

Distributed Work Centre Pilot

Participant Survey Findings Ipswich Report 2



May 2017



Introduction

The Queensland Government Accommodation Office initiated the Distributed Work Centre (DWC) pilot project in April 2016. The DWC pilot project is being implemented in three locations; West (Ipswich), South (Robina) and North (Sunshine Coast). These three locations were chosen as a result of analysis undertaken on employees that commute a considerable distance to their workplace in the Brisbane CBD. Ipswich, Gold Coast and Sunshine Coast have the highest catchment of public servants that commute daily to a Brisbane CBD based job.

A key objective of the DWC pilot project is to test Governments appetite for new ways of working and to provide a flexible workplace alternative for government employees with a desire to achieve more balance in their working lives.

No matter how much an individual enjoys their work, long distance commuting can have a detrimental impact on an employee's work/life balance. Working from a DWC can significantly alleviate this issue and can contribute to improved well-being, less stress, higher productivity and the opportunity to spend more time with loved ones.

This report represents the results of Survey 2 and designed to see if the Distributed Work Centre (Ipswich) is achieving positive outcomes for the participants.

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 Oct 2016
- Survey 2 was completed in April 2017

Currently 52 government employees from 5 different agencies (DEWS, DSITI, TMR, HPW, and PSC) are participating in the Ipswich DWC.

The objective of survey 2 was to gain further insights into the participants experience of working from a DWC and to assess the data against results received in the first survey completed last year.

The key areas of focus include:

- Working Experience
- Benefits
- Technology

These focus areas are critical to enable the project to identify and capture what the success factors for the pilot project are, and what could be improved upon.

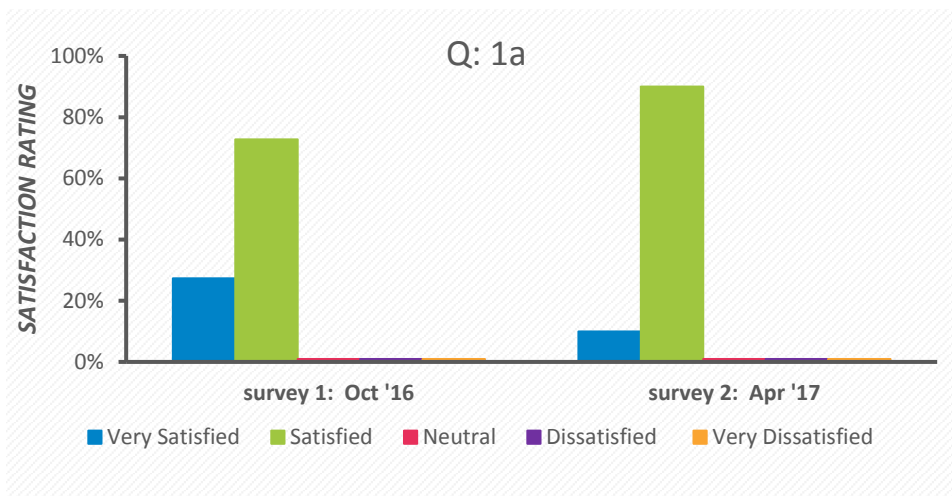
Focus Area 1

Working Experience

Q1a: Are the participants enjoying working at the DWC?

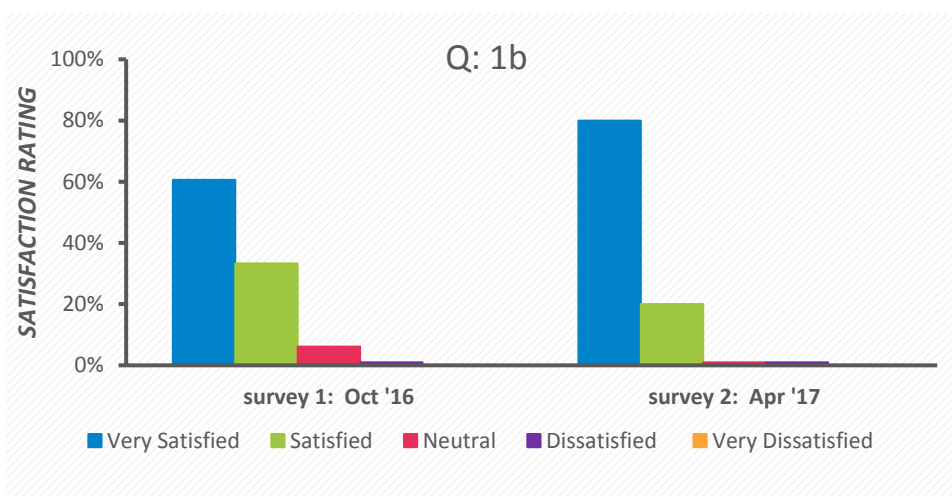
100% of the participants are enjoying working from the DWC as an alternative to their usual place of work.

