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**

November 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)

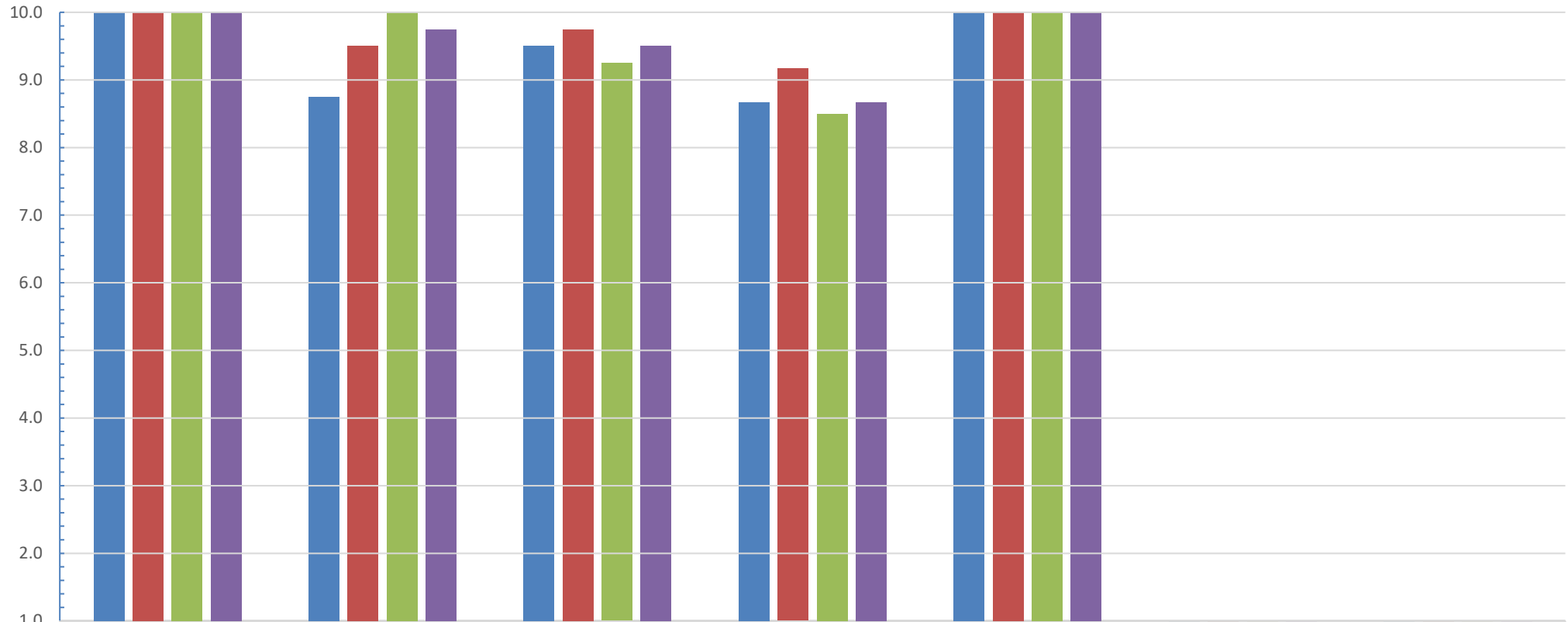
*Scale:*

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

- **Total Responses received – 18**
- **Average CSE score of – 9.39**

# QUESTION RATINGS – BY HRD SERVICE

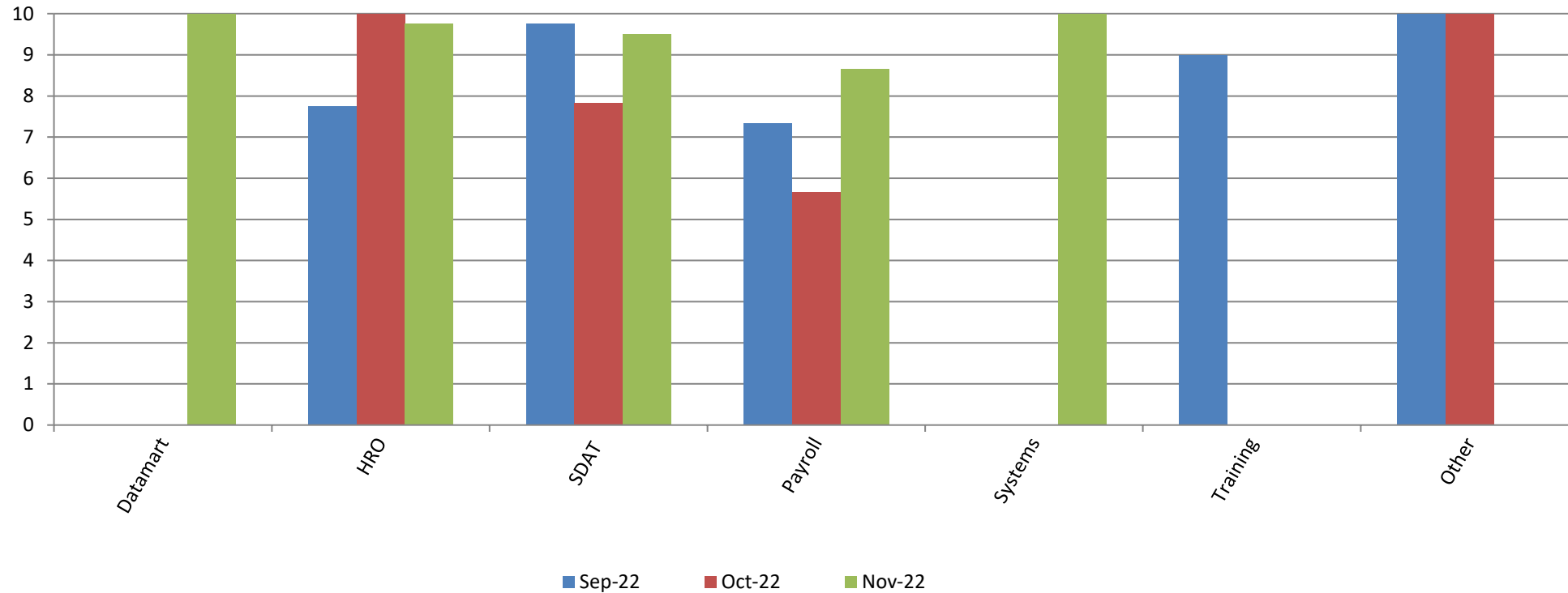
November Averages



	Datamart	HRO	SDAT	Payroll	Systems	Training	Other
SATISFACTION	10.0	8.8	9.5	8.7	10.0	0.0	0.0
