

Working *for* Queensland

Employee Opinion Survey

[Insert Department]

Completing the survey

Please read each question carefully. There are no right or wrong answers to the questions. We simply want to know your views on the issues raised in the survey. Please answer every question that you can and answer each of them as honestly as possible.

Unless stipulated, please answer in relation to your current job. If you are employed in more than one position, please think of the position in which you spend most of your time when completing this questionnaire.

Unless prompted to consider the past 12 months, please respond in relation to your current perceptions about your work and work context.

Survey Definitions

Please use the following definitions when completing the survey questions.

Your workgroup

The group or team where you spend most of your time. If you are a manager your workgroup is the people you manage.

Your workplace

The place where you work, such as a school, hospital or office location as well as the places you visit as part of your work.

Questions about your workplace concern the experiences you have in this environment.

Your organisation

The department or public service office you work for in your current job (e.g. Department of Education, Training and Employment for staff employed in schools or TAFEs, Public Trust Office for staff working for the Public Trust Office).

Your manager

The person you usually report to.

Your senior manager

The person your manager usually reports to.

Your customer(s)

The person(s) you provide advice or service to, whether internal or external to the Queensland Public Service (e.g. clients, customers, stakeholders, patients...).

Confidentiality

Your responses will be strictly confidential. No identifying information will be published or released. Your responses are protected by the Information Privacy Act 2009 (Qld).

The survey is being conducted by an independent survey provider, ORC International. ORC International is a member of the Australian Market and Social Research Society and as such work to a strict industry code of conduct that protects the individual confidentiality of all survey participants. Questionnaires are submitted directly to ORC International for analysing the information. Completed surveys will not be seen by any agency in the Queensland Public Service.

How to fill out this questionnaire

1. To answer most of the questions you only need to **tick one box**. Please tick the box which most accurately describes your situation or reflects your opinion.

For example:

Is your current position a managerial or supervisory position?

- ₁ Yes, managerial
- ₂ Yes, supervisory
- ₃ No

2. In some cases you can tick more than one box. You will be prompted when this is possible as shown in the example below.

For example:

What are the reasons that attracted you to your current organisation?

[Tick all that apply]

- ₁ Working conditions
- ₂ Pay
- ₃ The reputation of the organisation
- ₄ The functions of the organisation
- ₅ Career opportunities
- ₆ Work location
- ₇ Other

3. Sometimes you are asked to write in an answer. In that case, simply put your answer in the space provided.

For example:

How many jobs have you had in the Queensland Public Service?

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4. You may be asked to skip certain questions because not all questions apply to everyone. If no skip instruction is provided you should continue to the next question.

Enquiries and return of questionnaire

Please complete and post the questionnaire in the supplied reply paid envelope **by 28 June 2013**, but ideally before then.

If you have any questions about completing this questionnaire you can call the ORC International help desk on 1800 065 312 or email 2013EOS@workingforqueensland.com between 3 June and 28 June 2013.

This questionnaire contains questions that were sourced from the Australian State of the Service Employee Survey, the Victorian People Matter Survey, the New South Wales People Matter Survey and the United Kingdom Civil Service People Survey. The Queensland Public Service Commission acknowledges the original copyright of questions used from these surveys.

WHERE YOU WORK

Please select where you work in the [insert Department] from the categories listed below (select one group only).

In selecting where you work in the [insert department], please think of the current position in which you spend most of your time.

WHERE YOU HAVE WORKED

Your organisation is the department or public service office you work for in your current job (e.g. Department of Education, Training and Employment for staff employed in schools or TAFEs, Public Trust Office for staff working for the Public Trust Office).

Q1 How long have you been employed in your current organisation? [Including under different organisation name or administrative arrangements]

- ₁ Less than a year
- ₂ 1 year to less than 2 years
- ₃ 2 years to less than 4 years
- ₄ 4 years to less than 6 years
- ₅ 6 years to less than 10 years
- ₆ 10 years or more
- ₇ Don't know

Q2 How many organisations in the Queensland Public Service*, including your current one, have you worked for?

