

Hudson

> SURVEY MANAGER


HUDSON HIGHLAND GROUP

Projectslanguage English

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Introduction

In the following questionnaire Hudson, on behalf of the Organisational Review Team, would like to get your views and opinions on how your parent Department interacts and works with you in relation to areas such as strategy, managing delivery and evaluation.

We would encourage you to be as open and frank in your responses as you can. Your responses will only be seen by Hudson and the Organisational Review Programme team. They will not be seen by your parent Department.

Name of your office, body or agency

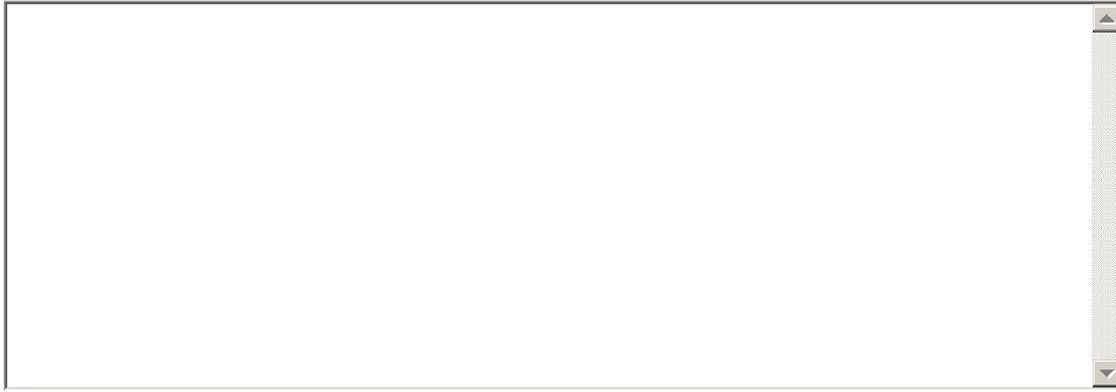
Name of your parent Department

Level of interaction

Please describe briefly the substance of your organisation's main interactions with your parent Department, in terms of (a) face to face meetings; (b) formal reporting; and state the frequency of both of these

(a). Face to Face Meetings (including frequency)

(b). Formal Reporting (including frequency)

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Strategy

Please tell us about your level of satisfaction with regard to how your parent Department consults with you when *its* strategy is being developed and updated.

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Please describe the role, if any, your parent Department plays in the development and monitoring of *your* organisation's (a) strategy/long term planning process; (b) output, outcome, performance indicators and targets; and (c) how effective is their level of involvement

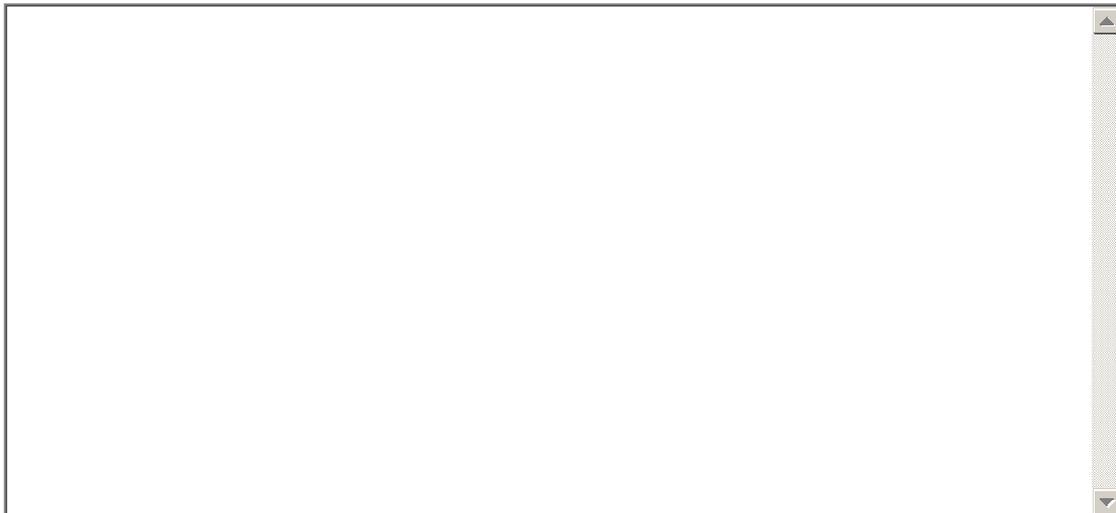
(a). Strategy/long term planning process

(b). Output, outcome, performance indicators and targets

(c). How effective is your parent Department's level of involvement?

Please comment on the clarity of the division between the role of your parent Department and your

organisation; and the degree to which this is clearly understood and accepted by all.



Please comment on how your parent Department leads the sector in which you operate.



What is the greatest challenge facing your parent Department in its leadership of the sector in which you operate?



