



HRD EMAIL BASED SURVEY

December 2023



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

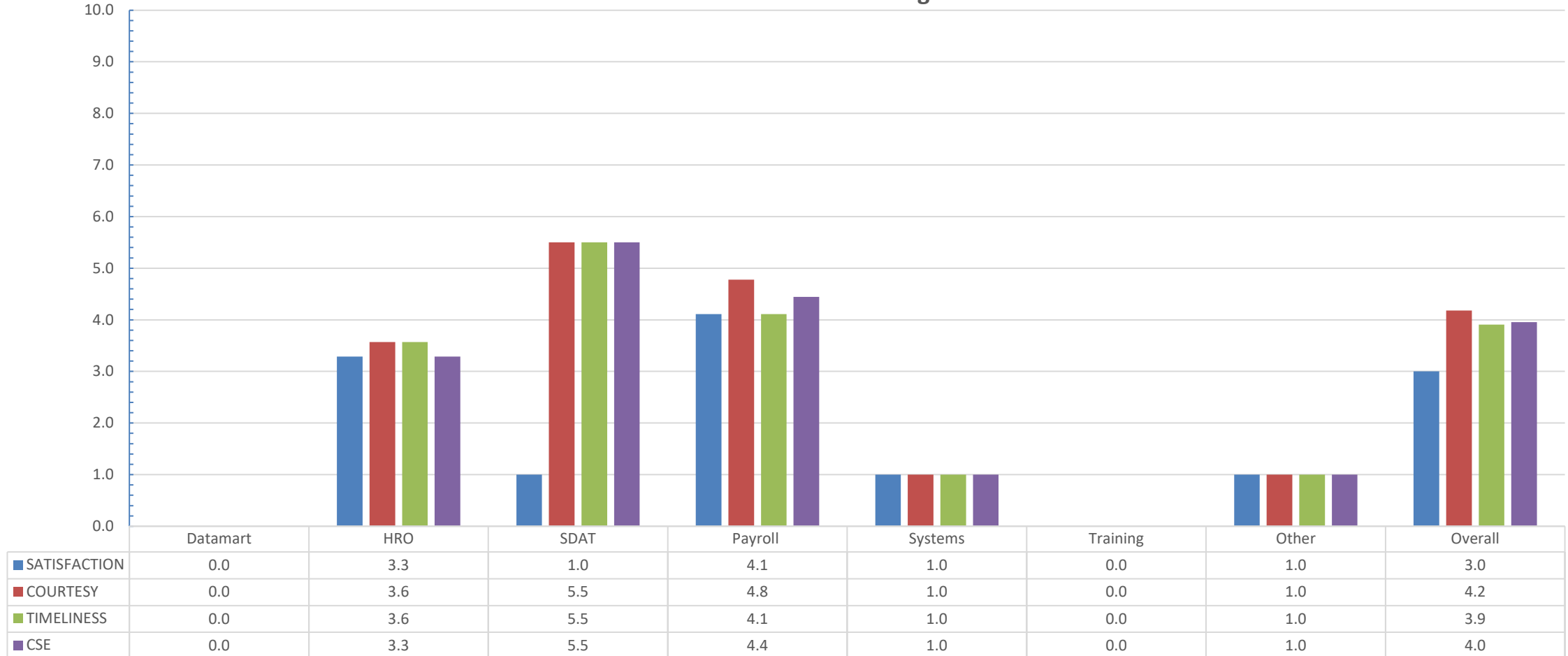
HRD Email-based Survey

- 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 – 22
- Average CSE score of – 4.0



