



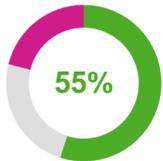
◇ Statistically significant difference from comparison



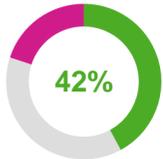


### Taking action

■ % responding positively   ■ % responding neutrally   ■ % responding negatively



B52. I believe that senior managers in the Ministry of Justice will take action on the results from this survey



B53. Where I work, I think effective action has been taken on the results of the last survey

### Discrimination, bullying and harassment

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



E01. Have you been discriminated against at work, in the past 12 months?



E03. Have you been bullied or harassed at work, in the past 12 months?

### Wellbeing

■ % responding positively to W01 - W03   ■ % responding negatively to 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?

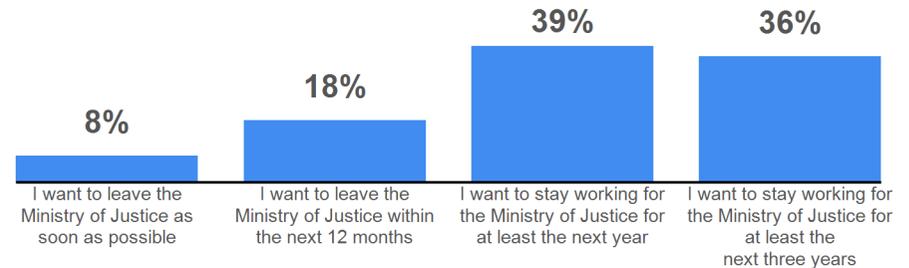
### Proxy Stress Index



### PERMA Index



### Your plans for the future





Headline scores

Highest positive scoring questions	% Positive	Highest neutral scoring questions	% Neutral	Highest negative scoring questions	% Negative
B54 I am trusted to carry out my job effectively	91%	B40 I believe that the Executive Committee (ExCo) has a clear vision for the future of the Ministry of Justice	45%	B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	51%
B01 I am interested in my work	90%	B43 When changes are made in the Ministry of Justice they are usually for the better	41%	B35 I feel that my pay adequately reflects my performance	45%
B09 My manager is considerate of my life outside work	90%	B17 Poor performance is dealt with effectively in my team	40%	B36 I am satisfied with the total benefits package	36%
B31 I have the skills I need to do my job effectively	88%	B53 Where I work, I think effective action has been taken on the results of the last survey	38%	B42 I feel that change is managed well in the Ministry of Justice	35%
B26 I am treated with respect by the people I work with	87%	B41 Overall, I have confidence in the decisions made by the Ministry of Justice's senior managers	33%	B45 I have the opportunity to contribute my views before decisions are made that affect me	29%

Please note that only questions B01-B60 are included in the above rankings



All questions by theme

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My work

79%

+3 Difference from previous survey



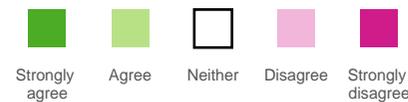
% Positive, Difference from previous survey, Difference from CS2019, Difference from CS High Performers

Table with 5 rows (B01-B05) and 10 columns: Question, Strongly agree, Agree, Neither, Disagree, Strongly disagree, % Positive, Difference from previous survey, Difference from CS2019, Difference from CS High Performers.

Organisational objectives and purpose

80%

+1 Difference from previous survey



% Positive, Difference from previous survey, Difference from CS2019, Difference from CS High Performers

Table with 2 rows (B06-B07) and 10 columns: Question, Strongly agree, Agree, Neither, Disagree, Strongly disagree, % Positive, Difference from previous survey, Difference from CS2019, Difference from CS High Performers.



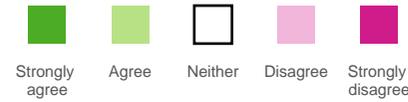
## All questions by theme

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 ^ indicates a variation in question wording from your previous survey

