

# **SURVEY OF STATE EMPLOYEES**

**Edison Enterprise Resource Planning System**

**Compilation of Responses to Survey Provided  
by Users of the Human Capital Management  
Component of the Edison Enterprise  
Resource Planning System**

**May 2009**



**STATE OF TENNESSEE  
COMPTROLLER OF THE TREASURY**

**Department of Audit  
Division of State Audit**



## **Comptroller Survey of State Employees Paid Through Edison**

The Office of the Comptroller of the Treasury has been asked by the legislature to obtain information from state employees about the performance of Edison's Human Capital Management (HCM) component (Payroll and Benefits).

We are sending this survey by e-mail to state employees who have e-mail addresses and who are paid through Edison's HCM component. Please answer all questions from your own PERSONAL EXPERIENCE, and not from what you have heard from others.

It is very important that we achieve a high response rate so our analysis of the performance of the Edison HCM component will be based on the perspectives of a majority of state employees rather than just a few. Therefore, we strongly encourage you to respond. Because of the short time frame for this survey, we also strongly encourage you to respond quickly. All responses are due by Friday, May 1, 2009, at 4:30 p.m., Central Time.

This survey will only be sent to you one time. You will not receive a follow-up survey or a second request for a response.

For the check-off questions, only aggregate information will be reported. For example, of 20,000 respondents, 200 (1%) reported problems with the correct calculation of pay. This example is for illustration purposes only.

### **ANONYMITY**

WE ARE UTILIZING A COMPUTER PROGRAM WHICH WILL ENSURE THAT ALL RESPONSES TO THE SURVEY WILL BE KEPT ANONYMOUS. The computer program will automatically tally all responses into totals by question. There is no way for us or any other party to trace your responses to you. With regard to any written comments you might provide, we would like to compile those comments and include them in our report. As with the check-off questions, your responses will be anonymous, and there is no way for us or any other party to trace your responses to you.

**COMPTROLLER OF THE TREASURY  
DIVISION OF STATE AUDIT**

**SUBJECT: PERFORMANCE OF EDISON'S HUMAN CAPITAL MANAGEMENT (HCM)  
COMPONENT (PAYROLL AND BENEFITS)**

There are 45 questions in this survey

## Demographic Information

**D1. In what branch of government do you work? \***

Please choose **only one** of the following:

Response	N	Percent
Executive	14,666	92.9%
Legislative	677	4.3%
Judicial	451	2.9%
Unrecorded response	1	0.0%
Total	15,795	100.0%

**D2. In what department of the Executive branch do you work? (If you feel that answering this question may reveal your identity, please select "No answer" at the bottom of the list.)**

[Only answer this question if you answered ‘Executive Branch (state departments and agencies)’ to question D1 ]

Please choose **only one** of the following:

Response	N
Department of Human Services	2,340
Department of Health	1,387
Department of Children’s Services	1,180
Department of Transportation	1,054
Department of Environment and Conservation	914
Department of Finance and Administration	701
Department of Labor and Workforce Development	673
Department of Mental Health and Developmental Disabilities	662
Department of Safety	556
Department of Correction	553
Department of Revenue	503
Tennessee Board of Probation and Parole	389
Division of Mental Retardation Services	315
Department of Education	287

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

<b>Response</b>	<b>N</b>
Department of Commerce and Insurance	264
Tennessee Bureau of Investigation	236
Tennessee Wildlife Resources Agency	196
Department of Human Resources	194
Department of General Services	178
Department of Agriculture	162
Bureau of TennCare	124
Tennessee Housing Development Agency	107
Department of Economic and Community Development	102
Department of Financial Institutions	76
Department of Military	70
Department of Veterans Affairs	42
TRICOR (Tennessee Rehabilitative Initiative in Correction)	38
Tennessee Regulatory Authority (TRA)	27
Tennessee Arts Commission	26
Governor's Office	22
Commission on Aging and Disability	21
Department of Tourist Development	21
Tennessee Commission on Children and Youth	19
Alcoholic Beverage Commission	16
State Board of Education	11
Tennessee Advisory Commission on Intergovernmental Relations (TACIR)	11
Tennessee Human Rights Commission	10
Department of Homeland Security	9
Office of e-Health Initiatives	7
Tennessee Health Services and Development Agency	5
Tennessee Registry of Election Finance	2
Tennessee Ethics Commission	1
No answer	1,156
Total	14,667

