



Professional Plan

Enterprise Plan

Surveys

Test your team's happiness with the company

File for the administrator

Hello!

Welcome to Sesame, the software that simplifies HR management.

In this file, we will explain you how to configure your “**Surveys**” and and how you can get the most out of it.

We will take you step by step, so don't worry. We are here to help you with whatever you need!

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Surveys

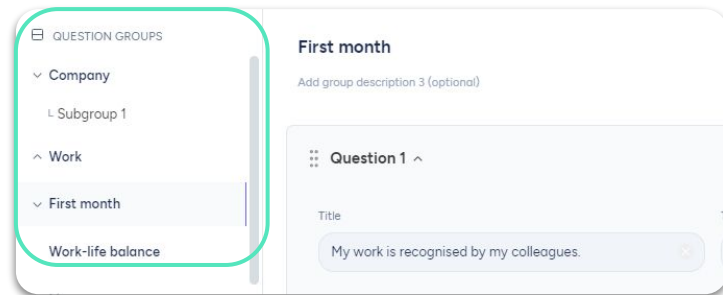
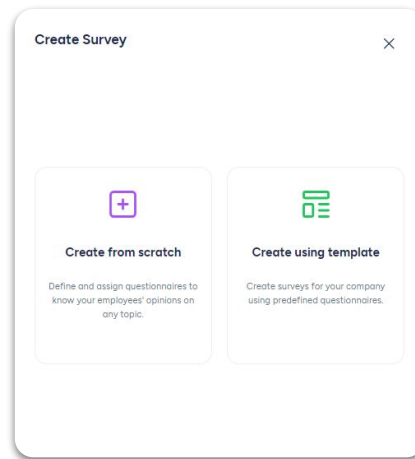
Surveys are valuable tools to understand employees' perceptions and needs, promote engagement and improve the working environment. In Sesame you will find different templates for Company, Work Climate and eNPS Surveys, but you can also create them from scratch - it's time to take the first step!

1. Create surveys from scratch

If you want to create a survey from scratch, go to Surveys and click on **“Create”**. In **“Questionnaires”** you will find an empty questionnaire so you can create your own questions and adapt it to your specific needs.

Remember that you can **group the questions** of the questionnaires according to topics.

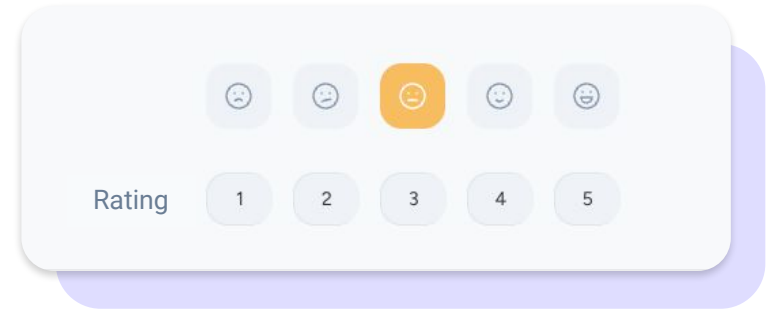
You can also **create subgroups within thematic groups**, which will allow you to customise and deepen your surveys.



1.1 Questionnaires: Types of answer

There are up to 7 answer types for each question in Sesame.

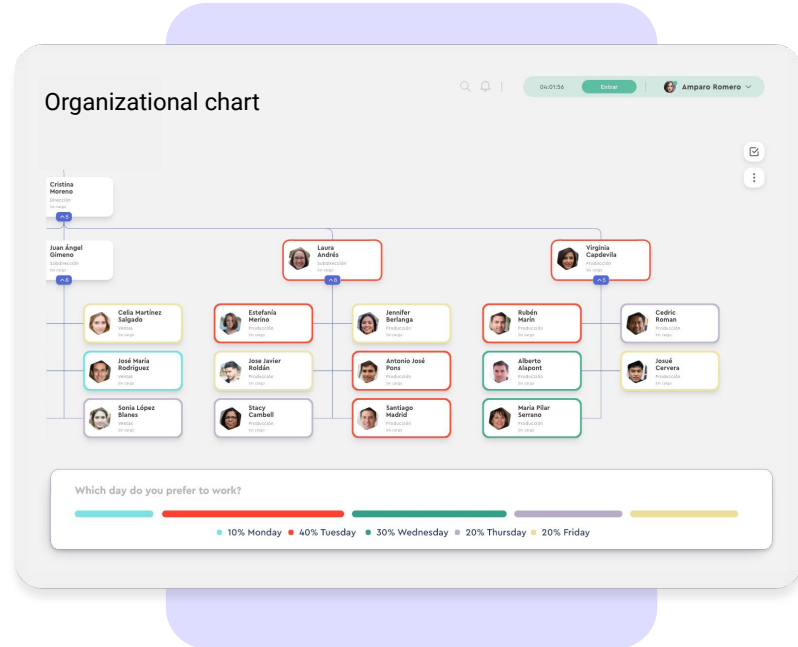
1. **Single answer:** you can create different answers and employees must pick one.
2. **Multiple answers:** you can create different answers and employees may choose as many as they want to.
3. **Text response:** employees type their answers in a text box.
4. **Range:** employees pick from a range from 1 to 6, being 1 the lowest (completely disagrees) and 6 the highest (completely agrees).
5. **Satisfaction:** among the 5 available emojis, your staff can choose their satisfaction level.



