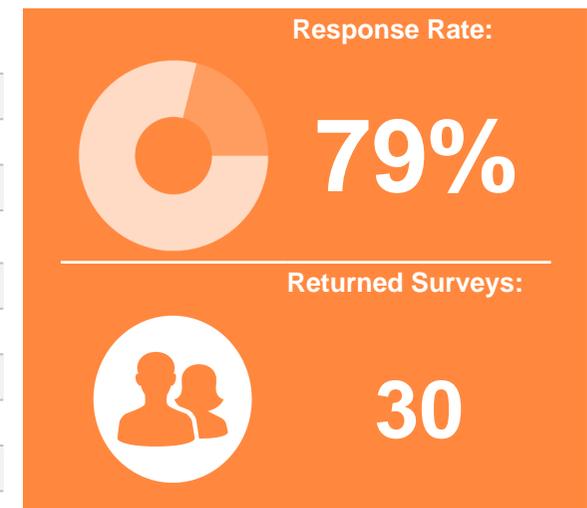


Energy & Water Ombudsman Queensland Report Content

Highlight Report

Reporting Framework	
STRATEGIC PRIORITIES	01 Driver analysis scorecard
	02 Factors
WORKPLACE CLIMATE	03 Workplace climate
	04 Workplace climate by item
	05 Flexible work options
	06 Domestic and family violence
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	11 Appendix B – Strategic priorities and factors by item
	12 Appendix C – How to interpret this report
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Purpose

The Highlight Report presents key results from the 2016 Working for Queensland survey, which was conducted from mid April to early May 2016. Results reflect the respondents from your agency.

Note on the response rate

The displayed response rate was calculated using statistical workforce data (Minimum Obligatory Human Resource Information) for March 2016.

Reporting Framework

All highlight reports include two different types of analysis, each of which provides a different lens through which to understand organisational climate and workplace improvement in your agency.

Strategic priorities: driver analysis

The first type of analysis is driver analysis, which is focused on survey results at the agency level. Driver analysis is designed to provide an understanding of the key drivers of three strategic priorities for your agency – agency engagement, organisational leadership and innovation.

The purpose of this analysis is to inform strategy development and resource investment across your agency.



Workplace climate

The second type of analysis relates to the workplace climate indices, which is focused on the workgroup level. The workplace climate indices have been grouped by topic so they more closely align with the way work, roles and responsibilities are broken up across agencies.

The index scores are calculated as a per cent positive average for the items in the grouping.

The purpose of this information is to provide workgroups with insight into their strengths and weaknesses by topic, so that the information can be easily discussed and actioned at the workgroup level.

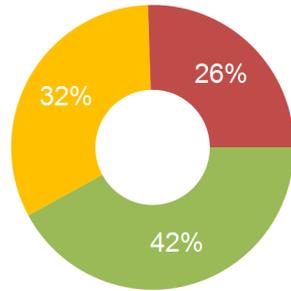


01 Driver analysis scorecard

Purpose

This section provides an overview of the drivers of the strategic priorities (agency engagement, organisational leadership and innovation) in your agency.

Agency engagement

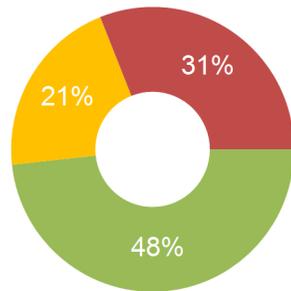


Top 3 drivers

% Positive

My manager	2016	<div style="width: 69%;"></div>	69%
Learning and development	2016	<div style="width: 28%;"></div>	28%
Job empowerment	2016	<div style="width: 60%;"></div>	60%

Organisational leadership

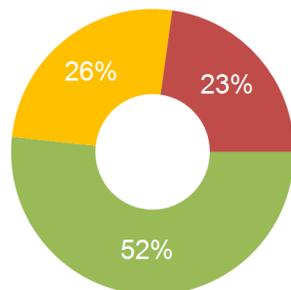


Top 3 drivers

% Positive

Learning and development	2016	<div style="width: 28%;"></div>	28%
My manager	2016	<div style="width: 69%;"></div>	69%
Job empowerment	2016	<div style="width: 60%;"></div>	60%

Innovation



Top 3 drivers

% Positive

Job empowerment	2016	<div style="width: 60%;"></div>	60%
Learning and development	2016	<div style="width: 28%;"></div>	28%
Organisational leadership	2016	<div style="width: 48%;"></div>	48%

02 Factors



Purpose

This section provides an overview of your agency's 2016 strategic priorities* and factor results. This data is benchmarked against the Queensland public sector and other agency results, as well as being compared with the previous year's results.

