



Highlights report

Purpose

This Highlights report presents key results from the 2019 Working for Queensland survey, which was conducted from 2 September to 30 September 2019. 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.

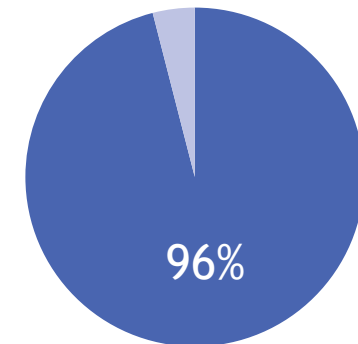
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Returned surveys:

47

Response Rate:



01 Factors

Purpose

This section provides an overview of the 2019 factor results. The % positive score is benchmarked against the Queensland public sector and the 2018 score.

Key

Response scale:

Positive

Neutral

Negative

Factors

Name	Response scale %			vs 2018	vs Qld public sector
Agency engagement	54%	34%	13%	+16	-4
Job empowerment	65%	17%	18%	+12	-6
Workload and health*	40%	30%	30%	+6	+2
Learning and development	48%	31%	21%	+16	-7
My workgroup	78%	14%	8%	+15	+3
My manager	72%	18%	10%	+18	-1
Organisational leadership	47%	28%	24%	+13	-2
Organisational fairness	38%	34%	29%	+6	-4
Anti-discrimination	77%	18%	5%	+19	+12
Innovation	65%	21%	14%	+11	+6

* %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	Energy & Water Ombudsman Queensland	Corporate Team	Dispute Resolution Team
Responses	47	23	24
Agency engagement	54%	69%	40%
Job empowerment	65%	73%	58%
Workload and health*	40%	58%	24%
Learning and development	48%	60%	38%
My workgroup	78%	84%	72%
My manager	72%	86%	59%
Organisational leadership	47%	56%	40%
Organisational fairness	38%	35%	40%
Anti-discrimination	77%	82%	72%
Innovation	65%	70%	60%

* %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 2019 factor results, by question. The % positive score is benchmarked against the Queensland public sector and the 2018 score.

Key

Response scale:

Positive

Neutral

Negative

Question	Response scale %			vs 2018	vs Qld public sector
Agency engagement					
Q33a. I would recommend my organisation as a great place to work	49%	33%	18%	+15	-10
Q33b. I am proud to tell others I work for my organisation	64%	31%	4%	+16	-1
Q33c. I feel strong personal attachment to my organisation	45%	41%	14%	+5	-12
Q33d. My organisation motivates me to help it achieve its objectives	57%	30%	14%	+24	+3
Q33e. My organisation inspires me to do the best in my job	52%	34%	14%	+18	-1
Job empowerment					
Q22a. I have a choice in deciding how I do my work	60%	17%	23%	+8	-8
Q22b. I have the tools I need to do my job effectively	68%	15%	17%	+14	-1
Q22c. I get the information I need to do my job well	64%	13%	23%	+15	-3
Q22d. I have the authority necessary to do my job effectively	64%	21%	15%	+18	-5
Q22e. My job gives me opportunities to utilise my skills	63%	22%	15%	+9	-12
Q34b. Your ability to work on your own initiative	74%	13%	13%	+8	-6

03 Factors by question

Question	Response scale %			vs 2018	vs Qld public sector
Workload and health*					
Q23a. I am overloaded with work*	28%	36%	36%	+2	-4
Q23b. I feel burned out by my work*	43%	28%	30%	+8	+1
Q23e. My work has a negative impact on my health*	51%	26%	23%	+7	+8

* 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	43%	37%	20%	+9	-18
Q28e. I am able to access relevant learning and development opportunities	51%	29%	20%	+20	-9
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	58%	28%	14%	+13	-5
Q28g. I am satisfied with the opportunities available for career development	35%	30%	35%	+15	-10
Q31b. My organisation is committed to developing its employees	56%	29%	16%	+21	+5

