

# Employee Engagement Survey 2009

## Q & A for employees

### **1. Why is the Yukon government doing this survey?**

The Yukon is part of an inter-jurisdictional group created to develop a survey model to be used across Canada. Several provincial and territorial governments, and the Government of Canada, do these surveys and share their best practices.

Surveys such as these help us to plan more effectively as an employer and focus on priorities identified by employees. Research shows these surveys are a best practice of the most effective private and public sector employers. They are a standard tool that's used to generate internal discussion and actions and bring about improvements so that the government can be a better employer and a better service provider to clients.

### **2. Who is conducting the survey?**

The independent market research firm, Ipsos Reid, is conducting the survey on behalf of the Yukon government, Public Service Commission.

### **3. What is the survey asking?**

The survey questions are built around a core set of statements to which employees are asked to respond. They include statements such as: "I am satisfied with my job," "I am satisfied with my department," "I am inspired to give my very best," "I would prefer to stay with the Government of Yukon even if I were offered a similar job elsewhere," "Overall, I am satisfied with my work as a Government of Yukon employee," "I am proud to tell people I work for the Government of Yukon," "I would recommend the Government of Yukon as a great place to work," and "I strive to improve my department's results."

These questions are based on extensive research. How employees respond to them provides a useful gauge of their satisfaction and engagement so that the public service can build on its successes and improve on areas where there are issues.

### **4. Who sees employee responses?**

Names, contact information and individual responses are held in strict confidence and stored on the servers of Ipsos Reid. Responses are reported on an aggregate basis; individual answers are not linked to individual people.

### **5. Why is this survey being done so soon after the last one in 2008?**

It's important to keep communicating with employees through these surveys, so we can see over time how we improve and where we need to keep working. The 2008 survey gave us important information, which departments have acted upon. It's important to continue to monitor the situation, through these annual surveys, to ensure we are heading in the right direction. The first one was done in 2007.

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## **6. How do employees receive the survey?**

Most employees will receive the survey directly by e-mail to their government account. Teachers with YesNet will receive a request to complete the survey on their Yesnet account along with a personalized letter delivered to their school. Employees who do not have an e-mail account will receive a hard copy of the survey. Employees who receive the hard copy of the survey will also have the option of completing the survey on line if they have access to a computer. They will be provided with instructions on how to log onto the Ipsos survey website with the URL provided, their unique user name assigned by Ipsos and their password.

## **7. Who takes part?**

Employees who are active, employees on leave with or without pay, seasonal employees and auxiliary employees who have worked in the last six months will be surveyed.

## **8. The participation rates of the survey declined in 2008 from 2007. Why is that?**

One reason participation rates were lower in 2008 (43% from 52% in 2007) was that because of costs the 2008 survey did not include telephone contact with employees (as it did in 2007). Surveys were distributed by e-mail and as hard copies through inter-office mail. The hard copy method generally has a lower response rate. To help address the question the issue of how best to reach employees, PSC met with departments in the early part of 2009.

Also, there were only about six months between the release of the action plan on the 2007 results and the start of the 2008 survey. That wasn't sufficient time for employees to see results of the actions, so they may have felt there was no point doing the survey.

However, a response rate of 43 % is sufficient to generate statistically reliable data and is within the range of response rates experienced by other public sector organizations across Canada.

## **9. What's been done to address the results of the 2008 survey?**

Departments have taken action to improve communication and confidence in leadership– through activities such as departmental newsletters, focus groups, expanded management meetings, increased visits to branches by deputy ministers and special employee forums. Some departments have established specific employee committees to look at engagement, have involved employees in departmental planning sessions, and have set up focus groups to examine more closely the perceptions of human resource practices such as hiring and promotions. These are just a few examples of the many activities underway.

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## 10. What happens if employees choose not to participate?

Participation in the survey is voluntary. It's an opportunity for employees to provide constructive suggestions for positive change in the work environment and it helps the employer plan more effectively and focus on priorities revealed through the survey.

It's important to participate in the survey so that we can see where we need to put more effort and where we are being successful. Significant change takes time, but employee responses in the survey help to make sure we are heading in the right direction.

**For more information about the 2009 Employee Engagement Survey, contact your human resource branch or the Public Service Commission through:**

[craig.shippey@gov.yk.ca](mailto:craig.shippey@gov.yk.ca) (667-8780) or [diana.cousins@gov.yk.ca](mailto:diana.cousins@gov.yk.ca) (667-5458).