

# Distributed Work Centre Pilot

## Participant Survey Findings Robina Report 2

February 2018





## 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 because 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 (Robina) is continuing to achieve positive outcomes for the participants.

Surveys are conducted periodically throughout the DWC pilot project.

The report is based on Survey 2 results.

Currently 48 government employees from various agencies are participating in the Robina 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

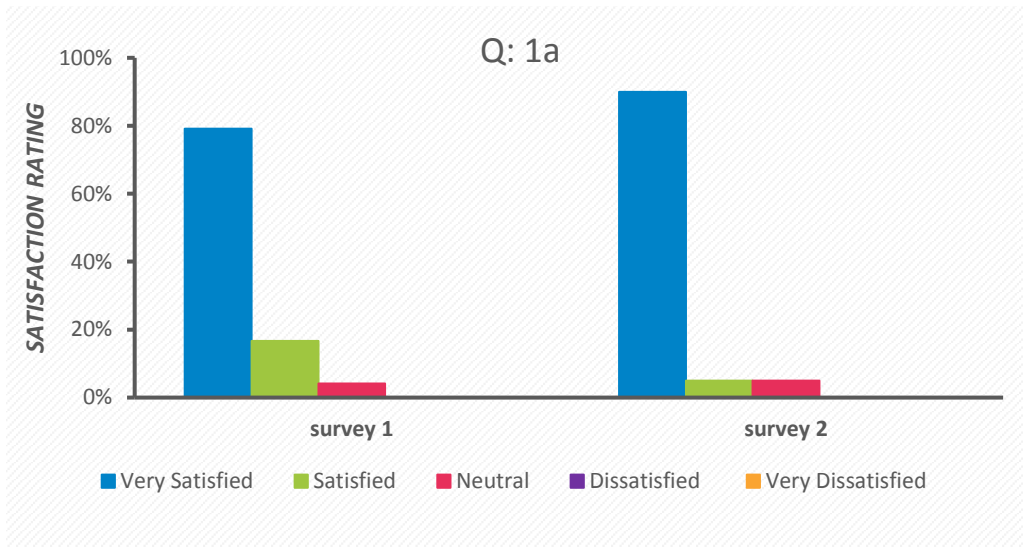
These focus areas are critical to enable the project to identify and capture what the success factors for the pilot project are, and what could be improved upon.

## Focus Area 1

### Working Experience

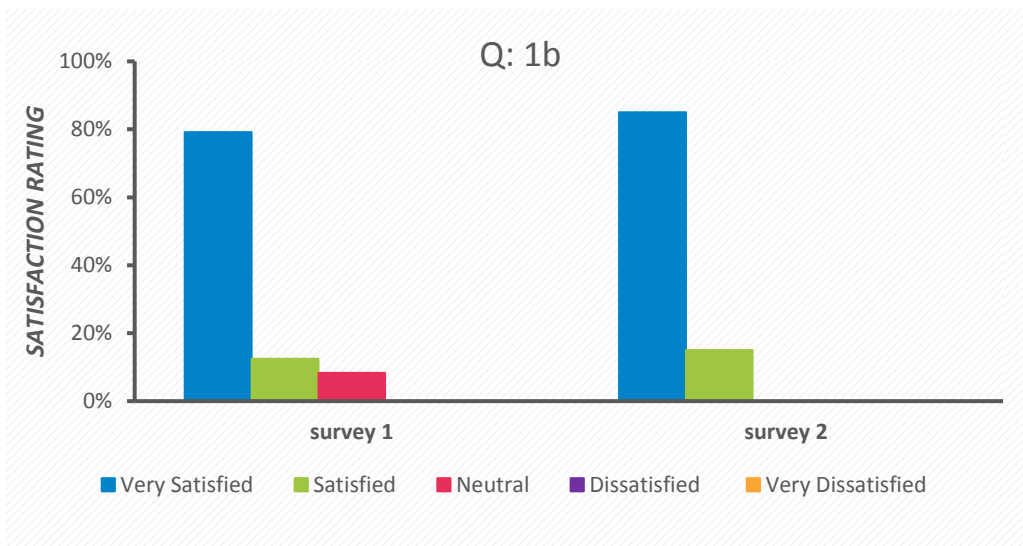
This section of the survey looks at the experience of working differently.

