



# Department for Transport (excluding agencies)

Returns : 1,626

Response rate : 83%

Civil Service People Survey 2015

 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.





Strength of association with engagement



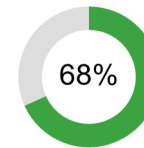
Statistically significant difference from comparison

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.

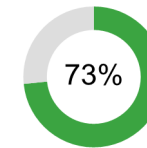
## Drivers of Engagement

	Strength of association with engagement	Theme score % Positive	Difference from previous survey	Difference from CS2015	Difference from CS High Performers
Leadership and managing change		52%	+6 ✧	+9 ✧	0
My work		80%	+2 ✧	+6 ✧	+2 ✧
Pay and benefits		35%	+3 ✧	+6 ✧	-1 ✧
My manager		69%	0	+1 ✧	-2 ✧
Learning and development		58%	+4 ✧	+8 ✧	+2 ✧
Resources and workload		73%	+1	0	-4 ✧
Organisational objectives and purpose		83%	+2 ✧	0	-4 ✧
Inclusion and fair treatment		79%	+1	+4 ✧	0
My team		84%	+1 ✧	+4 ✧	+1 ✧

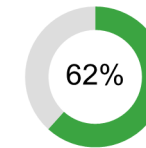
## Wellbeing



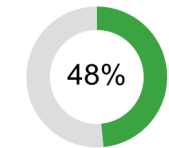
Overall, how satisfied are you with your life nowadays?



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

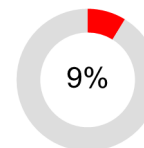


Overall, how happy did you feel yesterday?

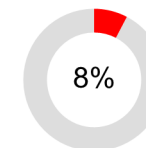


Overall, how anxious did you feel yesterday?

## Discrimination, bullying and harassment

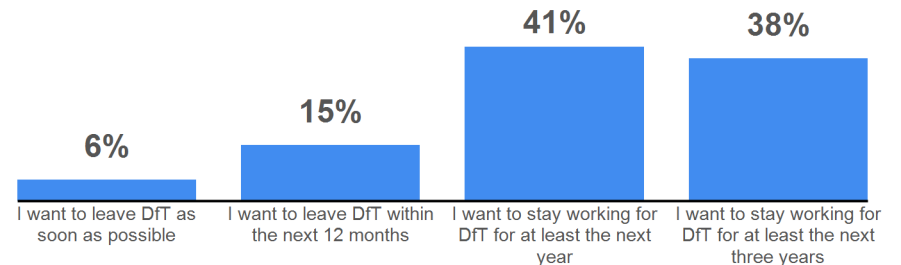


During the past 12 months have you personally experienced discrimination at work?



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

## Your plans for the future





## All questions by theme

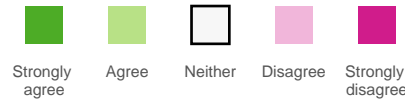
◇ indicates statistically significant difference from comparison  
^ indicates a variation in question wording from your previous survey

### My work

**80%** +2  
Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2015

Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2015	Difference from CS High Performers
B01 I am interested in my work	46	45	6			92%	+1 ◇	+3 ◇	0
B02 I am sufficiently challenged by my work	41	43	9	6		84%	+1 ◇	+5 ◇	+1 ◇
B03 My work gives me a sense of personal accomplishment	29	50	13	7		79%	+2 ◇	+4 ◇	+1
B04 I feel involved in the decisions that affect my work	18	47	19	11		65%	+2 ◇	+10 ◇	+2 ◇
B05 I have a choice in deciding how I do my work	30	52	12	5		82%	+1	+8 ◇	+3 ◇

### Organisational objectives and purpose

**83%** +2  
Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2015

Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2015	Difference from CS High Performers
B06 I have a clear understanding of DfT's purpose	28	58	10			86%	+2 ◇	+1 ◇	-3 ◇
B07 I have a clear understanding of DfT's objectives	23	56	14	5		79%	+3 ◇	0	-5 ◇
B08 I understand how my work contributes to DfT's objectives	28	54	12			83%	+1 ◇	0	-4 ◇



