

**CIVIL SERVICE PEOPLE SURVEY – DCMS BENCHMARKING RESULTS 2010**

<b>Theme</b>	<b>CSPS Q No.</b>	<b>CSPS Question Text</b>	<b>DCMS 2009 Score (% positive)</b>
<b>My Work</b>	<b>B01</b>	I am interested in my work	89%
	<b>B02</b>	I am sufficiently challenged by my work	79%
	<b>B03</b>	My work gives me a sense of personal accomplishment	71%
	<b>B04</b>	I feel involved in decisions that affect my work	55%
	<b>B05</b>	I have a choice in deciding how I do my work	78%
<b>Organisational Objectives &amp; Purpose</b>	<b>B06</b>	I have a clear understanding of DCMS' purpose	71%
	<b>B07</b>	I have a clear understanding of DCMS' objectives	67%
	<b>B08</b>	I understand how my work contributes to DCMS' objectives	70%
<b>Resources &amp; Workload</b>	<b>B30</b>	In my job, I am clear what is expected of me	74%
	<b>B31</b>	I get the information I need to do my job well	60%
	<b>B32</b>	I have clear work objectives	62%
	<b>B33</b>	I have the skills I need to do my job effectively	86%
	<b>B34</b>	I have the tools I need to do my job effectively	71%
	<b>B35</b>	I have an acceptable workload	60%
	<b>B36</b>	I achieve a good balance between my work life and my private life	67%
<b>Line Management</b>	<b>B09</b>	My manager motivates me to be more effective in my job	65%
	<b>B10</b>	My manager is considerate of my life outside work	82%
	<b>B11</b>	My manager is open to my ideas	82%
	<b>B12</b>	My manager helps me to understand how I contribute to DCMS' objectives	52%
	<b>B13</b>	Overall, I have confidence in the decisions made by my manager	74%
	<b>B14</b>	My manager recognises when I have done my job well	77%
	<b>B15</b>	I receive regular feedback on my performance	62%
	<b>B16</b>	The feedback I receive helps me to improve my performance	58%
	<b>B17</b>	I think that my performance is evaluated fairly	66%
	<b>B18</b>	Poor performance is dealt with effectively in my team	41%
<b>Teamwork</b>	<b>B19</b>	The people in my team can be relied upon to help when things get difficult in my job	84%
	<b>B20</b>	The people in my team work together to find ways to improve the service we provide	80%
	<b>B21</b>	The people in my team are encouraged to come up with new and better ways of doing things	79%
<b>Learning &amp; Career Development</b>	<b>B22</b>	I am able to access the right learning and development opportunities when I need to	39%
	<b>B23</b>	Learning and development activities I have completed in the past 12 months have helped to improve my performance	35%
	<b>B24</b>	There are opportunities for me to develop my career in DCMS	18%
	<b>B25</b>	Learning and development activities I have completed while working for DCMS are helping me to develop my	32%

		career	
Inclusion & Fair Treatment	B26	I am treated fairly at work	79%
	B27	I am treated with respect by the people I work with	85%
	B28	I feel valued for the work I do	55%
	B29	I think that DCMS respects individual differences (e.g. cultures, working styles, backgrounds, ideas etc)	75%
Pay & Benefits	B37	I feel that my pay adequately reflects my performance	35%
	B38	I am satisfied with the total benefits package	32%
	B39	Compared to people doing a similar job in other organisations I feel my pay is reasonable	24%
Leadership & Change Management	B40	I feel DCMS as a whole is managed well	38%
	B41	Senior Managers in DCMS are sufficiently visible	62%
	B42	I believe the actions of Senior Managers are consistent with DCMS values	43%
	B43	I believe Senior Management has a clear vision for the future of DCMS	25%
	B44	Overall, I have confidence in the decisions made by DCMS Senior Managers	33%
	B45	I feel that change is managed well in DCMS	29%
	B46	When changes are made in DCMS they are usually for the better	12%
	B47	DCMS keeps me informed about matters that affect me	68%
	B48	I have the opportunity to contribute my views before decisions are made that affect me	48%
	B49	I think it is safe to challenge the way things are done in DCMS	44%
Engagement	B50	I am proud when I tell others I am part of DCMS	54%
	B51	I would recommend DCMS as a great place to work	31%
	B52	I feel a strong personal attachment to DCMS	50%
	B53	DCMS inspires me to do the best in my job	37%
	B54	DCMS motivates me to help it achieve its objectives	32%
Taking Action	B55	I believe that Senior Managers in DCMS will take action on the results from this survey	38%
	B56	I believe that managers where I work will take action on the results from this survey	42%
Data Security	C01	I know where to go to find out about how to handle personal and sensitive information	84%
	C02	In the past 12 months, have you received training on handling data and procedures to protect personal and sensitive information?	89%
Plans for the Future	D01	Which of the following statements most reflects your current thoughts about working for DCMS?	
	"	<i>I want to leave DCMS as soon as possible</i>	11%
	"	<i>I want to leave DCMS within the next 12 months</i>	17%
	"	<i>I want to stay working for DCMS for at least the next year</i>	34%
	"	<i>I want to stay working for DCMS for at least the next three years</i>	39%
Civil Service Code	E01	Are you aware of the Civil Service Code?	94%
	E02	Are you aware of how to raise a concern under the Civil Service Code?	55%
	E03	Are you confident that if you raised a concern under the Civil Service Code in [the organisation] it would be	68%

		investigated properly?	
<b>DCMS Engagement Index</b>	<b>54%*</b>		
<b>Discrimination, Harassment &amp; Bullying</b>	<b>F01</b>	During the past 12 months, have you personally experienced discrimination at work?	6%
		<b>IF YES AT C07 THEN:</b>	
	<b>F02</b>	On which of the following grounds have you personally experienced discrimination in the past 12 months?	
	"	<i>Age</i>	
	"	<i>Disability</i>	
	"	<i>Ethnic Background</i>	*
	"	<i>Gender</i>	*
	"	<i>Gender Reassignment or perceived gender</i>	*
	"	<i>Religion or belief</i>	*
	"	<i>Sexual Orientation</i>	*
	"	<i>Any other grounds</i>	*
	<b>F03</b>	During the past 12 months, have you personally experienced bullying or harassment at work?	6%
		<b>IF YES AT C09 THEN:</b>	
	<b>F04</b>	Who were you bullied or harassed by at work in the past 12 months?	
	"	<i>A colleague</i>	*
	"	<i>Your manager</i>	*
	"	<i>Another manager in your part of [organisation]</i>	
	"	<i>Someone you manage</i>	*
	"	<i>Someone who works for another part of [organisation]</i>	*
	"	<i>A member of the public</i>	
"	<i>Someone else</i>		
"	<i>Prefer not to say</i>	*	
	<i>Please note that where responses are replaced with * - this is to protect respondents anonymity.</i>		

\*The Engagement index is not the average positive score for the five engagement questions. Each of the 5 response options is given a weighting where **strongly agree** equals 100%, **agree** – 75%, **Neither agree/disagree** – 25% and **strongly disagree** – 0%.