

Distributed Work Centre Pilot

Manager Survey Findings Robina Report 2

February 2018



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 2 (Robina) 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 results of a survey to Managers issued in January 2018. This is the second survey managers have completed, the first one was undertaken in August last year.

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:

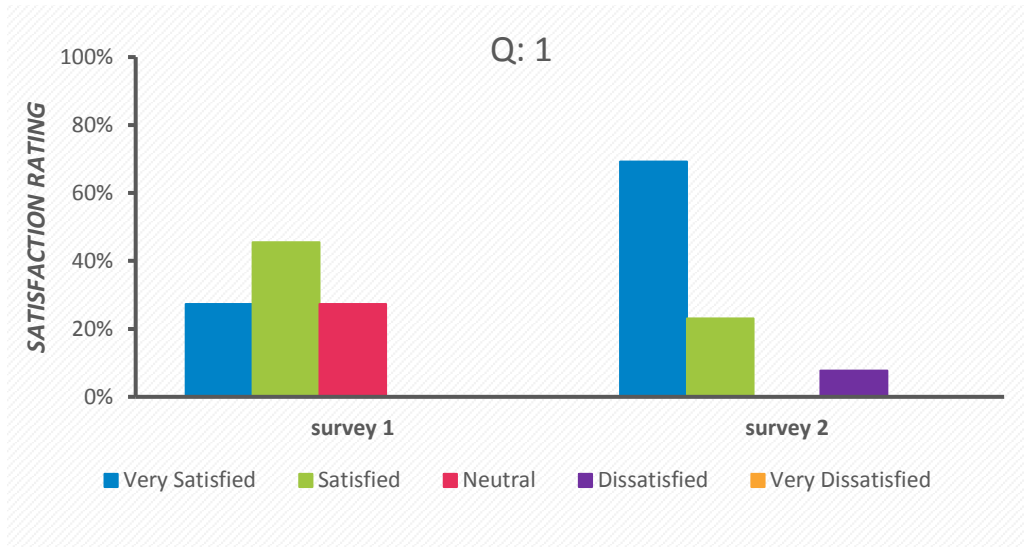
1. Manager's experience
2. Impacts
3. Technology
4. Employee attraction and retention
5. Promoting the DWC

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?



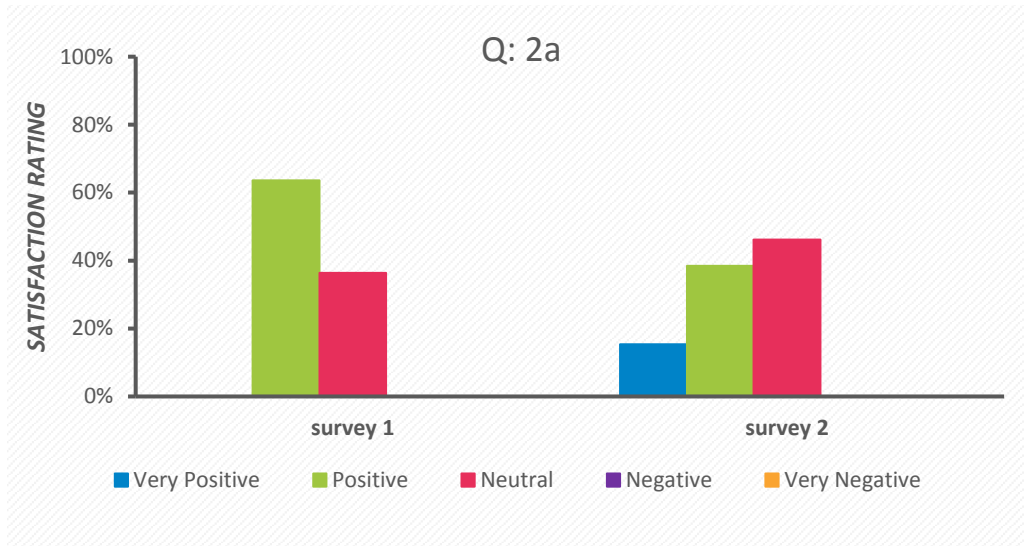
The results in this category show that 69% of managers are very satisfied with their staff working from the DWC and that 23% are satisfied. This is a significant improvement on the previous survey.

