HRD
EMAIL BASED
SURVEY
November 2020
HRD EMAIL BASED SURVEY

- **Question Ratings – “Please rate …**
  - whether your inquiry was answered to your satisfaction.”
    (Performance)
  - whether you received courteous and professional customer service.”
    (Courtesy)
  - whether you received timely customer service.”
    (Timeliness)
  - the overall quality of customer service you received.”
    (Customer Service Excellence)

*Scale:*

Poor (1) Somewhat Unsatisfactory (3) Satisfactory (5) Very Satisfactory (8) Superior (10)

- **Total Responses received – 35**  
  - Average CSE score of – 6.7

November 2020
QUESTION RATINGS – BY HRD SERVICE

November 2020
TREND – CUSTOMER SERVICE EXCELLENCE (BY FUNCTIONAL AREA)
November 2020

Overall Trend - Customer Service Excellence Ratings

- Sep'20: 7.9
- Oct'20: 7.7
- Nov'20: 6.7
November 2020