

HMPPS overall

Returns : 19,502

Response rate : 39%

Civil Service People Survey 2018

✧ Statistically significant difference from comparison

Employee engagement is shaped by experience at work, as measured by nine themes in the survey shown below.



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✧ Statistically significant difference from comparison

Statistical analysis has been used to explore the questions that have the strongest impact on engagement. By concentrating efforts on the drivers of engagement you are more likely to improve it.

Drivers of Engagement¹

Rank			% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers	Difference from MOJ (Corp)
1	B03	My work gives me a sense of personal accomplishment	77%	+2 ✧	-1 ✧	-3 ✧	+2 ✧
2	F01	I have a strong sense of purpose at work	79%	+8 ✧	--	--	+2 ✧
3	B41	Overall, I have confidence in the decisions made by [my organisation's senior managers]	40%	+6 ✧	-9 ✧	-18 ✧	+1 ✧
4	B43	When changes are made in [my organisation] they are usually for the better	23%	+6 ✧	-12 ✧	-19 ✧	-1 ✧
5	B27	I feel valued for the work I do	61%	+3 ✧	-7 ✧	-12 ✧	0

¹The table above shows the drivers of engagement for Ministry of Justice (Corporate Report)

Discrimination, bullying and harassment

■ % responding Yes ■ % responding No □ % responding Prefer not to say



During the past 12 months have you personally experienced discrimination at work?

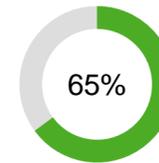


During the past 12 months have you personally experienced bullying or harassment at work?

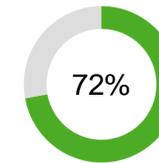
Wellbeing

■ % responding positively (Answering 7,8,9 or 10 for W01 – W03)

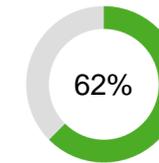
■ % responding negatively (Answering 6,7,8,9 or 10 for W04)



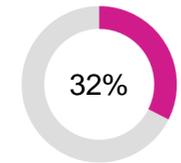
W01. Overall, how satisfied are you with your life nowadays?



W02. Overall, to what extent do you feel that the things you do in your life are worthwhile?

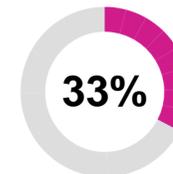


W03. Overall, how happy did you feel yesterday?



W04. Overall, how anxious did you feel yesterday?

Proxy Stress Index

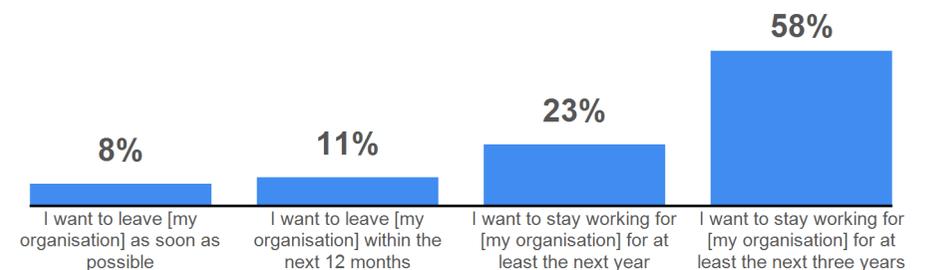


PERMA Index



For further information about these indices, please refer to page 15.

Your plans for the future

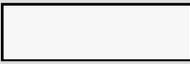
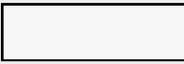
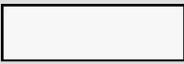
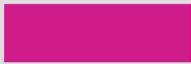


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Civil Service People Survey 2018

