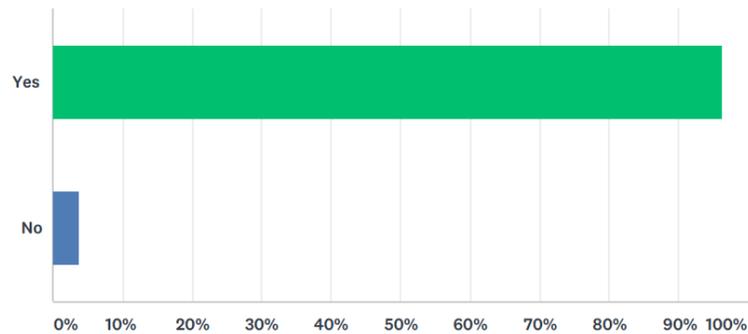


## Does your organisation use PeoplePoint to outsource HR transactions?

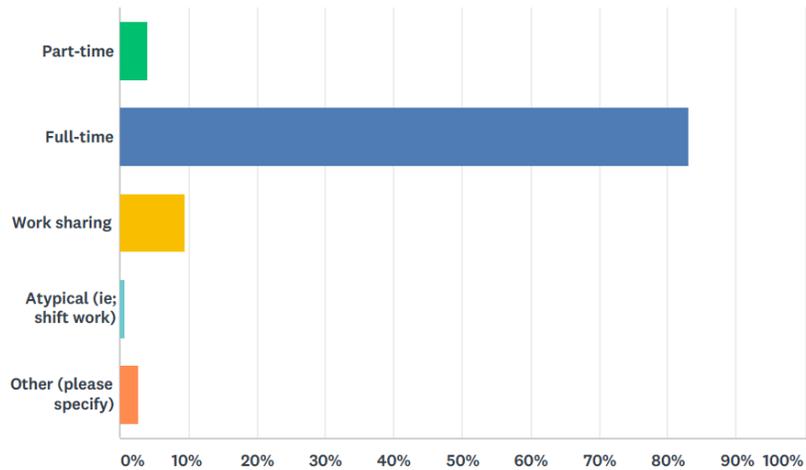
Answered: 958 Skipped: 161



ANSWER CHOICES	RESPONSES	
Yes	96.14%	921
No	3.86%	37
<b>TOTAL</b>		<b>958</b>

## What is your work pattern?

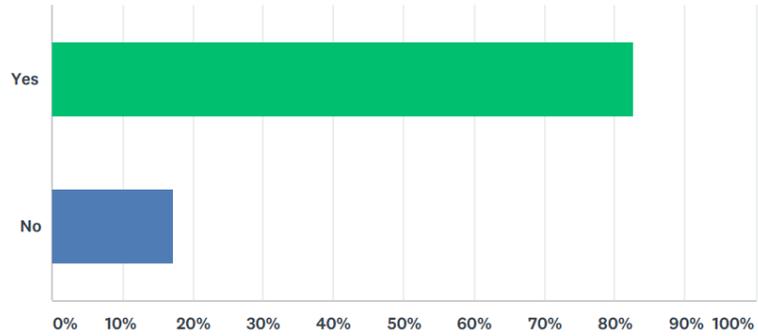
Answered: 1,032 Skipped: 87



ANSWER CHOICES	RESPONSES	
Part-time	3.88%	40
Full-time	83.14%	858
Work sharing	9.50%	98
Atypical (ie; shift work)	0.68%	7
Other (please specify)	2.81%	29
<b>TOTAL</b>		<b>1,032</b>

