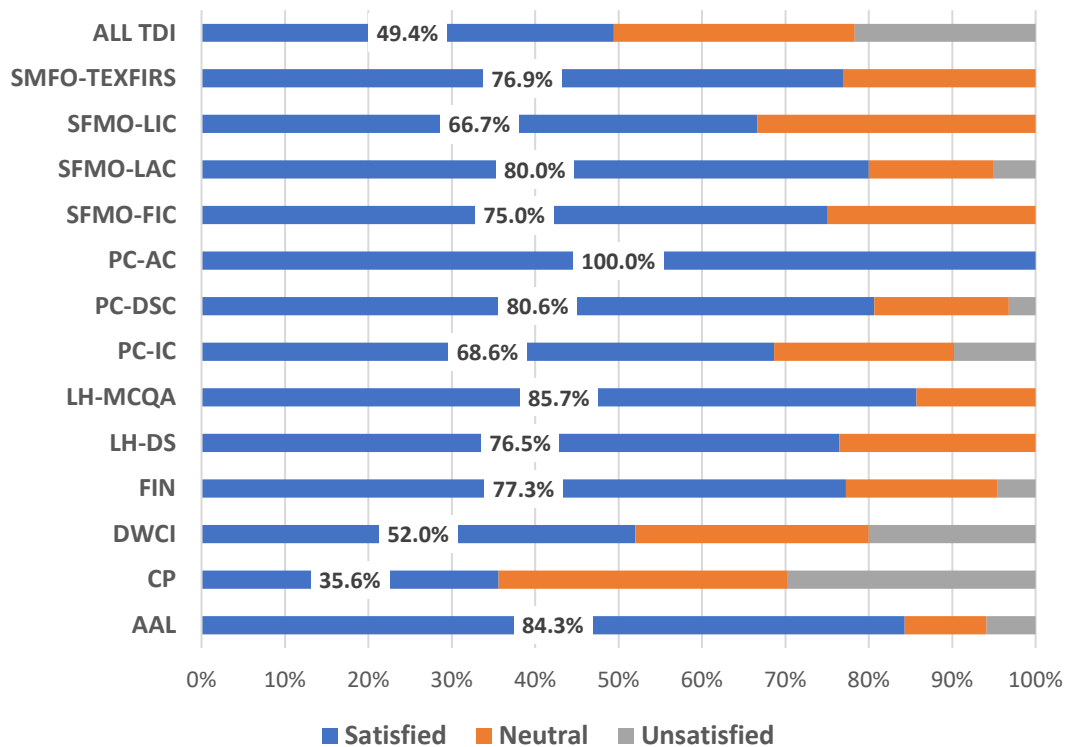


Note: Service Time does not continue to a drilldown.

Printed Information

If you receive or have received printed information from TDI, **how satisfied are/were you with any agency brochures or other printed information, including the accuracy of that information?** In comparison to the 2020 survey, the overall score for "printed information" decreased slightly from 4.10 to 3.36.

Group	Average	Number	Std. Dev	Satisfied	Neutral	Unsatisfied
AAL	4.18	51	0.96	84.3%	9.8%	5.9%
CP	3.04	525	1.35	35.6%	34.7%	29.7%
DWCI	3.32	25	1.26	52.0%	28.0%	20.0%
FIN	4	22	0.8	77.3%	18.2%	4.5%
LH-DS	4	17	0.69	76.5%	23.5%	0.0%
LH-MCQA	4.29	7	0.7	85.7%	14.3%	0.0%
PC-IC	3.92	51	1.03	68.6%	21.6%	9.8%
PC-DSC	4.13	31	0.79	80.6%	16.1%	3.2%
PC-AC	4.33	15	0.47	100.0%	0.0%	0.0%
SFMO-FIC	4	8	0.71	75.0%	25.0%	0.0%
SFMO-LAC	3.9	20	0.7	80.0%	15.0%	5.0%
SFMO-LIC	3.67	6	0.47	66.7%	33.3%	0.0%
SMFO-TEXFIRS	3.85	13	0.53	76.9%	23.1%	0.0%
ALL TDI	3.36	793	1.30	49.4%	28.9%	21.7%



Printed Information (Continued)

If you receive or have received printed information from TDI, **how satisfied are/were you with any agency brochures or other printed information, including the accuracy of that information?**

For each of the items above, the average score is provided and in parentheses is the number of respondents. These items were posed to any respondent who indicated a neutral, unsatisfied, or strongly unsatisfied score.