Headline scores

Highest positive scoring questions		% Positive	Highest neutral scoring questions		% Neutral	Highest negative scoring questions		% Negative
B01	I am interested in my work	 90%	B40	I believe that [the Executive Team has] a clear vision for the future of [my organisation]	 42%	B35	I feel that my pay adequately reflects my performance	 59%
B54	I am trusted to carry out my job effectively	 87%	B53	Where I work, I think effective action has been taken on the results of the last survey	 41%	B37	Compared to people doing a similar job in other organisations I feel my pay is reasonable	 58%
B31	I have the skills I need to do my job effectively	 87%	B59	[Senior managers] in [my organisation] actively role model the behaviours set out in the Civil Service Leadership Statement	 40%	B36	I am satisfied with the total benefits package	 49%
F08	I strive to make my workplace a truly inclusive environment	 84%	B43	When changes are made in [my organisation] they are usually for the better	 36%	B45	I have the opportunity to contribute my views before decisions are made that affect me	 42%
B02	I am sufficiently challenged by my work	 83%	B51	[My organisation] motivates me to help it achieve its objectives	 34%	B43	When changes are made in [my organisation] they are usually for the better	 41%

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Civil Service People Survey 2018

All questions by theme

◆ indicates statistically significant difference from comparison
 ▲ indicates a variation in question wording from your previous survey

My work

74%

+2 ◆ Difference from previous survey



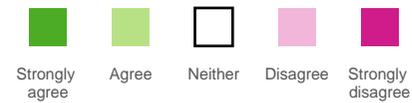
% Positive
 Difference from previous survey
 Difference from CS2018
 Difference from CS High Performers
 Difference from MOJ (Corp)

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers	Difference from MOJ (Corp)
B01 I am interested in my work	48	42	6	6	0	90%	0	+1 ◆	-2 ◆	+2 ◆
B02 I am sufficiently challenged by my work	41	42	9	6	0	83%	+2 ◆	+2 ◆	0	+3 ◆
B03 My work gives me a sense of personal accomplishment	33	43	13	7	0	77%	+2 ◆	-1 ◆	-3 ◆	+2 ◆
B04 I feel involved in the decisions that affect my work	17	35	20	19	9	52%	+5 ◆	-6 ◆	-11 ◆	+1 ◆
B05 I have a choice in deciding how I do my work	22	43	17	12	5	65%	+3 ◆	-12 ◆	-15 ◆	0

Organisational objectives and purpose

79%

+1 ◆ Difference from previous survey



% Positive
 Difference from previous survey
 Difference from CS2018
 Difference from CS High Performers
 Difference from MOJ (Corp)

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers	Difference from MOJ (Corp)
B06 I have a clear understanding of [my organisation's] objectives	23	55	14	6	0	78%	+2 ◆	-4 ◆	-8 ◆	+2 ◆
B07 I understand how my work contributes to [my organisation's] objectives	25	54	14	5	0	79%	0	-5 ◆	-8 ◆	+1 ◆

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Civil Service People Survey 2018

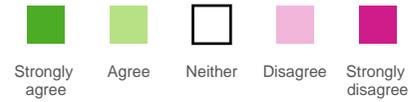
All questions by theme

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 ^ indicates a variation in question wording from your previous survey

My manager

64%

+2 ◇ Difference from previous survey



	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers	Difference from MOJ (Corp)
B08 My manager motivates me to be more effective in my job	26	41	18	11	5	66%	+2 ◇	-5 ◇	-9 ◇	-1
B09 My manager is considerate of my life outside work	35	39	15	7	5	74%	+2 ◇	-12 ◇	-15 ◇	-3 ◇
B10 My manager is open to my ideas	31	43	16	6		74%	+1 ◇	-9 ◇	-12 ◇	-1 ◇
B11 My manager helps me to understand how I contribute to [my organisation's] objectives	22	40	24	9		62%	+3 ◇	-5 ◇	-10 ◇	0
B12 Overall, I have confidence in the decisions made by my manager	29	41	17	8	5	70%	+3 ◇	-6 ◇	-11 ◇	0
B13 My manager recognises when I have done my job well	31	42	14	8	5	73%	+2 ◇	-7 ◇	-10 ◇	-1 ◇
B14 I receive regular feedback on my performance	23	38	18	14	7	61%	+3 ◇	-7 ◇	-12 ◇	-2 ◇
B15 The feedback I receive helps me to improve my performance	23	37	24	11	6	60%	+3 ◇	-5 ◇	-9 ◇	-1 ◇
B16 I think that my performance is evaluated fairly	22	39	23	11	6	60%	+3 ◇	-6 ◇	-12 ◇	-1 ◇
B17 Poor performance is dealt with effectively in my team	11	27	31	18	12	38%	+2 ◇	-2 ◇	-5 ◇	-1 ◇

