The Acas employee feedback survey is much more than a standard ‘engagement’ survey. The Acas offering includes an adviser who will be on hand during every step of the survey and reporting process, to ensure that it is not just the fieldwork which runs smoothly but the employment relations aspect as well.

To maximise the benefits to your business, the findings from your survey will be interpreted by an expert in employment relations. The Acas adviser can also help you to plan the next steps as someone who has got to know your organisation and has experience in resolving workplace issues.

A process that works - key features

- Initially, an Acas adviser will talk you through the process and look at your aims so that we can plan the research and the fieldwork around your organisational needs.
- We will work with you and your Trade Union or employee representatives throughout.
- We’ll be on hand to help with communications to your staff to get them on-board with the project and to deliver the best possible levels of response.
- Fieldwork is carried out by professional researchers. Your staff can be surveyed using traditional paper questionnaires or, alternatively, online, using our sophisticated email survey software. Confidentiality of data is ensured.
- Turnaround is quick: surveys can get going within three or four weeks of the adviser’s initial visit and the results are usually available within a month after the fieldwork is finished.
- An in-depth 20-30 page report summarising all the main findings will be produced for you and an Acas adviser will additionally talk you through the findings and their implications for your organisation. Key internal stakeholders will also receive a formal presentation building on the results.
- Thinking about ‘next steps’: a survey of employees is only ever the start of the journey for the employer. The survey has been designed to fit seamlessly alongside a range of other approaches which the Acas adviser will also talk you through and discuss ways to take the findings forward and maximise the benefits to your business.
The key areas covered

The survey has been specifically compiled to cover the essential features of a workplace environment. Areas covered include:

- **Aspects of the employee’s role**, such as the degree of job control, the level of job demands, and the degree of job security.

- **The employer-employee relationship** covering areas such as communication, performance and discrimination.

- Employees’ **attitudes** to the job or employer.

The questions have been designed to fulfil two important needs – to inform the employer about the employee’s perception and also their attitudes.

Bespoke outputs

The end result is a bespoke report including tables and charts with an extensive written commentary to assist your interpretation of the findings. Key areas to be covered in the exercise will be agreed with you in advance, so that Acas can provide the internal comparisons that matter most to you. (For example, depending on the size and characteristics of the organisation, gender, age, ethnicity, department, management responsibility, occupation and salary bands.)

High-quality research - creating a solid foundation

The Acas employee feedback survey centres on a comprehensive questionnaire compiled and tested by Acas specifically to enable employers to get the best possible picture of how their organisations are working. Questions have been sourced from respected, high-quality national and international surveys of employees, including:

- Labour Force Survey
- Workplace Employment Relations Survey (WERS)
- European Social Survey
- European Working Conditions Survey
- British Household Panel Survey
- British Social Attitudes Survey

Find out more about this valuable tool and how Acas can help your organisation. Call Acas on 08457 38 37 36 or go to www.acas.org.uk/feedbacksurvey