



## Highlights report

### Purpose

This Highlights report presents key results from the 2020 Working for Queensland survey, which was conducted from 2 September to 28 September 2020. Results reflect the views of respondents from your agency.

### Reporting framework

This report represents scores across two different types of metrics, **factors** and **indices**.

**Factors** in the survey combine data from multiple questions that correlate highly with the overall factor.

**Workplace climate indices** by contrast, simply group all climate questions within topics to which they generally relate.

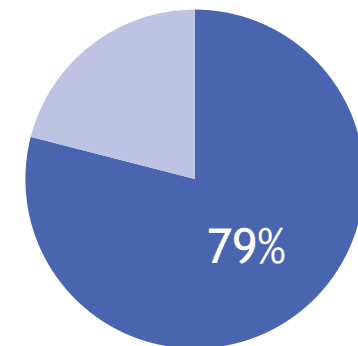
### Content

- 01 Factors
- 02 Factors by division
- 03 Factors by question
- 04 Workplace climate
- 05 Workplace climate by division
- 06 Workplace climate by question
- 07 Most changed since 2019, by question
- 08 Flexible work options
- 09 Domestic and family violence
- 10 Bullying and sexual harassment
- 11 Civility
- 12 Agency specific questions
- 13 How to interpret this report

Returned surveys:

# 15

Response Rate:



# 01 Factors

## Purpose

This section provides an overview of the 2020 factor results. The % positive score is benchmarked against the Queensland public sector and the 2019 score.

### Key

Response scale:

Positive

Neutral

Negative

## Factors

Name	Response scale %			vs 2019	vs Qld public sector
Agency engagement	48%	33%	19%	-24	-12
Job empowerment	69%	16%	16%	-5	-5
Workload and health*	44%	24%	31%	-10	+5
Learning and development	54%	27%	19%	-15	-2
My workgroup	65%	23%	12%	-16	-12
My manager	60%	26%	14%	-9	-13
Organisational leadership	50%	35%	15%	-14	-2
Organisational fairness	33%	33%	33%	-7	-10
Anti-discrimination	75%	23%	3%	0	+8
Innovation	73%	13%	13%	-8	+13

\* % positive indicates those who have limited to no issues with workload and health

## 02 Factors by division

### Purpose

This section shows the breakdown of results for the factors at various levels in the agency hierarchy.

The scores shown are the % positive.

Name	Inspector-General Emergency Management
Responses	15
Agency engagement	48%
Anti-discrimination	75%
Innovation	73%
Job empowerment	69%
Learning and development	54%
My manager	60%
My workgroup	65%
Organisational fairness	33%
Organisational leadership	50%
Workload and health*	44%

\* % positive indicates those who have limited to no issues with workload and health

## 03 Factors by question

### Purpose

This section provides an overview of the 2020 factor results, by question. The % positive score is benchmarked against the Queensland public sector and the 2019 score.

### Key

Response scale:

Positive

Neutral

Negative

Question	Response scale %			vs 2019	vs Qld public sector
<b>Agency engagement</b>					
Q33a. I would recommend my organisation as a great place to work	47%	27%	27%	-33	-16
Q33b. I am proud to tell others I work for my organisation	53%	40%	7%	-27	-14
Q33c. I feel strong personal attachment to my organisation	53%	27%	20%	-12	-6
Q33d. My organisation motivates me to help it achieve its objectives	47%	33%	20%	-23	-8
Q33e. My organisation inspires me to do the best in my job	40%	40%	20%	-25	-15
<b>Job empowerment</b>					
Q22a. I have a choice in deciding how I do my work	87%	13%	0%	-4	+19
Q22b. I have the tools I need to do my job effectively	80%	7%	13%	+18	+7
Q22c. I get the information I need to do my job well	60%	13%	27%	-11	-10
Q22d. I have the authority necessary to do my job effectively	53%	13%	33%	-9	-18
Q22e. My job gives me opportunities to utilise my skills	67%	33%	0%	-10	-9
Q34b. Your ability to work on your own initiative	67%	13%	20%	-13	-16

## 03 Factors by question

Question	Response scale %			vs 2019	vs Qld public sector
<b>Workload and health*</b>					
Q23a. I am overloaded with work*	40%	33%	27%	-8	+9
Q23b. I feel burned out by my work*	47%	27%	27%	-10	+6
Q23e. My work has a negative impact on my health*	47%	13%	40%	-10	+1

\* These questions have been reversed. The % positive indicates those who have limited to no issues with workload and health.

