Department for Transport Corporate Report (including the agencies)

Returns : 10,473   Response rate : 77%   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.

Engagement Index

54%

Difference from previous survey	-2 ✧
Difference from CS2015	-5 ✧
Difference from CS High Performers	-9 ✧

My work

66% 📊

Difference from previous survey	-2 ✧
Difference from CS2015	-9 ✧
Difference from CS High Performers	-13 ✧

Organisational objectives and purpose

73% 📊

Difference from previous survey	-2 ✧
Difference from CS2015	-9 ✧
Difference from CS High Performers	-13 ✧

My manager

66% 📊

Difference from previous survey	0
Difference from CS2015	-2 ✧
Difference from CS High Performers	-5 ✧

My team

77% 📊

Difference from previous survey	+1 ✧
Difference from CS2015	-2 ✧
Difference from CS High Performers	-5 ✧

Learning and development

47% 📊

Difference from previous survey	+1 ✧
Difference from CS2015	-3 ✧
Difference from CS High Performers	-9 ✧

Inclusion and fair treatment

69% 📊

Difference from previous survey	-2 ✧
Difference from CS2015	-6 ✧
Difference from CS High Performers	-10 ✧

Resources and workload

71% 📊

Difference from previous survey	0
Difference from CS2015	-2 ✧
Difference from CS High Performers	-6 ✧

Pay and benefits

30% 📊

Difference from previous survey	-3 ✧
Difference from CS2015	0
Difference from CS High Performers	-6 ✧

Leadership and managing change

35% 📊

Difference from previous survey	0
Difference from CS2015	-7 ✧
Difference from CS High Performers	-16 ✧

Department for Transport Corporate Report (including the agencies)

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📊 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	📊	35%	0	-7 ✧	-16 ✧
My work	📊	66%	-2 ✧	-9 ✧	-13 ✧
My manager	📊	66%	0	-2 ✧	-5 ✧
Pay and benefits	📊	30%	-3 ✧	0	-6 ✧
Resources and workload	📊	71%	0	-2 ✧	-6 ✧
Learning and development	📊	47%	+1 ✧	-3 ✧	-9 ✧
Organisational objectives and purpose	📊	73%	-2 ✧	-9 ✧	-13 ✧
Inclusion and fair treatment	📊	69%	-2 ✧	-6 ✧	-10 ✧
My team	📊	77%	+1 ✧	-2 ✧	-5 ✧

Wellbeing
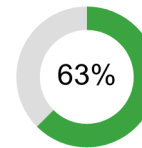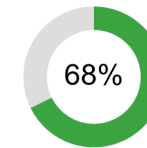
63% — Overall, how satisfied are you with your life nowadays?

68% — Overall, to what extent do you feel that the things you do in your life are worthwhile?
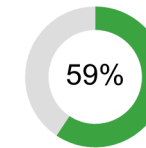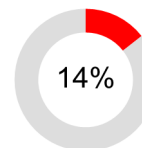
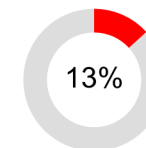**59%** — Overall, how happy did you feel yesterday?
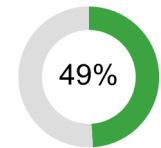
49% — Overall, how anxious did you feel yesterday?

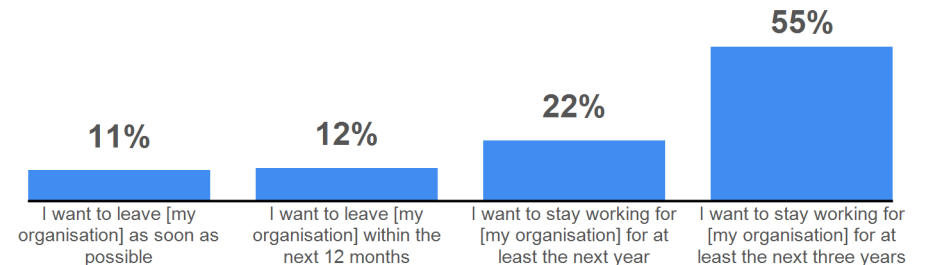## Discrimination, bullying and harassment

14% — During the past 12 months have you personally experienced discrimination at work?

13% — During the past 12 months have you personally experienced bullying or harassment at work?

