

HRDI CUSTOMER SATISFACTION SURVEY 2020 RESULTS SUMMARY

TALENT ACQUISITION

Department Overview

The Talent Acquisition office is responsible for appointments and recruitment efforts of Management Personnel Plan (MPP) employees, staff and the temporary appointments pool.

Customer Positive Experiences via Open Ended Responses

- Staff understood customer needs
- Orientation
- Onboarding

Customer Suggestions for Improvement

- Time of completion
- Result met customer needs
- Time to respond a request



SATISFACTION WITH DEPARTMENT SERVICES

COMPLETION TIME OF DEPARTMENT SERVICES



