

Finsec Staffing Survey

PSIS – Retail Network

Overview of Staffing Survey

The aim of the staffing survey was to undertake an assessment and analysis of how staffing levels are impacting on employees as individuals, their teams, the quality of service they deliver and customers.

The survey focussed on three major areas which were:

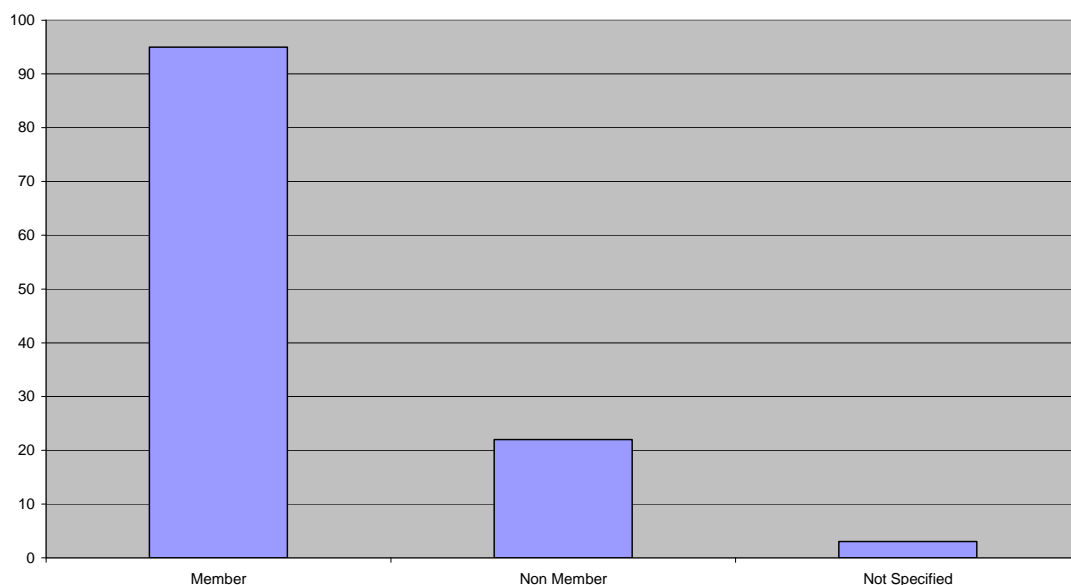
- ✓ Staffing levels and impacts
- ✓ Leave and replacements
- ✓ Additional hours

The responses were entered and analysed based on an overall report for the retail network in PSIS.

Results

We had a total of 120 staff members participate in the survey. 79% of the respondents said they were Finsec members, 18% said they were non members and 3% did not indicate whether or not they belonged to Finsec.

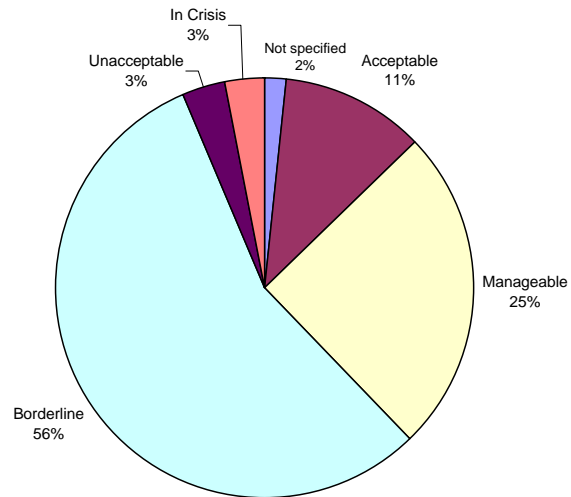
PSIS Staff Participated in Staffing Survey