#### Q1a: Are the participants enjoying working at the DWC?



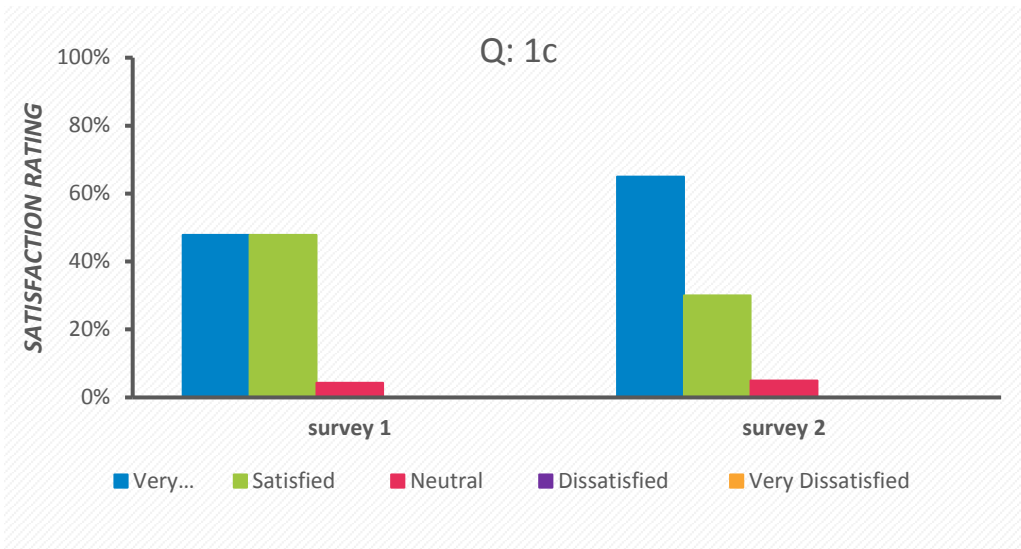
These results show universal satisfaction while Survey 2 reflects a slight improvement on the previous survey.

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



Having a supportive manager is critical to employees and it is very positive to see that clear majority of participants feel they have their manager's support. This is an improvement on the previous survey.

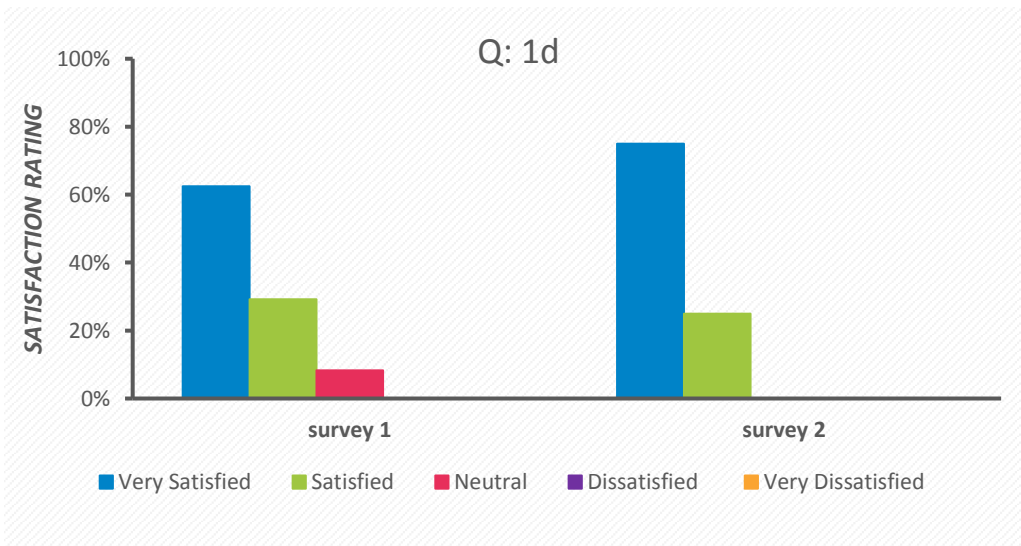
**Q1c: How do their colleagues feel?**



This performance indicator focuses on a key component of cultural change. It considers broader work team attitudes to flexible working. Participants need to feel that their colleagues are comfortable with them working away for the normal workplace. If team members are uncomfortable with staff accessing the DWC then this will be reflected in these results.

