



# HRD EMAIL BASED SURVEY

April 2024



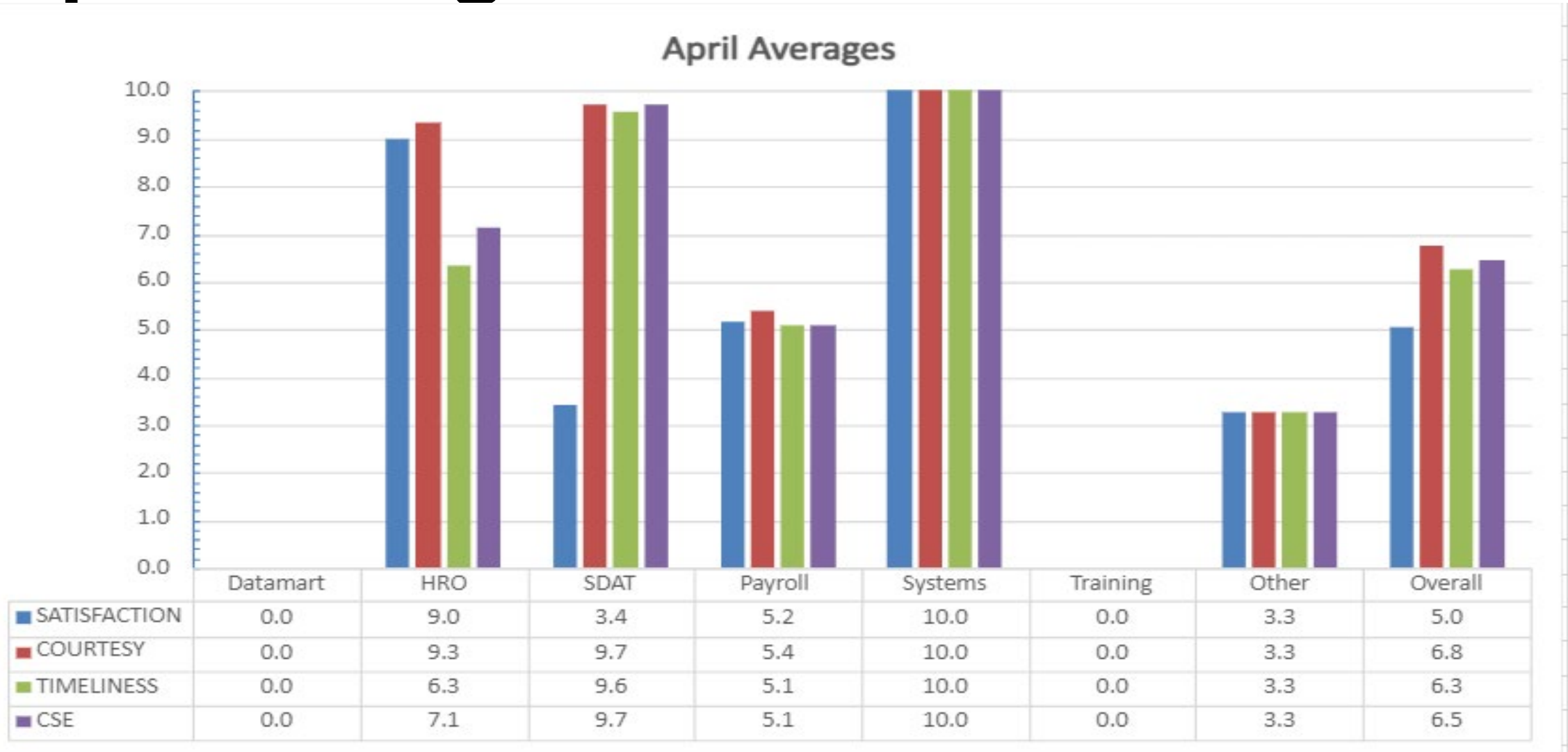
[DOI.GOV/IBC](https://doi.gov/IBC)