90% of participants stated that they were satisfied with working from the DWC and the other 10% stated that they were very satisfied.



Q1b: Do participants feel they have their manager's full support?

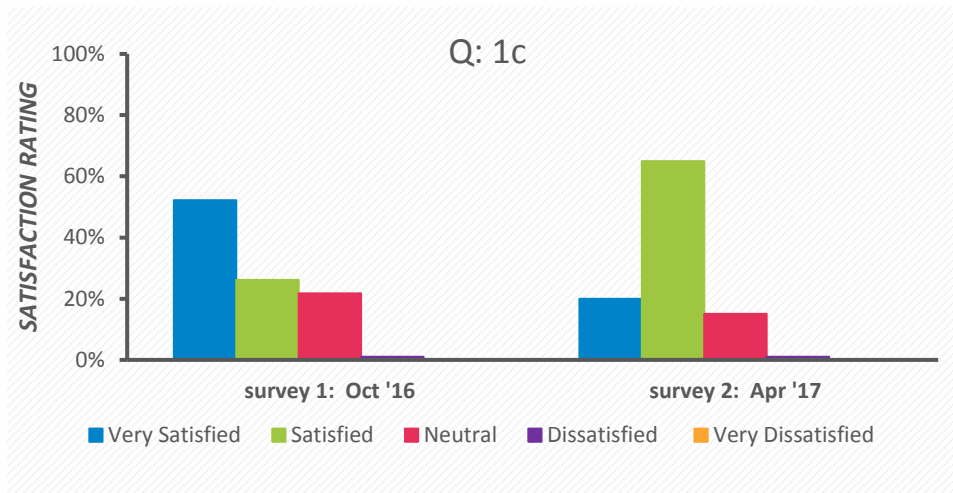
The survey results show 100% of participants stated that they are satisfied or very satisfied with their manager's support. This is a slight improvement over survey 1.



Q1c: How do their colleagues feel?

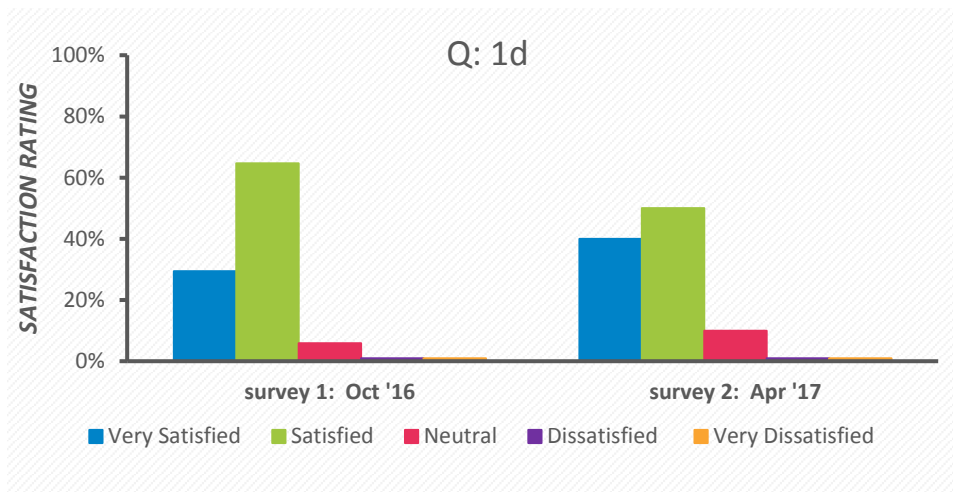
Initially, physical separation from their colleagues was considered to be one of the biggest impediments, however survey results indicate that none of the participants feel that their colleagues are finding this situation difficult or unmanageable.

85% of participants feel their colleagues are satisfied or very satisfied with this arrangement.



Q1d: Do they feel connected with their CBD work team?

The survey results show that 90% of participants feel satisfactorily connected to the work team.

