



Ohio Deferred Compensation Employer Satisfaction Research – Report

January 2023

Purpose and Methodology

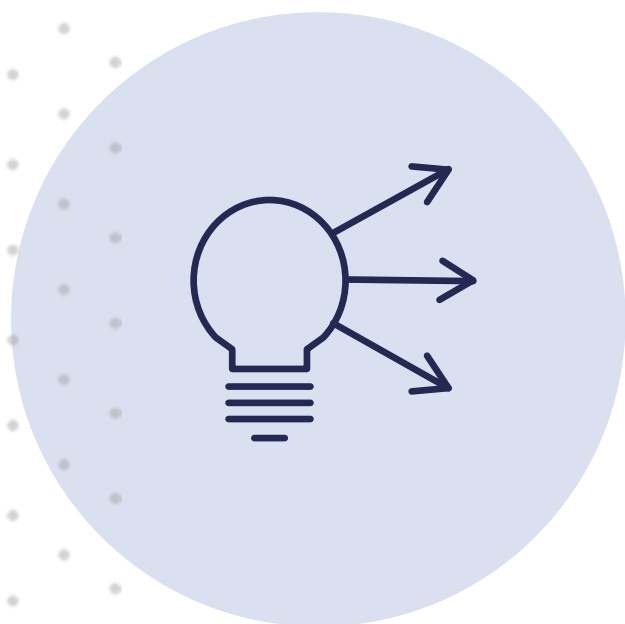
The purpose of this research is to measure participant satisfaction levels of the services provided by the TPA Nationwide Retirement Solutions (NRS). In addition to satisfaction with Ohio Deferred Compensation overall, satisfaction scores are measured for various program attributes along with two areas of service:

1. Telephone Service Center
2. Field Account Executive, including Coordination of Group Meetings

This report contains the data collected during the second half of the year 2022.

Methodology

- Online survey (prior to Fall 2022, interviews were conducted via phone surveys)
- 382n interviews were completed



Key Takeaways

Key Takeaways



NOTES ON CHANGE IN METHODOLOGY AND SURVEY

- **The current survey was administered online only.** This is a change from all previous waves, where interviews were conducted via phone surveys.
- The current survey contains several changes: **survey question deletions, additions and editing to wording.**
- It is understood that **these changes could cause a break in trend.**
- While this report does include **wave-to-wave stat testing**, it **should be viewed with the caution** of this potential break in trend.

OVERALL SATISFACTION WITH OHIO DEFERRED COMPENSATION

- The **vast majority of employers are satisfied with Ohio Deferred Compensation**, with the current level of satisfaction at 91%.
- However, **the level of dissatisfaction rose to 4%** with the current wave.
 - This could be due to the change in methodology and will be something to watch in future waves.

Key Takeaways (cont'd)



- When looking at comparisons between various breakouts of employers, we find the following:
 - **Type of employer: Municipal employers are more satisfied** with ODC **than are schools**. Interestingly, this is the opposite of participant findings, where school employees are more satisfied.
 - **Status of offering other plans:** Employers who do not offer other plans are more satisfied with ODC than employers who do offer other plans.
 - This trend (for both employer type and status of offering other plans) is observed in various measures throughout the report.
- The **vast majority of employers (80%+) are satisfied with the various attributes regarding ODC's program.**
- The **Helpfulness of the information received** and the **Ability to understand the information given by ODC** have the **highest levels of satisfaction.**

Key Takeaways (cont'd)



SATISFACTION WITH ODC'S TELEPHONE SERVICE CENTER

- Employers have **high levels of overall satisfaction with** Ohio Deferred Compensation's telephone **service center**. The current level is 92%.
- The **level of dissatisfaction rose to 4%** (3.5%) with the current wave. This is directionally higher than previous waves and should be watched in future waves.
- When looking at service center attributes, the **professionalism of the rep** and the **knowledge level of the rep** have the **highest levels of satisfaction**.

SATISFACTION WITH FIELD ACCOUNT EXECUTIVE

- Among employers who have communicated with a field account executive, **the overall level of helpfulness is viewed as high** (90%).
- **However**, current findings indicate that about three-fourths of employers (72%) **are currently satisfied overall** with the field account executive's **coordination of group meetings**. This is **significantly lower than 2020 and directionally lower than last year**.
 - The decrease in satisfaction could be due to the change in methodology and will be something to watch in future waves.

