

Senate Bill 438

By: Senators Harbin of the 16th, Albers of the 56th, Cowsert of the 46th, Shafer of the 48th, Ligon, Jr. of the 3rd and others

A BILL TO BE ENTITLED
AN ACT

1 To amend Chapter 1 of Title 50 of the Official Code of Georgia Annotated, relating to
2 general provisions regarding state government, so as to provide that certain state offices
3 provide callers with the opportunity to complete an automated satisfaction survey; to provide
4 for the contents of such survey; to provide for certain reports and information; to provide a
5 short title; to provide for related matters; to repeal conflicting laws; and for other purposes.

6 BE IT ENACTED BY THE GENERAL ASSEMBLY OF GEORGIA:

7 **SECTION 1.**

8 This Act shall be known and may be cited as the "Assuring Quality in Government Act."

9 **SECTION 2.**

10 Chapter 1 of Title 50 of the Official Code of Georgia Annotated, relating to general
11 provisions regarding state government, is amended by adding a new Code section to read as
12 follows:

13 "50-1-10.

14 (a) Each office of each executive branch department or agency, the head of which is
15 appointed by the Governor, and each office of the Secretary of State, the Commissioner of
16 Labor, and the Commissioner of Insurance, upon the conclusion of a telephone call which
17 was received by such office, shall offer the individual calling such office the opportunity
18 to complete an automated satisfaction survey. Such survey shall consist of three questions
19 in substantially the following form:

20 (1) 'Was the individual with whom you spoke courteous?';

21 (2) 'Did the individual with whom you spoke resolve the issue that was the subject of
22 your call?'; and

23 (3) 'If you were an employer in the private sector, would you hire the individual with
24 whom you spoke to work for you?'.

25 (b) Each such executive branch department or agency, the Secretary of State, the
26 Commissioner of Labor, and the Commissioner of Insurance shall make the results of such
27 satisfaction surveys available on its website. In addition, each such executive branch
28 department or agency, the Secretary of State, the Commissioner of Labor, and the
29 Commissioner of Insurance shall provide an annual report of the results of such satisfaction
30 survey to the House Committee on Governmental Affairs and the Senate Government
31 Oversight Committee at the beginning of each legislative session."

32 **SECTION 3.**

33 All laws and parts of laws in conflict with this Act are repealed.