



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.

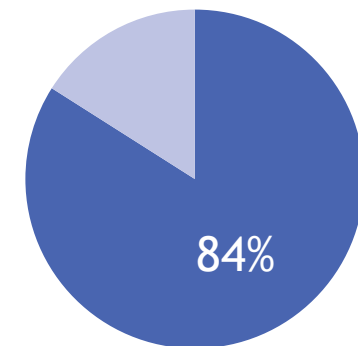
Content

- 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:

186

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	69%	20%	11%	+3	+9
Job empowerment	81%	9%	11%	+6	+7
Workload and health*	65%	14%	21%	+3	+26
Learning and development	69%	16%	15%	+3	+13
My workgroup	87%	8%	5%	+5	+10
My manager	83%	8%	8%	+2	+10
Organisational leadership	71%	16%	14%	+8	+18
Organisational fairness	64%	18%	18%	+3	+21
Anti-discrimination	80%	13%	6%	-1	+14
Innovation	77%	13%	10%	+4	+16

* % 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	Residential Tenancies Authority	Customer Experience	Digital Business Centre	Financial and Assurance Services	People and Culture
Responses	186	116	16	25	29
Agency engagement	69%	68%	85%	65%	66%
Anti-discrimination	80%	79%	87%	83%	77%
Innovation	77%	73%	92%	80%	79%
Job empowerment	81%	79%	92%	84%	80%
Learning and development	69%	71%	74%	61%	64%
My manager	83%	82%	87%	86%	82%
My workgroup	87%	88%	95%	83%	81%
Organisational fairness	64%	65%	69%	68%	53%
Organisational leadership	71%	68%	81%	76%	68%
Workload and health*	65%	64%	77%	81%	46%

* % 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
Agency engagement					
Q33a. I would recommend my organisation as a great place to work	71%	18%	11%	+5	+9
Q33b. I am proud to tell others I work for my organisation	74%	17%	9%	+6	+6
Q33c. I feel strong personal attachment to my organisation	61%	25%	15%	-3	+1
Q33d. My organisation motivates me to help it achieve its objectives	70%	21%	9%	+5	+16
Q33e. My organisation inspires me to do the best in my job	69%	21%	11%	+3	+14
Job empowerment					
Q22a. I have a choice in deciding how I do my work	69%	10%	20%	+5	+1
Q22b. I have the tools I need to do my job effectively	85%	4%	11%	+13	+12
Q22c. I get the information I need to do my job well	84%	8%	8%	+8	+14
Q22d. I have the authority necessary to do my job effectively	77%	15%	8%	+1	+6
Q22e. My job gives me opportunities to utilise my skills	80%	10%	11%	+4	+3
Q34b. Your ability to work on your own initiative	89%	5%	6%	+7	+6

03 Factors by question

Question	Response scale %			vs 2019	vs Qld public sector
Workload and health*					
Q23a. I am overloaded with work*	56%	18%	25%	-2	+25
Q23b. I feel burned out by my work*	66%	12%	23%	+4	+25
Q23e. My work has a negative impact on my health*	72%	13%	15%	+6	+27

* 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	70%	15%	15%	0	+9
Q28e. I am able to access relevant learning and development opportunities	68%	18%	14%	+2	+8
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	76%	16%	8%	+13	+15
Q28g. I am satisfied with the opportunities available for career development	59%	18%	24%	+1	+12
Q31b. My organisation is committed to developing its employees	72%	14%	14%	+1	+21

