

## Evaluation of the symptoms exercise

Symptoms	1	2	3	4	5	6	7	8	avg
New skills and capabilities are needed to meet current or expected operational requirements	1	4	4	5	4	3	4	3	3,5
Accountability for results are not clearly communicated and measurable resulting in subjective and biased performance appraisals	1	2	5	5	4	4	4	4	3,6
Parts of the organisation are significantly over or under staffed	2	5	3	5	3,5	3	2	4	3,4
Organisational communications are inconsistent, fragmented and inefficient	2	4	4	2	4	5	2	3	3,3
Technology and/or innovation are creating changes in workflow and production processes	3	4	3	4	3	5	4	3	3,6
Significant staffing increases or decreases are contemplated	3	5	4	4	3	3	3	2	3,4
Personnel retention and turnover is a significant problem	5	3	3	4	5	4	4	3	3,9
Workforce productivity is stagnant or deteriorating	4	4	5	4	5	3	3	4	4,0
Morale is deteriorating	0	3	4	3	3	5	3	3	3,0