

2023 Engagement Survey FAQs



ABOUT THE SURVEY

Q: What are the goals of the survey?

A: The survey measures the perspective and opinions of employees and professional staff about how Thunder Bay Regional Health Sciences Centre (TBRHSC) and Thunder Bay Regional Health Research Institute (TBRHRI) rate as a place to work, including what we are doing well and opportunities for improvement. It's an opportunity to confidentially share your thoughts and experiences about your work environment. What's working/what's not? Are we well-positioned for the future?

Q: What is the survey process?

A: You will receive an email on Monday, November 13, 2023 with your unique link to complete the survey. Once the survey is closed, reports will be created for each area that provides results.

Q: When I respond, are my responses really confidential?

A: Yes. All responses go directly to an external agency, thereby ensuring confidentiality and anonymity. The third-party administrator, Workforce Science Associates ensures reports will not be provided back to TBRHSC or TBRHRI for groups with fewer than five respondents.

Q: Who is Workforce Science Associates?

A: Workforce Science Associates is a national survey and research organization that is managing the survey and collating results. All results will be maintained under strict confidentiality and kept anonymous to TBRHSC and TBRHRI.

Q: Do I have to participate?

A: No, participation in the engagement survey is completely voluntary. However, everyone's

experience is important, so we encourage you to complete the survey and share your feedback. We can't improve our workplace without your feedback.

Q: Do you really look at the feedback?

A: Yes. We do more than look at the feedback. We will act on the feedback. Our partners from Workforce Science Associates, will provide us with insight on success within the organization and how we can improve. Other results provided include comparisons between TBRHSC/TBRHRI and other similar institutions. Our teams will review the results and prioritize the areas of opportunity on which we will focus or build on pre-existing success.

SURVEY PARTICIPATION

Q: Who should take the survey?

A: The survey is open to all active full-time, part-time and casual employees of TBRHSC & TBRHRI and all active professional staff.

Q: Volunteers, learners and contractors are part of my team – can they take the survey, too?

A: No, this survey is only open to active employees and professional

staff. There are other mechanisms in place to gain feedback from others such as volunteers, learners and contractors.

Q: Are temporary employees eligible to participate?

A: Yes, all temporary, casual, part-time and full-time employees, who are active and on our payroll at the time of the survey, are eligible to participate in the survey.

Q: Can employees who are on a Leave of Absence (LOA) take the survey?

A: No, an employee must be an active employee on the day they participate in the survey. Employees who are on a leave of absence are considered "inactive."

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TAKING THE SURVEY

Q: How long will it take to complete the survey and what kinds of questions does it ask?

A: The brief survey should take individuals no more than 10-15 minutes to complete. The majority of questions are scaled and there are few open ended commentary response questions.

The survey questions are specifically focused on key

areas of employee engagement where leadership has the ability to identify themes, understand issues and make changes or improvements.

Q: Can employees and professional staff take the survey on their mobile devices?

A: Yes, this survey is available on multiple platforms, including iOS and Android operating systems.

Q: Are all questions of the survey mandatory?

A: No. While we encourage you to complete all of the questions involved in the survey you may choose to refrain from answering any question or section within the survey at your own discretion.

SURVEY CONFIDENTIALITY

Q: You say feedback will be confidential, but if I fill out the survey online, won't the computer be able to track who is responding?

A: The survey is coming from our third-party survey administrator's website. When responses are returned, they go directly to the survey administrator and are compiled with other responses. When results are pulled from the

database, no source information, such as personally identifiable information, is included.

Q: Since I am responding to the survey from my email, won't that make it easy for you to determine whose responses are whose? How is this survey confidential?

A: Personally identifiable information is not attached to the survey responses once the

information is pulled from the database. In addition, no survey reports are generated for groups with less than five respondents to ensure confidentiality and that all participants are anonymous. The intent of this survey is to collect valuable feedback from staff in order to create change. It will also allow us to see how we measure up to similar organizations.

SURVEY RESULTS AND NEXT STEPS

Q: What will happen with the survey results?

A: Once compiled, the survey data will be shared with you and your team by your leader. This will allow your team to see what trends were extracted from the data.

Q: Is there any type of accountability around action planning for these results?

A: Yes. Results of what we learn will be integrated into all that we do – at all levels of

the organization. Leadership will provide an update about how staff feedback will be used moving forward to create department specific action plans.

Q: If my survey feedback is negative, will it be held against my leader, my team or me?

A: The survey results will not be used in a punitive manner. The purpose of the survey is to get feedback, good or bad, to help us improve the work environment

for our employees and professional staff.

Q: What weight will be given to the comments?

A: Comments will be entered into a database and clustered by themes so that recurring comments around the same theme are grouped together. Comments will be viewed as an aid in helping to support what has been learned from the survey data.