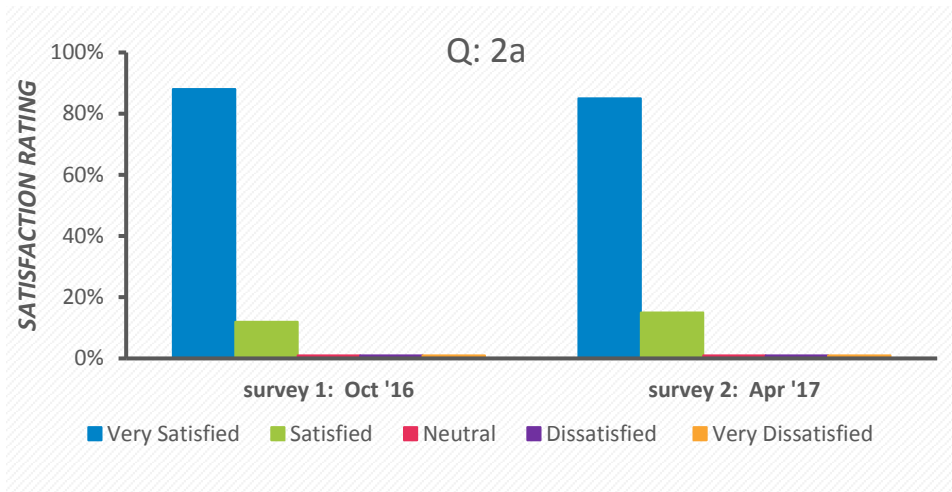


Focus Area 2

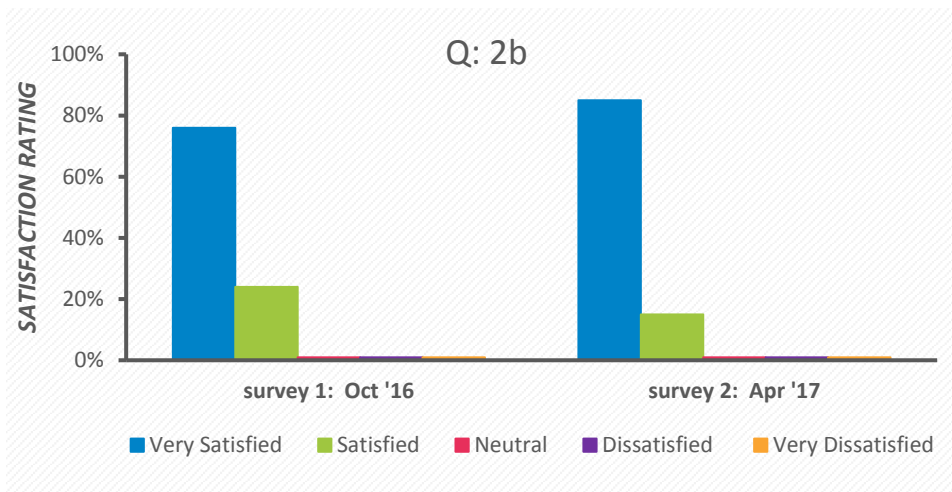
Benefits

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:

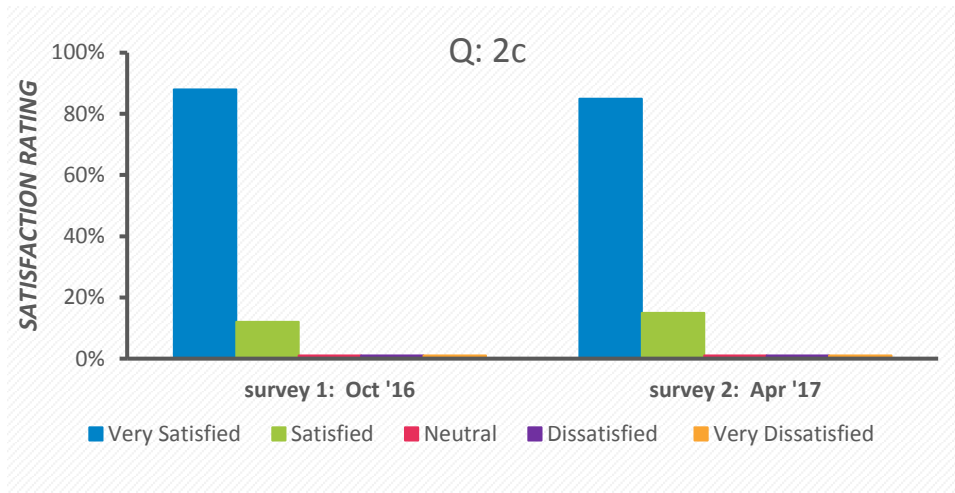
Q2a: Work/life Balance: Total of 100% of participants were happy with their increased work life balance. This is very similar result to survey 1.



