



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 the Queensland public sector.

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.

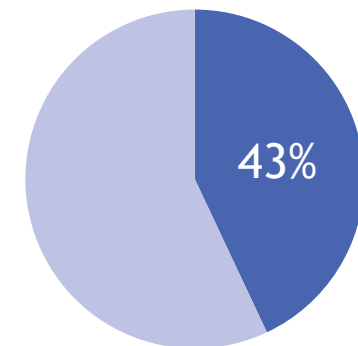
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Returned surveys:

82,071

Response Rate:



01 Factors

Purpose

This section provides an overview of the 2020 factor results. The % positive score is compared with the 2019 and 2018 scores.

Key

Response scale:

Positive

Neutral

Negative

Factors

Name	Response scale %			2020 % positive	2019 % positive	2018 % positive
Agency engagement	60%	26%	15%	60%	58%	59%
Job empowerment	73%	15%	12%	73%	71%	73%
Workload and health*	39%	31%	30%	39%	39%	40%
Learning and development	56%	24%	20%	56%	56%	57%
My workgroup	77%	15%	9%	77%	75%	76%
My manager	73%	14%	12%	73%	72%	73%
Organisational leadership	52%	27%	21%	52%	49%	49%
Organisational fairness	43%	28%	29%	43%	42%	42%
Anti-discrimination	66%	24%	10%	66%	65%	65%
Innovation	60%	23%	16%	60%	59%	60%

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

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

02 Factors by question

Purpose

This section provides an overview of the 2020 factor results, by question. The % positive score is compared with the 2019 and 2018 scores.

Key

Response scale:

Positive

Neutral

Negative

Question	Response scale %			2020 % positive	2019 % positive	2018 % positive
Agency engagement						
Q33a. I would recommend my organisation as a great place to work	62%	23%	15%	62%	59%	61%
Q33b. I am proud to tell others I work for my organisation	68%	22%	10%	68%	65%	67%
Q33c. I feel strong personal attachment to my organisation	60%	26%	14%	60%	58%	58%
Q33d. My organisation motivates me to help it achieve its objectives	54%	29%	17%	54%	53%	54%
Q33e. My organisation inspires me to do the best in my job	55%	29%	17%	55%	54%	54%
Job empowerment						
Q22a. I have a choice in deciding how I do my work	68%	18%	14%	68%	68%	68%
Q22b. I have the tools I need to do my job effectively	73%	13%	13%	73%	69%	72%
Q22c. I get the information I need to do my job well	70%	17%	13%	70%	67%	69%
Q22d. I have the authority necessary to do my job effectively	71%	17%	12%	71%	69%	70%
Q22e. My job gives me opportunities to utilise my skills	76%	13%	11%	76%	75%	76%
Q34b. Your ability to work on your own initiative	83%	11%	6%	83%	79%	80%

02 Factors by question

Question	Response scale %			2020 % positive	2019 % positive	2018 % positive
Workload and health*						
Q23a. I am overloaded with work*	31%	35%	34%	31%	31%	32%
Q23b. I feel burned out by my work*	40%	30%	30%	40%	42%	43%
Q23e. My work has a negative impact on my health*	45%	29%	26%	45%	43%	45%

* 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	61%	20%	19%	61%	61%	63%
Q28e. I am able to access relevant learning and development opportunities	60%	24%	16%	60%	60%	60%
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	62%	25%	13%	62%	63%	65%
Q28g. I am satisfied with the opportunities available for career development	47%	26%	28%	47%	45%	46%
Q31b. My organisation is committed to developing its employees	51%	27%	22%	51%	51%	52%

02 Factors by question

Question	Response scale %			2020 % positive	2019 % positive	2018 % positive
My workgroup						
Q24a. People in my workgroup treat each other with respect	75%	13%	12%	75%	74%	75%
Q24b. I receive help and support from other people in my workgroup	83%	11%	6%	83%	82%	84%
Q24c. People in my workgroup are honest, open and transparent in their dealings	68%	18%	13%	68%	66%	67%
Q24d. People in my workgroup use their time and resources efficiently	66%	21%	13%	66%	63%	64%
Q24e. People in my workgroup treat customers with respect	86%	11%	3%	86%	84%	86%
Q24f. People in my workgroup are committed to delivering excellent service to customers	83%	13%	4%	83%	80%	82%
Q24g. People in my workgroup do their jobs effectively	75%	17%	8%	75%	74%	74%
My manager						
Q29a. My manager treats employees with dignity and respect	80%	10%	9%	80%	80%	81%
Q29b. My manager listens to what I have to say	79%	11%	10%	79%	78%	80%
Q29c. My manager keeps me informed about what's going on	71%	14%	14%	71%	69%	70%
Q29d. My manager understands my work	75%	13%	12%	75%	75%	75%
Q29e. My manager creates a shared sense of purpose	70%	17%	13%	70%	68%	69%
Q29f. My manager demonstrates honesty and integrity	78%	12%	10%	78%	78%	79%
Q29g. My manager draws the best out of me	61%	24%	16%	61%	59%	57%

