



## 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.

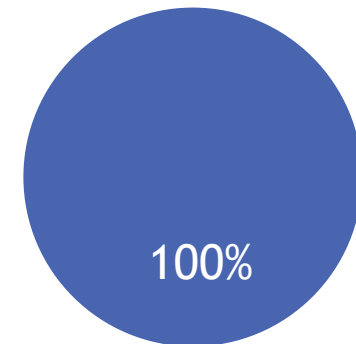
### Content

- 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 2018, 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:

# 26

Response Rate:



Queensland  
Government

# 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	69%	22%	10%	+14	+11
Job empowerment	76%	12%	12%	+17	+5
Workload and health*	40%	21%	40%	0	+1
Learning and development	65%	24%	11%	+16	+9
My workgroup	75%	17%	8%	+14	0
My manager	81%	9%	10%	+18	+8
Organisational leadership	74%	19%	7%	+36	+25
Organisational fairness	48%	28%	24%	+27	+6
Anti-discrimination	77%	22%	2%	+3	+12
Innovation	76%	17%	7%	+25	+18

\* %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	Queensland Mental Health Commission
Responses	26
Agency engagement	69%
Job empowerment	76%
Workload and health*	40%
Learning and development	65%
My workgroup	75%
My manager	81%
Organisational leadership	74%
Organisational fairness	48%
Anti-discrimination	77%
Innovation	76%

\* %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
<b>Agency engagement</b>					
Q33a. I would recommend my organisation as a great place to work	60%	24%	16%	+13	+1
Q33b. I am proud to tell others I work for my organisation	76%	16%	8%	+9	+11
Q33c. I feel strong personal attachment to my organisation	68%	24%	8%	+1	+10
Q33d. My organisation motivates me to help it achieve its objectives	72%	20%	8%	+25	+19
Q33e. My organisation inspires me to do the best in my job	68%	24%	8%	+21	+14
<b>Job empowerment</b>					
Q22a. I have a choice in deciding how I do my work	77%	12%	12%	+17	+9
Q22b. I have the tools I need to do my job effectively	92%	4%	4%	+26	+24
Q22c. I get the information I need to do my job well	62%	27%	12%	+8	-5
Q22d. I have the authority necessary to do my job effectively	65%	15%	19%	+12	-4
Q22e. My job gives me opportunities to utilise my skills	81%	8%	12%	+21	+6
Q34b. Your ability to work on your own initiative	80%	8%	12%	+16	+1

## 03 Factors by question

Question	Response scale %			vs 2018	vs Qld public sector
<b>Workload and health*</b>					
Q23a. I am overloaded with work*	31%	19%	50%	-3	0
Q23b. I feel burned out by my work*	46%	23%	31%	-1	+4
Q23e. My work has a negative impact on my health*	42%	19%	38%	+2	-1

\* 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	65%	27%	8%	+12	+4
Q28e. I am able to access relevant learning and development opportunities	65%	27%	8%	+12	+5
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	75%	20%	5%	+32	+12
Q28g. I am satisfied with the opportunities available for career development	58%	19%	23%	+18	+12
Q31b. My organisation is committed to developing its employees	64%	28%	8%	+11	+13

## 03 Factors by question

Question	Response scale %			vs 2018	vs Qld public sector
<b>My workgroup</b>					
Q24a. People in my workgroup treat each other with respect	69%	23%	8%	+9	-5
Q24b. I receive help and support from other people in my workgroup	88%	8%	4%	+2	+6
Q24c. People in my workgroup are honest, open and transparent in their dealings	65%	19%	15%	+5	-1
Q24d. People in my workgroup use their time and resources efficiently	69%	15%	15%	+26	+6
Q24e. People in my workgroup treat customers with respect	96%	0%	4%	+16	+12
Q24f. People in my workgroup are committed to delivering excellent service to customers	85%	15%	0%	+18	+4
Q24g. People in my workgroup do their jobs effectively	54%	38%	8%	+21	-20
<b>My manager</b>					
Q29a. My manager treats employees with dignity and respect	85%	0%	15%	-2	+5
Q29b. My manager listens to what I have to say	85%	4%	12%	+11	+7
Q29c. My manager keeps me informed about what's going on	77%	8%	15%	+24	+8
Q29d. My manager understands my work	80%	12%	8%	+33	+5
Q29e. My manager creates a shared sense of purpose	81%	12%	8%	+27	+12
Q29f. My manager demonstrates honesty and integrity	88%	8%	4%	+15	+11
Q29g. My manager draws the best out of me	69%	19%	12%	+16	+10