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Civil Service People Survey 2018

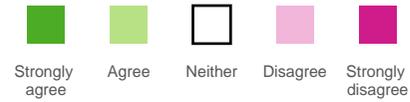
All questions by theme

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My team

76%

+2 ◆ Difference from previous survey



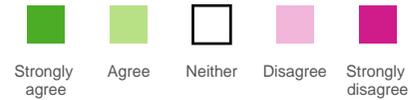
% Positive
 Difference from previous survey
 Difference from CS2018
 Difference from CS High Performers
 Difference from MOJ (Corp)

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers	Difference from MOJ (Corp)
B18	The people in my team can be relied upon to help when things get difficult in my job	35	46	11	6	0	81%	0	-5 ◆	-7 ◆	-1 ◆
B19	The people in my team work together to find ways to improve the service we provide	31	46	14	6	0	77%	+2 ◆	-5 ◆	-8 ◆	-2 ◆
B20	The people in my team are encouraged to come up with new and better ways of doing things	27	42	18	9	0	70%	+3 ◆	-7 ◆	-11 ◆	-1 ◆

Learning and development

49%

+6 ◆ Difference from previous survey



% Positive
 Difference from previous survey
 Difference from CS2018
 Difference from CS High Performers
 Difference from MOJ (Corp)

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers	Difference from MOJ (Corp)
B21	I am able to access the right learning and development opportunities when I need to	12	42	24	17	5	54%	+6 ◆	-10 ◆	-15 ◆	-3 ◆
B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	13	37	30	15	6	49%	+6 ◆	-4 ◆	-10 ◆	+2 ◆
B23	There are opportunities for me to develop my career in [my organisation]	12	36	24	17	10	48%	+6 ◆	0	-8 ◆	+2 ◆
B24	Learning and development activities I have completed while working for [my organisation] are helping me to develop my career	12	34	30	16	8	45%	+6 ◆	-2 ◆	-8 ◆	+3 ◆

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All questions by theme

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Inclusion and fair treatment

72%

+3 ◆ Difference from previous survey



% Positive
 Difference from previous survey
 Difference from CS2018
 Difference from CS High Performers
 Difference from MOJ (Corp)

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers	Difference from MOJ (Corp)
B25	I am treated fairly at work	24	50	13	8	8	75%	+2 ◆	-6 ◆	-9 ◆	-1 ◆
B26	I am treated with respect by the people I work with	29	53	11	5	2	82%	+1 ◆	-3 ◆	-5 ◆	0
B27	I feel valued for the work I do	20	40	19	13	7	61%	+3 ◆	-7 ◆	-12 ◆	0
B28	I think that [my organisation] respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.)	22	47	19	7	5	69%	+4 ◆	-8 ◆	-11 ◆	-2 ◆

Resources and workload

67%

+4 ◆ Difference from previous survey



% Positive
 Difference from previous survey
 Difference from CS2018
 Difference from CS High Performers
 Difference from MOJ (Corp)

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers	Difference from MOJ (Corp)
B29	I get the information I need to do my job well	12	51	21	13	7	63%	+5 ◆	-7 ◆	-12 ◆	-2 ◆
B30	I have clear work objectives	17	58	16	7	2	75%	+3 ◆	-1 ◆	-5 ◆	-1 ◆
B31	I have the skills I need to do my job effectively	26	60	9	5	0	87%	0	-2 ◆	-5 ◆	0
B32	I have the tools I need to do my job effectively	14	48	18	15	5	62%	+10 ◆	-9 ◆	-15 ◆	0
B33	I have an acceptable workload	10	44	17	18	11	54%	+4 ◆	-6 ◆	-12 ◆	-3 ◆
B34	I achieve a good balance between my work life and my private life	15	44	18	15	8	59%	+2 ◆	-10 ◆	-15 ◆	-5 ◆

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Civil Service People Survey 2018