[Changes in organisation name or administrative arrangements are not counted as separate organisations]

* Includes Government departments and public service offices and excludes Government owned corporations

Q3 How many years of your working life have you been employed in: [Please estimate]

	Less than 1 year	1 to less than 2 years	2 to less than 4 years	4 to less than 6 years	6 to less than 10 years	10 years or more
a. The Queensland Public Sector**	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
b. Other Government sectors (local, other states, federal, overseas)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
c. Other non-Government sectors (e.g. not for profit, academia, voluntary organisations)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆
d. The private sector (including as an employer or self employed)	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₆

** Includes Government owned corporations.

YOUR BACKGROUND

Please complete the following background information details. This information allows us to determine the extent to which the people who complete the survey reflect the total workforce. It also allows us to explore variations in employee perceptions among different demographic and employee groups. This information will not be used in any way that would allow anyone to identify you or to attribute any survey question answers to you.

Q4 What is your gender?

- ₁ Female
₂ Male

Q5 What is your age?

- ₁ 19 years or under
₂ 20 – 24 years
₃ 25 – 29 years
₄ 30 – 34 years
₅ 35 – 39 years
₆ 40 – 44 years
₇ 45 – 49 years
₈ 50 – 54 years
₉ 55 – 59 years
₁₀ 60 – 64 years
₁₁ 65 and over

Q6 Do you identify yourself as?

- ₁ Aboriginal
₂ Torres Strait Islander
₃ Aboriginal and Torres Strait Islander
₄ None of the above
₅ Don't know

Q7 Do you have an ongoing disability*?

- ₁ Yes
₂ No
₃ Don't know

* For the purpose of this survey, a person with a disability is a person with a long-term health condition that leads to one or more limitations, restrictions or impairments that lasted or is likely to last for 6 months or more. Long-term health conditions can be in these areas: Physical, Sensory (hearing, speech or vision) which cannot be corrected by appropriate aids such as hearing aids or glasses, Intellectual or Learning, and Psychiatric.

YOUR BACKGROUND continued

Q8 In which country were you born?

- ₁ Australia
- ₂ Overseas in a country where English is a primary language
- ₃ Overseas in a country where English is not a primary language
- ₄ Don't know

Q9 What is your first language?

- ₁ English
- ₂ Another language than English
- ₃ Don't know

Q10 Are you a care giver for a child under the age of 15 or another person in need of care?

- ₁ Yes, I am the primary* care giver for at least one person
- ₂ Yes, I share the primary* care giver role
- ₃ Yes, but I am not a primary* care giver
- ₄ No
- ₅ Don't know

* A primary care giver is a person who has the main responsibility for providing care for a person.

Q11 What is the highest level of formal qualification you have completed?

- ₁ Less than year 12 or equivalent
- ₂ Year 12 or equivalent (Senior certificate/QCE/HSC/Leaving certificate)
- ₃ Certificate level including trade
- ₄ Diploma/ Advanced Diploma/ Associate degree
- ₅ Bachelors degree (including with Honours)
- ₆ Graduate Certificate or Diploma
- ₇ Masters degree
- ₈ PhD or Higher Doctorate
- ₉ Other

YOUR EMPLOYMENT

Q12 What is your employment status? [Your employment status relates to your substantive position in the Queensland Public Service.]

- ₁ Permanent
- ₂ Temporary
- ₃ On a contract
- ₄ Casual
- ₅ Don't know

The following questions are about your **current position** in the Queensland Public Service. Your current position is the position you are currently performing in (not necessarily your substantive position). If you have more than one current position with the Queensland Public Service, please respond in relation to your **main current position**. Your main current position is the position where you spend most of your working time in.

Q13 How long have you been in your current position?

- ₁ Less than a year
- ₂ 1 year to less than 2 years
- ₃ 2 years to less than 4 years
- ₄ 4 years to less than 6 years
- ₅ 6 years or more
- ₆ Don't know

Q14 On what basis are you employed in your current position?

- ₁ Full-time basis
- ₂ Part-time basis
- ₃ Don't know

Q15 In your current position, are you the manager of one or more employees?

- ₁ Yes
- ₂ No (*Go to Q17*)
- ₃ Don't know (*Go to Q17*)

Q16 In your current position, do you manage other managers?

- ₁ Yes
- ₂ No
- ₃ Don't know

YOUR EMPLOYMENT continued

Q17 In your current position, which one of the following best describes the type of work you do?

