

SURVEY FOR THE NECA EXCELLENCE AWARD

There are 56 questions and 14 attachments to be answered. Some of the questions require that documented evidence is attached. Each organization is to complete and submit ONE questionnaire only, double entries will be disqualified.

You will be graded automatically upon submission. Organizations that meet a threshold of 90% score will move to the second stage of Document Verification.

If less than five organizations reach the threshold of 90%, the Award Committee will review downwards the threshold score to accommodate a minimum of five organizations in the Second Stage.

The Process:

1. There will be document verification by a Jury.
2. The Jury will empirically select the best three organizations based on verified submitted documents.
3. The best three organizations, according to the Jury will be presented to the Judges for validation.
4. The Jury may call for the submission of OTHER DOCUMENTS not listed in the questionnaire at the second stage in furtherance of the selection process.

Winners will be announced on **Tuesday, 29th November 2022** at Lagos Oriental Hotel, Victoria Island.


All questionnaires, companies' information and attached documents will be handled with the utmost confidentiality.

The deadline for submitting the questionnaire is midnight on **Friday, 21st October 2022**.

For further clarification, assistance, and other information, please, call 08069187180, 08055170579, 08101559208, or send an email to eea@neca.org.ng

PLEASE NOTE: When you submit your form, you should see a message **immediately informing you of your score**. If the page appears blank, please scroll up to see the message box. If, however, you do not receive immediate feedback of your score, it means there are errors on your form. Kindly scroll up to review your form for omissions. If you abandon the survey at this point, you will not earn any points and your submission will be marked incomplete. Pls WhatsApp 08101559208 if you suspect any issue with your submission.

1. What Sector does your organization belong to? * 

LEADERSHIP AND GOVERNANCE

Good human resources management practices are facilitated by effective leadership and governance processes, practices, and systems.

Effective leadership and governance create a conducive environment for mainstreaming various human resources practices in an organization. It is about articulating the strategic future direction and getting management and employees to pursue it.

In line with this, please, assess the extent to which your organization is committed to effective leadership and governance practices by answering the next questions

2. Our organization's leadership sets a clear vision with recognizable goals for the organization and its employees. *

- Exceed
- Partially Exceed
- Fully Meet
- Does not Meet
- N/A

3. Our Organization has an effective governance structure that adheres to sound corporate governance principles *

- Yes **YES will require you to upload governance structure documents**
- No

4. Our organization's governance/ advisory Board regularly assesses the effectiveness of our relations with our customers, partners, suppliers, and other stakeholders. *

- Yes **YES will require supporting documents**
- No

5. Our organization's governance/ advisory Board has clearly defined roles and responsibilities that are separate from those of the staff. *

- Yes
- No

6. Our organization's governance/ advisory Board has a formal process of reviewing its own performance *

- Yes
- No

7. Our organization's governance/ advisory board has a clear method for recruiting and hiring the organization's chief executive and ensures there is a proper succession plan in place. *

- Yes
 No

8. Our company subjects itself to periodic audits and checks and responds to recommendations. *

- Always
 Usually
 Sometimes
 Rarely
 Never

9. Our organization implements a quality management system. e.g ISO *

- Yes **Yes, will require documentary evidence**
 No

10. Our company has in place appropriate risk management policies and processes *

- Yes **YES will require upload of documents**
 No

HUMAN RESOURCES MANAGEMENT EXCELLENCE

Effective management of human resources has a direct impact on the quality of service delivery, organizational climate, and industrial relations in an organization.

Successful implementation of HRM functions requires professionalism, use of best practices throughout the organization, and strategic positioning of HRM as a business partner.

Please, assess your organization's commitment to excellence in various HRM functions by answering the following questions

11. Our organization has HR management policies that are formalized, documented, approved by the relevant authority, regularly updated professionally *

- Strongly Agree
 Agree
 Disagree
 Strongly Disagree

12. HRM leadership participates in top decision-making organs of the organisation *

- Always
- Usually
- Sometimes
- Rarely
- Never

13. Our organization's HR Department works closely with line managers and other staff in the design and delivery of HR practices and in addressing HR issues *

- Always
- Usually
- Sometimes
- Rarely
- Never

14. Our organization maintains updated personnel files for all employees and has policies for access and appropriate use of this data. *

- True **Yes will require upload of documents**
- False

15. Our organization is seriously committed to implementing HR Management Systems / Softwares *

- Yes
- No

16. Our organization's HR department involves employees in any planned major change that may affect them before it happens. *

- Always
- Usually
- Sometimes
- Rarely
- Never

17. Our organization's HR Department measures the impact of HR on business results. *

- Yes
- No

18. Our organization allocates an adequate budget line for HRM activities *

Yes

No

19. Our organization has a labor relations and conflict resolution policy *

True **YES will require you to upload your policy document**

False

20. Our organization conducts post-training evaluations to measure the outcomes of training and the impact of training on organizational performance. *

Yes

No

21. Our organization has a performance planning and appraisal system through which organizational objectives are translated to individual employee objectives. *

Yes

No

22. Our organization has a process for managing or addressing unsatisfactory employee performance. *

True

False

23. My organisation has a condition of service or Employee handbook that is updated *

True **True will require you to upload employee handbook**

False

24. Our organization's HR department involves employees in any planned major change that may affect them before it happens. *

Always

Usually

Sometimes

Rarely

Never

25. Our organization allocates an adequate budget line for HRM activities *

Always

Usually

- Sometimes
- Rarely
- Never

26. Our organization conducts post-training evaluations to measure the outcomes of training and the impact of training on organizational performance *

- Always
- Usually
- Sometimes
- Rarely
- Never

27. Our organization has a performance planning and appraisal system through which organizational objectives are translated to individual employee objectives *

- True
- False

28. Our organization set clear goals for every employee and follows them closely. *

- True
- False

29. Our organization has qualified and experienced HR staff who maintain HR functions. *

- High Quality
- Low Quality

TECHNOLOGY OPTIMIZATION

Modern organizations are increasingly investing in the use and management of new technology to create a competitive advantage.