## All questions by theme

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

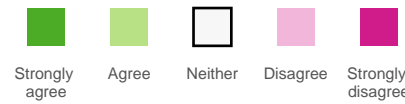
### My manager

69% 0

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2015

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2015	Difference from CS High Performers
B09	My manager motivates me to be more effective in my job	26	47	16	8	8	73%	+2 ◆	+5 ◆	+1
B10	My manager is considerate of my life outside work	45	41	9	9	0	86%	-1	+3 ◆	0
B11	My manager is open to my ideas	43	43	9	9	0	85%	0	+4 ◆	+1 ◆
B12	My manager helps me to understand how I contribute to DfT's objectives	20	44	26	8	0	63%	+1	0	-5 ◆
B13	Overall, I have confidence in the decisions made by my manager	32	46	14	6	0	78%	+1 ◆	+5 ◆	+1
B14	My manager recognises when I have done my job well	34	47	12	9	0	81%	-1	+2 ◆	0
B15	I receive regular feedback on my performance	20	44	20	13	0	64%	-1	-3 ◆	-6 ◆
B16	The feedback I receive helps me to improve my performance	19	44	25	9	0	63%	0	+1 ◆	-2 ◆
B17	I think that my performance is evaluated fairly	18	41	24	9	7	60%	0	-2 ◆	-8 ◆
B18	Poor performance is dealt with effectively in my team	8	32	45	11	5	40%	-1	0	-4 ◆

### My team

84% +1

Difference from previous survey



Strength of association with engagement



Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2015	Difference from CS High Performers
B19	The people in my team can be relied upon to help when things get difficult in my job	39	48	8	9	0	87%	0	+3 ◆	0
B20	The people in my team work together to find ways to improve the service we provide	33	51	11	9	0	84%	0	+4 ◆	0
B21	The people in my team are encouraged to come up with new and better ways of doing things	31	49	15	9	0	80%	+4 ◆	+6 ◆	+2 ◆



## All questions by theme

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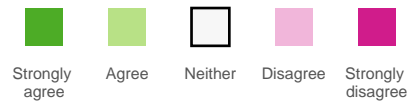
### Learning and development

**58%** +4

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2015

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2015	Difference from CS High Performers
B22	I am able to access the right learning and development opportunities when I need to	16	53	20	8	8	69%	+3 ◆	+6 ◆	+2 ◆
B23	Learning and development activities I have completed in the past 12 months have helped to improve my performance	16	41	32	9	9	57%	+2 ◆	+5 ◆	-1 ◆
B24	There are opportunities for me to develop my career in DfT	14	40	25	13	8	54%	+7 ◆	+13 ◆	+5 ◆
B25	Learning and development activities I have completed while working for DfT are helping me to develop my career	13	36	33	11	5	50%	+2 ◆	+6 ◆	0

### Inclusion and fair treatment

**79%** +1

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2015

Difference from CS High Performers

Question ID	Question Text	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2015	Difference from CS High Performers
B26	I am treated fairly at work	29	52	11	5	5	81%	+1	+3 ◆	-1
B27	I am treated with respect by the people I work with	35	52	8	8	5	87%	0	+3 ◆	0
B28	I feel valued for the work I do	25	45	16	10	5	70%	+1	+6 ◆	+1
B29	I think that DfT respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc)	28	49	15	5	5	77%	+2 ◆	+5 ◆	-1



## All questions by theme

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### Resources and workload **73%** +1

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2015

Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2015	Difference from CS High Performers
B30 In my job, I am clear what is expected of me	23	58	11	6		82%	-1	-1 ◆	-4 ◆
B31 I get the information I need to do my job well	17	57	17	8		73%	0	+4 ◆	0
B32 I have clear work objectives	20	53	15	9		73%	-3 ◆	-2 ◆	-7 ◆
B33 I have the skills I need to do my job effectively	27	60	10			87%	-1 ◆	-1 ◆	-3 ◆
B34 I have the tools I need to do my job effectively	16	57	16	8		74%	+5 ◆	+5 ◆	0
B35 I have an acceptable workload	10	48	20	16	6	58%	+2 ◆	-2 ◆	-7 ◆
B36 I achieve a good balance between my work life and my private life	16	48	18	14		64%	+2 ◆	-2 ◆	-7 ◆

### Pay and benefits

**35%** +3

Difference from previous survey



Strength of association with engagement



Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2015	Difference from CS High Performers
B37 I feel that my pay adequately reflects my performance	6	33	22	24	15	39%	+5 ◆	+8 ◆	+2 ◆
B38 I am satisfied with the total benefits package	6	29	27	24	14	35%	+2 ◆	+2 ◆	-4 ◆
B39 Compared to people doing a similar job in other organisations I feel my pay is reasonable	5	26	25	25	18	31%	+2 ◆	+6 ◆	-1



## All questions by theme

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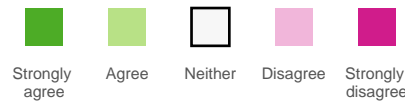
### Leadership and managing change