## Have you experienced an issue with PeoplePoint?

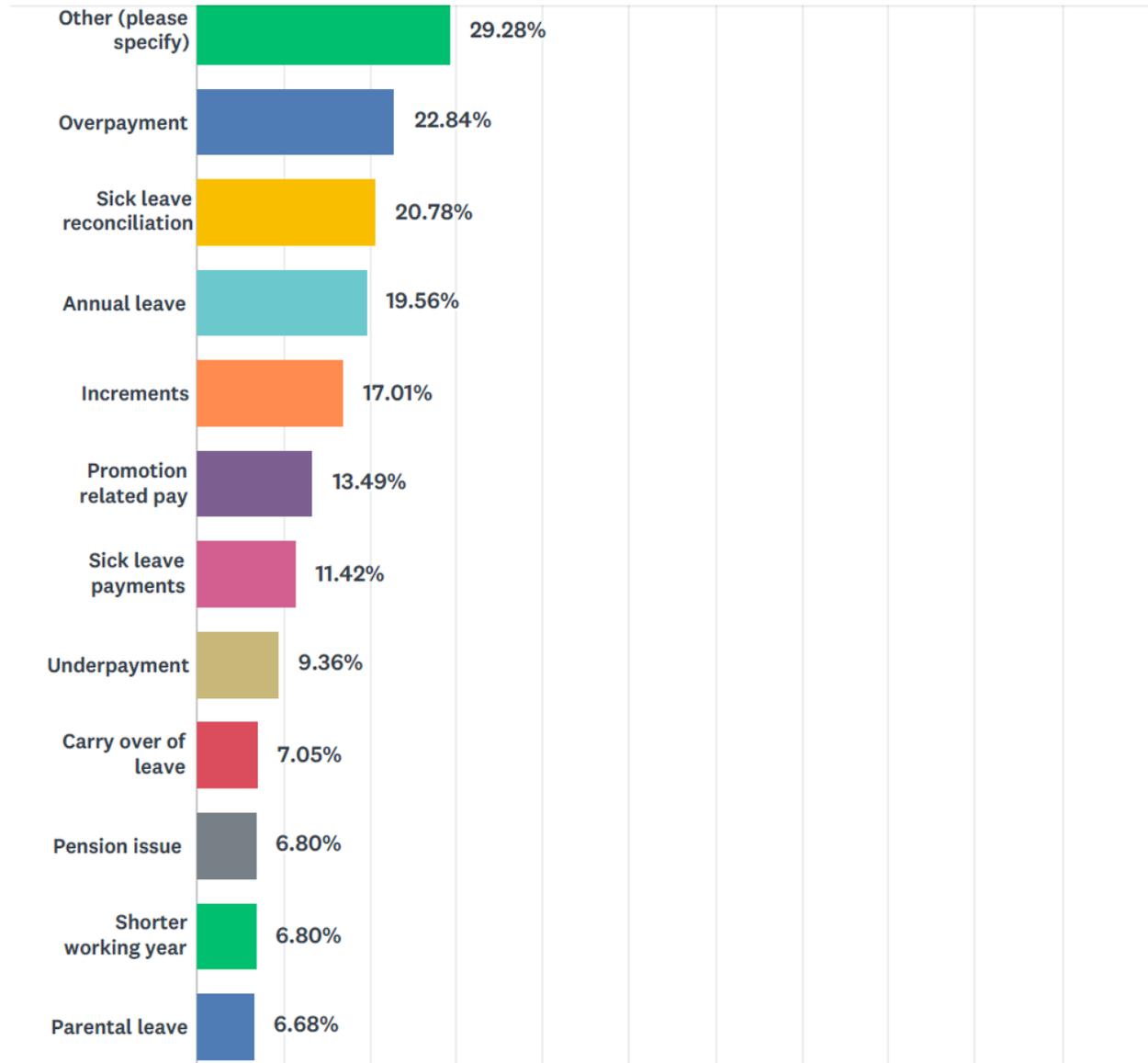
Answered: 956 Skipped: 163



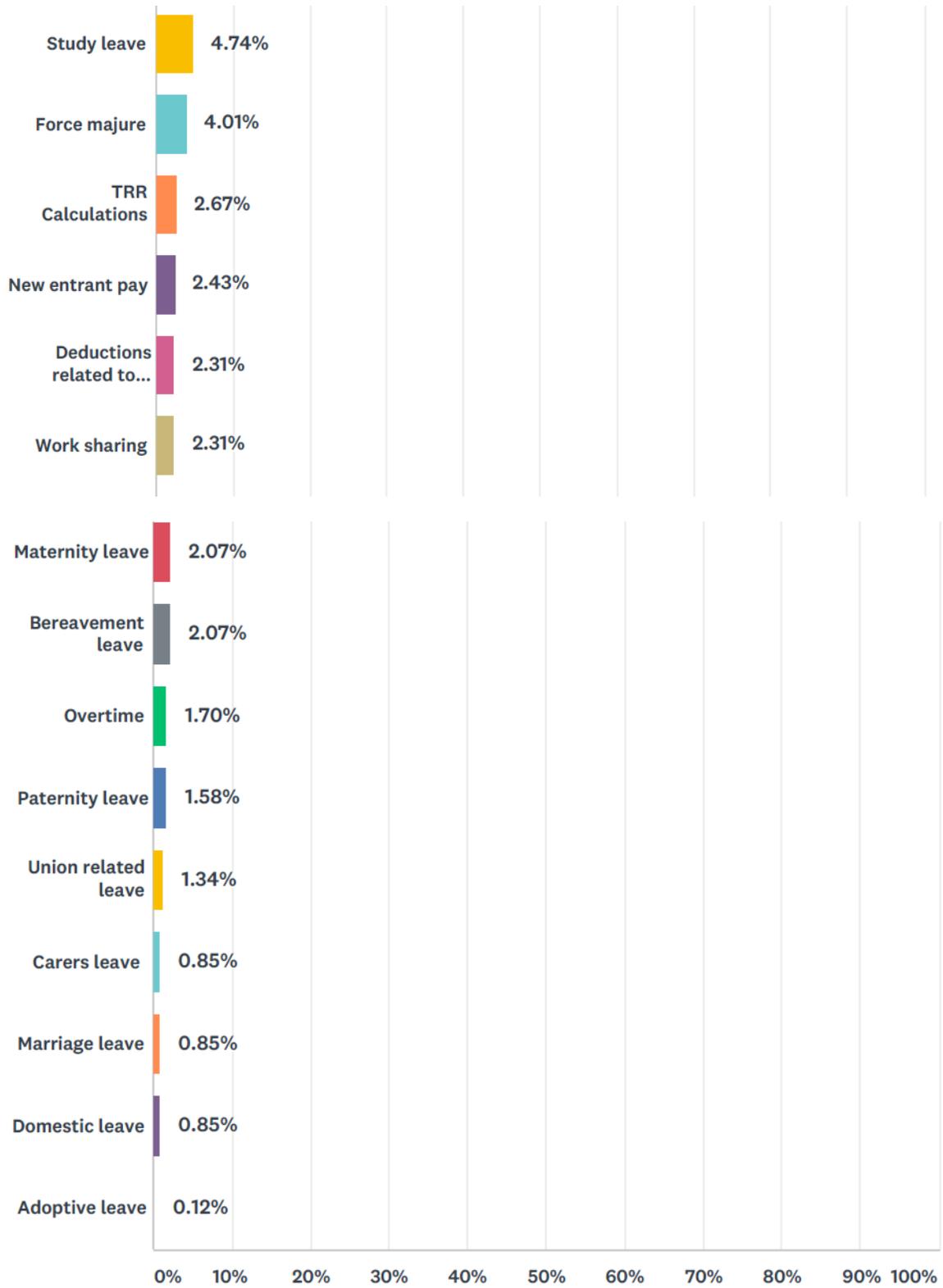
ANSWER CHOICES	RESPONSES	
Yes	82.74%	791
No	17.26%	165
TOTAL		956

## What is the nature of your issue with PeoplePoint? Please select all options that are relevant to you.

Answered: 823 Skipped: 296



Survey: To assess and evaluate issues with PeoplePoint



Survey: To assess and evaluate issues with PeoplePoint

ANSWER CHOICES	RESPONSES	
Other (please specify)	29.28%	241
Overpayment	22.84%	188
Sick leave reconciliation	20.78%	171
Annual leave	19.56%	161
Increments	17.01%	140
Promotion related pay	13.49%	111
Sick leave payments	11.42%	94
Underpayment	9.36%	77
Carry over of leave	7.05%	58
Pension issue	6.80%	56
Shorter working year	6.80%	56
Parental leave	6.68%	55
Study leave	4.74%	39
Force majeure	4.01%	33
TRR Calculations	2.67%	22
New entrant pay	2.43%	20
Deductions related to Croke Park Agreement / Haddington Road Agreement	2.31%	19
Work sharing	2.31%	19
Maternity leave	2.07%	17
Bereavement leave	2.07%	17
Overtime	1.70%	14
Paternity leave	1.58%	13
Union related leave	1.34%	11
Carers leave	0.85%	7
Marriage leave	0.85%	7
Domestic leave	0.85%	7
Adoptive leave	0.12%	1
Total Respondents: 823		