6. **Star rating:** employees will rate with stars, picking from one (low) to maximum five (high).



7. **Organizational chart:** you will be able to see on the organizational chart the response rate of each employee. Each answer will be assigned a colour to make it easier to identify.



1.2 Questionnaires: Rating system

In the surveys you can use the **scoring system** to evaluate the efficiency of your employees and their competencies. You will have an overall result which you can use to set strategic and growth targets.

Using it is very simple, activate the "**Add Scoring**" switch. As you add answer options you can add the score with a value from -100 to 100.

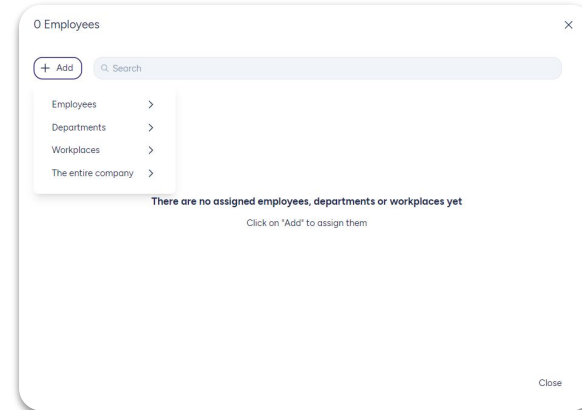
When the evaluation is completed, you will be able to see the score achieved by your employees and compare it with the maximum possible score.

The screenshot displays the configuration interface for a questionnaire titled "Skills and abilities". The interface includes a sidebar with "QUESTION GROUPS" containing "Skills and abilities", "Work climate", and "+ Add group". The main area shows the configuration for "Question 1", which has the title "Performance" and is of type "Multiple choice". The question is assigned to the "Skills and abilities" group. Two answer options are listed: "Option 1: High: the team's cohesiveness can be maintained by relying on it" and "Option 2: Poor: You have problems directing and delegating to your team.". Each option has an "Add scoring" button. A "Rating" popup is shown in the top right corner, displaying the score "50". The "Add scoring" switch is turned on at the bottom left of the interface.

1.3 Employees

When you have created the questionnaire you need to choose the employees who will receive the questionnaire and have the opportunity to answer it.

Please note that, if you assign the employees by groups , such as “The entire company”, “Workplaces” or “Departments”, when you create new employees, **they will also receive the questionnaire** as soon as you active the evaluation. This means you don't have to add them manually.



1.4 Configuration

General

Anonymous questionnaire: If you choose this configuration, as an administrator, you will not be able to match each answer to a specific employee.

Show results to the employee: If you choose this configuration, employees will be able to see the answers and the score of their questionnaires.

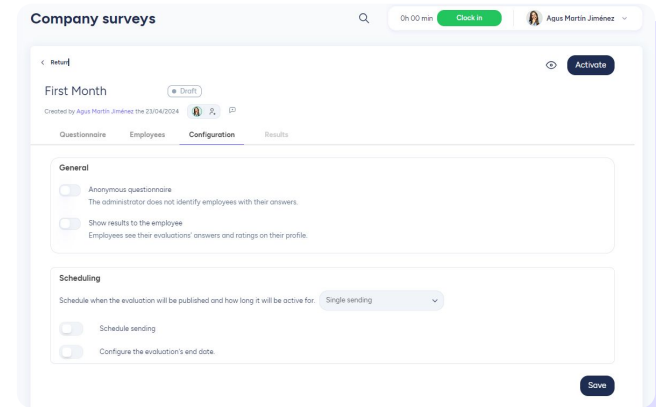
Scheduling

Single sending

- Schedule when the evaluation will be published and how long it will be active for.
- Publish the evaluation manually or schedule it to be sent (Set when the evaluation will be published and how long it will be active).

Recurring sending

- Choose the option "**Schedule first sending**" or publish the evaluation instantly.
- Select the **type of recurring sending** (every day, week, month, year, etc.).
- Configure the day and time of the following sendings.
- Decide how many days the evaluation will be active every time it is published again.



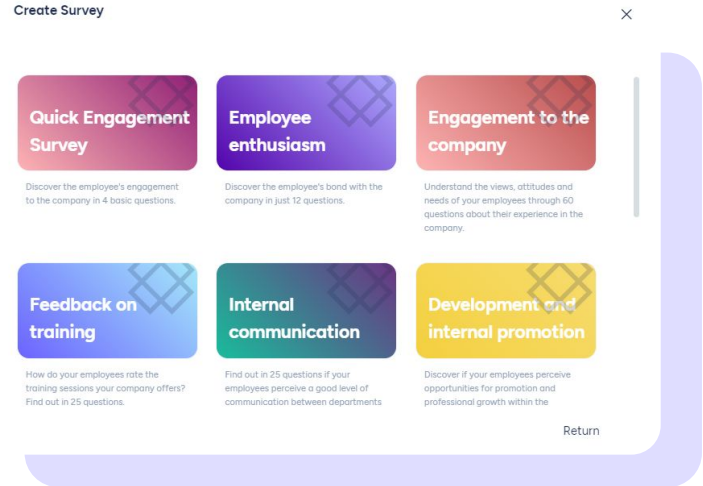
2. Create survey using templates

2.1 Company surveys

Company Surveys are used to collect information and opinions from your employees on organisational questions.