03 Factors by question

Question	Response scale %			vs 2018	vs Qld public sector
My workgroup					
Q24a. People in my workgroup treat each other with respect	82%	11%	7%	+22	+8
Q24b. I receive help and support from other people in my workgroup	80%	13%	7%	+14	-2
Q24c. People in my workgroup are honest, open and transparent in their dealings	67%	13%	20%	+12	+1
Q24d. People in my workgroup use their time and resources efficiently	64%	20%	16%	+19	+1
Q24e. People in my workgroup treat customers with respect	84%	16%	0%	+2	0
Q24f. People in my workgroup are committed to delivering excellent service to customers	91%	5%	5%	+19	+11
Q24g. People in my workgroup do their jobs effectively	78%	18%	4%	+15	+4
My manager					
Q29a. My manager treats employees with dignity and respect	80%	13%	7%	+14	0
Q29b. My manager listens to what I have to say	78%	13%	9%	+12	0
Q29c. My manager keeps me informed about what's going on	71%	16%	13%	+14	+3
Q29d. My manager understands my work	76%	13%	11%	+21	+1
Q29e. My manager creates a shared sense of purpose	69%	22%	9%	+26	0
Q29f. My manager demonstrates honesty and integrity	78%	13%	9%	+18	0
Q29g. My manager draws the best out of me	51%	36%	13%	+20	-8

03 Factors by question

Question	Response scale %			vs 2018	vs Qld public sector
Organisational leadership					
Q31a. In my organisation, the leadership is of high quality	53%	27%	20%	+19	+3
Q31c. Management model the behaviours expected of all employees	40%	29%	31%	+3	-9
Q31d. In my organisation, the leadership operates with a high level of integrity	51%	29%	20%	+17	-1
Q31f. My organisation is well managed	44%	29%	27%	+13	-1
Organisational fairness					
Q25f. Performance is assessed and rewarded fairly in my workplace	43%	37%	20%	+15	+8
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	43%	17%	39%	+18	+8
Q25h. People are treated fairly and consistently in my workplace	35%	37%	28%	+2	-16
Q25i. People take responsibility for their decisions and actions in my workplace	30%	39%	30%	-4	-20
Q31e. Recruitment and promotion decisions in this organisation are fair	36%	38%	27%	-2	0

03 Factors by question

Question	Response scale %			vs 2018	vs Qld public sector
Anti-discrimination					
Q32a. Age is not a barrier to success in my organisation	76%	16%	9%	+21	+13
Q32b. Gender is not a barrier to success in my organisation	82%	9%	9%	+22	+15
Q32c. Disability is not a barrier to success in my organisation	67%	27%	7%	+12	+11
Q32d. Cultural background is not a barrier to success in my organisation	78%	20%	2%	+18	+10
Q32e. Sexual orientation is not a barrier to success in my organisation	82%	18%	0%	+22	+13
Innovation					
Q27a. I get the opportunity to develop new and better ways of doing my job	61%	20%	20%	+18	+4
Q27b. I am encouraged to make suggestions about improving work processes and/or services	78%	11%	11%	+15	+12
Q27c. Management is willing to act on suggestions to improve how things are done	54%	24%	22%	+11	+2
Q27d. My workgroup uses research and expertise to identify better practice	54%	30%	15%	-3	+1
Q27e. My workgroup always tries to improve its performance	76%	17%	7%	+8	+7
Q27f. My organisation is open to new ideas	65%	22%	13%	+14	+11

04 Workplace climate

Purpose

This section provides an overview of the 2019 workplace climate index results. The % positive score is benchmarked against the Queensland public sector and the 2018 score.