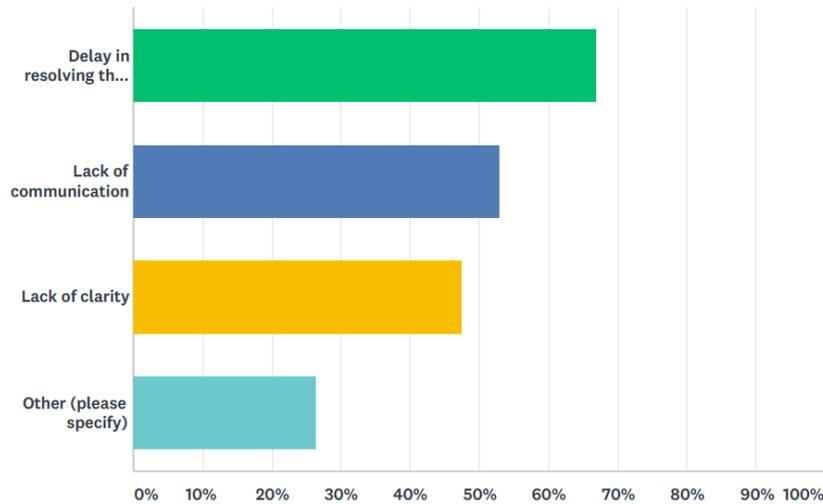
Please advise the length of time that it took to resolve the issue. (Note: if ongoing please state unresolved).

Answered: 559 Skipped: 560

- 144 respondents indicated that their issue remains unresolved.
- Respondents who indicated that their issue is resolved indicated that it took between two weeks and in excess of two years to reach fruition.

Were any of the following issues a factor in your case?

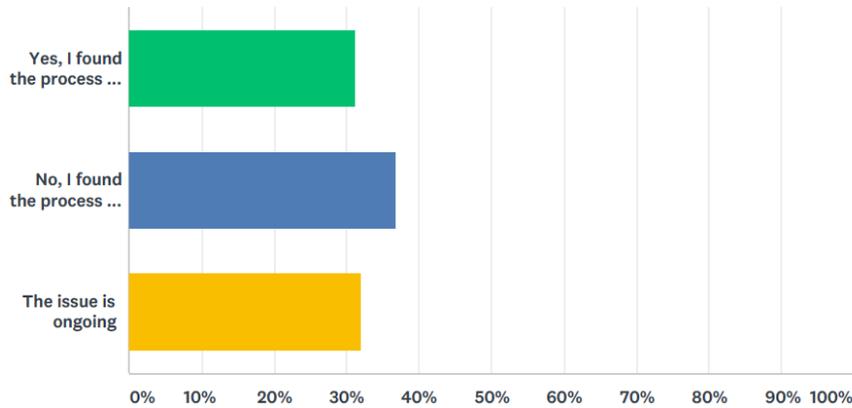
Answered: 595 Skipped: 524



ANSWER CHOICES	RESPONSES	
Delay in resolving the issue	66.89%	398
Lack of communication	52.94%	315
Lack of clarity	47.56%	283
Other (please specify)	26.39%	157
Total Respondents: 595		

## Was the problem resolved to your satisfaction?

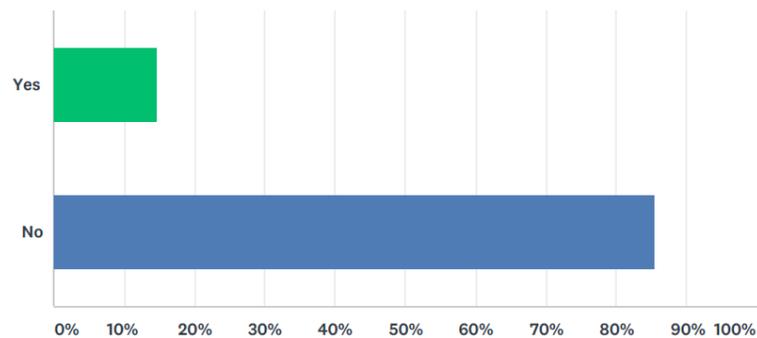
Answered: 598 Skipped: 521



ANSWER CHOICES	RESPONSES	
Yes, I found the process and outcome satisfactory	31.10%	186
No, I found the process and outcome unsatisfactory	36.79%	220
The issue is ongoing	32.11%	192
<b>TOTAL</b>		<b>598</b>