Key Takeaways (cont'd)



PROGRAM COMMUNICATION

- The **vast majority of employers** (91%) are **satisfied with the usefulness of the printed materials** that explain Ohio Deferred Compensation to employees.
- **“Monthly”** is the **frequency** at which the majority of participants (63%) **would you like to receive emails with information from ODC**. This is followed by **“less than monthly”** as the **second choice** by 21% of participants.
- Employers were asked to rank the **helpfulness of three different tools in making employees aware of visits, group meetings or workshops/webinars**. **Emails** was chosen as the **most helpful** by the majority.
 - Emails (71%)
 - Flyers (21%)
 - Posters (8%)



Results

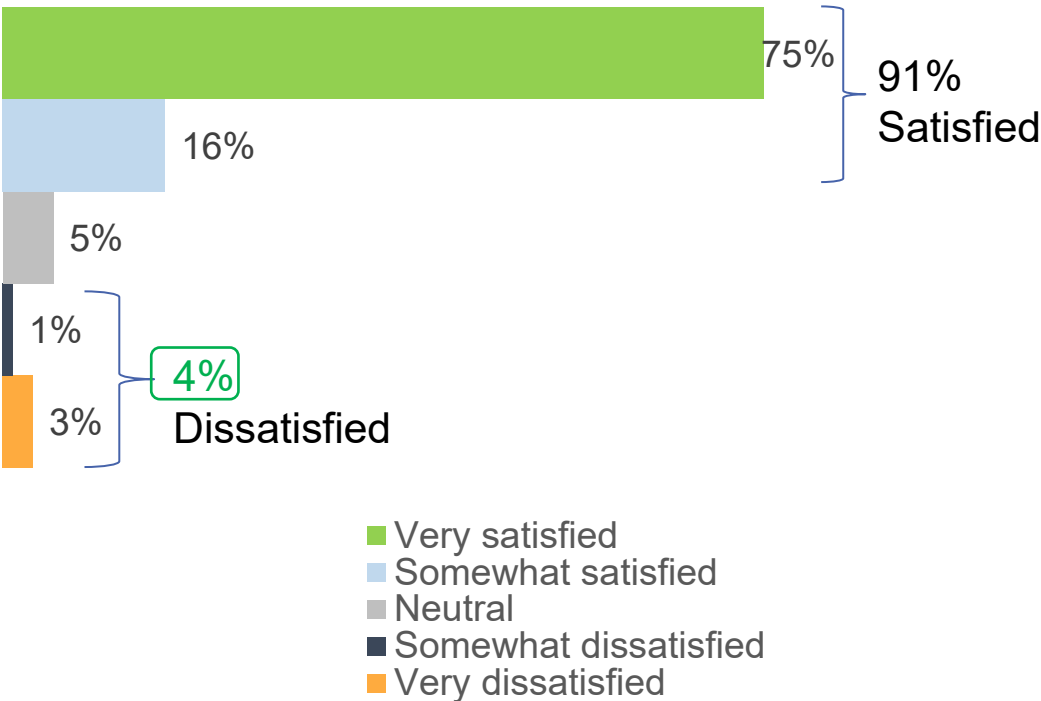
Satisfaction with Ohio Deferred Compensation - OVERALL

The **vast majority of employers are satisfied** with Ohio Deferred Compensation, with the current level of satisfaction at 91%.

However, the **level of dissatisfaction rose to 4%** (3.9%) with the current wave. This could be due to the change in methodology and will be something to watch in future waves.

	2020		2021	
Very Satisfied	76%	94%	74%	93%
Somewhat Satisfied	18%		19%	
Neutral	5%		6%	
Somewhat Dissatisfied	1%	1%	1%	1%
Very Dissatisfied	1%		<1%	

OVERALL Satisfaction with ODC – 2022



 indicates the percentage is significantly *higher/lower* than 2020, at the 95% confidence level.

Green/Red font indicates the percentage is significantly *higher/lower* than 2021, at the 95% confidence level.

2020=321n 2021=321n 2022=382n

Satisfaction with Ohio Deferred Compensation – OVERALL By Employer Type and Status of Offering of Other Plans 2022