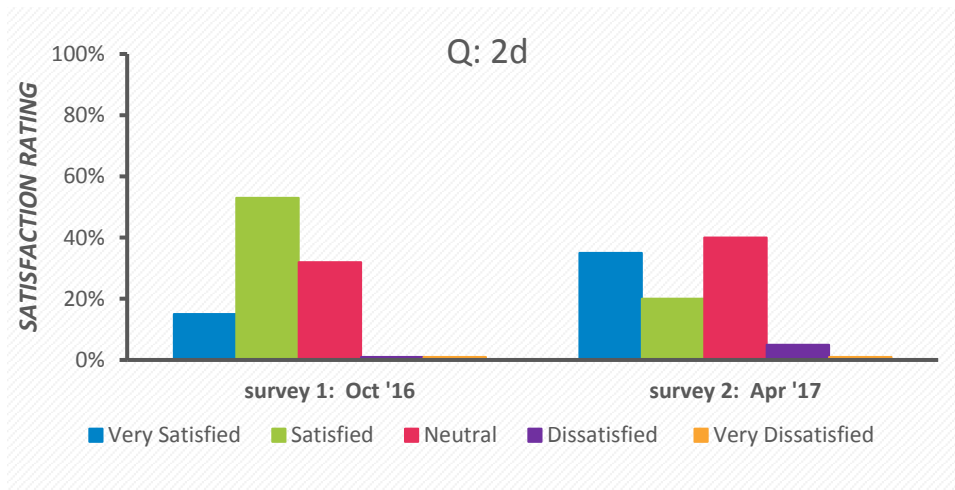
Q2b: Health and Wellbeing: A total of 100% of the participants reported an increase in wellbeing.



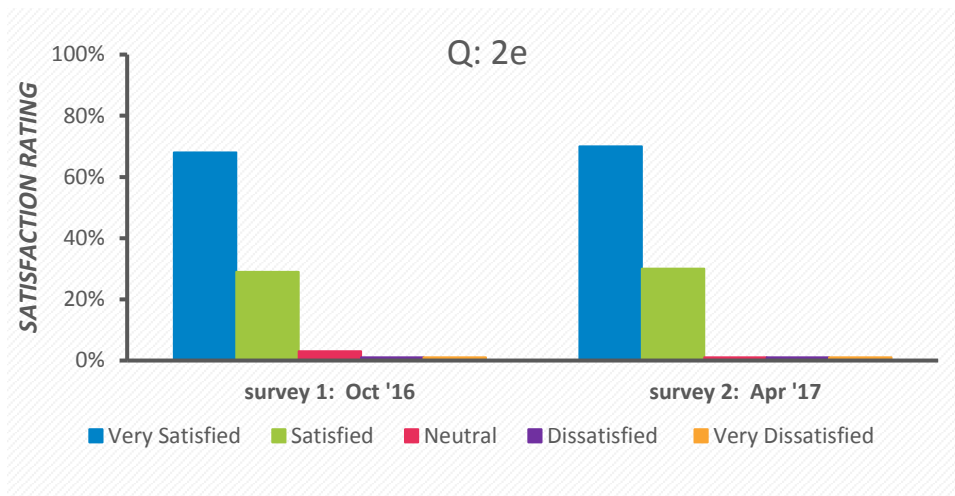
Q2c: Commuting Time and Cost: 85% of participants were very satisfied and the remaining 15% were satisfied. Total of 100% of the participants were satisfied with cost and time cutting on commuting.



Q2d: Collaboration with other DWC workers: 55% of participants stated they were collaborating with employees from other Departments, however six months earlier 68% stated they were collaborating. Currently 40% of participants remain neutral. There appears to be potential for improving inter-agency collaboration.



Q2e: Productivity: With less time spent on commuting, 100% of participants felt more productive working from the DWC. Productivity is also assessed from the managers/supervisors perspective.

