



Highlights report

Purpose

This Highlights report presents key results from the 2018 Working for Queensland survey, which was conducted from 3 September to 24 September 2018. Results reflect the views of respondents from the Queensland public sector.

Reporting framework

This report represents scores across two different types of metrics, **factors** and **indices**. Each set of metrics provides a different lens through which to understand organisational climate and workplace improvement.

Factors in the survey combine information from multiple survey items that correlate highly with the overall factor.

Workplace climate indices by contrast, are grouped by topic (eg Performance and development, People and relationships).

Please note, key elements of the Working for Queensland survey were incorporated into the School Opinion Survey in 2017 and as a result school-based employees are not included in Working for Queensland. 2016 data has therefore been rebased in this report to provide appropriate trend comparisons to 2017 and 2018.

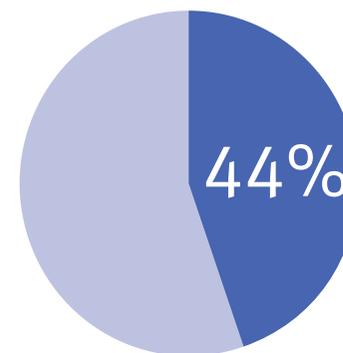
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Returned surveys:

78,133

Response rate:



01 Factors

Purpose

This section provides an overview of the 2018 factor results with comparison to 2016 and 2017 percentage positive scores.

Key

Response scale:

Positive

Neutral

Negative

Factors

The positive score for each factor is compared with the previous year's results.

Name	Response scale %			2018 % positive	2017 % positive	2016 % positive
	Positive	Neutral	Negative			
Agency engagement	59%	27%	15%	59%	59%	58%
Job empowerment	73%	15%	12%	73%	72%	71%
Workload and health*	40%	31%	29%	40%	40%	39%
Learning and development	57%	24%	19%	57%	56%	54%
My workgroup	76%	15%	9%	76%	76%	76%
My manager	73%	15%	12%	73%	71%	70%
Organisational leadership	49%	29%	22%	49%	51%	50%
Organisational fairness	42%	29%	29%	42%	43%	43%
Anti-discrimination	65%	25%	10%	65%	66%	69%
Innovation	60%	24%	16%	60%	60%	60%

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

02 Factors by item

Purpose

This section provides an overview of the 2018 factors with comparison to 2016 and 2017 percentage positive scores.

Key

Response scale:

Positive

Neutral

Negative

Question	Response scale %			2018 % positive	2017 % positive	2016 % positive
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Agency engagement

Q33a. I would recommend my organisation as a great place to work	61%	24%	15%	61%	61%	59%
Q33b. I am proud to tell others I work for my organisation	67%	23%	10%	67%	67%	66%
Q33c. I feel strong personal attachment to my organisation	58%	27%	15%	58%	59%	58%
Q33d. My organisation motivates me to help it achieve its objectives	54%	30%	17%	54%	53%	52%
Q33e. My organisation inspires me to do the best in my job	54%	29%	16%	54%	53%	52%

Organisational leadership

Q31a. In my organisation, the leadership is of high quality	50%	28%	21%	50%	53%	51%
Q31c. Management model the behaviours expected of all employees	49%	28%	23%	49%	49%	50%
Q31d. In my organisation, the leadership operates with a high level of integrity	52%	30%	19%	52%	54%	52%
Q31f. My organisation is well managed	45%	32%	23%	45%	47%	46%

Innovation

Q27a. I get the opportunity to develop new and better ways of doing my job	58%	24%	18%	58%	57%	57%
Q27b. I am encouraged to make suggestions about improving work processes and/or services	68%	18%	14%	68%	68%	68%
Q27c. Management is willing to act on suggestions to improve how things are done	54%	26%	21%	54%	53%	53%
Q27d. My workgroup uses research and expertise to identify better practice	55%	29%	16%	55%	55%	56%
Q27e. My workgroup always tries to improve its performance	70%	21%	9%	70%	70%	70%
Q27f. My organisation is open to new ideas	55%	27%	18%	55%	55%	54%

02 Factors by item

Question	Response scale %			2018 % positive	2017 % positive	2016 % positive
Job empowerment						
Q22a. I have a choice in deciding how I do my work	68%	18%	14%	68%	68%	67%
Q22b. I have the tools I need to do my job effectively	72%	14%	14%	72%	71%	70%
Q22c. I get the information I need to do my job well	69%	18%	13%	69%	67%	67%
Q22d. I have the authority necessary to do my job effectively	70%	17%	12%	70%	70%	69%
Q22e. My job gives me opportunities to utilise my skills	76%	13%	11%	76%	75%	74%
Q34b. Your ability to work on your own initiative	80%	12%	8%	80%	80%	80%

