



Office of the Information Commissioner
Queensland

Public Sector Attitudes to Right to Information

Results of the Queensland public sector employee culture survey



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June 2011

Ms Barbara Stone MP
Chair
Legal Affairs, Police, Corrective Services and
Emergency Services Committee
Parliament House
George Street
Brisbane QLD 4000

Dear Ms Stone

I am pleased to present *Public Sector Attitudes to Right to Information: Results of the Queensland public sector employee culture survey* capturing public sector culture and attitudes to the reforms contained in the *Right to Information Act 2009 (Qld)* and the *Information Privacy Act 2009 (Qld)*.

This report is prepared under section 131 of the *Right to Information Act 2009 (Qld)*.

The report reviews the results of the survey of public sector attitudes to gauge the perceptions of staff across the Queensland public sector to the right to information reforms. The report highlights strong support for openness measures amongst public sector employees and identifies opportunities to build on these strengths.

In accordance with subsection 184(5) of the *Right to Information Act 2009 (Qld)*, I request that you arrange for the report to be tabled in the Legislative Assembly on the next sitting day.

Yours sincerely



Julie Kinross
Information Commissioner

Table of Contents

1	Executive Summary	1
2	Introduction	2
3	Results	4
3.1	Comments on Reading the Results	4
3.2	Overall Performance	5
3.3	Impact and Value of Reforms	5
3.4	Implementation of Reforms	6
3.5	Staff Awareness of Reforms and Training	7
3.6	Staff Attitudes Differ by Seniority	8
3.7	Regional Variations	9
4	Conclusion	9

Supplementary Material

Appendix 1	Public Sector Employee Culture Survey 2010: Survey Report
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1 Executive Summary

The Office of the Information Commissioner (OIC) is responsible for monitoring and reporting on the progress of the right to information and information privacy reforms. The reforms, which commenced in July 2009, require government agencies to make government information available to the public as a matter of course, unless there is a good reason not to, and to provide safeguards for handling personal information.

The reforms are given force by the *Right to Information Act 2009 (Qld)* (RTI Act) and the *Information Privacy Act 2009 (Qld)* (IP Act).

As part of OIC's program to monitor agencies' performance in implementing the RTI Act and the IP Act, OIC has examined the public sector culture of openness by surveying the attitudes of public servants to the reforms.

Of the views expressed:

- Four in five public service employees agreed that RTI and IP reforms have had a positive impact on their agency and that their agency has a culture open to the release of information.
- Over three quarters agreed that the agency now publishes information as a matter of course and has employed new strategies, particularly new technologies, to make information publicly available.
- Public servants believed the reforms had been well implemented, but more work was needed. Senior public servants were more conscious of the implementation effort than front line staff.
- Public service employees in two regional areas, Wide Bay Burnett and Fitzroy, expressed less positive views than other regions of Queensland.
- Just over half the public servants acknowledged training had been conducted and was effective, but thought that more training within agencies was needed to explain how the reforms apply to their day to day work.

The responses to the survey indicate that agencies have made a good start on the reforms and public servants are committed to the principles behind the reform process. The positive attitude expressed by public servants in general in this survey is encouraging for the success of these ongoing implementation efforts. The results of this survey are expected to inform agency and OIC programs.

2 Introduction

Background

The Office of the Information Commissioner (OIC) reviews the impact of the Right to Information (RTI) and Information Privacy (IP) reforms designed to foster open and accountable government. OIC conducted a survey of public servants to gauge the perceptions of staff across the Queensland public sector, including their understanding of the *Right to Information Act 2009* (Qld) (RTI Act) and *Information Privacy Act 2009* (Qld) (IP Act), their attitudes to the reforms and their perceptions of their agency's willingness to embrace and operationalise the reforms.

Reporting Framework

Under sections 128 and 131 of the *Right to Information Act 2009* (Qld) (RTI Act), the functions of the Information Commissioner include promoting greater awareness of the operation of the RTI Act, and reviewing and reporting on agencies' performance in relation to the operation of the RTI Act and chapter 3 of the *Information Privacy Act 2009* (Qld) (IP Act). The Information Commissioner under section 131(2) is to give a report to the Legal Affairs, Police, Corrective Services and Emergency Services Committee about the outcome of each review.

Scope and objectives

In June 2010, OIC commissioned the Office of Economic and Statistical Research (OESR) to survey 2,840 public servants across a range of Government agencies (not including local government) by email with questions about their attitudes to and perceptions of the reform.

Methodology

OIC developed the survey questions in cooperation with OESR. The questions were designed to measure aspects of the OIC's published Performance Standards and Measures.¹ In particular, the survey sought to measure public servants' attitudes and perceptions about their agency's openness and accountability.

The survey was conducted electronically. The survey yielded detailed information. This report summarises the results and provides the OESR report, including the survey instrument, at Appendix 1. The report and the supplementary material can be read independently or together.

¹ Published pursuant to section 131(1)(c) of the RTI Act at <http://www.oic.qld.gov.au/files/InfoResources/Performance%20Standards%20and%20Measures%20120410.xls>

Two methodological issues have been identified which have led to a higher than expected level of 'don't know' responses. Firstly, the survey was conducted with Queensland government officers employed under the *Public Service Act 2008*, including a substantial number of respondents whose job role has little or no direct connection with RTI or IP, such as teacher's aides. A number of respondents were also new to their agencies and could not answer some questions, especially those that compared agency practices before and after the introduction of the new Acts. Future surveys may not require such respondents to respond to all questions.

Secondly, the response scale did not offer a neutral category such as 'neither agree or disagree'. This design choice was aimed at encouraging commitment to a positive or negative response but has likely resulted in a proportion of otherwise neutral respondents moving to the 'don't know' category. These methodological issues will be reconsidered in future surveys.

3 Results

This report is a baseline measure and future surveys will allow comparisons to be made against the status of the reforms reported here. The rate of progress over time against this baseline report is expected to inform OIC recommendations to improve the openness and accountability of government.

The results have been grouped under the following headings:

- Overall Performance
- Impact and Value of Reforms
- Implementation of Reforms
- Staff Awareness of Reforms and Training
- Staff Attitudes Differ by Seniority
- Regional Variations

3.1 Comments on Reading the Results

The results provide a useful snapshot of public servants' views as to the current state of the reforms across a range of government agencies. A third of people contacted for the survey (33%) responded (of 8,658 participants invited 2,840 responded). 368 respondents provided comments and 22 common topics were identified in these comments.

Public sector employees were presented with 20 RTI/IP related statements that they were invited to agree or disagree with, or indicate that they did not know how to answer. The first 15 were positively-worded statements while the final 5 conveyed a negative thought or idea. The mixture of positive and negative comments guarded against rote answers.

A high proportion of respondents answered 'don't know' to a range of survey questions. Across the 20 questions this proportion ranged from 23.1% to 51.2%. Results quoted in this report are given for those respondents that answered a question (that is, excluding those that answered 'Don't know') unless specifically noted.

The results presented in this report are the most significant findings of the survey. More detailed information is provided in the OESR survey report at Appendix 1.

3.2 Overall Performance

The major finding of the public sector culture survey was the high level of support expressed by public servants for the reforms. Public servants believed in the importance and value of the right to information reforms and thought the reforms had a positive impact on their agency (81%). This demonstrates public service culture is underpinned by a clear majority of public servants who support open government.

On average, across all 20 statements, public sector employees responded positively to the reforms more than two thirds (68%) of the time. A majority of public servants also believed that the reform process had been implemented well so far. Public servants did identify operational impacts of the reforms on their agency. Awareness raising and training were identified as areas requiring more work.

The views of senior staff differed from the views of staff at other levels. Senior staff had a higher response rate to individual questions (that is, more senior staff answered other than 'Don't Know'). Senior staff saw the reforms as less easy to implement than other staff but thought the implementation so far had been done well.

3.3 Impact and Value of Reforms

As depicted in Chart 1, public servants believed in the importance and value of the right to information reforms and thought the reforms had a positive impact on their agency. Four in five (81%) public sector employees agreed that RTI and IP reforms have had a positive impact on their agency. Almost as many (79%) agreed that the new Acts have encouraged their agency to be more open and 78% agreed that their agency has a culture open to the release of information.

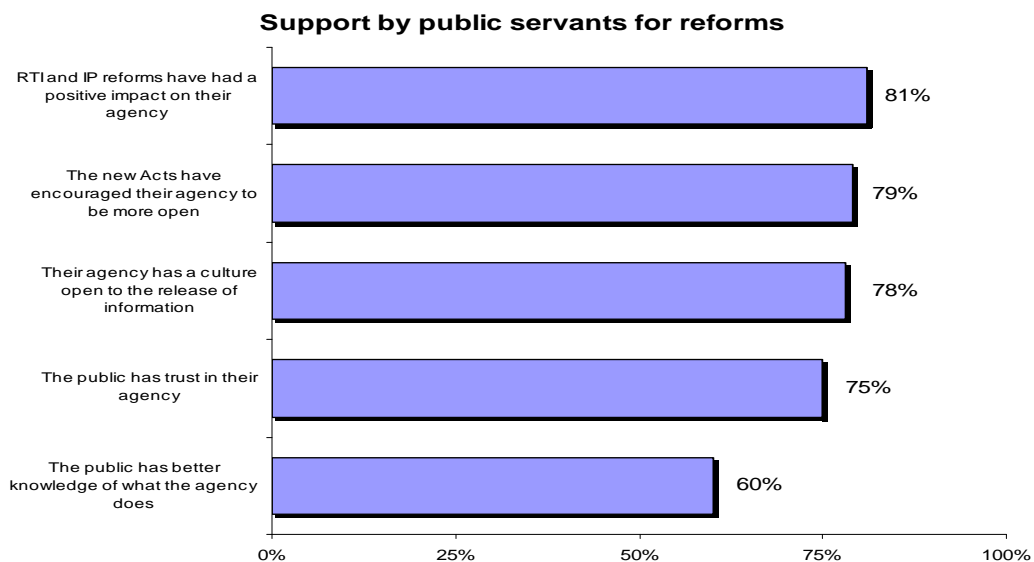


Chart 1: Percentage of respondents that agreed with each statement.

Comments from respondents supported this finding with a common expression of support for open government by the respondents (9% of comments) or that their agencies supported open government (6% of comments). A majority of public servants (75%) believed that the public has trust in their agency. The public servants' confidence in the relationship with the public was consistent with their support for an open relationship between public sector agencies and the community. While still in the majority, public servants expressed a lower level of confidence that the public had better knowledge of what the agency does after the reforms (60% agreed).

3.4 Implementation of Reforms

A majority of public servants believed that the reform process had been well implemented so far as depicted in Chart 2.

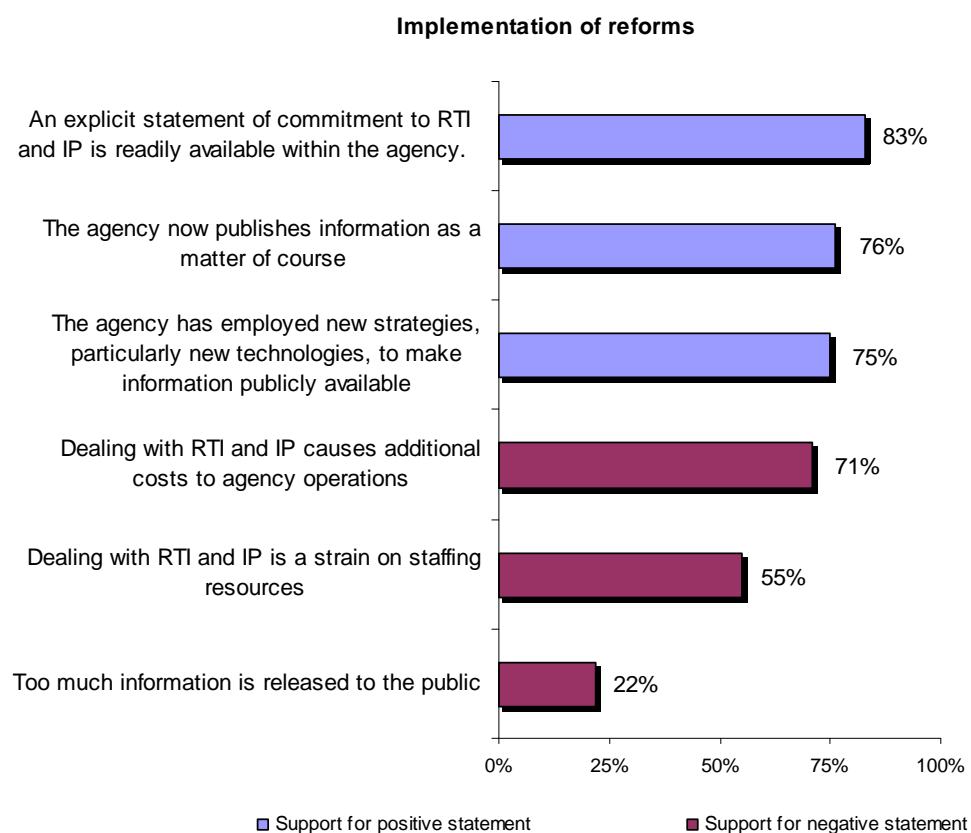


Chart 2: Percentage of respondents that agreed with each statement.

