



Social Security: Views of Agency Personnel on Service Quality and Staff Reductions: HRD-89-37BR

U.S. Government Accountability Office (GAO)



[DOWNLOAD PDF](#)

Social Security: Views of Agency Personnel on Service Quality and Staff Reductions: Hrd-89-37br (Paperback)

By -

Bibliogov, United States, 2013. Paperback. Book Condition: New. 246 x 189 mm. Language: English . Brand New Book ***** Print on Demand *****. In response to a congressional request, GAO surveyed Social Security Administration (SSA) personnel on the quality of SSA service to the public and the impact of staff reductions on morale, and compared the results with a previous GAO survey. GAO found that: (1) the percentage of field office managers and employees that perceived a decline in SSA service, performance, and morale increased; (2) managers and employees cited staff reductions as the primary reason for the decline; (3) although they perceived service quality as declining, most managers and employees viewed the current quality of many specific services as good, citing courtesy, explanation clarity, and thoroughness in claims development; (4) chief administrative law judges and their employees viewed the performance of SSA hearing offices as improved; and (5) field office managers and employees viewed SSA teleclaim and appointment initiatives favorably because they provided additional service options for the public and promoted efficiency. GAO also found that: (1) two prior surveys showed that clients were generally satisfied with SSA service and that SSA performance was generally stable; and (2) SSA held...



[READ ONLINE](#)
[4.3 MB]

Reviews

Good electronic book and valuable one. It generally is not going to charge an excessive amount of. Its been developed in an remarkably straightforward way and is particularly simply following i finished reading this ebook through which really transformed me, change the way i think.

-- **Mr. Domenic Eichmann**

This published pdf is wonderful. it was writtern really completely and valuable. I found out this book from my dad and i recommended this pdf to find out.

-- **Dr. Bryon Gleichner**

Relevant Kindle Books



Index to the Classified Subject Catalogue of the Buffalo Library; The Whole System Being Adopted from the Classification and Subject Index of Mr. Melvil Dewey, with Some Modifications . (Paperback)

Rarebooksclub.com, United States, 2013. Paperback. Book Condition: New. 246 x 189 mm. Language: English . Brand New Book ***** Print on Demand *****.This historic book may have numerous typos and missing text. Purchasers can usually download a free scanned copy of the...



Symphony No.2 Little Russian (1880 Version), Op.17: Study Score (Paperback)

Petrucci Library Press, United States, 2015. Paperback. Book Condition: New. 246 x 189 mm. Language: English . Brand New Book ***** Print on Demand *****.Composed in 1872 and first performed in Moscow at the Russian Musica Society on February 7, 1873, Tchaikovsky...



Southern Educational Review Volume 3 (Paperback)

Rarebooksclub.com, United States, 2012. Paperback. Book Condition: New. 246 x 189 mm. Language: English . Brand New Book ***** Print on Demand *****.This historic book may have numerous typos and missing text. Purchasers can download a free scanned copy of the original...



The First Epistle of H. N. a Crying-Voyce of the Holye Spirit of Loue. Translated Out of Base-Almayne Into English. (1574) (Paperback)

Eebo Editions, Proquest, United States, 2010. Paperback. Book Condition: New. 246 x 189 mm. Language: English . Brand New Book ***** Print on Demand *****.EARLY HISTORY OF RELIGION. Imagine holding history in your hands. Now you can. Digitally preserved and previously accessible...



Two Treatises: The Pearle of the Gospell, and the Pilgrims Profession to Which Is Added a Glasse for Gentlewomen to Dresse Themselves By. by Thomas Taylor Preacher of Gods Word to the Towne of Reding. (1624-1625) (Paperback)

Proquest, Eebo Editions, United States, 2010. Paperback. Book Condition: New. 246 x 189 mm. Language: English . Brand New Book ***** Print on Demand *****.EARLY HISTORY OF RELIGION. Imagine holding history in your hands. Now you can. Digitally preserved and previously accessible...



Two Treatises: The Pearle of the Gospell, and the Pilgrims Profession to Which Is Added a Glasse for Gentlewomen to Dresse Themselves By. by Thomas Taylor Preacher of Gods Word to the Towne of Reding. (1625) (Paperback)

Proquest, Eebo Editions, United States, 2010. Paperback. Book Condition: New. 246 x 189 mm. Language: English Brand New Book ***** Print on Demand *****.EARLY HISTORY OF RELIGION. Imagine holding history in your hands. Now you can. Digitally preserved and previously accessible only...