However, 8% of managers have reported that are dissatisfied with their team member working from the DWC.

Focus Area 2

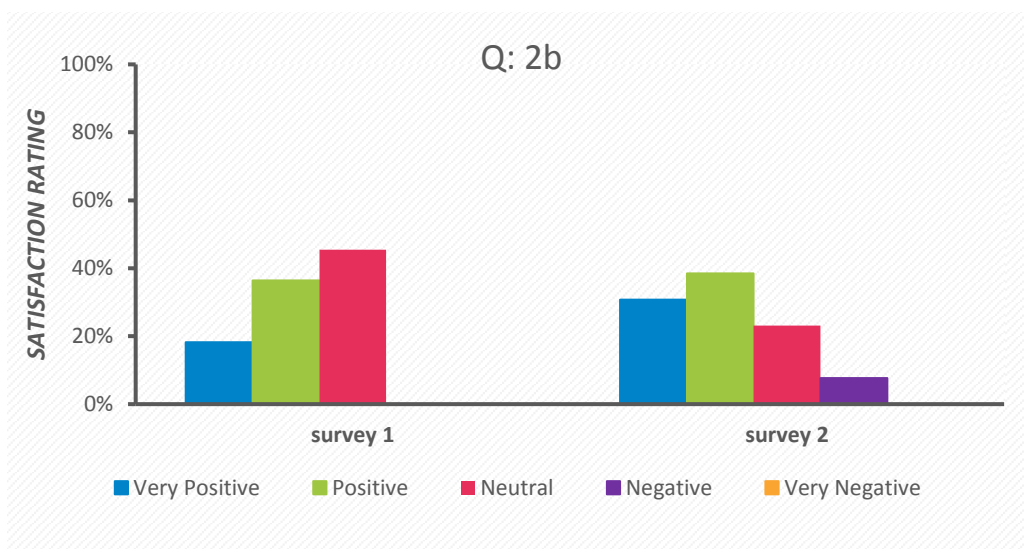
Impacts

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



These results show that 15% of managers are very positive about having their staff access the DWC and 38% are positive about it. However, 46% of managers are neutral on this question and further analysis may be required.

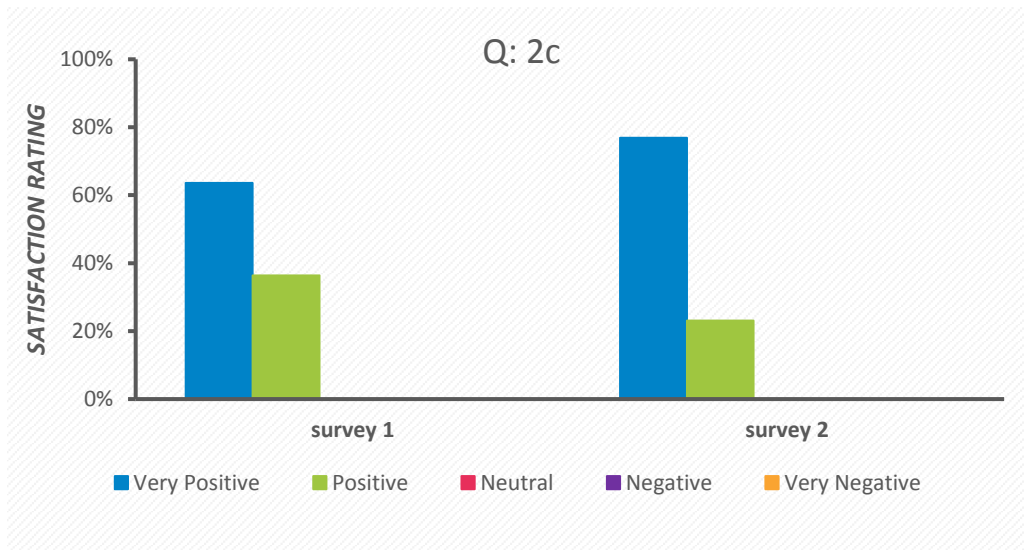
Q2b: Does working in the DWC impact participant productivity?



Results on this question show a slight improvement then the previous survey with most managers happy with their staff’s productivity whilst using the DWC. 31% of managers said it was very positive, 38% replied positive and 23% neutral on the topic.

8% of managers are negative about this aspect of the DWC.

Q2c: How does DWC arrangements impact participant wellbeing?



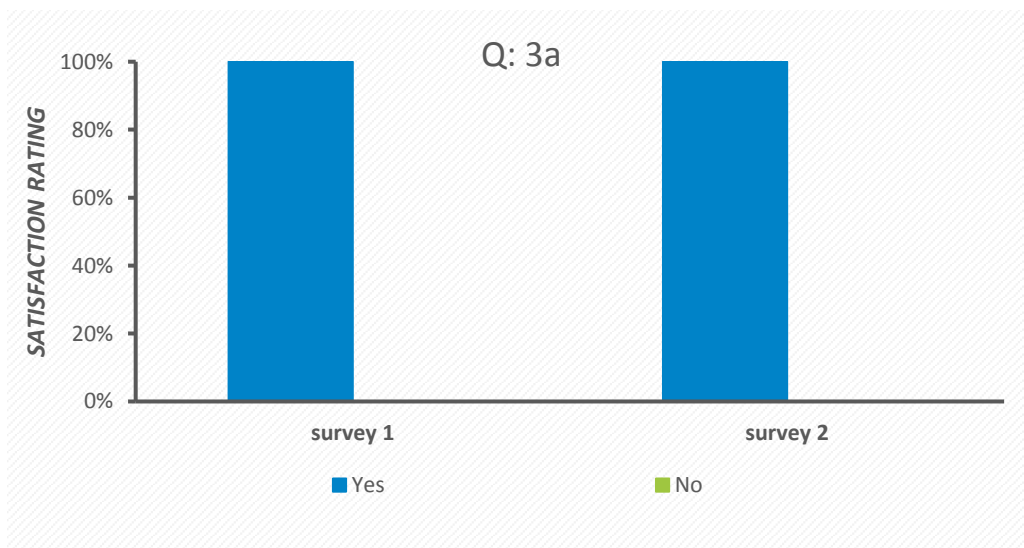
This is one of the key objectives of the DWC Pilot Project and it’s great to see that the results show that 77% of managers are very positive about the impact on the health and wellbeing of their staff. Another 23% feel that accessing the DWC is good for their staff and are also positive about their employees improved wellbeing because of them working in the DWC.

