



**Victorian
Public Sector
Commission**

2020 People matter survey data, facts and visuals (state of the public sector)

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Demographics

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 - [Cultural identity and religion](#)
 - [Employment traits](#)
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How to read the data on this page

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These were:

- 16 metropolitan and large regional health services
- 10 other hospitals
- Department of Justice and Community Safety
- Victoria Police

With some results, some numbers may add up to more than 100% as respondents could select more than one answer.

Who took part in the 2020 survey

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Personal characteristics

Gender

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Age

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Diversity

Respondents from a range of backgrounds did the survey, such as:

- 5% lesbian, gay, bisexual, transgender, queer or questioning, intersex and plus (LGBTIQ+)
- 5% with disability
- 1% Aboriginal and/or Torres Strait Islander

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Cultural identity and religion

Cultural identity

There was a question on cultural identity in the 2020 survey for the first time, which showed:

- 79% identified as Australian
- 5% identified as European
- 4% identified as British/Irish

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Respondents who selected more than one cultural identity

Respondents could choose more than one answer for cultural identity, which showed:

- 10% of respondents who chose Australian also identified with another group
- 50% of Europeans and 48% of British/Irish describe themselves as Australian
- 33% of East or South-East Asian respondents describe themselves as Australian

Of the respondents who chose Australian:

- 3% also identified with British/Irish

- 3% also identified with European

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Religion

The question on religion in the 2020 survey showed:

- 52% chose no religion
- 31% chose Christianity
- 12% preferred not to say
- 1% chose Islam, Buddhism and Hinduism

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Employment traits

Working arrangements: ongoing, temporary fixed-term, casual, sessional and executive contract

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Working arrangements: full-time vs part-time

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Gross base salary

In the 2020 survey, we asked respondents who work part-time to tell us their full-time

annualised salary.

Some respondents who work part-time reported their annualised part-time salary instead.

That's why our data shows a high number of respondents earning less than \$45,000.

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How long respondents have been with their current employer

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Management responsibility

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Primary workplace

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Respondents with disability

The Victorian Government has a plan to increase the number of people with disability in the public sector called Getting to work.

Getting to work is Victoria's long-term employment plan for people with disability in the public sector.

The plan supports the target set by the government of 6% representation by 2020 and 12% by 2025 in the Victorian Public Service.

Number of respondents who identify as a person with disability

Of all survey respondents in the 2020 survey:

- 4.7% identified as a person with disability
- 90.3% didn't identify as a person with disability
- 5% preferred not to say

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People with disability in the Victorian Public Service

Victorian Public Service respondents made up 31% of 2020 survey.

Of these:

- 5.2% of identified as a person with disability

Organisations and reasonable adjustments

Reasonable adjustments are changes a respondent may need to do the inherent requirements of their job.

For people with disability, it's against the law to:

- directly and indirectly discriminate against them
- not provide reasonable adjustments for them

In the survey, we asked the 4.7% of respondents with disability about requesting reasonable adjustments.

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Experience with asking for reasonable adjustments

In the survey, we asked the respondents who requested reasonable adjustments what happened when they made that request.

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Caring responsibilities

These are respondent-reported caring responsibilities.

This shows organisations what caring responsibilities survey respondents have.

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Employee wellbeing

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 - [Emotional effects of work](#)
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Read more about the 2020 survey



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Work-related stress

Work-related stress is an employee's stress response to work. This may include responses that are:

- physical, like headaches, indigestion, tiredness, slow reactions, shortness of breath or illness
- mental, like difficulty in decision-making or forgetfulness
- emotional, like irritability, excess worrying, feeling worthless, anxiety, defensiveness, anger or mood swings



- behavioural, like diminished performance, withdrawal behaviours or impulsive behaviour

Lower work-related stress is linked to positive organisational outcomes, such as job retention and performance.

In the 2020 survey, 1 in 4 respondents said they experienced high or severe work-related stress. This is in line with past surveys.

Current levels of work-related stress

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Causes of work-related stress

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Emotional effects of work

Emotional effects of work are the positive and negative feelings respondents experienced in the 3 months before the survey.

