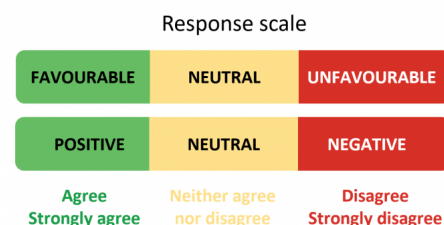


1. Factors

This section provides an overview of the 2021 factor results. The % positive score is benchmarked against the Queensland public sector and the 2020 score.



Name	Distribution	vs 2020	vs Qld public sector
Agency engagement		-3	0
Job empowerment		+1	+1
Workload and health*		-4	-6
Learning and development		0	+2
My workgroup		0	-2
My manager		+1	-4
Organisational leadership		-2	-2
Organisational fairness		0	0
Anti-discrimination		0	+1
Innovation		-1	-1

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

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

2. Factors by division

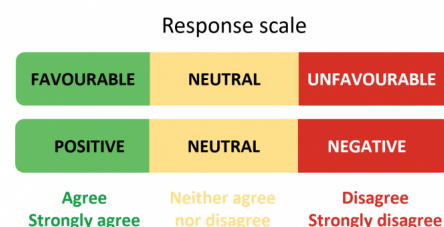
This section shows the breakdown of results for the factors at the top level in the agency hierarchy. The scores shown are the % positive.

Name	Responses	Agency engagement	Job empowerment	Workload and health*	Learning and development	My workgroup	My manager	Organisational leadership	Organisational fairness	Anti-discrimination	Innovation
Metro South Hospital and Health Service	6,426	58%	74%	31%	59%	75%	70%	49%	44%	67%	59%
Aboriginal and Torres Strait Islander Health	30	77%	75%	39%	55%	68%	77%	66%	43%	78%	60%
Addiction and Mental Health Services	475	62%	76%	38%	66%	78%	74%	54%	44%	70%	65%
Bayside Health Service	562	56%	73%	29%	56%	73%	69%	45%	41%	67%	55%
Community and Oral Health Services	498	61%	77%	37%	57%	77%	74%	54%	44%	73%	59%
Logan and Beaudesert Health Service	1,448	59%	75%	30%	64%	75%	70%	50%	45%	68%	60%
MSH Chief Finance Officer	59	52%	73%	31%	53%	73%	66%	42%	36%	70%	54%
MSH Clinical Improvement Unit	12	52%	70%	56%	48%	89%	48%	20%	48%	74%	74%
MSH Clinical Informatics	125	57%	73%	36%	50%	73%	74%	54%	49%	71%	58%
MSH Executive Team	12	78%	90%	54%	75%	94%	83%	75%	76%	75%	85%
MSH Governance (incl. Legal, Risk and Compliance, and Clinical Governance)	36	66%	79%	51%	69%	84%	87%	55%	57%	72%	78%
MSH HEOC	80	75%	75%	51%	59%	88%	81%	78%	60%	72%	72%
MSH Human Resources	48	64%	80%	37%	69%	82%	77%	52%	58%	67%	66%
MSH Infrastructure and Assets	97	64%	77%	33%	52%	77%	75%	52%	45%	71%	63%
MSH Media and Communications	13	63%	81%	46%	44%	85%	65%	58%	43%	69%	50%
MSH Patient Flow and Central Clinical Serv	61	58%	70%	48%	57%	71%	73%	46%	40%	76%	69%
Metro South Research	24	65%	81%	32%	60%	80%	73%	59%	56%	66%	69%
Princess Alexandra Hospital	2,254	57%	73%	28%	59%	75%	69%	47%	42%	64%	58%
QELI Jubilee Hospital	562	50%	69%	27%	51%	68%	66%	40%	40%	63%	52%

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

3. Factors by question

This section provides an overview of the 2021 factor results, by question. The % positive score is benchmarked against the Queensland public sector and the 2020 score.



Agency engagement




Question	Distribution	vs 2020	vs Qld public sector
Q33b. I am proud to tell others I work for my organisation	<div><div>67%</div><div>23%</div><div>10%</div></div>	-3	+1
Q33a. I would recommend my organisation as a great place to work	<div><div>61%</div><div>24%</div><div>15%</div></div>	-4	+1
Q33c. I feel strong personal attachment to my organisation	<div><div>58%</div><div>26%</div><div>15%</div></div>	-3	+1
Q33e. My organisation inspires me to do the best in my job	<div><div>53%</div><div>29%</div><div>18%</div></div>	-3	0
Q33d. My organisation motivates me to help it achieve its objectives	<div><div>51%</div><div>30%</div><div>18%</div></div>	-3	-1

Job empowerment




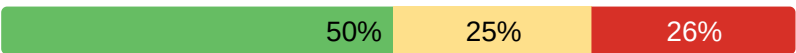
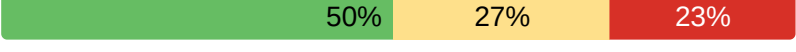
Question	Distribution	vs 2020	vs Qld public sector
Q34b. Satisfaction with your ability to work on your own initiative	<div><div>82%</div><div>11%</div><div>7%</div></div>	0	-1
Q22e. My job gives me opportunities to utilise my skills	<div><div>79%</div><div>13%</div><div>8%</div></div>	0	+2
Q22c. I get the information I need to do my job well	<div><div>75%</div><div>16%</div><div>10%</div></div>	+3	+4
Q22b. I have the tools I need to do my job effectively	<div><div>73%</div><div>14%</div><div>13%</div></div>	0	+1
Q22d. I have the authority necessary to do my job effectively	<div><div>73%</div><div>17%</div><div>11%</div></div>	+3	+1
Q22a. I have a choice in deciding how I do my work	<div><div>65%</div><div>21%</div><div>15%</div></div>	0	-4

Workload and health*








*These questions have been reversed. The % positive indicates those who have limited to no issues with workload and health.

