

Queensland Fire and Emergency Services Volunteer Satisfaction Survey 2016

State Emergency Service South Western Report

Prepared for: Queensland Fire and Emergency Services

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TNS

2016 Volunteer Survey



Queensland
Government

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1

Background, Objectives and Methodology

Background and Objectives

- Volunteers are critical to the successful delivery of frontline services and are essential in building community capacity and enhancing community resilience. Queensland Fire and Emergency Services (QFES) has approximately 42,000 dedicated volunteers across the state in the State Emergency Service (SES), Rural Fire Service (RFS), Research and Scientific Branch network, and Technical Rescue Unit.
- The volunteer base is largely made up of the RFS and SES with approximately 36,000 and 6,200 volunteers respectively.
- Across both of these services, the contribution of volunteers is vital in ensuring positive community outcomes, and as such it is imperative that the views and opinions of the volunteer base is heard. Only in this way can QFES understand the satisfaction of its volunteers, how it is performing in supporting them in their volunteer role and what can be done to improve their volunteer experience.
- In 2016 TNS has been commissioned to follow up and build on the 2014 survey it conducted to ascertain current levels of satisfaction and opinion on the support provided and organisational practices and processes.
- The findings of the 2016 volunteer survey are contained within this report.

The overall aim of the research is to:

Provide Queensland Fire and Emergency Services with robust measures of volunteer satisfaction with the services provided in order to provide direction and understanding as to what, if any, issues exist and how volunteers can be better supported in the future.

Methodology

Who did we survey?

- Volunteers in State Emergency Service (South Western)

How many responses did we receive

- n=204 (maximum margin of error at 95% confidence interval is $\pm 6.9\%$)

When did we interview?

- 11 July – 23 August 2016

Sampling strategy

- Contacts from the QFES Volunteer database were emailed with an invitation to complete the survey. The survey was also distributed via hard-copy on request and at SES training nights, and a link to the survey was also placed on the QFES website.

Interview methodology

- Online, self-completed interview. Average questionnaire length 10 minutes.

Weighting

- No weighting was applied

Questionnaire Flow

- The questionnaire covered the following content:

1 Screener questions

2 General satisfaction

3 Perceptions of SES

4 Recruitment

5 Leadership

6 Workplace conduct policies and procedures

7 Inclusion

8 Information and Communication

9 Recognition

10 Training and development

11 Intention to continue volunteering

12 Demographics

Reporting Notes

- While the online survey required a forced response for each question, some respondents who completed a hard copy of the survey skipped certain questions. As such, sample sizes may vary slightly throughout the report.
- Where a total satisfied score is reported, this is calculated as the sum of satisfied + very satisfied.
- Where a total dissatisfied score is reported this is calculated as the sum of dissatisfied + very dissatisfied.
- These aggregated scores may not always add exactly to the individual percentage scores reported due to rounding.
- For single response questions, the sum of responses may not always add exactly to 100% due to rounding.
- Where questions have more than one response allowed, the sum of responses may add to more than 100%.

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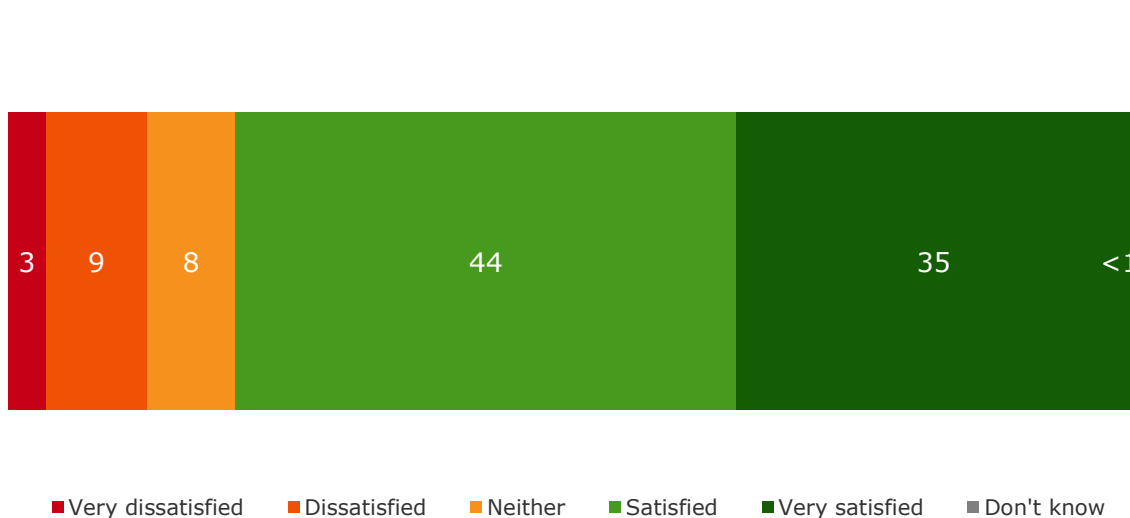
Detailed Findings



2.1

General Satisfaction

General satisfaction with volunteering (%)



**Total
Dissatisfied**

12%

Total Satisfied

79%

B1. How satisfied are you in general with the experience of volunteering with the State Emergency Service?
BASE: SES respondents - South Western (n=203)



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Reasons for satisfaction with volunteering experience (%)



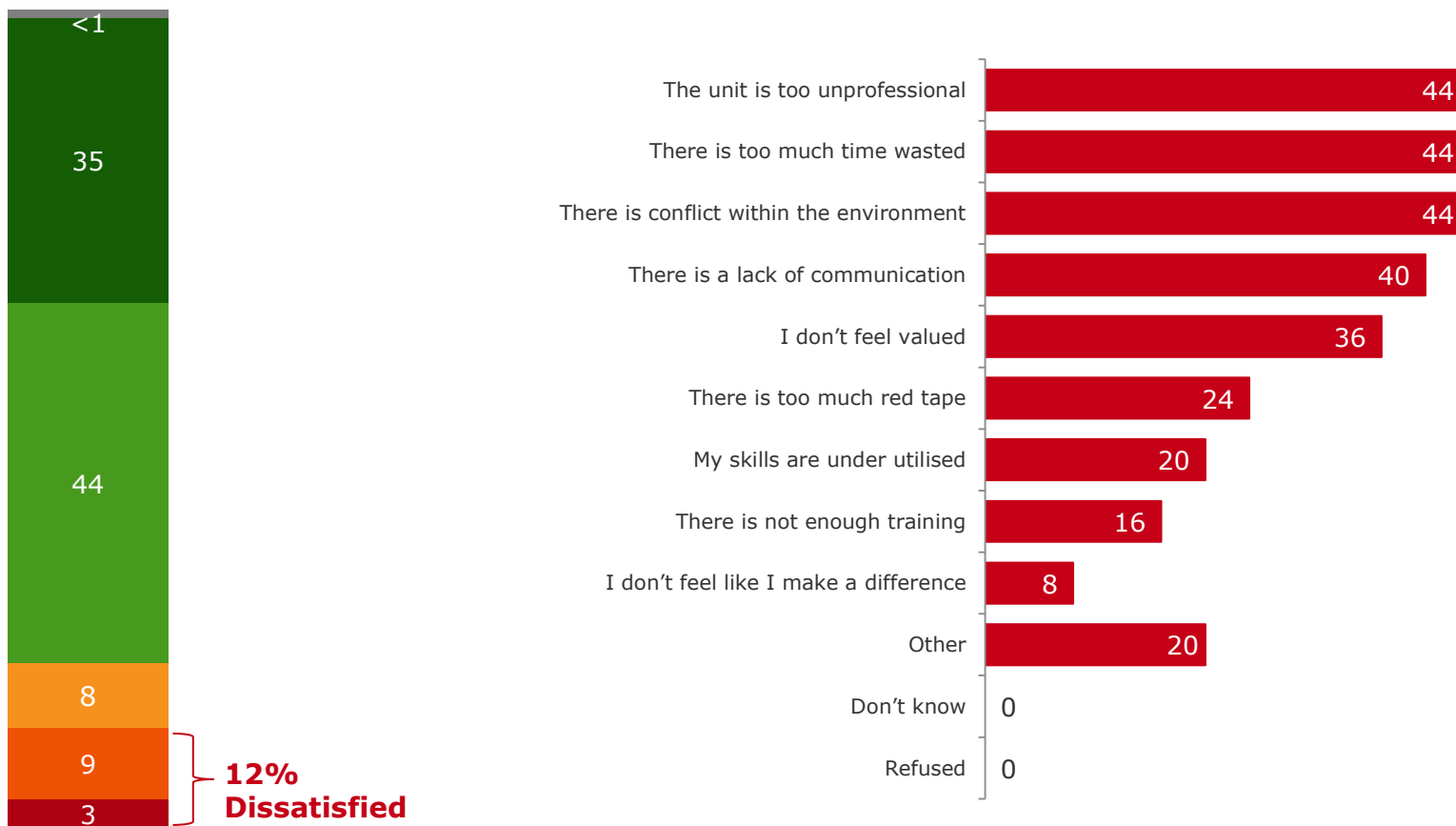
B1. How satisfied are you in general with the experience of volunteering with the State Emergency Service?

BASE: SES respondents - South Western (n=203)

B2. Why are you <insert satisfied or very satisfied as appropriate>?

BASE: Those satisfied with volunteering experience (n=161)

Reasons for dissatisfaction with volunteering experience (%)



B1. How satisfied are you in general with the experience of volunteering with the State Emergency Service?

BASE: SES respondents - South Western (n=203)

B3. Why are you <insert dissatisfied or very dissatisfied as appropriate>?

BASE: Those dissatisfied with volunteering experience (n=25*)

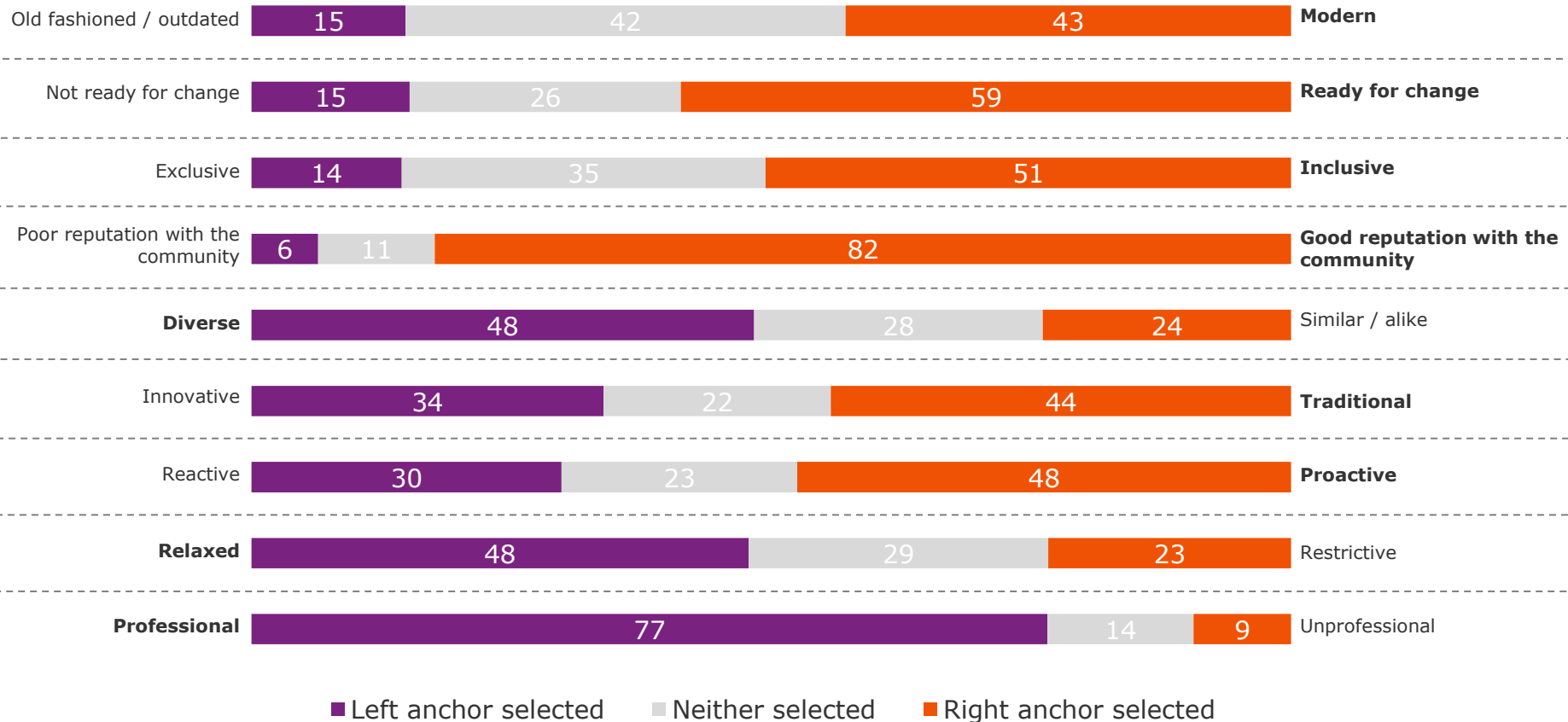
***Caution: small sample size – results should be interpreted as indicative only**

