

# Open Employee Satisfaction Survey (OESS)

**Easy access to  
Employee Satisfaction Monitoring  
with OESS**

- Entry-level cost only £250
- No delay! Mail questionnaires today

## Participant Employer's Manual

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# Open Employee Satisfaction Survey

## Description

The QUANTIFY Open Employee Satisfaction Survey (OESS) is an instant, off-the-shelf employee satisfaction survey covering the core issues any employer needs to know about.

It breaks through two of the main barriers to entry facing an organisation which decides it needs to measure employee satisfaction. These are time and high entry-level cost.

### Barriers

- Time
- High entry-level cost

## Time

It can take several weeks at best to plan the project, choose an external supplier (if any), develop the content of a questionnaire, design it, print and distribute it. OESS shortcuts all that. Using OESS, you can distribute questionnaires to your people tomorrow if you choose to.

## Cost

Setting up an employee survey can be an expensive process. There are fixed costs which remain the same regardless of the number of employees to be included. If there are hundreds, or thousands of employees, these costs become insignificant but they represent a barrier which prevents smaller organisations from measuring Employee Satisfaction.

### Fixed Costs

- Develop questionnaire content
- Design questionnaire layout
- Configure software for results analysis

## Yes! OESS is the answer

With OESS, the cost per employee is the same for any participating organisation. The barrier to entry for smaller organisations is swept away.

- The minimum fee is only £250, which covers up to 80 employees responding.
- You can distribute questionnaires tomorrow if you want to. (See [Quick start](#) option)

## Procedure overview

The procedure is quick, simple and easy. Click the links for detailed instructions.

Check that your employees will be posting their replies within the UK FREEPOST system's operating area. [Where does FREEPOST operate?](#)

The OESS system as described below is not currently offered as an international service so you will need to make special arrangements for anyone outside the UK FREEPOST system. [How can people outside the FREEPOST area join in?](#)

Register as a participating employer. You can do that on our web site, by email, fax or by post. When you register, you choose how much credit to buy - from as little as £250, which covers up to 80 employees replying. [Register](#)

From the options we'll send, choose the style of questionnaire you prefer. Make copies and distribute them to your employees. They return them by FREEPOST directly to us. [Distribute Web based option](#)

We'll keep you informed of the number of responses we have received and the credit left on your account. When you are ready, request outputs. [Progress](#) [Outputs](#)

Each response we receive and process for you and each request you make for outputs uses up some of your credit. The fee structure tells you how much. [Fee structure](#)

Finally, you may want to seek advice on interpreting your results or deciding what initiatives you should take in response.

This is expensive, though, because it requires a professional consultant. That is why the outputs report includes advice on using the results. [Advice](#)

You probably won't need help understanding what the outputs mean, or working out what you should do about it.

## Registration

Here are your options.

1. Visit our web site and register there. We will invoice you for the amount of credit you choose. [Register on our web site](#)
2. Use the registration form in this document. Go to the [registration form](#) in this document  
Then either
  - a. Mail the completed form with your cheque for the amount of credit you choose.
  - b. Email the completed form to us. We will invoice you for the amount of credit you choose. [Why do I have to pay in advance?](#)

When your payment clears, we will email you a questionnaire pack comprising-

- Your OESS Employer's registration number
- The various versions of the questionnaire to choose from

And we will be ready to start processing responses to your survey as soon as they arrive.

### Quick start option

If you wish to distribute questionnaires before we can clear your payment, email your purchase order (or request for registration stating the amount of credit you have chosen, on your company letterhead) to us. We will then email your questionnaire pack immediately.

## Fee structure

### Responses

Each response we receive and process uses up £1.25 of your credit. This covers our time opening, sorting and keying the data to our computer system, and our cost for the FREEPOST postage. You only pay for those who reply, so if the response rate is disappointing at least you won't be paying for people who chose not to join in.

### Main Outputs

Each time you request outputs, you use up £150 of your credit.

### Prior occasion comparisons add-on

When you participate for a second or subsequent occasion, perhaps a year after the first time, and after introducing some initiatives to address the issues which came up the first time, you may wish to see this time's results compared with last time's.

If you request prior occasion comparisons, when they are available, with your main outputs you will use up £50 of your credit.

Requested separately, prior occasion comparisons will use up £150 of your credit.

### Benchmark comparisons add-on

We can provide a report to show your results compared with those from all participating employers.

