Working *for* Queensland *survey*

Highlights report

Purpose

This Highlights report presents key results from the 2020 Working for Queensland survey, which was conducted from 2 September to 28 September 2020. Results reflect the views of respondents from your agency.

Reporting framework

This report represents scores across two different types of metrics, **factors** and **indices**.

Factors in the survey combine data from multiple questions that correlate highly with the overall factor.

Workplace climate indices by contrast, simply group all climate questions within topics to which they generally relate.

As a new agency in 2020, there is no comparison to 2019 available in this report.

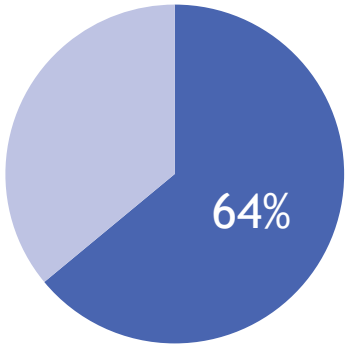
Content

01 Factors
02 Factors by division
03 Factors by question
04 Workplace climate
05 Workplace climate by division
06 Workplace climate by question
07 Flexible work options
08 Domestic and family violence
09 Bullying and sexual harassment
10 Civility
11 Agency specific questions
12 How to interpret this report

Returned surveys:

35

Response Rate:



Queensland Government

Department of Regional Development and Manufacturing

01 Factors

Purpose

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

Key

Response scale:

Positive	Neutral	Negative

Factors

Name	Response scale %			vs Qld public sector
Agency engagement	69%	23%	8%	+9
Job empowerment	79%	13%	8%	+6
Workload and health*	49%	31%	20%	+10
Learning and development	58%	27%	15%	+2
My workgroup	89%	9%	2%	+13
My manager	93%	4%	3%	+19
Organisational leadership	74%	19%	7%	+21
Organisational fairness	55%	23%	22%	+12
Anti-discrimination	69%	28%	3%	+3
Innovation	78%	17%	5%	+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	**Department of Regional Development and Manufacturing**	Manufacturing	Office of the Director-General	Regional Development
Responses	**35**	18	-	10
Agency engagement	**69%**	64%	-	70%
Anti-discrimination	**69%**	71%	-	74%
Innovation	**78%**	72%	-	82%
Job empowerment	**79%**	76%	-	82%
Learning and development	**58%**	41%	-	85%
My manager	**93%**	88%	-	95%
My workgroup	**89%**	87%	-	87%
Organisational fairness	**55%**	39%	-	72%
Organisational leadership	**74%**	69%	-	73%
Workload and health*	**49%**	41%	-	60%

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

03 Factors by question

Purpose

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

Key

Response scale:

Positive	Neutral	Negative

Question	Response scale %			vs Qld public sector
Agency engagement				
Q33a. I would recommend my organisation as a great place to work	76%	12%	12%	+14
Q33b. I am proud to tell others I work for my organisation	68%	26%	6%	0
Q33c. I feel strong personal attachment to my organisation	59%	32%	9%	-1
Q33d. My organisation motivates me to help it achieve its objectives	71%	24%	6%	+16
Q33e. My organisation inspires me to do the best in my job	71%	21%	9%	+16
Job empowerment				
Q22a. I have a choice in deciding how I do my work	80%	14%	6%	+12
Q22b. I have the tools I need to do my job effectively	80%	11%	9%	+7
Q22c. I get the information I need to do my job well	71%	17%	11%	+1
Q22d. I have the authority necessary to do my job effectively	74%	17%	9%	+3
Q22e. My job gives me opportunities to utilise my skills	86%	6%	9%	+10
Q34b. Your ability to work on your own initiative	85%	12%	3%	+2

03 Factors by question

Question	Response scale %			vs Qld public sector
Workload and health*				
Q23a. I am overloaded with work*	43%	37%	20%	+12
Q23b. I feel burned out by my work*	46%	37%	17%	+5
Q23e. My work has a negative impact on my health*	57%	20%	23%	+12

** 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%	29%	6%	+4
Q28e. I am able to access relevant learning and development opportunities	65%	21%	15%	+5
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	75%	21%	4%	+13
Q28g. I am satisfied with the opportunities available for career development	56%	9%	35%	+9
Q31b. My organisation is committed to developing its employees	35%	53%	12%	-15