03 Factors by question

Question	Response scale %			vs 2019	vs Qld public sector
My workgroup					
Q24a. People in my workgroup treat each other with respect	90%	6%	4%	+9	+15
Q24b. I receive help and support from other people in my workgroup	91%	5%	4%	+4	+8
Q24c. People in my workgroup are honest, open and transparent in their dealings	79%	14%	7%	+4	+11
Q24d. People in my workgroup use their time and resources efficiently	78%	14%	8%	+8	+12
Q24e. People in my workgroup treat customers with respect	94%	5%	1%	+1	+8
Q24f. People in my workgroup are committed to delivering excellent service to customers	93%	6%	1%	+4	+10
Q24g. People in my workgroup do their jobs effectively	83%	9%	8%	+2	+8
My manager					
Q29a. My manager treats employees with dignity and respect	87%	6%	7%	+2	+7
Q29b. My manager listens to what I have to say	85%	8%	7%	0	+6
Q29c. My manager keeps me informed about what's going on	86%	6%	8%	+7	+15
Q29d. My manager understands my work	82%	7%	11%	0	+8
Q29e. My manager creates a shared sense of purpose	82%	9%	9%	+1	+12
Q29f. My manager demonstrates honesty and integrity	85%	8%	7%	+2	+7
Q29g. My manager draws the best out of me	75%	15%	10%	+4	+14

03 Factors by question

Question	Response scale %			vs 2019	vs Qld public sector
Organisational leadership					
Q31a. In my organisation, the leadership is of high quality	70%	17%	13%	+9	+17
Q31c. Management model the behaviours expected of all employees	73%	14%	13%	+8	+20
Q31d. In my organisation, the leadership operates with a high level of integrity	70%	16%	14%	+7	+15
Q31f. My organisation is well managed	69%	16%	15%	+7	+21
Organisational fairness					
Q25f. Performance is assessed and rewarded fairly in my workplace	54%	22%	24%	-5	+17
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	68%	13%	18%	+4	+31
Q25h. People are treated fairly and consistently in my workplace	72%	12%	16%	+9	+20
Q25i. People take responsibility for their decisions and actions in my workplace	72%	16%	11%	+10	+20
Q31e. Recruitment and promotion decisions in this organisation are fair	53%	26%	21%	-2	+16

03 Factors by question

Question	Response scale %			vs 2019	vs Qld public sector
Anti-discrimination					
Q32a. Age is not a barrier to success in my organisation	74%	16%	10%	-3	+9
Q32b. Gender is not a barrier to success in my organisation	81%	12%	7%	-2	+11
Q32c. Disability is not a barrier to success in my organisation	79%	14%	6%	+3	+22
Q32d. Cultural background is not a barrier to success in my organisation	82%	12%	6%	-3	+14
Q32e. Sexual orientation is not a barrier to success in my organisation	84%	13%	3%	-1	+14
Innovation					
Q27a. I get the opportunity to develop new and better ways of doing my job	72%	15%	13%	+4	+14
Q27b. I am encouraged to make suggestions about improving work processes and/or services	85%	8%	7%	+4	+17
Q27c. Management is willing to act on suggestions to improve how things are done	71%	15%	14%	+6	+17
Q27d. My workgroup uses research and expertise to identify better practice	69%	18%	13%	+3	+13
Q27e. My workgroup always tries to improve its performance	87%	9%	4%	+3	+17
Q27f. My organisation is open to new ideas	75%	15%	10%	+3	+20

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	76%	12%	12%	+5	+19
Effectiveness and innovation	74%	13%	13%	+5	+16
People and relationships	87%	8%	5%	+5	+10
Fairness and trust	75%	14%	11%	+2	+16
Performance and development	72%	15%	13%	+3	+16
Leadership and engagement	76%	14%	11%	+4	+12
My job	83%	8%	9%	+4	+5

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	Residential Tenancies Authority	Customer Experience	Digital Business Centre	Financial and Assurance Services	People and Culture
Responses	186	116	16	25	29
Effectiveness and innovation	74%	73%	84%	73%	72%
Fairness and trust	75%	74%	80%	79%	70%
Leadership and engagement	76%	75%	85%	77%	74%
My job	83%	80%	95%	87%	86%
People and relationships	87%	88%	94%	84%	84%
Performance and development	72%	73%	80%	67%	66%
Safety, health and wellness	76%	72%	90%	86%	74%

