

JOINT UNION/MANAGEMENT STAFF SURVEY

To staff participating in this survey

This survey is being undertaken to provide information on how staff see:

- their job
- P.T.C. as an employer
- the way the organisation is managed
- their customers

The information will assist us, in conjunction with the relevant unions, to develop programs aimed at addressing areas of concern that may emerge from the survey. The results from the survey will be made available to staff.

Your questionnaire is completely confidential. **Don't write your name anywhere.**

We urge you to complete the questionnaire and to think about the answers before you tick the boxes on the following pages. We need to know how you feel about these very important issues.

This joint union/management survey is being undertaken as part of a major program aimed at improving customer service standards in all areas of our passenger operations.

Thankyou for your co-operation.

SUMMARY OF SURVEYS UNDERTAKEN IN THE PTC

1985 - 1990

1. TYPE OF SURVEY: Personnel staff survey (1985)

PURPOSE: To identify staff attitudes about their jobs, their managers, and the organisation structure.

BENEFITS:

 - * Feedback to individual work groups to assist the way they work together.
 - * Changes in management styles as a result.
 - * Structural changes to Occupational Health and medical section were carried out.

2. TYPE OF SURVEY: Equal Employment Opportunity (1989)

PURPOSE: To identify current practices in employment processes and numbers of males and females in PTC by function.

BENEFITS:

 - * Changes in selection processes and the Staff Interview and Selection program.
 - * EEO to be a major consideration in the promotion and selection of staff.

3. TYPE OF SURVEY: Consultation (1989)

PURPOSE: To establish when and where consultation is adopted in the PTC.

BENEFITS:

 - * Awareness of the consultation processes throughout the PTC.
 - * Improved consultation throughout the PTC.

4. TYPE OF SURVEY: Keyboard/Clerical integration (1989)

PURPOSE: To establish changes in job design and training since introduction of integration.

BENEFITS:

 - * Training in clerical skills more closely aimed at those who needed it most.
 - * Information sessions established through Women's network on career paths in the PTC.
 - * Assertiveness training introduced on needs basis following recommendations of report.

5. TYPE OF SURVEY: Attitudes towards smoking in Transport House (1988)

PURPOSE: To assess attitudes on smoking in office work areas.

BENEFITS:

 - * Smoking banned in Transport House after consideration of survey results.
 - * Adoption of a healthier work environment for all employees.