1. Staffing Levels and Impacts

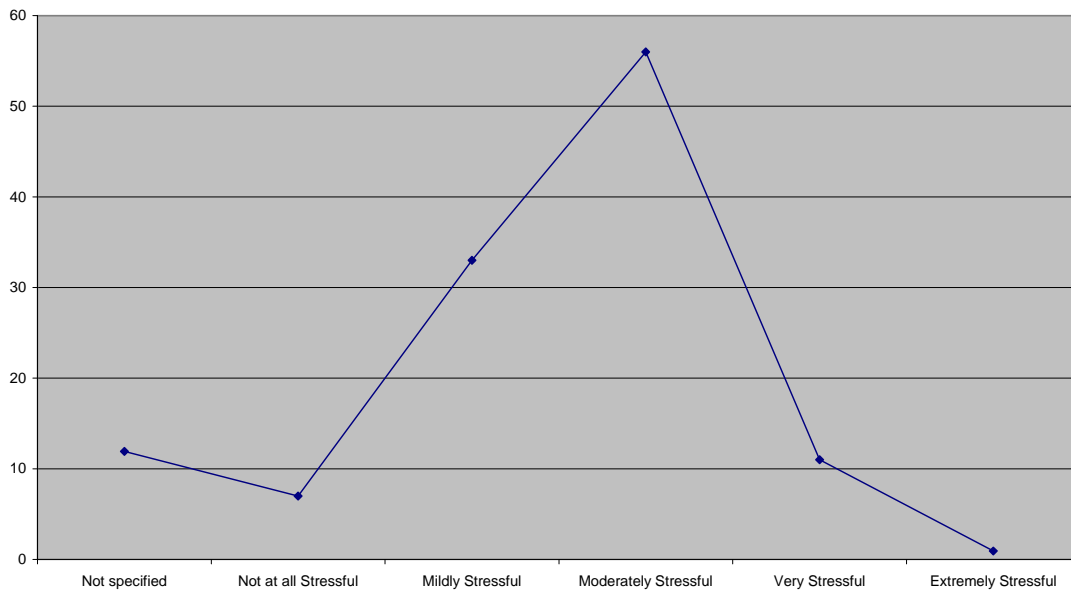
The questions were developed to measure how participants described staffing levels in their worksites, the impact of staffing on their stress levels and the impact staffing issues were having on the quality of service delivered to customers at an individual and team level.

Staff Descriptions of Staffing Levels in PSIS



The majority of staff is concerned about staffing levels. Nearly half of the staff (56%) described the levels of staffing as borderline with a further (6%) of staff describing it as an unacceptable or in crisis.

Impact of Staffing Issues on Staff's Stress Levels

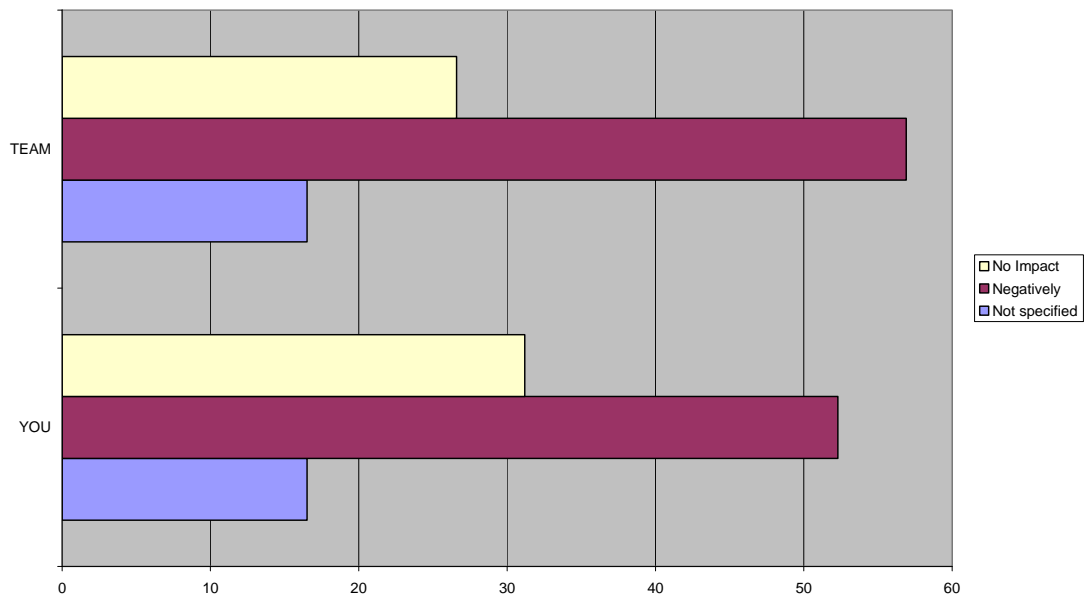


This table depicts the levels of stress that staffing issues on employees. The levels were measured utilising the occupational stress scale of:

- Not at all stressful
- Mildly stressful
- Moderately stressful
- Very stressful
- Extremely stressful

56% of staff said that staffing levels caused them some degree of stress. The results show that over half of the staff said the impact of staffing levels were moderate, very or extremely stressful and of this 11% very stressful and 1% extremely stressful.