Understanding your agency's data, across time and in relation to the Queensland public sector, will enable your agency to assess its progress in workplace improvement.

	Response scale (%)			% positive	vs Qld public sector 2016	Range of all agencies	Your agency quintile
Agency engagement*	42	32	26	42%	-18	41 - 81	5
Job empowerment	60	20	20	60%	-13	55 - 86	5
Workload and health <i>% positive indicates those who have limited to no issues with workload and health</i>	64	22	13	64%	+26	28 - 78	1
Learning and development	28	26	46	28%	-28	28 - 78	5
My workgroup	68	23	8	68%	-9	64 - 92	5
My manager	69	15	16	69%	-2	57 - 89	3
Organisational leadership*	48	21	31	48%	-4	32 - 81	4
Organisational fairness <i>This factor has been altered between 2015 and 2016- it is, therefore, not trended over time</i>	40	26	34	40%	-4	25 - 63	4
Anti-discrimination	70	21	9	70%	-1	52 - 97	3
Innovation*	52	26	23	52%	-10	46 - 80	5

03 Workplace climate

Purpose

This section provides an overview of your agency's workplace climate index results. This data is benchmarked against the Queensland public sector and other agency results, as well as being compared with the previous year's results.

Understanding your agency's data, across time and in relation to the Queensland public sector, will enable your agency to assess its progress in workplace improvement.

	Response scale (%)			% positive	vs Qld public sector 2016	Range of all agencies	Your agency quintile
● Safety, health and wellness	61	23	16	61%	+4	45 - 83	3
● Effectiveness and innovation	55	27	19	55%	-3	47 - 76	4
● People and relationships	67	25	8	67%	-11	65 - 92	5
● Fairness and trust	56	21	23	56%	-3	43 - 77	4
● Performance and development	38	23	39	38%	-17	37 - 73	5
● Leadership and engagement	56	22	23	56%	-7	48 - 83	5
● My job	60	19	21	60%	-18	60 - 87	5

04 Workplace climate by item

Purpose

This section provides your agency's workplace climate index results by item. This data is benchmarked against the Queensland public sector and is compared with the previous year's results.

		Response scale (%)			% positive	vs Qld public sector 2016
●	Safety, health and wellness					
Q23a	I am overloaded with work % positive indicates those who "strongly disagree" or "disagree" with this statement	73	20	7	73%	+44
Q23b	I feel burned out by my work % positive indicates those who "strongly disagree" or "disagree" with this statement	67	20	13	67%	+25
Q23e	My work has a negative impact on my health % positive indicates those who "strongly disagree" or "disagree" with this statement	53	27	20	53%	+9
Q24h	People in my workgroup are committed to workplace safety	62	31	7	62%	-21
Q25b	My workplace culture supports people to achieve a good work/life balance	53	20	27	53%	-8
Q25c	There is adequate focus on workplace safety at my workplace	53	30	17	53%	-26
Q34e	Your work-life balance % positive indicates those who responded with "very satisfied" or "satisfied"	66	14	21	66%	+3

04 Workplace climate by item (cont.)

Purpose

This section provides your agency's workplace climate index results by item. This data is benchmarked against the Queensland public sector and is compared with the previous year's results.

		Response scale (%)			% positive	vs Qld public sector 2016
●	Effectiveness and innovation					
Q22b	I have the tools I need to do my job effectively	67	20	13	67%	-4
Q22c	I get the information I need to do my job well	67	17	17	67%	-2
Q22d	I have the authority necessary to do my job effectively	67	20	13	67%	-4
Q23c	I feel my job is secure	50	37	13	50%	-6
Q23d	There is too much 'red tape' in my work (e.g. Regulatory or administrative processes) <small>% positive indicates those who "strongly disagree" or "disagree" with this statement</small>	40	37	23	40%	+21
Q25d	Approval processes at my workplace are excessive <small>% positive indicates those who "strongly disagree" or "disagree" with this statement</small>	20	40	40	20%	+1
Q25e	Disruptions and/or noise at my workplace make it hard to get things done <small>% positive indicates those who "strongly disagree" or "disagree" with this statement</small>	50	40	10	50%	+3
Q26a	My workplace has undergone significant change in the past 12 months	53	17	30	53%	+1
Q27a	I get the opportunity to develop new and better ways of doing my job	33	37	30	33%	-26

04 Workplace climate by item (cont.)

Purpose

This section provides your agency's workplace climate index results by item. This data is benchmarked against the Queensland public sector and is compared with the previous year's results.

