

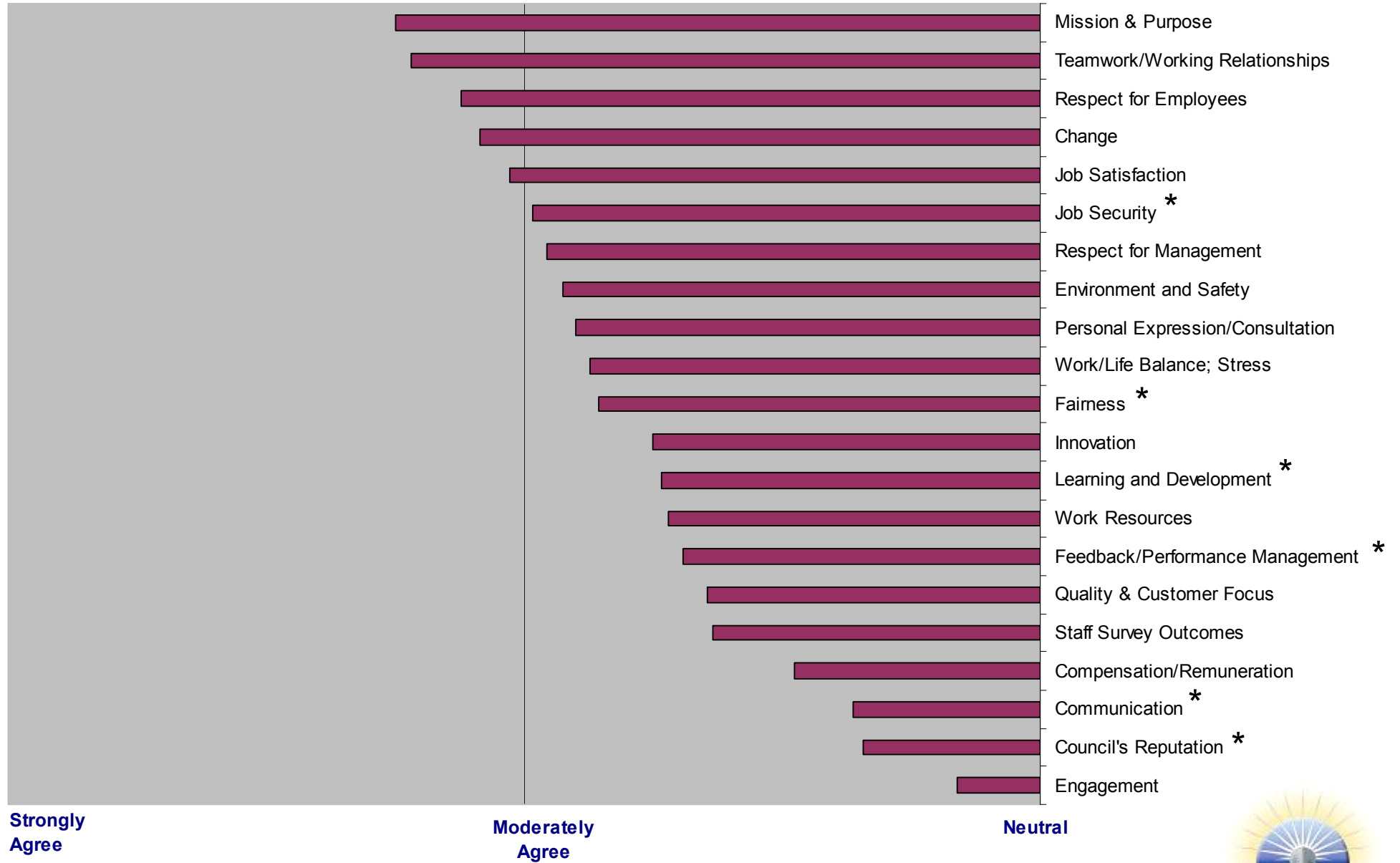
ORGANISATIONAL CULTURE SURVEY

REGIONAL SHIRE COUNCIL



Administered by Lightship People Systems, December 2009

Staff Survey 2006 - Regional Council Overall



Notes:

There were a total of **122** responses, providing a valid sample size of the population of the Regional Shire Council.

The following questions had significantly high ratings of 'Unable to Rate' which may suggest an unwillingness to commit to providing an answer, or an inability to rate because of no understanding of the issue covered by the question.