Impact of Staffing Issues on Quality of Service for Customers

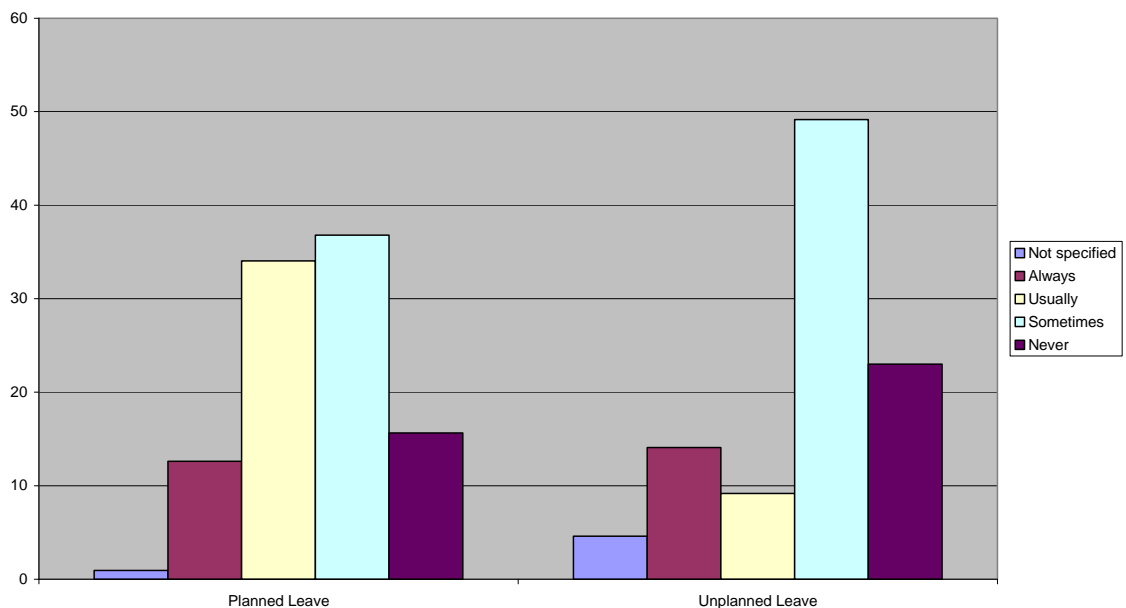


The majority of staff state staffing levels have a negative impact on the quality of customer service. 57% say the quality of customer service of the team is affected and 52% say the quality of their individual work is affected.

