

Human Resources Group

Quarterly Customer Satisfaction Survey Results

In the Human Resources Group (HRG) we care about providing the best level of customer service. To ensure that we achieve this, we ask our customers to provide feedback on the level of service they have received. Every member of the HRG team has the “smiley” icons (below) in their email signatures so our customers can quickly and easily record their overall satisfaction level.



There is also an opportunity to provide more detail about their score.

The data collected via our survey are used to monitor how we are performing against our targets. This information is then used to produce this quarterly summary report for the key areas. The key areas we have identified to measure customer satisfaction are overall satisfaction level, the timeliness of our response and whether customers feel that they have been treated fairly.

Key Questions

There are three questions which measure our key areas of customer satisfaction. These are:

1. How did we do today? Please indicate by clicking on one of the options below how satisfied you were with the customer service you received - This question has a five point scale ranging from Extremely Satisfied to Extremely Unsatisfied.
2. How satisfied were you with the timeliness of the Human Resources team's response? - This question then has a five point scale ranging from Extremely Satisfied to Extremely Unsatisfied.
3. Did you feel that you were treated fairly by HR colleagues? - This has two options Yes or No

Analysis

The response for the questions above are separated in to three categories:

- Positive Experience - Points 1 and 2 of our scale
- Neutral Experience - Point 3 of the scale
- Negative Experience - Points 4 and 5 of our scale

The question about being treated fairly is categorised as either positive or negative experience as there is no neutral response.

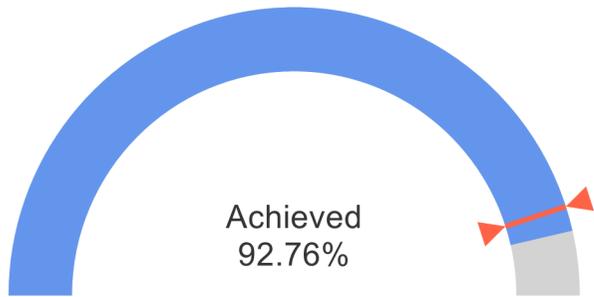
Our targets are set as a percentage of respondents reporting a positive experience. We measure our performance against our targets based on the previous four full quarters. We exclude the current quarter as this data is incomplete. Although we don't use the current quarter in our overall performance figures, we do include these in this report so that we can provide an indication of how we are performing against targets to date.

Overall Satisfaction Level

Our Overall Satisfaction level provides us with a broad overview of how satisfied our customers are with the service that they received after contacting the Human Resources Group. The data shown in the table and gauge below are collected via the 'Smiley' icons that appear in the footer of all our team emails. Customers are asked to click on the icon they feel reflects their level of satisfaction with the service they received.

The gauge provides a clear visual representation of how we have performed against our target (90% of customer reporting a positive experience) during the previous four full quarters.

The table shows the percentage of staff that reported a positive experience for each quarter. Where this figure is green, we have met our target and where it is red, we did not achieve our target. The table also clearly shows whether the figures have increased, decreased, or remained the same when compared to the previous month.



% Reporting Positive Experience
(Target 90%)

Quarter	Total Responses	% Positive Response	+/- Previous Month	% Neutral Response	+/- Previous Month	% Negative Response	+/- Previous Month
2024 - Apr - Jun *	18	83.33%	▼	11.11%	▲	5.56%	▲
2024 - Jan - Mar	72	93.06%	▼	1.39%	▲	4.17%	▲
2023 - Oct - Dec	68	98.53%	▲	0.00%	▼	1.47%	▼
2023 - Jul - Sept	80	90.00%	▲	1.25%	▲	8.75%	▼
2023 - Apr - Jun	114	89.47%	▼	0.88%	▼	9.65%	▲

