

# SHIF Satisfaction Survey

Results and analysis

December 2022



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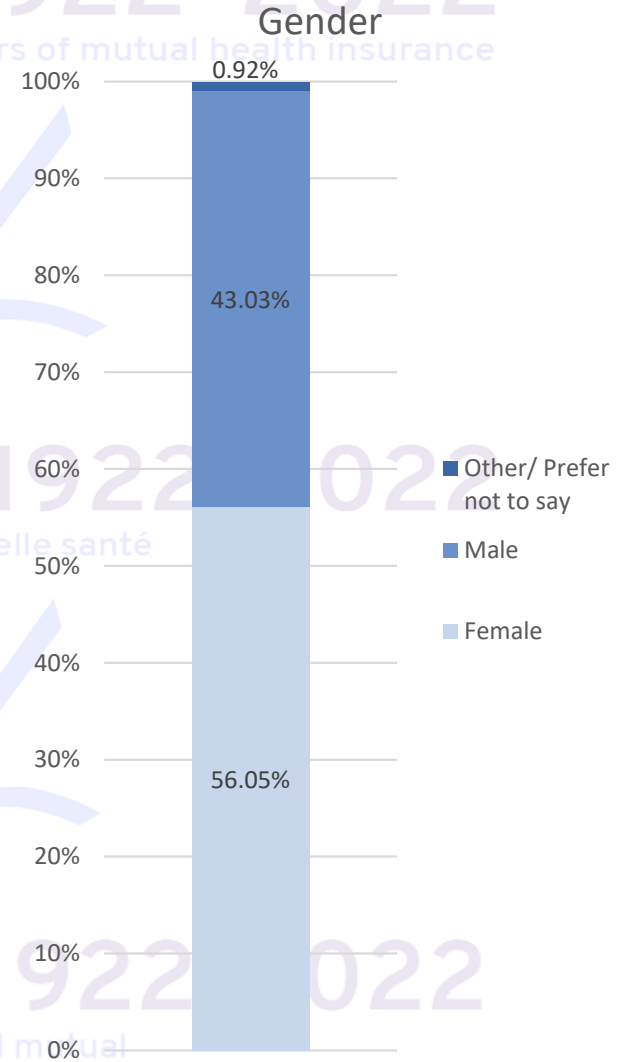
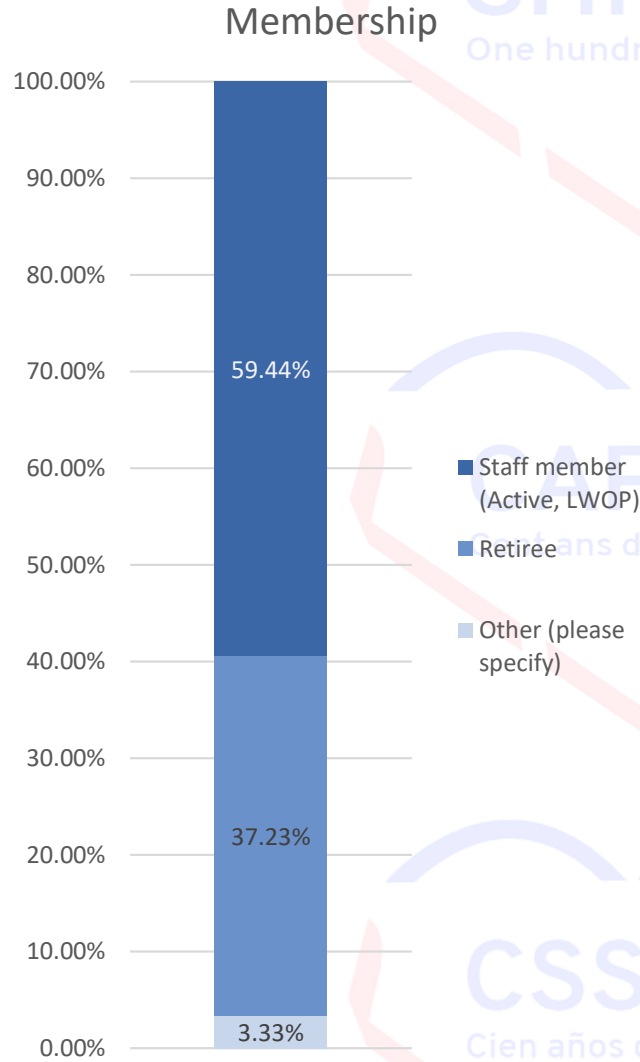
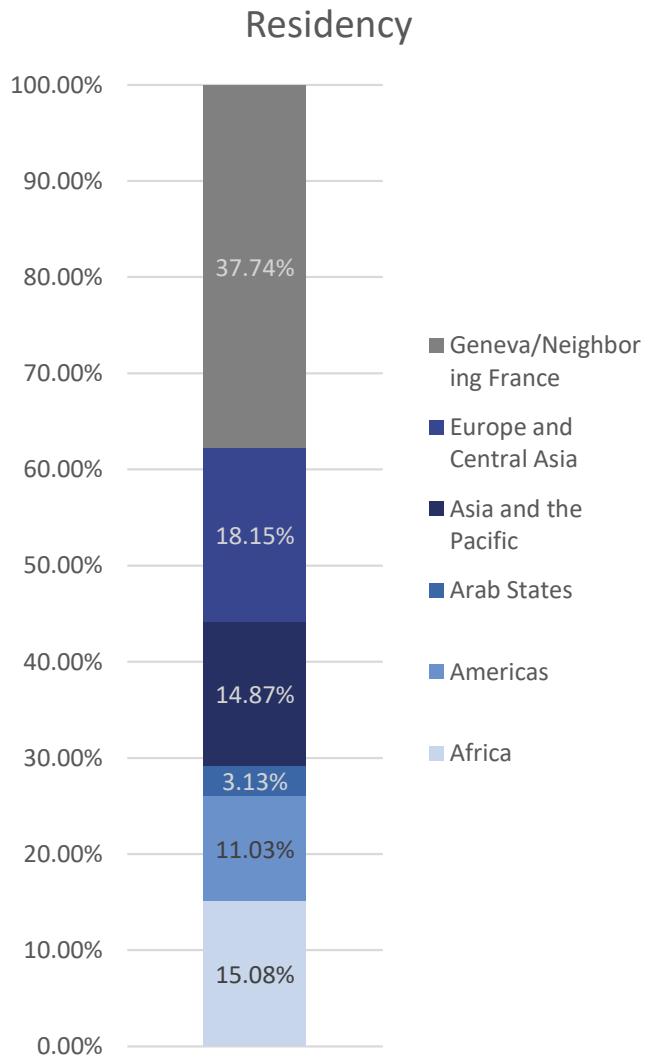
Chapter 4 - Satisfaction levels – Email for queries ([shif@ilo.org](mailto:shif@ilo.org))