2. Leave and Replacements

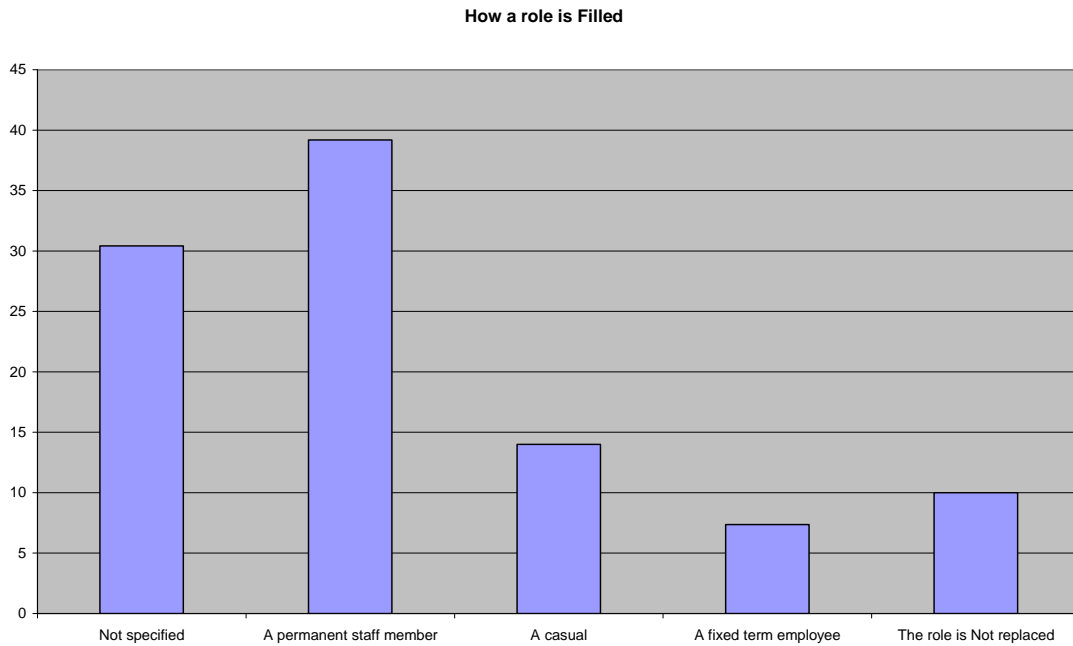
These questions were posed to enable the respondents to identify how often relief cover was provided in situations of planned and unplanned leave. We also wanted to establish whether staff were aware of how the role is replaced when an employee resigns from their workplace.

Relief Cover for Planned and Unplanned Leave



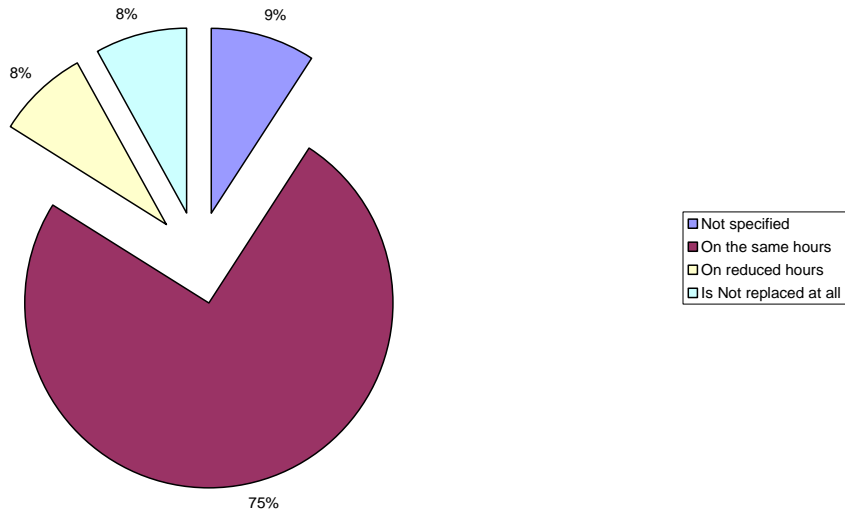
The results of this table indicate cover for both planned and unplanned leave is not covered in a systematic way. 27% say relief cover is always provided for planned and unplanned leave. 34% say relief cover is usually provided for planned leave. In unplanned cases (49%) staff say relief is sometimes provided and that no relief (23%) is not being provided by PSIS.

The results show roles are being replaced with a permanent role, however a concern is the number of casuals (14%) and the reduction of staff (8%) not being replaced at all.



The table below indicates that the majority of staff understands how a role is replaced.

How a Role is Filled when an Employee Resigns

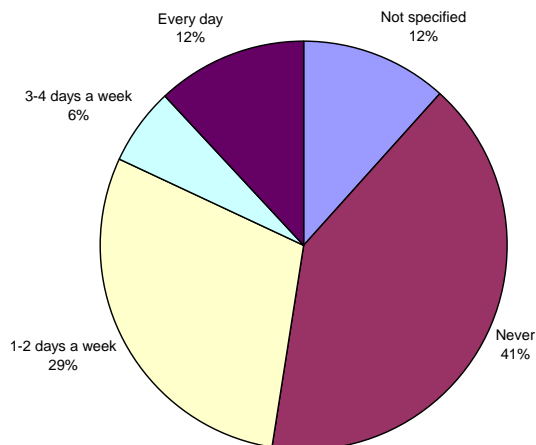


3. Additional Hours

These questions were formulated to gauge from staff how often they worked additional hours, whether these additional hours were either paid or unpaid, and when did they work the additional hours and the reasons they had work.

