

# HRD EMAIL BASED SURVEY

May 2024



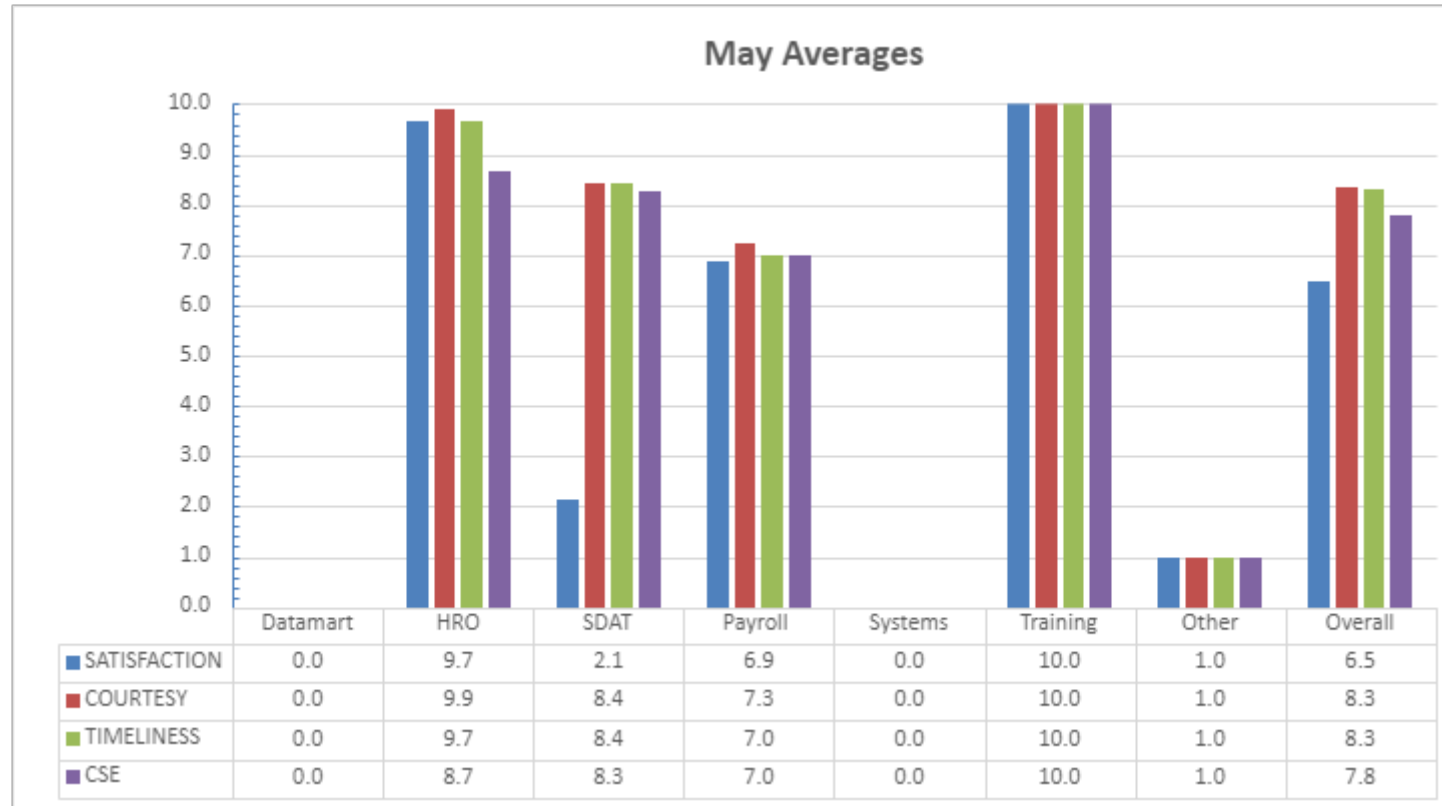
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# HRD Email-based Survey

