A scenic landscape photograph of Rocky Mountain National Park. In the foreground, there are trees with vibrant yellow and orange autumn leaves. The middle ground shows a rocky mountain slope with patches of green evergreen trees. In the background, a large, flat-topped rocky mountain peak rises against a clear blue sky.

**HRD
EMAIL BASED
SURVEY**

March 2023

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)

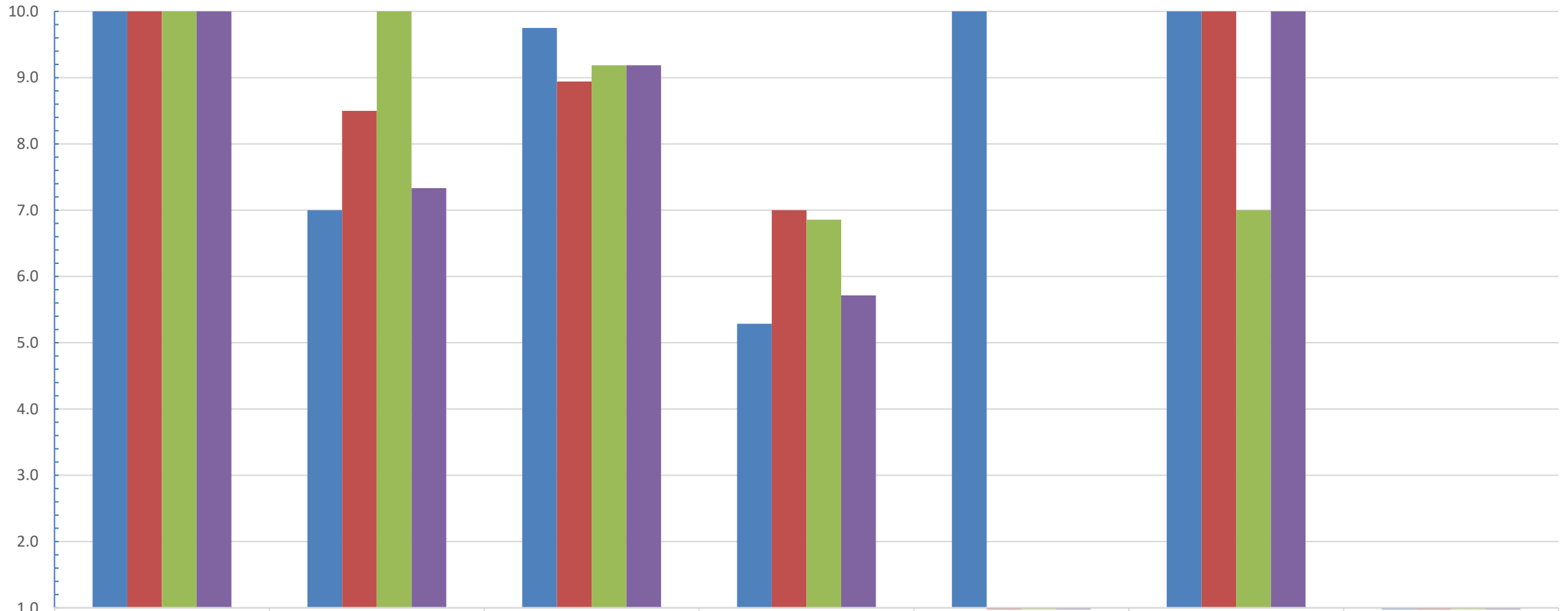
Scale:

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

- **Total Responses received – 44**
- **Average CSE score of – 8.2**

QUESTION RATINGS – BY HRD SERVICE

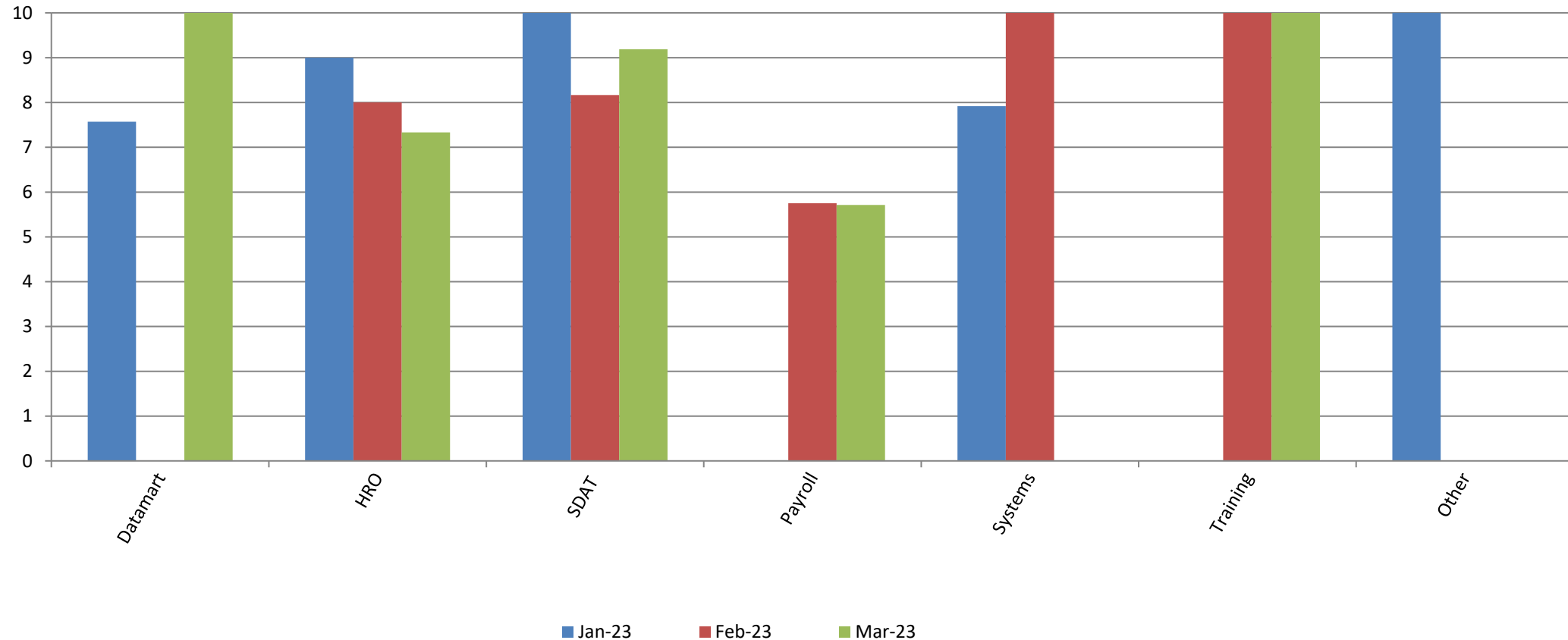
March Averages



	Datamart	HRO	SDAT	Payroll	Systems	Training	Other
■ SATISFACTION	10.0	7.0	9.8	5.3	10.0	10.0	0.0
■ COURTESY	10.0	8.5	8.9	7.0	0.0	10.0	0.0
■ TIMELINESS	10.0	10.0	9.2	6.9	0.0	7.0	0.0
■ CSE	10.0	7.3	9.2	5.7	0.0	10.0	0.0

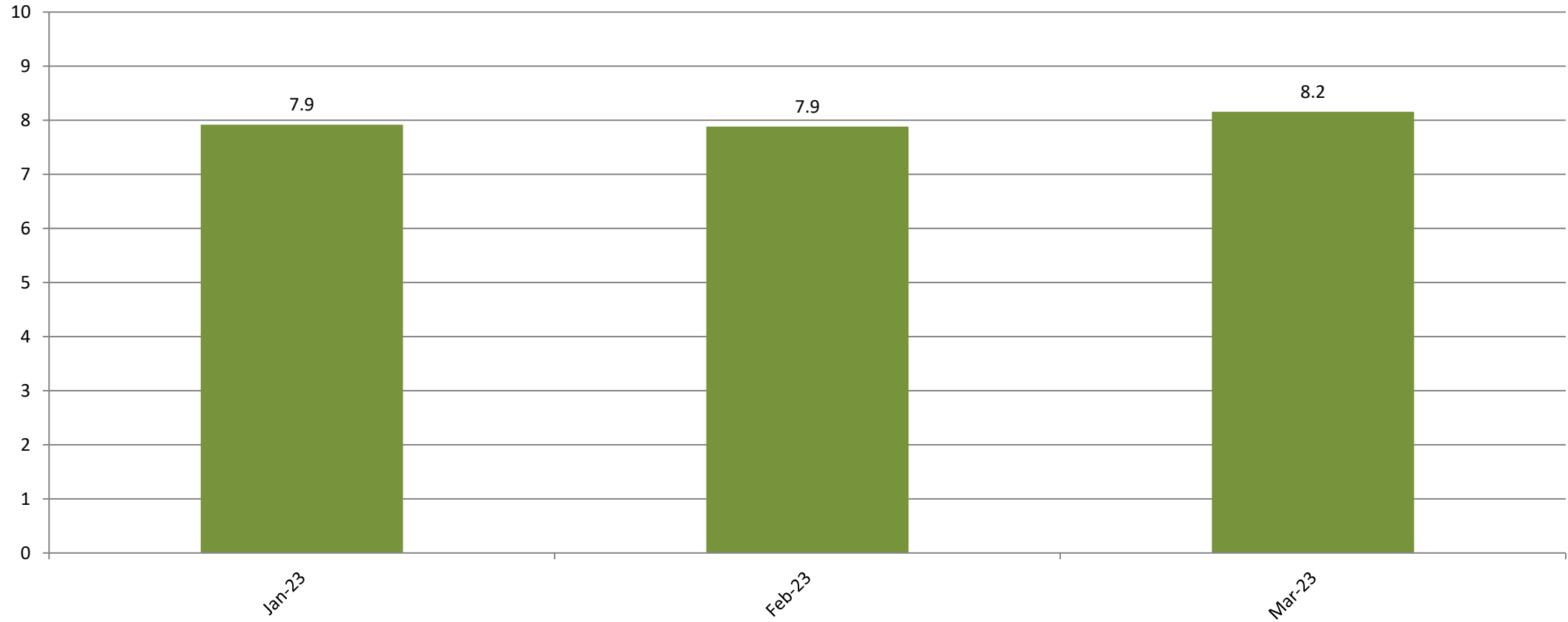
QUARTERLY TREND—CUSTOMER SERVICE EXCELLENCE (BY FUNCTIONAL AREA)

CUSTOMER SERVICE EXCELLENCE BY FUNCTIONAL AREA



TREND-CUSTOMER SERVICE EXCELLENCE RATINGS

CUSTOMER SERVICE EXCELLENCE TREND



SURVEYS, COMMENTS, CONTACT REQUESTS

