Burnout survey of Happy & Healthy @ Work

You have the option: if you provide us a file with email addresses of the employees you wish to participate to the burnout survey, we can do the sending and interpretation for you.

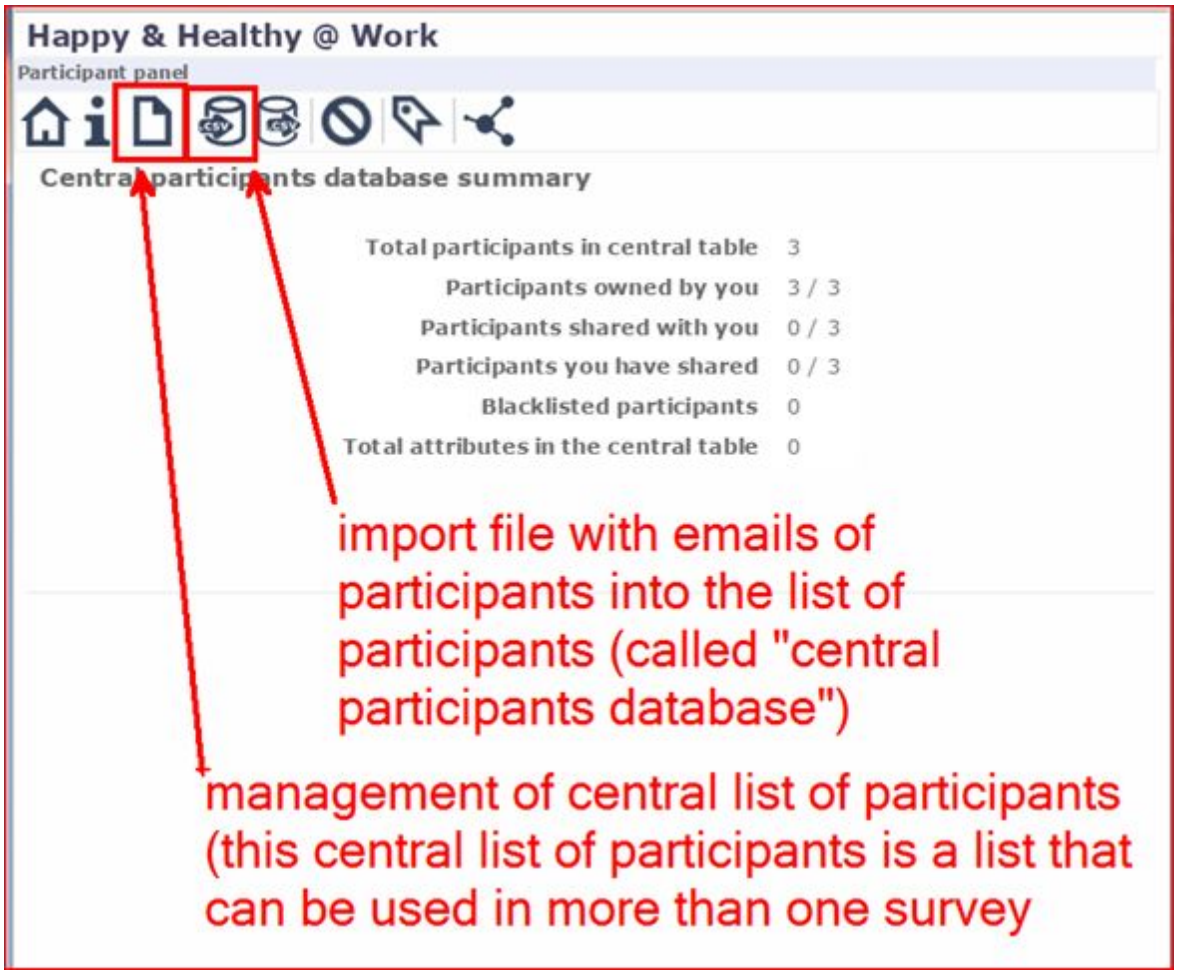
Or you can ask a login userid and password from Happy & Healthy @ Work and you can do the sending of emails / viewing of results yourself. You just have to follow this guide.

If you login at limesurvey.iccan.be/admin with your userid and admin, you will get the following screen.

In this screen you have a button to go to the 'central participants database'. This is normally the first step you have to do. Before that the system can send email you have to input them. Limesurvey is a survey system with lost of possibilities. (It is used by lost of universities). Because you can manage more than one survey , they provide a central database from which you can extract participants for individual surveys. (This allows you to only upload a file only once into this central participants database.)

participants central database

After you pressed the ‘central participants database’, you get the following screen. (You find the ‘title’ of this screen ‘Central participants database’ under the icons.



Two icons are import for you (the other icons are options you don’t need). The first icon looks like a page. This will show you the list of participants. On that screen you will be able to import, edit, add, delete ‘central’ participants.

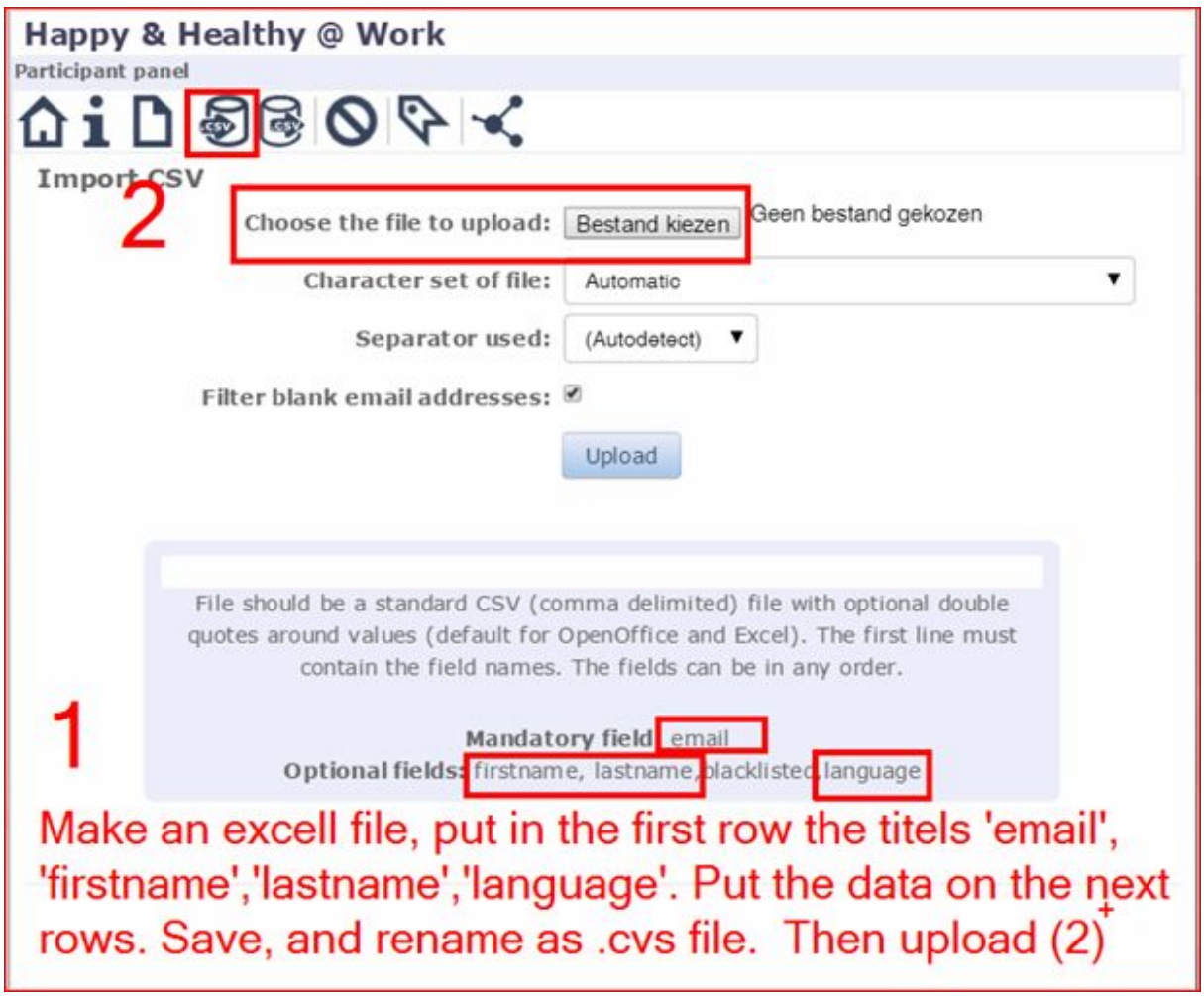
The second icon looks like a cylinder with ‘csv’ on it. You can use this button to import participants from a file. This is normally the first step you will do. Therefore you have to click on this button and the following screen will be shown.

Before uploading you have to make a file with the participants. Like indicated on the screen the file must be a comma delimited file. (The different data fields must be separated by commas).

	A	B	C	D
1	email	firstname	lastname	language
2	persoon1@telenet.be	p1	pp1	nl
3	persoon2@telenet.be	p2	pp2	fr
4	persoon3@telenet.be	p3	pp3	en
5				

I used excel to enter the data and saved it as 'csv MSDOS'. The content of the file is:

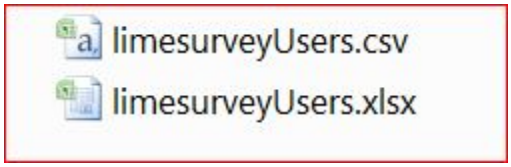
email;firstname;lastname;language
persoon1@test.be;p1;pp1;nl
persoon2@test.be;p2;pp2;fr
persoon3@test.be;p3;pp3;enl



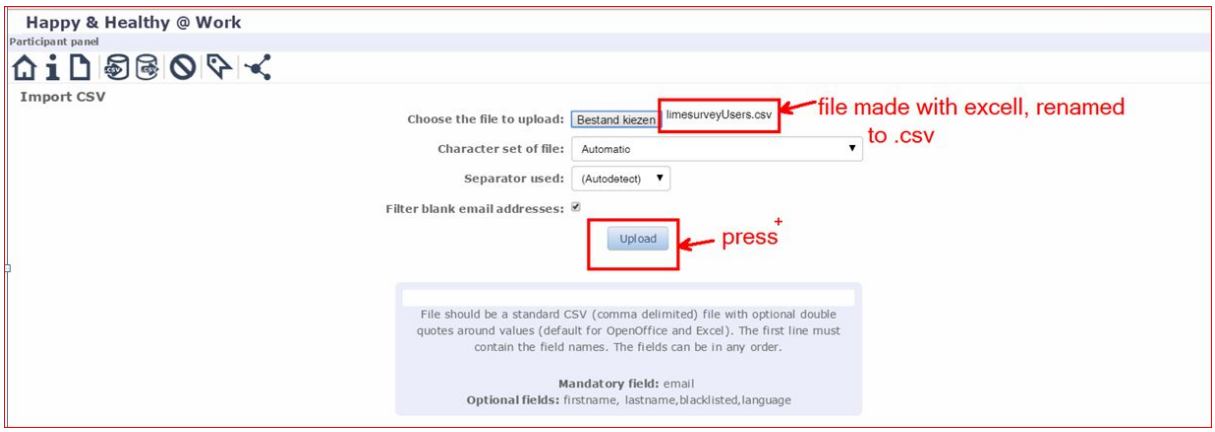
The language codes are the standard international language code: 'en', 'nl', 'fr'

Try it. Make an excel file, fill in the data, save to .csv file.

