

ORGANIZATION CULTURE – PNB

SURVEY GUIDE



1. **What is the objective of the culture survey?**

The objective of the culture survey is to understand the employee sentiments around organization culture and bring in the **desired cultural elements to life in the amalgamated entity promoting “One Bank” ideology.**

2. **Are my responses going to be confidential?**

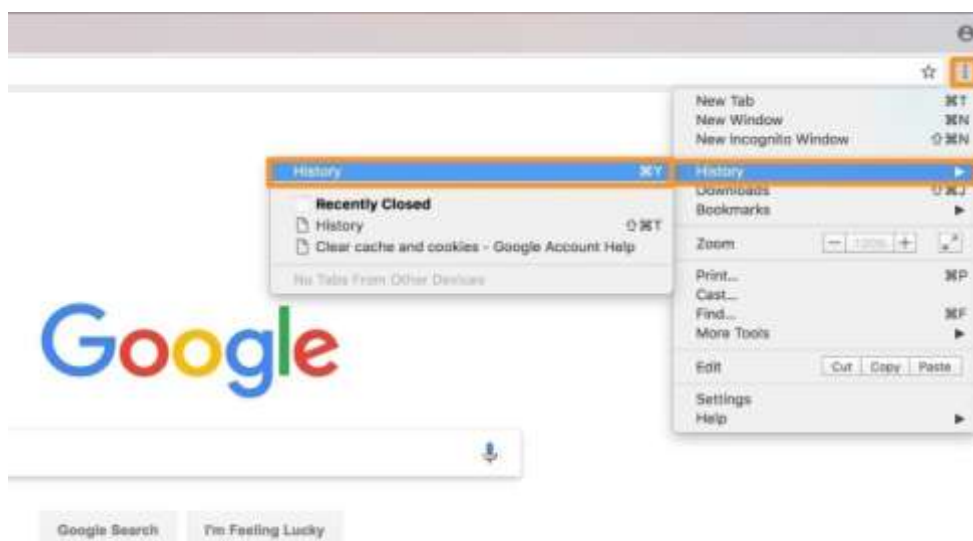
The Survey is administered in partnership with EY as an independent external consultant. Survey construct and technical platform **assures 100% confidentiality** of the responses and anonymity of the survey. Only EY representatives have access to the individual responses shared as part of the survey response and it will not be shared with PNB on an individual basis

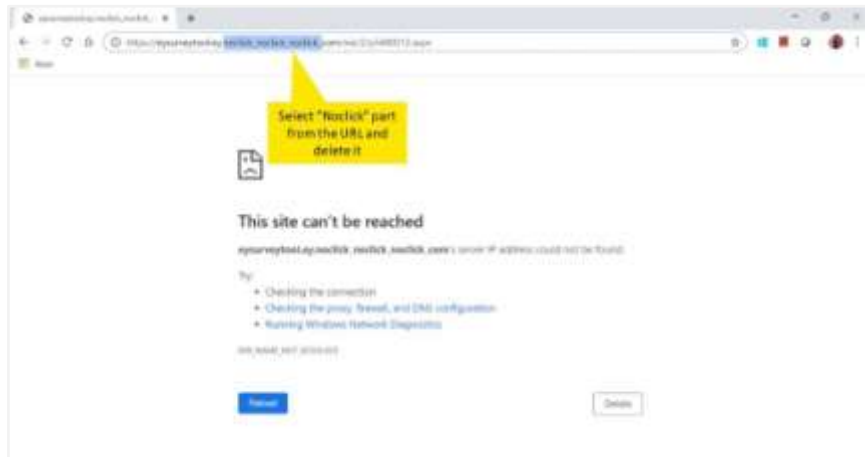
3. **How can I access this survey? What is the method?**

This is a restricted access survey, **hence employees who have unique official email ID or personal email ID (if no official ID is available) as listed on HRMS will get unique survey link to access.** Kindly click on that link or copy paste that link in the browser to access the survey. This unique survey link cannot be shared to any other employee as it is uniquely created for respective employees to **ensure no one outside the amalgamated entity has access to the survey.** Following few points will help you access survey without technical issues.

- Clear your **caches/ cache memory**
- In case the direct click does not work, copy paste the link on browser (In some cases, you may see word **“no click”** in the URL, if that is the case, the survey page will not load). Please delete that part from the URL and refresh the page of the survey to load.