Fortunately, the results are encouraging and there has been improvement between Survey 1 and Survey 2

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



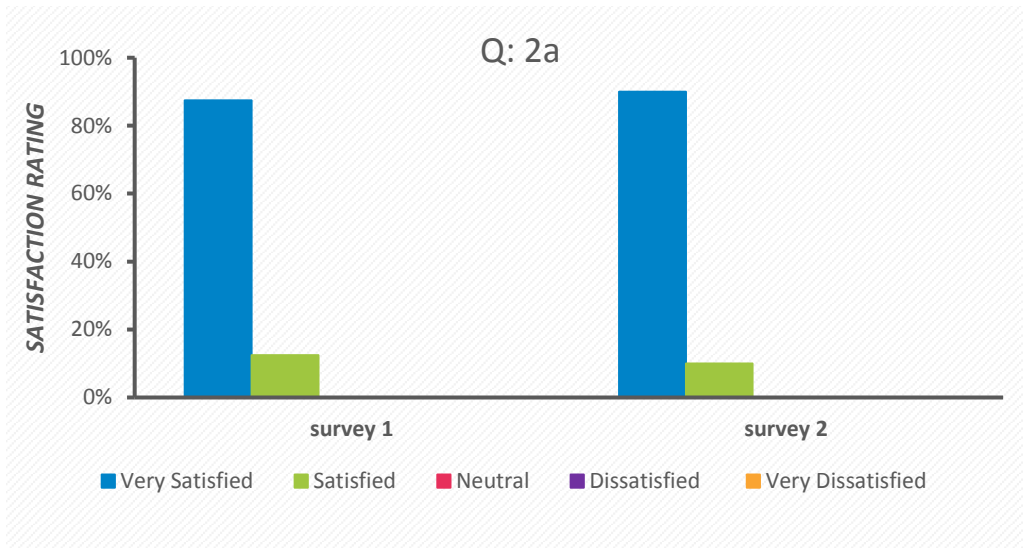
Disconnecting from your work team can potentially threaten the success of the flexible work arrangements. Both participants and managers need to actively promote communication and connection. Technology plays a major role. Results show modest improvement on the previous survey.

## Focus Area 2

### Benefits

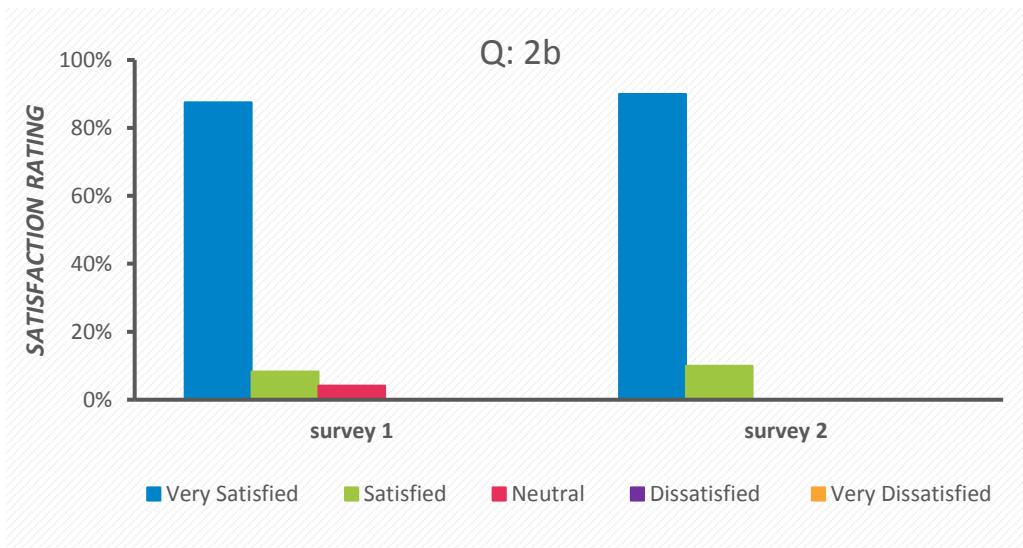
In this survey we asked participants to identify the benefits that they feel they are getting by working from the DWC.

