



INFOHRM SURVEY SERVICES

Comprehensive organisational survey solutions
- from design and hosting to next generation reporting and analysis

Do you know what motivates your staff?

Do you know what your staff value in their work?

Do you know what your staff really think of

- the organisation?
- their job?
- their manager?
- their colleagues?

Infohrm Survey Services effectively capture and analyse staff opinions to guide strategic planning and decision making.

Do you have reliable information to answer the following questions?

- Are you able to gather feedback about performance of the HR function?
- Do you have access to reliable retention information?
- How do you know if you recruited the best available candidates?
- What strategies will help you manage staff exits?
- Are you using valid people-related information to inform decision making?

Infohrm Survey Services can provide the answers.

Employee Opinion Surveys

Gaining insight into employee opinion enables organisations to maximise workforce productivity.

- tailor topics to suit your organisational context
- use established measures of constructs such as employee engagement and job satisfaction
- analyse results by cross-sections of your business to reveal areas requiring attention
- prioritise people issues based on meaningful opinion metrics

Exit Surveys

Given the high cost of turnover, the ROI in conducting exit surveys (or interviews) and implementing targeted retention strategies can be enormous.

- gauge the opinion of the organisation and its values
- identify what initially attracted the exiting employee to the organisation
- identify the main reason and underlying factors for their decision to leave
- find out what your organisation should have done to retain the exiting employee
- know where your people are going.

HR Client Surveys

The ability to determine your client's needs is one of the critical success factors for prosperous HR partnerships.

- identify priority people management issues
- highlight areas of HR strength, and priority improvement areas
- plan the HR function's resource needs
- negotiate service level agreements with business units
- supplement quantitative HR performance indicators
- compare your performance with national norms.

Tailored Ad Hoc Surveys

Organisations need information to identify people management needs and design quality approaches to address these needs. Infohrm can work with you to design, conduct and analyse information from surveys, interviews and focus groups on a range of issues, including:

- training needs analysis
- return on investment
- job design
- effectiveness of development initiatives
- recruitment effectiveness.

Integrate your survey and organisational data

Elevate your reporting capability by linking survey data to organisational data and view the correlation between employee opinion and organisational effectiveness. Deep dive into particular issues and potentially track the results of the organisational changes due to the survey outcomes - creating a longer term ROI to the survey. This may entail simple, once only data extractions to create this state-of-the-art survey reporting.

Why choose Infohrm's Survey Services?

- A valid and reliable process as our organisational psychologists are highly trained and experienced in survey design
- You'll learn from the experts in presenting and gaining insights from workforce data
- Access reporting which provides in-depth interpretation and frameworks for action
- Achieve richer analysis not seen before as Infohrm can integrate workforce and survey data
- Easy access through online survey and reporting tools
- Your partners, Infohrm, take a tailored approach to suit your individual needs offering a complete end-to-end hosting solution, while ensuring skills transfer.

"We were able to introduce hard evidence into these [enterprise bargaining] discussions as to why people left and overcome some of the anecdotal evidence... reducing pressure on salaries, and increasing the pressure on other aspects like improved manager/employee relationships".

CSIRO

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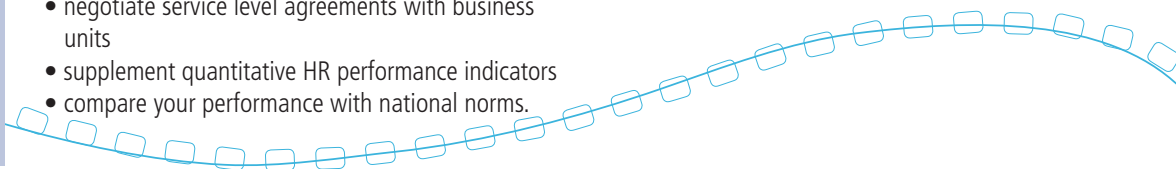
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Infohrm is a flexible, outcome focused survey partner providing maximum service range and quality with minimum fuss.

Getting to know you

We work in partnership with your organisation during the planning, development and implementation of your survey project.

