

# Working for Queensland survey



## Highlights Report - Queensland public sector

### Purpose

This Highlights Report presents key results from the **2021 Working for Queensland survey**, conducted from 1 September to 29 September 2021.

Results reflect the views of respondents from the Queensland public sector.

### Reporting framework

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

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

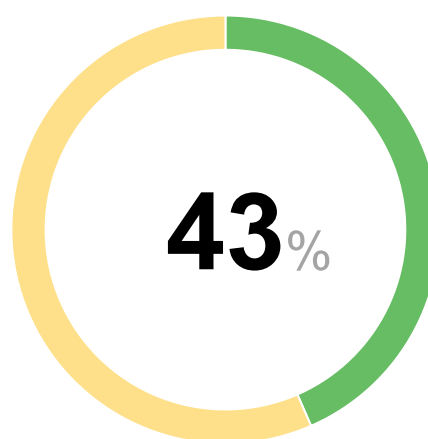
**Workplace climate indices** by contrast, simply group all climate questions within topics to which they generally relate.

### Content

1. Factors
2. Factors by question
3. Workplace climate
4. Workplace climate by question
5. Most changed since 2020, by question
6. Flexible work options
7. Domestic and family violence
8. Workplace bullying, sexual harassment and work-related violence
9. Civility
10. Queensland public sector values
11. How to interpret this report and key definitions

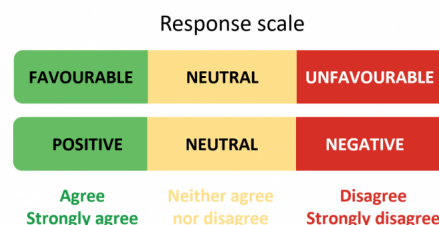
### Returned surveys:

82,562



# 1. Factors

This section provides an overview of the 2021 factor results. The % positive score is benchmarked against the 2020 and 2019 scores.



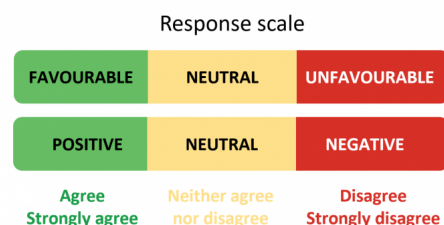
Name	Distribution	2021 % positive	2020 % positive	2019 % positive
Agency engagement		58%	60%	58%
Job empowerment		74%	73%	71%
Workload and health*		37%	39%	39%
Learning and development		57%	56%	56%
My workgroup		77%	77%	75%
My manager		74%	73%	72%
Organisational leadership		51%	52%	49%
Organisational fairness		44%	43%	42%
Anti-discrimination		66%	66%	65%
Innovation		60%	60%	59%

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





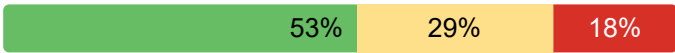
Note: Results are rounded to whole numbers. Percentages may therefore not add up to 100%.

## 2. Factors by question







This section provides an overview of the 2021 factor results, by question. The % positive score is benchmarked against the 2020 and 2019 scores.



### Agency engagement


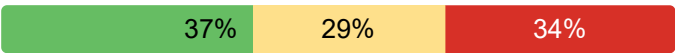
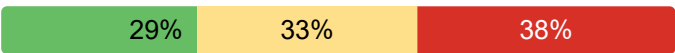
Question	Distribution	2021 % positive	2020 % positive	2019 % positive
Q33b. I am proud to tell others I work for my organisation		66%	68%	65%
Q33a. I would recommend my organisation as a great place to work		60%	62%	59%
Q33c. I feel strong personal attachment to my organisation		57%	60%	58%
Q33e. My organisation inspires me to do the best in my job		53%	55%	54%
Q33d. My organisation motivates me to help it achieve its objectives		53%	54%	53%

### Job empowerment


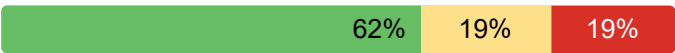
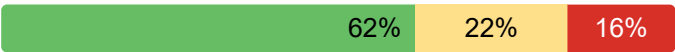
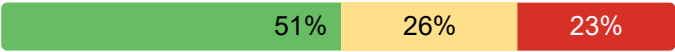

Question	Distribution	2021 % positive	2020 % positive	2019 % positive
Q34b. Satisfaction with your ability to work on your own initiative		83%	83%	79%
Q22e. My job gives me opportunities to utilise my skills		77%	76%	75%
Q22b. I have the tools I need to do my job effectively		72%	73%	69%
Q22d. I have the authority necessary to do my job effectively		72%	71%	69%
Q22c. I get the information I need to do my job well		70%	70%	67%
Q22a. I have a choice in deciding how I do my work		68%	68%	68%

## Workload and health\*








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

Question	Distribution	2021 % positive	2020 % positive	2019 % positive
Q23e. My work has a negative impact on my health*		43%	45%	43%
Q23b. I feel burned out by my work*		37%	40%	42%
Q23a. I am overloaded with work*		29%	31%	31%








