



## Highlights report

### Purpose

This Highlights report presents key results from the 2019 Working for Queensland survey, which was conducted from 2 September to 30 September 2019. Results reflect the views of respondents from 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.

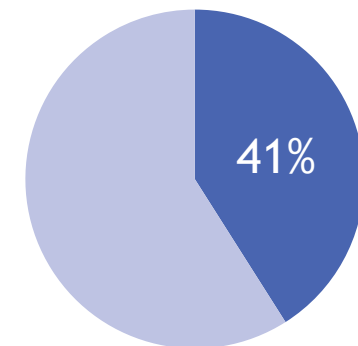
### Content

- 01 Factors
- 02 Factors by question
- 03 Workplace climate
- 04 Workplace climate by question
- 05 Most changed since 2018, by question
- 06 Flexible work options
- 07 Domestic and family violence
- 08 Bullying and sexual harassment
- 09 Civility
- 10 Queensland public sector values
- 11 How to interpret this report

Returned surveys:

# 75,400

Response Rate:



**Queensland  
Government**

# 01 Factors

## Purpose

This section provides an overview of the 2019 factor results. The % positive score is compared with the 2018 and 2017 scores.

### Key

Response scale:

Positive

Neutral

Negative

## Factors

Name	Response scale %			2019 % positive	2018 % positive	2017 % positive
Agency engagement	58%	26%	16%	58%	59%	59%
Job empowerment	71%	16%	13%	71%	73%	72%
Workload and health*	39%	31%	30%	39%	40%	40%
Learning and development	56%	24%	21%	56%	57%	56%
My workgroup	75%	16%	9%	75%	76%	76%
My manager	72%	15%	13%	72%	73%	71%
Organisational leadership	49%	28%	23%	49%	49%	51%
Organisational fairness	42%	28%	30%	42%	42%	43%
Anti-discrimination	65%	25%	11%	65%	65%	66%
Innovation	59%	24%	17%	59%	60%	60%

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

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

## 02 Factors by question

### Purpose

This section provides an overview of the 2019 factor results, by question. The % positive score is compared with the 2018 and 2017 scores.

### Key

Response scale:

Positive

Neutral

Negative

Question	Response scale %			2019 % positive	2018 % positive	2017 % positive
<b>Agency engagement</b>						
Q33a. I would recommend my organisation as a great place to work	59%	25%	16%	59%	61%	61%
Q33b. I am proud to tell others I work for my organisation	65%	23%	12%	65%	67%	67%
Q33c. I feel strong personal attachment to my organisation	58%	27%	16%	58%	58%	59%
Q33d. My organisation motivates me to help it achieve its objectives	53%	29%	18%	53%	54%	53%
Q33e. My organisation inspires me to do the best in my job	54%	29%	18%	54%	54%	53%
<b>Job empowerment</b>						
Q22a. I have a choice in deciding how I do my work	68%	18%	14%	68%	68%	68%
Q22b. I have the tools I need to do my job effectively	69%	15%	16%	69%	72%	71%
Q22c. I get the information I need to do my job well	67%	19%	14%	67%	69%	67%
Q22d. I have the authority necessary to do my job effectively	69%	17%	13%	69%	70%	70%
Q22e. My job gives me opportunities to utilise my skills	75%	14%	11%	75%	76%	75%
Q34b. Your ability to work on your own initiative	79%	13%	8%	79%	80%	80%

## 02 Factors by question

Question	Response scale %			2019 % positive	2018 % positive	2017 % positive
<b>Workload and health*</b>						
Q23a. I am overloaded with work*	31%	34%	35%	31%	32%	31%
Q23b. I feel burned out by my work*	42%	29%	29%	42%	43%	43%
Q23e. My work has a negative impact on my health*	43%	29%	27%	43%	45%	45%

\* 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	61%	20%	19%	61%	63%	63%
Q28e. I am able to access relevant learning and development opportunities	60%	23%	17%	60%	60%	62%
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	63%	24%	14%	63%	65%	59%
Q28g. I am satisfied with the opportunities available for career development	45%	26%	29%	45%	46%	44%
Q31b. My organisation is committed to developing its employees	51%	26%	23%	51%	52%	52%

## 02 Factors by question

Question	Response scale %			2019 % positive	2018 % positive	2017 % positive
<b>My workgroup</b>						
Q24a. People in my workgroup treat each other with respect	74%	13%	13%	74%	75%	74%
Q24b. I receive help and support from other people in my workgroup	82%	11%	6%	82%	84%	83%
Q24c. People in my workgroup are honest, open and transparent in their dealings	66%	19%	14%	66%	67%	67%
Q24d. People in my workgroup use their time and resources efficiently	63%	22%	15%	63%	64%	64%
Q24e. People in my workgroup treat customers with respect	84%	12%	4%	84%	86%	86%
Q24f. People in my workgroup are committed to delivering excellent service to customers	80%	15%	5%	80%	82%	83%
Q24g. People in my workgroup do their jobs effectively	74%	18%	9%	74%	74%	75%
<b>My manager</b>						
Q29a. My manager treats employees with dignity and respect	80%	11%	9%	80%	81%	78%
Q29b. My manager listens to what I have to say	78%	12%	10%	78%	80%	77%
Q29c. My manager keeps me informed about what's going on	69%	16%	16%	69%	70%	67%
Q29d. My manager understands my work	75%	13%	12%	75%	75%	73%
Q29e. My manager creates a shared sense of purpose	68%	18%	14%	68%	69%	68%
Q29f. My manager demonstrates honesty and integrity	78%	13%	10%	78%	79%	76%
Q29g. My manager draws the best out of me	59%	24%	17%	59%	57%	57%