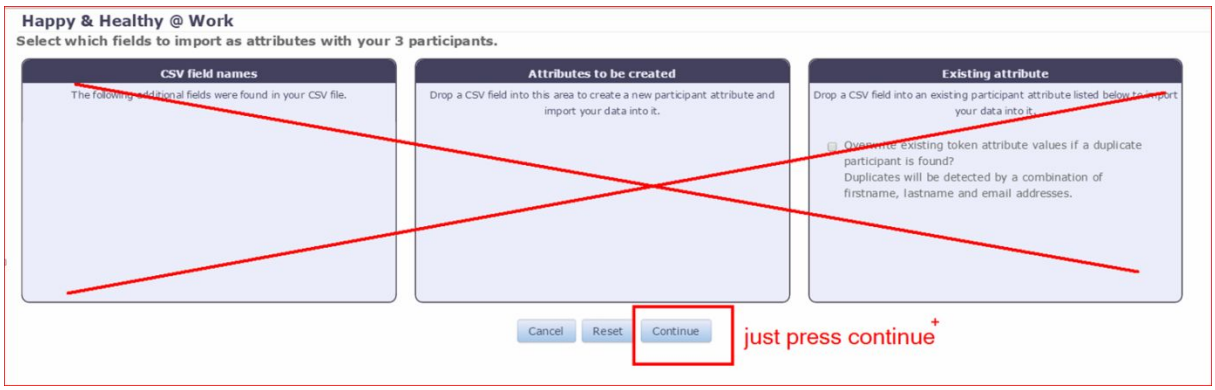
The extension of the file MUST be ‘csv’. Otherwise you can’t loadup the participants.



After selecting the right csv file, you must press ‘upload’

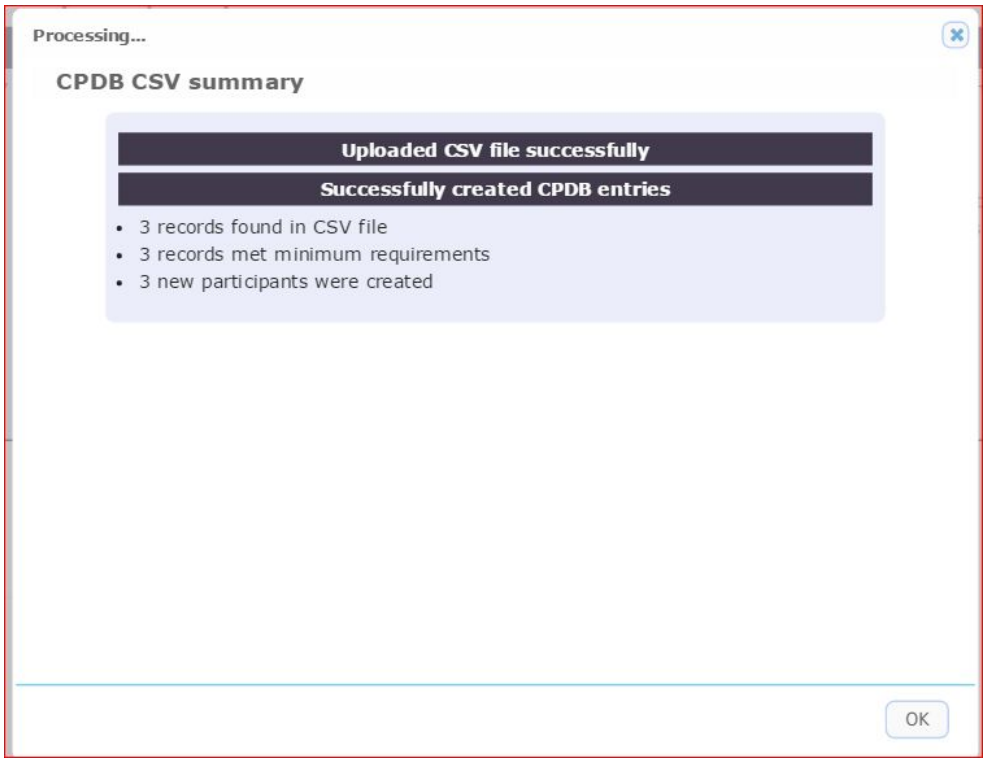


You will get an screen where you can select fields. Just press continue.

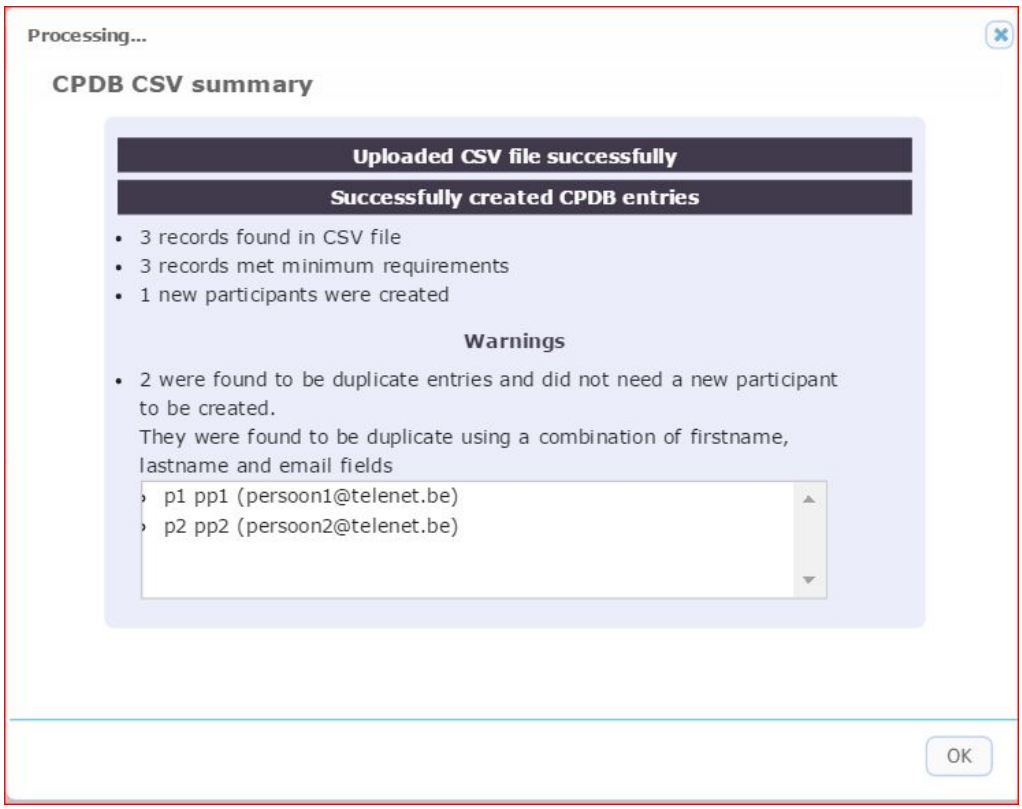


The system will import the participants. After that the system will show you a little report: how many participants are added to the central database, how many are not added because they already existed in the central database.

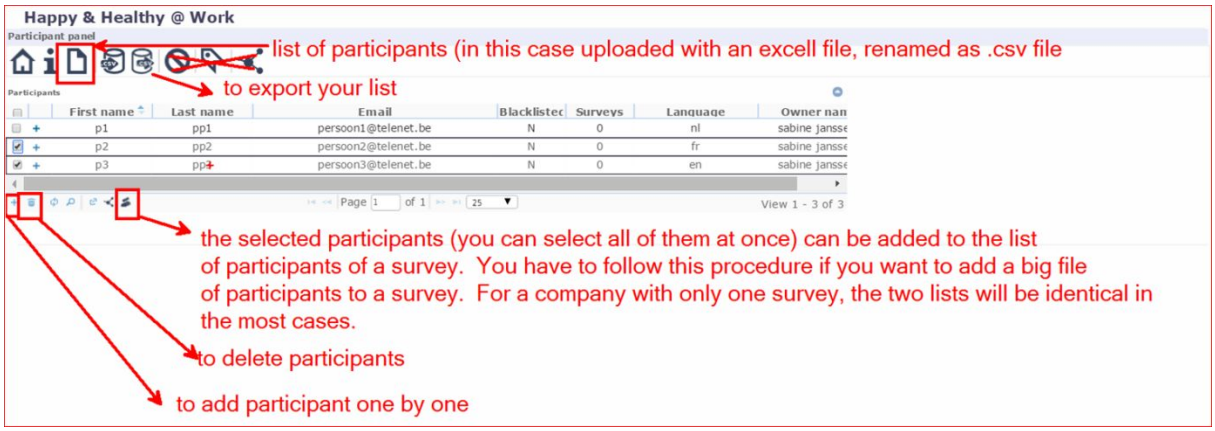
The first time you upload the file you receive that 3 participants will be added.