**52%** +6

Difference from previous survey



Strength of association with engagement



% Positive

Difference from previous survey

Difference from CS2015

Difference from CS High Performers

Question	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2015	Difference from CS High Performers
B40 I feel that DfT as a whole is managed well	10	51	25	11	6	61%	+10 ◆	+15 ◆	+5 ◆
B41 Senior managers in DfT are sufficiently visible	17	52	18	10	6	69%	+6 ◆	+16 ◆	+3 ◆
B42 I believe the actions of senior managers are consistent with DfT's values	13	45	30	8	6	58%	+8 ◆	+13 ◆	+2 ◆
B43 I believe that the board has a clear vision for the future of DfT	9	39	41	8	6	48%	+8 ◆	+6 ◆	-6 ◆
B44 Overall, I have confidence in the decisions made by DfT's senior managers	10	46	29	10	5	56%	+10 ◆	+14 ◆	+4 ◆
B45 I feel that change is managed well in DfT	33	37	20	6	6	37%	+7 ◆	+7 ◆	-2 ◆
B46 When changes are made in DfT they are usually for the better	27	44	19	6	6	31%	+3 ◆	+4 ◆	-4 ◆
B47 DfT keeps me informed about matters that affect me	10	56	22	8	6	66%	+2 ◆	+11 ◆	+2 ◆
B48 I have the opportunity to contribute my views before decisions are made that affect me	6	34	34	19	7	40%	+3 ◆	+4 ◆	-4 ◆
B49 I think it is safe to challenge the way things are done in DfT	9	43	28	13	7	52%	+5 ◆	+11 ◆	+2 ◆



## 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 CS2015	Difference from CS High Performers
B50 I am proud when I tell others I am part of DfT	15	44	30	9	5	58%	+8 ◆	+1	-8 ◆
B51 I would recommend DfT as a great place to work	17	43	27	10	5	60%	+10 ◆	+12 ◆	+1
B52 I feel a strong personal attachment to DfT	13	34	32	17	5	46%	+5 ◆	-1	-7 ◆
B53 DfT inspires me to do the best in my job	11	37	35	13	5	47%	+6 ◆	+3 ◆	-4 ◆
B54 DfT motivates me to help it achieve its objectives	10	34	37	14	5	44%	+5 ◆	+2 ◆	-5 ◆

### Taking action

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2015	Difference from CS High Performers
B55 I believe that senior managers in DfT will take action on the results from this survey	12	43	28	12	6	55%	+3 ◆	+11 ◆	0
B56 I believe that managers where I work will take action on the results from this survey	18	46	21	9	5	64%	0	+9 ◆	+2 ◆
B57 Where I work, I think effective action has been taken on the results of the last survey	11	30	41	12	6	41%	-1	+8 ◆	-1





## All questions by theme

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### Organisational culture

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2015	Difference from CS High Performers
B58 I am trusted to carry out my job effectively	33	56	8			89%	0	+1 ◆	-1 ◆
B59 I believe I would be supported if I try a new idea, even if it may not work	22	50	19	7		72%	+1	+5 ◆	0
B60 My performance is evaluated based on whether I get things done, rather than solely follow processes	17	49	23	7		66%	+1	+1 ◆	-3 ◆
B61 When I talk about DfT I say "we" rather than "they"	23	52	17	6		75%	+2 ◆	+5 ◆	-3 ◆
B62 I have some really good friendships at work	24	45	23	7		69%	-3 ◆	-7 ◆	-10 ◆

### Leadership statement

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey	Difference from CS2015	Difference from CS High Performers
B63 My manager inspires my team to do our best	25	49	16	8		73%	--	+6 ◆	+2 ◆
B64 Senior managers inspire people across DfT to do their best	11	41	34	10		51%	--	+14 ◆	+5 ◆
B65 My manager leads our team with confidence	29	49	13	6		78%	--	+8 ◆	+2 ◆
B66 Senior managers lead DfT with confidence	16	46	29	7		62%	--	+15 ◆	+5 ◆
B67 My manager empowers me to do my job effectively	27	50	15	6		77%	--	+5 ◆	+1 ◆
B68 DfT's senior managers empower teams to deliver	11	41	35	8	5	52%	--	+12 ◆	+4 ◆
B69 Senior managers in DfT actively role model the behaviours set out in the Civil Service Leadership Statement	10	38	41	7		48%	--	+13 ◆	+5 ◆
B70 My manager actively role models the behaviours set out in the Civil Service Leadership Statement	18	44	29	6		62%	--	+6 ◆	+1



## All questions by theme

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### Wellbeing



Unlike the questions B01-B70 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.

W01 Overall, how satisfied are you with your life nowadays?	10	21	56	13	68%	+3 ◆	+3 ◆	0
W02 Overall, to what extent do you feel that the things you do in your life are worthwhile?	7	19	52	21	73%	+1	+2 ◆	-1
W03 Overall, how happy did you feel yesterday?	14	24	44	18	62%	0	0	-4 ◆

For question W04 the percent positive is the proportion answering 0, 1, 2 or 3 to the question.



