

SURVEY OF STATE EMPLOYEES

Edison Enterprise Resource Planning System

**Compilation of Responses to Survey Provided
by Human Resource Directors Regarding 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 HR Directors

This survey is being sent by e-mail to state HR Directors in state agencies, as identified by the Department of Human Resources, where state employees are paid through the Edison HCM component.

It is very important that we achieve a high response rate to obtain an accurate assessment of the performance of the Edison HCM component from the perspective of state HR Directors. Therefore, we strongly encourage you to respond.

Because of the short timeframe for this survey, we also strongly encourage you to respond quickly. All responses are due by Wednesday, May 13, 2009, at 4:30 p.m., Central Time.

For the check-off questions, only aggregate information will be reported. For example, of 50 respondents, 1 (2%) reported problems with the correct calculation of pay due. 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.

CONTACT INFORMATION

If you have a specific existing payroll or benefit issue relating to Edison, you want the issue to be addressed by Edison staff, and providing personally identifiable information is acceptable to you, please send your information to edison.survey@tn.gov. The Office of the Comptroller of the Treasury would like to monitor the progress of any issues brought to the attention to Edison staff in this way, and requests that you would copy your e-mail to igedison.survey@tn.gov. Issues sent to these e-mail addresses are independent and separate from the Comptroller's survey of the Edison HCM component.

COMPTROLLER OF THE TREASURY DIVISION OF STATE AUDIT

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

There are 53 questions in this survey

* 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 any of your agency's employees experienced any payroll or benefits issues with the Edison HCM component? *

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

Response	N	Percent
Yes	29	90.6%
No	3	9.4%
Total	32	100.0%

2. Please check the issues experienced and when the issues 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	8	7	10	7	8	12	9	7
Calculation of pay	6	6	9	8	9	8	5	7
Calculation of annual leave balance	9	8	7	8	8	8	5	6
Calculation of sick leave balance	6	7	7	4	4	6	4	2
Calculation of overtime	3	4	3	3	3	4	4	3
Calculation of compensatory time	2	3	2	5	4	3	4	3
Payment of longevity	2	2	3	2	6	24	5	5
Calculation of longevity	4	4	6	4	6	11	7	4
Calculation of deduction for health insurance	8	11	12	14	17	18	11	9
Disenrollment from health insurance	10	8	8	8	7	6	5	3
Calculation of deduction for retirement program (401K)	0	1	3	3	2	2	1	2

* 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)	0	1	2	2	1	0	0	0
Calculation of taxes	4	3	3	3	3	1	3	3
W-2 information	0	0	0	0	2	0	0	0
Other	3	4	3	4	6	4	5	5

3. Please write a short description of the other issue: *

[Only answer this question if you answered 'Yes' to question 1 *and* if you answered 'Other' to question 2.]

Please write your answer here: There were eight responses.

4. Please estimate the number of discrete instances of each type of issue since implementation of the Edison HCM component. If there are no instances, please enter "0." *

Issue	N
Calculation of annual leave balance	1,483
Calculation of sick leave balance	1,411
Payment of longevity	489
Calculation of longevity	347
Calculation of deduction for health insurance	245
Disenrollment from health insurance	216
Calculation of overtime	201
Calculation of pay	165
Payment of salary	162
Calculation of compensatory time	108
Other	88
Calculation of taxes	62
Calculation of deduction for retirement program (401K)	36
Calculation of deduction for retirement program (457b)	17
W-2 information	9

* Denotes a mandatory question

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

5. Were the issues resolved? *

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

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

Response	N	Percent
All of the time	10	34.5%
Most of the time	15	51.7%
Half of the time	2	6.9%
Some of the time	2	6.9%
None of the time	0	0.0%
Total	29	100.0%

Make a comment on your choice here: There were 19 responses.

6. Please estimate the number of current, unresolved discrete instances of each type of issue. If there are no instances, please enter "0." *

Please write your answer(s) here:

Issue	N
Calculation of deduction for health insurance	65
Calculation of annual leave balance	47
Calculation of longevity	46
Calculation of pay	28
Calculation of overtime	25
Payment of longevity	22
Other	12
Calculation of compensatory time	7
Payment of salary	5
Calculation of sick leave balance	5
Calculation of taxes	3
Disenrollment from health insurance	2
Calculation of deduction for retirement program (457b)	1
Calculation of deduction for retirement program (401K)	0
W-2 information	0

7. Who resolved the issues?

[Only answer this question if you answered ‘Yes’ to question 1 *and* if you answered ‘Most of the time’ or ‘Half of the time’ or ‘Some of the time’ or ‘All of the time’ to question 5.]