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
Safety, health and wellness					
Q23a. I am overloaded with work*	56%	18%	25%	-2	+25
Q23b. I feel burned out by my work*	66%	12%	23%	+4	+25
Q23e. My work has a negative impact on my health*	72%	13%	15%	+6	+27
Q23f. My work contributes positively to my quality of life	66%	20%	14%	+6	+19
Q24h. People in my workgroup are committed to workplace safety	93%	5%	2%	+3	+10
Q24j. People in my workgroup work together to ensure flexible work arrangements meet both individual and business needs	84%	8%	8%	+2	+15
Q25b. My workplace culture supports people to achieve a good work/life balance	81%	10%	8%	+5	+17
Q25c. There is adequate focus on workplace safety at my workplace	92%	5%	3%	+2	+15
Q29h. My manager proactively discusses flexible work arrangements with my workgroup	72%	16%	12%	+11	+14
Q31g. In my organisation, senior leaders clearly consider the wellbeing of employees to be important	75%	11%	13%	+9	+22
Q31h. The wellbeing of employees is a priority for my organisation	71%	16%	13%	+7	+18
Q31j. My commitment to this organisation would be questioned if I chose to use flexible work options*	67%	16%	17%	-3	+18
Q34e. Your work-life balance	85%	8%	7%	+8	+17
Q34g. Your ability to access and use flexible work arrangements	84%	10%	6%	+9	+23

* indicates a negatively worded question

06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
Effectiveness and innovation					
Q22b. I have the tools I need to do my job effectively	85%	4%	11%	+13	+12
Q22c. I get the information I need to do my job well	84%	8%	8%	+8	+14
Q22d. I have the authority necessary to do my job effectively	77%	15%	8%	+1	+6
Q23c. I feel my job is secure	48%	17%	35%	+4	-16
Q23d. There is too much 'red tape' in my work (e.g. regulatory or administrative processes)*	49%	24%	27%	+2	+30
Q24k. People in my workgroup share diverse ideas to develop innovative solutions	83%	11%	6%	+7	+15
Q25d. Approval processes at my workplace are excessive*	51%	22%	27%	+6	+31
Q26a. My workplace has undergone significant change in the past 12 months	92%	6%	2%	+9	+37
Q27a. I get the opportunity to develop new and better ways of doing my job	72%	15%	13%	+4	+14
Q27b. I am encouraged to make suggestions about improving work processes and/or services	85%	8%	7%	+4	+17
Q27c. Management is willing to act on suggestions to improve how things are done	71%	15%	14%	+6	+17
Q27d. My workgroup uses research and expertise to identify better practice	69%	18%	13%	+3	+13
Q27e. My workgroup always tries to improve its performance	87%	9%	4%	+3	+17
Q27f. My organisation is open to new ideas	75%	15%	10%	+3	+20
Q34f. Your ability to 'make a difference' to the community	79%	11%	9%	+3	+14

* indicates a negatively worded question

06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
People and relationships					
Q24a. People in my workgroup treat each other with respect	90%	6%	4%	+9	+15
Q24b. I receive help and support from other people in my workgroup	91%	5%	4%	+4	+8
Q24c. People in my workgroup are honest, open and transparent in their dealings	79%	14%	7%	+4	+11
Q24d. People in my workgroup use their time and resources efficiently	78%	14%	8%	+8	+12
Q24e. People in my workgroup treat customers with respect	94%	5%	1%	+1	+8
Q24f. People in my workgroup are committed to delivering excellent service to customers	93%	6%	1%	+4	+10
Q24g. People in my workgroup do their jobs effectively	83%	9%	8%	+2	+8
Q24i. People in my workgroup work effectively with other workgroups in my organisation to deliver service to our customers	88%	7%	5%	+4	+10