2.2

Perceptions of SES

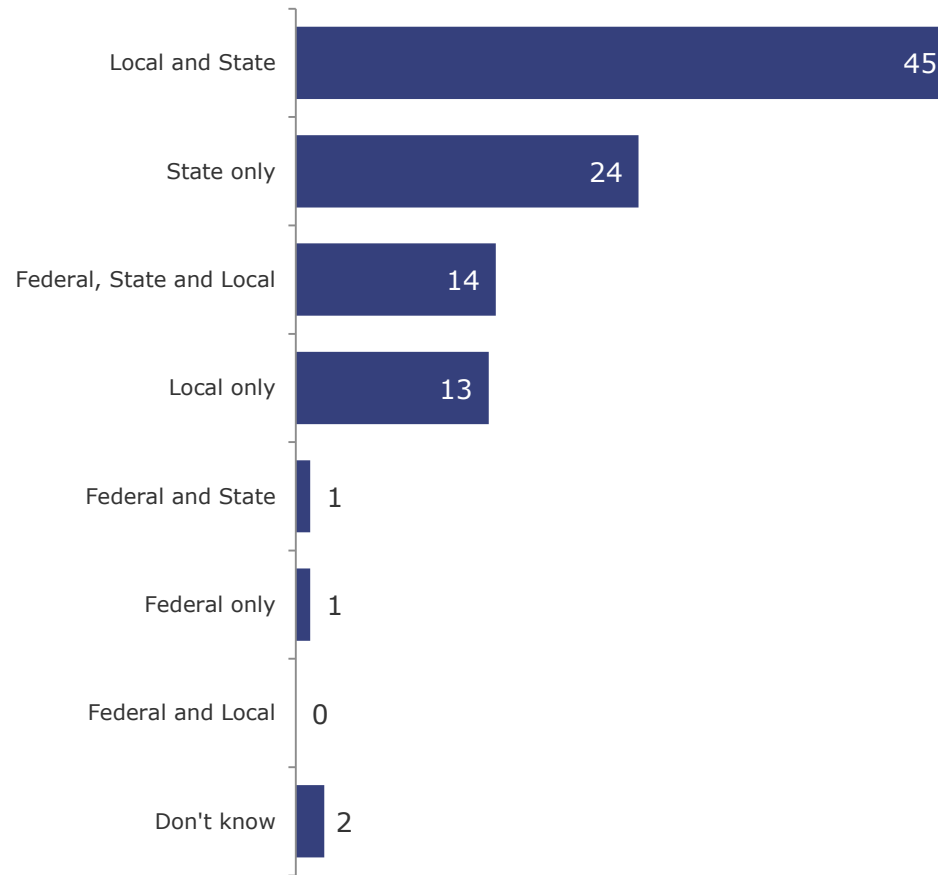


Perceptions of SES (%)



G1. You will now be shown pairs of words / phrases that people have used to describe the State Emergency Service. For each pair, please select which word or phrase you feel best describes the State Emergency Service. You may also select 'neither' if you feel neither word is an appropriate description. BASE: SES respondents - South Western (Sample sizes from top to bottom: n=189;184;180;187;180;183;181;184;192)
 NOTE: Bold text represents the word/phrase more often selected

Perceived level/s of government responsible for the SES (%)



G2. Which level / levels of Government do you believe is / are responsible for the Queensland State Emergency Service?
BASE. SES respondents - South Western (n=203)



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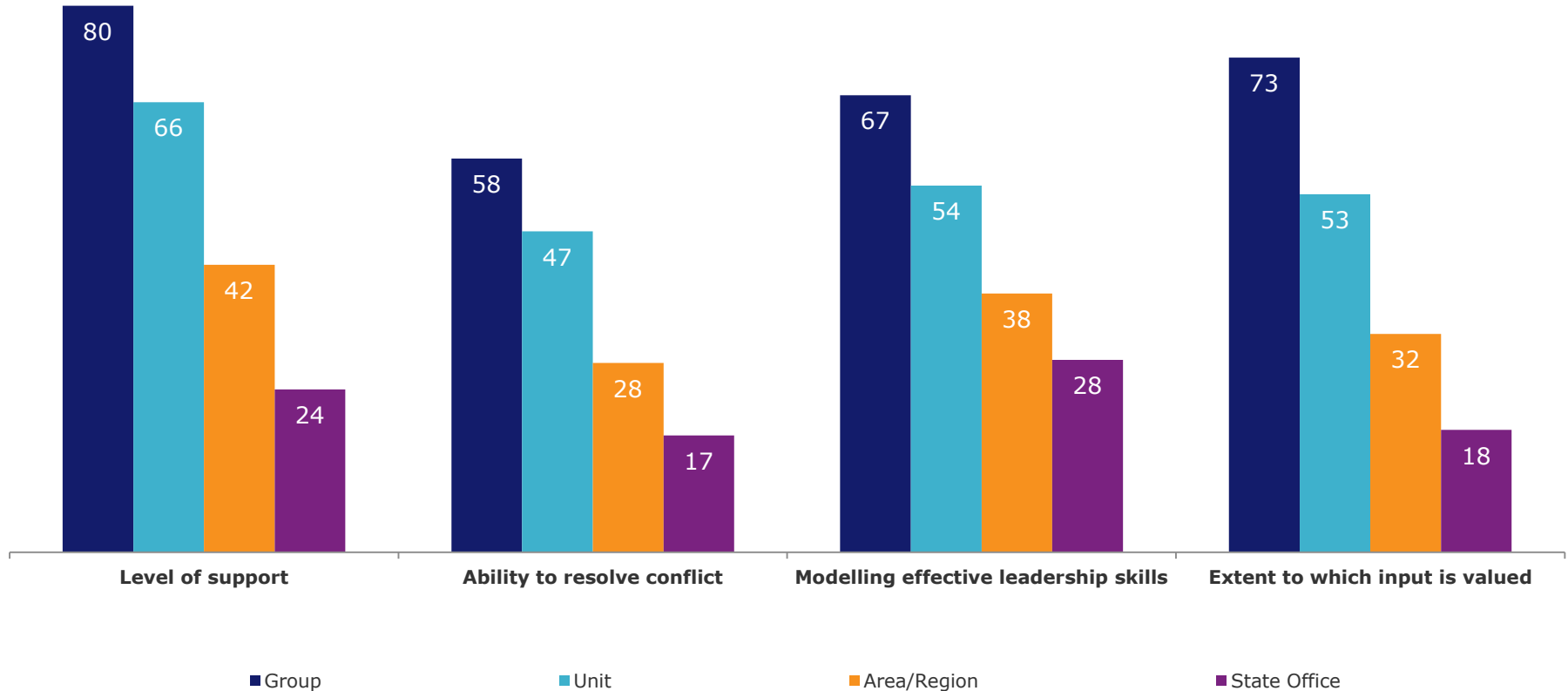


2.3

Leadership



Perceptions of leadership in SES – Top 2 (rated “Quite a lot” or “A great deal”) (%)



D1. To what extent do you feel supported in your volunteer role in the State Emergency Service by each of the following? BASE: SES respondents - South Western (Group: n=198; Unit: n=195; Area/Region: n=194; State Office: n=192)

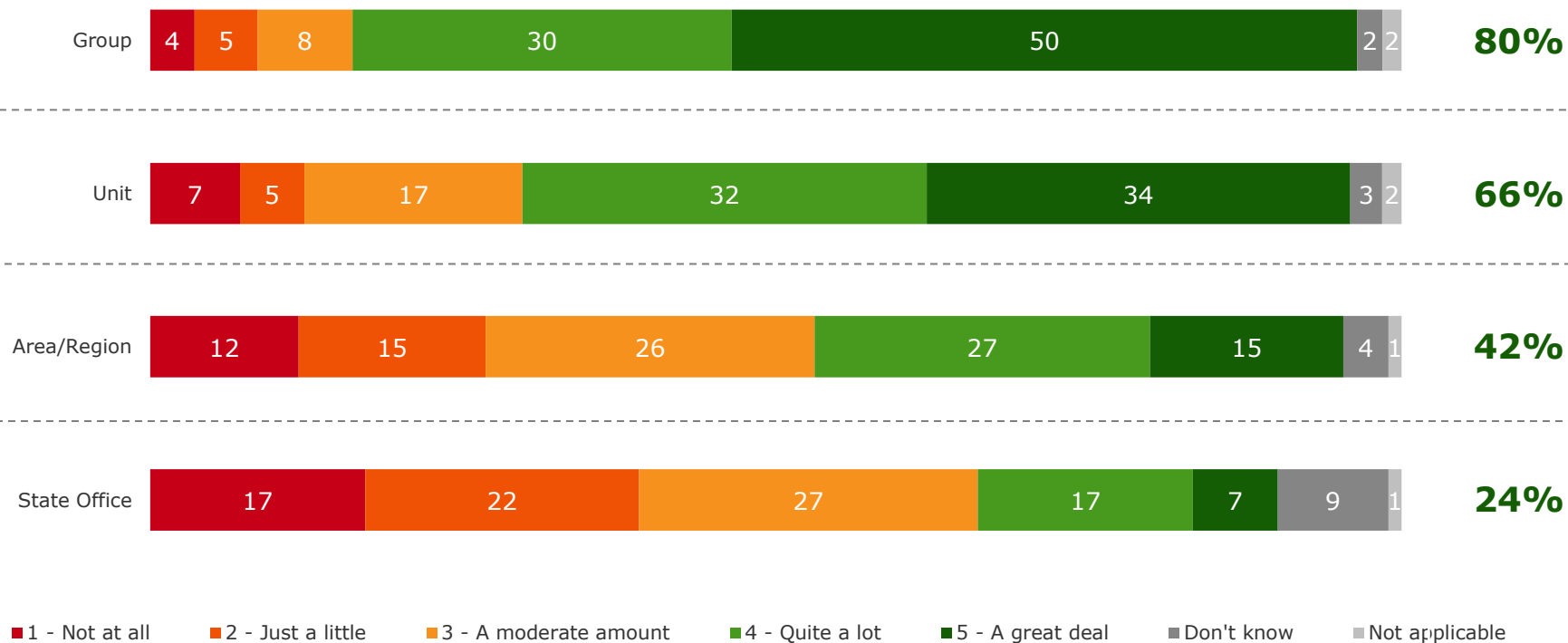
D2. And to what extent do you feel the following resolve conflict? BASE: SES respondents - South Western (Group: n=197; Unit: n=195; Area/Region: n=194; State Office: n=192)

D3. And to what extent do you feel the following model effective leadership skills? BASE: SES respondents - South Western (Group: n=195; Unit: n=193; Area/Region: n=192; State Office: n=191)

