



Criminal Injuries Compensation Authority

Returns : 224

Response rate : 81%

Civil Service People Survey 2019

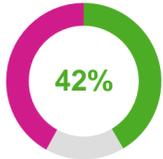
✧ Statistically significant difference from comparison





Taking action

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



B52. I believe that senior managers in CICA 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?

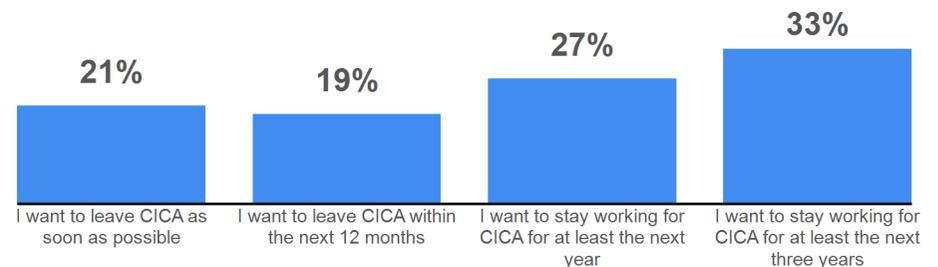
Proxy Stress Index



PERMA Index



Your plans for the future





Headline scores

Highest positive scoring questions	% Positive	Highest neutral scoring questions	% Neutral	Highest negative scoring questions	% Negative
B01 I am interested in my work	 90%	B17 Poor performance is dealt with effectively in my team  30%		B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable  84%	
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  29%		B35 I feel that my pay adequately reflects my performance  83%	
B06 I have a clear understanding of CICA's objectives	 84%	B24 Learning and development activities I have completed while working for CICA are helping me to develop my career  26%		B36 I am satisfied with the total benefits package  66%	
B07 I understand how my work contributes to CICA's objectives	 83%	B43 When changes are made in CICA they are usually for the better  25%		B45 I have the opportunity to contribute my views before decisions are made that affect me  49%	
B54 I am trusted to carry out my job effectively	 83%	B60 Managers in my Area/Directorate/Division actively role model the behaviours set out in the Civil Service Leadership Statement  24%		B42 I feel that change is managed well in CICA  46%	

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

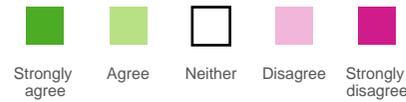
All questions by theme

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

My work

71%

-4 ◆ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

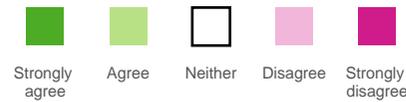
Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B01 I am interested in my work	45	46	7	1	1	90%	-1	0	-2 ◆
B02 I am sufficiently challenged by my work	36	42	7	11	4	79%	+1	-1	-4 ◆
B03 My work gives me a sense of personal accomplishment	33	47	8	7	5	80%	+2	+2	0
B04 I feel involved in the decisions that affect my work	17	31	13	26	14	48%	-12 ◆	-12 ◆	-16 ◆
B05 I have a choice in deciding how I do my work	20	36	9	23	12	57%	-11 ◆	-21 ◆	-25 ◆

Organisational objectives and purpose

83%

-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
B06 I have a clear understanding of CICA's objectives	35	49	7	8	1	84%	-6 ◆	+2	-2 ◆
B07 I understand how my work contributes to CICA's objectives	38	46	7	8	1	83%	-8 ◆	-1	-5 ◆