Your plans for the future

- **11%** — I want to leave [my organisation] as soon as possible
- **12%** — I want to leave [my organisation] within the next 12 months
- **22%** — I want to stay working for [my organisation] for at least the next year
- **55%** — I want to stay working for [my organisation] for at least the next three years

Department for Transport Corporate Report (including the agencies)

Returns : 10,473   Response rate : 77%   Civil Service People Survey 2015

All questions by theme

My work — **66%** **-2** Difference from previous survey — Strength of association with engagement
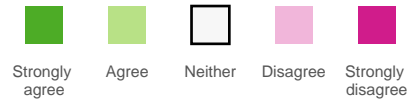
Legend: Strongly agree | Agree | Neither | Disagree | Strongly disagree

		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	35	49	9	5		84%	-2 ✧	-5 ✧	-8 ✧
B02	I am sufficiently challenged by my work	28	46	13	9		74%	-1 ✧	-5 ✧	-9 ✧
B03	My work gives me a sense of personal accomplishment	23	45	16	11	5	68%	-3 ✧	-8 ✧	-11 ✧
B04	I feel involved in the decisions that affect my work	12	33	19	20	15	45%	-1 ✧	-11 ✧	-18 ✧
B05	I have a choice in deciding how I do my work	18	40	17	15	11	57%	-2 ✧	-16 ✧	-21 ✧

Organisational objectives and purpose — **73%** **-2** Difference from previous survey — Strength of association with engagement
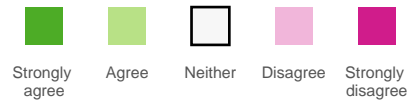
Legend: Strongly agree | Agree | Neither | Disagree | Strongly disagree

		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 [my organisation's] purpose	24	53	12	7	5	77%	-2 ✧	-8 ✧	-13 ✧
B07	I have a clear understanding of [my organisation's] objectives	20	50	15	9	6	70%	-1 ✧	-9 ✧	-14 ✧
B08	I understand how my work contributes to [my organisation's] objectives	23	51	14	7	5	74%	-2 ✧	-9 ✧	-13 ✧

Department for Transport Corporate Report (including the agencies)

Returns : 10,473   Response rate : 77%   Civil Service People Survey 2015

All questions by theme

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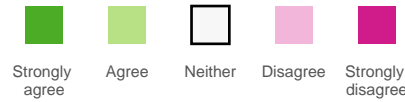^ indicates a variation in question wording from your previous survey

My manager — 66% — 0 Difference from previous survey — Strength of association with engagement

		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	24	42	17	10	7	66%	0	-2 ✧	-6 ✧
B10	My manager is considerate of my life outside work	38	40	13	5		78%	0	-4 ✧	-7 ✧
B11	My manager is open to my ideas	32	43	14	6		75%	-1	-5 ✧	-9 ✧
B12	My manager helps me to understand how I contribute to [my organisation's] objectives	21	41	24	9	6	61%	0	-2 ✧	-7 ✧
B13	Overall, I have confidence in the decisions made by my manager	29	40	16	8	7	69%	-1	-4 ✧	-8 ✧
B14	My manager recognises when I have done my job well	32	44	13	6	5	76%	0	-3 ✧	-5 ✧
B15	I receive regular feedback on my performance	24	41	17	12	6	65%	-1	-2 ✧	-5 ✧
B16	The feedback I receive helps me to improve my performance	23	38	23	10	6	61%	0	-1 ✧	-4 ✧
B17	I think that my performance is evaluated fairly	20	40	20	12	9	60%	0	-3 ✧	-8 ✧
B18	Poor performance is dealt with effectively in my team	13	32	33	13	10	45%	+1 ✧	+5 ✧	+1 ✧

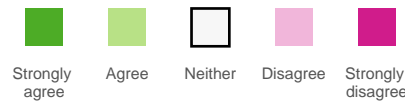### My team — 77% — +1 Difference from previous survey — Strength of association with engagement

		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	38	46	10			85%	+1 ✧	0	-2 ✧
B20	The people in my team work together to find ways to improve the service we provide	33	46	13	5		79%	+1 ✧	-1 ✧	-5 ✧
B21	The people in my team are encouraged to come up with new and better ways of doing things	27	41	18	9	5	69%	+2 ✧	-6 ✧	-10 ✧

Department for Transport Corporate Report (including the agencies)

