



HUMAN RESOURCES BULLETIN

Enhancing Human Resources Management Customer Service

February 2003

The GSFC Office of Human Resources is striving to improve the level of customer satisfaction with our services to employees, managers, and to the Center as a whole. Our "Customer Service Survey" and "Human Resources (HR) Role Assessment Survey" are two of the mechanisms by which we are beginning to measure our efforts at service excellence.

Customer Service Questionnaire

Since February 2001, the OHR has been gathering customer service feedback via a web-based Customer Service Survey. Internal customers are invited, after the provision of a product or service, to provide feedback on each work-related interaction with an OHR employee by clicking on <http://ohr.gsfc.nasa.gov/OHRSurvey/survey.cfm> and answering a series of questions.

Responses are anonymous and go into a database that is queried at regular intervals to assess our strengths, weaknesses, and areas for improvement. Information gathered is shared with OHR employees and management and addressed.

Between February 2001 and December 2002, 296 inputs were received (averaging 13/month). Ratings over this period reflect overall satisfaction with OHR performance. Over 80 percent of ratings, across all categories, are above average

(Excellent or Very Good). A recap of inputs received to date can be viewed at <http://ohr.gsfc.nasa.gov/ohrsurvey/SurveyResults.htm>.

HR Role Assessment Survey

The HR Role Assessment Survey was piloted during Celebrate Goddard Day (7/02) and Wallops Day (10/02) to begin measuring how customers perceive OHR employees as being employee advocates. 163 persons completed surveys. Tabulation and analysis of responses received reflects overwhelmingly positive satisfaction. Survey results may be viewed at <http://ohr.gsfc.nasa.gov/ohrsurvey/RoleAssess.htm>.

We are assessing whether to use this survey long-term to continue measuring employee satisfaction.

Provide feedback to the Office of Human Resources

We appreciate and value all feedback provided to date. We invite you to continue giving us feedback on the quality, timeliness, professionalism, and importance to you of our various products and services via our Customer Service Survey. Inputs may be submitted through the website or questions may be printed from the web page and sent to Code 110.

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A Metrics and Measurement Team has been established to evaluate which metrics are most relevant to ensuring customer satisfaction and organizational effectiveness and to institute tracking mechanisms.

If you have questions concerning the use of the system or would like to provide feedback on the system itself, please contact the Human Resources Management Specialist servicing your organization or Ms. Sharon Bland Johnson at extension 6-5323 or via e-mail at Sharon.b.Johnson@nasa.gov.

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