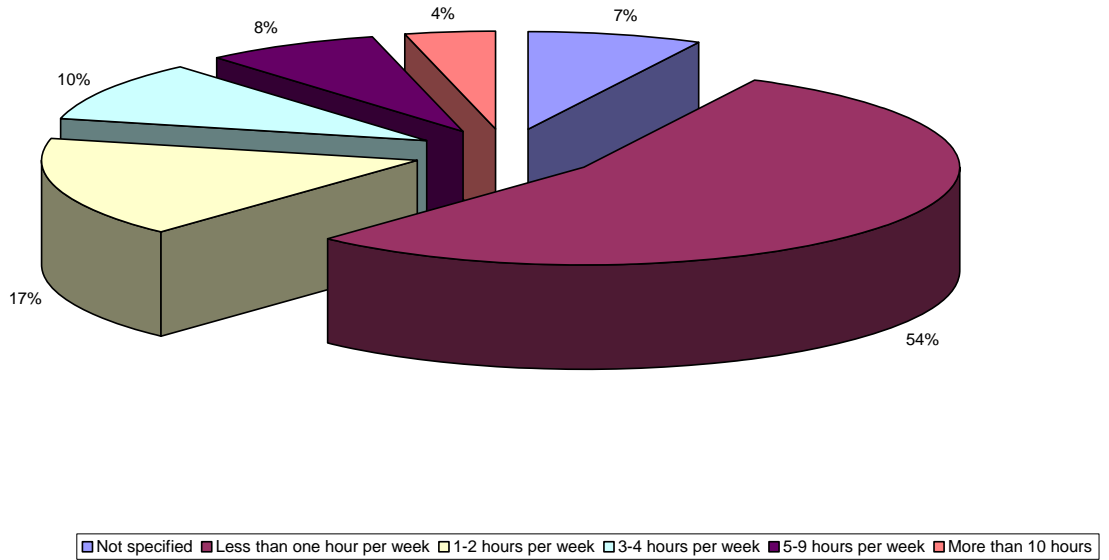
47% staff worked additional hours in the last three months. 41% of staff said they did not work any additional hours.

Paid/Unpaid Additional Hours Worked in the Last 3 months



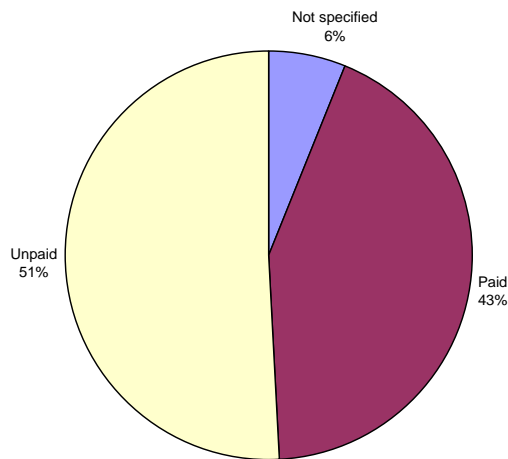
This graph shows that there are staff who are working in excess of the contracted hours on a weekly basis.

