

HRD EMAIL BASED SURVEY

October 2023



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

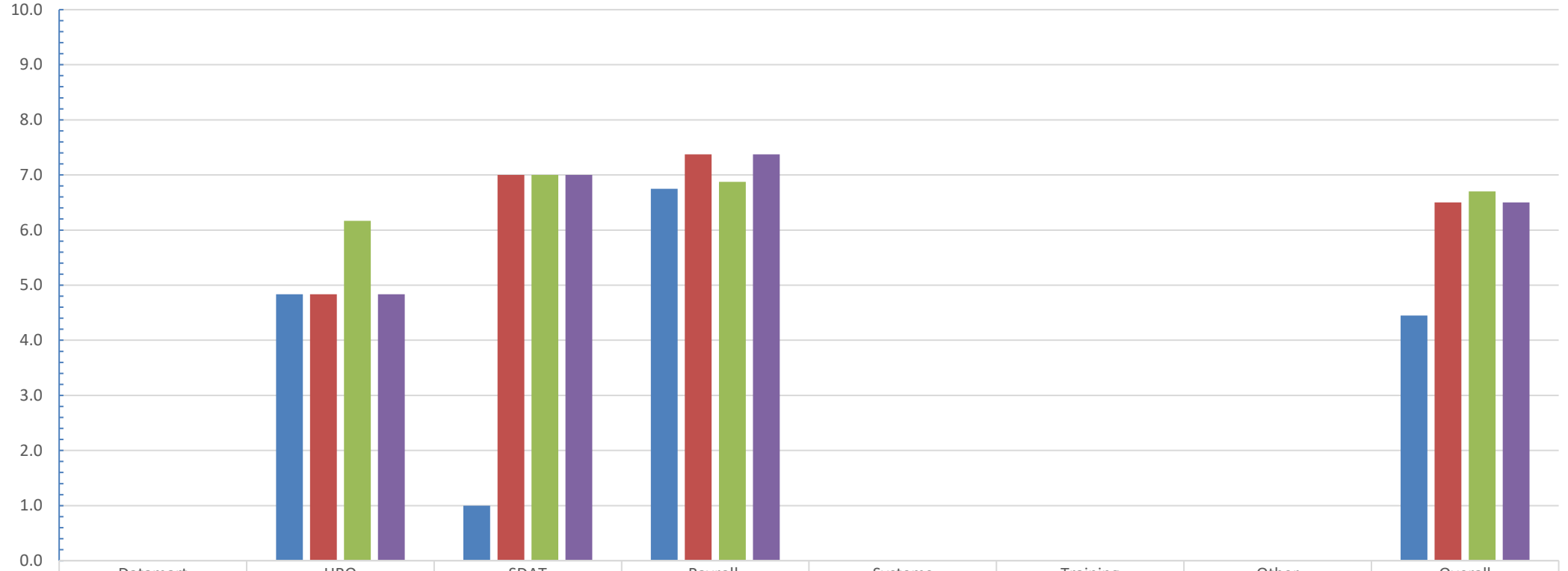
HRD Email-Based Survey

- 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 – 20
- Average CSE score of – 6.5