D4. And to what extent do you feel the following value your input? BASE: SES respondents - South Western (Group: n=194; Unit: n=192; Area/Region: n=190; State Office: n=189)

Perceived level of support in volunteer role by... (%)

**Top 2
(rated 4 or
5 out of 5)**



D1. To what extent do you feel supported in your volunteer role in the State Emergency Service by each of the following?
 BASE: SES respondents - South Western (Group: n=198; Unit: n=195; Area/Region: n=194; State Office: n=192)

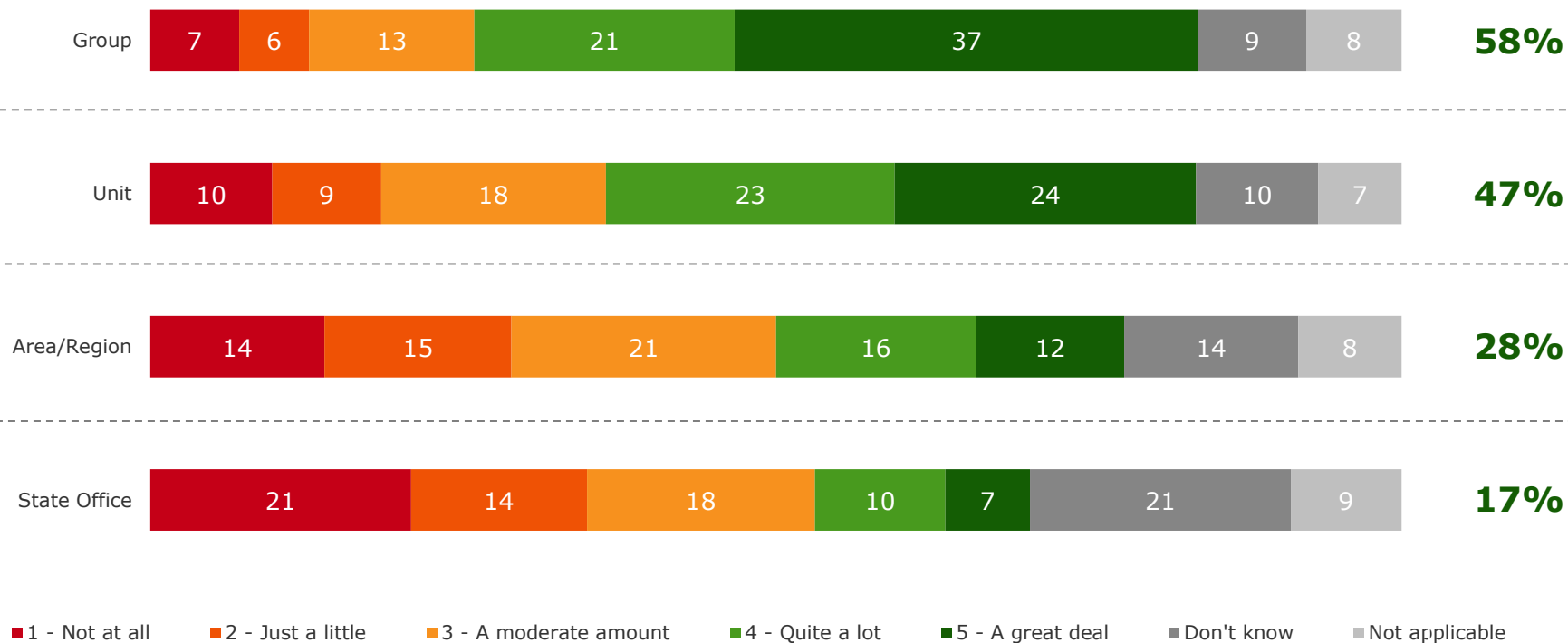


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Perceived ability to resolve conflict by... (%)

**Top 2
(rated 4 or
5 out of 5)**



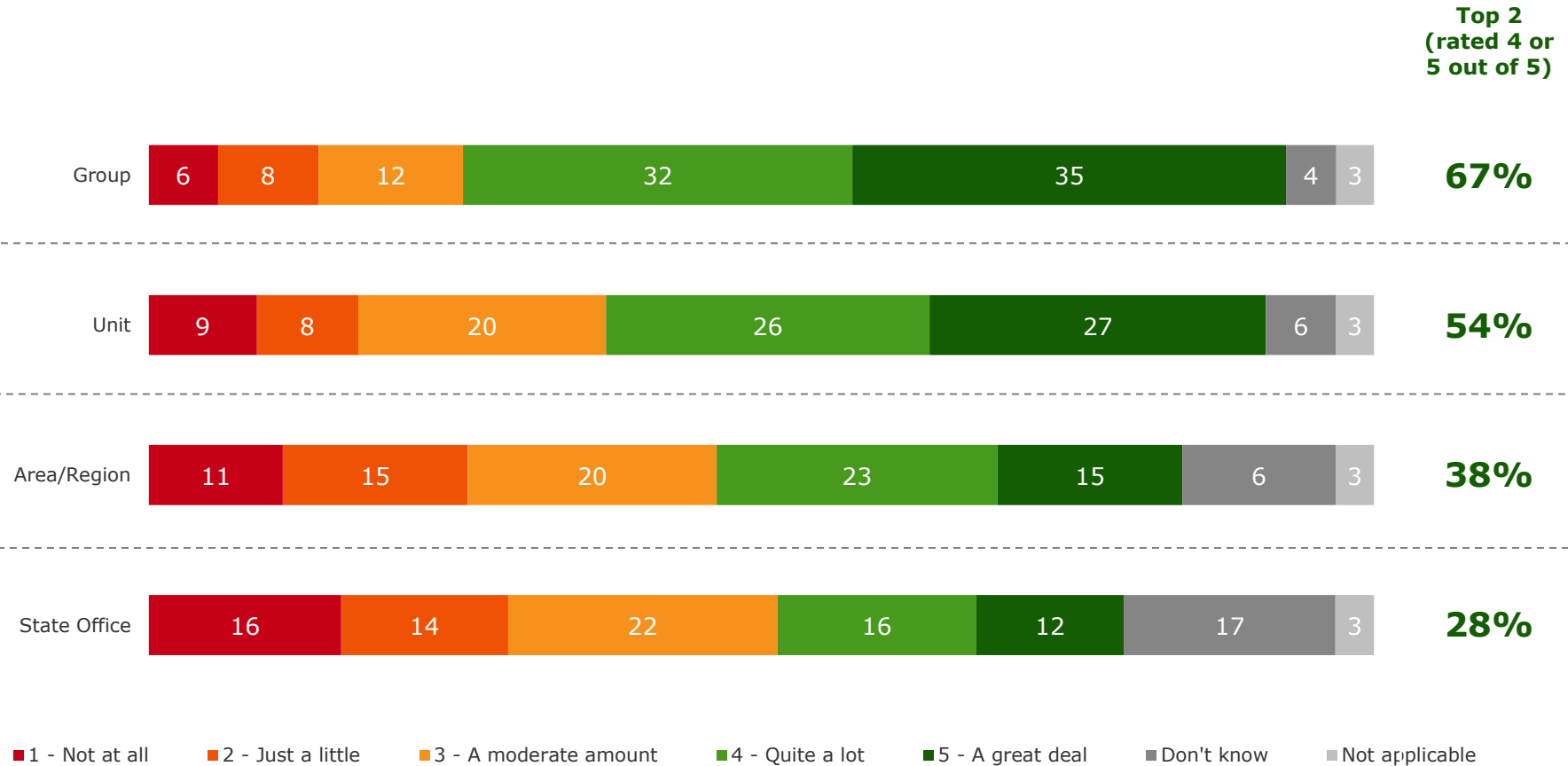
D2. And to what extent do you feel the following resolve conflict?
 BASE: SES respondents - South Western (Group: n=197; Unit: n=195; Area/Region: n=194; State Office: n=192)



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Modelling of effective leadership skills by... (%)



D3. And to what extent do you feel the following model effective leadership skills?
 BASE: SES respondents - South Western (Group: n=195; Unit: n=193; Area/Region: n=192; State Office: n=191)

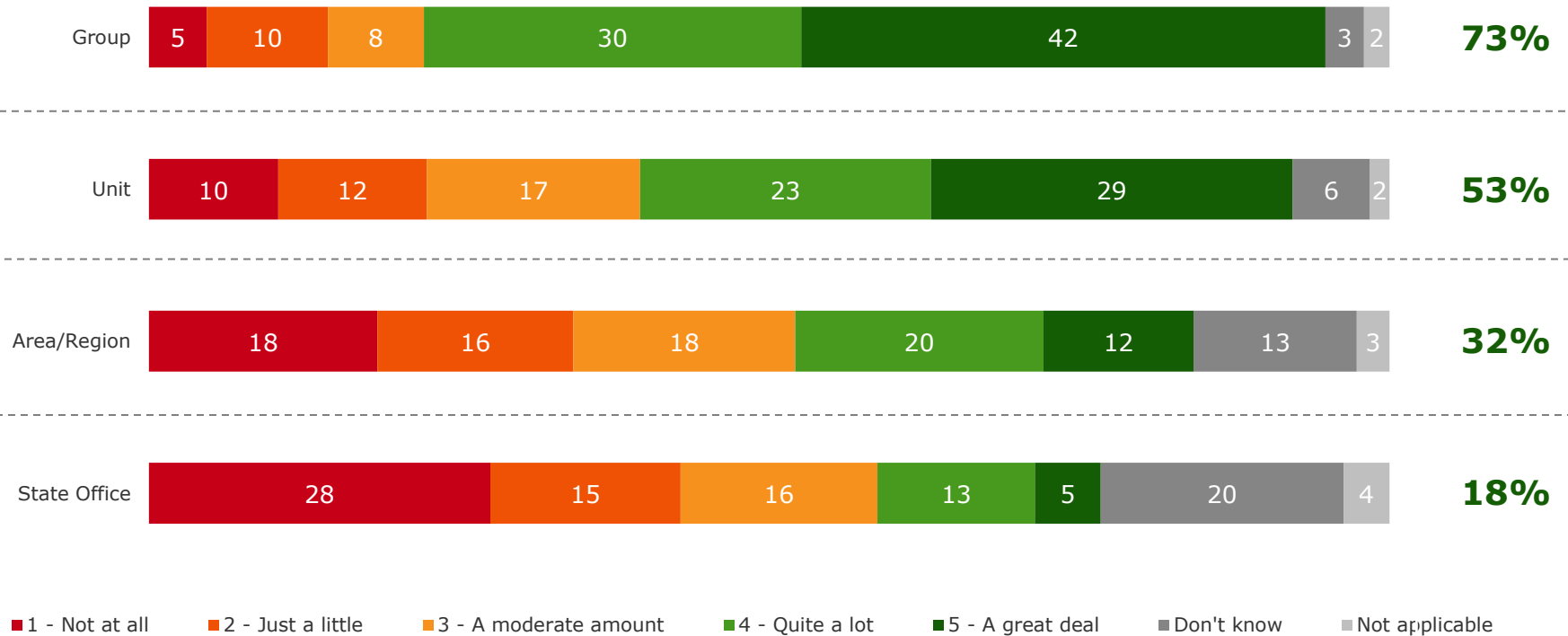


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Extent to which input is valued by... (%)

