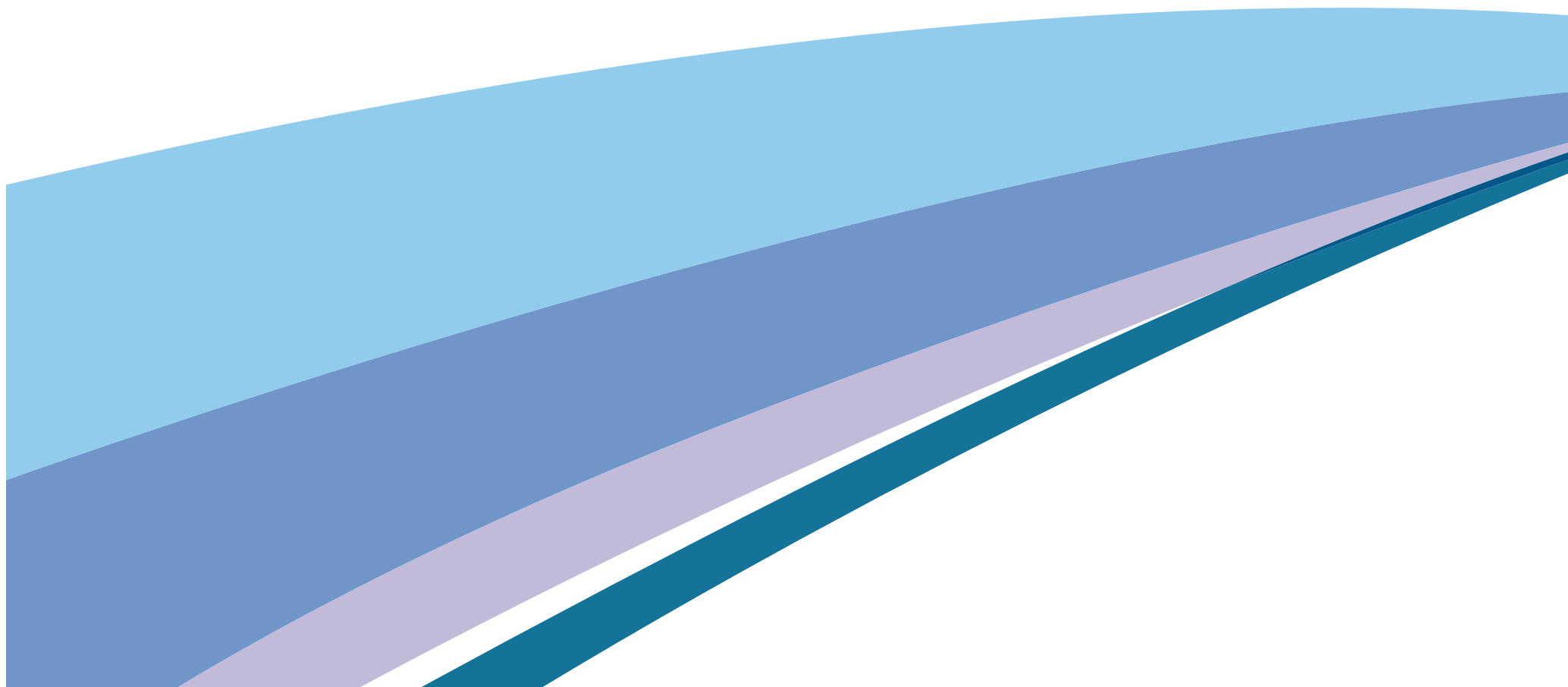




Intellectual
Property
Office

Civil Service People Survey 2014


This report presents the Intellectual Property Office results from the Civil Service People Survey 2014. The survey runs annually across the whole of the civil service (101 organisations participated).