Workload and health*

Q23a. I am overloaded with work*	32%	34%	34%	32%	31%	30%
Q23b. I feel burned out by my work*	43%	30%	28%	43%	43%	42%
Q23e. My work has a negative impact on my health*	45%	29%	26%	45%	45%	45%

* These items 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	63%	19%	18%	63%	63%	61%
Q28e. I am able to access relevant learning and development opportunities	60%	23%	16%	60%	62%	60%
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	65%	23%	12%	65%	59%	58%
Q28g. I am satisfied with the opportunities available for career development	46%	26%	29%	46%	44%	42%
Q31b. My organisation is committed to developing its employees	52%	27%	21%	52%	52%	51%

02 Factors by item

Question	Response scale %			2018 % positive	2017 % positive	2016 % positive
My workgroup						
Q24a. People in my workgroup treat each other with respect	75%	13%	12%	75%	74%	75%
Q24b. I receive help and support from other people in my workgroup	84%	11%	6%	84%	83%	83%
Q24c. People in my workgroup are honest, open and transparent in their dealings	67%	19%	14%	67%	67%	68%
Q24d. People in my workgroup use their time and resources efficiently	64%	22%	14%	64%	64%	65%
Q24e. People in my workgroup treat customers with respect	86%	10%	3%	86%	86%	86%
Q24f. People in my workgroup are committed to delivering excellent service to customers	82%	13%	5%	82%	83%	83%
Q24g. People in my workgroup do their jobs effectively	74%	17%	8%	74%	75%	75%
My manager						
Q29a. My manager treats employees with dignity and respect	81%	10%	9%	81%	78%	78%
Q29b. My manager listens to what I have to say	80%	11%	9%	80%	77%	77%
Q29c. My manager keeps me informed about what's going on	70%	16%	15%	70%	67%	67%
Q29d. My manager understands my work	75%	13%	12%	75%	73%	72%
Q29e. My manager creates a shared sense of purpose	69%	18%	13%	69%	68%	67%
Q29f. My manager demonstrates honesty and integrity	79%	13%	9%	79%	76%	76%
Q29g. My manager draws the best out of me	60%	24%	16%	60%	57%	57%

02 Factors by item

Question	Response scale %			2018 % positive	2017 % positive	2016 % positive
Organisational fairness						
Q25f. Performance is assessed and rewarded fairly in my workplace	35%	35%	30%	35%	36%	35%
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	37%	25%	38%	37%	38%	39%
Q25h. People are treated fairly and consistently in my workplace	52%	24%	24%	52%	51%	51%
Q25i. People take responsibility for their decisions and actions in my workplace	51%	28%	21%	51%	52%	52%
Q31e. Recruitment and promotion decisions in this organisation are fair	36%	32%	32%	36%	37%	38%
Anti-discrimination						
Q32a. Age is not a barrier to success in my organisation	64%	22%	14%	64%	65%	69%
Q32b. Gender is not a barrier to success in my organisation	68%	19%	13%	68%	70%	72%
Q32c. Disability is not a barrier to success in my organisation	56%	33%	10%	56%	57%	61%
Q32d. Cultural background is not a barrier to success in my organisation	69%	24%	7%	69%	69%	71%
Q32e. Sexual orientation is not a barrier to success in my organisation	70%	25%	5%	70%	70%	71%

03 Workplace climate

Purpose

This section provides an overview of the 2018 workplace climate indices with comparison to 2016 and 2017 percentage positive scores.

Key

Response scale:

Positive

Neutral

Negative

Workplace climate indices

The positive score for each index is compared with the previous year's results.

Name	Response scale %			2018	2017	2016
				% positive	% positive	% positive
Safety, health and wellness	55%	26%	19%	55%	54%	57%
Effectiveness and innovation	58%	23%	19%	58%	57%	57%
People and relationships	76%	15%	9%	76%	76%	76%
Fairness and trust	58%	25%	17%	58%	58%	58%
Performance and development	56%	24%	20%	56%	56%	54%
Leadership and engagement	63%	22%	15%	63%	62%	61%
My job	77%	13%	10%	77%	77%	77%

04 Workplace climate by item

Purpose

This section provides an overview of the 2018 workplace climate indices with comparison to 2016 and 2017 percentage positive scores.