**Top 2
(rated 4 or
5 out of 5)**



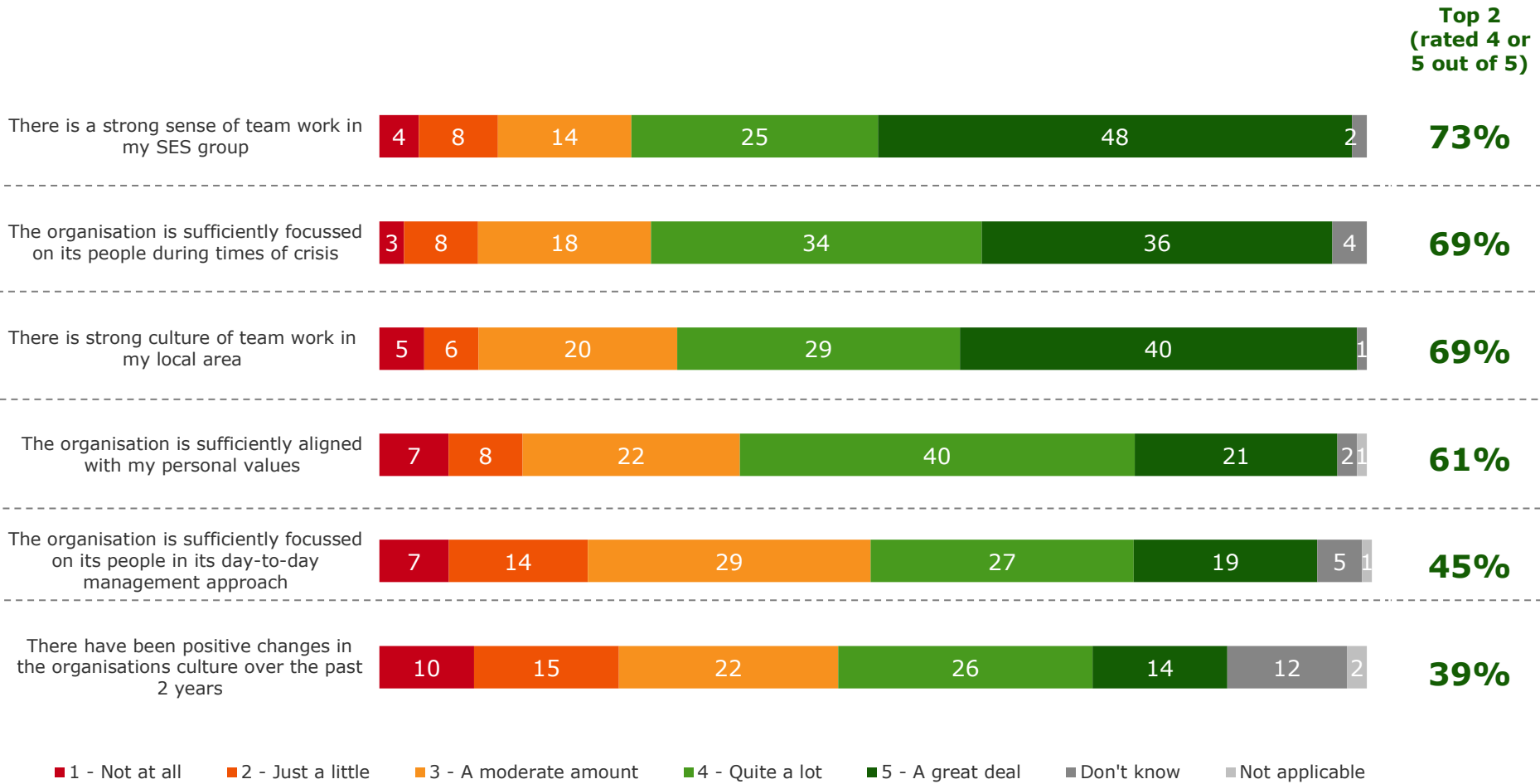
D4. And to what extent do you feel the following value your input?
 BASE: SES respondents - South Western (Group: n=194; Unit: n=192; Area/Region: n=190; State Office: n=189)



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Perceptions of organisational culture (%)



D5. Thinking about the organisational culture in the State Emergency Service, to what extent do you agree with the following statements?
 BASE: SES respondents - South Western (Sample sizes from top to bottom: n=200;200;199;200;199;198)



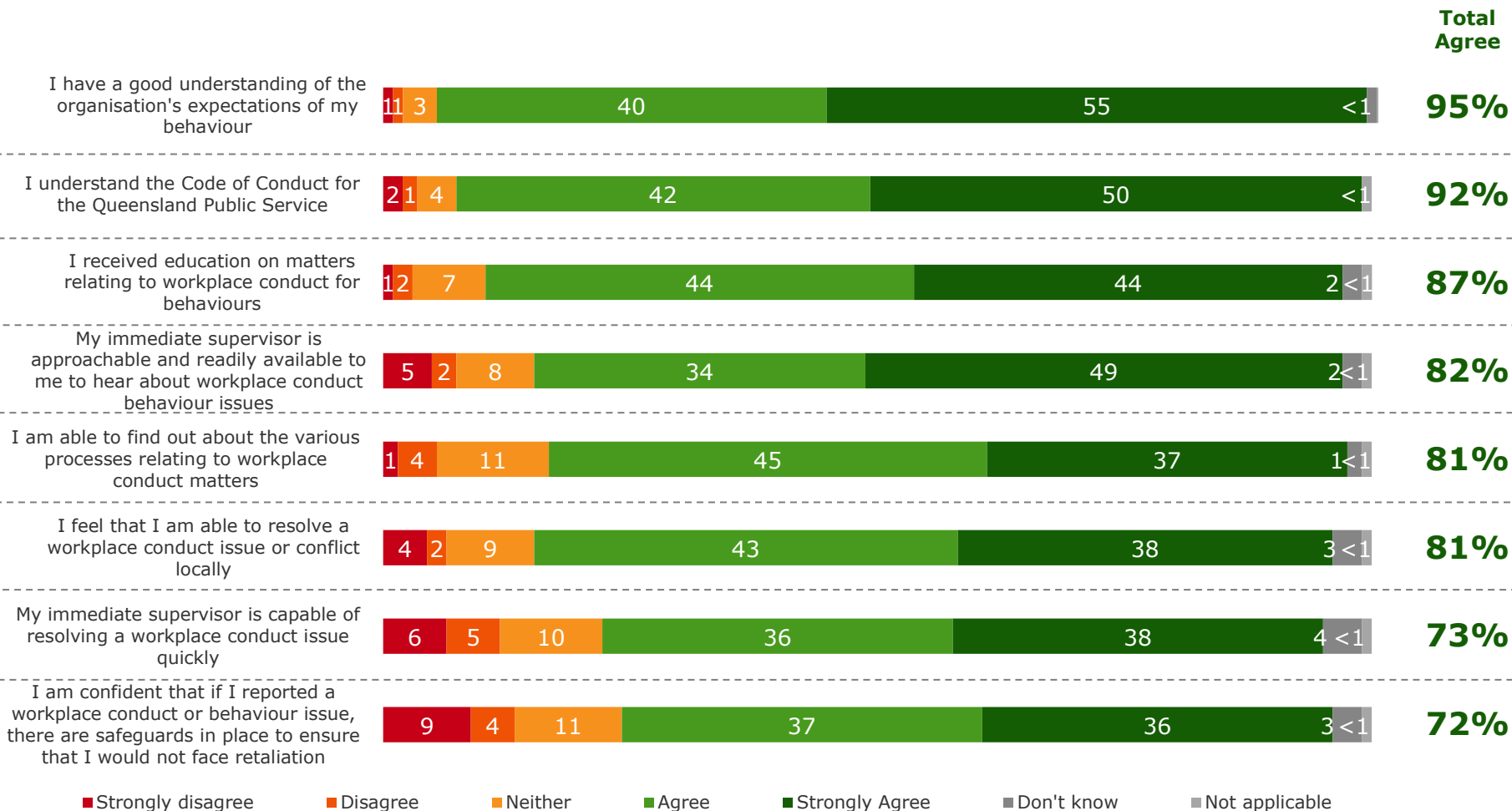
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2.4

Workplace Conduct Policies and Procedures

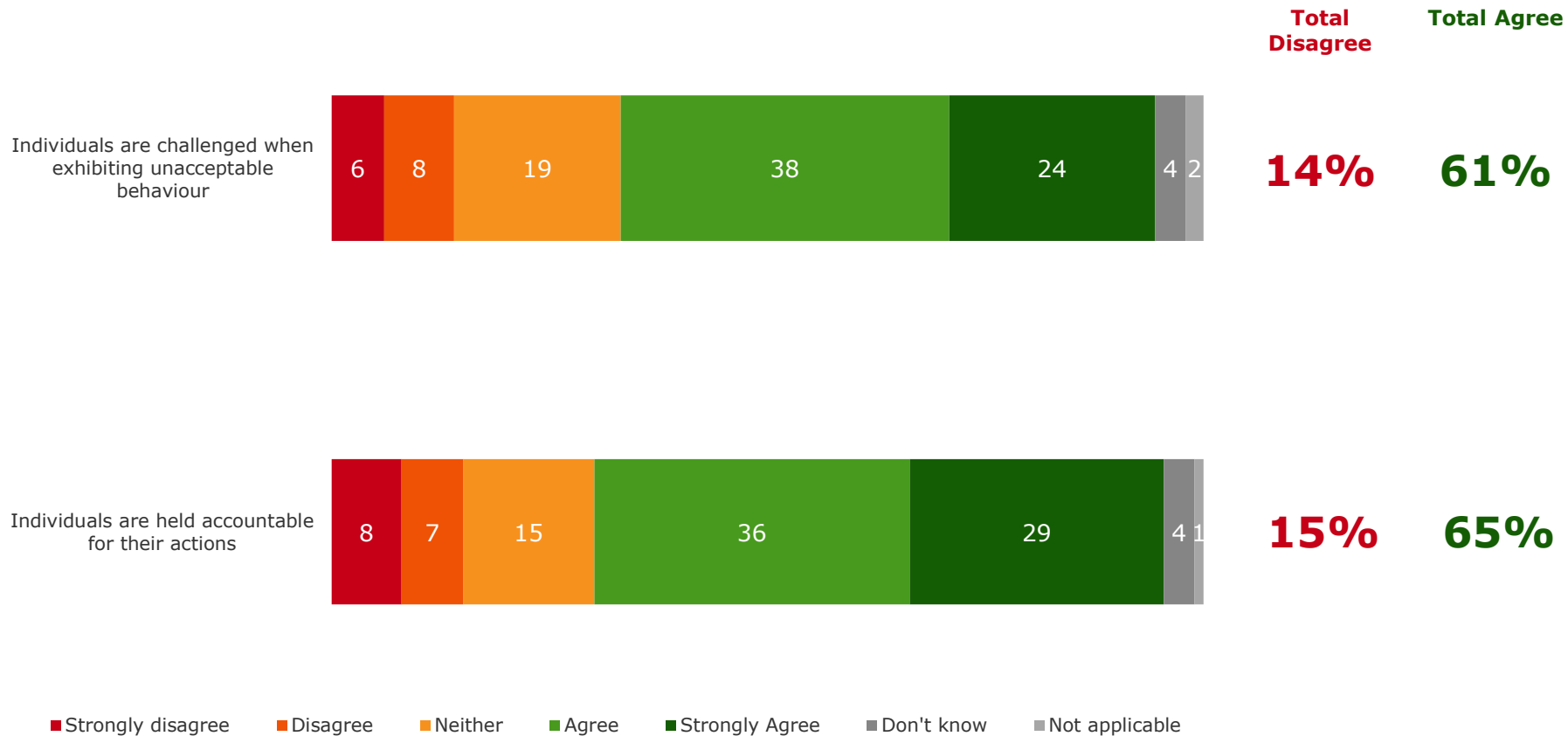
Perceptions and understanding of workplace conduct policies and procedures (%)



F1. Please indicate your agreement or disagreement with these statements about the State Emergency Service policies and procedures. Please note for these questions your immediate supervisor refers to the next person in line through the chain of command.
 BASE: SES respondents - South Western (n=202 for each)



Perceptions of ... (%)



