



Organisation Cohesion

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. Lack of established processes for the regular movement of information between departments/divisions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Inconsistent face to face contact among departments/divisions to discuss mutual information needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The information needs of service departments are not fully recognised by operational areas.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Senior managers promote the independence of their departments/divisions at the cost of accountability to other areas of the organisation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Operational areas are slow in providing essential performance information to service areas responsible for corporate reporting.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Internal service departments not providing reliable services to operational areas.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. A lack of understanding among internal service departments about operational issues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. No formal service level agreements in place between departments/divisions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Internal charges between departments apply regardless of service performance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Service departments lack a sufficient focus around account management.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Organisation structure promotes the lack of cooperation between departments/divisions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Charges levied by service departments do not reflect value for money.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Internal service areas not resourced sufficiently to meet the service demands of operational units.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Critical client feedback to service departments makes no apparent impact on their performance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