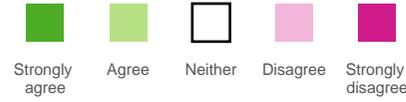
All questions by theme

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

My manager

67%

-6 ◇ 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	29	38	13	13	8	67%	-4	-5 ◇	-9 ◇
B09	My manager is considerate of my life outside work	44	35	10	5	6	79%	-6 ◇	-8 ◇	-10 ◇
B10	My manager is open to my ideas	36	38	12	8	7	74%	-6 ◇	-9 ◇	-12 ◇
B11	My manager helps me to understand how I contribute to CICA's objectives	29	41	13	10	8	70%	-6 ◇	+3 ◇	-2
B12	Overall, I have confidence in the decisions made by my manager	37	35	10	8	10	71%	-8 ◇	-5 ◇	-9 ◇
B13	My manager recognises when I have done my job well	31	39	8	11	11	71%	-7 ◇	-10 ◇	-13 ◇
B14	I receive regular feedback on my performance	26	41	8	14	10	67%	-10 ◇	-2	-5 ◇
B15	The feedback I receive helps me to improve my performance	26	41	12	12	10	67%	-3	+2	-1
B16	I think that my performance is evaluated fairly	28	37	14	10	12	64%	-8 ◇	-4 ◇	-7 ◇
B17	Poor performance is dealt with effectively in my team	11	31	30	14	13	42%	-5 ◇	+2	-1

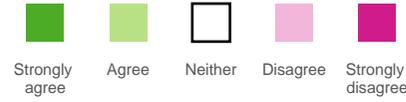
All questions by theme

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

My team

74%

-6 ◇ Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

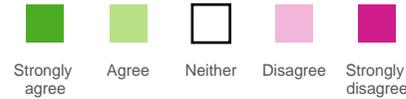
Difference from CS High Performers

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	42	40	5	8	5	81%	-5 ◇	-5 ◇	-8 ◇
B19	The people in my team work together to find ways to improve the service we provide	37	39	11	5	8	76%	-4 ◇	-6 ◇	-10 ◇
B20	The people in my team are encouraged to come up with new and better ways of doing things	27	38	13	15	8	65%	-10 ◇	-12 ◇	-15 ◇

Learning and development

54%

-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	19	48	18	12	3	67%	-4 ◇	+3	-4 ◇
B22	Learning and development activities I have completed in the past 12 months have helped to improve my performance	18	34	21	16	11	53%	-12 ◇	-2	-7 ◇
B23	There are opportunities for me to develop my career in CICA	16	35	17	17	16	51%	+3	0	-7 ◇
B24	Learning and development activities I have completed while working for CICA are helping me to develop my career	16	28	26	18	12	44%	-4	-6 ◇	-12 ◇

All questions by theme

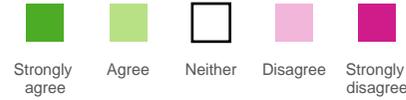
◇ indicates statistically significant difference from comparison
^ indicates a variation in question wording from your previous survey

Inclusion and fair treatment

75%

-3

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

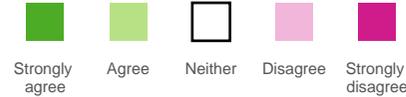
Question ID	Statement	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B25	I am treated fairly at work	28	46	10	9	7	74%	-7 ◇	-8 ◇	-10 ◇
B26	I am treated with respect by the people I work with	30	53	5	6	6	83%	-5 ◇	-3 ◇	-5 ◇
B27	I feel valued for the work I do	21	43	7	14	15	64%	0	-5 ◇	-9 ◇
B28	I think that CICA respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.)	27	51	8	7	7	78%	-1	0	-3 ◇

Resources and workload

74%

-5 ◇

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

Question ID	Statement	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B29	I get the information I need to do my job well	21	50	9	16	4	71%	-6 ◇	0	-5 ◇
B30	I have clear work objectives	19	53	9	13	6	72%	-6 ◇	-4 ◇	-7 ◇
B31	I have the skills I need to do my job effectively	30	58	5	5	0	88%	-4 ◇	-1	-4 ◇
B32	I have the tools I need to do my job effectively	22	56	9	9	5	77%	-5 ◇	+5 ◇	-1
B33	I have an acceptable workload	15	49	10	18	7	65%	-1	+1	-3 ◇
B34	I achieve a good balance between my work life and my private life	22	52	11	11	0	74%	-5 ◇	+3 ◇	-2

All questions by theme

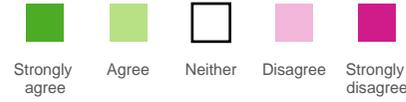
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Pay and benefits

12%

0

Difference from previous survey



% Positive

Difference from previous survey

Difference from CS2019

Difference from CS High Performers

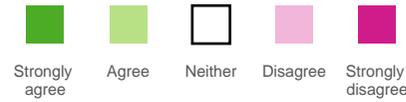
Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2019	Difference from CS High Performers
B35 I feel that my pay adequately reflects my performance	7	8	27	56		8%	-2	-26 ◆	-32 ◆
B36 I am satisfied with the total benefits package	16	15	21	45		19%	0	-20 ◆	-29 ◆
B37 Compared to people doing a similar job in other organisations I feel my pay is reasonable	5	7	24	61		8%	+2	-19 ◆	-27 ◆