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**D3. In what department of the Judicial branch do you work? (If you feel that answering this question may reveal your identity, please select "No answer" at the bottom of the list.)**

[Only answer this question if you answered ‘Judicial Branch (Attorney General, Court Officials)’ to question ‘D1 ]

**Please choose only one of the following:**

<b>Response</b>	<b>N</b>
Attorney General and Reporter	177
State Courts - Supreme Court and Appellate Courts	122
Judicial Boards, Commissions, Conferences and Committees	48
Tennessee Council of Juvenile and Family Court Judges	4
No Answer	100
Total	451

**D4. In what department of the Legislative branch do you work? (If you feel that answering this question may reveal your identity, please select "No answer" at the bottom of the list.)**

[Only answer this question if you answered ‘Legislative Branch (Senators, Representatives, Constitutional Officers, legislative staff)’ to question ‘D1 ]

**Please choose only one of the following:**

<b>Response</b>	<b>N</b>
Comptroller of the Treasury	315
Treasury Department	112
Secretary of State	109
General Assembly – The State of Tennessee Senate and House of Representatives	48
Legislative Joint Committees	20
Tennessee House of Representative Committees	10
Tennessee Senate Committees	5
No Answer	58
Total	677

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**D5. How long have you been employed in Tennessee state government? \***

Please choose **only one** of the following:

Response	N	Percent
less than 6 months	255	1.6%
6 months - 1 year	310	2.0%
1 year - 5 years	3,615	22.9%
5 years - 10 years	3,160	20.0%
10 years - 20 years	3,520	22.3%
20 years - 30 years	3,304	20.9%
Over 30 years	1,630	10.3%
Unrecorded response	1	0.0%
Total	15,795	100.0%

**D6. Do you enter your own time or does someone enter your time for you? \***

Please choose **only one** of the following:

Response	N	Percent
I enter my own time	10,951	69.3%
Someone else enters my time for me	4,844	30.7%
Total	15,795	100.0%

**D7. How often are you paid? \***

Please choose **only one** of the following:

Response	N	Percent
Semi-monthly	14,580	92.3%
Monthly	1,214	7.7%
Unrecorded response	1	0.0%
Total	15,795	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

## Edison HCM Component Questions

The Edison HCM component was implemented September 16, 2008. March 31, 2009, marks six months' experience with the new Edison HCM component.

**1. Have you personally experienced any payroll or benefits issues with the Edison HCM component? \***

Please choose **only one** of the following:

Response	N	Percent
Yes	3,624	22.9%
No	12,171	77.1%
Total	15,795	100.0%

**2. Please check the type of problem experienced and when the problem occurred.**

[Only answer this question if you answered 'Yes' to question 1 ]

Check any that apply:

	September	October	November	December	January	February	March	April
Payment of salary	119	144	123	137	155	185	154	121
Calculation of pay	203	235	262	263	269	282	246	229
Calculation of annual leave balance	232	283	300	319	374	513	414	285
Calculation of sick leave balance	188	230	264	265	312	419	349	249
Calculation of overtime	155	186	186	188	218	215	211	179
Calculation of compensatory time	129	161	161	155	171	186	180	136
Payment of longevity	39	102	89	95	103	297	138	100
Calculation of longevity	56	92	105	90	103	160	108	98
Calculation of deduction for health insurance	41	62	65	97	128	122	107	78
Disenrollment from health insurance	27	43	48	64	65	47	43	30
Calculation of deduction for retirement program (401K)	25	27	36	44	49	55	33	25

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

	September	October	November	December	January	February	March	April
Calculation of deduction for retirement program (457b)	11	9	11	12	11	14	9	9
Calculation of taxes	49	65	60	71	76	84	66	69
W-2 information	45	35	29	35	62	50	34	30
Other	446	405	399	408	496	475	476	480

**3. Please write a short description of the problem:**

[Only answer this question if you answered ‘Yes’ to question 1 *and* if you identified a problem as ‘Other’ in the table above.]