Question	Distribution	vs 2020	vs Qld public sector
Q23e. My work has a negative impact on my health*		-4	-3
Q23b. I feel burned out by my work*		-5	-8
Q23a. I am overloaded with work*		-3	-6








Learning and development

Question	Distribution	vs 2020	vs Qld public sector
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance		+2	+7
Q28e. I am able to access relevant learning and development opportunities		+1	+4
Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge		+1	+1
Q28g. I am satisfied with the opportunities available for career development		+1	+1
Q31b. My organisation is committed to developing its employees		-1	-1

My workgroup

Question	Distribution	vs 2020	vs Qld public sector
Q24e. People in my workgroup treat customers with respect		0	+2
Q24f. People in my workgroup are committed to delivering excellent service to customers		0	+2
Q24b. I receive help and support from other people in my workgroup		0	-3
Q24g. People in my workgroup do their jobs effectively		+1	0
Q24a. People in my workgroup treat each other with respect		+1	-4
Q24d. People in my workgroup use their time and resources efficiently		0	-3
Q24c. People in my workgroup are honest, open and transparent in their dealings		0	-6

My manager

Question	Distribution	vs 2020	vs Qld public sector
Q29a. My manager treats employees with dignity and respect		+2	-4
Q29b. My manager listens to what I have to say		+1	-4
Q29f. My manager demonstrates honesty and integrity		+1	-5
Q29d. My manager understands my work		+1	-5
Q29c. My manager keeps me informed about what's going on		+1	-3
Q29e. My manager creates a shared sense of purpose		+1	-4
Q29g. My manager draws the best out of me		+1	-4

Organisational leadership

Question	Distribution	vs 2020	vs Qld public sector
Q31a. In my organisation, the leadership is of high quality	<div><div>51%</div><div>27%</div><div>22%</div></div>	-3	-1
Q31d. In my organisation, the leadership operates with a high level of integrity	<div><div>50%</div><div>29%</div><div>21%</div></div>	-1	-3
Q31c. Management model the behaviours expected of all employees	<div><div>50%</div><div>27%</div><div>23%</div></div>	-1	-2
Q31f. My organisation is well managed	<div><div>45%</div><div>29%</div><div>26%</div></div>	-2	-2

Organisational fairness

Question	Distribution	vs 2020	vs Qld public sector
Q25i. People take responsibility for their decisions and actions in my workplace	<div><div>52%</div><div>27%</div><div>20%</div></div>	0	0
Q25h. People are treated fairly and consistently in my workplace	<div><div>50%</div><div>24%</div><div>26%</div></div>	0	-2
Q31e. Recruitment and promotion decisions in this organisation are fair	<div><div>39%</div><div>30%</div><div>30%</div></div>	0	+1
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	<div><div>39%</div><div>24%</div><div>37%</div></div>	0	+1
Q25f. Performance is assessed and rewarded fairly in my workplace	<div><div>37%</div><div>33%</div><div>30%</div></div>	-1	0

Anti-discrimination

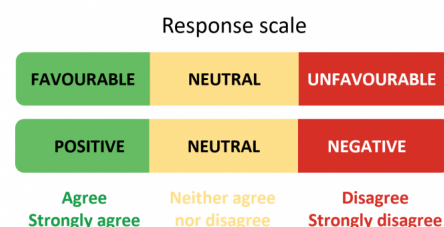
Question	Distribution	vs 2020	vs Qld public sector
Q32b. Gender is not a barrier to success in my organisation	<div><div>73%</div><div>18%</div><div>9%</div></div>	0	+3
Q32e. Sexual orientation is not a barrier to success in my organisation	<div><div>72%</div><div>24%</div><div></div></div>	0	+2
Q32d. Cultural background is not a barrier to success in my organisation	<div><div>69%</div><div>23%</div><div>8%</div></div>	0	+1
Q32a. Age is not a barrier to success in my organisation	<div><div>67%</div><div>22%</div><div>11%</div></div>	0	+2
Q32c. Disability is not a barrier to success in my organisation	<div><div>55%</div><div>35%</div><div>10%</div></div>	-1	-2


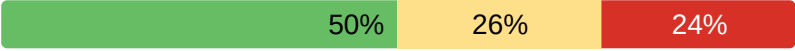
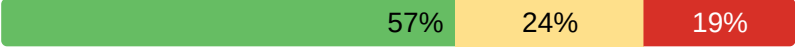

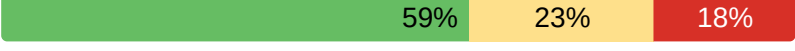


Innovation

Question	Distribution	vs 2020	vs Qld public sector
Q27e. My workgroup always tries to improve its performance	<div><div>68%</div><div>21%</div><div>11%</div></div>	-1	-1
Q27b. I am encouraged to make suggestions about improving work processes and/or services	<div><div>65%</div><div>18%</div><div>16%</div></div>	0	-2
Q27d. My workgroup uses research and expertise to identify better practice	<div><div>59%</div><div>27%</div><div>14%</div></div>	0	+2
Q27a. I get the opportunity to develop new and better ways of doing my job	<div><div>57%</div><div>24%</div><div>19%</div></div>	0	-3
Q27f. My organisation is open to new ideas	<div><div>53%</div><div>28%</div><div>20%</div></div>	-2	-1
Q27c. Management is willing to act on suggestions to improve how things are done	<div><div>51%</div><div>25%</div><div>24%</div></div>	-1	-3

4. Workplace climate

This section provides an overview of the 2021 workplace climate index results. The % positive score is benchmarked against the Queensland public sector and the 2020 score.



