

Ministry of Justice (Corporate Report)

Returns: 42,306

Response rate: 55%

Your engagement index

53%

Difference from previous survey

-1 ✧

Difference from CS2011

-3 ✧

Difference from CS High Performers

-9 ✧

See the appendix for further details

The three elements of engagement and their component questions are:

Say: speaks positively of the organisation...

	% Positive	Difference from previous survey	Difference from CS2011
B50. I am proud when I tell others I am part of [my organisation]	50%	0	-2 ✧
B51. I would recommend [my organisation] as a great place to work	32%	-2 ✧	-11 ✧

Stay: emotionally attached and committed to the organisation...

B52. I feel a strong personal attachment to [my organisation]	41%	-1 ✧	-5 ✧
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Strive: motivated to do the best for the organisation...

B53. [My organisation] inspires me to do the best in my job	35%	-1 ✧	-3 ✧
B54. [My organisation] motivates me to help it achieve its objectives	32%	0	-4 ✧

✧ = 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 CS2011	Difference from CS High Performers
Leadership and managing change		30%	+1 ✧	-8 ✧	-17 ✧
My work		67%	0	-4 ✧	-9 ✧
My line manager		60%	+1 ✧	-5 ✧	-8 ✧
Learning and development		40%	-1 ✧	-3 ✧	-11 ✧
Pay and benefits		27%	-3 ✧	-4 ✧	-12 ✧
Resources and workload		71%	+1 ✧	-1 ✧	-4 ✧
Organisational objectives and purpose		74%	-1 ✧	-7 ✧	-12 ✧
My team		73%	+1 ✧	-4 ✧	-7 ✧
Inclusion and fair treatment		68%	0	-6 ✧	-10 ✧


✧ = 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 CS2011.

^ indicates a variation in question wording from your previous survey

◇ indicates statistically significant difference from comparison

	% Positive	Diff. from previous survey	Difference from CS2011
Leadership and managing change Strength of association with engagement: 			
B42. I believe the actions of [senior managers] are consistent with [my organisation's] values	35%	0	-4 ◇
B45. I feel that change is managed well in [my organisation]	23%	0	-4 ◇
B46. When changes are made in [my organisation] they are usually for the better	17%	0	-5 ◇
B41. [Senior managers] in [my organisation] are sufficiently visible	37%	+1 ◇	-8 ◇
B43. I believe that [the board has] a clear vision for the future of [my organisation]	30%	+3 ◇	-9 ◇
B40. I feel that [my organisation] as a whole is managed well	31%	0	-9 ◇
B49. I think it is safe to challenge the way things are done in [my organisation]	29%	-1 ◇	-9 ◇
B44. Overall, I have confidence in the decisions made by [my organisation's senior managers]	26%	+1 ◇	-10 ◇
B48. I have the opportunity to contribute my views before decisions are made that affect me	25%	+2 ◇	-10 ◇
B47. [My organisation] keeps me informed about matters that affect me	41%	0	-14 ◇

	% Positive	Diff. from previous survey	Difference from CS2011
My work Strength of association with engagement: 			
B02. I am sufficiently challenged by my work	74%	0	-1 ◇
B01. I am interested in my work	86%	0	-2 ◇
B03. My work gives me a sense of personal accomplishment	70%	0	-3 ◇
B04. I feel involved in the decisions that affect my work	45%	0	-4 ◇
B05. I have a choice in deciding how I do my work	60%	-1 ◇	-11 ◇

	% Positive	Diff. from previous survey	Difference from CS2011
My line manager Strength of association with engagement: 			
B18. Poor performance is dealt with effectively in my team	38%	0	+1 ◇
B15. I receive regular feedback on my performance	57%	+1 ◇	-3 ◇
B09. My manager motivates me to be more effective in my job	60%	+1 ◇	-3 ◇
B17. I think that my performance is evaluated fairly	59%	0	-3 ◇
B16. The feedback I receive helps me to improve my performance	54%	+1 ◇	-3 ◇
B12. My manager helps me to understand how I contribute to [my organisation's] objectives	55%	+1	-4 ◇
B14. My manager recognises when I have done my job well	70%	0	-6 ◇
B11. My manager is open to my ideas	71%	+1 ◇	-8 ◇
B13. Overall, I have confidence in the decisions made by my manager	63%	+1 ◇	-8 ◇
B10. My manager is considerate of my life outside work	70%	+1 ◇	-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 CS2011
 Difference from CS High Performers