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# Demographics



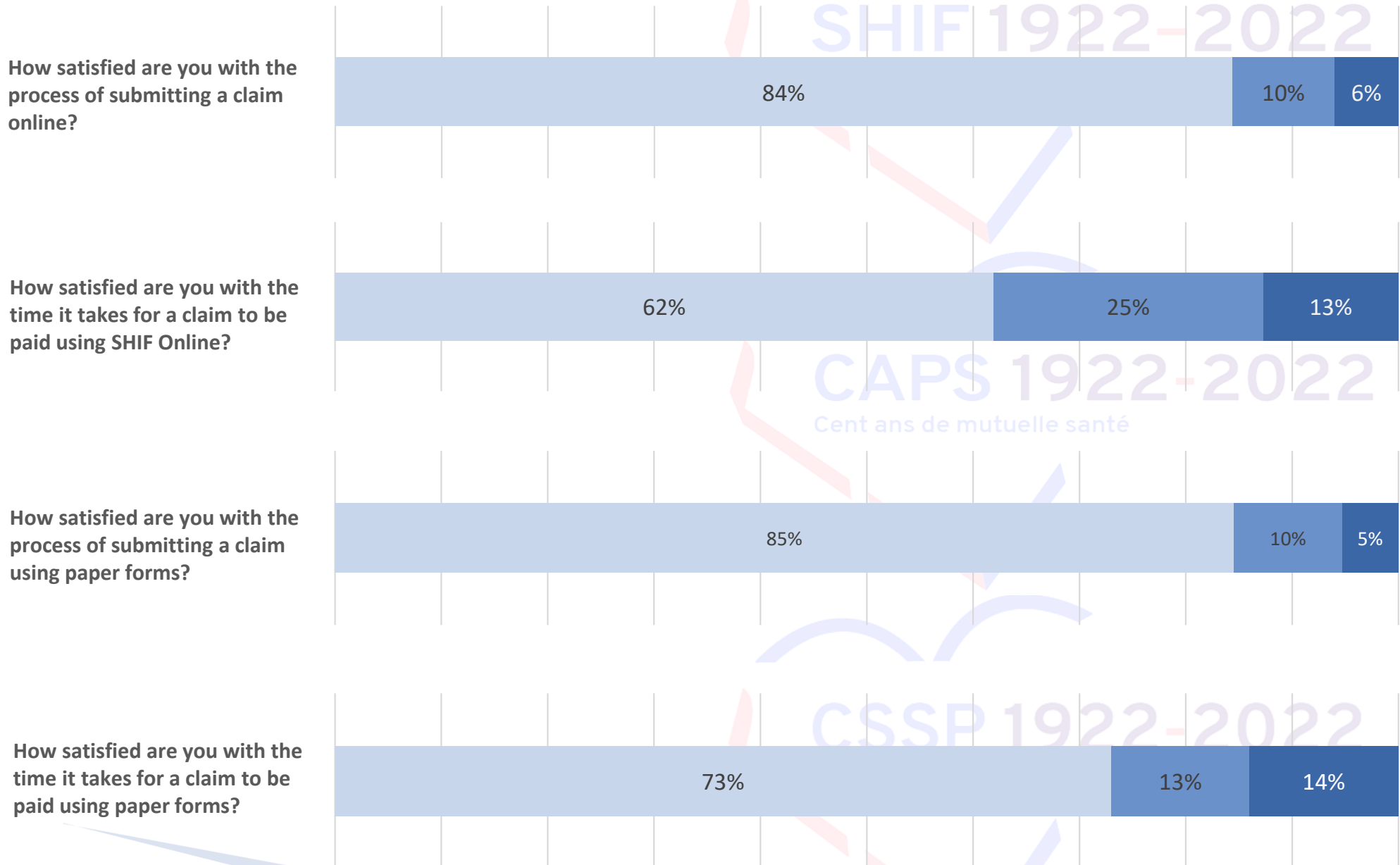
SHIF 1922-2022  
One hundred years of mutual health insurance

CSSP 1922-2022  
Cent ans de mutuelle santé

