

# *USES OF SATISFACTION QUESTIONS*



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# ***Content:***

## ■ 1. The rise of satisfaction tools in everyday decision making.

- Health decisions: Pops in the UK and elderly homes in Holland.
- Employee decisions: performance evaluations and job retention.
- Internet searches.
- Marketing.

## ■ 2. Informing governments.

- Valuing feelings: climate, crime, drought, death, and noise.
- Recessions and resentment.
- Migration in China.

## ■ 3. Holding governments to account.

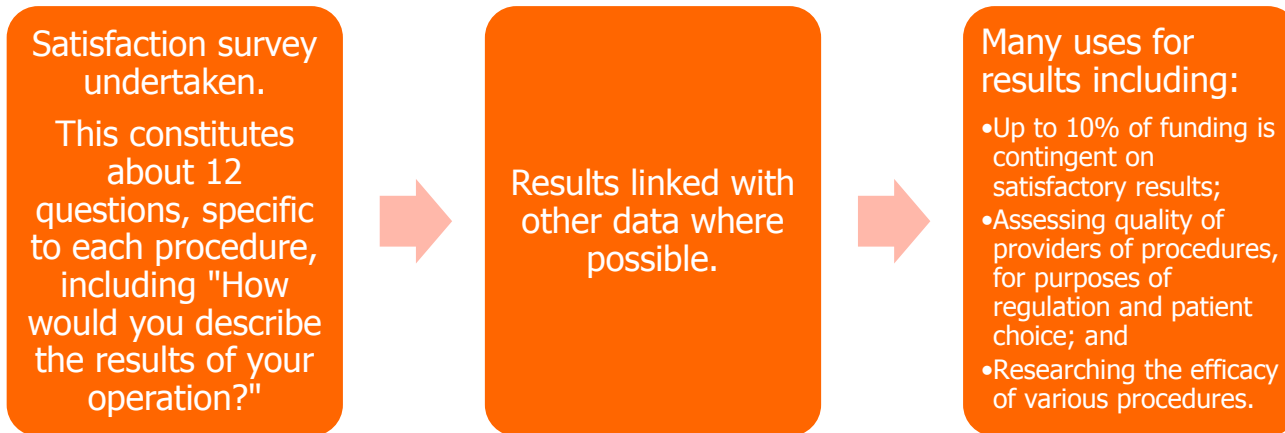
- Gross National Happiness, Prozac nation

## ■ 4. Summing up: the rise of the consumer.

# ***The rise of satisfaction tools***

# Health Services


- **Patient Reported Outcome Measures: PROMS – UK Surgical Procedure Questionnaire**
- **Four common surgical procedures:**
  - **Hip replacements;**
  - **Knee replacements;**
  - **Groin hernia treatment; and**
  - **Varicose veins treatment.**



# Health Services

- Similar techniques being used elsewhere.
- In Victoria, Australia, patients admitted to public hospitals are asked to complete a 28 question survey, including answering the question:  
“Thinking about all aspects of your hospital stay, how satisfied were you?”

Finally, these questions are about YOUR OVERALL HOSPITAL EXPERIENCE.

	 Very dissatisfied		Neutral		 Very satisfied	
<b>23</b> Thinking about all aspects of your hospital stay, how satisfied were you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Not at all	A little	Some-what	Quite a bit	Great deal	
<b>24</b> How much do you think you were actually helped by your stay in the hospital?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
				Too long	Too short	Right amount
<b>25</b> Was the length of time you spent in hospital...				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# ***Aged Care Facilities***

- Some aged care facilities use questionnaires to assess their performance.
- In the U.S. these are often conducted by private contractors.
- The surveys measure a large range of variables, with several asking about overall satisfaction.
- The use that is made of these surveys is largely up to the institutions themselves.

# Aged Care Facilities



home sitemap

Make DNA  
Computerweg 24  
3542 DR Utrecht T 030-820 March 63  
E info@zorgdna.nl



Home > Solutions >

Print

## Quick insight into quality with clear reporting

As a caregiver, you want your time, energy and resources to your customers spend. That's why ZorgDNA quickly understand your use of measuring quality of care and clear reports at a competitive price. care is customized. So are the solutions of ZorgDNA. Whether for research, advice or guidance: the journey is always tailored to your specific situation.

## In the Netherlands companies such as ZorgDNA will undertake customer satisfaction surveys of aged care providers, as well as other groups.