W04 Overall, how anxious did you feel yesterday?	20	28	19	32	48%	0	-2 ◆	-4 ◆
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## 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 DfT?

		Difference from previous survey	Difference from CS2015	Difference from CS High Performers
I want to leave DfT as soon as possible		-1	-3 ◇	-6 ◇
I want to leave DfT within the next 12 months		+1	0	-5 ◇
I want to stay working for DfT for at least the next year		0	+9 ◇	+3 ◇
I want to stay working for DfT for at least the next three years		0	-5 ◇	-13 ◇

### The Civil Service Code

Differences are based on '% Yes' score

	% Yes	% No	% Yes	Difference from previous survey	Difference from CS2015	Difference from CS High Performers
D01. Are you aware of the Civil Service Code?			96%	0	+5 ◇	+1 ◇
D02. Are you aware of how to raise a concern under the Civil Service Code?			67%	-2 ◇	0	-6 ◇
D03. Are you confident that if you raised a concern under the Civil Service Code in DfT it would be investigated properly?			72%	0	+5 ◇	-1

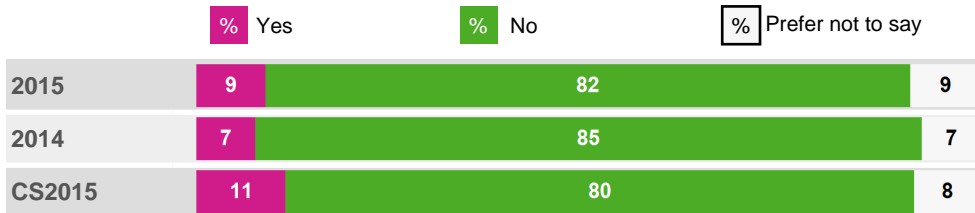


## All questions by theme

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### Discrimination, harassment and bullying

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



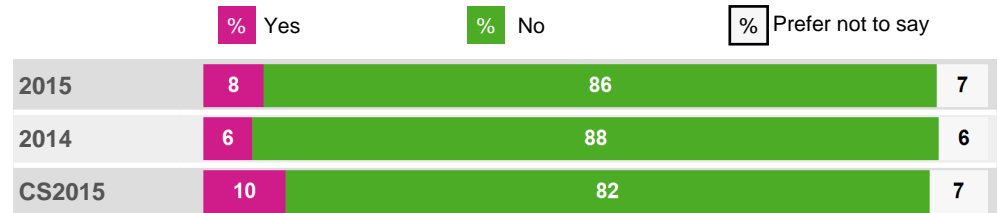
For respondents who selected 'Yes' to question E01.

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

Ground	Response Count
Age	26
Caring responsibilities	12
Disability	17
Ethnic background	11
Gender	15
Gender reassignment or perceived gender	--
Grade, pay band or responsibility level	40
Main spoken/written language or language ability	--
Religion or belief	--
Sexual orientation	--
Social or educational background	13
Working location	--
Working pattern	26
Any other grounds	34
Prefer not to say	20

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)

Who	Response Count
A colleague	23
Your manager	41
Another manager in my part of DfT	23
Someone you manage	--
Someone who works for another part of DfT	13
A member of the public	--
Someone else	--
Prefer not to say	23

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



## All questions by theme

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

### Department for Transport (excluding agencies) questions

	Strongly agree	Agree	Neither	Disagree	Strongly disagree	% Positive	Difference from previous survey
F01 I understand what the DfT Vision is aiming to achieve	12	56	23	8	8	68%	+10 ◆
F02 The DfT Vision is relevant to me and my work	12	49	29	8	8	61%	+10 ◆
F03 The Vision has improved the way we work in our team	6	22	52	16	8	28%	+3 ◆
F04 I have seen a difference in DfT as a result of the Vision	5	21	52	18	8	26%	+3 ◆
F05 The department's IT supports the way I want to work	11	46	19	16	8	56%	--
F06 My manager supports me to work flexibly^	38	48	9			86%	-2 ◆
F07 I am satisfied with my working environment	16	50	16	13	8	66%	+3 ◆
F08 I have used the Civil Service Learning self-assessment tool to assess my development needs	Yes: 46% No: 46% N/a: 8%					46%	--
F09 I have agreed a personal development plan with my line manager	Yes: 58% No: 34% N/a: 8%					58%	--
F10 I have used the Civil Service Learning portal to support my development within the last 3 months	Yes: 41% No: 52% N/a: 7%					41%	--



## 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 <b>Theme score % positive</b> ).
Previous survey	Comparisons to the previous survey relate to the results from the 2014 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.
CS2015	The CS2015 benchmark is the median percent positive across all organisations that participated in the 2015 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 2015 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, CS2015 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 2015 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.