## 03 Factors by question

Question	Response scale %			vs 2018	vs Qld public sector
<b>Organisational leadership</b>					
Q31a. In my organisation, the leadership is of high quality	76%	20%	4%	+43	+26
Q31c. Management model the behaviours expected of all employees	80%	16%	4%	+47	+31
Q31d. In my organisation, the leadership operates with a high level of integrity	76%	20%	4%	+36	+24
Q31f. My organisation is well managed	64%	20%	16%	+17	+19
<b>Organisational fairness</b>					
Q25f. Performance is assessed and rewarded fairly in my workplace	50%	23%	27%	+3	+14
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	38%	31%	31%	+32	+3
Q25h. People are treated fairly and consistently in my workplace	62%	23%	15%	+35	+10
Q25i. People take responsibility for their decisions and actions in my workplace	42%	31%	27%	+36	-8
Q31e. Recruitment and promotion decisions in this organisation are fair	48%	32%	20%	+28	+12

## 03 Factors by question

Question	Response scale %			vs 2018	vs Qld public sector
<b>Anti-discrimination</b>					
Q32a. Age is not a barrier to success in my organisation	80%	16%	4%	0	+17
Q32b. Gender is not a barrier to success in my organisation	84%	12%	4%	-3	+17
Q32c. Disability is not a barrier to success in my organisation	60%	40%	0%	0	+4
Q32d. Cultural background is not a barrier to success in my organisation	76%	24%	0%	+9	+8
Q32e. Sexual orientation is not a barrier to success in my organisation	84%	16%	0%	+11	+15
<b>Innovation</b>					
Q27a. I get the opportunity to develop new and better ways of doing my job	81%	8%	12%	+41	+24
Q27b. I am encouraged to make suggestions about improving work processes and/or services	88%	8%	4%	+28	+22
Q27c. Management is willing to act on suggestions to improve how things are done	81%	15%	4%	+34	+28
Q27d. My workgroup uses research and expertise to identify better practice	65%	23%	12%	+5	+12
Q27e. My workgroup always tries to improve its performance	69%	27%	4%	+29	+1
Q27f. My organisation is open to new ideas	73%	19%	8%	+13	+19



# 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	61%	21%	18%	+2	+6
Effectiveness and innovation	73%	14%	12%	+17	+18
People and relationships	74%	17%	8%	+14	-1
Fairness and trust	66%	23%	11%	+16	+9
Performance and development	67%	23%	10%	+19	+12
Leadership and engagement	75%	15%	9%	+21	+13
My job	76%	13%	12%	+7	-1

## 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	Queensland Mental Health Commission
Responses	26
Safety, health and wellness	61%
Effectiveness and innovation	73%
People and relationships	74%
Fairness and trust	66%
Performance and development	67%
Leadership and engagement	75%
My job	76%

# 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
<b>Safety, health and wellness</b>					
Q23a. I am overloaded with work*	31%	19%	50%	-3	0
Q23b. I feel burned out by my work*	46%	23%	31%	-1	+4
Q23e. My work has a negative impact on my health*	42%	19%	38%	+2	-1
Q23f. My work contributes positively to my quality of life	38%	35%	27%	-22	-5
Q24h. People in my workgroup are committed to workplace safety	77%	19%	4%	+4	-4
Q24j. People in my workgroup work together to ensure flexible work arrangements meet both individual and business needs	73%	12%	15%	0	+7
Q25b. My workplace culture supports people to achieve a good work/life balance	62%	23%	15%	-5	0
Q25c. There is adequate focus on workplace safety at my workplace	69%	27%	4%	-4	-7
Q29h. My manager proactively discusses flexible work arrangements with my workgroup	73%	15%	12%	+26	+22
Q31g. In my organisation, senior leaders clearly consider the wellbeing of employees to be important	80%	12%	8%	+33	+30
Q31h. The wellbeing of employees is a priority for my organisation	72%	20%	8%	+29	+23
Q31j. My commitment to this organisation would be questioned if I chose to use flexible work options*	76%	16%	8%	-11	+28
Q34e. Your work-life balance	48%	32%	20%	-23	-17
Q34g. Your ability to access and use flexible work arrangements	68%	28%	4%	-3	+11

