

Whole of Government Survey 2017 - Data Dictionary

Variable name	Question	Question type	Filter	Response code	Response label
SC2	Into which of the following age groups do you belong?	Single response	Ask all	1	Under 18 years
				2	18 – 24 years
				3	25 – 34 years
				4	35 – 44 years
				5	45 – 54 years
				6	55 – 64 years
				7	65 years or more
SC3	What is your gender?	Single response	Ask all	1	Male
				2	Female
SC4	Please enter your postcode below...	Numeric response	Ask all	N/A	N/A
B2b	And how easy would you say it is to carry out transactions with the Queensland Government (e.g. register a vehicle, obtain a licence or permit, or pay a fine)?	Single response	Ask all	1	1 - Extremely difficult
				2	2
				3	3
				4	4
				5	5- Extremely easy
				99	Don't know
E1_1	Which (if any) of the following transactions have you made with the Queensland Government in the past 12 months? - Obtained a new driver's licence for a car or motorbike	Multiple response (code 16 exclusive)	Ask all	0	Unselected
				1	Selected
E1_2	Which (if any) of the following transactions have you made with the Queensland Government in the past 12 months? - Obtained a new licence of some other type			0	Unselected
				1	Selected
E1_3	Which (if any) of the following transactions have you made with the Queensland Government in the past 12 months? - Renewed a licence			0	Unselected
				1	Selected
E1_4	Which (if any) of the following transactions have you made with the Queensland Government in the past 12 months? - Carried out a new registration on a vehicle			0	Unselected
				1	Selected
E1_5	Which (if any) of the following transactions have you made with the Queensland Government in the past 12 months? - Renewed a vehicle registration			0	Unselected
				1	Selected
E1_6	Which (if any) of the following transactions have you made with the Queensland Government in the past 12 months? - Paid a fine	0	Unselected		
		1	Selected		
E1_7	Which (if any) of the following transactions have you made with the Queensland Government in the past 12 months? - Obtained a camping permit	0	Unselected		
		1	Selected		
E1_8	Which (if any) of the following transactions have you made with the Queensland Government in the past 12 months? - Changed your address	0	Unselected		
		1	Selected		
E1_9	Which (if any) of the following transactions have you made with the Queensland Government in the past 12 months? - Obtained a new or replacement senior's card	0	Unselected		
		1	Selected		
E1_10	Which (if any) of the following transactions have you made with the Queensland Government in the past 12 months? - Obtained a birth certificate	0	Unselected		
		1	Selected		

E1_11	Which (if any) of the following transactions have you made with the Queensland Government in the past 12 months? - Made a request associated with social housing			0	Unselected
E1_12	Which (if any) of the following transactions have you made with the Queensland Government in the past 12 months? - Registered a business			1	Selected
E1_13	Which (if any) of the following transactions have you made with the Queensland Government in the past 12 months? - Applied for a business licence			0	Unselected
E1_14	Which (if any) of the following transactions have you made with the Queensland Government in the past 12 months? - Searched for, or requested information			1	Selected
E1_15	Which (if any) of the following transactions have you made with the Queensland Government in the past 12 months? - Made some other transaction (Please specify)			0	Unselected
E1_16	Which (if any) of the following transactions have you made with the Queensland Government in the past 12 months? - None of the above			1	Selected
E1_15_TEXT	Which (if any) of the following transactions have you made with the Queensland Government in the past 12 months? - Made some other transaction (Please specify) - TEXT	Open text response	Those who selected code 15 (made some other transaction) at E1	N/A	N/A
E2	And of these, which was the most recent transaction you have made?	Single response	Ask all	1	Obtained a new driver's licence for a car or motorbike
				2	Obtained a new licence of some other type
				3	Renewed a licence
				4	Carried out a new registration on a vehicle
				5	Renewed a vehicle registration
				6	Paid a fine
				7	Obtained a camping permit
				8	Changed your address
				9	Obtained a new or replacement senior's card
				10	Obtained a birth certificate
				11	Made a request associated with social housing
				12	Registered a Business
				13	Applied for a Business Licence
				14	Searched for, or requested information
				15	Some other transaction
				16	None of these