06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
Fairness and trust					
Q25a. My workplace has an inclusive culture where diversity is valued and respected	88%	8%	4%	+9	+15
Q25f. Performance is assessed and rewarded fairly in my workplace	54%	22%	24%	-5	+17
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	68%	13%	18%	+4	+31
Q25h. People are treated fairly and consistently in my workplace	72%	12%	16%	+9	+20
Q25i. People take responsibility for their decisions and actions in my workplace	72%	16%	11%	+10	+20
Q25j. I am able to speak up and share a different view to my colleagues and manager	80%	9%	11%	+7	+7
Q30a. My senior manager demonstrates honesty and integrity	80%	14%	6%	+3	+8
Q31e. Recruitment and promotion decisions in this organisation are fair	53%	26%	21%	-2	+16
Q31i. My responsibilities outside of work restrict my opportunities for promotion*	76%	9%	15%	+3	+17
Q32a. Age is not a barrier to success in my organisation	74%	16%	10%	-3	+9
Q32b. Gender is not a barrier to success in my organisation	81%	12%	7%	-2	+11
Q32c. Disability is not a barrier to success in my organisation	79%	14%	6%	+3	+22
Q32d. Cultural background is not a barrier to success in my organisation	82%	12%	6%	-3	+14
Q32e. Sexual orientation is not a barrier to success in my organisation	84%	13%	3%	-1	+14
Q32f. If I raised a complaint, I feel confident that it would be taken seriously	71%	16%	14%	+6	+14
Q32g. Women and men have equal access to work experiences that support career progression	79%	17%	4%	-3	+12

* indicates a negatively worded question

06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
Performance and development					
Q28a. I receive useful feedback on my performance	81%	7%	11%	+6	+24
Q28b. My performance is assessed against clear criteria	79%	11%	10%	+6	+28
Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge	70%	15%	15%	0	+9
Q28d. I am supported to pursue developmental opportunities in other workplaces	55%	27%	17%	-1	+10
Q28e. I am able to access relevant learning and development opportunities	68%	18%	14%	+2	+8
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	76%	16%	8%	+13	+15
Q28g. I am satisfied with the opportunities available for career development	59%	18%	24%	+1	+12
Q28h. I have had productive conversations with my manager on my performance in the past 12 months	79%	13%	8%	+1	+21
Q28i. I develop new knowledge and skills through undertaking tasks at work	81%	10%	8%	+2	+10
Q31b. My organisation is committed to developing its employees	72%	14%	14%	+1	+21

06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
Leadership and engagement					
Q29a. My manager treats employees with dignity and respect	87%	6%	7%	+2	+7
Q29b. My manager listens to what I have to say	85%	8%	7%	0	+6
Q29c. My manager keeps me informed about what's going on	86%	6%	8%	+7	+15
Q29d. My manager understands my work	82%	7%	11%	0	+8
Q29e. My manager creates a shared sense of purpose	82%	9%	9%	+1	+12
Q29f. My manager demonstrates honesty and integrity	85%	8%	7%	+2	+7
Q29g. My manager draws the best out of me	75%	15%	10%	+4	+14
Q31a. In my organisation, the leadership is of high quality	70%	17%	13%	+9	+17
Q31c. Management model the behaviours expected of all employees	73%	14%	13%	+8	+20
Q31d. In my organisation, the leadership operates with a high level of integrity	70%	16%	14%	+7	+15
Q31f. My organisation is well managed	69%	16%	15%	+7	+21
Q33a. I would recommend my organisation as a great place to work	71%	18%	11%	+5	+9
Q33b. I am proud to tell others I work for my organisation	74%	17%	9%	+6	+6
Q33c. I feel strong personal attachment to my organisation	61%	25%	15%	-3	+1
Q33d. My organisation motivates me to help it achieve its objectives	70%	21%	9%	+5	+16
Q33e. My organisation inspires me to do the best in my job	69%	21%	11%	+3	+14

06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
My job					
Q21a. I understand what is expected of me to do well in my job	94%	3%	4%	+4	+3
Q21b. I understand how my work contributes to my organisation's objectives	97%	2%	2%	+4	+5
Q22a. I have a choice in deciding how I do my work	69%	10%	20%	+5	+1
Q22e. My job gives me opportunities to utilise my skills	80%	10%	11%	+4	+3
Q22f. I enjoy the work in my current job	79%	13%	8%	0	+4
Q22g. My job gives me a feeling of personal accomplishment	75%	13%	12%	+1	+6
Q34b. Your ability to work on your own initiative	89%	5%	6%	+7	+6
Q35. All things considered, how satisfied are you with your current job?	82%	9%	9%	+5	+10