Name	Distribution	vs 2020	vs Qld public sector
People and relationships		0	-2
Safety, health and wellness		-3	-6
Effectiveness and innovation		-	0
Fairness and trust		-1	-1
Performance and development		+1	+2
Leadership and engagement		-1	-2
My job		-	0

*Note: In 2021, questions were added to the **Effectiveness and innovation** and **My job** indices. The addition of these items means it is not possible to trend 2021 scores for these indices to past years.*

5. Workplace climate by division

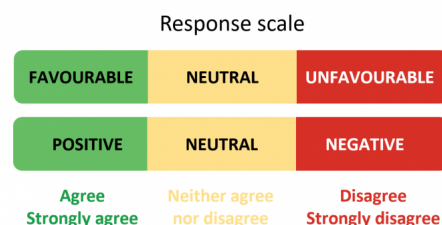
This section shows the breakdown of the workplace climate indices at the top level in the agency hierarchy.

The scores shown are the % positive.

Name	Responses	People and relationships	Safety, health and wellness	Effectiveness and innovation	Fairness and trust	Performance and development	Leadership and engagement	My job
Metro South Hospital and Health Service	6,426	75%	50%	57%	58%	59%	61%	78%
Aboriginal and Torres Strait Islander Health	30	69%	56%	61%	63%	58%	74%	78%
Addiction and Mental Health Services	475	78%	55%	61%	61%	65%	65%	81%
Bayside Health Service	562	73%	46%	55%	57%	56%	59%	78%
Community and Oral Health Services	498	77%	54%	59%	61%	58%	65%	81%
Logan and Beaudesert Health Service	1,448	75%	50%	58%	59%	63%	62%	80%
MSH Chief Finance Officer	59	74%	55%	53%	55%	51%	56%	79%
MSH Clinical Improvement Unit	12	91%	54%	64%	58%	57%	43%	73%
MSH Clinical Informatics	125	74%	58%	57%	62%	54%	64%	74%
MSH Executive Team	12	94%	72%	79%	79%	71%	80%	89%
MSH Governance (incl. Legal, Risk and Compliance, and Clinical Governance)	36	84%	64%	72%	66%	70%	73%	85%
MSH HEOC	80	88%	63%	64%	70%	57%	78%	80%
MSH Human Resources	48	82%	65%	62%	65%	68%	67%	82%
MSH Infrastructure and Assets	97	77%	58%	59%	62%	56%	66%	81%
MSH Media and Communications	13	85%	69%	52%	61%	48%	62%	80%
MSH Patient Flow and Central Clinical Serv	61	71%	57%	60%	62%	60%	61%	71%
Metro South Research	24	80%	60%	64%	64%	59%	67%	79%
Princess Alexandra Hospital	2,254	75%	48%	56%	57%	59%	60%	77%
QEIJ Jubilee Hospital	562	68%	43%	53%	54%	52%	55%	73%

6. Workplace climate by question

This section provides an overview of the 2021 workplace climate index results, by question. The % positive score is benchmarked against the Queensland public sector and the 2020 score.





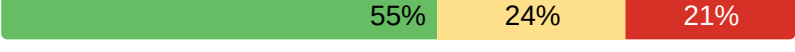

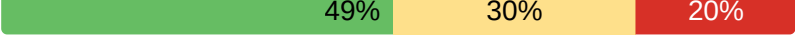


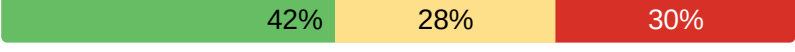

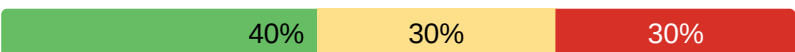




People and relationships

Question	Distribution	vs 2020	vs Qld public sector
Q24e. People in my workgroup treat customers with respect	<div><div>88%</div><div>10%</div><div></div></div>	0	+2
Q24f. People in my workgroup are committed to delivering excellent service to customers	<div><div>84%</div><div>12%</div><div></div></div>	0	+2
Q24b. I receive help and support from other people in my workgroup	<div><div>80%</div><div>13%</div><div>6%</div></div>	0	-3
Q24i. People in my workgroup work effectively with others in my organisation to deliver services to customers	<div><div>76%</div><div>17%</div><div>8%</div></div>	-1	-1
Q24g. People in my workgroup do their jobs effectively	<div><div>75%</div><div>17%</div><div>8%</div></div>	+1	0
Q24a. People in my workgroup treat each other with respect	<div><div>71%</div><div>15%</div><div>13%</div></div>	+1	-4
Q24d. People in my workgroup use their time and resources efficiently	<div><div>63%</div><div>23%</div><div>14%</div></div>	0	-3
Q24c. People in my workgroup are honest, open and transparent in their dealings	<div><div>63%</div><div>22%</div><div>16%</div></div>	0	-6

Safety, health and wellness

**indicates a negatively worded question that has been reversed*

Question	Distribution	vs 2020	vs Qld public sector
Q24h. People in my workgroup are committed to workplace safety		0	+1
Q25c. There is adequate focus on workplace safety at my workplace		-2	-3
Q24j. People in my workgroup work together so flexible working meets individual and business needs		-1	-7
Q34e. Satisfaction with your work-life balance		-4	-6
Q25b. My workplace culture supports people to achieve a good work/life balance		-2	-8
Q29h. My manager proactively discusses flexible work arrangements with my workgroup		0	-10
Q34g. Satisfaction with your ability to access and use flexible work arrangements		0	-12
Q31g. In my organisation, senior leaders clearly consider the wellbeing of employees to be important		-4	-6
Q23f. My work contributes positively to my quality of life		-3	-1
Q31h. The wellbeing of employees is a priority for my organisation		-5	-7
Q31j. My commitment to this organisation would be questioned if I chose to work flexibly*		-2	-9
Q23e. My work has a negative impact on my health*		-4	-3
Q23b. I feel burned out by my work*		-5	-8
Q23a. I am overloaded with work*		-3	-6

