



2018 Employee Engagement Survey

Friday 16 February - Friday 2 March 2018

FREQUENTLY ASKED QUESTIONS

Accessing your eSurvey via Email

Why is my organisation conducting an Employee Survey?

The survey provides you with your opportunity to have a say on what it's like to work in your organisation. The survey is being conducted by Best Practice Australia (BPA), an external research provider.

When is the survey taking place?

The official survey census period is from **Friday 16 February to Friday 2 March 2018**. This is the period when all employees will receive and complete their survey.

How will I receive my survey?

The survey is being conducted electronically. BPA will email you a unique link, giving you access to the eSurvey. Simply click on this link and you will be directed to your unique eSurvey.

Will my responses remain anonymous?

Yes. BPA collates all responses, and reports your responses grouped by each question along with the responses of the other people in your reporting unit. As such, individuals are not identified in any of BPA's reports. If you still have concerns, please refer to BPA's Privacy Policy located on the BPA website - www.bpanz.com/privacypolicy

Will I know my work unit's response rate during the survey census period?

Yes. As completed surveys are downloaded by BPA, the Survey Coordinator for your organisation will be provided with updates on the response rates across the organisation.

What types of questions will be included in the eSurvey?

The survey will contain a combination of agree/disagree (quantitative) questions, where you score on a rating scale, as well as open-ended qualitative questions (where you can give a more detailed response).

Can I complete the eSurvey at home?

Yes. You can forward the email link to your home email address. However, it is important that you do NOT forward your eSurvey email to other employees; doing so would allow other employees to view and change your responses.

What if I want to change an answer to a question on a previous screen?

Use the 'Next' and 'Previous' buttons at the bottom of each page to navigate the eSurvey. Do NOT use your browser's 'Back' and 'Forward' buttons. Like any online secure transaction (e.g. internet banking), you cannot use the browser navigation buttons.

For further information contact:

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Can I complete the eSurvey in more than one session?

Yes. You can go in and out of your survey as often as you like. Your responses will be automatically saved each time you click the 'Next' or 'Stop' buttons. Once you hit the 'Finish Survey' button you cannot access your eSurvey again.

What if I half complete the eSurvey and never go back and submit it?

At the end of the survey census period this would be considered a partial response and would be included in the overall data analysis.

Will I receive reminder emails throughout the survey census period?

Yes. You will receive reminder emails about the survey if you haven't hit the 'Finish Survey' button.

You have my email address. Will management know what I have said?

No. BPA has confidentiality and anonymity protocols in place. The link between your email address and your response is automatically severed by BPA when responses are uploaded into BPA's analytical databases.

Why is my work unit mentioned on the second screen titled eSurvey instructions?

BPA typically provides reports at two levels: the organisation and the work unit. The second screen of the eSurvey identifies the work unit where your responses from this survey will be grouped for the purpose of producing a report. This provides meaningful data for your organisation including areas of strength and opportunities to improve - issues that are relevant to you in your work unit.

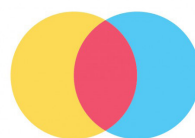
Work unit reports are only provided where there are enough responses to protect employee anonymity.

What about the demographic questions, will the reports identify what I have said because you have my age, employment status, etc?

No. BPA typically reports on the demographic data at the organisational level and not the work unit level. Demographic splits are vital pieces of information for workforce planning. Demographics are only used at the aggregated level, not at the individual level.

Is the survey compulsory?

This is your opportunity to have a say on what it is like to work in YOUR organisation. Although the survey is not compulsory, the more responses received, the greater our level of confidence that the results reflect the real situation across the organisation.



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