



HAWAII GOVERNMENT EMPLOYEES ASSOCIATION

AFSCME LOCAL 152, AFL-CIO

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LATE TESTIMONY

The Twenty-Fourth Legislature, State of Hawaii
Hawaii State House of Representatives
Committee on Labor and Public Employment

Testimony by
Hawaii Government Employees Association
January 25, 2008

H.B. 1982 – RELATING TO CUSTOMER SERVICE

The Hawaii Government Employees Association supports the purpose and intent of this bill. Starting a small pilot program to improve customer service through “informed customers” making inquiries at state agencies is a good idea. The HGEA/AFSCME is committed to making state and county government customer friendly by providing high quality services to the people of Hawaii.

Our primary concern is that this program must not be used to discipline employees if there are problems, but to provide constructive feedback about how well the public is being served. Many issues related to poor customer service are not the fault of employees. Inadequate staffing, complicated policies, procedures, and the need to manually process documents often lead to frustration when the public attempts to access a particular service or requests information. Therefore, it is important to address these structural problems by providing employees with the resources necessary to perform their jobs effectively.

Thank you for the opportunity to testify in support of H.B. 1982.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Nora A. Nomura', written over a horizontal line.

Nora A. Nomura
Deputy Executive Director