CSSP 1922-2022  
Cien años de salud mutual

# Overview of the satisfaction levels (1/5)

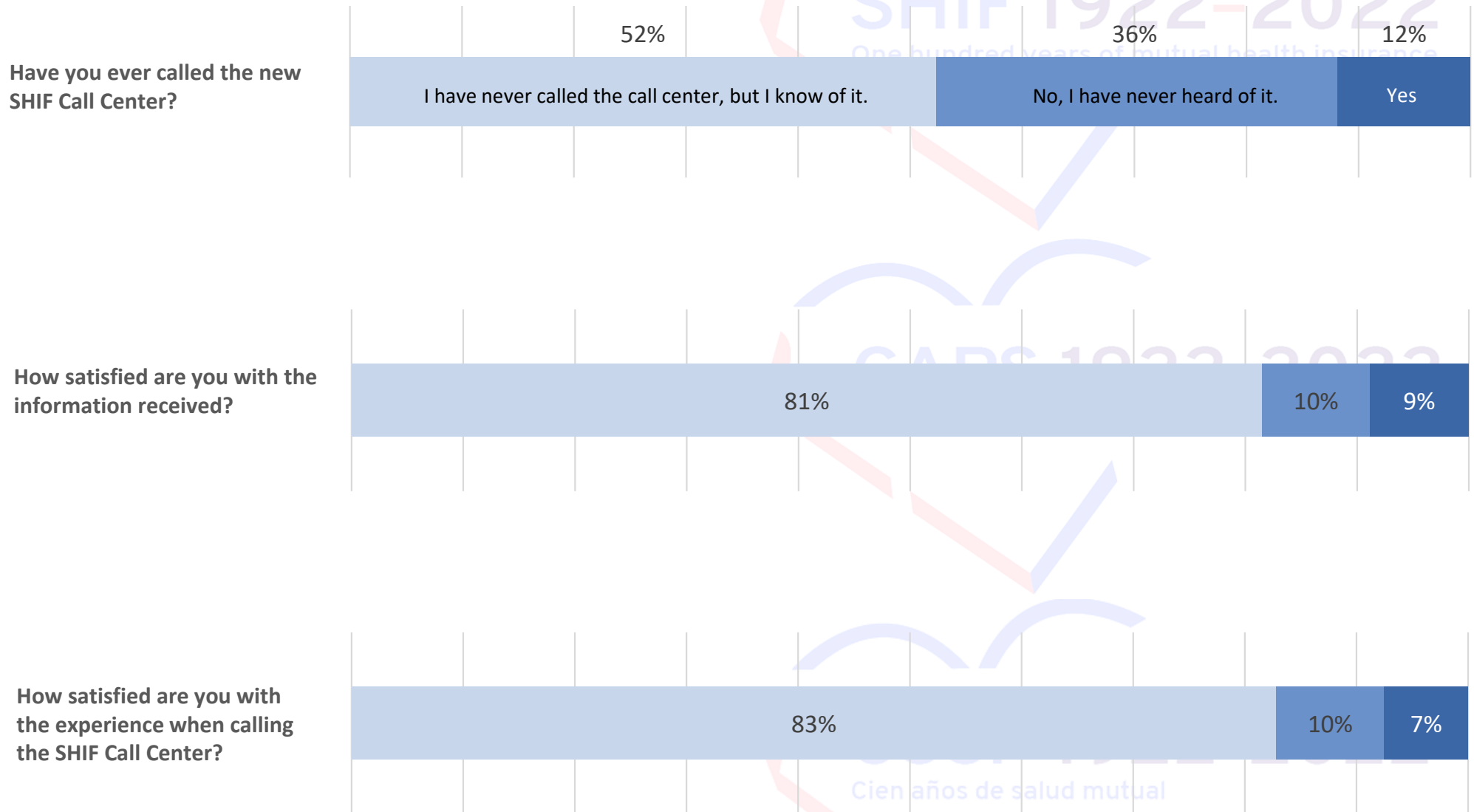
■ Satisfied<sup>1</sup> ■ Dissatisfied<sup>2</sup> ■ Neutral