		Response scale (%)			% positive	vs Qld public sector 2016
● Effectiveness and innovation (cont.)						
Q27b	I am encouraged to make suggestions about improving work processes and/or services	57	17	27	57%	-12
Q27c	Management is willing to act on suggestions to improve how things are done	53	20	27	53%	-1
Q27d	My workgroup uses research and expertise to identify better practice	60	20	20	60%	+2
Q27e	My workgroup always tries to improve its performance	70	23	7	70%	-2
Q27f	My organisation is open to new ideas	37	37	27	37%	-20
Q34c	Your physical working environment <small>% positive indicates those who responded with "very satisfied" or "satisfied"</small>	69	21	10	69%	0
Q34d	The location of your work <small>% positive indicates those who responded with "very satisfied" or "satisfied"</small>	83	14	3	83%	+3
Q34f	Your ability to 'make a difference' to the community <small>% positive indicates those who responded with "very satisfied" or "satisfied"</small>	55	38	7	55%	-11

04 Workplace climate by item (cont.)

Purpose

This section provides your agency's workplace climate index results by item. This data is benchmarked against the Queensland public sector and is compared with the previous year's results.

		Response scale (%)			% positive	vs Qld public sector 2016
● People and relationships						
Q24a	People in my workgroup treat each other with respect	73	20	7	73%	-2
Q24b	I receive help and support from other people in my workgroup	87	10	3	87%	+3
Q24c	People in my workgroup are honest, open and transparent in their dealings	60	27	13	60%	-8
Q24d	People in my workgroup use their time and resources efficiently	33	43	23	33%	-33
Q24e	People in my workgroup treat customers with respect	77	23	0	77%	-10
Q24f	People in my workgroup are committed to delivering excellent service to customers	80	20	0	80%	-4
Q24g	People in my workgroup do their jobs effectively	69	21	10	69%	-7
Q24i	People in my workgroup work effectively with other workgroups in my organisation to deliver services to our customers	53	37	10	53%	-25

04 Workplace climate by item (cont.)

Purpose

This section provides your agency's workplace climate index results by item. This data is benchmarked against the Queensland public sector and is compared with the previous year's results.

		Response scale (%)			% positive	vs Qld public sector 2016
●	Fairness and trust					
Q25a	My workplace has an inclusive culture where diversity is valued and respected	60	13	27	60%	-14
Q25f	Performance is assessed and rewarded fairly in my workplace	30	47	23	30%	-5
Q25g	I am confident that poor performance will be appropriately addressed in my workplace	33	20	47	33%	-7
Q25h	People are treated fairly and consistently in my workplace	47	23	30	47%	-6
Q25i	People take responsibility for their decisions and actions in my workplace	37	23	40	37%	-17
Q30a	My senior manager demonstrates honesty and integrity	69	14	17	69%	+2
Q31e	Recruitment and promotion decisions in this organisation are fair	55	17	28	55%	+15
Q32a	Age is not a barrier to success in my organisation	76	17	7	76%	+5

04 Workplace climate by item (cont.)

Purpose

This section provides your agency's workplace climate index results by item. This data is benchmarked against the Queensland public sector and is compared with the previous year's results.

		Response scale (%)			% positive	vs Qld public sector 2016
Fairness and trust (cont.)						
Q32b	Gender is not a barrier to success in my organisation	72	14	14	72%	-1
Q32c	Disability is not a barrier to success in my organisation	55	38	7	55%	-7
Q32d	Cultural background is not a barrier to success in my organisation	72	21	7	72%	-1
Q32e	Sexual orientation is not a barrier to success in my organisation	72	17	10	72%	0
Q32f	If I raised a complaint, I feel confident that it would be taken seriously	55	10	34	55%	-4

04 Workplace climate by item (cont.)

Purpose

This section provides your agency's workplace climate index results by item. This data is benchmarked against the Queensland public sector and is compared with the previous year's results.

