A scenic landscape photograph of Rocky Mountain National Park. In the foreground, there are trees with vibrant autumn foliage in shades of yellow and orange. The middle ground shows a rocky mountain slope with patches of green evergreen trees. In the background, a large, prominent rocky peak rises against a clear blue sky.

**HRD  
EMAIL BASED  
SURVEY**

**December 2022**

**INTERIOR BUSINESS CENTER**  
U.S. DEPARTMENT OF THE INTERIOR

# 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)

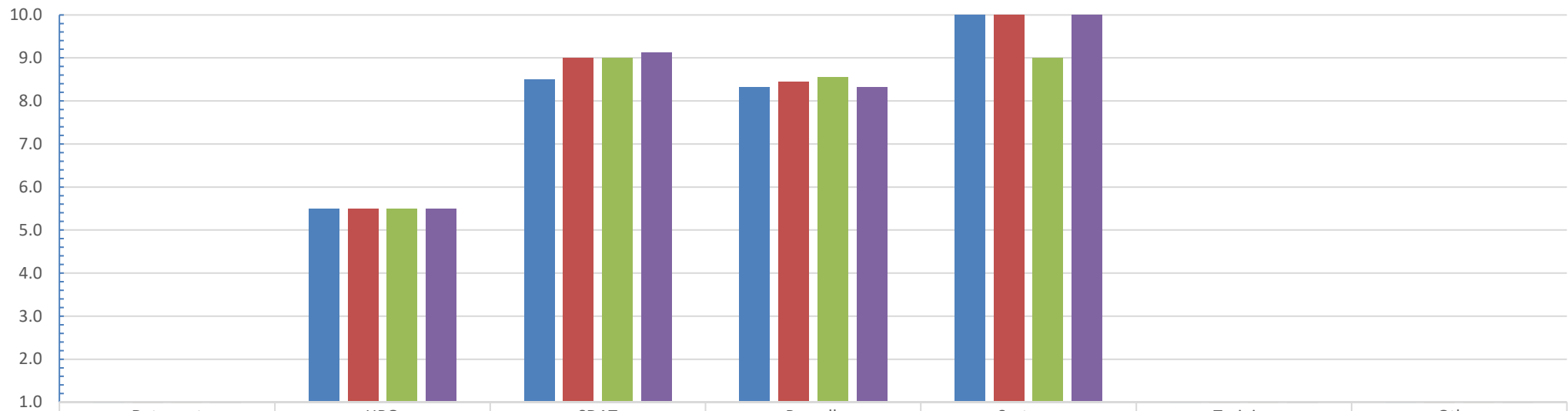
*Scale:*

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

- **Total Responses received – 22**