Q2. 'Councillors of Regional Council think highly of Council staff and value the work we do.' 9% non response

Q16. 'Favouritism (special treatment) is not an issue in promotions or pay/salary increases.' 7% non response

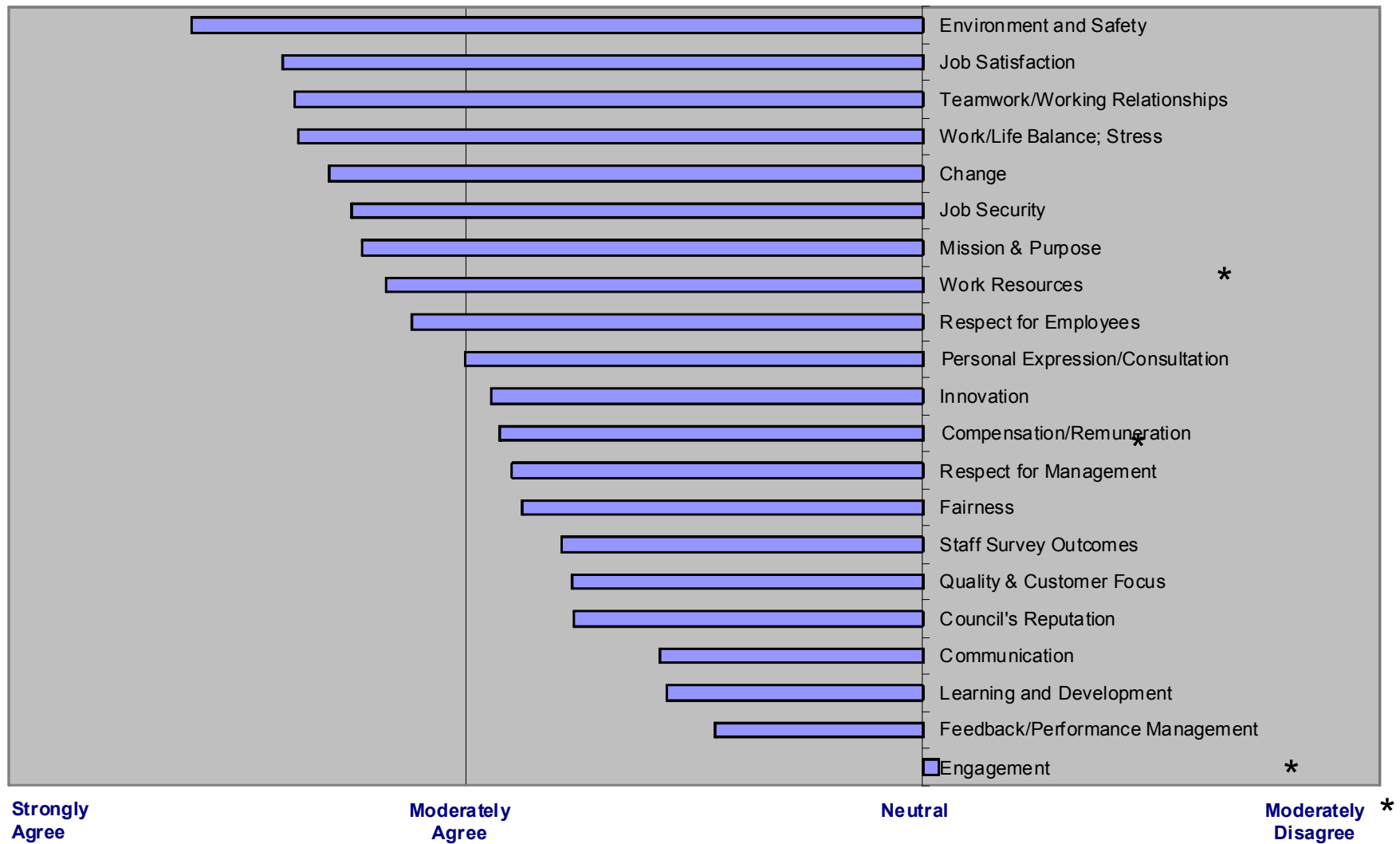
Q19. 'Employee performance reviews are fair and appropriate.' 17% non response

Q23 'I receive the training that is listed in my annual performance evaluation form.' 19% non-response

Q35 'Most people in Regional Council feel secure in their jobs.' 16% non-response

Q44 'The GM's Newsletter is a good mechanism for keeping me informed about what is going on.' 8% non-response

Staff Survey 2006 - Roads



Notes:

There were a total of **20** responses in the Roads Department.