E3	Now thinking about when you <INSERT CODE FROM E2> by what method did you do this?	Single response	Those who had made a transaction in past 12 months	1	By phone
				2	By mail
				3	Online
				4	At a Post Office
				5	At a Customer Service Centre
97	By some other method (Please specify)				
E3_TEXT	Now thinking about when you <INSERT CODE FROM E2> by what method did you do this? - By some other method (please specify) - TEXT	Open text response	Those who selected code 97 (by some other method) at E3	N/A	N/A
E8	Did you complete your transaction or resolve your query at your first point of contact with the Queensland Government?	Single response	Those who had made a transaction in past 12 months	1	Yes
				2	No
E8a	How many times in total, did you need to contact the Queensland Government to complete your transaction or resolve your query?	Single response	Those who selected code 2 (no) at E8	1	2-3 times
				2	4-5 times
				3	More than 5 times
E7	Overall, how satisfied were you with this transaction?	Single response	Those who had made a transaction in past 12 months	1	Very Dissatisfied
				2	Dissatisfied
				3	Neither satisfied nor dissatisfied
				4	Satisfied
				5	Very satisfied
				99	Don't know
H1	Have you heard of the new Queensland Government central contact number?	Single response	Ask all	1	Yes
				2	No
				99	Don't know / Unsure
H3_1	Which of the following Government hotlines are you aware of? - 13QGOV	Multiple response (code 7 exclusive)	Ask all	0	Unselected
H3_2	Which of the following Government hotlines are you aware of? -13 HEALTH			1	Selected
H3_3	Which of the following Government hotlines are you aware of? - 132 500 (SES hotline)			0	Unselected
H3_4	Which of the following Government hotlines are you aware of? - 13 12 30 (TransLink)			1	Selected
H3_5	Which of the following Government hotlines are you aware of? -13 19 40 (Traffic and accidents)			0	Unselected
H3_6	Which of the following Government hotlines are you aware of? -131 444 (Policelink – reporting non-emergency crimes etc.)			1	Selected
H3_7	Which of the following Government hotlines are you aware of? None of these			0	Unselected

H7_1	How did you hear about the Queensland Government central contact number 13QGOV? - White Pages	Multiple response	Ask if aware of 13QGOV	0	Unselected
				1	Selected
H7_2	How did you hear about the Queensland Government central contact number 13QGOV? - Government brochures or advertising material			0	Unselected
				1	Selected
H7_3	How did you hear about the Queensland Government central contact number 13QGOV? - Local newspaper			0	Unselected
				1	Selected
H7_4	How did you hear about the Queensland Government central contact number 13QGOV? - Word of mouth			0	Unselected
				1	Selected
H7_5	How did you hear about the Queensland Government central contact number 13QGOV? - Some other way (Please specify)			0	Unselected
				1	Selected
H7_5_TEXT	How did you hear about the Queensland Government central contact number 13QGOV? - Some other way (Please specify) - TEXT	Open text response	Ask if code 5 (some other way) selected at H7	N/A	N/A
H8	Have you heard of the Queensland Government central website www.qld.gov.au?	Single response	Ask all	1	Yes
				2	No
				99	Don't know/ Unsure
H9New	How satisfied are you that it is easy to access all of the Queensland Government services in your community?	Single response	Ask all	1	Very Dissatisfied
				2	Dissatisfied
				3	Neither satisfied nor dissatisfied
				4	Satisfied
				5	Very satisfied
				6	Don't know
H10	Would you prefer to be able to obtain all Queensland Government services from a single location?	Single response	Ask all	1	Yes
				2	No
H11	Thinking now about your overall experience of transacting with the Queensland Government over the last 12 months, how satisfied or dissatisfied were you with these processes?	Single response	Those who had made a transaction in past 12 months	1	Very Dissatisfied
				2	Dissatisfied
				3	Neither satisfied nor dissatisfied
				4	Satisfied
				5	Very satisfied
H12	And overall, how much effort was required from you to complete your transactions with the Queensland Government over the last 12 months?	Single response	Those who had made a transaction in past 12 months	1	Very high effort
				2	High effort
				3	Neither high or low effort
				4	Low effort
				5	Very low effort
Z1	How long have you been living in Queensland?	Single response	Ask all	1	Less than 12 months
				2	1 – 2 years
				3	3 – 5 years
				4	6 – 10 years
				5	11 – 15 years
				6	More than 15 years

Z5	Which of the following best describes your household situation?	Single response	Ask all	1	Young single living alone
				2	Group share accommodation
				3	Couple – no children
				4	Single or couple family – eldest child in pre-school
				5	Single or couple family – eldest child in primary school (including Prep)
				6	Single or couple family – eldest child in secondary school
				7	Single or couple family – mainly adult children / living with parents
				8	Older single or couple person
				97	Something else (<i>please specify</i>)
Z5_TEXT	Which of the following best describes your household situation? - Something else (please specify) - TEXT	Open text response	Those who selected code 97 (something else) at Z5	N/A	N/A
Z10	Do you usually speak a language other than English at home?	Single response	Ask all	1	Yes
				2	No
WEIGHT	<i>Weighting is used to adjust the results of a study to bring them more in line with what is known about a population. This variable is the weight variable and should be to the data when running any analysis to ensure accurate reflection of the Queensland population.</i>	N/A	N/A	N/A	N/A