SOURCE: SHIF Survey 1 – “Satisfied” includes “very satisfied” and “somewhat satisfied” “2 – Dissatisfied” includes “very dissatisfied” and “somewhat dissatisfied” categories

# Overview of the satisfaction levels (2/5)

■ Satisfied<sup>1</sup> ■ Dissatisfied<sup>2</sup> ■ Neutral



SOURCE: SHIF Survey 1 – “Satisfied” includes “very satisfied” and “somewhat satisfied”<sup>2</sup> – Dissatisfied” includes “very dissatisfied” and “somewhat dissatisfied” categories

## Overview of the satisfaction levels (2/5)

Are you aware there is important contact information such as the emergency number (+41 22 819 4414) on your SHIF Card?



SHIF 1922-2022  
One hundred years of mutual health insurance

CAPS 1922-2022  
Cent ans de mutuelle santé

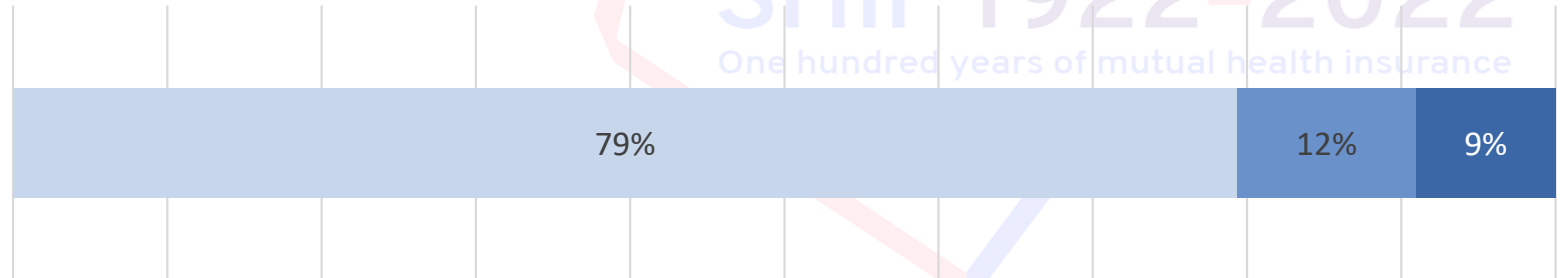
CSSP 1922-2022  
Cien años de salud mutual