### Learning and development

Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge	60%	20%	20%	-20	-1
Q28e. I am able to access relevant learning and development opportunities	43%	36%	21%	-32	-17
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	64%	27%	9%	-3	+2
Q28g. I am satisfied with the opportunities available for career development	47%	27%	27%	+2	0
Q31b. My organisation is committed to developing its employees	60%	27%	13%	-20	+9

## 03 Factors by question

Question	Response scale %			vs 2019	vs Qld public sector
<b>My workgroup</b>					
Q24a. People in my workgroup treat each other with respect	60%	13%	27%	-20	-15
Q24b. I receive help and support from other people in my workgroup	73%	20%	7%	-17	-10
Q24c. People in my workgroup are honest, open and transparent in their dealings	53%	27%	20%	-7	-15
Q24d. People in my workgroup use their time and resources efficiently	40%	33%	27%	-40	-26
Q24e. People in my workgroup treat customers with respect	93%	7%	0%	+3	+8
Q24f. People in my workgroup are committed to delivering excellent service to customers	87%	13%	0%	-3	+4
Q24g. People in my workgroup do their jobs effectively	47%	47%	7%	-28	-29
<b>My manager</b>					
Q29a. My manager treats employees with dignity and respect	80%	13%	7%	0	0
Q29b. My manager listens to what I have to say	67%	7%	27%	-8	-12
Q29c. My manager keeps me informed about what's going on	47%	47%	7%	-18	-24
Q29d. My manager understands my work	73%	13%	13%	+3	-2
Q29e. My manager creates a shared sense of purpose	53%	33%	13%	-12	-17
Q29f. My manager demonstrates honesty and integrity	53%	40%	7%	-17	-25
Q29g. My manager draws the best out of me	47%	27%	27%	-8	-14

## 03 Factors by question

Question	Response scale %			vs 2019	vs Qld public sector
<b>Organisational leadership</b>					
Q31a. In my organisation, the leadership is of high quality	47%	40%	13%	-33	-7
Q31c. Management model the behaviours expected of all employees	47%	27%	27%	-13	-5
Q31d. In my organisation, the leadership operates with a high level of integrity	60%	33%	7%	-5	+5
Q31f. My organisation is well managed	47%	40%	13%	-3	-2
<b>Organisational fairness</b>					
Q25f. Performance is assessed and rewarded fairly in my workplace	33%	20%	47%	-7	-3
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	27%	33%	40%	+2	-11
Q25h. People are treated fairly and consistently in my workplace	33%	27%	40%	-17	-19
Q25i. People take responsibility for their decisions and actions in my workplace	27%	47%	27%	-23	-26
Q31e. Recruitment and promotion decisions in this organisation are fair	47%	40%	13%	+12	+10

## 03 Factors by question

Question	Response scale %			vs 2019	vs Qld public sector
<b>Anti-discrimination</b>					
Q32a. Age is not a barrier to success in my organisation	67%	27%	7%	-8	+2
Q32b. Gender is not a barrier to success in my organisation	80%	13%	7%	0	+10
Q32c. Disability is not a barrier to success in my organisation	67%	33%	0%	+2	+9
Q32d. Cultural background is not a barrier to success in my organisation	80%	20%	0%	+5	+11
Q32e. Sexual orientation is not a barrier to success in my organisation	80%	20%	0%	0	+9
<b>Innovation</b>					
Q27a. I get the opportunity to develop new and better ways of doing my job	60%	13%	27%	-25	+2
Q27b. I am encouraged to make suggestions about improving work processes and/or services	73%	13%	13%	-12	+5
Q27c. Management is willing to act on suggestions to improve how things are done	60%	20%	20%	-10	+5
Q27d. My workgroup uses research and expertise to identify better practice	93%	0%	7%	+18	+37
Q27e. My workgroup always tries to improve its performance	80%	13%	7%	0	+10
Q27f. My organisation is open to new ideas	73%	20%	7%	-22	+18



# 04 Workplace climate

## Purpose

This section provides an overview of the 2020 workplace climate index results. The % positive score is benchmarked against the Queensland public sector and the 2019 score.