### My manager

72%

+2 ◇ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B08	My manager motivates me to be more effective in my job	31	44	13	8	8	75%	+2 ◇	+3 ◇	-1
B09	My manager is considerate of my life outside work	55	34	6	6	6	90%	+2 ◇	+3 ◇	+1 ◇
B10	My manager is open to my ideas	48	38	8	8	6	86%	+1 ◇	+2 ◇	-1 ◇
B11	My manager helps me to understand how I contribute to the Ministry of Justice's objectives	25	40	22	9	6	66%	0	-1 ◇	-6 ◇
B12	Overall, I have confidence in the decisions made by my manager	39	40	12	5	6	79%	+3 ◇	+3 ◇	-1 ◇
B13	My manager recognises when I have done my job well	41	41	9	6	6	82%	+2 ◇	+2 ◇	-1 ◇
B14	I receive regular feedback on my performance	28	42	14	12	5	70%	0	+1 ◇	-3 ◇
B15	The feedback I receive helps me to improve my performance	26	39	21	9	6	65%	0	+1 ◇	-3 ◇
B16	I think that my performance is evaluated fairly	26	43	19	7	7	70%	+3 ◇	+2 ◇	-2 ◇
B17	Poor performance is dealt with effectively in my team	13	29	40	12	7	42%	+2 ◇	+1 ◇	-2 ◇



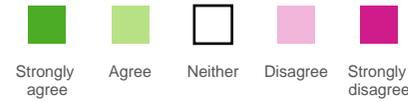
## All questions by theme

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 ^ indicates a variation in question wording from your previous survey

### My team

84%

+2 ◇ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

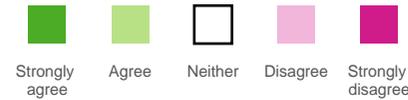
Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B18	The people in my team can be relied upon to help when things get difficult in my job	43	44	8	1	2	87%	+1 ◇	+1 ◇	-2 ◇
B19	The people in my team work together to find ways to improve the service we provide	39	45	10	6	1	85%	+1 ◇	+2 ◇	-1 ◇
B20	The people in my team are encouraged to come up with new and better ways of doing things	39	41	12	5	3	80%	+2 ◇	+3 ◇	0

### Learning and development

58%

+4 ◇ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B21	I am able to access the right learning and development opportunities when I need to	18	48	18	12	4	66%	+5 ◇	+2 ◇	-5 ◇
B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	16	38	30	12	6	54%	+4 ◇	0	-5 ◇
B23	There are opportunities for me to develop my career in the Ministry of Justice	17	43	22	11	7	60%	+4 ◇	+9 ◇	+2 ◇
B24	Learning and development activities I have completed while working for the Ministry of Justice are helping me to develop my career	14	36	32	12	6	50%	+3 ◇	0	-6 ◇



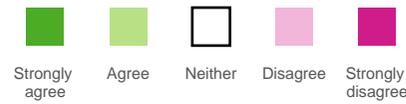
All questions by theme

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Inclusion and fair treatment

82%

+3 Difference from previous survey



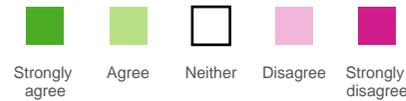
% Positive, Difference from previous survey, Difference from CS2019, Difference from CS High Performers

Table with 4 rows (B25-B28) and 10 columns: Question, Strongly agree, Agree, Neither, Disagree, Strongly disagree, % Positive, Difference from previous survey, Difference from CS2019, Difference from CS High Performers.

Resources and workload

73%

+1 Difference from previous survey



% Positive, Difference from previous survey, Difference from CS2019, Difference from CS High Performers

Table with 6 rows (B29-B34) and 10 columns: Question, Strongly agree, Agree, Neither, Disagree, Strongly disagree, % Positive, Difference from previous survey, Difference from CS2019, Difference from CS High Performers.



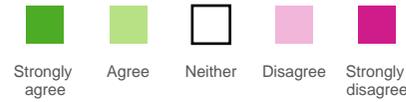
## All questions by theme

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### Pay and benefits

**37%**

**+5** ◇ Difference from previous survey



**% Positive**

Difference from previous survey

Difference from CS2019

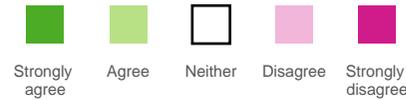
Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B35 I feel that my pay adequately reflects my performance	7	31	17	25	20	38%	+6 ◇	+4 ◇	-3 ◇
B36 I am satisfied with the total benefits package	8	35	21	21	15	43%	+7 ◇	+4 ◇	-6 ◇
B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	6	23	19	27	25	30%	+3 ◇	+2 ◇	-6 ◇