Key

Response scale:

Positive

Neutral

Negative

Question	Response scale %			2018 % positive	2017 % positive	2016 % positive
Safety, health and wellness						
Q23a. I am overloaded with work*	32%	34%	34%	32%	31%	30%
Q23b. I feel burned out by my work*	43%	30%	28%	43%	43%	42%
Q23e. My work has a negative impact on my health*	45%	29%	26%	45%	45%	45%
Q23f. My work contributes positively to my quality of life	44%	35%	20%	44%	44%	—
Q24h. People in my workgroup are committed to workplace safety	82%	14%	4%	82%	82%	82%
Q24j. People in my workgroup work together to ensure flexible work arrangements meet both individual and business needs	67%	22%	11%	67%	67%	—
Q25b. My workplace culture supports people to achieve a good work/life balance	62%	21%	17%	62%	62%	62%
Q25c. There is adequate focus on workplace safety at my workplace	77%	16%	7%	77%	78%	78%
Q29h. My manager proactively discusses flexible work arrangements with my workgroup	51%	26%	23%	51%	49%	—
Q31g. In my organisation, senior leaders clearly consider the wellbeing of employees to be important	50%	27%	23%	50%	51%	—
Q31h. The wellbeing of employees is a priority for my organisation	49%	28%	23%	49%	49%	—
Q31j. My commitment to this organisation would be questioned if I chose to use flexible work options*	47%	33%	21%	47%	41%	—
Q34e. Your work-life balance	64%	20%	16%	64%	64%	63%
Q34g. Your ability to access and use flexible work arrangements	56%	29%	15%	56%	55%	—

* indicates a negatively worded question

04 Workplace climate by item

Question	Response scale %			2018 % positive	2017 % positive	2016 % positive
Effectiveness and innovation						
Q22b. I have the tools I need to do my job effectively	72%	14%	14%	72%	71%	70%
Q22c. I get the information I need to do my job well	69%	18%	13%	69%	67%	67%
Q22d. I have the authority necessary to do my job effectively	70%	17%	12%	70%	70%	69%
Q23c. I feel my job is secure	59%	20%	21%	59%	58%	54%
Q23d. There is too much 'red tape' in my work (e.g. regulatory or administrative processes)*	18%	32%	49%	18%	19%	19%
Q24k. People in my workgroup share diverse ideas to develop innovative solutions	66%	22%	12%	66%	65%	—
Q25d. Approval processes at my workplace are excessive*	20%	38%	42%	20%	19%	18%
Q25e. Disruptions and/or noise at my workplace make it hard to get things done*	46%	26%	28%	46%	46%	47%
Q26a. My workplace has undergone significant change in the past 12 months	53%	29%	18%	53%	52%	52%
Q27a. I get the opportunity to develop new and better ways of doing my job	58%	24%	18%	58%	57%	57%
Q27b. I am encouraged to make suggestions about improving work processes and/or services	68%	18%	14%	68%	68%	68%
Q27c. Management is willing to act on suggestions to improve how things are done	54%	26%	21%	54%	53%	53%
Q27d. My workgroup uses research and expertise to identify better practice	55%	29%	16%	55%	55%	56%
Q27e. My workgroup always tries to improve its performance	70%	21%	9%	70%	70%	70%
Q27f. My organisation is open to new ideas	55%	27%	18%	55%	55%	54%
Q34c. Your physical working environment	69%	16%	16%	69%	69%	69%
Q34d. The location of your work	78%	14%	9%	78%	77%	79%
Q34f. Your ability to 'make a difference' to the community	65%	26%	10%	65%	64%	64%

* indicates a negatively worded question

04 Workplace climate by item

Question	Response scale %			2018 % positive	2017 % positive	2016 % positive
People and relationships						
Q24a. People in my workgroup treat each other with respect	75%	13%	12%	75%	74%	75%
Q24b. I receive help and support from other people in my workgroup	84%	11%	6%	84%	83%	83%
Q24c. People in my workgroup are honest, open and transparent in their dealings	67%	19%	14%	67%	67%	68%
Q24d. People in my workgroup use their time and resources efficiently	64%	22%	14%	64%	64%	65%
Q24e. People in my workgroup treat customers with respect	86%	10%	3%	86%	86%	86%
Q24f. People in my workgroup are committed to delivering excellent service to customers	82%	13%	5%	82%	83%	83%
Q24g. People in my workgroup do their jobs effectively	74%	17%	8%	74%	75%	75%
Q24i. People in my workgroup work effectively with other workgroups in my organisation to deliver service to our customers	78%	14%	8%	78%	78%	78%