### Key

Response scale:

Positive

Neutral

Negative

## Workplace climate indices

Name	Response scale %			vs 2019	vs Qld public sector
Safety, health and wellness	62%	26%	12%	-4	+5
Effectiveness and innovation	67%	15%	18%	-2	+9
People and relationships	66%	24%	11%	-15	-11
Fairness and trust	58%	28%	15%	-6	-1
Performance and development	50%	29%	21%	-13	-7
Leadership and engagement	54%	30%	16%	-15	-10
My job	72%	15%	13%	-9	-6

## 05 Workplace climate by division

### Purpose

This section shows the breakdown of the workplace climate indices at various levels in the agency hierarchy. The scores shown are the % positive.

Name	Inspector-General Emergency Management
Responses	15
Effectiveness and innovation	67%
Fairness and trust	58%
Leadership and engagement	54%
My job	72%
People and relationships	66%
Performance and development	50%
Safety, health and wellness	62%

# 06 Workplace climate by question

## Purpose

This section provides an overview of the 2020 workplace climate index results, by question. The % positive score is benchmarked against the Queensland public sector and the 2019 score.

## Key

Response scale:

Positive    Neutral    Negative

Question	Response scale %			vs 2019	vs Qld public sector
<b>Safety, health and wellness</b>					
Q23a. I am overloaded with work*	40%	33%	27%	-8	+9
Q23b. I feel burned out by my work*	47%	27%	27%	-10	+6
Q23e. My work has a negative impact on my health*	47%	13%	40%	-10	+1
Q23f. My work contributes positively to my quality of life	20%	60%	20%	-32	-27
Q24h. People in my workgroup are committed to workplace safety	73%	27%	0%	-7	-9
Q24j. People in my workgroup work together to ensure flexible work arrangements meet both individual and business needs	80%	20%	0%	+5	+11
Q25b. My workplace culture supports people to achieve a good work/life balance	73%	27%	0%	+3	+9
Q25c. There is adequate focus on workplace safety at my workplace	87%	13%	0%	+12	+9
Q29h. My manager proactively discusses flexible work arrangements with my workgroup	73%	20%	7%	+8	+15
Q31g. In my organisation, senior leaders clearly consider the wellbeing of employees to be important	73%	20%	7%	+8	+20
Q31h. The wellbeing of employees is a priority for my organisation	60%	33%	7%	-5	+7
Q31j. My commitment to this organisation would be questioned if I chose to use flexible work options*	53%	13%	33%	-7	+4
Q34e. Your work-life balance	60%	40%	0%	-15	-8
Q34g. Your ability to access and use flexible work arrangements	80%	13%	7%	-5	+19

\* indicates a negatively worded question

## 06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
<b>Effectiveness and innovation</b>					
Q22b. I have the tools I need to do my job effectively	80%	7%	13%	+18	+7
Q22c. I get the information I need to do my job well	60%	13%	27%	-11	-10
Q22d. I have the authority necessary to do my job effectively	53%	13%	33%	-9	-18
Q23c. I feel my job is secure	60%	7%	33%	+8	-4
Q23d. There is too much 'red tape' in my work (e.g. regulatory or administrative processes)*	40%	27%	33%	+2	+21
Q24k. People in my workgroup share diverse ideas to develop innovative solutions	73%	20%	7%	-7	+6
Q25d. Approval processes at my workplace are excessive*	47%	20%	33%	+12	+27
Q26a. My workplace has undergone significant change in the past 12 months	87%	7%	7%	+7	+32
Q27a. I get the opportunity to develop new and better ways of doing my job	60%	13%	27%	-25	+2
Q27b. I am encouraged to make suggestions about improving work processes and/or services	73%	13%	13%	-12	+5
Q27c. Management is willing to act on suggestions to improve how things are done	60%	20%	20%	-10	+5
Q27d. My workgroup uses research and expertise to identify better practice	93%	0%	7%	+18	+37
Q27e. My workgroup always tries to improve its performance	80%	13%	7%	0	+10
Q27f. My organisation is open to new ideas	73%	20%	7%	-22	+18
Q34f. Your ability to 'make a difference' to the community	60%	33%	7%	0	-5