There were two areas where public servants identified concerns with the reforms:

- 71% of respondents agreed that dealing with RTI and IP causes additional costs to agency operations.
- More than half of the respondents (55%) agreed that dealing with RTI and IP is a strain on staffing resources.

Common themes in the respondents' comments were:

- more resources were needed to implement the reforms; and
- there were problems within the agency in implementing the reforms.

The most common comments were that giving effect to the reforms takes time or needs more staff (8% of comments) and that the agency needs better systems or technology (4% of comments).

3.5 Staff Awareness of Reforms and Training

Just over half public servants reported that their agency conducts training in RTI and IP (57%) and that training is effective (55%). This is a lower level of agreement than other areas in the survey as depicted in Chart 3.

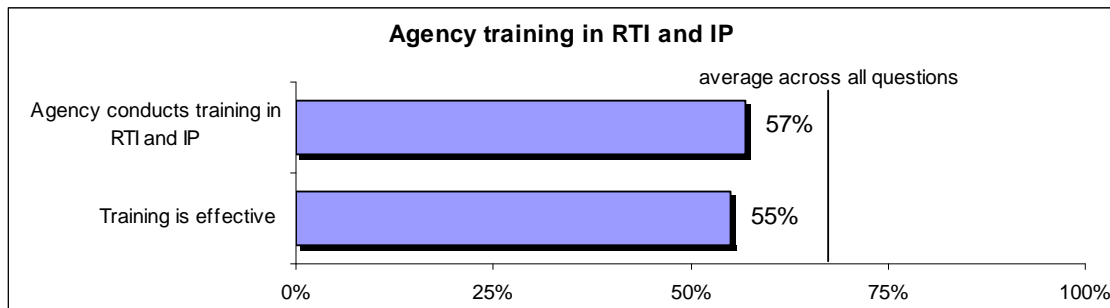


Chart 3: Percentage of respondents that agreed with each statement.

In addition to the responses to explicit questions about training, comments made at the end of the questionnaire indicated that many respondents (11% of comments) believed there was insufficient training or resources for implementation.

The proportion of respondents who did not know how to answer varied considerably from question to question. Questions with the highest levels of 'Don't know' responses were:

- Half of the public servants (51%) didn't know whether their agency has been encouraged to publish information never before made available to the public.
- Just under half of the respondents (45%) didn't know whether dealing with RTI and IP causes additional costs to agency operations.
- Under half of the respondents (44%) didn't know whether the RTI and IP reforms result in time wasted on pointless requests.

On average 15% of those at the 'SO2-1 or above' level answered 'don't know' compared to 46% of those in the 'AO1-2 etc' category. These results point to the need for training, particularly general awareness training for staff at operational levels.

3.6 Staff Attitudes Differ by Seniority

There were significant differences between the attitudes of senior staff and other staff. Senior staff (classification level SO2-1 or above) saw the reforms as less easy to implement but thought the implementation so far had been done well. Other staff thought the reforms were easy to implement but thought the implementation was incomplete. Views of senior staff differed from respondents overall as depicted in Chart 4.

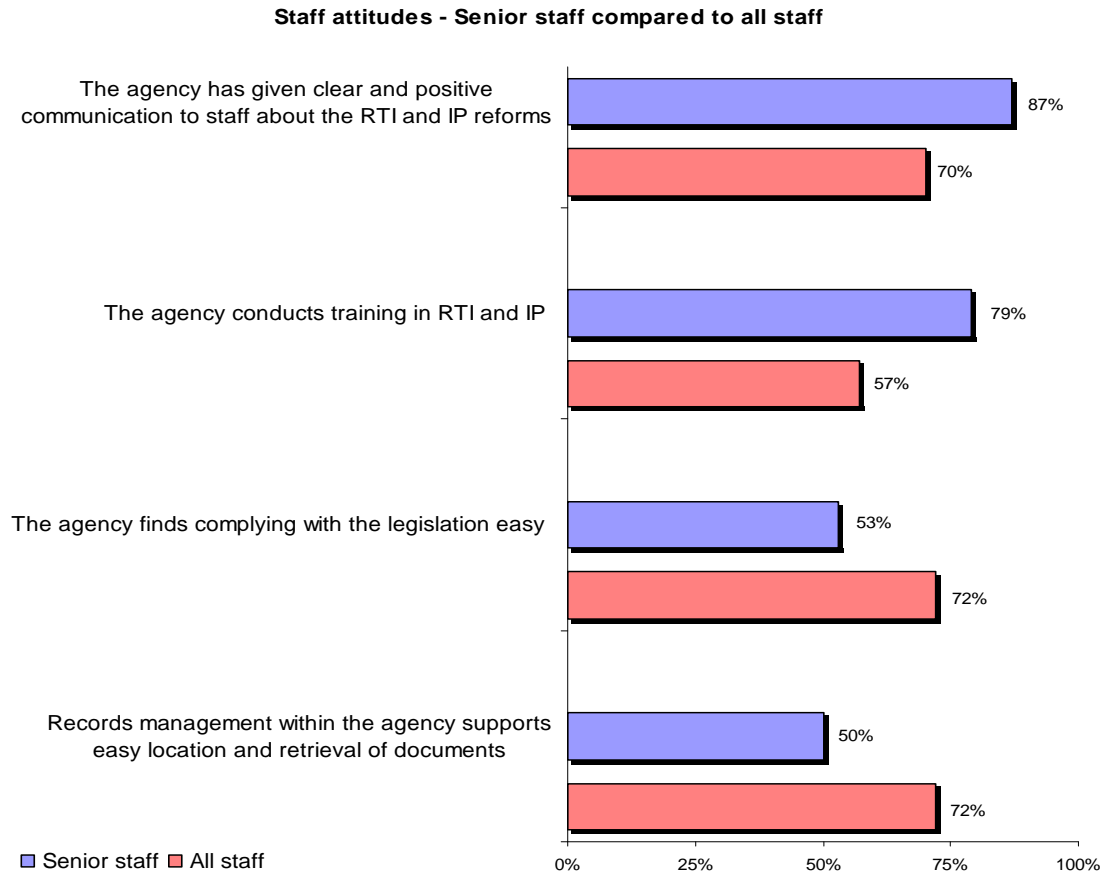


Chart 4: Percentage of respondents that agreed with each statement.

Some staff expressed scepticism in their comments about executive or management commitment and practices (9% of comments). Senior staff were less likely to agree about the ease of compliance and rated the implementation efforts more highly than other staff. The positive attitudes expressed by public servants in general might provide some encouragement to senior staff in their ongoing efforts to implement the reforms.

3.7 Regional Variations

Two regional areas had distinct results from other parts of Queensland. Public servants from the Wide Bay Burnett region were less positive about the reform process and stated less agreement that the reform process had encouraged the agency to be more open. They were more likely to think the agency had not communicated positively to staff about the reforms. When it came to training, Wide Bay Burnett had a high 'don't know' response and a high level of disagreement that training had been conducted. The Fitzroy region also had a number of negative responses, similar to Wide Bay Burnett, but not as strong. These two regions might benefit from targeted training and support in implementing the reforms.

4 Conclusion

OIC assessed the public sector culture of openness by surveying the perceptions of staff across the Queensland public sector, including their understanding of the *Right to Information Act 2009* (Qld) (RTI Act) and *Information Privacy Act 2009* (Qld) (IP Act) and their agency's willingness to embrace and operationalise the provisions of the Acts.

The survey successfully establishes a baseline measure of progress. It provides valuable information for future assessments of whole of Government progress on the reforms and a snapshot of progress to date.

The survey shows that public service employees believe that agencies have made a good start on the reforms, and are committed to the principles behind the reform process.

Public servants reported the need for more training and commented on the need to increase staffing resources to support the reform process.

The results of this report will be used to target OIC efforts in training, the development of information resources and in performance monitoring. Future surveys will be able to assess the progress of the reforms against the baseline results of this report.

Public Sector Employee Culture Survey 2010

Survey Report

prepared for

Office of the Information Commissioner

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All data and information in this document are believed to be accurate and have come from sources believed to be reliable. However, the Office of Economic and Statistical Research, Queensland Treasury does not guarantee or represent that the data and information are accurate, up to date or complete, and disclaims liability for all claims, losses, damages or costs of whatever nature and howsoever occurring, arising as a result of relying on the data and information, regardless of the form of action, whether in contract, tort (including negligence), breach of statutory duty or otherwise.

Contents

1	EXECUTIVE SUMMARY	5
2	INTRODUCTION	7
	2.1 Background.....	7
	2.2 Objectives.....	7
	2.3 Report structure.....	7
3	METHODOLOGY	8
	3.1 Survey design	8
	3.2 Survey instrument design	8
	3.3 Data collection	8
	3.4 Limitations.....	9
4	SURVEY RESULTS	10
	4.1 Presentation and interpretation	10
	4.2 Impact of RTI and IP reforms on the agency.....	11
	4.3 Openness to release of information	12
	4.4 Encouragement to be open.....	13
	4.5 Ease of compliance.....	14
	4.6 Statement of commitment to RT/IP is available	15
	4.7 Clear and positive communication	16
	4.8 Agency conducts training	17
	4.9 Effectiveness of training.....	18
	4.10 Information never before made available.....	19
	4.11 New strategies to make information available	20
	4.12 Easy location and retrieval of documents.....	21
	4.13 Public trust	22
	4.14 Public has better knowledge.....	22
	4.15 Information published as a matter of course	23
	4.16 Outside scrutiny seen as positive	24
	4.17 Information requests perceived as interference.....	25
	4.18 Amount of information released to the public	25
	4.19 Impact of RTI/IP staffing resources	27
	4.20 Operational cost of RTI/IP to agencies	28
	4.21 Time spent on RTI/IP requests.....	29
	4.22 Exposure to RTI/IP	30
5	GLOSSARY	31
6	APPENDICES	32
	Appendix 1 – Survey instrument	32
	Appendix 2 – Considerations for future projects	39

List of figures

Figure 1	RTI/IP has had a positive impact on the agency, by region	12
Figure 2	Agency finds complying with legislation easy, by educational attainment	15
Figure 3	Clear and positive communication to staff, by classification level	17
Figure 4	Agency's training is effective, by main type of work.....	19
Figure 5	Too much information released to public by RTI/IP Department type	26
Figure 6	RTI/IP a strain on staffing resources by Classification level.....	27
Figure 7	RTI/IP causes additional costs to agency operations by Age.....	29

List of tables

Table 1	Overall, RTI and IP reforms have had a positive impact on the agency	11
Table 2	The agency has a culture open to the release of information.....	13
Table 3	The new Acts have encouraged the agency to be more open	13
Table 4	The agency finds complying with the legislation easy	14
Table 5	An explicit statement of commitment to RTI and IP is readily available within the agency.....	15
Table 6	The agency has given clear and positive communication to staff about the RTI and IP reforms	16
Table 7	The agency conducts training in RTI and IP	18
Table 8	The agency's training in RTI and IP is effective	18
Table 9	The agency has been encouraged to publish information never before made available to the public	20
Table 10	The agency has employed new strategies, particularly new technologies, to make information publicly available	20
Table 11	Records management within the agency supports easy location and retrieval of documents	21
Table 12	The public has trust in the agency	22
Table 13	The public has better knowledge of what the agency does.....	23
Table 14	The agency now publishes information as a matter of course.....	24
Table 15	The agency perceives outside scrutiny of its activities as being positive.....	24
Table 16	Public requests for information are perceived as interference.....	25
Table 17	Too much information is released to the public.....	26
Table 18	Dealing with RTI and IP is a strain on staffing resources.....	28
Table 19	Dealing with RTI and IP causes additional costs to agency operations.....	28
Table 20	RTI and IP result in time wasted on pointless requests.....	30
Table 21	Whether received an information request under the new RTI or IP legislation	30

Abbreviations

The following abbreviations and symbols are used in this report:

IP	Information Privacy
OESR	Office of Economic and Statistical Research
OIC	Office of the Information Commissioner
PSECS	Public Sector Employee Culture Survey
RTI	Right to Information

1 EXECUTIVE SUMMARY

Background and methodology

The data described in this report were collected by the Office of the Government Statistician, within the Office of Economic and Statistical Research (OESR), between 29 June and 2 August 2010 as part of the Right to Information Suite of Surveys 2010. In particular, this report presents the results of information collected for the Office of the Information Commissioner (OIC) in the Public Sector Employee Culture Survey (PSECS) 2010, to gauge the perceptions of staff across the Queensland public sector, including their understanding of the Right to Information (RTI) and Information Privacy (IP) Acts, and their agency's willingness to embrace and operationalise the provisions of the Acts.

