

## Your engagement index

**57%**

Difference from previous survey

**+2** ✧

Difference from CS2012

**0**

Difference from CS High Performers

**-5** ✧

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 CS2012
B50. I am proud when I tell others I am part of the MCA	<b>65%</b>	+1	+11 ✧
B51. I would recommend the MCA as a great place to work	<b>42%</b>	+5 ✧	-5 ✧

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

B52. I feel a strong personal attachment to the MCA	<b>52%</b>	+3 ✧	+8 ✧
---	------------	------	------

#### Strive: motivated to do the best for the organisation...










B53. The MCA inspires me to do the best in my job	<b>41%</b>	+4 ✧	0
B54. The MCA motivates me to help it achieve its objectives	<b>36%</b>	+6 ✧	-3 ✧

✧ = 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 CS2012	Difference from CS High Performers
Leadership and managing change		<b>33%</b>	+4 ✧	-8 ✧	-17 ✧
My work		<b>72%</b>	+1	-1	-4 ✧
My line manager		<b>66%</b>	+1	0	-3 ✧
Learning and development		<b>47%</b>	+5 ✧	+3 ✧	-5 ✧
Resources and workload		<b>70%</b>	+1	-4 ✧	-7 ✧
Pay and benefits		<b>20%</b>	-1	-10 ✧	-15 ✧
Organisational objectives and purpose		<b>76%</b>	+3 ✧	-6 ✧	-11 ✧
Inclusion and fair treatment		<b>70%</b>	+1	-5 ✧	-7 ✧
My team		<b>76%</b>	-1	-2 ✧	-5 ✧


✧ = 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 CS2012.

^ indicates a variation in question wording from your previous survey

◇ indicates statistically significant difference from comparison

	% Positive	Diff. from previous survey	Difference from CS2012
<b>Leadership and managing change</b>	Strength of association with engagement: 		
B43. I believe that the Executive Board has a clear vision for the future of the MCA	38%	+7 ◇	-2 ◇
B49. I think it is safe to challenge the way things are done in the MCA	38%	+2 ◇	-2 ◇
B46. When changes are made in the MCA they are usually for the better	22%	+5 ◇	-3 ◇
B48. I have the opportunity to contribute my views before decisions are made that affect me	32%	0	-4 ◇
B45. I feel that change is managed well in the MCA	22%	+5 ◇	-8 ◇
B40. I feel that the MCA as a whole is managed well	35%	+5 ◇	-8 ◇
B42. I believe the actions of the Senior Management Team are consistent with the MCA's values	34%	+8 ◇	-8 ◇
B41. Senior Management in the MCA are sufficiently visible	39%	+5 ◇	-9 ◇
B44. Overall, I have confidence in the decisions made by the MCA's Senior Management Team	29%	+7 ◇	-10 ◇
B47. The MCA keeps me informed about matters that affect me	43%	-1	-14 ◇

<b>My work</b>	Strength of association with engagement: 		
B03. My work gives me a sense of personal accomplishment	79%	-1	+7 ◇
B01. I am interested in my work	92%	-1	+3 ◇
B02. I am sufficiently challenged by my work	77%	+1	+1
B04. I feel involved in the decisions that affect my work	47%	+4 ◇	-6 ◇
B05. I have a choice in deciding how I do my work	64%	+2 ◇	-8 ◇

<b>My line manager</b>	Strength of association with engagement: 		
B17. I think that my performance is evaluated fairly	67%	0	+5 ◇
B18. Poor performance is dealt with effectively in my team	41%	-1	+4 ◇
B14. My manager recognises when I have done my job well	78%	0	0
B10. My manager is considerate of my life outside work	80%	+1	0
B09. My manager motivates me to be more effective in my job	65%	+2	-1
B11. My manager is open to my ideas	78%	+2 ◇	-1
B16. The feedback I receive helps me to improve my performance	58%	-2	-2 ◇
B13. Overall, I have confidence in the decisions made by my manager	69%	+2	-2 ◇
B15. I receive regular feedback on my performance	61%	+1	-2 ◇
B12. My manager helps me to understand how I contribute to the MCA's objectives	58%	+3 ◇	-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