Using the four point scale from highly satisfied to highly dissatisfied please identify your level of satisfaction with regard to how well your parent Department sets strategic direction for the sector in which you operate

Highly satisfied

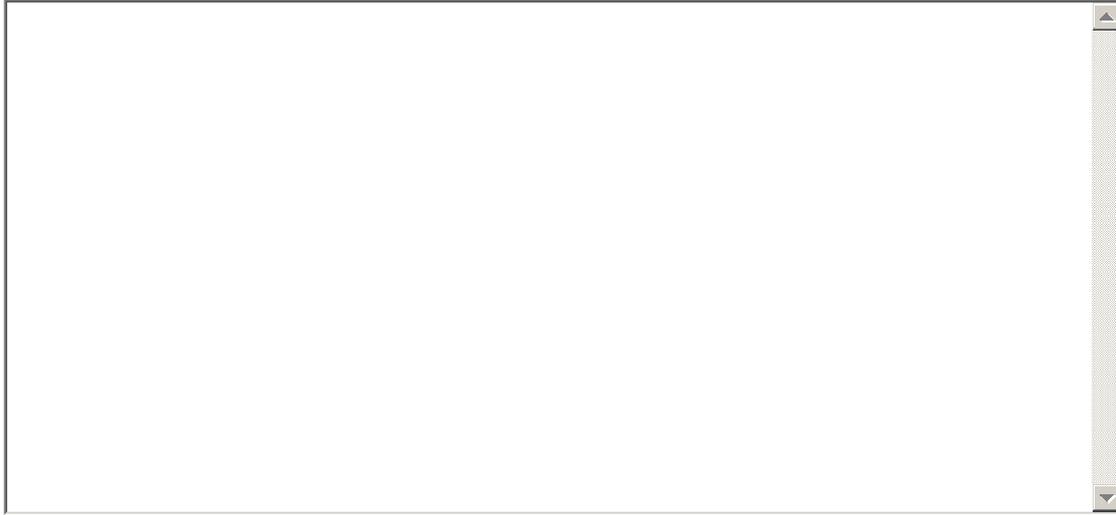
Satisfied

Dissatisfied

Highly dissatisfied

Managing Delivery

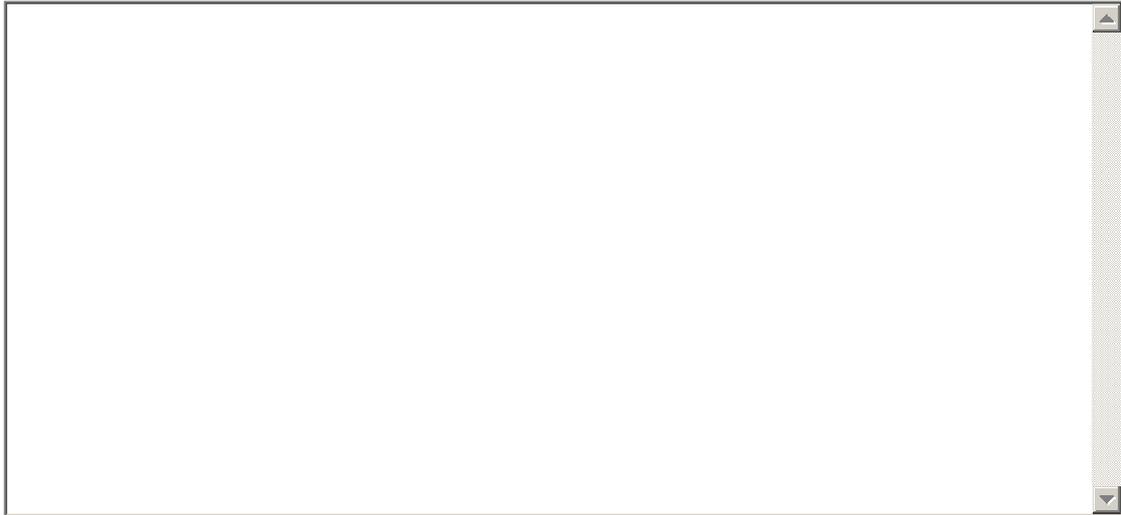
What role, if any, does your parent Department play in relation to monitoring the satisfaction of your customers?



Please comment on the role you feel your parent Department should take in this regard.



Please describe your level of satisfaction with the manner that your parent Department exercises its corporate governance oversight of your organisation.

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Where appropriate, does your parent Department engage in meaningful discussions on resource allocation for your organisation?

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Using the four point scale from highly satisfied to highly dissatisfied please identify your level of satisfaction with regard to how well your parent Department manages the relationship with your organisation.

- Highly satisfied Satisfied Dissatisfied Highly dissatisfied

Evaluation

Please describe the way in which your parent Department seeks feedback from your organisation.

How effective is it in dealing with challenging feedback?

Does your parent Department take account of your feedback in the development of its policies, strategies and practices?

Using the four point scale from highly satisfied to highly dissatisfied please identify your level of satisfaction with regard to how well your parent Department manages and responds to feedback.

- Highly satisfied Satisfied Dissatisfied Highly dissatisfied

General comments

What do you feel is your parent Department's main strength?

What do you feel is your parent Department's main weakness?

What do you feel is your parent Department's main challenge for the future?

What would you change about your parent Department?

Any other comments

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