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**

August 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)

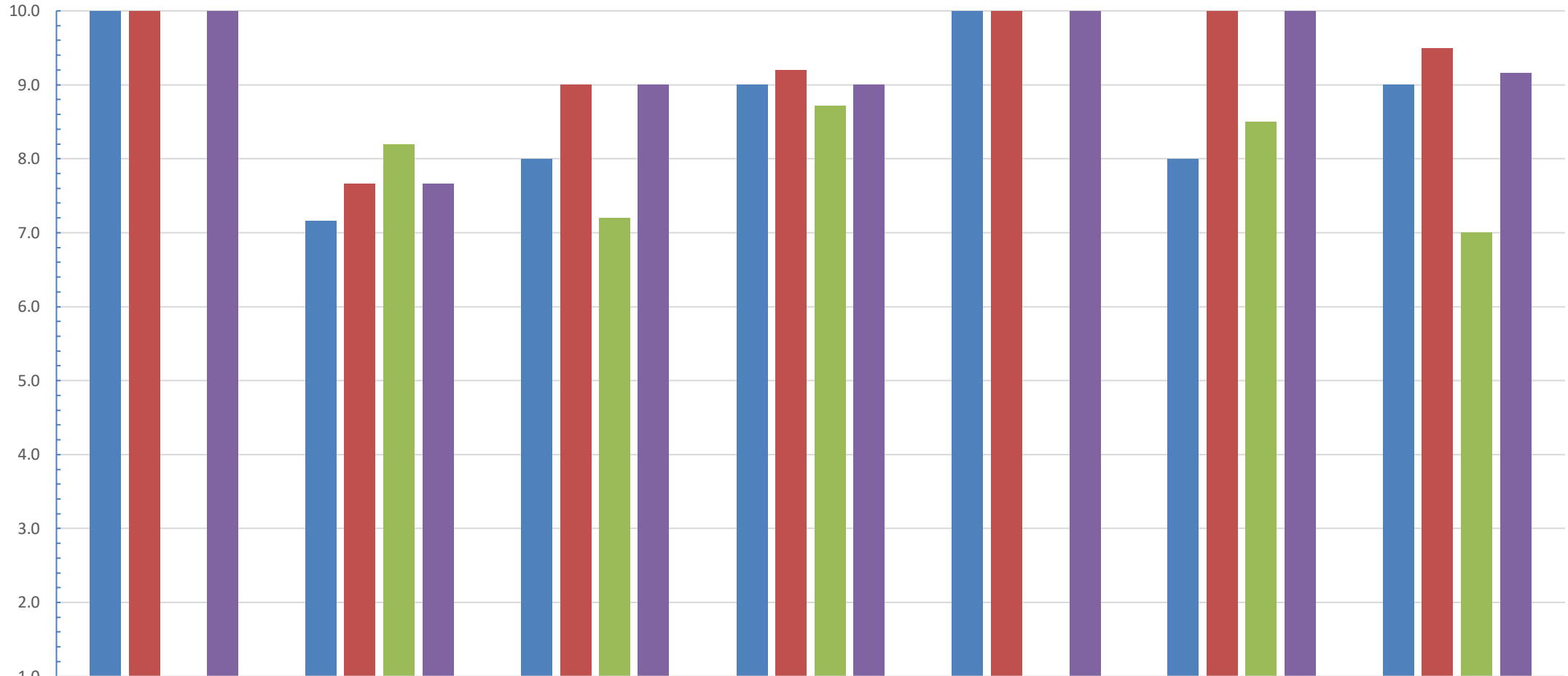
*Scale:*

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

- **Total Responses received – 47**
- **Average CSE score of – 8.9**