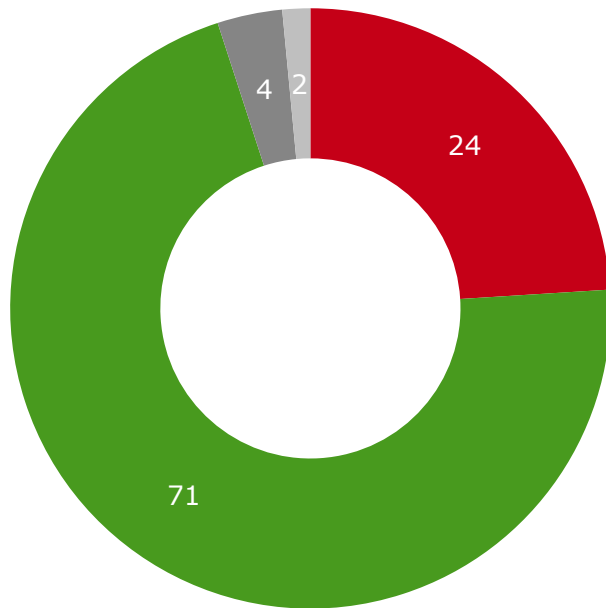
F2. And to what extent do you agree with the following statements?
 BASE: SES respondents - South Western (n=199 for each)



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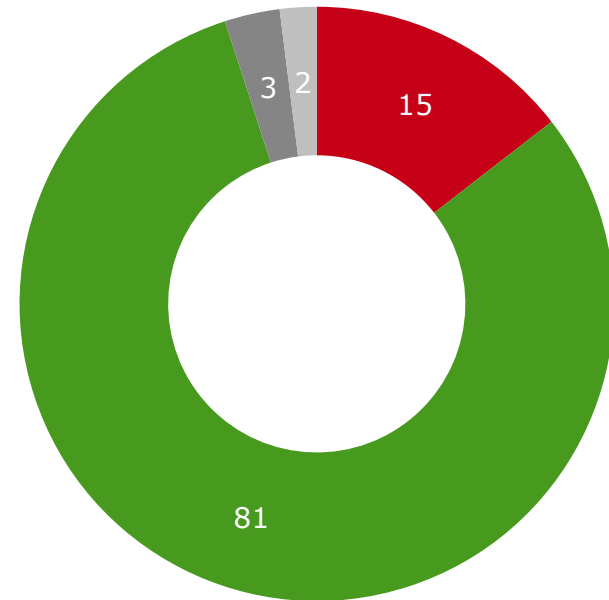


Witnessed bullying in volunteer environment (%)



■ Yes ■ No ■ Don't know ■ Refused

Been subject to bullying in volunteer environment (%)



■ Yes ■ No ■ Don't know ■ Refused

F3. During the last 2 years have you witnessed any such bullying in your State Emergency Service volunteer environment?

BASE: SES respondents - South Western (n=200)

F4. And during the last 2 years have you been subject to any such bullying in your State Emergency Service volunteer environment?

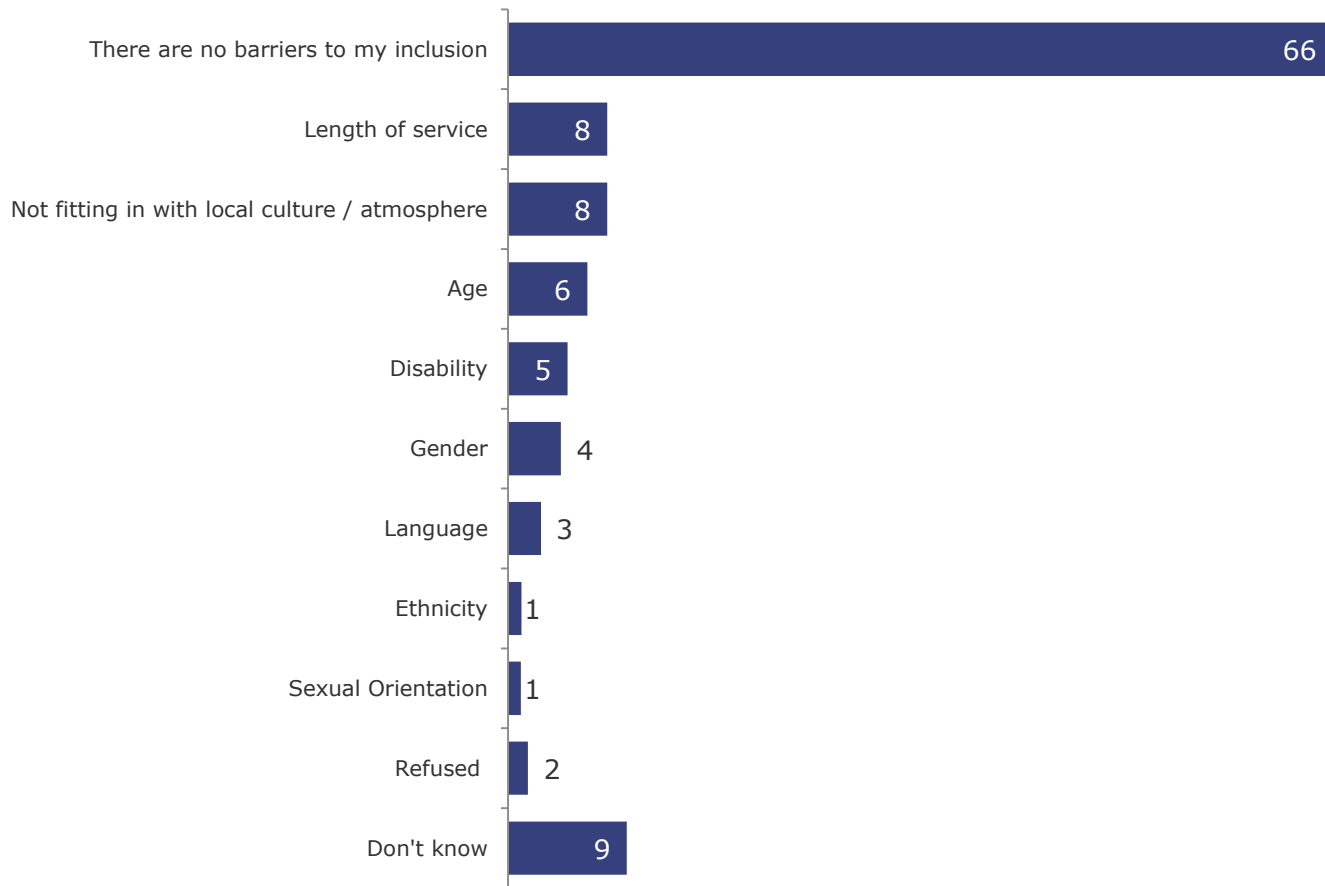
BASE: SES respondents - South Western (n=200)

2.5

Inclusion



Barriers to inclusion (%)



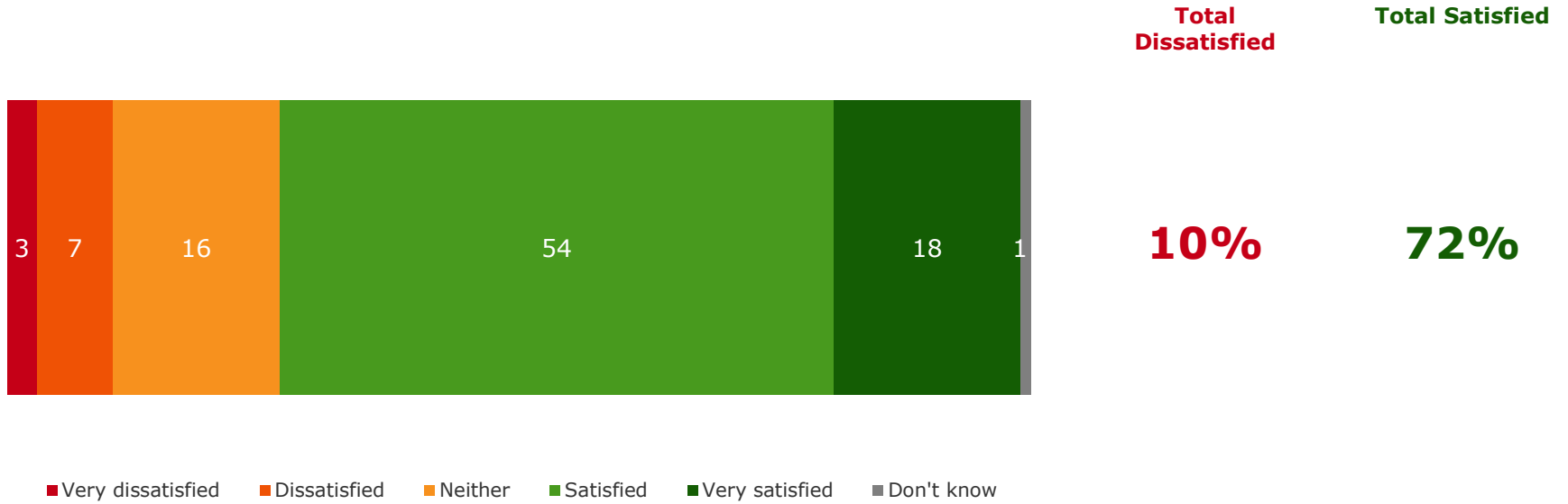
E1. Thinking about possible barriers to inclusion within the State Emergency Service, which, if any, of the following have been barriers to your inclusion?
BASE: SES respondents - South Western (n=190)



2.6

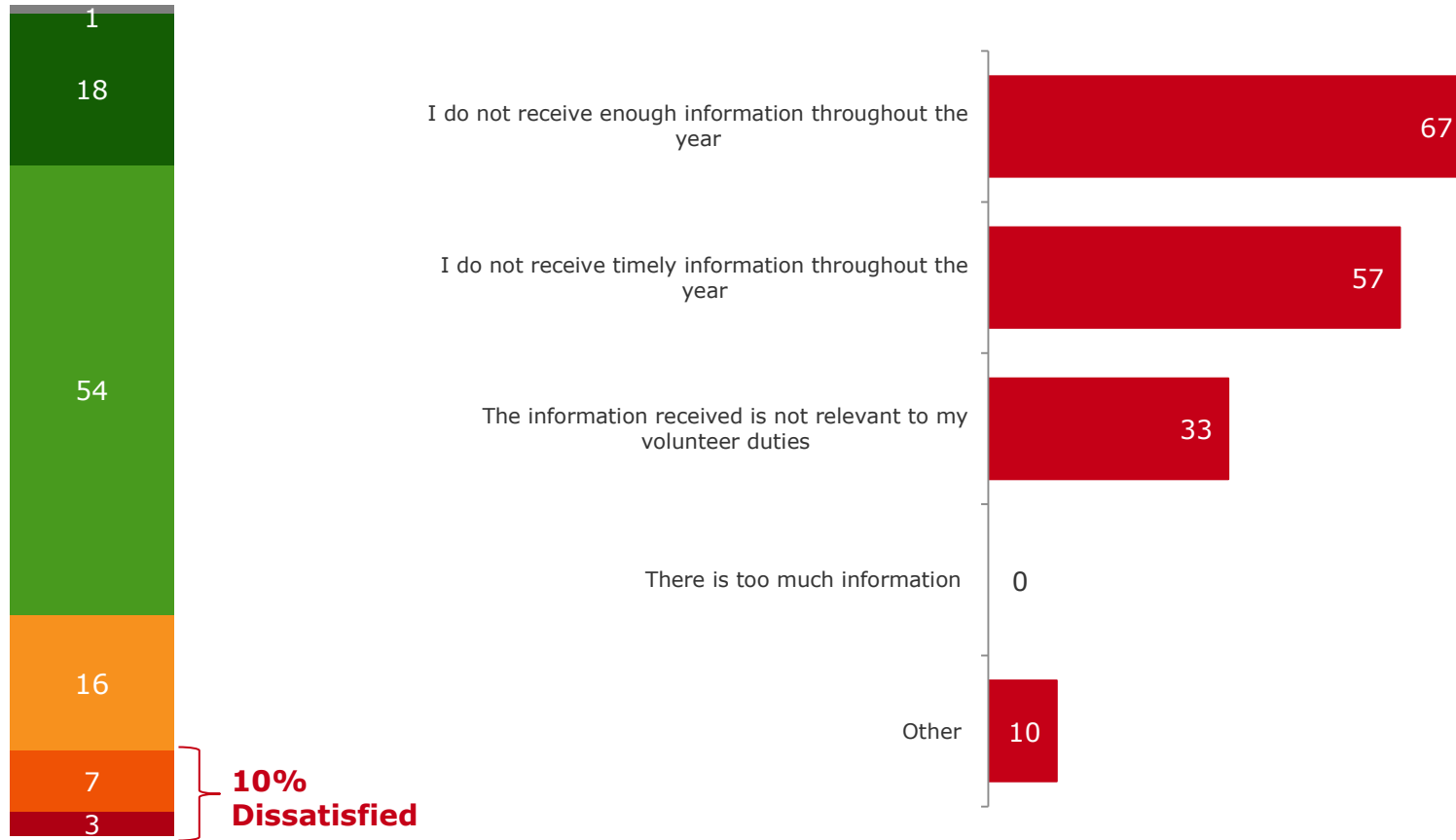
Information and Communication

Satisfaction with general information received (%)



H1. How satisfied are you with the general information received from the State Emergency Service during the year? Note: This does not refer to in field communications or calls for service.
BASE: SES respondents - South Western (n=203)

Reasons for dissatisfaction with general information received (%)



H1. How satisfied are you with the general information received from the State Emergency Service during the year? Note: This does not refer to in field communications or calls for service.