My work

 :Strength of association with engagement

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2011	Difference from CS High Performers
B01. I am interested in my work	37	49	9	4		86%	0	-2 ◇	-5 ◇
B02. I am sufficiently challenged by my work	27	47	14	9		74%	0	-1 ◇	-5 ◇
B03. My work gives me a sense of personal accomplishment	23	47	17	10	4	70%	0	-3 ◇	-8 ◇
B04. I feel involved in the decisions that affect my work	11	35	22	22	11	45%	0	-4 ◇	-14 ◇
B05. I have a choice in deciding how I do my work	15	44	20	14	6	60%	-1 ◇	-11 ◇	-17 ◇

Organisational objectives and purpose

 :Strength of association with engagement

B06. I have a clear understanding of [my organisation's] purpose	18	57	16	6		76%	-1 ◇	-8 ◇	-14 ◇
B07. I have a clear understanding of [my organisation's] objectives	16	55	19	8		71%	-1 ◇	-8 ◇	-13 ◇
B08. I understand how my work contributes to [my organisation's] objectives	19	56	17	6		75%	-1 ◇	-6 ◇	-11 ◇

All questions by theme

This section shows the results for each question in the survey, by theme.

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My line manager

:Strength of association with engagement

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2011	Difference from CS High Performers
B09. My manager motivates me to be more effective in my job	17	44	21	12	6	60%	+1 ◇	-3 ◇	-7 ◇
B10. My manager is considerate of my life outside work	27	43	17	8	5	70%	+1 ◇	-9 ◇	-13 ◇
B11. My manager is open to my ideas	23	48	17	7	4	71%	+1 ◇	-8 ◇	-10 ◇
B12. My manager helps me to understand how I contribute to [my organisation's] objectives	13	41	29	11	5	55%	+1	-4 ◇	-10 ◇
B13. Overall, I have confidence in the decisions made by my manager	20	43	20	10	6	63%	+1 ◇	-8 ◇	-11 ◇
B14. My manager recognises when I have done my job well	24	47	16	9	4	70%	0	-6 ◇	-9 ◇
B15. I receive regular feedback on my performance	15	42	22	15	6	57%	+1 ◇	-3 ◇	-8 ◇
B16. The feedback I receive helps me to improve my performance	15	40	28	12	5	54%	+1 ◇	-3 ◇	-7 ◇
B17. I think that my performance is evaluated fairly	15	44	24	12	6	59%	0	-3 ◇	-8 ◇
B18. Poor performance is dealt with effectively in my team	8	30	30	19	13	38%	0	+1 ◇	-2 ◇

My team

:Strength of association with engagement

B19. The people in my team can be relied upon to help when things get difficult in my job	29	50	12	6	79%	0 ◇	-3 ◇	-6 ◇
B20. The people in my team work together to find ways to improve the service we provide	25	49	17	7	74%	0	-4 ◇	-8 ◇
B21. The people in my team are encouraged to come up with new and better ways of doing things	21	45	20	9	67%	+1 ◇	-2 ◇	-8 ◇

All questions by theme

This section shows the results for each question in the survey, by theme.

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	% Strongly agree	% Agree	% Neither	% Disagree	% Strongly disagree	% Positive	Difference from previous survey	Difference from CS2011	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	8	44	28	15	5	52%	0	-2 ◇	-12 ◇
B23. Learning and development activities I have completed in the past 12 months have helped to improve my performance	8	36	35	15	6	44%	-1 ◇	-1 ◇	-8 ◇
B24. There are opportunities for me to develop my career in [my organisation]	5	23	27	25	20	28%	-2 ◇	-3 ◇	-11 ◇
B25. Learning and development activities I have completed while working for [my organisation] are helping me to develop my career	6	29	34	19	11	35%	-2 ◇	-5 ◇	-10 ◇
Inclusion and fair treatment									
:Strength of association with engagement									
B26. I am treated fairly at work	17	55	16	8	4	72%	0	-6 ◇	-9 ◇
B27. I am treated with respect by the people I work with	21	58	14	5		79%	-1 ◇	-5 ◇	-8 ◇
B28. I feel valued for the work I do	13	40	23	16	8	53%	0	-6 ◇	-13 ◇
B29. I think that [my organisation] respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc)	16	50	22	7	4	66%	-1 ◇	-4 ◇	-10 ◇

All questions by theme

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% Strongly agree
 % Agree
 % Neither
 % Disagree
 % Strongly disagree
 % Positive
 Difference from previous survey
 Difference from CS2011
 Difference from CS High Performers