## Learning and development

Question	Distribution	2021 % positive	2020 % positive	2019 % positive
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance		63%	62%	63%
Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge		62%	61%	61%
Q28e. I am able to access relevant learning and development opportunities		62%	60%	60%
Q31b. My organisation is committed to developing its employees		51%	51%	51%
Q28g. I am satisfied with the opportunities available for career development		48%	47%	45%

## My workgroup

Question	Distribution	2021 % positive	2020 % positive	2019 % positive
Q24e. People in my workgroup treat customers with respect	 86% 11% 3%	86%	86%	84%
Q24b. I receive help and support from other people in my workgroup	 83% 11% 6%	83%	83%	82%
Q24f. People in my workgroup are committed to delivering excellent service to customers	 82% 13% 4%	82%	83%	80%
Q24a. People in my workgroup treat each other with respect	 76% 13% 12%	76%	75%	74%
Q24g. People in my workgroup do their jobs effectively	 75% 16% 8%	75%	75%	74%
Q24c. People in my workgroup are honest, open and transparent in their dealings	 69% 18% 13%	69%	68%	66%
Q24d. People in my workgroup use their time and resources efficiently	 66% 21% 13%	66%	66%	63%

## My manager

Question	Distribution	2021 % positive	2020 % positive	2019 % positive
Q29a. My manager treats employees with dignity and respect	 82% 10% 9%	82%	80%	80%
Q29b. My manager listens to what I have to say	 80% 11% 9%	80%	79%	78%
Q29f. My manager demonstrates honesty and integrity	 79% 12% 9%	79%	78%	78%
Q29d. My manager understands my work	 76% 12% 11%	76%	75%	75%
Q29c. My manager keeps me informed about what's going on	 72% 14% 14%	72%	71%	69%
Q29e. My manager creates a shared sense of purpose	 71% 16% 13%	71%	70%	68%
Q29g. My manager draws the best out of me	 62% 23% 15%	62%	61%	59%





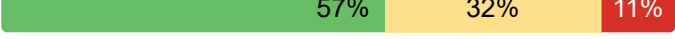
## Organisational leadership

Question	Distribution	2021 % positive	2020 % positive	2019 % positive
Q31d. In my organisation, the leadership operates with a high level of integrity		53%	55%	52%
Q31a. In my organisation, the leadership is of high quality		52%	53%	50%
Q31c. Management model the behaviours expected of all employees		51%	52%	49%
Q31f. My organisation is well managed		46%	48%	45%



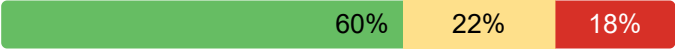

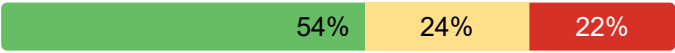
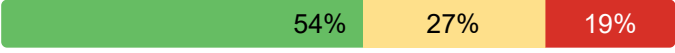
## Organisational fairness

Question	Distribution	2021 % positive	2020 % positive	2019 % positive
Q25i. People take responsibility for their decisions and actions in my workplace		53%	52%	51%
Q25h. People are treated fairly and consistently in my workplace		52%	52%	51%
Q31e. Recruitment and promotion decisions in this organisation are fair		38%	37%	36%
Q25g. I am confident that poor performance will be appropriately addressed in my workplace		38%	38%	36%
Q25f. Performance is assessed and rewarded fairly in my workplace		37%	37%	36%

## Anti-discrimination

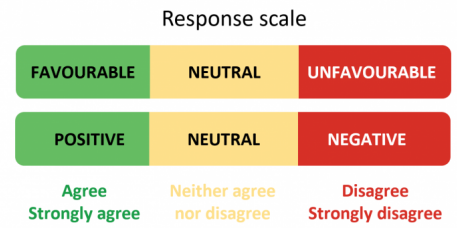
Question	Distribution	2021 % positive	2020 % positive	2019 % positive
Q32e. Sexual orientation is not a barrier to success in my organisation		70%	71%	69%
Q32b. Gender is not a barrier to success in my organisation		69%	70%	67%
Q32d. Cultural background is not a barrier to success in my organisation		68%	69%	68%
Q32a. Age is not a barrier to success in my organisation		65%	65%	63%
Q32c. Disability is not a barrier to success in my organisation		57%	58%	56%


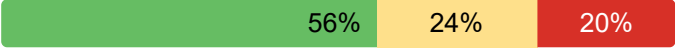
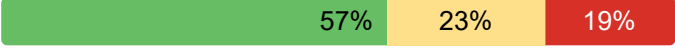

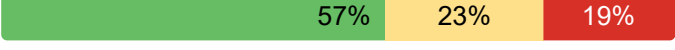


## Innovation

Question	Distribution	2021 % positive	2020 % positive	2019 % positive
Q27e. My workgroup always tries to improve its performance		69%	70%	69%
Q27b. I am encouraged to make suggestions about improving work processes and/or services		67%	68%	66%
Q27a. I get the opportunity to develop new and better ways of doing my job		60%	58%	57%
Q27d. My workgroup uses research and expertise to identify better practice		57%	57%	54%
Q27c. Management is willing to act on suggestions to improve how things are done		54%	55%	52%
Q27f. My organisation is open to new ideas		54%	55%	54%

### 3. Workplace climate

This section provides an overview of the 2021 workplace climate index results. The % positive score is benchmarked against the 2020 and 2019 scores.



