


NOMS overall

Returns : 16,173

Response rate : 35%

Civil Service People Survey 2016

 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.



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Civil Service People Survey 2016

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 MOJ (Corp) | Difference from high performing units |
|---------------------------------------|---|------------------------|----------------------------|---------------------------------------|
| Leadership and managing change | | 28% | -7 ✧ | -24 ✧ |
| My work | | 69% | -2 ✧ | -13 ✧ |
| My manager | | 59% | -4 ✧ | -18 ✧ |
| Learning and development | | 40% | -4 ✧ | -23 ✧ |
| Pay and benefits | | 26% | +2 ✧ | -16 ✧ |
| Resources and workload | | 65% | -5 ✧ | -15 ✧ |
| Organisational objectives and purpose | | 76% | -2 ✧ | -15 ✧ |
| My team | | 73% | -5 ✧ | -16 ✧ |
| Inclusion and fair treatment | | 67% | -3 ✧ | -16 ✧ |



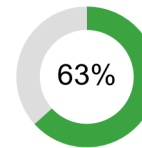
Strength of association with engagement



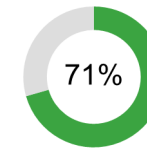
Statistically significant difference from comparison

Wellbeing

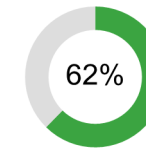
% responding positively (Answering 7,8, 9 or 10 for W01 – W03; Answering 0,1,2 or 3 for W04)



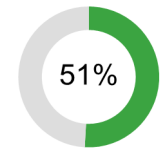
W01. Overall, how satisfied are you with your life nowadays?



W02. Overall, to what extent do you feel that the things you do in your life are worthwhile?



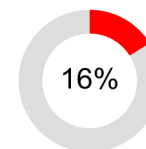
W03. Overall, how happy did you feel yesterday?



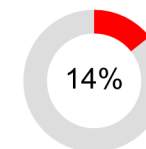
W04. Overall, how anxious did you feel yesterday?

Discrimination, bullying and harassment

% responding Yes

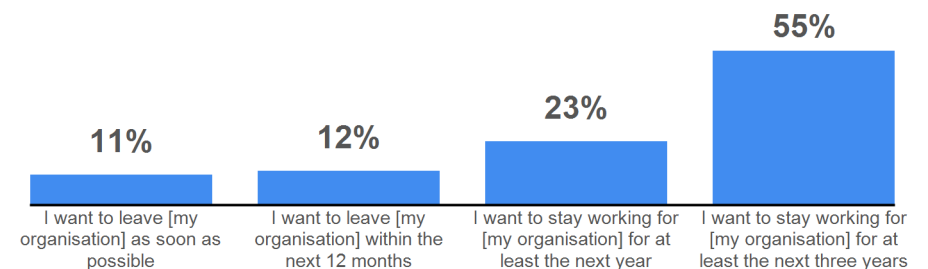


During the past 12 months have you personally experienced discrimination at work?



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

Your plans for the future



Returns : 16,173

Response rate : 35%

Civil Service People Survey 2016

All questions by theme

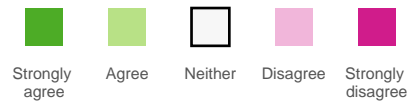
◆ indicates statistically significant difference from comparison

My work

69%



Strength of association with engagement



% Positive

Difference from MOU (Corp)

Difference from high performing units

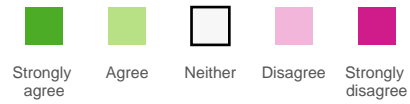
| Question | Strongly agree | Agree | Neither | Disagree | Strongly disagree | % Positive | Difference from MOU (Corp) | Difference from high performing units |
|--|----------------|-------|---------|----------|-------------------|------------|----------------------------|---------------------------------------|
| B01 I am interested in my work | 45 | 44 | 7 | 7 | 7 | 88% | +1 ◆ | -6 ◆ |
| B02 I am sufficiently challenged by my work | 38 | 42 | 11 | 7 | 7 | 80% | +1 ◆ | -9 ◆ |
| B03 My work gives me a sense of personal accomplishment | 27 | 45 | 15 | 9 | 9 | 72% | -1 ◆ | -12 ◆ |
| B04 I feel involved in the decisions that affect my work | 12 | 32 | 21 | 22 | 13 | 44% | -5 ◆ | -23 ◆ |
| B05 I have a choice in deciding how I do my work | 17 | 43 | 19 | 14 | 8 | 60% | -3 ◆ | -22 ◆ |

