

Philadelphia
Department of Public Health
Division of Human Resources

Customer Satisfaction Survey
Results

November 2016

Introduction

The Philadelphia Department of Public Health Division of Human Resources (PDPH HR) initiated the Onboarding Process Improvement project in April 2016. The project began with an interest to reduce the time spent and paper used at a new employee's processing appointment. To attempt to reduce time and paper, HR reviewed and uploaded the majority of paper handouts to Google Drive, and emailed the Google Drive links in a revised welcome letter to new employees.

The project's success was measured quantitatively by recording appointments times and paper use. For qualitative measurement, a customer satisfaction survey was distributed via Google Forms to all employees who had a processing appointment from June through September 2016 when the use of Google Drive was tested (33 employees). 26 new employees responded to the anonymous survey. The survey evaluated the overall appointment experience and specifically evaluated using Google Drive. Provided is a summary of the results and list of recommendations.

Results

Over 90% of survey respondents agree or strongly agree that the emailed welcome letter sent by PDPH HR was easy to understand and clearly explained what the employee was required to completed prior to appointment processing. Eighty-eight percent of survey respondents found that accessing the necessary PDPH HR documents online was easy or very easy, while 3.8% (1 respondent) found it to be difficult. Nearly 85% of survey respondents found that reading the required PDPH HR documents online provided all necessary information.

The majority of respondents (80%) stated that it was easy or very easy to bring a printed copy of the Confidentiality Acknowledgement Form and/or the Outside Employment Form (if applicable) to appointment processing. Nearly 85% of respondents agree or strongly agree that their questions were satisfactorily answered during appointment processing.

Overall, over 92% of survey respondents felt comfortable or very comfortable with appointment processing. There were no respondents that felt uncomfortable or very uncomfortable with appointment processing.

Open-ended responses from the PDPH HR Customer Satisfaction Survey demonstrated that PDPH HR is generally doing well and should maintain their high level of customer service. Suggestions for how PDPH HR can improve upon appointment processing include having an HR professional present at the appointment, further reducing paperwork, and increasing communication about appointment scheduling and details.

Recommendations

Based on survey results it is recommended that PDPH HR fully implement Google Drive as a mechanism to provide new employees with pertinent documentation to review and complete in advance of

appointment processing. The online platform also reduces costs associated with printing including staff time to produce materials.