Leadership and managing change

46%

-10 ◆

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 CICA are sufficiently visible	19	39	12	17	13	58%	-14 ◆	-5 ◆	-15 ◆
B39 I believe the actions of senior managers are consistent with CICA's values	15	34	23	10	17	49%	-6 ◆	-5 ◆	-15 ◆
B40 I believe that the Executive Management Board has a clear vision for the future of CICA	16	37	19	13	15	53%	-7 ◆	+3	-8 ◆
B41 Overall, I have confidence in the decisions made by CICA's senior managers	13	33	21	14	19	45%	-5 ◆	-6 ◆	-17 ◆
B42 I feel that change is managed well in CICA	10	26	18	27	19	36%	-16 ◆	+1	-10 ◆
B43 When changes are made in CICA they are usually for the better	10	27	25	23	15	38%	-11 ◆	+2	-6 ◆
B44 CICA keeps me informed about matters that affect me	15	41	14	14	15	56%	-14 ◆	-4 ◆	-12 ◆
B45 I have the opportunity to contribute my views before decisions are made that affect me	9	23	19	26	22	33%	-11 ◆	-8 ◆	-18 ◆
B46 I think it is safe to challenge the way things are done in CICA	10	33	16	23	19	42%	-10 ◆	-7 ◆	-14 ◆



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.

	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 CICA	23	43	20	8	5	66%	-2	0	-6 ◇
B48 I would recommend CICA as a great place to work	20	30	22	16	12	50%	-4	-11 ◇	-19 ◇
B49 I feel a strong personal attachment to CICA	24	39	17	11	9	63%	+1	+11 ◇	+5 ◇
B50 CICA inspires me to do the best in my job	19	35	18	18	10	54%	-5 ◇	+2	-5 ◇
B51 CICA motivates me to help it achieve its objectives	19	32	17	19	12	51%	-5 ◇	+1	-5 ◇

Taking action

	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 CICA will take action on the results from this survey	15	26	17	18	24	42%	-13 ◇	-9 ◇	-18 ◇
B53 Where I work, I think effective action has been taken on the results of the last survey	10	25	29	16	21	35%	-12 ◇	-3 ◇	-10 ◇

All questions by theme

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

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	29	54	6	6	6	83%	-3 ◇	-6 ◇	-8 ◇
B55 I believe I would be supported if I try a new idea, even if it may not work	14	42	17	18	8	57%	-9 ◇	-16 ◇	-20 ◇
B56 In CICA, people are encouraged to speak up when they identify a serious policy or delivery risk	21	46	8	13	12	67%	-5 ◇	-3 ◇	-7 ◇
B57 I feel able to challenge inappropriate behaviour in the workplace	16	48	10	14	12	64%	-7 ◇	-3 ◇	-6 ◇
B58 CICA is committed to creating a diverse and inclusive workplace	23	51	9	10	7	74%	-4 ◇	-2	-6 ◇

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'	20	41	17	15	7	61%	-6 ◇	+4 ◇	-8 ◇

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^	25	29	24	17	5	54%	New	-12 ◇	-19 ◇

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



All questions by theme

◇ indicates statistically significant difference from comparison
^ 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.

	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
W01 Overall, how satisfied are you with your life nowadays?	20	20	45	15	60%	-13 ◇	-7 ◇	-10 ◇
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	15	14	50	22	71%	-3	0	-2
W03 Overall, how happy did you feel yesterday?	21	19	44	16	60%	-9 ◇	-2	-5 ◇

For question W04 the percent negative is the proportion answering 6, 7, 8, 9 or 10 to the 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
W04 Overall, how anxious did you feel yesterday?	21	24	16	39	39%	+9 ◇	+7 ◇	+8 ◇



