



2017 HR Transformation Survey Frequently Asked Questions

I. Completing the Survey

1. Where can the survey be accessed?

The survey can be accessed here: http://kpmg.az1.qualtrics.com/jfe/form/SV_eWn8cQhHR46G3K5.

2. Can the survey be saved for later completion?

Yes, each time you advance to the next page of the survey the entire survey is saved. If you would like to exit the survey and return to it later, bookmark the survey URL for later use. If you want to assess your survey after you have completed and exited the entire survey, please contact HRSDsurvey@kpmg.com for assistance.

3. How long does it take to complete the survey?

The length of time to complete the survey varies by a client's individual situation, however we have heard feedback that on average it takes approximately 20-30 minutes to complete.

Please be as accurate as possible in your responses. Where precise data is not available, please estimate to the best of your ability. If a question is not applicable to your organization, please leave it blank, but overall please answer as many questions as possible.

You might find it helpful to complete the survey on paper first, passing specific pages to others in your organization for their input or validation on relevant sections. You then can key your responses into our online survey system.

To print a pdf version of the complete survey, click the "print survey" icon. Please note that this survey has different routing depending on how questions are answered, so not all respondents will answer all questions.

4. When does the survey need to be completed by?

The survey opens on February 1, 2017. All responses must be completed by March 31, 2017.

5. Who can be contacted for questions related to the survey?

For questions related to the survey, please email HRSDsurvey@kpmg.com.

II. General

6. Where can I find information about the 2016 survey results?

Highlights and summaries of the 2016 survey are available to the public. They can be found here: <https://home.kpmg.com/xx/en/home/insights/2016/02/announcing-the-2016-hr-transformation-survey.html>.

7. What is different in this year's survey?

The 2017 Human Resource Transformation (HRT) Survey is special; it marks the 20th anniversary this research program has been conducted. This year we continue to evolve the survey focus on topics such as HR Transformation, overall HR capability, driving value from the HR function, and emerging topics such as robotics and digital labor. We will also continue to gather data on more tactical HR technology related topics.

8. Who should participate in the survey?

We encourage any organization interested in learning more about HR service delivery, HR operations, HR metrics and HR technology to participate in the survey. The report is especially useful for organizations about



to embark on an HR transformation project, as it gives those organizations benchmarking data and information about trends across the globe as well as across their own regions and industries.

9. What are the benefits of participating in the survey?

Participants will receive an individual report so they can review how their specific organization compares to prevalent practices in HR around the world. KPMG will also develop additional collateral (e.g., blogs, report, slide share) based on the analysis of the research results that all survey participants will have the opportunity to access.

10. What industries and type of organizations does this survey go out to?

All industries and all organizational sizes.

11. Who is the best person at an organization to complete the survey?

While many times the VP of HR is the “sponsor” of the survey, it is typically filled out by a manager, director-level employee, or passed around the HR organization for input from several members of HR and IT.

12. After the survey closes, what is next?

The survey closes on Friday, March 31, 2017. All survey participants will receive a summary of the aggregate survey results at no charge in mid 2017. KPMG will also notify participants when additional collateral is available (e.g., blogs, report, slide share).

13. If I participated in the survey last year, then why should I participate this year?

1. There are changes. Even though many questions are the same, we have added a few new questions relative to the changing market and landscape. It will be interesting to see these results, which you will be able to access as a result of participating in the survey.
2. Trends are important. While your business and your HR answers may not have changed much since last year, collectively, a group of changes reported by all the participants add up to a trend that may be important to you.

III. Confidentiality

14. Is the survey confidential?

Yes, we care about maintaining the confidentiality of your data and make the following commitments:

- We will publicly release only aggregate data, not your specific responses.
- Your organization name will be included in a list of all survey participants for reporting, presentation and information-mailing purposes only if you opt-in to the first question below.
- As a survey participant, you are entitled to access a copy of aggregate survey results as well as to all research and thought leadership deliverables that KPMG will develop based on survey results available by mid-2017.