



Ohio Deferred Compensation Employer Satisfaction Research – Report

Fall 2023

Purpose and Methodology

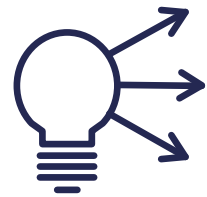
The purpose of this research is to measure participant satisfaction levels of the services provided by the TPA Nationwide Retirement Solutions (NRS). In addition to satisfaction with Ohio Deferred Compensation overall, satisfaction scores are measured for various program attributes along with two areas 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 2023.

Methodology

- Online survey (prior to Fall 2022, interviews were conducted via phone surveys)
- 358n 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 waves prior to 2022, where interviews were conducted via phone surveys.
- The 2022 survey implemented 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 vs. 2021.

OVERALL SATISFACTION WITH OHIO DEFERRED COMPENSATION

- The **vast majority of employers are satisfied with Ohio Deferred Compensation**, with the current level of satisfaction at 88%.
- The **level of dissatisfaction rose to 5% (4% in 2022, 2% in 2021)** with the current wave.
 - This shift vs. 2021 could be due to the change in methodology in 2022 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:** Municipals showed no significantly higher satisfaction with ODC than schools.
 - **Status of offering other plans:** Employers who do not offer other plans show no significantly higher satisfaction with ODC than employers who do offer other plans.
- The **vast majority of employers (75%+) 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 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 **knowledge level of the rep** has the **highest level 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** (97%), a significant increase vs. 2022.
- **However**, current findings indicate that about three-fourths of employers (65%) **are currently satisfied overall** with the field account executive's **coordination of group meetings**. This is **significantly lower than 2021 and directionally lower than 2022**.
 - 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 (88%)** are **satisfied with the usefulness of the printed materials** that explain Ohio Deferred Compensation to employees.
- 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 (62%)
 - Flyers (25%)
 - Posters (13%)



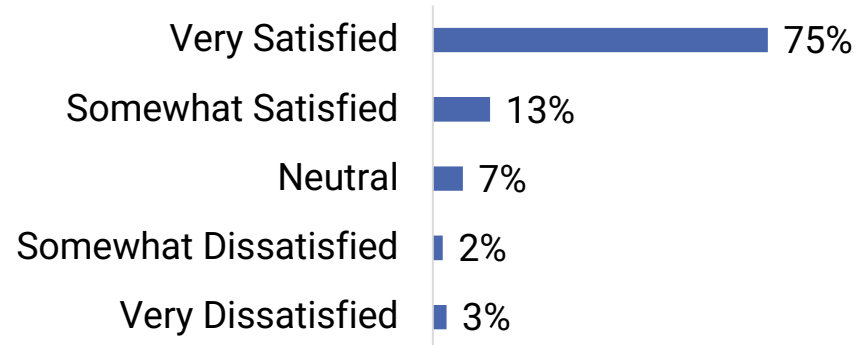
Results

Satisfaction with Ohio Deferred Compensation - OVERALL

The **vast majority of employers are satisfied** with Ohio Deferred Compensation, with the current level of satisfaction at 88%.

However, **88% satisfied is significantly lower than 2021 (93%) and slightly directionally lower than 2022 (91%)**.

The significant change vs. 2021 could be due to the change in methodology and will be something to watch in future waves.



	2021		2022		2023	
Very Satisfied	74%	} 93%	75%	} 91%	75%	} 88%
Somewhat Satisfied	19%		16%		13%	
Neutral	6%		5%		7%	
Somewhat Dissatisfied	1%	} 2%	1%	} 4%	2%	} 5%
Very Dissatisfied	1%		3%		3%	

  indicates the percentage is significantly **higher/lower** than 2022, at the 95% confidence level.