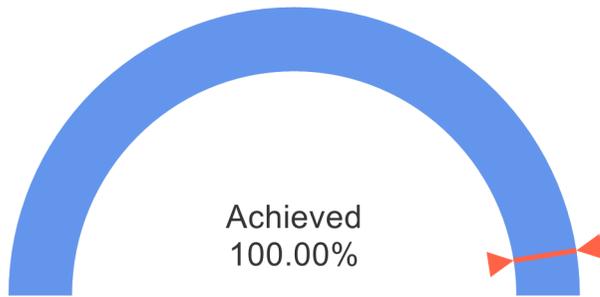
* Current Quarter - Figures not included in gauges as incomplete

Timeliness

Our Timeliness level provides us with an indication of whether our customers received a timely response from the Human Resources Group. The data for the table and gauge below are collected via the question "How satisfied were you with the timeliness of the Human Resources team's response?". This question is available to respondents who chose to provide additional details when recording their overall satisfaction level.

The gauge provides a clear picture of how we have performed against our target (95% of customer reporting a positive experience) during the previous four full quarters. The current quarter is not included on the gauge as the data is incomplete. Our performance for the current quarter is included in the data table.

The table shows the percentage of staff that reported a positive experience for each quarter. Where this figure is green, we have met our target and where it is red, it indicates that we did not achieve our target. The table also clearly shows whether the figures have increased, decreased, or remained the same when compared to the previous month.



% Reporting Positive Experience
(Target 95%)

Quarter	Total Responses	% Positive Response	+/- Previous Month	% Neutral Response	+/- Previous Month	% Negative Response	+/- Previous Month
2024 - Apr - Jun *	2	50.00%	▼	50.00%	▲	0.00%	—
2024 - Jan - Mar	5	100.00%	—	0.00%	—	0.00%	—
2023 - Oct - Dec	9	100.00%	—	0.00%	—	0.00%	—
2023 - Jul - Sept	14	100.00%	—	0.00%	—	0.00%	—
2023 - Apr - Jun	19	100.00%	▲	0.00%	▼	0.00%	—

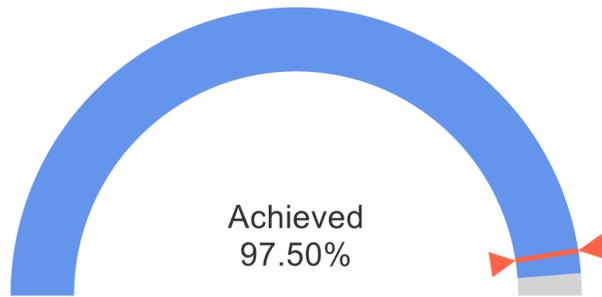
* Current Quarter - Figures not included in gauges as incomplete

Treated Fairly

Our Treated Fairly level provides us with an indication of whether our customers felt that they had been treated in a fair way when they contacted the Human Resources Group. The data for the table and gauge below are collected via the question "Did you feel that you were treated fairly by HR colleagues?". This question is available to respondents who chose to provide additional details when they recorded their overall satisfaction level.

The gauge provides a clear picture of how we have performed against our target (95% of customer reporting a positive experience) during the previous four full quarters. The current quarter is not included on the gauge as the data is incomplete. Our performance for the current quarter is included in the data table.

The table shows the percentage of staff that reported a positive experience for each quarter. Where this figure is green, we have met our target and where it is red, we did not achieve our target. The table also clearly shows whether the figures have increased, decreased, or remained the same when compared to the previous month.



% Reporting Positive Experience
(Target 95%)

Quarter	Total Responses	% Positive Response	+/- Previous Month	% Negative Response	+/- Previous Month
2024 - Apr - Jun *	7	85.71%	▼	14.29%	▲
2024 - Jan - Mar	8	100.00%	▲	0.00%	▼
2023 - Oct - Dec	10	90.00%	▼	10.00%	▲
2023 - Jul - Sept	14	100.00%	—	0.00%	—
2023 - Apr - Jun	19	100.00%	▲	0.00%	▼

* Current Quarter - Figures not included in gauges as incomplete