

**ODOT Department of Motor Vehicles Call-In Services
Customer Satisfaction Survey, 1999
Codebook (from SPSS)**

List of variables on the working file

Name (Position) Label

respnum (1)

Measurement Level: Scale
Column Width: 8 Alignment: Right
Print Format: F8
Write Format: F8

call (2) Call center

Measurement Level: Scale
Column Width: 8 Alignment: Right
Print Format: F2
Write Format: F2

Value Label

- | | |
|---|--------------|
| 1 | CORR. CENTER |
| 2 | HEADQUARTERS |

survtime (3)

Measurement Level: Scale
Column Width: 8 Alignment: Right
Print Format: F6
Write Format: F6

county (4) What county in Oregon do you live in?

Measurement Level: Scale
Column Width: 8 Alignment: Right
Print Format: F2
Write Format: F2

Value Label

- | | |
|----|------------|
| 1 | BAKER |
| 2 | BENTON |
| 3 | CLACKAMAS |
| 4 | CLATSOP |
| 5 | COLUMBIA |
| 6 | COOS |
| 7 | CROOK |
| 8 | CURRY |
| 9 | DESCHUTES |
| 10 | DOUGLAS |
| 11 | GILLIAM |
| 12 | GRANT |
| 13 | HARNEY |
| 14 | HOOD RIVER |
| 15 | JACKSON |
| 16 | JEFFERSON |

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- 17 JOSEPHINE
- 18 KLAMATH
- 19 LAKE
- 20 LANE
- 21 LINCOLN
- 22 LINN
- 23 MALHEUR
- 24 MARION
- 25 MORROW
- 26 MULTNOMAH
- 27 POLK
- 28 SHERMAN
- 29 TILLAMOOK
- 30 UMATILLA
- 31 UNION
- 32 WALLOWA
- 33 WASCO
- 34 WASHINGTON
- 35 WHEELER
- 36 YAMHILL
- 96 NOT OREGON
- 97 REFUSED
- 98 DON'T KNOW
- 99 NO ANSWER

know (5) Phone agent knew DMV laws/policies.

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F1

Write Format: F1

Value Label

- 1 STR. AGREE
- 2 AGREE
- 3 DISAGREE
- 4 STR. DISAGREE
- 5 NEITHER
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

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access (6) Phone agent answered questions or transferred.

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F1

Write Format: F1

Value Label

- 1 STR. AGREE
- 2 AGREE
- 3 DISAGREE
- 4 STR. DISAGREE
- 5 NEITHER
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

trans (7) Was your call transferred?

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F1

Write Format: F1

Value Label

- 1 YES
- 2 NO
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

tell (8) Agent said you would be transferred?

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F1

Write Format: F1

Value Label

- 1 YES
- 2 NO
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

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phnum (9) Agent gave number being transferred to?

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F1

Write Format: F1

Value Label

- 1 YES
- 2 NO
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

stay (10) Phone agent stayed on the line until connected?

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F1

Write Format: F1

Value Label

- 1 YES
- 2 NO
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

easy (11) Call transfer efficient?

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F1

Write Format: F1

Value Label

- 1 YES
- 2 NO
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

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back (12) Necessary for DMV to call you back?

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F1

Write Format: F1

Value Label

- 1 YES
- 2 NO
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

time (13) Call back completed in timely manner?

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F1

Write Format: F1

Value Label

- 1 YES
- 2 NO

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

follow (14) Phone agent did follow-up?

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F1

Write Format: F1

Value Label

- 1 YES
- 2 NO
- 3 NOT NECESSARY
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

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agent1 (15) Phone agent took pers. resp. for call.

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F1

Write Format: F1

Value Label

- 1 STR. AGREE
- 2 AGREE
- 3 DISAGREE
- 4 STR. DISAGREE
- 5 NEITHER
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

agent2 (16) Phone agent responded with confidence.

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F1

Write Format: F1

Value Label

- 1 STR. AGREE
- 2 AGREE
- 3 DISAGREE
- 4 STR. DISAGREE
- 5 NEITHER
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

agent3 (17) Phone agent understood my Qs.

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F1

Write Format: F1

Value Label

- 1 STR. AGREE
- 2 AGREE
- 3 DISAGREE
- 4 STR. DISAGREE
- 5 NEITHER
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

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agent4 (18) Phone agent made me feel comfortable.

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F1

Write Format: F1

Value Label

- 1 STR. AGREE
- 2 AGREE
- 3 DISAGREE
- 4 STR. DISAGREE
- 5 NEITHER
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

agent5 (19) Phone agent treated me with respect.

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F1

Write Format: F1

Value Label

- 1 STR. AGREE
- 2 AGREE
- 3 DISAGREE
- 4 STR. DISAGREE
- 5 NEITHER
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

agent6 (20) I understood phone agent's answers.

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F1

Write Format: F1

Value Label

- 1 STR. AGREE
- 2 AGREE
- 3 DISAGREE
- 4 STR. DISAGREE
- 5 NEITHER
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

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agent7 (21) After phone call I knew what to do.