The survey was conducted by web. A total of 2,840 completed questionnaires were received. The response rate for the survey was 32.8%. Results in this report represent raw sample data, and have not been weighted. The results are presented for all questions at the whole of sample level, with results by demographic variables presented where relevant.

Public sector employees were presented with twenty RTI/IP-related statements that they were invited to agree or disagree with, or indicate that they did not know how to answer. The first 15 were positively-worded statements, while the final five conveyed a negative thought or idea.

Key results

Excluding those that answered 'Don't know', four in five (80.7%) public sector employees agreed that RTI and IP reforms have had a positive impact on their agency. Almost as many (79.1%) agreed that the new Acts have encouraged their agency to be more open, while 78.2% agreed that their agency has a culture open to the release of information. Statements that elicited a similarly positive response were:

- An explicit statement of commitment to RTI and IP is readily available within the agency (83.4% agreed);
- Too much information is released to the public (77.7% disagreed);
- The agency now publishes information as a matter of course (76.4% agreed);
- The agency has employed new strategies, particularly new technologies, to make information publicly available (75.3% agreed); and
- The public has trust in the agency (75.1% agreed).

On average, across all 20 statements (excluding 'Dont know') public sector employees expressed positive responses 68.3 per cent of the time. For only two statements did negative responses outnumber positive:

- Dealing with RTI and IP causes additional costs to agency operations (71.2% agreed); and
- Dealing with RTI and IP is a strain on staffing resources (55.1% agreed).

Other statements which had lower than average levels of agreement included:

- The agency's training in RTI and IP is effective (only 55.1% agreed);
- The agency conducts training in RTI and IP (57.0% agreed); and
- The public has better knowledge of what the agency does (60.0% agreed).

The proportion of respondents who did not know how to answer varied considerably from question to question. Questions with the highest levels of 'Don't know' responses were:

- The agency has been encouraged to publish information never before made available to the public (51.2% of respondents chose 'Don't know');
- Dealing with RTI and IP causes additional costs to agency operations (45.3% 'Don't know'); and
- RTI and IP result in time wasted on pointless requests (44.1%).

The higher the respondent's classification level, the more likely they were to answer survey questions. On average across the 20 questions 14.8% of those at the 'SO2-1 or above' level answered 'Don't know' compared to 46.1% of those in the 'AO1-2 etc' category. Also, attitudes towards RTI/IP issues often differed significantly according to classification level. Senior staff (SO2-1 or above) often had views that were out of step with the rest of the staff in their agencies. The following statements are examples:

- The agency has given clear and positive communication to staff about the RTI and IP reforms (86.7% of 'SO2-1 or above' agreed, compared to 69.6% overall);
- The agency conducts training in RTI and IP (78.8% 'SO2-1 or above' agreed, 57.0% agreed overall);
- The agency finds complying with the legislation easy (52.5% for 'SO2-1 or above', 72.4% for overall); and
- Records management within the agency supports easy location and retrieval of documents (50.4% 'SO2-1 or above' and 72.4% overall).

Other explanatory variables, such as gender, age and 'main type of work' were related to knowledge of and attitudes towards the RTI/IP reforms.

- On every question, a greater proportion of women than men answered 'Don't know'. Averaged over all 20 attitudinal questions, 40.9% of females answered 'Don't know' compared to 34.2% of males. Excluding 'Don't know' responses, females were more likely than males to respond positively (72.6% compared to 62.1%).
- Young people (who on average are the least experienced staff) are the least likely to not know how to answer. On average 34.1% of those aged 24 years and under answered 'Don't know' compared to 38.5% of older respondents.
- 'Administrative support/clerical' workers were the occupational group most likely not to be able to answer the RTI/IP questions (43.1% answered 'Don't know' compared to 38.3% overall); yet those that did answer provided the most favourable reaction towards RTI and IP reforms of all groups (76.8% compared to 68.3% overall).

The number of respondents was not large enough to allow reliable analysis of variables such as disability status, Indigenous status and language background.

2 INTRODUCTION

2.1 Background

In August 2008, the Queensland Government released *The Right to Information: A Response to the Review of Queensland's Freedom of Information Act*. The aim of this review was to ensure that government made information readily available to the community.

In response to the review, the government passed the Right to Information (RTI) Act 2009 and the Information Privacy (IP) Act 2009, to ensure that government information was made available, while at the same time protecting personal privacy and other public interest issues.

Under the legislation, the Office of the Information Commissioner (OIC) monitors the right to access information, and supports agencies in maximising disclosure.

2.2 Objectives

The objective of the PSECS 2010 was to gauge the perceptions of staff across the Queensland public sector of their agency's willingness to embrace and operationalise the provisions of the RTI and IP Acts, and to gauge their own understanding of the Acts.

2.3 Report structure

The survey results are summarised in the Executive Summary in Chapter 1, while the relevant methodological aspects that underlie the results are outlined in Chapter 3 (Methodology). Response data from questions are presented in Chapter 4 (Survey Results).

A copy of the survey instrument is provided in Appendix 1 and considerations for future surveys are discussed in Appendix 2.

3 METHODOLOGY

3.1 Survey design

The target population for the PSECS 2010 survey consisted of public sector employees working in Queensland government agencies.

The only reasonably comprehensive frame of Queensland public sector employees available for the study was a list of Queensland government staff employed under the Public Service Act 2008, which was put together at the request of the Public Service Commission for a recently conducted survey.

Staff on the frame constituted varying proportions of all employees from agency to agency, but tended to occupy administrative positions more likely to be involved with RTI requests.

Random sampling was used to sample public sector employees on the frame, with the final sample stratified by agency to achieve a minimum of 600 completed interviews each from three groups:

- “RTI Busy” agencies;
- Department of Education and Training; and
- the remainder.

Agencies identified as “RTI Busy” agencies were:

- Queensland Health;
- Queensland Police Service;
- Department of Communities;
- Department of Community Safety;
- Department of Justice and Attorney-General;
- Department of Employment, Economic Development and Innovation;
- Department of Transport and Main Roads; and
- Department of Environment and Resource Management.

3.2 Survey instrument design

Questions were developed in accordance with OIC’s objectives, with technical advice offered by statisticians in OESR. The core demographic questions included in the PSECS 2010 were designed by OESR, in consultation with OIC.

The survey instrument is included in Appendix 1.

3.3 Data collection

Data for PSECS 2010 were collected between 29 June and 2 August 2010. The survey was administered using a web-survey.

Survey responses were collected under the *Statistical Returns Act 1896* which prohibits the disclosure of identifiable information relating to an individual without their consent.

OESR defines the response rate as the number of survey responses that can be used in the analysis, as a percentage of the number of email invitations sent to public sector employees on the sample. The response rate is derived by dividing the number of in-scope responding

(2,840) by the number of email invitations sent (8,658). The result is expressed as a percentage. The estimated overall response rate for the PSECS 2010 was $2,840 / 8,658 \times 100 = 32.8\%$.

3.4 Limitations

Almost four in 10 responses to the survey's core attitudinal questions (38.3%) elicited a response of 'Don't know'. Across the 20 questions this proportion ranged from 23.1% to 51.2%. Judging from comments made at the end of the questionnaire, this very high result has come about because many respondents:

- were not aware of RTI or IP reforms;
- worked in jobs or agencies less affected by RTI or IP; or
- were new to their agencies and could not answer some questions – especially those that required knowledge of the agency before the introduction of the new Acts.

Additionally, the survey's core attitudinal questions offered respondents a choice of the following categories:

- Strongly disagree
- Disagree
- Agree
- Strongly agree
- Don't know

A neutral category (e.g. neither agree or disagree) was not offered. It was hoped that respondents who otherwise would have selected the neutral option, would commit to an answer of 'Disagree' or 'Agree'. However some may have chosen the 'Don't know' category.

Given that the relative size and composition of 'Don't know' categories will have differed (sometimes widely) from question to question, direct comparison of results for each question across the full range of categories can be misleading. Therefore the approach taken in this analysis is to make comparisons of 'Don't know' categories using the denominator 'All respondents' and comparisons of other categories using the denominator 'All respondents excluding 'Dont know'.

4 SURVEY RESULTS

4.1 Presentation and interpretation

This report summarises survey responses to the PSECS 2010 questions at the whole of sample level, as well as results broken down by demographic variables where relevant. Results and comparisons are presented as a combination of text, graphs and/or tables, depending on the most appropriate method for displaying the data. Note that percentages presented in tables may not add up to exactly 100% due to rounding.

There are two important issues to consider when interpreting statistics and evaluating the findings in this report:

1. Responses provided in the interview may not be accurate and could be biased by recall error or social desirability bias (a type of non-sampling error).
2. Some attitudes and behaviours may change rapidly over time. The results presented in this report are designed to be representative of the Queensland public sector employees sample taken at the time of collection only.

Also a number of factors impacting on overall results are worth considering while looking at results for individual questions.

- All demographics are self-reported and, as such, rely on the respondent's ability and willingness to select the appropriate category.
- Young people are the least likely to answer 'Don't know'. Across all 20 attitudinal questions 34% of those aged 24 years and under answered 'Don't know' compared to 39% of older respondents.
- On every question, a greater proportion of women than men answered 'Don't know'. Averaged over all 20 attitudinal questions, 41% of females answered 'Don't know' compared to 34% of males. This may in part be because the profiles of males and females differ across Classification levels (also see the next dot point).
- The higher the respondent's Classification level, the more likely they were to answer survey questions. For example, 15% of those at the 'SO2-1 or above' level answered 'Don't know' compared to 46% of those in the 'AO1 - 2, TO1, PO1, OO1-OO4 (pay point 1) or equivalent' category.
- 'Administrative support/clerical' workers were the occupational group most likely not to be able to answer the RTI/IP questions (43% answered 'Don't know' compared to 38% overall); yet those that did answer provided the most favourable reaction towards RTI and IP reforms of all groups (that is, agree with a positively worded statement, or disagree with an unfavourable statement).

As discussed in the previous section (3.4), the number of 'Dont know' will differ from question to question, as will the mix of reasons why respondents have chosen to respond that way.

Also, to help make this report more readable, the word 'Disagree' is used in place of 'Strongly disagreed or disagreed' and 'Agreed' is used for 'Agreed or strongly agreed'. For the same reason, a number of commonly-used categories have also been abbreviated in the text below. They are:

- 'SO2-1 or above' in place of SO2 - SO1 and SES officers;
- 'AO1-2 etc' rather than 'AO1-2, TO1, PO1, OO1-OO4 (pay point 1) or equivalent';
- 'AO5-6 etc' instead of 'AO5-6, TO4-6 (pay point 1), PO3-4, OO7 or equivalent';
- 'AO7-8 etc' in place of 'AO7-8, PO5-6, TO6 (pay points 2 and 3) or equivalent'; and
- 'Masters and above' for 'Masters' and 'Doctorate'.