		Response scale (%)			% positive	vs Qld public sector 2016
●	Performance and development					
Q28a	I receive useful feedback on my performance	50	27	23	50%	-7
Q28b	My performance is assessed against clear criteria	60	20	20	60%	+10
Q28c	In my organisation, there are opportunities for me to develop my skills and knowledge	30	30	40	30%	-33
Q28d	I am encouraged to pursue developmental opportunities in other workplaces	17	23	60	17%	-22
Q28e	I am able to access relevant learning and development opportunities	27	33	40	27%	-35
Q28f	Learning and development activities I have completed in the past 12 months have helped to improve my performance	32	21	46	32%	-28
Q28g	I am satisfied with the opportunities available for career development	17	27	57	17%	-27
Q28h	I have had productive conversations with my manager on my performance in the past 12 months	60	7	33	60%	+5
Q28i	I develop new knowledge and skills through undertaking tasks at work	53	23	23	53%	-20
Q31b	My organisation is committed to developing its employees	36	18	46	36%	-18

04 Workplace climate by item (cont.)

Purpose

This section provides your agency's workplace climate index results by item. This data is benchmarked against the Queensland public sector and is compared with the previous year's results.

		Response scale (%)			% positive	vs Qld public sector 2016
● Leadership and engagement						
Q29a	My manager treats employees with dignity and respect	83	3	14	83%	+5
Q29b	My manager listens to what I have to say	83	3	14	83%	+6
Q29c	My manager keeps me informed about what's going on	72	17	10	72%	+5
Q29d	My manager understands my work	83	3	14	83%	+11
Q29e	My manager creates a shared sense of purpose	55	24	21	55%	-13
Q29f	My manager demonstrates honesty and integrity	76	10	14	76%	-1
Q29g	My manager draws the best out of me	34	41	24	34%	-24
Q31a	In my organisation, the leadership is of high quality	34	31	34	34%	-19

04 Workplace climate by item (cont.)

Purpose

This section provides your agency's workplace climate index results by item. This data is benchmarked against the Queensland public sector and is compared with the previous year's results.

● Leadership and engagement (cont.)		Response scale (%)			% positive	vs Qld public sector 2016
Q31c	Management model the behaviours expected of all employees	48	14	38	48%	-4
Q31d	In my organisation, the leadership operates with a high level of integrity	59	21	21	59%	+3
Q31f	My organisation is well managed	52	17	31	52%	+3
Q33a	I would recommend my organisation as a great place to work	48	31	21	48%	-13
Q33b	I am proud to tell others I work for my organisation	59	17	24	59%	-9
Q33c	I feel strong personal attachment to my organisation	34	38	28	34%	-26
Q33d	My organisation motivates me to help it achieve its objectives	38	34	28	38%	-17
Q33e	My organisation inspires me to do the best in my job	31	41	28	31%	-24

04 Workplace climate by item (cont.)

Purpose

This section provides your agency's workplace climate index results by item. This data is benchmarked against the Queensland public sector and is compared with the previous year's results.

		Response scale (%)			% positive	vs Qld public sector 2016
● My job						
Q21a	I understand what is expected of me to do well in my job	87	3	10	87%	-4
Q21b	I understand how my work contributes to my organisation's objectives	90	0	10	90%	-2
Q22a	I have a choice in deciding how I do my work	43	33	23	43%	-25
Q22e	My job gives me opportunities to utilise my skills	53	17	30	53%	-23
Q22f	I enjoy the work in my current job	53	27	20	53%	-23
Q22g	My job gives me a feeling of personal accomplishment	47	27	27	47%	-24
Q34a	The degree to which your work is interesting/challenging <i>% positive indicates those who responded with "very satisfied" or "satisfied"</i>	45	31	24	45%	-31
Q34b	Your ability to work on your own initiative <i>% positive indicates those who responded with "very satisfied" or "satisfied"</i>	62	14	24	62%	-19
Q35	All things considered, how satisfied are you with your current job? <i>% positive indicates those who responded with "very satisfied" or "satisfied"</i>	59	22	19	59%	-14

05 Flexible work options

Purpose

Flexible work arrangements are a very important element of contemporary workplaces. Well executed and managed flexible work arrangements improve employee engagement, retention and attraction. 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 per cent.

Do you currently use any of the following flexible work options?	Proportion	vs Qld public sector
Used no flexible work option	60%	+4
Used flexible workplace option <i>% proportion indicates those that used at least one of the 11 work place options</i>	40%	-4
Part time work	7%	-11
Part-year work/annualised hours	0%	0
Job sharing	3%	+1
Compressed work hours	0%	-2
Flexible work hours/shifts	37%	+17
Term-time working	0%	-1
Casual/on call	0%	-3
Telecommuting	0%	-2
Hot desks	0%	-2
Purchased leave/extended leave/deferred salary schemes	0%	-1
Leave at half pay	3%	0
Other, please specify	0%	-2
None of the above	60%	+4

05 Flexible work options (cont.)

Purpose

Flexible work arrangements are a very important element of contemporary workplaces. Well executed and managed flexible work arrangements improve employee engagement, retention and attraction. 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 per cent.

