

**COMPLETE**

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Q1

Please share any comments, suggestions or concerns you may have about these agencies. Please note your responses will be posted online and may be included in a Committee report.

Natural Resources, Department of

Morale is low throughout the agency, the negativity is directed at OSS; License/Boating used to be the only section you heard complaining, which they have plenty of reason to complain. Salaries have always been low and the volume of work high. Not enough employees to do the job and upper management has no respect for them; thinks just anyone can do their jobs. It's more to the job than they realize. This section has gone backwards. It was at its best when it was ran by ladies that worked their way up...they had the knowledge to share and cared about their employees, customers and the agency. You can't expect a section to run well when there are so many things wrong. Employees don't have the support they need to do their jobs. The system is terrible! After years of being on the new system there is still not a boat/motor application to go with the system. It's so hard to correct a mistake and so easy to make one. Yes there needs to be a manual but a manual is not going to fix the problem. You need knowledgeable caring employees...they've lost just about all their veteran employees. Lack of communication is another big problem. Cards, emails go out to customers and the understaffed, underpaid employees find out when they start receiving an abundance of calls. Salaries throughout the agency are not fair. Some divisions get raises every year where others only when the legislators give them. Knowledge, years of service and hard work should count for something. I believe a lot of decisions upper management makes is not for the good of the agency, its employees, or customers. It's all about them and their friends. Something needs to be done...there I so much room for improvement.

Page 3: There are three questions seeking general information.

Q2

45-54 years old

What is your age?

Q3

State employee

Which best describes your current role?

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Q4

Richland

In which county do you live?

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