

**Business Process  
Standardization Level 2 Payroll  
Process Model and  
Requirements Review Workshop  
Survey Summary Report  
(I-OCM20 Appendix C)**

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## Executive Summary

The Florida PALM Project’s Business Process Standardization (BPS) Track held the Level 2 Payroll Process Model and Requirements Review Workshops in June 2016. The Level 2 Payroll Process Model and Requirements Review Workshops provided an overview of the Payroll Process Model and Business Requirements and covered the agency review process. In addition, the Workshops further promoted collaboration with State agencies through information sharing, along with the opportunity for agencies to ask clarifying questions of the Florida PALM Project Team. The Workshops were offered two times during the first week of June 2016. The same content was presented at both meetings.

Following each Workshop, all attendees were sent an invitation to complete an online Workshop survey through a SurveyMonkey link. The survey gathered demographic information about the Workshop attendees, as well as their evaluation of the Workshop. Survey respondents were asked to indicate their level of agreement with statements about the Workshop and were also given the opportunity to provide free-response comments. Of the 47 total Workshop attendees, 22 submitted a Workshop survey resulting in a 47 percent response rate. A survey preview can be found [here](#).

## Survey Method

All attendees were sent an email inviting them to complete an online Workshop survey through SurveyMonkey. The survey consisted of 14 total items: four demographic in nature, eight evaluative in nature, and two free-response item soliciting additional feedback. Of the 47 Workshop attendees, 22 submitted a Workshop survey resulting in a 47 percent response rate. Figure 1 illustrates a breakdown of the number of attendees, number of surveys received, and survey response rate by date and Workshop.

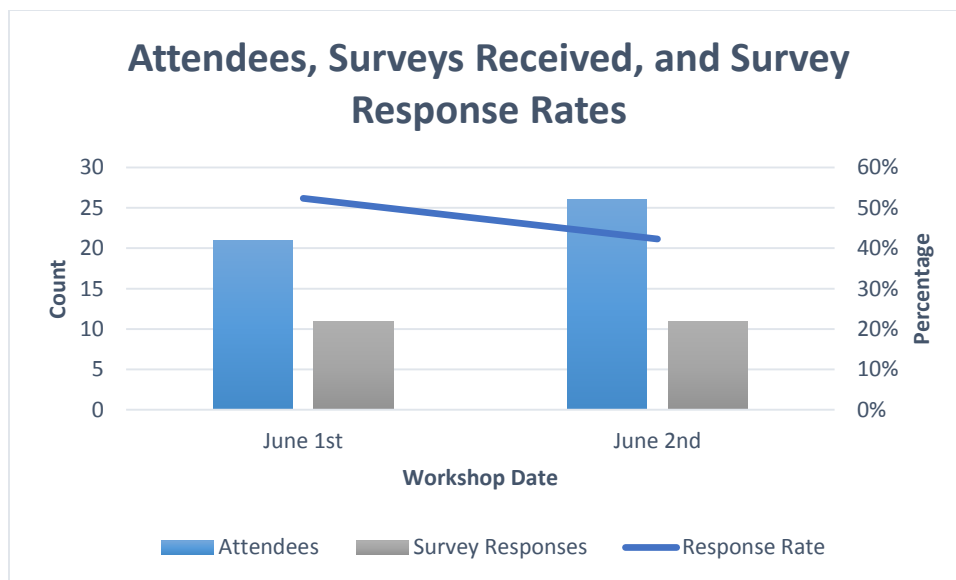


Figure 1: Attendees, Surveys Received, and Survey Response Rates

On the evaluative questions, the majority of respondents selected “Strongly Agree” or “Agree.” The percentage of respondents selecting “Disagree” was five percent or less for each statement, and no respondents selected “Strongly Disagree” for any statement along with the additional option of “Unable to Assess.” These high agreement levels suggest that survey respondents found the Workshops to be a positive, helpful experience. Respondent feedback was also gathered through free-response comment opportunities. Overall, respondents generally thought that the presentation was helpful, and featured helpful content. Respondents also said that more materials were made available to agencies, which was positively received. A few suggestive comments included that participants would like to have had more time for group discussion and that introductory material should be abbreviated. When considered as a whole, however, the Workshop surveys reflect that respondents found the Workshops to be helpful and informative, illustrated by the mainly positive comments.