Illustration to Clear Cache





Screenshot of “Noclick” error *(Only for cases where this suffix gets added to survey URL)*

4. What are the recommended browsers for this application?

EY Survey Tool has been thoroughly tested/validated to work with **Microsoft Internet Explorer, Chrome and Edge**. It is compatible with both smartphone and generic mobile device.

EY Survey Pre-requisites	
Element	Supported
Operating System	Any
Web Browser	Any browser supporting HTML 4.01/XHTML and CSS.

5. I don’t have a unique professional email ID assigned in the Bank; how can I complete the Survey?

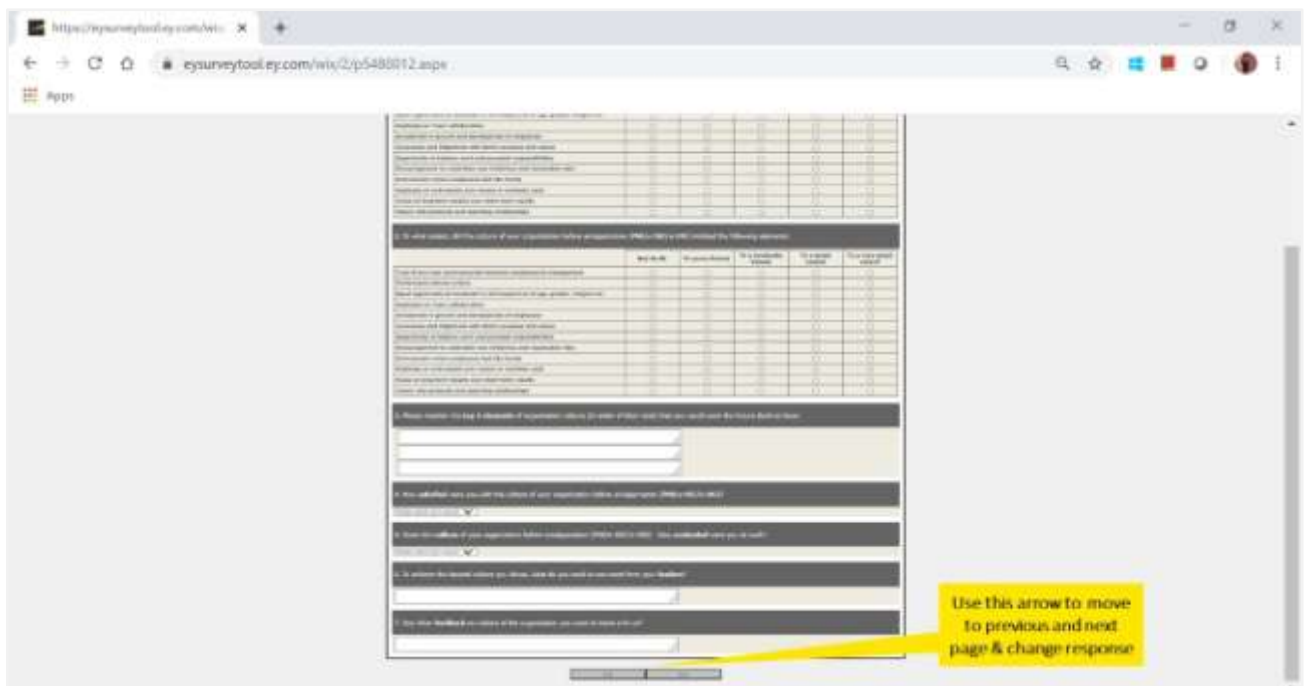
If there is no official email ID registered to you, but you have correctly recorded any personal email ID in HRMS, you should be able to see the survey invitation in the personal email. However, in absence of an official email ID and any mistake or unavailability of the email ID in HRMS, you will not be able to access the survey

6. How will my response impact the amalgamated entity?

Your honest responses would be critical for an accurate assessment of the organization’s culture and expectations which will be leveraged to prepare for action planning to align culture and prepare One Bank’s value statement.

7. Can I edit my responses after submission in the survey?

No, you **cannot edit your responses** once you have **completed the survey**. Although, before completion you can **move to previous pages to change your responses**.



8. **What will happen to my responses if I leave the survey in between without completing it?**
Your responses will be saved, and you will be able to continue the survey **automatically** from the last question you answered.
9. **Whom can I reach out to for solving the queries?**
In case you have any technical queries or need any technical assistance in completing the survey, please contact us on eysurvey@in.ey.com and kindly cc ankursaxena@pnb.co.in
You will receive the response within two business days.