03 Factors by question

Question	Response scale %			vs Qld public sector
My workgroup				
Q24a. People in my workgroup treat each other with respect	91%	6%	3%	+16
Q24b. I receive help and support from other people in my workgroup	97%	3%	0%	+14
Q24c. People in my workgroup are honest, open and transparent in their dealings	89%	11%	0%	+20
Q24d. People in my workgroup use their time and resources efficiently	80%	14%	6%	+14
Q24e. People in my workgroup treat customers with respect	91%	6%	3%	+6
Q24f. People in my workgroup are committed to delivering excellent service to customers	89%	9%	3%	+6
Q24g. People in my workgroup do their jobs effectively	89%	11%	0%	+13
My manager				
Q29a. My manager treats employees with dignity and respect	97%	0%	3%	+17
Q29b. My manager listens to what I have to say	97%	0%	3%	+18
Q29c. My manager keeps me informed about what's going on	88%	9%	3%	+17
Q29d. My manager understands my work	94%	3%	3%	+19
Q29e. My manager creates a shared sense of purpose	88%	6%	6%	+18
Q29f. My manager demonstrates honesty and integrity	97%	0%	3%	+19
Q29g. My manager draws the best out of me	88%	9%	3%	+28

03 Factors by question

Question	Response scale %			vs Qld public sector
Organisational leadership				
Q31a. In my organisation, the leadership is of high quality	76%	18%	6%	+23
Q31c. Management model the behaviours expected of all employees	71%	21%	9%	+18
Q31d. In my organisation, the leadership operates with a high level of integrity	76%	18%	6%	+21
Q31f. My organisation is well managed	71%	21%	9%	+22
Organisational fairness				
Q25f. Performance is assessed and rewarded fairly in my workplace	44%	29%	26%	+7
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	50%	18%	32%	+12
Q25h. People are treated fairly and consistently in my workplace	65%	18%	18%	+12
Q25i. People take responsibility for their decisions and actions in my workplace	65%	21%	15%	+12
Q31e. Recruitment and promotion decisions in this organisation are fair	53%	29%	18%	+16

03 Factors by question

Question	Response scale %			vs Qld public sector
Anti-discrimination				
Q32a. Age is not a barrier to success in my organisation	71%	21%	9%	+6
Q32b. Gender is not a barrier to success in my organisation	65%	29%	6%	-5
Q32c. Disability is not a barrier to success in my organisation	68%	32%	0%	+10
Q32d. Cultural background is not a barrier to success in my organisation	71%	29%	0%	+2
Q32e. Sexual orientation is not a barrier to success in my organisation	71%	29%	0%	0
Innovation				
Q27a. I get the opportunity to develop new and better ways of doing my job	79%	15%	6%	+21
Q27b. I am encouraged to make suggestions about improving work processes and/or services	82%	12%	6%	+14
Q27c. Management is willing to act on suggestions to improve how things are done	82%	12%	6%	+28
Q27d. My workgroup uses research and expertise to identify better practice	76%	21%	3%	+20
Q27e. My workgroup always tries to improve its performance	85%	12%	3%	+16
Q27f. My organisation is open to new ideas	65%	29%	6%	+9

04 Workplace climate

Purpose

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

Key

Response scale:

Positive	Neutral	Negative

Workplace climate indices

Name	Response scale %			vs Qld public sector
Safety, health and wellness	68%	21%	11%	+11
Effectiveness and innovation	70%	19%	11%	+12
People and relationships	90%	8%	2%	+13
Fairness and trust	67%	22%	11%	+8
Performance and development	60%	24%	16%	+4
Leadership and engagement	80%	14%	6%	+17
My job	80%	13%	7%	+2

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	**Department of Regional Development and Manufacturing**	Manufacturing	Office of the Director-General	Regional Development
Responses	**35**	18	-	10
Effectiveness and innovation	**70%**	64%	-	73%
Fairness and trust	**67%**	63%	-	74%
Leadership and engagement	**80%**	76%	-	81%
My job	**80%**	79%	-	80%
People and relationships	**90%**	88%	-	88%
Performance and development	**60%**	45%	-	81%
Safety, health and wellness	**68%**	60%	-	75%

06 Workplace climate by question

Purpose

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

Key

Response scale:

Positive	Neutral	Negative

Question	Response scale %			vs Qld public sector
Safety, health and wellness				
Q23a. I am overloaded with work*	43%	37%	20%	+12
Q23b. I feel burned out by my work*	46%	37%	17%	+5
Q23e. My work has a negative impact on my health*	57%	20%	23%	+12
Q23f. My work contributes positively to my quality of life	63%	29%	9%	+16
Q24h. People in my workgroup are committed to workplace safety	91%	6%	3%	+9
Q24j. People in my workgroup work together to ensure flexible work arrangements meet both individual and business needs	89%	9%	3%	+20
Q25b. My workplace culture supports people to achieve a good work/life balance	82%	9%	9%	+18
Q25c. There is adequate focus on workplace safety at my workplace	76%	12%	12%	-1
Q29h. My manager proactively discusses flexible work arrangements with my workgroup	71%	21%	9%	+13
Q31g. In my organisation, senior leaders clearly consider the wellbeing of employees to be important	62%	29%	9%	+8
Q31h. The wellbeing of employees is a priority for my organisation	65%	21%	15%	+12
Q31j. My commitment to this organisation would be questioned if I chose to use flexible work options*	68%	24%	9%	+18
Q34e. Your work-life balance	73%	18%	9%	+5
Q34g. Your ability to access and use flexible work arrangements	67%	24%	9%	+6

** indicates a negatively worded question*

06 Workplace climate by question

Question	Response scale %			vs Qld public sector
Effectiveness and innovation				
Q22b. I have the tools I need to do my job effectively	80%	11%	9%	+7
Q22c. I get the information I need to do my job well	71%	17%	11%	+1
Q22d. I have the authority necessary to do my job effectively	74%	17%	9%	+3
Q23c. I feel my job is secure	31%	31%	37%	-32
Q23d. There is too much 'red tape' in my work (e.g. regulatory or administrative processes)*	40%	37%	23%	+21
Q24k. People in my workgroup share diverse ideas to develop innovative solutions	80%	14%	6%	+13
Q25d. Approval processes at my workplace are excessive*	53%	18%	29%	+33
Q26a. My workplace has undergone significant change in the past 12 months	88%	6%	6%	+34
Q27a. I get the opportunity to develop new and better ways of doing my job	79%	15%	6%	+21
Q27b. I am encouraged to make suggestions about improving work processes and/or services	82%	12%	6%	+14
Q27c. Management is willing to act on suggestions to improve how things are done	82%	12%	6%	+28
Q27d. My workgroup uses research and expertise to identify better practice	76%	21%	3%	+20
Q27e. My workgroup always tries to improve its performance	85%	12%	3%	+16
Q27f. My organisation is open to new ideas	65%	29%	6%	+9
Q34f. Your ability to 'make a difference' to the community	67%	27%	6%	+1

** indicates a negatively worded question*

06 Workplace climate by question

Question	Response scale %			vs Qld public sector
People and relationships				
Q24a. People in my workgroup treat each other with respect	**91%**	**6%**	**3%**	+16
Q24b. I receive help and support from other people in my workgroup	**97%**	**3%**	**0%**	+14
Q24c. People in my workgroup are honest, open and transparent in their dealings	**89%**	**11%**	**0%**	+20
Q24d. People in my workgroup use their time and resources efficiently	**80%**	**14%**	**6%**	+14
Q24e. People in my workgroup treat customers with respect	**91%**	**6%**	**3%**	+6
Q24f. People in my workgroup are committed to delivering excellent service to customers	**89%**	**9%**	**3%**	+6
Q24g. People in my workgroup do their jobs effectively	**89%**	**11%**	**0%**	+13
Q24i. People in my workgroup work effectively with other workgroups in my organisation to deliver service to our customers	**94%**	**3%**	**3%**	+16

06 Workplace climate by question

Question	Response scale %			vs Qld public sector
Fairness and trust				
Q25a. My workplace has an inclusive culture where diversity is valued and respected	88%	9%	3%	+15
Q25f. Performance is assessed and rewarded fairly in my workplace	44%	29%	26%	+7
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	50%	18%	32%	+12
Q25h. People are treated fairly and consistently in my workplace	65%	18%	18%	+12
Q25i. People take responsibility for their decisions and actions in my workplace	65%	21%	15%	+12
Q25j. I am able to speak up and share a different view to my colleagues and manager	88%	9%	3%	+16
Q30a. My senior manager demonstrates honesty and integrity	85%	12%	3%	+13
Q31e. Recruitment and promotion decisions in this organisation are fair	53%	29%	18%	+16
Q31i. My responsibilities outside of work restrict my opportunities for promotion*	56%	18%	26%	-3
Q32a. Age is not a barrier to success in my organisation	71%	21%	9%	+6
Q32b. Gender is not a barrier to success in my organisation	65%	29%	6%	-5
Q32c. Disability is not a barrier to success in my organisation	68%	32%	0%	+10
Q32d. Cultural background is not a barrier to success in my organisation	71%	29%	0%	+2
Q32e. Sexual orientation is not a barrier to success in my organisation	71%	29%	0%	0
Q32f. If I raised a complaint, I feel confident that it would be taken seriously	76%	15%	9%	+20
Q32g. Women and men have equal access to work experiences that support career progression	65%	26%	9%	-2