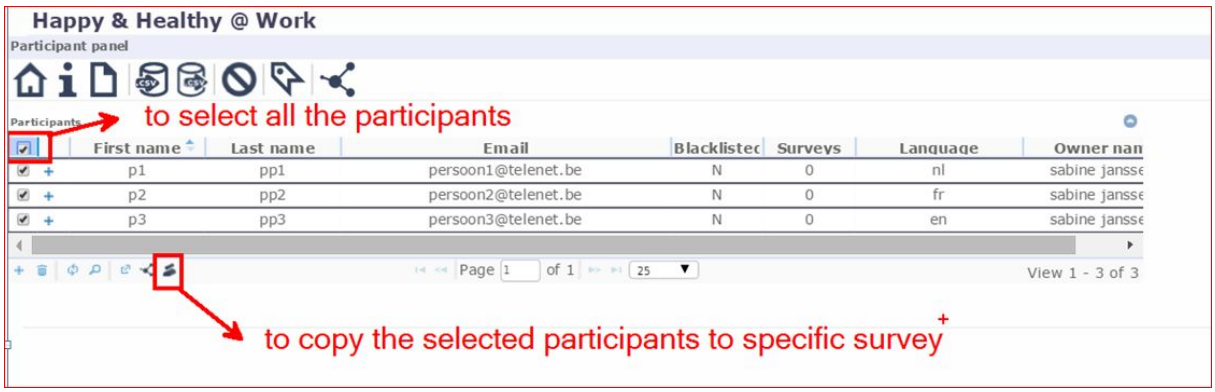
If you already had some participants in the central database. The system will show you how many were really added and which ones were not added:



If you press ‘ok’ the system will show the ‘participants panel’ (this is the list ‘participants central database’).

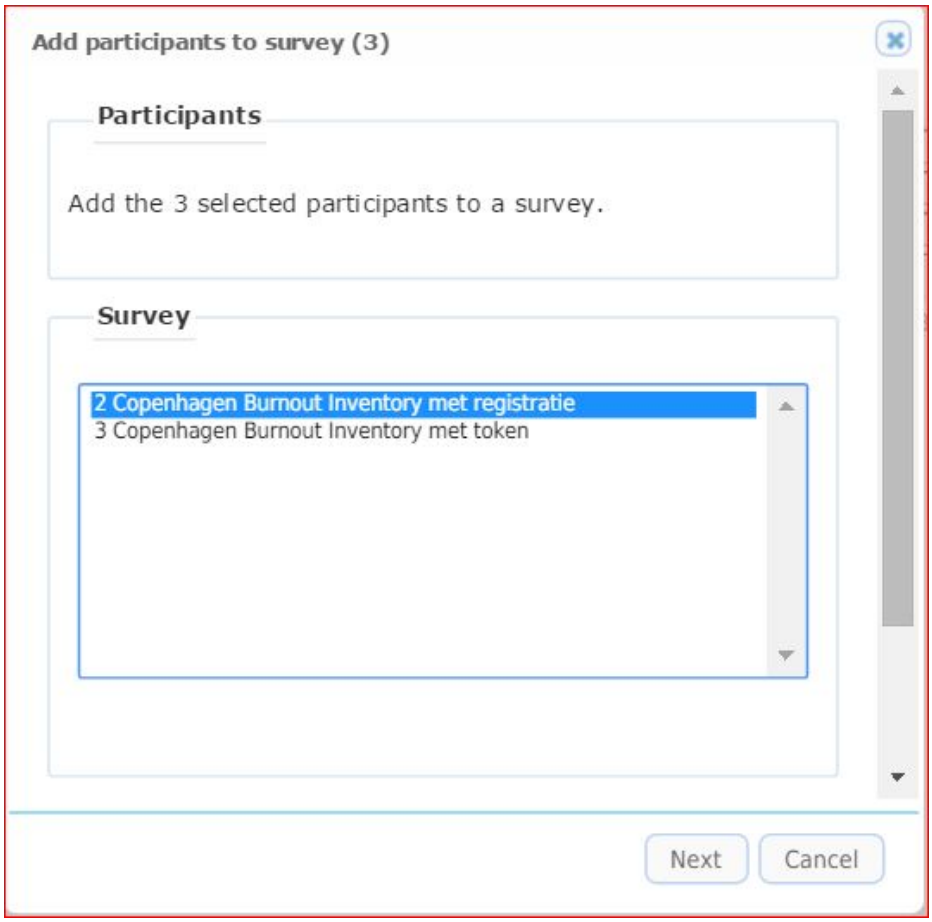


The screen above just give the possibility to delete, add participants. The icons to add, delete are UNDER the list and are small. It is easily to overlook them. The last one in the row, an icon of two little persons, is the most important one. This icon will allow you to bring participants over to the list of participants of the survey. (It is a little confusing to have two lists: a central list and a list specific to the survey. This is because normally a company can have more than one survey. Therefore the central database with all the common participants).



Normally you just select all the participants of the central database (but if you like you can start with a small subset). Then you copy them to a specific survey.

After pressing this little important icon, you will get a screen where you can choose between the survey that are available to you (set by the administrator).



You just choose your burnout survey and press 'next'. Then you will get about 'attributes', you must just press continue.

In the screen above you see the term 'token'. This is a very important concept. To provide anonymity, the system will use 'tokens' of character to keep track of who has responded and who hasn't. If a person has responded, it will be noted in the 'token' table, and the answer of the participant will be added to the database WITHOUT any identification of the user (the token or the name of the participant isn't stored in the database with the answer).

You will see that the ‘token’ table will be the most important screen for you. It gives you the possibility to send invitations, reminders….

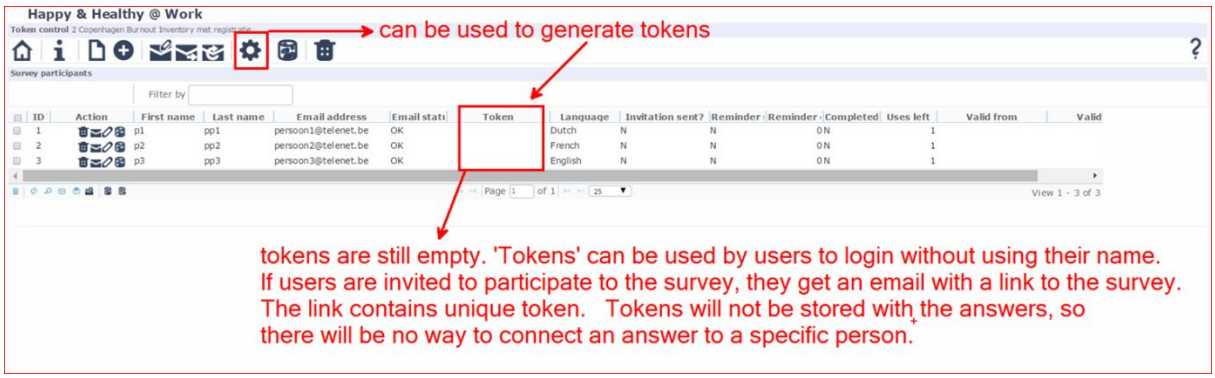
After you added the participants to the survey, the system will automatically show this important ‘token table’ of your survey.

The token table

You can also go to the token table just by selecting your survey an then clicking on the ‘token’ icon for your survey. You will get the following:

The first thing you have to do is: generate the tokens. (This will not done automatically, you have to press a button). (This is because there are survey which are not anonymous. But you can switch between them to make first a token table. Don’t worry: we do it for you.)

In the screen below you see under the title tokens an empty space. To generate tokens you just have to press the ‘wheel’.

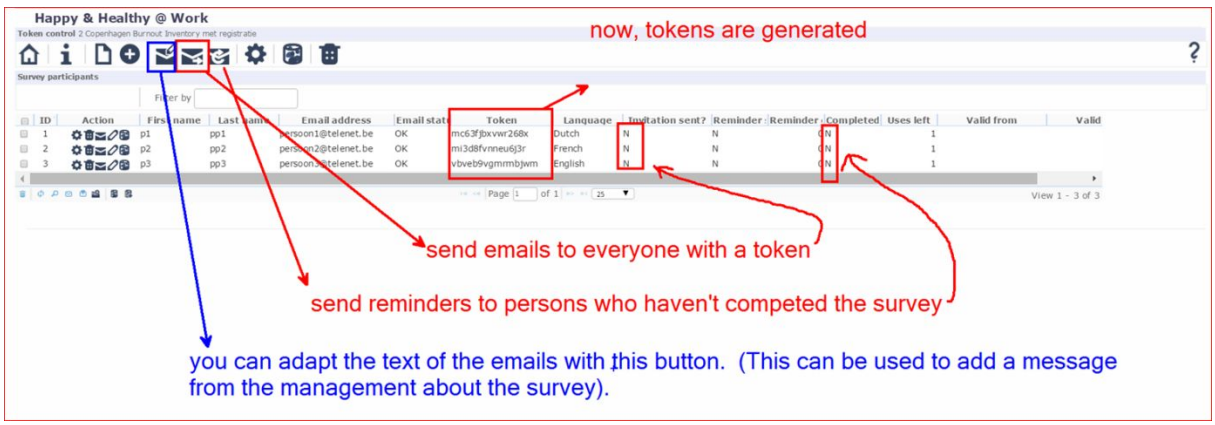


The tokens will be used to send emails: they will contain a link with the appropriate token. If the participants click on the link to participate, the system can indicate the user wants to participate.

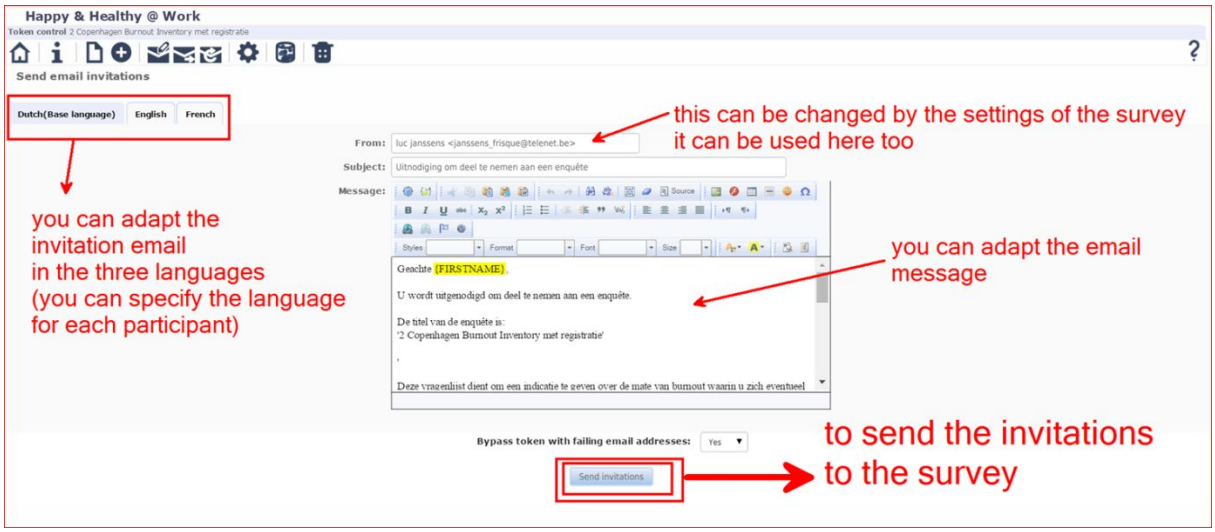
After pressing the ‘generate tokens’ button (the wheel), you get:

Just press 'yes'

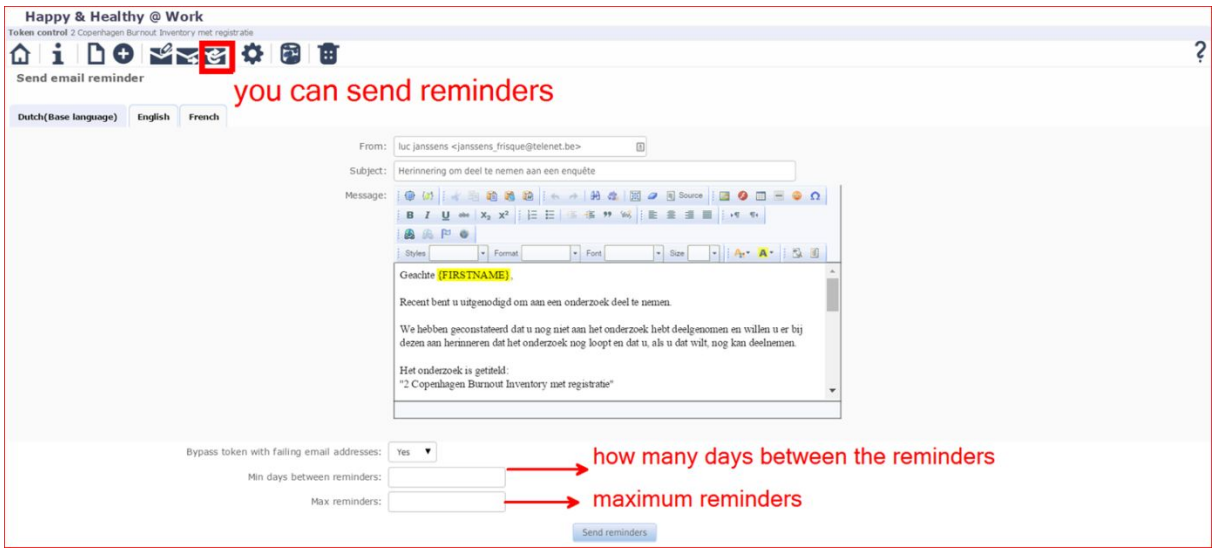
After the tokens are generated, you will be notified and you have to press the 'paper (list)' icon, to view the token table for your survey. You will see that, now, there are tokens listed. Above you have icons to send emails, reminders...



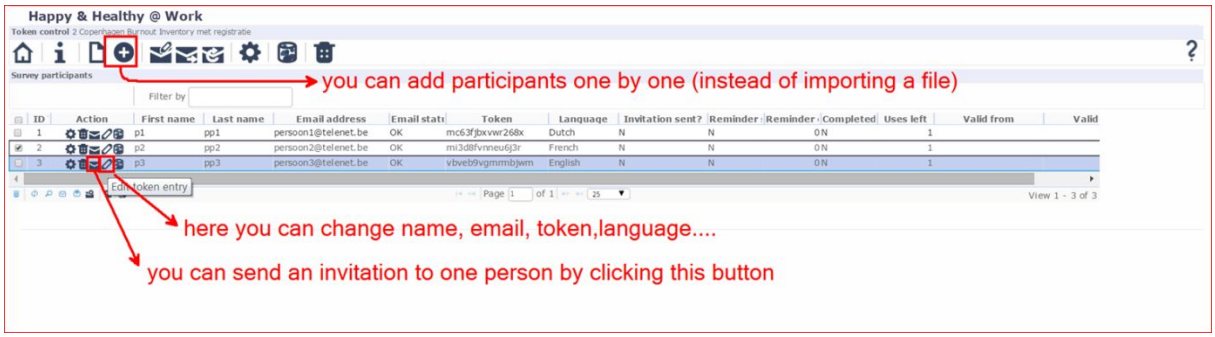
If you press the 'send invitations' icon, you get a screen where you still have the possibility to adapt the text of the email that will be sent. (Here you can add a message from the management). You can adapt the text in the three languages.)



After pressing the 'send invitations' buttons, the emails are sent. Now you have to wait to the answers. You can look from time to time to the 'token table' to check who has answered. If necessary you can send reminders.



The token table also give the possibility to send individual invitations. Therefore you have to use the little icons before each participant. There is also an icon to change email, name,.....


Happy & Healthy @ Work
Token control 2 Copenhagen Burnout Inventory met registratie
Survey participants
Filter by
you can add participants one by one (instead of importing a file)
ID | Action | First name | Last name | Email address | Email stat | Token | Language | Invitation sent? | Reminder | Reminder | Completed | Uses left | Valid from | Valid
1 | p1 | pp1 | persoon1@telenet.be | OK | mc63fjbxvwr268x | Dutch | N | N | 0 N | 1
2 | p2 | pp2 | persoon2@telenet.be | OK | mi3d8fvnneu6j3r | French | N | N | 0 N | 1
3 | p3 | pp3 | persoon3@telenet.be | OK | vbveb9vgmmrbjwm | English | N | N | 0 N | 1
Edit token entry
Page 1 of 1
View 1 - 3 of 3
here you can change name, email, token,language....
you can send an invitation to one person by clicking this button

Results of the survey

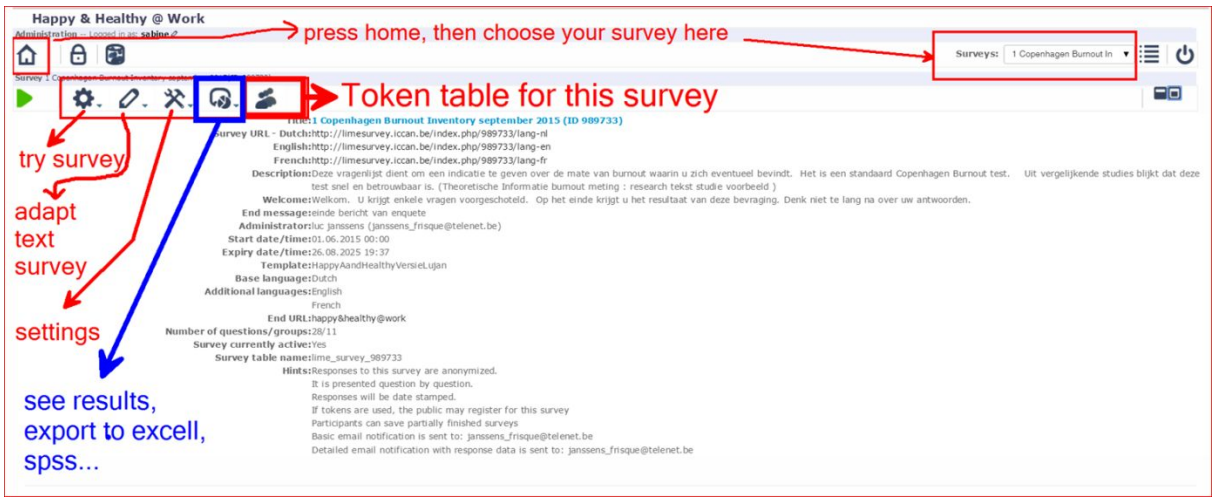
To see the results, you press the home button (in the left upper corner), then you choose your survey.

After that, you see the 'managing' icons for the survey we gave you.

The last icon (two persons icon) is the famous 'token table' from where you can send invitations. ('Token' table is the central screen to send emails, see you have had an invitation, you responded.

)

Now we are focusing on the results. Therefore you have to press the icon indicated with a blue rectangle:

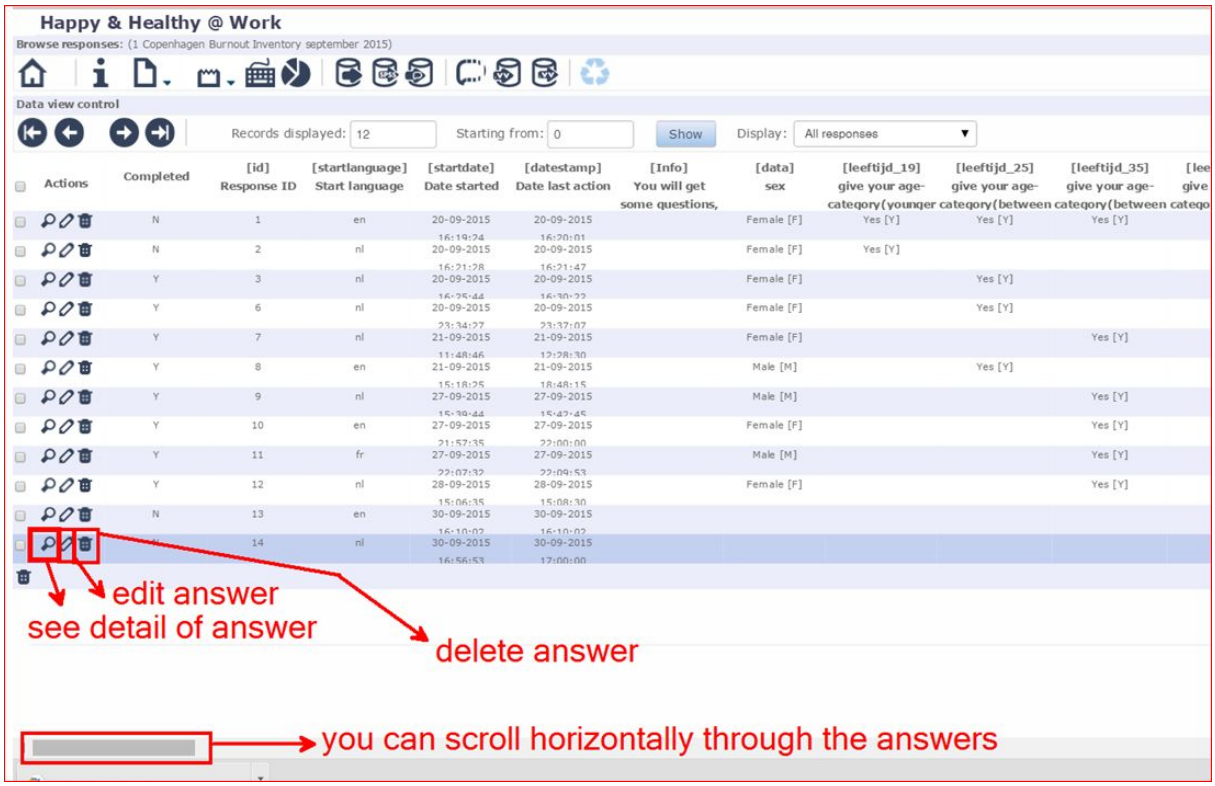


We press the 'results icon' and get three suboptions where we only we discuss the first suboption 'responses & statistics'.

