



WHEN IT COMES TO RED TAPE, MANY CANADIAN EMPLOYERS MIGHT JUST NEED TO CUT IT: RBC STUDY

TORONTO, January 23, 2008 — Red tape, time constraints and office politics top the list of employed Canadians as the biggest detractors from work, and according to a new workplace study from RBC may be far greater barriers to productivity than they were 10 years ago.

The RBC Survey, conducted by Ipsos Reid and titled *The Competition for Canadian Talent*, shows that when it comes to what gets in the way of their ability to do their job, 41 per cent of working Canadians say it is red tape and bureaucracy. This is a significant change from 1998 when just over one-quarter (26 per cent) of the working population agreed that rules and regulations impede their personal productivity. Also noteworthy is that office politics (36 per cent) and gossip (31 per cent) are greater annoyances than they were a decade ago when they were at 19 and 18 per cent respectively.

“I would like to think employers have gotten better not worse when it comes to office practices but these results say otherwise,” said Christianne Paris, RBC’s vice-president, Recruitment and Learning. “Policies and procedures are absolutely necessary in order to be successful, but it’s evident many employers need to do things differently in order to engage employees more effectively.”

Canadians most likely to agree red tape and bureaucracy impede their ability to do their jobs are likely to be:

- employed full-time (44 per cent);
- aged 45 to 65 (44 per cent); and
- male (45 per cent versus 36 per cent of females).

According to the RBC Survey, those most likely to feel that office politics (36 per cent) are an impediment to work are more likely to be:

- older, aged 45 to 65 (39 per cent);
- in junior positions (38 per cent versus 31 per cent in senior positions) and,
- those earning between \$80,000 and \$100,000 (53 per cent) per year.

In order, the RBC Survey lists the biggest barriers to work as:

Factor	1998	Now
Red tape and bureaucracy	26 per cent	41 per cent
Not enough time		40 per cent
Lack of resources		39 per cent
Unclear expectations		38 per cent
Office politics	19 per cent	36 per cent
Gossip	18 per cent	31 per cent
Not enough independence to make decisions		28 per cent
Boss or manager	15 per cent	24 per cent
Computer and network systems	10 per cent	22 per cent
Lack of privacy	12 per cent	21 per cent
Too many meetings	12 per cent	19 per cent
Voice mail and email	10 per cent	17 per cent

“There’s no telling whether the roadblocks have become more of a nuisance or workers have become less tolerant,” noted Paris. “What is certain is that there’s tremendous potential for improvement so that workers can get their work done and employers can achieve maximum results.”

These are some of the findings of an RBC poll conducted by Ipsos Reid between November 5 and November 15, 2007. The online survey is based on a randomly selected representative sample of 2,052 Canadian full and part-time workers. With a representative sample of this size, the results are considered accurate to within ± 2.2 percentage points, 19 times out of 20, of what they would have been had the entire adult Canadian population been polled. These data were statistically weighted to ensure the sample’s regional and age composition reflects that of the actual employed Canadian population according to the 2006 Census data.