Finally, where the number of respondents in a sub-population is considered too low to contribute to reliable analysis (typically less than 50), that sub-population is excluded from the analysis.

4.2 Impact of RTI and IP reforms on the agency

All 2,840 respondents (1,757 females, 1,083 males) were asked to react to the statement: *Overall, RTI and IP reforms have had a positive impact on the agency* (Q11a).

Overall 43.9% (1,248) answered 'Don't know' (Table 1). Levels were similar for males and females (43.5% and 44.2% respectively); the only question for which this is so. By classification level, 'SO2-1 or above' (21.0%) was the least likely to answer this way. Other results for 'Don't know' are:

- 'Fitzroy' and 'Wide Bay-Burnett' were both high at 52.6% and 51.3% respectively; and
- those working in 'Policy', a relatively low 36.0%.

Of the remaining 1,592 respondents, four in five (80.7%) agreed with the statement (Table 1). About one in five (19.3%) disagreed. Females (84.8%) were more likely to agree than males (74.0%).

Table 1 Overall, RTI and IP reforms have had a positive impact on the agency

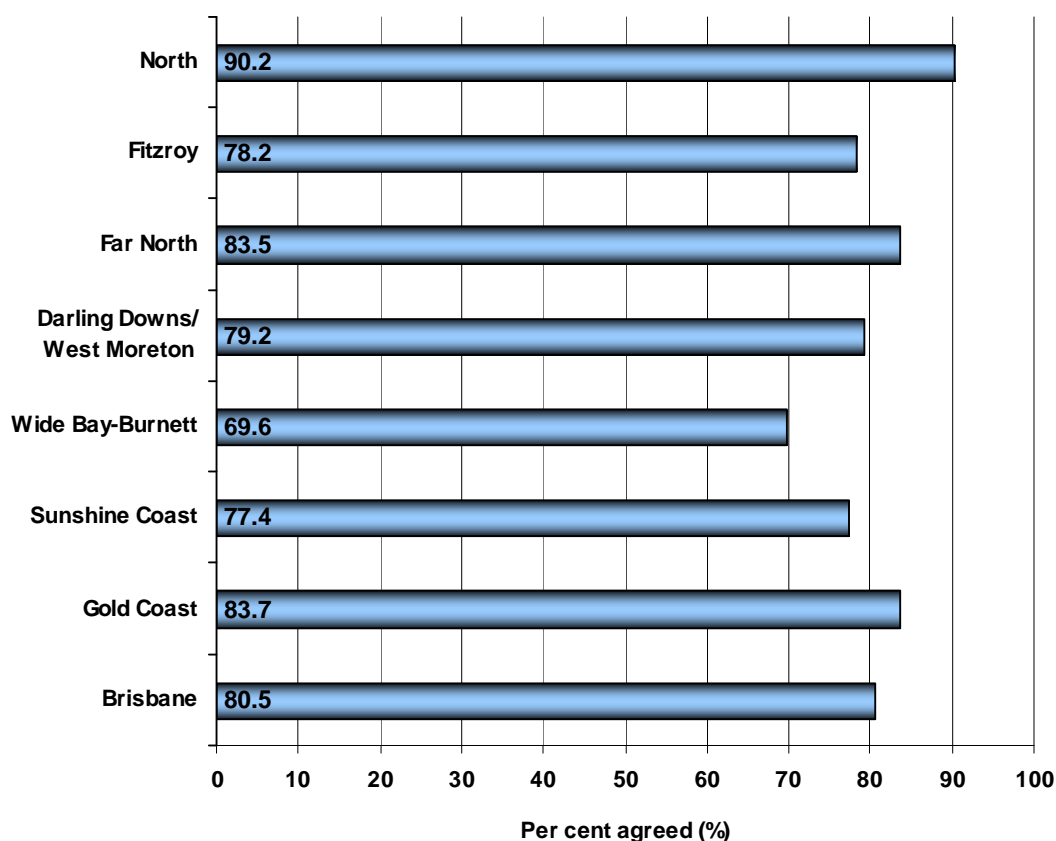
	Number	Per cent (%)	Per cent (%) (excl 'Don't know')
Disagree	308	10.8	19.3
Agree	1,284	45.2	80.7
Don't know	1,248	43.9	-
Total	2,840	100.0	100.0

Source: Office of Economic and Statistical Research (2010), Public Sector Employee Culture Survey 2010 (unpublished data).

Other results (for those able to answer) were:

- 88.8% of those aged 24 years or under agreed that RTI and IP reforms had had a positive impact on their agency;
- 90.2% of North Queenslanders agreed compared to 69.6% of those from Wide Bay-Burnett (Figure 1);
- 81.6% of staff of 'RTI Busy' agencies agreed with the statement – only marginally above the average (80.7%); and
- agreement declined as classification level increased – from 88.8% of those in the 'AO1-2 etc' category to 70.4% of 'SO2-1 or above'.

Figure 1 RTI/IP has had a positive impact on the agency, by region



Note that percentage calculations exclude respondents who responded 'Don't know'. Due to their small numbers (and thus low reliability), the categories 'Mackay-Whitsunday' and 'Western Queensland' have been excluded from this analysis.
 Source: Office of Economic and Statistical Research (2010), Public Sector Employee Culture Survey 2010 (unpublished data).

4.3 Openness to release of information

All 2,840 respondents were asked to react to the statement: *The agency has a culture open to the release of information* (Q11b).

Overall a relatively low 24.5% answered 'Don't know' (27.4% of females, 19.8% of males). Ability to answer this question increased with classification level. About one in 12 (8.1%) of 'SO2-1 or above' answered 'Don't know' compared to about a quarter (23.5%) of 'AO5-6 etc' and a third (35.2%) of 'AO1-2 etc'. At 19.7% the proportion of 'Dont know' for 'RTI Busy' agencies was clearly below average, while the 'Department of Education and Training' was well above (31.1%). 'Exercising regulatory authority' (11.9%) was the occupation group that had the least difficulty answering.

Of the remaining 2,145 respondents, four in five (78.2%) agreed with the statement (Table 2). About one in five (21.8%) disagreed. Females (82.5%) were more likely to agree than males (71.8%). Other results (for those able to answer) were:

- 87.6% of 'AO1-2 etc' agreed;

- those with the lowest level of educational attainment (Less than Year 12) had the highest level of agreement (87.9%). Those with the highest level of educational attainment (Masters and above) had the lowest level of agreement (70.8%); and
- 87.5% of those in Gold Coast and surrounds agreed that their agency has a culture open to the release of information.

Table 2 The agency has a culture open to the release of information

	Number	Per cent (%)	Per cent (%) (excl 'Don't know')
Disagree	468	16.5	21.8
Agree	1,677	59.0	78.2
Don't know	695	24.5	-
Total	2,840	100.0	100.0

Source: Office of Economic and Statistical Research (2010), Public Sector Employee Culture Survey 2010 (unpublished data).

4.4 Encouragement to be open

All respondents were asked to react to the statement: *The new Acts have encouraged the agency to be more open* (Q11c).

Overall 38.1% (1,083) answered 'Don't know' (Table 3). More than three times the proportion of 'AO1-2 etc' responded 'Don't know' than 'SO2-1 or above' (46.7% compared to 14.4%).

Of the remaining 1,757 respondents, four in five (79.1%) agreed with the statement. One in 5 (20.9%) disagreed (Table 3).

Of those who were able to answer, the proportion that disagreed in the 'Gold Coast and surrounds' was less than half that for 'Wide Bay-Burnett' (13.7% compared to 28.1%).

Table 3 The new Acts have encouraged the agency to be more open

	Number	Per cent (%)	Per cent (%) (excl 'Don't know')
Disagree	368	13.0	20.9
Agree	1,389	48.9	79.1
Don't know	1,083	38.1	-
Total	2,840	100.0	100.0

Source: Office of Economic and Statistical Research (2010), Public Sector Employee Culture Survey 2010 (unpublished data).

4.5 Ease of compliance

All respondents were asked to react to the statement: *The agency finds complying with the legislation easy* (Q11d).

Overall 42.5% (1,208) answered 'Don't know' (Table 4).

Of the remaining 1,632 respondents, almost three-quarters (72.4%) agreed, while the remaining 27.6% disagreed (Table 4). Almost double the proportion of males (38.6%) disagreed, than females (20.5%).

Table 4 The agency finds complying with the legislation easy

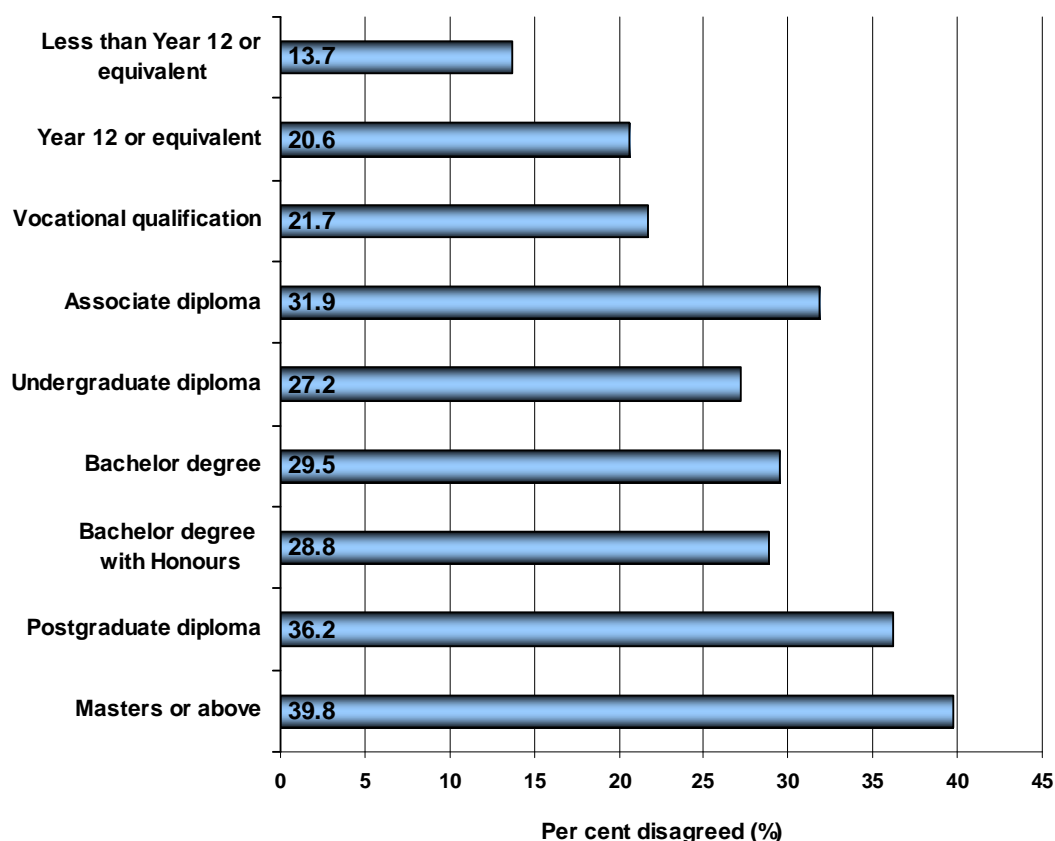
	Number	Per cent (%)	Per cent (%) (excl 'Don't know')
Disagree	451	15.9	27.6
Agree	1,181	41.6	72.4
Don't know	1,208	42.5	-
Total	2,840	100.0	100.0

Source: Office of Economic and Statistical Research (2010), Public Sector Employee Culture Survey 2010 (unpublished data).

Other results (for those able to answer) were:

- as educational attainment increases so do levels of disagreement with this statement. The highest levels of education, 'Masters and above' (39.8%) and 'Postgraduate diploma' (36.2%) had the highest rates of disagreement. The lowest educational levels, 'Less than Year 12 or equivalent' (13.7%), 'Year 12 or equivalent' (20.6%) and 'Vocational qualification' (21.7%) had the lowest (Figure 2);
- levels of agreement were relatively consistent across the regions, with 'North Queensland' (80.2%) and 'Gold Coast and surrounds' (80.6%) having the highest.
- large differences exist by classification level. The lower the level, the higher the proportion that agreed. Almost nine in 10 (87.9%) 'AO1-2 etc' agreed that their agency found compliance easy compared to just 55.3% of 'AO7-8 etc' and 53.1% of 'SO2-1 or above';
- consistent with the previous result, younger workers were more likely to agree than older workers; and
- high levels of disagreement were recorded for those working in policy positions (43.5%). Much lower levels were recorded for 'Administrative support/clerical' (13.6%) and 'Service delivery to the general public' (22.5%).