- **Average CSE score of – 8 .2**

# QUESTION RATINGS – BY HRD SERVICE

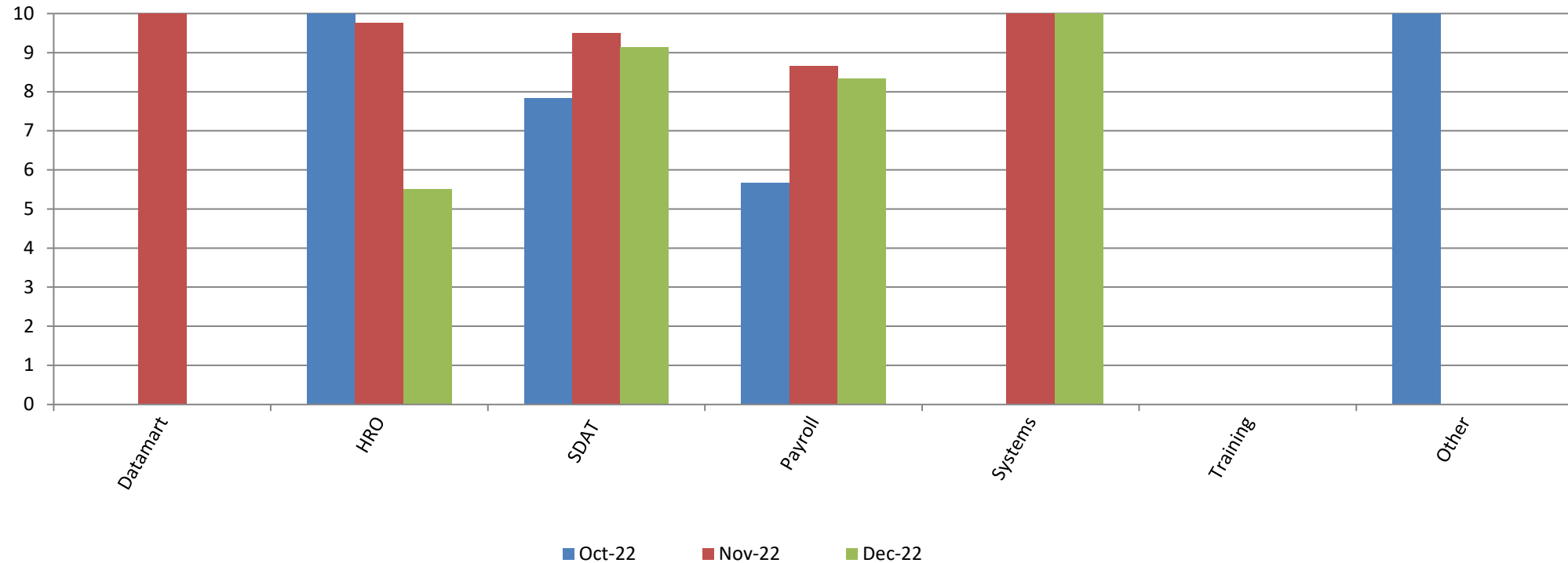
December Averages



	Datamart	HRO	SDAT	Payroll	Systems	Training	Other
■ SATISFACTION	0.0	5.5	8.5	8.3	10.0	0.0	0.0
■ COURTESY	0.0	5.5	9.0	8.4	10.0	0.0	0.0
■ TIMELINESS	0.0	5.5	9.0	8.6	9.0	0.0	0.0
■ CSE	0.0	5.5	9.1	8.3	10.0	0.0	0.0

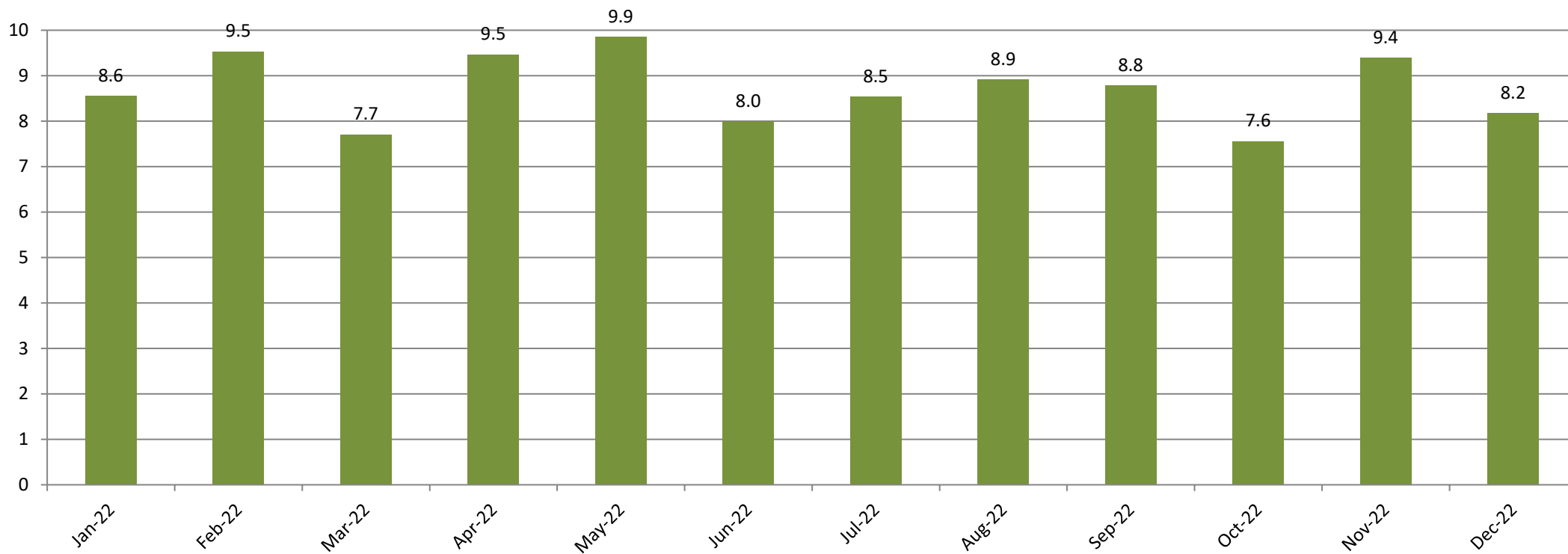
# QUARTERLY TREND—CUSTOMER SERVICE EXCELLENCE (BY FUNCTIONAL AREA)

## CUSTOMER SERVICE EXCELLENCE BY FUNCTIONAL AREA



# TREND-CUSTOMER SERVICE EXCELLENCE RATINGS

## CUSTOMER SERVICE EXCELLENCE TREND



# SURVEYS, COMMENTS, CONTACT REQUESTS