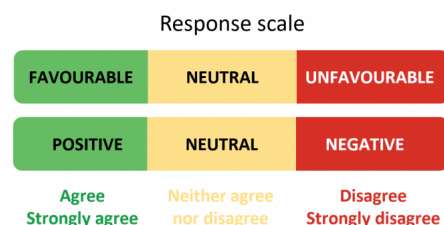
Name	Distribution	2021 % positive	2020 % positive	2019 % positive
People and relationships		77%	77%	75%
Safety, health and wellness		56%	57%	55%
Effectiveness and innovation		57%	-	-
Fairness and trust		59%	59%	58%
Performance and development		57%	56%	55%
Leadership and engagement		63%	64%	62%
My job		78%	-	-

*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.*











## 4. 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 2020 and 2019 scores.








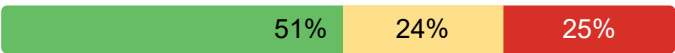
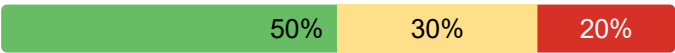



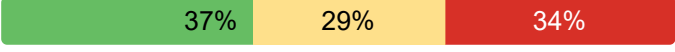
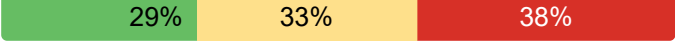


### People and relationships

Question	Distribution	2021 % positive	2020 % positive	2019 % positive
Q24e. People in my workgroup treat customers with respect		86%	86%	84%
Q24b. I receive help and support from other people in my workgroup		83%	83%	82%
Q24f. People in my workgroup are committed to delivering excellent service to customers		82%	83%	80%
Q24i. People in my workgroup work effectively with others in my organisation to deliver services to customers		77%	78%	76%
Q24a. People in my workgroup treat each other with respect		76%	75%	74%
Q24g. People in my workgroup do their jobs effectively		75%	75%	74%
Q24c. People in my workgroup are honest, open and transparent in their dealings		69%	68%	66%
Q24d. People in my workgroup use their time and resources efficiently		66%	66%	63%

## Safety, health and wellness










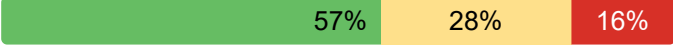
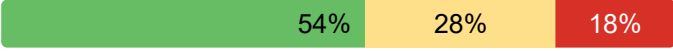
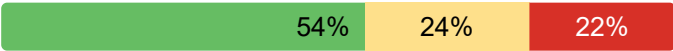
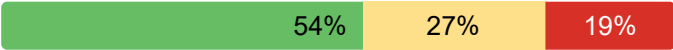
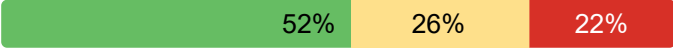


*\*indicates a negatively worded question that has been reversed*

Question	Distribution	2021 % positive	2020 % positive	2019 % positive
Q24h. People in my workgroup are committed to workplace safety	 82% 13% 4%	82%	82%	81%
Q25c. There is adequate focus on workplace safety at my workplace	 76% 16% 8%	76%	77%	76%
Q24j. People in my workgroup work together so flexible working meets individual and business needs	 69% 20% 12%	69%	69%	66%
Q34e. Satisfaction with your work-life balance	 66% 18% 16%	66%	68%	65%
Q25b. My workplace culture supports people to achieve a good work/life balance	 63% 20% 17%	63%	64%	62%
Q34g. Satisfaction with your ability to access and use flexible work arrangements	 61% 24% 14%	61%	61%	57%
Q29h. My manager proactively discusses flexible work arrangements with my workgroup	 60% 21% 19%	60%	58%	51%
Q31g. In my organisation, senior leaders clearly consider the wellbeing of employees to be important	 51% 24% 25%	51%	54%	50%
Q31j. My commitment to this organisation would be questioned if I chose to work flexibly*	 50% 30% 20%	50%	49%	48%
Q31h. The wellbeing of employees is a priority for my organisation	 49% 25% 26%	49%	53%	49%
Q23f. My work contributes positively to my quality of life	 46% 34% 20%	46%	47%	43%
Q23e. My work has a negative impact on my health*	 43% 29% 28%	43%	45%	43%
Q23b. I feel burned out by my work*	 37% 29% 34%	37%	40%	42%
Q23a. I am overloaded with work*	 29% 33% 38%	29%	31%	31%