## 02 Factors by question

Question	Response scale %			2019 % positive	2018 % positive	2017 % positive
<b>Organisational leadership</b>						
Q31a. In my organisation, the leadership is of high quality	50%	26%	23%	50%	50%	53%
Q31c. Management model the behaviours expected of all employees	49%	27%	25%	49%	49%	49%
Q31d. In my organisation, the leadership operates with a high level of integrity	52%	28%	20%	52%	52%	54%
Q31f. My organisation is well managed	45%	30%	25%	45%	45%	47%
<b>Organisational fairness</b>						
Q25f. Performance is assessed and rewarded fairly in my workplace	36%	33%	31%	36%	35%	36%
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	36%	25%	39%	36%	37%	38%
Q25h. People are treated fairly and consistently in my workplace	51%	24%	25%	51%	52%	51%
Q25i. People take responsibility for their decisions and actions in my workplace	51%	27%	22%	51%	51%	52%
Q31e. Recruitment and promotion decisions in this organisation are fair	36%	31%	33%	36%	36%	37%

## 02 Factors by question

Question	Response scale %			2019 % positive	2018 % positive	2017 % positive
<b>Anti-discrimination</b>						
Q32a. Age is not a barrier to success in my organisation	63%	23%	14%	63%	64%	65%
Q32b. Gender is not a barrier to success in my organisation	67%	19%	14%	67%	68%	70%
Q32c. Disability is not a barrier to success in my organisation	56%	33%	11%	56%	56%	57%
Q32d. Cultural background is not a barrier to success in my organisation	68%	24%	8%	68%	69%	69%
Q32e. Sexual orientation is not a barrier to success in my organisation	69%	25%	6%	69%	70%	70%
<b>Innovation</b>						
Q27a. I get the opportunity to develop new and better ways of doing my job	57%	24%	20%	57%	58%	57%
Q27b. I am encouraged to make suggestions about improving work processes and/or services	66%	18%	15%	66%	68%	68%
Q27c. Management is willing to act on suggestions to improve how things are done	52%	25%	22%	52%	54%	53%
Q27d. My workgroup uses research and expertise to identify better practice	54%	29%	17%	54%	55%	55%
Q27e. My workgroup always tries to improve its performance	69%	21%	11%	69%	70%	70%
Q27f. My organisation is open to new ideas	54%	27%	19%	54%	55%	55%

## 03 Workplace climate

### Purpose

This section provides an overview of the 2019 workplace climate index results. The % positive score is compared with the 2018 and 2017 scores.

*NOTE: In 2019, questions were removed from **My job** and **Effectiveness and innovation**. These questions have also been removed from the 2018 and 2017 dataset, and the scores have been re-calculated in order to compare to 2019 indices questions included.*

### Workplace climate indices

Name	Response scale %			2019 % positive	2018 % positive	2017 % positive
Safety, health and wellness	55%	25%	20%	55%	55%	54%
Effectiveness and innovation	55%	24%	20%	55%	57%	56%
People and relationships	75%	16%	9%	75%	76%	76%
Fairness and trust	58%	24%	18%	58%	58%	58%
Performance and development	55%	24%	21%	55%	56%	56%
Leadership and engagement	62%	22%	16%	62%	63%	62%
My job	77%	13%	10%	77%	78%	78%

### Key

Response scale:

Positive

Neutral

Negative



# 04 Workplace climate by question

## Purpose

This section provides an overview of the 2019 workplace climate index results, by question. The % positive score is compared with the 2018 and 2017 scores.

## Key

Response scale:

Positive Neutral Negative

Question	Response scale %			2019 % positive	2018 % positive	2017 % positive
<b>Safety, health and wellness</b>						
Q23a. I am overloaded with work*	31%	34%	35%	31%	32%	31%
Q23b. I feel burned out by my work*	42%	29%	29%	42%	43%	43%
Q23e. My work has a negative impact on my health*	43%	29%	27%	43%	45%	45%
Q23f. My work contributes positively to my quality of life	43%	35%	22%	43%	44%	44%
Q24h. People in my workgroup are committed to workplace safety	81%	15%	4%	81%	82%	82%
Q24j. People in my workgroup work together to ensure flexible work arrangements meet both individual and business needs	66%	22%	12%	66%	67%	67%
Q25b. My workplace culture supports people to achieve a good work/life balance	62%	21%	17%	62%	62%	62%
Q25c. There is adequate focus on workplace safety at my workplace	76%	16%	8%	76%	77%	78%
Q29h. My manager proactively discusses flexible work arrangements with my workgroup	51%	25%	24%	51%	51%	49%
Q31g. In my organisation, senior leaders clearly consider the wellbeing of employees to be important	50%	25%	25%	50%	50%	51%
Q31h. The wellbeing of employees is a priority for my organisation	49%	26%	25%	49%	49%	49%
Q31j. My commitment to this organisation would be questioned if I chose to use flexible work options*	48%	31%	20%	48%	47%	41%
Q34e. Your work-life balance	65%	19%	16%	65%	64%	64%
Q34g. Your ability to access and use flexible work arrangements	57%	28%	15%	57%	56%	55%