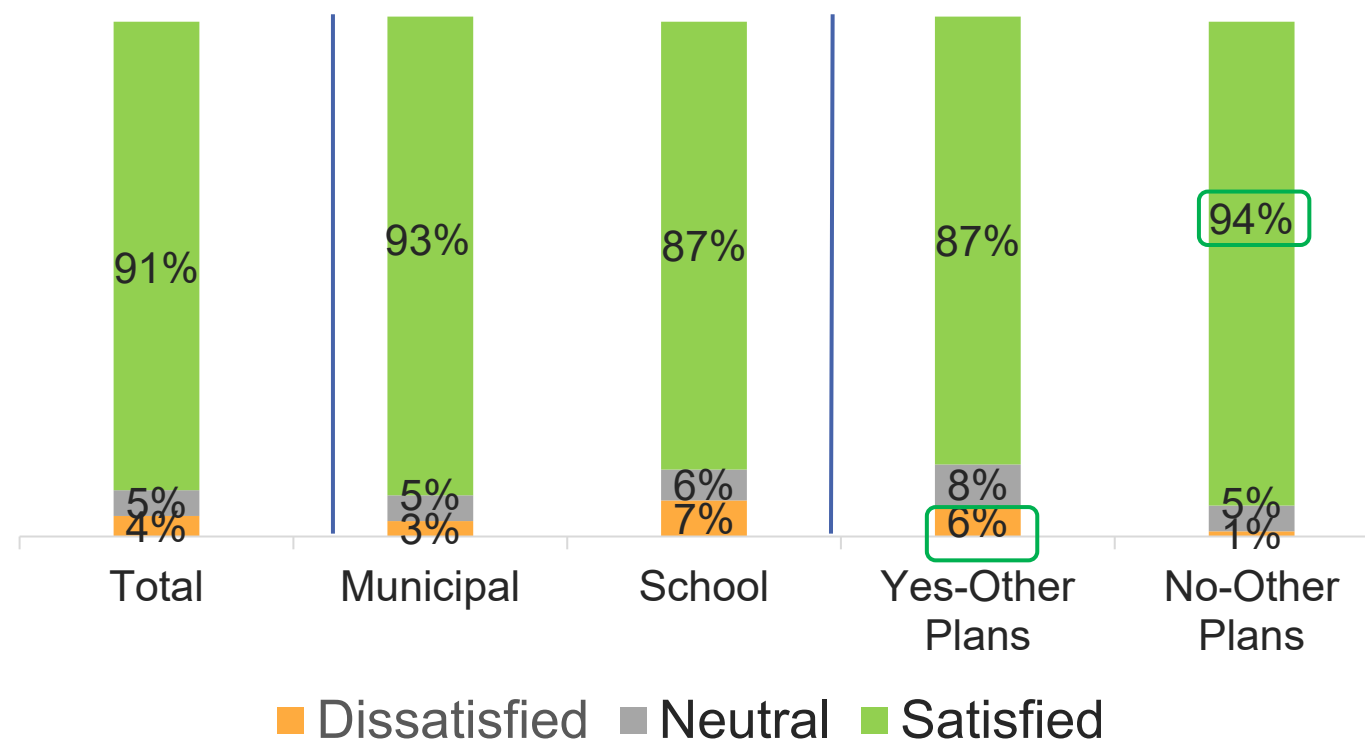
This chart shows the previous chart's results for 2022 broken out by employer type and status of offering other plans.

Employers who do not offer other plans are more satisfied with ODC than employers who do offer other plans.

Municipal employers are directionally more satisfied with ODC than are schools.

- This is the opposite of participant findings, where school employees are more satisfied.

Overall Satisfaction with ODC - 2022



94% Significantly higher than comparison group, at the 95% confidence level..

Total 2022=382n Municipal=255n School=100n Yes-Other=158n No-Other=171n

Please think about your communication with Ohio Deferred Compensation as a representative of the employer, rather than as a participant. Using a scale of 1-5 where 5 indicates "very satisfied" and 1 indicates "very dissatisfied" how would you rate your satisfaction with each of the following: **Overall satisfaction with Ohio Deferred Compensation**

