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Check out previous editions of GEMS Connect.

<http://jpa.gov.bn/gems/EN/downloads.htm>

The GEMS Survey – What We Said

The GEMS team recently conducted a survey to collect quantitative and qualitative information from HR Users and Self-Service Users that were involved in Release 1. This article will help us understand what the GEMS Survey is all about, how it will be conducted and more importantly what the GEMS team have learned from the results of the survey.

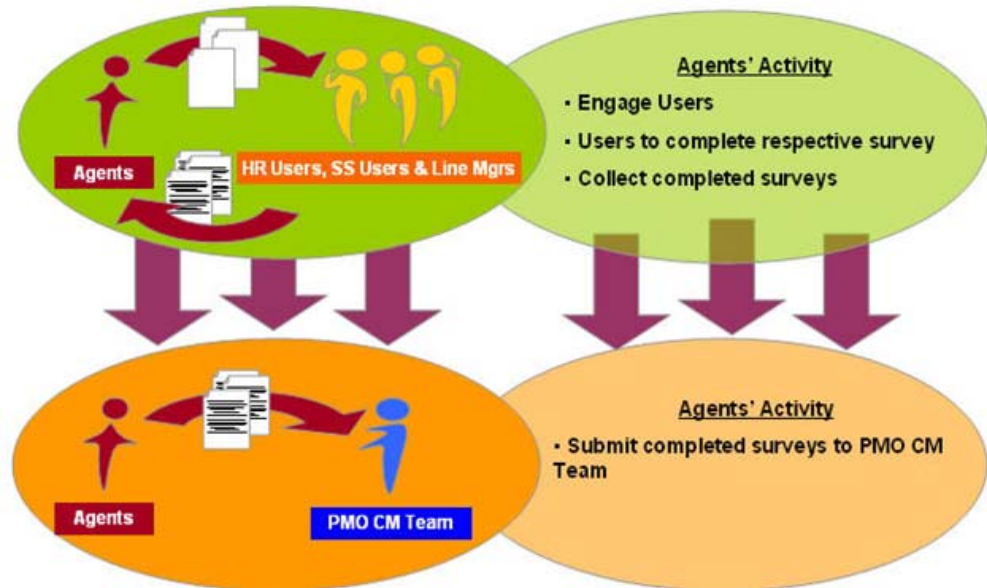
What is the GEMS Survey and Why Do We Need It?

As part of the project's communication effort, the GEMS Survey is an activity that collect feedbacks from GEMS users to understand how well GEMS is being accepted in our real-life work environment and determine areas in which the implementation approach can be improved for Release 2.

How Was It Conducted?

Survey Approach

Equipped with User Feedback Forms, our local Change Network Agents were tasked at engaging their respective HR Users and Self-Service Users in their department, ensured that they complete the forms and collect it back. Once all completed feedback forms are collected, the Change Agents will return it to the Change Management Team to process the results.





The GEMS Survey – What We Said (Contd.)

Type of Feedback Forms

There were two type of feedback forms specifically designed to capture the perspective of a HR User and a Self-Service User. There can be cases in which a HR User or a Self-Service User plays a dual role of being a Line Manager (otherwise known as a Departmental Manager) in GEMS. Line Managers were also taken into account when the feedback forms were developed to ensure the thoroughness and accuracy of the survey.

Form Type	Contents
<div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">HR Users</div> <hr/> <div style="border: 1px solid black; padding: 5px;">Line Managers</div>	<p>Target Audience : All HR Users for R1 and Line Managers</p> <p>Section A : Background Information & General Usability Section B : GEMS Support Section C : Effectiveness of GEMS to HR Users Section E : Improvements Section F : Contact Details</p> <p>Line Managers Only Section D : General Usability</p>
<div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">Self-Service Users</div> <hr/> <div style="border: 1px solid black; padding: 5px;">Line Managers</div>	<p>Target Audience : Self Service Users and Line Managers</p> <p>Self-Service Users and Line Managers Section A : Background Information Section B : Communication Effectiveness Section C : General Usability Section D : GEMS Support Section F : Improvements to GEMS Section G : Contact Details</p> <p>Line Managers Only Section E : General Usability</p>