## 04 Workplace climate by question

Question	Response scale %			2019 % positive	2018 % positive	2017 % positive
<b>Effectiveness and innovation</b>						
Q22b. I have the tools I need to do my job effectively	69%	15%	16%	69%	72%	71%
Q22c. I get the information I need to do my job well	67%	19%	14%	67%	69%	67%
Q22d. I have the authority necessary to do my job effectively	69%	17%	13%	69%	70%	70%
Q23c. I feel my job is secure	61%	19%	20%	61%	59%	58%
Q23d. There is too much 'red tape' in my work (e.g. regulatory or administrative processes)*	18%	31%	51%	18%	18%	19%
Q24k. People in my workgroup share diverse ideas to develop innovative solutions	65%	22%	12%	65%	66%	65%
Q25d. Approval processes at my workplace are excessive*	20%	37%	43%	20%	20%	19%
Q26a. My workplace has undergone significant change in the past 12 months	49%	30%	21%	49%	53%	52%
Q27a. I get the opportunity to develop new and better ways of doing my job	57%	24%	20%	57%	58%	57%
Q27b. I am encouraged to make suggestions about improving work processes and/or services	66%	18%	15%	66%	68%	68%
Q27c. Management is willing to act on suggestions to improve how things are done	52%	25%	22%	52%	54%	53%
Q27d. My workgroup uses research and expertise to identify better practice	54%	29%	17%	54%	55%	55%
Q27e. My workgroup always tries to improve its performance	69%	21%	11%	69%	70%	70%
Q27f. My organisation is open to new ideas	54%	27%	19%	54%	55%	55%
Q34f. Your ability to 'make a difference' to the community	63%	25%	12%	63%	65%	64%

\* indicates a negatively worded question

## 04 Workplace climate by question

Question	Response scale %			2019 % positive	2018 % positive	2017 % positive
<b>People and relationships</b>						
Q24a. People in my workgroup treat each other with respect	74%	13%	13%	74%	75%	74%
Q24b. I receive help and support from other people in my workgroup	82%	11%	6%	82%	84%	83%
Q24c. People in my workgroup are honest, open and transparent in their dealings	66%	19%	14%	66%	67%	67%
Q24d. People in my workgroup use their time and resources efficiently	63%	22%	15%	63%	64%	64%
Q24e. People in my workgroup treat customers with respect	84%	12%	4%	84%	86%	86%
Q24f. People in my workgroup are committed to delivering excellent service to customers	80%	15%	5%	80%	82%	83%
Q24g. People in my workgroup do their jobs effectively	74%	18%	9%	74%	74%	75%
Q24i. People in my workgroup work effectively with other workgroups in my organisation to deliver service to our customers	76%	15%	8%	76%	78%	78%

## 04 Workplace climate by question

Question	Response scale %			2019 % positive	2018 % positive	2017 % positive
<b>Fairness and trust</b>						
Q25a. My workplace has an inclusive culture where diversity is valued and respected	72%	19%	9%	72%	72%	73%
Q25f. Performance is assessed and rewarded fairly in my workplace	36%	33%	31%	36%	35%	36%
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	36%	25%	39%	36%	37%	38%
Q25h. People are treated fairly and consistently in my workplace	51%	24%	25%	51%	52%	51%
Q25i. People take responsibility for their decisions and actions in my workplace	51%	27%	22%	51%	51%	52%
Q25j. I am able to speak up and share a different view to my colleagues and manager	71%	15%	13%	71%	72%	71%
Q30a. My senior manager demonstrates honesty and integrity	72%	17%	11%	72%	67%	70%
Q31e. Recruitment and promotion decisions in this organisation are fair	36%	31%	33%	36%	36%	37%
Q31i. My responsibilities outside of work restrict my opportunities for promotion*	57%	26%	17%	57%	57%	53%
Q32a. Age is not a barrier to success in my organisation	63%	23%	14%	63%	64%	65%
Q32b. Gender is not a barrier to success in my organisation	67%	19%	14%	67%	68%	70%
Q32c. Disability is not a barrier to success in my organisation	56%	33%	11%	56%	56%	57%
Q32d. Cultural background is not a barrier to success in my organisation	68%	24%	8%	68%	69%	69%
Q32e. Sexual orientation is not a barrier to success in my organisation	69%	25%	6%	69%	70%	70%
Q32f. If I raised a complaint, I feel confident that it would be taken seriously	55%	23%	22%	55%	56%	54%
Q32g. Women and men have equal access to work experiences that support career progression	65%	22%	13%	65%	66%	67%