If you request benchmark comparisons with your main outputs, you will use up £50 of your credit.

Requested separately, benchmark comparisons will use up £150 of your credit.

### Advice

Each hour of consultant time uses £100 of your credit.

## Distribution

You distribute the questionnaires to your people. They need not be personally addressed, as the survey is anonymous and confidential.

First choose a questionnaire from the selection in the questionnaire pack. The content is the same in each but there are formal and informal styles to suit different organisations. Instructions and department descriptions are very slightly different for commercial service organisations, not-for-profit services and manufacturers.

Click the links to see the full questionnaire description or samples of the different styles. The samples don't include the real questions. [Formal style illustration](#) [Informal style illustration](#) [Questionnaire description](#) [Why can't I see the real questionnaire before I decide to participate?](#)

Print the version you prefer. There is space at the top of the first page so you can add your organisation's identity if you wish.

You may be able to print the first page on your letterhead paper. If the questionnaire doesn't lend itself to the style of your letterhead, maybe you can make up a suitable heading, or cut your logo out of your headed paper and paste it onto the questionnaire artwork before you make copies.

**DON'T MISS THIS VITAL STEP** Add your *Employer's registration number* clearly in the box on the last page. Without this, we can't allocate your people's responses to your survey.

Make as many copies as you need. The questionnaires are marked with our copyright but we grant a licence to registered participating employers to make copies.

### Reply envelopes

You need not provide reply envelopes because the questionnaire has our freepost address on it so your people can write an envelope and pop it in the mail; on their way home if they want to be absolutely certain their manager won't steam it open to see what they said!

If you want to provide an addressed envelope, you can print envelopes, or stick on labels with the same FREEPOST address.

FREEPOST RRKU-CTSA-ZEUA  
Quantify  
18 Rodway Road  
LONDON  
SW15 5DS

To be really professional, you can use our artwork to print **QUANTIFY** addressed envelopes suitable for the Royal Mail Business Reply Service. This artwork is designed for a DL size envelope. [Reply envelope artwork](#) [The FREEPOST area](#)

The Business Reply Service is available for mail posted in the same area as FREEPOST.

### Covering letter

It isn't absolutely necessary but it is a good idea to include a covering letter. Keep it brief but emphasise confidentiality, how quick and easy it is to complete, and how much you value the results you'll get. [Sample covering letter](#)

It is a good idea to give a closing date in your covering letter. We recommend about a week after the date people will see the questionnaire. This creates sufficient sense of urgency to discourage people from putting it on one side and forgetting about it. We won't actually stop accepting replies until you request outputs.

If you feel comfortable with it, it will help to promise to share the results with your people, and to do something about any problem which emerges. But don't make promises you might not keep.

### Distribute

Give out one questionnaire to each employee, and encourage them to join in.

Use the link to email us to tell us how many questionnaires you have distributed. [Email QUANTIFY](#)

### Progress

When responses start arriving, we'll let you know. The *OESS email progress report and statement* tells you [View an example progress report](#)

- how many responses arrived each day,

- the total so far,
- the percentage response rate, and
- how much credit you have left.

We send a progress report daily if there are enough responses to make it worthwhile. If they are arriving in ones and twos, we'll send a report each week or so. We will send you an updated progress report at any time on request. Just [Email QUANTIFY](#)

### Reminders

Keep an eye on the progress reports. After a week or so, it might be worth reminding people about the survey and asking anyone who hasn't already replied to do so now.

If your credit falls below £160 before you have requested any outputs, we will invoice you for a credit top-up which we judge will cover the balance of the responses and the outputs.

Any credit left at the end of a project will remain on your account toward the next time you participate. We do not refund any outstanding balance. [Why no refunds?](#)

### Repetition

If you decide to repeat the survey after an interval, email to tell us how many replies you expect, what reports you will be wanting and how much credit you want us to invoice for. **We will issue a new employer's registration number** to differentiate the different occasions on which your organisation has participated, and invoice you for an appropriate top-up of your account. [Email QUANTIFY](#)

## Outputs

When you request outputs we close your survey to any further responses. Provided your credit balance is enough to cover the outputs you have requested, we then produce a package of reports as described below.

We deliver your outputs as a single Portable Document Format (.pdf) file comprehensively bookmarked to help you find your way round. [View a sample outputs document](#)

The samples document is not specific to the Open Employee Satisfaction Survey. You will receive a report with the contents shown in the samples document “Typical Package”.