How Many Additional Hours Worked Each Week



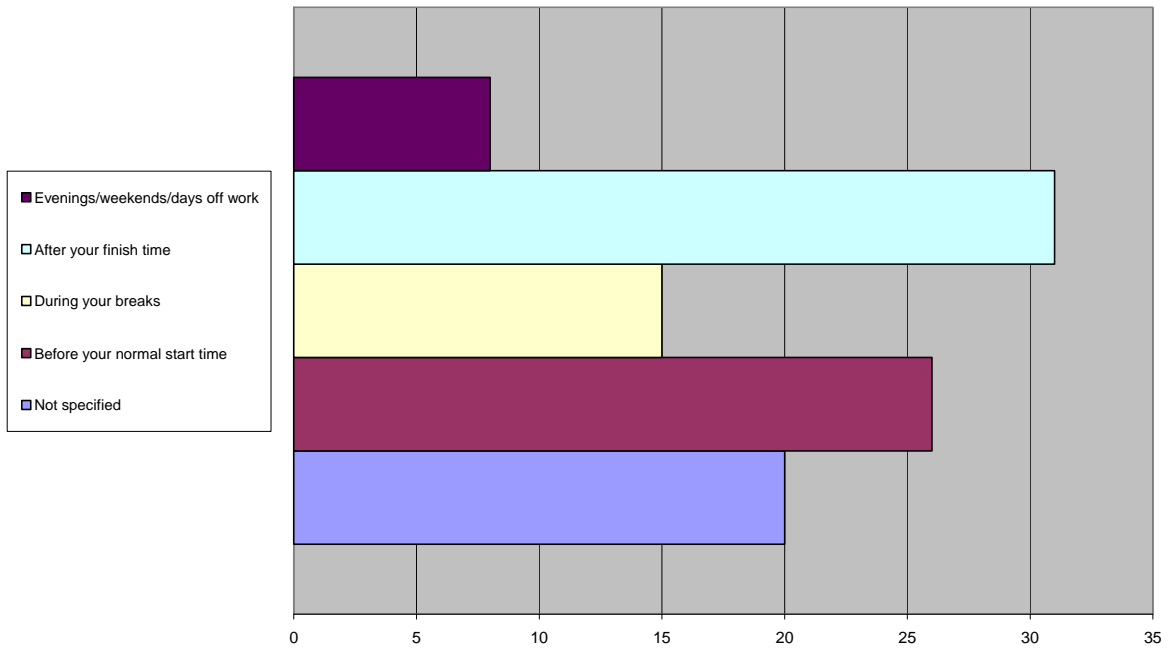
This graph shows that a high proportion of staff (51%) are working additional hours that are unpaid.

How Overtime is Treated



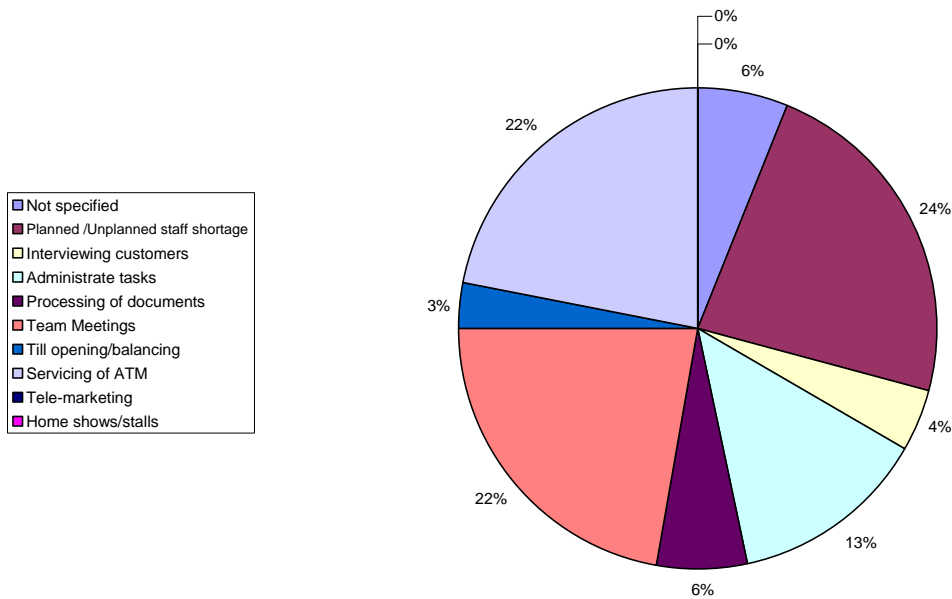
This graph outlines when staff are working additional hours throughout the day, 26% start early, 15% work through their breaks and 31% continue to work after their finish times.

When Additional hours worked in the last 3 months



This graph asked staff to identify why they worked additional hours. The high proportion of staff (24%) was due to planned and unplanned leave, 41% for team meetings, administrative tasks, processing of documents and 3% for till opening/balancing.

Reasons Why Additional Hours were Worked



We also felt that it was important to staff to identify if there were any other reasons why they worked additional hours. The respondents have been quite specific in outlining other reasons why they worked additional hours, and some of these responses are clearly linked to those outlined in the previous graph.

Other reasons for working additional hours

