



UAMS Employee Engagement Survey Frequently Asked Questions (FAQ)

When you speak, we listen. These frequently asked questions and answers will help ensure that all employees know about the UAMS employee engagement survey as administered by Gallup.

Survey Overview

What is the UAMS employee engagement survey?

It is a brief survey that provides an opportunity for employees to identify UAMS strengths and opportunities as a workplace. It is an important tool we use to improve our own work lives, our team members and UAMS overall.

Who is administering the UAMS 2022 employee engagement survey?

The Gallup Organization will conduct the survey for UAMS. Most well-known for conducting polls, Gallup's 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 survey being conducted by Gallup?

Gallup's survey platform provides UAMS with the ability to create actionable objectives based on how you and your fellow team members respond to the survey questions.

Why should I participate?

Your opinions on how UAMS can be a better place to work are crucial to our efforts to make positive changes that energize a culture of engaged employees and high performing teams. Sharing your thoughts about your work will help drive real change.

Is the survey voluntary?

Yes. Participating in the survey allows you to express your opinions and help make a difference in your workplace. In 2020, over 87% of our employees completed the survey, and we hope to exceed that this year.

Why do some questions have specific wording?

Particular wording is used in several of the questions, such as "I have a *best* friend at work" and "At work, I have the opportunity to do what I do best *every day*." Research shows that this type of question language reveals qualities that differentiate teams on critical outcomes such as productivity, safety, and retention.

What happens if the employee loses internet connection while taking the survey? The employee will be able to re-access the survey and continue where they left off.

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.

I don't have access to a computer, how can I take the survey? Employees can access the survey via any web-connecting device (computer, mobile, tablet). They can access the survey via their email invite or reminder from Gallup. If their email is not readily available, they can also

access the survey via the friendly URL: <https://survey.gallup.com/2022uamsq12> and enter in their employee ID when prompted for their survey code.

How do I know the survey was submitted correctly? If an employee sees the “Thank you for participating” page, then we can assume the survey was submitted correctly. If they have questions or concerns, they can contact client support at https://my.gallup.com/_Help/HelpCenter?p=820082873 or by calling 1-888-486-9104.

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 will be kept completely confidential. Responses and scores will be aggregated in workgroups of at least 4 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 will be 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, and
- Guide the creation of relevant, actionable data reporting.

When and how do I take the survey?

If you were hired before February 16, then on May 16, you 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 June 17 to complete it.

In addition to an email invite, you also have the option to participate via the generic survey URL, <https://survey.gallup.com/2022uamsq12> using your Employee ID as the Survey Code to participate in the survey.

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 it take to complete the survey?

It will take from 10 – 20 minutes.

What if I only want to provide feedback for the organization and not my team?

You will have the opportunity to discuss the survey results with your manager and team. We encourage you to identify the barriers, both at the local and organization level, impeding your engagement during this discussion. These impact planning sessions are not limited to your direct team; it is okay to hold cross-departmental impact planning sessions.

Who do I call if I have general questions about the survey?

Your manager/direct supervisor is your first line of contact. If it is a matter you think Gallup can answer, please contact Gallup Client Support by reaching out to the help desk at [https://my.gallup.com/ Help/HelpCenter](https://my.gallup.com/Help/HelpCenter) or call the toll-free client support desk at 1 888-486-9104. If your question requires attention from a UAMS employee engagement project team member, Gallup can route your inquiry accordingly.

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 July - August. After their briefings, results will be released down the organization in waves between September – November. Management will receive summary data for employees in their work groups. Afterward, teams can participate in developing impact plans together to change their work environment for the better.

What are the expectations for managers following the survey?

Managers will be encouraged to work with their HRBP to understand survey results. After a review of the survey, managers will discuss the results with their teams and facilitate an action planning process that will result in positive change.

Will the business administrator have the same access as a manager?

Yes, we call this delegate access. Delegates can view their team's results and create action plans for their team.

How are action plans created? Managers will be able to create action plans for their teams using our Action Planning wizard. Action planning user guides will be provided.

Can directors copy action plans from one department to another? No, each action plan should be specific based upon the results of the department’s engagement survey.

Who will be able to pull reports and see reports during the survey? While the survey is live, participation data on Gallup Access is available to whomever Gallup gives access.

Will Gallup send out participation updates while the survey is live? There are different ways in which Gallup can provide participation updates.

- a. Gallup can email daily participation reports to (up to) 25 email addresses. In these reports, we can see overall participation, team-level participation, and drill down into (up to) 10 different reporting group (for example: participation by Department, participation by Division, etc.) or.
- b. Gallup can provide manager’s access to a dashboard to see participation rates.