02 Factors by question

Question	Response scale %			2020 % positive	2019 % positive	2018 % positive
Organisational leadership						
Q31a. In my organisation, the leadership is of high quality	53%	25%	21%	53%	50%	50%
Q31c. Management model the behaviours expected of all employees	52%	25%	22%	52%	49%	49%
Q31d. In my organisation, the leadership operates with a high level of integrity	55%	27%	18%	55%	52%	52%
Q31f. My organisation is well managed	48%	29%	23%	48%	45%	45%
Organisational fairness						
Q25f. Performance is assessed and rewarded fairly in my workplace	37%	33%	30%	37%	36%	35%
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	38%	25%	37%	38%	36%	37%
Q25h. People are treated fairly and consistently in my workplace	52%	23%	25%	52%	51%	52%
Q25i. People take responsibility for their decisions and actions in my workplace	52%	27%	20%	52%	51%	51%
Q31e. Recruitment and promotion decisions in this organisation are fair	37%	32%	32%	37%	36%	36%

02 Factors by question

Question	Response scale %			2020 % positive	2019 % positive	2018 % positive
Anti-discrimination						
Q32a. Age is not a barrier to success in my organisation	65%	22%	13%	65%	63%	64%
Q32b. Gender is not a barrier to success in my organisation	70%	18%	12%	70%	67%	68%
Q32c. Disability is not a barrier to success in my organisation	58%	32%	10%	58%	56%	56%
Q32d. Cultural background is not a barrier to success in my organisation	69%	24%	8%	69%	68%	69%
Q32e. Sexual orientation is not a barrier to success in my organisation	71%	24%	6%	71%	69%	70%
Innovation						
Q27a. I get the opportunity to develop new and better ways of doing my job	58%	24%	18%	58%	57%	58%
Q27b. I am encouraged to make suggestions about improving work processes and/or services	68%	17%	15%	68%	66%	68%
Q27c. Management is willing to act on suggestions to improve how things are done	55%	24%	21%	55%	52%	54%
Q27d. My workgroup uses research and expertise to identify better practice	57%	28%	16%	57%	54%	55%
Q27e. My workgroup always tries to improve its performance	70%	20%	10%	70%	69%	70%
Q27f. My organisation is open to new ideas	55%	27%	18%	55%	54%	55%

03 Workplace climate

Purpose

This section provides an overview of the 2020 workplace climate index results. The % positive score is compared with the 2019 and 2018 scores.

*NOTE: In 2019, questions were removed from **My job** and **Effectiveness and innovation**. These questions have also been removed from the 2018 dataset, and the scores have been re-calculated in order to compare to 2019 and 2020 indices questions included.*

Workplace climate indices

Name	Response scale %			2020 % positive	2019 % positive	2018 % positive
Safety, health and wellness	57%	24%	19%	57%	55%	55%
Effectiveness and innovation	58%	23%	19%	58%	55%	57%
People and relationships	77%	15%	8%	77%	75%	76%
Fairness and trust	59%	24%	17%	59%	58%	58%
Performance and development	56%	24%	20%	56%	55%	56%
Leadership and engagement	64%	21%	15%	64%	62%	63%
My job	78%	13%	9%	78%	77%	78%

Key

Response scale:

Positive

Neutral

Negative

04 Workplace climate by question

Purpose

This section provides an overview of the 2020 workplace climate index results, by question. The % positive score is compared with the 2019 and 2018 scores.