* Denotes a mandatory question

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

Please choose **all** that apply:

Employee	Supervisor	Agency Administrative Staff	Edison Help Desk	F&A Benefits Administration	F&A Payroll	Other
12	1	21	8	17	17	12

8. Please identify "other" who resolved the issue. *

[Only answer this question if you answered ‘Yes’ to question 1 *and* if you answered ‘Most of the time’ or ‘All of the time’ or ‘Some of the time’ or ‘Half of the time’ to question 5 *and* if you answered ‘Other’ to question 7.]

Please write your answer here: There were 12 responses.

9. In your opinion, were the employees’ issues resolved promptly? *

[Only answer this question if you answered ‘Yes’ to question 1 *and* if you answered ‘Some of the time’ or ‘Half of the time’ or ‘Most of the time’ or ‘All of the time’ to question 5.]

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

Response	N	Percent
All of the time	2	6.9%
Most of the time	3	10.3%
Half of the time	8	27.6%
Some of the time	12	41.4%
None of the time	4	13.8%
Total	29	100.0%

* Denotes a mandatory question

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

10. Were your agency’s employees’ 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:

Response	N	Percent
Yes	23	79.3%
No	6	20.7%
Total	29	100.0%

11. Please describe what happened: *

[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 23 responses.

12. Did your agency’s employees 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	8	27.6%
No	21	72.4%
Total	29	100.0%

13. Please describe what happened: *

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

Please write your answer here: There were eight responses.

* Denotes a mandatory question

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

14. In your opinion, were you 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	19	65.5%
No	10	34.5%
Total	29	100.0%

15. 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 14.]

Please write your answer here: There were ten responses.

16. In your opinion, were your agency's employees 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	20	69.0%
No	9	31.0%
Total	29	100.0%

17. In what way did you feel that your agency's employees were not treated courteously? *

[Only answer this question if you answered 'Yes' to question 1 *and* if you answered 'No' to question 16.]

Please write your answer here: There were nine responses.

* Denotes a mandatory question

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

18. 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:

Response	N	Percent
1 (Very Unsatisfied)	3	10.3%
2	5	17.2%
3	7	24.1%
4	7	24.1%
5 (Somewhat Satisfied)	5	17.2%
6	0	0.0%
7	0	0.0%
8	0	0.0%
9 (Very Satisfied)	2	6.9%
Total	29	100.0%

19. In your opinion, were the issues that you have encountered the result of computer programming errors, human errors in data entry, 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	2	6.9%
Issues were mostly due to computer programming errors, with some due to human errors	16	55.2%
Issues were half due to computer programming errors and half due to human errors	5	17.2%
Issues were mostly due to human errors, with some due to computer programming errors	4	13.8%
Issues were all due to human errors	0	0.0%
Not sure	2	6.9%
Total	29	100.0%

* Denotes a mandatory question

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

20. In your opinion, what are the five highest priority issues in order of importance?

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

Please number each box in order of preference from 1 to 14.

	1	2	3	4	5
Payment of salary (a)	21	3	0	1	0
Calculation of pay (b)	2	8	6	0	2
Calculation of annual leave balance (c)	0	0	1	3	1
Calculation of sick leave balance (d)	0	0	1	2	1
Calculation of overtime (e)	1	0	4	4	3
Calculation of compensatory time (f)	0	0	1	1	4
Payment of longevity (g)	0	4	2	3	9
Calculation of longevity (h)	0	0	1	2	2
Calculation of deduction for health insurance (i)	2	3	5	6	1
Disenrollment from health insurance (j)	2	9	7	2	2
Calculation of deduction for retirement program (401K) (k)	0	0	0	1	0
Calculation of deduction for retirement program (457b) (l)	0	0	0	0	1
W-2 information (m)	0	0	0	2	1
Other (n)	0	0	0	1	0

21. Please identify the other high priority issue: *

[Only answer this question if you answered ‘Other’ to question 20.]

There was one response.

* Denotes a mandatory question

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

22. 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)	3	9.4%
2	2	6.3%
3	6	18.8%
4	5	15.6%
5 (Somewhat Satisfied)	8	25.0%
6	3	9.4%
7	4	12.5%
8	1	3.1%
9 (Very Satisfied)	0	0.0%
Total	32	100.0%

23. 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	15	46.9%
Same	14	43.8%
Worse	2	6.3%
Not Sure	1	3.1%
Total	32	100.0%

24. 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	26	81.3%
No	6	18.8%
Total	32	100.0%

* Denotes a mandatory question

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

25. Do your agency’s employees have adequate access to computers to input Edison Payroll information and to view Edison Payroll records? *

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

Response	N	Percent
Yes	27	84.4%
No	5	15.6%
Total	32	100.0%

26. Did your agency’s employees receive training in advance of implementation of the Edison HCM component, which occurred on September 16, 2008? *

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

Response	N	Percent
Yes	29	90.6%
No	3	9.4%
Total	32	100.0%

27. In your opinion, how helpful was the training your agency’s employees received? *

[Only answer this question if you answered ‘Yes’ to question 26.]