## Effectiveness and innovation

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




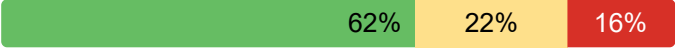

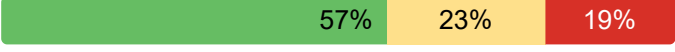
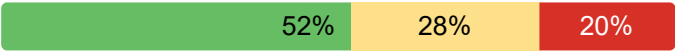
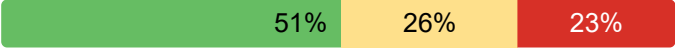


*Q26b is new in 2021 and, as such, there is no trend data*

Question	Distribution	2021 % positive	2020 % positive	2019 % positive
Q22b. I have the tools I need to do my job effectively		72%	73%	69%
Q22d. I have the authority necessary to do my job effectively		72%	71%	69%
Q22c. I get the information I need to do my job well		70%	70%	67%
Q27e. My workgroup always tries to improve its performance		69%	70%	69%
Q24k. People in my workgroup share diverse ideas to develop innovative solutions		67%	67%	65%
Q27b. I am encouraged to make suggestions about improving work processes and/or services		67%	68%	66%
Q23c. I feel my job is secure		67%	64%	61%
Q34f. Satisfaction with your ability to 'make a difference' to the community		65%	65%	63%
Q27a. I get the opportunity to develop new and better ways of doing my job		60%	58%	57%
Q27d. My workgroup uses research and expertise to identify better practice		57%	57%	54%
Q26a. My workplace has undergone significant change in the past 12 months		54%	55%	49%
Q27c. Management is willing to act on suggestions to improve how things are done		54%	55%	52%
Q27f. My organisation is open to new ideas		54%	55%	54%
Q26b. I have the opportunity to provide feedback on change processes that directly affect me		52%	-	-
Q25d. Approval processes at my workplace are excessive*		19%	20%	20%
Q23d. There is too much 'red tape' in my work (e.g. regulatory or administrative processes)*		18%	19%	18%

## Fairness and trust

Question	Distribution	2021 % positive	2020 % positive	2019 % positive
Q25a. My workplace has an inclusive culture where diversity is valued and respected		73%	73%	72%
Q25j. I am able to speak up and share a different view to my colleagues and manager		72%	73%	71%
Q32e. Sexual orientation is not a barrier to success in my organisation		70%	71%	69%
Q30a. My senior manager demonstrates honesty and integrity		69%	72%	72%
Q32b. Gender is not a barrier to success in my organisation		69%	70%	67%
Q32d. Cultural background is not a barrier to success in my organisation		68%	69%	68%
Q32g. Women and men have equal access to work experiences that support career progression		66%	67%	65%
Q32a. Age is not a barrier to success in my organisation		65%	65%	63%
Q31i. My responsibilities outside of work restrict my opportunities for promotion*		57%	59%	57%
Q32c. Disability is not a barrier to success in my organisation		57%	58%	56%
Q32f. If I raised a complaint, I feel confident that it would be taken seriously		56%	56%	55%
Q25i. People take responsibility for their decisions and actions in my workplace		53%	52%	51%
Q25h. People are treated fairly and consistently in my workplace		52%	52%	51%
Q31e. Recruitment and promotion decisions in this organisation are fair		38%	37%	36%
Q25g. I am confident that poor performance will be appropriately addressed in my workplace		38%	38%	36%
Q25f. Performance is assessed and rewarded fairly in my workplace		37%	37%	36%

## Performance and development










Question	Distribution	2021 % positive	2020 % positive	2019 % positive
Q28i. I develop new knowledge and skills through undertaking tasks at work		72%	72%	70%
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance		63%	62%	63%
Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge		62%	61%	61%
Q28e. I am able to access relevant learning and development opportunities		62%	60%	60%
Q28h. I have had productive conversations with my manager on my performance in the past 12 months		58%	58%	56%
Q28a. I receive useful feedback on my performance		57%	57%	54%
Q28b. My performance is assessed against clear criteria		52%	51%	48%
Q31b. My organisation is committed to developing its employees		51%	51%	51%
Q28g. I am satisfied with the opportunities available for career development		48%	47%	45%
Q28d. I am supported to pursue developmental opportunities in other workplaces		47%	45%	43%

