Autumn 2013 survey report for:

Medicines and Healthcare Products Regulatory Agency

Medicines and Healthcare Products Regulatory Agency

Returns: 872 Response rate: 71%

Your engagement index

59%

Difference from previous survey	Difference from CS2013	Difference from CS High Performers
-2 ✧	+1 ✧	-3 ✧

See the appendix for further details

The three elements of engagement and their component questions are:	% Positive	Difference from previous survey	Difference from CS2013
Say: speaks positively of the organisation...			
B50. I am proud when I tell others I am part of the Agency	**66%**	-3 ✧	+10 ✧
B51. I would recommend the Agency as a great place to work	**50%**	-3 ✧	+5 ✧
Stay: emotionally attached and committed to the organisation...			
B52. I feel a strong personal attachment to the Agency	**43%**	-8 ✧	-3 ✧
Strive: motivated to do the best for the organisation...			
B53. The Agency inspires me to do the best in my job	**44%**	-1	+1
B54. The Agency motivates me to help it achieve its objectives	**41%**	-2	+1

✧ = Statistically significant difference from comparison

The results for the engagement questions are shown in detail on page 8

Drivers of engagement

Employee engagement is shaped by experiences at work, as measured by nine themes in the survey. The table below shows how you performed on each of these 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.

	Strength of association with engagement	Theme score % positive	Difference from previous survey	Difference from CS2013	Difference from CS High Performers
Leadership and managing change		**42%**	-2	0	-9 ✧
My work		**75%**	+1	+2	-3 ✧
My manager		**59%**	-3 ✧	-8 ✧	-11 ✧
Resources and workload		**71%**	-4 ✧	-3 ✧	-6 ✧
Organisational objectives and purpose		**85%**	-5 ✧	+3 ✧	-2 ✧
Learning and development		**45%**	-3 ✧	-2 ✧	-9 ✧
Pay and benefits		**27%**	+1	-2 ✧	-7 ✧
My team		**75%**	+2	-4 ✧	-6 ✧
Inclusion and fair treatment		**72%**	0	-2 ✧	-6 ✧

✧ = Statistically significant difference from comparison

Top three key driver themes in more detail

The three themes which have the strongest association with engagement are shown below. Questions are ranked by difference from CS2013.

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

	% Positive	Diff. from previous survey	Difference from CS2013
Leadership and managing change	Strength of association with engagement:		
B40. I feel that the Agency as a whole is managed well	**51%**	-2	+7 ✧
B45. I feel that change is managed well in the Agency	**35%**	-2	+7 ✧
B43. I believe that the Corporate Executive Team has a clear vision for the future of the Agency	**46%**	0	+4 ✧
B44. Overall, I have confidence in the decisions made by Corporate Executive Team members	**44%**	0	+3 ✧
B46. When changes are made in the Agency they are usually for the better	**29%**	-5 ✧	+2 ✧
B47. The Agency keeps me informed about matters that affect me	**59%**	+1	+1
B42. I believe the actions of Corporate Executive Team members are consistent with the Agency's values	**43%**	+1	0
B49. I think it is safe to challenge the way things are done in the Agency	**36%**	-5 ✧	-3 ✧
B48. I have the opportunity to contribute my views before decisions are made that affect me	**31%**	-5 ✧	-5 ✧
B41. Corporate Executive Team members in the Agency are sufficiently visible	**43%**	+1	-8 ✧
My work	Strength of association with engagement:		
B04. I feel involved in the decisions that affect my work	**59%**	+2	+5 ✧
B05. I have a choice in deciding how I do my work	**74%**	-1	+2
B01. I am interested in my work	**90%**	+1	+1
B02. I am sufficiently challenged by my work	**78%**	+4 ✧	+1
B03. My work gives me a sense of personal accomplishment	**75%**	-1	0
My manager	Strength of association with engagement:		
B18. Poor performance is dealt with effectively in my team	**36%**	-1	-3 ✧
B17. I think that my performance is evaluated fairly	**58%**	-1	-4 ✧
B11. My manager is open to my ideas	**74%**	0	-5 ✧
B09. My manager motivates me to be more effective in my job	**58%**	-4 ✧	-7 ✧
B13. Overall, I have confidence in the decisions made by my manager	**64%**	-4 ✧	-7 ✧
B14. My manager recognises when I have done my job well	**69%**	-4 ✧	-8 ✧
B15. I receive regular feedback on my performance	**56%**	-2	-8 ✧
B16. The feedback I receive helps me to improve my performance	**51%**	-3 ✧	-8 ✧
B12. My manager helps me to understand how I contribute to the Agency's objectives	**54%**	-4 ✧	-8 ✧
B10. My manager is considerate of my life outside work	**71%**	-5 ✧	-9 ✧