Please choose the appropriate response for each item:

Response	N	Percent
1 (Not Helpful)	0	0.0%
2	7	24.1%
3	2	6.9%
4	1	3.5%
5 (Somewhat Helpful)	14	48.3%
6	3	10.3%
7	1	3.5%
8	1	3.5%
9 (Very Helpful)	0	0.0%
Total	29	100.0%

* Denotes a mandatory question

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

28. Did your entity’s employees 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	23	71.9%
No	9	28.1%
Total	32	100.0%

29. In your opinion, how helpful was the training your agency’s employees received? *

[Only answer this question if you answered ‘Yes’ to question 27.]

Please choose the appropriate response for each item:

Response	N	Percent
1 (Not Helpful)	0	0.0%
2	2	24.1%
3	4	6.9%
4	3	3.5%
5 (Somewhat Helpful)	7	48.3%
6	6	10.3%
7	0	3.5%
8	1	3.5%
9 (Very Helpful)	0	0.0%
Total	23	100.0%

* Denotes a mandatory question

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

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

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

Response	N	Percent
I am not aware of any problems with the Edison HCM component	0	0.0%
The issues appear to be expected and typical start-up issues that will diminish as the system matures	2	6.3%
The issues appear to be more serious than expected and typical start up issues, but manageable as the system matures	20	62.5%
The issues appear to be serious systemic matters; I doubt they can be resolved	9	28.1%
The issues appear to be fatal flaws that show that the system is broken beyond repair and should be replaced	1	3.1%
Not sure	0	0.0%
Total	32	100.0%

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

Please choose the appropriate response for each item:

Response	N	Percent
1 (Much worse)	9	28.1
2	2	6.3
3 (Somewhat worse)	8	25.0
4	3	9.4
5 (Same)	3	9.4
6	1	3.1
7 (Somewhat better)	5	15.6
8	1	3.1
9 (Much better)	0	0.0
Total	32	100.0

* Denotes a mandatory question

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

32. During implementation (through October 31, 2008), did the Edison HCM component require more, the same, or less of HR staff time to maintain your agency's payroll and benefit information as compared to SEIS? *

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

Response	N	Percent
Over 100% more	7	21.9%
100% more	7	21.9%
90% more	1	3.1%
80% more	3	9.4%
70% more	4	12.5%
60% more	4	12.5%
50% more	3	9.4%
40% more	2	6.3%
30% more	1	3.1%
20% more	0	0.0%
10% more	0	0.0%
Same amount of time	0	0.0%
10% less	0	0.0%
20% less	0	0.0%
30% less	0	0.0%
40% less	0	0.0%
50% less	0	0.0%
60% less	0	0.0%
70% less	0	0.0%
80% less	0	0.0%
90% less	0	0.0%
100% less	0	0.0%
Total	32	100.0%

* Denotes a mandatory question

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

33. Currently, does the Edison HCM component require more, the same, or less of HR staff time to maintain your agency’s payroll and benefit information as compared to SEIS? *

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

Response	N	Percent
Over 100% more	5	15.6%
100% more	1	3.1%
90% more	0	0.0%
80% more	1	3.1%
70% more	3	9.4%
60% more	2	6.3%
50% more	7	21.9%
40% more	6	18.8%
30% more	3	9.4%
20% more	1	3.1%
10% more	1	3.1%
Same amount of time	1	3.1%
10% less	0	0.0%
20% less	1	3.1%
30% less	0	0.0%
40% less	0	0.0%
50% less	0	0.0%
60% less	0	0.0%
70% less	0	0.0%
80% less	0	0.0%
90% less	0	0.0%
100% less	0	0.0%
Total	32	100.0%

* Denotes a mandatory question

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

34. Comparing implementation (through October 31, 2008), to the present day, does the Edison HCM component require more, the same, or less of HR staff time to maintain your agency's payroll and benefit information? *

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

Response	N	Percent
Over 100% more	4	12.5%
100% more	1	3.1%
90% more	0	0.0%
80% more	1	3.1%
70% more	3	9.4%
60% more	3	9.4%
50% more	5	15.6%
40% more	2	6.3%
30% more	3	9.4%
20% more	2	6.3%
10% more	0	0.0%
Same amount of time	2	6.3%
10% less	0	0.0%
20% less	1	3.1%
30% less	2	6.3%
40% less	0	0.0%
50% less	1	3.1%
60% less	2	6.3%
70% less	0	0.0%
80% less	0	0.0%
90% less	0	0.0%
100% less	0	0.0%
Total	32	100.0%