There were 1,014 responses.

**4. Were your issues resolved? \***

[Only answer this question if you answered ‘Yes’ to question 1 ]

Please choose **only one** of the following:

Response	N	Percent
Yes	2,064	57.0%
No	1,560	43.0%
Total	3,624	100.0%

Make a comment on your choice here: There were 2,105 responses.

**5. What is the current status of your problem? \***

[Only answer this question if you answered ‘Yes’ to question 1 *and* if you answered ‘No’ to question 4.]

Please choose **only one** of the following:

Response	N	Percent
Open, pending, being addressed	237	15.2%
Open, pending, not being addressed	306	19.6%
Don’t know the current status	1,017	65.2%
Total	1,560	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**6. Who resolved your issues?**

[Only answer this question if you answered ‘Yes’ to question 1 *and* if you answered ‘Yes’ to question 4.]

Please choose **all** that apply:

Self	Supervisor	Agency Administrative Staff	Edison Help Desk	F&A Benefits Administration	F&A Payroll	Other
490	333	758	211	302	406	298

**7. Please identify who resolved your issues.**

[Only answer this question if you answered ‘Yes’ to question 1 *and* if you answered ‘Yes’ to question 4 *and* if you answered ‘Other’ to question 6.]

Please write your answer here: There were 256 responses.

**8. In your opinion, was the resolution prompt? \***

[Only answer this question if you answered ‘Yes’ to question 1 *and* if you answered ‘Yes’ to question 4. ]

Please choose **only one** of the following:

Response	N	Percent
Yes	1,127	54.6%
No	937	45.4%
Total	2,064	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**9. Did the resolution occur: \***

[Only answer this question if you answered ‘Yes’ to question 1 *and* if you answered ‘Yes’ to question 4.]

Please choose **only one** of the following:

<b>Response</b>	<b>N</b>	<b>Percent</b>
Within 1 day	252	12.2%
Within 3 days	292	14.2%
Within 5 days	231	11.2%
Within 10 days	245	11.9%
Within 30 days	492	23.8%
Within 60 days	257	12.5%
Over 60 days	295	14.3%
Total	2,064	100.0%

**10. Was your insurance coverage negatively affected in any way? \***

[Only answer this question if you answered ‘Yes’ to question 1 ]

Please choose **only one** of the following:

<b>Response</b>	<b>N</b>	<b>Percent</b>
Yes	221	6.1%
No	3,403	93.9%
Total	3,624	100.0%

**11. Please describe what happened and the impact it had on you:**

[Only answer this question if you answered ‘Yes’ to question 1 *and* if you answered ‘Yes’ to question 10 ]

Please write your answer here: There were 209 responses.

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**12. Did you experience any effects because of miscalculations in payroll, such as increased interest payments or late mortgage payments? \***

[Only answer this question if you answered ‘Yes’ to question 1.]

Please choose **only one** of the following:

Response	N	Percent
Yes	325	9.0%
No	3,299	91.0%
Total	3,624	100.0%

**13. What effects did you experience?**

[Only answer this question if you answered ‘Yes’ to question 1 *and* if you answered ‘Yes’ to question 12.]

Please choose **all** that apply:

Yes, I had to pay extra interest	Yes, I had to make my mortgage payment late	Yes, I experienced other effects
103	99	221

**14. Please write a short description of the effects you experienced.**

[Only answer this question if you answered ‘Yes’ to question 1 *and* if you answered ‘Yes, I experienced other effects’ to question 13 *and* if you answered ‘Yes’ to question 12.]

Please write your answer here: There were 198 responses.

**15. In your opinion, have you been treated courteously during the resolution process? \***

[Only answer this question if you answered ‘Yes’ to question 1.]