Have you made a request for a flexible work arrangement over the past 12 months?

	Proportion	vs Qld public sector
Yes, I requested flexibility	7%	-10
No, I have not made a request but I am content with my current arrangements	69%	-3
No, I have not made a request but I am not content with my current arrangements	24%	+13

Why haven't you made a request to change your work arrangements?

	Proportion	vs Qld public sector
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Due to insufficient responses, the remaining data within this section has been restricted.

06 Domestic and family violence

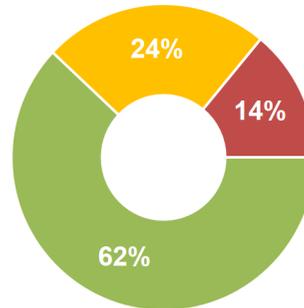
Purpose

The Government has committed to a 15 year reform agenda with respect to domestic and family violence. This section is focused on understanding the confidence levels of Queensland public sector employees in dealing with domestic and family violence in the workplace.

Are you aware of any policies, in your workplace, designed to support employees affected by domestic and family violence in the workplace or the community?

Overall

Yes	62%
No	14%
Don't know	24%



Managers

Yes	60%
No	20%
Don't Know	20%

Non-managers

Yes	63%
No	11%
Don't Know	26%

Managers

Manage one or more employees

% positive vs Qld public sector

I am confident that I could sensitively communicate with employees affected by domestic and family violence	60%	-18
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	60%	-16
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	50%	-27

Non-managers

Manage no employees

% positive vs Qld public sector

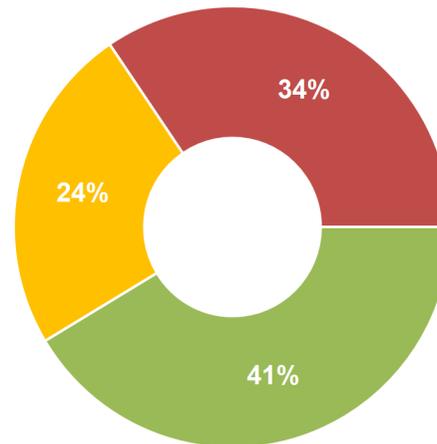
I am confident that I could sensitively communicate with colleagues affected by domestic and family violence	74%	+6
I am confident that I could effectively refer a colleague affected by domestic and family violence to appropriate support	74%	+7

07 Intention to leave your organisation

Purpose

The purpose of this section is to show the intention of employees to leave the organisation and their reasons for leaving.

NOTE: Multi-select questions may not add up to 100 per cent.



Reasons for leaving

Proportion

Due to insufficient responses, the remaining data within this section has been restricted.

41%

of employees agreed with the statement:

I intend to stay in my organisation within the next 12 months.

08 Bullying and sexual harassment

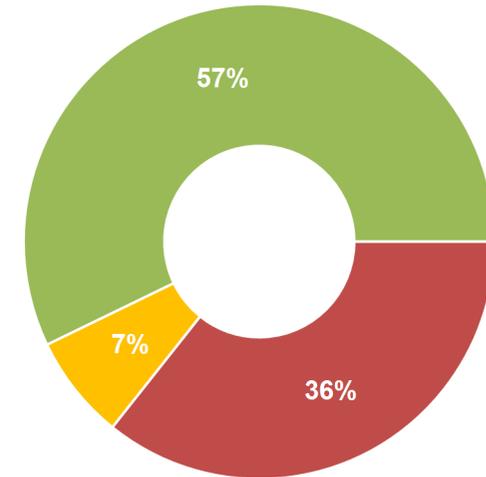
Purpose

This section is focused on understanding the prevalence and sources of bullying and sexual harassment as well as the rate of reporting and barriers to reporting such incidences.

NOTE: Multi-select questions may not add up to 100 per cent.

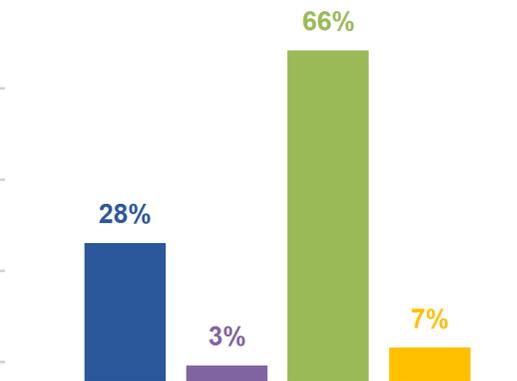
During the last 12 months have you witnessed bullying or sexual harassment in your workplace?

