**VPFA Customer Service Assessment – Results for Employee & Labor Relations Unit**

**(Human Resources)**

n=51

Problem solving: 61% = very + somewhat satisfied; 22% = neutral; 18% = somewhat + very dissatisfied

Timeliness: 53% = very + somewhat satisfied; 16% = neutral; 31% = Somewhat + very dissatisfied

Communication, Attitude, & Professionalism: 71% = very + somewhat satisfied; 18% = neutral; 12% = somewhat and very dissatsfied

Technical knowledge: 73% = very and somewhat satisfied; 14% = neutral; 14% = somewhat and very dissatisfied

Overall customer satisfaction: 72% = very + somewhat satisfied; 12% = neutral; 16% = somewhat and very dissatisfied 

n = 51

More than five years: 27%
3 years to 5 years: 39%
6 months to 2 years: 22%
Less than 6 months: 12%

n = 52

More than once a week: 4%
About once a week: 2%
A few times during each month: 21%
About once a month: 12%
A few times during the year: 40%
Once a year or less frequenty: 21%