04 Workplace climate by item

Question	Response scale %			2018 % positive	2017 % positive	2016 % positive
Fairness and trust						
Q25a. My workplace has an inclusive culture where diversity is valued and respected	72%	19%	9%	72%	73%	73%
Q25f. Performance is assessed and rewarded fairly in my workplace	35%	35%	30%	35%	36%	35%
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	37%	25%	38%	37%	38%	39%
Q25h. People are treated fairly and consistently in my workplace	52%	24%	24%	52%	51%	51%
Q25i. People take responsibility for their decisions and actions in my workplace	51%	28%	21%	51%	52%	52%
Q25j. I am able to speak up and share a different view to my colleagues and manager	72%	15%	12%	72%	71%	—
Q30a. My senior manager demonstrates honesty and integrity	67%	23%	10%	67%	70%	66%
Q31e. Recruitment and promotion decisions in this organisation are fair	36%	32%	32%	36%	37%	38%
Q31i. My responsibilities outside of work restrict my opportunities for promotion*	57%	27%	17%	57%	53%	—
Q32a. Age is not a barrier to success in my organisation	64%	22%	14%	64%	65%	69%
Q32b. Gender is not a barrier to success in my organisation	68%	19%	13%	68%	70%	72%
Q32c. Disability is not a barrier to success in my organisation	56%	33%	10%	56%	57%	61%
Q32d. Cultural background is not a barrier to success in my organisation	69%	24%	7%	69%	69%	71%
Q32e. Sexual orientation is not a barrier to success in my organisation	70%	25%	5%	70%	70%	71%
Q32f. If I raised a complaint, I feel confident that it would be taken seriously	56%	22%	22%	56%	54%	58%
Q32g. Women and men have equal access to work experiences that support career progression	66%	22%	12%	66%	67%	—

* indicates a negatively worded question

04 Workplace climate by item

Question	Response scale %			2018 % positive	2017 % positive	2016 % positive
Performance and development						
Q28a. I receive useful feedback on my performance	56%	24%	20%	56%	57%	56%
Q28b. My performance is assessed against clear criteria	50%	29%	22%	50%	51%	50%
Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge	63%	19%	18%	63%	63%	61%
Q28d. I am encouraged to pursue developmental opportunities in other workplaces	41%	31%	29%	41%	41%	38%
Q28e. I am able to access relevant learning and development opportunities	60%	23%	16%	60%	62%	60%
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	65%	23%	12%	65%	59%	58%
Q28g. I am satisfied with the opportunities available for career development	46%	26%	29%	46%	44%	42%
Q28h. I have had productive conversations with my manager on my performance in the past 12 months	57%	20%	22%	57%	55%	55%
Q28i. I develop new knowledge and skills through undertaking tasks at work	71%	18%	11%	71%	72%	72%
Q31b. My organisation is committed to developing its employees	52%	27%	21%	52%	52%	51%

04 Workplace climate by item

Question	Response scale %			2018 % positive	2017 % positive	2016 % positive
Leadership and engagement						
Q29a. My manager treats employees with dignity and respect	81%	10%	9%	81%	78%	78%
Q29b. My manager listens to what I have to say	80%	11%	9%	80%	77%	77%
Q29c. My manager keeps me informed about what's going on	70%	16%	15%	70%	67%	67%
Q29d. My manager understands my work	75%	13%	12%	75%	73%	72%
Q29e. My manager creates a shared sense of purpose	69%	18%	13%	69%	68%	67%
Q29f. My manager demonstrates honesty and integrity	79%	13%	9%	79%	76%	76%
Q29g. My manager draws the best out of me	60%	24%	16%	60%	57%	57%
Q31a. In my organisation, the leadership is of high quality	50%	28%	21%	50%	53%	51%
Q31c. Management model the behaviours expected of all employees	49%	28%	23%	49%	49%	50%
Q31d. In my organisation, the leadership operates with a high level of integrity	52%	30%	19%	52%	54%	52%
Q31f. My organisation is well managed	45%	32%	23%	45%	47%	46%
Q33a. I would recommend my organisation as a great place to work	61%	24%	15%	61%	61%	59%
Q33b. I am proud to tell others I work for my organisation	67%	23%	10%	67%	67%	66%
Q33c. I feel strong personal attachment to my organisation	58%	27%	15%	58%	59%	58%
Q33d. My organisation motivates me to help it achieve its objectives	54%	30%	17%	54%	53%	52%
Q33e. My organisation inspires me to do the best in my job	54%	29%	16%	54%	53%	52%

04 Workplace climate by item

Question	Response scale %			2018 % positive	2017 % positive	2016 % positive
My job						
Q21a. I understand what is expected of me to do well in my job	90%	5%	5%	90%	90%	90%
Q21b. I understand how my work contributes to my organisation's objectives	91%	5%	4%	91%	91%	91%
Q22a. I have a choice in deciding how I do my work	68%	18%	14%	68%	68%	67%
Q22e. My job gives me opportunities to utilise my skills	76%	13%	11%	76%	75%	74%
Q22f. I enjoy the work in my current job	75%	16%	9%	75%	76%	76%
Q22g. My job gives me a feeling of personal accomplishment	69%	19%	13%	69%	69%	69%
Q34a. The degree to which your work is interesting/challenging	75%	15%	10%	75%	76%	75%
Q34b. Your ability to work on your own initiative	80%	12%	8%	80%	80%	80%
Q35. All things considered, how satisfied are you with your current job?	73%	15%	12%	73%	73%	72%