All questions by theme

This section shows the results for each question in the survey, by theme.
^ indicates a variation in question wording from your previous survey
✧ indicates statistically significant difference from comparison

	% Strongly agree	% Agree	% Neither	% Disagree	% Strongly disagree	% Positive	Difference from previous survey	Difference from CS2013	Difference from CS High Performers
My work :Strength of association with engagement									
B01. I am interested in my work	45	45	6			**90%**	+1	+1	-2 ✧
B02. I am sufficiently challenged by my work	33	45	11	9		**78%**	+4 ✧	+1	-3 ✧
B03. My work gives me a sense of personal accomplishment	26	49	15	7		**75%**	-1	0	-4 ✧
B04. I feel involved in the decisions that affect my work	15	43	19	16	7	**59%**	+2	+5 ✧	-2
B05. I have a choice in deciding how I do my work	26	48	15	8	4	**74%**	-1	+2	-3 ✧
Organisational objectives and purpose :Strength of association with engagement									
B06. I have a clear understanding of the Agency's purpose	32	57	8			**89%**	-4 ✧	+4 ✧	-1
B07. I have a clear understanding of the Agency's objectives	24	59	12	5		**83%**	-5 ✧	+3 ✧	-2 ✧
B08. I understand how my work contributes to the Agency's objectives	31	54	10	4		**85%**	-7 ✧	+2 ✧	-2 ✧

All questions by theme

This section shows the results for each question in the survey, by theme.
^ indicates a variation in question wording from your previous survey
✧ indicates statistically significant difference from comparison

My manager

:Strength of association with engagement

	% Strongly agree	% Agree	% Neither	% Disagree	% Strongly disagree	% Positive	Difference from previous survey	Difference from CS2013	Difference from CS High Performers
B09. My manager motivates me to be more effective in my job	15	43	21	14	7	58%	-4 ✧	-7 ✧	-12 ✧
B10. My manager is considerate of my life outside work	30	42	18	6	5	71%	-5 ✧	-9 ✧	-13 ✧
B11. My manager is open to my ideas	28	46	16	6	4	74%	0	-5 ✧	-9 ✧
B12. My manager helps me to understand how I contribute to the Agency's objectives	14	40	31	11	5	54%	-4 ✧	-8 ✧	-13 ✧
B13. Overall, I have confidence in the decisions made by my manager	22	42	20	10	6	64%	-4 ✧	-7 ✧	-12 ✧
B14. My manager recognises when I have done my job well	25	44	19	7	5	69%	-4 ✧	-8 ✧	-11 ✧
B15. I receive regular feedback on my performance	14	42	23	16	5	56%	-2	-8 ✧	-12 ✧
B16. The feedback I receive helps me to improve my performance	14	37	30	13	6	51%	-3 ✧	-8 ✧	-14 ✧
B17. I think that my performance is evaluated fairly	15	44	23	11	7	58%	-1	-4 ✧	-8 ✧
B18. Poor performance is dealt with effectively in my team	8	27	38	16	10	36%	-1	-3 ✧	-6 ✧

My team

:Strength of association with engagement

	% Strongly agree	% Agree	% Neither	% Disagree	% Strongly disagree	% Positive	Difference from previous survey	Difference from CS2013	Difference from CS High Performers
B19. The people in my team can be relied upon to help when things get difficult in my job	27	54	12	5		81%	+1	-3 ✧	-5 ✧
B20. The people in my team work together to find ways to improve the service we provide	22	54	14	7		76%	+4 ✧	-4 ✧	-7 ✧
B21. The people in my team are encouraged to come up with new and better ways of doing things	20	48	20	9	4	68%	+1	-5 ✧	-8 ✧

All questions by theme

This section shows the results for each question in the survey, by theme.
^ indicates a variation in question wording from your previous survey
✧ indicates statistically significant difference from comparison