Resources and workload

:Strength of association with engagement

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2011	Difference from CS High Performers
B30. In my job, I am clear what is expected of me	21	63	10	4		84%	+1 ✧	+2 ✧	-2 ✧
B31. I get the information I need to do my job well	12	53	21	12		64%	0	-3 ✧	-7 ✧
B32. I have clear work objectives	15	59	17	7		74%	+1 ✧	+1 ✧	-4 ✧
B33. I have the skills I need to do my job effectively	26	61	9			87%	+1 ✧	-1 ✧	-4 ✧
B34. I have the tools I need to do my job effectively	15	54	18	11		69%	0	-2 ✧	-7 ✧
B35. I have an acceptable workload	9	48	19	16	7	57%	+1 ✧	-3 ✧	-8 ✧
B36. I achieve a good balance between my work life and my private life	14	50	18	12	5	65%	0	-3 ✧	-9 ✧

Pay and benefits

:Strength of association with engagement

B37. I feel that my pay adequately reflects my performance	25	20	31	21		28%	-3 ✧	-4 ✧	-11 ✧
B38. I am satisfied with the total benefits package	25	29	26	16		29%	-3 ✧	-5 ✧	-12 ✧
B39. Compared to people doing a similar job in other organisations I feel my pay is reasonable	23	23	29	22		26%	-2 ✧	-2 ✧	-10 ✧

All questions by theme

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% Strongly agree
 % Agree
 % Neither
 % Disagree
 % Strongly disagree
 % Positive
 Difference from previous survey
 Difference from CS2011
 Difference from CS High Performers

Leadership and managing change

 Strength of association with engagement

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2011	Difference from CS High Performers
B40. I feel that [my organisation] as a whole is managed well	28	32	24	12	31%	0	-9 ◇	-23 ◇	
B41. [Senior managers] in [my organisation] are sufficiently visible	5	32	26	24	13	37%	+1 ◇	-8 ◇	-22 ◇
B42. I believe the actions of [senior managers] are consistent with [my organisation's] values	4	31	41	15	9	35%	0	-4 ◇	-15 ◇
B43. I believe that [the board has] a clear vision for the future of [my organisation]	4	26	42	17	11	30%	+3 ◇	-9 ◇	-21 ◇
B44. Overall, I have confidence in the decisions made by [my organisation's senior managers]	23	37	22	15	26%	+1 ◇	-10 ◇	-21 ◇	
B45. I feel that change is managed well in [my organisation]	21	32	31	14	23%	0	-4 ◇	-14 ◇	
B46. When changes are made in [my organisation] they are usually for the better	16	37	31	15	17%	0	-5 ◇	-14 ◇	
B47. [My organisation] keeps me informed about matters that affect me	38	30	19	10	41%	0	-14 ◇	-21 ◇	
B48. I have the opportunity to contribute my views before decisions are made that affect me	23	28	30	17	25%	+2 ◇	-10 ◇	-18 ◇	
B49. I think it is safe to challenge the way things are done in [my organisation]	26	33	24	14	29%	-1 ◇	-9 ◇	-17 ◇	

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 CS2011	Difference from CS High Performers
Engagement									
B50. I am proud when I tell others I am part of [my organisation]	11	38	34	11	5	50%	0	-2 ◇	-15 ◇
B51. I would recommend [my organisation] as a great place to work	6	26	35	22	11	32%	-2 ◇	-11 ◇	-23 ◇
B52. I feel a strong personal attachment to [my organisation]	10	31	34	17	8	41%	-1 ◇	-5 ◇	-13 ◇
B53. [My organisation] inspires me to do the best in my job	7	28	38	18	8	35%	-1 ◇	-3 ◇	-14 ◇
B54. [My organisation] motivates me to help it achieve its objectives	6	26	39	20	9	32%	0	-4 ◇	-14 ◇
Taking action									
B55. I believe that [senior managers] in [my organisation] will take action on the results from this survey	4	25	30	23	17	30%	0	-9 ◇	-20 ◇
B56. I believe that managers where I work will take action on the results from this survey	8	33	27	18	13	41%	+1 ◇	-8 ◇	-15 ◇
B57. Where I work, I think effective action has been taken on the results of the last survey	6	23	39	19	13	29%	-	0 ◇	-8 ◇

All questions by theme

Your plans for the future

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

			Difference from previous survey	Difference from CS2011	Difference from CS High Performers
I want to leave [my organisation] as soon as possible		10%	+1 ^	+3 ^	0
I want to leave [my organisation] within the next 12 months		11%	+2 ^	0 ^	-4 ^
I want to stay working for [my organisation] for at least the next year		20%	+1 ^	-7 ^	-15 ^
I want to stay working for [my organisation] for at least the next three years		59%	-4 ^	+5 ^	-1 ^