	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2012	Difference from CS High Performers
<b>My work</b>									
:Strength of association with engagement									
B01. I am interested in my work	50	43	5			92%	-1	+3 ◇	+1
B02. I am sufficiently challenged by my work	32	46	15	6		77%	+1	+1	-3 ◇
B03. My work gives me a sense of personal accomplishment	31	49	14	5		79%	-1	+7 ◇	+2 ◇
B04. I feel involved in the decisions that affect my work	11	36	22	19	11	47%	+4 ◇	-6 ◇	-12 ◇
B05. I have a choice in deciding how I do my work	18	46	21	10	5	64%	+2 ◇	-8 ◇	-14 ◇
<b>Organisational objectives and purpose</b>									
:Strength of association with engagement									
B06. I have a clear understanding of the MCA's purpose	27	53	12	5		79%	+3 ◇	-5 ◇	-11 ◇
B07. I have a clear understanding of the MCA's objectives	23	50	15	7	4	74%	+4 ◇	-5 ◇	-11 ◇
B08. I understand how my work contributes to the MCA's objectives	26	50	17	4		76%	+2 ◇	-6 ◇	-11 ◇

# 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 line manager

:Strength of association with engagement

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2012	Difference from CS High Performers
B09. My manager motivates me to be more effective in my job	21	44	21	11	4	65%	+2	-1	-4 ◇
B10. My manager is considerate of my life outside work	36	44	12	5		80%	+1	0	-3 ◇
B11. My manager is open to my ideas	29	49	14	6		78%	+2 ◇	-1	-5 ◇
B12. My manager helps me to understand how I contribute to the MCA's objectives	15	44	28	10		58%	+3 ◇	-2 ◇	-8 ◇
B13. Overall, I have confidence in the decisions made by my manager	26	43	18	8	5	69%	+2	-2 ◇	-6 ◇
B14. My manager recognises when I have done my job well	28	50	15	6		78%	0	0	-2 ◇
B15. I receive regular feedback on my performance	17	45	24	12		61%	+1	-2 ◇	-7 ◇
B16. The feedback I receive helps me to improve my performance	16	43	29	9		58%	-2	-2 ◇	-5 ◇
B17. I think that my performance is evaluated fairly	16	51	21	9		67%	0	+5 ◇	0
B18. Poor performance is dealt with effectively in my team	9	32	35	14	10	41%	-1	+4 ◇	0

## 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	36	48	10	4		84%	-1	+1 ◇	-2 ◇
B20. The people in my team work together to find ways to improve the service we provide	32	46	16	5		77%	-3 ◇	-2 ◇	-4 ◇
B21. The people in my team are encouraged to come up with new and better ways of doing things	25	42	21	8	4	67%	0	-4 ◇	-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

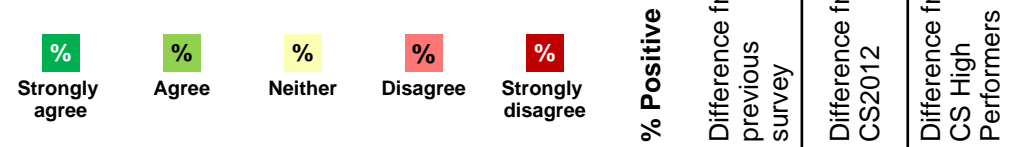
	 % Strongly agree	 % Agree	 % Neither	 % Disagree	 % Strongly disagree	% Positive	Difference from previous survey	Difference from CS2012	Difference from CS High Performers
<b>Learning and development</b>									
 :Strength of association with engagement									
B22. I am able to access the right learning and development opportunities when I need to	12	46	25	12	5	58%	+8 ◇	0	-7 ◇
B23. Learning and development activities I have completed in the past 12 months have helped to improve my performance	11	39	36	9	5	50%	+3 ◇	+4 ◇	-2 ◇
B24. There are opportunities for me to develop my career in the MCA	7	26	27	23	16	34%	+8 ◇	-2 ◇	-9 ◇
B25. Learning and development activities I have completed while working for the MCA are helping me to develop my career	9	36	33	14	9	45%	+1	+5 ◇	-1
<b>Inclusion and fair treatment</b>									
 :Strength of association with engagement									
B26. I am treated fairly at work	22	56	14	7		77%	0	-1	-4 ◇
B27. I am treated with respect by the people I work with	26	56	13	4		82%	0	-2 ◇	-4 ◇
B28. I feel valued for the work I do	15	42	20	14	8	57%	+3 ◇	-5 ◇	-10 ◇
B29. I think that the MCA respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc)	15	47	26	7	5	62%	+3 ◇	-9 ◇	-16 ◇

