



HR Service End User Feedback Framework

HR SERVICE AND ANALYTICS

HR service feedback shows what happens when people need help. This framework examines the journey from finding support to reaching a clear, usable conclusion. It combines users' accounts with service-flow evidence so HR can understand friction, choose practical improvements and check whether the resulting experience is better.



THE MODEL AT A GLANCE

The approach

The Service Experience Loop examines five dimensions of the user journey, with trust throughout. Six delivery stages combine proportionate feedback with operational evidence. Diagnosis distinguishes experience from possible causes, then assigns specific improvements and verifies whether users receive clearer, usable support.

When to use it

- Closed requests prompt repeat contact because users still need help.
- Healthy response-time targets conceal difficult or unclear service experiences.
- HR needs to locate friction within a specific service journey.

What the model covers

Find · Access · Progress · Resolve · Trust · Define · Design · Listen · Diagnose · Improve · Verify

Value for your organisation

- Makes user experience visible across the whole HR service journey.
- Distinguishes administrative closure from understandable and usable service resolution.
- Connects feedback with specific service changes and accountable improvement owners.

Put it into practice

Sample recently closed requests and check whether users found help, understood progress and could use the outcome. Examine repeat contacts and handovers, identify likely causes, then agree a targeted change and gather feedback at a meaningful point.

Outputs you can use

- Service journey listening plan covering discovery, access, progress and resolution.
- Experience diagnosis combining user accounts with flow and repeat contacts.
- Service action record with changes, owners and improved-experience review measures.