**VPFA Customer Service Assessment – Results for HR Operations Unit**

**(Human Resources)**

n=94

Problem solving: 57% = very + somewhat satisfied; 18% = neutral; 24% = somewhat + very dissatisfied

Timeliness: 43% = very + somewhat satisfied; 23% = neutral; 34% = Somewhat + very dissatisfied

Communication, Attitude, & Professionalism: 70% = very + somewhat satisfied; 13% = neutral; 17% = somewhat and very dissatsfied

Technical knowledge: 73% = very and somewhat satisfied; 12% = neutral; 15% = somewhat and very dissatisfied

Overall customer satisfaction: 67% = very + somewhat satisfied; 11% = neutral; 22% = somewhat and very dissatisfied 

n = 94

More than five years: 48%
3 years to 5 years: 18%
6 months to 2 years: 28%
Less than 6 months: 6%

n = 94

More than once a week: 9%
About once a week: 13%
A few times during each month: 26%
About once a month: 17%
A few times during the year: 33%
Once a year or less frequenty: 3%