** indicates a negatively worded question*

06 Workplace climate by question

Question	Response scale %			vs Qld public sector
Performance and development				
Q28a. I receive useful feedback on my performance	71%	15%	15%	+13
Q28b. My performance is assessed against clear criteria	41%	26%	32%	-10
Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge	65%	29%	6%	+4
Q28d. I am supported to pursue developmental opportunities in other workplaces	47%	35%	18%	+2
Q28e. I am able to access relevant learning and development opportunities	65%	21%	15%	+5
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	75%	21%	4%	+13
Q28g. I am satisfied with the opportunities available for career development	56%	9%	35%	+9
Q28h. I have had productive conversations with my manager on my performance in the past 12 months	65%	15%	21%	+7
Q28i. I develop new knowledge and skills through undertaking tasks at work	88%	12%	0%	+16
Q31b. My organisation is committed to developing its employees	35%	53%	12%	-15

06 Workplace climate by question

Question	Response scale %			vs Qld public sector
Leadership and engagement				
Q29a. My manager treats employees with dignity and respect	97%	0%	3%	+17
Q29b. My manager listens to what I have to say	97%	0%	3%	+18
Q29c. My manager keeps me informed about what's going on	88%	9%	3%	+17
Q29d. My manager understands my work	94%	3%	3%	+19
Q29e. My manager creates a shared sense of purpose	88%	6%	6%	+18
Q29f. My manager demonstrates honesty and integrity	97%	0%	3%	+19
Q29g. My manager draws the best out of me	88%	9%	3%	+28
Q31a. In my organisation, the leadership is of high quality	76%	18%	6%	+23
Q31c. Management model the behaviours expected of all employees	71%	21%	9%	+18
Q31d. In my organisation, the leadership operates with a high level of integrity	76%	18%	6%	+21
Q31f. My organisation is well managed	71%	21%	9%	+22
Q33a. I would recommend my organisation as a great place to work	76%	12%	12%	+14
Q33b. I am proud to tell others I work for my organisation	68%	26%	6%	0
Q33c. I feel strong personal attachment to my organisation	59%	32%	9%	-1
Q33d. My organisation motivates me to help it achieve its objectives	71%	24%	6%	+16
Q33e. My organisation inspires me to do the best in my job	71%	21%	9%	+16

06 Workplace climate by question

Question	Response scale %			vs Qld public sector
My job				
Q21a. I understand what is expected of me to do well in my job	**83%**	**9%**	**9%**	-7
Q21b. I understand how my work contributes to my organisation's objectives	**86%**	**9%**	**6%**	-6
Q22a. I have a choice in deciding how I do my work	**80%**	**14%**	**6%**	+12
Q22e. My job gives me opportunities to utilise my skills	**86%**	**6%**	**9%**	+10
Q22f. I enjoy the work in my current job	**74%**	**20%**	**6%**	-1
Q22g. My job gives me a feeling of personal accomplishment	**69%**	**23%**	**9%**	0
Q34b. Your ability to work on your own initiative	**85%**	**12%**	**3%**	+2
Q35. All things considered, how satisfied are you with your current job?	**79%**	**12%**	**9%**	+7

07 Flexible work

Purpose

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

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

	2020
Do you currently use any flexible work options?	
Use flexible workplace option	**76%**
Use no flexible work option	**24%**
If yes to using flexible work option, which of the following do you use?	
Flexible work hours for example accumulated hours as 'flexitime'	**62%**
Telecommuting (Remote working)	**54%**
Flexible work hours for example start late or early to meet responsibilities external to work	**38%**
Part time work	**19%**
Leave at half pay	**19%**
Hot desks	**8%**
Job sharing	**4%**
Purchased leave/extended leave/deferred salary schemes	**4%**

07 Flexible work

	2020
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	**80%**
Yes, I requested flexibility	**20%**

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

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

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.