You press on this first suboption 'responses & statistics':

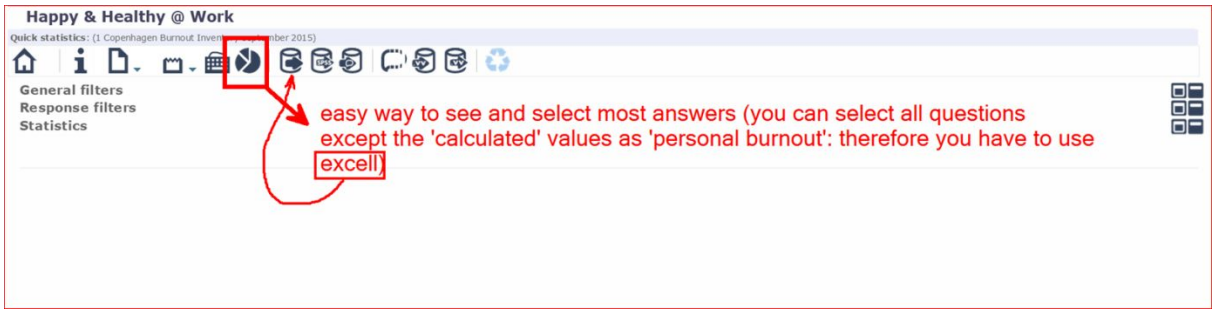
Browse responses

You can see the results in three languages, choose one and you get the list of the answers. This list is not so useful. Better will be 'statistics'. The list can be used to delete/modify/see individual responses.

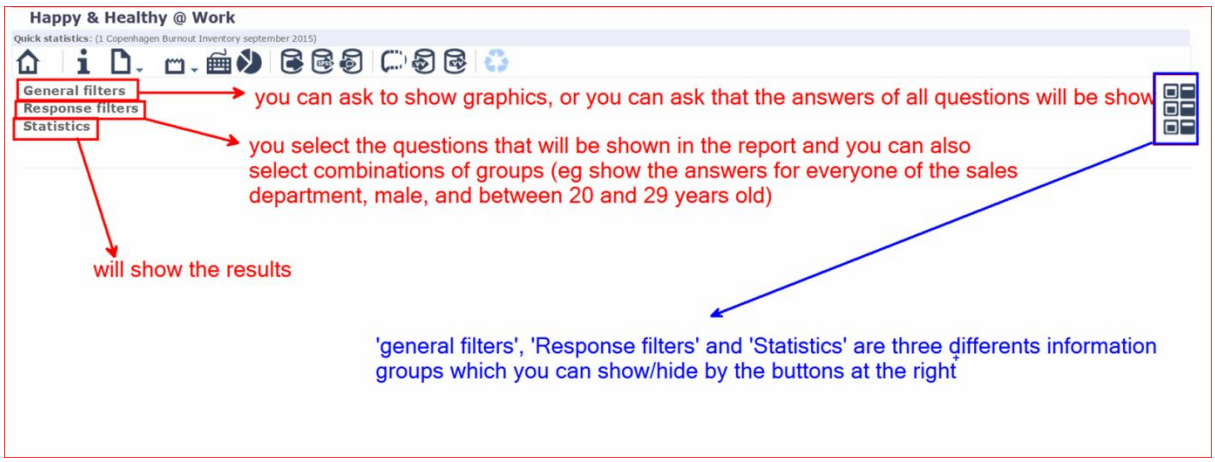


There is another quick way to generate chart of special groups of employees. We have to mention that this quick way can't select the calculated values. But this forms a quick way to get a first impression.

Therefore you press the 'chart' icon:

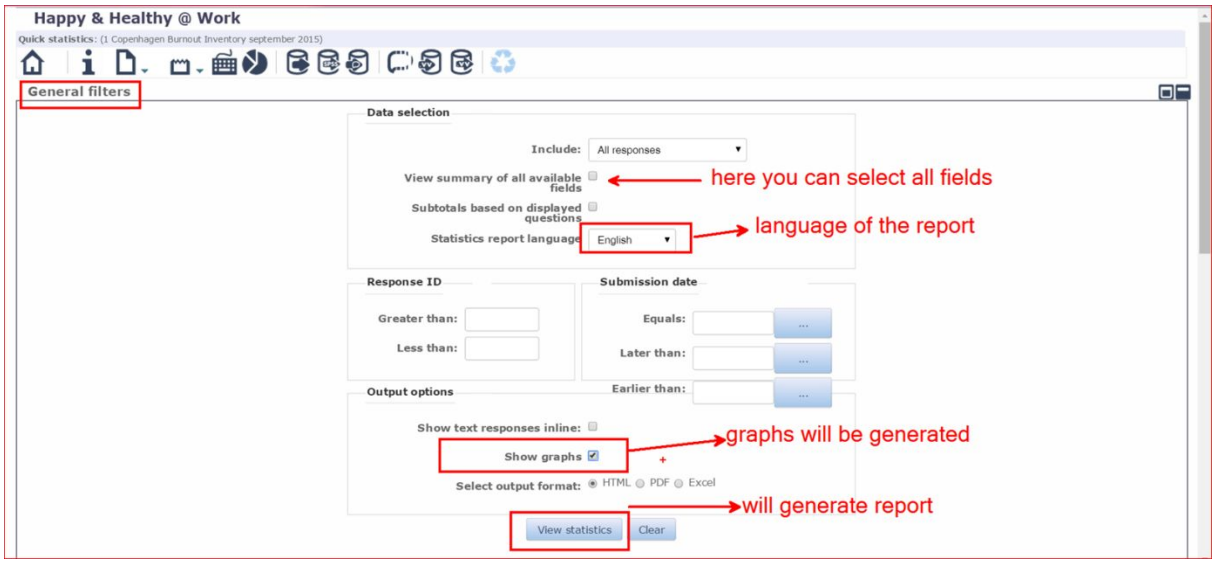


In the 'chart' screen, you see three titles: 'general filters', 'response filters', 'statistics'.



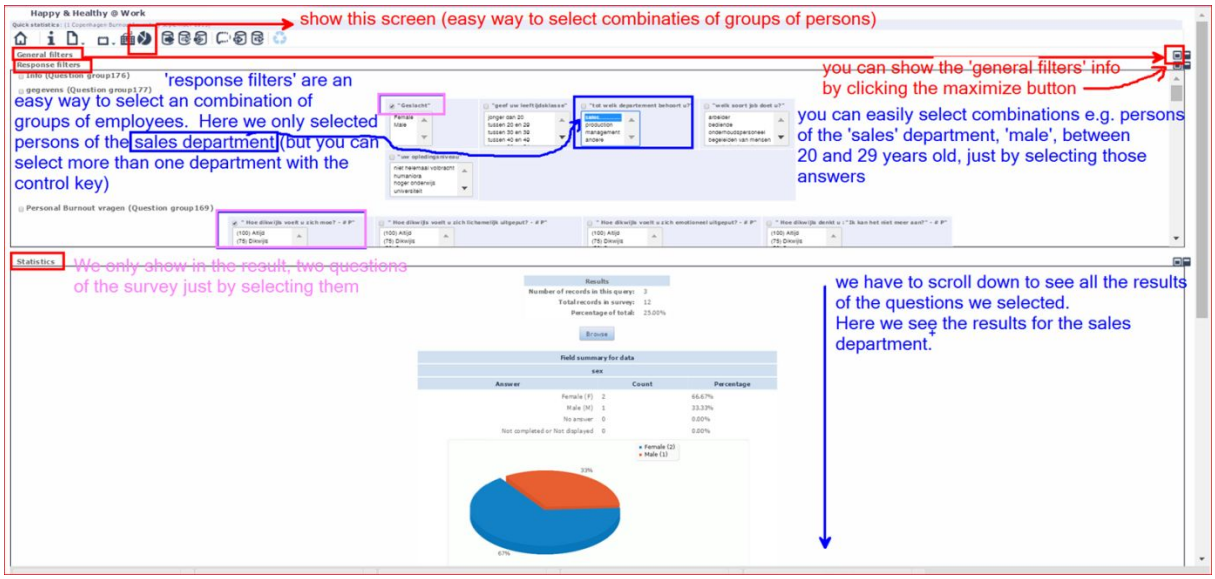
In the beginning this screen is a little disturbing because it contains three screens. You can choose to show/hide each part by pressing the corresponding icon on the right:

'general filters': choose the language of the report, choose to generate charts or not.