Effectiveness and innovation

**indicates a negatively worded question that has been reversed*

Q26b is new in 2021 and, as such, there is no trend data

Question	Distribution	vs 2020	vs Qld public sector
Q22c. I get the information I need to do my job well	<div><div>75%</div><div>16%</div><div>10%</div></div>	+3	+4
Q22b. I have the tools I need to do my job effectively	<div><div>73%</div><div>14%</div><div>13%</div></div>	0	+1
Q22d. I have the authority necessary to do my job effectively	<div><div>73%</div><div>17%</div><div>11%</div></div>	+3	+1
Q34f. Satisfaction with your ability to 'make a difference' to the community	<div><div>68%</div><div>21%</div><div>10%</div></div>	-1	+4
Q27e. My workgroup always tries to improve its performance	<div><div>68%</div><div>21%</div><div>11%</div></div>	-1	-1
Q23c. I feel my job is secure	<div><div>66%</div><div>18%</div><div>17%</div></div>	+2	-1
Q27b. I am encouraged to make suggestions about improving work processes and/or services	<div><div>65%</div><div>18%</div><div>16%</div></div>	0	-2
Q24k. People in my workgroup share diverse ideas to develop innovative solutions	<div><div>63%</div><div>24%</div><div>13%</div></div>	-1	-4
Q27d. My workgroup uses research and expertise to identify better practice	<div><div>59%</div><div>27%</div><div>14%</div></div>	0	+2
Q26a. My workplace has undergone significant change in the past 12 months	<div><div>58%</div><div>26%</div><div>16%</div></div>	-5	+4
Q27a. I get the opportunity to develop new and better ways of doing my job	<div><div>57%</div><div>24%</div><div>19%</div></div>	0	-3
Q27f. My organisation is open to new ideas	<div><div>53%</div><div>28%</div><div>20%</div></div>	-2	-1
Q26b. I have the opportunity to provide feedback on change processes that directly affect me	<div><div>51%</div><div>26%</div><div>23%</div></div>	-	0
Q27c. Management is willing to act on suggestions to improve how things are done	<div><div>51%</div><div>25%</div><div>24%</div></div>	-1	-3
Q23d. There is too much 'red tape' in my work (e.g. regulatory or administrative processes)*	<div><div>20%</div><div>34%</div><div>46%</div></div>	0	+2
Q25d. Approval processes at my workplace are excessive*	<div><div>15%</div><div>40%</div><div>44%</div></div>	0	-4

Fairness and trust

Question	Distribution	vs 2020	vs Qld public sector
Q25a. My workplace has an inclusive culture where diversity is valued and respected	<div><div>73%</div><div>19%</div><div>9%</div></div>	+1	0
Q32b. Gender is not a barrier to success in my organisation	<div><div>73%</div><div>18%</div><div>9%</div></div>	0	+3
Q32e. Sexual orientation is not a barrier to success in my organisation	<div><div>72%</div><div>24%</div><div></div></div>	0	+2
Q32d. Cultural background is not a barrier to success in my organisation	<div><div>69%</div><div>23%</div><div>8%</div></div>	0	+1
Q32g. Women and men have equal access to work experiences that support career progression	<div><div>68%</div><div>22%</div><div>9%</div></div>	0	+2
Q25j. I am able to speak up and share a different view to my colleagues and manager	<div><div>67%</div><div>17%</div><div>16%</div></div>	0	-5
Q32a. Age is not a barrier to success in my organisation	<div><div>67%</div><div>22%</div><div>11%</div></div>	0	+2
Q30a. My senior manager demonstrates honesty and integrity	<div><div>65%</div><div>23%</div><div>12%</div></div>	-4	-4
Q32c. Disability is not a barrier to success in my organisation	<div><div>55%</div><div>35%</div><div>10%</div></div>	-1	-2
Q31i. My responsibilities outside of work restrict my opportunities for promotion*	<div><div>54%</div><div>29%</div><div>18%</div></div>	-4	-3
Q32f. If I raised a complaint, I feel confident that it would be taken seriously	<div><div>53%</div><div>22%</div><div>25%</div></div>	-1	-2
Q25i. People take responsibility for their decisions and actions in my workplace	<div><div>52%</div><div>27%</div><div>20%</div></div>	0	0
Q25h. People are treated fairly and consistently in my workplace	<div><div>50%</div><div>24%</div><div>26%</div></div>	0	-2
Q31e. Recruitment and promotion decisions in this organisation are fair	<div><div>39%</div><div>30%</div><div>30%</div></div>	0	+1
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	<div><div>39%</div><div>24%</div><div>37%</div></div>	0	+1
Q25f. Performance is assessed and rewarded fairly in my workplace	<div><div>37%</div><div>33%</div><div>30%</div></div>	-1	0

Performance and development










Question	Distribution	vs 2020	vs Qld public sector
Q28i. I develop new knowledge and skills through undertaking tasks at work	73% 17% 10%	0	+1
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	70% 21% 9%	+2	+7
Q28e. I am able to access relevant learning and development opportunities	65% 21% 14%	+1	+4
Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge	63% 19% 17%	+1	+1
Q28h. I have had productive conversations with my manager on my performance in the past 12 months	59% 20% 21%	+1	+1
Q28b. My performance is assessed against clear criteria	58% 26% 15%	+1	+6
Q28a. I receive useful feedback on my performance	57% 25% 18%	-1	0
Q28g. I am satisfied with the opportunities available for career development	50% 25% 26%	+1	+1
Q31b. My organisation is committed to developing its employees	50% 27% 23%	-1	-1
Q28d. I am supported to pursue developmental opportunities in other workplaces	48% 28% 25%	+1	+1