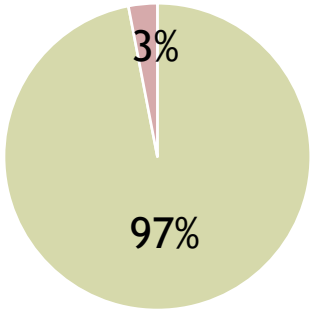
08 Domestic and family violence

Purpose

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

All employees

Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2020
Yes	97%
No	3%
Don't know	-



Managers

Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2020
Yes	100%

Non-managers

Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2020
Yes	95%
No	5%

Managers

Q36c. In the past 12 months, have you been in a situation where you have responded to an employee/ colleague affected by DFV?	2020
No	82%
Yes	18%

Non-managers

Q36c. In the past 12 months, have you been in a situation where you have responded to an employee/ colleague affected by DFV?	2020
No	85%
Prefer not to say	10%
Yes	5%

08 Domestic and family violence

Key

Response scale:

Positive	Neutral	Negative

Question	Response scale %			vs Qld public sector
Managers				
Q36a.a. I am confident that I could sensitively communicate with employees affected by domestic and family violence	**91%**	**9%**	**0%**	+4
Q36a.b. If I was approached directly by an employee affected by domestic and family violence, I am confident in my ability to provide appropriate levels of support	**100%**	**0%**	**0%**	+14
Q36a.c. If I was made aware (e.g. by other colleagues) that domestic and family violence was affecting an employee, I am confident that I could respond appropriately	**100%**	**0%**	**0%**	+14
Non-managers				
Q36b.a I am confident that I could sensitively communicate with colleagues affected by domestic and family violence	**82%**	**14%**	**5%**	+7
Q36b.b. I am confident that I could effectively refer a colleague affected by domestic and family violence to appropriate support	**77%**	**14%**	**9%**	+2

09 Bullying and sexual harassment

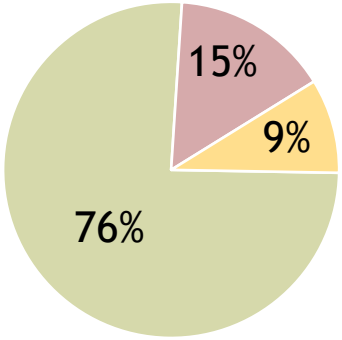
Purpose

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.

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

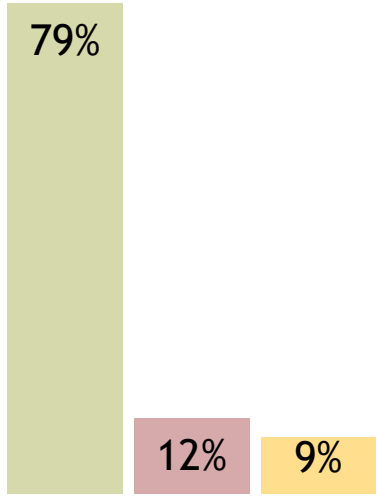
During the last 12 months have you witnessed bullying or sexual harassment in your workplace?

	2020
No	76%
Yes	15%
Don't know	9%



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

	2020
No	79%
Bullying	12%
Don't know	9%
Sexual harassment	-



09 Bullying and sexual harassment

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

Key

Yes	No

2020

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, what type of bullying did you experience?

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

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

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

2020

Why did you not report the bullying?

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

09 Bullying and sexual harassment

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

Key

Yes	No

2020

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, did you report the sexual harassment?

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

2020

Why did you not report the sexual harassment?

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.

10 Civility

Purpose

This section is focused on exploring workplace behavior.

The % positive score is benchmarked against the Queensland public sector.

Key

Positive	Negative
Daily Very often Often Regularly	Rarely/ sporadically Never

***Negatively worded question**

Negative	Positive
Daily Very often Often Regularly	Rarely/ sporadically Never

Question	Response scale %	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	88% / 12%	+18
Made you feel included	97% / 3%	+16
Was polite and courteous with you	97% / 3%	+4
Made you feel ignored*	97% / 3%	+8
Behaved towards you in a manner that you felt was inconsiderate*	97% / 3%	+6
Behaved towards you in a manner that you felt was rude*	97% / 3%	+3
Acted in an aggressive or intimidating manner towards you*	97% / 3%	+1
Acted in an aggressive or intimidating manner towards someone you work with*	97% / 3%	+2

** indicates a negatively worded question*

10 Civility

Purpose

This section is focused on exploring workplace behavior.

The % positive score is benchmarked against the Queensland public sector.