Organisational objectives and purpose

76%



Strength of association with engagement



% Positive

Difference from MOU (Corp)

Difference from high performing units

| Question | Strongly agree | Agree | Neither | Disagree | Strongly disagree | % Positive | Difference from MOU (Corp) | Difference from high performing units |
|--|----------------|-------|---------|----------|-------------------|------------|----------------------------|---------------------------------------|
| B06 I have a clear understanding of [my organisation's] purpose | 26 | 52 | 13 | 6 | 6 | 78% | -2 ◆ | -14 ◆ |
| B07 I have a clear understanding of [my organisation's] objectives | 23 | 50 | 16 | 8 | 8 | 74% | -2 ◆ | -16 ◆ |
| B08 I understand how my work contributes to [my organisation's] objectives | 26 | 51 | 14 | 6 | 6 | 77% | -3 ◆ | -14 ◆ |

Returns : 16,173

Response rate : 35%

Civil Service People Survey 2016

All questions by theme

◆ indicates statistically significant difference from comparison

My manager

59%



Strength of association with engagement



% Positive

Difference from MOU (Corp)

Difference from high performing units

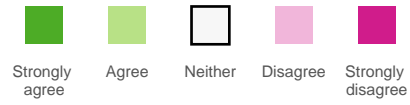
| Question ID | Question Text | Strongly agree | Agree | Neither | Disagree | Strongly disagree | % Positive | Difference from MOU (Corp) | Difference from high performing units |
|-------------|--|----------------|-------|---------|----------|-------------------|------------|----------------------------|---------------------------------------|
| B09 | My manager motivates me to be more effective in my job | 21 | 40 | 20 | 12 | 7 | 61% | -4 ◆ | -18 ◆ |
| B10 | My manager is considerate of my life outside work | 31 | 38 | 17 | 7 | 6 | 70% | -5 ◆ | -20 ◆ |
| B11 | My manager is open to my ideas | 27 | 43 | 17 | 7 | 5 | 71% | -4 ◆ | -17 ◆ |
| B12 | My manager helps me to understand how I contribute to [my organisation's] objectives | 18 | 38 | 27 | 11 | 6 | 56% | -5 ◆ | -21 ◆ |
| B13 | Overall, I have confidence in the decisions made by my manager | 25 | 39 | 19 | 10 | 7 | 64% | -3 ◆ | -19 ◆ |
| B14 | My manager recognises when I have done my job well | 27 | 42 | 16 | 9 | 5 | 69% | -3 ◆ | -18 ◆ |
| B15 | I receive regular feedback on my performance | 19 | 36 | 21 | 16 | 8 | 55% | -6 ◆ | -25 ◆ |
| B16 | The feedback I receive helps me to improve my performance | 19 | 34 | 26 | 13 | 7 | 53% | -5 ◆ | -22 ◆ |
| B17 | I think that my performance is evaluated fairly | 18 | 37 | 25 | 13 | 8 | 55% | -4 ◆ | -18 ◆ |
| B18 | Poor performance is dealt with effectively in my team | 9 | 25 | 31 | 20 | 15 | 34% | -5 ◆ | -19 ◆ |

My team

73%



Strength of association with engagement



| Question ID | Question Text | Strongly agree | Agree | Neither | Disagree | Strongly disagree | % Positive | Difference from MOU (Corp) | Difference from high performing units |
|-------------|--|----------------|-------|---------|----------|-------------------|------------|----------------------------|---------------------------------------|
| B19 | The people in my team can be relied upon to help when things get difficult in my job | 33 | 47 | 12 | 6 | | 80% | -2 ◆ | -12 ◆ |
| B20 | The people in my team work together to find ways to improve the service we provide | 28 | 46 | 15 | 8 | | 75% | -4 ◆ | -16 ◆ |
| B21 | The people in my team are encouraged to come up with new and better ways of doing things | 23 | 41 | 20 | 11 | 5 | 64% | -7 ◆ | -21 ◆ |

