

Appendix VII - Inclusiveness Pulse Check

The Inclusiveness Pulse Check assesses employees' perception of the state of workplace inclusiveness and harmony, and identifies whether organisations' practices and policies have been effective. Specifically, it provides organisations with an assessment of the following:

- ➔ Employee awareness – whether your organisation's message on workplace inclusiveness and harmony has been getting through
- ➔ Employee perception of effectiveness of practices/policies
- ➔ Ability of managers and employees to work with colleagues of diverse backgrounds
- ➔ Employee perception of the inclusiveness of workplace culture

Who should complete the Pulse Check?

It is recommended that the Pulse Check be completed by all employees in the organisation.

Organisations could also randomly select a good representation of employees across different departments and levels of the organisation to complete the Pulse Check.

How should my organisations go about completing the Pulse check?

The Pulse Check is appended on the next page. A soft copy can also be downloaded online at <http://www.mom.gov.sg/employment-practices/WDM>. Organisations are encouraged to adapt the questions to suit their needs. Companies can also identify relevant questions for incorporation in existing employee surveys (e.g. employee satisfaction survey, employee engagement survey, organisation climate survey).

The survey can be distributed via hard copy or email to the selected respondents. For easier compilation and analysis, organisations can use survey tools available publicly or in-house. Organisations can also contract independent companies to conduct the survey.

It is strongly recommended that survey responses be kept anonymous and strictly confidential. For more accurate results, organisations are encouraged not to ask for the name or designation of individuals, or any information which will serve as identifiers. All results should be collated and reported on an aggregate basis.

Section 1: Personal information	
Please indicate which department you are from _____	Please indicate how long you have been with the firm <input type="radio"/> < 1 year <input type="radio"/> 1-5 years <input type="radio"/> 5-10 years <input type="radio"/> > 10 years
Please indicate your gender <input type="radio"/> Male <input type="radio"/> Female	Please indicate which age group you fall into <input type="radio"/> < 30 year <input type="radio"/> 30-39 years <input type="radio"/> 40-49 years <input type="radio"/> > 60 years
Please indicate your nationality _____	Please indicate your race _____
Are you married? <input type="radio"/> Yes <input type="radio"/> No	Do you have children? <input type="radio"/> Yes <input type="radio"/> No

Section 2: Please indicate the extent to which you agree/disagree with the statements below.

		Strongly disagree	Disagree	Agree	Strongly Agree	Not sure
A	Perception of company policies and practices					
1.	←My company→ is committed to creating an inclusive and harmonious workplace					
2.	←My company→ has a clearly articulated vision and strategy to achieve workplace inclusiveness and harmony					
3.	I believe that having a diverse workforce comprising people of various ages, nationalities and gender will improve the performance of ←My company→					
4.	←My company→ supports my professional development and growth					
5.	I find that ←x policy/practice – e.g. inclusion training→ is effective at enabling me to work better with my colleagues of different backgrounds					
B	Senior management support for workplace inclusiveness and harmony					
6.	Senior management demonstrate their support for workplace inclusiveness and harmony through their words and action					
7.	Senior management respects all employees as individuals and values their differences					
C	Workplace culture					
8.	I fit in well at ←My company→					
9.	Colleagues at ←My company→ are pleasant and co-operative to work with					
10.	My colleagues of different nationalities are generally easy to work and communicate with					
11.	My colleagues of different generations are generally easy to work and communicate with					
12.	I am sometimes concerned with the way some people treat others at ←My company→, e.g. making cultural jokes					

Section 2: Please indicate the extent to which you agree/disagree with the statements below.

		Strongly disagree	Disagree	Agree	Strongly Agree	Not sure
13.	Sometimes the way people treat me at ←My company→ upsets me					
D	Relationship with supervisor					
14.	I work well with my immediate supervisor					
15.	I am able to communicate well with my immediate supervisor most of the time					
16.	My supervisor treats me fairly and with dignity					
17.	My supervisor values my contribution to the team					
18.	My supervisor provides me with feedback and guidance					
19.	I am evaluated fairly at work, based on my performance, regardless of my background (i.e. nationality, gender, race)					
E	Relationship with subordinates					
20.	My subordinates understand my instructions and communications most of the time					
21.	I am generally able to work well with my subordinates					
22.	I find it occasionally challenging to manage employees of different generations					
23.	I find it occasionally challenging to manage employees of different nationalities					
24.	I find it occasionally challenging to manage employees of different gender					
F	Overall					
25.	←My company→ is an inclusive and harmonious place to work in					

Making sense of the results

Once the employee survey is completed, the results can be analysed as follows:

- ➔ As an aggregate, to provide information on areas which the organisation is doing well, or opportunities for improvement
- ➔ At the department-level, to provide department heads with an understanding of areas which the department is doing well, and opportunities for improvement
- ➔ Segmented into employee populations (e.g. employees with families, by age groups, by nationality), to identify segments of populations which may be facing higher degree of challenges at work

In addition to the survey, follow-up focus group sessions can be conducted with employee groups to provide more in-depth analysis and qualitative information on key sources of challenges and barriers, as well as to obtain their perception on opportunities for improvement.