### Typical package

**Questionnaire;** A copy of the questionnaire for later reference.

**Progress Report;** A final progress report showing the final achieved response rate.

**Subset List;** Shows all the subsets we have created and analysed for you, together with another “Short” version, filtered to include only the subsets which have met any minimum subset size you may have set to protect informants’ anonymity.

**Response Tally Report;** Usually just one, covering the whole survey.

**Subset Tabulations;** One report for each classification system in the questionnaire, comparing the subsets the classification system gives rise to.

The document will also include any extras you have requested, such as Benchmarking or Prior year comparisons, and

- Guidance
  - How to navigate the PDF document
  - How to use the reports
    - Benchmark comparison reports
    - Prior occasion comparison reports
    - Subset tabulations this occasion

## Advice

We have tried to structure the survey to make its results easy to follow. In particular, we have included features in the outputs document to help you to interpret the results without any expensive help from us. These features include

- The *how to use the reports* pages
- The introduction to each section, which explains the report structure
- Links to our web glossary of terms

Sometimes an independent, impartial view from outside can be more convincing than the same conclusions expressed by someone inside the organisation. Or you may for other reasons prefer some input from us, so the following options are available, in ascending order of the level of support you choose.

In each case, you’ll need to have sufficient credit on your account when you request the service.

Telephone clarification of terminology or meaning of outputs. Free of charge

Telephone consultancy advice. On a time used basis at £100 per hour.

Narrative reports drawing attention to the key findings of the survey and recommending initiatives to address them. On a time used basis at £100 per hour. Typically, this might take between five and ten hours of our time.

Prepare and supply a PowerPoint presentation based on the narrative report (see above) including graphical outputs drawing attention to the key findings of the survey and recommending initiatives to address them. On a time used basis at £800 per day. This might take about a day of our time.

Attend your premises to deliver a PowerPoint presentation including graphical outputs drawing attention to the key findings of the survey and recommending initiatives to address them. On a time used basis at £800 per day plus expenses. This will usually take at least half a day in addition to the preparation.

Any further work with you or your employees presenting results, developing or introducing initiatives, gaining commitment from your people to bring about change, etc. On a time used basis at £800 per day.

All the fees quoted are subject to VAT at the prevailing rate

# OESS Registration Form

## Contact

## Organisation / Company

Courtesy title	<i>Mr / Mrs / Miss / Ms</i>	Company name	
First Name		Address	
Last name			
Job title			
Phone number			
Fax number		Postcode	
Email address			

<b>Sector</b>	1 <input type="checkbox"/> Commercial	2 <input type="checkbox"/> Not for profit
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In each panel, please tick the **one** box which

best describes your organisation.

<b>Industry</b>	01 <input type="checkbox"/> Agriculture, forestry & fishing	06 <input type="checkbox"/> Wholesale
	02 <input type="checkbox"/> Mining	07 <input type="checkbox"/> Retail
	03 <input type="checkbox"/> Construction	08 <input type="checkbox"/> Finance, insurance & real estate
	04 <input type="checkbox"/> Manufacturing	09 <input type="checkbox"/> Services
	05 <input type="checkbox"/> Transport & communications	10 <input type="checkbox"/> Public administration

Number of employees	
Expected response rate	%
Expected number of responses	

**Response rate:** 50% is low, 60% - 70% is average, 80% is excellent

*Number of employees x response rate / 100*

**Credit required:** You'll need £1.25 for each response, plus £150 (plus £50 each for benchmark comparisons and / or prior occasion comparisons if applicable).

Credit required (Min £250)	£
VAT	£
Total	£

*Add VAT at 15%*

Payment method  please invoice me  
*tick one*  cheque enclosed

*Make cheques payable to Quantify! Ltd*

Purchase order reference

*We can quote a number or reference on our invoice*

I am authorised to commit the above organisation and I wish it to participate in the Quantify Open Employee Satisfaction Survey.

Please register the above participating employer details and send me a VAT invoice.

Name	
Position	
Signature	
Date	

For a [Quick Start](#), scan and email this to us with a purchase order or letter on your headed stationery

# Questionnaire Illustrations

## Formal style questionnaire

We show the introduction, the first six items, (not the real ones!) and the conclusion. This is just to give an idea of the appearance of the questionnaire. The [informal](#) equivalent is on the next page.