COURTESY	10.0	9.5	9.8	9.2	10.0	0.0	0.0
TIMELINESS	10.0	10.0	9.3	8.5	10.0	0.0	0.0
CSE	10.0	9.8	9.5	8.7	10.0	0.0	0.0

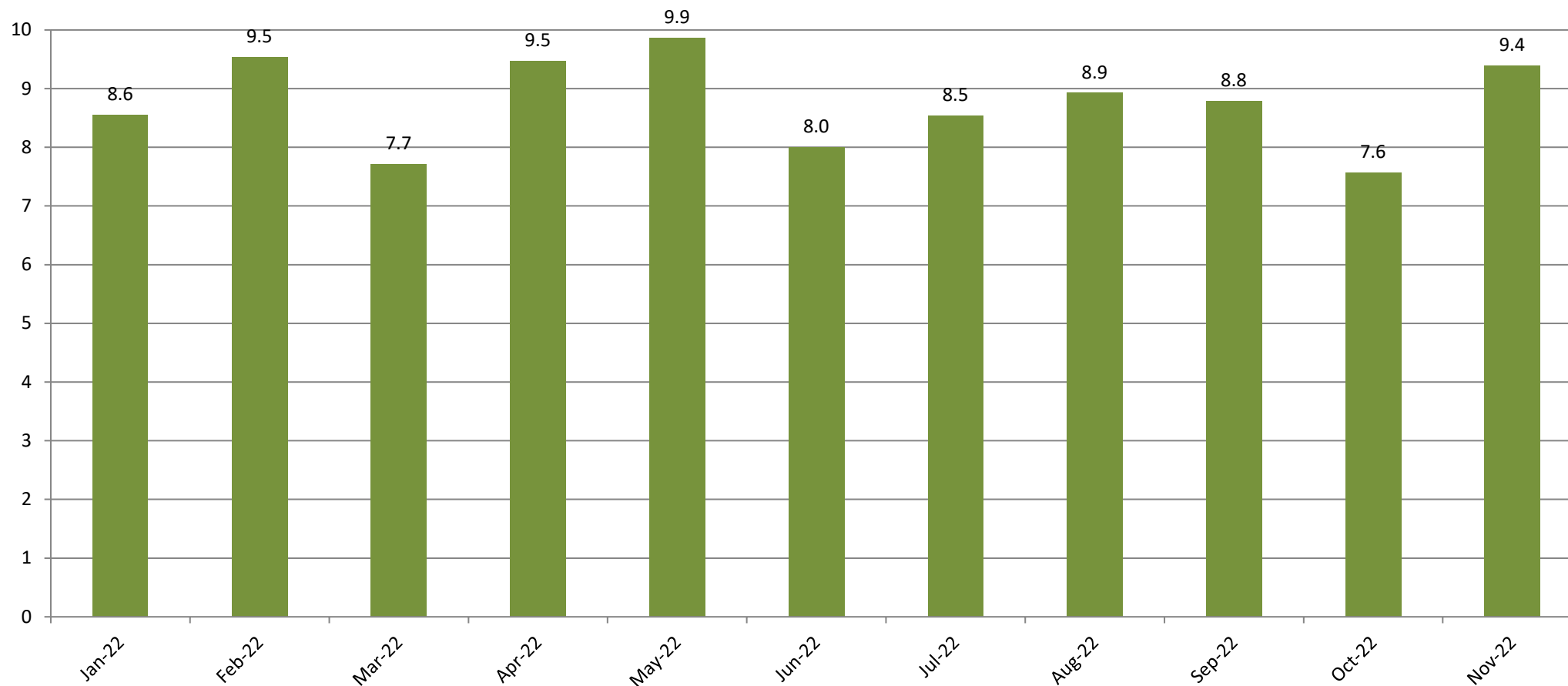
# QUARTERLY TREND—CUSTOMER SERVICE EXCELLENCE (BY FUNCTIONAL AREA)

## CUSTOMER SERVICE EXCELLENCE BY FUNCTIONAL AREA



# TREND-CUSTOMER SERVICE EXCELLENCE RATINGS

## CUSTOMER SERVICE EXCELLENCE TREND



# SURVEYS, COMMENTS, CONTACT REQUESTS

November Total Surveys, Comments and Contact Request