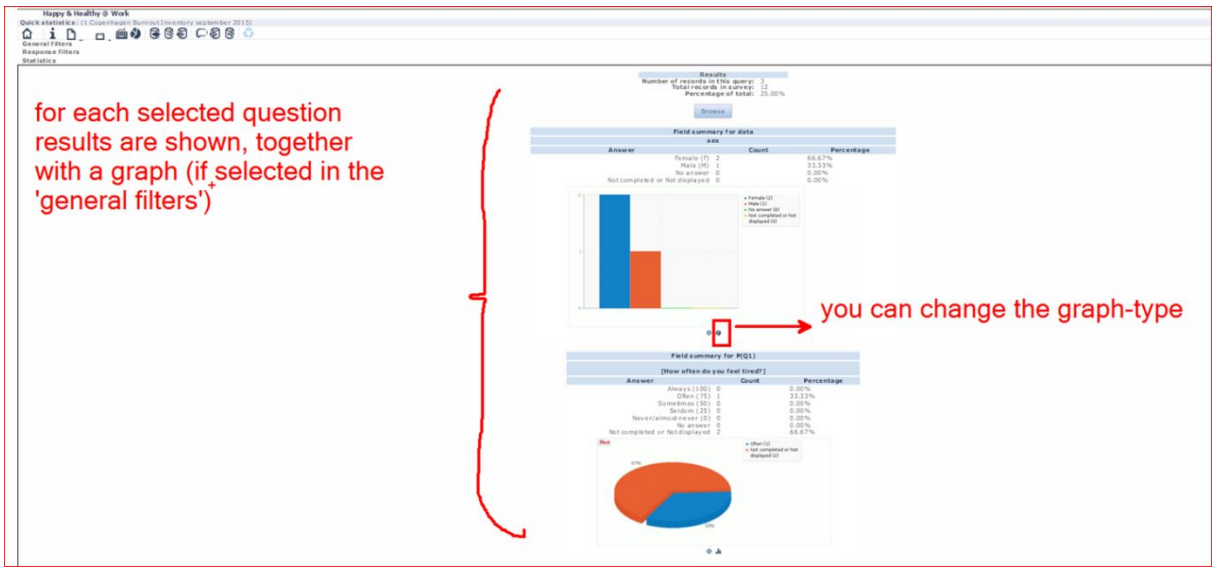


'response filters': here you can do two things at the same time: make a selection of the questions you want to see in the report. But more important, you can select which responses you like in the report just by selecting the answers. Hopefully you have good 'classifying' questions because classifying questions are very important to detect groups of employees. For example, if you have

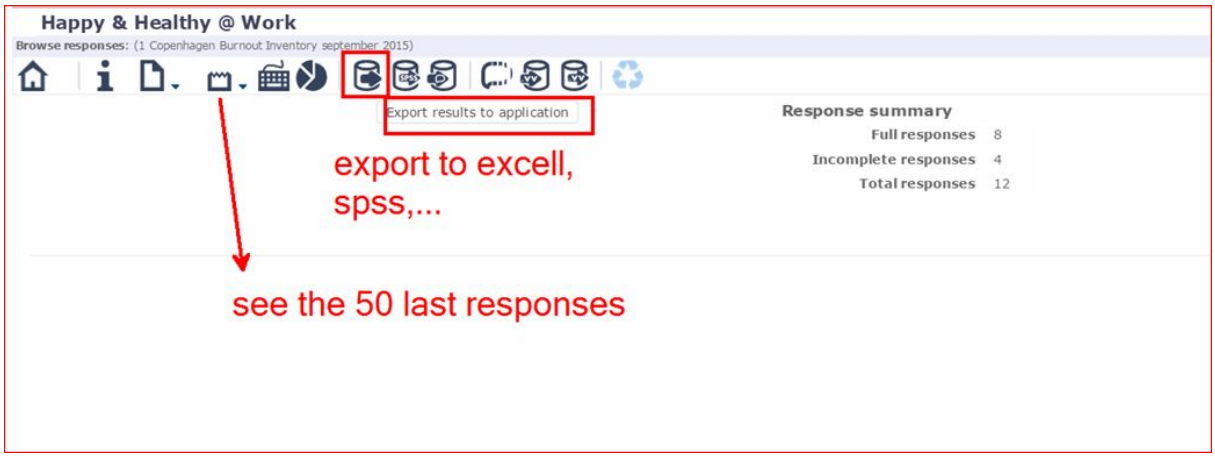
a question about department and another question about age, then you can for example select 'sales' and 'production' department (by holding the ctrl key during selection), plus you can select the group of employees between 20 and 29 and (control key) between 30 and 39 year. This gives a very good opportunity to detect different burnout levels. For your selection you can show 'PERSONAL BURNOUT CATEGORY' ?, 'WORK BURNOUT CATEGORY' or/and 'CLIENT BURNOUT CATEGORY'. (Those calculated categories are useful to quick compare different groups in your company.) But you can also combine the different groups of employees with specific sub-questions like 'do you feel stressed?'.



In this example we selected the questions 'sex', 'how many times do you feel tired?' As group of employees we selected persons of the 'sales' department.

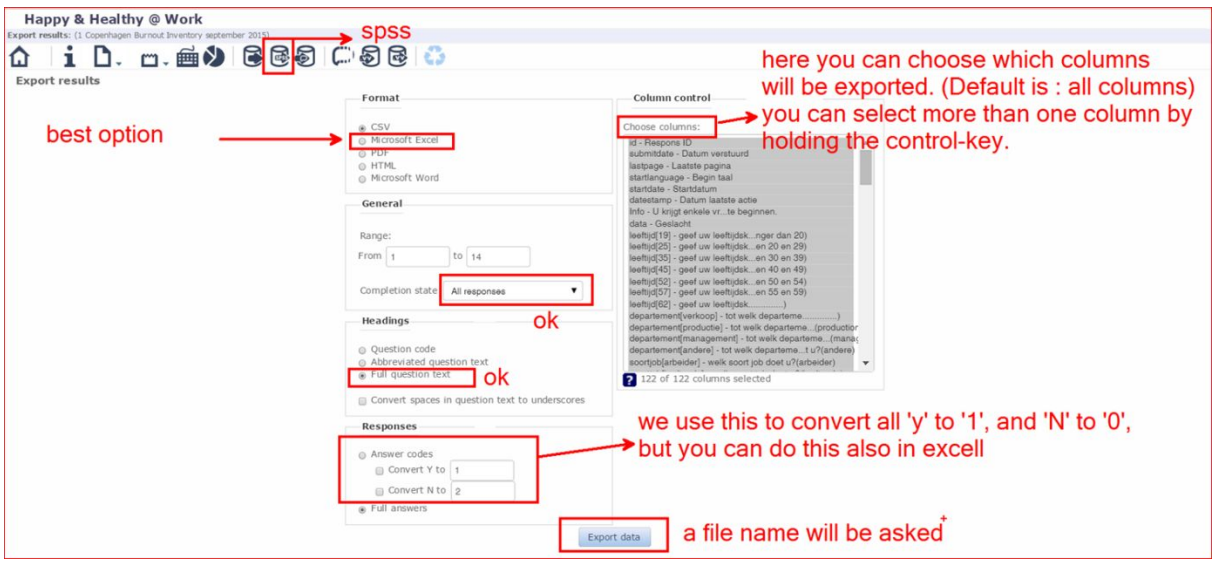


You can change the graph type just by clicking on the little icon beneath it. Enjoy experimenting with those possibilities.

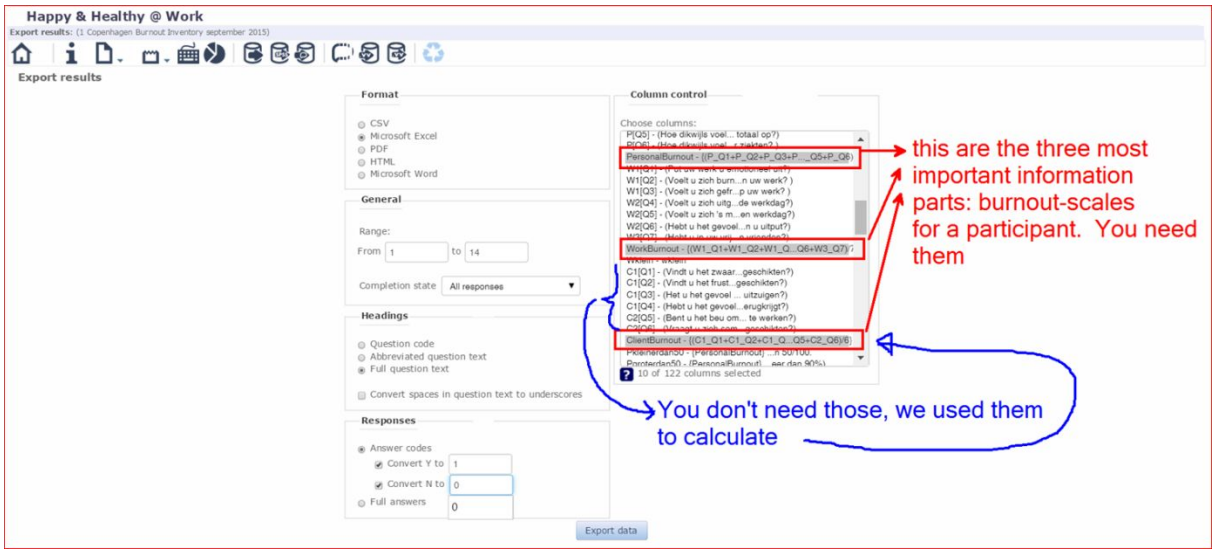


There is also a button to see the last 50 responses (you can use this button to check each day the last 50 responses).

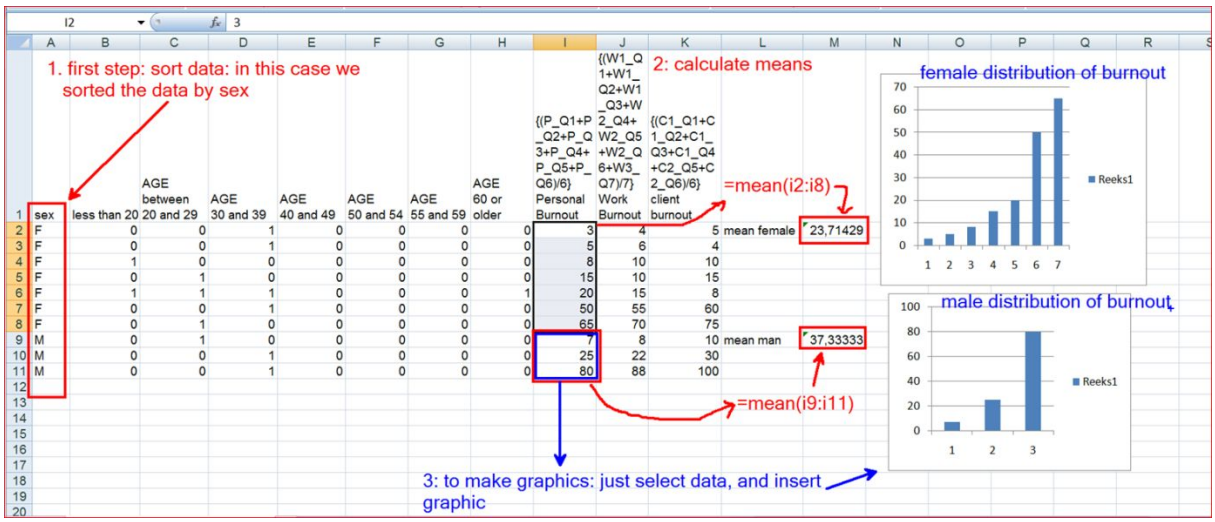
You have also a button to export to spss and other statistical programs. Just before this icon, you have a cylinder with an arrow: this is the general export function. You can export to excel, csv, pdf, word. As an example we will export to excel. You can select answers of which questions of the survey you want to export (default all questions are selected). But you can select the questions by means of the control key individually.



