

Organisational Pulse Survey

Any organisation, team or individual, who wish to perform better or accomplish more, needs to have meaningful measurements by which to track ongoing improvement.

Dr. H.J. Harrington summarises the need to measure:

“Measurement is the first step that leads to control and eventually to improvement. If you can’t measure something, you can’t understand it. If you can’t understand it, you can’t control it. If you can’t control it, you can’t improve it.”

To put it bluntly, what gets measured gets done and if you don’t measure your performance, how do you know if you have improved? Furthermore, the very nature of knowing that something is being monitored causes individuals and teams to work harder and perform better.

The Peoplogica “Organisational Pulse Survey” provides executive management with a measure of the organisation in seven key areas:

- ↕ Customer Service
- ↕ Employee Engagement
- ↕ Innovation
- ↕ Leadership
- ↕ Individual Wellness
- ↕ Team Resilience
- ↕ Organisational Resilience

In many cases the perception of how an organisation is performing in these seven key areas can vary depending on who you ask. To ensure that all development areas are examined, the “Organisational Pulse Survey” separately reports the perceptions of the different employee groups:

- ↕ Managing Director/CEO
- ↕ Executive Management
- ↕ Mid-Level Management
- ↕ Employees

In order to improve performance, you need to do two things:

1. ESTABLISH A STARTING POINT – measure against other organisations and know your start point
2. SET A GOAL – without a clear idea of what you wish to accomplish, how will you know if you ever get there?

The Peoplogica Organisational Pulse Survey is recommended to be implemented as either an annual or bi-annual measure of organisational workplace improvement.