\* indicates a negatively worded question

## 04 Workplace climate by question

Question	Response scale %			2019 % positive	2018 % positive	2017 % positive
<b>Performance and development</b>						
Q28a. I receive useful feedback on my performance	54%	24%	22%	54%	56%	57%
Q28b. My performance is assessed against clear criteria	48%	29%	23%	48%	50%	51%
Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge	61%	20%	19%	61%	63%	63%
Q28d. I am supported to pursue developmental opportunities in other workplaces	43%	32%	25%	43%	41%	41%
Q28e. I am able to access relevant learning and development opportunities	60%	23%	17%	60%	60%	62%
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	63%	24%	14%	63%	65%	59%
Q28g. I am satisfied with the opportunities available for career development	45%	26%	29%	45%	46%	44%
Q28h. I have had productive conversations with my manager on my performance in the past 12 months	56%	21%	24%	56%	57%	55%
Q28i. I develop new knowledge and skills through undertaking tasks at work	70%	18%	12%	70%	71%	72%
Q31b. My organisation is committed to developing its employees	51%	26%	23%	51%	52%	52%

## 04 Workplace climate by question

Question	Response scale %			2019 % positive	2018 % positive	2017 % positive
<b>Leadership and engagement</b>						
Q29a. My manager treats employees with dignity and respect	80%	11%	9%	80%	81%	78%
Q29b. My manager listens to what I have to say	78%	12%	10%	78%	80%	77%
Q29c. My manager keeps me informed about what's going on	69%	16%	16%	69%	70%	67%
Q29d. My manager understands my work	75%	13%	12%	75%	75%	73%
Q29e. My manager creates a shared sense of purpose	68%	18%	14%	68%	69%	68%
Q29f. My manager demonstrates honesty and integrity	78%	13%	10%	78%	79%	76%
Q29g. My manager draws the best out of me	59%	24%	17%	59%	60%	57%
Q31a. In my organisation, the leadership is of high quality	50%	26%	23%	50%	50%	53%
Q31c. Management model the behaviours expected of all employees	49%	27%	25%	49%	49%	49%
Q31d. In my organisation, the leadership operates with a high level of integrity	52%	28%	20%	52%	52%	54%
Q31f. My organisation is well managed	45%	30%	25%	45%	45%	47%
Q33a. I would recommend my organisation as a great place to work	59%	25%	16%	59%	61%	61%
Q33b. I am proud to tell others I work for my organisation	65%	23%	12%	65%	67%	67%
Q33c. I feel strong personal attachment to my organisation	58%	27%	16%	58%	58%	59%
Q33d. My organisation motivates me to help it achieve its objectives	53%	29%	18%	53%	54%	53%
Q33e. My organisation inspires me to do the best in my job	54%	29%	18%	54%	54%	53%

## 04 Workplace climate by question

Question	Response scale %			2019 % positive	2018 % positive	2017 % positive
<b>My job</b>						
Q21a. I understand what is expected of me to do well in my job	89%	6%	5%	89%	90%	90%
Q21b. I understand how my work contributes to my organisation's objectives	90%	6%	4%	90%	91%	91%
Q22a. I have a choice in deciding how I do my work	68%	18%	14%	68%	68%	68%
Q22e. My job gives me opportunities to utilise my skills	75%	14%	11%	75%	76%	75%
Q22f. I enjoy the work in my current job	74%	16%	10%	74%	75%	76%
Q22g. My job gives me a feeling of personal accomplishment	67%	19%	14%	67%	69%	69%
Q34b. Your ability to work on your own initiative	79%	13%	8%	79%	80%	80%
Q35. All things considered, how satisfied are you with your current job?	69%	16%	14%	69%	73%	73%

# 05 Most changed since 2018, by question

## Purpose

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

NOTE: *Survey questions in scope for this section were single response non-demographic questions that were asked of all respondents in 2019 as well as in 2018. 'My workplace has undergone significant change in the past 12 months' has not been included in the analysis.*

### Key

Response scale:

Positive

Neutral

Negative

Question	Response scale %			vs 2018
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### Survey questions with the most positive change

Q30a. My senior manager demonstrates honesty and integrity	72%	17%	11%	+5
Q28d. I am supported to pursue developmental opportunities in other workplaces	43%	32%	25%	+3
Q31j. My commitment to this organisation would be questioned if I chose to work flexibly*	48%	31%	20%	+2
Q23c. I feel my job is secure	61%	19%	20%	+1
Q34g. Your ability to access and use flexible work arrangements	57%	28%	15%	+1

### Survey questions with the most negative change

Q28a. I receive useful feedback on my performance	54%	24%	22%	-2
Q33a. I would recommend my organisation as a great place to work	59%	25%	16%	-2
Q22c. I get the information I need to do my job well	67%	19%	14%	-2
Q22b. I have the tools I need to do my job effectively	69%	15%	16%	-4
Q35. All things considered, how satisfied are you with your current job?	69%	16%	14%	-4

\* indicates a negatively worded question



## 06 Flexible work

### Purpose

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

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

	2019	2018
<b>Do you currently use any flexible work options?</b>		
Use flexible workplace option	<b>56%</b>	<b>58%</b>
Use no flexible work option	<b>44%</b>	<b>42%</b>
<b>If yes to using flexible work option, which of the following do you use?</b>		
Flexible work hours for example accumulated hours as 'flexitime'	<b>55%</b>	<b>53%</b>
Part time work	<b>26%</b>	<b>29%</b>
Flexible work hours for example start late or early to meet responsibilities external to work	<b>26%</b>	<b>23%</b>
Telecommuting	<b>13%</b>	<b>10%</b>
Leave at half pay	<b>8%</b>	<b>7%</b>
Hot desks	<b>6%</b>	<b>6%</b>
Compressed work hours	<b>5%</b>	<b>4%</b>
Casual/on call	<b>5%</b>	<b>6%</b>
Other	<b>3%</b>	<b>4%</b>
Job sharing	<b>2%</b>	<b>3%</b>
Purchased leave/extended leave/deferred salary schemes	<b>1%</b>	<b>1%</b>
Term-time working	<b>0%</b>	<b>0%</b>
Part-year work/annualised hours	<b>0%</b>	<b>0%</b>

