

You are hereby asked to provide HR with some input about HR's support to your organization/region.

We are a service and support organization. Our agenda is set by the company's strategy and your operational goals. Mapping out where we need to improve or provide more support is important for us as we measure ourselves against your expectations. Please take a few moments to provide us with your perspective and thanks, in advance, for helping us with this important task.

PS. This is not about an individual; this should be seen from a functional perspective.

Please respond by <date>, this should take you no more than 20 minutes to complete.

Thank you, in advance, for making the time to help us with this!

\* 1. Your responsibility level:

- Global
- Regional
- Site level or Program level

2. Please rank these high-level HR support services in order of importance to you, in your role. (The most important HR support service should be ranked at 1 and the lowest priority amongst the options should be ranked at 7.)

<input type="checkbox"/>	HR being a trusted advisor and sounding board
<input type="checkbox"/>	Accurate and frequent reporting on key HR metrics and activities in region
<input type="checkbox"/>	Right people are developed for current and future roles in the region (includes future leaders and Succession planning)
<input type="checkbox"/>	Existence of solid HR processes around: recruitment, exits, learning and development, change management, compensation and benefits management, performance management, employee satisfaction
<input type="checkbox"/>	Assurance that all HR processes in region are performed optimally (standardized, least cost and at optimum speed)
<input type="checkbox"/>	A change management process is set-up and executed for each organizational change (includes stakeholder engagement and a communication plan)
<input type="checkbox"/>	Managing interpersonal conflict situations involving employees and/or managers

3. Please rate HR's performance in the following areas (shown below)

	1 = unacceptable	2	3 = according to my expectations	4	5 = far exceeds my expectations
1) Ability to provide basic HR information when needed by you.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	1 = unacceptable	2	3 = according to my expectations	4	5 = far exceeds my expectations
2) Level of HR support received during an emergency situation you dealt with.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3) Providing updates on HR initiatives and activities when you needed it.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4) Coaching or advising you, as needed, on the development of your direct reports.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5) Make training available to you and your direct reports as needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6) Supporting you by providing a perspective during the performance assessment of an employee or group of employees.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7) Managing the HR processes well during a reduction in staff to avoid surprises to your budget or your employee morale.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8) Managing staffing agencies well to ensure the right caliber of staff at the right price is available when you need it.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9) Demonstrating a caring attitude towards employees and their satisfaction/engagement in the company.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10) Has provided a lot of support and drive to develop leaders in your organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11) Assignees are well supported by HR during their time living away from their home countries.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

1 = unacceptable                      2                      3 = according to my expectations                      4                      5 = far exceeds my expectations

12) Recruitment activities are performed in a professional manner towards the candidates and the hiring manager.

                                                                                      

Other (please specify)

4. Something I would like to see more of in HR Representatives at the site level.....

5. The aspects I value in my HR Representative .....

6. I really believe HR should know that.....

Thank you very much for taking the time to provide us with your input!  
You may submit your answers by clicking on the button.