05 Most changed since 2017, by item

Purpose

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

Please note, survey items in scope for this section were single response non-demographic questions that were asked of all respondents in 2018 as well as in 2017. '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 %			% change since 2017
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Survey items with the most positive change

Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	65%	23%	12%	+6
Q31j. My commitment to this organisation would be questioned if I chose to use flexible work options*	47%	33%	21%	+6
Q31i. My responsibilities outside of work restrict my opportunities for promotion*	57%	27%	17%	+4
Q29a. My manager treats employees with dignity and respect	81%	10%	9%	+3
Q29b. My manager listens to what I have to say	80%	11%	9%	+3

* indicates a negatively worded question

Survey items with the most negative change

Q25g. I am confident that poor performance will be appropriately addressed in my workplace	37%	25%	38%	-2
Q31f. My organisation is well managed	45%	32%	23%	-2
Q31a. In my organisation, the leadership is of high quality	50%	28%	21%	-3
Q31d. In my organisation, the leadership operates with a high level of integrity	52%	30%	19%	-3
Q30a. My senior manager demonstrates honesty and integrity	67%	23%	10%	-3

06 Flexible work options

Purpose

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

Please note, questions in this section are now calculated differently to previous years. Whilst the 2017 scores displayed are comparable to 2018, they may not match previously published reports. Also, multi-select questions may not add up to 100 per cent.

	2018	2017
Do you currently use any flexible work options?		
Use flexible workplace option	58%	56%
Use no flexible work option	42%	44%
If yes to using flexible work option, which of the following do you use?		
Flexible work hours, for example accumulated hours as 'flexitime'	53%	52%
Part time work	29%	30%
Flexible work hours, for example start late or early to meet responsibilities external to work	23%	22%
Telecommuting	10%	7%
Leave at half pay	7%	7%
Casual/on call	6%	6%
Hot desks	6%	5%
Compressed work hours	4%	3%
Other, please specify	4%	4%
Job sharing	3%	3%
Purchased leave/extended leave/deferred salary schemes	1%	1%
Part-year work/annualised hours	0%	0%
Term-time working	0%	0%

06 Flexible work options

	2018	2017
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	67%	69%
No, I have not made a request but I am not content with my current arrangements	12%	12%
Yes, I requested flexibility	21%	19%
If yes to having made a request regarding flexible work arrangements, was your request for flexible work arrangements:		
Fully granted	68%	66%
Partially granted	13%	14%
Declined – reason provided	8%	8%
Declined – no reason given	6%	7%
I have not received a reply as yet	5%	5%
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 feel flexibility is not possible in my current job	29%	30%
Flexible working is frowned upon/not supported by my workplace culture	28%	30%
None of the above	25%	24%
I didn't feel confident presenting my case or negotiating arrangements with my manager	23%	22%
I was concerned that it may negatively impact my team	20%	19%
I felt it would limit my career	20%	20%
I didn't feel I had the right to	17%	17%
I don't feel confident in my manager's ability to manage staff working flexibly	11%	12%
I felt it would limit my access to training and development	7%	7%
I feel the technology I currently have access to does not support flexible working	6%	6%

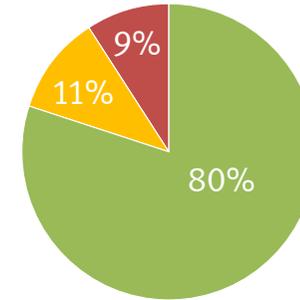
07 Domestic and family violence

Purpose

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

All employees

Q36. Are you aware of any policies in your workplace designed to support employees directly affected by DFV?	2018	2017
Yes	80%	76%
Don't know	11%	12%
No	9%	12%



Managers

Q36. Are you aware of any policies in your workplace designed to support employees directly affected by DFV?	2018	2017
Yes	91%	86%
Don't know	5%	6%
No	5%	8%

Non-managers

Q36. Are you aware of any policies, in your workplace, designed to support employees directly affected by DFV?	2018	2017
Yes	77%	72%
Don't know	13%	14%
No	11%	13%

Managers

Q36c. In the past 12 months have you responded to an employee/colleague affected by DFV?	2018	2017
Yes	17%	16%
Prefer not to say	3%	3%
No	79%	80%
Don't know	1%	2%

Non-managers

Q36c. In the past 12 months have you responded to an employee/colleague affected by DFV?	2018	2017
Yes	6%	7%
Prefer not to say	3%	3%
No	88%	88%
Don't know	2%	3%