Please choose **only one** of the following:

Response	N	Percent
Yes	2,933	80.9%
No	691	19.1%
Total	3,624	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**16. In what way did you feel that you were not treated courteously? \***

[Only answer this question if you answered ‘Yes’ to question 1 *and* if you answered ‘No’ to question 15.]

Please write your answer here: There were 690 responses.

**17. How satisfied are you with the Edison complaint resolution process?\***

[Only answer this question if you answered ‘Yes’ to question 1.]

Please choose the appropriate response for each item:

<b>Response</b>	<b>N</b>	<b>Percent</b>
1 (Very Unsatisfied)	832	23.0%
2	409	11.3%
3	408	11.3%
4	366	10.1%
5 (Somewhat Satisfied)	989	27.3%
6	208	5.7%
7	199	5.5%
8	104	2.9%
9 (Very Satisfied)	109	3.0%
Total	3,624	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**18. In your opinion, were the problems that you experienced the result of computer programming errors, human errors in accurately completing paperwork or filing paperwork timely, or a combination of both? \***

[Only answer this question if you answered ‘Yes’ to question 1.]

Please choose **only one** of the following:

Response	N	Percent
Issues were all due to computer programming issues	1,240	34.2%
Issues were mostly due to computer programming errors, with some due to human errors	564	15.6%
Issues were half due to computer programming errors and half due to human errors	355	9.8%
Issues were mostly due to human errors, with some due to computer programming errors	197	5.4%
Issues were all due to human errors	196	5.4%
Not sure	1,072	29.6%
Total	3,624	100.0%

**19. How satisfied are you with the performance of the Edison HCM component?**

Please choose the appropriate response for each item:

Response	N	Percent
1 (Very Unsatisfied)	1,900	12.0%
2	1,265	8.0%
3	1,306	8.3%
4	1,245	7.9%
5 (Somewhat Satisfied)	3,867	24.5%
6	1,207	7.6%
7	1,557	9.9%
8	1,303	8.3%
9 (Very Satisfied)	1,315	8.3%
No Answer	830	5.3%
Total	15,795	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**20. The Edison HCM component was implemented September 16, 2008. As of March 31, 2009, state employees have 6 months' experience with the Edison HCM component. In your opinion, is the performance of the Edison HCM component better, the same, or worse at the end of six months? \***

Please choose **only one** of the following:

Response	N	Percent
Better	4,020	25.5%
Same	8,028	50.8%
Worse	1,882	11.9%
Not Sure	1,865	11.8%
Total	15,795	100.0%

**21. If you have a complaint about the Edison HCM component, do you know who to contact? \***

Please choose **only one** of the following:

Response	N	Percent
Yes	10,415	65.9%
No	5,380	34.1%
Total	15,795	100.0%

**22. Do you have adequate access to computers to input your Edison payroll information and to view your Edison payroll records? \***

Please choose **only one** of the following:

Response	N	Percent
Yes	15,386	97.4%
No	409	2.6%
Total	15,795	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**23. Did you receive training in advance of implementation of the Edison HCM component, which occurred on September 16, 2008? \***

[Only answer this question if you have NOT answered ‘less than 6 months’ to question D4.]

Please choose **only one** of the following:

Response	N	Percent
Yes	12,481	80.3%
No	3,057	19.7%
Unrecorded response	2	0.0%
Total	15,540	100.0%

**24. In your opinion, how helpful was the training you received? \***

[Only answer this question if you have NOT answered ‘less than 6 months’ to question D4 and if you answered ‘Yes’ to question 23.]

Please choose the appropriate response for each item:

Response	N	Percent
1 (Not Helpful)	1,193	9.6%
2	1,246	10.0%
3	1,170	9.4%
4	910	7.3%
5 (Somewhat Helpful)	3,787	30.3%
6	1,283	10.3%
7	1,315	10.5%
8	653	5.2%
9 (Very Helpful)	924	7.4%
Total	12,481	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**25. Did you receive training after implementation of the Edison HCM component, which occurred on September 16, 2008? \***

Please choose **only one** of the following:

Response	N	Percent
Yes	6,445	40.8%
No	9,350	59.2%
Total	15,795	100.0%

**26. In your opinion, how helpful was the training you received? \***

[Only answer this question if you answered ‘Yes’ to question 25.]