## 06 Flexible work

	2019	2018
<b>Have you made a request regarding flexible work arrangements in the last 12 months?</b>		
No, I have not made a request but I am content with my current arrangements	<b>65%</b>	<b>67%</b>
Yes, I requested flexibility	<b>23%</b>	<b>21%</b>
No, I have not made a request but I am not content with my current arrangements	<b>11%</b>	<b>12%</b>
<b>If yes to having made a request regarding flexible work arrangements, was your request for flexible work arrangements:</b>		
Fully granted	<b>73%</b>	<b>68%</b>
Partially granted	<b>12%</b>	<b>13%</b>
Declined - reason provided	<b>6%</b>	<b>8%</b>
Declined - no reason given	<b>5%</b>	<b>6%</b>
I have not received a reply as yet	<b>4%</b>	<b>5%</b>
<b>If no to having made a request and not content with your current arrangement, why haven't you made a request to change your work arrangements?</b>		
I feel flexibility is not possible in my current job	<b>28%</b>	<b>29%</b>
Flexible working is frowned upon/not supported by my workplace culture	<b>27%</b>	<b>28%</b>
None of the above	<b>25%</b>	<b>25%</b>
I didn't feel confident presenting my case or negotiating arrangements with my manager	<b>23%</b>	<b>23%</b>
I was concerned that it may negatively impact my team	<b>21%</b>	<b>20%</b>
I felt it would limit my career	<b>20%</b>	<b>20%</b>
I didn't feel I had the right to	<b>16%</b>	<b>17%</b>
I don't feel confident in my manager's ability to manage staff working flexibly	<b>11%</b>	<b>11%</b>
I felt it would limit my access to training and development	<b>8%</b>	<b>7%</b>
I feel the technology I currently have access to does not support flexible working	<b>6%</b>	<b>6%</b>

# 07 Domestic and family violence

## Purpose

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

### All employees

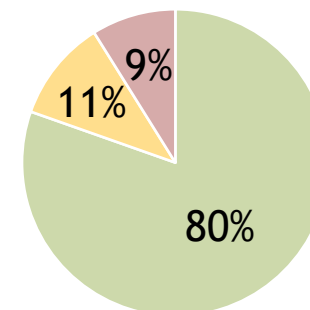
Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2019	2018
<b>Yes</b>	<b>80%</b>	<b>80%</b>
<b>Don't know</b>	<b>11%</b>	<b>11%</b>
<b>No</b>	<b>9%</b>	<b>9%</b>

### Managers

Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2019	2018
<b>Yes</b>	<b>91%</b>	<b>91%</b>
<b>No</b>	<b>4%</b>	<b>5%</b>
<b>Don't know</b>	<b>4%</b>	<b>5%</b>

### Managers

Q36c. In the past 12 months, have you been in a situation where you have responded to an employee/colleague affected by DFV?	2019	2018
<b>No</b>	<b>78%</b>	<b>79%</b>
<b>Yes</b>	<b>18%</b>	<b>17%</b>
<b>Prefer not to say</b>	<b>3%</b>	<b>3%</b>
<b>Don't know</b>	<b>1%</b>	<b>1%</b>



### Non-managers

Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2019	2018
<b>Yes</b>	<b>77%</b>	<b>77%</b>
<b>Don't know</b>	<b>13%</b>	<b>13%</b>
<b>No</b>	<b>10%</b>	<b>11%</b>

### Non-managers

Q36c. In the past 12 months, have you been in a situation where you have responded to an employee/colleague affected by DFV?	2019	2018
<b>No</b>	<b>87%</b>	<b>88%</b>
<b>Yes</b>	<b>7%</b>	<b>6%</b>
<b>Prefer not to say</b>	<b>4%</b>	<b>3%</b>
<b>Don't know</b>	<b>2%</b>	<b>2%</b>

# 07 Domestic and family violence

## Key

Response scale:

Positive

Neutral

Negative

Question	Response scale %			2019 % positive	2018 % positive	2017 % positive
<b>Managers</b>						
Q36a.a. I am confident that I could sensitively communicate with employees affected by domestic and family violence	86%	10%	4%	86%	85%	82%
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	85%	10%	4%	85%	84%	82%
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	86%	10%	4%	86%	84%	81%
<b>Non-managers</b>						
Q36b.a I am confident that I could sensitively communicate with colleagues affected by domestic and family violence	74%	19%	7%	74%	72%	71%
Q36b.b. I am confident that I could effectively refer a colleague affected by domestic and family violence to appropriate support	73%	19%	8%	73%	72%	71%

# 08 Bullying and sexual harassment

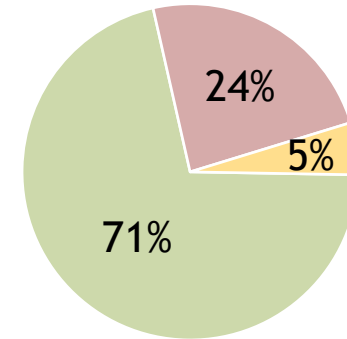
## Purpose

This section focuses on understanding the prevalence and sources of bullying and sexual harassment as well as the rate of reporting and barriers to reporting such incidences. The comparison columns show the score each question received in 2018.