# 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



## Resources and workload

:Strength of association with engagement

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2012	Difference from CS High Performers
B30. In my job, I am clear what is expected of me	22	62	11	5		84%	-1	0	-3 ◇
B31. I get the information I need to do my job well	12	53	23	10		65%	+1	-3 ◇	-7 ◇
B32. I have clear work objectives	16	60	16	7		76%	+1	+1	-4 ◇
B33. I have the skills I need to do my job effectively	25	62	10			87%	-1	-1	-3 ◇
B34. I have the tools I need to do my job effectively	10	45	20	17	7	55%	+4 ◇	-16 ◇	-20 ◇
B35. I have an acceptable workload	8	50	21	14	7	57%	+2	-3 ◇	-8 ◇
B36. I achieve a good balance between my work life and my private life	16	49	17	13	6	65%	0	-3 ◇	-9 ◇

## Pay and benefits

:Strength of association with engagement

B37. I feel that my pay adequately reflects my performance	17	20	27	34		19%	-3 ◇	-11 ◇	-17 ◇
B38. I am satisfied with the total benefits package	21	24	26	26		24%	0	-9 ◇	-15 ◇
B39. Compared to people doing a similar job in other organisations I feel my pay is reasonable	14	15	27	41		16%	+2	-9 ◇	-16 ◇

# 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 CS2012   
 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 CS2012	Difference from CS High Performers
B40. I feel that the MCA as a whole is managed well	4	31	29	21	15	35%	+5 ◇	-8 ◇	-22 ◇
B41. Senior Management in the MCA are sufficiently visible	7	32	27	21	13	39%	+5 ◇	-9 ◇	-21 ◇
B42. I believe the actions of the Senior Management Team are consistent with the MCA's values	5	29	39	16	11	34%	+8 ◇	-8 ◇	-20 ◇
B43. I believe that the Executive Board has a clear vision for the future of the MCA	6	32	33	14	15	38%	+7 ◇	-2 ◇	-13 ◇
B44. Overall, I have confidence in the decisions made by the MCA's Senior Management Team	5	24	33	19	19	29%	+7 ◇	-10 ◇	-22 ◇
B45. I feel that change is managed well in the MCA		19	30	26	23	22%	+5 ◇	-8 ◇	-17 ◇
B46. When changes are made in the MCA they are usually for the better		20	39	21	18	22%	+5 ◇	-3 ◇	-13 ◇
B47. The MCA keeps me informed about matters that affect me	5	38	25	17	14	43%	-1	-14 ◇	-21 ◇
B48. I have the opportunity to contribute my views before decisions are made that affect me	4	28	30	20	18	32%	0	-4 ◇	-10 ◇
B49. I think it is safe to challenge the way things are done in the MCA	5	34	29	19	13	38%	+2 ◇	-2 ◇	-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

	<b>%</b> Strongly agree	<b>%</b> Agree	<b>%</b> Neither	<b>%</b> Disagree	<b>%</b> Strongly disagree	<b>% Positive</b>	Difference from previous survey	Difference from CS2012	Difference from CS High Performers
<b>Engagement</b>									
B50. I am proud when I tell others I am part of the MCA	22	42	25	6	5	65%	+1	+11 ◇	+1
B51. I would recommend the MCA as a great place to work	11	31	34	16	9	42%	+5 ◇	-5 ◇	-16 ◇
B52. I feel a strong personal attachment to the MCA	18	35	27	13	8	52%	+3 ◇	+8 ◇	0
B53. The MCA inspires me to do the best in my job	10	31	33	18	9	41%	+4 ◇	0	-8 ◇
B54. The MCA motivates me to help it achieve its objectives	10	26	36	18	10	36%	+6 ◇	-3 ◇	-11 ◇
<b>Taking action</b>									
B55. I believe that the Senior Management Team in the MCA will take action on the results from this survey	6	26	32	20	16	32%	-2	-11 ◇	-22 ◇
B56. I believe that managers where I work will take action on the results from this survey	8	34	32	14	12	41%	+2	-10 ◇	-18 ◇
B57. Where I work, I think effective action has been taken on the results of the last survey	5	20	41	17	16	25%	+2 ◇	-7 ◇	-15 ◇