#### Q2a: Has your work/life balance improved as a result of working from the DWC?



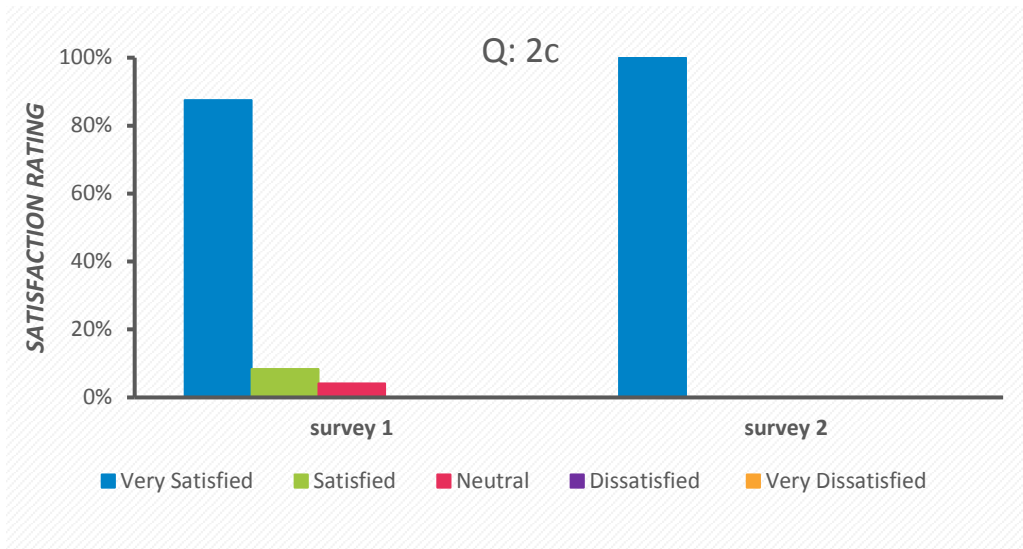
This performance indicator looks at the main reason for joining the pilot in the first place. The results show that this benefit is being realised by all participants. Very slight improvement on the previous survey.

#### Q2b: Has your health and wellbeing improved?



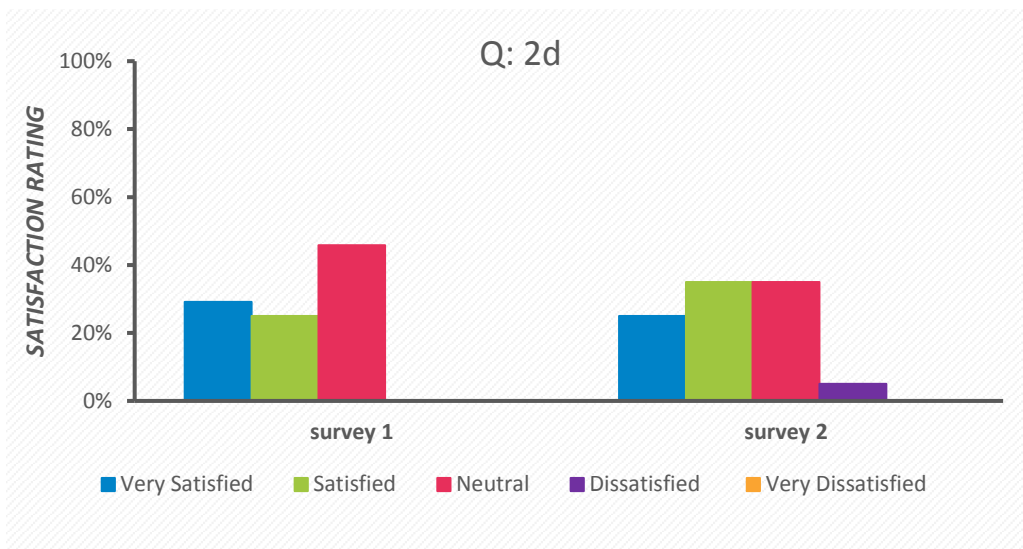
Another major benefit of the DWCs is improved health and wellbeing. 90% of participants said they were very satisfied and 10% said they were satisfied with their health and wellbeing as a result of significantly reduced commuting time.