Leadership and engagement

Question	Distribution	vs 2020	vs Qld public sector
Q29a. My manager treats employees with dignity and respect	<div><div>78%</div><div>12%</div><div>10%</div></div>	+2	-4
Q29b. My manager listens to what I have to say	<div><div>76%</div><div>13%</div><div>11%</div></div>	+1	-4
Q29f. My manager demonstrates honesty and integrity	<div><div>74%</div><div>15%</div><div>11%</div></div>	+1	-5
Q29d. My manager understands my work	<div><div>71%</div><div>15%</div><div>14%</div></div>	+1	-5
Q29c. My manager keeps me informed about what's going on	<div><div>68%</div><div>16%</div><div>16%</div></div>	+1	-3
Q33b. I am proud to tell others I work for my organisation	<div><div>67%</div><div>23%</div><div>10%</div></div>	-3	+1
Q29e. My manager creates a shared sense of purpose	<div><div>67%</div><div>18%</div><div>15%</div></div>	+1	-4
Q33a. I would recommend my organisation as a great place to work	<div><div>61%</div><div>24%</div><div>15%</div></div>	-4	+1
Q33c. I feel strong personal attachment to my organisation	<div><div>58%</div><div>26%</div><div>15%</div></div>	-3	+1
Q29g. My manager draws the best out of me	<div><div>58%</div><div>25%</div><div>17%</div></div>	+1	-4
Q33e. My organisation inspires me to do the best in my job	<div><div>53%</div><div>29%</div><div>18%</div></div>	-3	0
Q33d. My organisation motivates me to help it achieve its objectives	<div><div>51%</div><div>30%</div><div>18%</div></div>	-3	-1
Q31a. In my organisation, the leadership is of high quality	<div><div>51%</div><div>27%</div><div>22%</div></div>	-3	-1
Q31d. In my organisation, the leadership operates with a high level of integrity	<div><div>50%</div><div>29%</div><div>21%</div></div>	-1	-3
Q31c. Management model the behaviours expected of all employees	<div><div>50%</div><div>27%</div><div>23%</div></div>	-1	-2
Q31f. My organisation is well managed	<div><div>45%</div><div>29%</div><div>26%</div></div>	-2	-2

My job

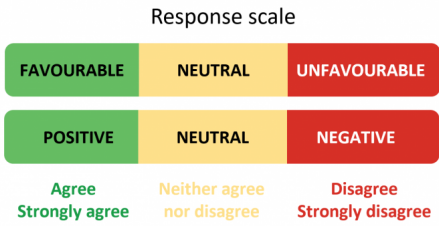
Q21c is new in 2021 and, as such, there is no trend data.

Question	Distribution	vs 2020	vs Qld public sector
Q21b. I understand how my work contributes to my organisation's objectives	 93% 4%	0	+2
Q21a. I understand what is expected of me to do well in my job	 93% 4%	+1	+3
Q34b. Satisfaction with your ability to work on your own initiative	 82% 11% 7%	0	-1
Q22e. My job gives me opportunities to utilise my skills	 79% 13% 8%	0	+2
Q21c. I understand how the <i>Human Rights Act 2019</i> applies to my work	 78% 15% 7%	-	+1
Q22f. I enjoy the work in my current job	 73% 17% 10%	-2	-1
Q22g. My job gives me a feeling of personal accomplishment	 69% 19% 12%	-1	+1
Q35. All things considered, how satisfied are you with your current job?	 67% 16% 16%	-2	-2
Q22a. I have a choice in deciding how I do my work	 65% 21% 15%	0	-4

7. Most changed since 2020, 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 2021 as well as in 2020. 'My workplace has undergone significant change in the past 12 months' has not been included in the analysis.

**indicates a negatively worded question that has been reversed*

Survey questions with the most positive change

Question	Distribution	vs 2020
Q22c. I get the information I need to do my job well	<div><div>75%</div><div>16%</div><div>10%</div></div>	+3
Q22d. I have the authority necessary to do my job effectively	<div><div>73%</div><div>17%</div><div>11%</div></div>	+3
Q23c. I feel my job is secure	<div><div>66%</div><div>18%</div><div>17%</div></div>	+2
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	<div><div>70%</div><div>21%</div><div>9%</div></div>	+2
Q29a. My manager treats employees with dignity and respect	<div><div>78%</div><div>12%</div><div>10%</div></div>	+2

Survey questions with the most negative change

Q33a. I would recommend my organisation as a great place to work	<div><div>61%</div><div>24%</div><div>15%</div></div>	-4
Q31i. My responsibilities outside of work restrict my opportunities for promotion*	<div><div>54%</div><div>29%</div><div>18%</div></div>	-4
Q30a. My senior manager demonstrates honesty and integrity	<div><div>65%</div><div>23%</div><div>12%</div></div>	-4
Q23b. I feel burned out by my work*	<div><div>30%</div><div>27%</div><div>43%</div></div>	-5
Q31h. The wellbeing of employees is a priority for my organisation	<div><div>42%</div><div>28%</div><div>30%</div></div>	-5

8. Flexible work

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%.

Do you currently use any flexible work options?