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

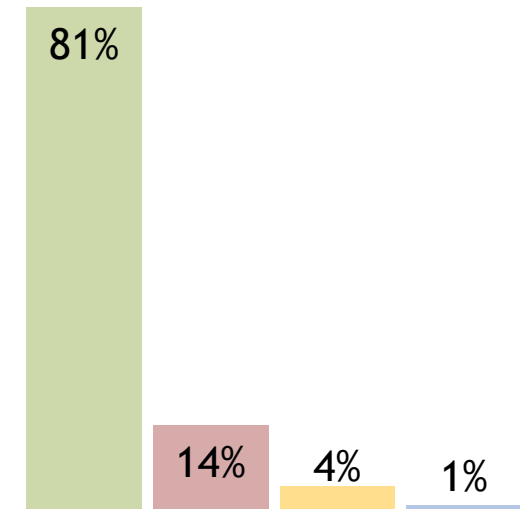
During the last 12 months have you witnessed bullying or sexual harassment in your workplace?

	2019	2018
No	71%	69%
Yes	24%	26%
Don't know	5%	5%



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

	2019	2018
No	81%	79%
Bullying	14%	16%
Don't know	4%	4%
Sexual harassment	1%	1%



## 08 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.*

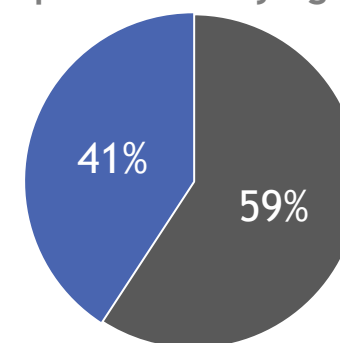
### Key

Yes

No

	2019	2018
<b>If you were subjected to bullying, who were you bullied by?</b>		
A fellow worker	44%	45%
Your immediate manager/supervisor	37%	37%
A senior manager	33%	29%
A group of fellow workers	15%	15%
Prefer not to specify	8%	6%
A client/customer	7%	8%
A worker that reports to you	6%	6%
A member of the public	5%	5%
Other	2%	4%
A representative of another agency	2%	2%
A consultant/service provider	2%	2%
<b>If you were subjected to bullying, what type of bullying did you experience?</b>		
Verbal abuse	59%	64%
Inappropriate and unfair application of work policies or rules	44%	43%
Other	30%	21%
Physical behaviour	13%	13%
Interference with your personal property or work equipment	10%	8%
Cyber bullying	7%	6%
'Initiations' or pranks	6%	6%

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



	2019	2018
<b>Why did you not report the bullying?</b>		
I did not think any action would be taken	60%	58%
It could affect my career	47%	45%
I did not want to upset relationships in the workplace	38%	40%
Managers accepted the behaviour	38%	35%
I did not think it was worth the hassle of going through the report process	35%	37%
I did not have enough evidence	20%	22%
I did not think the bullying was serious enough	15%	16%
Other	12%	14%
The matter was resolved informally	7%	8%
I did not know how to report it	6%	5%

## 08 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.*

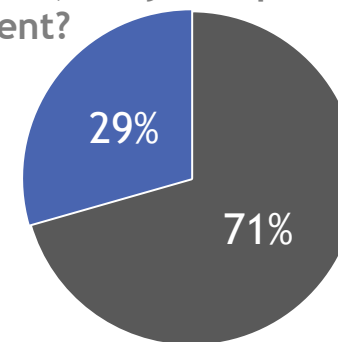
### Key

Yes

No

	2019	2018
<b>If you were subjected to sexual harassment, who were you sexually harassed by?</b>		
A fellow worker	57%	54%
A senior manager	18%	15%
Your immediate manager/supervisor	14%	13%
Prefer not to specify	13%	10%
A client/customer	11%	14%
A group of fellow workers	10%	9%
A member of the public	6%	7%
Other	3%	4%
A worker that reports to you	2%	3%
A consultant/service provider	2%	3%
A representative of another agency	2%	3%
<b>If you were subjected to sexual harassment, what type of sexual harassment did you experience?</b>		
Remarks of a sexual nature	70%	73%
Unwanted physical intimacy	33%	39%
Unwelcome demand or request, either directly or implied, for sexual favours	21%	20%
Any other unwelcome conduct of a sexual nature in relation to you with the intention of intimidating, offending or humiliating you or where a reasonable person would anticipate the possibility of this	20%	23%
Other	16%	8%

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



	2019	2018
<b>Why did you not report the sexual harassment?</b>		
I did not think any action would be taken	43%	44%
I did not want to upset relationships in the workplace	40%	45%
It could affect my career	37%	37%
I did not think it was worth the hassle of going through the report process	34%	38%
I did not think the sexual harassment was serious enough	26%	30%
Managers accepted the behaviour	24%	23%
I did not have enough evidence	21%	22%
Other	14%	13%
The matter was resolved informally	12%	11%
I did not know how to report it	7%	7%

# 09 Civility

## Purpose

This section is focused on exploring workplace behavior.

