



Strength of association with engagement

Statistically significant difference from comparison

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





The table below shows how you performed on each of the nine themes ranked by the strength of association with engagement. The themes which have the strongest association with engagement should be the focus for action. See the appendix for further details.

Drivers of Engagement

	Strength of association with engagement	Theme score % Positive	Difference from previous survey	Difference from CS2016	Difference from CS High Performers
Leadership and managing change		44%	+10 ✧	+1	-9 ✧
My work		73%	+2	-2	-5 ✧
My manager		65%	+6 ✧	-3 ✧	-5 ✧
Learning and development		48%	+3 ✧	-3 ✧	-8 ✧
Pay and benefits		34%	+2	+3 ✧	-4 ✧
Resources and workload		77%	+4 ✧	+4 ✧	0
My team		80%	+1	+1	-3 ✧
Organisational objectives and purpose		87%	+4 ✧	+5 ✧	0
Inclusion and fair treatment		76%	+6 ✧	0	-4 ✧



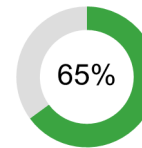
Strength of association with engagement



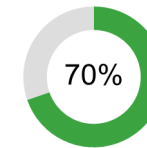
Statistically significant difference from comparison

Wellbeing

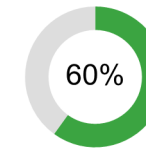
% responding positively (Answering 7,8, 9 or 10 for W01 – W03; Answering 0,1,2 or 3 for W04)



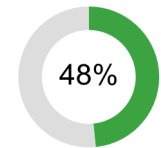
W01. Overall, how satisfied are you with your life nowadays?



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



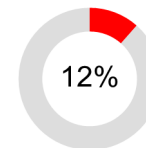
W03. Overall, how happy did you feel yesterday?



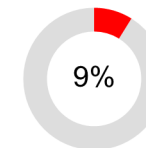
W04. Overall, how anxious did you feel yesterday?

Discrimination, bullying and harassment

% responding Yes

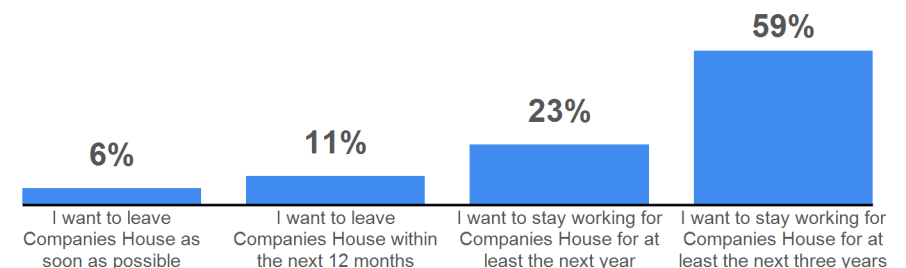


During the past 12 months have you personally experienced discrimination at work?



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

Your plans for the future





All questions by theme

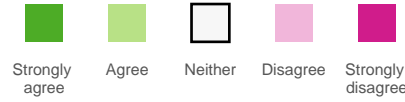
◆ indicates statistically significant difference from comparison
 ▲ indicates a variation in question wording from your previous survey

My work

73% +2
 Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2016

Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2016	Difference from CS High Performers
B01 I am interested in my work	38	49	8	1	4	87%	+1	-3 ◆	-4 ◆
B02 I am sufficiently challenged by my work	34	44	11	9	2	78%	-1	-2 ◆	-5 ◆
B03 My work gives me a sense of personal accomplishment	29	45	16	8	2	73%	-2	-2	-6 ◆
B04 I feel involved in the decisions that affect my work	17	40	21	16	7	57%	+5 ◆	0	-5 ◆
B05 I have a choice in deciding how I do my work	24	48	14	10	4	72%	+4 ◆	-2 ◆	-7 ◆