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Civil Service People Survey 2016

All questions by theme

◆ indicates statistically significant difference from comparison

Learning and development

40%



Strength of association with engagement



% Positive

Difference from MOU (Corp)

Difference from high performing units

| Question ID | Question Text | Strongly agree | Agree | Neither | Disagree | Strongly disagree | % Positive | Difference from MOU (Corp) | Difference from high performing units |
|-------------|--|----------------|-------|---------|----------|-------------------|------------|----------------------------|---------------------------------------|
| B22 | I am able to access the right learning and development opportunities when I need to | 8 | 37 | 26 | 21 | 8 | 45% | -9 ◆ | -29 ◆ |
| B23 | Learning and development activities I have completed in the past 12 months have helped to improve my performance | 9 | 32 | 32 | 18 | 9 | 41% | -3 ◆ | -23 ◆ |
| B24 | There are opportunities for me to develop my career in [my organisation] | 8 | 29 | 26 | 21 | 15 | 37% | -3 ◆ | -27 ◆ |
| B25 | Learning and development activities I have completed while working for [my organisation] are helping me to develop my career | 8 | 29 | 31 | 20 | 12 | 37% | 0 | -21 ◆ |

Inclusion and fair treatment

67%



Strength of association with engagement



| Question ID | Question Text | Strongly agree | Agree | Neither | Disagree | Strongly disagree | % Positive | Difference from MOU (Corp) | Difference from high performing units |
|-------------|---|----------------|-------|---------|----------|-------------------|------------|----------------------------|---------------------------------------|
| B26 | I am treated fairly at work | 21 | 50 | 16 | 9 | 5 | 71% | -3 ◆ | -16 ◆ |
| B27 | I am treated with respect by the people I work with | 26 | 55 | 12 | 5 | 5 | 80% | -2 ◆ | -12 ◆ |
| B28 | I feel valued for the work I do | 16 | 39 | 21 | 16 | 9 | 55% | -4 ◆ | -21 ◆ |
| B29 | I think that [my organisation] respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc) | 18 | 46 | 22 | 9 | 6 | 64% | -5 ◆ | -19 ◆ |

Returns : 16,173

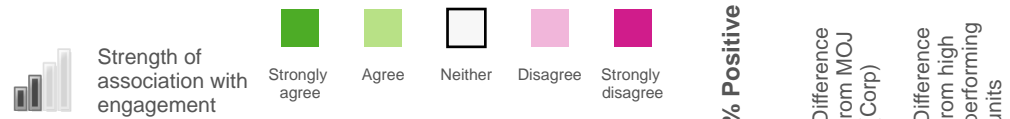
Response rate : 35%

Civil Service People Survey 2016

All questions by theme

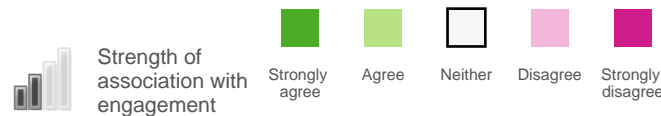
◆ indicates statistically significant difference from comparison

Resources and workload **65%**



| Question | Strongly agree | Agree | Neither | Disagree | Strongly disagree | % Positive | Difference from MOU (Corp) | Difference from high performing units |
|---|----------------|-------|---------|----------|-------------------|------------|----------------------------|---------------------------------------|
| B30 In my job, I am clear what is expected of me | 23 | 57 | 12 | 6 | | 80% | -4 ◆ | -12 ◆ |
| B31 I get the information I need to do my job well | 13 | 45 | 22 | 16 | | 58% | -7 ◆ | -21 ◆ |
| B32 I have clear work objectives | 17 | 53 | 18 | 9 | | 70% | -5 ◆ | -16 ◆ |
| B33 I have the skills I need to do my job effectively | 27 | 58 | 9 | | | 85% | -1 ◆ | -7 ◆ |
| B34 I have the tools I need to do my job effectively | 13 | 41 | 19 | 19 | 8 | 54% | -7 ◆ | -22 ◆ |
| B35 I have an acceptable workload | 9 | 40 | 19 | 20 | 12 | 49% | -5 ◆ | -21 ◆ |
| B36 I achieve a good balance between my work life and my private life | 14 | 43 | 19 | 15 | 9 | 57% | -6 ◆ | -20 ◆ |