*NOTE: In 2019, questions were removed from **My job** and **Effectiveness and innovation**. Comparisons to 2018 have been recalculated to exclude those questions.*

Key

Response scale:

Positive

Neutral

Negative

Workplace climate indices

Name	Response scale %			vs 2018	vs Qld public sector
Safety, health and wellness	62%	22%	16%	+11	+8
Effectiveness and innovation	58%	22%	19%	+10	+3
People and relationships	77%	15%	8%	+16	+2
Fairness and trust	62%	23%	15%	+12	+4
Performance and development	55%	24%	21%	+16	0
Leadership and engagement	60%	26%	15%	+16	-2
My job	72%	16%	13%	+13	-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	Energy & Water Ombudsman Queensland	Corporate Team	Dispute Resolution Team
Responses	47	23	24
Safety, health and wellness	62%	76%	49%
Effectiveness and innovation	58%	64%	53%
People and relationships	77%	82%	73%
Fairness and trust	62%	65%	58%
Performance and development	55%	63%	47%
Leadership and engagement	60%	73%	48%
My job	72%	79%	64%

06 Workplace climate by question

Purpose

This section provides an overview of the 2019 workplace climate index results, by question. The % positive score is benchmarked against the Queensland public sector and the 2018 score.

Key

Response scale:

Positive Neutral Negative

Question	Response scale %			vs 2018	vs Qld public sector
Safety, health and wellness					
Q23a. I am overloaded with work*	28%	36%	36%	+2	-4
Q23b. I feel burned out by my work*	43%	28%	30%	+8	+1
Q23e. My work has a negative impact on my health*	51%	26%	23%	+7	+8
Q23f. My work contributes positively to my quality of life	47%	36%	17%	+15	+3
Q24h. People in my workgroup are committed to workplace safety	87%	11%	2%	+12	+6
Q24j. People in my workgroup work together to ensure flexible work arrangements meet both individual and business needs	73%	13%	13%	+5	+7
Q25b. My workplace culture supports people to achieve a good work/life balance	67%	24%	9%	+10	+5
Q25c. There is adequate focus on workplace safety at my workplace	80%	17%	2%	+3	+5
Q29h. My manager proactively discusses flexible work arrangements with my workgroup	58%	27%	16%	-2	+7
Q31g. In my organisation, senior leaders clearly consider the wellbeing of employees to be important	56%	29%	16%	+18	+5
Q31h. The wellbeing of employees is a priority for my organisation	58%	20%	22%	+22	+9
Q31j. My commitment to this organisation would be questioned if I chose to use flexible work options*	82%	9%	9%	+19	+34
Q34e. Your work-life balance	74%	17%	9%	+22	+9
Q34g. Your ability to access and use flexible work arrangements	71%	13%	16%	+11	+14

* indicates a negatively worded question

06 Workplace climate by question

Question	Response scale %			vs 2018	vs Qld public sector
Effectiveness and innovation					
Q22b. I have the tools I need to do my job effectively	68%	15%	17%	+14	-1
Q22c. I get the information I need to do my job well	64%	13%	23%	+15	-3
Q22d. I have the authority necessary to do my job effectively	64%	21%	15%	+18	-5
Q23c. I feel my job is secure	51%	32%	17%	0	-9
Q23d. There is too much 'red tape' in my work (e.g. regulatory or administrative processes)*	13%	28%	60%	+1	-5
Q24k. People in my workgroup share diverse ideas to develop innovative solutions	76%	13%	11%	+20	+10
Q25d. Approval processes at my workplace are excessive*	7%	41%	52%	-11	-13
Q26a. My workplace has undergone significant change in the past 12 months	87%	11%	2%	+7	+38
Q27a. I get the opportunity to develop new and better ways of doing my job	61%	20%	20%	+18	+4
Q27b. I am encouraged to make suggestions about improving work processes and/or services	78%	11%	11%	+15	+12
Q27c. Management is willing to act on suggestions to improve how things are done	54%	24%	22%	+11	+2
Q27d. My workgroup uses research and expertise to identify better practice	54%	30%	15%	-3	+1
Q27e. My workgroup always tries to improve its performance	76%	17%	7%	+8	+7
Q27f. My organisation is open to new ideas	65%	22%	13%	+14	+11
Q34f. Your ability to 'make a difference' to the community	59%	37%	4%	+19	-5