Key

Response scale:

Positive Neutral Negative

Question	Response scale %			2020 % positive	2019 % positive	2018 % positive
Safety, health and wellness						
Q23a. I am overloaded with work*	31%	35%	34%	31%	31%	32%
Q23b. I feel burned out by my work*	40%	30%	30%	40%	42%	43%
Q23e. My work has a negative impact on my health*	45%	29%	26%	45%	43%	45%
Q23f. My work contributes positively to my quality of life	47%	34%	19%	47%	43%	44%
Q24h. People in my workgroup are committed to workplace safety	82%	13%	4%	82%	81%	82%
Q24j. People in my workgroup work together to ensure flexible work arrangements meet both individual and business needs	69%	20%	11%	69%	66%	67%
Q25b. My workplace culture supports people to achieve a good work/life balance	64%	20%	16%	64%	62%	62%
Q25c. There is adequate focus on workplace safety at my workplace	77%	15%	8%	77%	76%	77%
Q29h. My manager proactively discusses flexible work arrangements with my workgroup	58%	22%	20%	58%	51%	51%
Q31g. In my organisation, senior leaders clearly consider the wellbeing of employees to be important	54%	23%	23%	54%	50%	50%
Q31h. The wellbeing of employees is a priority for my organisation	53%	24%	23%	53%	49%	49%
Q31j. My commitment to this organisation would be questioned if I chose to use flexible work options*	49%	30%	20%	49%	48%	47%
Q34e. Your work-life balance	68%	18%	14%	68%	65%	64%
Q34g. Your ability to access and use flexible work arrangements	61%	25%	14%	61%	57%	56%

04 Workplace climate by question

Question	Response scale %			2020 % positive	2019 % positive	2018 % positive
Effectiveness and innovation						
Q22b. I have the tools I need to do my job effectively	73%	13%	13%	73%	69%	72%
Q22c. I get the information I need to do my job well	70%	17%	13%	70%	67%	69%
Q22d. I have the authority necessary to do my job effectively	71%	17%	12%	71%	69%	70%
Q23c. I feel my job is secure	64%	18%	18%	64%	61%	59%
Q23d. There is too much 'red tape' in my work (e.g. regulatory or administrative processes)*	19%	33%	48%	19%	18%	18%
Q24k. People in my workgroup share diverse ideas to develop innovative solutions	67%	21%	11%	67%	65%	66%
Q25d. Approval processes at my workplace are excessive*	20%	39%	41%	20%	20%	20%
Q26a. My workplace has undergone significant change in the past 12 months	55%	28%	17%	55%	49%	53%
Q27a. I get the opportunity to develop new and better ways of doing my job	58%	24%	18%	58%	57%	58%
Q27b. I am encouraged to make suggestions about improving work processes and/or services	68%	17%	15%	68%	66%	68%
Q27c. Management is willing to act on suggestions to improve how things are done	55%	24%	21%	55%	52%	54%
Q27d. My workgroup uses research and expertise to identify better practice	57%	28%	16%	57%	54%	55%
Q27e. My workgroup always tries to improve its performance	70%	20%	10%	70%	69%	70%
Q27f. My organisation is open to new ideas	55%	27%	18%	55%	54%	55%
Q34f. Your ability to 'make a difference' to the community	65%	23%	11%	65%	63%	65%

* indicates a negatively worded question

04 Workplace climate by question

Question	Response scale %			2020 % positive	2019 % positive	2018 % positive
People and relationships						
Q24a. People in my workgroup treat each other with respect	75%	13%	12%	75%	74%	75%
Q24b. I receive help and support from other people in my workgroup	83%	11%	6%	83%	82%	84%
Q24c. People in my workgroup are honest, open and transparent in their dealings	68%	18%	13%	68%	66%	67%
Q24d. People in my workgroup use their time and resources efficiently	66%	21%	13%	66%	63%	64%
Q24e. People in my workgroup treat customers with respect	86%	11%	3%	86%	84%	86%
Q24f. People in my workgroup are committed to delivering excellent service to customers	83%	13%	4%	83%	80%	82%
Q24g. People in my workgroup do their jobs effectively	75%	17%	8%	75%	74%	74%
Q24i. People in my workgroup work effectively with other workgroups in my organisation to deliver service to our customers	78%	14%	7%	78%	76%	78%