Appendix 1: PDPH HR Customer Satisfaction Survey

Figure 1

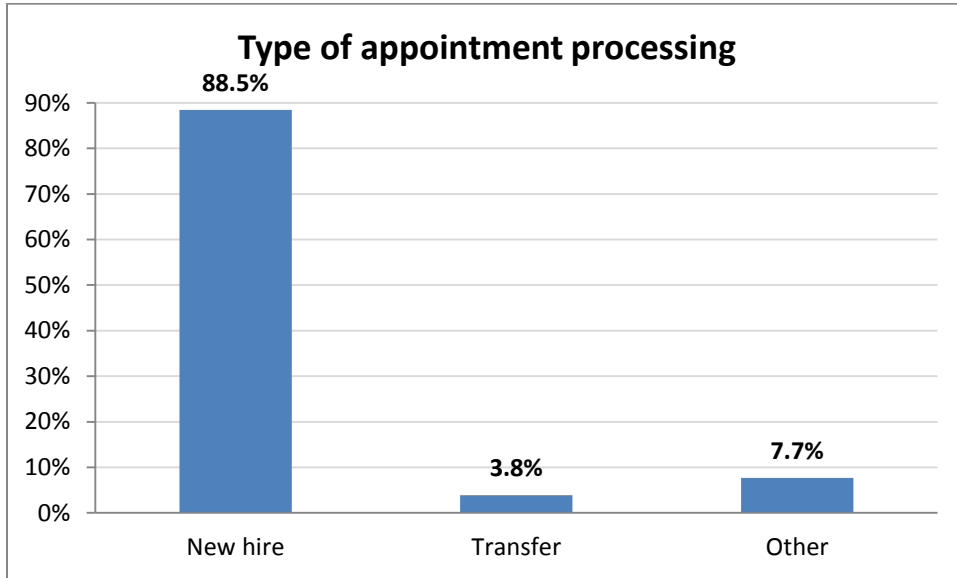


Figure 2

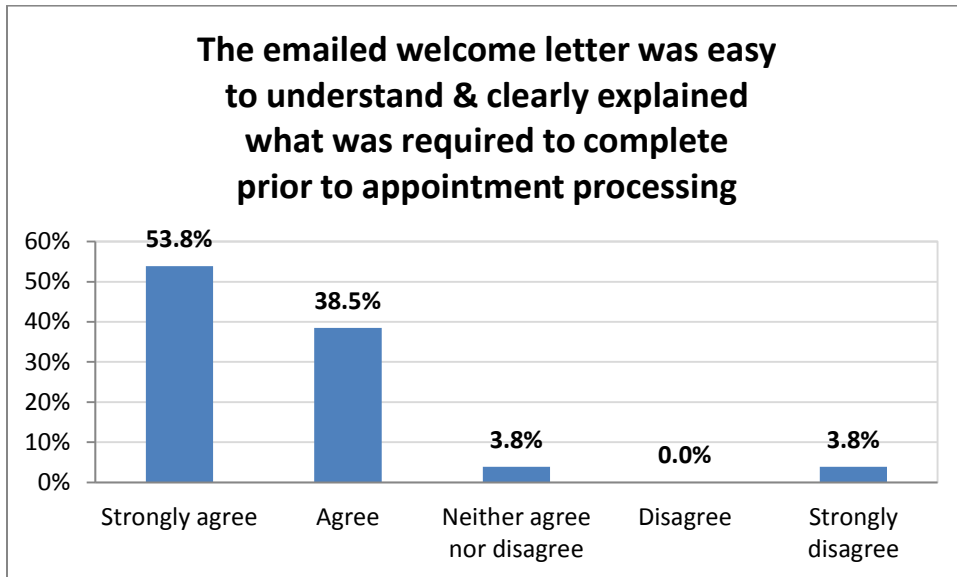


Figure 3

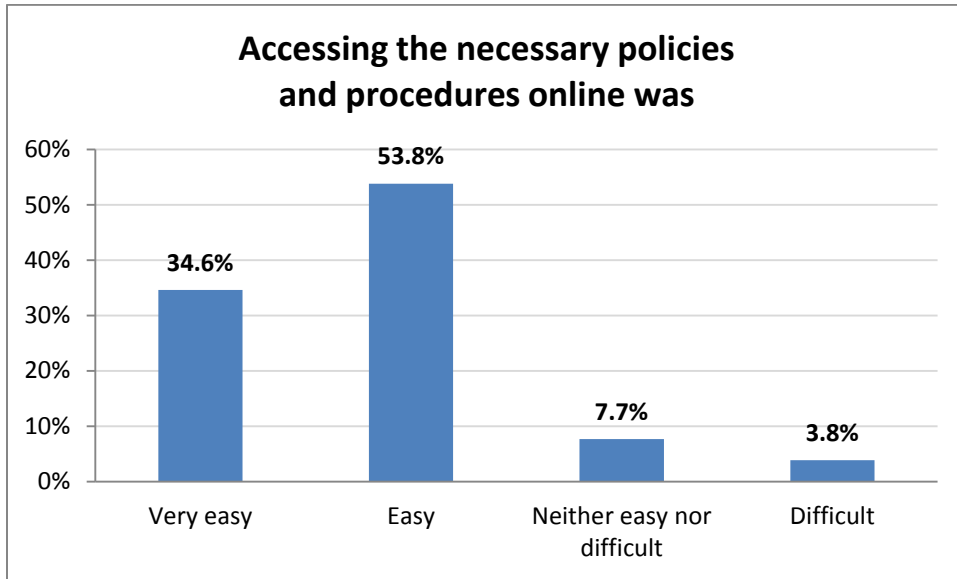


Figure 4

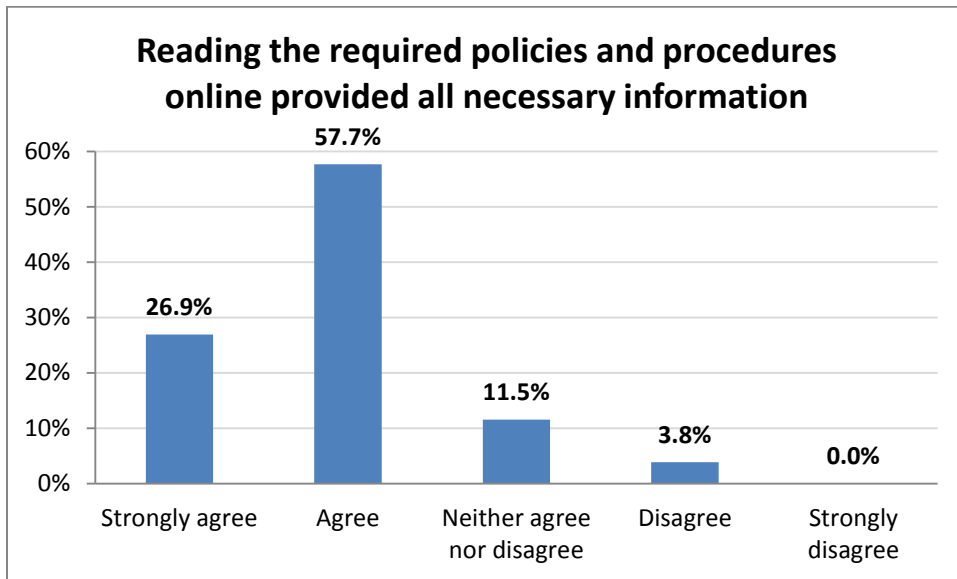


Figure 5

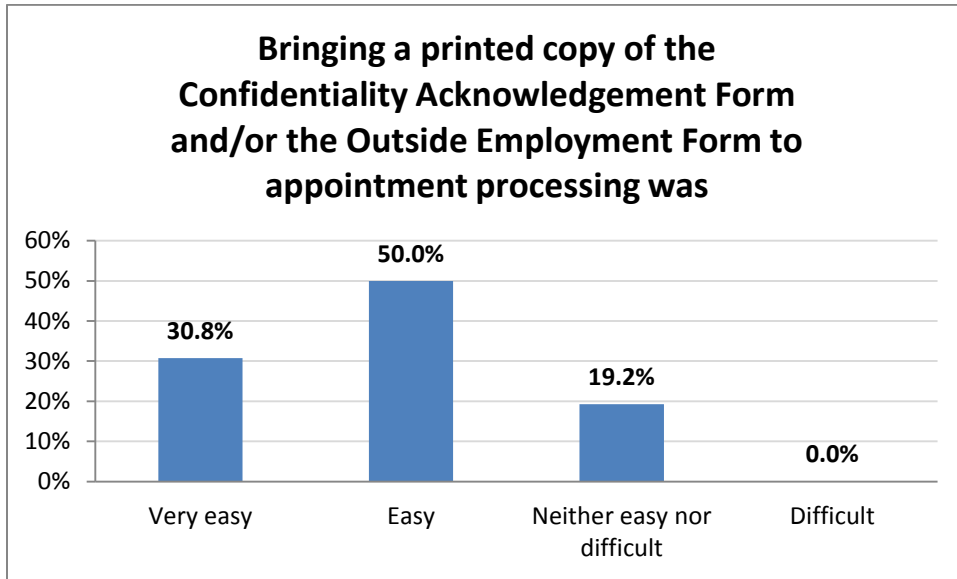


Figure 6

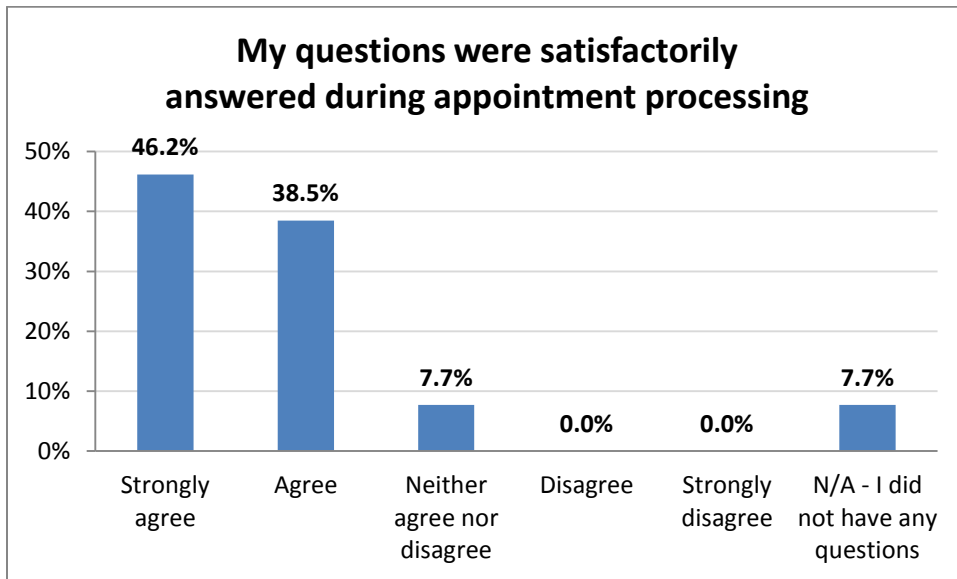
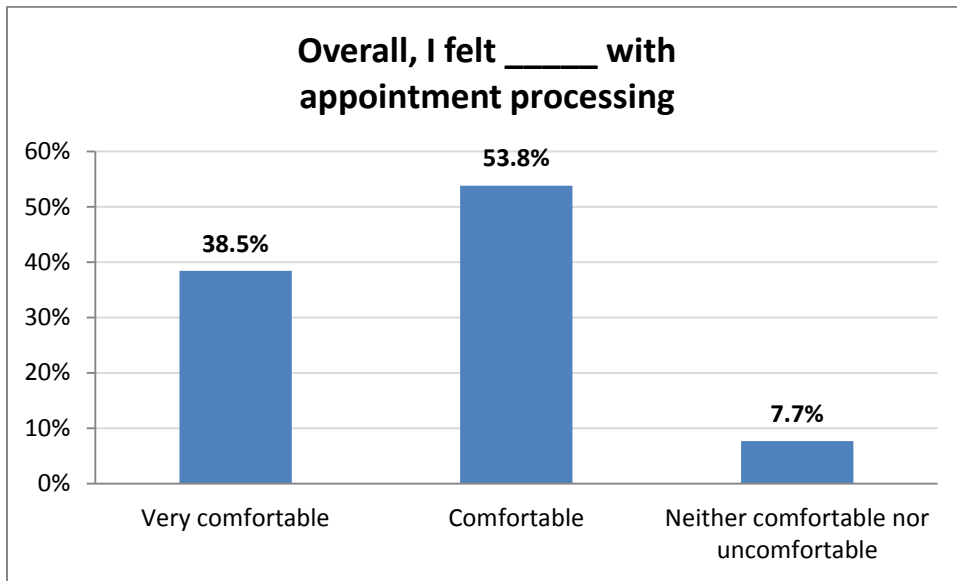


Figure 7



Appendix 2: PDPH HR Customer Satisfaction Survey Results, open-ended question responses

Do you have any suggestions for how PDPH HR can improve upon appointment processing?

- I wish the HR employee I was assigned to had been aware of where to direct me with questions about salary expectations.
- A selection of appointment times would have been helpful. I was easily able to reschedule the time to come in to complete the paperwork, however.
- The hiring process is lengthy.
- Eliminate some of the paperwork.
- I would have liked to have known beforehand an approximate duration for the sit-down meeting.

Do you have anything to share about what PDPH HR is already doing well and should maintain?

- Very personable, warm, and kind staff.
- The PDPH HR staff member was able to answer any questions that I had for her.
- Every employee that I encountered in HR from the time that I was first contacted was pleasant and very informative.
- All of the questions that I had were answered appropriately.
- Your front desk staff is welcoming and kind. They made the process easy and quick.
- They are super friendly!
- I was very satisfied with the process. My questions that I had were answered.