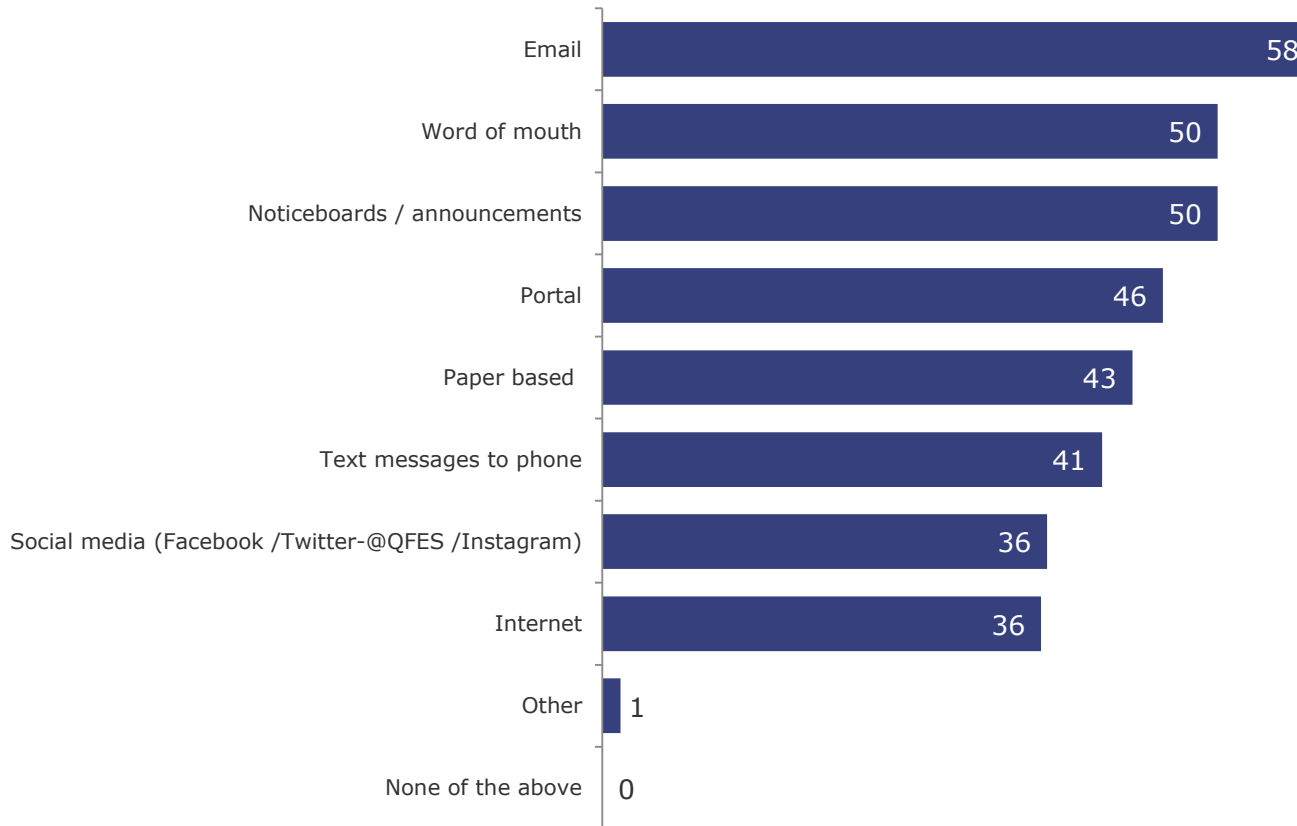
BASE: SES respondents - South Western (n=203)

H2. What is the main reason for your dissatisfaction with general information received from the State Emergency Service during the year?

BASE: Those dissatisfied with general information received (n=21*)

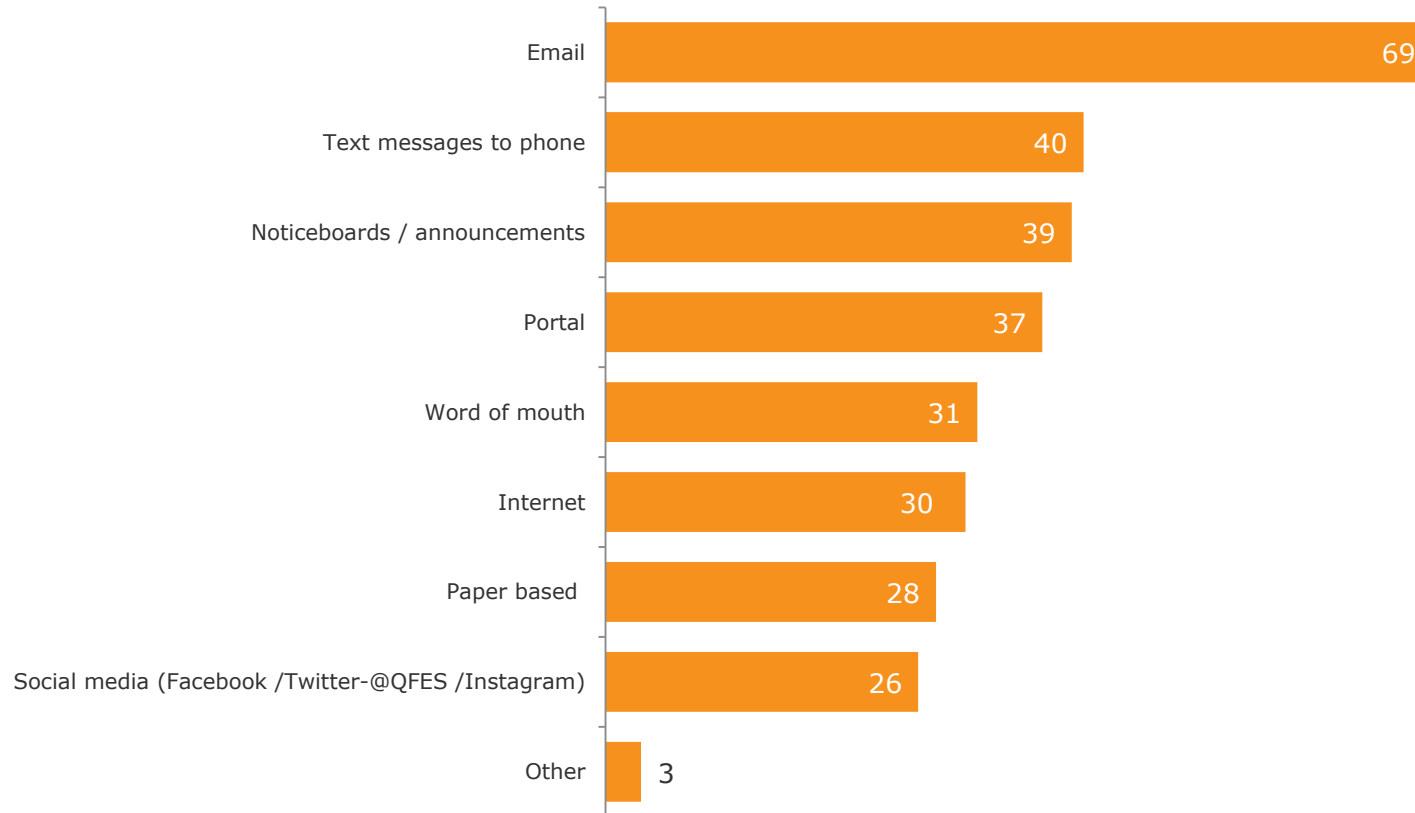
***Caution: small sample size – results should be interpreted as indicative only**

Current information access methods (%)



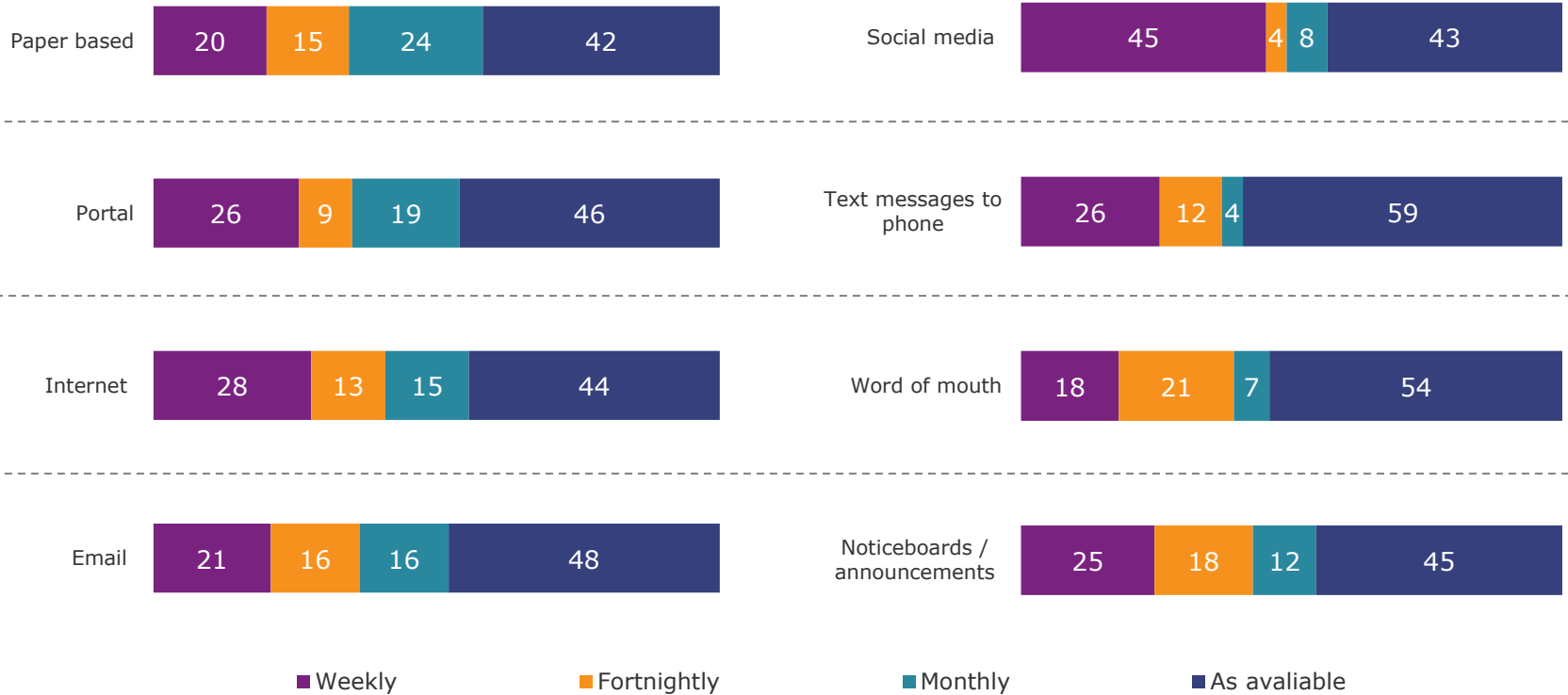
H3. What current methods do you use to access and keep up to date with information relating to the State Emergency Service?
BASE: SES respondents - South Western (n=202)

