

Your Opinions on the Woodside Maintenance Workplace

Thanks for taking the time to fill in our survey of your experience as a maintainer at Woodside. The following will explain why we are doing this questionnaire, and how it may help you in your job and make Woodside a better place to work.

Why is this survey important?

We need your help to examine the organisational factors in your workplace, and how they help or get in the way of good maintenance work. The information will be used to make Woodside workplaces more effective and user-friendly for maintainers.

Why should you participate?

This is your chance to tell us how you feel about your workplace, and how various issues affect your work. People like you who work at the 'coalface' are the best people to tell us what is really happening out there. Each person filling in this survey contributes to improving the systems that link people to complex plants & equipment.

What will you be doing for this survey?

All you need to do is to complete the following questions. This should take about 15 minutes. Then hand the form back to the meeting coordinator or send it back in the internal mail system to:
Ari Antonovsky at Mail drop WP 03-12L.

Who is conducting this research?

Specialists in Human Factors at Curtin University have developed this survey, with support from Woodside. The principal researcher, Ari Antonovsky, is a maintenance engineer with 15 years experience in maintenance in the WA mining industry. This study forms part of his PhD at Curtin University. Clare Pollock has 20 years of research experience in Human Factors and Safety.

How will your information be used?

The completed questionnaires will be analysed to find out what the workplace is like for Woodside maintainers. All employees participating in this project will be completely anonymous.

- Your responses will be identified by a code number;
- No personal information will be asked for;
- All information will be held by Curtin University, not by Woodside.

By completing the survey and handing it in, you are agreeing to let us use the information for research purposes.

Thanks for participating. If you have any questions about the survey please contact either of the people below.

Ari Antonovsky
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041 312 7935

Prof Clare Pollock
clare.pollock@curtin.edu.au
08 9266 7867

This study has been approved by the Curtin University Human Research Ethics Committee (Approval Number HR 147/2007. If needed, verification of approval can be obtained either by writing to the Curtin University Human Research Ethics Committee, c/- Office of Research and Development, Curtin University of Technology, GPO Box U1987, Perth, 6845 or by telephoning 9266 2784 or emailing hrec@curtin.edu.au

Preventing Failures and Creating Reliability in Maintenance
Maintenance Workplace Questionnaire

Please tell us the following:

Curtin Univ. Code _____
(Office Use)

Your Usual Workplace: _____
(Cossack Pioneer, North Rankin, etc.)

or if you work in the Gas Plant:

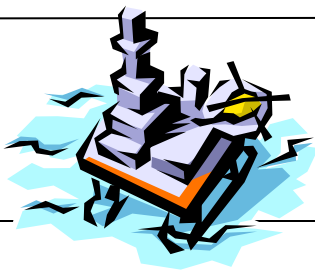
KGP Work Area: _____
(LNG, Domgas, or Storage & Loading)

Workgroup type: _____
(Core Crew, Major Maintenance crew, etc)

Work Category: _____
(Electrical/Inlec, Mechanical)

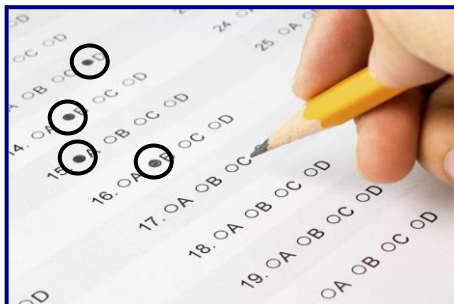
Length of Time at this Facility _____ months/years
(Circle one)

Length of Time in the Resource Industry _____ months/years
(Circle one)



Are you employed by:

☐ Woodside ☐ Contractor



DIRECTIONS:

For each question, circle the number from 0 to 4 that best expresses your opinion and return the questionnaire by Woodside internal mail to:

Ari Antonovsky
Mail drop WP 03-12L

Section 1: Plant Design section

	Thinking of the machines and equipment that you work on:	Never	Hardly Ever	Sometimes	Often	Always
1	Are the structures and designs of plant equipment adequate ('fit for purpose')?	0	1	2	3	4
2	Are the parts, spares, and materials used adequate ('fit for purpose')?	0	1	2	3	4
3	Do you have sufficient access to equipment for maintenance?	0	1	2	3	4
4	Is equipment ever overdue for maintenance or Condition Monitoring?	0	1	2	3	4
5	Do you ever encounter problems with modifications?	0	1	2	3	4
6	Do you ever work on non-standard equipment (e.g., unexpected or confusing designs)?	0	1	2	3	4
7	Does the plant design allow parts to be installed easily?	0	1	2	3	4
8	Do you find that equipment is accurately labelled for maintenance work?	0	1	2	3	4

Section 2: Problem-solving section

	Thinking of your usual jobs around the facility:	Strongly Disagree	Disagree	Hard to say	Agree	Strongly Agree
9	The job involves solving problems that have no obvious correct answer	0	1	2	3	4
10	The job requires me to be creative.	0	1	2	3	4
11	The job often involves dealing with problems that I have not met before.	0	1	2	3	4
12	The job requires unique ideas or solutions to problems.	0	1	2	3	4
13	I like to consider all of the alternatives.	0	1	2	3	4
14	I try to find out the disadvantages of all alternatives.	0	1	2	3	4
15	I consider how best to carry out a decision.	0	1	2	3	4
16	When making decisions I like to collect a lot of information.	0	1	2	3	4
17	I try to be clear about my objectives before choosing how to do a job.	0	1	2	3	4
18	I take a lot of care before choosing how to do a job.	0	1	2	3	4

Section 3: Communication Section

	Thinking of your facility generally:	Very Dissatisfied	Dissatisfied	Hard to say	Satisfied	Very Satisfied
19	Are you satisfied or dissatisfied with communication and the availability of information in your organization?	0	1	2	3	4

	How much information about your work do you get now from:	Very Little	Little	Hard to say	Much	Very Much
20	Your Supervisor	0	1	2	3	4
21	Fellow employees	0	1	2	3	4
22	Staff meetings	0	1	2	3	4
23	Memos, procedures and reports	0	1	2	3	4
24	Vendors	0	1	2	3	4
25	Computer based information systems (SAP, Virtual Bookshelf)	0	1	2	3	4

	What is the amount of information you receive now about the following job items?	Very Little	Little	Hard to say	Much	Very Much
26	My own work	0	1	2	3	4
27	Changes in production	0	1	2	3	4
28	Training and courses	0	1	2	3	4
29	Organisational changes	0	1	2	3	4
30	Changes in procedures / New Procedures	0	1	2	3	4

Section 4: Please write any comments you have on what helps or gets in the way of maintenance work at Woodside:

That is all! You have successfully completed the survey.
 Thanks for taking the time to participate, and helping to make a better workplace.
 Please send the filled-in questionnaire to: Ari Antonovsky, Mail drop WP 03-12L.