# QUESTION RATINGS – BY HRD SERVICE

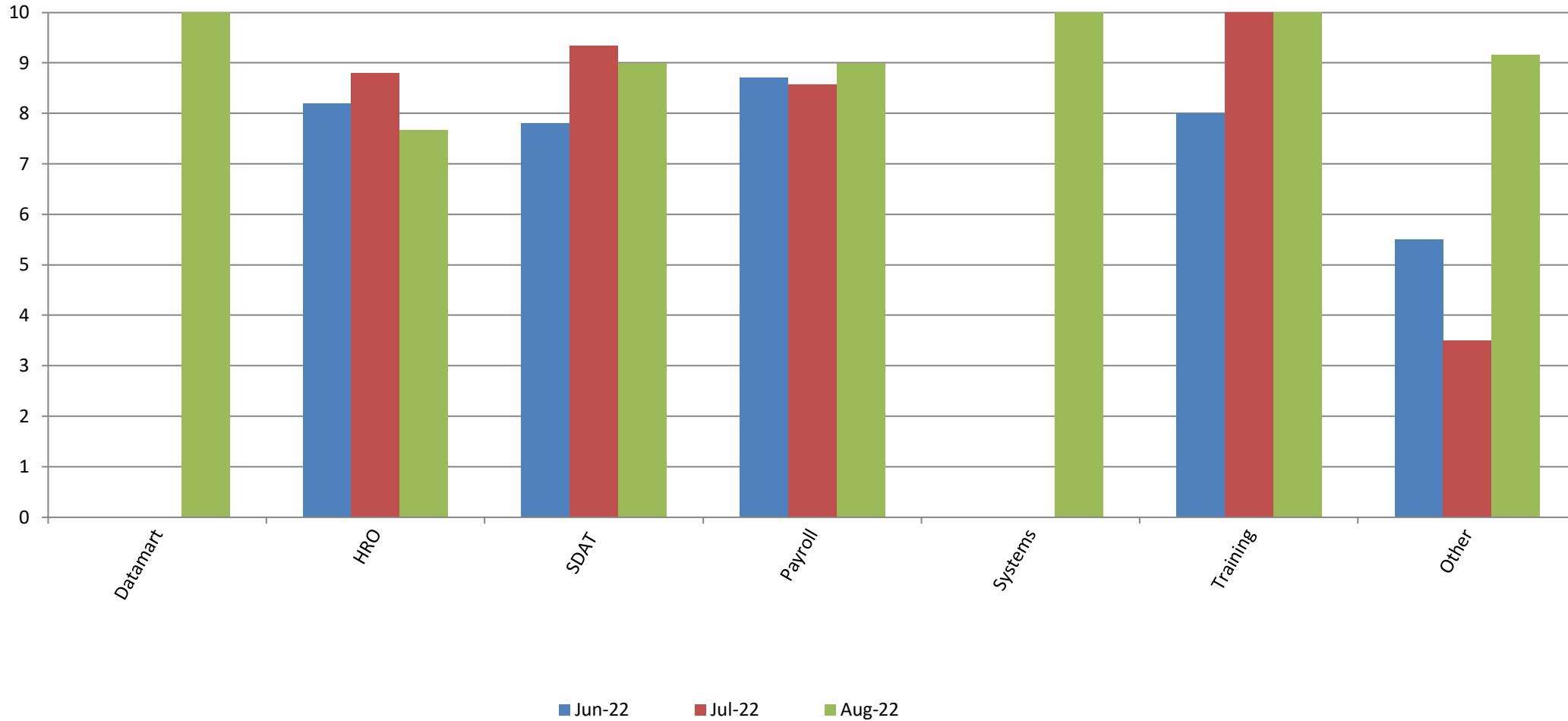
August Averages



	Datamart	HRO	SDAT	Payroll	Systems	Training	Other
■ SATISFACTION	10.0	7.2	8.0	9.0	10.0	8.0	9.0
■ COURTESY	10.0	7.7	9.0	9.2	10.0	10.0	9.5
■ TIMELINESS	0.0	8.2	7.2	8.7	0.0	8.5	7.0
■ CSE	10.0	7.7	9.0	9.0	10.0	10.0	9.2