The survey calculates three numbers: personal burnout, client burnout and work related burnout. You can select those or you can calculate them yourself in excel.



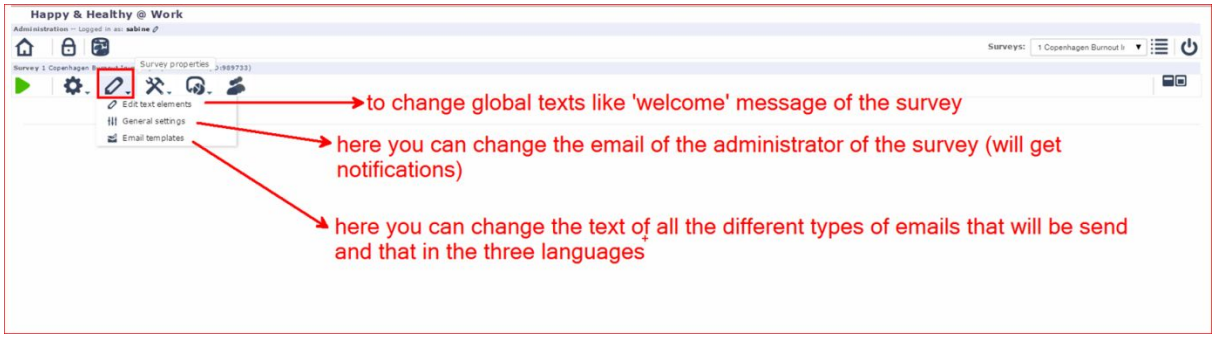
Once you saved the generated excel file, you can easily sort them, generate charts. In the example here under, we have sorted the results by sex, then we have generated two charts of the personal burnout scores of the males and of the females. (you can group and sort in excel the way you like , just to see differences between groups).



sex	less than 20	AGE between 20 and 29	AGE 30 and 39	AGE 40 and 49	AGE 50 and 54	AGE 55 and 59	AGE 60 or older	{(P_Q1+P_Q2+P_Q3+P_Q4+P_Q5+P_Q6)/6} Personal Burnout	{(W1_Q1+W1_Q2+W1_Q3+W2_Q4+W2_Q5+W2_Q6+W3_Q7)/7} Work Burnout	{(C1_Q1+C1_Q2+C1_Q3+C1_Q4+C2_Q5+C2_Q6)/6} client burnout		
F	0	0	1	0	0	0	0	3	4	5	mean female	23,71429
F	0	0	1	0	0	0	0	5	6	4		
F	1	0	0	0	0	0	0	8	10	10		
F	0	1	0	0	0	0	0	15	10	15		
F	1	1	1	0	0	0	1	20	15	8		
F	0	0	1	0	0	0	0	50	55	60		
F	0	1	0	0	0	0	0	65	70	75		
M	0	1	0	0	0	0	0	7	8	10	mean man	37,33333
M	0	0	1	0	0	0	0	25	22	30		
M	0	0	1	0	0	0	0	80	88	100		

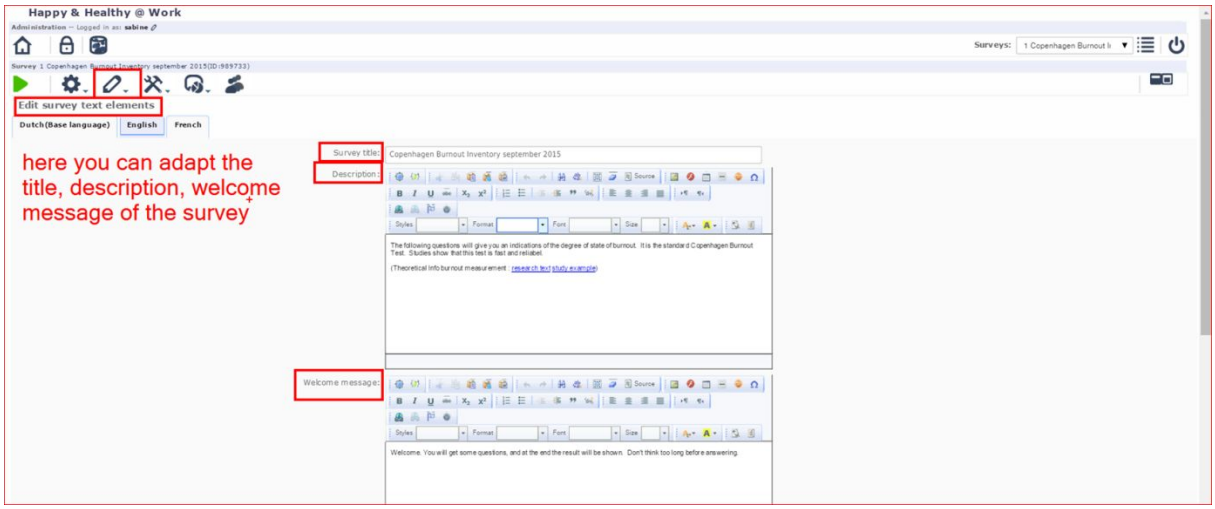
Settings of the survey

On the start screen of your survey, you find the settings-icon. Here you find three suboptions.

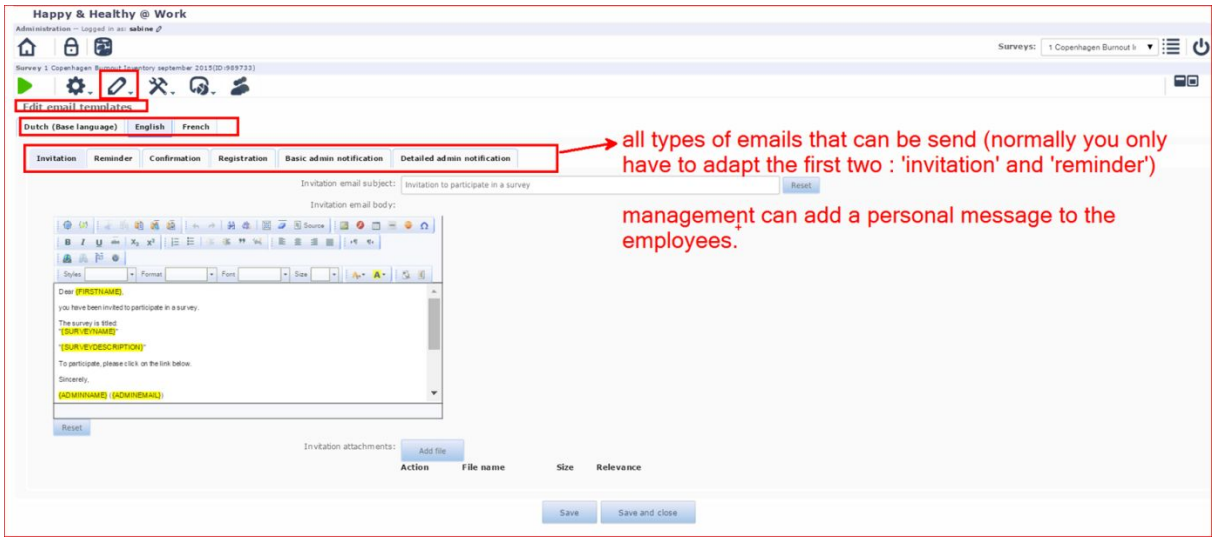


The first and the third suboption let you change text of emails, survey. The second option are technical options of the survey (email address of administrator, ...).

The first sub option gives you the possibility to adapt global title of survey, description and welcome message and this in the three languages.

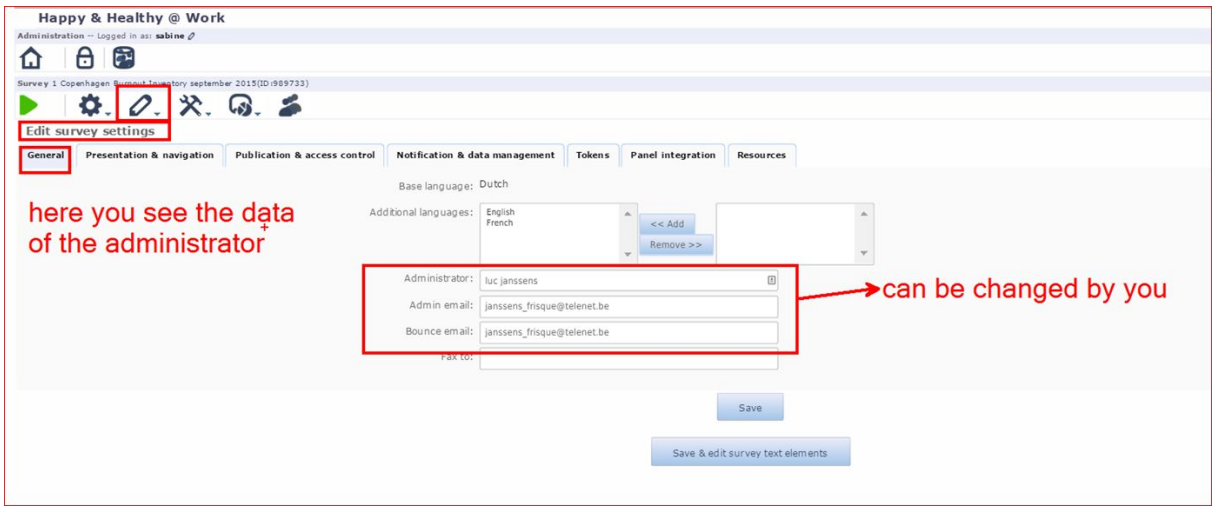


The third sub option gives you the possibility to modify the text of the emails that will be send. The most important are the 'invitation' and 'reminder' emails. The management can add a special message into the invitation about the 'why' of the survey.