All questions by theme

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 ^ indicates a variation in question wording from your previous survey

Pay and benefits

25%

+4 ◆ Difference from previous survey



% Positive
 Difference from previous survey
 Difference from CS2018
 Difference from CS High Performers
 Difference from MOJ (Corp)

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers	Difference from MOJ (Corp)
B35 I feel that my pay adequately reflects my performance	21	16	30	28	25%	+4 ◆	-6 ◆	-13 ◆	+4 ◆	
B36 I am satisfied with the total benefits package	23	24	27	22	27%	+4 ◆	-9 ◆	-16 ◆	+1 ◆	
B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	19	20	29	29	23%	+2 ◆	-4 ◆	-10 ◆	+4 ◆	

Leadership and managing change

38%

+6 ◆ Difference from previous survey



% Positive
 Difference from previous survey
 Difference from CS2018
 Difference from CS High Performers
 Difference from MOJ (Corp)

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers	Difference from MOJ (Corp)
B38 [Senior managers] in [my organisation] are sufficiently visible	11	41	20	19	9	52%	+4 ◆	-10 ◆	-19 ◆	-2 ◆
B39 I believe the actions of [senior managers] are consistent with [my organisation's] values	10	40	31	12	7	50%	+3 ◆	-2 ◆	-12 ◆	+2 ◆
B40 I believe that [the Executive Team has] a clear vision for the future of [my organisation]	7	28	42	14	9	35%	+6 ◆	-13 ◆	-22 ◆	-4 ◆
B41 Overall, I have confidence in the decisions made by [my organisation's senior managers]	8	32	33	17	10	40%	+6 ◆	-9 ◆	-18 ◆	+1 ◆
B42 I feel that change is managed well in [my organisation]	25	30	28	12	29%	+7 ◆	-4 ◆	-13 ◆	0	
B43 When changes are made in [my organisation] they are usually for the better	20	36	28	13	23%	+6 ◆	-12 ◆	-19 ◆	-1 ◆	
B44 [My organisation] keeps me informed about matters that affect me	6	41	29	17	7	47%	+7 ◆	-13 ◆	-19 ◆	-2 ◆
B45 I have the opportunity to contribute my views before decisions are made that affect me	25	29	27	14	29%	+6 ◆	-11 ◆	-19 ◆	-1 ◆	
B46 I think it is safe to challenge the way things are done in [my organisation]	5	30	31	21	12	35%	+6 ◆	-12 ◆	-18 ◆	-2 ◆

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All questions by theme

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Engagement

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers	Difference from MOJ (Corp)
B47 I am proud when I tell others I am part of [my organisation]	19	42	26	9		61%	+4 ◆	-4 ◆	-9 ◆	+4 ◆
B48 I would recommend [my organisation] as a great place to work	10	30	30	19	10	41%	+6 ◆	-17 ◆	-25 ◆	0
B49 I feel a strong personal attachment to [my organisation]	17	37	27	13	6	54%	+1 ◆	+2 ◆	-3 ◆	+6 ◆
B50 [My organisation] inspires me to do the best in my job	12	33	32	16	6	46%	+5 ◆	-4 ◆	-11 ◆	+2 ◆
B51 [My organisation] motivates me to help it achieve its objectives	11	32	34	16	7	43%	+6 ◆	-5 ◆	-12 ◆	+2 ◆

Taking action

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers	Difference from MOJ (Corp)
B52 I believe that [senior managers] in [my organisation] will take action on the results from this survey	7	26	28	21	18	33%	+5 ◆	-16 ◆	-26 ◆	-4 ◆
B53 Where I work, I think effective action has been taken on the results of the last survey	7	21	41	17	14	28%	+4 ◆	-8 ◆	-17 ◆	-4 ◆