# Overview of the satisfaction levels (3/5)

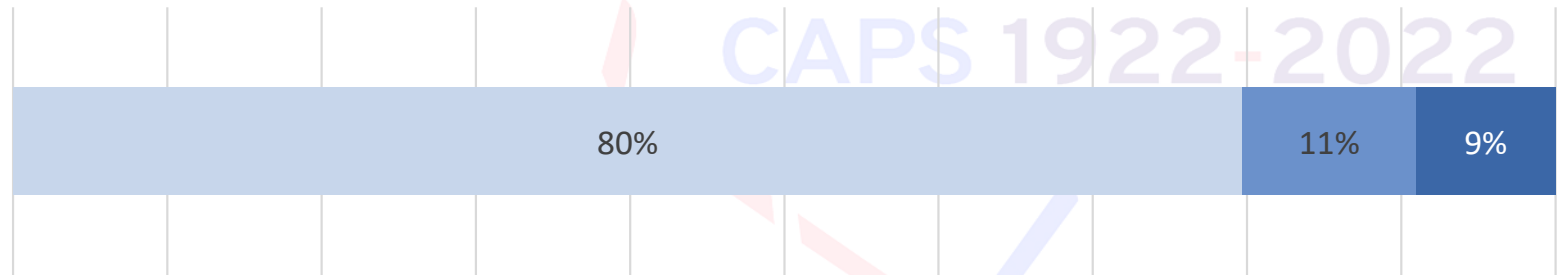
■ Satisfied<sup>1</sup> ■ Dissatisfied<sup>2</sup> ■ Neutral

SHIF 1922-2022  
One hundred years of mutual health insurance

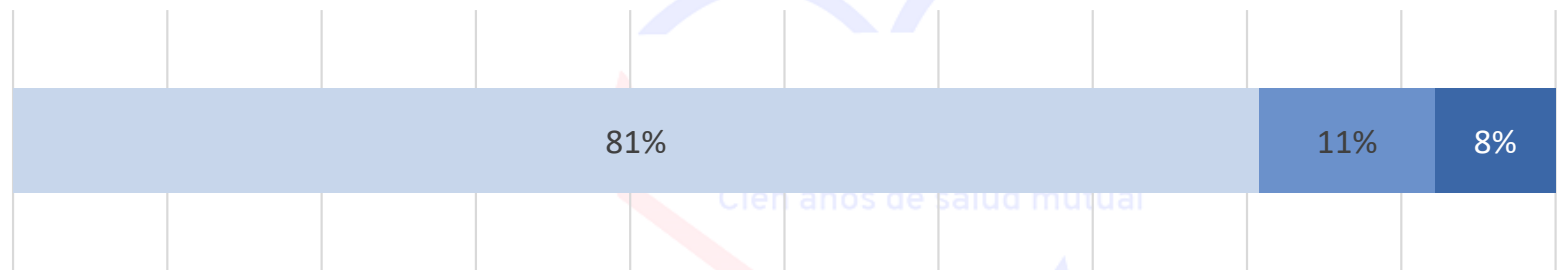
How satisfied are you with the experience of using shif@ilo.org to ask SHIF related queries?



How satisfied are you with the information received?



How satisfied are you with the response time to queries sent via email?



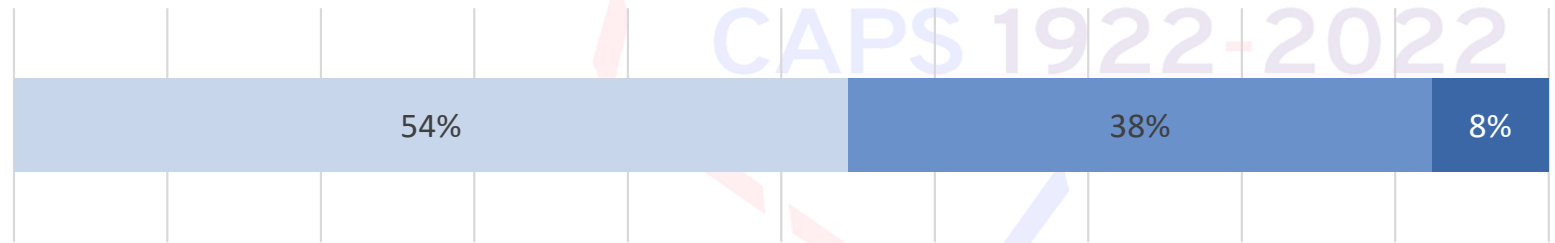
# Overview of the satisfaction levels (4/5)

- I have read it and it is useful.
- I have not read it.
- I have read it and it is not useful.