07 Domestic and family violence

Question	Response scale %			% change since 2017
Managers				
Q36a.a I am confident that I could sensitively communicate with employees affected by DFV	85%	11%	4%	+3
Q36a.b If I was approached directly by an employee affected by DFV, I am confident in my ability to provide appropriate levels of support	84%	11%	5%	+3
Q36a.c If I was made aware (e.g. by other colleagues) that DFV was affecting an employee, I am confident that I could respond appropriately	84%	12%	4%	+3
Non-managers				
Q36b.a I am confident that I could sensitively communicate with colleagues affected by DFV	72%	20%	8%	+1
Q36b.b I am confident that I could effectively refer a colleague affected by DFV to appropriate support	72%	19%	9%	+1

08 Intention to leave your organisation

Purpose

The purpose of this section is to show the intention of employees in regards to leaving or staying within their organisation.

The % positive represents people who do not intend to leave. The table shows reasons for leaving with comparison to 2017.

Please not, multi-select questions may not add up to 100 per cent.

Key

Response scale:

Intend to stay

Neither

Intend to leave

Positive

Neutral

Negative

Question	Response scale %			% change since 2017
	Positive	Neutral	Negative	
I intend to stay in my organisation for the next 12 months	67%	21%	11%	0

	2018	2017
If intending to leave, what are your reasons?		
Career or job opportunities	53%	52%
The workplace culture	38%	39%
Professional/personal development	34%	35%
Stress/health	31%	33%
Pay and conditions	26%	27%
Your relationship with your manager	20%	22%
Balancing work and life commitments	20%	22%
The location of your workplace or the time spent commuting	17%	18%
Job security	17%	18%
Work hours	13%	14%
Contract expiring	13%	12%
Family/carer responsibilities	11%	13%
Fit between work and your interests	11%	11%
Other (please specify)	11%	10%
Your relationship with your colleagues	9%	11%
Retirement	8%	8%
Travel plans	5%	7%

09 Bullying and sexual harassment

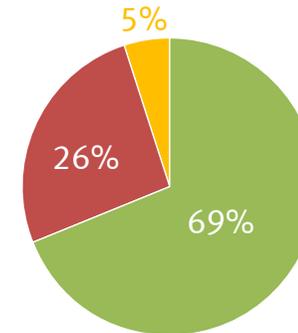
Purpose

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 item received in 2017.

Please note, multi-select questions may not add up to 100 per cent.

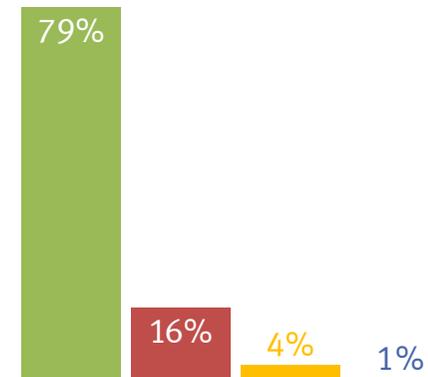
During the last 12 months have you witnessed bullying or sexual harassment in your workplace?

	2018	2017
No	69%	67%
Yes	26%	28%
Don't know	5%	5%



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

	2018	2017
No	79%	78%
Bullying	16%	17%
Don't know	4%	5%
Sexual harassment	1%	1%



09 Bullying and sexual harassment

Please note, only respondents who identified they had been subjected to bullying were asked these questions. Therefore, the population base is approximately 16% of total survey respondents.

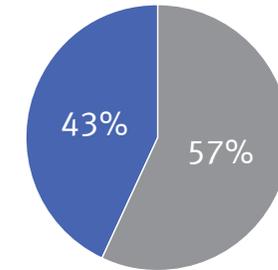
Key

Yes

No

	2018	2017
If subjected to bullying, who were you bullied by?		
A fellow worker	45%	43%
Your immediate manager/supervisor	37%	34%
A senior manager	29%	31%
A group of fellow workers	15%	14%
A client/customer	8%	7%
Prefer not to specify	6%	8%
A worker that reports to you	6%	5%
A member of the public	5%	5%
Other	4%	2%
A consultant/service provider	2%	2%
A representative of another agency	2%	2%
If subjected to bullying, what type of bullying did you experience?		
Verbal abuse	64%	58%
Inappropriate and unfair application of work policies or rules	43%	42%
Other	21%	27%
Physical behaviour	13%	11%
Interference with your personal property or work equipment	8%	8%
Cyber bullying	6%	6%
'Initiations' or pranks	6%	7%

If subjected to bullying, did you report the bullying?