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All questions by theme

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Organisational culture

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers	Difference from MOJ (Corp)
B54 I am trusted to carry out my job effectively	31	57	8			87%	+1	-2 ◆	-3 ◆	-1 ◆
B55 I believe I would be supported if I try a new idea, even if it may not work	18	45	22	11		63%	+2 ◆	-9 ◆	-13 ◆	-2 ◆
B56 In [my organisation], people are encouraged to speak up when they identify a serious policy or delivery risk	15	43	24	12	6	58%	+4 ◆	-9 ◆	-15 ◆	-3 ◆
B57 I feel able to challenge inappropriate behaviour in the workplace	18	52	17	9	5	69%	+2 ◆	+4 ◆	0	+3 ◆
B58 [My organisation] is committed to creating a diverse and inclusive workplace	18	52	21	6		70%	+4 ◆	-5 ◆	-9 ◆	-1 ◆

Leadership statement

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers	Difference from MOJ (Corp)
B59 [Senior managers] in [my organisation] actively role model the behaviours set out in the Civil Service Leadership Statement	9	34	40	10	6	43%	+4 ◆	-6 ◆	-15 ◆	0
B60 My manager actively role models the behaviours set out in the Civil Service Leadership Statement	19	40	29	6	5	59%	+3 ◆	-8 ◆	-14 ◆	-1 ◆

Civil Service vision

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers	Difference from MOJ (Corp)
B61 I am aware of the Civil Service vision for 'A Brilliant Civil Service'	6	28	27	29	10	33%	+5 ◆	-18 ◆	-33 ◆	-9 ◆
B62 I understand how my work contributes to helping us become 'A Brilliant Civil Service'	6	28	31	26	10	33%	+4 ◆	-9 ◆	-17 ◆	-6 ◆

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Wellbeing

Unlike the questions B01-B62 which ask people to rate their agreement from strongly agree to strongly disagree, the four wellbeing questions use a 11-point scale. The scale ranges from 0 to 10 for each question, where 0 is equivalent to 'not at all' (e.g. 'not at all satisfied' or 'not at all worthwhile') and where 10 is equivalent to 'completely' (e.g. 'completely satisfied' or 'completely anxious').

For questions W01, W02 and W03 the percent positive is the proportion answering 7, 8, 9 or 10 to each question.

	0-4	5-6	7-8	9-10	% Positive	Difference from previous survey	Difference from CS2018	Difference from CS High Performers	Difference from MOJ (Corp)
W01 Overall, how satisfied are you with your life nowadays?	13	22	49	16	65%	+2 ◆	-1 ◆	-4 ◆	+1 ◆
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	9	19	48	24	72%	+1 ◆	+1 ◆	-2 ◆	+2 ◆
W03 Overall, how happy did you feel yesterday?	16	22	41	21	62%	+2 ◆	0	-3 ◆	+1 ◆

For question W04 the percent negative is the proportion answering 6, 7, 8, 9 or 10 to the question.

	0-1	2-3	4-5	6-10	% Negative	Difference from previous survey	Difference from CS2018	Difference from CS High Performers	Difference from MOJ (Corp)
W04 Overall, how anxious did you feel yesterday?	24	25	19	32	32%	0	0	+3 ◆	0

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Your plans for the future

C01. Which of the following statements most reflects your current thoughts about working for [your organisation]?

			Difference from previous survey	Difference from CS2018	Difference from CS High Performers	Difference from MOJ (Corp)
I want to leave [my organisation] as soon as possible		8%	-1 ◇	+1 ◇	-4 ◇	-2 ◇
I want to leave [my organisation] within the next 12 months		11%	-1 ◇	-4 ◇	-8 ◇	-3 ◇
I want to stay working for [my organisation] for at least the next year		23%	0	-11 ◇	-16 ◇	-3 ◇
I want to stay working for [my organisation] for at least the next three years		58%	+2 ◇	+15 ◇	+5 ◇	+8 ◇

The Civil Service Code

Differences are based on '% Yes' score

	% Yes	% No	% Yes	Difference from previous survey	Difference from CS2018	Difference from CS High Performers	Difference from MOJ (Corp)
D01. Are you aware of the Civil Service Code?			77%	+1	-15 ◇	-18 ◇	-5 ◇
D02. Are you aware of how to raise a concern under the Civil Service Code?			58%	0	-9 ◇	-15 ◇	-6 ◇
D03. Are you confident that if you raised a concern under the Civil Service Code in [your organisation] it would be investigated properly?			56%	+3 ◇	-14 ◇	-20 ◇	-4 ◇