A brief explanation on the different sections that was included in the feedback forms are provided below:

- **Background Information**
This section aims at finding out a little bit about us prior to filling up the form. Questions include, but not limited to, our department, position and the computer literacy level.
- **General Usability (Line Managers inclusive)**
This section determines how much we utilize the available functions of GEMS since 'Go-Live' day.
- **GEMS Support**
This section determines our awareness and usage level of the various support that GEMS has provided since 'Go-Live' day (16th April 2009).
- **Effectiveness of GEMS to HR Users**
This section aims at understanding the effectiveness of GEMS to our real work environment.
- **Improvements**
This section provides us with an opportunity to raise any areas of which GEMS can be improved on.
- **Contact Details (optional)**
This section allows us to choose if we would like to be contacted in the future for further clarification (if any).

Find out about the results of the GEMS Survey by going to [The GEMS Survey – What We Said](http://jpa.gov.bn/gems/EN/Features_Bank/GEMS_Survey.htm)
 (http://jpa.gov.bn/gems/EN/Features_Bank/GEMS_Survey.htm)



Feedback Focus Group for Agents and Trainers

With the completion of the project's first release, the implementation team would like to obtain our local Change Agents and GEMS Trainers view on how well GEMS is being accepted in our workplace and the implementation approach that was used. This will allow the GEMS team to determine which areas of the implementation approach can be re-used or improved on for the second release. To obtain these views, two feedback focus group meetings were held separately for our Change Agents and Trainers respectively on the final week of June.

How was it conducted?

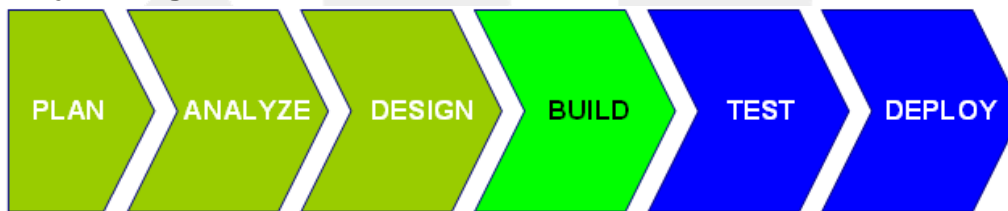
The feedback focus group was conducted in an exploratory manner where Change Agents and Trainers were free to discuss any issues and concerns that was raised at the time. Facilitated by the Change Management team, the discussions were based on the following topics:

- The HR Users and Self Service Users general consensus of GEMS
- The level of acceptance of GEMS in our daily work life
- How well our departmental managers are accepting GEMS
- What significant concerns are there with the implementation of GEMS in R1 (Release 1)

Find out what our local Change Agents and Trainers said by going to [Feedback Focus Group for Agents and Trainers](http://jpa.gov.bn/gems/EN/Features_Bank/GEMS_Agents_N_Trainers_Focus_Group.htm) (http://jpa.gov.bn/gems/EN/Features_Bank/GEMS_Agents_N_Trainers_Focus_Group.htm)

Where is GEMS Now?

Project Progress for Release 2



At this point in time, the GEMS team is in mid-way of the **BUILD** stage where different components of GEMS will be developed and customized, and the default settings of how the system operates will be configured. Additionally new Change Champions and Agents have been appointed to lead the Change Network Agents from the Public Service Department (PSD) and the GEMS Survey activity will officially come to a close.

Find out more of the project progress for **July to August 2009** (<http://jpa.gov.bn/gems/EN/progress.htm>)

GEMS Latest FAQs

Do you have any questions about GEMS? Do you have any suggestions about the GEMS? Email them to gems@psd.gov.bn. Your questions will be answered, published in the next edition of GEMS Connect and made available in the website.