Yes	36%
No	57%
Don't know	7%



During the last 12 months, have you been subjected to any of the following in your workplace?

Bullying	28%
Sexual Harassment	3%
No	66%
Don't Know	7%



09 Your view

Purpose

This section is focused on understanding workplace improvement.

The first question relates to the one realistic, practical and implementable change employees would make in their agency.

The second aspect of this section refers to the visibility of change attributable to past Working for Queensland surveys as well as satisfaction with the change implemented.

If you could make one realistic, practical and implementable change in your organisation, what would it be?	Proportion	vs Qld public sector
An improvement in/better quality senior leadership (i.e. DG and executive team)	17%	+14
Greater career development opportunities	17%	+8
Improved work/life balance/flexible work arrangements	17%	+10
An improvement in/better quality senior/middle management	14%	+7
A reduction in red tape and bureaucracy	10%	-3
Improved teamwork and team relationships	7%	+2
More clarity on the agency's strategic direction, planning and objectives	3%	+1
An improvement in availability/communication of information	3%	0
More effective rewards and recognition	3%	-1
Better management of staffing levels (i.e. under or over)	3%	-3
Other	3%	-6

10 Appendix A – Strategic priorities by demographics

Purpose

This section enables you to understand the perceptions of the varying demographic groups of your workforce for each of the strategic priorities (agency engagement, organisational leadership and innovation).

Due to insufficient responses, this section has been restricted.

11 Appendix B – Strategic priorities and factors by item

Purpose

This section provides detailed information for each strategic priority and factor to enable in-depth discussions, action planning and workshopping.

Strategic priorities		% positive	% neutral	% negative
Agency engagement				
Q33a	I would recommend my organisation as a great place to work	48%	31%	21%
Q33b	I am proud to tell others I work for my organisation	59%	17%	24%
Q33c	I feel strong personal attachment to my organisation	34%	38%	28%
Q33d	My organisation motivates me to help it achieve its objectives	38%	34%	28%
Q33e	My organisation inspires me to do the best in my job	31%	41%	28%
Organisational leadership				
Q31a	In my organisation, the leadership is of high quality	34%	31%	34%
Q31c	Management model the behaviours expected of all employees	48%	14%	38%
Q31d	In my organisation, the leadership operates with a high level of integrity	59%	21%	21%
Q31f	My organisation is well managed	52%	17%	31%
Innovation				
Q27a	I get the opportunity to develop new and better ways of doing my job	33%	37%	30%
Q27b	I am encouraged to make suggestions about improving work processes and/or services	57%	17%	27%
Q27c	Management is willing to act on suggestions to improve how things are done	53%	20%	27%
Q27d	My workgroup uses research and expertise to identify better practice	60%	20%	20%
Q27e	My workgroup always tries to improve its performance	70%	23%	7%
Q27f	My organisation is open to new ideas	37%	37%	27%

11 Appendix B – Strategic priorities and factors by item (cont.)

Purpose

This section provides detailed information for each strategic priority and factor to enable in-depth discussions, action planning and workshoping.

Factors	% positive	% neutral	% negative
Job empowerment			
Q22a I have a choice in deciding how I do my work	43%	33%	23%
Q22b I have the tools I need to do my job effectively	67%	20%	13%
Q22c I get the information I need to do my job well	67%	17%	17%
Q22d I have the authority necessary to do my job effectively	67%	20%	13%
Q22e My job gives me opportunities to utilise my skills	53%	17%	30%
Q34b Your ability to work on your own initiative	62%	14%	24%
Workload and health			
Q23a I am overloaded with work % positive indicates those who "strongly disagree" or "disagree" with this statement i.e. limited to no issues with overload	73%	20%	7%
Q23b I feel burned out by my work % positive indicates those who "strongly disagree" or "disagree" with this statement i.e. limited to no issues with burn out	67%	20%	13%
Q23e My work has a negative impact on my health % positive indicates those who "strongly disagree" or "disagree" with this statement i.e. limited to no issues with negative health impacts	53%	27%	20%
Learning and development			
Q28c In my organisation, there are opportunities for me to develop my skills and knowledge	30%	30%	40%
Q28e I am able to access relevant learning and development opportunities	27%	33%	40%
Q28f Learning and development activities I have completed in the past 12 months have helped to improve my performance	32%	21%	46%
Q28g I am satisfied with the opportunities available for career development	17%	27%	57%
Q31b My organisation is committed to developing its employees	36%	18%	46%

11 Appendix B – Strategic priorities and factors by item (cont.)

Purpose

This section provides detailed information for each strategic priority and factor to enable in-depth discussions, action planning and workshopping.