The % positive score is compared with the 2018 scores.

## Key

### Positive

Daily  
Very often  
Often  
Regularly

### Negative

Rarely/  
sporadically  
Never

### \*Negatively worded question

### Negative

Daily  
Very often  
Often  
Regularly

### Positive

Rarely/  
sporadically  
Never

Question

Response scale %

2019  
% positive

2018  
% positive

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

Showed appreciation of you and your work

68%

32%

68%

69%

Made you feel included

80%

20%

80%

81%

Was polite and courteous with you

93%

7%

93%

93%

Made you feel ignored\*

89%

11%

89%

90%

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

91%

9%

91%

92%

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

94%

6%

94%

94%

Acted in an aggressive or intimidating manner towards you\*

96%

4%

96%

96%

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

95%

5%

95%

95%

\* indicates a negatively worded question



# 09 Civility

## Purpose

This section is focused on exploring workplace behavior.

The % positive score is compared with the 2018 scores.

## Key

### Positive

Daily  
Very often  
Often  
Regularly

### Negative

Rarely/  
sporadically  
Never

### \*Negatively worded question

### Negative

Daily  
Very often  
Often  
Regularly

### Positive

Rarely/  
sporadically  
Never

Question

Response scale %

2019  
% positive

2018  
% positive

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

Showed appreciation of you and your work

68%

32%

68%

68%

Made you feel included

84%

16%

84%

84%

Was polite and courteous with you

94%

6%

94%

94%

Made you feel ignored\*

86%

14%

86%

86%

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

87%

13%

87%

87%

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

89%

11%

89%

89%

Acted in an aggressive or intimidating manner towards you\*

94%

6%

94%

94%

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

92%

8%

92%

92%

\* indicates a negatively worded question

# 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 compared with the 2018 and 2017 scores.

## Key

Response scale:

Positive

Neutral

Negative

Question	Response scale %			2019 % positive	2018 % positive	2017 % positive
<b>Ideas into action</b>						
Q27a. I get the opportunity to develop new and better ways of doing my job	57%	24%	20%	57%	58%	57%
Q27b. I am encouraged to make suggestions about improving work processes and/or services	66%	18%	15%	66%	68%	68%
Q27c. Management is willing to act on suggestions to improve how things are done	52%	25%	22%	52%	54%	53%
Q27f. My organisation is open to new ideas	54%	27%	19%	54%	55%	55%
<b>Empower people</b>						
Q22a. I have a choice in deciding how I do my work	68%	18%	14%	68%	68%	68%
Q22b. I have the tools I need to do my job effectively	69%	15%	16%	69%	72%	71%
Q22c. I get the information I need to do my job well	67%	19%	14%	67%	69%	67%
Q22d. I have the authority necessary to do my job effectively	69%	17%	13%	69%	70%	70%
Q22e. My job gives me opportunities to utilise my skills	75%	14%	11%	75%	76%	75%
Q34b. Your ability to work on your own initiative	79%	13%	8%	79%	80%	80%

# 10 Queensland public sector values

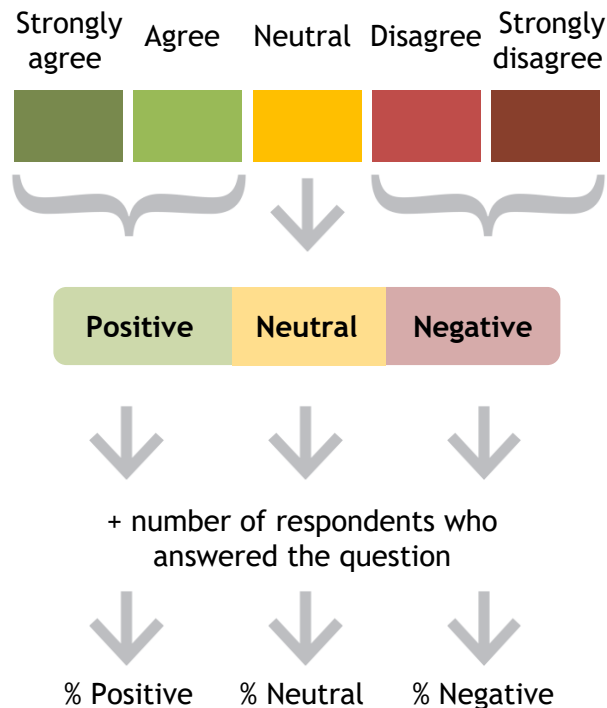
Question	Response scale %			2019 % positive	2018 % positive	2017 % positive
<b>Customers first</b>						
Q24e. People in my workgroup treat customers with respect	84%	12%	4%	84%	86%	86%
Q24f. People in my workgroup are committed to delivering excellent service to customers	80%	15%	5%	80%	82%	83%
<b>Unleash potential</b>						
Q28a. I receive useful feedback on my performance	54%	24%	22%	54%	56%	57%
Q28b. My performance is assessed against clear criteria	48%	29%	23%	48%	50%	51%
Q29g. My manager draws the best out of me	59%	24%	17%	59%	60%	57%
Q31b. My organisation is committed to developing its employees	51%	26%	23%	51%	52%	52%
<b>Be courageous</b>						
Q24c. People in my workgroup are honest, open and transparent in their dealings	66%	19%	14%	66%	67%	67%
Q25i. People take responsibility for their decisions and actions in my workplace	51%	27%	22%	51%	51%	52%
Q29f. My manager demonstrates honesty and integrity	78%	13%	10%	78%	79%	76%
Q30a. My senior manager demonstrates honesty and integrity	72%	17%	11%	72%	67%	70%