	2018	2017
Why did you not report the bullying?		
I did not think any action would be taken	58%	56%
It could affect my career	45%	45%
I did not want to upset relationships in the workplace	40%	40%
I did not think it was worth the hassle of going through the report process	37%	37%
Managers accepted the behaviour	35%	33%
I did not have enough evidence	22%	20%
I did not think the bullying was serious enough	16%	16%
Other	14%	11%
The matter was resolved informally	8%	7%
I did not know how to report it	5%	5%

09 Bullying and sexual harassment

Please note, only respondents who identified they had been subjected to sexual harassment were asked these questions. Therefore, the population base is approximately 1% of total survey respondents.

Key

Yes

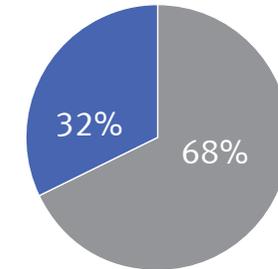
No

	2018	2017
If subjected to sexual harassment, who were you sexually harassed by?		
A fellow worker	54%	52%
A senior manager	14%	15%
A client/customer	13%	13%
Your immediate manager/supervisor	12%	14%
Prefer not to specify	10%	12%
A group of fellow workers	8%	8%
A member of the public	7%	8%
Other	4%	2%
A worker that reports to you	2%	3%
A representative of another agency	2%	3%
A consultant/service provider	2%	2%

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

	2018	2017
Remarks of a sexual nature	73%	73%
Unwanted physical intimacy	38%	36%
Any other unwelcome conduct of a sexual nature in relation to you with the intention of intimidating, offending or humiliating you or where a reasonable person would anticipate the possibility of this	22%	26%
Unwelcome demand or request, either directly or implied, for sexual favours	20%	16%
Other	8%	—

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



	2018	2017
Why did you not report the sexual harassment?		
I did not want to upset relationships in the workplace	45%	38%
I did not think any action would be taken	44%	42%
I did not think it was worth the hassle of going through the report process	39%	38%
It could affect my career	37%	35%
I did not think the sexual harassment was serious enough	30%	30%
Managers accepted the behaviour	23%	21%
I did not have enough evidence	22%	21%
Other	13%	11%
The matter was resolved informally	11%	14%
I did not know how to report it	7%	8%

10 Civility

Purpose

This section is focused on exploring workplace behaviour. These questions are new to the survey.

Question	Daily	Very often	Often	Regularly	Rarely/ sporadically	Never
Over the past month, how often has your manager/supervisor behaved in the following ways?						
Showed appreciation of you and your work	8%	20%	21%	20%	24%	7%
Made you feel included	15%	22%	21%	24%	15%	4%
Was polite and courteous with you	30%	23%	19%	21%	5%	1%
Made you feel ignored	1%	2%	3%	4%	27%	63%
Behaved towards you in a manner that you felt was inconsiderate	1%	1%	2%	4%	20%	72%
Behaved towards you in a manner that you felt was rude	1%	1%	2%	3%	13%	81%
Acted in an aggressive or intimidating manner towards you	1%	1%	1%	2%	8%	89%
Acted in an aggressive or intimidating manner towards someone you work with	1%	1%	1%	2%	9%	87%
Over the past month, how often have your immediate coworkers behaved in the following ways?						
Showed appreciation of you and your work	6%	16%	23%	23%	27%	4%
Made you feel included	14%	18%	24%	28%	14%	2%
Was polite and courteous with you	24%	21%	23%	26%	5%	1%
Made you feel ignored	1%	2%	4%	6%	45%	41%
Behaved towards you in a manner that you felt was inconsiderate	1%	2%	4%	6%	44%	43%
Behaved towards you in a manner that you felt was rude	1%	2%	3%	5%	37%	52%
Acted in an aggressive or intimidating manner towards you	1%	1%	2%	3%	20%	74%
Acted in an aggressive or intimidating manner towards someone you work with	1%	1%	2%	4%	23%	69%

11 Your view

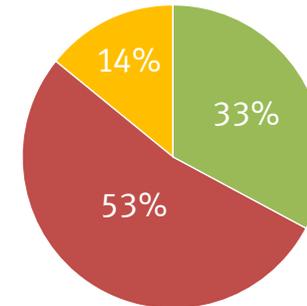
Purpose

This section is focused on understanding workplace improvement.

This section refers to the visibility of change attributable to past Working for Queensland (WfQ) surveys, as well as satisfaction with the change implemented.

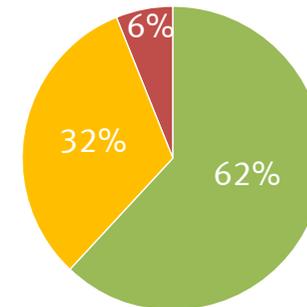
Have you noticed any action your organisation has taken as a result of last year's WfQ survey?