\* indicates a negatively worded question

## 06 Workplace climate by question

Question	Response scale %			vs 2018	vs Qld public sector
<b>Effectiveness and innovation</b>					
Q22b. I have the tools I need to do my job effectively	92%	4%	4%	+26	+24
Q22c. I get the information I need to do my job well	62%	27%	12%	+8	-5
Q22d. I have the authority necessary to do my job effectively	65%	15%	19%	+12	-4
Q23c. I feel my job is secure	50%	12%	38%	+3	-11
Q23d. There is too much 'red tape' in my work (e.g. regulatory or administrative processes)*	54%	19%	27%	-13	+36
Q24k. People in my workgroup share diverse ideas to develop innovative solutions	73%	15%	12%	+40	+8
Q25d. Approval processes at my workplace are excessive*	65%	12%	23%	-1	+46
Q26a. My workplace has undergone significant change in the past 12 months	92%	8%	0%	-1	+43
Q27a. I get the opportunity to develop new and better ways of doing my job	81%	8%	12%	+41	+24
Q27b. I am encouraged to make suggestions about improving work processes and/or services	88%	8%	4%	+28	+22
Q27c. Management is willing to act on suggestions to improve how things are done	81%	15%	4%	+34	+28
Q27d. My workgroup uses research and expertise to identify better practice	65%	23%	12%	+5	+12
Q27e. My workgroup always tries to improve its performance	69%	27%	4%	+29	+1
Q27f. My organisation is open to new ideas	73%	19%	8%	+13	+19
Q34f. Your ability to 'make a difference' to the community	88%	4%	8%	+31	+25

\* indicates a negatively worded question

## 06 Workplace climate by question

Question	Response scale %			vs 2018	vs Qld public sector
<b>People and relationships</b>					
Q24a. People in my workgroup treat each other with respect	69%	23%	8%	+9	-5
Q24b. I receive help and support from other people in my workgroup	88%	8%	4%	+2	+6
Q24c. People in my workgroup are honest, open and transparent in their dealings	65%	19%	15%	+5	-1
Q24d. People in my workgroup use their time and resources efficiently	69%	15%	15%	+26	+6
Q24e. People in my workgroup treat customers with respect	96%	0%	4%	+16	+12
Q24f. People in my workgroup are committed to delivering excellent service to customers	85%	15%	0%	+18	+4
Q24g. People in my workgroup do their jobs effectively	54%	38%	8%	+21	-20
Q24i. People in my workgroup work effectively with other workgroups in my organisation to deliver service to our customers	68%	20%	12%	+18	-8

## 06 Workplace climate by question

Question	Response scale %			vs 2018	vs Qld public sector
<b>Fairness and trust</b>					
Q25a. My workplace has an inclusive culture where diversity is valued and respected	69%	23%	8%	+36	-3
Q25f. Performance is assessed and rewarded fairly in my workplace	50%	23%	27%	+3	+14
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	38%	31%	31%	+32	+3
Q25h. People are treated fairly and consistently in my workplace	62%	23%	15%	+35	+10
Q25i. People take responsibility for their decisions and actions in my workplace	42%	31%	27%	+36	-8
Q25j. I am able to speak up and share a different view to my colleagues and manager	73%	23%	4%	0	+2
Q30a. My senior manager demonstrates honesty and integrity	88%	4%	8%	+35	+17
Q31e. Recruitment and promotion decisions in this organisation are fair	48%	32%	20%	+28	+12
Q31i. My responsibilities outside of work restrict my opportunities for promotion*	64%	24%	12%	+11	+7
Q32a. Age is not a barrier to success in my organisation	80%	16%	4%	0	+17
Q32b. Gender is not a barrier to success in my organisation	84%	12%	4%	-3	+17
Q32c. Disability is not a barrier to success in my organisation	60%	40%	0%	0	+4
Q32d. Cultural background is not a barrier to success in my organisation	76%	24%	0%	+9	+8
Q32e. Sexual orientation is not a barrier to success in my organisation	84%	16%	0%	+11	+15
Q32f. If I raised a complaint, I feel confident that it would be taken seriously	68%	24%	8%	+15	+13
Q32g. Women and men have equal access to work experiences that support career progression	76%	24%	0%	+9	+11