The following report provides more information about the background leading to the Level 2 Payroll Process Model and Requirements Review Workshops, additional discussion of the survey method, and concludes with a detailed breakdown of survey results. The Workshop survey instrument is included at the end of this report.

## Survey Results

The survey began by establishing demographic/background information about each respondent including, but not limited to, agency represented, how many years the respondent had worked with FLAIR, and how frequently the respondent uses FLAIR. Among the 22 survey responses received, 12 agencies (35 percent) were represented in the survey as depicted in Table 1. The largest survey participation came from the Department of Financial Services (23 percent), Department of Juvenile Justice (18 percent), and Department of Revenue (9 percent). Nearly a third (27 percent) of respondents reported 15 or more years of experience working with FLAIR, while 23 percent reported 10 to 15 years of FLAIR experience, and 14 percent reported six to 10 years. In addition, over two thirds (69 percent) of survey respondents use FLAIR every week as part of their current work responsibilities.

*Table 1: Count and Percentage of Agencies Represented*

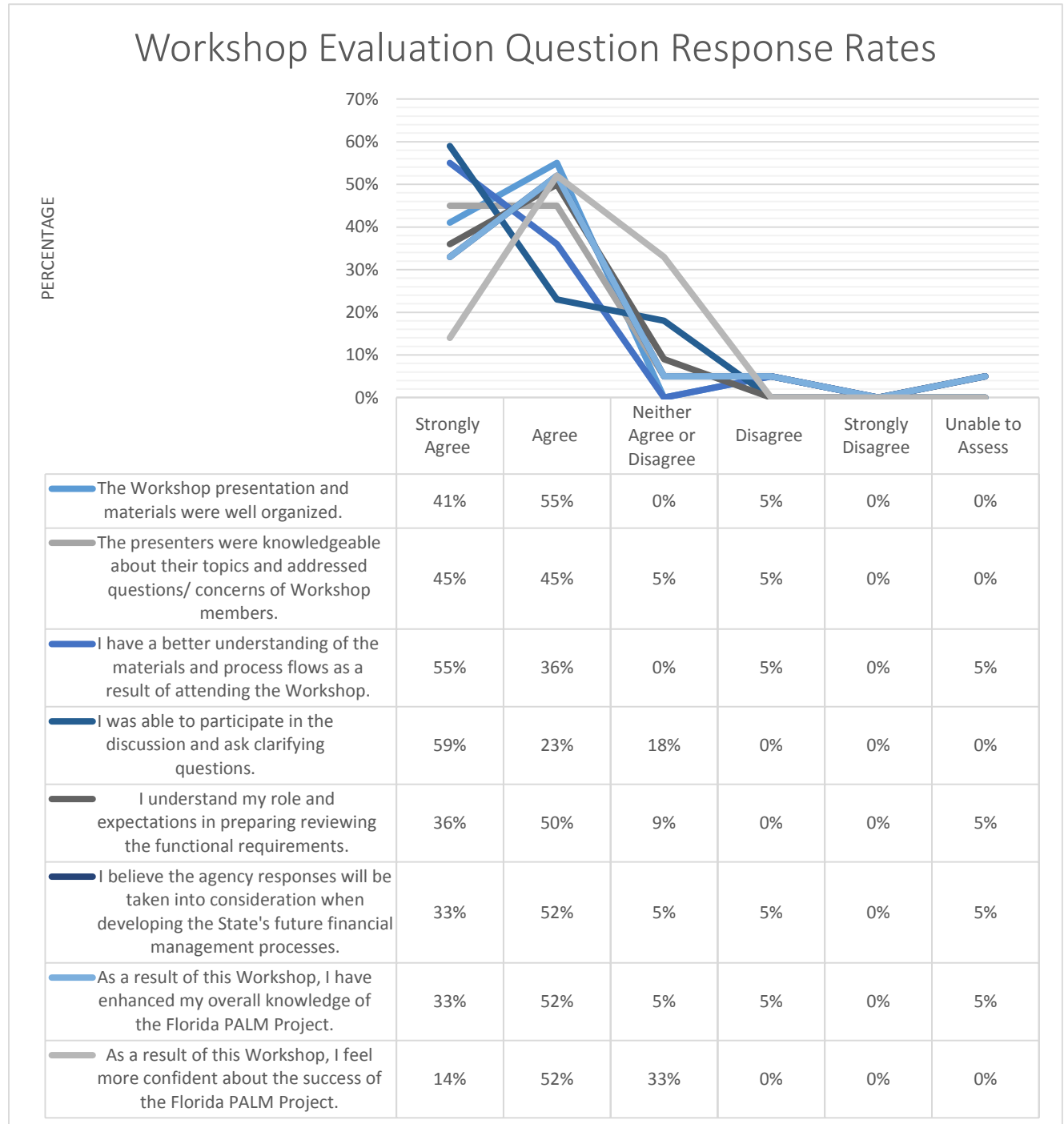
Agency	Percent	Count
Agency for Health Care Administration (AHCA)	0%	0
Agency for Persons with Disabilities (APD)	0%	0
Agency for State Technology (AST)	5%	1
Florida Department of Agriculture and Consumer Services (DACS)	5%	1
Department of Business and Professional Regulation (DBPR)	0%	0
Florida Department of Corrections (DC)	0%	0
Department of Children and Families (DCF)	0%	0
Department of Economic Opportunity (DEO)	9%	2
Florida Department of Environmental Protection (DEP)	0%	0
Department of Financial Services (DFS)	23%	5
Department of Highway Safety and Motor Vehicles (DHSMV)	0%	0
Department of Juvenile Justice (DJJ)	18%	4
Department of Legal Affairs (DLA)	0%	0