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

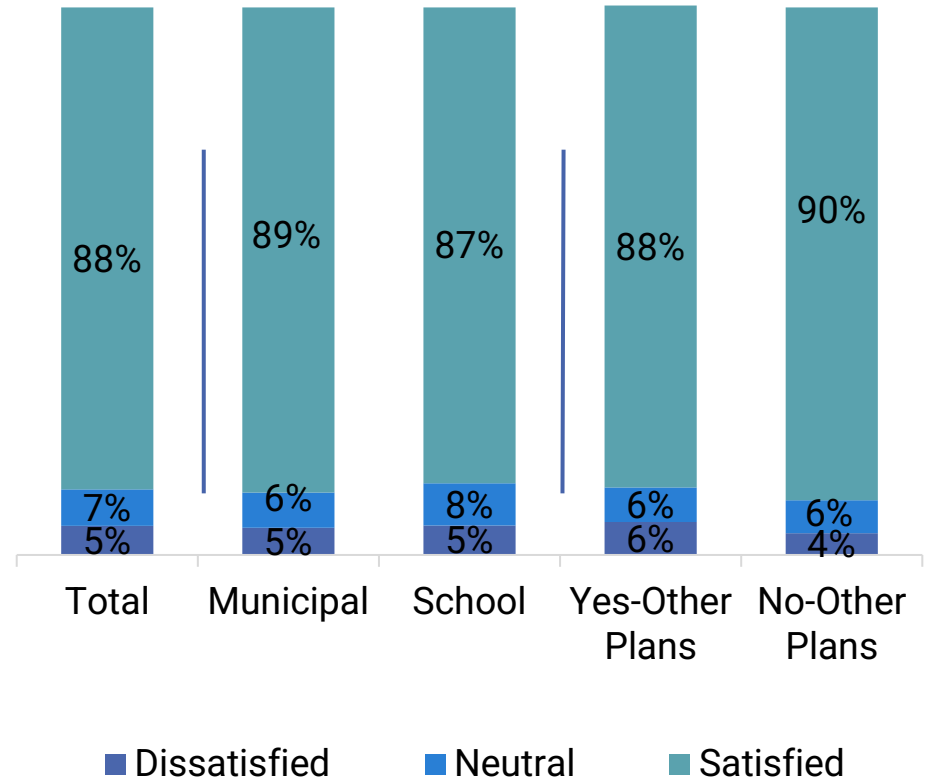
2021=321n 2022=382n 2023= 358n

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 Ohio Deferred Compensation – OVERALL By Employment Status and Status of Offering of Other Plans

This chart shows the previous chart's results for 2023 broken out by employer type and status of offering other plans.

There is no significant difference in level of satisfied respondents between comparison groups.



No statistical significance in difference between comparison groups

Total 2023=358n Municipal=202n School=130n Yes-Other=158n No-Other=170n

Satisfaction with ODC Program ATTRIBUTES

The vast majority of employers (75%+) 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.

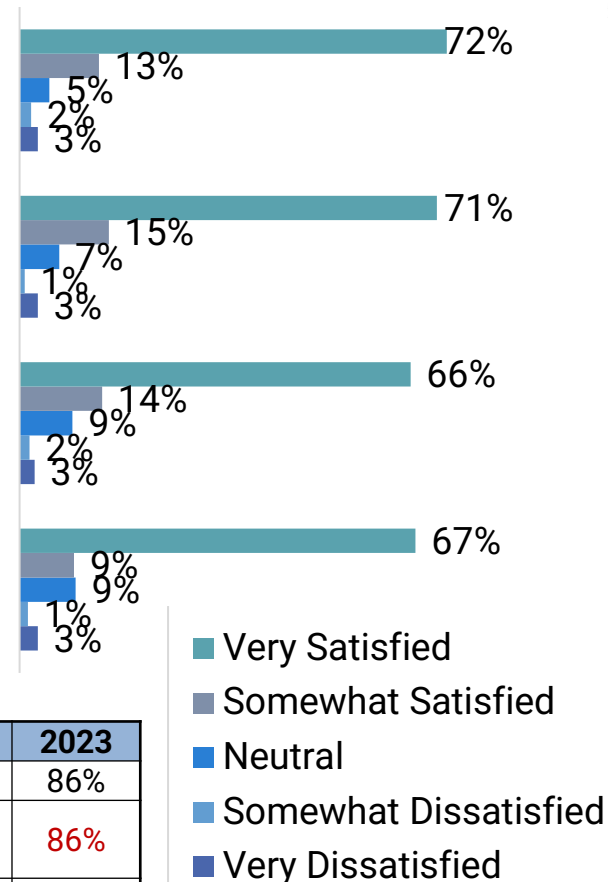
- **All attributes are directionally lower than both 2022 and 2021**, though only the Ability to understand the information given by ODC is significantly lower than 2021.