\* indicates a negatively worded question

## 06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
<b>People and relationships</b>					
Q24a. People in my workgroup treat each other with respect	60%	13%	27%	-20	-15
Q24b. I receive help and support from other people in my workgroup	73%	20%	7%	-17	-10
Q24c. People in my workgroup are honest, open and transparent in their dealings	53%	27%	20%	-7	-15
Q24d. People in my workgroup use their time and resources efficiently	40%	33%	27%	-40	-26
Q24e. People in my workgroup treat customers with respect	93%	7%	0%	+3	+8
Q24f. People in my workgroup are committed to delivering excellent service to customers	87%	13%	0%	-3	+4
Q24g. People in my workgroup do their jobs effectively	47%	47%	7%	-28	-29
Q24i. People in my workgroup work effectively with other workgroups in my organisation to deliver service to our customers	71%	29%	0%	-8	-7

## 06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
<b>Fairness and trust</b>					
Q25a. My workplace has an inclusive culture where diversity is valued and respected	60%	33%	7%	-10	-13
Q25f. Performance is assessed and rewarded fairly in my workplace	33%	20%	47%	-7	-3
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	27%	33%	40%	+2	-11
Q25h. People are treated fairly and consistently in my workplace	33%	27%	40%	-17	-19
Q25i. People take responsibility for their decisions and actions in my workplace	27%	47%	27%	-23	-26
Q25j. I am able to speak up and share a different view to my colleagues and manager	67%	20%	13%	-18	-6
Q30a. My senior manager demonstrates honesty and integrity	67%	27%	7%	-13	-6
Q31e. Recruitment and promotion decisions in this organisation are fair	47%	40%	13%	+12	+10
Q31i. My responsibilities outside of work restrict my opportunities for promotion*	60%	27%	13%	-20	+1
Q32a. Age is not a barrier to success in my organisation	67%	27%	7%	-8	+2
Q32b. Gender is not a barrier to success in my organisation	80%	13%	7%	0	+10
Q32c. Disability is not a barrier to success in my organisation	67%	33%	0%	+2	+9
Q32d. Cultural background is not a barrier to success in my organisation	80%	20%	0%	+5	+11
Q32e. Sexual orientation is not a barrier to success in my organisation	80%	20%	0%	0	+9
Q32f. If I raised a complaint, I feel confident that it would be taken seriously	60%	27%	13%	0	+4
Q32g. Women and men have equal access to work experiences that support career progression	73%	27%	0%	-2	+6

\* indicates a negatively worded question

## 06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
	Strongly agree	Disagree	Strongly disagree		
<b>Performance and development</b>					
Q28a. I receive useful feedback on my performance	40%	47%	13%	-20	-17
Q28b. My performance is assessed against clear criteria	40%	33%	27%	0	-11
Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge	60%	20%	20%	-20	-1
Q28d. I am supported to pursue developmental opportunities in other workplaces	33%	27%	40%	-22	-12
Q28e. I am able to access relevant learning and development opportunities	43%	36%	21%	-32	-17
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	64%	27%	9%	-3	+2
Q28g. I am satisfied with the opportunities available for career development	47%	27%	27%	+2	0
Q28h. I have had productive conversations with my manager on my performance in the past 12 months	53%	33%	13%	+3	-4
Q28i. I develop new knowledge and skills through undertaking tasks at work	60%	13%	27%	-15	-12
Q31b. My organisation is committed to developing its employees	60%	27%	13%	-20	+9