Returns : 10,473   Response rate : 77%   Civil Service People Survey 2015

All questions by theme

Learning and development

47% **+1** Difference from previous survey | Strength of association with engagement

		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	13	47	23	12	6	59%	+2 ✧	-4 ✧	-8 ✧
B23	Learning and development activities I have completed in the past 12 months have helped to improve my performance	11	33	34	14	8	43%	0	-8 ✧	-15 ✧
B24	There are opportunities for me to develop my career in [my organisation]	11	34	23	17	14	45%	+3 ✧	+4 ✧	-4 ✧
B25	Learning and development activities I have completed while working for [my organisation] are helping me to develop my career	9	30	33	17	11	39%	0	-4 ✧	-10 ✧

Inclusion and fair treatment

69% **-2** Difference from previous survey | Strength of association with engagement

		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	24	49	13	8	6	72%	-2 ✧	-6 ✧	-9 ✧
B27	I am treated with respect by the people I work with	31	53	10			84%	+1 ✧	-1 ✧	-3 ✧
B28	I feel valued for the work I do	18	37	19	15	11	55%	-3 ✧	-9 ✧	-14 ✧
B29	I think that [my organisation] respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc)	21	44	21	7	7	65%	-2 ✧	-8 ✧	-13 ✧

Department for Transport Corporate Report (including the agencies)

Returns : 10,473   Response rate : 77%   Civil Service People Survey 2015

All questions by theme

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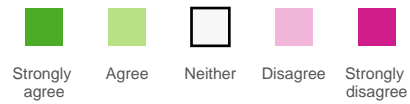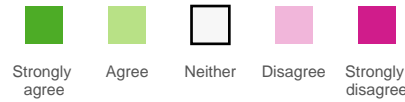^ indicates a variation in question wording from your previous survey

Resources and workload — 71% — 0

Difference from previous survey · Strength of association with engagement

		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	25	57	10	5		82%	0	-1 ✧	-3 ✧
B31	I get the information I need to do my job well	16	49	18	12	5	65%	+2 ✧	-4 ✧	-8 ✧
B32	I have clear work objectives	19	52	16	9		71%	-1 ✧	-5 ✧	-9 ✧
B33	I have the skills I need to do my job effectively	29	57	10			85%	-1 ✧	-3 ✧	-5 ✧
B34	I have the tools I need to do my job effectively	18	49	16	12	6	66%	+2 ✧	-3 ✧	-8 ✧
B35	I have an acceptable workload	12	47	18	15	8	60%	-1	0	-5 ✧
B36	I achieve a good balance between my work life and my private life	19	48	17	10	6	67%	0	0	-5 ✧

Pay and benefits — 30% — -3

Difference from previous survey · Strength of association with engagement

		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	5	25	19	27	24	30%	-3 ✧	-2 ✧	-7 ✧
B38	I am satisfied with the total benefits package	5	27	24	24	20	32%	-4 ✧	-1 ✧	-7 ✧
B39	Compared to people doing a similar job in other organisations I feel my pay is reasonable	5	22	20	26	26	27%	-2 ✧	+2 ✧	-5 ✧

Department for Transport Corporate Report (including the agencies)

Returns : 10,473   Response rate : 77%   Civil Service People Survey 2015

All questions by theme

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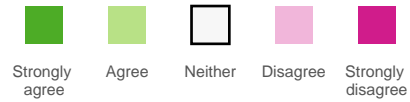^ indicates a variation in question wording from your previous survey

Leadership and managing change   **35%**   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 CS2015	Difference from CS High Performers
B40	I feel that [my organisation] as a whole is managed well	6	34	24	19	18	39%	0	-6 ✧	-17 ✧
B41	[Senior managers] in [my organisation] are sufficiently visible	9	34	20	19	18	43%	0	-10 ✧	-22 ✧
B42	I believe the actions of [senior managers] are consistent with [my organisation's] values	7	30	32	15	15	37%	+1	-8 ✧	-19 ✧
B43	I believe that [the executive team has] a clear vision for the future of [my organisation]	7	31	35	12	15	38%	-1 ✧	-4 ✧	-15 ✧
B44	Overall, I have confidence in the decisions made by [my organisation's senior managers]	6	28	30	17	19	34%	+1 ✧	-8 ✧	-18 ✧
B45	I feel that change is managed well in [my organisation]		24	26	26	20	28%	+1 ✧	-2 ✧	-11 ✧
B46	When changes are made in [my organisation] they are usually for the better		23	32	23	18	27%	0	0	-8 ✧
B47	[My organisation] keeps me informed about matters that affect me	6	41	24	17	12	47%	-3 ✧	-8 ✧	-17 ✧
B48	I have the opportunity to contribute my views before decisions are made that affect me		23	26	26	21	27%	-1 ✧	-9 ✧	-17 ✧
B49	I think it is safe to challenge the way things are done in [my organisation]	5	29	27	20	19	34%	-1 ✧	-7 ✧	-16 ✧