Organisational objectives and purpose

87% +4
 Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2016

Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2016	Difference from CS High Performers
B06 I have a clear understanding of Companies House's purpose	37	54	7	1	1	90%	+3 ◆	+5 ◆	0
B07 I have a clear understanding of Companies House's objectives	29	54	12	3	2	84%	+3 ◆	+4 ◆	-1
B08 I understand how my work contributes to Companies House's objectives	33	55	9	1	2	88%	+5 ◆	+5 ◆	+1



All questions by theme

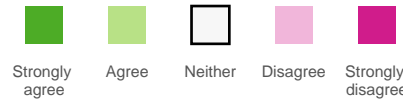
◆ indicates statistically significant difference from comparison
^ indicates a variation in question wording from your previous survey

My manager

65% +6 Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2016

Difference from CS High Performers

Table with 11 columns: Question ID, Question text, Strongly agree, Agree, Neither, Disagree, Strongly disagree, % Positive, Difference from previous survey, Difference from CS2016, Difference from CS High Performers. Rows B09-B18.

My team

80% +1 Difference from previous survey



Strength of association with engagement



Table with 11 columns: Question ID, Question text, Strongly agree, Agree, Neither, Disagree, Strongly disagree, % Positive, Difference from previous survey, Difference from CS2016, Difference from CS High Performers. Rows B19-B21.



All questions by theme

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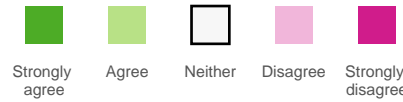
Learning and development

48% +3

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2016

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2016	Difference from CS High Performers
B22	I am able to access the right learning and development opportunities when I need to	16	48	26	8	0	63%	0	+3 ◆	-4 ◆
B23	Learning and development activities I have completed in the past 12 months have helped to improve my performance	10	38	36	11	0	49%	+3	-2 ◆	-8 ◆
B24	There are opportunities for me to develop my career in Companies House	9	28	26	23	13	37%	+4 ◆	-5 ◆	-14 ◆
B25	Learning and development activities I have completed while working for Companies House are helping me to develop my career	9	32	34	17	7	42%	+6 ◆	-2 ◆	-10 ◆

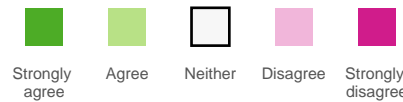
Inclusion and fair treatment

76% +6

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2016

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2016	Difference from CS High Performers
B26	I am treated fairly at work	28	49	13	7	0	77%	+5 ◆	-2 ◆	-6 ◆
B27	I am treated with respect by the people I work with	32	53	11	0	0	84%	+4 ◆	0	-3 ◆
B28	I feel valued for the work I do	22	39	22	12	6	61%	+7 ◆	-4 ◆	-9 ◆
B29	I think that Companies House respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc)	30	51	14	0	0	81%	+7 ◆	+7 ◆	+3 ◆



All questions by theme

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

Resources and workload 77% +4
Table with 10 rows (B30-B36) and 10 columns: Question, Strongly agree, Agree, Neither, Disagree, Strongly disagree, % Positive, Difference from previous survey, Difference from CS2016, Difference from CS High Performers.

Pay and benefits 34% +2
Table with 3 rows (B37-B39) and 10 columns: Question, Strongly agree, Agree, Neither, Disagree, Strongly disagree, % Positive, Difference from previous survey, Difference from CS2016, Difference from CS High Performers.



All questions by theme

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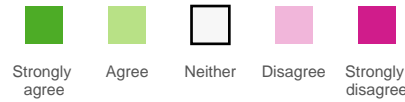
Leadership and managing change

