

# Exploring Performance: Employee Customer Experience Factors

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# The Partnership

**Our Mission:** Building a better government and a stronger democracy.

**Our Vision:** We envision a dynamic and innovative federal government that effectively serves our diverse nation.



# ECXF Introduction

## Background

- Lack of reliable, inter-agency measures of CX performance
- Links between EX, CX and mission-support services

## Purpose

- Understand what measurable elements of EX correlate with a positive internal customer experience which enables a positive customer experience for the public



# Methodology

## Data Sources

- OMB and GSA's 2023 Customer Satisfaction Survey
- The Partnership's 2023 Best Places to Work in the Federal Government Rankings
- OPM's 2023 Federal Employee Viewpoint Survey
- OPM's FedScope Database

## Variables

- Employee customer satisfaction
- Best Places to Work categories
- Employee engagement
- Internal communication
- Goal clarity
- Relative size of mission-support workforce

## Statistical Test

- Difference in means - Mann-Whitney U test

### Findings

Found a significant, p satisfaction and:

- Employee engagement
- Internal communication
- Employee input (p
- Effective leadership



# Findings

Found a significant, positive relationship between internal customer satisfaction and:

- Employee engagement ( $p=0.02$ )
- Internal communication ( $p=0.03$ )
- Employee input ( $p=0.01$ )
- Effective leadership ( $p=0.04$ )

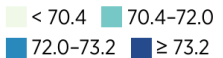


# ECX Scores + Rankings

## Employee Customer Experience Factors - Top 10 Scores and Rankings

The ECX score is comprised of the elements that enable a productive customer experience for the public.

Agency	ECX Score	Employee Engagement Score	Effective Leadership Score	Employee Input Score	Internal Communication Score	Employee Customer Service Satisfaction Score
1 General Services Administration	81.5	84.5	84.3	73.3	82.8	82.8
2 Office of Personnel Management	74.1	75.4	79.1	64.2	73.1	78.8
3 Department of Energy	73.5	77.0	77.7	66.9	73.6	72.5
4 Environmental Protection Agency	72.1	77.9	77.6	64.8	71.6	68.7
5 Small Business Administration	72.0	76.9	77.2	59.5	70.9	75.5
6 National Science Foundation	71.9	76.3	75.7	62.5	67.7	77.4
7 Department of Health and Human Services	70.5	75.2	76.5	63.4	70.9	66.3
8 Department of Housing and Urban Development	70.3	71.9	76.0	61.9	71.0	70.9
9 Department of Labor	69.4	71.9	75.1	60.5	67.9	71.5
10 Department of Transportation	67.6	70.9	71.6	59.7	63.8	72.0



All scores are on a 100-point scale  
 Table: Partnership for Public Service • Source: FEVS, Best Places to Work, and CSS Survey



# Recommendations

**Engage:** Use these insights as a starting point to uncover and address employee experience challenges.

**Invest:** Ensure that mission-support services are equipped with the talent, resources and authority they need to effectively support their internal customers and enhance mission delivery

**Communicate:** Develop a communications plan to guide your efforts in collecting, sharing and acting on employee feedback.



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