

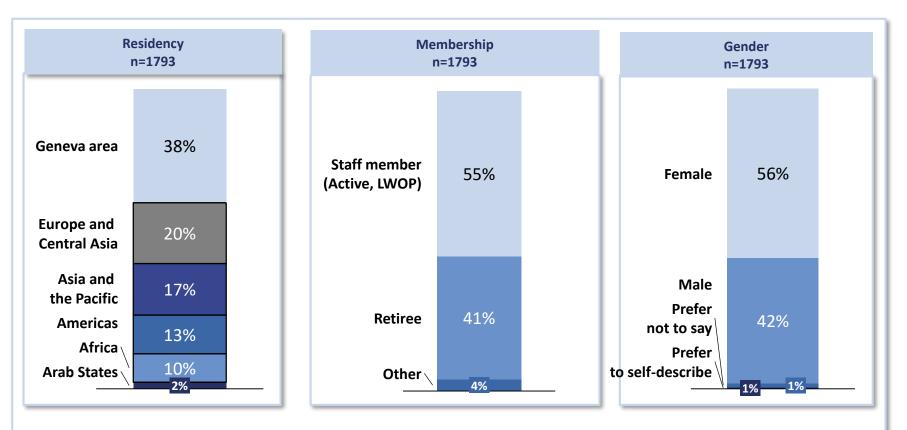
# **SHIF Satisfaction Survey - Results**

## **Executive summary**

December 2019

With the support of the Business Innovation Unit (BIU)

### **Demographics**



#### Key insights

- 38% of respondents both active staff and retirees declared to be residing in the Geneva area (n=682) and 62% in all other regions (n=1112)
- Response rate was representative for all groups. The total number of survey responses reached 1,793, with 1,328 written comments
- 55% of respondents reported to be active staff (n=986), 41% retirees (n=735) and 4% others (n=72)
- Women accounted for 56% of respondents (n=1004), men 42% (n=753) and 2% replied «prefer not to say» or "prefer self-describe" (n=36)

### **Overview of the satisfaction levels (1/2)**

			Satisfied <sup>2,3</sup> Dissa	tisfied
aims ient	How satisfied are you with theprocess of submitting a claim online?	87		7
bursem	How satisfied are you with the process of submitting a claim using paper forms?	74	11	
Submission of claims and reimbursement	How satisfied are you with the time it takes for a claim to be paid?	61	25	
Info mber <sup>4</sup>	How satisfied are you with the experience when calling the SHIF #?	71	14	
General Info phone number <sup>4</sup>	How satisfied are you with the information received when calling the SHIF #?	76	11	
0 hq	How satisfied are you with the waiting time or availability when calling the SHIF #?	59	22	
org	How satisfied are you with the experience of using the SHIF email?	70	18	
Email: shif@ilo.org	How satisfied are you with the information received?	70	17	
l	How satisfied are you with the response time to queries sent via email?	67	21	
×	How satisfied are you with your experience in visiting the SHIF reception desk?	86	4	4
Reception desk	How satisfied are you with the information provided at the SHIF reception desk ?	87		3
Recept	How satisfied are you with the waiting time at the SHIF reception desk?	80	5	
	How satisfied are you with the opening hours of the SHIF reception desk ?	63	13	

SOURCE: SHIF Survey 1 – "Dissatisfied" includes "very dissatisfied" and "somewhat dissatisfied" categories 2- "Satisfied" includes "very satisfied" and "somewhat satisfied" 3- Neutral responses are not presented 4 – SHIF number +41 22 799 8818

SHIF survey results - summary

### **Overview of the satisfaction levels (2/2)**

Satisfied Dissatisfied 🛄 Never used