\* indicates a negatively worded question

## 06 Workplace climate by question

Question	Response scale %			vs 2018	vs Qld public sector
<b>Performance and development</b>					
Q28a. I receive useful feedback on my performance	73%	19%	8%	+26	+19
Q28b. My performance is assessed against clear criteria	54%	23%	23%	+14	+6
Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge	65%	27%	8%	+12	+4
Q28d. I am supported to pursue developmental opportunities in other workplaces	58%	35%	8%	+24	+14
Q28e. I am able to access relevant learning and development opportunities	65%	27%	8%	+12	+5
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	75%	20%	5%	+32	+12
Q28g. I am satisfied with the opportunities available for career development	58%	19%	23%	+18	+12
Q28h. I have had productive conversations with my manager on my performance in the past 12 months	77%	12%	12%	+24	+21
Q28i. I develop new knowledge and skills through undertaking tasks at work	85%	15%	0%	+18	+15
Q31b. My organisation is committed to developing its employees	64%	28%	8%	+11	+13

## 06 Workplace climate by question

Question	Response scale %			vs 2018	vs Qld public sector
<b>Leadership and engagement</b>					
Q29a. My manager treats employees with dignity and respect	85%	0%	15%	-2	+5
Q29b. My manager listens to what I have to say	85%	4%	12%	+11	+7
Q29c. My manager keeps me informed about what's going on	77%	8%	15%	+24	+8
Q29d. My manager understands my work	80%	12%	8%	+33	+5
Q29e. My manager creates a shared sense of purpose	81%	12%	8%	+27	+12
Q29f. My manager demonstrates honesty and integrity	88%	8%	4%	+15	+11
Q29g. My manager draws the best out of me	69%	19%	12%	+16	+10
Q31a. In my organisation, the leadership is of high quality	76%	20%	4%	+43	+26
Q31c. Management model the behaviours expected of all employees	80%	16%	4%	+47	+31
Q31d. In my organisation, the leadership operates with a high level of integrity	76%	20%	4%	+36	+24
Q31f. My organisation is well managed	64%	20%	16%	+17	+19
Q33a. I would recommend my organisation as a great place to work	60%	24%	16%	+13	+1
Q33b. I am proud to tell others I work for my organisation	76%	16%	8%	+9	+11
Q33c. I feel strong personal attachment to my organisation	68%	24%	8%	+1	+10
Q33d. My organisation motivates me to help it achieve its objectives	72%	20%	8%	+25	+19
Q33e. My organisation inspires me to do the best in my job	68%	24%	8%	+21	+14



## 06 Workplace climate by question

Question	Response scale %			vs 2018	vs Qld public sector
<b>My job</b>					
Q21a. I understand what is expected of me to do well in my job	73%	12%	15%	-7	-16
Q21b. I understand how my work contributes to my organisation's objectives	81%	4%	15%	-6	-10
Q22a. I have a choice in deciding how I do my work	77%	12%	12%	+17	+9
Q22e. My job gives me opportunities to utilise my skills	81%	8%	12%	+21	+6
Q22f. I enjoy the work in my current job	65%	27%	8%	-8	-9
Q22g. My job gives me a feeling of personal accomplishment	73%	19%	8%	+6	+6
Q34b. Your ability to work on your own initiative	80%	8%	12%	+16	+1
Q35. All things considered, how satisfied are you with your current job?	76%	12%	12%	+19	+7

