

## EIA Customer Survey Questions

## I. SCREENING QUESTIONS

1. What type of organization are you calling for?

- |   |   |
|---|---|
| <input type="checkbox"/> Consultant/research            | <input type="checkbox"/> Energy Industry            |
| <input type="checkbox"/> Trade Association              | <input type="checkbox"/> Supplier/Marketer          |
| <input type="checkbox"/> Other Federal government       | <input type="checkbox"/> Other Industry             |
| <input type="checkbox"/> Banking/investment             | <input type="checkbox"/> Media/Press                |
| <input type="checkbox"/> State/Local government         | <input type="checkbox"/> Libraries                  |
| <input type="checkbox"/> Academia/student               | <input type="checkbox"/> Foreign Government         |
| <input type="checkbox"/> Professional Society/Nonprofit | <input type="checkbox"/> International Organization |
| <input type="checkbox"/> DOE/DOE contractor             | <input type="checkbox"/> Law Firm                   |
| <input type="checkbox"/> National Labs                  | <input type="checkbox"/> EIA survey respondent      |
| <input type="checkbox"/> White House                    | <input type="checkbox"/> Repackagers/Resellers      |
| <input type="checkbox"/> Congress (members & staff)     | <input type="checkbox"/> Private Citizens/Self      |
| Other _____   |   |

2. How often do you call EIA for information?

- First time  
 Once a month or less  
 More than once a month

Interviewer Read: I will be asking you about two aspects of your dealings with EIA: customer service and EIA's information products.

## II. CUSTOMER SERVICE

3. First, I am going to ask you to rate the customer service provided by the EIA staff. Use a scale of 1 to 5, 5 means very satisfied; 4 means satisfied; 3 means neither satisfied nor dissatisfied; 2 means dissatisfied; and 1 means very dissatisfied. Using this scale how satisfied were you overall with the service you received from EIA staff?

0 1 2 3 4 5

*{If answer is 1, 2, or 3 continue with question 4, if not go to question 5.}*

4. Why weren't you satisfied with EIA's service?

5. I am going to read you a list of qualities that are generally associated with good customer service. The response categories again range from 1 to 5 with 5 being very satisfied and 1 being very dissatisfied. Please let me know if any of these items do not apply to you.

- a. How satisfied are you *with the ease of making telephone contact* with the staff?  
b. ...*with their courtesy*?  
c. ...*that they were familiar with the information*?  
d. ...*that they understood what you wanted*?  
e. ...*and with their promptness in responding to you or providing information*?

*{If the answer is 1, 2, or 3 to any of these questions please continue with question 6, if not go to Section III.}*

6. Could you be more specific and tell me why you weren't satisfied with \_\_\_\_\_? *{Interviewer Note: Name the attribute, such as promptness. Ask about all that were rated 3 or less.}*

### III. INFORMATION PRODUCTS

Now I would like to ask you about our information products. EIA provides and distributes information, in both printed and electronic form including Home Page, Fax, and CD rom. Are you familiar with EIA information products?

- NO *{go to last page}*  
 YES

7. Have you used any of the EIA information products during the past year?

- NO *{skip to last page}*  
 YES

8. Could you tell me how you use the information?

- |  |   |
|--|---|
| <input type="checkbox"/> Analysis                            | <input type="checkbox"/> Forecasting                      |
| <input type="checkbox"/> Reports/news stories                | <input type="checkbox"/> Background information           |
| <input type="checkbox"/> Track information/trends            | <input type="checkbox"/> General research/market research |
| <input type="checkbox"/> Industry profiles/patterns          | <input type="checkbox"/> Comparisons                      |
| <input type="checkbox"/> Policy analysis/formulate policy    | <input type="checkbox"/> Consulting/responding to clients |
| <input type="checkbox"/> Answer questions (library, etc.)    | <input type="checkbox"/> Legal cases/regulation           |
| <input type="checkbox"/> Repackage or resell EIA information |   |
| <input type="checkbox"/> Other _____                         |   |

9. What is the most important information you get from EIA?

10. In general, how satisfied were you overall with the information you received? Please use the 1 to 5 satisfaction scale I described before, where 5 is very satisfied and 1 is very dissatisfied.

11. *{If answer is 1, 2, or 3 then ask}* Why weren't you satisfied?

12. Now I am going to read you a list of qualities that are generally associated with good information products. The response categories are from 1 to 5 with 5 being very satisfied, and 1 being very dissatisfied. Let me know if any of these do not apply.

*{Record "0" if respondent says not applicable or refuses to answer.}*

- a. How satisfied were you with the *ease of access* to EIA's information products?  
b. ...with the *relevance of the information*?  
c. ...with its *accuracy*?  
d. ...with its *comprehensiveness*?  
e. ...and with its *timeliness*?  
*{If answer is 1, 2, or 3 to any of these questions please continue with question 13, if not go to question 14.}*

13. Could you be more specific and tell me why you weren't satisfied with \_\_\_\_\_? *{Interviewer Note: Name the attribute, such as timeliness. Ask about all that were rated 3 or less.}*

14. EIA is now releasing some data in preliminary form. When issued as final, there may be some revisions. If the size of the revision is less than 5 percent, would this early release meet your needs?

- YES  
 MAYBE (A list will be included in the "Thank you" Packet)  
 NO, Could you tell me more about why?  
 DON'T KNOW

15. During the past year, have you used any of EIA's electronic products or services?
- NO {Skip to 16}
  - YES Which ones?
    - Inquiries via Internet
    - EIA Home Page
    - COGIS [Comprehensive Oil & Gas Information Service]
    - EPUB [Electronic Publication]
    - PEDRO [PC Electronic Data Reporting Option]
    - Diskettes
    - FAX
    - CD Rom
    - Petroleum Prices Hotline
    - Other (Please specify)
16. In general, as more EIA information becomes available electronically, will you still want the paper copy?
- YES
  - NO
  - Don't Know
17. If you had the ability to change one thing to improve EIA's products or services, what would that be?
18. Do you have anything else you would like to say?