**Q2c: Commuting Time and Cost:**



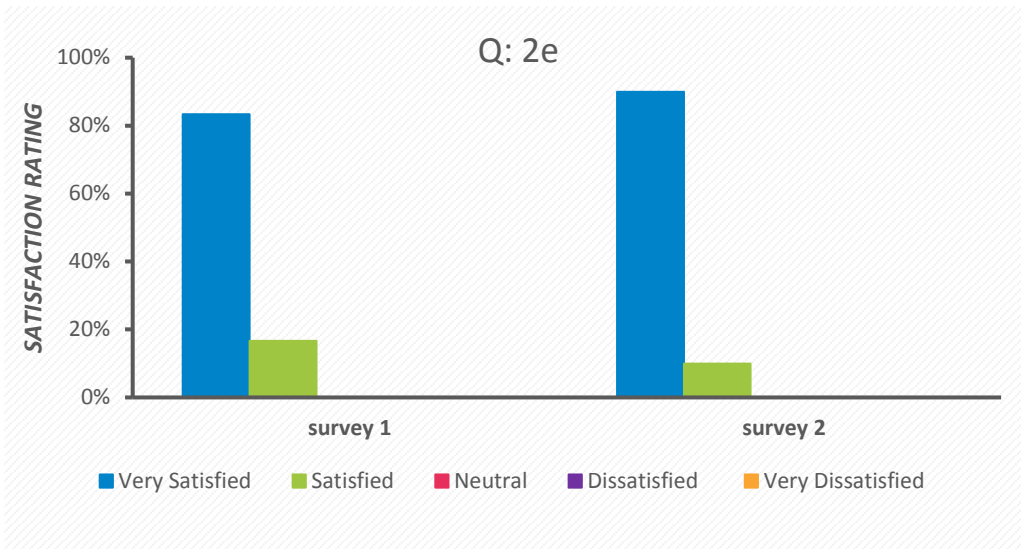
Commuting costs time and money and this is major factor for employees living a long distance from their workplace. 100% of the participants said they were very satisfied with their reduced commuting times and costs.

**Q2d: Collaboration with other DWC workers:**



Having employees from different agencies working in the same office environment is new to most people. This is another aspect of cultural change that takes time for people to get used to. This chart shows mixed results and that collaboration between employees at the Robina DWC is minimal and could improve.

