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**

September 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)

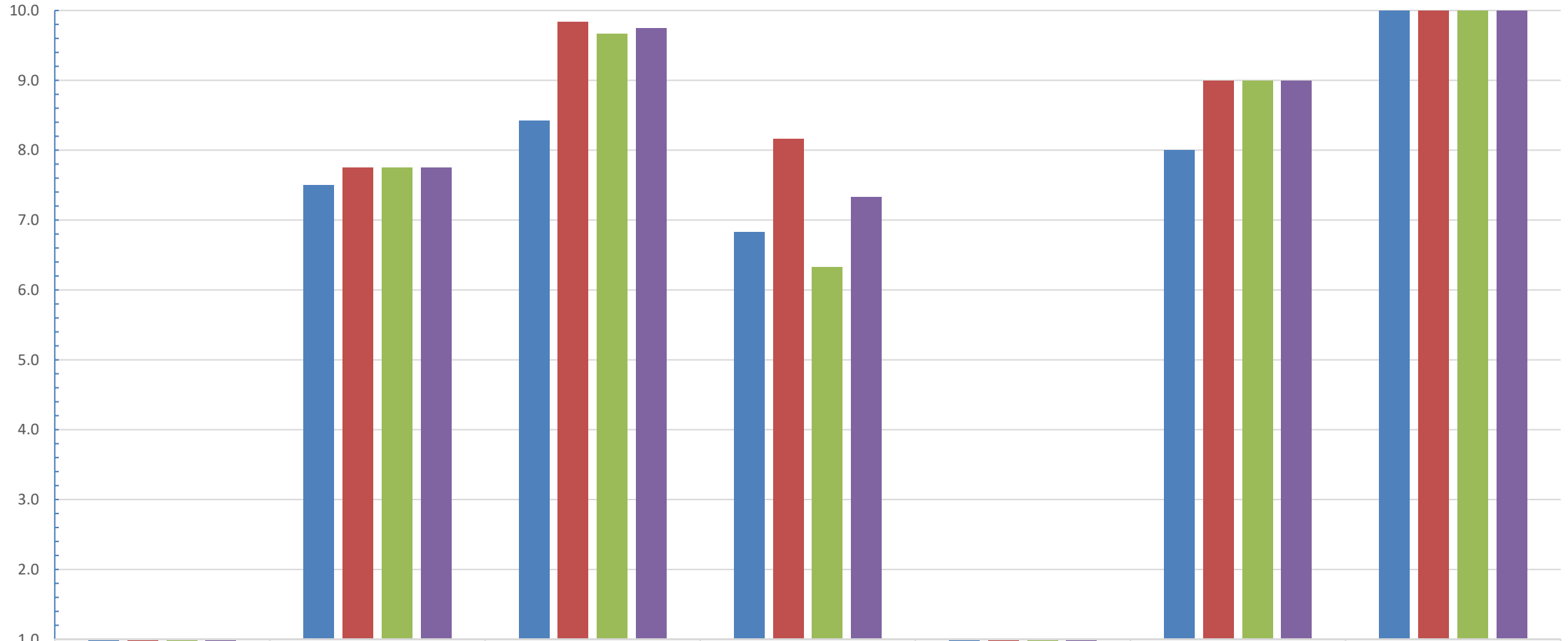
Scale:

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

- **Total Responses received – 24**
- **Average CSE score of – 8.79**

QUESTION RATINGS – BY HRD SERVICE

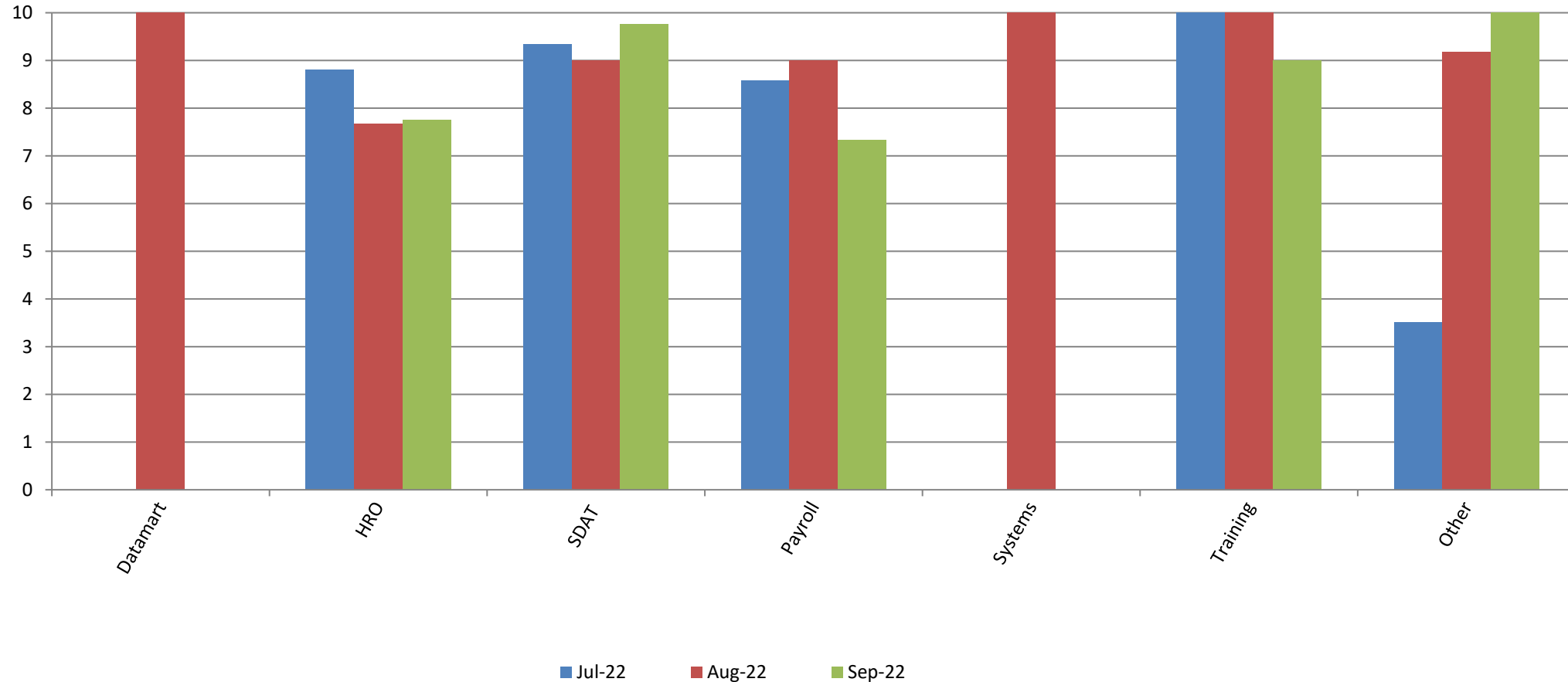
September Averages



	Datamart	HRO	SDAT	Payroll	Systems	Training	Other
SATISFACTION	0.0	7.5	8.4	6.8	0.0	8.0	10.0
COURTESY	0.0	7.8	9.8	8.2	0.0	9.0	10.0
TIMELINESS	0.0	7.8	9.7	6.3	0.0	9.0	10.0
CSE	0.0	7.8	9.8	7.3	0.0	9.0	10.0

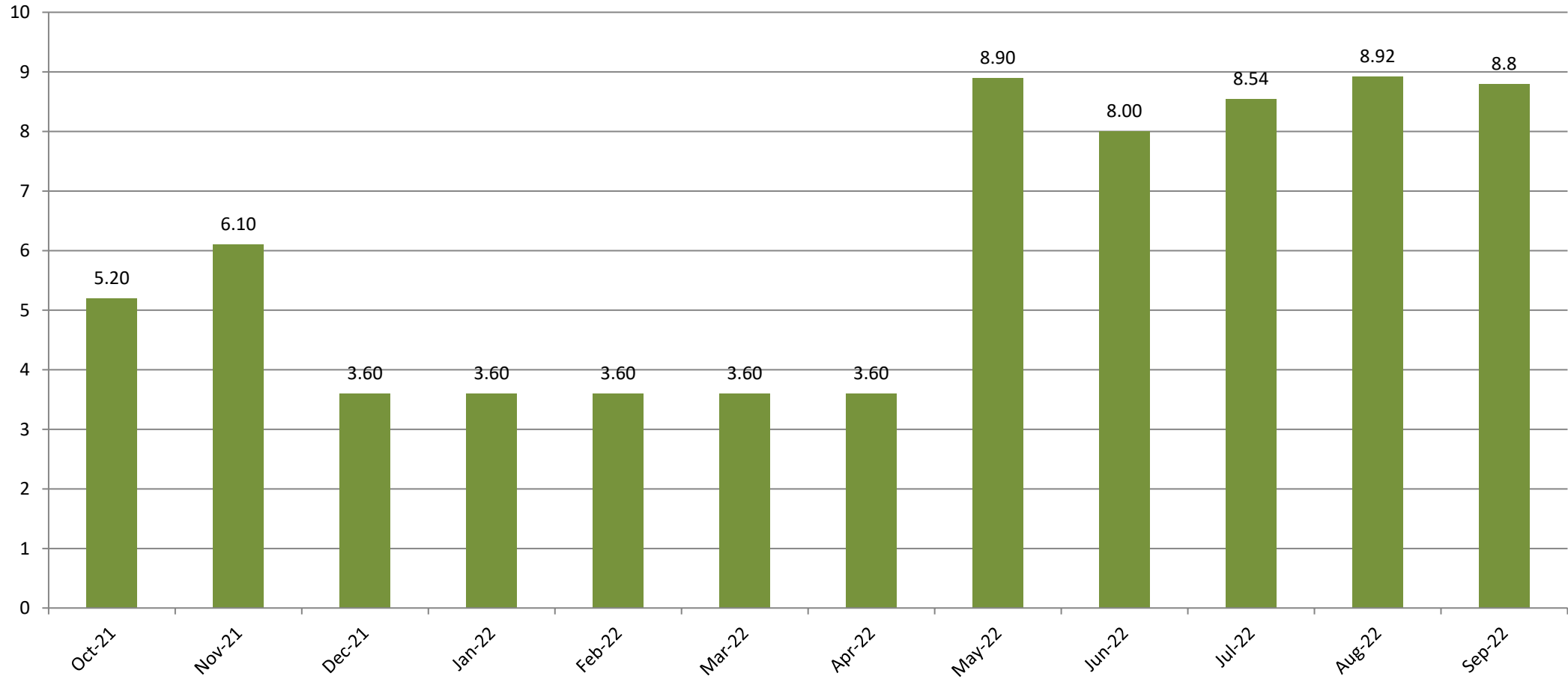
QUARTERLY TREND—CUSTOMER SERVICE EXCELLENCE (BY FUNCTIONAL AREA)

CUSTOMER SERVICE EXCELLENCE BY FUNCTIONAL AREA



TREND-CUSTOMER SERVICE EXCELLENCE RATINGS

CUSTOMER SERVICE EXCELLENCE TREND



SURVEYS, COMMENTS, CONTACT REQUESTS

September Total Surveys, Comments and Contact Request