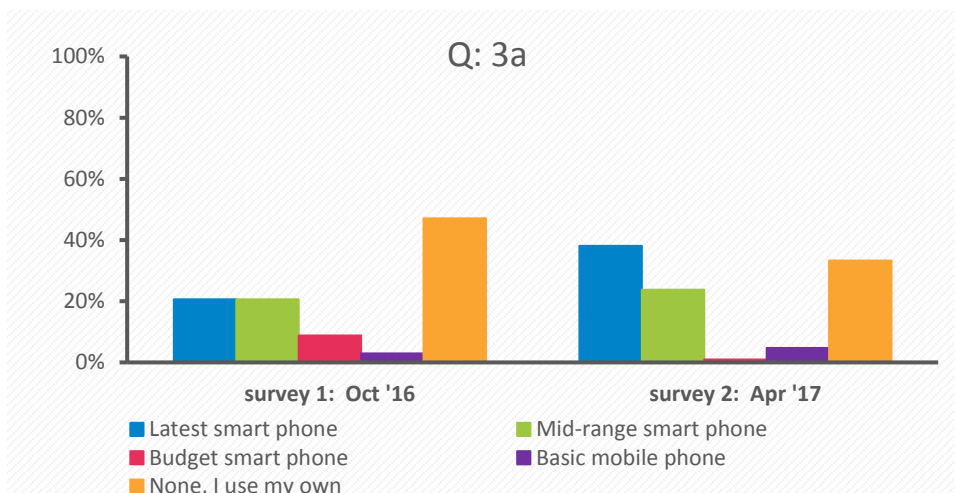


Focus Area 3

Technology

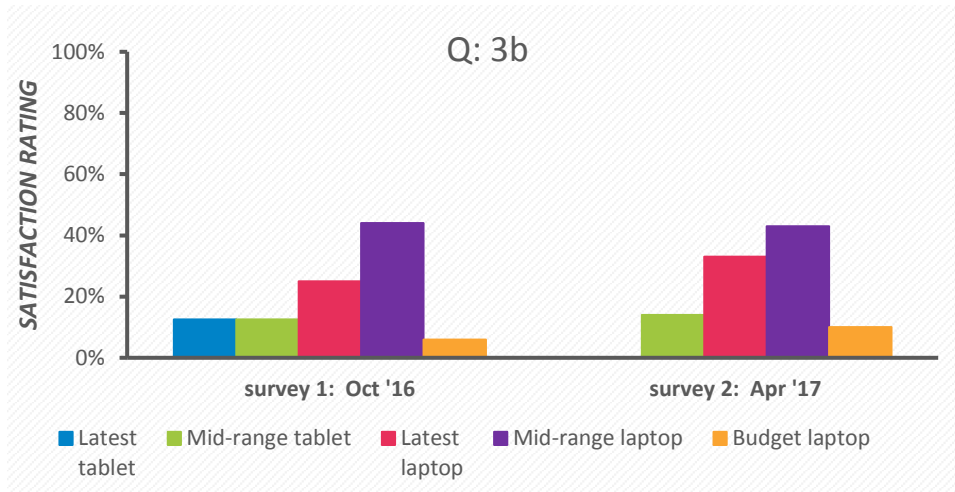
Q3b: Mobile Phone

33% of participants use their own mobile phone. Of those provided with a mobile phone 38% have the latest smart phones.



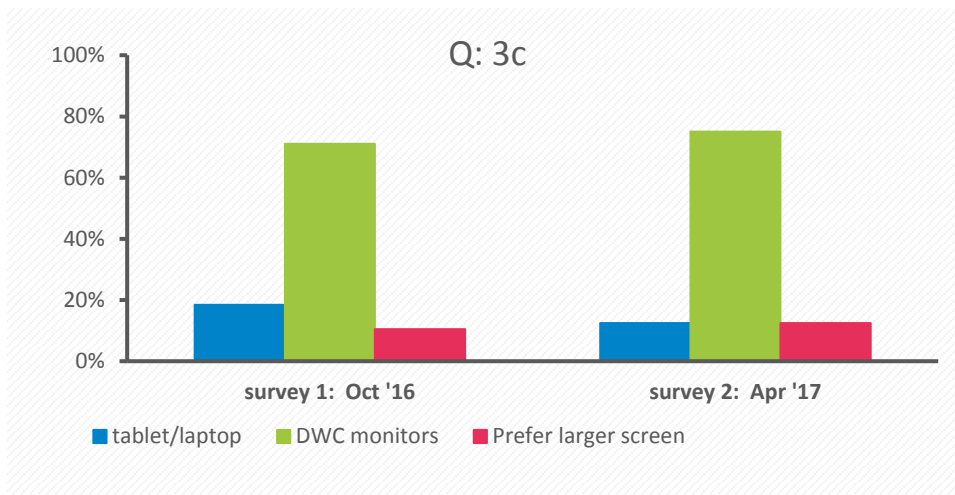
Q3b: Computing Device

These figures show that the majority of participants have been reasonably equipped with technology tools.