# All questions by theme

## Your plans for the future

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

			Difference from previous survey	Difference from CS2012	Difference from CS High Performers
I want to leave the MCA as soon as possible		8%	-1	0	-2 ^
I want to leave the MCA within the next 12 months		9%	+1	-3 ^	-7 ^
I want to stay working for the MCA for at least the next year		26%	+2	-3 ^	-9 ^
I want to stay working for the MCA for at least the next three years		57%	-1	+5 ^	-3 ^

## The Civil Service Code

Differences are based on '% Yes' score

	% Yes	% No	% Yes	Difference from previous survey	Difference from CS2012	Difference from CS High Performers
D01. Are you aware of the Civil Service Code?		10	90%	+3 ^	+2 ^	-3 ^
D02. Are you aware of how to raise a concern under the Civil Service Code?		27	73%	+8 ^	+11 ^	+4 ^
D03. Are you confident that if you raised a concern under the Civil Service Code in the MCA it would be investigated properly?		37	63%	+6 ^	-4 ^	-8 ^

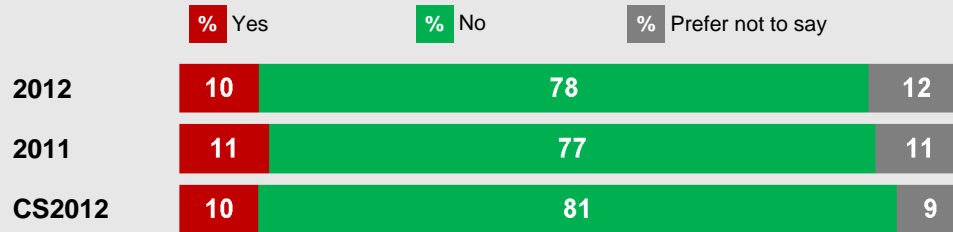
^ indicates a variation in question wording from your previous survey

^ indicates statistically significant difference from comparison

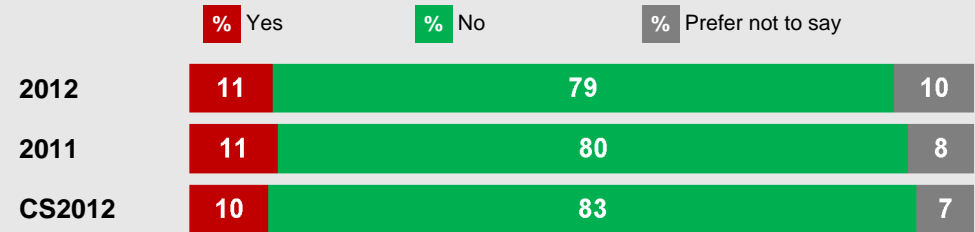
# All questions by theme

## Discrimination, harassment and bullying

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

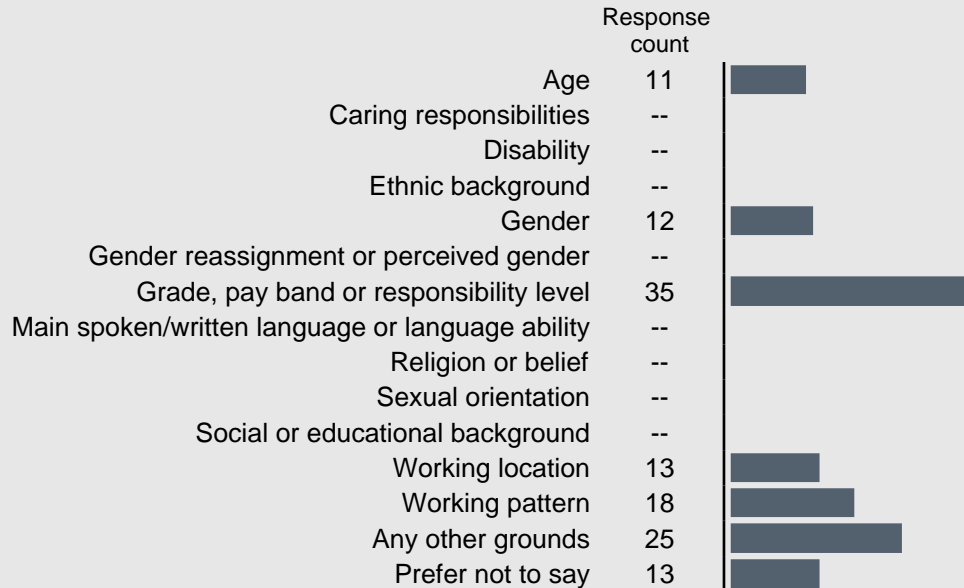


E03. During the past 12 months, have you personally experienced bullying or harassment at work?



