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| **EMPLOYEE ENGAGEMENT SURVEY IN IFFCO** |
| **FREQUENTLY ASKED QUESTIONS** |
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|  |
| **2013-2014** |
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***FAQs***

***Q1. TELL US SOMETHING ABOUT THE SURVEY?***

As a part of initiative in making IFFCO a better place to work, IFFCO is undertaking an Employee Engagement Survey that seeks feedback of employees on their experience of working with IFFCO. This survey will give the management an opportunity to share employees concerns and issues so that appropriate steps may be taken to ensure that there is a better working environment at IFFCO.

The survey will be launched throughout IFFCO sometime in the first week of January, 2014.

***Q2. WHAT TYPE OF QUESTIONS WILL BE THERE IN THE QUESTIONNAIRE?***

The Questionnaire contain 98 statements, 96 of which need to be responded on the six point rating scale by selecting the appropriate button given under each each statement. The rating scale is as under:

* Strongly disagree
* Disagree
* Slightly disagree
* Slightly agree
* Agree
* Strongly agree

The respondent will click on one of the above 6 buttons given under each statement.

The last two statements (Statement No. 97 & 98) are the open ended questions which are descriptive. As a limit of 500 characters has been fixed, the respondent need to be precise in responding to these statements. It can be filled up in Hindi or English Language. **In case of Hindi, the IFFCOUNI font should be used.**

It is mandatory that all the statements are answered by the respondent. In case any of the statement remain unanswered, the questionnaire will not proceed further.

***Q3. HOW MUCH TIME WILL IT TAKE TO COMPLETE THE QUESTIONNAIRE ONLINE?***

It is expected that the respondent will take around 20-25 minutes to complete the Questionnaire.

***Q4. WHO ARE THE TARGET RESPONDENTS FOR THE PURPOSE OF SURVEY?***

The target respondents are:

i) All regular employees in Grade **A to L1**

ii)All Trainees who will be absorbed in Gr. L1 & above after completion of training period. Their absorption grade is given below:

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| Trainee Officer | T2- Management Trainees(Materials)X1/X4- GETU6-Management Trainees(HR/Materials) |
| Trainee Workmen | T4- IFFCO Trainee/Atsst(AO)T5- Jtsst(Fitter)/IFFCO TraineeT7-AGTsV3- Legal Asstt Trainee |

**The following will be excluded:**

1. Deputationists.
2. Illiterate employees

***Q5. HOW THE RESPONDENTS WILL HAVE ACCESS TO THE SURVEY QUESTIONNAIRE?***

The respondents have been categorized on the basis of how they would be able to access the questionnaire:

1. Online
2. Offline (Paper and Pencil)

The respondents having individual email IDs will be receiving the Survey Questionnaire alongwith the individual Login ID and Password directly on their email.

The respondents having group email IDs will be supplied the individual Login ID as well as the Password by the Survey Coordinators at the respective Units/Marketing Zone so that they can fill up the questionnaire on any computer system having internet facility.

A soft copy of the Questionnaire in .pdf format will be supplied by us to the survey coordinator. The coordinators should fill up the user ID as well as Password on the hard copy of it and give it to the respondent who is unable to fill up the questionnaire online. The questionnaire filled manually by the employees on the hard copy is to be fed into the computer by the respective Unit/Zone preferably through some external agency by using the individual Login ID and password allotted to them to ensure confidentiality. After the entry, the hard copy of the Questionnaire should be sent to SGM(HR) under sealed cover.

**The manual filling up of the Questionnaire should be discouraged as far as possible.**

***Q6. TELL US SOMETHING MORE ABOUT THE SURVEY?***

1. The responses will be kept confidential AND no one from IFFCO will see responses tied to any individual.

2. There are no right or wrong answers. The respondent should click on the answer that best describes his opinion given the information he has.

3. For security reasons, the survey will be timed out after 15 minutes of inactivity.

4. The online questionnaire will be auto saved after completion of each page/screen.

5. The demographic details once filled up cannot be altered, changed or viewed.

***Q7. HOW THE ONLINE SYSTEM WILL WORK?***

The function of various buttons used in the online system are given below:

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| BUTTON | FUNCTION |
| SAVE & EXIT | The respondent will be able to log out/exit of the survey in the middle and be able to log in and complete the survey later on. |
| PREVIOUS PAGE | Once the respondent starts the survey he will be able to navigate backward between the pages already filled up.  |
| NEXT PAGE | Once the respondent starts the survey he will be able to navigate forward between the pages already filled up. |
| FINAL SUBMIT | This button will feature on the last page of the survey. After completing the survey the respondent should click on this button for final submission. Thereafter the USER ID and the PASSWORD will expire. |
| RESUME FROM LAST SAVED | In case the respondent has used the button ‘SAVE & EXIT’ he will have to use the button ‘’Resume Survey’’ after log in to navigate to the first page of the survey and then press this button ‘RESUME FROM LAST SAVED’ to resume the survey from where he has left. |

***Q8. IS THERE ANY TIME DURATION IN WHICH THE QUESTIONNAIRE IS TO BE FILLED?***

 YES, it should be filled up within 10 working days from the date of commencement of survey.