## Leadership and engagement

Question	Distribution	2021 % positive	2020 % positive	2019 % positive
Q29a. My manager treats employees with dignity and respect	82% 10% 9%	82%	80%	80%
Q29b. My manager listens to what I have to say	80% 11% 9%	80%	79%	78%
Q29f. My manager demonstrates honesty and integrity	79% 12% 9%	79%	78%	78%
Q29d. My manager understands my work	76% 12% 11%	76%	75%	75%
Q29c. My manager keeps me informed about what's going on	72% 14% 14%	72%	71%	69%
Q29e. My manager creates a shared sense of purpose	71% 16% 13%	71%	70%	68%
Q33b. I am proud to tell others I work for my organisation	66% 23% 12%	66%	68%	65%
Q29g. My manager draws the best out of me	62% 23% 15%	62%	61%	59%
Q33a. I would recommend my organisation as a great place to work	60% 24% 16%	60%	62%	59%
Q33c. I feel strong personal attachment to my organisation	57% 27% 16%	57%	60%	58%
Q31d. In my organisation, the leadership operates with a high level of integrity	53% 27% 19%	53%	55%	52%
Q33e. My organisation inspires me to do the best in my job	53% 29% 18%	53%	55%	54%
Q33d. My organisation motivates me to help it achieve its objectives	53% 29% 18%	53%	54%	53%
Q31a. In my organisation, the leadership is of high quality	52% 26% 22%	52%	53%	50%
Q31c. Management model the behaviours expected of all employees	51% 26% 23%	51%	52%	49%
Q31f. My organisation is well managed	46% 29% 25%	46%	48%	45%

## My job

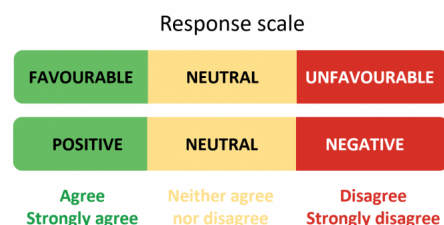
Q21c is new in 2021 and, as such, there is no trend data.

Question	Distribution	2021 % positive	2020 % positive	2019 % positive
Q21b. I understand how my work contributes to my organisation's objectives	 91% 5% 4%	91%	92%	90%
Q21a. I understand what is expected of me to do well in my job	 90% 5% 4%	90%	90%	89%
Q34b. Satisfaction with your ability to work on your own initiative	 83% 11% 7%	83%	83%	79%
Q21c. I understand how the <i>Human Rights Act 2019</i> applies to my work	 78% 15% 7%	78%	-	-
Q22e. My job gives me opportunities to utilise my skills	 77% 13% 11%	77%	76%	75%
Q22f. I enjoy the work in my current job	 74% 16% 10%	74%	75%	74%
Q35. All things considered, how satisfied are you with your current job?	 70% 16% 15%	70%	72%	69%
Q22g. My job gives me a feeling of personal accomplishment	 68% 18% 13%	68%	69%	67%
Q22a. I have a choice in deciding how I do my work	 68% 18% 14%	68%	68%	68%

## 5. Most changed since 2020, by question

### Purpose






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




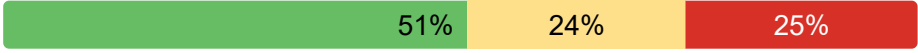

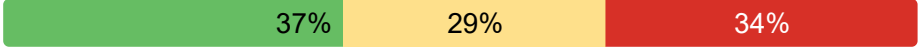

*Note: Survey questions in scope for this section were single response non-demographic questions that were asked of all respondents in 2021 as well as in 2020. 'My workplace has undergone significant change in the past 12 months' has not been included in the analysis.*

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

#### Survey questions with the most positive change

Question	Distribution	vs 2020
Q23c. I feel my job is secure		+3
Q28d. I am supported to pursue developmental opportunities in other workplaces		+2
Q28e. I am able to access relevant learning and development opportunities		+2
Q29h. My manager proactively discusses flexible work arrangements with my workgroup		+2
Q28g. I am satisfied with the opportunities available for career development		+2

#### Survey questions with the most negative change

Q33a. I would recommend my organisation as a great place to work		-3
Q31g. In my organisation, senior leaders clearly consider the wellbeing of employees to be important		-3
Q30a. My senior manager demonstrates honesty and integrity		-3
Q23b. I feel burned out by my work*		-3
Q31h. The wellbeing of employees is a priority for my organisation		-4



## 6. 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?

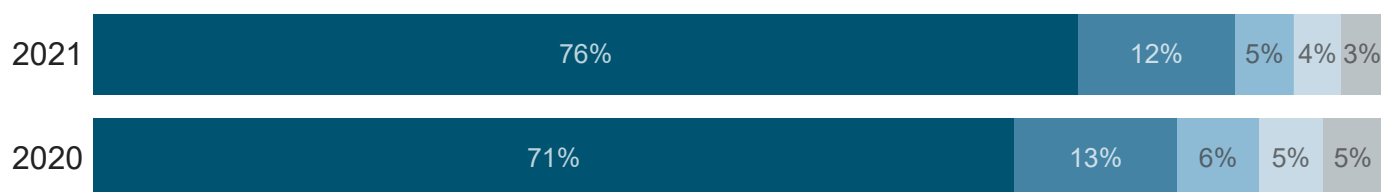
Response	2021	2020
Flexible work hours for example accumulated hours as 'flexitime'	47%	49%
Telecommuting (remote working)	39%	38%
Part-time work	27%	24%
Flexible work hours for example start late or early to meet responsibilities external to work	24%	27%
Hot desks	6%	8%
Leave at half pay	6%	6%
Compressed work hours	5%	5%
Casual/on call	5%	5%
Other	3%	2%
Job sharing	2%	2%
Purchased leave/extended leave/deferred salary schemes	1%	1%
Term-time working	0%	0%
Part-year work/annualised hours	0%	0%