Agency	Percent	Count
Department of Military Affairs (DMA)	0%	0
Department of Management Services (DMS)	5%	1
Division of Administrative Hearings (DOAH)	0%	0
Department of Education (DOE)	0%	0
Department of Elder Affairs (DOEA)	0%	0
Florida Department of Health (DOH)	5%	1
Department of the Lottery (DOL)	0%	0
Department of Revenue (DOR)	9%	2
Department of State (DOS)	5%	1
Executive Office of the Governor (EOG)	0%	0
Florida Commission on Offender Review (FCOR)	0%	0
Florida Department of Law Enforcement (FDLE)	5%	1
Florida Department of Citrus (FDOC)	0%	0
Florida Department of Transportation (FDOT)	9%	2
Florida Department of Veterans' Affairs (FDVA)	0%	0
Florida School for the Deaf and Blind (FSDB)	0%	0
Florida Fish and Wildlife Commission (FWC)	0%	0
Justice Administrative Commission (JAC)	5%	1
Florida Legislature (LEG)	0%	0
Public Service Commission (PSC)	0%	0
State Courts (SC)	0%	0
<b>Total</b>	<b>100%</b>	<b>47</b>

The demographic questions were followed by eight statements intended to evaluate the Project and Workshop materials, content, and presentation. Respondents were asked to indicate their level of agreement with each statement. Levels of agreement were presented on a Likert scale from “Strongly Agree” to “Strongly Disagree,” with the additional option of “Unable to Assess.” The response rates for these eight evaluative statements are presented in both table and graph formats in Figure 2. Respondents selecting “Disagree” or “Strongly Disagree” to any of these statements were required to provide additional comments. The survey concluded with two open-ended questions allowing respondents to provide any additional feedback not covered by the previous statements.

For all eight statements, the majority of respondents selected “Strongly Agree” or “Agree.” The percentage of respondents selecting “Disagree” was five percent or less for each statement. No respondents selected “Strongly Disagree” for any statement. A clear trend emerged after comparing the response to these statements on an aggregated scale. The trend begins with approximately 40 percent of respondents selecting “Strongly Agree” to the survey statements. The trend then shows approximately 46 percent of respondents selecting “Agree,” followed by a sharp decline for the selection “Neither Agree or Disagree.” The selections of “Disagree,” “Strongly Disagree,” and “Unable to Assess” were selected less than three percent of the time. One exception to this trend corresponds with the statement, “As a result of this Workshop, I feel more confident about the success of Florida PALM Project,” for which 33 percent of respondents selected “Neither Agree or Disagree.” One possible explanation for a higher level of agreement

to “Neither Agree or Disagree” could be that the statement calls for more confidence. Many survey respondents (i.e., attendees) have attended other Florida PALM Project events and may already have a high level of confidence. The overall trend of high agreement levels however, suggests that survey respondents generally found the Workshop to be a positive, helpful experience, as shown on the graph and table in Figure 2.