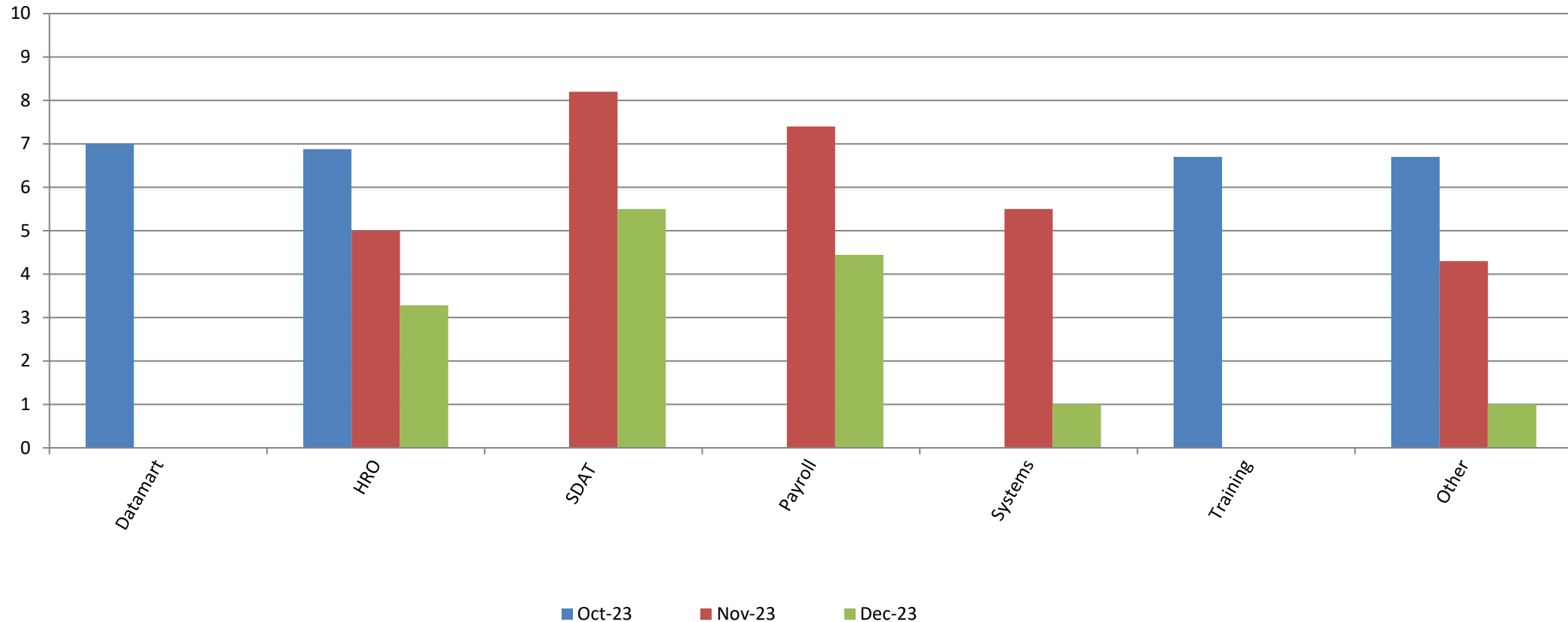
December Averages

December Averages



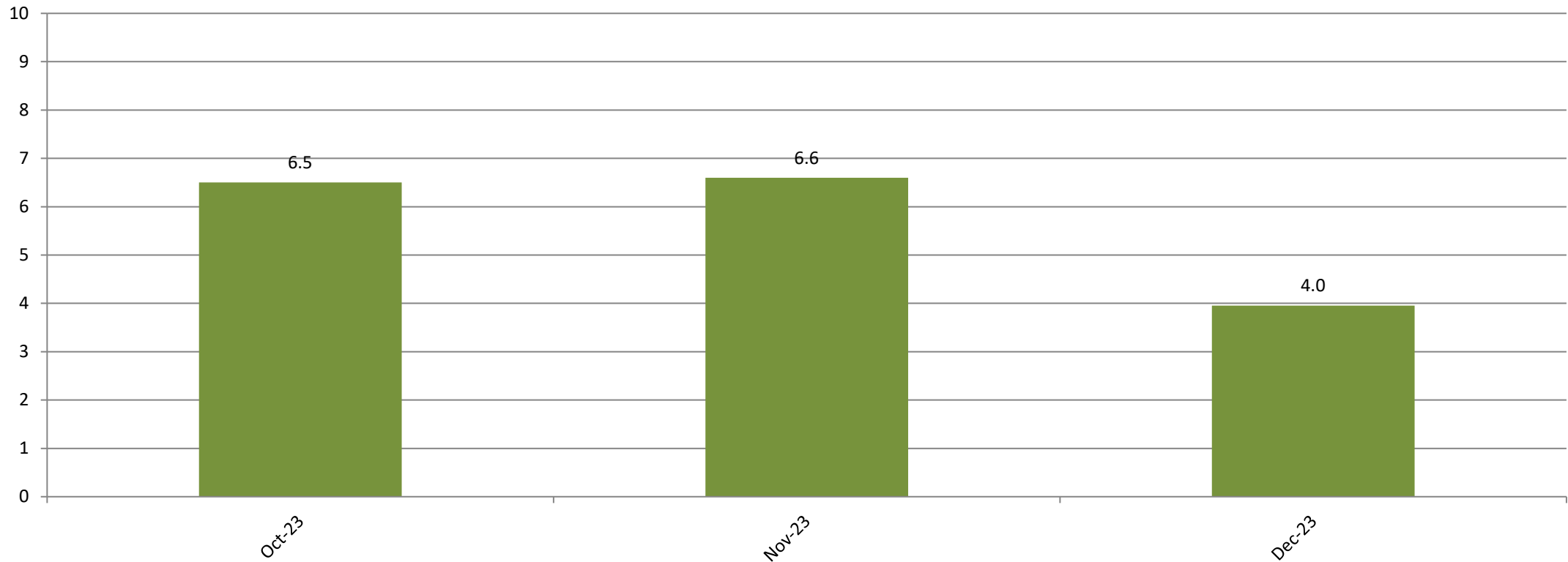
Quarterly Trend

CUSTOMER SERVICE EXCELLENCE BY FUNCTIONAL AREA



Customer Service Excellence Trend

CUSTOMER SERVICE EXCELLENCE TREND



December 2023