***Q9. WHAT WILL BE THE ROLE AND RESPONSIBILITIES OF THE SURVEY COORDINATOR AND HIS TEAM?***

 The Coordination Team will ensure that :

1. All the target respondents fill up the questionnaire. They will have access to the programme which will tell them about the status of filling up of questionnaire by the respondents. This will enable them to follow up with the respondents and ensure that all the respondents fill up the questionnaire in time.
2. The on-line system is working well and in case of any trouble the same should be brought to the notice of systems team.
3. Queries of the respondents are addressed well in time.

At the Units and at Zones, the HEAD OF HR & SYSTEM will be the TEAM LEADER while all others will be the TEAM MEMBERS. The Team Members should communicate with the Team Leader who in turn will communicate with the HO team for any matter pertaining to the survey.

***Q10. THERE ARE FEW EMPLOYEES AT OUR LOCATION WHO ARE UNABLE TO READ OR WRITE. HOW CAN WE GET THE QUESTIONNAIRE FILLED UP BY THEM?***

We have excluded the illiterate as well as non-metric employees from the Survey.

***Q11. HOW IS THE DEMOGRAPHIC DEFINED AT YOUR END?***

 The demographic details are given below:

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| *DEMOGRAPHICS* |
| Gender | **Location** | **Department** | **Grade** | **Age** | **Years of Service at IFFCO** | **Highest Qualification** |
| MALE | **KALOL UNIT** | **ADMINISTRATION** | **A0** | **Below 25 Years** | **LESS THAN 2 YEAR** | **NON-GRADUATE** |
| FEMALE | **KANDLA UNIT** | **FINANCE & ACCOUNTS** | **A1** | **25-30 years** | **2-5 YEARS** | **ITI** |
|   | **PHULPUR UNIT** | **TRAINING** | **AA** | **31-35 years** | **6-10 YEARS** | **BSc/DIPLOMA IN ENGG.** |
|   | **AONLA UNIT** | **FIRE & SAFETY** | **AB** | **36-40 years** | **11-15 YEARS** | **B.A/B.COM** |
|   | **PARADEEP UNIT** | **FSC** | **B1** | **41-45 years** | **16-20 YEARS** | **POST GRADUATE** |
|   | **HEAD OFFICE** | **HOSPITAL/MEDICAL** | **C0** | **46-50 years** | **21-25 YEARS** | **Ph.D** |
|   | **MKCO** | **MAINTENANCE** | **C1** | **Above 50 Years** | **26-30 YEARS** | **MBBS/MD** |
|   | **NORTH ZONE** | **MARKETING**  | **D** |  | **MORE THAN 30 YEARS** | **CA/ICWA** |
|   | **WEST ZONE** | **MATERIALS** | **D1** |  |  | **BE/B.TECH/M.TECH** |
|   | **SOUTH ZONE** | **OFFSITES & UTILITIES** | **E** |  |  | **MBA/MSW/PGDBM** |
|   | **EAST ZONE** | **PERSONNEL/HR** | **F** |  |  | **BSc(AGRI)/MSc(Agri.)/Ph.D (Agri)** |
|   | **NORTH CENTRAL ZONE** | **PORT OPERATIONS AND TRANSPORTATION** | **F1** |  |  | **BCA/MCA** |
|   |  | **PRODUCTION** | **G0** |  |  | **LLB/LLM** |
|   |  | **SECURITY** | **G1** |  |  |  |
|   |  | **SYSTEMS/IT/MSD** | **G2** |  |  |  |
|   |  | **TECHNICAL** | **H1** |  |  |  |
|   |  | **VIGILANCE** | **I** |  |  |  |
|   |  | **OTHER** | **J** |  |  |  |
|  |  |  | **J1** |  |  |  |
|   |  |  | **K**  |  |  |  |
|   |  |  | **L** |  |  |  |
|   |  |  | **L1** |  |  |  |
|   |  |  | **TRAINEE (WORKMEN)** |  |  |  |
|  |  |  | **TRAINEE (OFFICER)** |  |  |  |
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