Positive feelings may lead to higher wellbeing and job satisfaction and a lower chance of burnout.

Each respondent was asked to rate how often they felt happy, enthusiastic, worried and miserable as:

- Never or very rarely
- Rarely
- Sometimes
- Often
- Very often or always



Nearly half of respondents said work made them feel often, very often or always happy or enthusiastic.

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Psychological safety climate

Psychosocial safety climate question results are what respondents said about how safe and secure they feel at their organisation.

A good safety climate leads to higher productivity and employee wellbeing.

A bad safety climate may lead to:

- poor work quality
- negative acts such as bullying and harassment
- mental health problems such as depression, distress and emotional exhaustion
- sickness absence
- presenteeism (coming to work when sick)
- worker compensation
- reduced engagement

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How we work out the percentage agreement

To find the average agreement:

1. find out what percentage of respondents either agreed or strongly agreed with each individual question
2. add these together and divide them by the number of questions e.g. if there were 2 questions in a measure, 20% of respondents may have agreed or strongly agreed with the first question and 40% of respondents may have agreed or strongly agreed with the

second question.

3. add these numbers together and divide them by the number of questions ($20 + 40 / 2 = 30$)
4. come to the average e.g. 30% of respondents agreed or strongly agreed with the questions in this measure

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Engagement

Engagement results are what respondents said about how engaged they feel with their organisation as a result of the work they do.

High engagement may lead to greater satisfaction and lower absences, turnover and workplace stress.

↑ Select **Get the data** to download as a .CSV

How we work out the engagement score

The engagement score is out of 100 and is the average of these weightings for all engagement question responses:

- 100 points for strongly agree
- 75 points for agree
- 50 points for neither agree nor disagree
- 25 points for disagree
- 0 points for strongly disagree

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Satisfaction

Satisfaction is one way to see how satisfied respondents are with their jobs, work-life balance and careers.

In 2020, 66% of respondents were satisfied with their current job, work-life balance and career development.

High satisfaction may lead to improved engagement, performance and lower absences and turnover.

Results

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How we work out the percentage satisfied

To work out the percentage satisfied, we:

1. Add up the respondents who agreed or strongly agreed e.g. 60 employees agreed or disagreed
2. Add up the respondents who agreed, strongly agreed, neither agreed nor disagreed, disagreed and strongly disagreed e.g. 120 respondents answered the question
3. Divide the totals together e.g. 50% either agreed or strongly agreed

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Support and flexible work

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Negative behaviour

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Bullying

Bullying is repeated unreasonable behaviour directed at an employee that creates a risk to their health and safety.

It can have an immediate and long-term negative impact on those involved, including those who witness bullying.

[Read more about bullying](#)

Number of respondents who experienced bullying

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Type of bullying experienced

↑ Select **Get the data** to download as a .CSV

Who did the bullying

↑ Select **Get the data** to download as a .CSV

Telling someone about bullying

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Sexual harassment

Sexual harassment is non-consensual or unwelcome sexual behaviour that could cause an employee to feel offended, humiliated or intimidated.

And it is against the law.

Sexual harassment can have an immediate and long-term negative impact on those involved, including those who witness sexual harassment.

[Read more about sexual harassment](#)

Number of respondents who experienced sexual harassment

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Type of sexual harassment experienced

↑ Select **Get the data** to download as a .CSV

Who did the sexual harassment

↑ Select **Get the data** to download as a .CSV

How respondents responded to sexual harassment

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Discrimination

Discrimination is treating or proposing to treat a person unfavourably because of a personal characteristic that is protected by the law.

It can have an immediate and long-term negative impact on those involved, including those who witness it.

[Read more about discrimination](#)

Number of respondents who experienced discrimination

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Attributes respondents were discriminated on

↑ Select **Get the data** to download as a .CSV

Type of discrimination experienced

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Telling someone about discrimination

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Violence and aggression

Violence and aggression are when employees are abused, threatened or assaulted in a situation related to their work.

It can come from anywhere, such as from colleagues, clients, customers or the public.