# 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

Q31c. Management model the behaviours expected of all employees	80%	16%	4%	+47
Q31a. In my organisation, the leadership is of high quality	76%	20%	4%	+43
Q27a. I get the opportunity to develop new and better ways of doing my job	81%	8%	12%	+41
Q24k. People in my workgroup share diverse ideas to develop innovative solutions	73%	15%	12%	+40
Q31d. In my organisation, the leadership operates with a high level of integrity	76%	20%	4%	+36

### Survey questions with the most negative change

Q22f. I enjoy the work in my current job	65%	27%	8%	-8
Q31j. My commitment to this organisation would be questioned if I chose to work flexibly*	76%	16%	8%	-11
Q23d.*There is too much 'red tape' in my work	54%	19%	27%	-13
Q23f. My work contributes positively to my quality of life	38%	35%	27%	-22
Q34e. Your work-life balance	48%	32%	20%	-23

\* 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
<b>Do you currently use any flexible work options?</b>		
Use flexible workplace option	<b>65%</b>	<b>73%</b>
Use no flexible work option	<b>35%</b>	<b>27%</b>
<b>If yes to using flexible work option, which of the following do you use?</b>		
Flexible work hours for example accumulated hours as 'flexitime'	<b>59%</b>	<b>82%</b>
Flexible work hours for example start late or early to meet responsibilities external to work	<b>41%</b>	<b>36%</b>
Part time work	<b>24%</b>	<b>18%</b>
Telecommuting	<b>18%</b>	<b>9%</b>
Leave at half pay	<b>12%</b>	<b>9%</b>

## 08 Flexible work

	2019	2018
<b>Have you made a request regarding flexible work arrangements in the last 12 months?</b>		
Yes, I requested flexibility	<b>42%</b>	<b>40%</b>
No, I have not made a request but I am content with my current arrangements	<b>38%</b>	<b>53%</b>
No, I have not made a request but I am not content with my current arrangements	<b>19%</b>	<b>7%</b>

**If yes to having made a request regarding flexible work arrangements, was your request for flexible work arrangements:**

Fully granted	<b>82%</b>	<b>-</b>
I have not received a reply as yet	<b>9%</b>	<b>-</b>
Partially granted	<b>9%</b>	<b>-</b>

**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
<b>Yes</b>	<b>64%</b>	<b>64%</b>
<b>Don't know</b>	<b>24%</b>	<b>36%</b>
<b>No</b>	<b>12%</b>	<b>-</b>

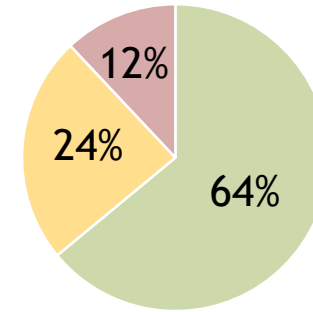
### Managers

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

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

### 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
<b>Yes</b>	<b>57%</b>	<b>-</b>
<b>No</b>	<b>43%</b>	<b>100%</b>



### 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
<b>Yes</b>	<b>69%</b>	<b>64%</b>
<b>No</b>	<b>31%</b>	<b>36%</b>

### 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
<b>No</b>	<b>88%</b>	<b>82%</b>
<b>Yes</b>	<b>13%</b>	<b>9%</b>
<b>Don't know</b>	<b>-</b>	<b>9%</b>

# 09 Domestic and family violence

**Key**  
Response scale:

Positive	Neutral	Negative
----------	---------	----------

Question	Response scale %	vs 2018	vs Qld public sector
----------	------------------	---------	----------------------

## Managers

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

## Non-managers

Q36b.a I am confident that I could sensitively communicate with colleagues affected by domestic and family violence	83%	11%	6%	+2	+10
Q36b.b. I am confident that I could effectively refer a colleague affected by domestic and family violence to appropriate support	83%	17%	0%	+11	+10

# 10 Bullying and sexual harassment

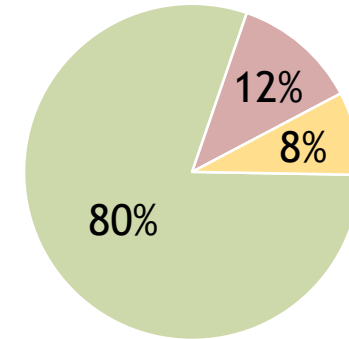
## Purpose

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	80%	64%
Yes	12%	36%
Don't know	8%	-



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

	2019	2018
No	92%	71%
Bullying	8%	21%
Don't know	-	7%



# 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.*

If you were subjected to bullying, who were you bullied by?