	% Strongly agree	% Agree	% Neither	% Disagree	% Strongly disagree	% Positive	Difference from previous survey	Difference from CS2013	Difference from CS High Performers
Learning and development :Strength of association with engagement									
B22. I am able to access the right learning and development opportunities when I need to	10	51	26	9		**61%**	-6 ✧	+1	-3 ✧
B23. Learning and development activities I have completed in the past 12 months have helped to improve my performance	9	36	39	12	4	**45%**	-1	-2 ✧	-8 ✧
B24. There are opportunities for me to develop my career in the Agency	6	29	29	22	14	**35%**	-3 ✧	-3 ✧	-12 ✧
B25. Learning and development activities I have completed while working for the Agency are helping me to develop my career	7	32	34	19	8	**39%**	-2	-3 ✧	-10 ✧
Inclusion and fair treatment :Strength of association with engagement									
B26. I am treated fairly at work	22	52	13	8	5	**74%**	-1	-4 ✧	-7 ✧
B27. I am treated with respect by the people I work with	25	56	11	5		**81%**	+1	-3 ✧	-6 ✧
B28. I feel valued for the work I do	17	45	19	14	5	**62%**	-1	-1	-5 ✧
B29. I think that the Agency respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc)	21	52	17	6	5	**72%**	+1	0	-6 ✧

All questions by theme

This section shows the results for each question in the survey, by theme.
^ indicates a variation in question wording from your previous survey
✧ indicates statistically significant difference from comparison

	% Strongly agree	% Agree	% Neither	% Disagree	% Strongly disagree	% Positive	Difference from previous survey	Difference from CS2013	Difference from CS High Performers
Resources and workload									
:Strength of association with engagement									
B30. In my job, I am clear what is expected of me	22	59	12	5		82%	-4 ✧	-2 ✧	-5 ✧
B31. I get the information I need to do my job well	12	57	18	11		69%	-2	0	-4 ✧
B32. I have clear work objectives	16	55	17	9		71%	-8 ✧	-4 ✧	-9 ✧
B33. I have the skills I need to do my job effectively	30	59	8			89%	-2 ✧	+1	-1 ✧
B34. I have the tools I need to do my job effectively	16	56	18	8		73%	-1	+1	-3 ✧
B35. I have an acceptable workload	10	42	20	19	10	51%	-5 ✧	-8 ✧	-14 ✧
B36. I achieve a good balance between my work life and my private life	14	45	20	14	7	60%	-4 ✧	-8 ✧	-13 ✧
Pay and benefits									
:Strength of association with engagement									
B37. I feel that my pay adequately reflects my performance		25	22	28	22	28%	+1	-1	-7 ✧
B38. I am satisfied with the total benefits package	4	26	28	25	17	30%	0	-3 ✧	-8 ✧
B39. Compared to people doing a similar job in other organisations I feel my pay is reasonable		20	25	29	23	23%	+1	-2 ✧	-9 ✧

All questions by theme

This section shows the results for each question in the survey, by theme.
^ indicates a variation in question wording from your previous survey
✧ indicates statistically significant difference from comparison

Leadership and managing change

:Strength of association with engagement

	% Strongly agree	% Agree	% Neither	% Disagree	% Strongly disagree	% Positive	Difference from previous survey	Difference from CS2013	Difference from CS High Performers
B40. I feel that the Agency as a whole is managed well	4	46	34	11	4	51%	-2	+7 ✧	-6 ✧
B41. Corporate Executive Team members in the Agency are sufficiently visible	6	37	33	17	7	43%	+1	-8 ✧	-19 ✧
B42. I believe the actions of Corporate Executive Team members are consistent with the Agency's values	5	38	45	7	4	43%	+1	0	-12 ✧
B43. I believe that the Corporate Executive Team has a clear vision for the future of the Agency	6	40	42	9	4	46%	0	+4 ✧	-9 ✧
B44. Overall, I have confidence in the decisions made by Corporate Executive Team members	5	39	42	10	4	44%	0	+3 ✧	-7 ✧
B45. I feel that change is managed well in the Agency		32	38	19	7	35%	-2	+7 ✧	-4 ✧
B46. When changes are made in the Agency they are usually for the better		26	47	17	7	29%	-5 ✧	+2 ✧	-6 ✧
B47. The Agency keeps me informed about matters that affect me	5	54	25	10	5	59%	+1	+1	-5 ✧
B48. I have the opportunity to contribute my views before decisions are made that affect me	4	27	35	23	11	31%	-5 ✧	-5 ✧	-13 ✧
B49. I think it is safe to challenge the way things are done in the Agency	4	31	35	20	9	36%	-5 ✧	-3 ✧	-13 ✧