Preferred information access method (%)



H4. And what is your preferred methods to access and keep up to date with information relating to the State Emergency Service?
BASE: SES respondents - South Western (n=202)

Desired frequency of service updates via each method (%)



H5. And how frequently would you like to receive updates / information via your preferred method of communication(s)?
 BASE: Those who preferred each method (Paper based n=55; Portal n=74; Internet n=61; Email n=140; Social media n=53; Text messages to phone n=78; Word of mouth n=61; Noticeboards/announcements n=77)



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2.7

Recognition



Importance of recognition (%)



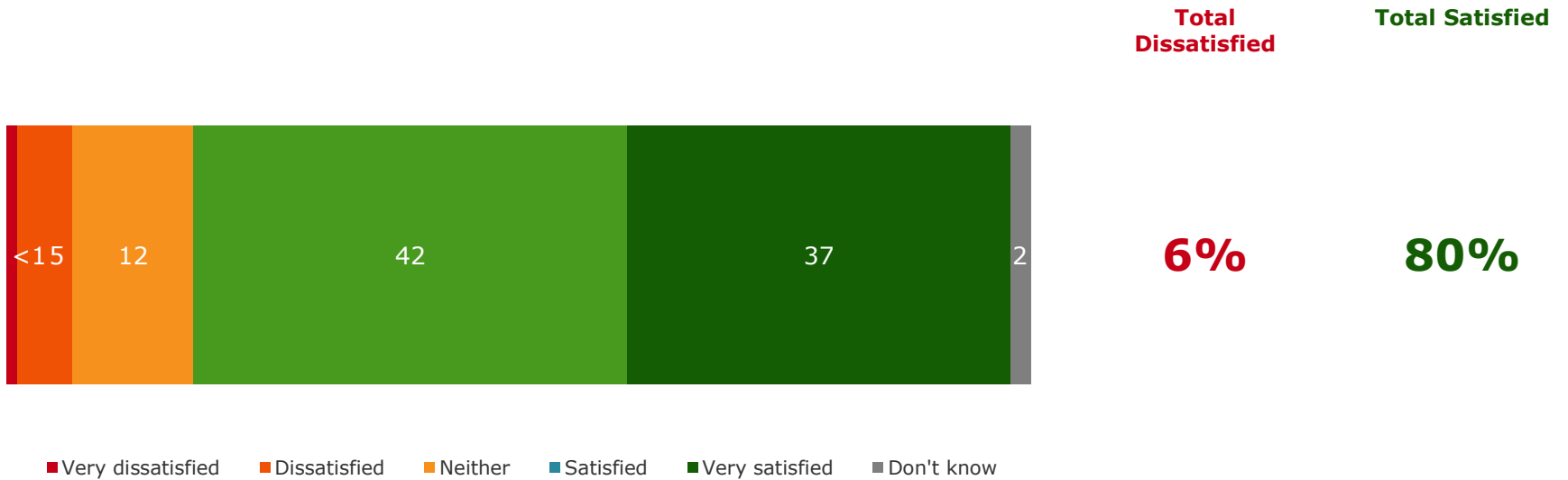
I1. Which of the following forms of recognition is most important to you?
BASE: SES respondents - South Western (n=203)

2.8

Training and Development



Satisfaction with training over the past two years (%)



J1. How satisfied were you with the training provided for your volunteer work with the State Emergency Service over the past two years?
 BASE: SES respondents- South Western (n=203)



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Reasons for dissatisfaction with training (%)



J1. How satisfied were you with the training provided for your volunteer work with the State Emergency Service over the past two years?

BASE: SES respondents- South Western (n=203)

J2. What are the main reason/s for you dissatisfaction with your training?

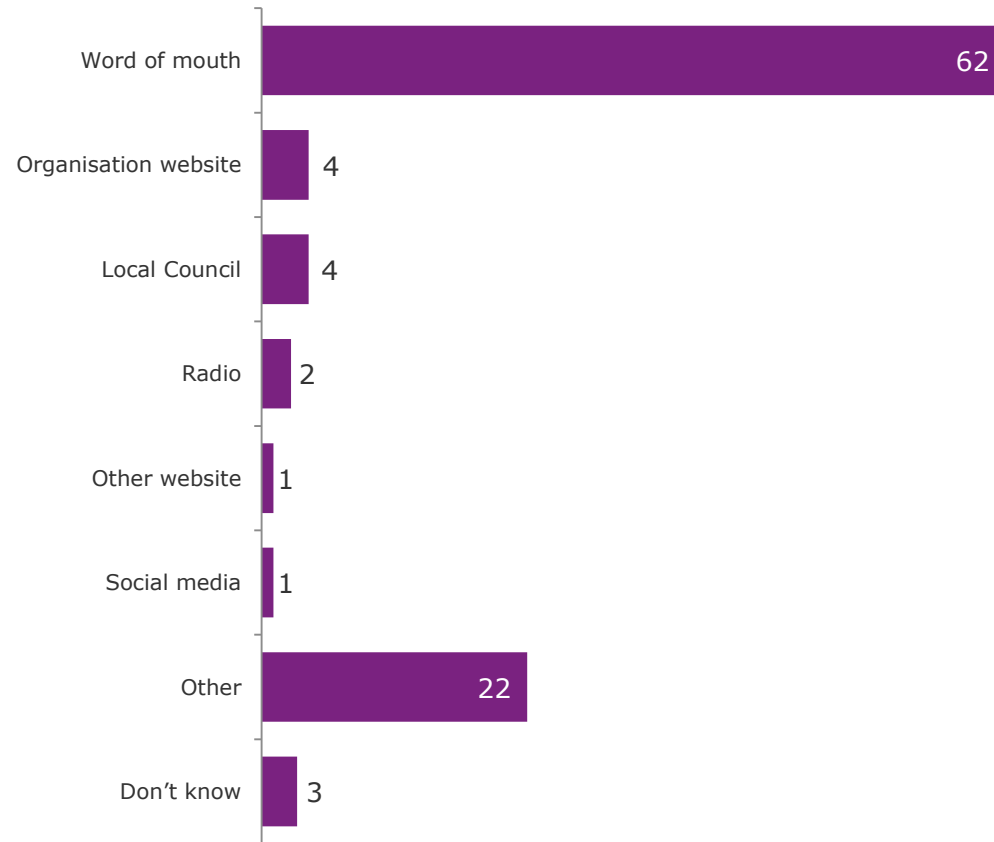
BASE: Those dissatisfied with training (n=13)

***Caution: small sample size – results should be interpreted as indicative only**

2.9

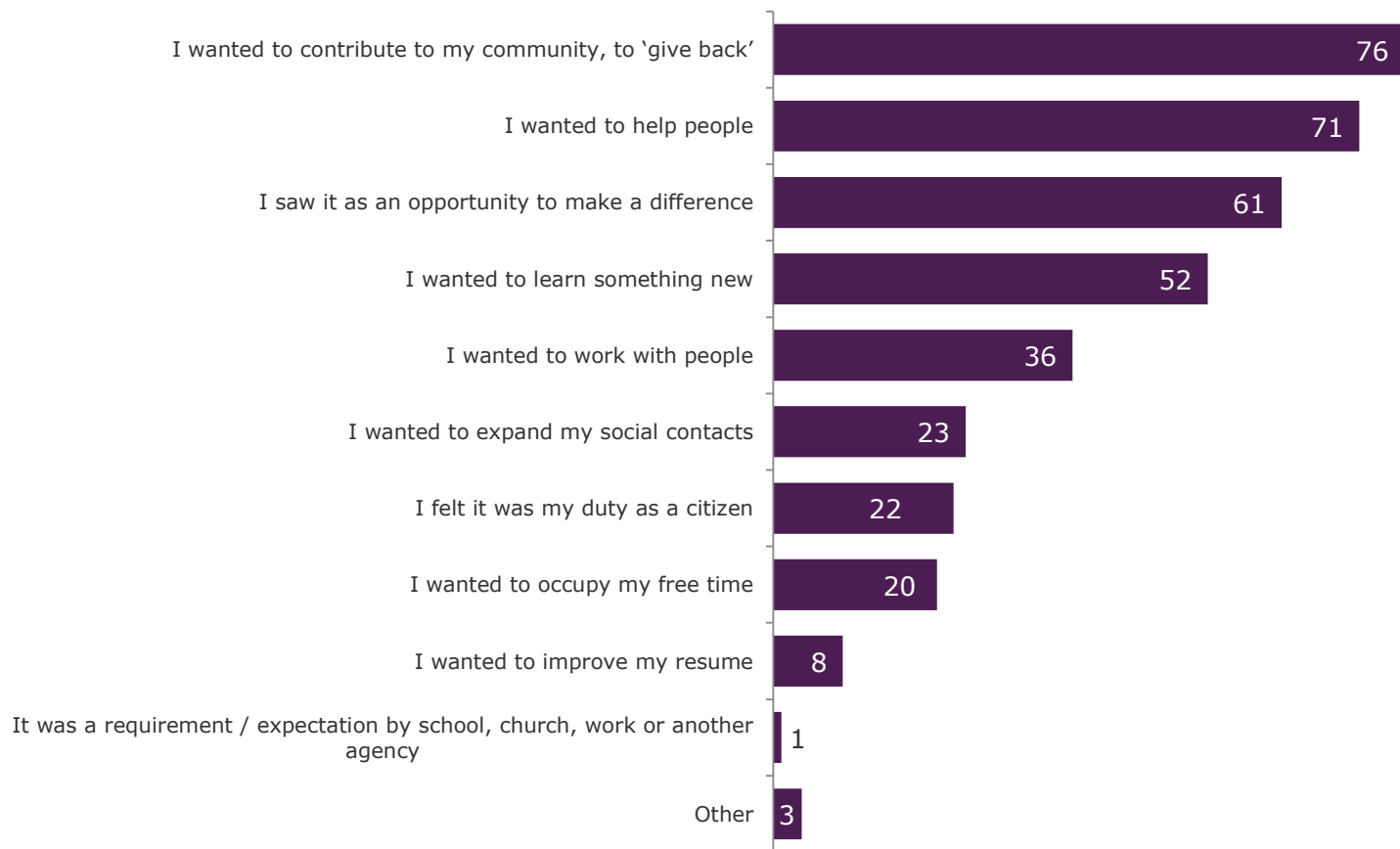
Recruitment and Intention to Continue Volunteering

First learnt about volunteering opportunities (%)



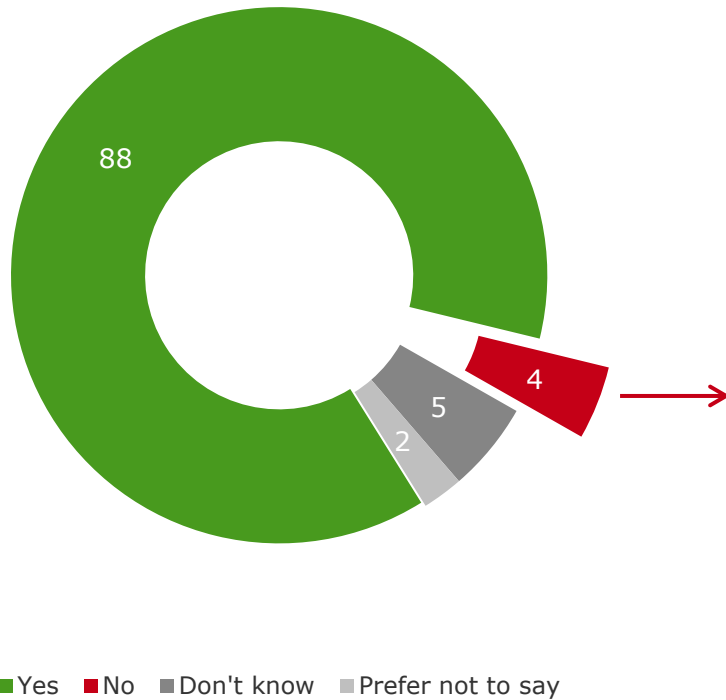
C1. How did you first learn about volunteer opportunities with the State Emergency Service?
BASE: SES respondents - South Western (n=202)

