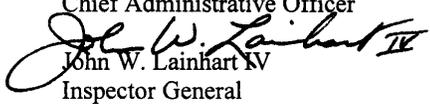


Office of Inspector General
U.S. House of Representatives
Washington, DC 20515-9990

MEMORANDUM

TO: James M. Eagen III
Chief Administrative Officer

FROM:  John W. Lainhart IV
Inspector General

DATE: December 9, 1998

SUBJECT: Final Report-Results Of The House Office Supply Service Customer Satisfaction Survey (Report No. 98-CAO-15)

This is our final report on the survey of Office Supply Service customer satisfaction within the U.S. House of Representatives (House). The objective of this survey was to determine the level of customer satisfaction with the operations of the House Office Supply Service. This customer satisfaction survey was part of our audit of the Office Supply Service. Exhibit 1 summarizes the results of our survey by presenting an overall satisfaction summary and a satisfaction summary by type of respondent for each question. This report is not an audit report and contains no recommendations--it is provided for information purposes only.

During November 1997, we sent out 610 Office Supply Service customer satisfaction surveys (see Exhibit 2) to all Members, Committees, Subcommittees, and other major House offices. The survey was completed in January 1998. Officials from 289 offices responded (47 percent response rate). The response rate for this survey is higher than the expected level for a survey of this nature and therefore the results provide a more reliable basis when compared to similar surveys. The table below illustrates the number of surveys sent, the number of respondents, and the response rate for each group.

Group	Number Of Surveys Sent	Number Of Respondents	Response Rate (Percentage)
Leadership	10	10	100
Members	440	219	50
Committees	20	20	100
Subcommittees	88	19	22
Other major House Offices	52	18	35
Unidentified Respondents ¹	N/A	3	N/A
TOTAL	610	289	47

¹ Three respondents did not identify themselves or their office.

The survey results indicate that customers are generally very satisfied with Office Supply Service operations. The satisfaction level of the respondents is 85 percent “very often” to “always” satisfied. These results indicate that customer satisfaction has remained the same during the past two years. (The customer satisfaction survey conducted during the initial audit of the House in 1995 indicated that 86 percent of the respondents were “satisfied” to “very satisfied” with Office Supply Service.)

We appreciate the courtesy and cooperation extended to us by your staff. If you have any questions or require additional information regarding this report, please call me or Robert B. Frey III at (202) 226-1250.

cc: Speaker of the House
Majority Leader of the House
Minority Leader of the House
Chairman, Committee on House Oversight
Ranking Minority Member, Committee on House Oversight
Members, Committee on House Oversight

EXHIBIT 1

**RESULTS OF THE HOUSE OFFICE SUPPLY SERVICE
CUSTOMER SATISFACTION SURVEY**

EXHIBIT 2

**HOUSE OFFICE SUPPLY SERVICE CUSTOMER
SATISFACTION SURVEY QUESTIONNAIRE**

SURVEY OF HOUSE OFFICE SUPPLY SERVICE

Please Check The Applicable Box:

Leadership Office Member Office Committee Office Subcommittee Office House Officer Office

Respondent's Name (optional): _____ Respondent's Title: _____

Questions	Seldom If Ever under 25% of the time	Sometimes between 25% and 49% of the time	Often between 50% and 74% of the time	Very Often between 75% and 89% of the time	Always Or Almost Always between 90% and 100% of the time	Not Applicable
Overall, how satisfied are you with House Office Supply Service (OSS)?						
Specifically, how satisfied are you with the following:						
Selection of office supplies available?						
Availability of office supplies?						
Quality of office supplies?						
Customer service?						
Does your office experience delays in receipt of items ordered from OSS?						
How frequently does your office obtain supplies from OSS?						
Overall, how satisfied are you with special orders placed with OSS?						
Specifically, how satisfied are you with the following:						
Ease of placing special orders?						
Quality of special orders?						
Customer service?						
Does your office experience delays in receipt of special order items from OSS?						
Are special orders required due to:						
A lack of availability in OSS of routinely used items?						
Unique needs of your office?						
One-time needs of your office?						
How frequently does your office place special orders with OSS?						

SURVEY OF HOUSE OFFICE SUPPLY SERVICE

Questions	Seldom If Ever under 25% of the time	Sometimes between 25% and 49% of the time	Often between 50% and 74% of the time	Very Often between 75% and 89% of the time	Always Or Almost Always between 90% and 100% of the time	Not Applicable
How often does your office:						
Receive incorrect orders?						
Receive incomplete orders?						
Receive items that were ordered by another office?						
Have to return merchandise more than once before you receive what you ordered?						
Place the same order because OSS cannot locate a record of a previously placed order?						
Experience discrepancies with invoices for ordered items?						
How satisfied are you with the Catalog of Stationery Items?						
Does the Catalog provide you with a sufficient description of available office supplies?						
Is the Catalog easy to use?						
Are you aware of the automated version of the catalog? (Please check the appropriate box.)	Yes <input type="checkbox"/>	No <input type="checkbox"/>				
How satisfied are you with the automated version of the catalog?						
Do you feel that you can get less expensive items of the same quality from other suppliers?						
How often have you complained to OSS about their service?						
Were you satisfied with the timeliness of the response to your complaint?						
Were you satisfied with the resolution of your complaint?						

Please record any comments or suggestions you may have for improving House Office Supply Service in the space below:
