Following the continuing global trend towards evaluating workplace culture and ethical behaviour, DEC conducted its second ethics survey

Summary

DEC continues to focus on obtaining feedback about staff attitudes, expectations and behaviour. The 2012 ethics survey was conducted to determine any significant changes in workplace culture and ethical behaviour since the 2010 ethics survey results.

The survey was distributed to all DEC staff in August 2012. There were 5,626 responses received representing approximately 5% of the total relevant population. Response rates among different staff groups were consistent with the 2010 results.

The overall results of the 2012 survey do not significantly differ from the 2010 results. This is a positive outcome given the encouraging results of the 2010 ethics survey. The 2012 results indicate DEC staff continue to possess a high level of ethical awareness.

Survey Highlights

A comparison between 2010 and 2012 survey results indicate that:

- staff continue to have a high level of understanding of DEC values, principles and expected behaviour outlined in the DEC Code of Conduct, and use this document to guide workplace decisions
- staff continue to trust colleagues to behave in an ethical manner
- there is a slight increase in staff agreement that supervisors provide incentives and positive reinforcements to staff who act in an ethical manner, are open to feedback, and behave in a way that is consistent with the DEC Code of Conduct
- there is a slight increase in staff awareness of training in corruption prevention and in how to apply the DEC Code of Conduct when making decisions
- there is a slight increase in staff awareness that DEC has a system where staff can anonymously report unethical behaviour, and staff being comfortable challenging and questioning colleagues

Survey responses to each of the 32 ethics related questions follow, along with examples of responses to open questions.

Areas for Enhancement

DEC is currently developing a corruption prevention e-learning course as part of its continuing education and training program. This online training course is designed for all staff, particularly new staff and existing staff that want to refresh their knowledge of corruption prevention issues. The course will include topics relating to ethical decision making, conflicts of interest, gifts and benefits, and reporting corrupt conduct.
2012 Ethics Survey Results

2012 DEC ETHICS SURVEY - RESPONSES BY QUESTION

1. My supervisor is open to feedback.

2. I know the DEC's values/principles.

3. I am aware that the DEC has a system where I can anonymously report unethical behaviour.

4. The DEC Code of Conduct helps me understand what behaviour is acceptable.
2012 Ethics Survey Results

5. People who are promoted within the DEC behave ethically.

6. I trust senior management to behave in an ethical manner.

7. I tell others what a great place the DEC is to work.

8. I know what is expected of me in my role.
2012 Ethics Survey Results

9. I am comfortable challenging and questioning colleagues.

10. My supervisor provides incentives/positive reinforcement to staff who act in an ethical manner.

11. I am aware of the values implicit in the DEC's Corporate Plan.

12. It is not OK to download personal information such as music clips onto a DEC laptop, even if it is being used at home.
2012 Ethics Survey Results

13. I will seek help in making a decision when I am unsure how to act.

14. People who report inappropriate behaviour within the DEC would have detrimental action taken against them.

15. The DEC Code of Conduct values and principles guide workplace decisions within DEC.

16. I believe DEC senior management care about the welfare of staff.
2012 Ethics Survey Results

17. People behaving in a manner contrary to the DEC’s values/principles will be challenged.

18. I know that my behaviour must be consistent with the DEC Code of Conduct.

19. It is OK to buy personal items on a DEC credit card so long as it is repaid to DEC at the end of the month.

20. I trust our senior management to do the best thing for DEC.
2012 Ethics Survey Results

21. I have been trained in how to apply the DEC Code of Conduct values/principles when making decisions.

22. My supervisor behaves in a way that is consistent with the DEC Code of Conduct and values.

23. People in DEC talk about behaving in an ethical manner.

24. When faced with a choice, I choose to act in accordance with the DEC Code of Conduct.
2012 Ethics Survey Results

25. DEC regularly conducts training in corruption prevention for staff.

26. It is OK to accept a gift worth $30 from a tenderer even if the person is evaluating the tender because the DEC Code of Conduct allows acceptance gifts up to $50.

27. I know when I can independently make decisions in my job role and when I have to consult others to make decisions.

28. Management make little effort to stop unethical behaviour.
29. The ethical standards of the DEC are not made clear.

30. I know who to talk to if I am faced with an ethical dilemma.

31. I would report another DEC member of staff who is behaving unethically.

32. I trust my colleagues to behave in an ethical manner.
2012 Ethics Survey Results

Summary and examples of responses to optional feedback questions

1. If the DEC could do one thing to assist staff in minimising fraud and corruption what would it be?

This optional question was answered by 80% of survey respondents as follows:

<table>
<thead>
<tr>
<th>Response Options</th>
<th>No. of Responses</th>
<th>% of Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Encourage and Nurture Ethical Culture</td>
<td>1785</td>
<td>40%</td>
</tr>
<tr>
<td>Improve Awareness and Understanding of Policy and Procedures</td>
<td>1363</td>
<td>30%</td>
</tr>
<tr>
<td>Strengthen Reporting, Investigation and Disciplinary Policy and Procedures</td>
<td>622</td>
<td>14%</td>
</tr>
<tr>
<td>More Monitoring and Oversight of Individuals, Systems and Processes</td>
<td>539</td>
<td>12%</td>
</tr>
<tr>
<td>Improve Control Procedures</td>
<td>192</td>
<td>4%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>4501</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

2. We would appreciate your feedback on the survey questions, design and online completion process (maximum of 500 characters).

- “Questions easy to understand. It would be good if I could comment as to why I answered certain questions the way I did.”
- “Questions are skewed.”
- “Your ethical questions seem to concentrate on fraud and corrupt activities, in my position issues of confidentiality, transparency of decisions, self care, etc. are more important.”
- “Questions, design and completion process was clear and concise.”
- “Questions are too general to allow the provision of really meaningful answers. When answering, you need to make sweeping generalisations.”
- “Some definitions at the start to outline position titles, senior management and supervisor a little unclear.”
- “Excellent to be able to save and come back later.”
- “This was very well set out. It didn't take up to much time.”
2012 Ethics Survey Results

DEC ETHICS SURVEY QUESTIONS

Ethics Questions (32)

1. My supervisor is open to feedback.
2. I know the DEC’s values/principles.
3. I am aware that the DEC has a system where I can anonymously report unethical behaviour.
4. The DEC Code of Conduct helps me understand what behaviour is acceptable.
5. People who are promoted within the DEC behave ethically.
6. I trust senior management to behave in an ethical manner.
7. I tell others what a great place the DEC is to work.
8. I know what is expected of me in my role.
9. I am comfortable challenging and questioning colleagues.
10. My supervisor provides incentives/positive reinforcement to staff who act in an ethical manner.
11. I am aware of the values implicit in the DEC’s Corporate Plan.
12. It is not OK to download personal information such as music clips or videos onto a DEC laptop, even if it is being used at home.
13. I will seek help in making a decision when I am unsure how to act.
14. People who report inappropriate behaviour within the DEC would have detrimental action taken against them.
15. The DEC Code of Conduct values and principles guide workplace decisions within DEC.
16. I believe senior management care about the welfare of staff.
17. People behaving in a manner contrary to the DEC’s values/principles will be challenged.
18. I know that my behaviour must be consistent with the DEC Code of Conduct.
19. It is OK to buy personal items on a DEC credit card so long as it is repaid to DEC at the end of the month.
20. I trust senior management to do the best thing for DEC.
21. I have been trained in how to apply the DEC Code of Conduct values/principles when making decisions.
22. My supervisor behaves in a way that is consistent with the DEC Code of Conduct and values.
23. People in DEC talk about behaving in an ethical manner.
24. When faced with a choice, I choose to act in accordance with the DEC Code of Conduct.
25. DEC regularly conducts training in corruption prevention for staff.
26. It is OK to accept a gift worth $30 from a tenderer / supplier, even that person is evaluating the tender / supplier, because the DEC Code of Conduct allows staff to accept gifts up to $50.
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2012 Ethics Survey Results

28. Management make little effort to stop unethical behaviour.
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Two Optional Feedback Questions

1. If the DEC could do one thing to assist staff in minimising fraud and corruption what would it be?
   a. Strengthen reporting, investigation and disciplinary policy and procedures.
   b. More monitoring and oversight of individuals, systems and processes.
   c. Improve awareness and understanding of policies and procedures.
   d. Improve control procedures.
   e. Encourage and nurture ethical culture.

2. We would appreciate your feedback on the survey questions, design and online completion process (maximum of 500 characters).