The Civil Service Code

Differences are based on '% Yes' score

	% Yes	% No	% Yes	Difference from previous survey	Difference from CS2011	Difference from CS High Performers
D01. Are you aware of the Civil Service Code?			72%	+6 ^	-14 ^	-20 ^
D02. Are you aware of how to raise a concern under the Civil Service Code?			59%	+8 ^	-1 ^	-7 ^
D03. Are you confident that if you raised a concern under the Civil Service Code in [your organisation] it would be investigated properly?			55%	+4 ^	-9 ^	-16 ^

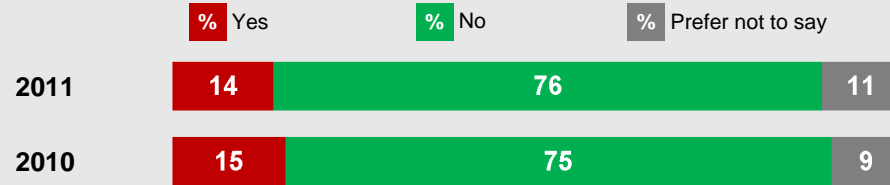
^ indicates a variation in question wording from your previous survey

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All questions by theme

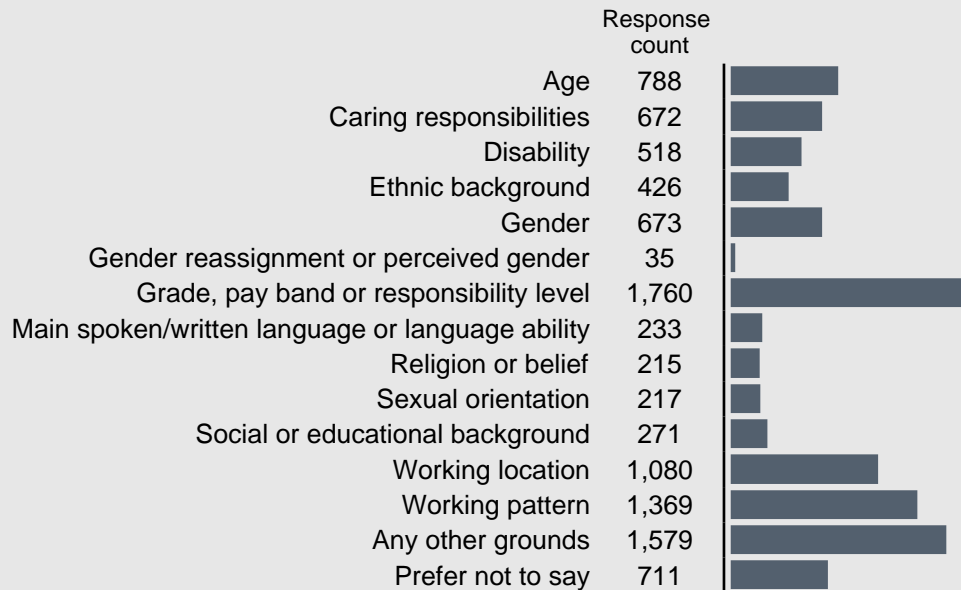
Discrimination, harassment and bullying

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

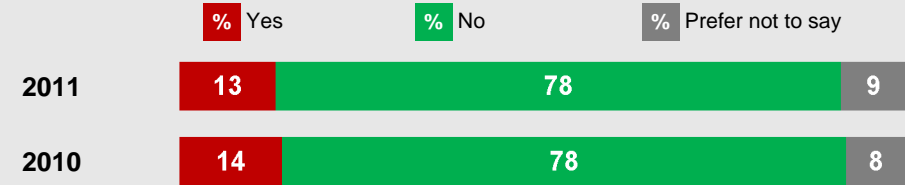


For respondents who selected 'Yes' to question E01.