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

Q28f. L&D activities I have completed in the past 12 months have helped to improve my performance	76%	16%	8%	+13
Q22b. I have the tools I need to do my job effectively	85%	4%	11%	+13
Q29h. My manager proactively discusses flexible work arrangements with my workgroup	72%	16%	12%	+11
Q25i. People take responsibility for their decisions and actions in my workplace	72%	16%	11%	+10
Q24a. People in my workgroup treat each other with respect	90%	6%	4%	+9

Survey questions with the most negative change

Q32a. Age is not a barrier to success in my organisation	74%	16%	10%	-3
Q33c. I feel strong personal attachment to my organisation	61%	25%	15%	-3
Q31j. My commitment to this organisation would be questioned if I chose to work flexibly*	67%	16%	17%	-3
Q32g. Women and men have equal access to work experiences that support career progression	79%	17%	4%	-3
Q25f. Performance is assessed and rewarded fairly in my workplace	54%	22%	24%	-5

* 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
Do you currently use any flexible work options?		
Use flexible workplace option	90%	81%
Use no flexible work option	10%	19%
If yes to using flexible work option, which of the following do you use?		
Flexible work hours for example accumulated hours as 'flexitime'	69%	76%
Telecommuting (Remote working)	44%	4%
Hot desks	35%	1%
Flexible work hours for example start late or early to meet responsibilities external to work	29%	26%
Part time work	17%	23%
Leave at half pay	6%	11%
Casual/on call	3%	6%
Compressed work hours	2%	1%
Term-time working	1%	-
Purchased leave/extended leave/deferred salary schemes	1%	1%
Other	1%	-
Job sharing	-	2%

08 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	69%	65%
Yes, I requested flexibility	26%	27%
No, I have not made a request but I am not content with my current arrangements	5%	7%
If yes to having made a request regarding flexible work arrangements, was your request for flexible work arrangements:		
Fully granted	71%	76%
Partially granted	14%	13%
Declined - no reason given	8%	4%
Declined - reason provided	4%	7%
I have not received a reply as yet	2%	-
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?		
I felt it would limit my career	56%	43%
I feel flexibility is not possible in my current job	56%	21%
I didn't feel I had the right to	33%	14%
I felt it would limit my access to training and development	22%	21%
Flexible working is frowned upon/not supported by my workplace culture	22%	29%
I was concerned that it may negatively impact my team	22%	29%
I didn't feel confident presenting my case or negotiating arrangements with my manager	22%	43%
I don't feel confident in my manager's ability to manage staff working flexibly	11%	29%
None of the above	11%	-
I feel the technology I currently have access to does not support flexible working	-	21%

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

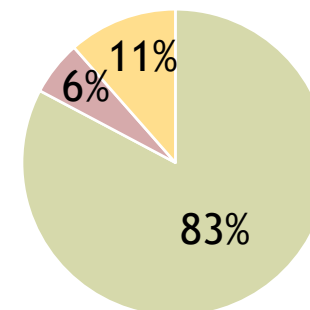
Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2020	2019
Yes	83%	78%
No	6%	10%
Don't know	11%	13%

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	91%	90%
Don't know	9%	10%

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	91%	79%
Yes	6%	21%
Prefer not to say	3%	-



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	81%	75%
Don't know	12%	14%
No	7%	11%

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	89%	85%
Yes	6%	8%
Prefer not to say	3%	6%
Don't know	1%	1%

09 Domestic and family violence

Question	Response scale %			vs 2019	vs Qld public sector
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Managers

Q36a.a. I am confident that I could sensitively communicate with employees affected by domestic and family violence	94%	3%	3%	+1	+7
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	88%	3%	9%	-9	+2
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	91%	3%	6%	-6	+5

Non-managers

Q36b.a I am confident that I could sensitively communicate with colleagues affected by domestic and family violence	79%	15%	6%	+2	+4
Q36b.b. I am confident that I could effectively refer a colleague affected by domestic and family violence to appropriate support	85%	11%	4%	+7	+10

Key

Response scale:

Positive	Neutral	Negative
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10 Bullying and sexual harassment

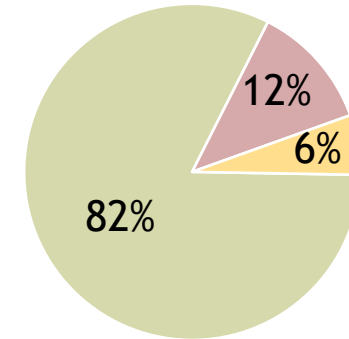
Purpose

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%.