# HRD Email-based Survey

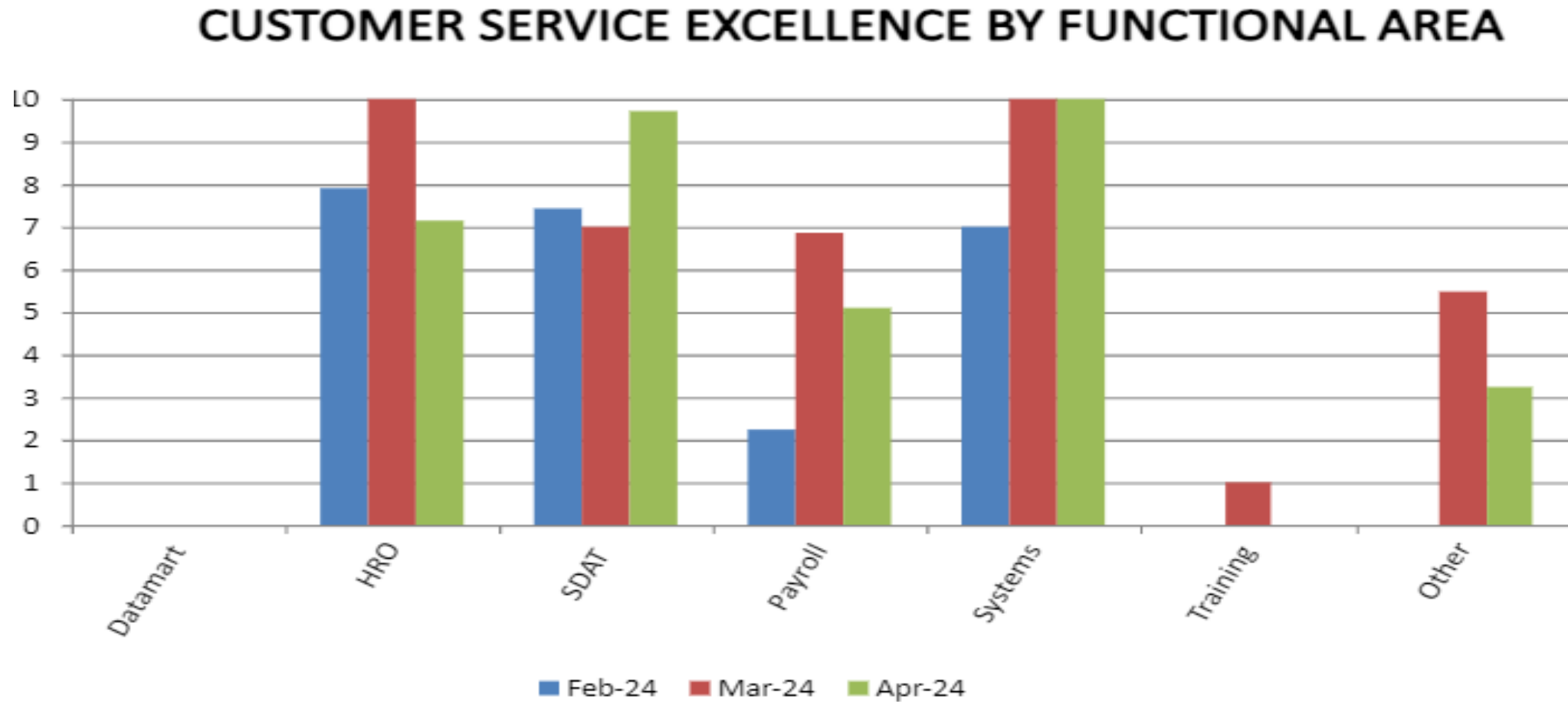
- Question Ratings – “Please rate...
  - Whether your inquiry was answered to your satisfaction.” (Performance)
  - whether you received courteous and professional customer service.” (Courtesy)
  - whether you received timely customer service.” (Timeliness)
  - the overall quality of customer service you received.” (Customer Service Excellence)
- Scale:
  - Poor (1) Somewhat Unsatisfactory (3) Satisfactory (5) Very Satisfactory (8) Superior (10)
- Total Responses received – 32
- Average CSE score of – 6.5