## Employee Satisfaction Survey

This survey is run by independent survey consultants **QUANTIFY! Ltd.** We designed it for any employer, however small, to use to monitor employee satisfaction in a way only big companies can usually afford.

**QUANTIFY!** only report back averages based on groups of people and we never report on any group smaller than three people, so your personal answers will never be revealed to your employer.

The reports might show that some groups of people are more satisfied than others with particular issues about their employment. We may also be able to report how employee satisfaction in your organisation compares with other employers.

Please tick one box for each statement to show how much you agree or disagree. Then send the completed questionnaire to **QUANTIFY!** postage free, in the next week or so.

It will cost you nothing, just five or ten minutes of your time, and it might help make things better for you at work. **No one within your organisation will ever see your replies.** To make sure it doesn't get forgotten could we ask you please to do it now?

Because organisations and jobs vary, there may be some items which just don't apply to you. Please **leave them blank** (don't tick *In between*) and go on to the next.

***Tick one box in each row to show how much you agree or disagree. If the question doesn't apply to you, leave it blank.***

Strongly disagree 1	Disagree 2	In between 3	Agree 4
------------------------	---------------	-----------------	------------

### You and your job

- |   |                          |                          |                          |                          |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. I know how to do my job                              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. I realise these are not the real questionnaire items | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. I would like to participate in this survey           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. I could let management know how I feel               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. There would be no risk to me                         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. It would only take me a few minutes                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Thank you for completing this questionnaire.**

**If you have a QUANTIFY! reply-paid envelope:**

Please send your completed questionnaire to QUANTIFY! in the reply envelope provided.

**NO STAMP IS NECESSARY.**

**If you don't have an envelope, please send to**

FREEPOST RRKU-CTSA-ZEUA  
Quantify, 18 Rodway Road  
LONDON  
SW15 5DS

**NO STAMP IS NECESSARY**

QUANTIFY! Ltd. Employee and Customer Research 020 8704 1296 oess@quantify.co.uk www.quantify.co.uk

## Questionnaire Illustrations

### Informal style questionnaire

We show the introduction, the first six items, (not the real ones!) and the conclusion. This is just to give an idea of the appearance of the questionnaire. The [formal](#) equivalent is on the previous page.

## Employee Satisfaction Survey

This survey is run by independent survey consultants **QUANTIFY! Ltd.** We designed it for any employer, however small, to use to monitor employee satisfaction in a way only big companies can usually afford.

**QUANTIFY!** only report back averages based on groups of people and we never report on any group smaller than three people, so your personal answers will never be revealed to your employer.

The reports might show that some groups of people are more satisfied than others with particular issues about their employment. We may also be able to report how employee satisfaction in your organisation compares with other employers.

Please tick one box for each statement to show how much you agree or disagree. Then send the completed questionnaire to **QUANTIFY!** postage free, in the next week or so.

It will cost you nothing, just five or ten minutes of your time, and it might help make things better for you at work. **No one within your organisation will ever see your replies.** To make sure it doesn't get forgotten could we ask you please to do it now?

Because organisations and jobs vary, there may be some items which just don't apply to you. Please **leave them blank** (don't tick *In between*) and go on to the next. Tick one box in each row to show how much you agree or disagree. If the question doesn't apply to you, leave it blank.

<i>You and your job</i>	Strongly disagree 1	Disagree 2	In between 3	Agree 4	Strongly agree 5
1. I know how to do my job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I realise these are not the real questionnaire items	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I would like to participate in this survey	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I could let management know how I feel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. There would be no risk to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. It would only take me a few minutes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Thank you for completing this questionnaire.**

**If you have a QUANTIFY! reply-paid envelope:**

Please send your completed questionnaire to QUANTIFY! in the reply envelope provided.

**NO STAMP IS NECESSARY.**

**If you don't have an envelope, please send to**

FREEPOST RRKU-CTSA-ZEUA  
Quantify, 18 Rodway Road  
LONDON SW15 5DS

**NO STAMP IS NECESSARY**

QUANTIFY! Ltd. Employee and Customer Research 020 8704 1296

[oes@quantify.co.uk](mailto:oes@quantify.co.uk) [www.quantify.co.uk](http://www.quantify.co.uk)

## Questionnaire description

The questionnaire comprises 64 statements.

[Informants](#) are asked to indicate their level of agreement or disagreement with each statement by ticking one box on the scale shown opposite.