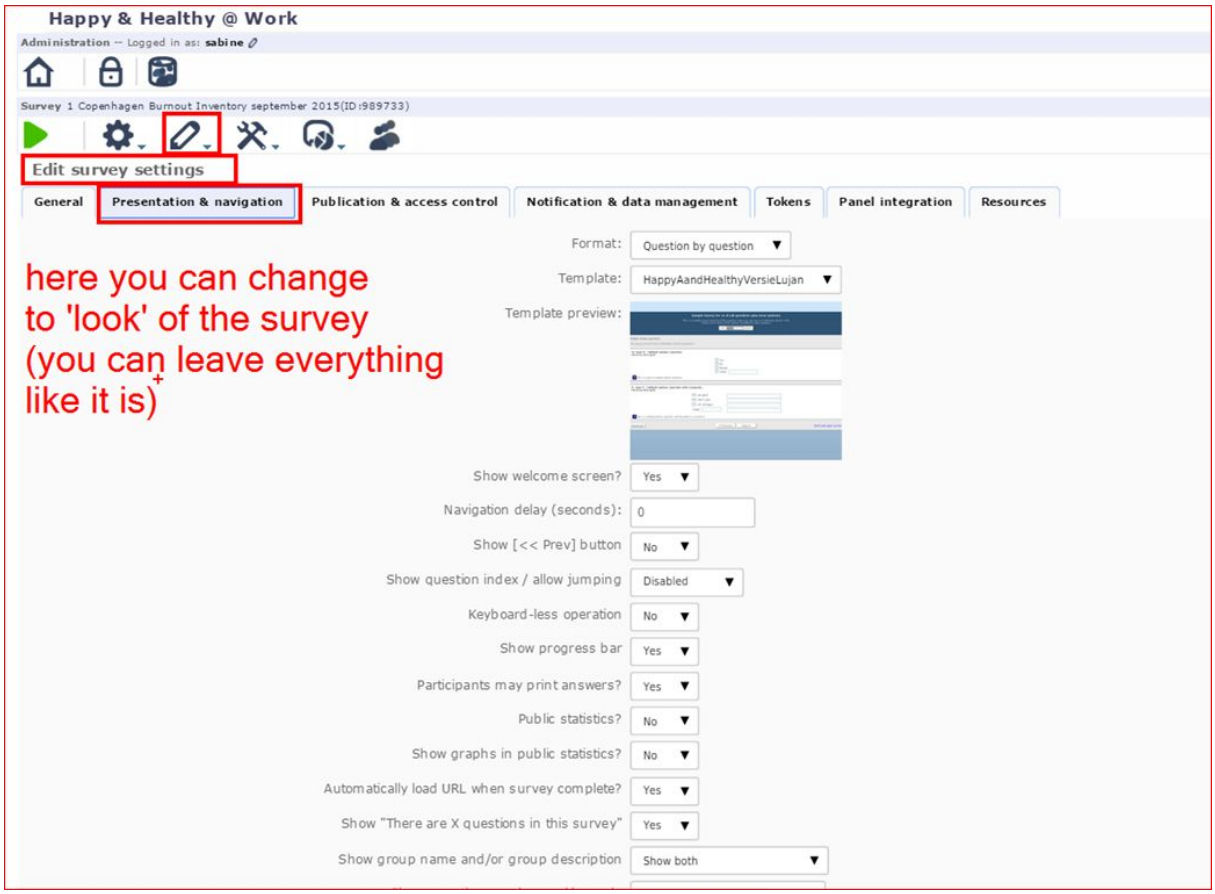


The second sub option gives the 'survey settings' screen. This contains five sub screens that are meaningful for you (the last two are more technical).

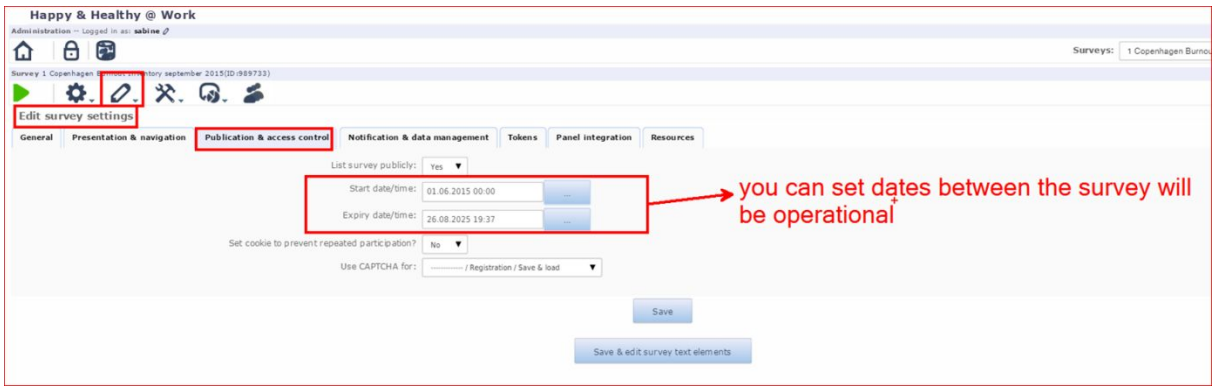
In the first subscreen you see the 'general' settings: name and email of the administrator. You can change this to your email and name. Normally the survey is in three languages. If you like you can eliminate one or more languages.

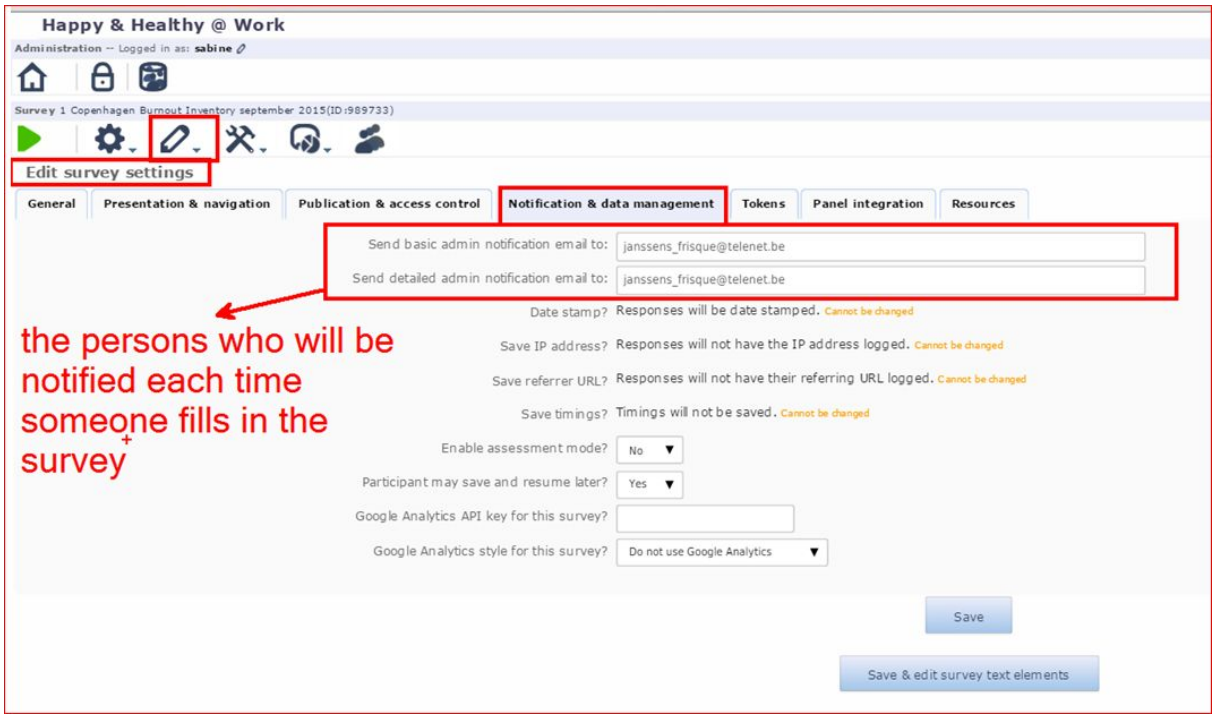


The second sub screen gives you the possibility to adapt the 'look' of the survey. You can try to change the 'templates' and directly trying it out by pressing the 'wheel' icon. Or you can decide to change nothing and continue with the next sub screen.



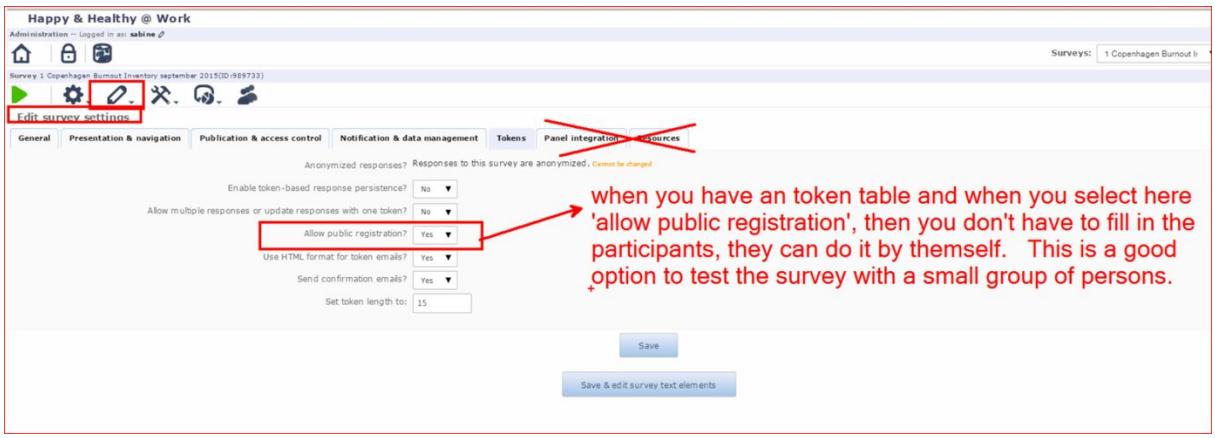
The third sub screen give you the opportunity to set expiration date to the survey.





The fourth sub screen let you enter the email of the person who will get notified when someone completes the survey.

The fifth sub screen 'tokens'-settings, contains one option which can be useful : 'allow public registration'. If you set this to 'yes' (see the changes of the survey on the next screenshot) the employees don't need to be entered by loading up a file.



If you change 'Allow public registration' to 'yes', then employee who go to the survey will get the following screen:

Here they can enter their name, email address. The system will enter those data into the token table, will provide a token for the employee. The employee will get automatically an invitation email. (This option is just a sort of shortcut: you get emails into the token table without uploading a file, but you have less control: they can enter false information, you don't have the possibility to send reminders to persons who didn't 'subscribe'). This option is good to test the survey with a small group of trusted employees. For a larger group of employees you better upload a large file: this gives you more control.