* indicates a negatively worded question

06 Workplace climate by question

Question	Response scale %			vs 2018	vs Qld public sector
People and relationships					
Q24a. People in my workgroup treat each other with respect	82%	11%	7%	+22	+8
Q24b. I receive help and support from other people in my workgroup	80%	13%	7%	+14	-2
Q24c. People in my workgroup are honest, open and transparent in their dealings	67%	13%	20%	+12	+1
Q24d. People in my workgroup use their time and resources efficiently	64%	20%	16%	+19	+1
Q24e. People in my workgroup treat customers with respect	84%	16%	0%	+2	0
Q24f. People in my workgroup are committed to delivering excellent service to customers	91%	5%	5%	+19	+11
Q24g. People in my workgroup do their jobs effectively	78%	18%	4%	+15	+4
Q24i. People in my workgroup work effectively with other workgroups in my organisation to deliver service to our customers	70%	20%	9%	+22	-6

06 Workplace climate by question

Question	Response scale %			vs 2018	vs Qld public sector
Fairness and trust					
Q25a. My workplace has an inclusive culture where diversity is valued and respected	70%	24%	7%	+12	-2
Q25f. Performance is assessed and rewarded fairly in my workplace	43%	37%	20%	+15	+8
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	43%	17%	39%	+18	+8
Q25h. People are treated fairly and consistently in my workplace	35%	37%	28%	+2	-16
Q25i. People take responsibility for their decisions and actions in my workplace	30%	39%	30%	-4	-20
Q25j. I am able to speak up and share a different view to my colleagues and manager	70%	13%	17%	+18	-2
Q30a. My senior manager demonstrates honesty and integrity	68%	20%	11%	+11	-3
Q31e. Recruitment and promotion decisions in this organisation are fair	36%	38%	27%	-2	0
Q31i. My responsibilities outside of work restrict my opportunities for promotion*	78%	13%	9%	+3	+21
Q32a. Age is not a barrier to success in my organisation	76%	16%	9%	+21	+13
Q32b. Gender is not a barrier to success in my organisation	82%	9%	9%	+22	+15
Q32c. Disability is not a barrier to success in my organisation	67%	27%	7%	+12	+11
Q32d. Cultural background is not a barrier to success in my organisation	78%	20%	2%	+18	+10
Q32e. Sexual orientation is not a barrier to success in my organisation	82%	18%	0%	+22	+13
Q32f. If I raised a complaint, I feel confident that it would be taken seriously	60%	24%	16%	+11	+5
Q32g. Women and men have equal access to work experiences that support career progression	73%	16%	11%	+16	+8

* indicates a negatively worded question

06 Workplace climate by question

Question	Response scale %			vs 2018	vs Qld public sector
Performance and development					
Q28a. I receive useful feedback on my performance	67%	11%	22%	+16	+13
Q28b. My performance is assessed against clear criteria	59%	24%	17%	+7	+10
Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge	43%	37%	20%	+9	-18
Q28d. I am supported to pursue developmental opportunities in other workplaces	39%	28%	33%	+19	-4
Q28e. I am able to access relevant learning and development opportunities	51%	29%	20%	+20	-9
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	58%	28%	14%	+13	-5
Q28g. I am satisfied with the opportunities available for career development	35%	30%	35%	+15	-10
Q28h. I have had productive conversations with my manager on my performance in the past 12 months	67%	13%	20%	+16	+12
Q28i. I develop new knowledge and skills through undertaking tasks at work	74%	13%	13%	+20	+4
Q31b. My organisation is committed to developing its employees	56%	29%	16%	+21	+5