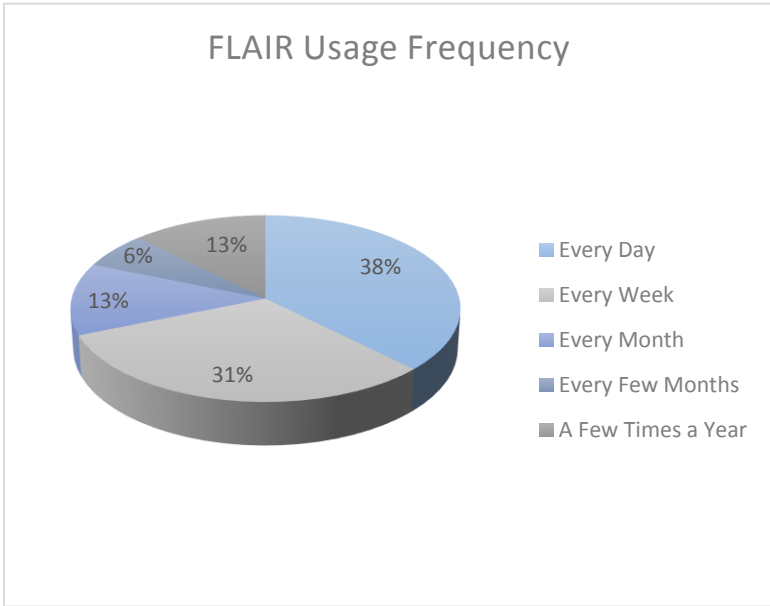


Figure 2: FLAIR Usage Frequency during Completion of Respondents Work Responsibilities

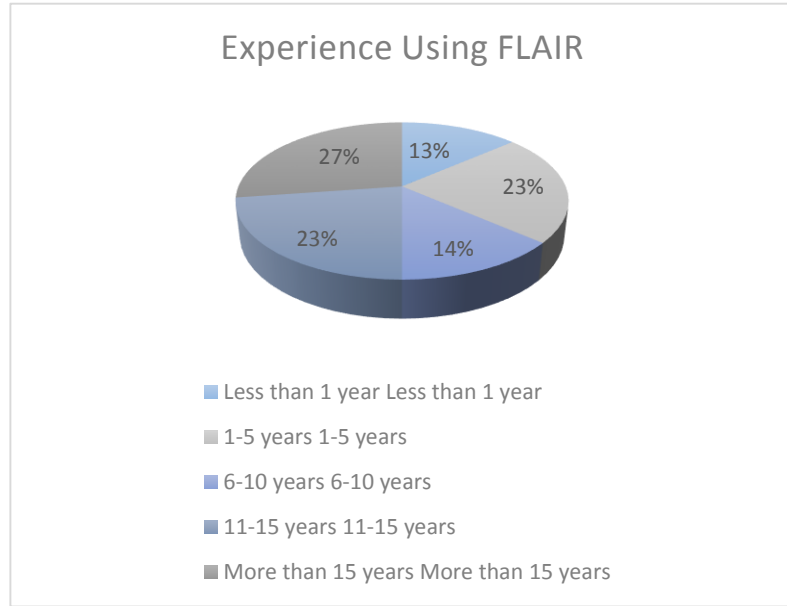


Figure 3: Number of Years Respondents Have Worked with FLAIR

The quantitative survey measures evaluated the Workshop to be successful. The qualitative data collected could also be used in developing a more comprehensive understanding of respondent attitudes and opinions. Respondent feedback was gathered through comments to the eight evaluative statements and two final, open-ended questions. There were several congruent opinions voiced in the comments, that participants felt that the Project Team was on the right path. Some respondents felt that more plain language should be used and additional time should be considered for more group discussion. Of the 11 total open ended responses received, over fifty percent (6) had positive responses toward the workshop. All feedback from this survey will be considered in the future for improving participant engagement and interaction with the Florida PALM Project’s Workshops.