New technology is the application of new knowledge, skills, tools, equipment, and machines to make goods or to provide services. To succeed, employees need to be readily and effectively engaged to enhance their ability in the application of new technologies.

To gauge the extent to which your organization is committed to promoting employee competence in the application of technology, please, attempt to answer the following questions.

30. Our organization readily trains employees at all levels in the latest technological changes *

- Always

- Usually
- Sometimes
- Rarely
- Never

31. Our organization is seriously investing and using technology to deliver work performance, products, and services *

- Yes
- No

32. In our organization, the use of technology is an important contributor to quality and productivity *

- True
- False
- None of the above

33. The company came up with new technological innovations to render service to clients and save jobs during the Covid-19 Pandemic? *

- Yes
- No

34. Our organization develops e-learning programmes for the benefits of its employees *

- True
- False

35. The company has established processes and procedures to protect its intellectual property and institutional knowledge *

- Yes **Yes will require documents**
- No

36. Our organization readily trains employees at all levels in the latest technological changes *

- A great deal
- A lot
- A moderate amount
- A little
- None at all

INNOVATION, PRODUCTIVITY, AND CORPORATE PERFORMANCE

Quality refers to the quality of products and services delivered. Productivity is about organizational output per employee. Continuous improvement of productivity has become even more important as global competition has increased. Innovation is an important strategy for the enhanced performance of organizations. Ideally, best human resources management practices should be applied to enhance quality, productivity, and innovation in the work of the organization.

Please assess the extent to which your organization is committed to promoting employee competence in the application of technology.

37. Our organization has clear strategies for enhancing quality, productivity and innovation. *

Yes

No

38. In our organization, there is a strong linkage between remuneration packages and contribution to the quality, productivity, and innovation. *

Yes

No

39. Our organization enforces clearly defined production and service standards. *

True **True will require you upload documents**

False

40. In 2021, our organization achieved set profitability *

True **True will require you upload documents**

False

41. In 2021, our organization maintained or increased staff strength *

Yes

No

42. Our organization has a functional policy on CSR linked to our organizational values and communicates it to employees. *

Yes **Yes will require you upload documents**

No

43. Our organization complies with all local laws and regulations and pays all relevant taxes, social security etc. *

- True
- False

44. Our organization encourages employees to participate in CSR activities organized internally and externally. *

- True
- False

45. Our Organization is committed to developing the community and tries not to damage the environment *

- True
- False

46. Our organization has a Code of Conduct known to staff and observed by all employees, partners, and suppliers *

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

47. Our organization monitors the impact of its CSR initiatives to assess performance and results are shared with all stakeholders. *

- A great deal
- A lot
- A moderate amount
- A little
- None at all

MANAGING DIVERSITY AND INCLUSION

Managing diversity means being diverse or varied and at work means having a workforce composed of two or more groups of employees with various racial, ethnic, gender, cultural, national origin, handicap, age, and religious backgrounds.

Managing inclusion means more than simply encouraging people with disabilities to apply for jobs; it requires making sure that adequate policies and practices are in effect in your organization. Equal employment opportunities (EEO) emphasize that opportunities in employment, education, and other areas are available to all.

Please assess the extent to which your organization promotes disability inclusiveness, equal employment opportunities and diversity.

48. Our organization has a functional disability policy and handles employees with disability in accordance with the organization's disability policy *

- True **True will require you upload documents**
- False

49. Our organization ensures that job adverts are accessible to people with disabilities (PWDs) and encourages them to apply for all positions. *

- Strongly agree
- Agree
- Disagree
- Strongly disagree

50. Our organization ensures that the management team is aware of the Discrimination Against Persons with Disabilities (Prohibition) Act, 2018, *

- Always
- Usually
- Sometimes
- Rarely
- Never

51. Our organization regularly assesses and evaluates the effectiveness of its Equal Employment Opportunity and Diversity programmes *

- True
- False

OCCUPATIONAL HEALTH AND SAFETY

The purpose of the OHS is to promote occupational health and safety and to protect workers and other persons present at workplaces from work-related risks to their health, safety, and well-being.

Compliance with the requirements provides the basis on which workers and employers, in cooperation, can solve workplace health and safety problems.

The requirements are not an end in themselves but are a foundation upon which to build an effective health and safety program.

Please assess the extent to which your organization is committed to excellence in various Safety, Health, and Security functions.

52. Our organization has a comprehensive health, safety, and security policy and written work procedures in place for critical health and safety issues. *

- True **True will require you upload documents**
- False

53. Our organization has identified the hazards, including public safety hazards that are associated with its activities, processes, products, or services, and has assessed the risks involved *

- True
- False

54. Our organization provides employees with the necessary working tools and equipment appropriate for their jobs. *

- True
- False

55. Our organization has a system for recording and analyzing health and safety performance statistics which are shared regularly with employees. *



- True
- False

56. Our organization conducts regular training to staff on occupational health and safety *

- Always
- Usually
- Sometimes
- Rarely
- Never

Contact Information

Name of Company *



Name of Company Representative

First Name *

Last Name *

Designation *



Phone *

Email Address *

Address 1 *

Address 2

City *

State *

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