**Q2e: Productivity:**

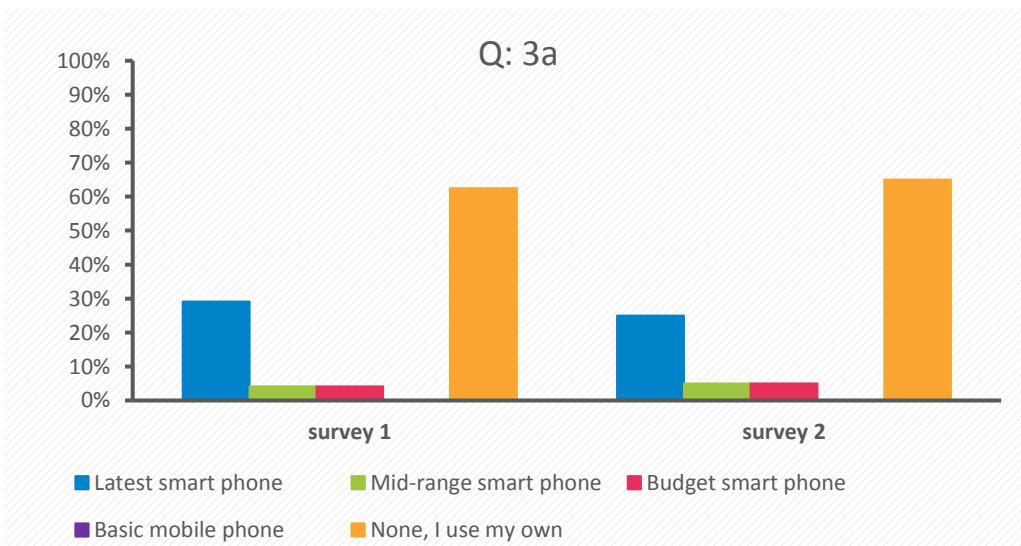


Productivity is important and with less time spent on commuting, 100% of participants felt they are productive working from the DWC. Productivity is also assessed from the managers/supervisor’s perspective.

## Focus Area 3

### Technology

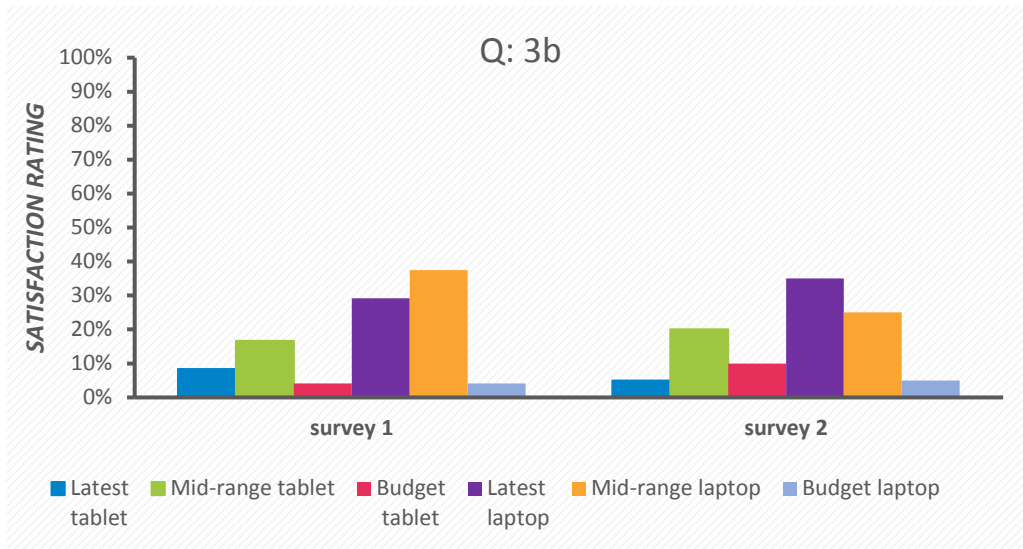
**Q3b: Mobile Phone**



Desk phones are not provided at the DWC so each employee must bring a phone. The standout result in this chart is high level use of personal smart phones as opposed to a Government supplied phone. These results are almost identical to the previous survey results.