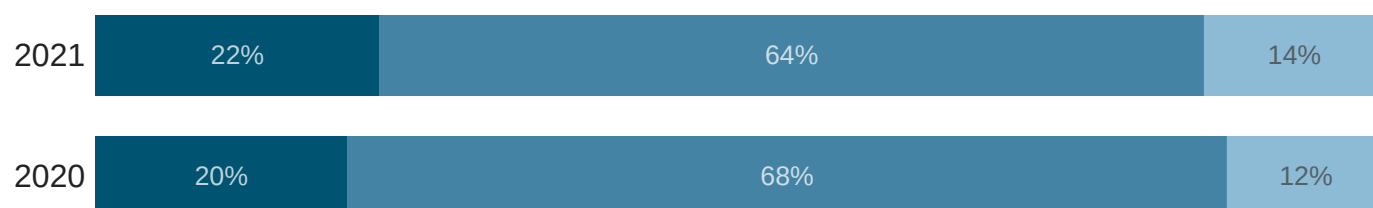


● Used a flexible work option ● Did not use a flexible work option

If yes to using a flexible work option, which of the following do you use?

Response	2021	2020
Part-time work	57%	50%
Flexible work hours for example accumulated hours as 'flexitime'	24%	28%
Flexible work hours for example start late or early to meet responsibilities external to work	12%	15%
Telecommuting (remote working)	10%	14%
Casual/on call	8%	8%
Hot desks	5%	9%
Leave at half pay	4%	5%
Compressed work hours	4%	3%
Job sharing	4%	5%
Other	3%	2%
Purchased leave/extended leave/deferred salary schemes	1%	-
Part-year work/annualised hours • Term-time working	0%	-
Purchased leave/extended leave/deferred salary schemes • Term-time working	-	1%
Part-year work/annualised hours	-	1%

Have you made a request regarding flexible work arrangements in the last 12 months?



- Yes, I requested flexibility
- No, I have not made a request but I am content with my current arrangements
- No, I have not made a request but I am not content with my current arrangements

Was your request for flexible work, granted or declined?

Response	2021	2020
Fully granted	59%	55%
Partially granted	18%	20%
I have not received a reply as yet	4%	4%
Declined – reason provided	10%	11%
Declined – no reason given	8%	10%

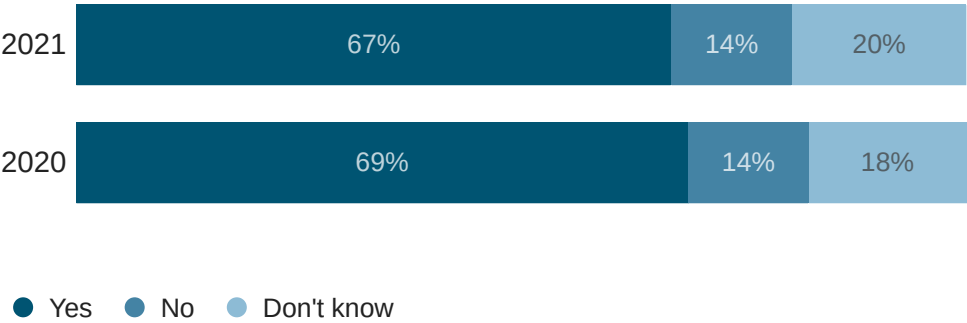
Why haven't you made a request to change your work arrangements?

Response	2021	2020
I feel flexibility is not possible in my current job	33%	32%
Flexible working is frowned upon/not supported by my workplace culture	30%	31%
I didn't feel confident presenting my case or negotiating arrangements with my manager	27%	26%
None of the above	23%	26%
I was concerned that it may negatively impact my team	20%	20%
I didn't feel I had the right to	18%	21%
I felt it would limit my career	15%	15%
I don't feel confident in my manager's ability to manage staff working flexibly	14%	13%
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	3%	6%

9. Domestic and family violence

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

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



Managers

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

Year	Yes	No	Don't know
2021	84%	6%	10%
2020	86%	6%	8%

Non-managers

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

Year	Yes	No	Don't know
2021	63%	15%	21%
2020	65%	15%	20%

Managers

In the past 12 months, have you been in a situation where you have responded to an employee or colleague affected by DFV?

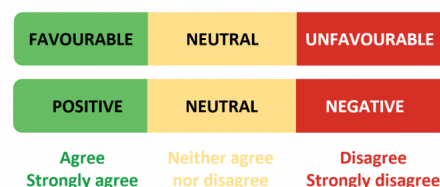
Year	Yes	No	Don't know	Prefer not to say
2021	19%	77%	1%	3%
2020	17%	78%	2%	3%

Non-managers

In the past 12 months, have you been in a situation where you have responded to an employee or colleague affected by DFV?

Year	Yes	No	Don't know	Prefer not to say
2021	6%	87%	3%	4%
2020	7%	87%	2%	3%

Response scale



Managers

Question	Distribution	vs 2020	vs Qld public sector
Q36aa. I am confident that I could sensitively communicate with employees affected by DFV	<div><div></div><div></div><div></div></div> 82%14%	-2	-6
Q36ab. If I was approached directly by an employee affected by DFV, I am confident in my ability to provide appropriate levels of support	<div><div></div><div></div><div></div></div> 79%15%6%	0	-7
Q36ac. If I was made aware (e.g. by other colleagues) that DFV was affecting an employee, I am confident that I could respond appropriately	<div><div></div><div></div><div></div></div> 79%15%6%	-1	-7

Non-managers

Question	Distribution	vs 2020	vs Qld public sector
Q36ba. I am confident that I could sensitively communicate with colleagues affected by DFV	<div><div></div><div></div><div></div></div> 70%22%9%	-1	-6
Q36bb. I am confident that I could effectively refer a colleague affected by DFV to appropriate support	<div><div></div><div></div><div></div></div> 64%23%13%	-3	-11

10. Workplace bullying, sexual harassment and work-related violence

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

Note: This suite of questions changed in 2021. While the bullying and sexual harassment options remained, a new option relating to the experience of work-related violence and aggression has been added.

