

# Internal Customer Satisfaction Survey

**Fiscal Year 2024**

**November 13, 2023 - November 30, 2023**



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**Texas Department *of* Motor Vehicles**

HELPING TEXANS GO. HELPING TEXAS GROW.

# Statistics

- 450 responses during 12 business days
- 55% responding
- 10 Questions plus comment/suggestion option
- Facilitated through Microsoft Forms



QUESTION

1

450 responses submitted

Rate your overall satisfaction with your interactions with coworkers at TxDMV.

4.4



QUESTION

2

450 responses submitted

I receive the information I need from coworkers when, where and how I need it.

4.2



QUESTION

3

450 responses submitted

I receive the services I need from coworkers when, where and how I need them.

4.2



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QUESTION

4

450 responses submitted

Rate your overall satisfaction with TxDMV's information technology.

3.8



< 4 of 11 >

QUESTION

5

450 responses submitted

Rate your overall satisfaction with TxDMV's human resources.

4.2



< 5 of 11 >

QUESTION

6

450 responses submitted

Rate your overall satisfaction with TxDMV's internal communications.

4.1



< 6 of 11 >



QUESTION

7

450 responses submitted

Rate your overall satisfaction with TxDMV's facilities' services and support.

4.2



< 7 of 11 >

QUESTION

8

450 responses submitted

Rate your overall satisfaction with TxDMV's financial services  
(procurement, accounting and travel).

4.2



QUESTION

9

450 responses submitted

Rate your overall satisfaction with TxDMV's legal support.

4.1



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QUESTION

10

450 responses submitted

Rate your overall satisfaction with TxDMV's training opportunities.

3.9