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F1

Write Format: F1

Value Label

- 1 STR. AGREE
- 2 AGREE
- 3 DISAGREE
- 4 STR. DISAGREE
- 5 NEITHER
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

behav1 (22) Phone agent's willingness to answer Qs?

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F1

Write Format: F1

Value Label

- 1 EXCELLENT
- 2 GOOD
- 3 FAIR
- 4 POOR
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

behav2 (23) Phone agent's willingness to help solve problems?

Measurement Level: Scale

Column Width: 8 Alignment: Right
Print Format: F1
Write Format: F1

Value Label

- 1 EXCELLENT
- 2 GOOD
- 3 FAIR
- 4 POOR
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

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behav3 (24) What about the agent's helpfulness?

Measurement Level: Scale
Column Width: 8 Alignment: Right
Print Format: F1
Write Format: F1

Value Label

- 1 EXCELLENT
- 2 GOOD
- 3 FAIR
- 4 POOR
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

behav4 (25) What about the agent's efficiency?

Measurement Level: Scale
Column Width: 8 Alignment: Right
Print Format: F1
Write Format: F1

Value Label

- 1 EXCELLENT
- 2 GOOD
- 3 FAIR
- 4 POOR
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

behav5 (26) Tone of voice?

Measurement Level: Scale
Column Width: 8 Alignment: Right
Print Format: F1
Write Format: F1

Value Label

- 1 EXCELLENT
- 2 GOOD
- 3 FAIR
- 4 POOR
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

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overall (27) Overall telephone service?

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F1

Write Format: F1

Value Label

- 1 EXCELLENT
- 2 GOOD
- 3 FAIR
- 4 POOR
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

info (28) Info for vehicle, driver, accident and ins., or general?

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F1

Write Format: F1

Value Label

- 1 VEHICLE INFO
- 2 DRIVER INFO
- 3 ACC./INS. INFO
- 4 GENERAL INFO
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

gen (29) Primarily DMV hours, location, both, or other?

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F1

Write Format: F1

Value Label

- 1 OPER. HOURS
- 2 LOCATION

- 3 BOTH
- 4 OTHER
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

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vehic (30) Prim. titles, reg. renew, trip permits, plates/stickers, or other?

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F1

Write Format: F1

Value Label

- 1 TITLE
- 2 RENEWAL
- 3 TRIP PERMIT
- 4 PLATES
- 5 OTHER
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

driv (31) Rein., h'ship permit, renew., lic., test, acc. rep., oth.?

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F2

Write Format: F2

Value Label

- 1 REINSTATEMENT
- 2 HARDSHIP
- 3 RENEWAL
- 4 LICENSING
- 5 TESTING
- 6 ACC. REPORT
- 7 OTHER
- 97 REFUSED
- 98 DON'T KNOW
- 99 NO ANSWER

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accid (32) Request record, file an acc. report, for reinstate., or other?

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F1

Write Format: F1

Value Label

- 1 RECORD
- 2 ACC. REPORT
- 3 REINSTATEMENT
- 4 OTHER
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

expect (33) Service received during most recent call.

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F1

Write Format: F1

Value Label

- 1 EXCEED
- 2 MEET
- 3 FAIL
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

opin (34) Opinion of DMV's customer service.

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F1

Write Format: F1

Value Label

- 1 IMPROVE
- 2 SAME
- 3 DECREASE
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

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recom (35) Recommend DMV call-in service?

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F1

Write Format: F1

Value Label

- 1 YES
- 2 NO
- 7 REFUSED
- 8 DON'T KNOW

9 NO ANSWER

sex (36) Are you male or female?

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F1

Write Format: F1

Value Label

1 MALE
2 FEMALE
7 REFUSED
8 DON'T KNOW
9 NO ANSWER

age (37) In what year were you born?

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F4

Write Format: F4

Value Label

9997 REFUSED
9998 DON'T KNOW
9999 NO ANSWER

race (38) What racial or ethnic group?

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F2

Write Format: F2

Value Label

1 BLACK/AFRICAN AMERICAN
2 ASIAN/PACIFIC ISLANDER
3 WHITE/CAUCASIAN
4 NATIVE AMERICAN/AMERICAN INDIAN/ALASKA NATIVE

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5 HISPANIC
6 MIXED RACE
7 OTHER
97 REFUSED
98 DON'T KNOW
99 NO ANSWER

age2 (39)

Measurement Level: Scale

Column Width: 8 Alignment: Right

Print Format: F2

Write Format: F2

race2 (40) White & Non-white
Measurement Level: Scale
Column Width: 8 Alignment: Right
Print Format: F2
Write Format: F2

Value Label

- 1 White/Caucasian
- 2 Non-white

age2r (41) Age categories
Measurement Level: Scale
Column Width: 8 Alignment: Right
Print Format: F8.2
Write Format: F8.2

Value Label

- 1.00 UNDER 30
- 2.00 30 - 39
- 3.00 40 - 49
- 4.00 50 AND OVER

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