*The **witnessing** question has changed from a combined yes/no question on bullying and sexual harassment to a separate yes/no on each of bullying, sexual harassment and work-related violence and aggression. Therefore, no trend data is available.*

*Work-related violence and aggression is a new option in the **experienced or subjected to** question. Therefore, no trend data is available for that element of the question.*

(2021) During the last 12 months have you witnessed any of the following in your workplace?

Response	Yes	No	Don't know
Workplace bullying	35%	56%	9%
Work-related violence and aggression	27%	67%	6%
Sexual harassment	8%	86%	6%

(2020) During the last 12 months have you witnessed bullying/sexual harassment in your workplace?

Response	Percentage of Responses
Yes	28%
No	65%
Don't know	7%

(2021) During the last 12 months have you experienced any of the following in your workplace?

Response	Yes	No	Don't know
Workplace bullying	20%	74%	6%
Work-related violence and aggression	20%	77%	3%
Sexual harassment	4%	94%	3%

(2020) During the last 12 months, have you been subjected to any of the following in your workplace?

Response	Percentage of Responses
Bullying	18%
Sexual harassment	2%
No	76%
Don't know	5%

Workplace bullying

The following data provides further information from those respondents who indicated that they had experienced workplace bullying.

Note: Multi-select questions may not add up to 100%.

If you experienced bullying, who were you bullied by?

Response	2021	2020
A fellow worker	52%	50%
Your immediate manager/supervisor	32%	33%
A senior manager	25%	28%
A group of fellow workers	15%	15%
Prefer not to specify	10%	7%
Other	8%	2%
A worker that reports to you	7%	6%
A consultant/service provider	5%	3%
A representative of another agency	2%	1%

What type of bullying did you experience?

Response	2021	2020
Verbal abuse (e.g. offensive language, derogatory remarks, shouting or screaming)	62%	59%
Inappropriate and unfair application of work policies or rules (e.g. performance management, access to leave, access to learning and development)	40%	38%
Other	32%	27%
Physical behaviour (e.g. assault or aggressive body language)	14%	12%
'Initiations' or pranks	8%	6%
Interference with your personal property or work equipment	8%	6%
Cyber bullying (e.g. by email)	5%	4%

Did you report the bullying?



Why did you not report the bullying?

Response	2021	2020
I did not think any action would be taken	60%	66%
I did not want to upset relationships in the workplace	44%	47%
It could affect my career	39%	43%
I did not think it was worth the hassle of going through the report process	37%	42%
Managers accepted the behaviour	33%	37%
I did not have enough evidence	20%	26%
I did not think the bullying was serious enough	16%	13%
Other	12%	10%
The matter was resolved informally	8%	8%
I did not know how to report it	7%	5%

Sexual harassment

The following data provides further information from those respondents who indicated that they had experienced sexual harassment.

If you experienced sexual harassment, who were you harassed by?

Response	2021	2020
A client/customer	58%	35%
A fellow worker	21%	42%
A member of the public	10%	6%
Prefer not to specify	8%	9%
A senior manager	6%	9%
Other	6%	3%
Your immediate manager/supervisor	5%	6%
A consultant/service provider	3%	3%
A group of fellow workers	1%	3%
A worker that reports to you	0%	-
A representative of another agency	0%	-

What type of sexual harassment did you experience?

Response	2021	2020
Remarks of a sexual nature (e.g. about your sex or private life or about your appearance or body)	73%	66%
Unwanted physical intimacy (e.g. patting or touching in a sexual way or unnecessary familiarity such as deliberately brushing against you)	48%	51%
Unwelcome demand or request, either directly or implied, for sexual favours	32%	17%
Any other unwelcome conduct of a sexual nature in relation to you (e.g. emails or other computer-based communication, telephone calls or indecent exposure) with the intention of intimidating, offending or humiliating you or where a reasonable person would anticipate the possibility of this.	16%	11%
Other	9%	11%

Did you report the sexual harassment?



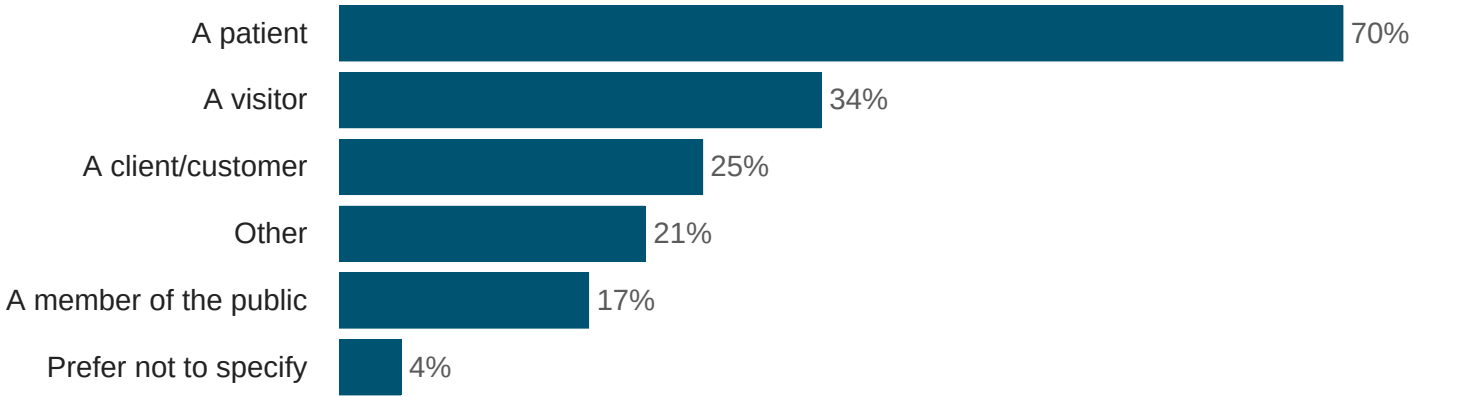
Why did you not report the sexual harassment?