Figure 2 Agency finds complying with legislation easy, by educational attainment



Note that percentage calculations exclude respondents who responded 'Don't know'.

Source: Office of Economic and Statistical Research (2010), Public Sector Employee Culture Survey 2010 (unpublished data).

4.6 Statement of commitment to RTI/IP is available

All respondents were asked to react to the statement: *An explicit statement of commitment to RTI and IP is readily available within the agency* (Q11e).

Overall a relatively low 34.7% (986) answered 'Don't know' (Table 5). Of the remaining 1,854 respondents, five in six (83.4%) agreed, while the remaining 16.6% disagreed. This was the highest level of agreement for any question.

Table 5 An explicit statement of commitment to RTI and IP is readily available within the agency

	Number	Per cent (%)	Per cent (%) (excl 'Don't know')
Disagree	307	10.8	16.6
Agree	1,547	54.5	83.4
Don't know	986	34.7	-
Total	2,840	100.0	100.0

Source: Office of Economic and Statistical Research (2010), Public Sector Employee Culture Survey 2010 (unpublished data).

At 42.7% the Department of Education and Training had a relatively high level of 'Dont know'. Those working in 'Service delivery to the general public' also had a high level (40.5%) – almost twice that for those working in a policy position (21.9%). An even greater difference is seen by classification level, with 'AO1-2 etc' at 44.2% and 'SO2-1 or above', 10.5%. Over half of workers in the Mackay-Whitsunday region (53.1%) could neither agree nor disagree with this statement.

Other results (for those able to answer) were:

- 94.7% of those whose educational attainment was 'Less than Year 12 or equivalent' agreed that an explicit statement of commitment to RTI and IP is readily available within the agency;
- 91.8% of 'Administrative support/clerical' staff agreed;
- 94.6% of those at the SO2-1 level or above agreed compared to only 80.0% for the 'AO5-6 etc' category;
- 91.7% in Western Queensland agreed; as did
- 88.6% of those aged 55 to 64 years.

4.7 Clear and positive communication

All respondents were asked to react to the statement: *The agency has given clear and positive communication to staff about the RTI and IP reforms* (Q11f).

At 23.1%, this question had the lowest level of 'Dont know' of all questions (Table 6), although this differed considerably by gender (26.6% of females, 17.4% of males). Other results for 'Don't know' are:

- 'RTI Busy' agencies (18.8%);
- 'Policy' staff (12.4%) and 'Exercising regulatory authority' workers (12.6%);
- 'SO2-1 level or above' (3.2%) compared to (33.4%) of 'AO1-2 etc'; and
- 20.8% of 'Brisbane including Greater Brisbane' (the lowest level for a region).

Table 6 The agency has given clear and positive communication to staff about the RTI and IP reforms

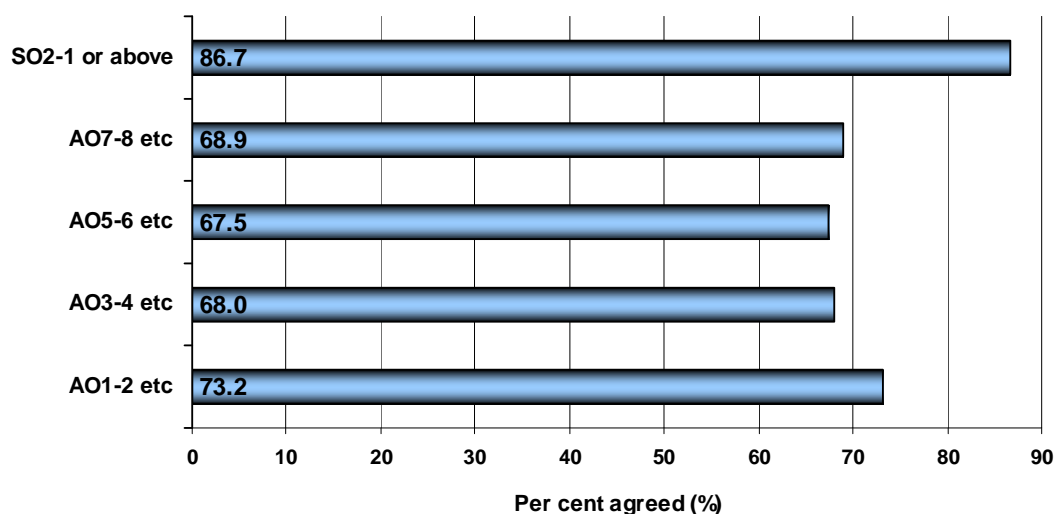
	Number	Per cent (%)	Per cent (%) (excl 'Don't know')
Disagree	663	23.3	30.4
Agree	1,521	53.6	69.6
Don't know	656	23.1	-
Total	2,840	100.0	100.0

Source: Office of Economic and Statistical Research (2010), Public Sector Employee Culture Survey 2010 (unpublished data).

Of the 2,184 respondents who were able to answer, seven in 10 (69.6%) agreed that the agency had given clear and positive communication to staff about the RTI and IP reforms, while the remaining 30.4% disagreed. Outlying results for levels of agreement are:

- 'Research' staff (58.2%) compared to 80.1% of those in policy positions;
- 'SO2-1 or above' (86.7%) (Figure 3); and
- Wide Bay-Burnett (58.5%) and North Queensland (59.0%).

Figure 3 Clear and positive communication to staff, by classification level



Note that percentage calculations exclude respondents who responded 'Don't know'.
 Due to their small numbers (and thus low reliability), the categories 'Graduate Program' and 'Trainee/apprentice' have been excluded from this analysis.
 Source: Office of Economic and Statistical Research (2010), Public Sector Employee Culture Survey 2010 (unpublished data).

4.8 Agency conducts training

All respondents were asked to react to the statement: *The agency conducts training in RTI and IP.* (Q11g).

Overall a relatively low 32.1% (913) answered 'Don't know' (Table 7). The outcomes for males (25.2%) and females (36.3%) differed considerably. Other results for 'Don't know' are:

- 'SO2-1 or above' was 8.9%, compared to 40.5% for 'AO1-2 etc'
- By Type of agency, 'RTI Busy' and 'All other agencies' (both 29%) were well below the 'Department of Education and Training' (38.5%)
- By region, North Queensland had the lowest level (26.1%) while Wide-Bay Burnett (36.5%) and Fitzroy (37.1%) had the highest levels
- Policy staff (22.5%) and 'Exercising regulatory authority' workers (21.4%) were well below other 'Type of work' groups

Of the 1927 respondents who were able to answer, 57.0% agreed that the agency conducts training in RTI and IP, while the remaining 43.0% disagreed. Other results for this group were:

- 60.1% of females agreed, compared to 52.6% of males
- double the proportion of the lowest level workers (42.6% of 'AO1-2 etc') disagreed, than that of the highest level workers (21.2% of 'SO2-1 or above')
- for Wide Bay-Burnett (52.1%), North Queensland (52.9%) and Fitzroy (61.6%) more than half disagreed
- almost 20 percentage points separated the percentages of 'Exercising regulatory authority' workers (48.0%) and 'Service delivery to the general public' staff (49.2%) from the percentage of 'Policy' staff who disagreed (29.7%)

Table 7 The agency conducts training in RTI and IP

	Number	Per cent (%)	Per cent (%) (excl 'Don't know')
Disagree	829	29.2	43.0
Agree	1,098	38.7	57.0
Don't know	913	32.1	-
Total	2,840	100.0	100.0

Source: Office of Economic and Statistical Research (2010), Public Sector Employee Culture Survey 2010 (unpublished data).

4.9 Effectiveness of training

All respondents were asked to react to the statement: *The agency's training in RTI and IP is effective* (Q11h).

Overall 43.5% (1,235) answered 'Don't know' (46.2% of females, 39.1% of males). Other results for 'Don't know' were:

- 'SO2-1 or above' was 22.6%, less than half the 48.7% for 'AO1-2 etc';
- by main type of work, 'Exercising regulatory authority' workers – 33.3%; and
- by educational attainment, results ranged from 37.3% (Masters) to 50.8% (Postgraduate diploma).

Table 8 The agency's training in RTI and IP is effective

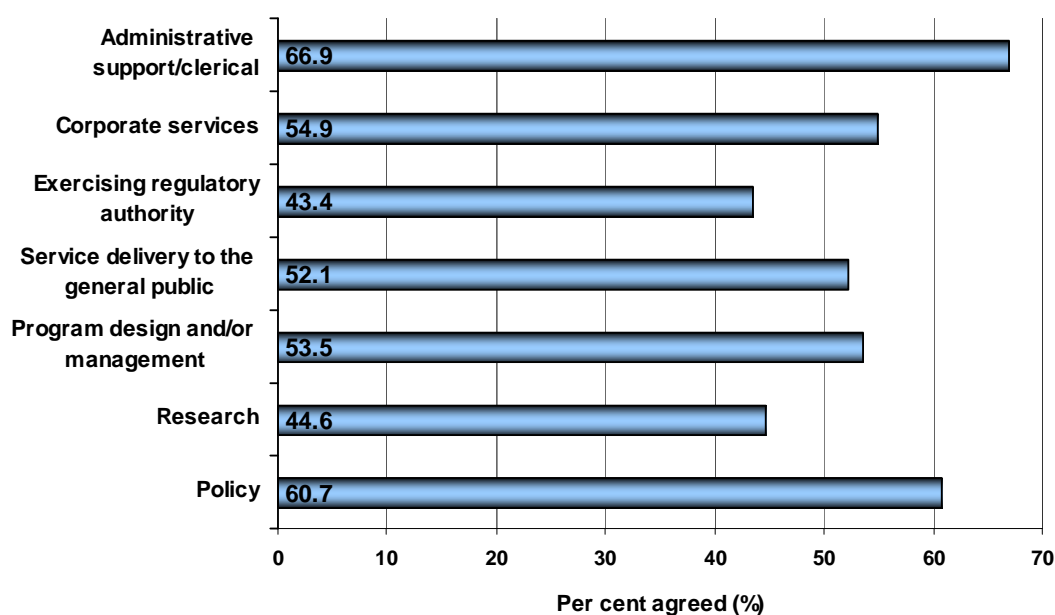
	Number	Per cent (%)	Per cent (%) (excl 'Don't know')
Disagree	720	25.4	44.9
Agree	885	31.2	55.1
Don't know	1,235	43.5	-
Total	2,840	100.0	100.0

Source: Office of Economic and Statistical Research (2010), Public Sector Employee Culture Survey 2010 (unpublished data).

Of the 1,605 respondents who were able to answer, only 55.1% agreed that the agency's training in RTI and IP was effective (Table 8). The remaining 44.9% disagreed. Other results for this group were:

- 58.7% of females agreed, compared to 50.0% of males;
- the least positive classification level was 'AO5-6 etc' (50.3% agreed), while the most positive was 'SO2-1 or above' (70.0%);
- agreement levels were consistent across the types of agencies (RTI Busy etc);
- high levels of disagreement were recorded for Fitzroy (62.3%) and Wide Bay-Burnett (58.5%); and
- by main type of work, levels of agreement ranged from 43.4% ('Exercising regulatory authority') to 66.9% ('Administrative support/clerical') (Figure 4).

Figure 4 Agency's training is effective, by main type of work



Note that percentage calculations exclude respondents who responded 'Don't know'. Due to their small numbers (and thus low reliability), the categories 'Legal' and 'Other' have been excluded from this analysis.

Source: Office of Economic and Statistical Research (2010), Public Sector Employee Culture Survey 2010 (unpublished data).

4.10 Information never before made available

All respondents were asked to react to the statement: *The agency has been encouraged to publish information never before made available to the public (Q11i).*

Overall 51.2% (1,453) answered 'Don't know' (53.6% of females, 47.3% of males). This was the highest level of uncertainty for any question. Further results for 'Don't know' were:

- 'SO2-1 or above' was 23.4%, compared to 57.8% for 'AO1-2 etc';
- Fitzroy region (58.6%); and
- by main type of work, extremes were 'Policy' (42.7%) and 'Administrative, support/clerical' (55.7%).