# April Averages

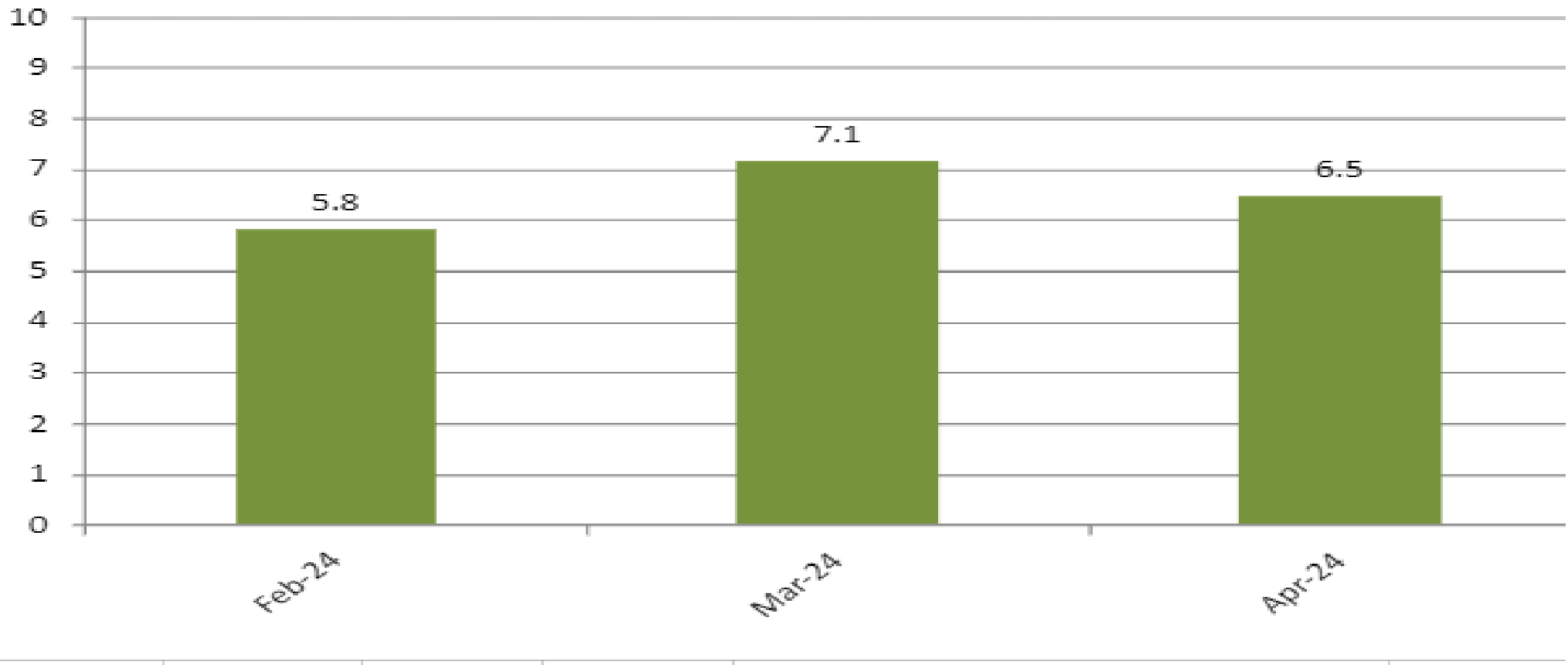


# Quarterly Trend



# Customer Service Excellence Trend

CUSTOMER SERVICE EXCELLENCE TREND



# April 2024