[Drilldown on unsatisfied responses] We are sorry that you were not satisfied with the agency's printed information, please help us understand where we can do better. How satisfied are you with the following related to TDI's printed information...?

- accuracy
- clarity
- usefulness

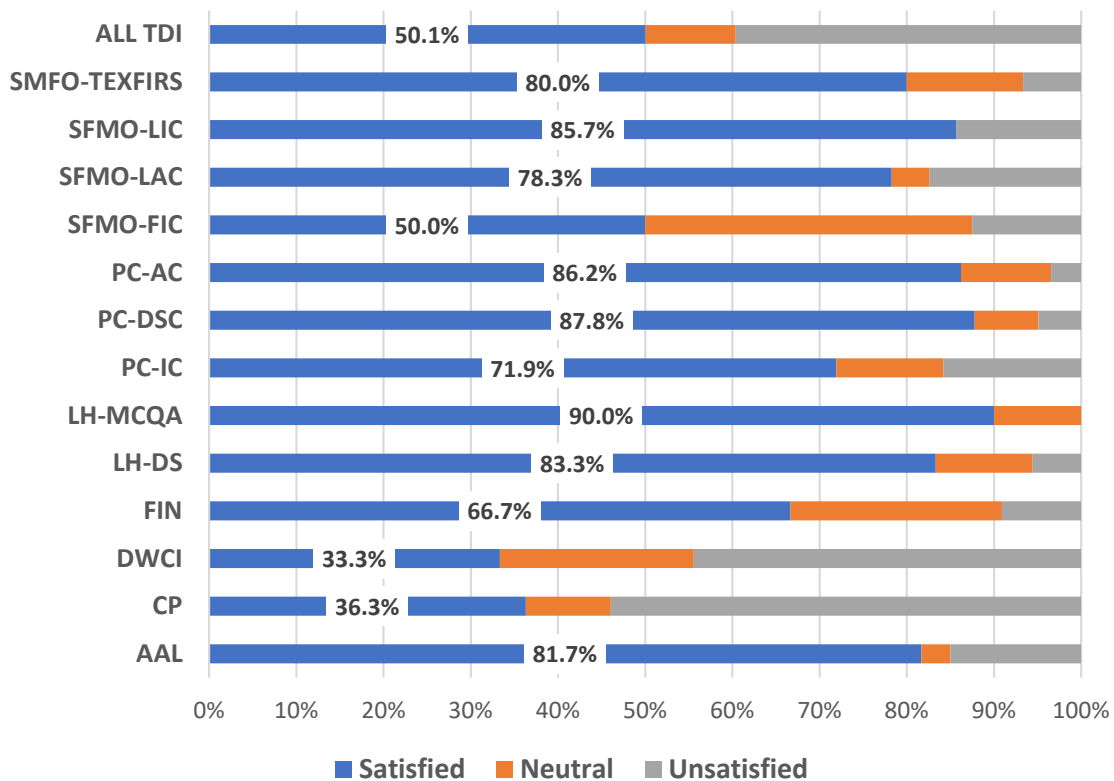
Group	Accuracy	Clarity	Usefulness
AAL	2.38 (8)	2.5 (8)	2.38 (8)
CP	2.27 (324)	2.27 (323)	2.02 (327)
DWCI	2.17 (12)	1.83 (12)	2 (12)
FIN	2.8 (5)	3 (5)	2.4 (5)
LH-DS	3 (3)	3 (3)	3 (3)
LH-MCQA	3 (1)	2 (1)	3 (1)
PC-IC	2.81 (16)	2.6 (15)	2.5 (16)
PC-DSC	3.33 (6)	3.33 (6)	3 (6)
PC-AC	0 (0)	0 (0)	0 (0)
SFMO-FIC	3 (2)	3 (2)	3 (2)
SFMO-LAC	2.75 (4)	2.5 (4)	2.75 (4)
SFMO-LIC	3 (2)	3 (2)	3 (2)
SMFO-TEXFIRS	3 (3)	3 (3)	3 (3)
ALL TDI	2.34 (386)	2.32 (384)	2.11 (389)

Overall Satisfaction

In comparison to the 2020 survey, the overall satisfaction decreased from 3.99 to 3.10.