October Averages

October Averages

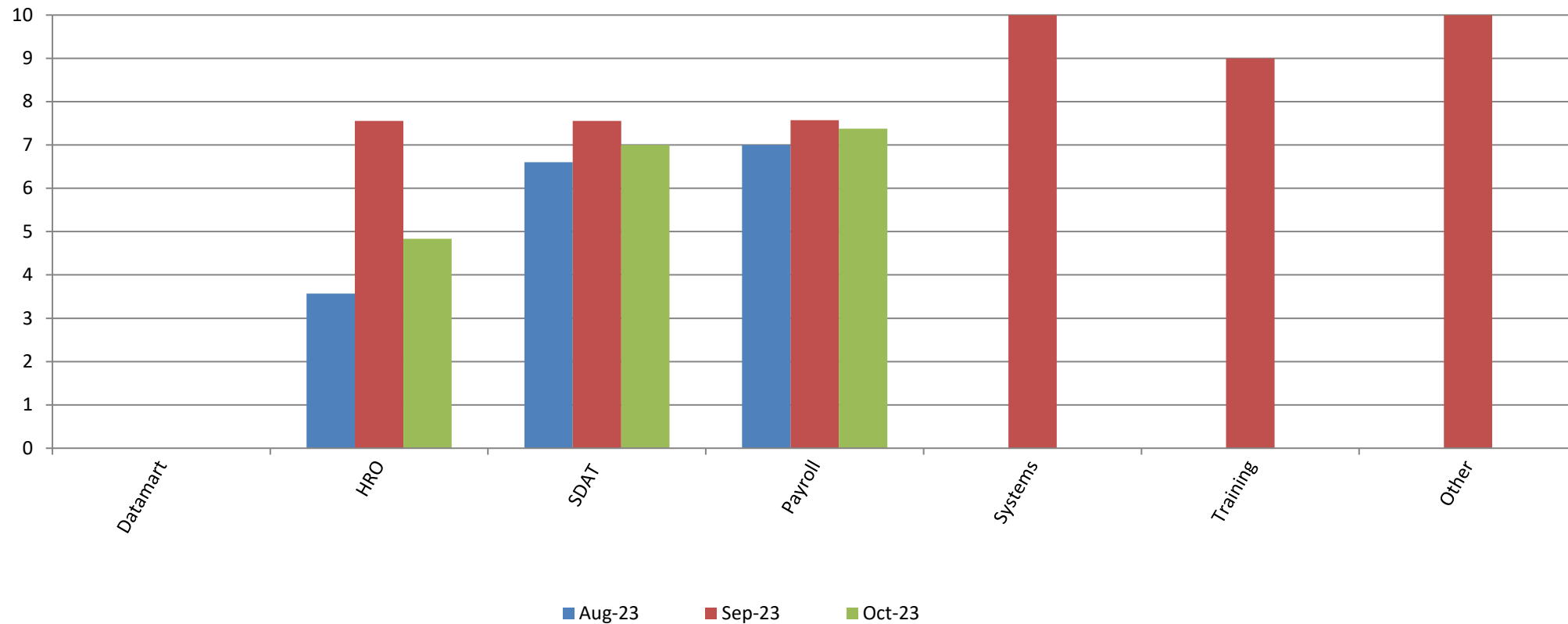


	Datamart	HRO	SDAT	Payroll	Systems	Training	Other	Overall
SATISFACTION	0.0	4.8	1.0	6.8	0.0	0.0	0.0	4.5
COURTESY	0.0	4.8	7.0	7.4	0.0	0.0	0.0	6.5
TIMELINESS	0.0	6.2	7.0	6.9	0.0	0.0	0.0	6.7
CSE	0.0	4.8	7.0	7.4	0.0	0.0	0.0	6.5



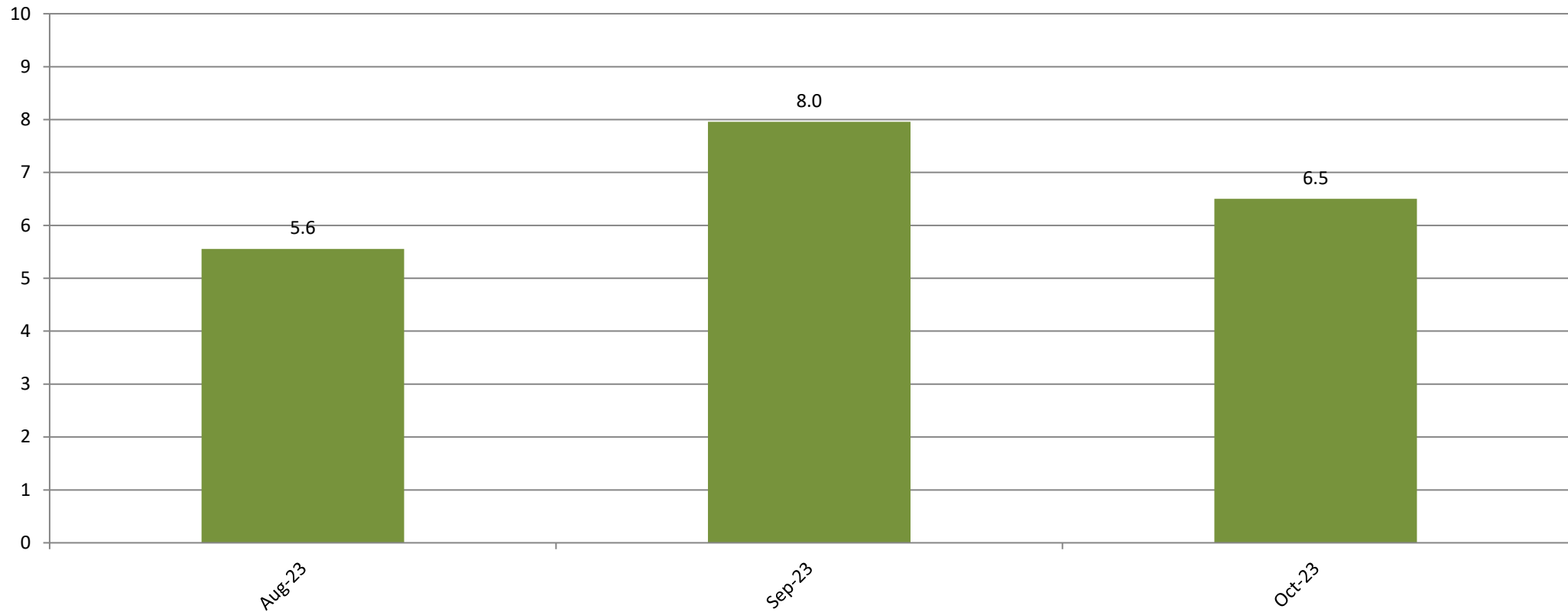
Quarterly Trend

CUSTOMER SERVICE EXCELLENCE BY FUNCTIONAL AREA



Customer Service Excellence Trend

CUSTOMER SERVICE EXCELLENCE TREND



October