## 06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
<b>Leadership and engagement</b>					
Q29a. My manager treats employees with dignity and respect	80%	13%	7%	0	0
Q29b. My manager listens to what I have to say	67%	7%	27%	-8	-12
Q29c. My manager keeps me informed about what's going on	47%	47%	7%	-18	-24
Q29d. My manager understands my work	73%	13%	13%	+3	-2
Q29e. My manager creates a shared sense of purpose	53%	33%	13%	-12	-17
Q29f. My manager demonstrates honesty and integrity	53%	40%	7%	-17	-25
Q29g. My manager draws the best out of me	47%	27%	27%	-8	-14
Q31a. In my organisation, the leadership is of high quality	47%	40%	13%	-33	-7
Q31c. Management model the behaviours expected of all employees	47%	27%	27%	-13	-5
Q31d. In my organisation, the leadership operates with a high level of integrity	60%	33%	7%	-5	+5
Q31f. My organisation is well managed	47%	40%	13%	-3	-2
Q33a. I would recommend my organisation as a great place to work	47%	27%	27%	-33	-16
Q33b. I am proud to tell others I work for my organisation	53%	40%	7%	-27	-14
Q33c. I feel strong personal attachment to my organisation	53%	27%	20%	-12	-6
Q33d. My organisation motivates me to help it achieve its objectives	47%	33%	20%	-23	-8
Q33e. My organisation inspires me to do the best in my job	40%	40%	20%	-25	-15



## 06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
<b>My job</b>					
Q21a. I understand what is expected of me to do well in my job	80%	13%	7%	-15	-10
Q21b. I understand how my work contributes to my organisation's objectives	93%	0%	7%	-2	+2
Q22a. I have a choice in deciding how I do my work	87%	13%	0%	-4	+19
Q22e. My job gives me opportunities to utilise my skills	67%	33%	0%	-10	-9
Q22f. I enjoy the work in my current job	60%	27%	13%	-16	-15
Q22g. My job gives me a feeling of personal accomplishment	60%	13%	27%	-7	-9
Q34b. Your ability to work on your own initiative	67%	13%	20%	-13	-16
Q35. All things considered, how satisfied are you with your current job?	60%	7%	33%	-5	-12

# 07 Most changed since 2019, by question

## Purpose

This section identifies areas of improvement and strength, while also identifying areas that may need attention.

NOTE: *Survey questions in scope for this section were single response non-demographic questions that were asked of all respondents in 2020 as well as in 2019. 'My workplace has undergone significant change in the past 12 months' has not been included in the analysis.*

### Key

Response scale:

Positive

Neutral

Negative

Question	Response scale %			vs 2019
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### Survey questions with the most positive change

Q27d. My workgroup uses research and expertise to identify better practice	93%	0%	7%	+18
Q22b. I have the tools I need to do my job effectively	80%	7%	13%	+18
Q25c. There is adequate focus on workplace safety at my workplace	87%	13%	0%	+12
Q31e. Recruitment and promotion decisions in this organisation are fair	47%	40%	13%	+12
Q25d. Approval processes at my workplace are excessive*	47%	20%	33%	+12

### Survey questions with the most negative change

Q28e. I am able to access relevant learning and development opportunities	43%	36%	21%	-32
Q23f. My work contributes positively to my quality of life	20%	60%	20%	-32
Q33a. I would recommend my organisation as a great place to work	47%	27%	27%	-33
Q31a. In my organisation, the leadership is of high quality	47%	40%	13%	-33
Q24d. People in my workgroup use their time and resources efficiently	40%	33%	27%	-40

\* indicates a negatively worded question

## 08 Flexible work

### Purpose

This section outlines the types of flexible work arrangements being used and highlights some potential barriers to their take-up.

*NOTE: Multi-select questions may not add up to 100%.*

	2020	2019
<b>Do you currently use any flexible work options?</b>		
Use flexible workplace option	<b>86%</b>	<b>86%</b>
Use no flexible work option	<b>14%</b>	<b>14%</b>
<b>If yes to using flexible work option, which of the following do you use?</b>		
Telecommuting (Remote working)	<b>67%</b>	<b>50%</b>
Flexible work hours for example accumulated hours as 'flexitime'	<b>58%</b>	<b>72%</b>
Flexible work hours for example start late or early to meet responsibilities external to work	<b>58%</b>	<b>61%</b>
Part time work	<b>17%</b>	<b>17%</b>
Compressed work hours	<b>17%</b>	<b>6%</b>
Leave at half pay	<b>8%</b>	<b>11%</b>
Other	<b>8%</b>	<b>11%</b>