Key

Positive	Negative
Daily Very often Often Regularly	Rarely/ sporadically Never

***Negatively worded question**

Negative	Positive
Daily Very often Often Regularly	Rarely/ sporadically Never

Question	Response scale %	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	91% / 9%	+21
Made you feel included	100%	+15
Was polite and courteous with you	100%	+5
Made you feel ignored*	89% / 11%	+1
Behaved towards you in a manner that you felt was inconsiderate*	97% / 3%	+9
Behaved towards you in a manner that you felt was rude*	97% / 3%	+7
Acted in an aggressive or intimidating manner towards you*	97% / 3%	+3
Acted in an aggressive or intimidating manner towards someone you work with*	97% / 3%	+4

** indicates a negatively worded question*

11 Agency specific questions

Purpose

The purpose of agency specific questions is to provide agencies with an opportunity to explore questions that are of interest in their unique context.

NOTE: Question wording may have been truncated to accommodate length restrictions in reporting.

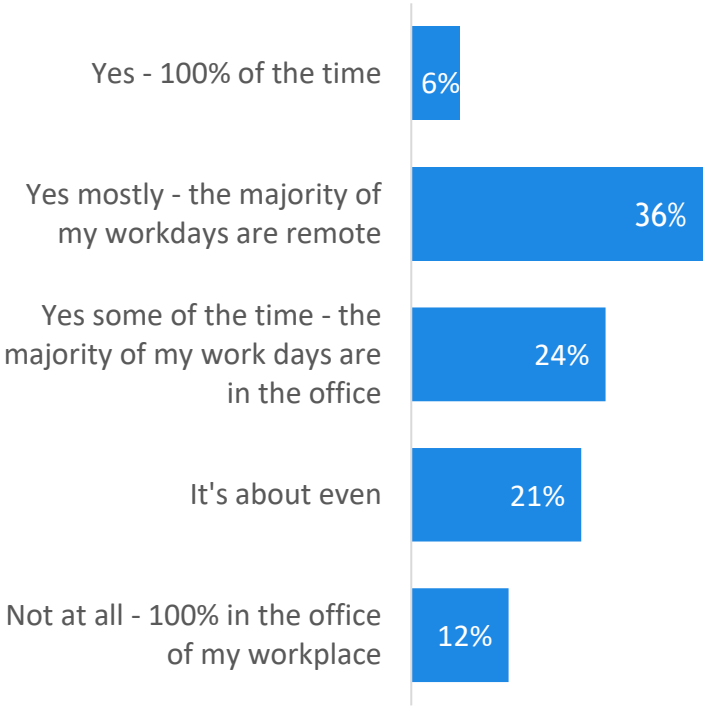
Question	Response scale %		
DRDM a. I am aware of my personal responsibilities to be COVID-safe	97%	0%	3%
DRDM b. I have been provided with the tools and systems to support my work	88%	3%	9%

Key

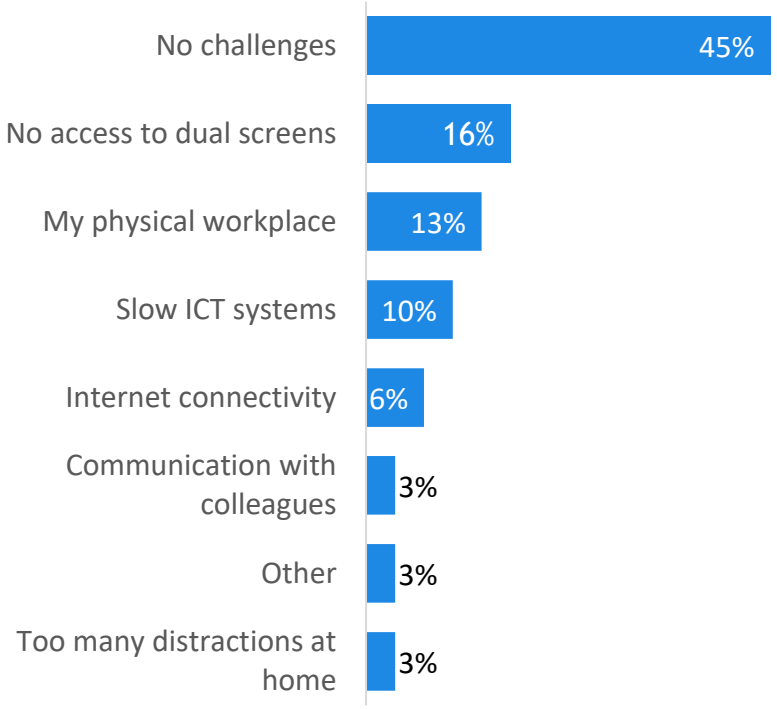
Response scale:

Positive	Neutral	Negative

c. Are you currently working remotely (or from home)?



d. Do any of the following present challenges for you when working remotely?