44% +10

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2016

Difference from CS High Performers

Question ID	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2016	Difference from CS High Performers
B40 I feel that Companies House as a whole is managed well	7	48	24	17	5	55%	+14 ◆	+8 ◆	-4 ◆
B41 The Corporate Leadership Group in Companies House are sufficiently visible	7	34	30	23	7	41%	+8 ◆	-14 ◆	-25 ◆
B42 I believe the actions of the Corporate Leadership Group are consistent with Companies House's values	6	37	37	15	5	44%	+12 ◆	-5 ◆	-14 ◆
B43 I believe that the Main Board has a clear vision for the future of Companies House	8	42	36	11	5	49%	+6 ◆	+7 ◆	-5 ◆
B44 Overall, I have confidence in the decisions made by Companies House's Corporate Leadership Group	7	37	37	13	5	44%	+14 ◆	0	-11 ◆
B45 I feel that change is managed well in Companies House	7	30	26	29	10	34%	+11 ◆	+5 ◆	-7 ◆
B46 When changes are made in Companies House they are usually for the better	7	29	36	24	8	32%	+5 ◆	+2	-7 ◆
B47 Companies House keeps me informed about matters that affect me	5	49	26	14	6	54%	+9 ◆	-1	-10 ◆
B48 I have the opportunity to contribute my views before decisions are made that affect me	7	33	28	24	10	38%	+7 ◆	0	-10 ◆
B49 I think it is safe to challenge the way things are done in Companies House	8	38	27	19	8	46%	+9 ◆	+3 ◆	-2 ◆



All questions by theme

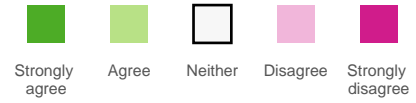
◆ indicates statistically significant difference from comparison
 ^ indicates a variation in question wording from your previous survey

Engagement



	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2016	Difference from CS High Performers
B50 I am proud when I tell others I am part of Companies House	14	46	32	6	6	60%	+4 ◆	+1	-7 ◆
B51 I would recommend Companies House as a great place to work	16	45	29	7	7	61%	+5 ◆	+10 ◆	0
B52 I feel a strong personal attachment to Companies House	16	41	29	9	9	58%	+3 ◆	+10 ◆	+2
B53 Companies House inspires me to do the best in my job	12	36	36	14	14	48%	+3 ◆	+2	-5 ◆
B54 Companies House motivates me to help it achieve its objectives	10	35	37	14	14	45%	+2	+2	-5 ◆

Taking action



B55 I believe that the Corporate Leadership Group in Companies House will take action on the results from this survey	7	36	30	17	10	43%	+12 ◆	-3 ◆	-12 ◆
B56 I believe that managers where I work will take action on the results from this survey	12	39	24	15	10	51%	+9 ◆	-4 ◆	-13 ◆
B57 Where I work, I think effective action has been taken on the results of the last survey	8	27	37	16	12	35%	+4 ◆	0	-6 ◆



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 CS2016	Difference from CS High Performers
B58 I am trusted to carry out my job effectively	35	54	7			89%	+2	+1 ◆	0
B59 I believe I would be supported if I try a new idea, even if it may not work	21	46	23	8		67%	+6 ◆	-2	-6 ◆
B60 When I talk about Companies House I say "we" rather than "they"	24	49	19	6		73%	+4 ◆	+2	-6 ◆
B61 I have some really good friendships at work	38	44	12			83%	0	+6 ◆	+2 ◆

Leadership statement

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2016	Difference from CS High Performers
B62 The Corporate Leadership Group in Companies House actively role model the behaviours set out in the Civil Service Leadership Statement	6	31	49	11		37%	+10 ◆	-7 ◆	-12 ◆
B63 My manager actively role models the behaviours set out in the Civil Service Leadership Statement	12	41	33	10		53%	+8 ◆	-8 ◆	-14 ◆



All questions by theme

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

Wellbeing



Unlike the questions B01-B63 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.

Table with 4 rows (W01, W02, W03) and 9 columns: Question, 0-4, 5-6, 7-8, 9-10, % Positive, Difference from previous survey, Difference from CS2016, Difference from CS High Performers.

For question W04 the percent positive is the proportion answering 0, 1, 2 or 3 to the question.

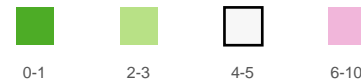


Table with 1 row (W04) and 9 columns: Question, 0-1, 2-3, 4-5, 6-10, % Positive, Difference from previous survey, Difference from CS2016, Difference from CS High Performers.



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 Companies House?