Pay and benefits **26%**



| Question | Strongly agree | Agree | Neither | Disagree | Strongly disagree | % Positive | Difference from MOU (Corp) | Difference from high performing units |
|---|----------------|-------|---------|----------|-------------------|------------|----------------------------|---------------------------------------|
| B37 I feel that my pay adequately reflects my performance | 23 | 17 | 30 | 26 | | 27% | +3 ◆ | -17 ◆ |
| B38 I am satisfied with the total benefits package | 23 | 26 | 26 | 22 | | 26% | -1 | -19 ◆ |
| B39 Compared to people doing a similar job in other organisations I feel my pay is reasonable | 21 | 21 | 28 | 26 | | 25% | +4 ◆ | -13 ◆ |

Returns : 16,173

Response rate : 35%

Civil Service People Survey 2016

All questions by theme

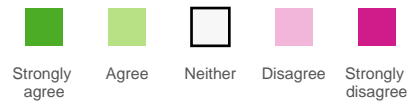
✦ indicates statistically significant difference from comparison

Leadership and managing change

28%



Strength of association with engagement



% Positive

Difference from MOU (Corp)

Difference from high performing units

| Question ID | Statement | Strongly agree | Agree | Neither | Disagree | Strongly disagree | % Positive | Difference from MOU (Corp) | Difference from high performing units |
|-------------|--|----------------|-------|---------|----------|-------------------|------------|----------------------------|---------------------------------------|
| B40 | I feel that [my organisation] as a whole is managed well | 26 | 28 | 26 | 16 | 30% | -6 ✦ | -28 ✦ | |
| B41 | [Senior managers] in [my organisation] are sufficiently visible | 6 | 32 | 23 | 23 | 15 | 38% | -7 ✦ | -27 ✦ |
| B42 | I believe the actions of [senior managers] are consistent with [my organisation's] values | 6 | 33 | 35 | 14 | 11 | 40% | -3 ✦ | -19 ✦ |
| B43 | I believe that [the executive team has] a clear vision for the future of [my organisation] | 22 | 39 | 19 | 15 | 26% | -9 ✦ | -29 ✦ | |
| B44 | Overall, I have confidence in the decisions made by [my organisation's senior managers] | 5 | 24 | 33 | 22 | 17 | 29% | -5 ✦ | -25 ✦ |
| B45 | I feel that change is managed well in [my organisation] | 17 | 27 | 34 | 20 | 20% | -6 ✦ | -23 ✦ | |
| B46 | When changes are made in [my organisation] they are usually for the better | 13 | 31 | 32 | 22 | 15% | -8 ✦ | -25 ✦ | |
| B47 | [My organisation] keeps me informed about matters that affect me | 34 | 30 | 21 | 12 | 37% | -8 ✦ | -31 ✦ | |
| B48 | I have the opportunity to contribute my views before decisions are made that affect me | 19 | 27 | 30 | 21 | 22% | -7 ✦ | -25 ✦ | |
| B49 | I think it is safe to challenge the way things are done in [my organisation] | 23 | 32 | 24 | 17 | 27% | -7 ✦ | -26 ✦ | |

Returns : 16,173

Response rate : 35%

Civil Service People Survey 2016

All questions by theme

✦ indicates statistically significant difference from comparison

Engagement

| | Strongly agree | Agree | Neither | Disagree | Strongly disagree | % Positive | Difference from MOU (Corp) | Difference from high performing units |
|--|----------------|-------|---------|----------|-------------------|------------|----------------------------|---------------------------------------|
| B50 I am proud when I tell others I am part of [my organisation] | 15 | 39 | 28 | 11 | 6 | 55% | +2 ✦ | -13 ✦ |
| B51 I would recommend [my organisation] as a great place to work | 7 | 24 | 30 | 22 | 16 | 32% | -3 ✦ | -29 ✦ |
| B52 I feel a strong personal attachment to [my organisation] | 15 | 35 | 28 | 14 | 9 | 49% | +4 ✦ | -10 ✦ |
| B53 [My organisation] inspires me to do the best in my job | 9 | 28 | 35 | 18 | 10 | 37% | -2 ✦ | -20 ✦ |
| B54 [My organisation] motivates me to help it achieve its objectives | 8 | 25 | 37 | 19 | 11 | 33% | -3 ✦ | -21 ✦ |