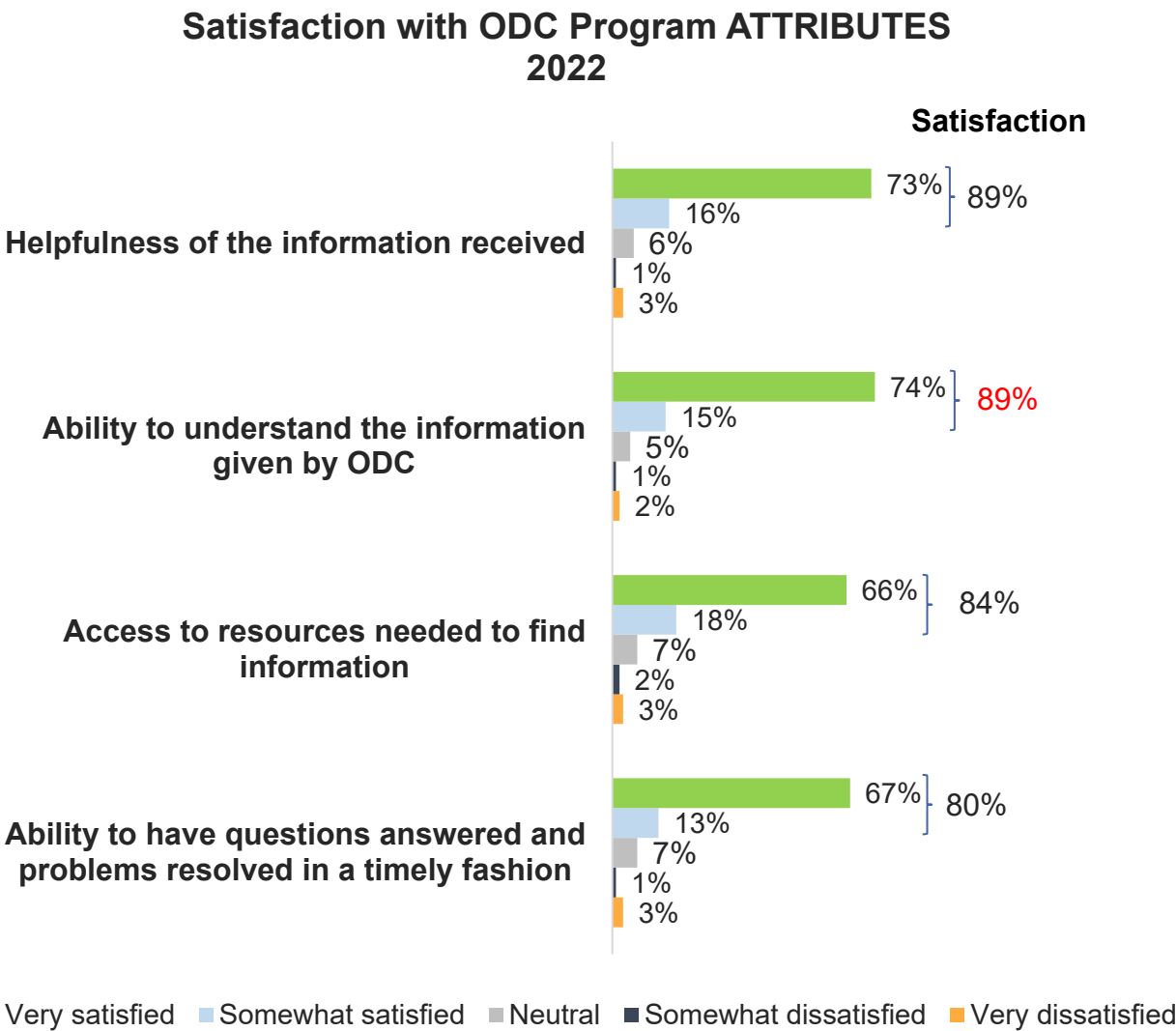
Satisfaction with ODC Program ATTRIBUTES

The vast majority of employers (80%+) are satisfied with the various attributes regarding ODC’s program.

The **Helpfulness of the information received** and the **Ability to understand the information given by ODC** have the highest levels of satisfaction.

- The **Ability to understand the information given by ODC** currently has a lower level of satisfaction than last year, after last year’s slight increase over 2020.

2020	2021
Satisfaction	
88%	88%
91%	94%
83%	83%
79%	79%



Green/Red font indicates the percentage is significantly higher/lower than 2021, at the 95% confidence level.