## 08 Flexible work

	2020	2019
<b>Have you made a request regarding flexible work arrangements in the last 12 months?</b>		
No, I have not made a request but I am content with my current arrangements	<b>53%</b>	<b>62%</b>
Yes, I requested flexibility	<b>33%</b>	<b>33%</b>
No, I have not made a request but I am not content with my current arrangements	<b>13%</b>	<b>5%</b>

**If yes to having made a request regarding flexible work arrangements, was your request for flexible work arrangements:**

Due to insufficient responses, the data for this question has been restricted.

**If no to having made a request and not content with your current arrangement, why haven't you made a request to change your work arrangements?**

Due to insufficient responses, the data for this question has been restricted.

# 09 Domestic and family violence

## Purpose

This section is focused on understanding the confidence levels of Queensland public sector employees in dealing with domestic and family violence (DFV) in the workplace.

### All employees

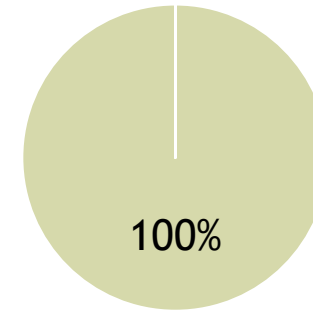
Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2020	2019
Yes	100%	95%
Don't know	-	5%

### Managers

Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2020	2019
Due to insufficient responses, the data for this question has been restricted.		

### Managers

Q36c. In the past 12 months, have you been in a situation where you have responded to an employee/colleague affected by DFV?	2020	2019
Due to insufficient responses, the data for this question has been restricted.		



### Non-managers

Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2020	2019
Yes	-	93%
Don't know	-	7%

### Non-managers


Q36c. In the past 12 months, have you been in a situation where you have responded to an employee/colleague affected by DFV?	2020	2019
No	-	86%
Don't know	-	7%
Yes	-	7%

# 09 Domestic and family violence

Question	Response scale %	vs 2019	vs Qld public sector
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## Managers

**Key**  
Response scale:



Due to insufficient responses, the data for this question has been restricted.

## Non-managers

Due to insufficient responses, the data for this question has been restricted.

# 10 Bullying and sexual harassment

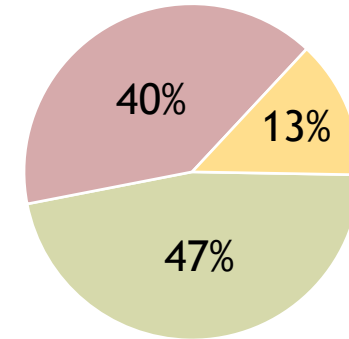
## Purpose

This section focuses on understanding the prevalence and sources of bullying and sexual harassment as well as the rate of reporting and barriers to reporting such incidences. The comparison columns show the score each question received in 2019.

*NOTE: Multi-select questions may not add up to 100%.*

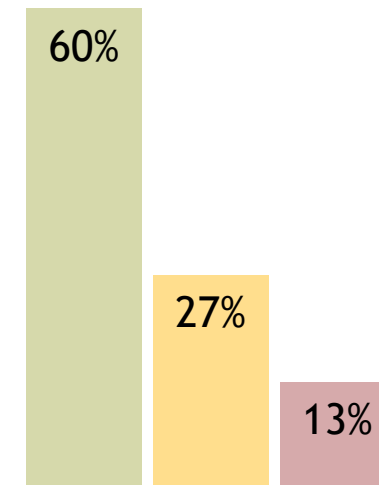
During the last 12 months have you witnessed bullying or sexual harassment in your workplace?

	2020	2019
No	47%	75%
Yes	40%	20%
Don't know	13%	5%



During the last 12 months have you been subjected to bullying or sexual harassment in your workplace?

	2020	2019
No	60%	70%
Don't know	27%	5%
Bullying	13%	25%



# 10 Bullying and sexual harassment

*NOTE: Only respondents who identified they had been subjected to bullying were asked these questions. Therefore the population base is a smaller number of total survey respondents.*

Key	
Yes	No

	2020	2019
<b>If you were subjected to bullying, who were you bullied by?</b>		

Due to insufficient responses, the data for this question has been restricted.