### 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?



- Fully granted
- Partially granted
- I have not received a reply as yet
- Declined – reason provided
- Declined – no reason given

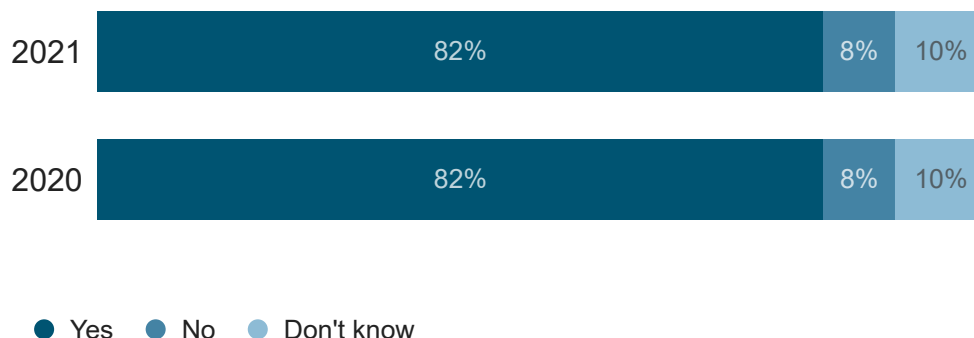
### Why haven't you made a request to change your work arrangements?

Response	2021	2020
None of the above	29%	28%
Flexible working is frowned upon/not supported by my workplace culture	26%	28%
I feel flexibility is not possible in my current job	26%	25%
I didn't feel confident presenting my case or negotiating arrangements with my manager	23%	25%
I was concerned that it may negatively impact my team	20%	20%
I felt it would limit my career	17%	19%
I didn't feel I had the right to	16%	16%
I don't feel confident in my manager's ability to manage staff working flexibly	12%	12%
I felt it would limit my access to training and development	8%	8%
I feel the technology I currently have access to does not support flexible working	4%	5%

## 7. 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	92%	4%	4%
2020	93%	4%	4%

### 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	78%	9%	12%
2020	78%	9%	12%

### Managers

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

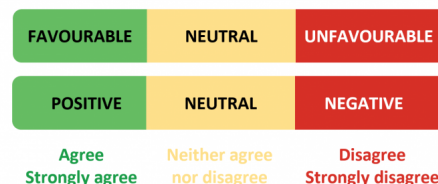
Year	Yes	No	Don't know	Prefer not to say
2021	16%	79%	1%	3%
2020	16%	79%	1%	3%

### 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%	88%	2%	4%
2020	6%	88%	2%	4%

Response scale



### Managers

Question	Distribution	2021 % positive	2020 % positive	2019 % positive
Q36aa. I am confident that I could sensitively communicate with employees affected by DFV	87% 10% 3%	87%	87%	86%
Q36ab. If I was approached directly by an employee affected by DFV, I am confident in my ability to provide appropriate levels of support	86% 10% 4%	86%	86%	85%
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	86% 10% 4%	86%	86%	86%

### Non-managers

Question	Distribution	2021 % positive	2020 % positive	2019 % positive
Q36ba. I am confident that I could sensitively communicate with colleagues affected by DFV	76% 18% 7%	76%	75%	74%
Q36bb. I am confident that I could effectively refer a colleague affected by DFV to appropriate support	75% 17% 8%	75%	75%	73%

## 8. 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	26%	66%	8%
Work-related violence and aggression	13%	82%	5%
Sexual harassment	5%	91%	4%

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

Response	Percentage of Responses
Yes	22%
No	72%
Don't know	6%

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

Response	Yes	No	Don't know
Workplace bullying	15%	80%	5%
Work-related violence and aggression	9%	89%	3%
Sexual harassment	2%	96%	2%

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

Response	Percentage of Responses
Bullying	14%
Sexual harassment	1%
No	81%
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	44%	45%
Your immediate manager/supervisor	34%	37%
A senior manager	30%	33%
A group of fellow workers	15%	16%
Prefer not to specify	10%	8%
A worker that reports to you	6%	6%
Other	6%	3%
A representative of another agency	2%	2%
A consultant/service provider	2%	2%

### What type of bullying did you experience?

Response	2021	2020
Verbal abuse (e.g. offensive language, derogatory remarks, shouting or screaming)	56%	59%
Inappropriate and unfair application of work policies or rules (e.g. performance management, access to leave, access to learning and development)	45%	45%
Other	33%	31%
Physical behaviour (e.g. assault or aggressive body language)	12%	12%
Interference with your personal property or work equipment	8%	9%
Cyber bullying (e.g. by email)	7%	8%
'Initiations' or pranks	6%	6%