2020=321n 2021=321n 2022=382n

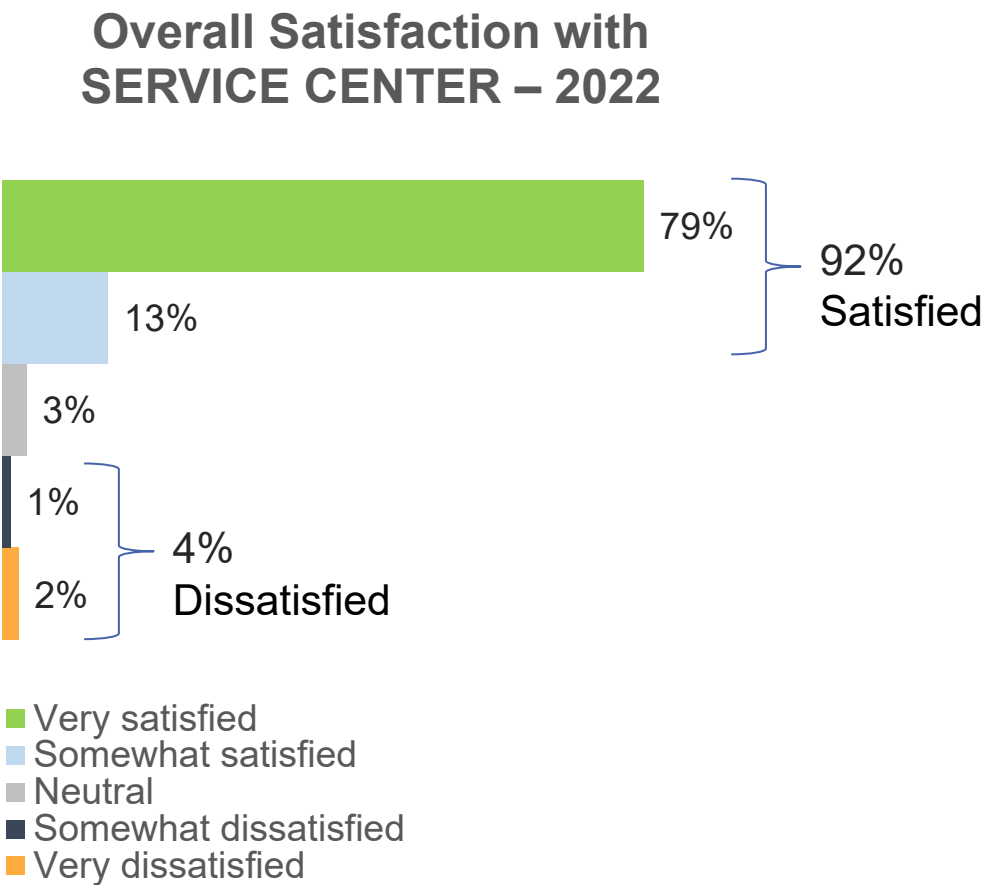
Overall Satisfaction with the SERVICE CENTER

Employers have **high levels of overall satisfaction with Ohio Deferred Compensation’s telephone service center**. The current level is 92%.

The level of dissatisfaction rose to 4% (3.5%) with the current wave. This is directionally higher than previous waves.

There are no statistically significant differences to note in overall satisfaction with the service center between type of employer or status of offering other plans.

	2020		2021	
Very Satisfied	78%	94%	78%	97%
Somewhat Satisfied	16%		19%	
Neutral	7%		3%	
Somewhat Dissatisfied	0%	0%	0%	0%
Very Dissatisfied	0%		0%	



2020=77n 2021=69n 2022=86n

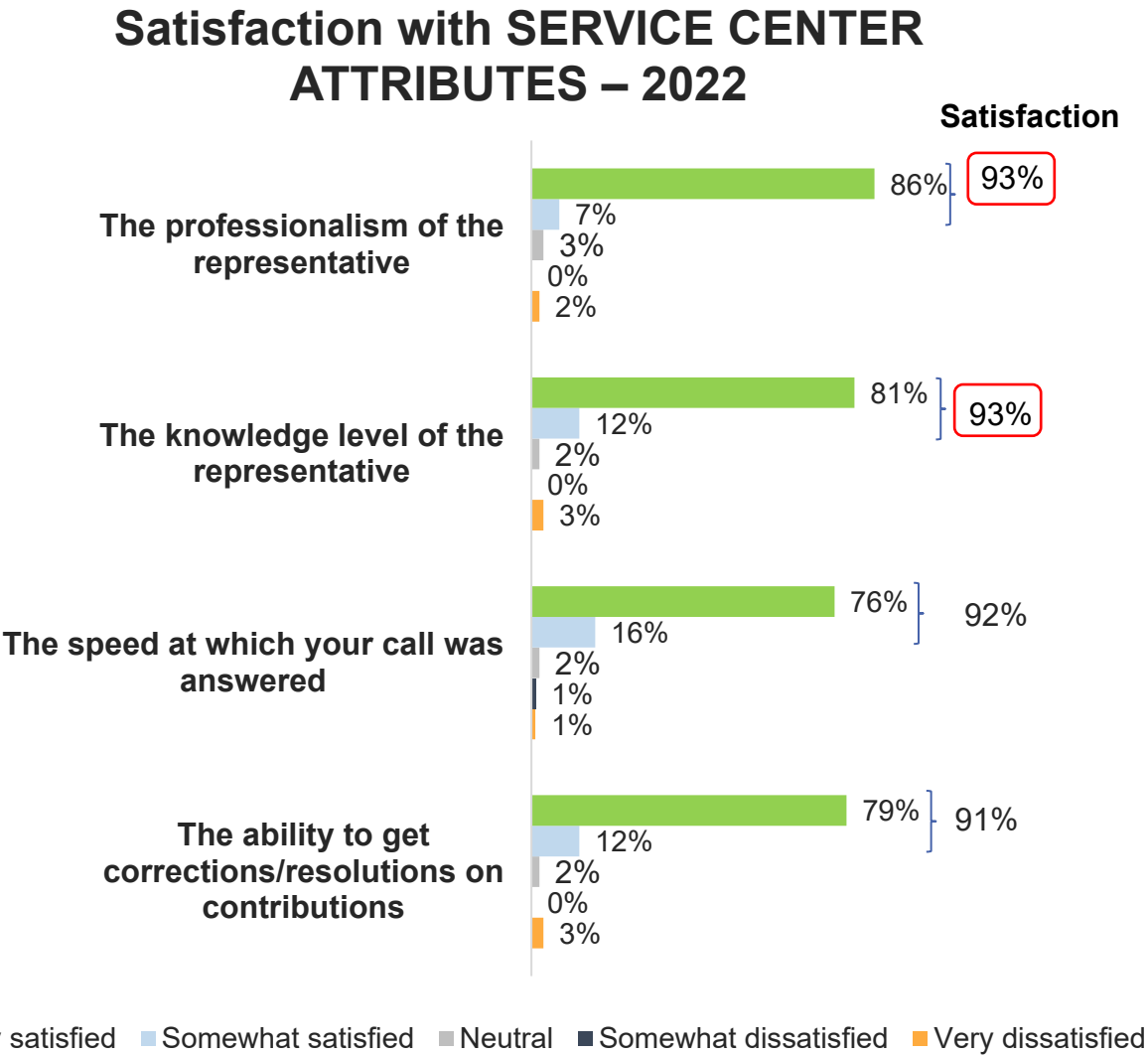
Satisfaction with Service Center ATTRIBUTES