06 Workplace climate by question

Question	Response scale %			vs 2018	vs Qld public sector
Leadership and engagement					
Q29a. My manager treats employees with dignity and respect	80%	13%	7%	+14	0
Q29b. My manager listens to what I have to say	78%	13%	9%	+12	0
Q29c. My manager keeps me informed about what's going on	71%	16%	13%	+14	+3
Q29d. My manager understands my work	76%	13%	11%	+21	+1
Q29e. My manager creates a shared sense of purpose	69%	22%	9%	+26	0
Q29f. My manager demonstrates honesty and integrity	78%	13%	9%	+18	0
Q29g. My manager draws the best out of me	51%	36%	13%	+20	-8
Q31a. In my organisation, the leadership is of high quality	53%	27%	20%	+19	+3
Q31c. Management model the behaviours expected of all employees	40%	29%	31%	+3	-9
Q31d. In my organisation, the leadership operates with a high level of integrity	51%	29%	20%	+17	-1
Q31f. My organisation is well managed	44%	29%	27%	+13	-1
Q33a. I would recommend my organisation as a great place to work	49%	33%	18%	+15	-10
Q33b. I am proud to tell others I work for my organisation	64%	31%	4%	+16	-1
Q33c. I feel strong personal attachment to my organisation	45%	41%	14%	+5	-12
Q33d. My organisation motivates me to help it achieve its objectives	57%	30%	14%	+24	+3
Q33e. My organisation inspires me to do the best in my job	52%	34%	14%	+18	-1

06 Workplace climate by question

Question	Response scale %			vs 2018	vs Qld public sector
My job					
Q21a. I understand what is expected of me to do well in my job	81%	6%	13%	+4	-8
Q21b. I understand how my work contributes to my organisation's objectives	91%	6%	2%	+3	+1
Q22a. I have a choice in deciding how I do my work	60%	17%	23%	+8	-8
Q22e. My job gives me opportunities to utilise my skills	63%	22%	15%	+9	-12
Q22f. I enjoy the work in my current job	83%	9%	9%	+37	+9
Q22g. My job gives me a feeling of personal accomplishment	53%	28%	19%	+13	-14
Q34b. Your ability to work on your own initiative	74%	13%	13%	+8	-6
Q35. All things considered, how satisfied are you with your current job?	67%	24%	9%	+21	-3

07 Most changed since 2018, 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 2019 as well as in 2018. '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 2018
Survey questions with the most positive change				
Q22f. I enjoy the work in my current job	83%	9%	9%	+37
Q29e. My manager creates a shared sense of purpose	69%	22%	9%	+26
Q33d. My organisation motivates me to help it achieve its objectives	57%	30%	14%	+24
Q34e. Your work-life balance	74%	17%	9%	+22
Q31h. The wellbeing of employees is a priority for my organisation	58%	20%	22%	+22
Survey questions with the most negative change				
Q31e. Recruitment and promotion decisions in this organisation are fair	36%	38%	27%	-2
Q29h. My manager proactively discusses flexible work arrangements with my workgroup	58%	27%	16%	-2
Q27d. My workgroup uses research and expertise to identify better practice	54%	30%	15%	-3
Q25i. People take responsibility for their decisions and actions in my workplace	30%	39%	30%	-4
Q25d.*Approval processes at my workplace are excessive	7%	41%	52%	-11

* 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%.

	2019	2018
Do you currently use any flexible work options?		
Use flexible workplace option	87%	79%
Use no flexible work option	13%	21%
If yes to using flexible work option, which of the following do you use?		
Flexible work hours for example accumulated hours as 'flexitime'	78%	85%
Telecommuting	39%	30%
Flexible work hours for example start late or early to meet responsibilities external to work	17%	22%
Part time work	15%	7%
Other	2%	4%
Leave at half pay	-	4%

08 Flexible work

	2019	2018
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	50%	29%
Yes, I requested flexibility	37%	53%
No, I have not made a request but I am not content with my current arrangements	13%	18%
If yes to having made a request regarding flexible work arrangements, was your request for flexible work arrangements:		
Fully granted	76%	65%
Partially granted	12%	12%
Declined - reason provided	6%	6%
I have not received a reply as yet	6%	12%
Declined - no reason given	-	6%
If no to having made a request and not content with your current arrangement, why haven't you made a request to change your work arrangements?		

