

UAMS Employee Engagement Pulse Survey

Frequently Asked Questions (FAQ)

Survey Overview:

What is the UAMS employee engagement pulse survey? The UAMS employee engagement pulse survey is a brief survey that provides leaders with an opportunity to assess the effectiveness of their action plans. By taking this survey, leaders can gauge employee engagement and determine if their initiatives are yielding positive results, ultimately leading to a more productive and fulfilling work environment for all.

Who is administering the UAMS 2023 employee engagement pulse survey? The Gallup Organization will conduct the survey for UAMS. Gallup is most well-known for conducting polls, their principle business involves research-based consulting for workplace leadership, marketing and customer practices. They've been around for more than 70 years and are known as a trusted and independent research organization around the world.

Why is the UAMS employee engagement pulse survey being conducted by Gallup? Gallup's survey platform allows UAMS leaders to create actionable objectives based on how you and your fellow team members respond to the survey questions.

Who is being polled in this survey? To help achieve our Vision 2029 goal of being in the 46th percentile engagement score by 2025, the pulse survey is specifically targeted towards teams that scored in the lower quartile (Overall Mean score of 3.75 or below). It provides an opportunity to identify areas for improvement and take action towards enhancing employee engagement. Please note that only employees hired prior to December 25, 2022, will receive the survey.

Is the survey voluntary? Yes. Participating in the survey allows you to express your opinions and help make a difference in your workplace.

Will the Pulse survey have the same questions as the engagement survey we took May - June 2022? While a few questions may be the same, the majority of the questions in the Pulse survey are designed to measure the effectiveness of our action plans for teams that scored in the lower quartile. The pulse survey focuses on engagement and how we can improve it.

Can I pause the survey and come back later to finish? Yes, employees can exit out of the survey and come back later. The survey will continue where they left off.

Is there a search engine that the survey works best on? Gallup recommends Google Chrome, but whatever browser is available on their device should work just fine.

Will Gallup send email reminders to all employees or only those who completed it? Gallup will send email reminders to employees who have NOT YET completed the survey.

Survey Confidentiality:

Is this survey confidential? Yes. Gallup administers our employee engagement survey according to strict confidentiality policies. At no time does Gallup share data with UAMS or any other client in a way that would directly connect you to your responses.

Will my manager or someone from UAMS see my answers? No. All personal responses to this survey are kept completely confidential. Responses and scores are aggregated in workgroups of at least four individuals.

Who will have access to my responses? Gallup will collect, report, and analyze the data. At no point will anyone at UAMS or an affiliate, including senior leaders and managers, be privy to the origins of specific feedback. All results are reported and grouped at the team level.

What if my team contains fewer than four people, will my manager be able to figure out how I responded to the survey? No. Gallup's experience has shown that when there are four respondents in a group, it is very difficult to figure out one person's answers. Gallup only reports the results at the workgroup level if there are at least four people in the group. Workgroups less than four, will be reported at the next level.

Survey Logistics:

What employee information does UAMS send to Gallup? UAMS sends Gallup the employee roster, which is also referred to as the organizational map. The organizational map defines all relationships within an organization that are vital to managing a business. The organizational map consists of several sections: employee list, manager list, roll-up (reporting) structure, special team definitions, and a report list. It is a critical foundational tool Gallup uses to:

- Understand how our business is organized
- Identify where accountability and action will occur at the local level
- Guide the creation of relevant, actionable data reporting.

When and how do I take the survey? On March 27, 2023 teams that scored within the lower quartile in the previous survey will receive an invitation from Gallup with a unique website address and survey link to participate in the survey. The survey is accessible online 24 hours a day, seven days a week, and is also mobile compatible. You have until April 10, 2023 to complete it.

Will I be given time to take the survey during work hours? Directors and managers are encouraged to provide time for employees to complete the survey. Completing the survey is very important; however, if you don't have a chance at work, you can take the survey at home or on your mobile device anywhere with internet access.

How long will the survey take me to complete? The survey should take no more than 3-5 minutes to complete.

Survey Results:

When will we find out the results for our department? Gallup recommends a cascaded results release based on leadership briefings. We will see results released to the Sr. Leadership/Executives between

May and June. After their briefings, results will be released down the organization in July. Management will receive summary data for employees in their work groups. Afterward, teams can participate in reviewing impact plans together to improve their work environment and culture.

What is expected of managers after the survey? If a manager's score is one standard deviation or more below the overall mean, they will work with their People and Culture Partner (formerly HRBP) to create a departmental improvement plan. In addition, managers can review their results with their teams and make adjustments to their current action plans. This process aims to drive positive changes and boost employee engagement within the department.

Engagement Overview:

What does the term “engagement” mean? Why does it matter? Engagement is the emotional connection and commitment employees have to their jobs, which goes beyond satisfaction to reflect their investment in the success of the organization. Research shows that high engagement links to positive outcomes, including patient experience, productivity, and retention. Engaged employees get more out of their work and have opportunities to use their strengths every day. We know through research conducted by Gallup that high levels of employee engagement link directly to positive organizational outcomes including patient experience, productivity, and retention. Most importantly, engaged employees get more out of their work. They have opportunities to do what they do best every day.