



## 2016 HR Transformation Survey Participant Frequently Asked Questions

### Completing the Survey

The following guidelines will help ensure the successful completion of your survey:

- [Please click here to participate in the 2016 survey.](#)
- Please be as accurate in your responses. Where precise data are not available, please estimate to the best of your ability. If a question is not applicable to your organization, please leave it blank.
- Each time you advance to the next page of the survey the entire survey is saved. If you want to go back to a prior page, click the red back button [<<] at the bottom of each page. If you would like to exit the survey and return to it later, bookmark the survey URL for later use. If you want to assess your survey after you have completed and exited the entire survey, please contact [HRSDsurvey@kpmg.com](mailto:HRSDsurvey@kpmg.com) for assistance.
- You may complete the survey on paper first and then key your responses into our online survey system. To print a pdf version of the completed survey, click the "print survey" icon. Please note a respondent will not be asked *all* questions included in the questionnaire. Questions will be based on the information respondents provide about their current technology.

### What is different in this year's survey?

KPMG US acquired select assets of Towers Watson in 2015, including the rights to continue this valuable market research study. Formerly the Towers Watson HR Service Delivery and Technology Survey, the survey has been relabeled as the KPMG HR Transformation Survey. The focus of the survey is largely the same as the Towers study, updated to reflect current market trends. In addition, this year's survey will only be available in English.

### When is the survey live?

- The HR Transformation Survey will be in field starting Monday, February 1, 2016.
- The survey will close end of business day on Monday, February 29, 2016.

### Who should participate in the survey?

We encourage any organization interested in learning more about HR service delivery, HR operations, HR metrics and HR technology to participate in the survey. The report is especially useful for organizations about to embark on an HR transformation project, as it gives those organizations benchmarking data and information about trends across the globe as well as across their own regions and industries.

### Who is the best person at an organization to complete the survey?



While many times the VP of HR is the “sponsor” of the survey, it is typically filled out by a manager or director-level employee, or passed around the HR organization for input from several members of HR and IT.

#### **How is the survey benchmarked?**

The benchmarking is done based on geographical reach; multinationals are benchmarked against other multinationals, all respondents will receive a copy of the aggregate results and any publicly available deliverables that KPMG produces. Additional analysis may be available to participants.

#### **What are the benefits of participating in the survey?**

All survey participants will receive a summary of the global survey results at no charge in mid-2016. Other specialized cuts of the aggregate data (e.g., by region, industry, organization size) may be available upon request. KPMG will also create a series of deliverables (e.g., blogs, flash reports, slide share, webcast) based on analysis of the research results that all survey participants will have the opportunity to access.

#### **If I participated in the survey last year, then why should I participate this year?**

1) **There are changes.** Even though many questions are the same, we have added a few new questions relative to the changing market and landscape. It will be interesting to see these results, which you will be able to access as a result of participating in the survey.

2) **Trends are important.** While your business and your HR answers may not have changed much since last year, collectively, a group of changes reported by all the participants add up to a trend that may be important to you.

#### **What types of questions are included in the survey?**

The survey is broken out into five main sections:

- 1) About Your Organization (demographics, industry)
- 2) About Your HR Function (structure, roles and responsibilities, initiatives)
- 3) HR Technology (current HR management system [HRMS] provider, portals, mobile, compensation and talent management, payroll)
- 4) HR Data and Analytics
- 5) Optional appendix featuring HRMS for core HR technology

A respondent will not be asked *all* questions included in the questionnaire. Questions will be based on the information respondents provide about their current technology. For example, Oracle/PeopleSoft users will not be directed to answer questions about Workday.

#### **Can I save the survey?**

Yes, each time you advance to the next page of the survey the entire survey is saved. If you would like to exit the survey and return to it later, bookmark the survey URL for later use. If you want to assess your survey after you have completed and exited the entire survey, please contact [HRSDsurvey@kpmg.com](mailto:HRSDsurvey@kpmg.com) for assistance.



### **After the survey closes, what is next?**

The survey closes on Monday, February 29, 2016. All survey participants will receive a summary of the global survey results at no charge in mid-2016. KPMG will also notify participants when additional deliverables (e.g., blogs, flash reports, slide share, webcast) are available.

### **What if I still have questions?**

If you still have questions, please reach out to us at [HRSDsurvey@kpmg.com](mailto:HRSDsurvey@kpmg.com).

### **Confidentiality**

We care about maintaining the confidentiality of your data and make the following commitments:

- KPMG will release publicly only aggregate data, not your specific responses.
- Deliverables that will be released publicly will include items such as whitepapers, flash reports, webcast presentations, slide shares and blogs.
- KPMG will request contact details only to track survey completions, notify you when survey results are available and provide a copy of summary survey results.
- **If you opt-in** (in the survey itself), KPMG may reference your organization's name only as a participant in study. This reference would occur in the types of deliverables defined above.
- As a survey participant, you are entitled to a complimentary copy of the general survey results. These general results and other, non-attributable specialized cuts of the data *may* be made available to other organizations.