04 Workplace climate by question

Question	Response scale %			2020 % positive	2019 % positive	2018 % positive
Fairness and trust						
Q25a. My workplace has an inclusive culture where diversity is valued and respected	73%	18%	9%	73%	72%	72%
Q25f. Performance is assessed and rewarded fairly in my workplace	37%	33%	30%	37%	36%	35%
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	38%	25%	37%	38%	36%	37%
Q25h. People are treated fairly and consistently in my workplace	52%	23%	25%	52%	51%	52%
Q25i. People take responsibility for their decisions and actions in my workplace	52%	27%	20%	52%	51%	51%
Q25j. I am able to speak up and share a different view to my colleagues and manager	73%	15%	13%	73%	71%	72%
Q30a. My senior manager demonstrates honesty and integrity	72%	17%	11%	72%	72%	67%
Q31e. Recruitment and promotion decisions in this organisation are fair	37%	32%	32%	37%	36%	36%
Q31i. My responsibilities outside of work restrict my opportunities for promotion*	59%	25%	16%	59%	57%	57%
Q32a. Age is not a barrier to success in my organisation	65%	22%	13%	65%	63%	64%
Q32b. Gender is not a barrier to success in my organisation	70%	18%	12%	70%	67%	68%
Q32c. Disability is not a barrier to success in my organisation	58%	32%	10%	58%	56%	56%
Q32d. Cultural background is not a barrier to success in my organisation	69%	24%	8%	69%	68%	69%
Q32e. Sexual orientation is not a barrier to success in my organisation	71%	24%	6%	71%	69%	70%
Q32f. If I raised a complaint, I feel confident that it would be taken seriously	56%	22%	22%	56%	55%	56%
Q32g. Women and men have equal access to work experiences that support career progression	67%	21%	12%	67%	65%	66%

* indicates a negatively worded question

04 Workplace climate by question

Question	Response scale %			2020 % positive	2019 % positive	2018 % positive
Performance and development						
Q28a. I receive useful feedback on my performance	57%	23%	20%	57%	54%	56%
Q28b. My performance is assessed against clear criteria	51%	28%	21%	51%	48%	50%
Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge	61%	20%	19%	61%	61%	63%
Q28d. I am supported to pursue developmental opportunities in other workplaces	45%	31%	24%	45%	43%	41%
Q28e. I am able to access relevant learning and development opportunities	60%	24%	16%	60%	60%	60%
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	62%	25%	13%	62%	63%	65%
Q28g. I am satisfied with the opportunities available for career development	47%	26%	28%	47%	45%	46%
Q28h. I have had productive conversations with my manager on my performance in the past 12 months	58%	20%	22%	58%	56%	57%
Q28i. I develop new knowledge and skills through undertaking tasks at work	72%	17%	11%	72%	70%	71%
Q31b. My organisation is committed to developing its employees	51%	27%	22%	51%	51%	52%

04 Workplace climate by question

Question	Response scale %			2020 % positive	2019 % positive	2018 % positive
Leadership and engagement						
Q29a. My manager treats employees with dignity and respect	80%	10%	9%	80%	80%	81%
Q29b. My manager listens to what I have to say	79%	11%	10%	79%	78%	80%
Q29c. My manager keeps me informed about what's going on	71%	14%	14%	71%	69%	70%
Q29d. My manager understands my work	75%	13%	12%	75%	75%	75%
Q29e. My manager creates a shared sense of purpose	70%	17%	13%	70%	68%	69%
Q29f. My manager demonstrates honesty and integrity	78%	12%	10%	78%	78%	79%
Q29g. My manager draws the best out of me	61%	24%	16%	61%	59%	60%
Q31a. In my organisation, the leadership is of high quality	53%	25%	21%	53%	50%	50%
Q31c. Management model the behaviours expected of all employees	52%	25%	22%	52%	49%	49%
Q31d. In my organisation, the leadership operates with a high level of integrity	55%	27%	18%	55%	52%	52%
Q31f. My organisation is well managed	48%	29%	23%	48%	45%	45%
Q33a. I would recommend my organisation as a great place to work	62%	23%	15%	62%	59%	61%
Q33b. I am proud to tell others I work for my organisation	68%	22%	10%	68%	65%	67%
Q33c. I feel strong personal attachment to my organisation	60%	26%	14%	60%	58%	58%
Q33d. My organisation motivates me to help it achieve its objectives	54%	29%	17%	54%	53%	54%
Q33e. My organisation inspires me to do the best in my job	55%	29%	17%	55%	54%	54%