All questions by theme

This section shows the results for each question in the survey, by theme.
^ indicates a variation in question wording from your previous survey
✧ indicates statistically significant difference from comparison

	% Strongly agree	% Agree	% Neither	% Disagree	% Strongly disagree	% Positive	Difference from previous survey	Difference from CS2013	Difference from CS High Performers
Engagement									
B50. I am proud when I tell others I am part of the Agency	17	49	28	5		**66%**	-3 ✧	+10 ✧	0
B51. I would recommend the Agency as a great place to work	9	41	33	13	4	**50%**	-3 ✧	+5 ✧	-6 ✧
B52. I feel a strong personal attachment to the Agency	10	33	36	16	5	**43%**	-8 ✧	-3 ✧	-9 ✧
B53. The Agency inspires me to do the best in my job	8	37	36	15	5	**44%**	-1	+1	-6 ✧
B54. The Agency motivates me to help it achieve its objectives	7	34	36	16	7	**41%**	-2	+1	-7 ✧
Taking action									
B55. I believe that Corporate Executive Team members in the Agency will take action on the results from this survey	6	36	34	17	8	**42%**	-2	-1	-10 ✧
B56. I believe that managers where I work will take action on the results from this survey	7	37	27	18	11	**44%**	-3 ✧	-9 ✧	-15 ✧
B57. Where I work, I think effective action has been taken on the results of the last survey	5	23	44	17	12	**28%**	-1	-5 ✧	-12 ✧

All questions by theme

This section shows the results for each question in the survey, by theme.
^ indicates a variation in question wording from your previous survey
✧ indicates statistically significant difference from comparison

	% Strongly agree	% Agree	% Neither	% Disagree	% Strongly disagree	% Positive	Difference from previous survey	Difference from CS2013	Difference from CS High Performers
Organisational Culture									
B58. I am trusted to carry out my job effectively	33	53	9	4		**86%**	0	-2 ✧	-4 ✧
B59. I believe I would be supported if I try a new idea, even if it may not work	16	47	23	11	4	**63%**	+2	-5 ✧	-8 ✧
B60. My performance is evaluated based on whether I get things done, rather than solely follow processes	14	50	25	8	4	**64%**	-1	-1	-6 ✧
B61. When I talk about the Agency I say "we" rather than "they"	18	50	22	8		**68%**	-5 ✧	+1	-8 ✧
B62. I have some really good friendships at work	24	51	18	5		**76%**	+2 ✧	0	-4 ✧

Please note these questions were not asked on paper surveys in 2012.

All questions by theme

This section shows the results for each question in the survey, by theme.
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✧ indicates statistically significant difference from comparison

Wellbeing

Unlike the questions B01-B62 which ask people to rate their agreement from strongly agree to strongly disagree, the four wellbeing questions use a 11-point scale. This scale ranges from 0 to 10 for each question, where 0 is equivalent to 'not at all' (e.g. 'not all at 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. For question W04 the percent positive is the proportion answering 0, 1, 2 or 3 to the question.

	% 0-4	% 5-6	% 7-8	% 9-10	% Positive	Difference from previous survey	Difference from CS2013	Difference from CS High Performers
W01. Overall, how satisfied are you with your life nowadays?	17	22	49	12	62%	0	-1	-5 ✧
W02. Overall, to what extent do you feel that the things you do in your life are worthwhile?	11	19	50	20	70%	0	+1	-3 ✧
W03. Overall, how happy did you feel yesterday?	16	23	40	20	60%	-1	+1	-2 ✧

	% 0-1	% 2-3	% 4-5	% 6-10				
W04. Overall, how anxious did you feel yesterday?	25	25	21	29	50%	-4 ✧	0	-3 ✧

All questions by theme

Your plans for the future

C01. Which of the following statements most reflects your current thoughts about working for the Agency?		Difference from previous survey	Difference from CS2013	Difference from CS High Performers
I want to leave the Agency as soon as possible	**9%**	0	+1 ✧	-1 ✧
I want to leave the Agency within the next 12 months	**17%**	+2	+4 ✧	+1
I want to stay working for the Agency for at least the next year	**36%**	+1	+6 ✧	+1
I want to stay working for the Agency for at least the next three years	**38%**	-4	-11 ✧	-20 ✧