			Difference from previous survey	Difference from CS2016	Difference from CS High Performers
I want to leave Companies House as soon as possible		6%	0	-2	-4
I want to leave Companies House within the next 12 months		11%	-1	-4 ◆	-8 ◆
I want to stay working for Companies House for at least the next year		23%	-1	-9 ◆	-16 ◆
I want to stay working for Companies House for at least the next three years		59%	+1	+16 ◆	+8 ◆

The Civil Service Code

Differences are based on '% Yes' score

	% Yes	% No	% Yes	Difference from previous survey	Difference from CS2016	Difference from CS High Performers
D01. Are you aware of the Civil Service Code?			78%	-4 ◆	-14 ◆	-17 ◆
D02. Are you aware of how to raise a concern under the Civil Service Code?			58%	-3 ◆	-8 ◆	-16 ◆
D03. Are you confident that if you raised a concern under the Civil Service Code in Companies House it would be investigated properly?			64%	+2	-4 ◆	-11 ◆

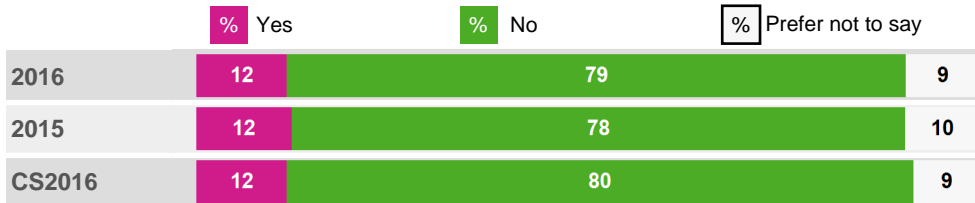


All questions by theme

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Discrimination, harassment and bullying

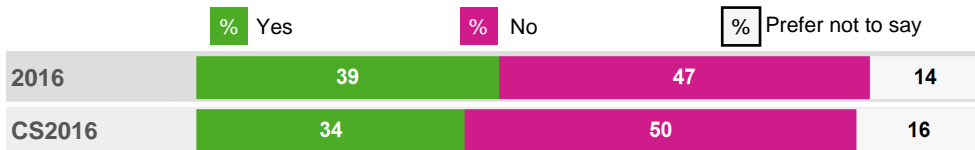
E01. During the past 12 months, have you personally experienced discrimination at work?



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)

Table with 3 columns: Grounds, Response Count, and a bar chart. Rows include Age, Caring responsibilities, Disability, Ethnic background, Gender, Gender reassignment or perceived gender, Grade, pay band or responsibility level, Main spoken/written language or language ability, Religion or belief, Sexual orientation, Social or educational background, Working location, Working pattern, Any other grounds, and Prefer not to say.

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)

Table with 3 columns: Person, Response Count, and a bar chart. Rows include A colleague, Your manager, Another manager in my part of Companies House, Someone you manage, Someone who works for another part of Companies House, A member of the public, Someone else, and Prefer not to say.

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



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 2015 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.
CS2016	The CS2016 benchmark is the median percent positive across all organisations that participated in the 2016 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 2016 Civil Service People Survey.

Rounding

Results are presented as whole numbers for ease of reading, with rounding performed at the last stage of calculation for maximum accuracy.

Statistical significance: ✨

Statistical testing has been carried out on the comparisons between this year's results and your previous survey, CS2016 results and CS High Performers results to identify differences that are statistically significant. You can therefore be confident that the difference represents a real difference in opinion between the results.

The employee engagement index

The survey includes five questions that make up the engagement index (B50-B54). 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. Nine themes have been included in the survey to measure employees' experiences at work. A statistical technique, stepwise regression, is used to identify the extent to which each of these themes has an association with engagement. The themes identified as having an association are called the 'Drivers of engagement'. The strength of association with engagement varies by theme and is illustrated by a 4-bar icon, as shown below. Themes with a full 4-bar icon have the strongest association with engagement.

strength of association
with engagement



the analysis has not identified a significant association with engagement

Confidentiality

The survey was carried out as part of the 2016 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.