Please choose the appropriate response for each item:

Response	N	Percent
1 (Not Helpful)	458	7.1%
2	491	7.6%
3	484	7.5%
4	413	6.4%
5 (Somewhat Helpful)	1,944	30.2%
6	785	12.2%
7	787	12.2%
8	447	6.9%
9 (Very Helpful)	636	9.9%
Total	6,445	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**27. From your perspective, do you think the problems experienced with the Edison HCM component are typical start-up matters or more serious? \***

Please choose **only one** of the following:

<b>Response</b>	<b>N</b>	<b>Percent</b>
I am not aware of any problems with the Edison HCM component	1,357	8.6
The issues appear to be expected and typical start-up issues that will diminish as the system matures	4,144	26.2
The issues appear to be more serious than expected and typical start up issues, but manageable as the system matures	4,164	26.4
The issues appear to be serious systemic matters; I doubt they can be resolved	2,516	15.9
The issues appear to be fatal flaws that show that the system is broken beyond repair and should be replaced	868	5.5
Not sure	2,746	17.4
Total	15,795	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**28. How would you compare the performance of the Edison HCM component with that of the previous payroll and benefits system? \***

[Only answer this question if you have NOT answered ‘less than 6 months’ to question D4.]

Please choose the appropriate response for each item:

Response	N	Percent
1 (Much worse)	2,914	18.8%
2	1,361	8.8%
3 (Somewhat worse)	2,855	18.4%
4	1,758	11.3%
5 (Same)	2,202	14.2%
6	880	5.7%
7 (Somewhat better)	1,939	12.5%
8	808	5.2%
9 (Much better)	822	5.3%
Unrecorded response	1	0.0%
Total	15,540	100.0

**29. Since implementation, has the Edison HCM component required more, the same, or less of your time to maintain your individual payroll and benefit information? \***

[Only answer this question if you answered ‘less than 6 months’ to question D4.]

(Note: The logic noted above was incorrect for this question, rendering the data collected not usable.)

**30. Have you been discouraged or pressured in any way to not discuss problems with the Edison HCM component? \***

Please choose **only one** of the following:

Response	N	Percent
Yes	733	4.6%
No	15,062	95.4%
Total	15,795	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**31. Please describe the situation:**

[Only answer this question if you answered ‘Yes’ to question 30.]

Please write your answer here: There were 623 responses.

**32. Have you been discouraged or pressured in any way to not contact Edison staff directly concerning any problems you experience? \***

Please choose **only one** of the following:

Response	N	Percent
Yes	943	6.0%
No	14,852	94.0%
Total	15,795	100.0%

**33. Please describe the situation:**

[Only answer this question if you answered ‘Yes’ to question 32.]

Please write your answer here: There were 823 responses.

**34. Would you feel uncomfortable discussing or criticizing the performance of the Edison HCM component to date? \***

Please choose **only one** of the following:

Response	N	Percent
Yes	1,602	10.1%
No	14,193	89.9%
Total	15,795	100.0%

**35. Please explain:**

[Only answer this question if you answered ‘Yes’ to question 34.]

Please write your answer here: There were 1,096 responses.

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**36. Are you experiencing a current problem with Edison’s HCM component today? \***

Please choose **only one** of the following:

<b>Response</b>	<b>N</b>	<b>Percent</b>
Yes	2,484	15.7%
No	13,311	84.3%
Total	15,795	100.0%

**37. As stated in the introduction, your comments are completely anonymous. With regard to any written comments you might provide, we would like to compile those comments and include them in our report. Please consider if you wish to include any personal identifying information in these comments. If you would like to provide comments on Edison that may be compiled or summarized and included in our report, please provide them here:**

Please write your answer here: There were 7,798 responses.

**38. If you would like to comment on Edison, but not have your comments included in our report, please provide them here:**

Please write your answer here: There were 1,536 responses.

**Thank you for completing this survey.**

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.