

FAQs

Frequently Asked Questions about the colleague engagement survey process:

1. What is colleague engagement and why does it matter?

Colleague engagement refers to the connection employees feel with their jobs and their organisation. If you are engaged at work, you enjoy your role, feel secure, developed, respected and recognised. You get a real sense of achievement from your job. You know where the organisation is headed and believe in its cause.

Being engaged certainly benefits the individual, and of course it benefits the organisation too. An engaged colleague:

- Is proud of their organisation
- Cares about the future of their organisation
- Would like to be working for the organisation for the next few years
- Advocates the organisation to others

All this means measurable improvements for the organisation: increased productivity, less absence, and lower employee turnover. Generally, the workplace becomes a better place to be.

Colleague engagement has become an essential competitive issue globally, as organisations compete to attract and retain talented people in their workforce. Find out more at: www.engageforsuccess.org/

2. Why are we doing this survey?

Colleague engagement can only be measured by asking colleagues themselves to identify an organisation's strengths and weaknesses as a workplace. A survey is one of the most important ways to improve your work lives and the organisation overall – it provides an objective, quantitative and qualitative measure of engagement. Once we get the results, we have the opportunity to celebrate what we are good at and identify issues to help make positive changes to the workplace.

3. Who are People Insight and why are they involved?

People Insight are colleague engagement specialists. We have asked them to conduct the survey and use their expertise to advise us on what to do as a result. They also have extensive experience in running colleague surveys with other organisations across the UK and internationally.

4. Is the survey voluntary?

Yes. Participating in the survey allows you to share your views and help make a difference in your workplace. We really hope you will complete it.

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5. How long will it take to complete the survey?

The survey will take approximately 15 minutes to complete. It is really easy: you select from the multiple-choice boxes to show to what extent you agree or disagree with a number of statements, and then have the opportunity to write free text comments on burning issues you want us to know about.

6. Is the survey anonymous?

Absolutely. One of the benefits of an outside agency like People Insight administering the survey is that all your answers go to them, including whether or not you individually have completed it. At no point will anyone at Edinburgh Napier University, including senior leaders and managers, be privy to individual responses.

This means that you can be completely honest with your responses without them being tracked back to you personally. People Insight administers the Colleague Engagement Survey according to strict confidentiality policies, and takes this very seriously.

7. How can it be anonymous when you ask me for my department and length of service, etc?

All personal responses to this survey will be kept completely confidential. People Insight will collect, report, and analyse the data. While we will be looking to produce reports based on the feedback from certain respondent groups – e.g. by different departments – to help us better understand where we need to take action, we will only be able to receive reports for groups where there are 10 or more respondents.

If there are fewer than 10 respondents, that team's survey results will not be reported on in isolation, to protect individual identities. This doesn't mean that any responses will be ignored - all responses will be included at least in reports at the overall level, so your voice will still be heard.

8. How is the survey data broken down?

Typically, the data will be broken down by demographics such as department, length of service and a range of others. This will target action planning where most needed. As stated above, analysis will only be provided for demographic breakdowns with 10 or more responses to ensure that individual responses remain anonymous.

9. What about anonymity of the free text comments?

When you are writing the free text comments, you will get the following warning: Please take care when providing this feedback.

Please note that any comments that you make will be repeated verbatim in the feedback report from People Insight. Although they will not reveal the name of the person who provided the comments, you should consider whether you could be identified from your comments and, if so,

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whether you would wish to be. If you are concerned about this either before, or after writing your comments, please contact People Insight directly.

10. What is the point - will what I say make a difference?

Sharing your thoughts about your work will help drive real change, and your thoughts are unique – we want to hear from everyone. The survey is one of the best ways we have to voice our opinions honestly and openly with the goal of improving our own work lives and the organisation overall.