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

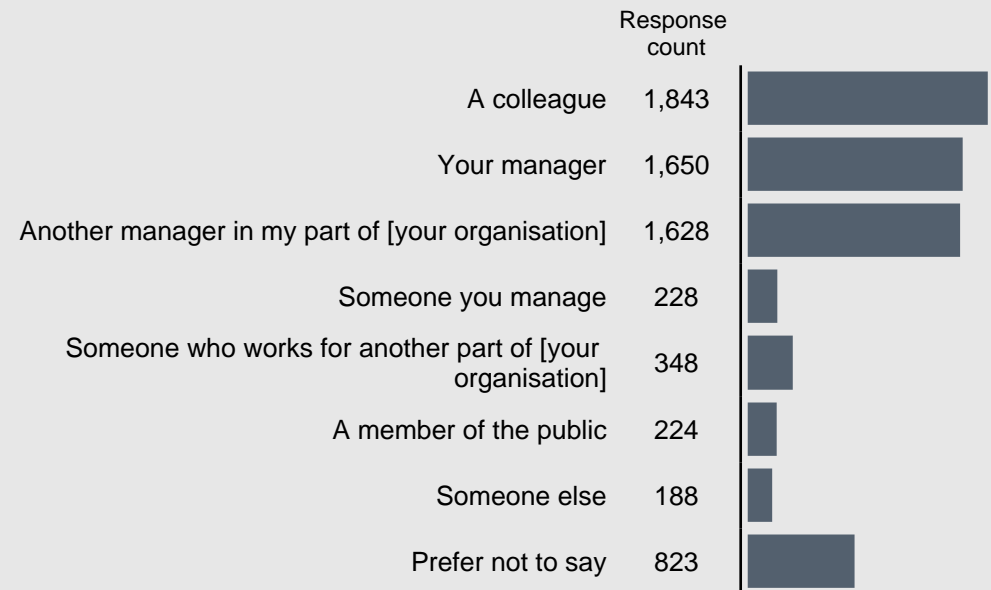


E03. During the past 12 months, have you personally experienced bullying or harassment at work?



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)

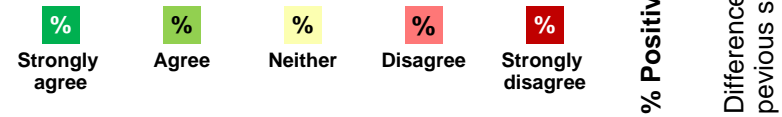


All questions by theme

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^ indicates a variation in question wording from your previous survey

◇ indicates statistically significant difference from comparison



Ministry of Justice (Corporate Report) questions

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey
F01. Overall I am satisfied with the job I do	16	58	16	7	7	74%	+1 ◇
F02. My manager uses coaching skills effectively	10	38	32	14	6	48%	0 ◇
F03. I would feel able to report discrimination, bullying and harassment without worrying that it would have a negative impact on me	14	42	22	15	7	56%	-
F04. Have you taken part in any volunteering activity or given unpaid help to a club, group or organisation in the last 12 months?	Yes: 28%		No: 72%			28%	-
F05. I understand how where I work fits into the Ministry of Justice	Yes: 88%		No: 12%			88%	+5 ◇
F06. Have you take any special leave from your job in the past 12 months to take part in volunteering activity or giving of unpaid help?	Yes: 4%		No: 96%			4%	-
F07. Have you had a formal performance review in the past 12 months?	Yes: 87%		No: 13%			87%	-2 ◇
F08. If you reported an instance of discrimination, bullying and harassment in 2011, do you feel the matter was investigated in a fair and appropriate way?	Yes: 56%		No: 44%			56%	-
F09. If you reported an instance of discrimination, bullying and harassment in 2011, were you satisfied with the outcome?	Yes: 50%		No: 50%			50%	-

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 2010 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.
CS2011	The CS2011 benchmark is the median percent positive across all organisations that participated in the 2011 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 2011 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: ✦

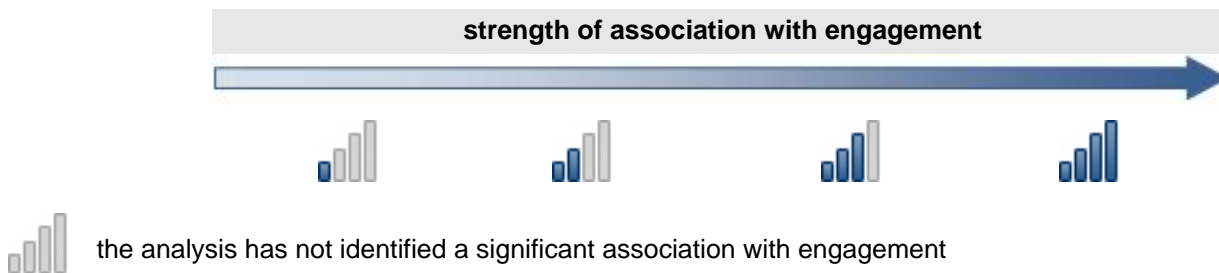
Statistical testing has been carried out on the comparisons between this year's results and your previous survey, CS2011 results and CS High Performers results to identify differences that are statistically significant. You can therefore be confident that the difference represents a real difference in 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.



Confidentiality

This survey was carried out as part of the 2011 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.