Violence and aggression can have an immediate and long-term negative impact on those involved, including those who witness violence and aggression.

Number of respondents who experienced violence and aggression

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Type of violence and aggression experienced

↑ Select **Get the data** to download as a .CSV

Source of violence and aggression experienced

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Telling someone about violence and aggression

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Impacts of COVID-19

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Changes to work arrangements

Most respondents changed work arrangements due to coronavirus (COVID-19) Stay Safe Directions.

Of this:

- 70% of respondents had to work from home in the 6 months prior to the survey
- 90% of respondents who were required to work from home, worked from home most or all of the time

Perceptions on support received

In the survey, we asked respondents how supported and informed they were due to changes from coronavirus (COVID-19) Stay Safe Directions.



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Changes by industry

The industry a respondent worked in affected if they could work from home.

For example:

- 25% of health respondents were able to work from home, with about half of this 25% working from home most or all the time
- 96% of Victorian Public Service respondents worked from home, with nearly all working from home most or all the time

Table 1 of 3: Respondents who said they experienced changes

In this first table, respondents said if they had experienced changes to their work arrangements in 2020.

Table 2 of 3: What respondents said the changes were

In this second table, respondents who said they experienced changes to their work arrangements reported on what these changes were.

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Table 3 of 3: How often respondents worked from home by industry

In this third table, respondents reported on how often they worked from home if one of the changes they experienced was to work from home.

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Changes by workplace location

Where a respondent lived affected if they had to work from home or not.

Survey results show the impact coronavirus (COVID-19) Stay Safe Directions had on Victorian regions.

Compare these figures as an example:

- 85% of respondents in metropolitan Melbourne worked from home
- 5% of respondents in metropolitan Melbourne had no changes to how they worked
- 48% of respondents in non-metropolitan areas worked from home
- 16% of respondents in non-metropolitan areas had no changes to how they worked

Table 1 of 2: What respondents said the changes were by location

In this first table by location, respondents who said they experienced changes to their work arrangements reported on what these changes were.

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Table 2 of 2: How often respondents worked from home by location

In this second table by location, respondents reported on how often they worked from home if one of the changes they experienced was to work from home.

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Working from home

Between March and October 2020, coronavirus (COVID-19) Stay Safe Directions directed employees they must work from home if they could.

In this context, respondents answered questions about the benefits and barriers to working from home.



Benefits

The top 2 benefits respondents reported about working from home were:

1. 90% for no commuting time
2. 71% reporting more flexibility in working hours

Only 2% said there were no noticeable benefits.

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Barriers

The top barriers respondents reported about working from home were:

- limited social interactions with the team
- technology limitations
- difficulties separating work and other aspects of life

Only 12% of respondents said there were no noticeable barriers.

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Transition back to usual work locations

Many respondents either worked from home or somewhere else than usual due to coronavirus (COVID-19) Stay Safe Directions.

We ran the survey from 12 to 30 October 2020.

In the 3 months prior to the 2020 survey, 16% of respondents had gone back to work at their usual location in part or in full.

This included:

- 53% of health care respondents
- 5% of Victorian Public Service respondents

Based on location, this was:

- one-third of respondents in non-metropolitan areas
- 10% of respondents in metropolitan Melbourne

By industry

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By work location

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Wellbeing impacts

The 2020 survey asked:

- “In the last 6 months, have you experienced any of the following changes due to the COVID-19 pandemic?
[Select all that apply]
 - Substantial change in my type of work, work priorities, or how I am expected to do my work
 - Diverted or redeployed to a different role or organisation
 - Worked from home
 - Other change in physical workplace (e.g. moved to a new building)
 - I have not experienced any of the above changes”



The impacts on respondent wellbeing from working during the coronavirus (COVID-19) pandemic were different based on what changes they experienced.

For example:

- if the only change was working from home, respondents reported a more positive impact on their wellbeing
- if there were changes in what work a respondent did and how they did it, this had a more negative impact on their wellbeing

How work made respondents feel

We asked respondents how work made them feel.

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Negative behaviours

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Engagement and satisfaction

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