Taking action

| | Strongly agree | Agree | Neither | Disagree | Strongly disagree | % Positive | Difference from MOU (Corp) | Difference from high performing units |
|--|----------------|-------|---------|----------|-------------------|------------|----------------------------|---------------------------------------|
| B55 I believe that [senior managers] in [my organisation] will take action on the results from this survey | 20 | 29 | 24 | 22 | 25% | -10 ✦ | -32 ✦ | |
| B56 I believe that managers where I work will take action on the results from this survey | 9 | 30 | 25 | 19 | 17 | 39% | -9 ✦ | -31 ✦ |
| B57 Where I work, I think effective action has been taken on the results of the last survey | 5 | 17 | 39 | 20 | 18 | 23% | -10 ✦ | -29 ✦ |

Returns : 16,173

Response rate : 35%

Civil Service People Survey 2016

All questions by theme

⬠ indicates statistically significant difference from comparison

Organisational culture

| | Strongly agree | Agree | Neither | Disagree | Strongly disagree | % Positive | Difference from MOU (Corp) | Difference from high performing units |
|---|----------------|-------|---------|----------|-------------------|------------|----------------------------|---------------------------------------|
| B58 I am trusted to carry out my job effectively | 29 | 56 | 9 | | | 85% | -2 ⬠ | -8 ⬠ |
| B59 I believe I would be supported if I try a new idea, even if it may not work | 16 | 42 | 24 | 13 | 5 | 58% | -5 ⬠ | -20 ⬠ |
| B60 When I talk about [my organisation] I say "we" rather than "they" | 17 | 39 | 26 | 12 | 6 | 56% | -3 ⬠ | -23 ⬠ |
| B61 I have some really good friendships at work | 32 | 48 | 15 | | | 80% | -1 ⬠ | -8 ⬠ |

Leadership statement

| | Strongly agree | Agree | Neither | Disagree | Strongly disagree | % Positive | Difference from MOU (Corp) | Difference from high performing units |
|---|----------------|-------|---------|----------|-------------------|------------|----------------------------|---------------------------------------|
| B62 [Senior managers] in [my organisation] actively role model the behaviours set out in the Civil Service Leadership Statement | 6 | 28 | 44 | 13 | 9 | 34% | -5 ⬠ | -21 ⬠ |
| B63 My manager actively role models the behaviours set out in the Civil Service Leadership Statement | 15 | 38 | 32 | 9 | 7 | 53% | -4 ⬠ | -22 ⬠ |

Returns : 16,173

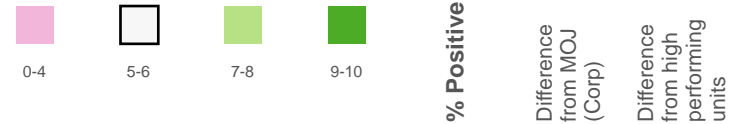
Response rate : 35%

Civil Service People Survey 2016

All questions by theme

◆ indicates statistically significant difference from comparison

Wellbeing

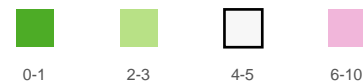


Unlike the questions B01-B63 which ask people to rate their agreement from strongly agree to strongly disagree, the four wellbeing questions use a 11-point scale. The scale ranges from 0 to 10 for each question, where 0 is equivalent to 'not at all' (e.g. 'not at all satisfied' or 'not at all worthwhile') 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.

| Question | 0-4 | 5-6 | 7-8 | 9-10 | % Positive | Difference from MOU (Corp) | Difference from high performing units |
|---|-----|-----|-----|------|------------|----------------------------|---------------------------------------|
| W01 Overall, how satisfied are you with your life nowadays? | 15 | 22 | 47 | 16 | 63% | 0 | -9 ◆ |
| W02 Overall, to what extent do you feel that the things you do in your life are worthwhile? | 10 | 19 | 46 | 24 | 71% | 0 | -8 ◆ |
| W03 Overall, how happy did you feel yesterday? | 17 | 21 | 40 | 22 | 62% | 0 | -8 ◆ |