---

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.

Key

Yes

No

Why did you not report the bullying?

---

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.

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.*

## Key

Yes

No

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.

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

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  
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

81%

19%

+14

+13

Made you feel included

85%

15%

-2

+4

Was polite and courteous with you

96%

4%

-4

+3

Made you feel ignored\*

85%

15%

-2

-5

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

88%

12%

+1

-3

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

100%

0%

+7

+6

Acted in an aggressive or intimidating manner towards you\*

100%

0%

0

+4

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

100%

0%

+7

+5

*\* 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

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  
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

92%

8%

+12

+25

Made you feel included

96%

4%

+3

+13

Was polite and courteous with you

100%

0%

0

+6

Made you feel ignored\*

73%

27%

-7

-13

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

81%

19%

-13

-6

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

88%

12%

+2

-1

Acted in an aggressive or intimidating manner towards you\*

96%

4%

-4

+2

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

92%

8%

+6

0

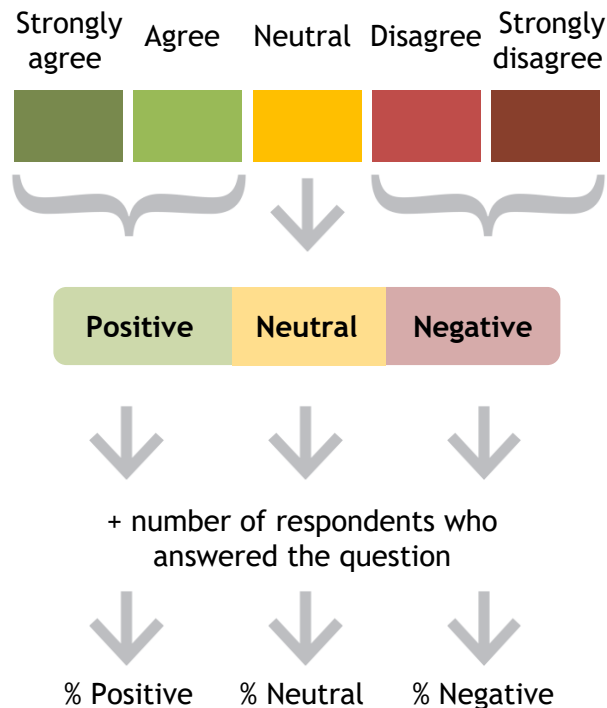
*\* indicates a negatively worded question*

# 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.

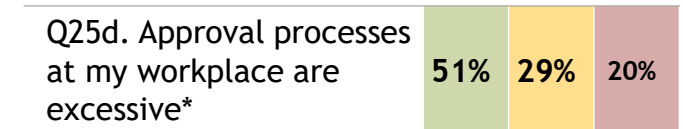
## EXAMPLE

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

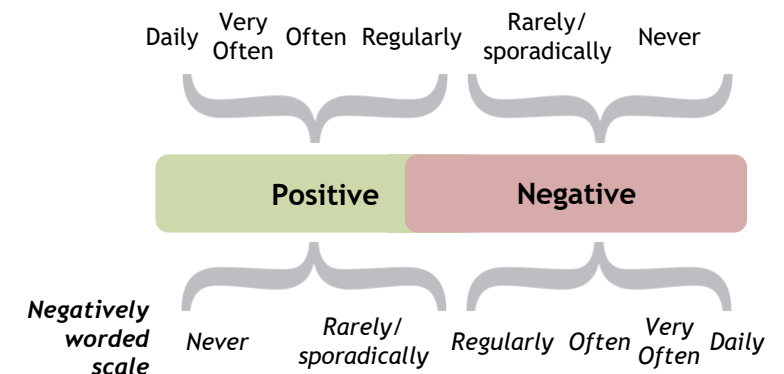
**51% felt that the "Approval processes at their work are not excessive"**



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.