04 Workplace climate by question

Question	Response scale %			2020 % positive	2019 % positive	2018 % positive
My job						
Q21a. I understand what is expected of me to do well in my job	90%	5%	5%	90%	89%	90%
Q21b. I understand how my work contributes to my organisation's objectives	92%	5%	4%	92%	90%	91%
Q22a. I have a choice in deciding how I do my work	68%	18%	14%	68%	68%	68%
Q22e. My job gives me opportunities to utilise my skills	76%	13%	11%	76%	75%	76%
Q22f. I enjoy the work in my current job	75%	16%	9%	75%	74%	75%
Q22g. My job gives me a feeling of personal accomplishment	69%	18%	13%	69%	67%	69%
Q34b. Your ability to work on your own initiative	83%	11%	6%	83%	79%	80%
Q35. All things considered, how satisfied are you with your current job?	72%	15%	13%	72%	69%	73%

05 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

Q29h. My manager proactively discusses flexible work arrangements with my workgroup	58%	22%	20%	+7
Q22b. I have the tools I need to do my job effectively	73%	13%	13%	+5
Q31h. The wellbeing of employees is a priority for my organisation	53%	24%	23%	+4
Q34g. Satisfaction with your ability to access and use flexible work arrangements	61%	25%	14%	+4
Q34b. Satisfaction with your ability to work on your own initiative	83%	11%	6%	+4

Survey questions with the most negative change

Q31b. My organisation is committed to developing its employees	51%	27%	22%	0
Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge	61%	20%	19%	0
Q28e. I am able to access relevant learning and development opportunities	60%	24%	16%	0
Q28f. L&D activities I have completed in the past 12 months have helped to improve my performance	62%	25%	13%	-1
Q23b. I feel burned out by my work*	40%	30%	30%	-1

* indicates a negatively worded question

06 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
Do you currently use any flexible work options?		
Use flexible workplace option	59%	56%
Use no flexible work option	41%	44%
If yes to using flexible work option, which of the following do you use?		
Flexible work hours for example accumulated hours as 'flexitime'	49%	55%
Telecommuting (remote working)	38%	13%
Flexible work hours for example start late or early to meet responsibilities external to work	27%	26%
Part time work	24%	26%
Hot desks	8%	6%
Leave at half pay	6%	8%
Compressed work hours	5%	5%
Casual/on call	5%	5%
Job sharing	2%	2%
Other	2%	3%
Purchased leave/extended leave/deferred salary schemes	1%	1%
Term-time working	0%	0%
Part-year work/annualised hours	0%	0%

06 Flexible work

	2020	2019
Have you made a request regarding flexible work arrangements in the last 12 months?		
No, I have not made a request but I am content with my current arrangements	62%	65%
Yes, I requested flexibility	27%	23%
No, I have not made a request but I am not content with my current arrangements	11%	11%
If yes to having made a request regarding flexible work arrangements, was your request for flexible work arrangements:		
Fully granted	71%	73%
Partially granted	13%	12%
Declined - reason provided	5%	6%
Declined - no reason given	5%	5%
I have not received a reply as yet	6%	4%
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?		
None of the above	28%	25%
Flexible working is frowned upon/not supported by my workplace culture	28%	27%
I didn't feel confident presenting my case or negotiating arrangements with my manager	25%	23%
I feel flexibility is not possible in my current job	25%	28%
I was concerned that it may negatively impact my team	20%	21%
I felt it would limit my career	19%	20%
I didn't feel I had the right to	16%	16%
I don't feel confident in my manager's ability to manage staff working flexibly	12%	11%
I felt it would limit my access to training and development	8%	8%
I feel the technology I currently have access to does not support flexible working	5%	6%

07 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

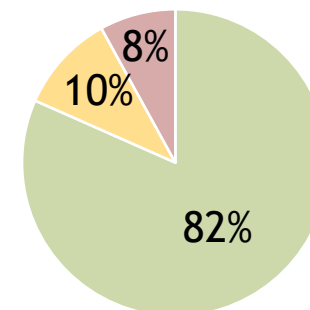
Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2020	2019
Yes	82%	80%
Don't know	10%	11%
No	8%	9%

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%	91%
Don't know	4%	4%
No	4%	4%

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	79%	78%
Yes	16%	18%
Prefer not to say	3%	3%
Don't know	1%	1%



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	78%	77%
Don't know	12%	13%
No	9%	10%

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	88%	87%
Yes	6%	7%
Prefer not to say	4%	4%
Don't know	2%	2%

07 Domestic and family violence

Key

Response scale:

Positive

Neutral

Negative

Question	Response scale %			2020 % positive	2019 % positive	2018 % positive
Managers						
Q36a.a. I am confident that I could sensitively communicate with employees affected by domestic and family violence	87%	10%	4%	87%	86%	85%
Q36a.b. If I was approached directly by an employee affected by domestic and family violence, I am confident in my ability to provide appropriate levels of support	86%	10%	4%	86%	85%	84%
Q36a.c. If I was made aware (e.g. by other colleagues) that domestic and family violence was affecting an employee, I am confident that I could respond appropriately	86%	10%	4%	86%	86%	84%
Non-managers						
Q36b.a I am confident that I could sensitively communicate with colleagues affected by domestic and family violence	75%	17%	7%	75%	74%	72%
Q36b.b. I am confident that I could effectively refer a colleague affected by domestic and family violence to appropriate support	75%	19%	6%	75%	73%	72%

08 Bullying and sexual harassment

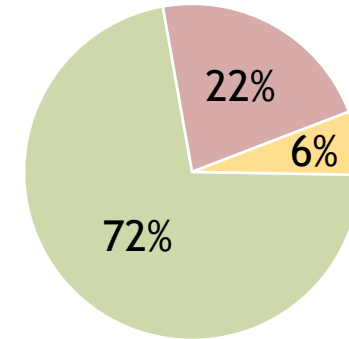
Purpose

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%.

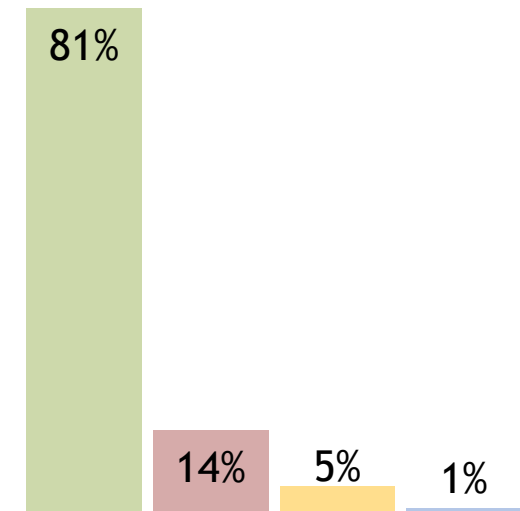
During the last 12 months have you witnessed bullying or sexual harassment in your workplace?

	2020	2019
No	72%	71%
Yes	22%	24%
Don't know	6%	5%



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

	2020	2019
No	81%	81%
Bullying	14%	14%
Don't know	5%	4%
Sexual harassment	1%	1%



08 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.

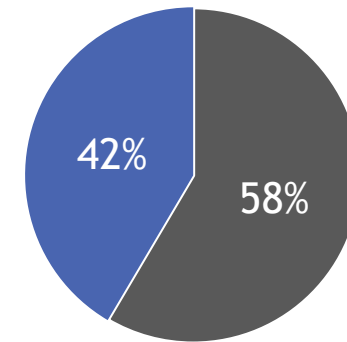
Key

Yes

No

	2020	2019
If you were subjected to bullying, who were you bullied by?		
A fellow worker	45%	44%
Your immediate manager/supervisor	37%	37%
A senior manager	33%	33%
A group of fellow workers	16%	15%
Prefer not to specify	8%	8%
A client/customer	7%	7%
A worker that reports to you	6%	6%
A member of the public	5%	5%
Other	3%	2%
A representative of another agency	2%	2%
A consultant/service provider	2%	2%
If you were subjected to bullying, what type of bullying did you experience?		
Verbal abuse	59%	59%
Inappropriate and unfair application of work policies or rules	45%	44%
Other	31%	30%
Physical behaviour	12%	13%
Interference with your personal property or work equipment	9%	10%
Cyber bullying	8%	7%
'Initiations' or pranks	6%	6%

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



	2020	2019
Why did you not report the bullying?		
I did not think any action would be taken	62%	60%
It could affect my career	46%	47%
I did not want to upset relationships in the workplace	39%	38%
Managers accepted the behaviour	39%	38%
I did not think it was worth the hassle of going through the report process	37%	35%
I did not have enough evidence	21%	20%
I did not think the bullying was serious enough	14%	15%
Other	12%	12%
The matter was resolved informally	7%	7%
I did not know how to report it	6%	6%

08 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.