Returns : 847

Response rate : 80%

Civil Service People Survey 2014

 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 CS2014	Difference from CS High Performers
Leadership and Managing Change		48%	+2	+5 ✧	-1
My work		76%	-2	+1	-2 ✧
My manager		68%	-2	+1	-3 ✧
Pay and benefits		32%	+5 ✧	+4 ✧	-3 ✧
Learning and development		60%	0	+11 ✧	+5 ✧
Resources and workload		79%	0	+5 ✧	+2 ✧
Organisational objectives and purpose		83%	-2 ✧	0	-5 ✧
My team		81%	0	+2 ✧	-2 ✧
Inclusion and fair treatment		76%	-1	+1	-2 ✧

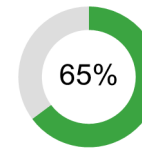


Strength of association with engagement

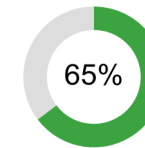


Statistically significant difference from comparison

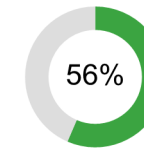
Wellbeing



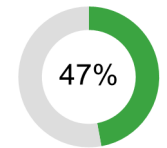
Overall, how satisfied are you with your life nowadays?



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

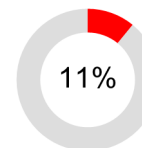


Overall, how happy did you feel yesterday?

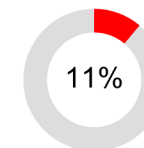


No or low anxiety yesterday

Discrimination, bullying and harassment

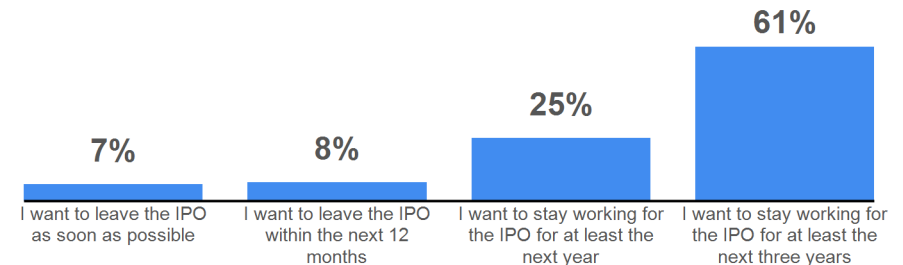


During the past 12 months have you personally experienced discrimination at work?



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

Your plans for the future



Returns : 847

Response rate : 80%

Civil Service People Survey 2014

All questions by theme

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

My work

76% -2

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2014

Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
B01 I am interested in my work	38	51	7	1	1	89%	0	0	-3 ◆
B02 I am sufficiently challenged by my work	36	48	9	6	1	84%	-1	+5 ◆	+2 ◆
B03 My work gives me a sense of personal accomplishment	28	48	15	7	1	76%	-3 ◆	0	-3 ◆
B04 I feel involved in the decisions that affect my work	16	41	22	14	7	57%	-3 ◆	+1	-5 ◆
B05 I have a choice in deciding how I do my work	28	47	14	9	1	74%	-1	0	-5 ◆

Organisational objectives and purpose

83% -2

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2014

Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
B06 I have a clear understanding of IPO's purpose	27	59	9	1	1	86%	-2 ◆	0	-5 ◆
B07 I have a clear understanding of IPO's objectives	22	56	15	5	1	78%	-3 ◆	-3 ◆	-7 ◆
B08 I understand how my work contributes to IPO's objectives	30	54	11	1	1	84%	-2 ◆	+1	-4 ◆

