DATA GUIDE – CIVIL SERVICE EMPLOYEE ENGAGEMENT SURVEY

The Minister for Public Expenditure and Reform, Mr Brendan Howlin T.D., leads the programme of reform and renewal in the Civil and Public Service on behalf of the Government, and has a statutory function to coordinate the implementation of policies required to further modernise and develop the public service[1]. The Civil Service Renewal Plan sets out a new direction for the Civil Service, and identifies practical actions that will strengthen capacity, capability, accountability and leadership throughout the Civil Service. Under Action 25 of the Civil Service Renewal Plan, an employee engagement survey (CSEES) is to be undertaken which will measure and evaluate leadership, engagement, performance and operation across the Civil Service. The results of the engagement survey will then be used to help inform strategic management decisions for all Depts. /Offices. As part of the implementation of this Action, the Minister for Public Expenditure and Reform is seeking the assistance of the Central Statistics Office to administer the CSEES to the Civil Service.

This document sets out the terms of reference for the employee and survey data collected in relation to the CSEES.

What data is being collected?
- Staff email addresses
- Survey response data.

Who is collecting the email data?
The Central Statistics Office (CSO) will be collecting the staff email addresses on behalf of the Department of Public Expenditure and Reform (DPER) and the Civil Service Management Board (CSMB); who, under Action 25 of the Civil Service Renewal Plan have tasked the CSO with administering the engagement survey.

Who is collecting the survey response data?
The CSO will be collecting the survey response data on behalf of DPER and the CSMB; who, under Action 25 of the Civil Service Renewal Plan have also tasked the CSO with analysing the responses from the engagement survey.

Why are the CSO collecting the data and not the specific Dept. /Office?
The CSO have been tasked by DPER and the CSMB to carry out the survey as they are experts in the field of surveying, analytics and statistics. The CSO have the ability to provide full confidentiality to all staff who partake in the survey and they also can report the findings to each Dept. /Office in an impartial and independent manner.

How will the email addresses be collected?
Departments and Offices were requested in July 2015 to provide email addresses for each survey participant. Email address files were transmitted to the CSO EES team via the CSO's

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[1] MINISTERS AND SECRETARIES (AMENDMENT) ACT 2011, s 10. (See annex A of this document for section details)

online Secure Deposit Box[2]. The email address files provided are accessible only to the EES team.

Where will the email addresses be stored?

The email address files are stored on CSO's internal IT Network with appropriate access controls in place.

What will the email addresses be used for?

Email addresses are required for the purpose of issuing an email invitation only; it will not be possible to link a completed survey return with any individual.

The email data will be prepared for loading and will only be imported to the online survey system a few days prior to the survey go-live date. The survey system will issue an email invitation to each participant with their own unique link to the survey questionnaire. Email lists will be deleted as soon as the survey is closed.

Is the survey mandatory?

No, the survey is optional for all staff.

Why is the survey data being collected?

The survey data is being collected to ensure that staff have the opportunity to provide their views on work related matters and ultimately shape future strategic management decisions.

How will the survey data be captured?

The survey data will be captured through the completion of the survey questionnaire. The EES is designed for anonymous collection of data and the CSO has enabled a system facility to anonymise responses. The system automatically removes any identifying information such as email or IP address before saving a respondent's data.

The unique individual link issued by the survey system enables automatic saving of the respondent's data as they progress through the survey. If a participant needs to leave the survey before finishing, they may return to it on any computer. Once a completed response has been submitted the link cannot be used to submit additional responses.

While the majority of responses will be captured on-line, a paper version of the questionnaire is also available for staff that may not have access to the on-line survey. Paper questionnaires will be distributed to staff by individual Depts./Offices where required. To ensure anonymity the questionnaire can be returned directly to CSO in a pre-paid envelope.

Will it be possible to identify who has completed the survey?

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[2] The CSO Secure Deposit Box is an online facility to allow registered external data providers transmit data to the appropriate CSO survey area via a secure encrypted link.

It will not be possible to identify which completed response belongs to which participant. The system automatically removes any identifying information such as email or IP address before saving a respondent's data.

Will staff be able to see/edit their responses once they've submitted the survey?

No, staff will not be able to view the responses they've made to the survey once they have submitted it to the CSO as the survey data is not available at an individual level. Staff should take care to ensure that the answers they provide before submission reflects their opinions as there will not be a means to change the data at a later stage.

How will staff know what is going to happen to their data?

This Data Guide, an FAQ document on CSO website, and communications to staff about the survey, set out how email and survey response data will be used.

Who will be responsible for replying to staff questions?

The CSO will answer all staff questions in relation to the technical matters of the survey (IT system issues and paper form issues). Any questions relating to staff matters, personal instances or issues within Depts. /Offices should be handled at an individual Departmental level.

Who will be able to view the response to surveys?

The CSO EES team will see responses to the survey. The survey system has been designed to ensure the anonymous collection of data; so that it will not be possible to link a completed survey return with any individual. Results will be aggregated to ensure no data will be available for groups of fewer than 10 respondents.
The CSO will then produce reports at Civil Service and Departmental levels to inform CSMB and Head of Depts. /Offices of the overall results of the survey.

Will the responses be used for anything other than the survey?

No, the survey data will only be used as part of an analysis process to allow the CSO to create Civil Service and Departmental reports detailing overall results.

Will the survey data be stored securely?

Yes, the data will be stored securely.

Data provided to CSO is stored on CSO's internal IT Network with appropriate security, access controls, backup and recovery procedures in place. Within CSO the employee email and anonymised survey data is accessible only to the CSEES team. For the duration of the survey collection phase, data is stored on a third-party survey hosting service contracted to CSO. This service is hosted in a secure data centre located in Ireland utilising best practice security, access control and encryption procedures. CSO has full ownership of all the survey

data and materials, as well as managing all aspects of the survey process. The third-party hosting service employees have no involvement in the distribution, collection or processing of the survey. The service provider may collect anonymous usage statistics (such as number of responses collected) and may be required to provide technical support if requested by CSO.

How long will the survey data be stored for?

Data will be stored short-term on the hosting service to facilitate the survey distribution, collection and reporting. Email distribution lists will be deleted from CSO IT systems and the hosting service as soon as the survey collection phase is closed. The anonymised response data will be deleted from the hosting service once all necessary analysis and reports have been generated.

The anonymised survey response data will be downloaded and stored indefinitely on CSO's internal IT network & processing system for further analysis and reporting.

Ministers and Secretaries (Amendment) Act 2011

10. — (1) It shall be a function of the Minister to—

    (a) formulate and develop, in consultation with other Ministers of the Government and public service bodies, the policies required to further modernise and develop the public service and enable the efficient and effective provision of services by public service bodies,

    (b) make proposals to the Government for the implementation of such policies,

    (c) coordinate the implementation of such policies determined by the Government as are designed to effect further modernisation and development of the public service,

    (d) conduct regular and periodic reviews of the implementation of such policies and to report thereon to the Government,

    (e) promote value for money in the provision of public services,

    (f) formulate and develop policies in relation to the procurement of goods and services (including services consisting of the carrying out of works) by Departments of State or other public service bodies, and

    (g) develop procedural frameworks for the procurement of goods and services (including services consisting of the carrying out of works) by Departments of State or other public service bodies.