For respondents who selected 'Yes' to question E01.

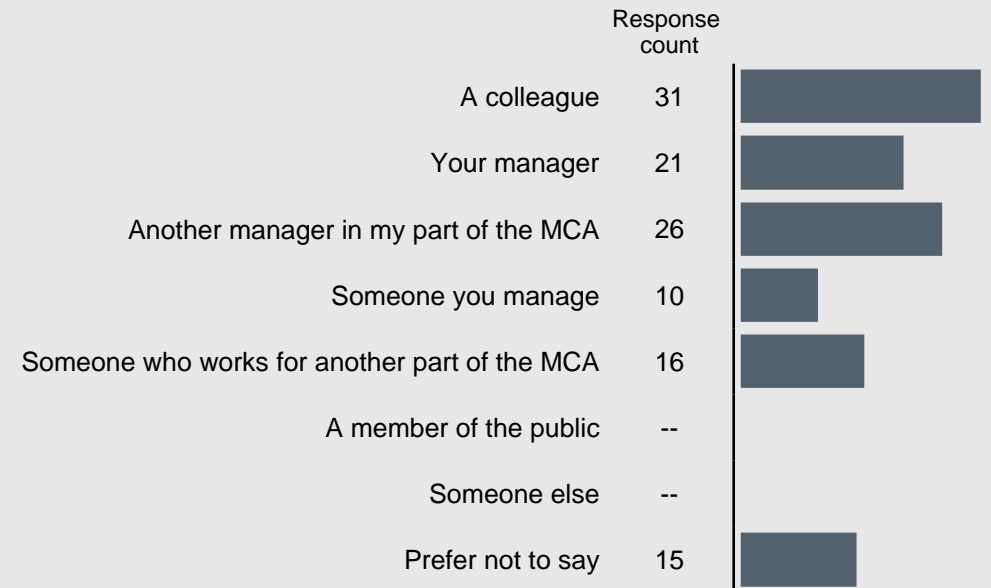
E02. On which of the following grounds have you personally experienced discrimination in the past 12 months? (multiple selection)



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)



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

# Appendix

## Glossary of key terms

<b>% positive</b>	The proportion who selected either "agree" or "strongly agree" for a question (or all questions within a theme in the case of <b>Theme score % positive</b> ).
<b>Previous survey</b>	Comparisons to the previous survey relate to the results from the 2011 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.
<b>CS2012</b>	The CS2012 benchmark is the median percent positive across all organisations that participated in the 2012 Civil Service People Survey.
<b>CS High Performers</b>	For each question, this is the upper quartile score across all organisations that have taken part in the 2012 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: ✦

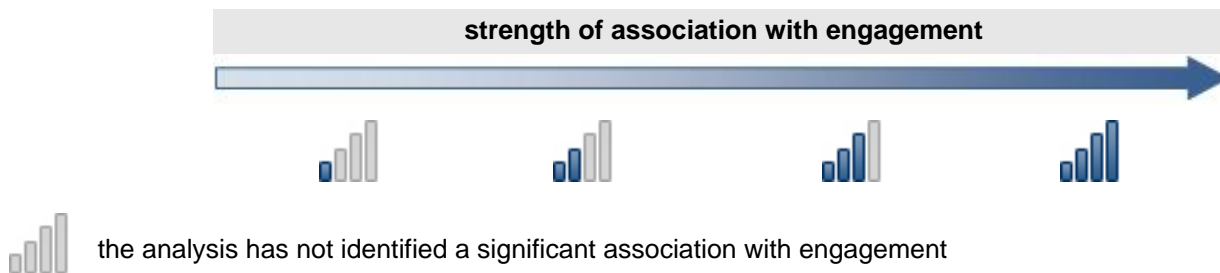
Statistical testing has been carried out on the comparisons between this year's results and your previous survey, CS2012 results and CS High Performers results to identify differences that are statistically significant. You can therefore be confident that the difference represents a real difference in 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 2012 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.