Factors for motivation to volunteer (%)

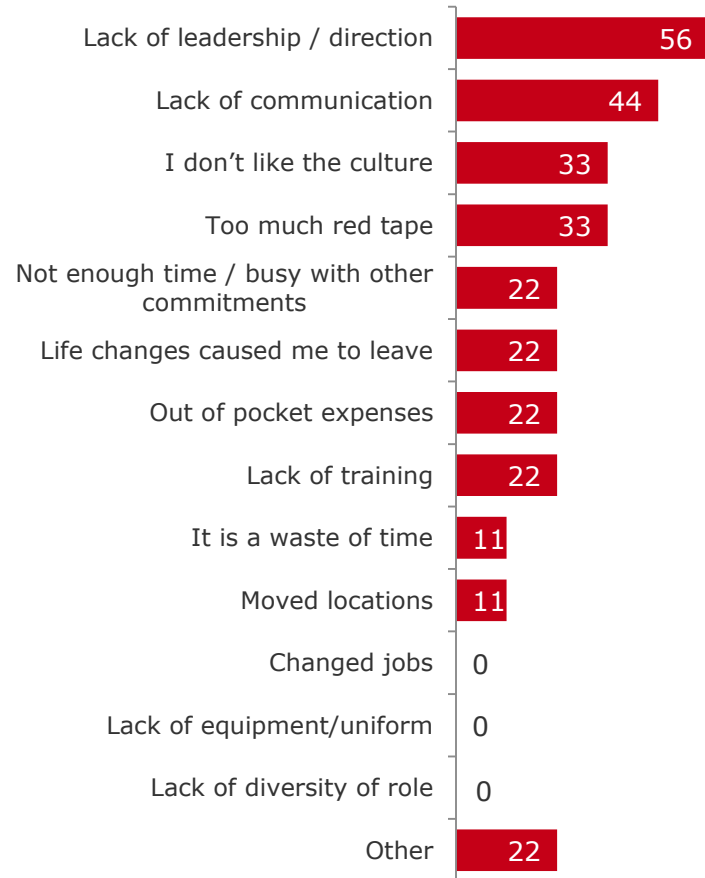


C2. What factors motivated you to volunteer with the State Emergency Service?
BASE: SES respondents -South Western (n=202)

Intention to continue volunteering (%)



Reasons for not intending to continue volunteering (%)



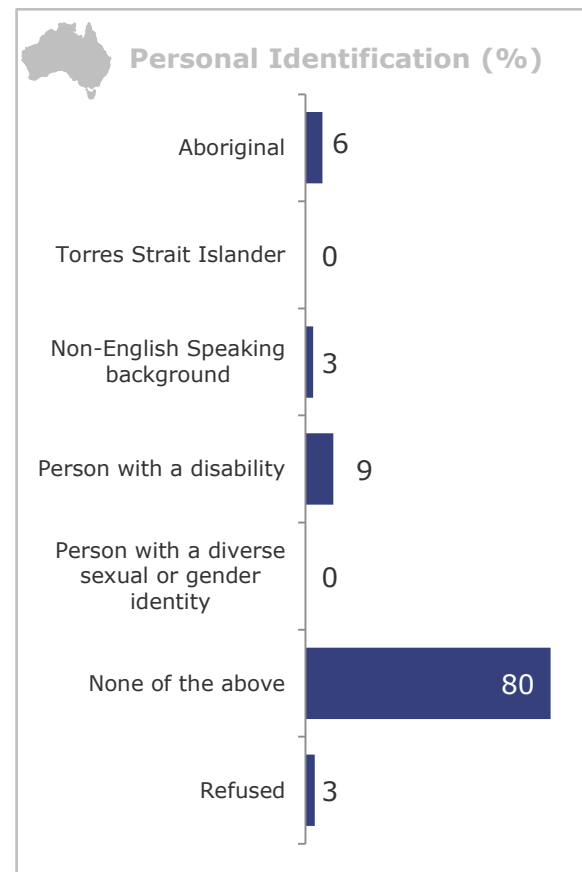
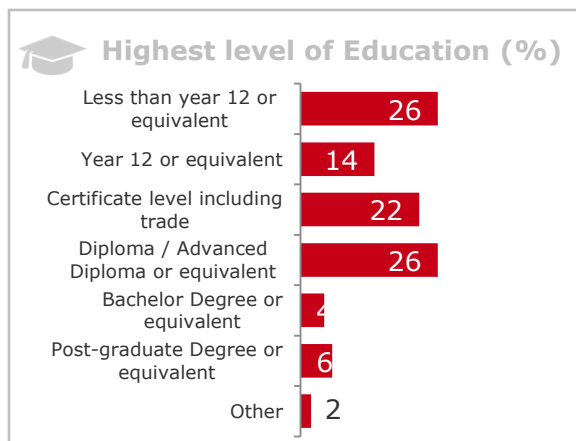
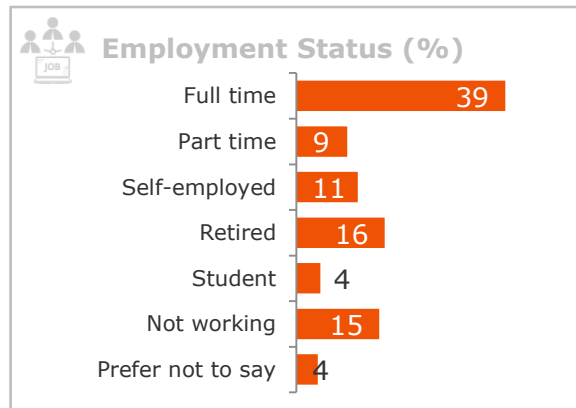
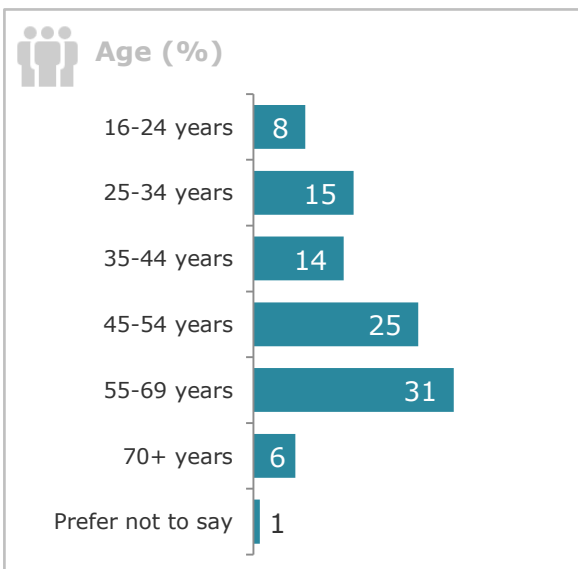
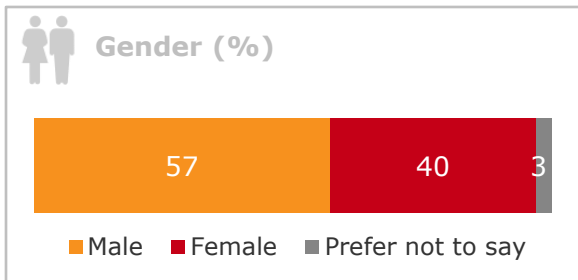
K1. Do you intend to continue volunteering with the State Emergency Service?
 BASE: SES respondents - South Western (n=203)
 K2. What is the main reason/s why you do not intend to continue volunteering?
 BASE: Those who do not intend on continuing volunteering (n=9*)
***Caution: small sample size – results should be interpreted as indicative only**

3

Respondent profile



Respondent Profile (1)



Demo7. What is your gender? BASE: SES respondents - South Western (n=203)

Demo5. What is your age? BASE: SES respondents - South Western (n=203)

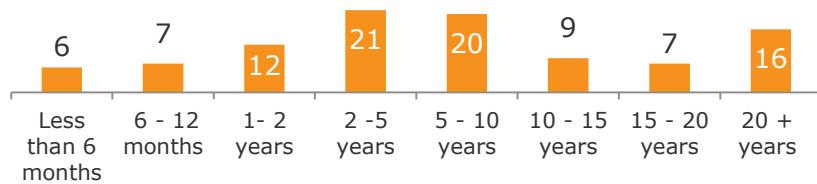
Demo1. What is your current employment status? BASE: SES respondents - South Western (n=201)

Demo2. What is the highest level of education that you have completed? BASE: SES respondents - South Western (n=202)

Demo8. Do you identify as any of the following? BASE: SES respondents - South Western (n=203)

Respondent Profile (2)

How long have you been volunteering with the SES (%)

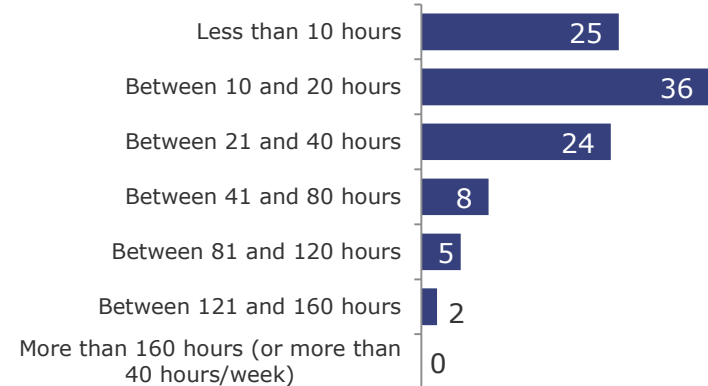


Position within organisation SES (%)

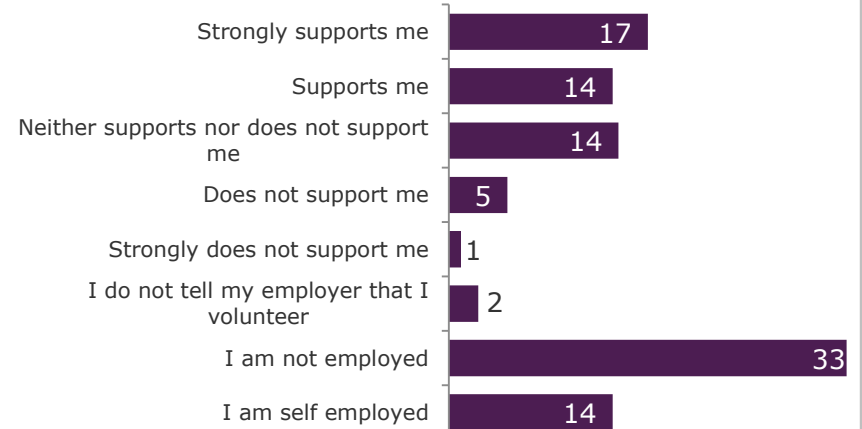


Demo4. How long have you been volunteering with the SES? BASE: SES respondents - South Western (n=203)
 A3. And which position do you currently hold? BASE: SES respondents - South Western (n=202)
 A4. On average, across the last 2 years, approximately how many hours per month did you spend volunteering for the SES? BASE: SES respondents - South Western (n=202)
 A5. To what extent does your employer support you volunteering? BASE: SES respondents - South Western (n=203)

Approx. hours per month spent volunteering in past 2 years (%)



Extent that employer supports volunteering (%)



Thank you

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