[The type of work that occupies the largest amount of your work time. If you manage employees, please indicate the main type of work that best describes the work of the employees you manage]

- 1 Service delivery involving direct contact with the public (e.g. teaching, nursing, shopfront/counter service, prison officer, police officer)
- 2 Other service delivery work (not involving face-to-face contact with the public but critical to the delivery of services (e.g. maintenance, technical support, catering, cleaning))
- 3 Research
- 4 Policy
- 5 Program design and/or management
- 6 Exercising regulatory authority (e.g. setting of and compliance with statutory standards, professional registration, legal enforcement)
- 7 Legal (including developing or reviewing legislation)
- 8 Corporate services (e.g. HR, finance, IT, ministerial and parliamentary processes)
- 9 Administrative support/clerical (e.g. executive/personal assistant, receptionist)
- 10 Other, please specify _____
- 11 Don't know

Q18 What is the postcode of your workplace? [If you work in more than one location, select the primary or 'base' location]

Q19 Do you currently use any of the following flexible work options? [Select all that apply]

- 1 Purchased leave
- 2 Flexible start and finish times
- 3 Compressed work hours*
- 4 Telecommuting
- 5 Job sharing
- 6 Other, please specify _____
- 7 None of the above

* Working usual full-time or part-time hours over fewer days by working extra hours per day, thereby accruing hours to have a regular day off in a week or fortnight

YOUR EMPLOYMENT continued

Q20 In your current position, what is your annual salary before tax?

[Convert to full-time equivalent if part-time or on a purchased leave arrangement]

- ₁ 29,999 and Less
- ₂ 30,000 - 39,999
- ₃ 40,000 - 49,999
- ₄ 50,000 - 59,999
- ₅ 60,000 - 69,999
- ₆ 70,000 - 79,999
- ₇ 80,000 - 89,999
- ₈ 90,000 - 99,999
- ₉ 100,000 - 109,999
- ₁₀ 110,000 - 119,999
- ₁₁ 120,000 to 149,999
- ₁₂ 150,000 and above
- ₁₃ Don't know

YOUR ROLE

Q21 Please indicate the extent to which you agree or disagree with each statement below.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
a. I am clear what my duties and responsibilities are	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
b. I understand what is expected of me to do well in my job	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
c. I understand how my work contributes to my organisation's objectives	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
d. I am committed to my organisation's goals	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
e. I agree with the way my organisation tries to achieve its goals	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
f. I feel I make a contribution to achieving the organisation's objectives	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
g. My work makes a valuable contribution to the Queensland public	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

YOUR WORK

Q22 Please indicate the extent to which you agree or disagree with each statement about your work below.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
a. I have a choice in deciding how I do my work	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b. I have the tools I need to do my job effectively	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c. I get the information I need to do my job well	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
d. I have the authority necessary to do my job effectively	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
e. My job gives me opportunities to utilise my skills	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
f. I enjoy the work in my current job	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
g. My job gives me a feeling of personal accomplishment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
h. When needed, I am willing to put in the extra effort to get a job done	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
i. My current job will help my career aspirations	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Q23 Please indicate the extent to which you agree or disagree with each statement about your work below.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
a. I am overloaded with work	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b. I feel burned out by my work	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c. I am fairly paid for the work I do	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
d. I feel valued for the work I do	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
e. I feel my job is secure	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
f. I would be more productive if there was less 'red tape' (e.g. Regulatory or administrative processes)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
g. I have close personal friends at work	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
h. My work has a negative impact on my health	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

YOUR WORKGROUP

Your workgroup is the group or team where you spend most of your time. If you are a manager, please think about the people you manage.

Your customers are the persons you provide advice or service to, whether internal or external to the Queensland Public Service (e.g. clients, customers, stakeholders, patients...).

Your organisation is the department or public service office you work for in your current job (e.g. Department of Education, Training and Employment for staff employed in schools or TAFEs, Public Trust Office for staff working for the Public Trust Office).

Q24 Please indicate the extent to which you agree or disagree with each statement below.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	NA
a. People in my workgroup treat each other with respect	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
b. I receive help and support from other people in my workgroup	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
c. People in my workgroup are honest, open and transparent in their dealings	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
d. People in my workgroup use their time and resources efficiently	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
e. People in my workgroup treat customers with respect	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
f. People in my workgroup are committed to delivering excellent service to customers	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
g. People in my workgroup do their jobs effectively	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
h. My workgroup is adequately resourced to deliver quality services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
i. People in my workgroup are committed to workplace safety	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	
j. People in my workgroup work effectively with other workgroups in my organisation to deliver services to our customers	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 99*
k. People in my workgroup work effectively with other Queensland Government organisations to deliver services to our customers	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 99**
l. People in my workgroup work effectively with other organisations <u>outside</u> the Queensland Government to deliver services to our customers	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 99***

* Select the NA option if your workgroup has not worked with other workgroups in your organisation.