The following questions had significantly high ratings of 'Unable to Rate' which may suggest an unwillingness to commit to providing an answer, or an inability to rate because of no understanding of the issue covered by the question.

Q3. 'I am familiar with and understand Regional Council's strategic goals (the vision and mission) and organisational values.'
15% non-response.

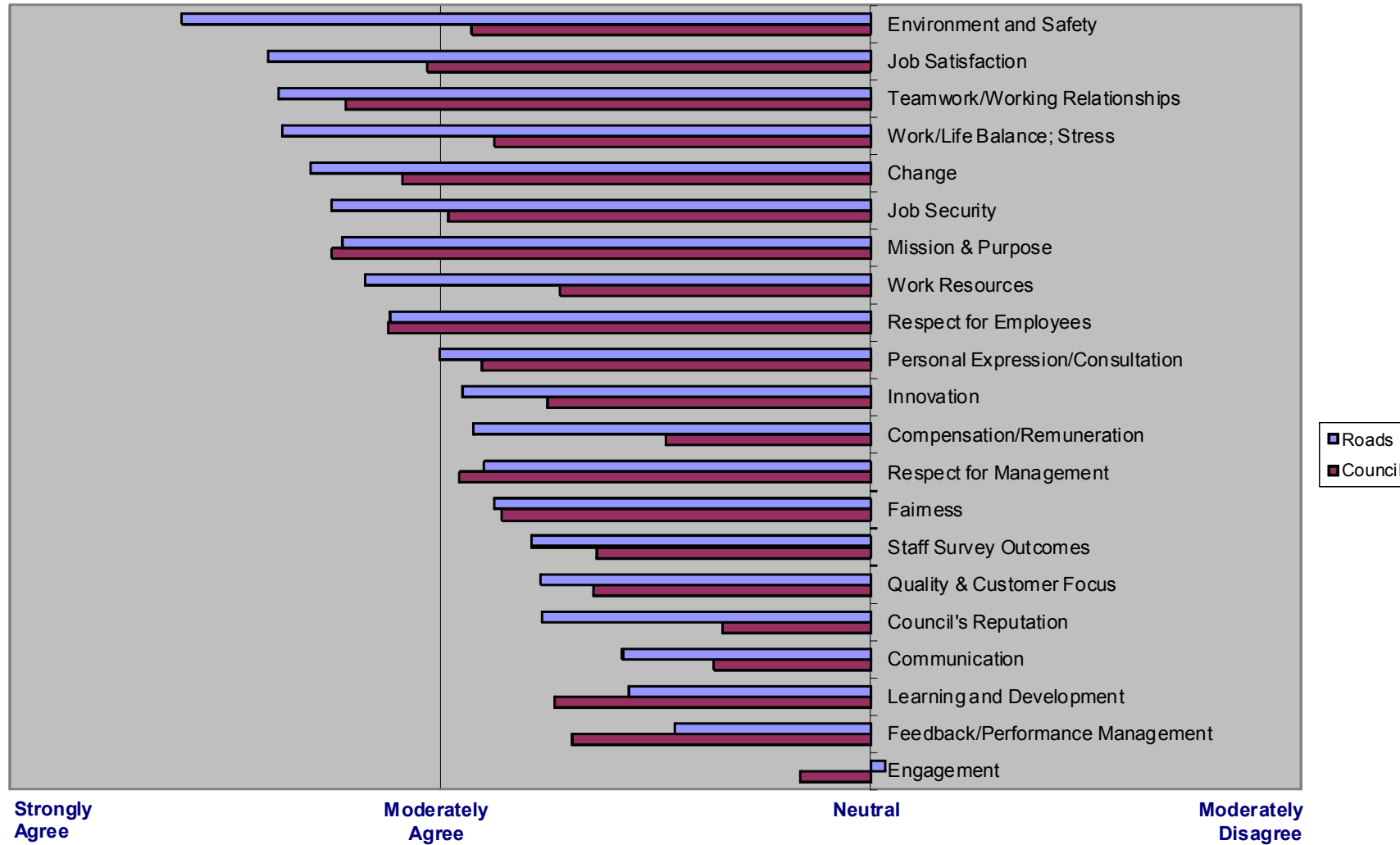
Q19. 'Employee performance reviews are fair and appropriate.' 15% non response.