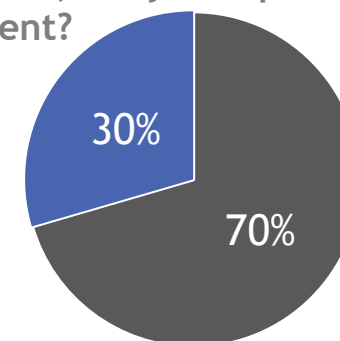
Key

Yes

No

	2020	2019
If you were subjected to sexual harassment, who were you sexually harassed by?		
A fellow worker	55%	57%
A senior manager	16%	18%
A client/customer	16%	11%
Your immediate manager/supervisor	12%	14%
Prefer not to specify	12%	13%
A member of the public	10%	6%
A group of fellow workers	8%	10%
A representative of another agency	3%	2%
Other	3%	3%
A consultant/service provider	2%	2%
A worker that reports to you	2%	2%
If you were subjected to sexual harassment, what type of sexual harassment did you experience?		
Remarks of a sexual nature	71%	70%
Unwanted physical intimacy	34%	33%
Any other unwelcome conduct of a sexual nature in relation to you with the intention of intimidating, offending or humiliating you or where a reasonable person would anticipate the possibility of this	23%	20%
Unwelcome demand or request, either directly or implied, for sexual favours	17%	21%
Other	15%	16%

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



	2020	2019
Why did you not report the sexual harassment?		
I did not think any action would be taken	45%	43%
I did not want to upset relationships in the workplace	39%	40%
It could affect my career	38%	37%
I did not think it was worth the hassle of going through the report process	35%	34%
I did not think the sexual harassment was serious enough	27%	26%
Managers accepted the behaviour	23%	24%
I did not have enough evidence	21%	21%
Other	13%	14%
The matter was resolved informally	12%	12%
I did not know how to report it	9%	7%

09 Civility

Purpose

This section is focused on exploring workplace behavior.

The % positive score is compared with the 2019 scores.

Key

Positive

Daily
Very often
Often
Regularly

Negative

Rarely/
sporadically
Never

*Negatively worded question

Negative

Daily
Very often
Often
Regularly

Positive

Rarely/
sporadically
Never

Question

Response scale %

2020
% positive

2019
% positive

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

Showed appreciation of you and your work

70%

30%

70%

68%

Made you feel included

82%

18%

82%

80%

Was polite and courteous with you

93%

7%

93%

93%

Made you feel ignored*

89%

11%

89%

89%

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

91%

9%

91%

91%

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

94%

6%

94%

94%

Acted in an aggressive or intimidating manner towards you*

96%

4%

96%

96%

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

95%

5%

95%

95%

* indicates a negatively worded question

09 Civility

Purpose

This section is focused on exploring workplace behavior.

The % positive score is compared with the 2019 scores.

Key

Positive

Daily
Very often
Often
Regularly

Negative

Rarely/
sporadically
Never

*Negatively worded question

Negative

Daily
Very often
Often
Regularly

Positive

Rarely/
sporadically
Never

Question

Response scale %

2020
% positive

2019
% positive

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

Showed appreciation of you and your work

70%

30%

70%

68%

Made you feel included

85%

15%

85%

84%

Was polite and courteous with you

95%

5%

95%

94%

Made you feel ignored*

87%

13%

87%

86%

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

88%

12%

88%

87%

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

90%

10%

90%

89%

Acted in an aggressive or intimidating manner towards you*

94%

6%

94%

94%

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

93%

7%

93%

92%

* indicates a negatively worded question

10 Queensland public sector values

Purpose

This section provides results for the survey items that express the Queensland public sector values. The % positive score is compared with the 2019 and 2018 scores.

Key

Response scale:

Positive

Neutral

Negative

Question	Response scale %			2020 % positive	2019 % positive	2018 % positive
Ideas into action						
Q27a. I get the opportunity to develop new and better ways of doing my job	58%	24%	18%	58%	57%	58%
Q27b. I am encouraged to make suggestions about improving work processes and/or services	68%	17%	15%	68%	66%	68%
Q27c. Management is willing to act on suggestions to improve how things are done	55%	24%	21%	55%	52%	54%
Q27f. My organisation is open to new ideas	55%	27%	18%	55%	54%	55%
Empower people						
Q22a. I have a choice in deciding how I do my work	68%	18%	14%	68%	68%	68%
Q22b. I have the tools I need to do my job effectively	73%	13%	13%	73%	69%	72%
Q22c. I get the information I need to do my job well	70%	17%	13%	70%	67%	69%
Q22d. I have the authority necessary to do my job effectively	71%	17%	12%	71%	69%	70%
Q22e. My job gives me opportunities to utilise my skills	76%	13%	11%	76%	75%	76%
Q34b. Your ability to work on your own initiative	83%	11%	6%	83%	79%	80%