** Select the NA option if your workgroup has not worked with other Queensland Government organisations.

*** Select the NA option if your workgroup has not worked with organisations outside the Queensland Government.

YOUR WORKPLACE

Your workplace is the place where you work, such as a school, hospital or office location as well as the places you visit as part of your work.

Q25 Please indicate the extent to which you agree or disagree with each statement below.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
a. Important decisions made at my workplace are based on a sound understanding of issues	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b. Important decisions at my workplace are made by the people best placed to understand the issues	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c. Considerations that are <u>not</u> relevant influence important decisions at my workplace	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
d. My workplace culture supports people to achieve a good work/life balance	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
e. There is adequate focus on workplace safety at my workplace	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
f. Approval processes at my workplace are excessive	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
g. Disruptions and/or noise at my workplace make it hard to get things done	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
h. There are individuals at my workplace who make the working environment difficult	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
i. Performance is assessed and rewarded fairly in my workplace	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
j. I am confident that poor performance will be appropriately addressed in my workplace	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
k. People are treated fairly and consistently in my workplace	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
l. People take responsibility for their decisions and actions in my workplace	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
m. Bullying* is not tolerated in my workplace	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

* Workplace bullying is repeated workplace behaviour that could reasonably be considered to be humiliating, intimidating, threatening or demeaning to an individual or group of individuals. It can be overt or covert.

YOUR WORKPLACE continued

Q26 Please indicate the extent to which you agree or disagree with each of the following statements about workplace change in the past 12 months.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	NA*
a. I have received timely and relevant communication about workplace change in the past 12 months	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 99
b. Changes that have been implemented in my workplace have been done for a good reason in the past 12 months	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 99
c. Changes implemented in my workplace have been managed well in the past 12 months	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 99
d. I feel my workplace is functioning more efficiently as a result of change implemented in the past 12 months	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 99
e. My workplace has undergone significant change in the past 12 months	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	

* Select the NA option if you have not experienced workplace change at your current workplace over the past 12 months.

IMPROVING WORK PRACTICES

Q27 Please indicate the extent to which you agree or disagree with each statement below.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
a. I get the opportunity to develop new and better ways of doing my job	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b. I am encouraged to make suggestions about improving work processes and/or services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c. Management is willing to act on suggestions to improve how things are done	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
d. My workgroup uses research and expertise to identify better practice	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
e. My workgroup always tries to improve its performance	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
f. My organisation is open to new ideas	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

YOUR PERFORMANCE ASSESSMENT AND DEVELOPMENT

Q28 Please further indicate the extent to which you agree or disagree with each statement below.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree	NA*
a. I receive useful feedback on my performance	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	
b. My performance is assessed against clear criteria	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	
c. I have performance objectives that are within my control	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	
d. In my organisation, there are opportunities for me to develop my skills and knowledge	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	
e. I am able to access relevant learning and development opportunities	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	
f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> ₉₉ *
g. I am satisfied with the opportunities available for career development	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	
h. I have had productive conversations with my manager on my performance in the past 12 months	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	

* Select the NA option if you have not completed any learning or development activities in the past 12 months.

Q29 Have you received formal individual performance feedback in your organisation in the last 12 months?

- ₁ Yes
- ₂ No (*Go to Q31*)
- ₃ Don't know (*Go to Q31*)

Q30 To what extent do you agree or disagree that your most recent formal performance feedback will help/has helped you improve your performance?

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

YOUR MANAGER

Your manager is the person you usually report to.

Q31 Please indicate the extent to which you agree or disagree with each statement below.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
a. My manager treats employees with dignity and respect	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b. My manager listens to what I have to say	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c. My manager keeps me informed about what's going on	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
d. My manager understands my work	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
e. My manager creates a shared sense of purpose	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
f. My manager demonstrates honesty and integrity	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
g. My manager draws the best out of me	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

YOUR SENIOR MANAGER

Your senior manager is the person your manager usually reports to.

Q32 Please indicate the extent to which you agree or disagree with each statement below.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
a. My senior manager communicates timely information that is relevant for my work	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b. My senior manager genuinely listens and is responsive to issues raised by staff	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c. My senior manager demonstrates honesty and integrity	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

YOUR ORGANISATION

Your organisation is the department or public service office you work for in your current job (e.g. Department of Education, Training and Employment for staff employed in schools or TAFEs, Public Trust Office for staff working for the Public Trust Office).