	2018	2017
Yes	33%	30%
No	53%	56%
No, but I have not worked long in my organisation	14%	14%



If yes to noticing action in response to last year's WfQ survey, how satisfied are you with your organisation's action?

	2018	2017
Positive	62%	62%
Neutral	32%	32%
Negative	6%	6%



12 Queensland public sector values

Purpose

This section shows results for the survey items that express the Queensland public sector values.

Key

Response scale:

Positive

Neutral

Negative

The positive score for each question is compared with the previous year's results.

Question	Response scale %			2018 % positive	2017 % positive	2016 % positive
Customers first						
Q24e. People in my workgroup treat customers with respect	86%	10%	3%	86%	86%	86%
Q24f. People in my workgroup are committed to delivering excellent service to customers	82%	13%	5%	82%	83%	83%
Ideas into action						
Q27a. I get the opportunity to develop new and better ways of doing my job	58%	24%	18%	58%	57%	57%
Q27b. I am encouraged to make suggestions about improving work processes and/or services	68%	18%	14%	68%	68%	68%
Q27c. Management is willing to act on suggestions to improve how things are done	54%	26%	21%	54%	53%	53%
Q27f. My organisation is open to new ideas	55%	27%	18%	55%	55%	54%
Empower people						
Q22a. I have a choice in deciding how I do my work	68%	18%	14%	68%	68%	67%
Q22b. I have the tools I need to do my job effectively	72%	14%	14%	72%	71%	70%
Q22c. I get the information I need to do my job well	69%	18%	13%	69%	67%	67%
Q22d. I have the authority necessary to do my job effectively	70%	17%	12%	70%	70%	69%
Q22e. My job gives me opportunities to utilise my skills	76%	13%	11%	76%	75%	74%
Q34b. Your ability to work on your own initiative	80%	12%	8%	80%	80%	80%

12 Queensland public sector values

The positive score for each question is compared with the previous year's results.

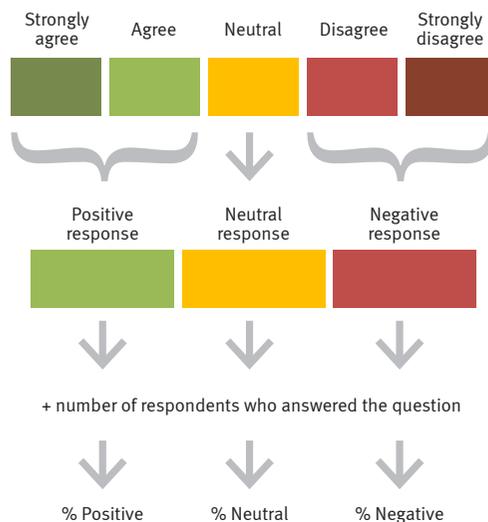
Question	Response scale %			2018 % positive	2017 % positive	2016 % positive
Be courageous						
Q25i. People take responsibility for their decisions and actions in my workplace	51%	28%	21%	51%	52%	52%
Q24c. People in my workgroup are honest, open and transparent in their dealings	67%	19%	14%	67%	67%	68%
Q29f. My manager demonstrates honesty and integrity	79%	13%	9%	79%	76%	76%
Q30a. My senior manager demonstrates honesty and integrity	67%	23%	10%	67%	70%	66%
Unleash potential						
Q28a. I receive useful feedback on my performance	56%	24%	20%	56%	57%	56%
Q28b. My performance is assessed against clear criteria	50%	29%	22%	50%	51%	50%
Q29g. My manager draws the best out of me	60%	24%	16%	60%	57%	57%
Q31b. My organisation is committed to developing its employees	52%	27%	21%	52%	52%	51%

13 How to interpret this report

% Positive, neutral and negative scores

Across Working for Queensland 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

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.

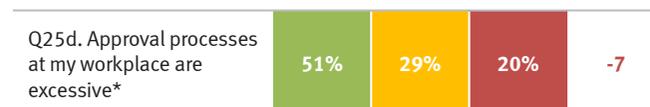
EXAMPLE

In the 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.

Changes in reporting

Working for Queensland was conducted by a new provider in 2018 leading to the re-prioritisation of reporting. This included the removal of quintiles, range of agency scores and driver analysis.

Rounding

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

Trend

As a result of Machinery-of-Government changes in 2017, many agencies do not have trend comparisons. Trend is also not available for agencies new to the survey in 2018. This means the section “Most changed since 2017, by item” is not available for these agencies and any comparisons to 2017 will be blank.

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.

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.

13 How to interpret this report

% Change and division comparisons

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

- the 2017 and 2018 % positive scores, or
- the 2018 agency and Qld public sector % scores.

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

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.

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.
- **Your organisation (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 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.

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