Helpfulness of the information received

Ability to understand the information given by Ohio Deferred Compensation

Access to resources needed to find information

Ability to have questions answered and problems resolved in a timely fashion



Very / Somewhat Satisfied	2021	2022	2023
Helpfulness of the information received	88%	89%	86%
Ability to understand the information given by Ohio Deferred Compensation	94%	89%	86%
Access to resources needed to find information	83%	84%	80%
Ability to have questions answered and problems resolved in a timely fashion	79%	80%	76%

 indicates the percentage is significantly higher/lower than 2022, at the 95% confidence level.
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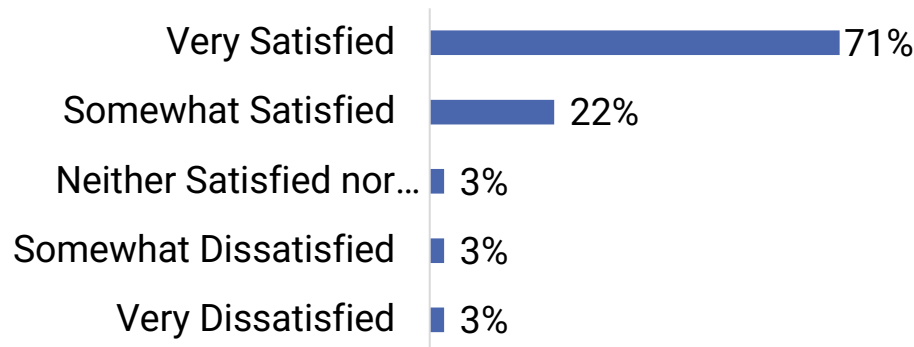
2021=321n 2022=382n 2023= 358n

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% is flat with 2022.

The level of dissatisfaction rose to 5%, significantly higher than 2021.

There are no statistically significant differences to note among the percentage of satisfied respondents with the service center between type of employer or status of offering other plans.



	2021		2022		2023	
Very Satisfied	78%	} 97%	79%	} 92%	71%	} 92%
Somewhat Satisfied	19%		13%		22%	
Neutral	3%		3%		3%	
Somewhat Dissatisfied	0%	} 0%	1%	} 3%	3%	} 5%
Very Dissatisfied	0%		2%		3%	

  indicates the percentage is significantly **higher/lower** than 2022, at the 95% confidence level.
Green/Red font indicates the percentage is significantly **higher/lower** than 2021, at the 95% confidence level.

2021=69n 2022=86n 2023=79n

Satisfaction with Service Center ATTRIBUTES

When looking at **satisfaction with various attributes regarding ODC's telephone service center**, the **Knowledge level of the rep** has the **highest levels of satisfaction**.