Of the 1,387 respondents who were able to answer, two-thirds (67.7%) agreed that the agency had been encouraged to publish information never before made available to the public (Table 9). The remaining 32.3% disagreed. Other results for this group were:

- 71.9% of females agreed, compared to 61.6% of males;
- three-quarters (74.7%) of 'SO2-1 or above' agreed;
- of the three agency types, the lowest level of agreement was recorded for 'RTI Busy' agencies (63.8%);
- by region, the lowest level of agreement was in Fitzroy (60.4%); and
- by main type of work, levels of agreement ranged from 61.0% ('Exercising regulatory authority') to 73.0% ('Administrative support/clerical').

Table 9 The agency has been encouraged to publish information never before made available to the public

	Number	Per cent (%)	Per cent (%) (excl 'Don't know')
Disagree	448	15.8	32.3
Agree	939	33.1	67.7
Don't know	1,453	51.2	-
Total	2,840	100.0	100.0

Source: Office of Economic and Statistical Research (2010), Public Sector Employee Culture Survey 2010 (unpublished data).

4.11 New strategies to make information available

All respondents were asked to react to the statement: *The agency has employed new strategies, particularly new technologies, to make information publicly available (Q12a).*

Overall 43.7% (1,242) answered 'Don't know' (45.6% of females, 40.7% of males). Further results for 'Don't know' were:

- 'SO2-1 or above' was 20.2%, compared to 52.3% for 'AO1-2 etc';
- by educational attainment, the range was from 'Masters or above' (34.3%) to 'Year 12 or below' (50.5%); and
- 'Wide Bay-Burnett' (50.4%).

Of the 1,598 respondents who were able to answer, three-quarters (75.3%) agreed that the agency had employed new strategies, particularly new technologies, to make information publicly available (Table 10). The remaining 24.7% disagreed. Other results for this group were:

- 79.9% of females agreed with the statement, compared to 68.4% of males;
- two-thirds (67.1%) of 'AO7-8 etc' agreed, compared to four-fifths (81.1%) of 'AO1-2 etc';
- Department of Education and Training (82.3% agreed);
- for 'Wide Bay-Burnett' 68.4% agreed, compared to 84.7% in Far North Queensland; and
- by main type of work, levels of agreement ranged from 66.6% ('Corporate services') to 82.4% ('Administrative support/clerical').

Table 10 The agency has employed new strategies, particularly new technologies, to make information publicly available

	Number	Per cent (%)	Per cent (%) (excl 'Don't know')
Disagree	395	13.9	24.7
Agree	1,203	42.4	75.3
Don't know	1,242	43.7	-
Total	2,840	100.0	100.0

Source: Office of Economic and Statistical Research (2010), Public Sector Employee Culture Survey 2010 (unpublished data).

4.12 Easy location and retrieval of documents

All respondents were asked to react to the statement: *Records management within the agency supports easy location and retrieval of documents* (Q12b).

A relatively low, 24.4% (693) answered 'Don't know' (26.6% of females, 20.8% of males). Other results for 'Don't know' were:

- 13.3% of those with a classification level of AO7-8 or above, compared to 35.7% for 'AO1-2 etc';
- 'RTI Busy' agencies (17.2%);
- 'Brisbane including Greater Brisbane' had the lowest level for any region (21.8%), while those with the highest were 'Wide Bay-Burnett' (31.3%) and 'Gold Coast and surrounds' (31.5%); and
- 'Policy' (12.4%) and 'Exercising regulatory authority' (12.6%) were low compared to 'Service delivery to the general public' (30.3%).

Of the 2,147 respondents who were able to answer, almost three-quarters (72.4%) agreed that records management within the agency supported easy location and retrieval of documents (Table 11). The remaining 27.6% disagreed. A clear relationship exists between classification level and levels of agreement with this statement. Only half (49.6%) of 'SO2-1 or above' agreed, compared to 85.2% of 'AO1-2 etc'. Other results for this group were:

- levels of agreement differed greatly by educational attainment. Only 63.3% of those with 'Masters or above' agreed, compared to 88.6% of 'Less than Year 12 or equivalent';
- by main type of work, 'Program design and/or management' (61.5%) had the lowest level of agreement, compared to 'Administrative support/clerical' (86.1%); and
- 78.6% of females agreed compared to 63.1% of males.

Table 11 Records management within the agency supports easy location and retrieval of documents

	Number	Per cent (%)	Per cent (%) (excl 'Don't know')
Disagree	593	20.9	27.6
Agree	1,554	54.7	72.4
Don't know	693	24.4	-
Total	2,840	100.0	100.0

Source: Office of Economic and Statistical Research (2010), Public Sector Employee Culture Survey 2010 (unpublished data).

4.13 Public trust

All respondents were asked to react to the statement: *The public has trust in the agency* (Q12c).

Overall 39.4% (1,120) answered 'Don't know' (41.7% of females, 35.8% of males). Other results for 'Don't know' were:

- 'SO2-1 or above' (26.6%);
- 'Wide Bay-Burnett' (32.2%) and 'Fitzroy' (33.6%); and
- by main type of work, results ranged from 'Exercising regulatory authority' (32.1%) to 'Administrative support/clerical' (46.8%).

Of the 1,720 respondents who were able to answer, three-quarters (75.1%) agreed that the public had trust in their agency (Table 12). The remaining 24.9% disagreed. Other results for this group were:

- 78.8% of females agreed with the statement, compared to 69.5% of males;
- six-sevenths (85.7%) of 'SO2-1 or above' agreed, as did 83.7% of 'AO1-2 etc'; and
- belief in public trust differed by type of agency – 69.7% of 'RTI Busy' agency staff agreed compared to 82.1% of Department of Education and Training staff.

Table 12 The public has trust in the agency

	Number	Per cent (%)	Per cent (%) (excl 'Don't know')
Disagree	429	15.1	24.9
Agree	1,291	45.5	75.1
Don't know	1,120	39.4	-
Total	2,840	100.0	100.0

Source: Office of Economic and Statistical Research (2010), Public Sector Employee Culture Survey 2010 (unpublished data).

4.14 Public has better knowledge

All respondents were asked to react to the statement: *The public has better knowledge of what the agency does* (Q12d).

Overall 43.1% (1,224) answered 'Don't know' (45.1% of females, 39.9% of males). Other results for 'Don't know' were:

- 'SO2-1 or above' (26.6%);
- 'All other agencies' (48.0%) was well above the level for 'RTI Busy' agencies (40.8%);
- Wide Bay-Burnett (37.4%) was the region with the lowest result; and
- by main type of work, results ranged from over half (50.6%) of 'Administrative support/clerical' to three-eighths (37.7%) of 'Exercising regulatory authority'.

Of the 1,616 respondents who were able to answer, six in 10 (60.0%) agreed that the public had a better knowledge of what the agency does (Table 13). The remaining 40.0% disagreed. Other results for this group were:

- 65.3% of females agreed with the statement, compared to only 52.1% of males;
- 65.3% of 'Department of Education and Training' agreed – the highest result by agency type;
- a difference of more than 20 percentage points exists between 'Masters or above' and 'Less than Year 12 or equivalent' (54.2% and 75.8% in agreement, respectively); and
- almost 30 percentage points separated agreement levels for 'Administrative support/clerical' (77.0%) and both 'Research' (48.2%) and 'Exercising regulatory authority' (50.5%).

Table 13 The public has better knowledge of what the agency does

	Number	Per cent (%)	Per cent (%) (excl 'Don't know')
Disagree	647	22.8	40.0
Agree	969	34.1	60.0
Don't know	1,224	43.1	-
Total	2,840	100.0	100.0

Source: Office of Economic and Statistical Research (2010), Public Sector Employee Culture Survey 2010 (unpublished data).

4.15 Information published as a matter of course

All respondents were asked to react to the statement: *The agency now publishes information as a matter of course* (Q12e).

Overall 42.7% (1,212) answered 'Don't know' (45.0% of females, 38.9% of males). Ability to answer this question increased with classification level. Over half (53.5%) of 'AO1-2 etc' chose 'Don't know' compared to just 12.9% of 'SO2-1 or above'. Other results for 'Don't know' were:

- about a third (35.1%) of 'Masters or above' compared to over a half (50.7%) of 'Less than Year 12 or equivalent';
- 'Brisbane including Greater Brisbane' (41.1%) was the region with the lowest result; and
- again over half (50.6%) of 'Administrative support/clerical' responded 'Don't know'. This compares to 31.5% of those in a 'Policy' position.

Of the 1,628 respondents who were able to answer, three-quarters (76.4%) agreed that the agency now publishes information as a matter of course (Table 14). The remaining 23.6% disagreed. Other results for this group were:

- 81.5% of females agreed with the statement, compared to only 68.9% of males;
- the highest level of agreement by region, was 84.8% in 'Darling Downs and West Moreton'; and
- by main type of work, results ranged from just over two-thirds of 'Research' (67.8%) and 'Exercising regulatory authority' (68.4%), to about five-sixths (82.6%) of 'Administrative support/clerical'.

Table 14 The agency now publishes information as a matter of course

	Number	Per cent (%)	Per cent (%) (excl 'Don't know')
Disagree	385	13.6	23.6
Agree	1,243	43.8	76.4
Don't know	1,212	42.7	-
Total	2,840	100.0	100.0

Source: Office of Economic and Statistical Research (2010), Public Sector Employee Culture Survey 2010 (unpublished data).

4.16 Outside scrutiny seen as positive

All respondents were asked to react to the statement: *The agency perceives outside scrutiny of its activities as being positive* (Q12f).

Overall 39.1% (1,111) answered 'Don't know' (41.9% of females, 34.6% of males). Other results for 'Don't know' were:

- 16.1% of 'SO2-1 or above', compared to 46.2% of 'AO1-2 etc'; and
- 'Policy' positions (31.5%) compared to 'Administrative support/clerical' (46.4%).

Of the 1,729 respondents who were able to answer, seven in 10 (71.3%) agreed that the agency perceives outside scrutiny of its activities as being positive (Table 15). The remaining 28.7% disagreed. Other results for this group were:

- 74.0% of females agreed with the statement, compared to 67.2% of males;
- by region, North Queensland (76.2%) had the highest level of agreement;
- 'AO1-2 etc' (79.4%);
- by main type of work, there was a 20 percentage point difference in levels of agreement between 'Exercising regulatory authority' (63.9%) and 'Administrative support/clerical' (83.9%); and
- by educational attainment, once again 'Masters or above' (64.2%) had the lowest level of agreement and 'Less than Year 12 or equivalent' (83.4%) the highest.

Table 15 The agency perceives outside scrutiny of its activities as being positive

	Number	Per cent (%)	Per cent (%) (excl 'Don't know')
Disagree	497	17.5	28.7
Agree	1,232	43.4	71.3
Don't know	1,111	39.1	-
Total	2,840	100.0	100.0

Source: Office of Economic and Statistical Research (2010), Public Sector Employee Culture Survey 2010 (unpublished data).

4.17 Information requests perceived as interference

All respondents were asked to react to the statement: *Public requests for information are perceived as interference* (Q12g).

Overall 35.5% (1,007) answered 'Don't know' (37.8% of females, 31.7% of males). Other results for 'Don't know' were:

- 'Wide Bay-Burnett' (28.7%) compared to 'Gold Coast and surrounds' (41.4%);
- 8.1% of 'SO2-1 or above', compared to 43.5% of 'AO1-2 etc'; and
- 'Exercising regulatory authority' (25.8%).

Of the 1,833 respondents who were able to answer, 34.9% agreed that public requests for information are perceived as interference (Table 16). The remaining 65.1% disagreed. Other results for this group were:

- 31.1% of females agreed with the statement, compared to 40.4% of males; and
- 'SO2-1 or above' (24.6%) was the classification level least likely to agree.

Table 16 Public requests for information are perceived as interference

	Number	Per cent (%)	Per cent (%) (excl 'Don't know')
Disagree	1194	42.0	65.1
Agree	639	22.5	34.9
Don't know	1,007	35.5	-
Total	2,840	100.0	100.0

Source: Office of Economic and Statistical Research (2010), Public Sector Employee Culture Survey 2010 (unpublished data).