When looking at **satisfaction with various attributes regarding ODC’s telephone service center**, the **Professionalism of the rep** and the **Knowledge level of the rep** have the **highest levels of satisfaction**.

- These high levels are lower than 2020 due to 2020’s level being at 100% - but note the small sample size.

There are no statistically significant differences to note in overall satisfaction with the service center between type of employer or status of offering other plans.

2020	2021
Satisfaction	
100%	97%
100%	97%
95%	86%
95%	87%



 indicates the percentage is significantly higher/lower than 2020, at the 95% confidence level.

2020=38n 2021=69n 2022=86n

Thinking about the times you have called the Service Center for any reason, and using a scale of 1-5 where 5 indicates “very satisfied” and 1 indicates “very dissatisfied,” how would you rate your satisfaction with the Service Center for each of the following?

Overall Helpfulness of the FIELD ACCOUNT EXECUTIVE

About **one-fourth** of employers report **communicating with an ODC field account executive semi-annually**, and the majority indicate less often:

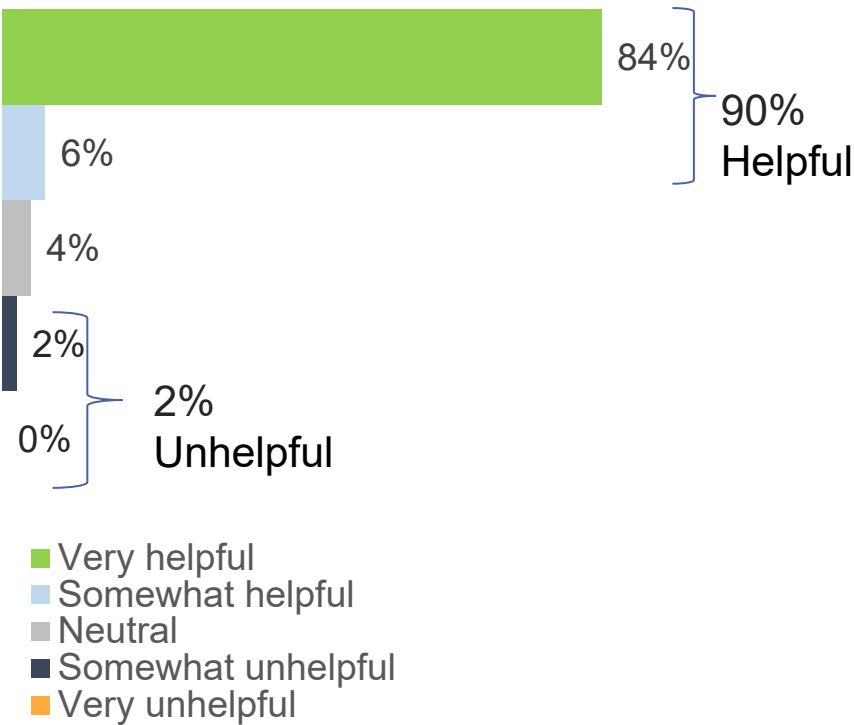
Frequency of communicating with field account executive:

Weekly	0%
Monthly	5%
Semi-annually	24%
Annually	28%
Never	32%
Don't know	11%

Among those who have communicated with a field account executive, **satisfaction is high (90%)** and **dissatisfaction is low (2%)**.

