Theme	CSPS QNo.	CSPS Question Text	HQ 2009 Score (% positive)
My Work	**B01**	I am interested in my work	91%
	B02	I am sufficiently challenged by my work	76%
	B03	My work gives me a sense of personal accomplishment	74%
	B04	I feel involved in decisions that affect my work	62%
	B05	I have a choice in deciding how I do my work	76%
Organisational Objectives & Purpose	**B07**	I have a clear understanding of [organisation] purpose	86%
	B08	I have a clear understanding of [organisation] objectives	84%
	B09	I understand how my work contributes to [organisation] objectives	83%
Resources & Workload	**B06**	In my job, I am clear what is expected of me	79%
	B10	I get the information I need to do my job well	65%
	B11	I have clear work objectives	72%
	B25	I have the skills I need to do my job effectively	86%
	B34	I have the tools I need to do my job effectively	72%
	B35	I have an acceptable workload	60%
	B36	I achieve a good balance between my work life and my private life	64%
Line Management	**B12**	My manager motivates me to be more effective in my job	65%
	B13	My manager is considerate of my life outside work	77%
	B14	My manager is open to my ideas	81%
	B15	My manager helps me to understand how I contribute to [organisation] objectives	60%
	B16	Overall, I have confidence in the decisions made by my manager	75%
	B17	My manager recognises when I have done my job well	79%
	B18	I receive regular feedback on my performance	66%
	B19	The feedback I receive helps me to improve my performance	62%
	B20	I think that my performance is evaluated fairly	66%
	B21	Poor performance is dealt with effectively in my team	41%
Teamwork	**B22**	The people in my team can be relied upon to help when things get difficult in my job	82%
	B23	The people in my team work together to find ways to improve the service we provide	81%
	B24	The people in my team are encouraged to come up with new and better ways of doing things	75%
Learning & Career Development	**B26**	I am able to access the right learning and development opportunities when I need to	71%
	B27	Learning and development activities I have completed in the past 12 months have helped to improve my performance	57%
	B28	There are opportunities for me to develop my career in [organisation]	55%
	B29	Learning and development activities I have completed while working for [organisation] are helping me to develop my career	53%
Inclusion & Fair Treatment	**B30**	I am treated fairly at work	82%
	B31	I am treated with respect by the people I work with	86%
	B32	I feel valued for the work I do	67%
	B33	I think that [organisation] respects individual differences (e.g. cultures, working styles, backgrounds, ideas etc)	76%
Pay & Benefits	**B37**	I feel that my pay adequately reflects my performance	47%
	B38	I am satisfied with the total benefits package	48%
	B39	Compared to people doing a similar job in other organisations I feel my pay is reasonable	40%
Leadership & Change Management	**B40**	I feel [organisation] as a whole is managed well	46%
	B41	[senior managers] in [organisation] are sufficiently visible	52%
	B42	I believe the actions of [senior managers] are consistent with [organisation] values	46%
	B43	I believe [senior management] has a clear vision for the future of [organisation]	42%
	B44	Overall, I have confidence in the decisions made by [organisation] [senior managers]	43%
	B45	I feel that change is managed well in [organisation]	29%
	B46	When changes are made in [organisation] they are usually for the better	29%
	B47	[organisation] keeps me informed about matters that affect me	61%
	B48	I have the opportunity to contribute my views before decisions are made that affect me	37%
	B49	I think it is safe to challenge the way things are done in [organisation]	43%
Engagement	**B50**	I am proud when I tell others I am part of [organisation]	58%
	B51	I would recommend [organisation] as a great place to work	53%
	B52	I feel a strong personal attachment to [organisation]	45%
	B53	[organisation] inspires me to do the best in my job	45%
	B54	[organisation] motivates me to help it achieve its objectives	43%
Taking Action	**B55**	I believe that [senior managers] in [organisation] will take action on the results from this survey	48%
	B56	I believe that managers where I work will take action on the results from this survey	53%
Data Security	**C01**	I know where to go to find out about how to handle personal and sensitive information	85%
	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	**C03**	Which of the following statements most reflects your current thoughts about working for [the organisation]?	
	"	*I want to leave [the organisation] as soon as possible*	5%
	"	*I want to leave [the organisation] within the next 12 months*	13%
	"	*I want to stay working for [the organisation] for at least the next year*	35%
		I want to stay working for [the organisation] for at least the next three years	46%
Civil Service Code	**C04**	Are you aware of the Civil Service Code?	82%
	C05	Are you aware of how to raise a concern under the Civil Service Code?	48%
	C06	Are you confident that if you raised a concern under the Civil Service Code in [the organisation] it would be investigated properly?	63%
[Organisation] Engagement Index	**--%¹**		60%
Discrimination, Harassment & Bullying	**C07**	During the past 12 months, have you personally experienced discrimination at work?	9%
		IF YES AT C07 THEN:	
	C08	On which of the following grounds have you personally experienced discrimination in the past 12 months?	
	"	*Age*	50
	"	*Disability*	24
	"	*Ethnic Background*	37
	"	*Gender*	42
	"	*Gender Reassignment or perceived gender*	0
	"	*Religion or belief*	7
	"	*Sexual Orientation*	7
	"	*Any other grounds*	174
	C09	During the past 12 months, have you personally experienced bullying or harassment at work?	9
		IF YES AT C09 THEN:	
	C10	Who were you bullied or harassed by at work in the past 12 months?	
	"	*A colleague*	63
	"	*Your manager*	74
	"	*Another manager in your part of [organisation]*	72
	"	*Someone you manage*	16
	"	*Someone who works for another part of [organisation]*	30
	"	*A member of the public*	0
	"	*Someone else*	13
	"	*Prefer not to say*	37

1 The Engagement Index is not the average percentage positive score for the five engagement questions. Each of the five response options is given a weighting where strongly agree equals 100%, agree – 75%, neither agree/ disagree – 50%, disagree – 25% and strongly disagree – 0%