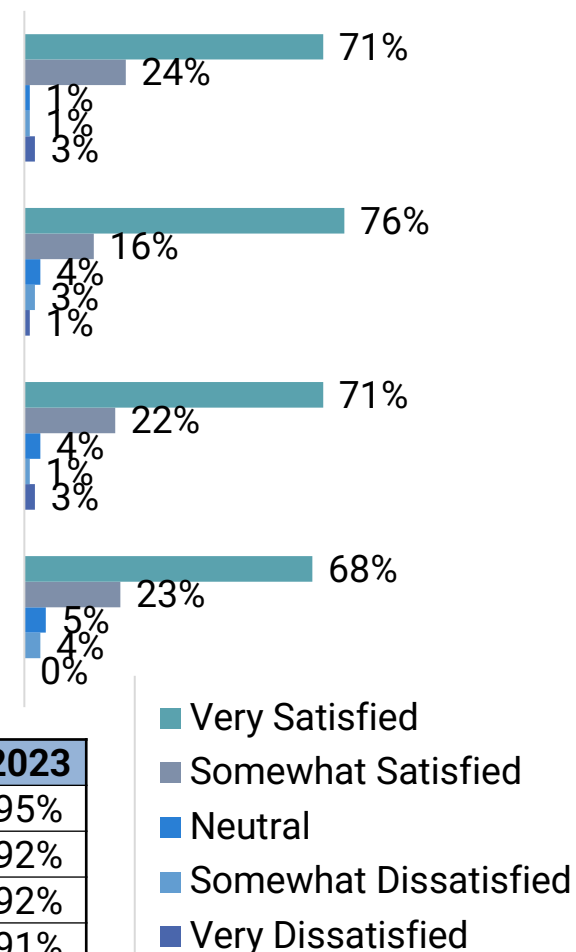
There are no statistically significant differences to note among the percentage of satisfied respondents with the service center between type of employer or status of offering other plans.

The knowledge level of the representative

The professionalism of the representative

Ability to get corrections/resolutions on contributions

The speed at which your call was answered



Very / Somewhat Satisfied	2021	2022	2023
The knowledge level of the representative	97%	93%	95%
The professionalism of the representative	97%	93%	92%
Ability to get corrections/resolutions on contributions	87%	91%	92%
The speed at which your call was answered	86%	92%	91%

No statistical significance in difference between years

2021=69n 2022=86n 2023=79n

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?

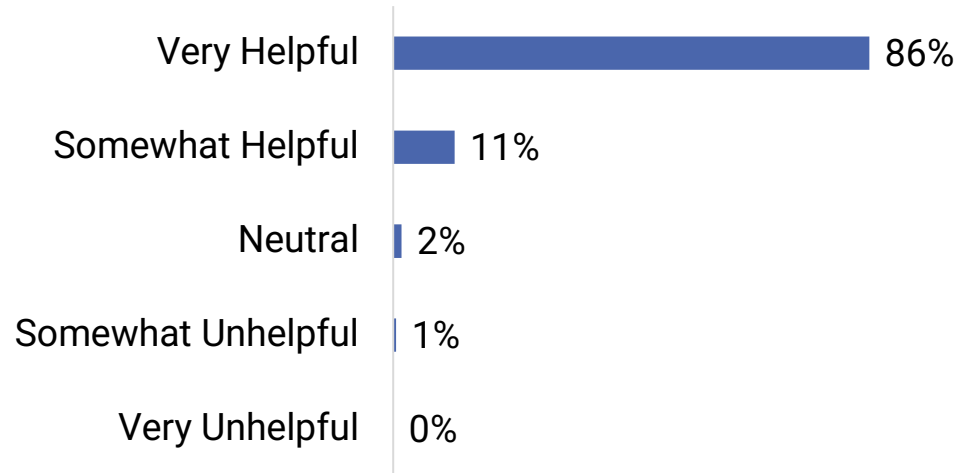
Satisfaction with Service Center ATTRIBUTES - FIELD ACCOUNT EXECUTIVE

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	4%
Semi-annually	24%
Annually	28%
Never	35%
Don't know	9%

Among those who have communicated with a field account executive, **satisfaction is high** (97%), a significant increase vs. 2022 (90%).



	2021		2022		2023
Very Helpful	78%	} 94%	84%	} 90%	86%
Somewhat Helpful	16%		6%		11%
Neutral	3%		4%		2%
Somewhat Unhelpful	0%	} 0%	2%	} 2%	1%
Very Unhelpful	0%		0%		0%
					1%

86% 11% indicates the percentage is significantly higher/lower than 2022, at the 95% confidence level.