Strongly disagree	Disagree	In between	Agree	Strongly agree
1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Primary clusters

In outputs, statements are grouped, (“clustered”) to measure satisfaction with primary [topics](#) or dimensions as follows:

You and your job	11 statements
Customers	3 statements
Teamwork	2 statements
Management	10 statements
Communication	10 statements
Facilities	5 statements
Senior management	10 statements
Training & development	5 statements
Pay & benefits	3 statements
The organisation	5 statements

Continued...

## Questionnaire description continued

### Secondary clusters

Other clusters or individual items provide measures of many other employee satisfaction dimensions.

Hygiene	36 statements	<i>Concepts as described by Herzberg</i>
Self-actualisation	7 statements	
Recognition	5 statements	
Motivation	8 statements	
<b>Management</b>		
Management overall	20 statements	
Confidence in management	17 statements	
Decision-making	8 statements	
Decision-making immediate manager	4 statements	
Decision-making senior manager	4 statements	
Decision-making timeliness	2 statements	
Decision-making quality	3 statements	
Co-workers	3 statements	
Variety	1 statements	
Skills utilisation	1 statements	
Fulfilment	6 statements	
Clarity	8 statements	
Autonomy	3 statements	
Career development	6 statements	

Continued...

## Questionnaire description continued

### Demographics

When you register, we record the sector and industry your organisation belongs to. In addition, each [informant](#) is asked to tick a [class](#) in each of the following [demographic](#) items. The descriptions offered in “Function” differ slightly on the questionnaires for service and manufacturing organisations and for commercial and not-for-profit organisations. These differences are only for clarity within those organisations, however, and informants ticking the same numbered box will form a homogeneous group regardless of the nature of the organisation they work in.

<p><b>Gender <i>Tick one</i></b></p> <p>1 <input type="checkbox"/> Male</p> <p>2 <input type="checkbox"/> Female</p>
--

<p><b>Have been employed here for <i>Tick one</i></b></p> <p>1 <input type="checkbox"/> Up to 1 year</p> <p>2 <input type="checkbox"/> 1 year but less than 5 years</p> <p>3 <input type="checkbox"/> 5 years but less than 10 years</p> <p>4 <input type="checkbox"/> 10 years or more</p>
---

<p><b>Function <i>Tick one</i></b></p> <p>01 <input type="checkbox"/> Research &amp; development</p> <p>02 <input type="checkbox"/> Operations / Service delivery (no customer contact)</p> <p>03 <input type="checkbox"/> Customer contact Service delivery</p> <p>04 <input type="checkbox"/> Customer service (After sales)</p> <p>05 <input type="checkbox"/> Sales / Marketing</p> <p>06 <input type="checkbox"/> Purchasing</p> <p>07 <input type="checkbox"/> Accounts receivable / sold ledger</p> <p>08 <input type="checkbox"/> Accounts payable / bought ledger</p> <p>09 <input type="checkbox"/> General accounting / general ledger</p> <p>10 <input type="checkbox"/> Other Finance / Accounting</p> <p>11 <input type="checkbox"/> Information &amp; Communication Technology / Systems</p> <p>12 <input type="checkbox"/> Central services / Facilities / building services</p> <p>13 <input type="checkbox"/> Legal &amp; Compliance services (Internal)</p> <p>14 <input type="checkbox"/> Personnel / HR (Inc training &amp; development)</p> <p>15 <input type="checkbox"/> Senior Management Team (Inc. its support workers)</p>
--

<p><b>Job Type <i>Tick one</i></b></p> <p>1 <input type="checkbox"/> Manual worker - unskilled</p> <p>2 <input type="checkbox"/> Manual worker - skilled</p> <p>3 <input type="checkbox"/> Clerical / administrative</p> <p>4 <input type="checkbox"/> Technical / professional</p> <p>5 <input type="checkbox"/> Manager</p>
---

<p><b>Ethnic origin <i>Tick one</i></b></p> <p>01 <input type="checkbox"/> British</p> <p>02 <input type="checkbox"/> Irish</p> <p>03 <input type="checkbox"/> Other white background</p> <p>04 <input type="checkbox"/> Mixed - White &amp; Black Caribbean</p> <p>05 <input type="checkbox"/> Mixed - White &amp; Black African</p> <p>06 <input type="checkbox"/> Mixed - White &amp; Asian</p> <p>07 <input type="checkbox"/> Other mixed background</p> <p>08 <input type="checkbox"/> Indian</p> <p>09 <input type="checkbox"/> Pakistani</p> <p>10 <input type="checkbox"/> Bangladeshi</p> <p>11 <input type="checkbox"/> Other Asian background</p> <p>12 <input type="checkbox"/> Black Caribbean</p> <p>13 <input type="checkbox"/> Black African</p> <p>14 <input type="checkbox"/> Other Black background</p> <p>15 <input type="checkbox"/> Chinese</p> <p>16 <input type="checkbox"/> Any other background</p>
---