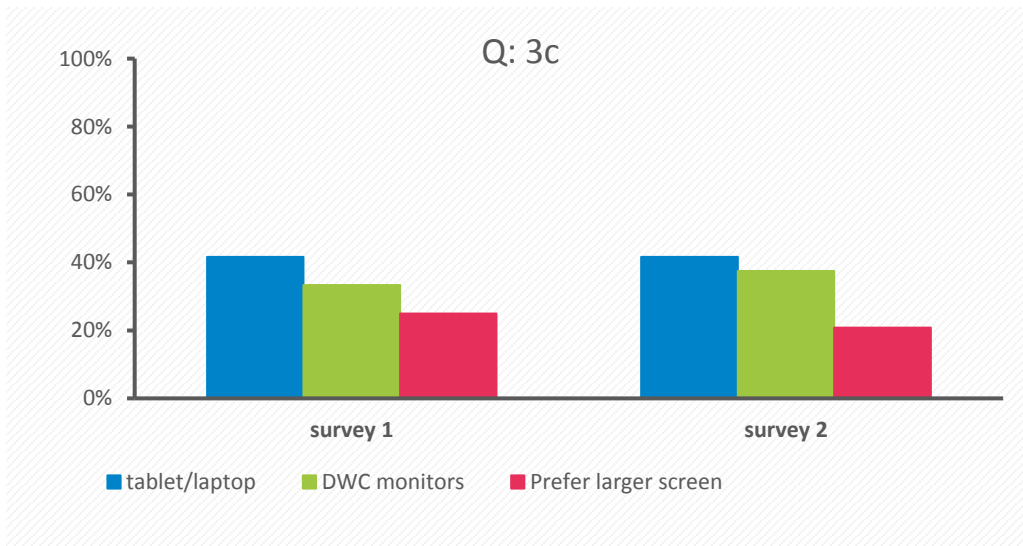
**Q3b: Computing Device**



Decent quality technology is important to enable employees to work productively and maintain good connectivity to their work team.

The survey results show that most participants have been equipped with the good technology, however, a few participants struggle with mediocre equipment.

**Q3c: Display Monitor**

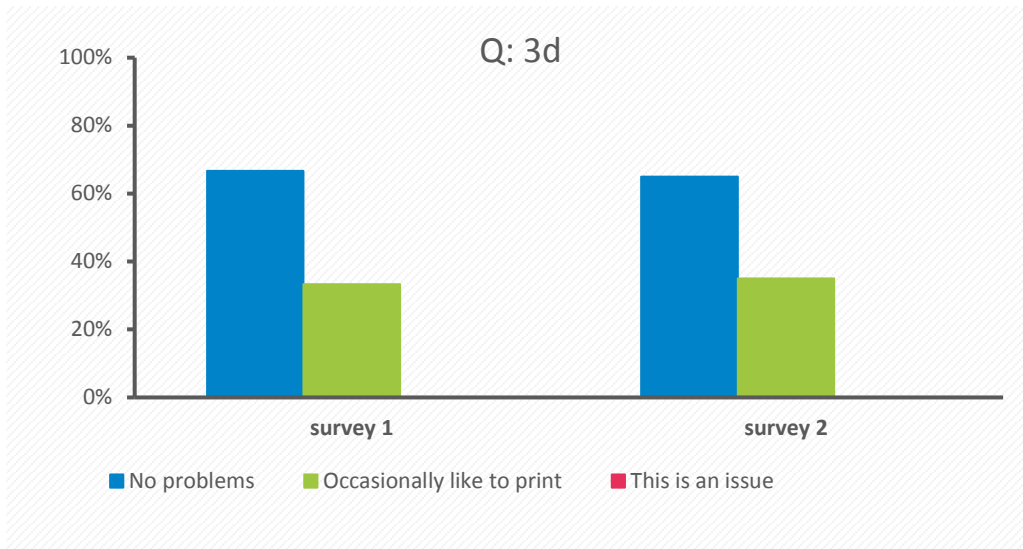


Large display monitors dominate many workplaces; however, mobile working often means working with small screens. In this KPI, we can see mixed results with a sizable portion of employees prefer larger screens than their tablet/laptop.

Older style mid-sized screens are provided at the DWC (these screens were recycled from 80 George Street).

