

Distributed Work Centre Pilot

Manager Survey Findings Ipswich Report 2



May 2017



Introduction

The Queensland Government Accommodation Office initiated the Distributed Work Centres (DWC) pilot to provide an alternative workplace for government employees with a desire to achieve improved work/life balance.

This report tables the results of a survey designed to see if Stage 1 (Ipswich) of the DWC pilot project is achieving positive outcomes for managers of participants. A separate survey looks at the participant's experience.

Surveys are conducted periodically throughout the pilot to gain an understanding of the manager's experience of having their employee participate in the DWC pilot project.

The report is based on Survey 2 results.

- Survey 1 was completed in October 2016
- Survey 2 was completed in April 2017

Managers surveyed expressed varying opinions and overall the survey results were positive and in support of the DWC pilot project.

This survey assessed five focus areas:

1. Manager's experience
2. Impacts
3. Technology
4. Employee attraction and retention
5. Promoting the DWC

Focus Area 1

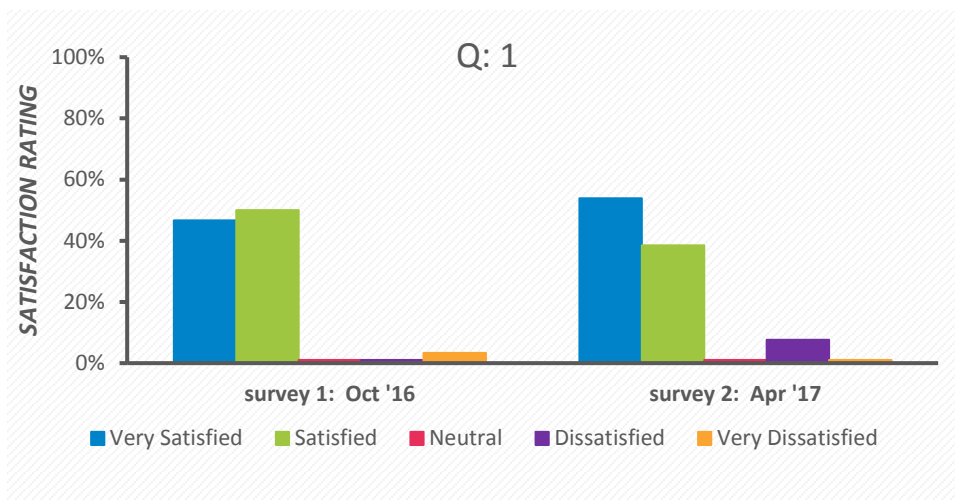
Managers Experience

Working from a DWC comes with both challenges and benefits for individuals, managers and their teams.

Q1: How satisfied are you with your team member working from the DWC?

Manager attitudes towards their team members participating in the DWC is generally positive and supportive of the flexible working environment.

A total of 54% stated they were very satisfied, 38% were satisfied and the other 8% were dissatisfied.