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Solutions  
- CQ-index  
- RAView  
- Research Custom  
- Tailored advice  
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Our clients  
Testimonials  
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A post. This one is a link to an external website





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Item condition: **Brand new**

Time left: 14d 15h (25 Nov, 2011 02:57:56 AEDST)

Quantity:  3 available

The Wealth of Nations A | Karen McCreddie

**9.38**

Approximately AU \$14.59

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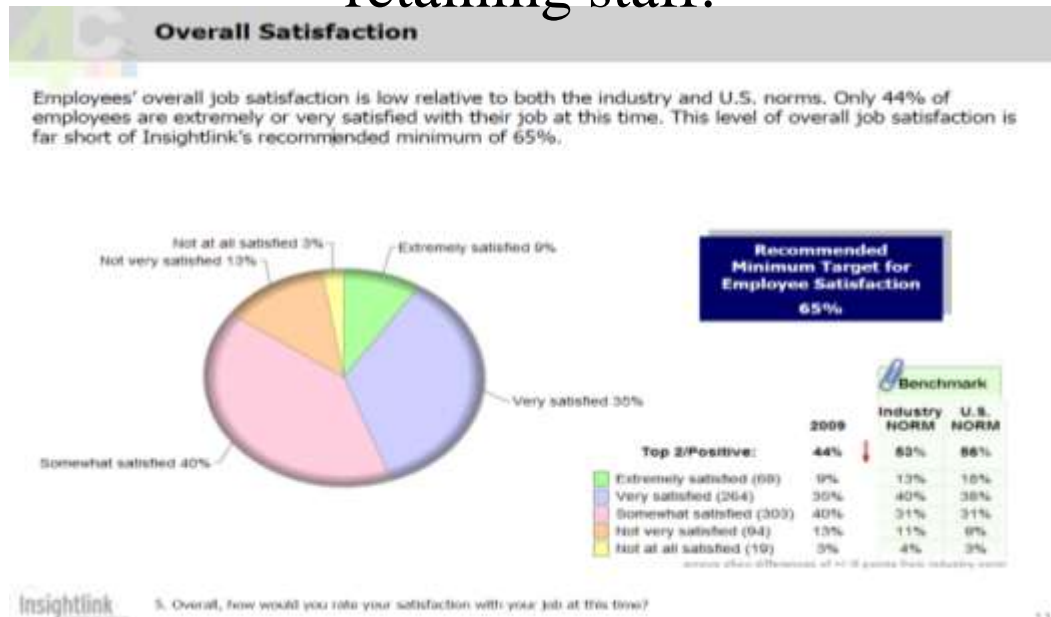
Item number: 120799684801

Item location: Leicester, Leicestershire, United Kingdom

Posts to: Europe, Asia, United States, Australia, Canada

# Job Satisfaction and Employee Retention

- Satisfaction surveys are often used in employee evaluations.
  - They are used to gain an insight into the happiness of employees and to develop methods of retaining staff.



# Marketing and Customer Satisfaction

- Many companies and agencies engage in customer satisfaction surveys.
- The results allow them to improve products and services.

**Has your enquiry been addressed?**

Your feedback will be used to monitor response levels of tourism operators in Queensland.

1. Have you received a response to your email enquiry?

Yes  
 No (please go to Question 4)

2. What was the approximate response time to this enquiry?

Less than 12 hours  
 12-24 hours  
 1-2 days  
 More than 2 days

3. Please rate how satisfied you were with the response you received.

	Very Unsatisfied	Unsatisfied	No Opinion	Satisfied	Very Satisfied
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Usefulness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