Q33 Please indicate the extent to which you agree or disagree with each statement below.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
a. In my organisation, the leadership is of high quality	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b. In my organisation, the leadership operates with a high level of integrity	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c. My organisation is committed to developing its employees	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
d. My organisation uses <u>my</u> time efficiently	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
e. Management model the behaviours expected of all employees	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
f. Recruitment and promotion decisions in this organisation are fair	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
g. My organisation is well managed	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Q34 Please indicate the extent to which you agree or disagree with each statement below.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
a. I would feel comfortable raising complaints in my organisation	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b. If I raised a complaint, I feel confident that it would be taken seriously	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c. Working long hours is necessary to succeed in my organisation	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
d. Gender is not a barrier to success in my organisation	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
e. Age is not a barrier to success in my organisation	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
f. Cultural background is not a barrier to success in my organisation	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
g. Sexual orientation is not a barrier to success in my organisation	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
h. Disability is not a barrier to success in my organisation	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

YOUR ORGANISATION continued

Q35 Please indicate the extent to which you agree or disagree with each statement below.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
a. I would recommend my organisation as a great place to work	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b. I am proud to tell others I work for my organisation	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c. I feel strong personal attachment to my organisation	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
d. My organisation motivates me to help it achieve its objectives	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
e. My organisation inspires me to do the best in my job	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

YOUR SATISFACTION

Q36 How satisfied are you with the following:

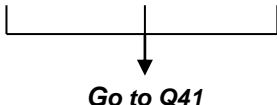
	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
a. The degree to which your work is interesting/challenging	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b. Your ability to work on your own initiative	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c. Your physical working environment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
d. The location of your work	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
e. Your work-life balance	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Q37 All things considered, how satisfied are you with your current job?

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

YOUR FUTURE

Q38 Please indicate the extent to which you agree or disagree with the statement below.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
I intend to leave my <u>organisation</u> within the next 12 months	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
	 <p>Go to Q41</p>				

Q39 Please indicate which of the following factors influence your intention to leave your organisation [Tick all that apply]

- 1 Pay and conditions
- 2 Lack of career opportunities
- 3 The location of your workplace or the time spent commuting
- 4 The workplace culture
- 5 Your relationship with your manager
- 6 Your relationship with your workgroup
- 7 Long hours
- 8 Stress
- 9 Lack of professional development
- 10 Uncertainty about future job security
- 11 Contract expiring/redundancy
- 12 Balancing work and life commitments
- 13 Family/carer responsibilities
- 14 Travel plans
- 15 Retirement
- 16 Study
- 17 Other (please specify) _____

Q40 Please indicate the extent to which you agree or disagree with the statement below.

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
I intend to leave the <u>Queensland Public Service</u> within the next 12 months	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

HARASSMENT AT YOUR WORKPLACE

Q41 During the last 12 months have you witnessed harassment* or bullying** in your workplace?

- ₁ Yes
- ₂ No
- ₃ Don't know

* Workplace harassment entails offensive, belittling or threatening behaviour at an individual or group. The behaviour is unwelcome, unsolicited, usually unreciprocated.

** Workplace bullying is repeated workplace behaviour that could reasonably be considered to be humiliating, intimidating, threatening or demeaning to an individual or group of individuals. It can be overt or covert.

Q42 During the last 12 months, have you been subjected to harassment* or bullying** in your workplace?

- ₁ Yes
- ₂ No **[Go to Q44]**
- ₃ Don't know **[Go to Q44]**

Q43 Who were you harassed or bullied by? [Tick all that apply]

- ₁ A senior manager
- ₂ Your immediate manager/supervisor
- ₃ A fellow worker
- ₄ A group of fellow workers
- ₅ A worker that reports to you
- ₆ A client/customer
- ₇ A member of the public
- ₈ Other
- ₉ Prefer not to specify

Q44 Do you know how to access your organisation's support services, such as the Employee Assistance Service?

- ₁ Yes
- ₂ No
- ₃ Don't know

YOUR VIEW

The information collected below is your opportunity to express your view in your own words. It will be collated into key themes without in any way identifying you and provided to the Chief Executive Officer of your organisation for considering improvements to your workplace/organisation.

Q45 What could or should be done to improve your workplace or organisation?

Thank you for completing the survey!

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