## Sample Covering Letter

### Employee Satisfaction Survey

I am writing to ask you to participate in this survey. It is a confidential, anonymous way for every member our team to have a say about how it feels to work here. The results will help us to make sure that any changes we make will be changes for the better.

#### Confidential

Please complete the questionnaire – you can do this just by ticking boxes – and send it to Quantify! Ltd, at the FREEPOST address shown on the questionnaire. Quantify are an independent company, who will handle the analysis for us and protect your confidentiality. Please send it off by [closing date about a week after people should see the questionnaire].

No one here at [Your organisation name] will see your completed questionnaire. Quantify will provide reports to us which show the views of different **groups** of people. To ensure your complete confidentiality, Quantify will not report any group smaller than 3 employees.

I promise to let you know what the main results of the survey were, and to take action on any issues which emerge.

To get truly representative results we need everyone to join in so please take a few minutes to fill the questionnaire in.

Yours sincerely

PS

*To be sure it doesn't get forgotten,  
why not do it right now and be sure  
to have your say?*

## Questions and answers

### **Why can't I see the questionnaire before I decide to participate?**

We can only show you illustrations now because if the full questionnaire was available, some people would use our work without paying. So you don't see the questionnaires until you have registered as a participating employer. We do provide a full [questionnaire description](#) in this manual.

If you are tempted, but still not satisfied that we know our business, look at the [things our clients say](#) (web link). You could browse our web site at and see if you think we sound as if we know what we are doing. <http://www.quantify.co.uk/>

Or you can always ring us for a chat about it on 020 8704 1296

### **Why do I have to pay in advance?**

This survey is designed to be as economical to use as we can make it without compromising quality. That makes it accessible for virtually any organisation. To keep down the cost to you, we have to keep down our overheads, including the cost of chasing clients to pay us for services already delivered.

### **Why don't you refund any credit left on my account at the end of the project?**

To keep our overheads down. The cost of making a small refund can often exceed the amount of the refund itself. If we added these costs to the whole cost of the scheme, the fees would have to be bigger. And we confess – we prefer to have a little of your money in our bank as an incentive to encourage you to use us again. You'll get full credit for any residue next time you participate; or if you decide to instruct us for a bespoke survey next time.

### **Your "time used" rate is a bit steep, isn't it?**

At £100 per hour, this rate equates to £1.67 per minute, which compares favourably with many computer help lines and other premium rate telephone services.

Our minimum billing period is 5 minutes, which means we don't bill you for an hour if all you need is ten minutes.

### **Where does the UK FREEPOST system operate?**

You can post items to us FREEPOST anywhere in the United Kingdom (England, Wales, Scotland, and Northern Ireland) as well as the Channel Islands and the Isle of Man.

### **How can people outside the FREEPOST area join in OESS?**

You can include them but it is a bit more complicated and expensive for you.

We have found it very important to provide a post free, external destination for people to send their replies to. This improves the % response rate enormously. If they can't use the FREEPOST system, we suggest you do the work for them and provide an addressed envelope with the appropriate postage stamps already stuck on.

An envelope like this is actually better at getting response than a FREEPOST arrangement, because people know you have already spent the money on the stamp and they feel guilty if they don't use it. (The ones that don't steam it off to use on something else do anyway.) But you pay whether they reply or not.

We do not give discount for mail arriving with stamps on – the admin costs just aren't worth it. Envelopes for use outside the FREEPOST area should be addressed to QUANTIFY, 18 Rodway Road, Roehampton, LONDON, United Kingdom, SW15 5DS

**Is there a web based administration option?**

Yes. Project costs vary according to the administration methods you want to use. Using paper for some people and web for others may help your response rate but it makes things more complex for us to handle, so we will charge a little more. Please call.

# Business Reply Artwork

Business Reply  
Licence Number  
RRKU-CTSA-ZEUA

Quantity  
18 Rodway Road  
LONDON  
SW15 5DS