4.18 Amount of information released to the public

All respondents were asked to react to the statement: *Too much information is released to the public* (Q12h).

Overall 35.0% (995) answered 'Don't know' (Table 17), which corresponded to 36.6% of females, 32.5% of males. Other results for 'Don't know' were:

- by main type of work, the largest difference was again between 'Policy' (25.3%) and 'Administrative support/clerical' (43.5%); and
- 9.7% of 'SO2-1 or above', compared to 43.2% of 'AO1-2 etc'.

Table 17 Too much information is released to the public

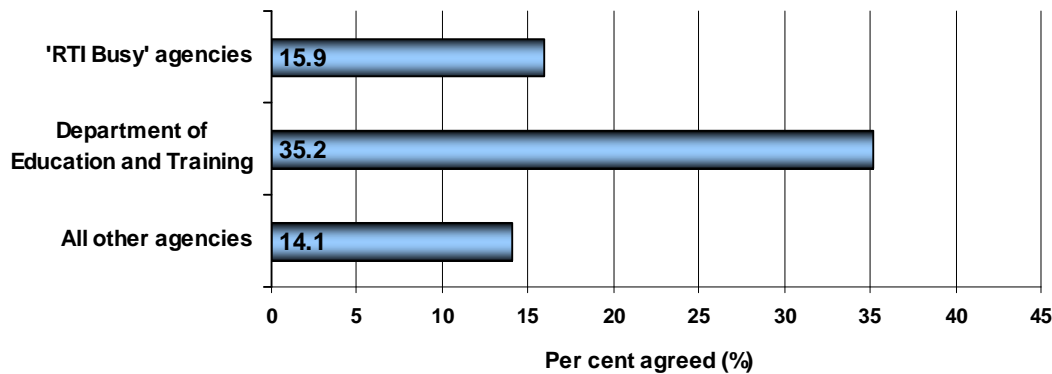
	Number	Per cent (%)	Per cent (%) (excl 'Don't know')
Disagree	1433	50.5	77.7
Agree	412	14.5	22.3
Don't know	995	35.0	-
Total	2,840	100.0	100.0

Source: Office of Economic and Statistical Research (2010), Public Sector Employee Culture Survey 2010 (unpublished data).

Of the 1,845 respondents who were able to answer, only 22.3% agreed that too much information is released to the public. The remaining 77.7% disagreed. Other results for this group were:

- 23.3% of females agreed with the statement, compared to 20.8% of males. This is the only question for which the result for females could be interpreted as being less positive towards an RTI/IP issue than the result for males;
- 'Department of Education and Training' (35.2%) was out of step with other agencies; 'RTI Busy' agencies (15.9%) and 'All other agencies' (14.1%) (Figure 5);
- by region, results ranged from 34.2% of 'Gold Coast and surrounds' in agreement, to 17.7% of 'Brisbane including Greater Brisbane'; and
- those involved in research (6.8%) and policy work (10.5%) were much less likely to agree than those involved in 'Service delivery to the general public' (31.2%).

Figure 5 Too much information released to public by RTI/IP Department type



Note that percentage calculations exclude respondents who responded 'Don't know'.

Source: Office of Economic and Statistical Research (2010), Public Sector Employee Culture Survey 2010 (unpublished data).

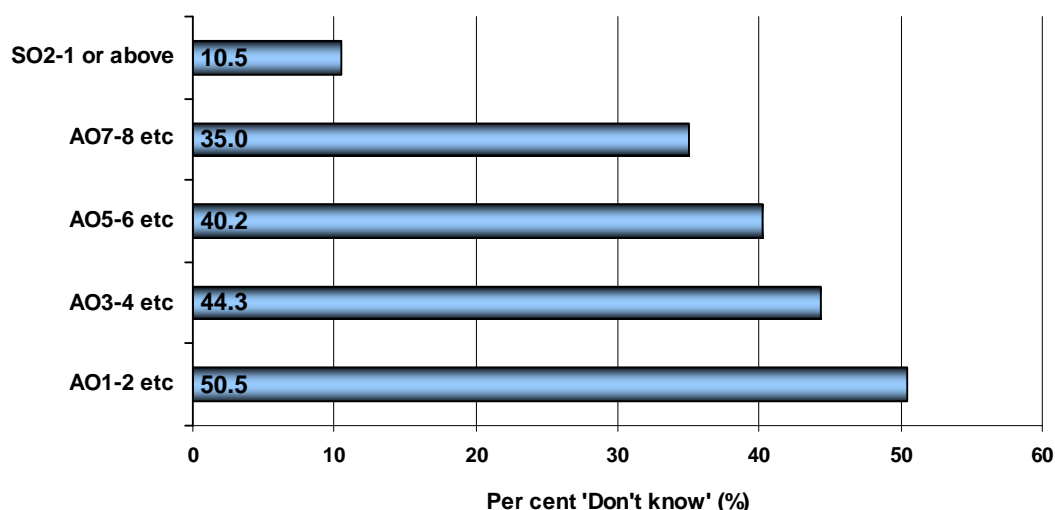
4.19 Impact of RTI/IP staffing resources

All respondents were asked to react to the statement: *Dealing with RTI and IP is a strain on staffing resources* (Q12i).

Overall 40.7% (1,157) answered 'Don't know'. Other results for 'Don't know' were:

- 44.2% of females and 35.2% of males answered 'Don't know' to this statement;
- 'RTI Busy' agencies (36.6%) compared to 'Department of Education and Training' (45.3%);
- Ability to answer this question increased with Classification level. Extremes again were 'SO2-1 or above' (10.5%) and 'AO1-2 etc' (50.5%) (Figure 6); and
- by main type of work, there was a 15 percentage point difference between 'Exercising regulatory authority' (30.8%) and 'Administrative support/clerical' (45.8%).

Figure 6 RTI/IP a strain on staffing resources by Classification level



Due to their small numbers (and thus low reliability), the categories 'Graduate Program' and 'Trainee/apprentice' have been excluded from this analysis.

Source: Office of Economic and Statistical Research (2010), Public Sector Employee Culture Survey 2010 (unpublished data).

Of the 1,683 respondents who were able to answer, 55.1% agreed that dealing with RTI and IP is a strain on staffing resources (Table 18). The remaining 44.9% disagreed. Other results for this group were:

- 48.9% of females agreed with the statement, compared to 63.8% of males;
- 51.6% of 'RTI Busy' agencies agreed compared to 61.7% of 'Department of Education and Training';
- two-thirds (66.7%) of 'SO2-1 or above' agreed, compared to less than half (47.7%) of 'AO1-2 etc' (Figure 6); and
- two-thirds (67.8%) of 'Darling Downs and West Moreton' agreed compared to about half (52.0%) of 'Brisbane including Greater Brisbane'.

Table 18 Dealing with RTI and IP is a strain on staffing resources

	Number	Per cent (%)	Per cent (%) (excl 'Don't know')
Disagree	755	26.6	44.9
Agree	928	32.7	55.1
Don't know	1,157	40.7	-
Total	2,840	100.0	100.0

Source: Office of Economic and Statistical Research (2010), Public Sector Employee Culture Survey 2010 (unpublished data).

4.20 Operational cost of RTI/IP to agencies

All respondents were asked to react to the statement: *Dealing with RTI and IP causes additional costs to agency operations* (Q12j).

Overall 45.3% (1,286) answered 'Don't know' (Table 19), which corresponds to 51.3% of females and 35.5% of males. This is the second highest level for all 20 questions. Other results for 'Don't know' were:

- Again, ability to answer this question increased with classification level. Extremes were 'SO2-1 or above' (12.9%) and 'AO1-2 etc' (56.3%);
- 'Less than Year 12 or equivalent' was high at (53.7%);
- by main type of work, the largest difference was again between 'Policy' (35.4%) and 'Administrative support/clerical' (52.5%); and
- more than half were unable to answer in 'Fitzroy' and 'Sunshine Coast and surrounds' (50.9% and 51.4% respectively).

Table 19 Dealing with RTI and IP causes additional costs to agency operations

	Number	Per cent (%)	Per cent (%) (excl 'Don't know')
Disagree	448	15.8	28.8
Agree	1,106	38.9	71.2
Don't know	1,286	45.3	-
Total	2,840	100.0	100.0

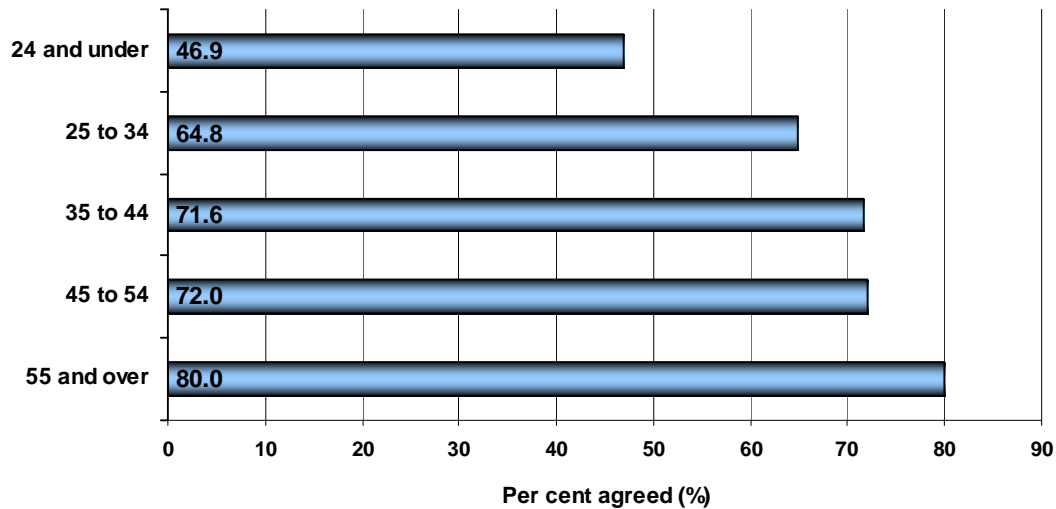
Source: Office of Economic and Statistical Research (2010), Public Sector Employee Culture Survey 2010 (unpublished data).

Of the 1,554 respondents who were able to answer, 71.2% agreed that dealing with RTI and IP causes additional costs to agency operations. The remaining 28.8% disagreed. Other results for this group were:

- 65.0% of females agreed with the statement, compared to 78.8% of males;
- agreement increased with age. Less than half (46.9%) of those aged 24 years or under agreed, compared to 80.0% of those aged 55 years and over (Figure 7);
- half the proportion of 'SO2-1 or above' than 'AO1-2 etc' agreed (20.4% and 41.4% respectively); and

- about twice the proportion disagreed in 'Fitzroy' (36.8%) than did in 'North Queensland' (18.8%).

Figure 7 RTI/IP causes additional costs to agency operations by Age



Note that percentage calculations exclude respondents who responded 'Don't know'.

Source: Office of Economic and Statistical Research (2010), Public Sector Employee Culture Survey 2010 (unpublished data).

4.21 Time spent on RTI/IP requests

All respondents were asked to react to the statement: *RTI and IP result in time wasted on pointless requests* (Q12k).

Overall 44.1% (1,253) answered 'Don't know' (46.8% of females, 39.8% of males). Other results for 'Don't know' were:

- 'RTI Busy' agencies (38.9%);
- again, ability to answer increased with classification level. Extremes were 'SO2-1 or above' (18.5%) and 'AO1-2 etc' (53.0%);
- 'North Queensland' (50.0%); and
- by main type of work, 'Policy' (34.8%) was again the lowest.

Of the 1,587 respondents who were able to answer, 31.6% agreed that RTI and IP result in time wasted on pointless requests. The remaining 68.4% disagreed. Other results for this group were:

- 28.2% of females agreed with the statement, compared to 36.5% of males;
- one-quarter (25.0%) of respondents in 'RTI Busy' agencies agreed, compared to 40.8% in 'Department of Education and Training';
- 'Brisbane including Greater Brisbane' (28.5% agreement) was the only region with a below-average result. Among the other regions, levels of agreement ranged from 33.3% in both 'North Queensland' and 'Wide Bay Burnett', and 42.9% in 'Darling Downs and West Moreton'; and
- those involved in policy work (20.7%) were much less likely to agree than those involved in 'Service delivery to the general public' (37.8%).

