

Administrative Operations Directorate Customer Satisfaction Survey Results in Summary

The NBC contracted with an independent marketing research firm to conduct an [enterprise-wide customer satisfaction survey](#) of our customers. The results provided assessments on the level of satisfaction of NBC customers and overall quality of service provided, as well as opportunities for improvements.

One of the areas surveyed was the Administrative Operations Directorate (Admin Ops). This directorate is responsible for a wide range of administrative services. A summary of the survey results follow:

Overall Customer Satisfaction & Quality of Service is High

Of the customers surveyed 100% of them indicated they were satisfied with Admin Ops overall customer service and 90% gave Admin Ops high marks for quality of service.

Areas for Improvement

Because we are always looking for ways to improve our level and quality of service to our customers, we reviewed the survey results and comments carefully to see where we could improve. Our responses below address the comments we received:

- **Improved communication** – After receiving survey comments about budget, finance and information technology in the Admin Ops survey, it was evident that NBC needs to improve communications. We have established a new Admin Ops website <http://www.nbc.gov/adminops/> that includes a variety of information about our organization, including an organizational chart. Additionally, you will find our Administrative Services Directory, which we plan to update and distribute annually. This Directory identifies services and points of contact in the Interior Complex. It also provides pricing of most services. Admin Ops will continue to host the bi-monthly Tenant User Group meeting where information of interest to the occupants of the Interior Complex is shared; all occupants are encouraged to attend.
- **Moving Services:**
Customer Comment: Notification from the moving services. I e-mail them that I need a move, but I have to follow up because I don't get a response.

Admin Ops Response: This has been corrected by reorganizing positions in the Support Services Branch. It was not possible for our one mover to perform moving services throughout the Washington Metropolitan Area and be available to receive telephone calls and email requests in a timely manner. We now have a dedicated person and back up to receive and log requests for moving and alterations services, as well as responding to customer issue/concerns.

- Personnel Security:
Customer Comment: Respondents were not satisfied with the security clearance services.

Admin Ops Response: Security Clearances are not performed by Admin Ops, but by the Office of Personnel Management (OPM), which does not allow for any Admin Ops intervention in the process. The Division of Employee and Public Services (DEPS) processes the clearances and coordinates with OPM. Additional staff was added to the personnel Security office to help expedite processing. DEPS is also working to develop metrics for the processing time for this service.

- Pricing:
Customer Comment: Cost Structure. The costs are too high.

Admin Ops Response: NBC is a fee-for-service organization and must operate in a manner which fully recovers costs. By achieving efficiencies and increasing the volume of work, we can reduce costs. We have reduced costs in our moving unit by relying more on in-house staff and reducing contract support. We have also reduced expenses significantly in our alterations section by not backfilling FTE and utilizing contractors.

In addition, we have taken on additional responsibilities without increasing costs to our customers. One example is the Transportation Subsidy Program. Admin Ops manages the DOI nationwide program (approx. \$4M with 5,000 participants) having both policy and operational responsibility.

We thank you for your candid feedback, which provides us a measure of our performance and opportunities to make positive changes and better serve you.