### Leadership and managing change

**50%**

**+7** ◇ Difference from previous survey



**% Positive**

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B38 Senior managers in the Ministry of Justice are sufficiently visible	17	52	15	11	5	69%	+5 ◇	+6 ◇	-4 ◇
B39 I believe the actions of senior managers are consistent with the Ministry of Justice's values	14	46	28	8	5	60%	+7 ◇	+5 ◇	-4 ◇
B40 I believe that the Executive Committee (ExCo) has a clear vision for the future of the Ministry of Justice	9	33	45	9	5	42%	+4 ◇	-8 ◇	-19 ◇
B41 Overall, I have confidence in the decisions made by the Ministry of Justice's senior managers	11	41	33	11	5	51%	+9 ◇	0	-11 ◇
B42 I feel that change is managed well in the Ministry of Justice	6	30	30	25	10	35%	+6 ◇	0	-10 ◇
B43 When changes are made in the Ministry of Justice they are usually for the better	6	28	41	17	7	34%	+7 ◇	-2 ◇	-10 ◇
B44 The Ministry of Justice keeps me informed about matters that affect me	9	52	23	11	5	62%	+8 ◇	+1 ◇	-7 ◇
B45 I have the opportunity to contribute my views before decisions are made that affect me	8	34	30	20	9	42%	+6 ◇	+1 ◇	-9 ◇
B46 I think it is safe to challenge the way things are done in the Ministry of Justice	10	42	28	13	7	52%	+8 ◇	+2 ◇	-5 ◇

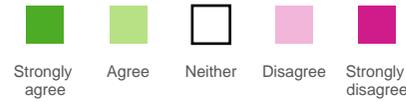


## All questions by theme

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 ^ indicates a variation in question wording from your previous survey

### Engagement

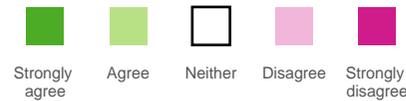
The following five questions, measuring pride, advocacy, attachment, inspiration and motivation, are used to create your Employee Engagement Index score.



**% Positive**  
 Difference from previous survey  
 Difference from CS2019  
 Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B47 I am proud when I tell others I am part of the Ministry of Justice	24	47	21	6	6	71%	+7 ◆	+4 ◆	-2 ◆
B48 I would recommend the Ministry of Justice as a great place to work	20	43	24	9	6	63%	+9 ◆	+2 ◆	-7 ◆
B49 I feel a strong personal attachment to the Ministry of Justice	16	33	29	16	6	50%	+4 ◆	-3 ◆	-9 ◆
B50 The Ministry of Justice inspires me to do the best in my job	15	37	31	12	5	52%	+5 ◆	0	-7 ◆
B51 The Ministry of Justice motivates me to help it achieve its objectives	14	37	32	13	5	50%	+6 ◆	0	-6 ◆

### Taking action



Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B52 I believe that senior managers in the Ministry of Justice will take action on the results from this survey	14	41	24	14	7	55%	+5 ◆	+4 ◆	-5 ◆
B53 Where I work, I think effective action has been taken on the results of the last survey	12	30	38	13	7	42%	+4 ◆	+4 ◆	-3 ◆



## All questions by theme

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### Organisational culture

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B54 I am trusted to carry out my job effectively	41	49	5			91%	+1 ◇	+1 ◇	-1 ◇
B55 I believe I would be supported if I try a new idea, even if it may not work	29	48	14	7		77%	+3 ◇	+4 ◇	+1 ◇
B56 In the Ministry of Justice, people are encouraged to speak up when they identify a serious policy or delivery risk	22	48	20	7		70%	+6 ◇	0	-5 ◇
B57 I feel able to challenge inappropriate behaviour in the workplace	22	49	17	9		70%	+3 ◇	+4 ◇	0
B58 The Ministry of Justice is committed to creating a diverse and inclusive workplace	32	50	12			82%	+2 ◇	+6 ◇	+2 ◇

### Civil Service vision

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B59 I am aware of the Civil Service vision for 'A Brilliant Civil Service'	19	49	14	14		68%	+5 ◇	+10 ◇	-1 ◇

### Leadership statement

	Always	Most of the time	Sometimes	Rarely	Never	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B60 Managers in my Area/Directorate/Division actively role model the behaviours set out in the Civil Service Leadership Statement^	27	44	21	6		71%	New	+5 ◇	-2 ◇

*The % positive for this question is the proportion who selected either "Always" or "Most of the time".*



All questions by theme

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^ indicates a variation in question wording from your previous survey

Wellbeing

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.



Table with 4 rows (W01, W02, W03) and 9 columns: Question, Low (0-4), Medium (5-6), High (7-8), Very High (9-10), % Positive, Difference from previous survey, Difference from CS2019, Difference from CS High Performers.