Table 20 RTI and IP result in time wasted on pointless requests

	Number	Per cent (%)	Per cent (%) (excl 'Don't know')
Disagree	1085	38.2	68.4
Agree	502	17.7	31.6
Don't know	1,253	44.1	-
Total	2,840	100.0	100.0

Source: Office of Economic and Statistical Research (2010), Public Sector Employee Culture Survey 2010 (unpublished data).

4.22 Exposure to RTI/IP

In all, 14.2 per cent of respondents had received an information request under the new RTI or IP legislation (see Table 21). A total of 490 (17.3% of all respondents) had been involved in the processing of an information request.

Table 21 Whether received an information request under the new RTI or IP legislation

	Number	Per cent (%)	Per cent (%) (excl 'Don't know')
Yes	404	14.2	15.5
No	2,201	77.5	84.5
Don't know	235	8.3	-
Total	2,840	100.0	100.0

Source: Office of Economic and Statistical Research (2010), Public Sector Employee Culture Survey 2010 (unpublished data).

5 GLOSSARY

Bias – the label given to all forms of systematic, as opposed to random, error in estimates. Bias can occur in various forms. It can be built into the questionnaire with questions that appear to ask about A but actually collect data about B because respondents do not interpret the question as intended. Refusal bias, non-contact bias and frame bias are some other common examples. For example, refusal bias arises when refusers have different characteristics and opinions to survey respondents. If present, bias is hard to quantify and difficult to remove.

Frame – a list, map, or conceptual specification of the people or other units comprising the survey population from which respondents can be selected. Examples include a telephone or city directory, or a list of members of a particular association or group.

Population – any entire group with at least one characteristic in common, for example, residents of Queensland.

Respondent – the person who is interviewed.

Response rate – the percentage of a sample from which information is successfully obtained. Response rates are calculated differently depending on the survey organisation.

Sample – part of a population. It is a subset of the population, often randomly selected for the purpose of studying the characteristics of the entire population.

Scope – is the term used to describe people who could potentially be part of a particular survey. For the 2010 Public Sector Employee Culture Survey, public sector employees working in Queensland government agencies are in-scope; anyone else is out-of-scope.

6 APPENDICES

Appendix 1 – Survey instrument

2010 Right to Information and Information Privacy Public Sector Culture Survey

BACKGROUND INFORMATION

In August 2008, the Queensland Government released *The Right to Information: A Response to the Review of Queensland's Freedom of Information Act*.

The aim of this review was to ensure that government made information readily available to the community.

In response to the review, the government passed the *Right to Information Act 2009* and the *Information Privacy Act 2009*, to ensure that government information was made available, while at the same time protecting personal privacy and other public interest issues. In doing so, the Queensland Premier said, "Openness and accountability are the cornerstones of good government."

Under the legislation, the Office of the Information Commissioner is the champion and monitor of the right to access information, and has a role in supporting agencies to maximise disclosure and in applicants knowing and using their rights.

PURPOSE OF THIS SURVEY

The Office of the Information Commissioner will undertake regular surveys to measure the impact of the legislation in fostering a public service culture of openness and accountability. Open government has three dimensions: transparency (open to scrutiny), accessibility (equitable entry and treatment), and responsiveness (open for business). This survey is designed to obtain the views of a representative sample of public servants on the public service culture.

The results of the surveys will assist the Office of the Information Commissioner to fulfil its legislative requirements to monitor and report on the extent to which agencies are complying with the *Right to Information Act 2009* and *Information Privacy Act 2009*.

A summary of survey results will be published on the Office of the Information Commissioner's website and key findings documented in its Annual Report. The Information Commissioner will also write to agencies to provide a summary of results.

All data collected is strictly confidential and will be de-identified before publication.

ABOUT YOU

The information that you provide in this section will be used to assist in drawing more meaningful conclusions from the survey results. Your individual responses will remain strictly confidential. **Neither your details nor your responses will be provided to the Office of the Information Commissioner, who will only receive aggregated data.**

Q1. What is your age?

- 19 years and under
- 20 - 24 years
- 25 - 29 years
- 30 - 34 years
- 35 - 39 years
- 40 - 44 years
- 45 - 49 years
- 50 - 54 years
- 55 - 59 years
- 60 - 64 years
- 65 years and over

Q2. What is your sex?

- Female
- Male

Q3. In which Queensland Public Service agency do you work?

- Department of Communities
- Department of Community Safety
- Department of Education and Training
- Department of Employment, Economic Development and Innovation
- Department of Environment and Resource Management
- Department of Health
- Department of Infrastructure and Planning
- Department of Justice and Attorney-General
- Department of the Premier and Cabinet
- Department of Public Works
- Department of Transport and Main Roads
- Queensland Treasury
- Queensland Police Service
- Anti-Discrimination Commission of Queensland
- Commission for Children, Young People and Child Guardian
- Electoral Commission of Queensland
- Health Quality and Complaints Commission
- Mental Health Review Tribunal
- Office of the Adult Guardian
- Office of the Energy Ombudsman
- Office of the Health Practitioner Registration Boards
- Office of the Information Commissioner
- Office of the Medical Board of Queensland
- Office of the Prostitution Licensing Authority
- Office of the Queensland Parliamentary Counsel
- Public Service Commission
- Public Trust Office
- QLeave
- Queensland Art Gallery
- Queensland Audit Office
- Queensland College of Teachers
- Queensland Industrial Registry
- Queensland Museum
- Queensland Studies Authority
- Queensland Water Commission
- Queensland Workplace Rights Office
- State Library of Queensland
- Translink Transit Authority
- Urban Land Development Authority
- Workers' Compensation Regulatory Authority
- Other (please specify) _____

Q4. Where is your workplace?

- Brisbane including Greater Brisbane
- Gold Coast and surrounds
- Sunshine Coast and surrounds
- Wide Bay-Burnett
- Darling Downs and West Moreton
- Far North Queensland
- Fitzroy
- Mackay-Whitsunday
- North Queensland
- Western Queensland

Q5. What is your current classification level?

This is the classification level you have either been engaged at, were last promoted to, are currently acting in, or are performing temporarily.

(Note: If your current level is higher than SO2 - SO1, please select SO2 - SO1 in this question, and write your current level in Q15)

- Trainee/apprentice
- Graduate Program position
- AO1 - 2, TO1, PO1, OO1-OO4 (pay point 1) or equivalent (Includes salaries up to \$46,203)
- AO3 - 4, TO2 - 3, PO2, OO4 (pay point 2) - OO6 or equivalent (Includes salaries from \$46,204 - \$63,850)
- AO5 - 6, TO4 - 6 (pay point 1), PO3 - 4, OO7 or equivalent (Includes salaries from \$63,851 - \$81,095)
- AO7 - 8, PO5 - 6, TO6 (pay points 2 and 3) or equivalent (Includes salaries from \$81,096 - \$99,381)
- SO2 - SO1 (Includes salaries from \$99,382 - \$117,408)

Q6. Do you identify yourself as an Aboriginal person and/or Torres Strait Islander?

- Yes
- No
- I do not wish to provide this information

Q7. Do you have an ongoing disability?

- Yes
- No
- I do not wish to provide this information

The following questions are about whether you are of non-English speaking background (NESB).

Q8(i). Was your first language something other than English?

- Yes
- No
- I do not wish to provide this information

Q8(ii). Did one or both of your parents not have English as a first language?

- Yes
- No
- I do not wish to provide this information

Q9. Your highest completed qualification is

- Doctorate
- Masters
- Postgraduate diploma (includes Graduate Certificate)
- Bachelor degree with Honours
- Bachelor degree
- Undergraduate diploma
- Associate diploma
- Vocational qualification
- Year 12 or equivalent (HSC/Leaving certificate)
- Less than Year 12 or equivalent

Q10. Which **one** of the following **best** describes the main type of work you do?

- Policy (eg. development, review, and/or evaluation)
- Research
- Program design and/or management
- Service delivery to the general public (eg. call centres, shopfront/counter service, teacher, client service delivery)
- Exercising regulatory authority (eg. inspectors, vetting business licence applications)
- Legal (including developing and/or reviewing legislation)
- Corporate services (including HR, Finance, IT, Communications, Other)
- Administrative support/clerical (eg. executive/personal assistant)
- Other (please specify) _____

Q11. Following commencement of the *Right to Information Act 2009* (RTI) and the *Information Privacy Act 2009* (IP) on 1 July 2009, with respect to your agency, do you consider that:

	Strongly disagree	Disagree	Agree	Strongly agree	Don't know
a. Overall, RTI and IP reforms have had a positive impact on the agency.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. The agency has a culture open to the release of information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. The new Acts have encouraged the agency to be more open.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. The agency finds complying with the legislation easy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. An explicit statement of commitment to RTI and IP is readily available within the agency.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. The agency has given clear and positive communication to staff about the RTI and IP reforms.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. The agency conducts training in RTI and IP.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. The agency's training in RTI and IP is effective.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. The agency has been encouraged to publish information never before made available to the public.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q12. Following commencement of the *Right to Information Act 2009* (RTI) and the *Information Privacy Act 2009* (IP) on 1 July 2009, with respect to your agency, do you consider that:

	Strongly disagree	Disagree	Agree	Strongly agree	Don't know
a. The agency has employed new strategies, particularly new technologies, to make information publicly available.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Records management within the agency supports easy location and retrieval of documents.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. The public has trust in the agency.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. The public has better knowledge of what the agency does.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. The agency now publishes information as a matter of course.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. The agency perceives outside scrutiny of its activities as being positive.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Public requests for information are perceived as interference.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Too much information is released to the public.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Dealing with RTI and IP is a strain on staffing resources.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Dealing with RTI and IP causes additional costs to agency operations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. RTI and IP result in time wasted on pointless requests.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q13. Have you received an information request under the new RTI or IP legislation?

- Yes
- No
- Don't know

Q14. Have you been involved in the processing of an information request under RTI or IP?

- Yes
- No

Q15. Do you have any other comments you would like to make?

Thank you for taking the time to complete the 2010 Right to Information and Information Privacy Public Sector Culture Survey.

Your contribution is an important input into evaluating the effectiveness of RTI and IP legislation.

Appendix 2 – Considerations for future projects

A feature of the PSECS 2010 was the very high level of 'Don't know' responses (38.3% over the 20 core attitudinal questions). Future surveys could aim to reduce this.

In this survey, a neutral category such as 'Neither disagree or agree' was not offered. It was hoped that respondents who otherwise would have selected the neutral option would commit to an answer of 'Disagree' or 'Agree'. However some may have chosen the 'Don't know' category. It is likely that by offering a neutral category in future surveys that the level of 'Don't know' responses would reduce. This would also help to 'untangle' the 'Don't know' category for analysis purposes.

Comments made by respondents at Question 15 (*Do you have any comments you would like to make?*) revealed that staff who were new to their agency answered 'Don't know' to many questions. Being new limited their ability to answer some questions; especially those that asked them to compare current attitudes and practices with those prior to the introduction of the RTI and IP Acts. For future surveys, a question asking how long respondents have worked for their agency could be considered. This would enable the answers given by staff members who are new to an agency to be removed from, or included in, results on a question by question basis. It would also enable the automatic sequencing of such respondents past questions that are not relevant to them, reducing respondent burden and reducing the likelihood that they will perceive the survey as irrelevant to them.

Another source of 'Don't know' responses was from respondents whose job has little or no connection with RTI/IP (e.g. teacher's aide). Many respondents had not heard about RTI or IP before completing the survey. While it is important to collect this information, it may not be necessary to require such respondents to answer every question.

A number of OIC staff were selected in the survey sample. There may be some doubt over the usefulness of their responses. It's possible that the participation of other (small) agencies may also be considered unnecessary or inappropriate. The scope of future surveys could be reviewed with this in mind.

There was some negative reaction to Questions 12c-d (about the public's trust of the agency and knowledge of what it does). This may not be a question for which respondents can reasonably be expected to know the answer. OIC should consider the level of insight or benefit they obtain from the results of these questions before deciding whether to include them in future surveys.

The wording of some questions is value-laden and hence, may have influenced how respondents answered (e.g. "RTI and IP result in time wasted on pointless requests"). Wording of such questions could be reviewed for future surveys.