Engagement Overview

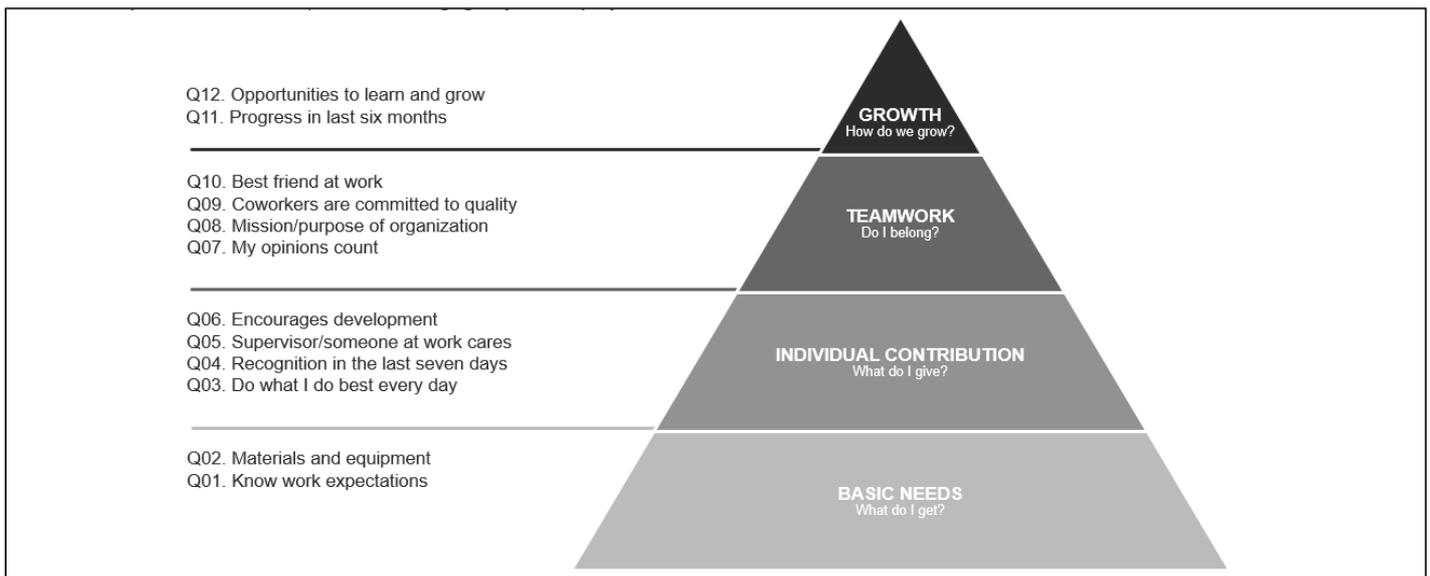
What does the term “engagement” mean? Why does it matter?

Engagement refers to an emotional connection and commitment employees have for their jobs. It goes beyond job satisfaction to reflect how invested and aligned employees feel in the success of their teams and the organization.

We know through research conducted by Gallup that high levels of employee engagement link directly to positive organizational outcomes including patient experience, meeting budget, productivity, and retention. Most importantly, engaged employees get more out of their work. They have opportunities to do what they do best every day.

Primary Engagement Concepts

Gallup’s Q¹² are validated and predictive of business performance. Our score for overall engagement is called the GrandMean. The GrandMean measures overall Workgroup Engagement, which is an average of the 12 Workgroup Engagement items (Q01-Q12). The higher your score (with a maximum possible score of 5), the more engaged your employees are.



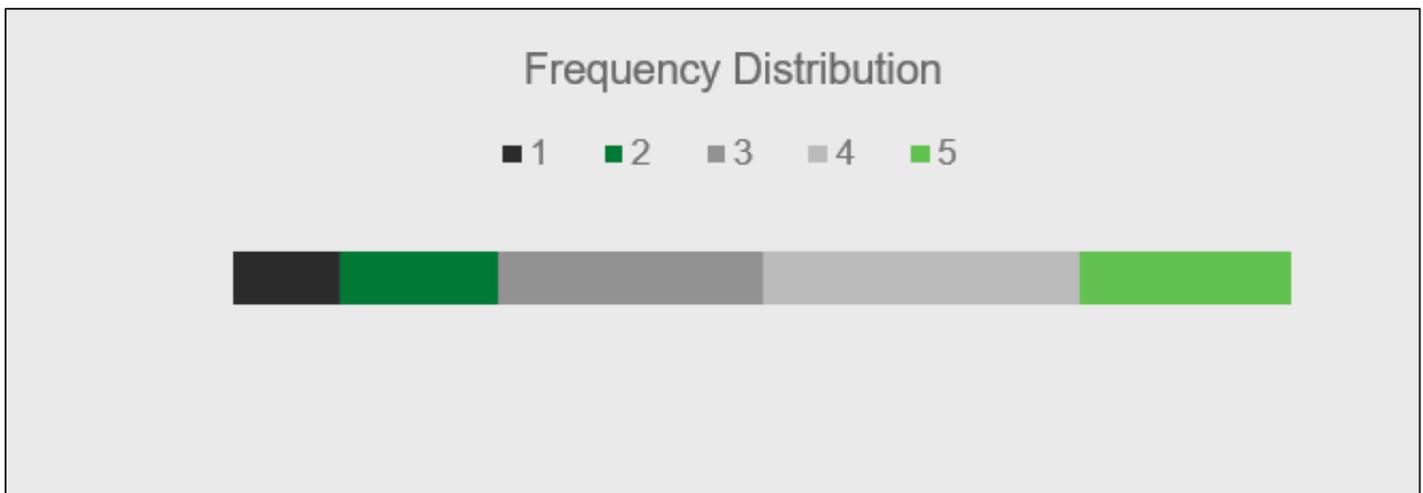
Engagement Distribution

Gallup's distribution is called the Engagement Index. The Engagement Index (EI) is a macro-level indicator of an organization's health that allows leaders to track the engagement levels of employees. This analysis identifies the percentage of participants who are Engaged, Not Engaged and Actively Disengaged based on their responses to the Q12 survey items.



Engagement Scale

Gallup shows a full distribution of responses (the percentage of employees who responded "1", "2", "3", "4" or "5" to an item) and does not bucket numbers together. This is because the level of emotional connection a person has with the question varies.



Gallup Focuses on the Top Box/%5.

Top Box is the percentage of employees who responded "5 – Strongly Agree" to the survey item. Based on Gallup's research, the behavior and emotional connection to the organization is different for a person who answers a 4 vs. a 5.

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