* Denotes a mandatory question

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

35. During implementation (through October 31, 2008), did the Edison HCM component require more, the same, or less of agency staff time to maintain their payroll and benefit information as compared to SEIS? *

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

Response	N	Percent
Over 100% more	5	15.6%
100% more	3	9.4%
90% more	1	3.1%
80% more	4	12.5%
70% more	2	6.3%
60% more	3	9.4%
50% more	6	18.8%
40% more	2	6.3%
30% more	2	6.3%
20% more	2	6.3%
10% more	0	0.0%
Same amount of time	2	6.3%
10% less	0	0.0%
20% less	0	0.0%
30% less	0	0.0%
40% less	0	0.0%
50% less	0	0.0%
60% less	0	0.0%
70% less	0	0.0%
80% less	0	0.0%
90% less	0	0.0%
100% less	0	0.0%
Total	32	100.0%

* Denotes a mandatory question

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

36. Currently, does the Edison HCM component require more, the same, or less of agency staff time to maintain their payroll and benefit information as compared to SEIS? *

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

Response	N	Percent
Over 100% more	0	0.0%
100% more	4	12.5%
90% more	0	0.0%
80% more	1	3.1%
70% more	4	12.5%
60% more	2	6.3%
50% more	4	12.5%
40% more	3	9.4%
30% more	5	15.6%
20% more	4	12.5%
10% more	2	6.3%
Same amount of time	3	9.4%
10% less	0	0.0%
20% less	0	0.0%
30% less	0	0.0%
40% less	0	0.0%
50% less	0	0.0%
60% less	0	0.0%
70% less	0	0.0%
80% less	0	0.05
90% less	0	0.05
100% less	0	0.0%
Total	32	100.0%

* Denotes a mandatory question

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

37. Comparing implementation (through October 31, 2008), to the present day, does the Edison HCM component require more, the same, or less of agency staff time to maintain their payroll and benefit information as compared to SEIS? *

(Note: This question was worded incorrectly, which could have resulted in misinterpretation. Therefore, the data have not been tabulated.)

38. Is your agency maintaining a separate time reporting system in addition to the Edison HCM component? *

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

Response	N	Percent
Yes	11	34.4%
No	21	65.6%
Total	32	100.0%

39. How long does your agency intend to maintain a separate time reporting system? *

[Only answer this question if you answered ‘Yes’ to question 38].

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

Response	N	Percent
0 - 6 months	0	0.0%
6 months - 1 year	0	0.0%
1 year - 2 years	2	18.2%
Over 2 years	9	81.8%
Total	11	100.0%

40. 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	4	12.5%
No	28	87.5%
Total	32	100.0%

* Denotes a mandatory question

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

41. Please describe the situation: *

[Only answer this question if you answered 'Yes' to question 40.]

Please write your answer here: There were four responses.

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

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

Response	N	Percent
Yes	4	12.5%
No	28	87.5%
Total	32	100.0%

43. Please describe the situation: *

[Only answer this question if you answered 'Yes' to question 42.]

Please write your answer here: There were four responses.

44. 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	4	12.5%
No	28	87.5%
Total	32	100.0%

* Denotes a mandatory question

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

45. Please explain: *

[Only answer this question if you answered 'Yes' to question 44.]

Please write your answer here: There were four responses.

46. Have you been instructed to instruct any of your agency's employees not to discuss or criticize the performance of the Edison HCM component?*

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

Response	N	Percent
Yes	2	6.3
No	30	93.8
Total	32	100.0

47. Please identify by whom you were instructed, and what were the circumstances? *

[Only answer this question if you answered 'Yes' to question 46.]

Please write your answer here: There were two responses.

48. Have you instructed any of your agency's employees not to discuss or criticize the performance of the Edison HCM component? *

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

Response	N	Percent
Yes	3	9.4
No	29	90.6
Total	32	100.0

* Denotes a mandatory question

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

49. Please describe how many employees, and what were the circumstances? *

[Only answer this question if you answered ‘Yes’ to question 48.]

Please write your answer here: There were three responses.

50. Are your entity’s employees experiencing any issues with Edison’s HCM component today? *

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

Response	N	Percent
Yes	22	31.3
No	10	68.8
Total	32	100.0

51. Please describe the current issues with the Edison HCM component: *

[Only answer this question if you answered ‘Yes’ to question 50.]

Please write your answer here: There were 22 responses.

52. 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 20 responses.

53. 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 four responses.

* Denotes a mandatory question

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