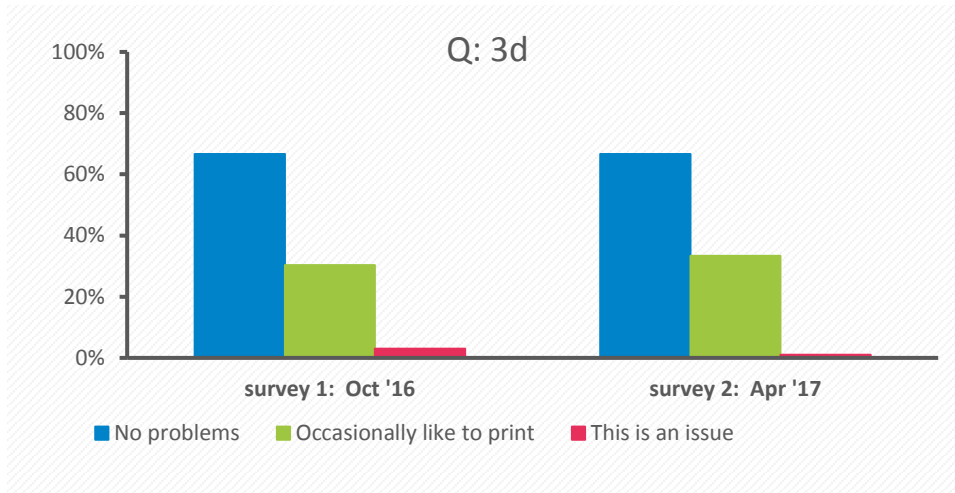
Q3c: Display Monitor

These results are very similar to survey 1, six months earlier.



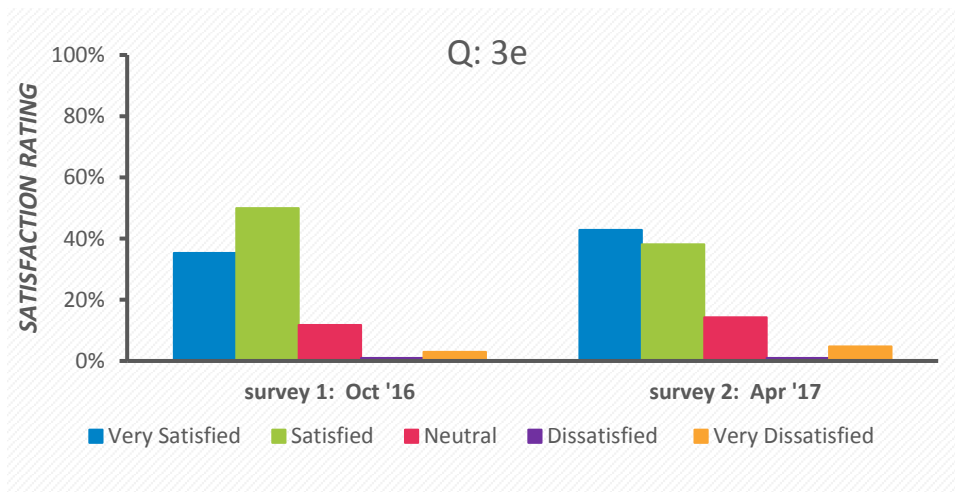
Q3d: Printer

Technology enables employees to not be as dependant on printers as much as they used to be. Even though 33% of participants would still occasionally like to print, 67% of participants are okay with not having a printer at the DWC. This fact supports a move towards a 'paperlite' environment over time.



Q3e: Departmental willingness to provide technology to participants

Similar results to survey 1, however, a small percentage of participants are dissatisfied with their department willingness to supply the appropriate technology tools..



Q3f: Performance of the technology kit

It is also important that the equipment performs sufficiently well to enable flexible working.

A very high majority (90%) of participants feel that their technology kit performs to a standard that enables them to work effectively away from their normal office location.

