



INSPD Customer Service Satisfaction Survey Results - 2024

Purpose: Annually survey state agencies to gauge priority and satisfaction levels of [INSPD core services](#). Feedback from this survey directly impacts the work we do and helps us deliver the most effective and relevant HR solutions possible. Survey recipients were selected based on leaders that have interacted with either SPD or IDOH HR regularly within the past year and would provide objective, robust feedback.

Outcome: IDOH leadership is satisfied with SPD and embedded HR staff. Most of the feedback was positive and focused on areas of strength. The satisfaction ratings in each section improved from the 2023 scores with the most impressive improvement within Talent Acquisition (6.8 to 8.9).

IDOH surveys sent:	18	Overall Satisfaction with IDOH HR:	9.4 (out of 10)
IDOH surveys completed:	10	Overall Satisfaction with INSPD:	9.5 (out of 10)

Section	Priority	Satisfaction
Communications & Engagement	8.80	8.90
Employee Relations	8.30	8.50
Talent Acquisition	8.10	8.90
Workforce Data & Metrics	8.10	8.70
Learning & Development	8.00	8.30
Compensation & Classification	7.89	8.60
Benefits Administration	7.70	8.78
Workforce Strategy & Performance	7.20	8.10

Constructive feedback and action (if applicable):

Classification and salary review timelines have improved but are sometimes still delayed externally.

- SharePoint tracker will be created in collaboration with new IDOH classification/PCN/pay request process slated to roll out in Q3 2024. HR will review quarterly to determine and/or suggest process improvements.
- SPD doesn't have control over the timelines of the State Budget Agency or the Governor's Office; however, the tracker will indicate when it was submitted to the [CCR](#), when SPD approves (1st step), and the final approval.

Improve the speedtype process within PeopleSoft Time and Labor module.

- The [Comptroller's Office](#) is responsible for the PeopleSoft Time and Labor module. All functionality, including speedtypes, is outside of SPD's control.

Identify support resources for stressful/traumatic roles.

- The [EAP](#) is regularly communicated to staff and is included within each month's edition of [The Pulse](#). SPD is unable to provide resources to contractual staff; however, IDOH HR will create a one-pager of resources available to all Hoosiers, share with supervisors, and post to the Nerve Center by Q4 2024.

Suggested 1:1 HR counseling for managers.

- IDOH HR staff regularly meet with supervisors and managers by request and are happy to continue to do so.
- IDOH HR will continue to promote [Indiana Manager Central](#) resources, including the workshops, which are meant to help small groups of managers improve their skills and work through various scenarios.