**If you were subjected to bullying, what type of bullying did you experience?**

Due to insufficient responses, the data for this question has been restricted.

**If you were subjected to bullying, did you report the bullying?**

Due to insufficient responses, the data for this question has been restricted.

	2020	2019
--	------	------

**Why did you not report the bullying?**

Due to insufficient responses, the data for this question has been restricted.



# 10 Bullying and sexual harassment

*NOTE: Only respondents who identified they had been subjected to sexual harassment were asked these questions. Therefore the population base is a smaller number of total survey respondents.*

Key	
Yes	No

	2020	2019
--	------	------

**If you were subjected to sexual harassment, who were you sexually harassed by?**

Due to insufficient responses, the data for this question has been restricted.

**If you were subjected to sexual harassment, what type of sexual harassment did you experience?**

Due to insufficient responses, the data for this question has been restricted.

**If you were subjected to sexual harassment, did you report the sexual harassment?**

Due to insufficient responses, the data for this question has been restricted.

	2020	2019
--	------	------

**Why did you not report the sexual harassment?**

Due to insufficient responses, the data for this question has been restricted.

# 11 Civility

## Purpose

This section is focused on exploring workplace behavior.

The % positive score is benchmarked against the Queensland public sector and the 2019 score.

## Key

### Positive Negative

Daily	Rarely/ sporadically
Very often	Never
Often	
Regularly	

### \*Negatively worded question

### Negative Positive

Daily	Rarely/ sporadically
Very often	Never
Often	
Regularly	

Question

Response scale %

vs  
2019

vs Qld  
public  
sector

Over the past month, how often has your manager/supervisor behaved in the following ways?

Showed appreciation of you and your work

80%

20%

+5

+10

Made you feel included

87%

13%

+7

+5

Was polite and courteous with you

100%

+5

+7

Made you feel ignored\*

80%

20%

-10

-9

Behaved towards you in a manner that you felt was inconsiderate\*

80%

20%

-10

-11

Behaved towards you in a manner that you felt was rude\*

80%

20%

-10

-14

Acted in an aggressive or intimidating manner towards you\*

87%

13%

-13

-9

Acted in an aggressive or intimidating manner towards someone you work with\*

87%

13%

-13

-8

\* indicates a negatively worded question

# 11 Civility

## Purpose

This section is focused on exploring workplace behavior.

The % positive score is benchmarked against the Queensland public sector and the 2019 score.

## Key

### Positive Negative

Daily	Rarely/ sporadically
Very often	Never
Often	
Regularly	

### \*Negatively worded question

### Negative Positive

Daily	Rarely/ sporadically
Very often	Never
Often	
Regularly	

Question

Response scale %

vs  
2019

vs Qld  
public  
sector

Over the past month, how often have your immediate colleagues behaved in the following ways?

Showed appreciation of you and your work

80%

20%

-5

+10

Made you feel included

87%

13%

+2

+2

Was polite and courteous with you

100%

+5

+5

Made you feel ignored\*

80%

20%

-5

-7

Behaved towards you in a manner that you felt was inconsiderate\*

73%

27%

-17

-15

Behaved towards you in a manner that you felt was rude\*

80%

20%

-15

-10

Acted in an aggressive or intimidating manner towards you\*

87%

13%

-13

-7

Acted in an aggressive or intimidating manner towards someone you work with\*

87%

13%

-13

-6

\* indicates a negatively worded question

# 12 Agency specific questions

## Purpose

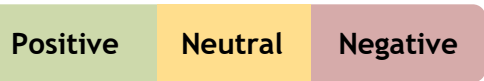
The purpose of agency specific questions is to provide agencies with an opportunity to explore questions that are of interest in their unique context.