At Sesame you will discover a wide range of pre-defined company survey questionnaires that are constantly being updated. So all you have to worry about is what really matters: your team.

You can use these surveys by clicking on **"Create"** in the main view, selecting the template that best suits your needs and accessing a preview of the survey. Of course, you can modify all questions to your needs.



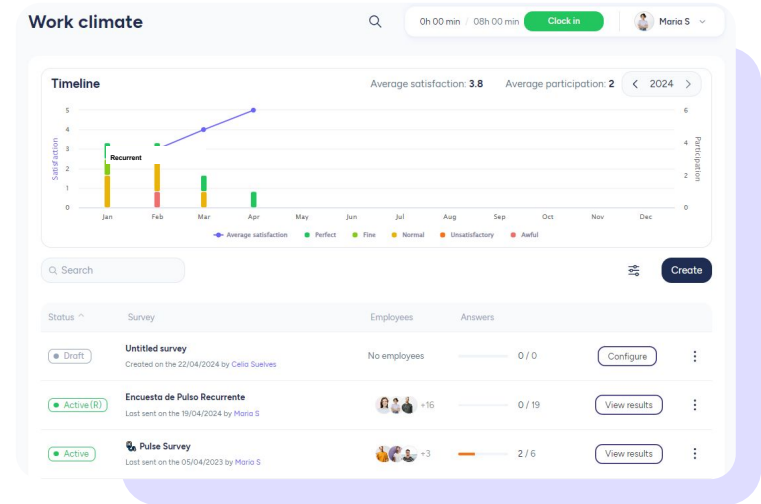
3. Work Climate Surveys

With Sesame's Work Climate surveys, you can evaluate the emotional state of your employees.

Go to Work Climate and click on "**Create work climate survey**" to start launching your first questions. By default, you will find a predefined satisfaction question, which you can edit to suit your needs.

For a more exhaustive analysis, from the main view, you will find a climate timeline of your surveys launched in the selected period. As you will see, each point represents a different survey. If you want to see the results and the timeline of a specific survey, search for it and go to "**View results**".

The **left vertical axis** shows the **answer options**, while the **horizontal axis shows the 12 months of the year**; each month is calculated with the arithmetic average of all consultations made that month per employee. To visualise the average satisfaction and average participation, the year selector allows you to view previous years.



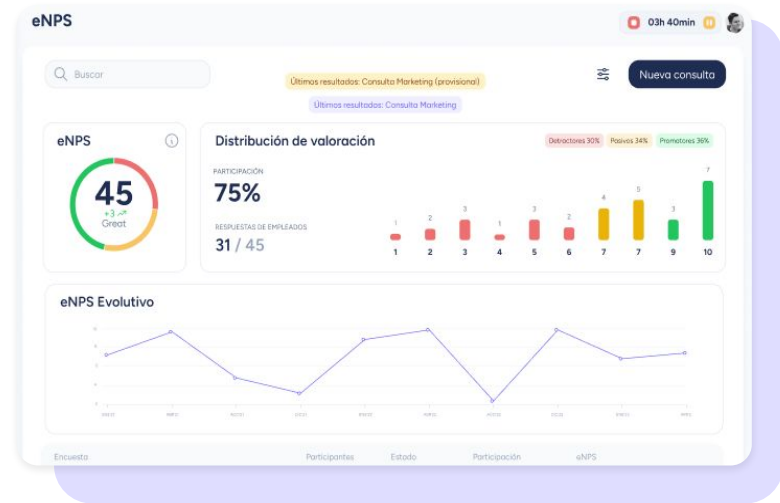
Please note that **if you have only sent the survey once, you will not be able to see the timeline** and you will not be able to select the dates.

4. eNPs Surveys

The eNPS (Employee Net Promoter Score) surveys are a measurement tool used to evaluate the loyalty and satisfaction of employees in an organisation.

To create an eNPS survey, click on "New query". A questionnaire will open with a single question with a range from 1 to 10. You can edit it as needed. For a more detailed analysis of the results of your eNPS surveys, from the main view you will have access to a graph that is based on all the queries you have made.

This graph gives you the percentage of participation, as well as the percentage of Detractors, Passives and Promoters, and you will have access to a timeline to see the evolution of your surveys over time. You will be able to identify patterns and changes in your company over different periods.



Remember that the **Timeline only appears when you have submitted at least two surveys!**

Grow your company. Empower your team!

Do you still have questions? In our [help center](#) you can find many resolved queries. If that's not enough, we'd love to hear from you!

Contact us, we are just one phone call away: [+34 96 062 73 51](tel:+34960627351).

Email us, we will reply as soon as possible: soporte@sesametime.com