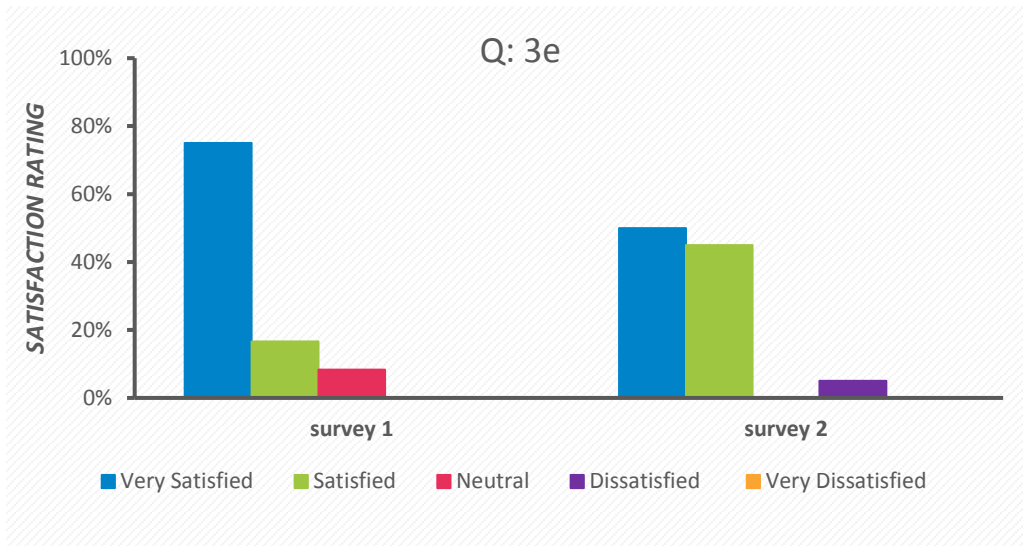
Very similar results to the previous survey.

**Q3d: Printer**



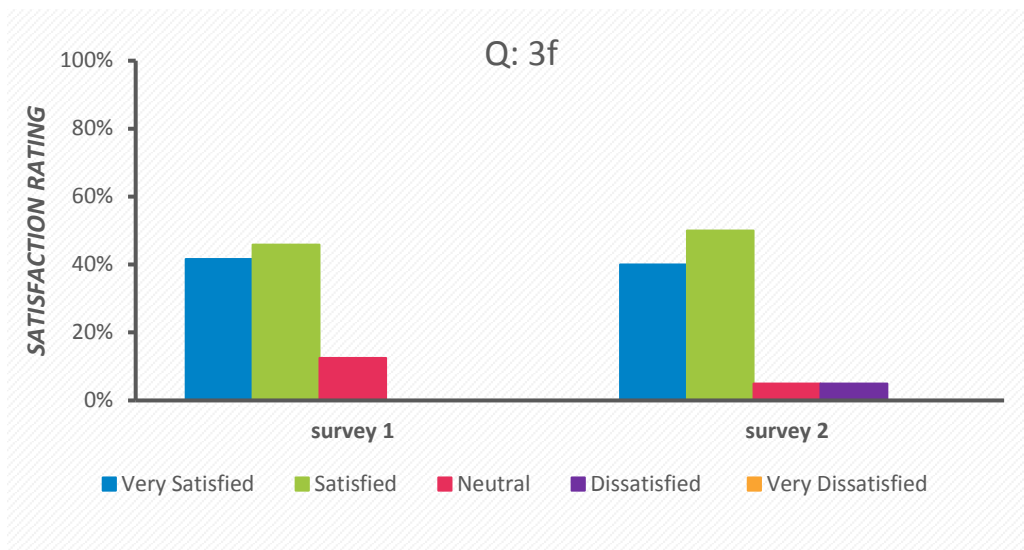
In this chart, we are seeking to understand whether employees missed having a printer (no printers are provided at any of the DWCs). 65% of participants do not have an issue with no printers available, 35% said they would occasionally like to print.

**Q3e: Departmental willingness to provide technology to participants**



This chart captures the employee’s perspective of their department’s willingness to invest in appropriate technology. Participants reported that they are 50% very satisfied, 45% satisfied and 5% dissatisfied with technology provided to them by their agencies.

**Q3f: Performance of the technology kit**



A high majority of participants feel that their technology kit performs to a standard that enables them to work effectively away from their normal office location. A small component of dissatisfaction exists.

**Summary of Results**

Overall it is reasonable to conclude that the survey results support that the Robina DWC is achieving the desired results.

This report shows good to very good results against almost all performance indicators. Many of these indicators show an upward trend over the previous survey. Only a very small number of charts show mediocre results.