

FAQs for the 2016 All-Staff Pulse Survey

Strategy 2020: How are we doing?

What is this survey about?

As we're now one year into Strategy 2020, the 2016 pulse survey is an opportunity for all CSIRO staff to confidentially contribute their thoughts and feelings on Strategy 2020, and a small number of specific topics such as innovation, communication, leadership and engagement. It is a 'pulse' survey because it can be done in 5-10 minutes and covers your opinion on a small group of topics.

Who can do it?

All CSIRO staff can do the survey.

Although staff in Agriculture and CSIRO Astronomy and Space Science (CASS) have recently shared their views in surveys run specifically in their Business Units, we particularly encourage people in these areas to also share their views in this organisation-wide survey to accurately reflect the views of Agriculture and CASS at the Enterprise level.

Why is it happening?

[The CSIRO Leadership Team](#) have a genuine interest in understanding how people are going in the context of the strategy.

This survey is happening now with a genuine intent to hear from staff and respond in a way that best reflects what staff need. As such, this survey will also support us to fully realise Strategy 2020.

Why should I do it? / What's in it for me?

For quite a few reasons:

1. Because your opinion matters and people want to hear it! The CSIRO Leadership Team and the CSIRO Board are all interested in your views on the topics included in this survey.
2. The Executive Team have heard your feedback about wanting more opportunities to connect and interact with them. This survey is another way to do that, by sharing your views and discussing the results with them at the September all-staff webinar, and upcoming site visits and roundtables.
3. We've also heard your feedback about wanting more opportunities for consultation and input into decisions that affect you and CSIRO. Having your say in this survey is an opportunity to contribute data that will inform future actions. Make sure this data represents your opinion by sharing it in the survey.
4. The more people that complete the survey, the more confidence it will build that the results are representative of the majority of staff views. As mentioned, these results will be used to inform future actions, and a high response rate will help to ensure associated actions are widely endorsed and relevant to you.
5. Your collective results from this survey will help to inform what gets included in the major staff survey planned for 2017. The last major survey was run in 2012 and it is well past time to hear your thoughts on a broader range of topics.

What type of results will we get?

There will be two types of results available:

1. Overall CSIRO results showing the aggregated responses for everyone across CSIRO, including a breakdown by Business Unit or Enterprise Support Office.
2. Individual Business Unit or Enterprise Support Office results. The Enterprise Support results will be collated into two groups under the relevant ET member office: Deputy Chief Executive Office or Chief Finance Officer Office

Within these two types, the aggregated results can also be broken down into different groups. If any categories within these groups have less than 10 respondents, results will not be provided to CSIRO to ensure that the anonymity of people in those groups is protected.

- a. Work location (capital city or regional area)
- b. Gender
- c. Age group
- d. Length of time at CSIRO
- e. CSOF level
- f. Role type
- g. Employment status
- h. Non-English speaking background

How will the results be shared? What will happen with them?

The results will be shared in a number of ways:

The ET are committed to being transparent with regard to the sharing of results.

1. Overall CSIRO results will be made available on MyCSIRO for everyone to access.
2. Specific BU or ESS Office results will be available to Business Unit Leaders and General Managers for review and consideration on how they wish to share and action their specific results with their areas.

The results will be used in a number of ways:

1. To inform relevant actions to improve CSIRO in the context of the topics included in the survey, with efforts taken to communicate with staff about identifying any actions, their progress, and outcomes.
2. To inform the topics included in the 2017 major survey and provide a baseline for our current point in time.

What will happen to the comments I write?

The survey contains one open-ended question where you may write your own comments in order to provide a response. The comments will be analysed by Willis Towers Watson to identify common themes. Prior to the comments being analysed, each comment (not linked to any survey responses) will be reviewed by members of the Survey Team to ensure that no other individual is identified in the comments, and to ensure that comments adhere to CSIRO's Code of Conduct. Comments that breach the Code of Conduct or identify another individual will be redacted.

The individual comments will be shared with the CSIRO Leadership Team so that these senior leaders can hear staff comments first hand. The themed comments analysed by Willis Towers Watson will be included in the results for the Overall CSIRO report and for each Business Unit and Enterprise Support Office report, to enable meaningful discussions around the common topics.

When is it happening?

This July! The survey will be open for 2 weeks from Monday, July 18 to Friday, July 29. The results will be analysed in August, and shared with staff, leaders, the CSIRO Board, and the Staff Association in September.

How long will it take?

Only 5-10 minutes! We encourage you to do the survey during work time. For the first time ever, the survey can also be done on mobiles or tablet devices, in addition to your computer. There are only 32 questions.

Who is running the survey?

Like past surveys, the Organisational Development & Change (OD&C) team are working with our longstanding survey partners, Willis Towers Watson (WTW), formerly Towers Watson. They are a trusted partner who have been working with CSIRO for 15 years and have a deep understanding of our organisation.

WTW comply with ethical standards in conducting survey research, and are committed to ensuring CSIRO data remains secure and confidential. They do not share any individual survey responses with CSIRO and they retain the raw data to ensure confidentiality of results.

How will I receive the survey?

On Monday, 18 July, you will receive an email from Craig Roy with information about the survey. Shortly following Craig's email, Willis Towers Watson will send the survey invitation to all staff inboxes. Please check your junk mail if you do not see the invitation by the afternoon.

For the first time ever, you can also do the survey on your mobile or tablet device in addition to your computer.

Who do I contact if I don't get the email invitation?

If you don't receive the email invitation from Willis Towers Watson, please do the following:

1. Check your junk mail to see if it went there by mistake.
2. Contact either [Suzie Drummond](#) in the OD&C team, or Willis Towers Watson directly on CSIROSurvey@willistowerswatson.com

How are we being notified about the survey?

We are using many different channels to let you know about the opportunity to share your views to ensure we hear from as many staff as possible. These include:

- All-staff emails
- Business Unit channels such as newsletters, team meetings, and updates
- Site-based channels such as posters
- MyCSIRO and other communication channels such as Sphere articles and a message on Larry's Spot
- A pop-up notification when logging into a CSIRO computer. Please note this will only appear for CSIRO Windows computers; Mac and Linux users will not see this message