All questions by theme

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

My manager

68% -2

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2014

Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
B09 My manager motivates me to be more effective in my job	23	45	18	10		68%	0	0	-4 ◆
B10 My manager is considerate of my life outside work	42	43	10			85%	0	+4 ◆	-1
B11 My manager is open to my ideas	33	47	13	5		80%	-1	0	-5 ◆
B12 My manager helps me to understand how I contribute to IPO's objectives	20	43	24	9		64%	-2 ◆	-1	-5 ◆
B13 Overall, I have confidence in the decisions made by my manager	29	46	14	7		75%	-1	+2 ◆	-2 ◆
B14 My manager recognises when I have done my job well	32	45	14	7		76%	-2 ◆	-1	-4 ◆
B15 I receive regular feedback on my performance	25	41	16	13	5	66%	-1	+1	-3 ◆
B16 The feedback I receive helps me to improve my performance	24	39	23	10		63%	-3 ◆	+2 ◆	-3 ◆
B17 I think that my performance is evaluated fairly	23	44	19	10	5	66%	-2 ◆	+4 ◆	0
B18 Poor performance is dealt with effectively in my team	11	30	39	13	7	42%	-4 ◆	+2 ◆	-1

My team

81% 0

Difference from previous survey



Strength of association with engagement



Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
B19 The people in my team can be relied upon to help when things get difficult in my job	42	46	8			88%	0	+4 ◆	+1 ◆
B20 The people in my team work together to find ways to improve the service we provide	36	47	10	6		83%	+1	+3 ◆	0
B21 The people in my team are encouraged to come up with new and better ways of doing things	31	42	16	8		72%	-1	-2 ◆	-6 ◆

Returns : 847

Response rate : 80%

Civil Service People Survey 2014

All questions by theme

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

Learning and development

60% 0

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2014

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
B22	I am able to access the right learning and development opportunities when I need to	19	52	17	8	8	71%	+2	+9 ◆	+4 ◆
B23	Learning and development activities I have completed in the past 12 months have helped to improve my performance	16	45	26	10	8	61%	0	+10 ◆	+4 ◆
B24	There are opportunities for me to develop my career in the IPO	16	41	21	14	9	57%	0	+15 ◆	+8 ◆
B25	Learning and development activities I have completed while working for the IPO are helping me to develop my career	14	38	29	13	7	52%	-2	+8 ◆	+2 ◆

Inclusion and fair treatment

76% -1

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2014

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
B26	I am treated fairly at work	31	50	10	5	8	81%	-1	+2 ◆	-2 ◆
B27	I am treated with respect by the people I work with	33	54	9	2	8	87%	-1	+2 ◆	0
B28	I feel valued for the work I do	20	41	19	12	7	61%	-2 ◆	-3 ◆	-8 ◆
B29	I think that the IPO respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc)	25	50	14	7	8	76%	0	+2 ◆	-2 ◆

Returns : 847

Response rate : 80%

Civil Service People Survey 2014

All questions by theme

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

Resources and workload **79%** **0**

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2014

Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
B30 In my job, I am clear what is expected of me	29	57	8	5		86%	0	+2 ◆	-1
B31 I get the information I need to do my job well	22	55	14	7		77%	0	+7 ◆	+3 ◆
B32 I have clear work objectives	25	55	11	7		80%	0	+4 ◆	+1
B33 I have the skills I need to do my job effectively	30	59	8			89%	-1	0	-2 ◆
B34 I have the tools I need to do my job effectively	23	54	13	7		76%	-3 ◆	+5 ◆	+1
B35 I have an acceptable workload	16	51	17	11	5	67%	+2 ◆	+8 ◆	+1
B36 I achieve a good balance between my work life and my private life	23	52	14	9		75%	0	+9 ◆	+1

Pay and benefits

32% **+5**

Difference from previous survey



Strength of association with engagement



Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
B37 I feel that my pay adequately reflects my performance	5	24	19	30	21	30%	+6 ◆	+1	-6 ◆
B38 I am satisfied with the total benefits package	8	32	20	22	17	40%	+4 ◆	+8 ◆	0
B39 Compared to people doing a similar job in other organisations I feel my pay is reasonable	6	20	20	30	25	26%	+4 ◆	+1 ◆	-6 ◆