All questions by theme

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

Your plans for the future

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

			Difference from previous survey	Difference from CS2019
I want to leave CICA as soon as possible		21%	+9 ◇	+14
I want to leave CICA within the next 12 months		19%	-3	+5 ◇
I want to stay working for CICA for at least the next year		27%	-3	-6 ◇
I want to stay working for CICA for at least the next three years		33%	-3	-11 ◇

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?		9	91%	-2	-1	-4 ◇
D02. Are you aware of how to raise a concern under the Civil Service Code?		31	69%	-3	+4 ◇	-2
D03. Are you confident that if you raised a concern under the Civil Service Code in CICA it would be investigated properly?		34	66%	-3	-6 ◇	-10 ◇



All questions by theme

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

Discrimination

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

			Difference from previous survey	Difference from CS2019
Yes		17%	+5 ✧	+6
No		75%	-7 ✧	-7 ✧
Prefer not to say		8%	+2	0

Your survey included a question about whether the discrimination occurred in your organisation. These results have been suppressed in this report to protect respondents anonymity, but do feed into the overall Civil Service results.

For respondents who selected 'Yes' to E01.

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

		Response Count
Age	--	
Caring responsibilities	--	
Disability	10	
Ethnic background	--	
Gender	--	
Gender reassignment or perceived gender	--	
Grade or responsibility level	--	
Main spoken/ written language or language ability	--	
Marital status or civil partnership	--	
Mental health	--	
Pay	--	
Pregnancy, maternity or paternity	--	
Religion or belief	--	
Sex	--	
Sexual orientation	--	
Social or educational background	--	
Working location	--	
Working pattern	--	
Any other grounds	--	
Prefer not to say	--	

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		17%	+3 ↗	+5
No		79%	-3	-3 ↗
Prefer not to say		4%	0	-3

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	--	
Sexual harassment (e.g. sexual comments or jokes, unwelcome sexual advances, touching or assault)	--	
Spreading gossip or making false accusations about me	10	
Intimidation or verbal aggression (e.g. shouting, swearing, making threats)	12	
Physical assault (e.g. object thrown at me, pushed, hit)	--	
Humiliated in front of team or others	21	
Negative Micromanagement (e.g. excessive control; made to feel incompetent)	25	
Removal of job responsibilities, unconstructive criticism, or impossible/changing expectations	17	
Treated less favourably to others	27	
Ignored, excluded, marginalised	22	
Undermining or taking credit for my work	14	
Denied time off for personal ill health	--	
Denied time off for family or caring responsibilities	--	
Disclosure of personal / sensitive information to colleagues without my consent	--	
Something else not listed here	--	
Prefer not to say	--	

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

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	--	
A colleague in a different Area/Directorate/ Division of CICA	--	
My manager	22	
Another senior member of staff in CICA	13	
Someone I manage	--	
Someone working in a different Civil Service organisation	--	
Someone working for a non-Civil Service organisation	--	
A contractor	--	
A service user (e.g. customer, claimant, offender)	--	
A member of the public	--	
Someone else not listed here	--	
Prefer not to say	--	

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	35%	+6	-16 ◇
No	54%	-13	+12 ◇
Prefer not to say	11%	+7	+4

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

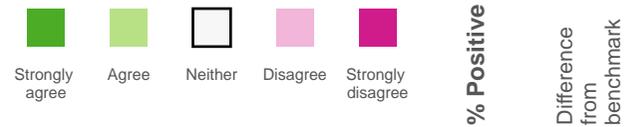
		Difference from CS2019
Appropriate action was taken to address the behaviour I experienced		
Yes	11%	-4
No	77%	+14 ◇
Prefer not to say	11%	-10
The bullying and/or harassment has stopped		
Yes	25%	-13
No	64%	+27 ◇
Prefer not to say	11%	-13
The culture in my area allows this kind of behaviour to continue		
Yes	72%	+17 ◇
No	19%	-6
Prefer not to say	8%	-10
I felt like I was punished for reporting the incident		
Yes	34%	+17
No	47%	-8 ◇
Prefer not to say	19%	-8
I moved to another team or role to avoid the behaviour		
Yes	Results for this response have been suppressed as there are fewer than ten responses	
No	74%	+13 ◇
Prefer not to say	Results for this response have been suppressed as there are fewer than ten responses	