Department for Transport Corporate Report (including the agencies)

Returns : 10,473   Response rate : 77%   Civil Service People Survey 2015

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 [my organisation]	13	36	31	12	8	49%	-1 ✧	-8 ✧	-17 ✧
B51	I would recommend [my organisation] as a great place to work	12	35	28	14	11	47%	0	0	-12 ✧
B52	I feel a strong personal attachment to [my organisation]	11	29	31	18	11	40%	-2 ✧	-7 ✧	-14 ✧
B53	[My organisation] inspires me to do the best in my job	9	30	32	17	12	39%	0	-5 ✧	-12 ✧
B54	[My organisation] motivates me to help it achieve its objectives	8	28	33	18	13	36%	-1	-6 ✧	-13 ✧

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 [my organisation] will take action on the results from this survey	6	27	25	20	22	33%	-1 ✧	-10 ✧	-22 ✧
B56	I believe that managers where I work will take action on the results from this survey	12	34	24	15	15	46%	-1	-9 ✧	-16 ✧
B57	Where I work, I think effective action has been taken on the results of the last survey	7	21	36	18	18	28%	-2 ✧	-6 ✧	-14 ✧

Department for Transport Corporate Report (including the agencies)

Returns : 10,473   Response rate : 77%   Civil Service People Survey 2015

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	29	56	8			**85%**	0	-2 ✧	-4 ✧
B59	I believe I would be supported if I try a new idea, even if it may not work	17	43	23	12	5	**60%**	0	-7 ✧	-12 ✧
B60	My performance is evaluated based on whether I get things done, rather than solely follow processes	13	42	27	11	7	**55%**	-1 ✧	-10 ✧	-15 ✧
B61	When I talk about [my organisation] I say "we" rather than "they"	16	39	23	13	9	**55%**	-5 ✧	-14 ✧	-23 ✧
B62	I have some really good friendships at work	35	46	14			**80%**	+3 ✧	+5 ✧	+1 ✧

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	23	43	19	9	6	**66%**	--	-1 ✧	-5 ✧
B64	[Senior managers] inspire people across [my organisation] to do their best	6	26	32	19	17	**33%**	--	-5 ✧	-13 ✧
B65	My manager leads our team with confidence	26	42	17	9	6	**68%**	--	-2 ✧	-8 ✧
B66	[Senior managers] lead [my organisation] with confidence	9	31	32	14	14	**40%**	--	-7 ✧	-17 ✧
B67	My manager empowers me to do my job effectively	24	44	19	7	6	**67%**	--	-4 ✧	-8 ✧
B68	[My organisation's senior managers] empower teams to deliver	7	27	35	16	15	**34%**	--	-6 ✧	-14 ✧
B69	[Senior managers] in [my organisation] actively role model the behaviours set out in the Civil Service Leadership Statement	6	24	41	14	15	**31%**	--	-5 ✧	-13 ✧
B70	My manager actively role models the behaviours set out in the Civil Service Leadership Statement	18	37	31	7	7	**55%**	--	-2 ✧	-7 ✧

Department for Transport Corporate Report (including the agencies)

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All questions by theme

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

Wellbeing

	0-4	5-6	7-8	9-10
	🟪	⬜	🟩	🟩

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.