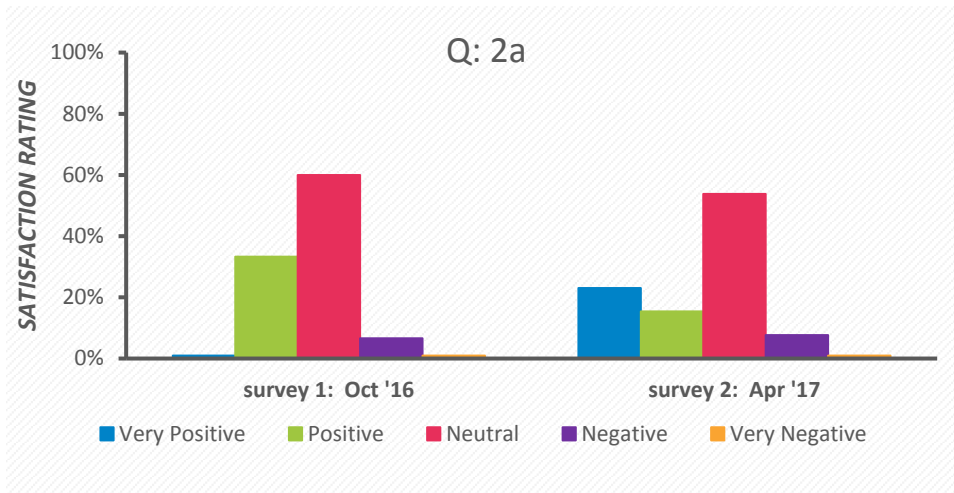


Focus Area 2

Impacts

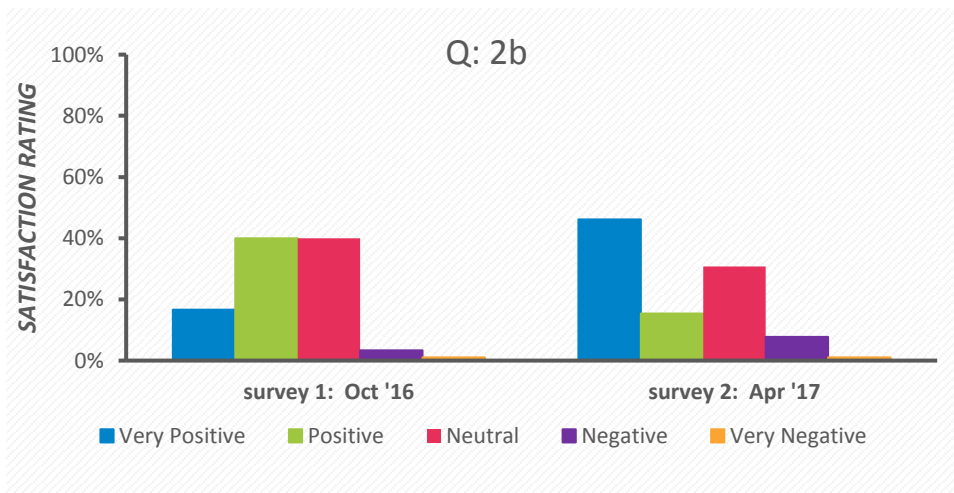
Q2a: Does having a colleague working in the DWC impact your team?

38% of managers are positive or very positive, however 62% are neutral or negative.



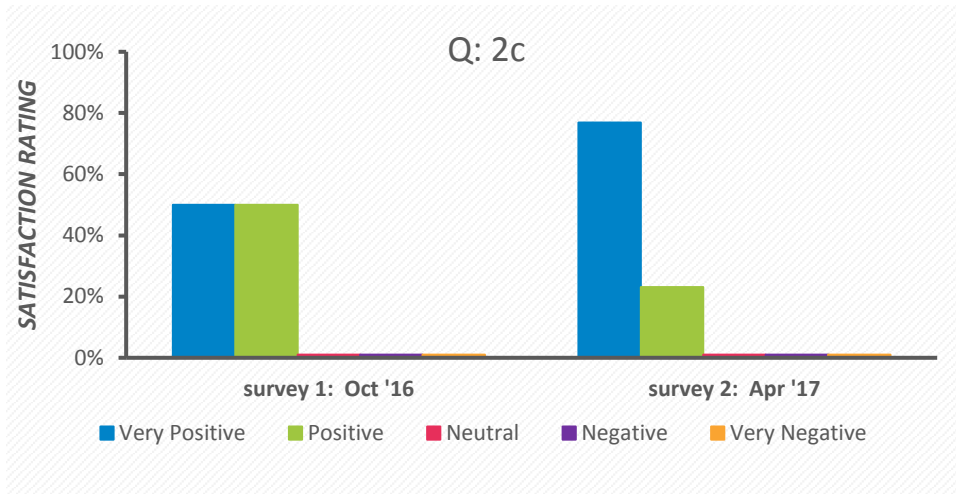
Q2b: Does working in the DWC impact participant productivity?