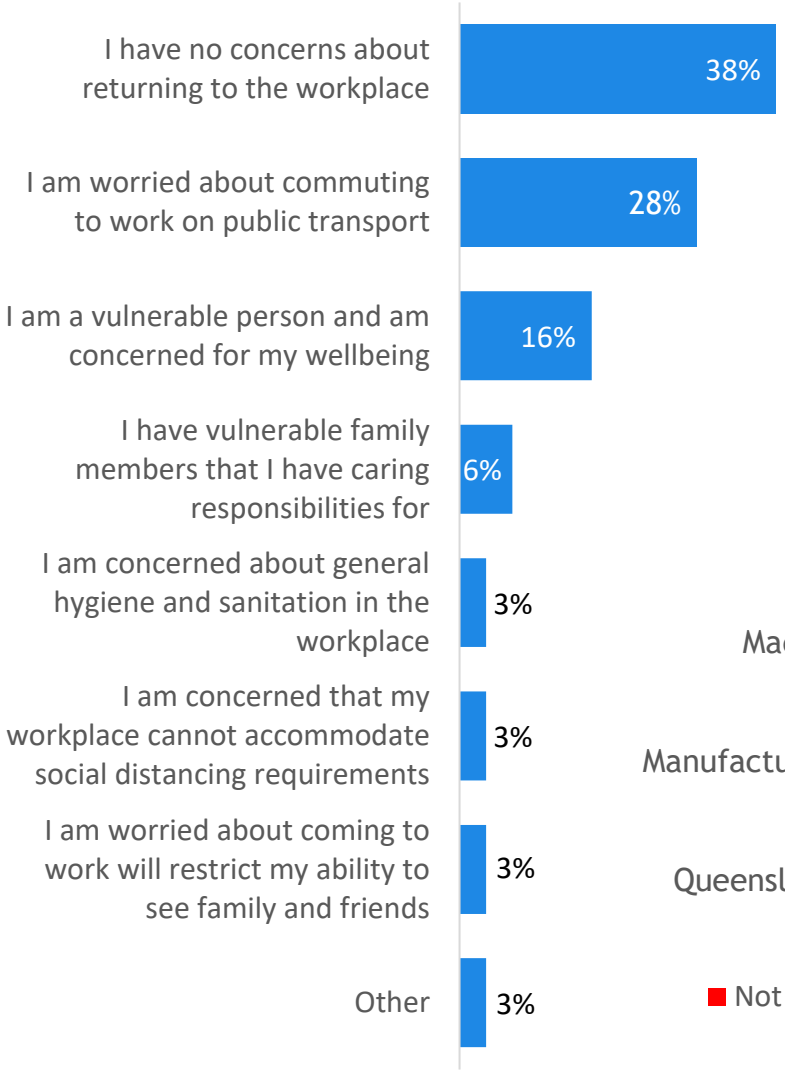
11 Agency specific questions

Key

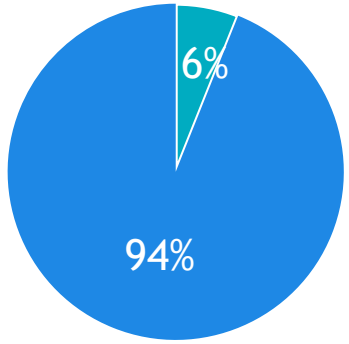
Response scale:

Yes | No

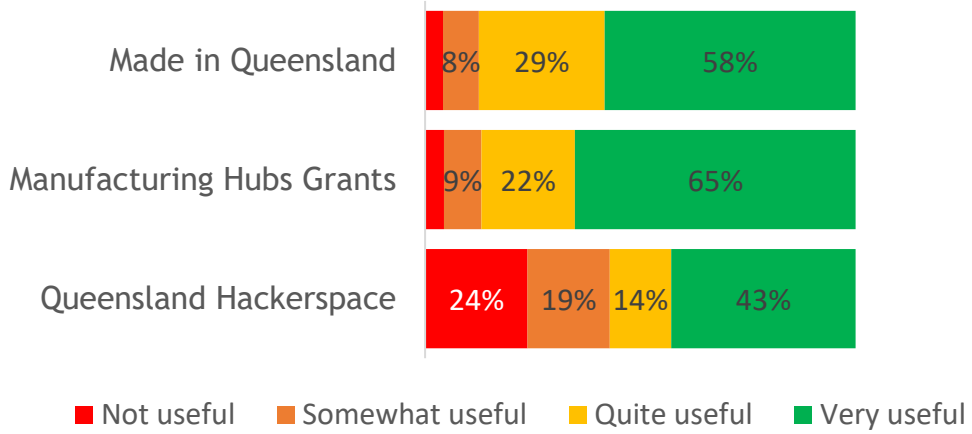
e. Which of the following best describes your feelings about returning to your workplace?



f. If given the opportunity to continue to work remotely, would you be interested?



