

SUMMARY REPORT ON RESULTS OF STAFF QUESTIONNAIRE

The Steering Committee's review of the questionnaires completed by members of CODESA's Administration staff revealed the following major points and trends:

1. Staff members do not always see themselves functioning as a significant part of the CODESA process; they see working at CODESA as they would see any other job. This has implications for job expectations on their part.
2. People should be given fuller job descriptions (probably once interviews with ASSC have been conducted). 7 people were given job descriptions in their letter of appointment. 3 people were verbally informed. 6 people said their job descriptions did not accurately describe what they are doing. The administrative assistants in particular seem to need a clearer brief - this should hopefully receive some impetus from discussions with their WG Secretaries.
3. There is an imbalance in the workload. About half the staff have no spare time and work overtime. The other half often have little to do.
4 people are doing more than they thought they would be doing. 2 people are doing less. 3 people have had responsibilities taken away.
4. All staff state a willingness to take on more responsibility, although some state that they are limited by time in their ability to do so. All admin assistants (who say they often have little to do) responded positively to this question.

All staff stated that support is available for their work when needed. All staff stated that they are willing to help colleagues when necessary.
5. On the question of consultation about deadlines and the ability to plan work: key people in the admin office admit to problems in this area, which indicates a breakdown with management. At other levels, this does not seem to be an issue, although some functions (eg, reception) acknowledge that their schedule cannot be planned.
6. Generally speaking, staff are happy in their jobs.

With regard to working conditions, 4 people are not always happy at work - the same 4 are often overworked. Everyone felt that working conditions could be improved.

3 people lack confidence at times in their work. 4 people do not have authority to take initiative at work (admin assistants). 3 did not answer this part of the questionnaire.
7. 7 people felt that their work needed to be checked sometimes. Others stated that their work does not need to be checked. However, most people expressed a fear that they might sometimes make mistakes in their work.
8. 5 people stated that they need further training - the same 5 who are fully occupied. This could be seen as an indication that those who are not working to full capacity need to learn to take more initiative and responsibility and to strive for increased efficiency. Perhaps therefore, those who are overstretched are those who are striving for greater efficiency, and are taking initiative before being asked to perform a task.

12 people stated they are willing to learn new skills and 9 people are willing to teach the skills they have.
9. People do not always feel appreciated for the work they are doing. Others have skills which are not being utilised (eg, typing) and this is creating frustration. Others state they have skills which they know cannot be properly used in this environment.

10. "Dislikes" expressed about working at CODESA (in no special order):
 - + Lack of comradeship (although almost everyone stated that they have satisfactory working relationships with colleagues and supervisors)
 - + Cliqueishness
 - + Pressure
 - + No time for personal matters (obviously felt very strongly in some cases)
 - + Insufficient time for tea and lunch breaks (6 people felt longer breaks were needed).
 - + Having to redo things
 - + Lack of proper channels of communication (especially at level of interface with management)
 - + Too many people giving instructions
 - + Lack of proper/adequate equipment

11. People unanimously felt that working hours should not be regulated and that there should be flexibility with regard to staff members' need to attend to emergencies.

12. Most people stated that they would like to be warned in advance of when their employment at CODESA is likely to end.

13. Regarding social functions: 7 people would like to include family and friends in social functions. 2 were not in favour of this. A monthly social get-together of colleagues during or after working hours was favoured by most staff members.