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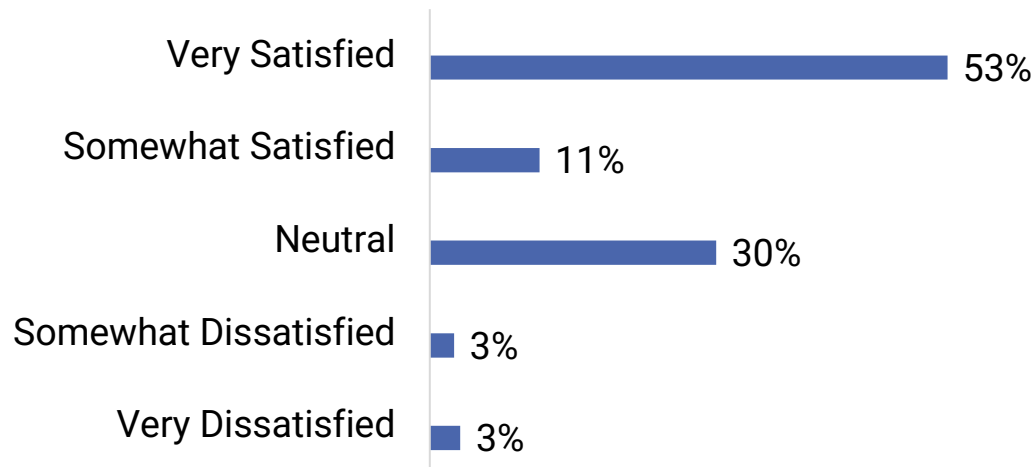
2021=130n 2022=172n 2023=200n

Overall Satisfaction with the FIELD ACCOUNT EXEC - GROUP MEETINGS

65% are currently satisfied overall with the field account executive's coordination of group meetings.

- This is **significantly lower than 2021 and directionally lower than 2022.**
- The percentage who are currently "**very satisfied**" (53%) is **significantly lower than 2021.**
- The percentage who are **neutral** (neither satisfied nor dissatisfied – 30%) is **significantly higher than 2021 and directionally higher than 2022.**

There are no statistically significant differences to note between type of employer or status of offering other plans.



	2021	2022	2023
Very Satisfied	72%	59%	53%
Somewhat Satisfied	9%	13%	11%
Neutral	14%	24%	30%
Somewhat Dissatisfied	1%	1%	3%
Very Dissatisfied	5%	3%	3%

 indicates the percentage is significantly higher/lower than 2022, at the 95% confidence level.
Green/Red font indicates the percentage is significantly higher/lower than 2021, at the 95% confidence level.

2021=130n 2022=172n 2023=159n

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, though ease of arranging visits or group meetings ranks as #2 when looking at total satisfied.

Satisfaction with **feedback from your employees on the visits or group meetings** has decreased since 2022 (from 88% to current level of 78%, this year's results are in line with 2021 at 80%).



Very / Somewhat Satisfied	2021	2022	2023
The professionalism of the representative	94%	89%	85%
Ease of arranging visits or group meetings	84%	89%	85%
Representative's ability to answer questions about the program	94%	89%	85%
Communication tools (posters, emails, etc.) provided by the representative to promote group meetings	81%	85%	78%
Feedback from your employees on the visits or group meetings	80%	88%	78%

78% indicates the percentage is significantly higher/lower than 2022, at the 95% confidence level.

Could not compare significance vs. 2021 due to sampling

2021=130n 2022=172n 2023=159n



Demographics

Demographics

Gender

Male	19%
Female	78%
Prefer not to answer	3%

Job Title/Position

Payroll Clerk	26%
Fiscal Officer	22%
Other (specify)	21%
Human Resource Manager	10%
Treasurer	8%
Administrator	8%
Finance Director	2%
Benefits Manager	1%
Office Manager	1%

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

Yes	58%
No	42%

Type of Employer/Organization

School K-12	36%
City	16%
Township	12%
Village	9%
County	9%
Library	9%
Other (specify)	7%
State	1%
Hospital	1%
University/College	0%

Length of Service in Position

Less than one year	7%
1 to 3 years	20%
4 to 10 years	30%
More than 10 years	43%

Does Employer Offer Other Plans?

Yes	44%
No	42%
Don't Know	14%

Total Sample=358n