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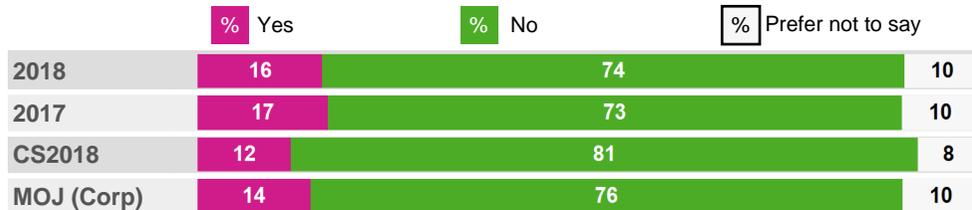
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◆ indicates statistically significant difference from comparison
 ▲ indicates a variation in question wording from your previous survey

Discrimination, harassment and bullying

E01. During the past 12 months have you personally experienced discrimination at work?

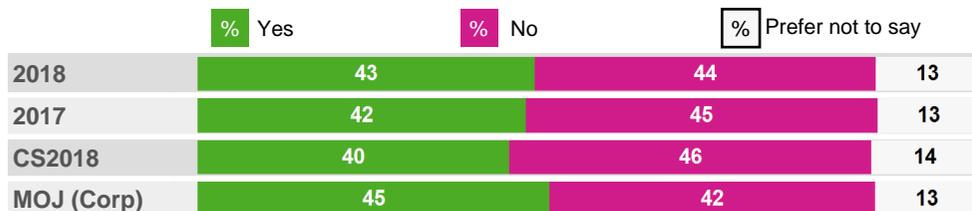


E03. During the past 12 months have you personally experienced bullying or harassment at work?



For respondents who selected 'Yes' to question E03.

E05. Did you report the bullying and harassment you experienced?



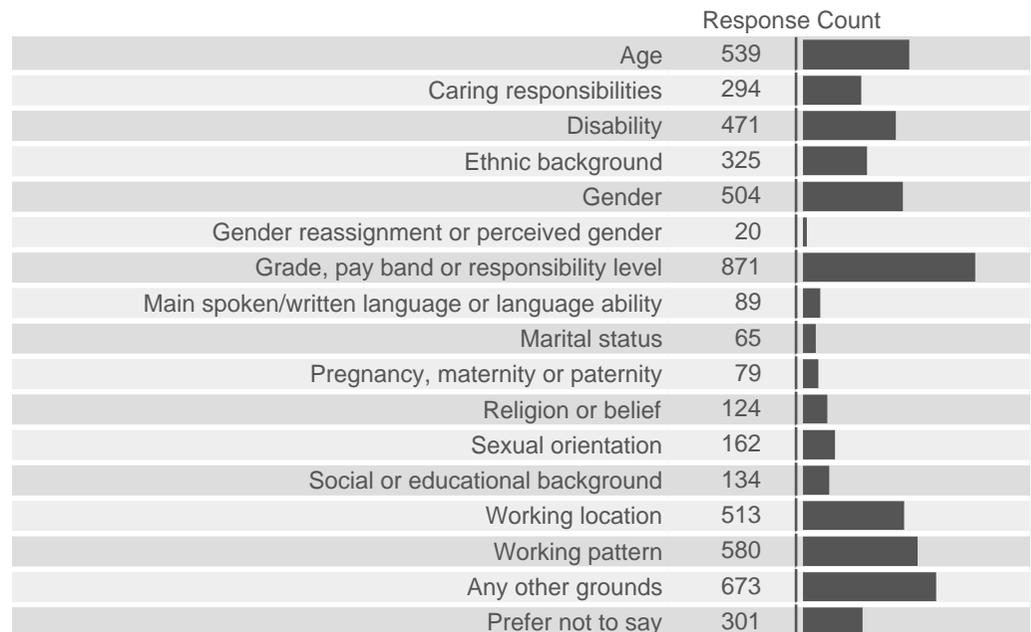
For respondents who selected 'Yes' to question E03.