Response	2021	2020
I did not think it was worth the hassle of going through the report process	40%	39%
I did not think any action would be taken	38%	39%
I did not think the sexual harassment was serious enough	31%	36%
I did not want to upset relationships in the workplace	25%	36%
It could affect my career	18%	23%
I did not have enough evidence	17%	23%
The matter was resolved informally	15%	20%
Other	15%	2%
I did not know how to report it	8%	20%
Managers accepted the behaviour	6%	9%

Work-related violence or aggression

The following data provides further information from those respondents who indicated that they had experienced work-related violence or aggression.

If you experienced work-related violence or aggression, who was the aggressor?



What type of work-related violence or aggression did you experience?

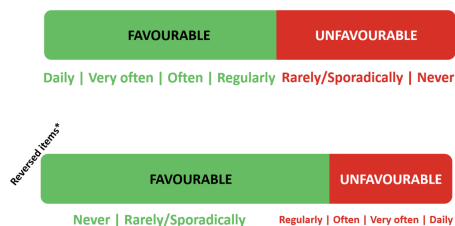
Type of work-related violence and aggression	Percentage of Responses
Angry or hostile behaviour	92%
Shouting and swearing	75%
Intimidation and insults	60%
Verbal threats	56%
Banging, kicking or hitting items	45%
Someone encroaching on your personal space	41%
Throwing objects	34%
Biting, spitting or scratching	31%
Physical assault (e.g. punching or kicking)	28%
Pushing, shoving, tripping or grabbing	26%
Antagonism or jeering	23%
Other	5%
Attacked with any type of weapon	4%

11. Civility

Purpose

This section is focused on exploring workplace behavior.

The % positive score is benchmarked against the 2020 and 2019 scores.











**indicates a negatively worded question that has been reversed*

Over the past month, how often has your manager/supervisor behaved in the following ways?

Question	Distribution	vs 2020	vs Qld public sector
Q29_1g. How often has your manager acted in an aggressive or intimidating manner towards you*	95%	0	-1
Q29_1h. Manager acted in an aggressive or intimidating manner towards someone you work with*	94% 6%	0	-2
Q29_1f. How often has your manager behaved towards you in a manner that you felt was rude*	93% 7%	+1	-1
Q29_1c. Over the past month, how often has your manager, been polite and courteous with you	92% 8%	+1	-2
Q29_1e. How often has your manager behaved towards you in a manner that you felt was inconsiderate*	90% 10%	0	-2
Q29_1d. Over the past month, how often has your manager, made you feel ignored*	87% 13%	+1	-2
Q29_1b. Over the past month, how often has your manager, made you feel included	78% 22%	+2	-5
Q29_1a. Over the past month, how often has your manager, showed appreciation of you and your work	66% 34%	+1	-6

Over the past month, how often have your colleagues behaved in the following ways?

Question	Distribution	vs 2020	vs Qld public sector
Q24_1c. Over the past month, how often have your coworkers been polite and courteous with you	 94% 6%	+1	-1
Q24_1g. How often have your coworkers acted in an aggressive or intimidating manner towards you*	 93% 7%	+1	-2
Q24_1h. Coworkers acted in an aggressive or intimidating manner towards someone you work with*	 91% 9%	0	-2
Q24_1f. How often have your coworkers behaved towards you in a manner that you felt was rude*	 87% 13%	+1	-3
Q24_1e. How often have your coworkers behaved towards you in a manner you felt was inconsiderate*	 86% 14%	+1	-2
Q24_1d. Over the past month, how often have your coworkers made you feel ignored*	 85% 15%	+1	-2
Q24_1b. Over the past month, how often have your coworkers made you feel included	 83% 17%	+1	-2
Q24_1a. Over the past month, how often have your coworkers showed appreciation of you and your work	 69% 31%	+1	-2

12. How to interpret this report and key definitions

% 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.

Response scale		
FAVOURABLE	NEUTRAL	UNFAVOURABLE
POSITIVE	NEUTRAL	NEGATIVE
Agree Strongly agree	Neither agree nor disagree	Disagree Strongly disagree

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.

Rounding and insufficient responses

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

Where data displays as "-" the data has been restricted due to insufficient responses.

Factor scores

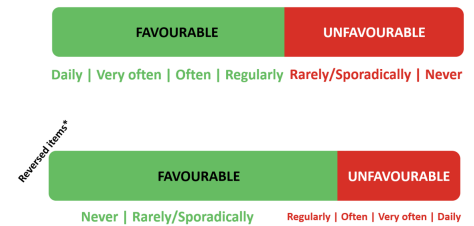
Factor measures combine information from multiple survey questions that correlate highly with the overall factor. The factor scores are calculated as the sum of positive responses given to all questions within the factor, divided by the number of answers to all questions within the factor.

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.

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.



Definitions

The following definitions were used in the survey:

- **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, for some people this may include working remotely. Questions about your workplace concern the experiences you have in this environment.
- **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 immediate co-worker(s):** the person(s) in your agency you spend the majority of your time with.
- **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/supervisor:** 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.
- **Workplace bullying:** repeated and unreasonable behaviour directed towards a worker or group of workers that creates a risk to health and safety.
- **Work-related violence and aggression** is any incident where an employee is abused, harassed, threatened or assaulted by clients/customers, patients, visitors or members of the public, in circumstances arising out of, or in the course of their employment, irrespective of the intent for harm. This does not include sexual harassment, which is captured separately.