61% of managers feel that the DWC supports participant productivity, however, 39% of managers are neutral or negative.



Q2c: How does DWC arrangements impact participant wellbeing?

100% of managers felt that the DWC was having a positive or very positive impact on the participant’s wellbeing. This is an even stronger result than Survey 1.



Focus Area 3

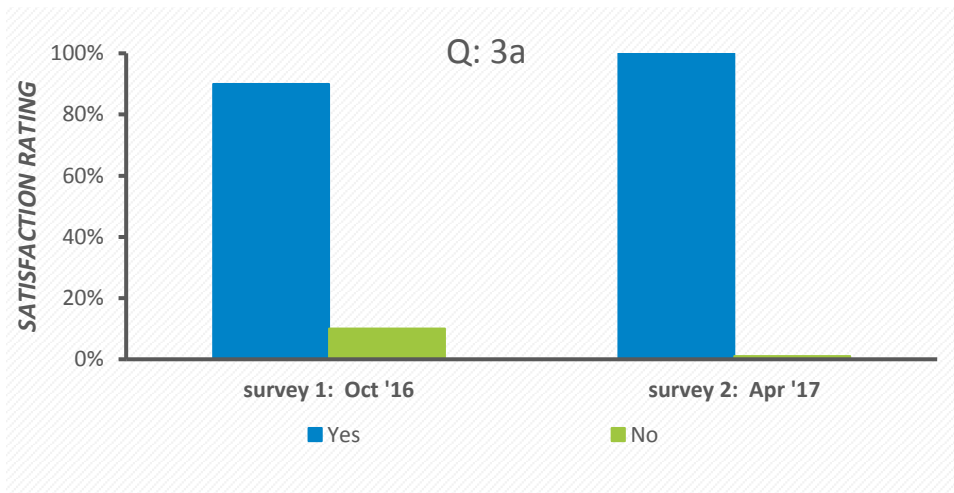
Technology

In this survey, we asked participants to identify the benefits that they feel they are getting by working from the DWC. The results were extremely positive:

Q3a: Have you ensured that the participant has been provided with the appropriate technology kit?

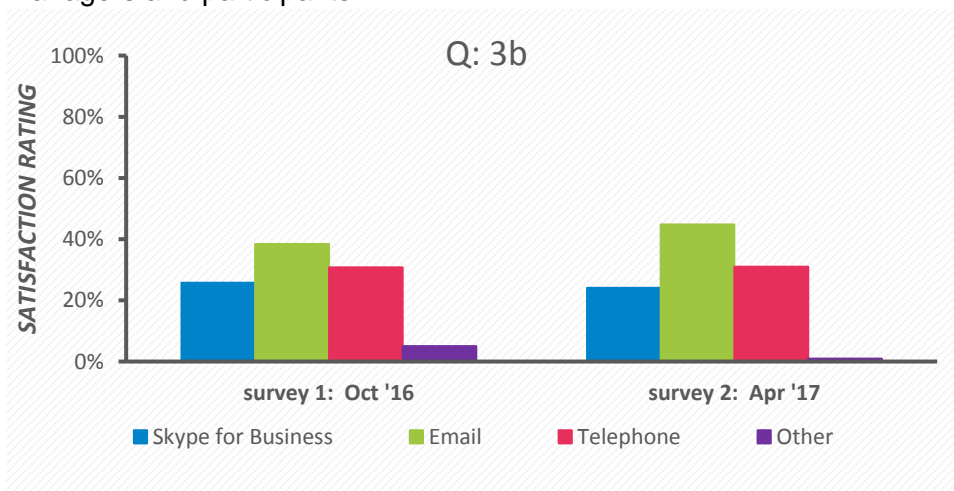
It is vital for participating employees to be equipped with the latest technology tools to enable them to perform their normal duties.