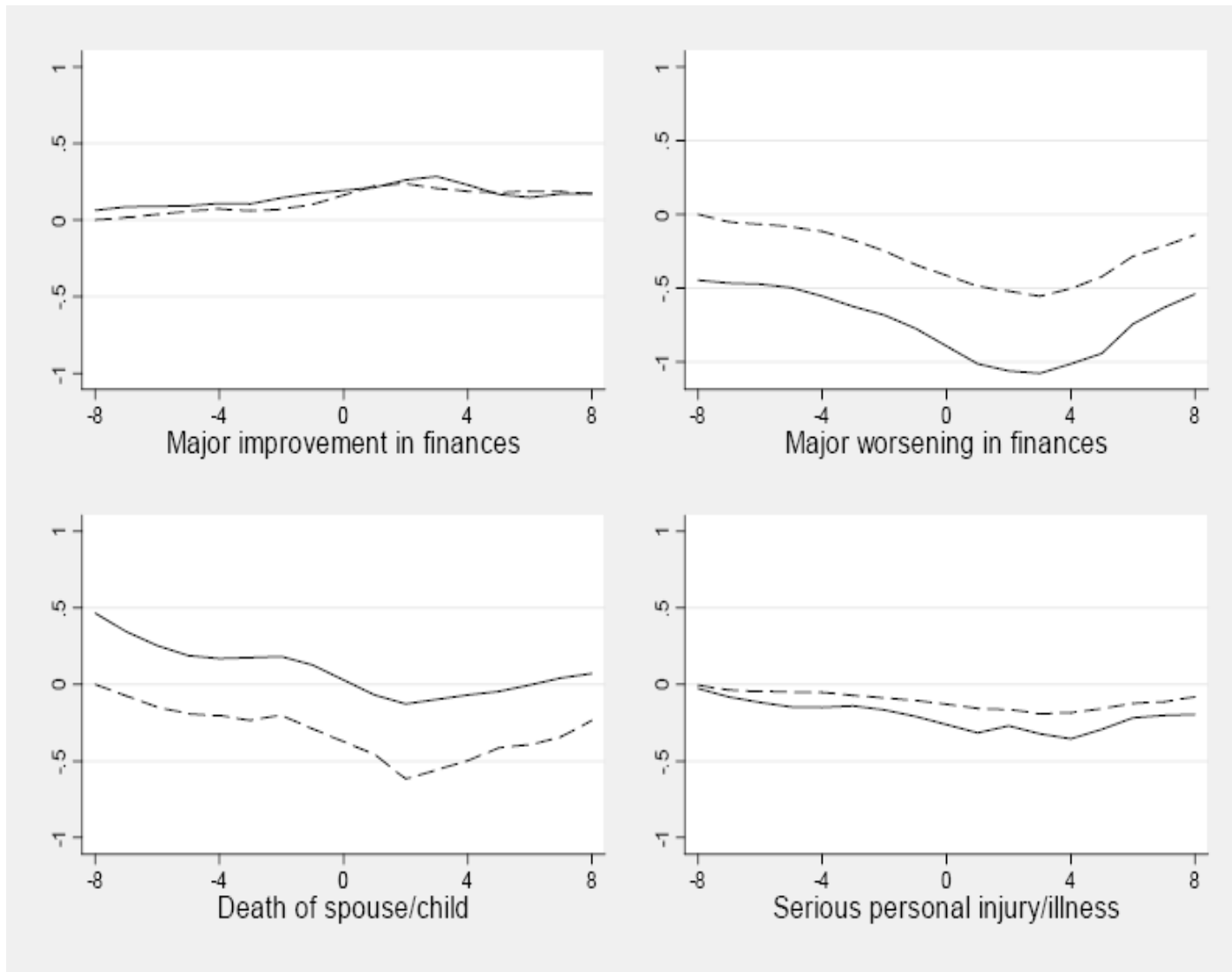
4. Have you made or do you intend to make a booking after visiting [queenslandholidays.com.au](http://queenslandholidays.com.au)?

Yes  
 No  
 Not sure

Please provide any other comments regarding your experience with [queenslandholidays.com.au](http://queenslandholidays.com.au).

# ***Informing governments***

# Shadow values of life events



Graphs show life satisfaction before and after major shocks. Horizontal axis in quarters, vertical a 0-10 scale.

Source: HILDA data, Frijters et al. (2011)

# ***With which you can calculate...***

Table 5 Compensating Income Values for Life Events

Life Event	Income Shock		Log Income	
	-DLS Ratio	Value	Value at Mean	Value at Median
5% Discount Rate				
Death of relative	1.56	178.3	411.1	346.9
Illness/injury	0.52	59.2	150.1	126.6
Fired	0.06	6.9	198.8	167.8
Marriage	-0.15	-16.5	-278.3	-234.8
Birth	-0.17	-18.3	-318.9	-269.1
Separation	0.14	14.9	335.8	283.3
Moved	-0.46	-53.0	-134.5	-113.5
Victim of crime	0.03	2.7	65.0	54.9

Such shadow-values can be used in court-cases and in any major government project for calculating shadow-values of life, disease, crime, and serious injury.