HRD EMAIL BASED SURVEY
August 2022
• **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

<table>
<thead>
<tr>
<th>Service</th>
<th>Satisfaction</th>
<th>Courtesy</th>
<th>Timeliness</th>
<th>CSE</th>
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QUARTERLY TREND–CUSTOMER SERVICE EXCELLENCE (BY FUNCTIONAL AREA)

CUSTOMER SERVICE EXCELLENCE BY FUNCTIONAL AREA

Data mart  | HRO  | SDAT | Payroll | Systems | Training | Other
---|---|---|---|---|---|---

0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10

Jun-22, Jul-22, Aug-22