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



Table with 1 row (W04) and 9 columns: Question, Very Low (0-1), Low (2-3), Medium (4-5), High (6-10), % Negative, Difference from previous survey, Difference from CS2019, Difference from CS High Performers.



## All questions by theme

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### Your plans for the future

C01. Which of the following statements most reflects your current thoughts about working for the Ministry of Justice?

			Difference from previous survey	Difference from CS2019
I want to leave the Ministry of Justice as soon as possible		8%	-2 ◇	0
I want to leave the Ministry of Justice within the next 12 months		18%	-2 ◇	+3 ◇
I want to stay working for the Ministry of Justice for at least the next year		39%	0	+6 ◇
I want to stay working for the Ministry of Justice for at least the next three years		36%	+4 ◇	-8 ◇

### The Civil Service Code

Differences are based on '% Yes' score

	% Yes	% No	% Yes	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
D01. Are you aware of the Civil Service Code?		7	93%	+1 ◇	+1 ◇	-2 ◇
D02. Are you aware of how to raise a concern under the Civil Service Code?		33	67%	0	+1 ◇	-5 ◇
D03. Are you confident that if you raised a concern under the Civil Service Code in the Ministry of Justice it would be investigated properly?		27	73%	+4 ◇	+2 ◇	-3 ◇



### All questions by theme

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#### Discrimination

E01. Have you been discriminated against at work, in the past 12 months?^

			Difference from previous survey	Difference from CS2019
Yes		11%	0	0
No		82%	+1	0
Prefer not to say		7%	0	-1 ◇

Of those who said they had experienced discrimination at work in the last 12 months, 83% said it occurred in the Ministry of Justice while 17% said it occurred in another organisation.

For respondents who selected 'Yes' to E01.

E02. On which of the following grounds were you discriminated against?^ (multiple selection)

		Response Count	
Age	70		
Caring responsibilities	29		
Disability	35		
Ethnic background	59		
Gender	55		
Gender reassignment or perceived gender	--		
Grade or responsibility level	99		
Main spoken/ written language or language ability	20		
Marital status or civil partnership	--		
Mental health	26		
Pay	55		
Pregnancy, maternity or paternity	--		
Religion or belief	12		
Sex	18		
Sexual orientation	12		
Social or educational background	35		
Working location	52		
Working pattern	52		
Any other grounds	45		
Prefer not to say	34		

Please note: Counts of fewer than ten responses are suppressed and replaced with '--'



### All questions by theme

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

### Bullying and harassment

E03. Have you been bullied or harassed at work, in the past 12 months?^

			Difference from previous survey	Difference from CS2019
Yes		10%	+1	-1 ↕
No		84%	0	+2 ↕
Prefer not to say		6%	-1 ↕	-1 ↕

For respondents who selected 'Yes' to E03.

E03A. How would you describe the nature of the bullying and/or harassment you experienced?^ (multiple selection)

	Response Count	
Comments about my personal appearance	31	
Sexual harassment (e.g. sexual comments or jokes, unwelcome sexual advances, touching or assault)	13	
Spreading gossip or making false accusations about me	76	
Intimidation or verbal aggression (e.g. shouting, swearing, making threats)	91	
Physical assault (e.g. object thrown at me, pushed, hit)	--	
Humiliated in front of team or others	134	
Negative Micromanagement (e.g. excessive control; made to feel incompetent)	166	
Removal of job responsibilities, unconstructive criticism, or impossible/changing expectations	124	
Treated less favourably to others	125	
Ignored, excluded, marginalised	140	
Undermining or taking credit for my work	114	
Denied time off for personal ill health	14	
Denied time off for family or caring responsibilities	13	
Disclosure of personal / sensitive information to colleagues without my consent	24	
Something else not listed here	37	
Prefer not to say	15	

Please note: Counts of fewer than ten responses are suppressed and replaced with '--'



## All questions by theme

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 ^ indicates a variation in question wording from your previous survey

### Bullying and harassment

For respondents who selected 'Yes' to E03.  
 E04. Who bullied and/or harassed you?^ (multiple selection)

	Response Count	
A colleague in my Area/Directorate/Division	99	
A colleague in a different Area/Directorate/ Division of the Ministry of Justice	41	
My manager	105	
Another senior member of staff in the Ministry of Justice	75	
Someone I manage	--	
Someone working in a different Civil Service organisation	23	
Someone working for a non-Civil Service organisation	13	
A contractor	15	
A service user (e.g. customer, claimant, offender)	--	
A member of the public	--	
Someone else not listed here	--	
Prefer not to say	31	