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? | 26 | 25 | 19 | 30 | 51% | +1 | -6 ◆ |
|--|----|----|----|----|-----|----|------|

Returns : 16,173

Response rate : 35%

Civil Service People Survey 2016

All questions by theme

✦ indicates statistically significant difference from comparison

Your plans for the future

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

| | | | Difference from MOJ (Corp) | Difference from high performing units |
|--|--|-----|----------------------------|---------------------------------------|
| I want to leave [my organisation] as soon as possible | | 11% | -1 ✦ | -2 ✦ |
| I want to leave [my organisation] within the next 12 months | | 12% | -2 ✦ | -5 ✦ |
| I want to stay working for [my organisation] for at least the next year | | 23% | -3 ✦ | -12 ✦ |
| I want to stay working for [my organisation] for at least the next three years | | 55% | +6 ✦ | -10 ✦ |

The Civil Service Code

Differences are based on '% Yes' score

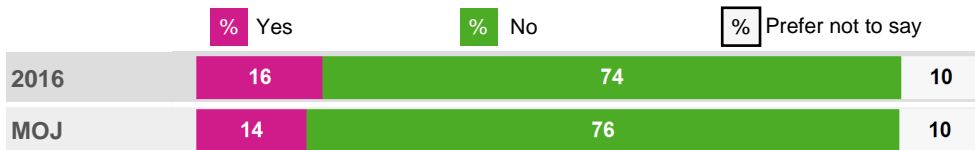
| | % Yes | % No | % Yes | Difference from MOJ (Corp) | Difference from high performing units |
|--|-------|------|-------|----------------------------|---------------------------------------|
| D01. Are you aware of the Civil Service Code? | | 21 | 79% | -6 ✦ | -20 ✦ |
| D02. Are you aware of how to raise a concern under the Civil Service Code? | | 40 | 60% | -7 ✦ | -20 ✦ |
| D03. Are you confident that if you raised a concern under the Civil Service Code in [your organisation] it would be investigated properly? | | 47 | 53% | -7 ✦ | -24 ✦ |

All questions by theme

✦ indicates statistically significant difference from comparison

Discrimination, harassment and bullying

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

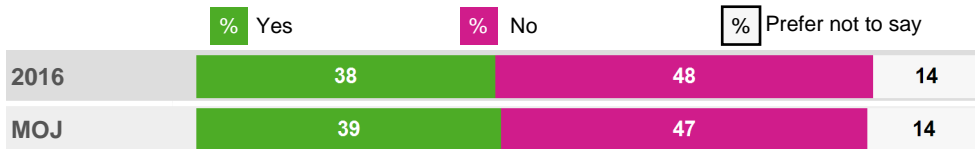


E03. During the past 12 months, have you personally experienced bullying or harassment at work?



For respondents who selected 'Yes' to question E03.

E05. Did you report the bullying and harassment you experienced?



For respondents who selected 'Yes' to question E03.

E06. In your opinion, has this issue been resolved?



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 | 372 |
| Caring responsibilities | 274 |
| Disability | 353 |
| Ethnic background | 203 |
| Gender | 365 |
| Gender reassignment or perceived gender | 11 |
| Grade, pay band or responsibility level | 797 |
| Main spoken/written language or language ability | 84 |
| Religion or belief | 94 |
| Sexual orientation | 94 |
| Social or educational background | 104 |
| Working location | 488 |
| Working pattern | 540 |
| Any other grounds | 612 |
| Prefer not to say | 253 |

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 | 799 |
| Your manager | 615 |
| Another manager in my part of [your organisation] | 721 |
| Someone you manage | 97 |
| Someone who works for another part of [your organisation] | 131 |
| A member of the public | 50 |
| Someone else | 119 |
| Prefer not to say | 280 |

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). |
| High performing units | For each question, this is the upper quartile score across all units from all organisations that have taken part in the 2016 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 Ministry of Justice (Corporate Report) results and high performing units 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 2016 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 fewer 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.