



# Communication

EmployeeSurveyOnline

Rate the following statements and then select those issues for action planning purposes.

**Consistently characteristic:** the statement is consistently characteristic of how the organisation works.

**Occasionally characteristic:** the statement is occasionally characteristic of how the organisation works.

**Not characteristic:** the statement is not characteristic of how the organisation works.

CC OC NC

1. Poor decisions being made through lack of consultation or information input from staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Managers/supervisors not passing on information voluntarily from management meetings.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Poor communication of the organisation's direction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Lack of specific information about organisation/divisional/team performance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Inadequate published information for staff about organisational changes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. No established processes for staff to have input or ask for information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Poor management skills in formal communication exercises.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Problems of timeliness in product information releases.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Customer/client information is difficult to access.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Lack of up-to-date information technology hardware.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Visual presentation formats in information systems lack user friendliness.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Information databases are difficult to navigate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Lack of responsiveness to requests for information from Corporate/Head Office/State Office.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Excessive demands for information from within the organisation that are difficult to meet.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Poor relationships and reluctant cooperation between teams/departments/divisions hinders open information exchange.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Internal newsletters and magazines lack material of real interest for staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. The volume of internal information, such as reports, etc is too much to manage.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Management wastes money on expensive internal publications.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