Please note: Counts of fewer than ten responses are suppressed and replaced with '--'

For respondents who selected 'Yes' to E03.  
 E05. Did you report your experience of bullying and/or harassment?^

		Difference from previous survey	Difference from CS2019
Yes	<b>56%</b>	+13 ◇	+5 ◇
No	<b>39%</b>	-8 ◇	-3 ◇
Prefer not to say	<b>5%</b>	-5 ◇	-1

For respondents who selected 'Yes' to E03.  
 E06. How would you describe your situation now?^

		Difference from CS2019
Appropriate action was taken to address the behaviour I experienced		
Yes	<b>14%</b>	-2
No	<b>68%</b>	+5 ◇
Prefer not to say	<b>18%</b>	-4 ◇
The bullying and/or harassment has stopped		
Yes	<b>38%</b>	0
No	<b>38%</b>	+1
Prefer not to say	<b>23%</b>	-1
The culture in my area allows this kind of behaviour to continue		
Yes	<b>59%</b>	+4 ◇
No	<b>24%</b>	-2
Prefer not to say	<b>17%</b>	-1
I felt like I was punished for reporting the incident		
Yes	<b>19%</b>	+1
No	<b>58%</b>	+3 ◇
Prefer not to say	<b>23%</b>	-4 ◇
I moved to another team or role to avoid the behaviour		
Yes	<b>36%</b>	+15 ◇
No	<b>51%</b>	-10 ◇
Prefer not to say	<b>13%</b>	-3 ◇

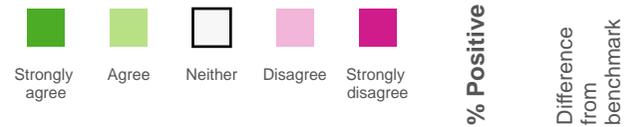


Additional questions selected by organisation

◆ indicates statistically significant difference from comparison

Safe to Challenge

\* indicates negatively phrased question(s) where % positive is the proportion who selected "no"



Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQB1	In the last 12 months, I have seen someone else being bullied or treated unfairly in the Ministry of Justice*	Yes: 20% No: 74% Prefer not to say: 6%					74%	+5 ◆
LQB2	I make a point of tackling bullying, harassment and other inappropriate behaviours when I see it happening around me	22	49		25		71%	+3 ◆
LQB3	I feel comfortable speaking to those more senior than me about their actions and impact	17	40	19	18	5	58%	+5 ◆
LQB4	I feel confident that if I challenged someone more senior than me in my Area/Directorate/Division they would be open to receiving the challenge	13	33	28	17	8	46%	+5 ◆

Smarter Working



Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQD1	My manager trusts me to do my job effectively even if working in a different location to them (for example, in a different office, or from home)	62	31		5		93%	+3 ◆
LQD2	My manager supports me to work as flexibly as possible in line with the requirements of my role	60	31		5		92%	+4 ◆
LQD3	Smarter Working allows me to be more productive in my role	53	30	11	5		82%	+3 ◆
LQD4	I feel confident in using modern workplace technologies to connect and collaborate with colleagues	49	38		7		87%	+5 ◆

Please note that the benchmark for the questions on this page is the average score across the organisations that chose to include them in their survey, so it is not representative of the whole Civil Service.



Additional questions selected by organisation

◆ indicates statistically significant difference from comparison

Wellbeing at Work

\* indicates negatively phrased question(s) where % positive is the proportion who selected either "disagree" or "strongly disagree"

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQF1 During the last 12 months, I have felt unwell as a result of work-related stress*	9	24	14	36	18	54%	+3 ◆
LQF2 The people in my team genuinely care about my wellbeing	31	50	14	5	0	81%	+2 ◆
LQF3 My manager creates a positive atmosphere at work which supports my health and wellbeing	31	45	16	5	0	76%	+6 ◆
LQF4 After a period of sickness absence, my manager and I have a Return to Work discussion	Yes: 80%		No: 20%			80%	-6 ◆