## Survey Instrument

The survey consisted of the following items:

1. Please select your agency:
  - Agency for Health Care Administration
  - Agency for Persons with Disabilities
  - Agency for State Technology
  - Citizens Property Insurance
  - Department of Agriculture and Consumer Services
  - Department of Business and Professional Regulation

Department of Children and Families  
Department of Citrus  
Department of Corrections  
Department of Economic Opportunity  
Department of Education  
Department of Elder Affairs  
Department of Environmental Protection  
Department of Financial Services  
Department of Health  
Department of Highway Safety and Motor Vehicles  
Department of Juvenile Justice  
Department of Lottery  
Department of Management Services  
Department of Military Affairs  
Department of Revenue  
Department of State  
Department of Transportation  
Department of Veterans' Affairs  
Division of Administrative Hearings  
Division of Emergency Management  
Executive Office of the Governor  
Fish and Wildlife Conservation Commission  
Florida Board of Governors  
Florida Department of Law Enforcement  
Florida Housing Finance Corporation  
Florida Parole Commission  
Justice Administrative Commission  
Office of Financial Regulation  
Office of Insurance Regulation  
Office of the Attorney General and Legal Affairs



- Public Service Commission
- State Board of Administration of Florida
- State Courts System
- Other (please specify)

2. Please provide the title of your role (e.g., Financial Administrator, Government Analyst):

3. Approximately how long have you worked with FLAIR?

- 0-1 year
- 1-5 years
- 5-10 years
- 10-15 years
- 15 or more years

4. Approximately how often do you use FLAIR as part of your current responsibilities?

- Every Day
- Every week
- Every month
- Every few months
- A few times a year

5. The Workshop presentation and materials were well organized.

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree
- Unable to assess

Please provide additional comments on why you selected “disagree” or “strongly disagree” on the following: The Workshop presentation and materials were well organized.

6. The presenters were knowledgeable about their topics and addressed questions/concerns of Workshop members.

Strongly agree  
Agree  
Neither agree or disagree  
Disagree  
Strongly disagree  
Unable to assess

Please provide additional comments on why you selected “disagree” or “strongly disagree” on the following: The presenters were knowledgeable about their topics and addressed questions/concerns of Workshop members.

7. I have a better understanding of the material and process flows as a result of attending the Workshop.

Strongly agree  
Agree  
Neither agree or disagree  
Disagree  
Strongly disagree  
Unable to assess

Please provide additional comments on why you selected “disagree” or “strongly disagree” on the following: I have a better understanding of the material and process flows as a result of attending the Workshop.

8. I was able to participate in the discussion and ask clarifying questions.

Strongly agree  
Agree  
Neither agree or disagree  
Disagree  
Strongly disagree  
Unable to assess

Please provide additional comments on why you selected “disagree” or “strongly disagree” on the following: I was able to participate in the discussion and ask clarifying questions.

9. I understand my role and expectations in reviewing the functional requirements.

Strongly agree

Agree

Neither agree or disagree

Disagree

Strongly disagree

Unable to assess

Please provide additional comments on why you selected “disagree” or “strongly disagree” on the following: I understand my role and expectations in the requirements review.

10. I believe that the agency responses will be taken into consideration when developing the State’s future financial management processes.

Strongly agree

Agree

Neither agree or disagree

Disagree

Strongly disagree

Unable to assess

Please provide additional comments on why you selected “disagree” or “strongly disagree” on the following: I believe that the agency responses will be taken into consideration when developing the State’s future financial management processes.

11. As a result of Workshop, I have enhanced my overall knowledge of the Florida PALM Project.

Strongly agree

Agree

Neither agree or disagree

Disagree

Strongly disagree

Unable to assess

Please provide additional comments on why you selected “disagree” or “strongly disagree” on the following: As a result of this Workshop, I have enhanced my overall knowledge of the Florida PALM Project’s proposed processes.

12. As a result of this Workshop, I feel more confident about the success of the Florida PALM Project.

Strongly agree

Agree

Neither agree or disagree

Disagree

Strongly disagree

Unable to assess

Please provide additional comments on why you selected “disagree” or “strongly disagree” on the following: As a result of this Workshop, I feel more confident about the success of the Florida PALM Project.

13. What other feedback would you like to share about today’s Workshop?

What other feedback would you like to share with the Florida PALM Project Team? If none, please click “Done” below

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[https://www.surveymonkey.com/r/Preview/?sm=0PRYbXqPK2kUXGMwpELTcruEus54mgk6j2PBodz6\\_2BeU\\_2BtwBqZY\\_2BHGOtrHtb\\_2FySbB](https://www.surveymonkey.com/r/Preview/?sm=0PRYbXqPK2kUXGMwpELTcruEus54mgk6j2PBodz6_2BeU_2BtwBqZY_2BHGOtrHtb_2FySbB)