Customer Service Survey Instrument

**INTRODUCTION**

One of the key elements of an agency’s strategic alignment system is the human resources (HR) function being 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.”
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?

   Select one:

   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?

   Select one:

   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:

   Select one:  

   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