



STAFF EXIT SURVEYS

Best Practice for Preloaded Data

Why Preload Respondent Data?

It is best practice to pre-load data you already know about your respondents before sending out survey invites. This usually includes 'demographic' fields such as Age, Gender, Tenure, Job Role, Direct Manager and Location.

Pre-loading respondent data has two main benefits:

- 1) **Happy Respondents:** Preloading things you already know means that you don't have to ask them – making your surveys shorter, which can help improve completion rates.
- 2) **Reporting Insights:** Once you have collected your survey results, you will be able to apply 'filters' in your reports using the various demographic fields. This enables you to gain insights into how responses from various demographics compare, e.g. by looking at 'Overall Satisfaction' by Tenure or Job Role, or by comparing 'Satisfaction with Relationships' by Location or Direct Manager.



Power Tip: A popular question for comparisons and KPIs is the eNPS (Employee Net Promoter Score®)

Commonly Used Preloaded Fields for Staff Exit Surveys

Employee Name	Tenure (Length of Service)	Desirable / Undesirable Exit
Direct Manager Name	Termination Date	Job Role and/or Level
Division / Department	Age Group	Type (Full-Time, Casual etc.)
Location / Office	Gender	Function

Important Note: You may choose to provide for anonymity in your surveys. To do so, it is common to not preload any personal identifying information such as 'Name' and 'Employee Number' etc., and let the employee decide whether to share this information within the body of the survey. You can also use the 'Locked Anonymity Number' feature of our Reporting Suite to protect against drilling down results to a granular level.



Power Tip: PeoplePulse has 'Auto Date Filters' that enable you to easily find trends by comparing your results over months, quarters and years.

Tell me more!

PeoplePulse specialises in the design and delivery of exceptional surveys and reports. To learn more about our Staff Exit Survey solutions and for a free demo, say hello:

by phone: +61 2 9232 0172

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EXCEPTIONAL SURVEY SOLUTIONS