*NOTE: Question wording may have been truncated to accommodate length restrictions in reporting.*

Question	Response scale %			vs 2019
IGEM b. My workgroup uses technology effectively to improve the delivery of services to clients	40%	27%	33%	-15
IGEM a. My workgroup uses technology effectively to support business operations	40%	40%	20%	-15

## Key

Response scale:



# 13 How to interpret this report

## % Positive, neutral and negative scores

Across Working for Queensland (WfQ) reporting, most data is expressed as % positive, % neutral or % negative.

- % **positive** presents the proportion of respondents who expressed a positive opinion or assessment i.e. combining 'Strongly agree' and 'Agree' responses.
- % **neutral** presents the proportion of respondents who expressed a neutral opinion or assessment.
- % **negative** presents the proportion of respondents who expressed a negative opinion or assessment i.e. combining 'Strongly disagree' and 'Disagree' responses.



## Negatively worded questions

### What are negatively worded questions?

Negatively worded questions are those phrased in a negative way e.g. “Approval processes at my work are excessive”.

### How are the negatively worded responses scored?

When responding to a negatively worded question, “Strongly disagree” and “Disagree” responses are classified as positive i.e. it is good that you disagree that approval processes at work are excessive (this means they are not excessive!). Therefore, the “Strongly disagree” and “Disagree” responses are combined to calculate the % positive score.

### What does this mean for interpreting the % positive score for negatively worded questions?

The % positive score combines the negative responses as they are the “preferred” responses to this question.

## EXAMPLE

In the image below the % positive score for “Approval processes at my work are excessive” is 51%. This result can be expressed by stating that:

**51% disagreed that “Approval processes at my work are excessive”**

OR

**51% felt that the “Approval processes at their work are not excessive”**



Conversely, the % negative score means that 20% of the employees perceive that the approval processes at their work are excessive.

## Interpreting the six point scale

Some questions ask respondents to indicate how regularly they experienced different workplace behaviours. Note that a number of these questions are negatively worded.



# 13 How to interpret this report

## Rounding

Results are rounded to whole numbers.  
Percentages may therefore not add up to 100%.

## Factor scores

Factor measures combine information from multiple survey questions that correlate highly with the overall factor. The factor scores are calculated as the sum of positive responses given to all questions within the factor, divided by the number of answers to all questions within the factor.

## Workplace climate index scores

Workplace climate indices have been created by grouping together questions within topics to which they generally relate. The climate index scores are calculated as the sum of positive responses given to all questions within the index, divided by the number of answers to all questions within the index.

## Number of respondents

The number of respondents for subpopulations (i.e. divisions, demographic groups) may not add up to the total number of respondents due to missing demographic or division information.

## % Change and division comparisons

Throughout this report, the % change figure and division comparisons are frequently reported. The % change score relates to differences between:

- the 2019 and 2020 % positive scores, or
- the 2020 agency and Qld public sector % scores.

The division comparisons relate to the comparisons of the % positive scores between the agency and other divisions.

## Definitions

The following definitions were used in the survey:

- **Your workgroup:** the group or team where you spend most of your time. If you are a manager, your workgroup is the people you manage.
- **Your workplace:** the place where you work, such as a hospital or office location as well as the places you visit as part of your work. Questions about your workplace concern the experiences you have in this environment.
- **Your organisation:** The government department, Health Service or Public Service Office you currently work for (e.g. The Department of Transport and Main Roads for staff employed in RoadTek, the Public Trustee for staff working for the Public Trustee, the Hospital and Health Service (HHS) you work for or the Department of Health).

- **Your immediate co-worker(s):** the person(s) in your agency you spend the majority of your time with.
- **Your manager/supervisor:** the person you usually report to.
- **Your senior manager:** the person your manager reports to.
- **Your customer(s):** the person(s) you provide advice or service to, whether internal or external to the Queensland public sector (e.g. students, clients, customers, stakeholders, patients, members of the community).
- **Your leader:** The person who sets the strategic direction for your organisation
- **Sexual harassment:** an unwelcome sexual advance, unwelcome request for sexual favours or other unwelcome conduct of a sexual nature which makes a person feel offended, humiliated or intimidated, and where that reaction is reasonable in the circumstances. Sexual harassment does not need to be deliberate or repeated to be illegal.
- **Bullying:** repeated and unreasonable behaviour directed towards a worker or group of workers that creates a risk to health and safety.