Please rate your overall satisfaction with TDI:

Group	Average	Number	Std. Dev	Satisfied	Neutral	Unsatisfied
AAL	3.98	60	1.16	81.7%	3.3%	15.0%
CP	2.68	647	1.58	36.3%	9.7%	53.9%
DWCI	2.7	27	1.46	33.3%	22.2%	44.4%
FIN	3.88	33	0.95	66.7%	24.2%	9.1%
LH-DS	4.03	36	0.76	83.3%	11.1%	5.6%
LH-MCQA	4.3	10	0.64	90.0%	10.0%	0.0%
PC-IC	3.81	57	1.03	71.9%	12.3%	15.8%
PC-DSC	4.22	41	0.78	87.8%	7.3%	4.9%
PC-AC	4.17	29	0.75	86.2%	10.3%	3.4%
SFMO-FIC	3.5	8	1.22	50.0%	37.5%	12.5%
SFMO-LAC	3.83	23	0.96	78.3%	4.3%	17.4%
SFMO-LIC	3.86	7	0.83	85.7%	0.0%	14.3%
SMFO-TEXFIRS	4	15	0.82	80.0%	13.3%	6.7%
ALL TDI	3.10	995	1.53	50.1%	10.4%	39.6%



Note: Overall Satisfaction does not continue to a drilldown.

Appendix

6.1 TDI Customer Service Survey

INTRODUCTORY PARAGRAPH

On behalf of the Texas Department of Insurance (TDI) and the Institute for Organizational Excellence (IOE), thank you for taking a few minutes to complete this short survey. The survey takes one to three minutes to take and you are not required to answer all items. All of your individual answers will remain confidential. For more information or to contact the IOE, visit www.survey.utexas.edu.

1. If you visit or visited a TDI facility, how satisfied are/were you with the agency's facilities, including your ability to access the agency, the office location, signs, and cleanliness?

Options:

- Strongly Unsatisfied (1)
- Unsatisfied (2)
- Neutral (3)
- Satisfied (4)
- Strongly Satisfied (5)

1A. [Drilldown on unsatisfied responses] We are sorry that you were not satisfied with the facilities, please help us understand where we can do better. How satisfied are you with the facility's...?

- accessibility (your ability to access the facility)
- location
- signs
- cleanliness

Options: (for each above)

- Strongly Unsatisfied (1)
- Unsatisfied (2)
- Neutral (3)
- Satisfied (4)
- Strongly Satisfied (5)

2. If you interact or have interacted with TDI staff, how satisfied are/were you with the agency's staff, including employee courtesy, friendliness, and knowledgeability, and whether staff members adequately identify themselves by name, including the use of name plates or tags for accountability?

Options:

- Strongly Unsatisfied (1)
- Unsatisfied (2)
- Neutral (3)
- Satisfied (4)
- Strongly Satisfied (5)

2A. [Drilldown on unsatisfied responses] We are sorry that you were not satisfied with your interactions with TDI staff, please help us understand where we can do better. How satisfied are you with the staff's...?

- courtesy or friendliness
- knowledge to address your question
- ability to identify themselves to you

Options: (for each above)

Strongly Unsatisfied (1)

Unsatisfied (2)

Neutral (3)

Satisfied (4)

Strongly Satisfied (5)

3. If you communicate or have communicated with TDI, how satisfied are/were you with agency communications, including toll-free telephone access, the average time you spend on hold, call transfers, access to a live person, letters, electronic mail, and any applicable text messaging or mobile applications?

Options: (for each above)

Strongly Unsatisfied (1)

Unsatisfied (2)

Neutral (3)

Satisfied (4)

Strongly Satisfied (5)

3A. [Drilldown on unsatisfied responses] We are sorry that you were not satisfied with agency communications, please help us understand where we can do better. How satisfied are you with the different types of agency communication?

