HRD
EMAIL BASED SURVEY
July 2022
**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** – 34
- **Average CSE score of** – 8.5
QUESTION RATINGS – BY HRD SERVICE

July Averages

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<th>Datamart</th>
<th>HRO</th>
<th>SDAT</th>
<th>Payroll</th>
<th>Systems</th>
<th>Training</th>
<th>Other</th>
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QUARTERLY TREND–CUSTOMER SERVICE EXCELLENCE (BY FUNCTIONAL AREA)

CUSTOMER SERVICE EXCELLENCE BY FUNCTIONAL AREA

- Datamart
- HRD
- SDAT
- Payroll
- Systems
- Training
- Other

May-22  Jun-22  Jul-22
CUSTOMER SERVICE EXCELLENCE TREND