The Civil Service Code

Differences are based on '% Yes' score	% Yes	% No	% Yes	Difference from previous survey	Difference from CS2013	Difference from CS High Performers
D01. Are you aware of the Civil Service Code?	81	19	**81%**	-1	-8 ✧	-12 ✧
D02. Are you aware of how to raise a concern under the Civil Service Code?	53	47	**53%**	+4 ✧	-11 ✧	-17 ✧
D03. Are you confident that if you raised a concern under the Civil Service Code in the Agency it would be investigated properly?	58	42	**58%**	-1	-9 ✧	-15 ✧

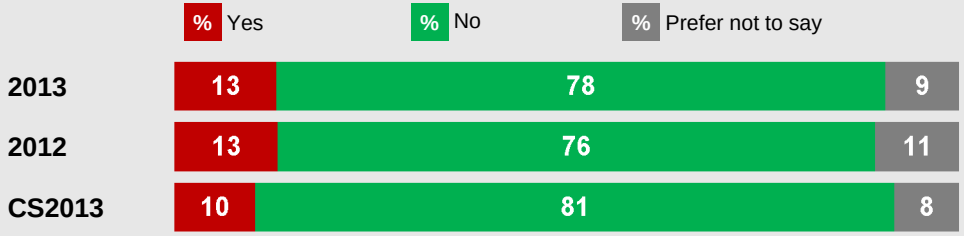
^ indicates a variation in question wording from your previous survey

✧ indicates statistically significant difference from comparison

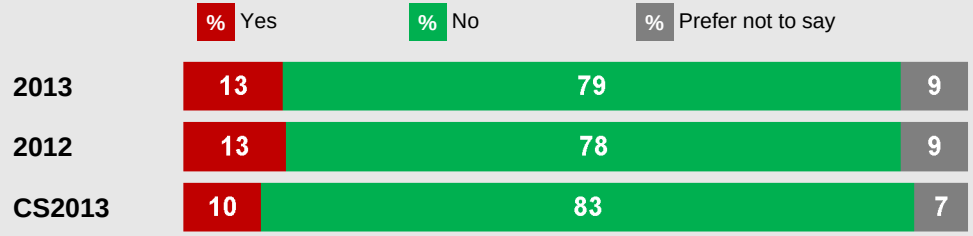
All questions by theme

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 E01.
E02. On which of the following grounds have you personally experienced discrimination in the past 12 months? (multiple selection)

	Response count
Age	14
Caring responsibilities	14
Disability	10
Ethnic background	11
Gender	10
Gender reassignment or perceived gender	--
Grade, pay band or responsibility level	46
Main spoken/written language or language ability	--
Religion or belief	--
Sexual orientation	--
Social or educational background	--
Working location	--
Working pattern	23
Any other grounds	33
Prefer not to say	16

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

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)

	Response count
A colleague	36
Your manager	32
Another manager in my part of the Agency	27
Someone you manage	10
Someone who works for another part of the Agency	--
A member of the public	--
Someone else	--
Prefer not to say	20

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 2012 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.
CS2013	The CS2013 benchmark is the median percent positive across all organisations that participated in the 2013 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 2013 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: ✧

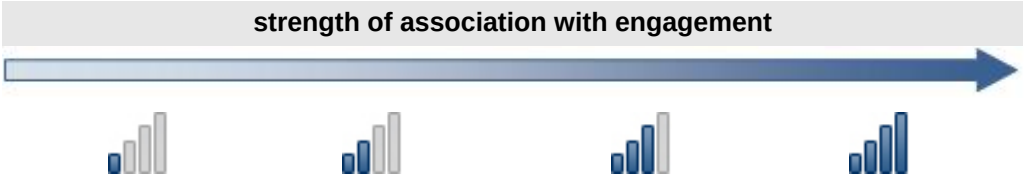
Statistical testing has been carried out on the comparisons between this year's results and your previous survey, CS2013 results and CS High Performers results to identify differences that are statistically significant. You can therefore be confident that the difference represents a real difference in 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 show below. Themes with a full 4-bar icon have the strongest association with engagement.



the analysis has not identified a significant association with engagement

Confidentiality

This survey was carried out as part of the 2013 Civil Service People Survey, which is managed by the Cabinet Office on behalf of all the 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 less 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.