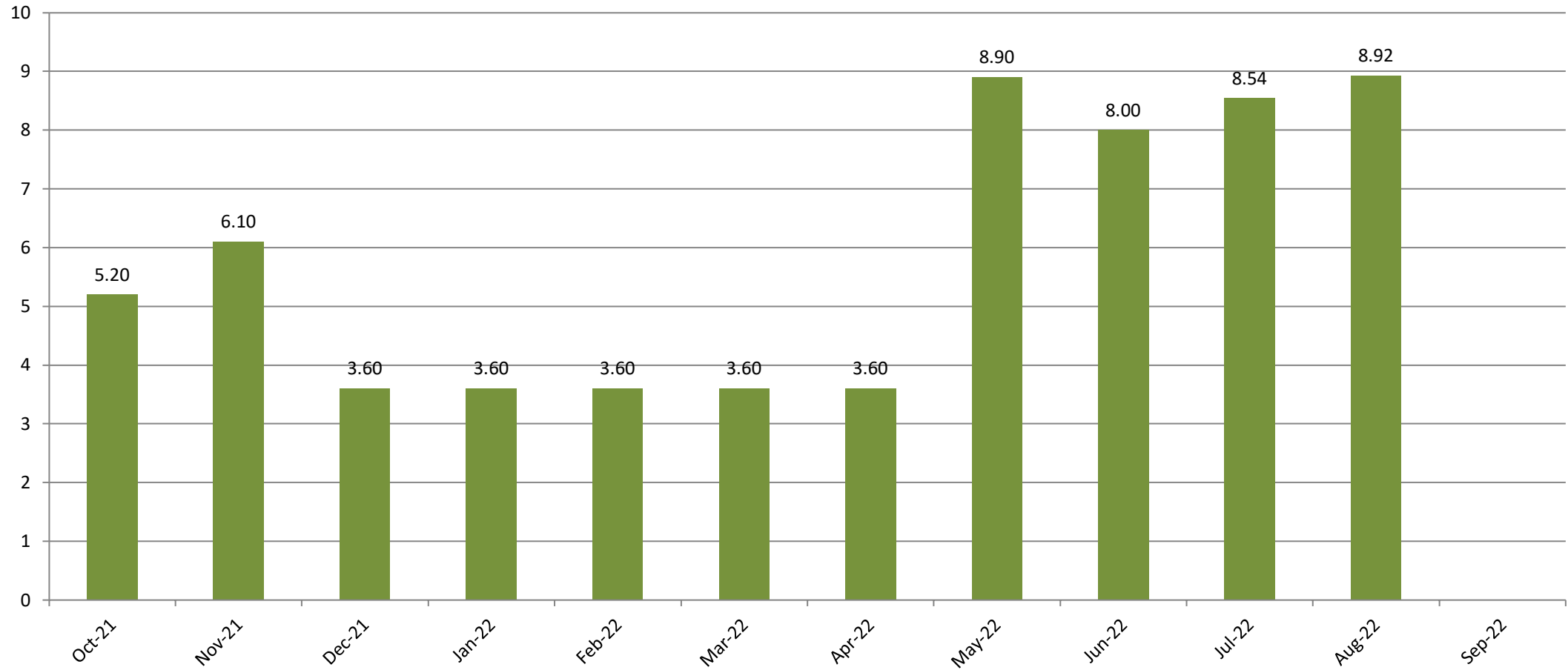
# QUARTERLY TREND—CUSTOMER SERVICE EXCELLENCE (BY FUNCTIONAL AREA)

## CUSTOMER SERVICE EXCELLENCE BY FUNCTIONAL AREA



# TREND-CUSTOMER SERVICE EXCELLENCE RATINGS

## CUSTOMER SERVICE EXCELLENCE TREND



# SURVEYS, COMMENTS, CONTACT REQUESTS

