

Serving Queensland

State of the sector workforce report 2015



Serving Queensland—State of the sector workforce report 2015

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Foreword

As the Commission Chief Executive, I share the government's commitment to an innovative and professional public sector. A workforce with these qualities is vital if we are to meet the evolving needs of the Queensland community.

Queensland's public sector is inclusive, productive and accountable. We work every day to instil a constructive culture in our workplaces that empowers our people to collaborate and innovate. The *Serving Queensland—State of the sector workforce report 2015* monitors progress in achieving our vision.

The report—published every two years—considers strategic workforce management in the sector with a focus on people, culture and public sector improvement initiatives. It tells us there is much the sector can be proud of and highlights opportunities that we will pursue to make the Queensland public sector the best we can be.



Robert Setter
Commission Chief Executive (Acting)
Public Service Commission

Summary

- The engagement of Queensland public sector employees with their agency has continued to improve—up 10 percentage points over the past three years.
- Unplanned absenteeism has trended downward following a peak in 2013.
 - absenteeism and sick leave is lower in the Queensland public sector than in the Australian Public Service (APS) and the New South Wales (NSW) public service.
- Innovation is an important aspect of public sector productivity. Perceptions of innovation have improved by three percentage points over the past year and six percentage points over the past two years.
- Queensland public sector employees show an extraordinary commitment to the service of the community:
 - 96 per cent of employees are prepared to put in the extra effort to get a job done
 - 84 per cent indicate their workgroup is committed to delivering excellent service to customers.
- Managing workload and health issues requires ongoing attention with close to one-third of the workforce citing it as a problem.
- The public sector’s commitment to accountability and transparency has been exemplified through the open merit-based selection of public sector chief executives and the focus on performance excellence.
 - Perceptions of organisational fairness continues to be an area of focus for the public sector.
- There has been continued focus on inclusion, diversity and adaptability across the public sector leading to the development of strategies to attract, engage and retain high performing employees.
- A focus on the public sector’s leadership capability, through initiatives such as the *Leadership talent management strategy* (LTMS), is aiming to contribute to a high performing and high potential leadership cohort.
 - Employee perceptions of organisational leadership have increased by eight percentage points from 2013 to 2015.

About this report

The *Serving Queensland—State of the sector workforce report 2015* is published every two years. The report focuses on four key themes:

- Performance for Queensland—agency engagement and productivity
- Working for Queensland—being the best we can be
- Accountability for Queensland—Westminster system of government
- Leadership for Queensland—developing senior leaders.

These areas broadly reflect the role of the Public Service Commission (PSC) under Section 46 of the *Public Service Act 2008*, where the PSC's main functions include enhancing human resource (HR) management and capability, and promoting a culture of continuous improvement and organisational performance management across the Queensland public sector.

The content of this report is drawn from a variety of sources:¹

- Working for Queensland (WfQ) Employee Opinion Survey
- Minimum Obligatory Human Resource Information (MOHRI) data collection
- public sector management initiatives that support a professional public service and a constructive workplace culture.

This report is supported by two companion reports:

- *2015 Working for Queensland sectorwide highlight report*
- *Queensland public sector annual workforce characteristics 2014–15*.

Both of these reports are available on the PSC website—psc.qld.gov.au

The scope of this report includes employees across the Queensland public sector. Unless otherwise specified, the sector includes all departments and Hospital and Health Services (HHSs), and the majority of public service offices (PSOs). This report excludes government owned corporations (GOCs).

¹ Refer to Appendix for the technical notes to support each of these sources.