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

09 Domestic and family violence

Purpose

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

All employees

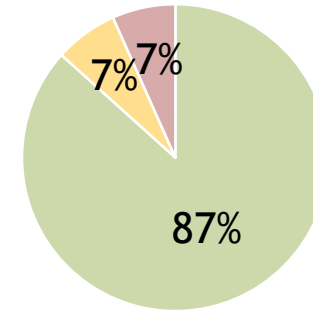
Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2019	2018
Yes	87%	79%
Don't know	7%	15%
No	7%	6%

Managers

Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2019	2018
Yes	86%	75%
Don't know	7%	25%
No	7%	-

Managers

Q36c. In the past 12 months, have you been in a situation where you have responded to an employee/colleague affected by DFV?	2019	2018
No	93%	94%
Yes	7%	6%



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?	2019	2018
Yes	87%	94%
Don't know	6%	-
No	6%	6%

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?	2019	2018
No	87%	94%
Yes	10%	6%
Don't know	3%	-

09 Domestic and family violence

Question	Response scale %			vs 2018	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	86%	7%	7%	+15	0
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%	7%	7%	+15	0
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	79%	14%	7%	+14	-7

Non-managers

Q36b.a I am confident that I could sensitively communicate with colleagues affected by domestic and family violence	80%	17%	3%	-14	+6
Q36b.b. I am confident that I could effectively refer a colleague affected by domestic and family violence to appropriate support	87%	13%	0%	-2	+13

Key

Response scale:

Positive

Neutral

Negative

10 Bullying and sexual harassment

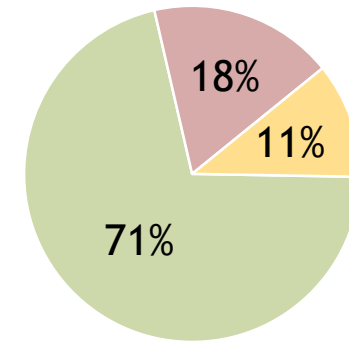
Purpose

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 2018.

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?

	2019	2018
No	71%	63%
Yes	18%	31%
Don't know	11%	6%



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

	2019	2018
No	84%	69%
Bullying	9%	29%
Don't know	7%	3%
Sexual harassment	-	6%



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

	2019	2018
If you were subjected to bullying, who were you bullied by?		
A senior manager	-	60%
A fellow worker	-	10%
Prefer not to specify	-	10%
A client/customer	-	10%
A representative of another agency	-	10%
A worker that reports to you	-	10%
Your immediate manager/supervisor	-	70%

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

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

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

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

Why did you not report the bullying?

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

10 Bullying and sexual harassment

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

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.

Key

Yes

No

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.

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 2018 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
2018