	2020		2021	
Very Helpful	81%	93%	78%	94%
Somewhat Helpful	13%		16%	
Neutral	5%		3%	
Somewhat Unhelpful	0%	0%	0%	0%
Very Unhelpful	0%		0%	

Overall Helpfulness of FIELD ACCOUNT EXEC– 2022



2020=214n 2021=225n 2022=216n

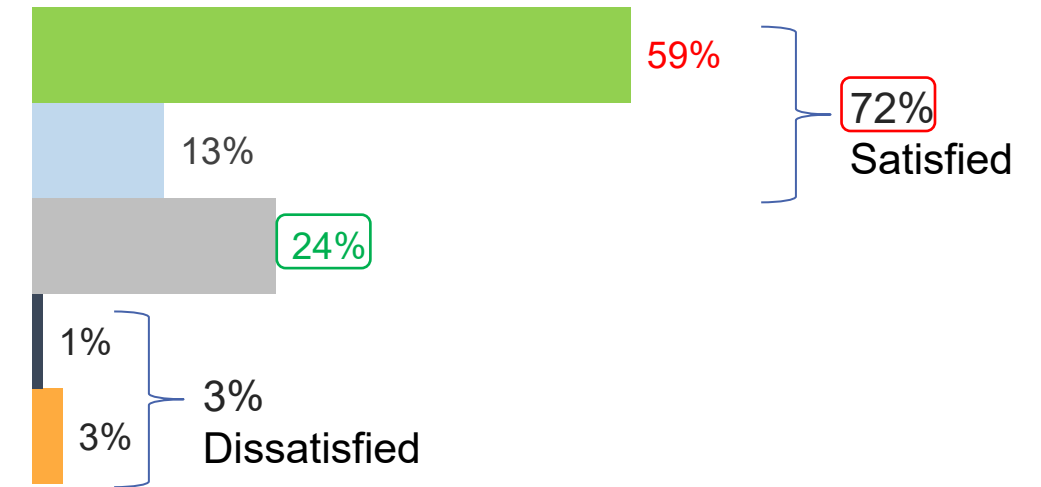
Overall Satisfaction with the FIELD ACCOUNT EXEC - GROUP MEETINGS

About **three-fourths of employers (72%)** are currently satisfied overall with the field account executive's coordination of group meetings.

- This is **significantly lower than 2020 and directionally lower than last year.**
- The percentage who are currently **"very satisfied"** (59%) is **lower than last year.**
- The percentage who are **neutral** (neither satisfied nor dissatisfied – 24%) is **significantly higher than previous years.**
- The good news is the level of dissatisfaction has not significantly increased.

	2020	2021
Very Satisfied	69%	72%
Somewhat Satisfied	16%	9%
Neutral	13%	14%
Somewhat Dissatisfied	1%	1%
Very Dissatisfied	1%	5%

Overall Satisfaction with ACCOUNT EXEC - GROUP MEETINGS – 2022



■ Very satisfied
■ Somewhat satisfied
■ Neutral
■ Somewhat dissatisfied
■ Very dissatisfied

 indicates the percentage is significantly higher/lower than 2020, at the 95% confidence level.

Green/Red font indicates the percentage is significantly higher/lower than 2021, at the 95% confidence level.

The decrease in satisfaction could be due to the change in methodology and will be something to watch in future waves.

There are no statistically significant differences to note between type of employer or status of offering other plans, although numerically, the results do follow the trend previously noted.