E06. In your opinion, has this issue been resolved?



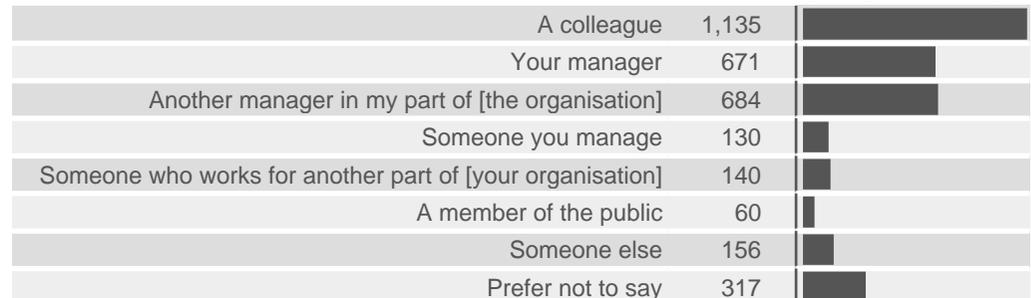
For respondents who selected 'Yes' to question E01.

E02. On which of the following grounds have you personally experienced discrimination at work in the past 12 months? (multiple selection)



For respondents who selected 'Yes' to question E03.

E04. Who were you bullied or harassed by at work in the past 12 months? (multiple selection)



Returns : 19,502

Response rate : 39%

Civil Service People Survey 2018

All questions by theme

◆ indicates statistically significant difference from comparison
 ▲ indicates a variation in question wording from your previous survey

Ministry of Justice (Corporate Report) questions

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from MOJ (Corp)
F01 I have a strong sense of purpose at work	28	52	13	5		79%	+8 ◆	+2 ◆
F02 People treat others with humanity where I work	25	55	14	5		80%	+3 ◆	0
F03 I am treated with humanity at work	25	57	13			82%	+4 ◆	0
F04 The people in my team are open to new ideas to improve the services we deliver	23	52	17	7		75%	+3 ◆	-1 ◆
F05 My manager recognises when I work together with people in other teams not just my own	24	46	18	8		70%	+4 ◆	-1 ◆
F06 The decisions taken by my team deliver value for money	20	44	28	6		64%	New	-2 ◆
F07 I am confident that my organisation is taking effective action to reduce discrimination, bullying and harassment	14	43	29	10	5	57%	-1	-1 ◆
F08 I strive to make my workplace a truly inclusive environment	29	55	14			84%	New	+2 ◆
F09 I make a point of tackling bullying and harassment when I see it happening around me	28	52	17			81%	New	+4 ◆
F10 I grab hold of opportunities to develop my skills in the workplace	28	50	18			78%	New	+3 ◆
F11 I pursue ideas to improve the services we deliver	24	52	20			76%	New	0
F12 I work with people from other teams to improve the services we deliver	27	53	16			80%	New	+1 ◆

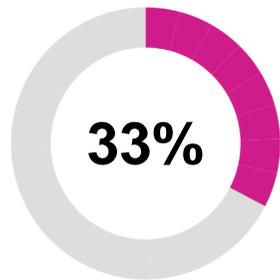
Returns : 19,502

Response rate : 39%

Civil Service People Survey 2018

Proxy Stress Index and PERMA Index

◇ indicates statistically significant difference from comparison
 ^ indicates a variation in question wording from your previous survey



Difference from previous survey	-2 ◇
Difference from CS2018	+4 ◇
Difference from CS High Performers	+6 ◇
Difference from MOJ (Corp)	0

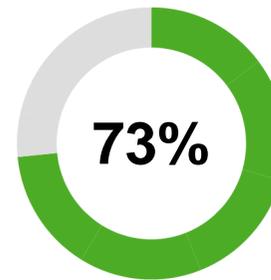
Proxy Stress Index

This index aligns to the Health and Safety Executive's stress management tool, using the 8 questions from the People Survey shown below. We calculate it in the same way as the Employee Engagement Index.

We have 'inverted' the final index so that it is a measure of conditions which can add to stress rather than alleviate stress, i.e. a higher index score represents a more stressful environment.