## Did you register a complaint with PeoplePoint?

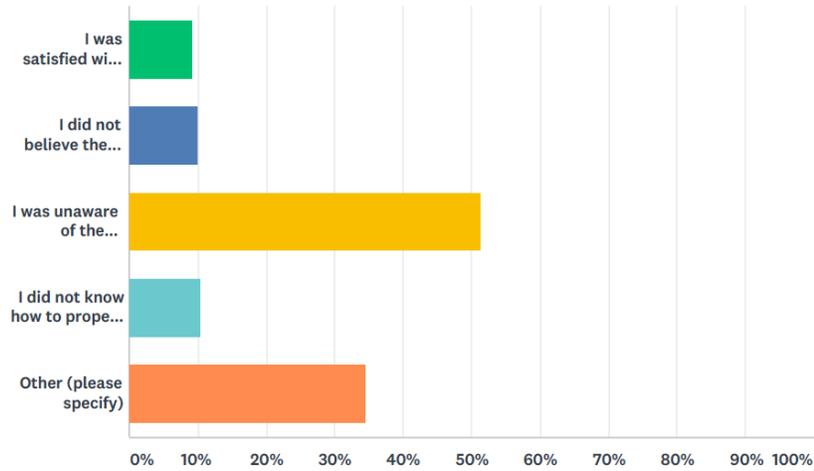
Answered: 614 Skipped: 505



ANSWER CHOICES	RESPONSES	
Yes	14.66%	90
No	85.34%	524
<b>TOTAL</b>		<b>614</b>

## If no, why not?

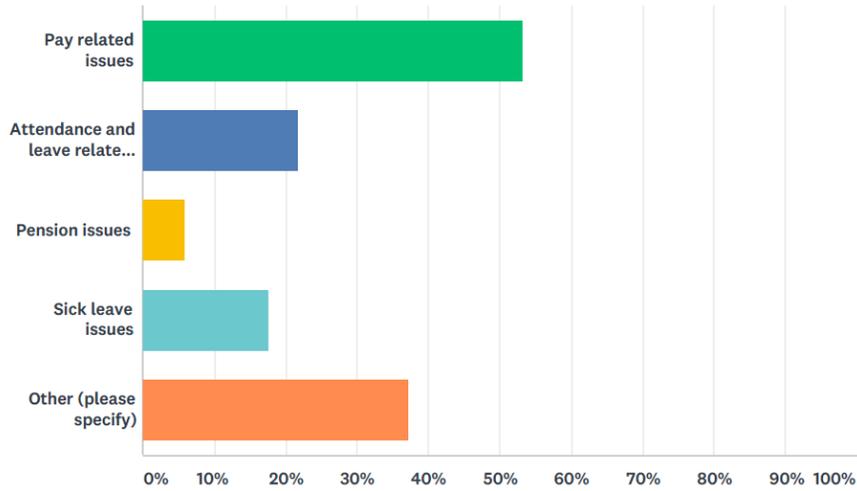
Answered: 548 Skipped: 571



ANSWER CHOICES	RESPONSES	
I was satisfied with the outcome	9.31%	51
I did not believe the complaint would have found in my favour	10.40%	57
I was unaware of the complaints procedure	51.28%	281
I did not know how to properly frame my complaint	10.40%	57
Other (please specify)	34.49%	189
Total Respondents: 548		

## What repercussions were there for you, if any, due to your difficulties with PeoplePoint?

Answered: 549 Skipped: 570



ANSWER CHOICES	RESPONSES	
Pay related issues	53.19%	292
Attendance and leave related issues	21.68%	119
Pension issues	5.83%	32
Sick leave issues	17.67%	97
Other (please specify)	37.16%	204
Total Respondents: 549		