Focus Area 3

Technology

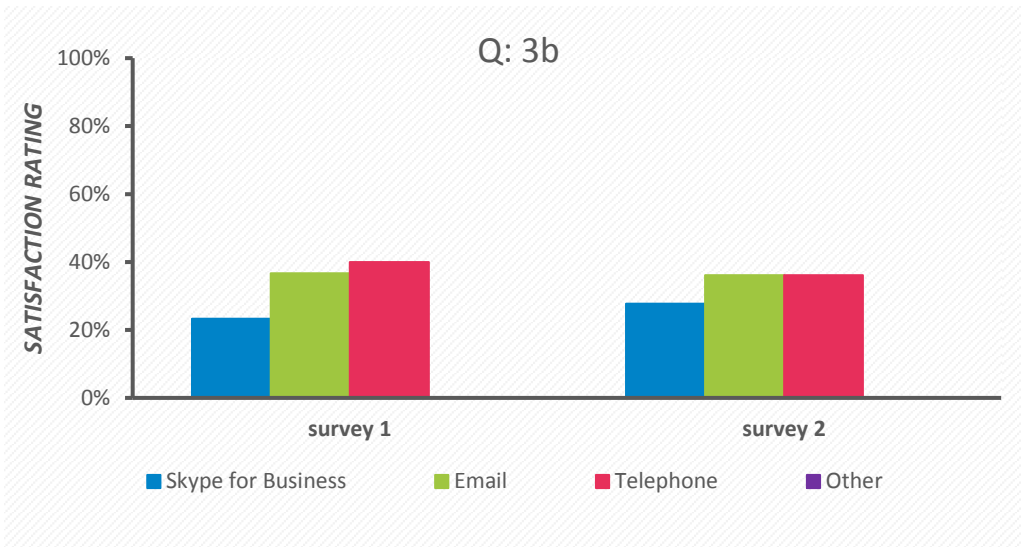
In this survey, we asked participants to identify the benefits that they feel they are getting by working from the DWC. The results were extremely positive:

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



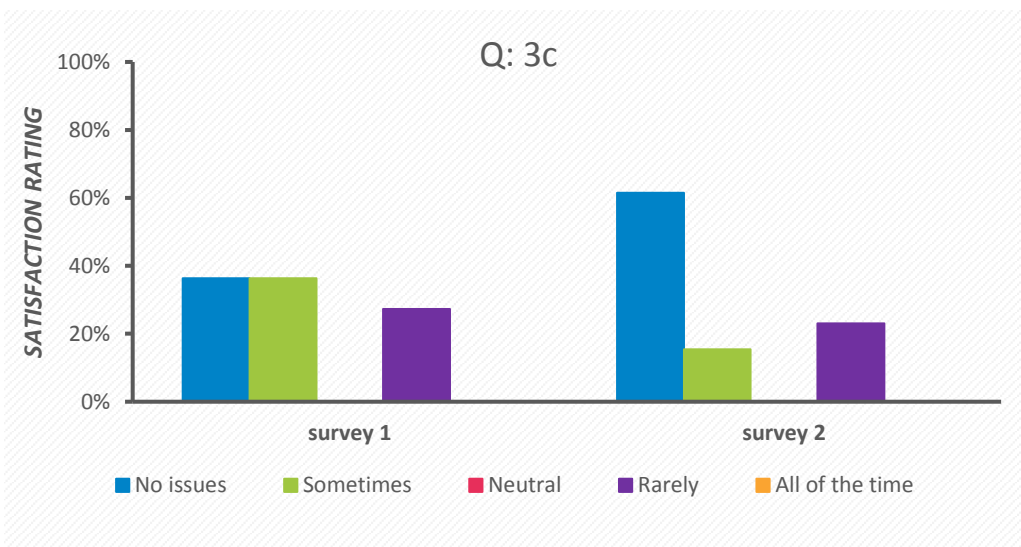
These results are not surprising and show that 100% of Managers ensured (or feel) that their staff have been equipped with the appropriate technology. This is the same result to this question in the previous survey. Interestingly there is a discrepancy on views between the managers result on this question and what the participants think.

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



The results for types of technology used to connect to staff in the DWC are very similar to the last survey and show that managers use a variety of communication tools to connect to their staff. There is a 5% increase in skype usage which is a good thing and part of the cultural shift occurring here.

Q3c: Have you experienced communication or technology issues?

