

## ABOUT THE SURVEY

**Q1. What is the purpose of CSC-COD conducting this survey?**

A. Our interaction with OD practitioners through our agency visits, community of practice sessions and the recent “State of OD Practice” Forum has allowed us to gain a good sense of the public service OD landscape.

As Centre for OD works on addressing key practitioner concerns, this survey would help us identify high leverage interventions that resonate with the engagement drivers of the OD community. More strategically, survey findings will also provide data driven evidence that will help build a case for change and solicit support from central agencies and Public Service Leadership.

**Q2. Why are we doing an engagement survey?**

A. Research shows that there is a link between employee engagement, customer satisfaction and business performance. Measuring employee engagement is key to establish where this link is successfully in place and where there are gaps.

**Q3. Who will be surveyed?**

A. We are inviting all OD practitioners with more than 3 months of OD work experience to participate in this survey.

**Q4. Who is an OD practitioner?**

A. An OD practitioner refers to an employee involved in one or more of the following areas of work:

- Managing/participating in Business Excellence efforts, which includes facilitating the (re-)certification of Singapore Quality Class, People Developer, I-Class, S-Class, etc.
- Employee Engagement, which includes survey diagnostics and follow-up
- Managing the PS21 portfolio, which includes innovation, as well as developing an innovative and change-ready culture
- Managing change, which could include employee communications via portals or town halls, (re-) organisation of work processes, etc.
- Developing organisational culture, which includes reviewing vision, mission and values, related programmes and initiatives.
- Facilitating dialogues and team discussions, which include facilitating retreats & teambuilding activities.
- Process/quality management which includes ISO, 6 Sigma, Lean Management
- Facilitating knowledge sharing and collaboration, i.e. Knowledge Management

**Q5. Why is the survey conducted by Towers Watson? Who is Towers Watson?**

A. Towers Watson, a Chicago-based global research and consulting company, will be conducting the survey. Towers Watson has extensive experience in designing surveys for many organisations.

By having an independent third party to conduct the survey, staff can be assured that the survey is handled according to best practices. Individual responses are kept confidential and the survey results reported are without bias.

## CONFIDENTIALITY

**Q6. Are my responses really confidential?**

A. Yes, survey responses are confidential. Towers Watson follows strict guidelines and procedures to ensure your identity is protected.

Completed questionnaires will be hosted externally at Towers Watson's Chicago office, and the identity of the respondent will not be traced. Your responses are sent directly to an independent Towers Watson team at Chicago for analysis. No one in CSC-COD will see the completed questionnaires. Towers Watson will only report statistical summaries of the responses consolidated at group level. In addition, results of any group that has less than 10 respondents will not be reported.

**Q7. Why do I have to key in a password to access the online survey?**

A. In your email invite to the survey, you are provided with a randomly generated unique password. The purpose of having the unique password is to prevent un-authorized users from accessing the survey. This password is not used to track individuals.

The unique password also allows the user to access their uncompleted survey without having to start the survey all over again.

Once users have entered the survey, they can key in the unique password or "Finish Later" password to access their uncompleted survey.

**Q8. Can my responses be identified or deduced from the results report?**

A. Towers Watson is under obligations to keep all survey responses confidential. We report only aggregated data for organisational groups containing at least 10 people. Towers Watson guarantees that your responses will remain completely confidential.

**Q9. Why does the survey ask for my designation in department, length of service, age and other demographic information?**

A. Demographic information provides the base for general comparisons between different groups. These comparisons may uncover issues relevant to each of the groups. For example, comparing responses from staff with less than 3 years of service with those of ten years or more may show different sets of opinions regarding career issues.

## SURVEY ADMINISTRATION

**Q10. What is the timeframe for this survey?**

A. The survey will run for a 3-week period from 20th April 2010 to 7<sup>th</sup> May 2010.

**Q11. What do I need to do to participate in the Survey?**

A. OD practitioners will receive an email invitation to participate the survey. The link and password to access the online survey will be given in the invitation itself.

**Q12. Do I need Internet access to fill in the online survey form?**

A. Yes. You can complete this survey from any computer with internet access and browser.

**Q13. How long does it take to complete the survey?**

A. It takes about 20 minutes to complete the survey.

**Q14. If I cannot finish the survey at one go, can I save my responses?**

A. Yes, you can. Simply click on the “Finish later” button to save your responses. Remember to take note of the unique six-digit number that will allow you to access your uncompleted survey later.

**Q15. Can I change or view the online survey form after submission?**

A. No, you will not be able to view or change the online survey once you have submitted it.

**Q16. I deleted the online survey notification and cannot recall my password.**

A. Please email [TWSGprojectteam@towerswatson.com](mailto:TWSGprojectteam@towerswatson.com) to request for the password to be resent to you. We will re-send the password based on your CSC email address.

**Q17. Why do I see a “The Page Cannot Be Displayed” error message when I click on the link?**

A. This could be due to a variety of reasons, but most likely caused by your network being busy. Close the browser and try again after a few minutes. If the problem persists, please contact CSC IT Helpdesk.

## SURVEY ADMINISTRATION

**Q18. I click on the link to the survey and nothing happens.**

A Your browser may not be properly configured. When you click a link in an e-mail it should “kick start” your browser (Netscape or Internet Explorer) and open the web page you have just clicked. If this does not happen, you should

1. Start your browser programme up (Netscape or Internet Explorer)
2. Copy the link (e.g. <https://insight.towersperrin.com/wix/p1154042.aspx> or <https://insight.towersperrin.com/wix/p1396561.aspx>) from the e-mail and paste it onto the address bar in the browser. The link to click on depends on what you have received from your individual email invite.
3. Enter return, this should open the link to the survey website
4. Start the survey

**Q19. The text on the screen is too large (or too small)**

A The survey is set up for viewing on a standard 800x600 display. If you find that the text is either too small or too large on the screen you should:

In Explorer (v 5.0 or later)

Select the View menu, select Text size and then select an appropriate size.

**Q20. My “Finish Later” password does not work?**

A You may have copied or remembered the unique password wrongly. Check your password with the one provided in the email invite. If you have deleted the email, please email [TWSGprojectteam@towerswatson.com](mailto:TWSGprojectteam@towerswatson.com) to request for your password to be resent to you. You should then be able to access where you have left off.

**Q21. I click on the “Back” or “Forward” button and an error message – “Warning: page has expired” appears.**

A You might have clicked on the browser Back or Forward button. As instructed, please do not use the browser “Back” and “Forward” buttons. If you did, press F5 or press the Refresh button or go to View -> select Refresh. You should be able to return to your last page. If this doesn't work, close the browser and re-login again.

## SURVEY RESULTS

**Q22. When will results be known?**

A. The data will be collated and analysed in May 2010 and the results will be communicated from July 2010 onwards.

**Q23. Will our feedback via the survey be acted upon?**

A. All feedback will be considered seriously. However, not all feedback can or will be acted upon because some may not be feasible to implement. CSC-COD is committed to take appropriate follow-up actions from the results.

**Q24. Who will have access to the results?**

A report consisting of key survey findings will be generated for this study. Survey findings will also be shared through various platforms to relevant stakeholders and policy makers (i.e. OD practitioners, OD CoP, OEC, PS21 Office etc).