How useful is the content provided on the SHIF website?



How useful is the Frequently Asked Question (FAQ) section of the SHIF website?



How useful is the SHIF Newsletter?



SHIF 1922-2022  
One hundred years of mutual health insurance

CAPS 1922-2022

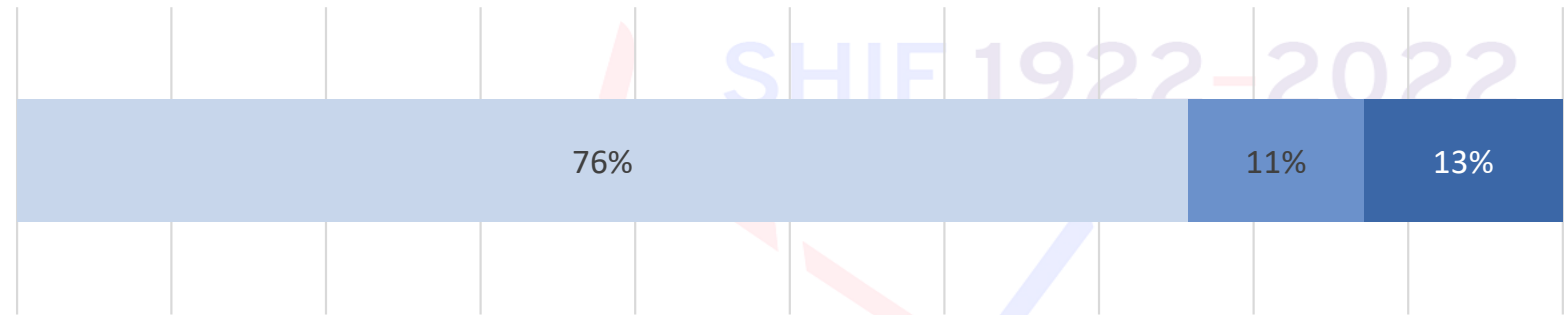
Cien años de salud mutual



# Overview of the satisfaction levels (5/5)

■ Satisfied<sup>1</sup> ■ Dissatisfied<sup>2</sup> ■ Neutral

Overall, how satisfied are you with SHIF services in general?

