



CASE STUDY

Specialist Software House

“David has helped me to create and publish an employee survey from scratch. His support has always been thorough, relevant and timely. I would recommend David to any organisation embarking on Employee Surveys.”

- **Head of Human Resources**

The business was planning a relocation which would involve disruption for many employees and was expected to cause some employees to choose not to stay on.

The major issues facing this company were:

- Growth had reached a point where it wished to establish a regular formal mechanism to monitor employee satisfaction and engagement
- The business needed to assess its people's feelings in advance of, during and after the relocation, to manage the change effectively and keep employees on board throughout
- Overseas employees, while not affected by the relocation, were thought to feel less involved in the business

Results:

- Quarterly surveys were conducted during the run-up and through the relocation period
- The company got data on employee satisfaction and engagement, as well as people's feelings about the relocation
- Sources of dissatisfaction were identified early allowing the business to address them without delay
- The relocation went smoothly and employee retention was good
- The feelings of overseas people were identified, allowing actions to be accurately targeted to bring them further into the fold
- The initial questionnaire was designed with the future in mind so the core questionnaire covers areas which will be included in the repeat surveys and compared with the benchmarks now established

David Lusty, Consultant