100% of managers stated that their employees have been provided with an appropriate technology kit. This is an improvement on Survey 1.

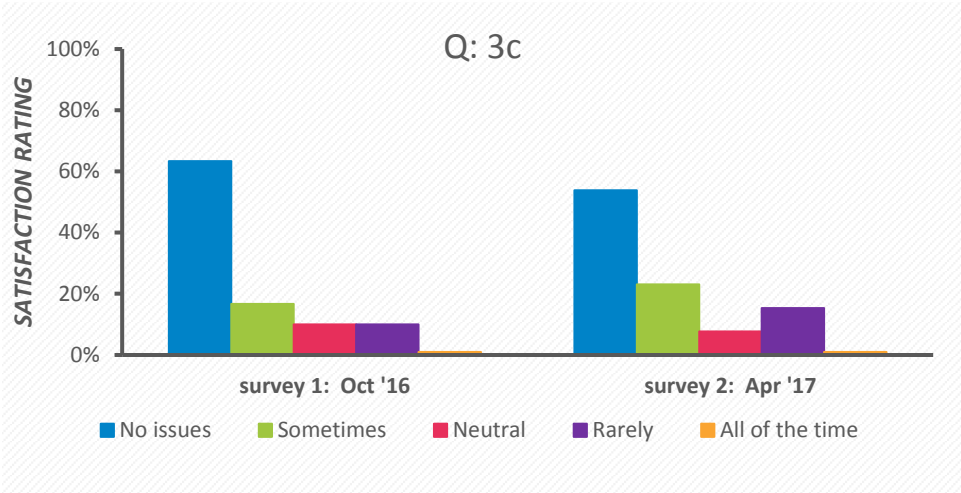


Q3b: What means of communication do you use with your team member in the DWC?

Email and telephone are the main tools used for communication and engagement between managers and participants.



Q3c: Have you experienced communication or technology issues?

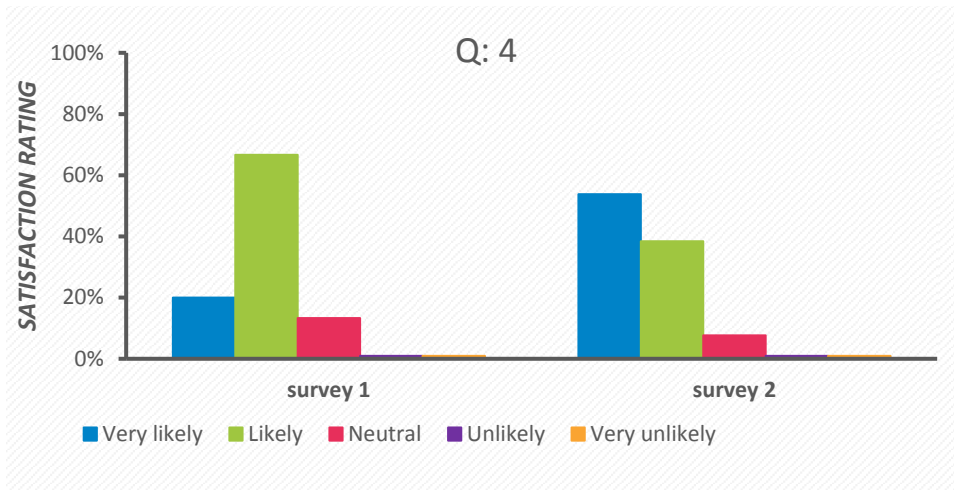


Focus Area 4

Employee Attraction and Retention

Q4: In the long term, do you feel allowing employees to access DWCs will help result in attracting and retaining existing employees and attracting new employees?

The results show that 92% of managers agree that the DWC will assist in retaining and attracting employees.



Focus Area 5

Promoting the DWC

Q5: Would you recommend DWC arrangements to other managers and employees?

Based on their experience so far, 85% managers said that they are willing to promote the DWC pilot with other managers and employees across government.