- access to the toll-free telephone
- the time spent holding on the phone
- the number of times being transferred while on the phone
- talking to a person
- written correspondence or letter
- e-mail
- text/chat messages
- mobile application

Options: (for each above)

Strongly Unsatisfied (1)

Unsatisfied (2)

Neutral (3)

Satisfied (4)

Strongly Satisfied (5)

4. If you interact or have interacted with TDI's website (TDI.gov), how satisfied are/were you with the agency's website, including the ease of use, mobile access, and information accessible through the site such as a listing of services and programs and whom to contact for further information or to complain?

- Strongly Unsatisfied (1)
- Unsatisfied (2)
- Neutral (3)
- Satisfied (4)
- Strongly Satisfied (5)

4A. [Drilldown on unsatisfied responses] We are sorry that you were not satisfied with TDI's website, please help us understand where we can do better. How satisfied are you with the following related to TDI's website...?

- ease of navigation
- mobile access
- accuracy of information
- ability to find services/ programs
- ease in finding contact information
- information available to make a complaint

- Options: (for each above)
- Strongly Unsatisfied (1)
 - Unsatisfied (2)
 - Neutral (3)
 - Satisfied (4)
 - Strongly Satisfied (5)

5. If you have filed a formal complaint, how satisfied were you with the agency's complaint handling process, including whether it is easy to file a complaint and whether responses are timely?

- Strongly Unsatisfied (1)
- Unsatisfied (2)
- Neutral (3)
- Satisfied (4)
- Strongly Satisfied (5)
- N/A (0)

5A. [Drilldown on unsatisfied responses] We are sorry that you were not satisfied with the agency's complaint handling process, please help us understand where we can do better. How satisfied are you with the agency's complaint handling process...?

- to easily file a complaint
- to have it handled in a timely manner

Options: (for each above)
Strongly Unsatisfied (1)
Unsatisfied (2)
Neutral (3)
Satisfied (4)
Strongly Satisfied (5)
N/A (0)

6. If you waited to receive a service from TDI, how satisfied were you with the agency's ability to timely serve you, including the amount of time you waited for service in person?

Strongly Unsatisfied (1)
Unsatisfied (2)
Neutral (3)
Satisfied (4)
Strongly Satisfied (5)
N/A (0)

7. If you receive or have received printed information from TDI, how satisfied are/were you with any agency brochures or other printed information, including the accuracy of that information?

Strongly Unsatisfied (1)
Unsatisfied (2)
Neutral (3)
Satisfied (4)
Strongly Satisfied (5)
N/A (0)

7A. [Drilldown on unsatisfied responses] We are sorry that you were not satisfied with the agency's printed information, please help us understand where we can do better.

How satisfied are you with the following related to TDI's printed information...?

- accuracy
- clarity
- usefulness

Options: (for each above)
Strongly Unsatisfied (1)
Unsatisfied (2)
Neutral (3)
Satisfied (4)
Strongly Satisfied (5)
N/A (0)

8. Please rate your overall satisfaction with TDI:

Strongly Unsatisfied (1)

Unsatisfied (2)

Neutral (3)

Satisfied (4)

Strongly Satisfied (5)

N/A (0)

6.1 About the IOE

The instrument findings were produced by the Institute for Organizational Excellence (IOE). The IOE is a research institute associated with the Center for Social Work Research at the University of Texas at Austin's School of Social Work. The IOE has more than 35 years of experience in providing survey research services to over 100 state and local agencies and institutions of higher education as well as private and nonprofit organizations.

The primary goal of the IOE is to promote excellence within organizations by encouraging research and continuing education. We seek to achieve our mission through the following: providing valuable tools for organizational improvement; delivering effective and reliable methods for the assessment of employee perceptions; maintaining useful benchmark data for measuring performance; and fostering an organization's perceptiveness to change, ability to learn, and potential for success.

The IOE director is Dr. Noel Landuyt. The IOE is principally known for conducting employee attitudinal surveys, such as the Survey of Employee Engagement (an employee assessment used for Texas government employees since 1979). The IOE's website is www.survey.utexas.edu. Special appreciation for assistance in preparation, writing, and analysis conducted on this project goes to Lauren Rosa, graduate research assistant, and Nicole Duson, database coordinator.

The IOE can be contacted by phone at (512) 471-9831, by email to nlanduyt@austin.utexas.edu or by mail to IOE, UT Austin, 1925 San Jacinto Blvd, Austin, TX 78712.