## Did you report the bullying?



● Yes ● No

## Why did you not report the bullying?

Response	2021	2020
I did not think any action would be taken	60%	62%
It could affect my career	42%	46%
I did not want to upset relationships in the workplace	40%	39%
I did not think it was worth the hassle of going through the report process	37%	37%
Managers accepted the behaviour	36%	39%
I did not have enough evidence	20%	21%
I did not think the bullying was serious enough	15%	14%
Other	12%	12%
The matter was resolved informally	7%	7%
I did not know how to report it	6%	6%

## 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 fellow worker	44%	55%
A client/customer	26%	16%
A senior manager	13%	16%
Your immediate manager/supervisor	12%	12%
Prefer not to specify	12%	12%
A member of the public	10%	10%
A group of fellow workers	8%	8%
Other	6%	3%
A representative of another agency	4%	3%
A worker that reports to you	3%	2%
A consultant/service provider	3%	2%

### 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%	71%
Unwanted physical intimacy (e.g. patting or touching in a sexual way or unnecessary familiarity such as deliberately brushing against you)	37%	34%
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.	22%	23%
Unwelcome demand or request, either directly or implied, for sexual favours	22%	17%
Other	14%	15%



### Did you report the sexual harassment?



● Yes ● No

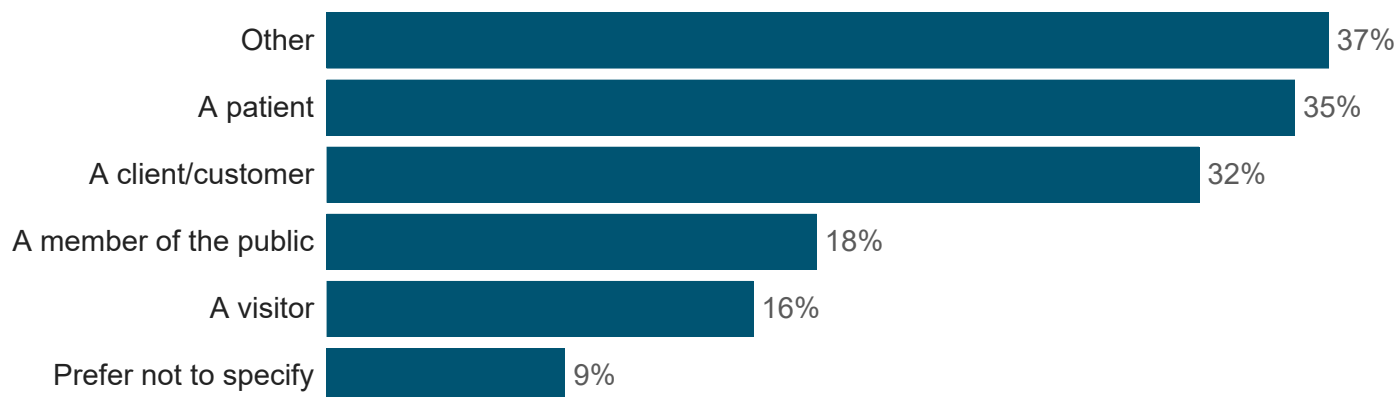
### Why did you not report the sexual harassment?

Response	2021	2020
I did not think any action would be taken	46%	45%
I did not think it was worth the hassle of going through the report process	40%	35%
It could affect my career	31%	38%
I did not want to upset relationships in the workplace	30%	39%
I did not think the sexual harassment was serious enough	27%	27%
Managers accepted the behaviour	19%	23%
I did not have enough evidence	19%	21%
Other	14%	12%
The matter was resolved informally	11%	13%
I did not know how to report it	7%	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	88%
Shouting and swearing	65%
Intimidation and insults	62%
Verbal threats	47%
Someone encroaching on your personal space	35%
Banging, kicking or hitting items	31%
Antagonism or jeering	26%
Throwing objects	23%
Biting, spitting or scratching	17%
Physical assault (e.g. punching or kicking)	16%
Pushing, shoving, tripping or grabbing	16%
Other	8%
Attacked with any type of weapon	4%
Armed robbery	0%

## 9. Civility

### Purpose

This section is focused on exploring workplace behavior. The % positive score is benchmarked against the 2020 and 2019 scores.



