

Internal customer satisfaction survey

Please leave your name off. Think about the help you have had from the team named above in the last six months. We only read the answers as group totals.

Team you are rating

Date

For each statement, tick one box from 1 (strongly disagree) to 5 (strongly agree).

1 How often have you needed help from this team in the last 6 months?

☐ Weekly or more

☐ A few times a month

☐ Once or twice

☐ Not at all

STATEMENT	STRONGLY DISAGREE					STRONGLY AGREE				
2 I know where to go to get help from this team.	1	2	3	4	5	1	2	3	4	5
3 This team replies within the time it promises.	1	2	3	4	5	1	2	3	4	5
4 Problems I raise with this team are fixed first time.	1	2	3	4	5	1	2	3	4	5
5 I am kept up to date while my request is open.	1	2	3	4	5	1	2	3	4	5
6 This team knows the systems and rules I ask about.	1	2	3	4	5	1	2	3	4	5
7 This team's forms and guides are easy to follow.	1	2	3	4	5	1	2	3	4	5
8 This team understands how my department works.	1	2	3	4	5	1	2	3	4	5
9 This team's help gives me time back for my own work.	1	2	3	4	5	1	2	3	4	5

10 How likely are you to recommend this team's help to a colleague?

Not at all likely

0

1

2

3

4

5

6

7

8

9

10

Extremely likely

11 Which one thing should this team improve first?

☐ Speed of reply

☐ Fixing it first time

☐ Progress updates

☐ Clearer guides

☐ Easier to reach

12 What is one change this team could make that would help you most?

Optional questions (1 of 2)

Add any of these to the core questions. Keep the numbering running on from page one.

After a ticket or request

13 Was your request fully resolved?

☐ Yes, fully ☐ Partly ☐ No

14 How many times did you contact this team about it?

☐ Once ☐ Twice ☐ Three or more

STATEMENT	VERY DISSATISFIED				VERY SATISFIED
15 How satisfied are you with the time it took?	1	2	3	4	5
16 Overall, how satisfied are you with how this was handled?	1	2	3	4	5
17 What would have made this request easier?					

HR and people services

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
18 I get a clear answer when I ask HR about pay or leave.	1	2	3	4	5
19 I trust HR to keep what I tell them private.	1	2	3	4	5
20 I can finish routine HR tasks online without help.	1	2	3	4	5
21 New people in my team have what they need on day one.	1	2	3	4	5

Facilities and workplace

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
22 Building problems I report are fixed quickly.	1	2	3	4	5
23 Meeting rooms are ready and working when I book them.	1	2	3	4	5
24 How do you usually report a building problem?					
☐ Online form ☐ Email ☐ Phone ☐ Reception ☐ Not sure how					

Optional questions (2 of 2)

Add any of these to the core questions. Keep the numbering running on from page one.

IT service desk and systems

25 How do you prefer to contact IT?

☐ Portal or form ☐ Email ☐ Chat ☐ Phone ☐ Walk-up desk

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
26 When a system goes down, IT tells us what is happening.	☐	☐	☐	☐	☐
27 I can fix common problems myself with IT's guides.	☐	☐	☐	☐	☐
28 My laptop and software are ready for the work I do.	☐	☐	☐	☐	☐
29 IT explains security rules in a way I can follow.	☐	☐	☐	☐	☐

Finance and purchasing

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
30 My expense claims are paid when I expect them.	☐	☐	☐	☐	☐
31 Purchase requests get approved without chasing.	☐	☐	☐	☐	☐
32 Finance reports give me numbers I can plan with.	☐	☐	☐	☐	☐

Working as partners (department heads)

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
33 This team involves us early in changes that affect us.	☐	☐	☐	☐	☐
34 This team helps my department plan the year ahead.	☐	☐	☐	☐	☐
35 We have agreed service levels with this team.	☐	☐	☐	☐	☐

About you (optional)

36 Where do you mostly work?

☐ Head office ☐ Another office ☐ On site or in the field ☐ Remote ☐ Prefer not to say

Thank you. Your answers are anonymous.

poll-maker.com/internal-customer-satisfaction-questions