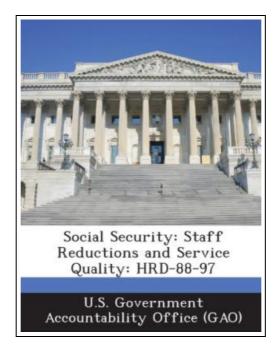
Social Security: Staff Reductions and Service Quality: Hrd-88-97



Filesize: 7.03 MB

Reviews

A whole new e book with an all new point of view. It is one of the most incredible book i actually have go through. I am easily could possibly get a enjoyment of reading through a written book.

(Nathanael Treutel)

SOCIAL SECURITY: STAFF REDUCTIONS AND SERVICE QUALITY: HRD-88-97



BiblioGov. Paperback. Book Condition: New. This item is printed on demand. Paperback. 22 pages. Dimensions: 9.7in. x 7.4in. x 0.1in.ln response to a congressional request, GAO reviewed the Social Security Administrations (SSA) quality of service to the public in processing benefits claims and the consistency and reliability of its processing during staff reductions. GAO found that SSA: (1) improved its processing timeliness, payment accuracy rates, and pending work-load sizes between December 1986 and December 1987; (2) decreased service levels for processing hearing requests and claims processing accuracy for the Retirement, Survivors, and Disability Insurance (RSDI) Program; (3) planned to hire additional administrative law judges to improve hearing processing; and (4) attributed the drop in RSDI accuracy to field office processing of claims formerly processed at SSA service centers, but expected the rate to improve as the field offices gained experience. GAO also found that: (1) in a client satisfaction survey, 87 percent of the respondents indicated that they found overall SSA service to be good to very good; and (2) an SSA manager survey indicated that managers were positive about the service they provided, negative about staff reductions, and believed that employee morale was low. In addition, GAO found that SSA was testing a quality assurance program that would provide a payment accuracy rate to reflect currently adjudicated payment accuracy. This item ships from La Vergne,TN. Paperback.



Read Social Security: Staff Reductions and Service Quality: Hrd-88-97 Online



Relevant Books



The Pauper & the Banker/Be Good to Your Enemies

Discovery Publishing Pvt.Ltd. Paperback. Book Condition: new. BRAND NEW, The Pauper & the Banker/Be Good to Your Enemies, Discovery Kidz, This book is part of the Aesops Fables (Fun with 2 Stories) Series, titles in...

Save eBook »



TJ new concept of the Preschool Quality Education Engineering the daily learning book of: new happy learning young children (2-4 years old) in small classes (3)(Chinese Edition)

paperback. Book Condition: New. Ship out in 2 business day, And Fast shipping, Free Tracking number will be provided after the shipment. Paperback. Pub Date: 2005-09-01 Publisher: Chinese children before making Reading: All books are the...

Save eBook »



Oscar Wilde, His Life and Confessions, Volume 1

1st World Library, United States, 2004. Paperback. Book Condition: New. 216 x 140 mm. Language: English . Brand New Book ***** Print on Demand *****. Purchase one of 1st World Library s Classic Books and help...

Save eBook »



TJ new concept of the Preschool Quality Education Engineering the daily learning book of: new happy learning young children (3-5 years) Intermediate (3)(Chinese Edition)

paperback. Book Condition: New. Ship out in 2 business day, And Fast shipping, Free Tracking number will be provided after the shipment. Paperback. Pub Date: 2005-09-01 Publisher: Chinese children before making Reading: All books are the...

Save eBook »



Learn em Good: Improve Your Child s Math Skills: Simple and Effective Ways to Become Your Child s Free Tutor Without Opening a Textbook

Createspace, United States, 2010. Paperback. Book Condition: New. 229 x 152 mm. Language: English . Brand New Book ***** Print on Demand *****. From a certified teacher and founder of an online tutoring website-a simple and...

Save eBook »