

Customer Service Survey Instrument

INTRODUCTION

One of the key elements of an agency's strategic alignment system is the human resources (HR) function be proactively involved in the agency strategic and workforce planning efforts. HR customer service is an important aspect of these efforts. HR customer service performance indicators include:

- The HR staff assesses and anticipates needs of customers (i.e., managers, supervisors, employees, and applicants), develops functions and services to support and fulfill those needs, ensures quality of services, and communicates program requirements to customers.
- Policies describe the process and procedures for communicating customer issues, resolving customer dissatisfaction, and handling customer comments.
- HR staff conducts program reviews, customer surveys, and regular assessments of information systems and other support functions to identify areas for continuing improvement.

USING CUSTOMER SURVEYS

Conducting customer surveys is an excellent method of collecting customer feedback to improve and enhance HR service. Customer surveys can be distributed:

- In a paper-based format
- By email
- Via specified Web location.

The following pages present a sample customer service survey. This instrument was designed as a Web-based "Service Quality Postcard."

Customer Service Survey Instrument (continued)

Sample Customer Service Survey

Please use this form to evaluate the human resources (HR) service you recently received. (Use separate forms to evaluate separate services.) Your feedback will help determine what service improvements and enhancements are needed.

1. In which organization are you assigned?

Use in those situations where the servicing HR Office services more than one agency and/or large components of an agency.

2a. What type of HR service are you evaluating today?

Examples of services that could be listed here include: classification/position management, filling a job, compensation/pay, payroll, employee relations, data request, performance management, training, other.

2b. If you selected "Other" in 2a, type in the service received:

3. In comparison with your other HR service requests, how critical to your mission was this request?

- Highest High Moderate Low Lowest

4. What is the name of the HR person who provided this service (and sent you this survey)? Select ONE name only:

List HR Office personnel here.

Customer Service Survey Instrument (continued)

Sample Customer Service Survey

Please rate the following service components:

5a. How well did we meet your overall expectations?

- Excellent Very Good Good Fair Unsatisfactory

5b. How would you rate our service courtesy and professionalism?

- Excellent Very Good Good Fair Unsatisfactory

5c. How would you rate the timeliness of service?

- Excellent Very Good Good Fair Unsatisfactory

5d. How would you rate the quality of service?

- Excellent Very Good Good Fair Unsatisfactory

6. Please provide comments if your response was "fair" or "unsatisfactory" to any of 5a through 5d. Please explain briefly:

Thank you for your response.

Submit	Reset
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