Returns : 847

Response rate : 80%

Civil Service People Survey 2014

All questions by theme

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

Leadership and Managing Change

48% +2
Difference from previous survey



Strength of association with engagement



% Positive
Difference from previous survey
Difference from CS2014
Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
B40 I feel that the IPO as a whole is managed well	8	48	23	14	7	56%	+4 ◆	+10 ◆	0
B41 Directors, Deputy Directors and equivalents in the IPO are sufficiently visible [^]	11	50	20	14	5	61%	+6 ◆	+8 ◆	-2 ◆
B42 I believe the actions of Directors, Deputy Directors and equivalents are consistent with IPO's values [^]	7	40	32	13	7	48%	+5 ◆	+1	-8 ◆
B43 I believe that the IPOB has a clear vision for the future of the IPO	7	38	36	12	7	45%	+5 ◆	0	-8 ◆
B44 Overall, I have confidence in the decisions made by Directors, Deputy Directors and equivalents [^]	7	41	30	14	8	48%	+5 ◆	+4 ◆	-4 ◆
B45 I feel that change is managed well in the IPO	5	33	26	26	10	39%	0	+7 ◆	0
B46 When changes are made in the IPO they are usually for the better		32	33	22	10	35%	+1	+6 ◆	-2 ◆
B47 The IPO keeps me informed about matters that affect me	8	55	23	9	5	63%	-3 ◆	+5 ◆	-1
B48 I have the opportunity to contribute my views before decisions are made that affect me	6	37	27	20	10	44%	-5 ◆	+8 ◆	+1
B49 I think it is safe to challenge the way things are done in the IPO	8	40	28	14	10	48%	-1	+6 ◆	0

Returns : 847

Response rate : 80%

Civil Service People Survey 2014

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 CS2014	Difference from CS High Performers
B50 I am proud when I tell others I am part of the IPO	17	43	29	7	7	61%	0	+2 ◆	-5 ◆
B51 I would recommend the IPO as a great place to work	21	44	23	8	5	65%	+4 ◆	+16 ◆	+5 ◆
B52 I feel a strong personal attachment to the IPO	15	35	29	14	7	51%	+1	+3 ◆	-3 ◆
B53 The IPO inspires me to do the best in my job	13	35	32	13	7	48%	+1	+3 ◆	-3 ◆
B54 The IPO motivates me to help it achieve its objectives	12	35	33	14	7	47%	+1	+4 ◆	-3 ◆

Taking action

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
B55 I believe that Directors, Deputy Directors and equivalents in the IPO will take action on the results from this survey^	12	39	26	14	9	51%	-1	+6 ◆	-2 ◆
B56 I believe that managers where I work will take action on the results from this survey	14	41	26	11	8	55%	-3 ◆	-1	-6 ◆
B57 Where I work, I think effective action has been taken on the results of the last survey	11	31	35	14	10	42%	+2 ◆	+7 ◆	+1

Returns : 847

Response rate : 80%

Civil Service People Survey 2014

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 CS2014	Difference from CS High Performers
B58 I am trusted to carry out my job effectively	30	56	8			86%	-2 ♦	-2 ♦	-4 ♦
B59 I believe I would be supported if I try a new idea, even if it may not work	21	45	21	10		66%	-4 ♦	-2 ♦	-6 ♦
B60 My performance is evaluated based on whether I get things done, rather than solely follow processes	17	47	23	9		65%	-3 ♦	-1	-6 ♦
B61 When I talk about the IPO I say "we" rather than "they"	22	45	19	10		68%	+2	-1	-11 ♦
B62 I have some really good friendships at work	31	49	14	5		79%	0	+4 ♦	0

Returns : 847

Response rate : 80%

Civil Service People Survey 2014

All questions by theme

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

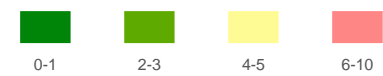
Wellbeing



Unlike the questions B01-B62 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. For question W04 the percent positive is the proportion answering 0, 1, 2 or 3 to the question.