2020=134n 2021=130n 2022=172n

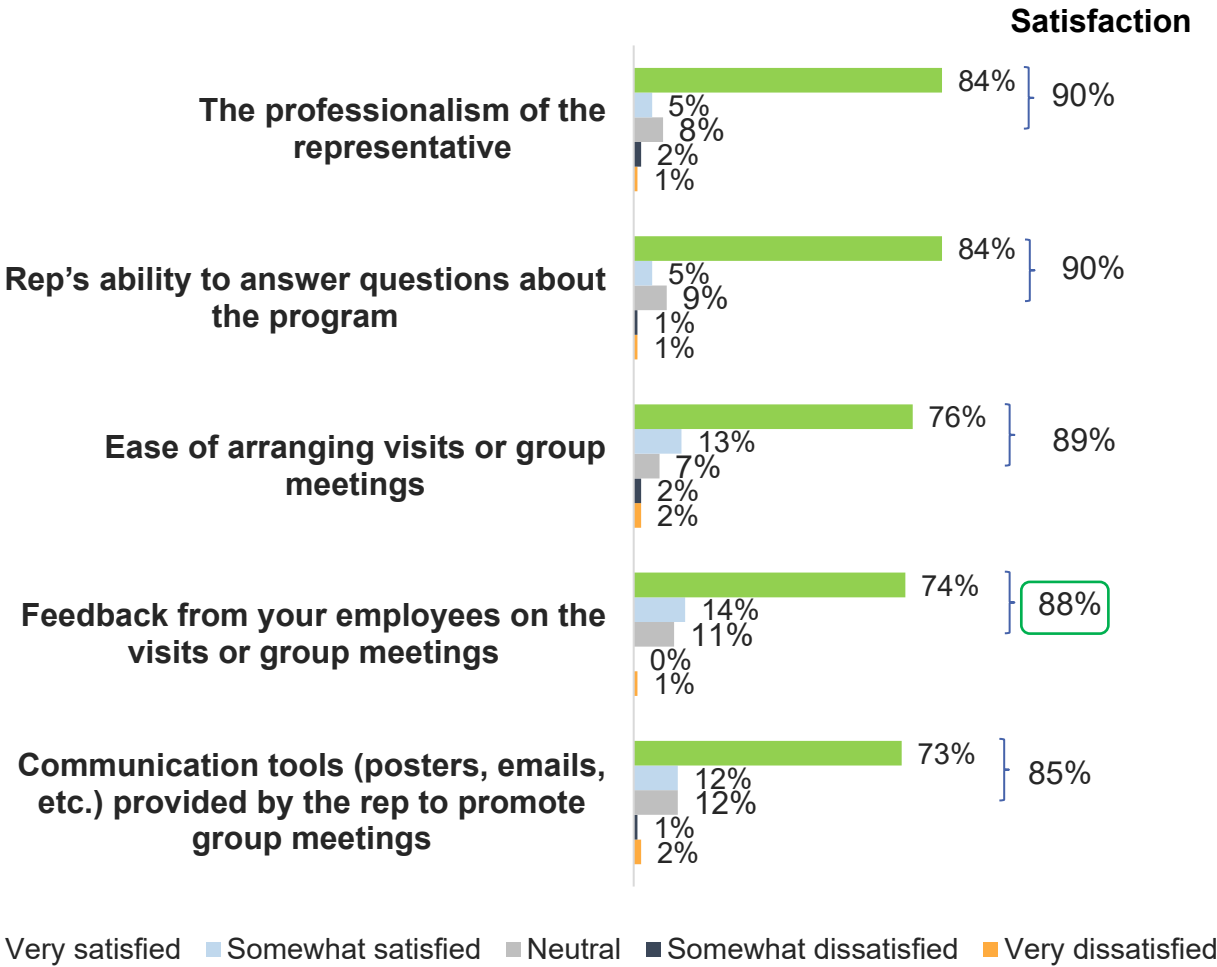
Satisfaction with Field Account Exec – Group Meeting ATTRIBUTES

When looking at **satisfaction with various attributes related to the Field Account Executive’s coordination of group meetings**, the **Professionalism of the rep** and the **Rep’s ability to answer questions about the program** have the **highest levels of satisfaction**.

Satisfaction with **Feedback from your employees on the visits or group meetings** has increased significantly since 2020 (from 73% to current level of 88%).

2020	2021
Satisfaction	
93%	94%
95%	94%
90%	84%
73%	80%
89%	81%

Satisfaction with ACCOUNT EXEC - GROUP MEETING ATTRIBUTES - 2022



88% indicates the percentage is significantly higher/lower than 2020, at the 95% confidence level.

2020=132n 2021=122n 2022=133n



Demographics

Demographics

Gender

Male	19%
Female	77%
Prefer not to answer	4%

Job Title/Position

Payroll clerk	25%
Fiscal officer	20%
HR Manager	9%
Administrator	9%
Treasurer	5%
Finance director	4%
Benefits manager	3%
Office manager	3%
Other	22%

Are you, yourself, a participant in Ohio Deferred Compensation?

Yes	60%
No	39%

Type of Employer/Organization

School K-12	26%
City	20%
Township	13%
County	12%
Library	9%
Village	7%
State	4%
Hospital	1%
University/College	1%
Other	7%

Length of Service in Position

Less than 1 year	7%
1-3 years	19%
4-10 years	30%
10+ years	45%

Does Employer Offer Other Plans?

Yes	41%
No	45%
Don't know	14%

Total Sample=382n