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

66%

34%

+12

-2

Made you feel included

89%

11%

+20

+8

Was polite and courteous with you

98%

2%

+15

+5

Made you feel ignored*

93%

7%

+19

+4

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

91%

9%

+11

0

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

93%

7%

+7

-1

Acted in an aggressive or intimidating manner towards you*

93%

7%

+5

-3

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

93%

7%

+5

-2

** 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 2018 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
2018

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

63%

37%

+20

-5

Made you feel included

80%

20%

+23

-4

Was polite and courteous with you

93%

7%

+14

-1

Made you feel ignored*

87%

13%

+13

+1

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

91%

9%

+20

+4

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

93%

7%

+13

+4

Acted in an aggressive or intimidating manner towards you*

96%

4%

+10

+2

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

91%

9%

+6

-1

** 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

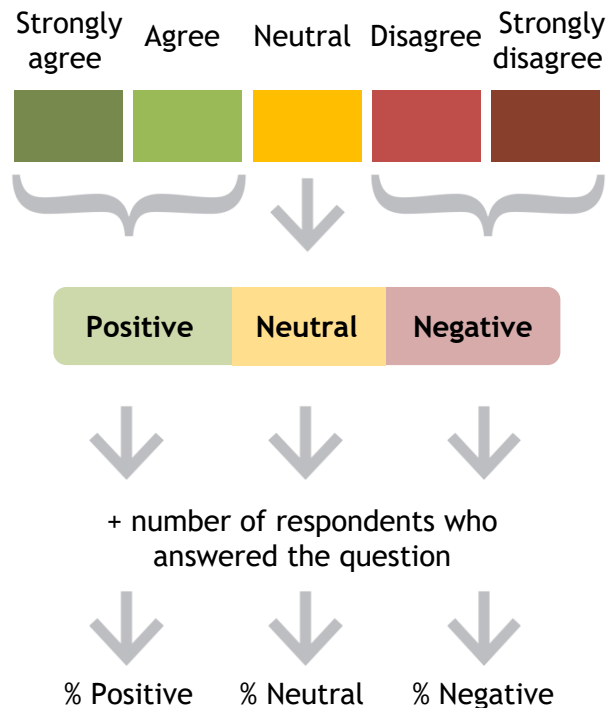
Question	Response scale %			vs 2018
	Positive	Neutral	Negative	
[EWOQ] g. I feel that EWOQ agreed values and behaviours are clear and understood by the team	78%	16%	7%	+12
[EWOQ] c. I feel encouraged and supported by my direct manager to improve my skills and knowledge	69%	24%	7%	+26
[EWOQ] i. I feel that EWOQ's FWA & WFH options provide me... both my work & life requirements.	67%	20%	13%	+12
[EWOQ] d. My direct manager communicates clearly and appropriately	67%	24%	9%	+23
[EWOQ] a. I am feeling positive about the future direction of EWOQ	64%	24%	11%	+10
[EWOQ] e. My senior manager communicates clearly and appropriately	61%	18%	20%	+13
[EWOQ] b. I feel I am supported through the EWOQ change process	58%	22%	20%	+9
[EWOQ] h. I feel that the training completed on providing feedback ...agreed values & behaviours	49%	44%	7%	+3
[EWOQ] f. The EMG team communicates clearly and appropriately	40%	36%	24%	-6

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.

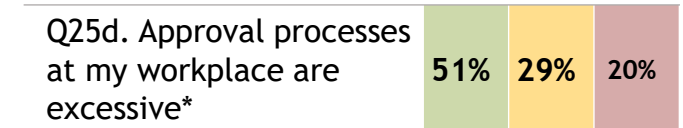
EXAMPLE

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

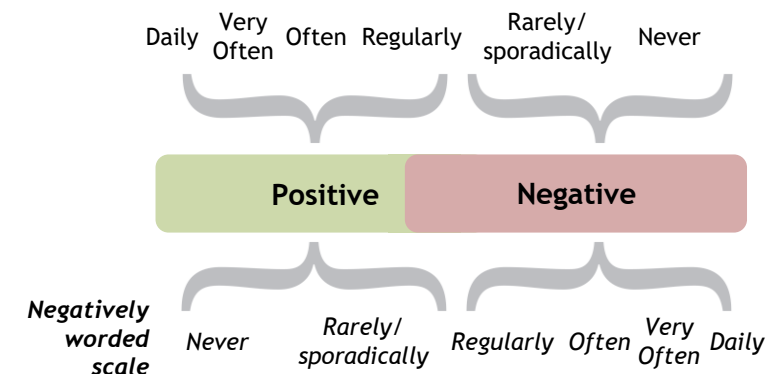
51% felt that the “Approval processes at their work are not excessive”



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 2018 and 2019 % positive scores, or
- the 2019 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 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).
- **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.