Question	0-4	5-6	7-8	9-10	% Positive	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
W01 Overall, how satisfied are you with your life nowadays?	14	21	51	14	65%	+2	+1	-2 ◆
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	11	24	47	18	65%	-1	-5 ◆	-8 ◆
W03 Overall, how happy did you feel yesterday?	19	24	41	16	56%	-1	-4 ◆	-7 ◆
W04 Overall, how anxious did you feel yesterday?	20	28	22	31	47%	-2 ◆	-3 ◆	-6 ◆



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 the IPO?

			Difference from previous survey	Difference from CS2014	Difference from CS High Performers
I want to leave the IPO as soon as possible		7%	+1	-1	-3 ◇
I want to leave the IPO within the next 12 months		8%	0	-6 ◇	-10 ◇
I want to stay working for the IPO for at least the next year		25%	-3	-6 ◇	-13 ◇
I want to stay working for the IPO for at least the next three years		61%	+1	+14 ◇	+7 ◇

The Civil Service Code

Differences are based on '% Yes' score

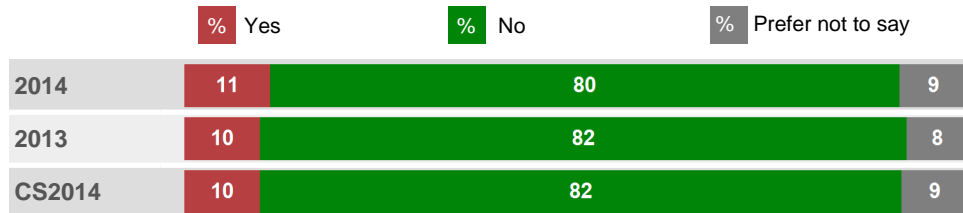
	% Yes	% No	% Yes	Difference from previous survey	Difference from CS2014	Difference from CS High Performers
D01. Are you aware of the Civil Service Code?		13	87%	-3 ◇	-3 ◇	-7 ◇
D02. Are you aware of how to raise a concern under the Civil Service Code?		39	61%	-3 ◇	-3 ◇	-11 ◇
D03. Are you confident that if you raised a concern under the Civil Service Code in the IPO it would be investigated properly?		29	71%	-4 ◇	+3 ◇	-2 ◇

All questions by theme

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

Discrimination, harassment and bullying

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



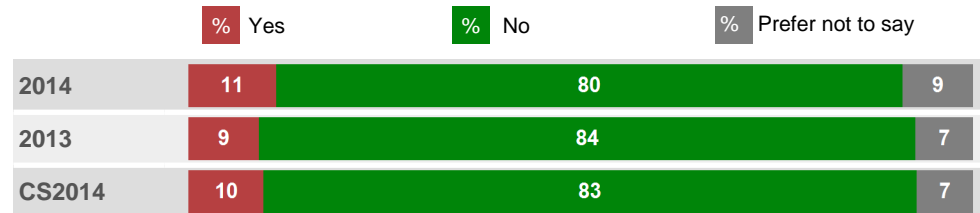
For respondents who selected 'Yes' to question E01.

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

	Response Count
Age	--
Caring responsibilities	--
Disability	--
Ethnic background	--
Gender	--
Gender reassignment or perceived gender	--
Grade, pay band or responsibility level	32
Main spoken/written language or language ability	--
Religion or belief	--
Sexual orientation	--
Social or educational background	--
Working location	--
Working pattern	18
Any other grounds	26
Prefer not to say	12

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

E03. During the past 12 months, have you personally experienced bullying or harassment at work?



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	29
Your manager	32
Another manager in my part of the IPO	21
Someone you manage	--
Someone who works for another part of the IPO	13
A member of the public	--
Someone else	--
Prefer not to say	12

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 2013 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.
CS2014	The CS2014 benchmark is the median percent positive across all organisations that participated in the 2014 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 2014 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, CS2014 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 2014 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 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.

**To contact the
Intellectual Property Office**

Tel: 0300 300 2000
Fax: 01633 817 777

Concept House
Cardiff Road
Newport
NP10 8QQ

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