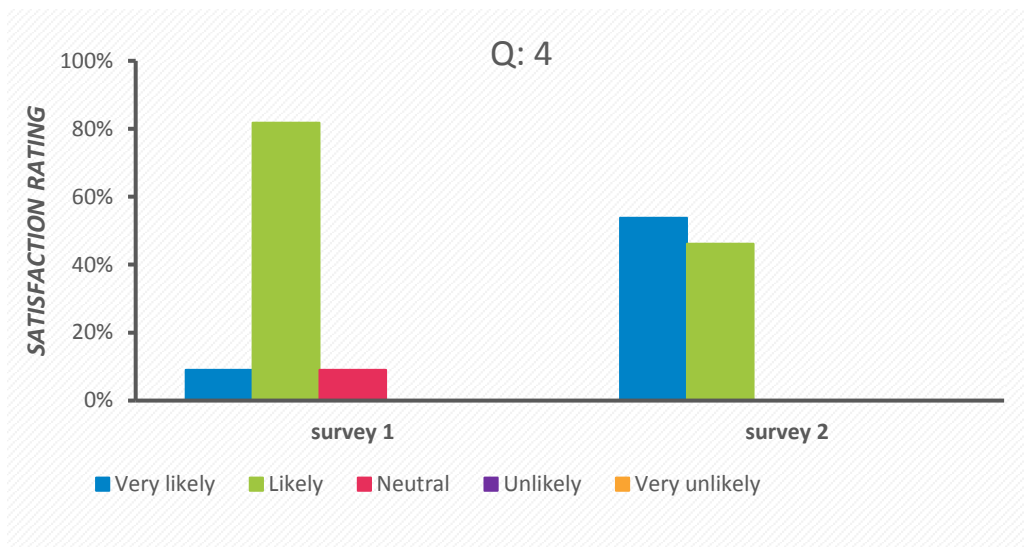


The good news is that overall there are no major issues with communication or technology from the managers perspective. Results show that 62% of managers reported they had no issues whatsoever with technology, 23% said they rarely had issues with technology and 15 % said they had issues some of the time.

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?

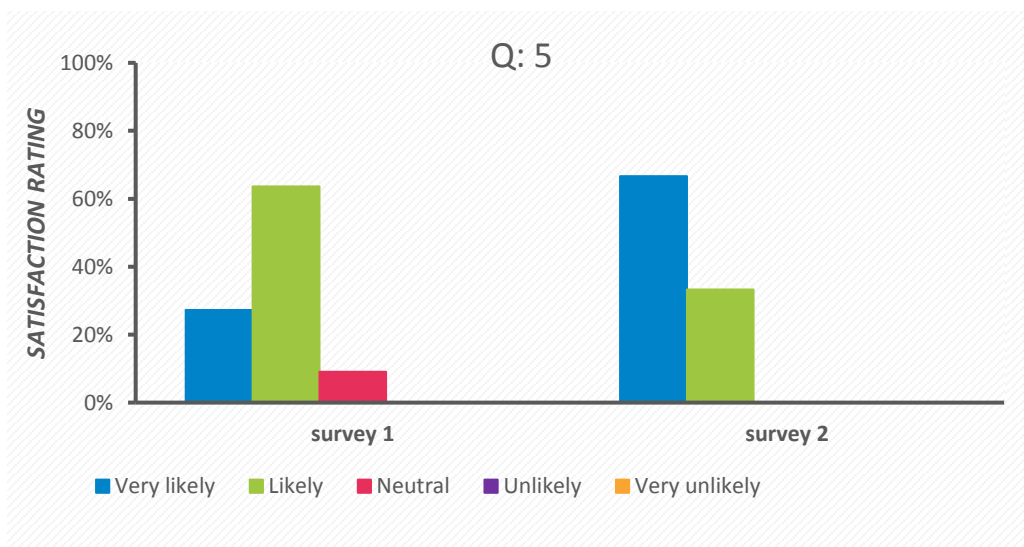


Retaining existing employees and attracting new employees is another key area of focus for the DWC Pilot. Our results show that 54% of managers said they thought it was very likely that offering their staff access to the DWC would help attract and retain employees and 46% thought it was likely.

Focus Area 5

Promoting the DWC

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



67% of managers said it was very likely they would recommend the DWC concept and 33% said it was likely that they would.

Summary of Survey Results

Overall the results are positive and show that the DWC Pilot is meeting its rating well against the agreed key objectives of the project.