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 CICA*	Yes: 30% No: 62% Prefer not to say: 8%					62%	-7 ◆
LQB2	I make a point of tackling bullying, harassment and other inappropriate behaviours when I see it happening around me	18	50	22	7	7	68%	0
LQB3	I feel comfortable speaking to those more senior than me about their actions and impact	13	35	15	25	12	48%	-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	10	25	21	24	20	34%	-7 ◆

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)	36	46	9	5	5	82%	-8 ◆
LQD2	My manager supports me to work as flexibly as possible in line with the requirements of my role	39	41	8	6	7	79%	-8 ◆
LQD3	Smarter Working allows me to be more productive in my role	39	34	17	6	6	73%	-6 ◆
LQD4	I feel confident in using modern workplace technologies to connect and collaborate with colleagues	39	44	8	6	6	83%	+1

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

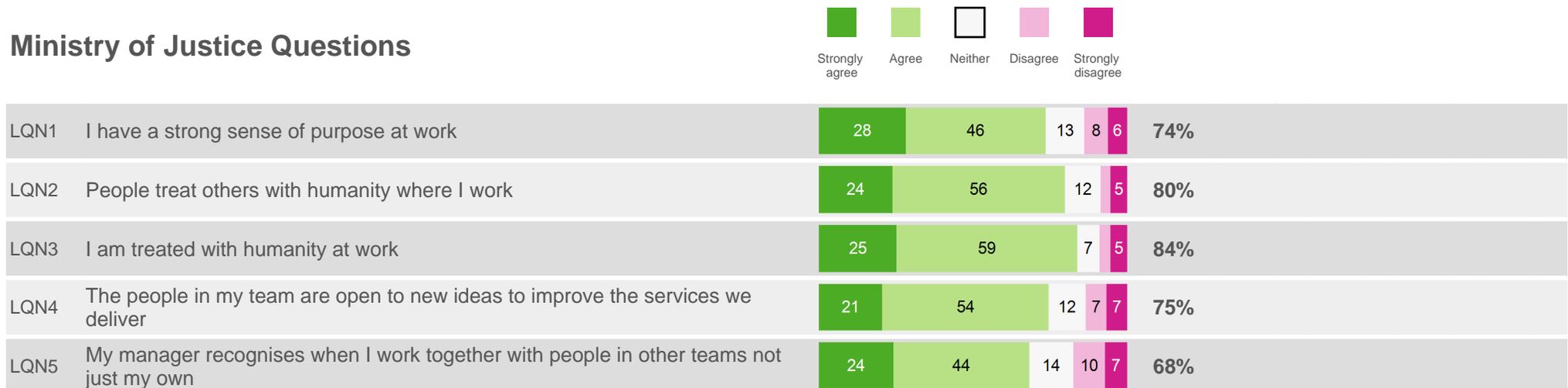
⚡ indicates statistically significant difference from comparison

Wellbeing at Work

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



Ministry of Justice Questions

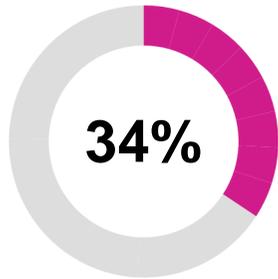


Please note that the benchmark for the questions on this page is the average score across the organisations that chose to include them in their survey, so it is not representative of the whole Civil Service.

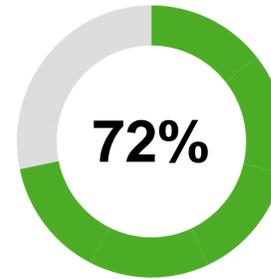
Proxy Stress Index and PERMA Index

◇ indicates statistically significant difference from comparison

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



Difference from previous survey	+4 ◇
Difference from CS2019	+6 ◇
Difference from CS High Performers	+8 ◇



Difference from previous survey	-3 ◇
Difference from CS2019	-2 ◇
Difference from CS High Performers	-3 ◇

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	57%
B08	My manager motivates me to be more effective in my job	67%
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	83%
B30	I have clear work objectives	72%
B33	I have an acceptable workload	65%
B45	I have the opportunity to contribute my views before decisions are made that affect me	33%
E03	Have you been bullied or harassed at work, in the past 12 months?*	79%

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	80%
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?	60%
W02	Overall, to what extent do you feel that the things you do in your life are worthwhile?	71%



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), 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>)