Factors		% positive	% neutral	% negative
My workgroup				
Q24a	People in my workgroup treat each other with respect	73%	20%	7%
Q24b	I receive help and support from other people in my workgroup	87%	10%	3%
Q24c	People in my workgroup are honest, open and transparent in their dealings	60%	27%	13%
Q24d	People in my workgroup use their time and resources efficiently	33%	43%	23%
Q24e	People in my workgroup treat customers with respect	77%	23%	0%
Q24f	People in my workgroup are committed to delivering excellent service to customers	80%	20%	0%
Q24g	People in my workgroup do their jobs effectively	69%	21%	10%
My manager				
Q29a	My manager treats employees with dignity and respect	83%	3%	14%
Q29b	My manager listens to what I have to say	83%	3%	14%
Q29c	My manager keeps me informed about what's going on	72%	17%	10%
Q29d	My manager understands my work	83%	3%	14%
Q29e	My manager creates a shared sense of purpose	55%	24%	21%
Q29f	My manager demonstrates honesty and integrity	76%	10%	14%
Q29g	My manager draws the best out of me	34%	41%	24%

11 Appendix B – Strategic priorities and factors by item (cont.)

Purpose

This section provides detailed information for each strategic priority and factor to enable in-depth discussions, action planning and workshopping.

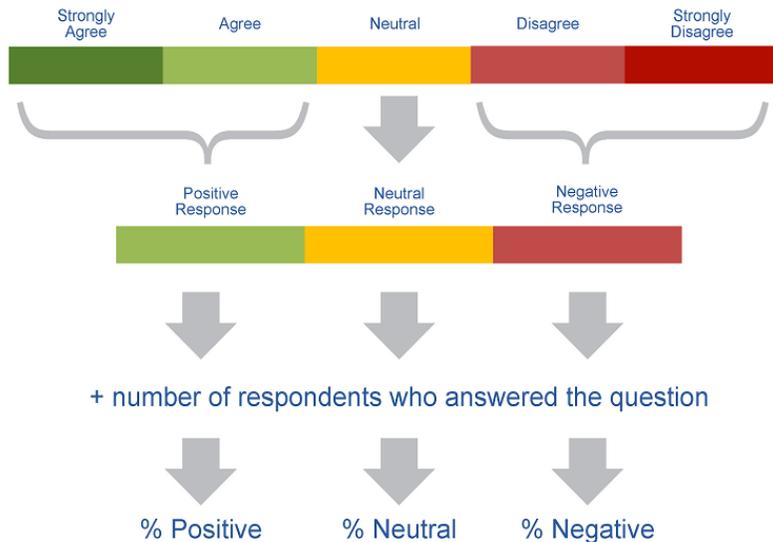
Factors	% positive	% neutral	% negative
Organisational fairness			
Q25f Performance is assessed and rewarded fairly in my workplace	30%	47%	23%
Q25g I am confident that poor performance will be appropriately addressed in my workplace	33%	20%	47%
Q25h People are treated fairly and consistently in my workplace	47%	23%	30%
Q25i People take responsibility for their decisions and actions in my workplace	37%	23%	40%
Q31e Recruitment and promotion decisions in this organisation are fair	55%	17%	28%
Anti-discrimination			
Q32a Age is not a barrier to success in my organisation	76%	17%	7%
Q32b Gender is not a barrier to success in my organisation	72%	14%	14%
Q32c Disability is not a barrier to success in my organisation	55%	38%	7%
Q32d Cultural background is not a barrier to success in my organisation	72%	21%	7%
Q32e Sexual orientation is not a barrier to success in my organisation	72%	17%	10%

12 Appendix C – 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: An example

What are negatively worded questions?

Negatively worded questions are items in the questionnaire that are 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 item.

EXAMPLE

In the table below the % positive score for "Approval processes at my work are excessive" is 82%. This result can be expressed by stating that:

82% disagreed that their "Approval processes at my work are excessive"

OR

82% felt that the approval processes at their work are not excessive.