Infohrm has worked with numerous organisations in the public and private sector; ranging from local councils, to national and global companies with diverse workforces.

Conduct focus groups

As an input to survey design, Infohrm can facilitate impartial and confidential focus groups with a selection of your staff and management as a means of gathering information on their key issues and concerns.

Survey design

This may be the first survey you have conducted, or perhaps its time for a re-vamp of your current questionnaire; regardless of your organisation's experience with surveys, Infohrm will design a survey instrument that meets your needs and expectations.

Survey hosting

Infohrm takes the responsibility for testing, deploying, administering and collating your survey – ensuring confidentiality of responses and data security. Our state-of-the-art online hosting service has been utilised by organisations such as Centrelink, Department of the Prime Minister and Cabinet, Commonwealth Bank Group and Education Queensland.

Analytics and Reporting

Our analysis expertise incorporates post-graduate level research and methodology consultants who hold significant experience in survey design, and are trained in a range of statistical analysis techniques. Two in-house psychologists are highly experienced in the methodology required to ensure valid and reliable assessment.

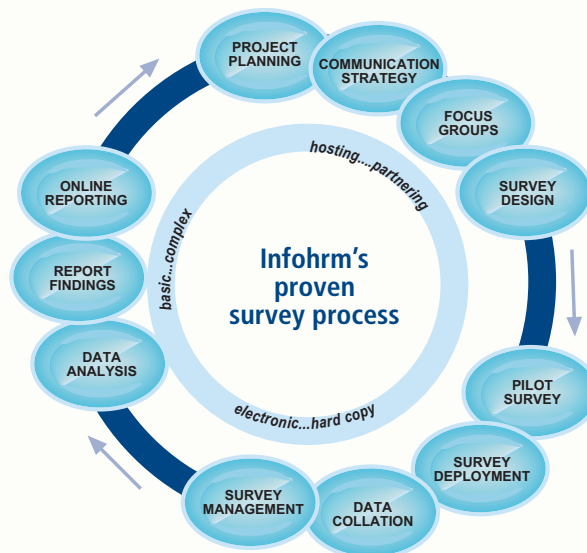
Infohrm can provide you with a survey reporting template – PowerPoint, PDF or online; ultimately, the content and format is up to you. Raw data, graphical data, comparative and trend data, strategic recommendations and thematic analysis of qualitative comments – the reporting and presentation of your survey data will be determined in the project planning phase and delivered in a timely manner to professional reporting standard.



Recent clients include:

Australian National Audit Office
 Australian Taxation Office
 Autoliv
 Centrelink
 Commonwealth Bank
 CRS Australia
 CSIRO
 Defence Signals Directorate
 Dept Human Services (Vic)
 Dept Prime Minister & Cabinet
 Education Queensland
 Queensland Treasury Corporation
 Thuringowa City Council

Our proven survey process is cyclical – we believe it is of great benefit to maintain the same survey provider over a number of years, as this enables a higher quality of analysis in being able to interpret trends in light of the organisation's changing context, business and workforce goals.



Infohrm's Survey Process in Action

A Federal government department worked with the Infohrm Survey Services Team to review their existing staff survey, and a number of areas were identified for improvement. The survey was marketed within the department using various communication devices and conducted electronically, resulting in a very high response rate.

Individual survey questions were classified into Infohrm's survey thematic framework. To assist with strategic decision-making, survey themes were allocated a "priority rating" based on employees' level of satisfaction, employees' rating of importance,

comparison to the department's 2003 survey results, and comparison to public sector benchmarks, where applicable. Further statistical analysis revealed drivers of employee engagement and differences in satisfaction within (and between) five employee segments.

Following the delivery of whole-of-organisation and divisional reports, plus a presentation to senior management, Infohrm provided the department with an online reporting tool. The reporting tool is presented through a secure, department-specific, Infohrm website, and offers the flexibility to easily view responses by a multitude of dimensions, and, drill through the organisation structure to see responses across or within divisions by different respondent characteristics.

Elevate your reporting capability by linking survey data to organisational data - ask us how!