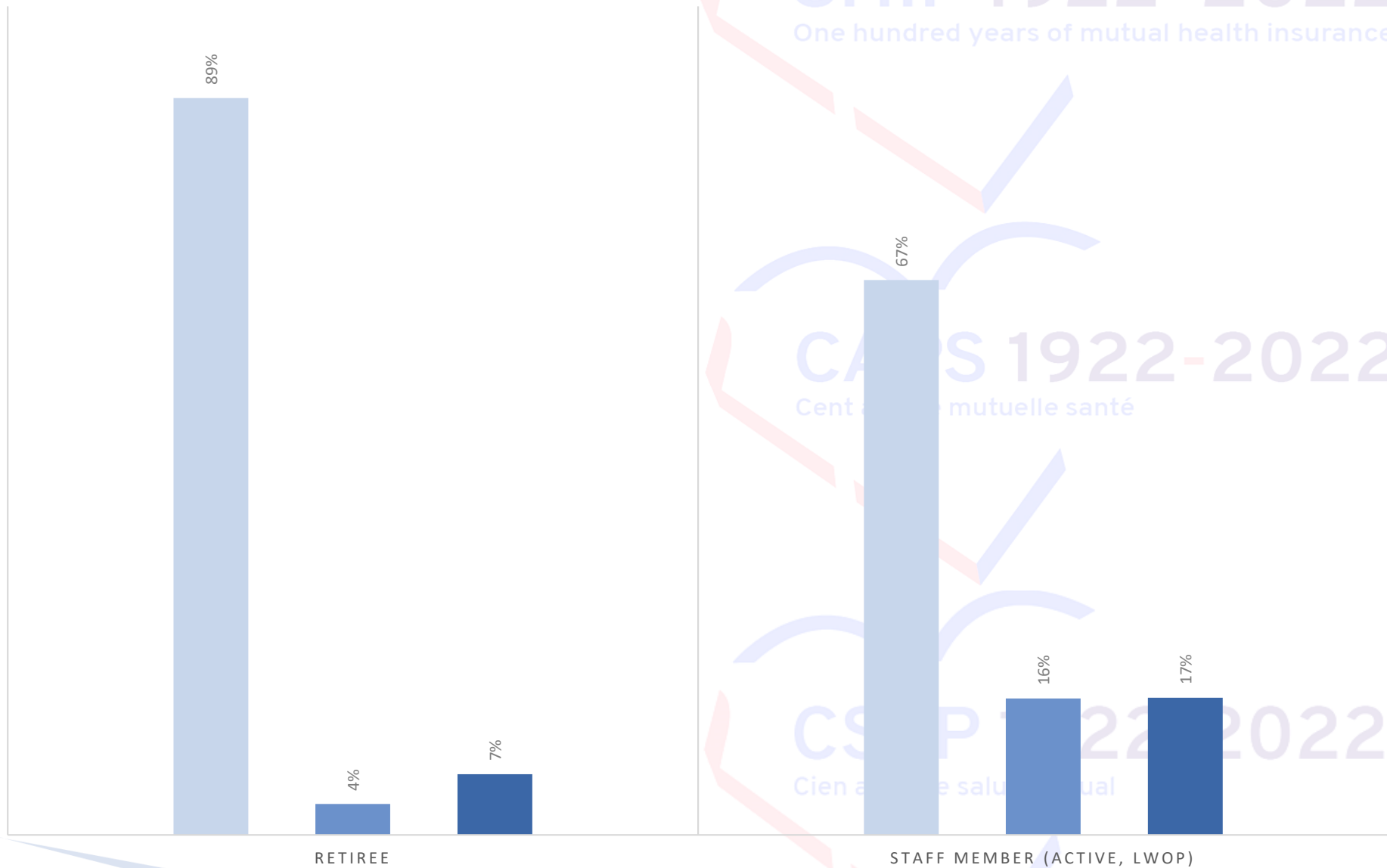


CAPS 1922-2022  
Cent ans de mutuelle santé

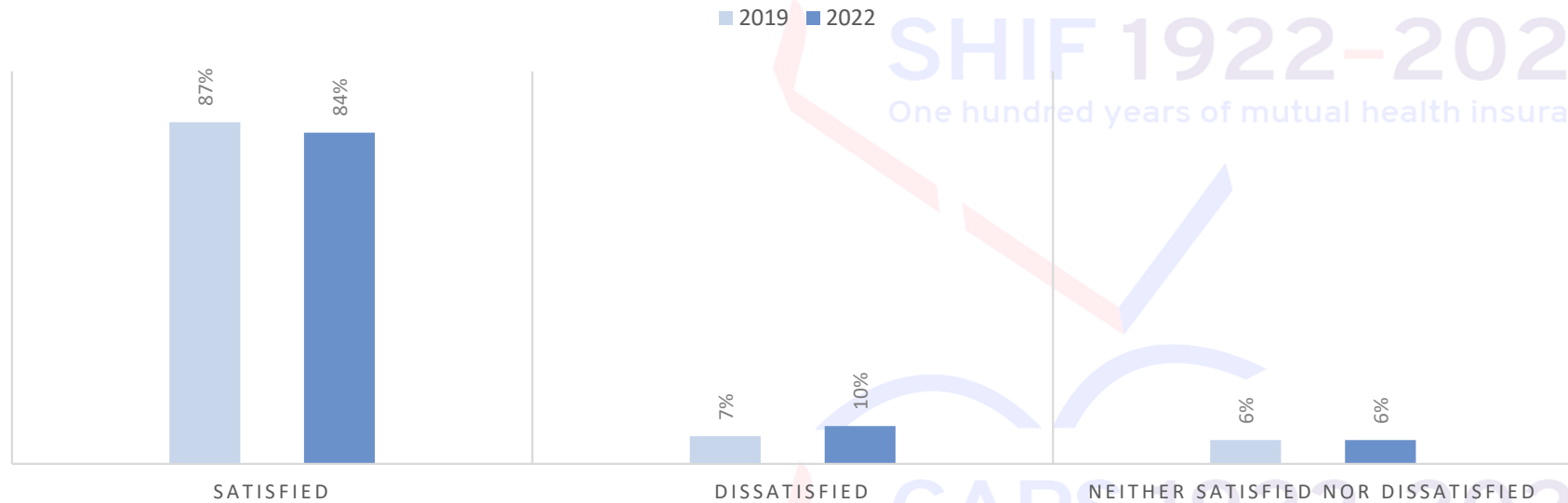
CSSP 1922-2022  
Cien años de salud mutual