Daily | Very often | Often | Regularly Rarely/Sporadically | Never

Reversed Items











Never | Rarely/Sporadically Regularly | Often | Very often | Daily

*\*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	2021 % positive	2020 % positive	2019 % positive
Q29_1g. How often has your manager acted in an aggressive or intimidating manner towards you*	96% 4%	96%	96%	96%
Q29_1h. Manager acted in an aggressive or intimidating manner towards someone you work with*	95% 5%	95%	95%	95%
Q29_1f. How often has your manager behaved towards you in a manner that you felt was rude*	94% 6%	94%	94%	94%
Q29_1c. Over the past month, how often has your manager, been polite and courteous with you	94% 6%	94%	93%	93%
Q29_1e. How often has your manager behaved towards you in a manner that you felt was inconsiderate*	92% 8%	92%	91%	3%
Q29_1d. Over the past month, how often has your manager, made you feel ignored*	89% 11%	89%	89%	89%
Q29_1b. Over the past month, how often has your manager, made you feel included	83% 17%	83%	82%	80%
Q29_1a. Over the past month, how often has your manager, showed appreciation of you and your work	72% 28%	72%	70%	68%

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

Question	Distribution	2021 % positive	2020 % positive	2019 % positive
Q24_1c. Over the past month, how often have your coworkers been polite and courteous with you	 95% 5%	95%	95%	94%
Q24_1g. How often have your coworkers acted in an aggressive or intimidating manner towards you*	 94% 6%	94%	94%	94%
Q24_1h. Coworkers acted in an aggressive or intimidating manner towards someone you work with*	 93% 7%	93%	93%	92%
Q24_1f. How often have your coworkers behaved towards you in a manner that you felt was rude*	 90% 10%	90%	90%	89%
Q24_1e. How often have your coworkers behaved towards you in a manner you felt was inconsiderate*	 88% 12%	88%	88%	87%
Q24_1d. Over the past month, how often have your coworkers made you feel ignored*	 87% 13%	87%	87%	86%
Q24_1b. Over the past month, how often have your coworkers made you feel included	 85% 15%	85%	85%	84%
Q24_1a. Over the past month, how often have your coworkers showed appreciation of you and your work	 71% 29%	71%	70%	68%

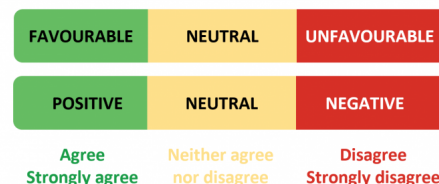
## 10. Queensland public sector values

### Purpose

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

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

Response scale



### Ideas into action

Question	Distribution	2021 % positive	2020 % positive	2019 % positive
Q27b. I am encouraged to make suggestions about improving work processes and/or services		67%	68%	66%
Q27a. I get the opportunity to develop new and better ways of doing my job		60%	58%	57%
Q27c. Management is willing to act on suggestions to improve how things are done		54%	55%	52%
Q27f. My organisation is open to new ideas		54%	55%	54%

### Empower people

Question	Distribution	2021 % positive	2020 % positive	2019 % positive
Q34b. Satisfaction with your ability to work on your own initiative		83%	83%	79%
Q22e. My job gives me opportunities to utilise my skills		77%	76%	75%
Q22b. I have the tools I need to do my job effectively		72%	73%	69%
Q22d. I have the authority necessary to do my job effectively		72%	71%	69%
Q22c. I get the information I need to do my job well		70%	70%	67%
Q22a. I have a choice in deciding how I do my work		68%	68%	68%

## Customers first

Question	Distribution	2021 % positive	2020 % positive	2019 % positive
Q24e. People in my workgroup treat customers with respect		86%	86%	84%
Q24f. People in my workgroup are committed to delivering excellent service to customers		82%	83%	80%

## Unleash potential

Question	Distribution	2021 % positive	2020 % positive	2019 % positive
Q29g. My manager draws the best out of me		62%	61%	59%
Q28a. I receive useful feedback on my performance		57%	57%	54%
Q28b. My performance is assessed against clear criteria		52%	51%	48%
Q31b. My organisation is committed to developing its employees		51%	51%	51%

## Be courageous

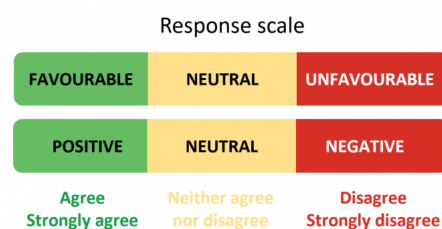
Question	Distribution	2021 % positive	2020 % positive	2019 % positive
Q29f. My manager demonstrates honesty and integrity		79%	78%	78%
Q30a. My senior manager demonstrates honesty and integrity		69%	72%	72%
Q24c. People in my workgroup are honest, open and transparent in their dealings		69%	68%	66%
Q25i. People take responsibility for their decisions and actions in my workplace		53%	52%	51%

## 11. 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.



### 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

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

### Factor scores

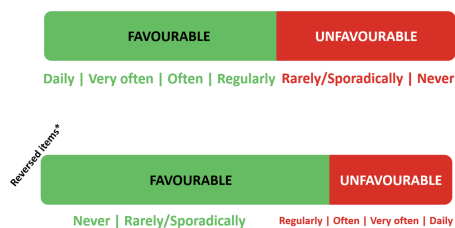
Factor measures combine information from multiple survey questions that correlate highly with the overall factor. The factor scores are calculated as the sum of positive responses given to all questions within the factor, divided by the number of answers to all questions within the factor.

### 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.

## 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.