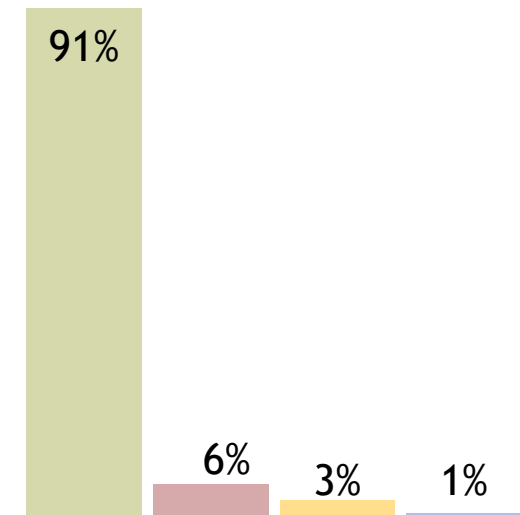
During the last 12 months have you witnessed bullying or sexual harassment in your workplace?

	2020	2019
No	82%	82%
Yes	12%	13%
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	91%	88%
Bullying	6%	8%
Don't know	3%	4%
Sexual harassment	1%	1%



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.

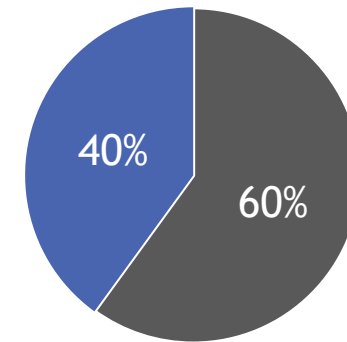
Key	
Yes	No

	2020	2019
If you were subjected to bullying, who were you bullied by?		
A senior manager	50%	31%
Your immediate manager/supervisor	50%	31%
A fellow worker	40%	13%
A representative of another agency	10%	6%
Prefer not to specify	10%	25%
A group of fellow workers	-	13%
A client/customer	-	6%
A member of the public	-	6%
Other	-	13%

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

	2020	2019
Inappropriate and unfair application of work policies or rules	80%	56%
Other	40%	38%
Verbal abuse	20%	50%
Cyber bullying	20%	6%
Physical behaviour	-	6%
'Initiations' or pranks	-	6%
Interference with your personal property or work equipment	-	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	-	67%
I did not want to upset relationships in the workplace	-	50%
I did not have enough evidence	-	17%
It could affect my career	-	83%
Managers accepted the behaviour	-	42%
The matter was resolved informally	-	8%
I did not think it was worth the hassle of going through the report process	-	42%
I did not know how to report it	-	17%
Other	-	17%

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

79%

21%

+4

+8

Made you feel included

87%

13%

+5

+6

Was polite and courteous with you

96%

4%

+1

+3

Made you feel ignored*

95%

5%

+4

+6

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

96%

4%

+3

+5

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

97%

3%

+1

+3

Acted in an aggressive or intimidating manner towards you*

97%

3%

-1

+1

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

96%

4%

-1

+1

** 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

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 %

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

79%

21%

+4

+9

Made you feel included

88%

13%

+6

+3

Was polite and courteous with you

98%

2%

+2

+4

Made you feel ignored*

90%

10%

-1

+2

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

93%

7%

-2

+5

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

94%

6%

-1

+4

Acted in an aggressive or intimidating manner towards you*

98%

2%

+1

+4

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

97%

3%

+1

+4

** 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.

Key

Response scale:

Positive Neutral Negative

Question	Response scale %			vs 2019
RTA k. I understand what is expected of me in maintaining a healthy and safe environment at work	97%	2%	1%	-
RTA g. Regarding the changing business direction: I understand the business need for change	94%	5%	1%	+4
RTA h. Regarding the changing business direction: I understand how I need to change the way I work	88%	9%	3%	+5
RTA d. I understand the RTA's future direction	88%	6%	5%	+1
RTA j. I believe I can contribute to improving the employee experience at the RTA	87%	8%	5%	+4
RTA c. At the RTA, I feel we embrace change and always try and improve	87%	8%	6%	+8
RTA e. The RTA's Strategic Plan has increased my understanding of the RTA's strategic goals and objectives	83%	10%	7%	+10
RTA i. Our leaders communicate well and keep us informed	81%	10%	9%	+13
RTA f. I believe in the strategic goals and objectives of the RTA	79%	16%	6%	+2

a. Have you noticed any action your organisation has taken as a result of last year's Working for Queensland Survey?

	2020	2019
Yes	64%	79%
No	24%	14%
No, but I have not worked long at the RTA	12%	7%

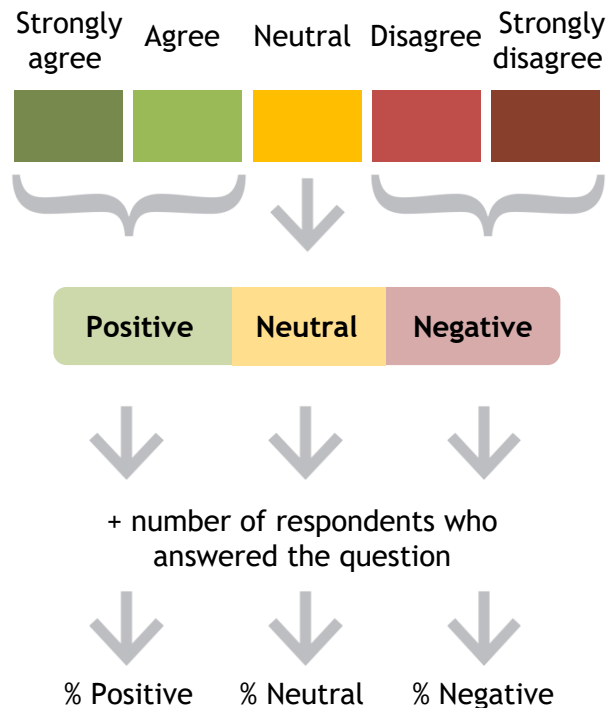
Question	Response scale %			vs 2019
b. How satisfied are you with the RTA's action in response to last year's WfQ survey?	90%	9%	1%	+17

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.

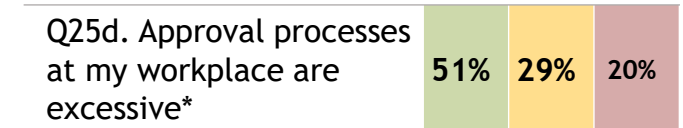
EXAMPLE

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

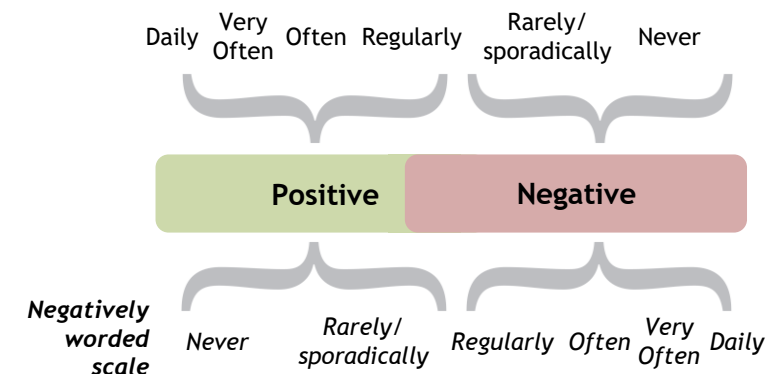
51% felt that the "Approval processes at their work are not excessive"



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.