Performance Management

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from benchmark
LQH1 I feel empowered by my manager to do my job	35	44	12	6	0	80%	+3 ◆
LQH2 The one-to-one conversations I have with my manager are helping me to achieve my full potential	26	40	19	10	5	66%	+4 ◆
LQH3a In general, how often do you discuss the following with your manager: How well I am meeting my work objectives?	23	41	24	8	0	-	
LQH3b In general, how often do you discuss the following with your manager: My development needs and career goals?	9	38	36	7	11	-	
LQH3c In general, how often do you discuss the following with your manager: My personal wellbeing and/or work-related stress?	31	37	15	14	0	-	

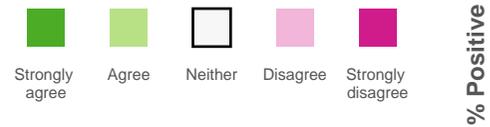
Please note that the benchmark for the questions on this page is the average score across the organisations that chose to include them in their survey, so it is not representative of the whole Civil Service.



Additional questions selected by organisation

◆ indicates statistically significant difference from comparison

Ministry of Justice Questions

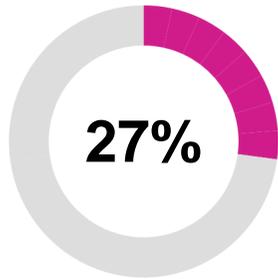


Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive
LQN1	I have a strong sense of purpose at work	28	49	13	7	7	77%
LQN2	People treat others with humanity where I work	34	52	9	9	9	86%
LQN3	I am treated with humanity at work	34	53	9	9	9	87%
LQN4	The people in my team are open to new ideas to improve the services we deliver	31	51	12	12	5	82%
LQN5	My manager recognises when I work together with people in other teams not just my own	31	48	13	5	5	79%

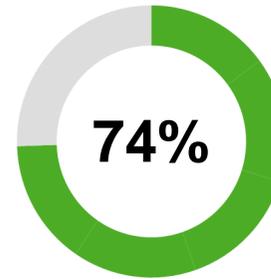
## Proxy Stress Index and PERMA Index

◇ indicates statistically significant difference from comparison

\*\* this is a negatively phrased question where % positive is the proportion who selected "no"



Difference from previous survey	-2 ◇
Difference from CS2019	-1 ◇
Difference from CS High Performers	+1 ◇



Difference from previous survey	+1 ◇
Difference from CS2019	+1 ◇
Difference from CS High Performers	-1 ◇

### 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	84%
B08	My manager motivates me to be more effective in my job	75%
B18	The people in my team can be relied upon to help when things get difficult in my job	87%
B26	I am treated with respect by the people I work with	87%
B30	I have clear work objectives	71%
B33	I have an acceptable workload	64%
B45	I have the opportunity to contribute my views before decisions are made that affect me	42%
E03	Have you been bullied or harassed at work, in the past 12 months?*	84%

### 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	87%
W01	Overall, how satisfied are you with your life nowadays?	69%
W02	Overall, to what extent do you feel that the things you do in your life are worthwhile?	73%



## 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 <b>Theme score % positive</b> ), unless otherwise indicated.
Previous survey	Comparisons to the previous survey relate to the results from the 2018 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.
CS2019	The CS2019 benchmark is the median percent positive (unless otherwise indicated) across all Civil Service organisations that participated in the 2019 Civil Service People Survey, where data was not suppressed.
CS High Performers	For each question, unless otherwise indicated, this is the upper quartile score across all Civil Service organisations that took part in the 2019 Civil Service People Survey, where data was not suppressed. For question W04 and the Proxy Stress Index, we have used the lower quartile.
Difference from benchmark	For these questions, the benchmark is the median percent positive (unless otherwise indicated) across all Civil Service organisations that selected these questions for inclusion in their 2019 Civil Service People Survey, so it is not representative of the whole Civil Service.

### 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. Please note that there needs to be 30 responses at question level, 20 responses at theme level and 10 responses at index level for statistical testing to be carried out on the corresponding scores. If you received a lower number of responses, then statistical significance testing won't have been conducted.

### 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.

### Confidentiality

The survey was carried out as part of the 2019 Civil Service People Survey, which is managed by the Cabinet Office on behalf of all participating organisations. The Cabinet Office commissioned ENGINE Transformation to carry out the survey. ENGINE Transformation 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.

ENIGINE's Privacy Policy (<https://transformation.enginegroup.com/privacy-notice>) tells you how they keep personal data safe and who to contact to exercise your rights of control under the new GDPR regulations.

The Civil Service People Survey Privacy Notice can be found on GOV.UK (<https://www.gov.uk/government/publications/people-survey-privacy-information-notice/privacy-notice-civil-service-people-survey>)