% positive

B05	I have a choice in deciding how I do my work	65%
B08	My manager motivates me to be more effective in my job	66%
B18	The people in my team can be relied upon to help when things get difficult in my job	81%
B26	I am treated with respect by the people I work with	82%
B30	I have clear work objectives	75%
B33	I have an acceptable workload	54%
B45	I have the opportunity to contribute my views before decisions are made that affect me	29%
E03	During the past 12 months have you personally experienced bullying or harassment at work?	78%



Difference from previous survey	+1 ◇
Difference from CS2018	0 ◇
Difference from CS High Performers	-2 ◇
Difference from MOJ (Corp)	+1 ◇

PERMA Index

This index measures the extent to which employees are 'flourishing' in the workplace around the 5 dimensions: Positive emotion, Engagement, Relationships, Meaning and Accomplishment.

The index is computed using the questions from the People Survey shown below and combining them in the same way as the Employee Engagement Index. A high score represents a greater proportion of employees agreeing with the statements below or rating the two wellbeing questions as high.

% positive

B01	I am interested in my work	90%
B03	My work gives me a sense of personal accomplishment	77%
B18	The people in my team can be relied upon to help when things get difficult in my job	81%
W01	Overall, how satisfied are you with your life nowadays?	65%
W02	Overall, to what extent do you feel that the things you do in your life are worthwhile?	72%

Appendix

Glossary of key terms

% positive	The proportion who selected either "agree" or "strongly agree" for a question (or all questions within a theme in the case of Theme score % positive).
Previous survey	Comparisons to the previous survey relate to the results from the 2017 Civil Service People Survey. Where a question is flagged as changed since the last survey comparisons should be treated with caution as changes to wording may affect how people respond to the question.
CS2018	The CS2018 benchmark is the median percent positive across all organisations that participated in the 2018 Civil Service People Survey.
CS High Performers	For each question, this is the upper quartile score across all organisations that have taken part in the 2018 Civil Service People Survey. The 'CS High Performer' comparator for the Proxy Stress Index has been corrected (reissued 23/11/2018).

Rounding

Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of calculation for maximum accuracy. Therefore in some instances, the differences presented in this report will not match the rounded figures of the scores being compared. For example, if your unrounded Engagement Index score is 75.43647583%, your organisation overall's score is 74.63572484% and the difference between the two is +0.800751%, in this report these scores would appear as 75%, 75% and +1.

Statistical significance: ✨

Statistical testing has been carried out to identify statistically significant* differences between your results and a number of comparators. You can therefore be confident that the difference represents a real difference in opinion between the results.

*Note, there needs to be 30 responses at question level, 20 responses at theme level or 10 responses at index level for statistical testing to be carried out on the corresponding scores.

The employee engagement index

The survey includes five questions that make up the engagement index (B47-B51). The index score represents the average level of engagement in that unit and ranges from 0 to 100. An index score of 0 represents all respondents in that unit saying they strongly disagree to all five engagement questions and a score of 100 represents all respondents saying they strongly agree to all five engagement questions.

The drivers of engagement

While the engagement index shows the average level of engagement, it does not show what you can do to improve engagement. A statistical technique (a form of regression) is used to identify the extent to which each question in the survey has an association with engagement. Questions identified as having an association are called 'Drivers of engagement': page 2 of this report shows the questions that had the strongest association with engagement in this unit.

Confidentiality

The survey was carried out as part of the 2018 Civil Service People Survey, which is managed by the Cabinet Office on behalf of all participating organisations. The Cabinet Office commissioned ORC International to carry out the survey. ORC International is a member of the Market Research Society, and is bound by their strict code of conduct and confidentiality rules. These rules do not allow for the breakdown of the results to the extent where the anonymity of individuals may be compromised. Groups of fewer than 10 respondents will not be reported on, however their responses do contribute to the overall scores for the unit and organisation they belong to and the overall Civil Service results.

ORC's Privacy Policy (www.orcinternational.co.uk/privacy) tells you how they keep personal data safe and who to contact to exercise your rights of control under the new GDPR regulations.