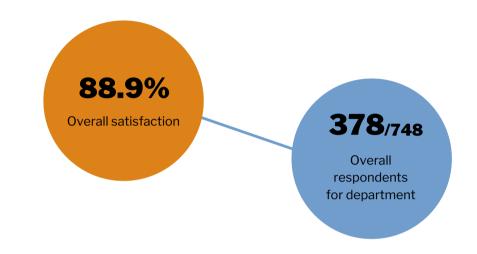


# HRDI CUSTOMER SATISFACTION SURVEY 2020 RESULTS SUMMARY

### **PAYROLL SERVICES**

#### **Department Overview**

Payroll services is responsible for processing employee pay and absence management.



#### Customer Positive Experiences

- Staff understood customer needs
- Time to respond to a request
- Result met customer needs

# Customer Suggestions for Improvement

Time of completion

## SATISFACTION WITH DEPARTMENT SERVICES

### COMPLETION TIME OF DEPARTMENT SERVICES