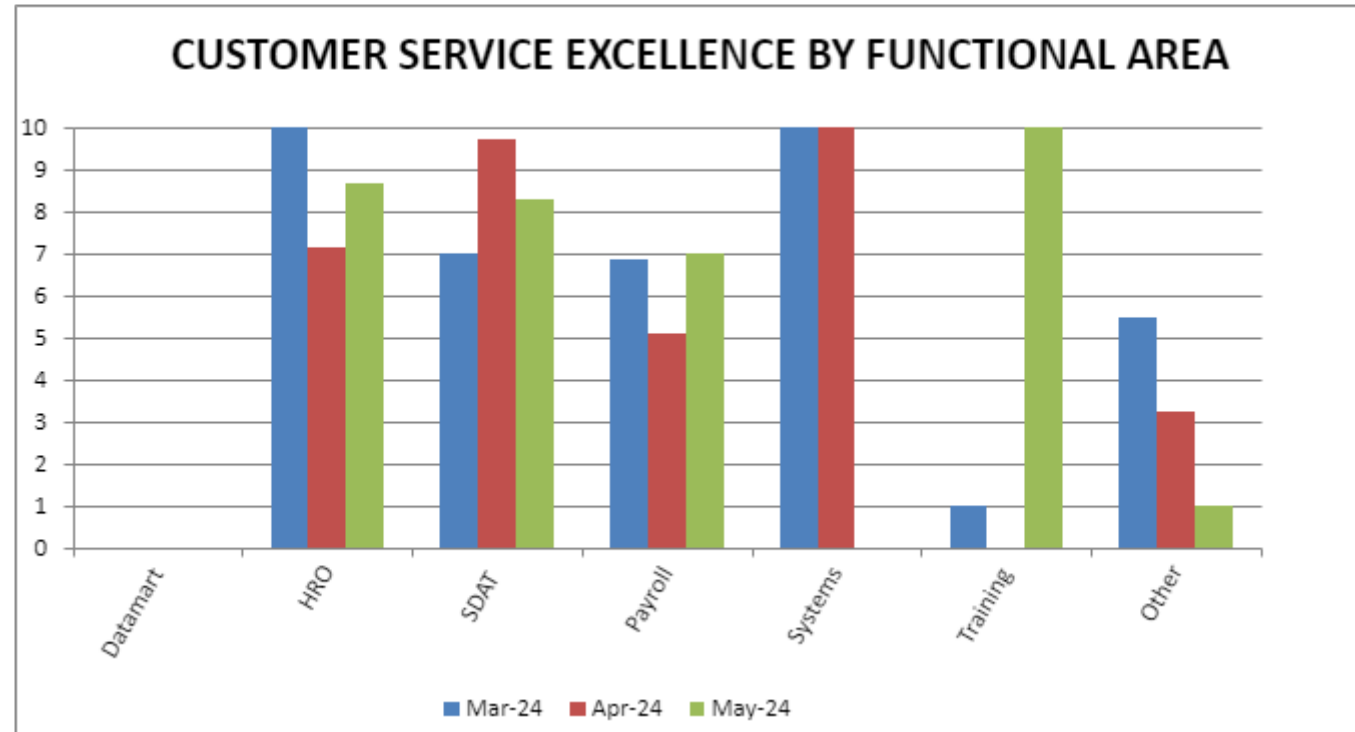
- Question Ratings – “Please rate...
  - Whether your inquiry was answered to your satisfaction.” (Performance)
  - whether you received courteous and professional customer service.” (Courtesy)
  - whether you received timely customer service.” (Timeliness)
  - the overall quality of customer service you received.” (Customer Service Excellence)
- Scale:
  - Poor (1) Somewhat Unsatisfactory (3) Satisfactory (5) Very Satisfactory (8) Superior (10)
- Total Responses received – 26
- Average CSE score of – 7.8



# May Averages



# Quarterly Trend



# Customer Service Excellence Trend



# May 2024