How useful have you found the following programs in assisting clients?

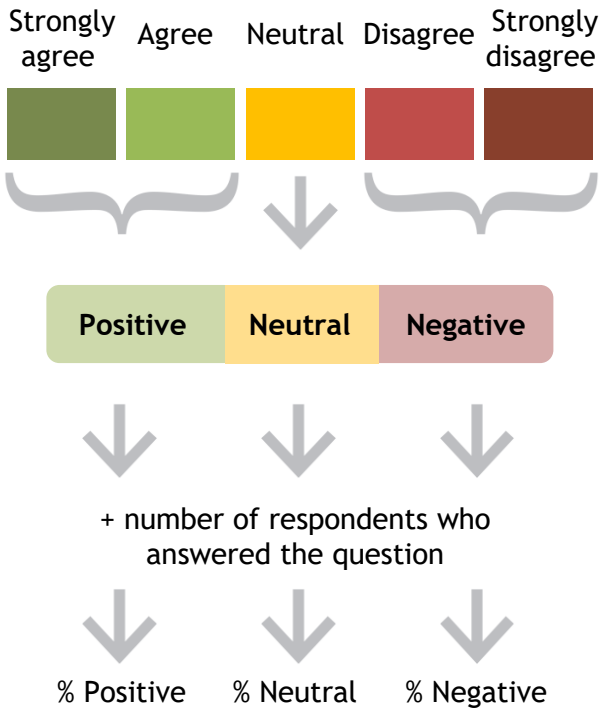


12 How to interpret this report

% 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:

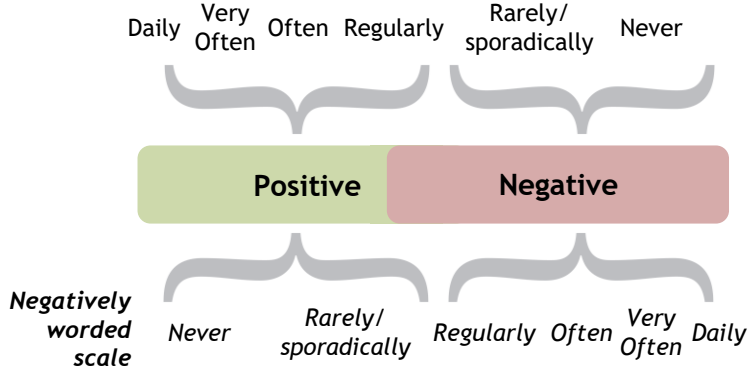
51% disagreed that "Approval processes at my work are excessive"
OR
51% felt that the "Approval processes at their work are not excessive"

Q25d. Approval processes at my workplace are excessive*	51%	29%	20%

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.



12 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 2020 agency and Qld public sector % scores.

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

Definitions

The following definitions were used in the survey:

- *Your workgroup:* the group or team where you spend most of your time. If you are a manager, your workgroup is the people you manage.
- *Your workplace:* the place where you work, such as a hospital or office location as well as the places you visit as part of your work. Questions about your workplace concern the experiences you have in this environment.
- *Your organisation:* The government department, Health Service or Public Service Office you currently work for (e.g. The Department of Transport and Main Roads for staff employed in RoadTek, the Public Trustee for staff working for the Public Trustee, the Hospital and Health Service (HHS) you work for or the Department of Health).
- *Your immediate co-worker(s):* the person(s) in your agency you spend the majority of your time with.
- *Your manager/supervisor:* the person you usually report to.
- *Your senior manager:* the person your manager reports to.
- *Your customer(s):* the person(s) you provide advice or service to, whether internal or external to the Queensland public sector (e.g. students, clients, customers, stakeholders, patients, members of the community).
- *Your leader:* The person who sets the strategic direction for your organisation
- *Sexual harassment:* an unwelcome sexual advance, unwelcome request for sexual favours or other unwelcome conduct of a sexual nature which makes a person feel offended, humiliated or intimidated, and where that reaction is reasonable in the circumstances. Sexual harassment does not need to be deliberate or repeated to be illegal.
- *Bullying:* repeated and unreasonable behaviour directed towards a worker or group of workers that creates a risk to health and safety.