

## Analysis of 2002 HR Customer Survey -- Timeliness Category

All Customers	General Agreement %													
5 Timeliness questions	Letters Below Identify Hypothetical Organizations													
	A	B	C	D	E	F	G	H	I	J	K	L	M	N
PRODUCTS AND SERVICES ARE PROVIDED WHEN I NEED THEM.	60%	61%	64%	70%	74%	70%	71%	73%	70%	75%	78%	85%	87%	85%
GENERAL INFORMATION CONCERNING HR ISSUES IS PROVIDED IN A TIMELY MANNER.														
MY HR OFFICE RESPONDS TO MY QUESTIONS IN A TIMELY MANNER.														
MY HR OFFICE RETURNS MY CALLS PROMPTLY.														
MY HR OFFICE PROVIDES FOLLOWUP/CLOSURE TO AN ISSUE IN A TIMELY MANNER.														
<b>Average General Agreement %</b>	61%	62%	63%	64%	66%	70%	72%	72.8%	73.0%	76%	80%	81%	86.9%	87.4%

This model contains only hypothetical scores to demonstrate how the tool can be used

Supervisors-Only	General Agreement %													
3 Timeliness questions	Letters Below Identify Hypothetical Organizations													
	A	B	C	D	E	F	G	H	I	J	K	L	M	N
MY HR OFFICE WORKS WITH ME EARLY IN THE PLANNING PROCESS TO DEVELOP STRATEGIES AND OPTIONS ON HR MATTERS.														
MY HR OFFICE PROVIDES PRODUCTS AND SERVICES IN A TIMELY MANNER.														
MY HR OFFICE KEEPS ME INFORMED ON THE STATUS OF MY PERSONNEL ACTIONS, PROJECTS OR PROGRAMS.														
<b>Average General Agreement %</b>	28%	38%	41%	52.9%	53.3%	62%	66%	68%	71%	72%	75%	76%	83%	91%

For the 2002 cycle the following ranges are applicable:	80 and above = green	<div style="width: 100%; height: 10px; background-color: green; border: 1px solid black;"></div>
	60 to 79 = yellow	<div style="width: 100%; height: 10px; background-color: yellow; border: 1px solid black;"></div>
	Below 60 = red	<div style="width: 100%; height: 10px; background-color: red; border: 1px solid black;"></div>