## SATISFACTION LEVEL BY MEMBERSHIP TYPE

■ Satisfied ■ Dissatisfied ■ Neither satisfied nor dissatisfied



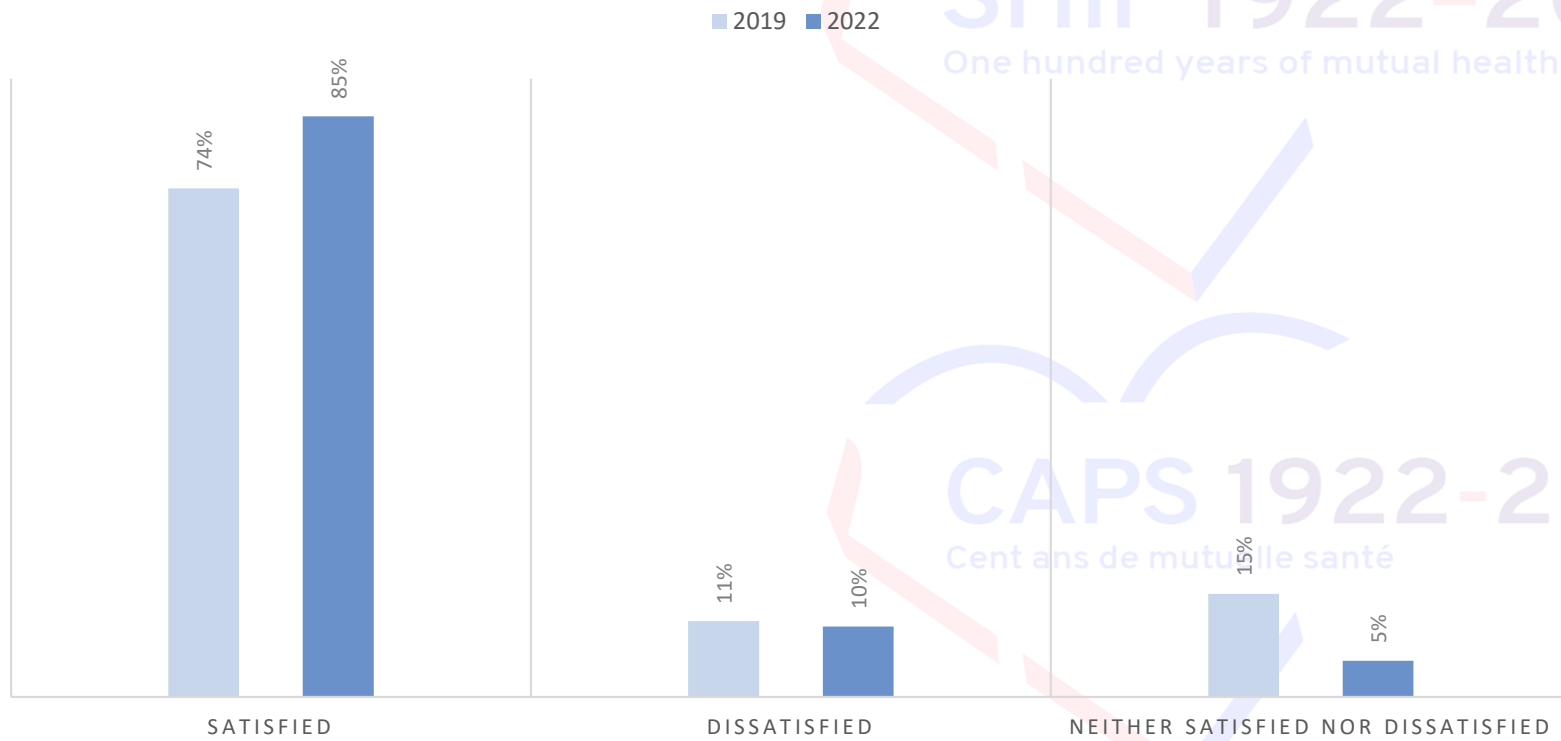
## HOW SATISFIED ARE YOU WITH THE PROCESS OF SUBMITTING A CLAIM ONLINE?



## HOW SATISFIED ARE YOU WITH THE TIME IT TAKES FOR A CLAIM TO BE PAID USING SHIF ONLINE?



# HOW SATISFIED ARE YOU WITH THE PROCESS OF SUBMITTING A CLAIM USING PAPER FORMS?



SHIF 1922-2022  
One hundred years of mutual health insurance

CAPS 1922-2022  
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