# 11 How to interpret this report

## % Positive, neutral and negative scores

Across Working for Queensland (WfQ) reporting, most data is expressed as % positive, % neutral or % negative.

- % **positive** presents the proportion of respondents who expressed a positive opinion or assessment i.e. combining 'Strongly agree' and 'Agree' responses.
- % **neutral** presents the proportion of respondents who expressed a neutral opinion or assessment.
- % **negative** presents the proportion of respondents who expressed a negative opinion or assessment i.e. combining 'Strongly disagree' and 'Disagree' responses.



## Negatively worded questions

### What are negatively worded questions?

Negatively worded questions are those phrased in a negative way e.g. “Approval processes at my work are excessive”.

### How are the negatively worded responses scored?

When responding to a negatively worded question, “Strongly disagree” and “Disagree” responses are classified as positive i.e. it is good that you disagree that approval processes at work are excessive (this means they are not excessive!). Therefore, the “Strongly disagree” and “Disagree” responses are combined to calculate the % positive score.

### What does this mean for interpreting the % positive score for negatively worded questions?

The % positive score combines the negative responses as they are the “preferred” responses to this question.

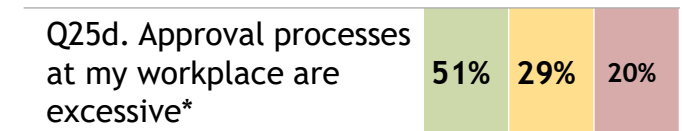
## EXAMPLE

In the image below the % positive score for “Approval processes at my work are excessive” is 51%. This result can be expressed by stating that:

**51% disagreed that “Approval processes at my work are excessive”**

OR

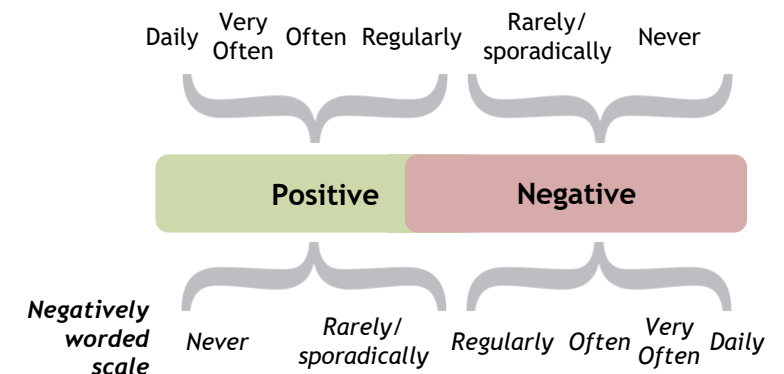
**51% felt that the “Approval processes at their work are not excessive”**



Conversely, the % negative score means that 20% of the employees perceive that the approval processes at their work are excessive.

## Interpreting the six point scale

Some questions ask respondents to indicate how regularly they experienced different workplace behaviours. Note that a number of these questions are negatively worded.



# 11 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. demographic groups) may not add up to the total number of respondents due to missing demographic information.

## % Change comparisons

Throughout this report, the % change figure comparisons are frequently reported. The % change score relates to differences between the 2019, 2018 and 2017 % positive scores.

## Definitions

The following definitions were used in the survey:

- **Your workgroup:** the group or team where you spend most of your time. If you are a manager your workgroup is the people you manage.
- **Your workplace:** the place where you work, such as a hospital or office location as well as the places you visit as part of your work. Questions about your workplace concern the experiences you have in this environment.
- **Your organisation:** The government department, Health Service or Public Service Office you currently work for (e.g. The Department of Transport and Main Roads for staff employed in RoadTek, the Public Trustee for staff working for the Public Trustee, the Hospital and Health Service (HHS) you work for or the Department of Health)

- **Your manager:** the person you usually report to.
- **Your senior manager:** the person your manager usually reports to.
- **Your customer(s):** the person(s) you provide advice or service to, whether internal or external to the Queensland public sector (e.g. students, clients, customers, stakeholders, patients, members of the community).
- **Your leader:** The person who sets the strategic direction for your organisation
- **Sexual harassment:** an unwelcome sexual advance, unwelcome request for sexual favours or other unwelcome conduct of a sexual nature which makes a person feel offended, humiliated or intimidated, and where that reaction is reasonable in the circumstances. Sexual harassment does not need to be deliberate or repeated to be illegal.
- **Bullying:** repeated and unreasonable behaviour directed towards a worker or group of workers that creates a risk to health and safety.