Conversely, the % negative score means that 8% of the employees perceive that the approval processes at their work are excessive.

	% positive	vs 2015	% neutral	vs 2015	% negative	vs 2015
Q25 d Approval processes at my work are excessive.	82%	+4	10%	-2	8%	-5

How will I know if I am interpreting this correctly?

To assist in the interpretation, all negatively worded questions are accompanied by an explanatory statement.

12 Appendix C – How to interpret this report (cont.)

Rounding

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

Factor scores

Factor measures combine information from multiple survey items 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.

The report depicts three strategic priorities and makes use of seven factor measures.

Workplace climate index scores

Workplace climate indices have been created by grouping together survey items by theme. Like factor scores, 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.

% Change and division comparisons

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

- the 2015 and 2016 % positive, negative and neutral scores, or
- the 2016 agency and Qld Public Sector % scores.

The % score is highlighted green when the 2016 work area result is five or more percentage points higher than the 2015 score. The % score is highlighted red where the 2016 work area result is five or more percentage points lower.

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

Quintile

Indicates the position of your agency when the 58 participating agencies are ranked against individual workplace factors and workplace outcomes.

Quintile	Interpretation
1	Among first 20% of agencies OR Among top eleven ranked agencies
2	Among second 20% of agencies OR Between 12th and 22nd ranked agencies
3	Among third 20% of agencies OR Between 23rd and 33rd ranked agencies
4	Among fourth 20% of agencies OR Between 34th and 44th ranked agencies
5	Among last 20% of agencies OR Between 45th and 58th ranked agencies

Quintile positions 1 and 2 are indicated in green font, the third quintile is indicated in yellow font, and quintile positions 4 and 5 are indicated in red font.

PLEASE NOTE: While the coloured highlighting of both the % scores and the quintiles helps differentiate results, it does not necessarily indicate a statistically significant difference.

Number of respondents

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

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 school, 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

For Health agencies - The Hospital and Health Service (HHS), in which you work, or the Queensland Ambulance Service or the Department of Health.

For non-Health agencies - The Government department or public service office you work for in your current job (e.g. Department of Transport and Main Roads for staff employed in RoadTek, The Public Trustee for staff working for the The Public Trustee).

Your manager - The person you usually report to.

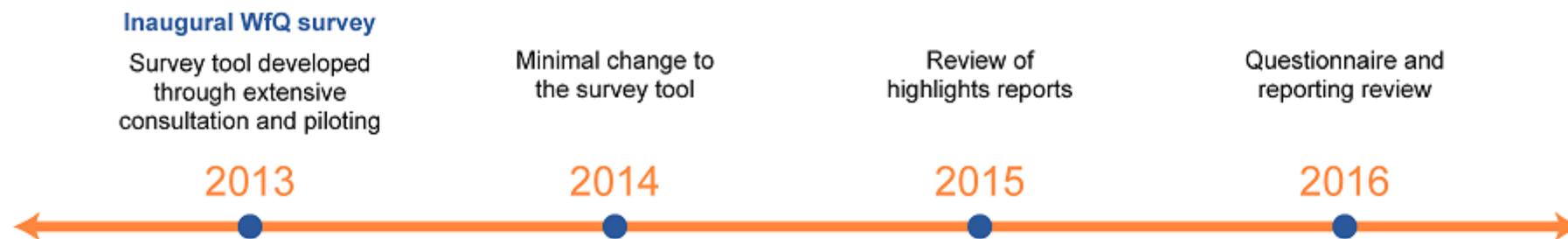
Your senior manager - The person your manager usually reports to.

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).

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.

13 Appendix D – Evolutions in the Working for Queensland research program



Evolutions in the 2016 Working for Queensland research program

Questionnaire

- Reduction in the length of the questionnaire
- Amendment to the flexible work arrangements questions
- Addition of domestic and family violence questions
- Expansion of the bullying and harassment questions
- Amendment to the free text comment such that it is now based on a coded list.

Analysis

- The reduction in the length of the questionnaire has led to a reduction in the number of factors
- The focus of driver analysis has become three strategic priorities: agency engagement, organisational leadership and innovation
- Workplace climate indices will be 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.

Reporting

- In 2016, the driver analysis has been repositioned as a strategic tool, based on strategic priorities
 - Driver analysis is conducted at the agency level and, as such, informs discussions around strategic agency priorities
- Workplace climate indices have been developed to better meet the needs of workgroups
 - These indices are more closely aligned with the way work, roles and responsibilities are broken up across agencies.