10 Queensland public sector values

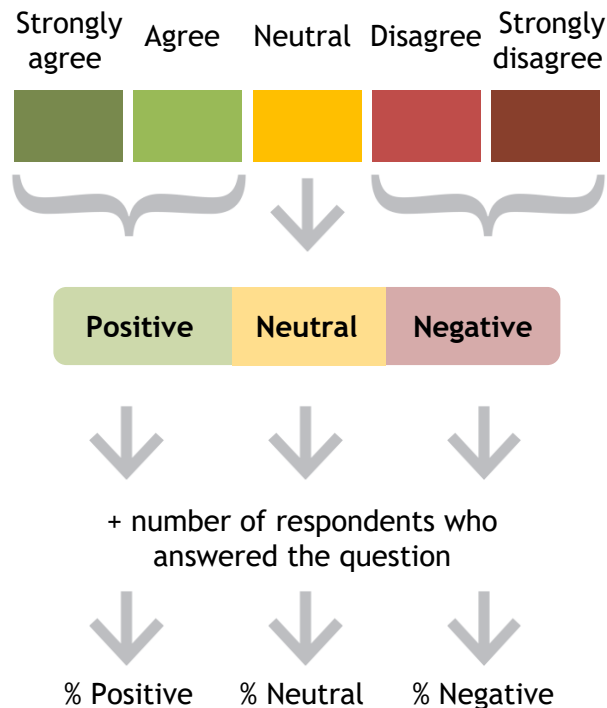
Question	Response scale %			2020 % positive	2019 % positive	2018 % positive
Customers first						
Q24e. People in my workgroup treat customers with respect	86%	11%	3%	86%	84%	86%
Q24f. People in my workgroup are committed to delivering excellent service to customers	83%	13%	4%	83%	80%	82%
Unleash potential						
Q28a. I receive useful feedback on my performance	57%	23%	20%	57%	54%	56%
Q28b. My performance is assessed against clear criteria	51%	28%	21%	51%	48%	50%
Q29g. My manager draws the best out of me	61%	24%	16%	61%	59%	60%
Q31b. My organisation is committed to developing its employees	51%	27%	22%	51%	51%	52%
Be courageous						
Q24c. People in my workgroup are honest, open and transparent in their dealings	68%	18%	13%	68%	66%	67%
Q25i. People take responsibility for their decisions and actions in my workplace	52%	27%	20%	52%	51%	51%
Q29f. My manager demonstrates honesty and integrity	78%	12%	10%	78%	78%	79%
Q30a. My senior manager demonstrates honesty and integrity	72%	17%	11%	72%	72%	67%

11 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.

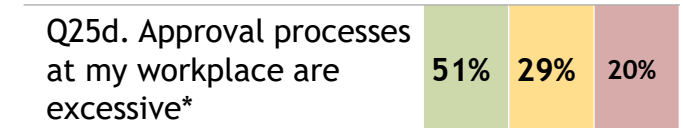
EXAMPLE

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

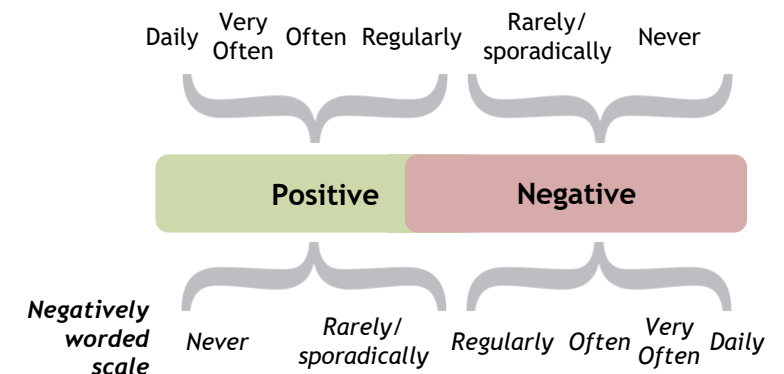
51% felt that the “Approval processes at their work are not excessive”



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.



11 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. demographic groups) may not add up to the total number of respondents due to missing demographic information.

% Change comparisons

Throughout this report, the % change figure comparisons are frequently reported. The % change score relates to differences between the 2020, 2019 and 2018 % positive scores.

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.