		0-4	5-6	7-8	9-10	% Positive	Difference from previous survey	Difference from CS2015	Difference from CS High Performers
W01	Overall, how satisfied are you with your life nowadays?	15	22	46	17	63%	+1	-3 ✧	-6 ✧
W02	Overall, to what extent do you feel that the things you do in your life are worthwhile?	12	20	45	23	68%	-1	-3 ✧	-6 ✧
W03	Overall, how happy did you feel yesterday?	19	22	37	22	59%	-1	-3 ✧	-6 ✧

	0-1	2-3	4-5	6-10
	🟩	🟩	⬜	🟪

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

		0-1	2-3	4-5	6-10	% Positive	Difference from previous survey	Difference from CS2015	Difference from CS High Performers
W04	Overall, how anxious did you feel yesterday?	25	24	20	31	49%	-1	-1 ✧	-3 ✧

Returns : 10,473   Response rate : 77%   Civil Service People Survey 2015

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 CS2015	Difference from CS High Performers
I want to leave [my organisation] as soon as possible	11%	+3 ✧	+2 ✧	0 ✧
I want to leave [my organisation] within the next 12 months	12%	+1 ✧	-4 ✧	-8 ✧
I want to stay working for [my organisation] for at least the next year	22%	-2 ✧	-10 ✧	-16 ✧
I want to stay working for [my organisation] for at least the next three years	55%	-1 ✧	+13 ✧	+4 ✧

The Civil Service Code

Differences are based on '% Yes' score

% Yes   % No

	% Yes	% Yes	Difference from previous survey	Difference from CS2015	Difference from CS High Performers
D01. Are you aware of the Civil Service Code?	87 / 13	87%	-1 ✧	-4 ✧	-8 ✧
D02. Are you aware of how to raise a concern under the Civil Service Code?	64 / 36	64%	-2 ✧	-3 ✧	-9 ✧
D03. Are you confident that if you raised a concern under the Civil Service Code in [your organisation] it would be investigated properly?	58 / 42	58%	-4 ✧	-10 ✧	-15 ✧

Returns : 10,473   Response rate : 77%   Civil Service People Survey 2015

All questions by theme

Discrimination, harassment and bullying

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

| % Yes | % No | % Prefer not to say |

|	Yes	No	Prefer not to say
2015	14	75	10
2014	13	78	10
CS2015	11	80	8
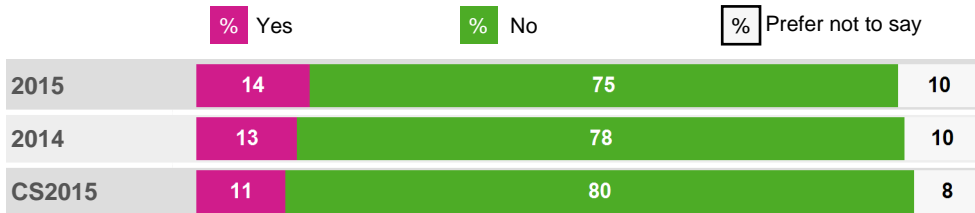
For respondents who selected 'Yes' to question E01.
E02. On which of the following grounds have you personally experienced discrimination at work in the past 12 months? (multiple selection)

	Response Count	
Age	195	
Caring responsibilities	166	
Disability	185	
Ethnic background	96	
Gender	184	
Gender reassignment or perceived gender	12	
Grade, pay band or responsibility level	392	
Main spoken/written language or language ability	64	
Religion or belief	52	
Sexual orientation	74	
Social or educational background	93	
Working location	227	
Working pattern	387	
Any other grounds	412	
Prefer not to say	200	

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

| % Yes | % No | % Prefer not to say |

	Yes	No	Prefer not to say
2015	13	78	9
2014	12	79	8
CS2015	10	82	7
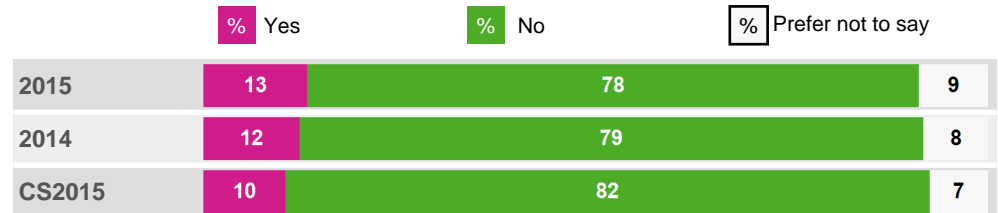
For respondents who selected 'Yes' to question E03.
E04. Who were you bullied or harassed by at work in the past 12 months? (multiple selection)

	Response Count	
A colleague	414	
Your manager	381	
Another manager in my part of [your organisation]	412	
Someone you manage	63	
Someone who works for another part of [your organisation]	150	
A member of the public	114	
Someone else	49	
Prefer not to say	189	

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 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.