Q23 'I receive the training that is listed in my annual performance evaluation form.' 15% non response.

Q50 'REGIONAL COUNCIL is always looking for ways to improve its systems and services it provides to the community.'
15% non response.

Roads Department Employee Comments

Staff Survey 2006 - Roads v Council



"I feel that work conditions in the main comfortable. Shire office are not conducive to a happy work environment."

"There are too many casual workers in the finance department so no one seems to really know what they are supposed to do."

"In some areas verbal communication could be improved, there is no need to send an email when you are only a few steps away from each other."

"I feel local government could take a few ideas from small to medium private enterprise. There tends to be an attitude from some areas of the council towards ratepayers & the community which doesn't help in council's dealings with these people."

[In response to Q19] "Roads Dept have not participated in Reviews for 7 or 8 years. Employee Services have not come up with a Review process for many years along with job evaluations and position descriptions."

[In response to Q23] "For the reasons above there has been no form of this training. Training has been as required by Council."

[In response to Q26] "As a 14 year employee at Regional Council, the constraints of some of the 'PAPERWORK' that are part of our day to day work, seems to restrict our work output. Supervisors are restricted in the same way and find they cannot get out of the office enough to find small jobs for us if we have one or two hours at the end of the day. I feel only 80% efficient because of this."

[In response to Q28] "Sometimes the 'PAPERWORK' is not ready when we are sent out onto the job i.e. plans, the extent of the job etc. We have had to go back and change things because the plans were different to the directions we had received."

[In response to Q31] "For the reasons listed above I do not think that I am able to do the best job I can."

[In response to Q33] "Again for the reasons listed above I do feel some frustration perhaps some very minor stress."

[In response to Q35] "I feel most 'PERMANENT' employees feel secure – But casual people suffer discrimination in the community and perhaps the SHIRE."

[In response to Q44] "It was a good way, I have only seen two or three. NONE IN 2 YEARS."

[In response to Q46] "I feel the standard of work has fallen over the last few years. We go out to do one job with another next to it (WITH SIGNS & PLANT ON THE SPOT) and don't do it."

[In response to Q49] "Again for reasons above I know we are not as efficient as we could or should be."

[In response to Q53] "Executive management are very interested, middle management will not be as interested as they will have to change their ideas or practices which they believe are 'RIGHT!'"

"Overall the council, I believe, is seen in a reasonable light. Water and Waste water has not been managed for the best in the past and has to catch up a lot. Recent increases in costs to customers had better see improvements. In the roads department under our last manager the department was able to make 60 or 70 thousands dollar profit, after making above average allowances for 'Plant Fund' etc. Now we are missing out on RTA work or going over budget because estimates are too low or contracts are too complex and things are being left out. Contractors are brought in and their costs have not been included. We have records and

the people who have done the work previously, but present managers just want to go on their own losing way. Workers see contracts that we know we could do and make a profit, but are told that we are too busy to do the work. We are doing little, silly jobs that just seem to be keeping us busy, but of little use to the community. Workers in the construction crew feel that managers will not take on this work because they are not confident that they can, quote, manage etc so just pass over it. They don't seem confident in their workers to do the job, thus our work is shrinking and becoming 'boring'".

"I find a lack of communication is a big problem. In the Roads Area as regards to work, we are never approached and ask what we need to do a project. As regards plant equipment - They have a tendency to want to put out to contact rather than utilise men & machinery the shire has that can do the job just as well."

"I find that the RTA is telling us what plant to use for a project rather than looking at job and seeing if our own machine can do job just as well."

"I also find that we are unwilling to take work on because we seem too scared to quote work especially if it is out of the ordinary."

"Sometime I find the description are made about a problem and implemented when issue are raised as regards their decisions and problems that they are causing and problem that we face out on Road Management site to their decision and will not discuss or compromise."

"Morale is not good in roads department. Not enough involvement from engineers & too much responsibility put on the superintendents."

"I have been working for Regional Council for close to 3 years. I joined as a labourer and have progressed to plant operator, which is what I wanted. I have been expressing my desire to improve my knowledge of road maintenance and building and I cannot see this happening. There is nowhere in this company to train or study this department. I think that most managers think that the cost of living in this area does not come into the rate of pay I receive. No public transport. High cost rent. High cost food. High cost petrol. Higher cost of living e.g, heating."